



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, January 15, 2019, at 1000 hours

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

**Attendees:** Sara Crosswhite, Chris Perry, Will Mullins, Megan Craig, Beth Casper, Tim Beuschlein, Evan Clark, Ty Darapiza, Brian Bickford, Jonathan Spring, Kim Morse, Phil Henderson, Patti Adair, Tony DeBone, Tom Anderson, Paul Garrison, Jim Porter, Paul Kansky, Rob Schulz, Chris Duchateau, Roger Johnson, Shane Nelson, Dan Tucker, Gary Marshall, David Phillips, Larry Langston, Bob Madden, Cory Darling, Tim Moor, Bill Boos, Ken Kehmna, Rick Allen, Garret Winter, Pulsiam representatives Henry Unger and Susan Iverson, and Nanette Howard.

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

**2. Approval of December 18, 2018 Meeting Minutes**

*There being no corrections noted, the December 18, 2018 meeting minutes were approved as distributed.*

**3. Public Comment** – None.

**4. Staff Reports**

**Administration**

Sara Crosswhite announced District staff will meet with the Deschutes County Board of County Commissioners in the upcoming week as the County's budget kick-off discussions begin. She will share the Fiscal Year 2019/2020 budget worksheet with members at the next User Board meeting scheduled for Tuesday, February 12, 2019. The District is pleased to announce there will be no increase to the tax levy for the fourth year in a row. Shane Nelson congratulated the District for being able to maintain the current tax levy rate.

**Operations**

Chris Perry announced the District's newly-formed Peer-to-Peer Support Team should be activated by March 2019. Each team member will receive training and certification through the Central Oregon Public Safety Chaplaincy (COPSC). The District is also contracting with a local mental health counselor as an additional resource for employees seeking mental health training or support. Employees have also expressed an interest in some online tools for guided mindfulness training designed to help improve overall emotional health, and the District is researching those options, as well. The updated fire protocols he and Megan Craig have been working on should be rolled out in the next couple of months. There will only be one overtime shift in January.

### **Training and Hiring**

Megan Craig reported there are three trainees in call-take training, two trainees attending the In-House Academy, and one trainee completing police training. The job announcement for telecommunicators has been re-opened, but will be open for a shorter timeframe than the previous one-year period. The District is hoping to streamline the hiring process even further through the use of videotaped interviews.

With the ever increasing number of mental health calls, there have been ongoing discussions at the state level of how to train dispatchers to identify mental health issues more quickly over the phone and dispatch those calls accordingly. Mental health professionals, responders, telecommunicators and DPSST have been working together to come up with a program tailored specifically to telecommunicators. As a result of their collaborative efforts, DPSST will be offering its first class February 21 – 22, 2019.

### **Technical Systems**

*AVL Demonstration* – Pulsiam representatives Henry Unger and Susan Iverson demonstrated the Pulsiam Safety Net AVL mapping application and answered members' questions related to functionality. Will Mullins announced the District is prepared to roll out the mapping feature within the next month if members support the District going forward with it. It will be an integrated solution that can be used until the new CAD system is deployed.

*CAD Project* – Will Mullins presented for discussion the revised Major Projects Deployment Schedule based upon an accelerated "go live" date of September 30, 2019. Tyler Technologies, Inc. (Tyler) is supportive of the 2019 deployment schedule; however, if users wish to proceed with the 2019 schedule, Tyler needs a commitment from the District within one week. He noted the fire agency migration to the radio system will not be affected by the accelerated schedule.

Members discussed at length the potential risks / benefits of moving forward with an accelerated schedule versus staying with the original 2020 deployment schedule. Of particular concern to the fire users were the eight functional gaps previously identified in Crew Force and whether those would be fully addressed in the May 2019.1 release. Will Mullins emphasized there is no slack in the 2019 deployment schedule. If an issue comes up, it will have to be addressed without delaying the schedule. While Tyler has committed to addressing all eight gaps in the 2019.1 release, if the fire users do not like the way the platform looks, there will be no time to make any changes. Whatever changes the fire users might want would have to be addressed by Tyler at a later time and would be treated as a feature enhancement, which could result in additional cost to the users. Also of concern with the 2019 deployment schedule is training would be conducted during fire season (August / September) when fire agencies are at their busiest.

Based upon the concerns expressed, members agreed the most prudent course of action would be to move forward with the AVL mapping product as an interim solution until the new CAD system is deployed and for the District to proceed with the original 2020 deployment schedule.

***Jim Porter moved to approve the deployment of the Pulsiam Safety Net AVL mapping product, as presented, and adopt the Tyler CAD 2020 Deployment Schedule with a projected “go live” date of March 3, 2020. Motion seconded by Larry Langston. There being no objections, motion carried.***

### **Radio System**

Sunriver FD and LaPine FD still need to have their radios installed, but April 1, 2019 is still the “go live” date for fire agencies. End user training will be conducted late February / early March and will be done in a Train-the-Trainer format.

Will Mullins presented for approval a draft Radio System Enhancement Plan. He stated the BER and DAQ testing have been completed, but it will take a few weeks to get all of the results. The testing results have been received, so if any users would like to see those results, let him know and he will set up a demonstration. Once the user agreements have been approved by County legal, they will be sent to each agency. Execution of those agreements will establish the contractual baseline between users and the District for radio system operation, both capabilities and limitations. The District can then focus on developing a plan to address the operational and technical needs of the agencies.

Tom Anderson noted the Public Safety Radio Team (PSRT) will play a significant role in identifying the different needs of each agency and working together to discuss recommendations and establish priorities.

***Larry Langston moved to adopt the Radio System Enhancement Plan, as presented. Motion seconded by Bob Madden. There being no objections, motion carried.***

### **5. Other Items or Good of the Order**

Rick Allen announced the draft After-Action Audit Review should be available within the next two to three weeks.

Will Mullins announced Henry Unger and Susan Iverson would be demonstrating some of the AVL mapping features more in-depth during the LERC meeting following the User Board meeting and invited anyone interested in learning more about the functionality to attend. Tim Beuschlein will also be demonstrating the Dual Tone Multi-Frequency (DTMF) fire tones following the User Board meeting if anyone would like to hear a sampling of the tones.

### **6. Adjournment**

There being no further business, the meeting was adjourned at 11:15 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.