



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

Date & Time: Tuesday, November 20, 2018, at 1000 hours

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

Attendees: Sara Crosswhite, Chris Perry, Will Mullins, Megan Craig, Tim Beuschlein, Jonathan Spring, Kim Morse, Phil Henderson, Tom Anderson, Whitney Hale, Shane Nelson, Jim Porter, Brian McNaughton, Gary Marshall, Dave Phillips, Bob Madden, Denney Kelley, Cory Darling, Tim Moor, Bill Boos, Ken Kehmna, Matt Ziebol, Scot Brees, Rick Allen, Nick Parker, Garret Winter, Jeff Springer, Todd Cox, Patti Adair and Nanette Howard.

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

2. Approval of October 9, 2018 Meeting Minutes

Tim Moor moved to approve the October 9, 2018 meeting minutes, as presented. Motion seconded by Cory Darling; motion carried.

3. Public Comment – None.

4. Staff Reports

Administration

Sara Crosswhite introduced Will Mullins as the Deputy Director of Technical Services and outlined some of the things he has been doing during his three weeks with the District.

The Special District's Association of Oregon (SDAO) has recognized Petar Hossick and Megan Craig for their collaborative work to increase cardiac survivability in Deschutes County. Megan Craig stated this is a group effort and could not be done without the support of Administration and the hard work of call takers, dispatchers, paramedics, police officers and community members that partner with us to do the compressions on scene until help arrives.

Operations

Chris Perry reported staffing levels remain stable. Overtime is unchanged; 10 overtime shifts in November and December. The dispatchers are forming a peer support team within 9-1-1 modeled after Bend PD's peer support program and the Central Oregon Public Safety Chaplaincy (COPSC) program. Fire and mobile radio installations are moving forward. Central Oregon Fire Operations Group (COFOG) is starting to have discussions about fire dispatch procedures.

Training and Hiring

Megan Craig announced there are three applicants currently in background; three new hires in call-take training; and one call taker in police dispatch training. Elk Meadow Elementary Schools

participated with Bend FD and Bend PD last week in an active threat training session. On November 30, 2018 there will be another active threat training session in Redmond with Redmond PD and Redmond FD. She expressed gratitude to the agencies within Deschutes County for their collaborative efforts, stating it's those efforts that make the difference in such endeavors as the "9 Echo Project." She thanked the agencies for their continued support.

Technical Systems

CAD Project – Jonathan Spring announced the Tyler Technologies, Inc. (Tyler) software release 2019.1 is tentatively scheduled to be rolled out in May 2019, and it will address all eight of the functional gaps in Crew Force.

The tentative schedule for CAD "go live" is as follows: Delivery of the 2019.1.x code, mid-to-late 2019; agency testing and functional testing, mid-to-late 2019; user training, early-to-mid 2020; and CAD "go live," early-to-mid 2020.

Several factors were considered when creating the tentative schedule: 1) the date fire agencies would "go live" on the radio system (spring of 2019); the time it would take for Tyler to resolve any "bugs" in the 2019.1 release and resolve any issues discovered during the testing and vetting phase; 3) the time it would take Tyler to coordinate the scheduling of specific trainers and on-site support staff requested by the District; 4) schedules of District staff members that would be unavailable due to end-of-year holidays or summer vacations; and 5) the time it would take the District to fully vet the environment upgrade before going "live" with CAD.

In response to Phil Henderson's inquiry regarding the upgrade referenced, Jonathan Spring explained the HiTech platform is being upgraded to the Tyler system before CAD is deployed.

Jim Porter expressed frustration over the further delay stating the existing CAD system does not meet Bend PD's current needs and it's having a compounding impact on officer safety. He cited the number of calls Bend PD officers respond to annually and explained officers cannot be immediately located with the current system. Additionally, Bend PD cannot identify where all fire and police units are located with the current mapping capabilities, which can be critical when an event requires a multi-agency response.

Will Mullins explained the challenge in accelerating the rollout at this point is there would be no real benefit timewise. The primary cause of the delay is Tyler is still developing the iOS platform for the fire agencies' mobile units. Even if the system were ready today, when factoring in the time needed for the District to conduct its own testing, have Tyler resolve any problems while still in the production environment, and provide training, the earliest possible timeframe for "go live" would be mid-summer 2019. He cautioned if deployment is done prematurely, there is the potential for significant problems.

It is possible to separate fire from police in the development of the applications, but there is danger in doing so. As soon as the District transitions to "beneficial use," the District assumes ownership of the software and forfeits any leverage the District may have with Tyler for any

enhancements which may be required. By keeping the project whole, the District maintains leverage. He assured members the District is working to minimize the delay yet trying to protect itself from ramifications of a premature deployment.

Sara Crosswhite advised District staff have met with the chiefs individually to discuss the proposed schedule. The District and users have always known the iOS interface would have to be developed by Tyler, and while there are no deadlines established in the contract, there is incentive for Tyler to complete the interface in a timely manner because there is a significant milestone payment due upon completion.

In response to Jim Porter's inquiry about any potential for breach of contract on Tyler's part, Will Mullins stated he has reviewed the contract and found nothing to support a breach of contract claim. The initial contract was vague and did not specify any completion dates. He did emphasize the iOS interface was not part of the initial contract, but Tyler did agree to develop the interface at no cost to the District.

Denney Kelley sought clarification on what transpired to cause the "go live" date to change from October 2018 to early-to-mid 2020. Jonathan Spring explained during training on the Crew Force application, eight functional gaps were identified which would cause problems if not resolved. During that timeframe, users also identified 40 other enhancements they felt would be beneficial to operations. The Crew Force functional gaps were presented to the RMS Technical Team and, as a group, the Team recommended deployment be postponed until those functional gaps were resolved.

General discussion followed in regards to options other than Apple iOS. Bob Madden explained other options being discussed would reduce fire agencies' capabilities. The iOS-based system Intterra is in real time and it is a statewide platform, which is why it is so important to fire agencies. The District will review its correspondence with Tyler to see if Tyler made a commitment, in writing, that all eight Crew Force functional gaps would be addressed in the 2019.1 release.

Phil Henderson recommended a meeting be scheduled with the county commissioners, Tom Anderson, and legal staff to further discuss the Tyler contract. Sara Crosswhite will coordinate the meeting. Will Mullins indicated he would also like the county commissioners and legal staff to review other District contracts in place to determine if there is a way to optimize them or re-negotiate them.

In response to continued discussion regarding mapping and Bend PD's inability to locate officers, Will Mullins will research available options to see if there is an AVL application which can be used on an interim basis until the new CAD system is "live."

Radio System – Will Mullins stated, by identifying the current coverage of the radio system, site composition, operational user characteristics, and system activity, a new baseline for radio system operations can be established. This information will be incorporated into a new

agreement, which will be signed by users indicating acceptance of the established baseline as presented. Beginning in 2019, new Service Level Agreements (SLAs) and user agreements will be executed, as well, so all users understand the District's expectations. Once all agreements are in place, the District can then start looking forward and find ways to optimize the system (e.g. adding another site, addressing in-building coverage or enhancing the current backup system thereby eliminating the District's dependency upon the State.)

Rick Allen gave an update on the Overturf Butte site. On Tuesday, November 27, 2018, at 6:30 p.m., there will be a public meeting hosted by Bend Parks and Recreation. District staff will be on site to discuss digital radio systems; the engineers will have photos of the antenna and will answer any questions; and Bend PD and Bend FD will have representatives on site to discuss the importance of the site to public safety. Following the introductory question-and-answer session, there will be a formal presentation. Once the meeting has been held, the permit application can be submitted to the City of Bend.

Will Mullins advised the vendor recommended by Joe Blaschka to conduct the bit error rate (BER) testing has experienced some equipment problems, so alternative options are being considered in the event a backup plan is needed. General discussion followed in regards to other potential vendors versus the District purchasing the necessary equipment and conducting the testing itself. Members agreed purchasing expensive equipment for a "one time" use would not be practical, but stressed any alternative vendor must be able to demonstrate they can conduct the testing without bias.

5. Other Items or Good of the Order

Rick Allen announced the county commissioners will award the contract for the After-Action Review of the Radio System on Monday, November 26, 2018. Trott Communications Group (Trott) is the vendor recommended for approval. If awarded, Sara Crosswhite will be contacting individuals in the next 7-10 days to schedule interviews on Trott's behalf. Tom Anderson advised a draft Scope of Work was attached to Sara's latest weekly report if members would like to review it prior to being interviewed.

6. Adjournment

There being no further business, the meeting was adjourned at 1100 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.