



Deschutes County 9-1-1 Service District User Board Meeting Minutes

Date & Time: Tuesday, December 18, 2018, at 1000 hours

Location: Deschutes County 9-1-1, 20355 Poe Sholes Drive, #300, Bend

Attendees: Sara Crosswhite, Chris Perry, Will Mullins, Tim Beuschlein, Ruben Rokosh, Ty Darapiza, Jonathan Spring, Kim Morse, Tony DeBone, Phil Henderson, Tom Anderson, Paul Garrison, Jim Porter, Paul Kansky, Brian McNaughton, Gary Marshall, David Phillips, Larry Langston, Bob Madden, Jeff Blake, Denney Kelley, Cory Darling, Tim Moor, Bill Boos, Ken Kehmna, Tanner Wark, Rick Allen, Todd Cox, Garret Winter, and Nanette Howard.

1. Call to Order and Introductions – Sara Crosswhite, Interim Director

2. Approval of November 20, 2018 Meeting Minutes

There being no corrections noted, the November 20, 2018 meeting minutes were approved, as presented.

3. Public Comment – None.

4. Staff Reports

Administration

No new business to report.

Operations

Chris Perry reported the active threat drill led by Redmond PD in November went well and gave the District's management team an opportunity to review and discuss internal procedures. There will be one overtime shift posted during January 2019.

Training and Hiring

In Megan Craig's absence, Chris Perry announced there will be two new hires starting the first week of January 2019. The three most recent new hires are now in call-take training, and there is one call taker in police training.

Technical Systems

CAD Project – Will Mullins presented the Major Projects Deployment Schedule and highlighted some of the key dates for the Tyler CAD deployment and the fire agencies' migration to the radio system. Zetron representatives will be on-site in February 2019 to demonstrate the Fire Station Alerting System and will bring with them a quote for the product based on district-wide use.

Tyler Technologies, Inc., (Tyler) will release 2019.1 on May 26, 2019. This release will address all eight functional gaps identified in Crew Force. The code will first be tested internally by the technical team and dispatchers, and then will be further vetted by end users. If any issues are discovered which would prevent the “go live” from proceeding as planned, Tyler will address those issues in 2019.2, scheduled for release on November 18, 2019. The “go live” date is currently scheduled for March 2020.

The District is exploring a condensed functional testing timeframe as a means of accelerating the “go live” date; however, doing so would require the full support of both Tyler and end users. If users are willing to make sacrifices and commit personnel for testing and training purposes, it is possible the District could “go live” in November 2019.

Jim Porter expressed appreciation to the District for trying to find a way to deploy before March 2020 and indicated Bend PD would fully support the effort. He explained the current CAD system does not meet the needs of Bend PD and emphasized the sooner the new CAD system is operational, the better Bend PD will be able to manage the 100,000+ calls expected in 2019.

On behalf of Bend FD, Bob Madden agreed with the proposed plan and was supportive of an accelerated timeline.

Tim Moor indicated Sunriver FD would be in favor of an accelerated timeline and pledged to make staff available as needed.

Jeff Blake joined with others in support of an accelerated timeline, but questioned whether Tyler would commit to the new timeline. Will Mullins explained the primary issue for Tyler has been finding fixes for the functional gaps identified in Crew Force, and all eight gaps will be fully resolved in the 2019.1 release. The District has asked Tyler to provide a formal letter of commitment, but until that is done, Tyler will supply the District with Engineering Change Notices (ECNs) on a monthly basis.

Radio System – Will Mullins announced ADCOMM Engineering, Inc. (ADCOMM) representatives will be on-site December 18 - 19, 2018 to start the bit error rate (BER) testing and will complete the testing following the holidays. Testing is expected to take a total of ten days to complete.

A Radio System Enhancement Plan has been drafted and will be finalized at the beginning of 2019. Anyone interested in a copy of the draft should contact Will Mullins. The BER testing results will be the last piece needed to establish the operational baseline for the radio system. Once the baseline is defined, end user agencies will be asked to sign documentation acknowledging their understanding and acceptance of the radio system’s baseline. The District is also drafting new service level agreements (SLAs) which will be customized to fit each user agency’s needs. Once all documentation has been signed and agreements are in place, the District will then start focusing on needs for future growth (e.g. coverage, capacity, or system operation maintenance.)

Rick Allen updated members on the status of the Overturf Butte site. The November 27, 2018 public meeting went well and, through discussion with attendees, it was revealed there is no way to access the site without crossing private property. The property owner has been very helpful and has agreed to sign an easement granting access to the property for a two-year period. In the meantime, the District will work with the City of Bend to find a more permanent solution. The permit application will be submitted by December 25th.

5. Other Items or Good of the Order

Rick Allen announced Trott Communications Group (Trott) has begun the interviewing process for the After Action Review and thanked all for their cooperation. Interviews will continue in late January / early February 2019.

6. Adjournment

There being no further business, the meeting was adjourned at 1025 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.