



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

Date & Time: Tuesday, March 19, 2019, at 10:00 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, Ruben Rokosh, Jonathan Spring, Phil Henderson, Tony DeBone, Tom Anderson, David Doyle, Whitney Hale, Tanner Wark, Paul Garrison, Jim Porter, Paul Kansky, Roger Johnson, Gary Marshall, David Phillips, Larry Langston, Cory Darling, Bill Boos, Ken Kehmna, Harry Ward, Rod Bjorvik, Denney Kelley, Rick Allen, Forrest Smith, Scot Brees, Patrick Hoover, Harris Corporation (Harris) representatives Brandon Monahan and Jennine Weber, and Nanette Howard.

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

2. Approval of February 12, 2019 Meeting Minutes

With one date correction noted, the February 19, 2019 meeting minutes were approved as distributed.

3. Public Comment – None.

4. Staff Reports

Administration

Annual Report - Sara Crosswhite announced she is working on a draft 2018 Annual Report, noting 2013 was the last year an annual report was prepared. The draft will be presented at the May 19, 2019 User Board meeting. A list of topics to be covered within the report was distributed, and members were encouraged to contact her regarding any additional topics they would like included.

Tom Anderson questioned the difference between “Operations” and “Services.” Chris Perry characterized “Operations” as a general overview of 9-1-1 operations as a whole while “Services” were those specific services provided to the users from the operational side of 9-1-1.

Trott After Action Report - Will Mullins reviewed with members the After Action Review of the P25 Radio System Implementation prepared by the Trott Communications Group, Inc. (Trott). He explained the report focused on the radio system deployment itself and includes findings and recommendations for future operations.

Trott found it was the District’s intent to purchase a portable radio system, and while there were numerous references to “portable” in Harris’ materials, the guarantee contained within the

Harris contract itself was for a mobile radio system. Additionally, changes were made to the design of the system and number of sites with no change orders in place to document the changes. One example given was the antenna located at St. Charles – Bend Medical Center. The antenna was originally designed to work in conjunction with a specific number of sites, but when the number of sites changed, the antenna did not perform as expected. Once the antenna was optimized for the number of sites deployed, performance improved significantly.

In acknowledgment of Jim Porter's comments, Will Mullins confirmed a lack of leadership on the project management side was addressed in the report.

Tony DeBone stated that while there may have been differences in terminology used, it was always the District's intent to add to the State's system and enhance coverage countywide. Further, even though the paperwork may not reflect the changes made, the changes were discussed during User Board meetings.

Jim Porter recognized the radio system now provides much better coverage than the previous system and noted the reduction in departmental costs by partnering with the State. In response to Jim Porter's inquiry, Will Mullins estimated the project costs to-date are between \$5.2 million to \$5.5 million.

Paul Garrison agreed with Jim Porter's statements and emphasized the current system has significantly improved coverage.

On behalf of Bend FD, Larry Langston expressed confidence in the system now in place.

Referring to the After Action Report, Will Mullins noted one of Trott's recommendations was to improve training. The District now recognizes the importance of training and has already conducted training sessions with the fire agencies in preparation for "go live." He noted changes have already been made to some of the programming based upon the feedback from those training sessions.

In regards to the 3.0 DAQ versus 3.4 DAQ, Trott found the District lacked knowledge and expertise in regards to the public safety standard, but also believed Harris and ADCOMM were at fault for not sharing their knowledge with the District as they are the experts in the field. Will Mullins stated the District now has that knowledge and is taking steps to optimize the system.

A significant flaw of the Harris contract is it did not include a requirement for coverage validation. Coverage testing is the most important aspect of testing, yet it was not done nor was it mentioned in the contract. Both the DAQ and BER testing have now been done and final results will be distributed to members.

Trott found there was no contingency plan in place in the event of a failure. Had a disaster recovery plan been in place when the issues began to surface, the District would have had options

for operational use until the issues were resolved. A disaster recovery plan will be in place for the fire agencies at cutover.

Trott also raised the issue of a lack of transparency and communication. Of primary concern were the cancellations of numerous User Board meetings. Will Mullins pointed out Sara Crosswhite has already reinstated monthly User Board meetings. Additionally, the Public Safety Review Team (PSRT) will meet regularly and a summary of topics discussed in those meetings will now be shared at the User Board meetings.

Roger Johnson sought to understand the future role of the User Board and the oversight structure of 9-1-1. Will Mullins confirmed those topics were addressed in the report and the commissioners are discussing options.

Tony DeBone noted during this time of transition, it's important for the commissioners to understand what the users want from the District, as customers, and what services the District can provide to ensure services are provided in a cost-effective fashion.

Larry Langston explained the role of the User Board changed in 2013 and much of the Board's responsibilities were delegated to the District. He voiced concerns over how the next serious situation might be handled and suggested the role of the User Board may need to be expanded.

Jim Porter stated concerns were expressed to the County Administrator, but it didn't seem to do much good.

Tom Anderson accepted responsibility for relying too heavily on the former 9-1-1 Director to keep him apprised of the progress of the radio project and for addressing users' concerns. He assured members he would never ignore or put off any concerns brought to him, but had discussed shared concerns with the former 9-1-1 Director and requested that he contact users in regards to their concerns and relied upon him to do so. He suggested that the failings which occurred with the radio project may have had more to do with the individuals within the structure rather than the structure itself, noting the individuals now in place have the necessary expertise. He stated County Administration is supportive of having open communication with both the users and the District and is committed to preventing a similar situation from occurring again.

General discussion continued in regards to the oversight structure of the District. Ultimately, the County Commissioners are the governing body of the District. Having a County Commissioner set the agenda for the User Board and conduct the meetings was one option discussed with the assurance every user's voice would be heard. This would also provide users with a point of contact separate from the District. This option, however, would require the User Board to be restructured.

Tony DeBone believed appropriate topics for the User Board would be anything related to operations, systems, maintenance, and distribution of information to agencies or floor staff.

Larry Langston suggested Will Mullins draft a recommendation for the oversight structure between users, 9-1-1, the County Administrator, and the County Commissioners.

Will Mullins agreed to draft some options for consideration, under the guidance of the governing body. He stated the user agreements and service level agreements will be in effect when the fire agencies migrate to the P25 system and will help define the services 9-1-1 will provide as well as the expectations of the end users.

Ken Kehmna noted the District is transitioning from building a system to using a system and, while the User Board is a policy group, it's important to incorporate the technical expertise into the group going forward.

Jim Porter stressed the importance of having a clear structure in place for the District to operate in an orderly manner.

Larry Langston emphasized users need to play a larger role in the decision-making process and concerns need to be heard.

Tony DeBone underscored the governing body of the District is the County Commissioners. The County Commissioners assigned the County Administrator the role of supervisor over the 9-1-1 Director and indicated it was not appropriate to assign a task that is the responsibility of the County Commissioners to a 9-1-1 staff member.

Phil Henderson agreed such tasks should be channeled through the County Administrator, but supported Will Mullins drafting a recommendation for County Commissioners' review and subsequent review of the User Board before being brought before the Board of County Commissioners for action.

At Will Mullins' inquiry, members confirmed he was being asked to draft a recommendation for options for the oversight structure of the District. The draft is to be reviewed by Sara Crosswhite, Tom Anderson, the County Commissioners, and then the User Board before being presented to the Board of County Commissioners for action.

Phil Henderson noted the 9-1-1 Service District is unique in that the Director's position is not an elected position, leaving the County Commissioners acting as the governing body.

Will Mullins commended Harris for a willingness to go above and beyond in addressing the issues once identified. Harris representatives Brandon Monahan and Jennine Weber each expressed their continued commitment to working in partnership with the District.

Jim Porter also wished to recognize Motorola for their responsiveness to Bend PD's needs.

Operations

Chris Perry reported District staff are working on internal operational procedures in preparation for the fire agencies' migration to the P25 system as well as making final preparations for transitioning to an updated fire dispatch call-taking protocol. The District is now solely using NOVAtime for its electronic timekeeping and it is going well. Telecommunicators' Week will be April 14 – 20, 2019 and everyone is encouraged to stop in and say "Hello" to the floor staff during the week. District staff members from Systems, Operations, and Training will be attending the Tyler Connect Conference in Dallas, Texas in April 2019 to learn more about the new CAD system.

Training and Hiring

Megan Craig announced there are currently five vacant positions. Two conditional job offers have been extended with a starting date of April 30, 2019; expected release is August 2019. The two trainees in call-take training will be released late April 2019 and will begin police dispatch training in August 2019. There are two call takers in Phase I of police dispatch training and one call taker in fire dispatch training; all three will have training completed at the end of March 2019. Overtime has been minimal despite vacancies. The hiring process is again being updated and will be re-opened late March 2019.

Staff members are participating in more job fairs. Staff recently attended a Central Oregon Community College (COCC) job fair and plan to attend another job fair in La Pine. The Special Districts Association of Oregon (SDAO) recently recognized the District for its collaborative work with other agencies in improving the cardiac survivability rate within Deschutes County. The first statewide CIT training was held February 21-22, 2019 and was well-attended by veteran dispatchers. Feedback received indicated the participants would like the training period to be extended in the future.

Will Mullins recognized Keone Peiler for obtaining certification in Distributed Antenna Systems (DAS) and Bi-Directional Amplifiers (BDAs) as well as Ty Darapiza for completing the Electronic Technicians Association Journeyman certification test.

Technical Systems

CAD Project – Will Mullins announced the deployment schedule has been agreed upon by both Tyler Technologies, Inc. (Tyler) and 9-1-1; "go live" date will in early March 2020. Tyler has confirmed the eight functional gaps previously identified in Crew Force have been addressed in 2019.1, which will be released May 2019 and fully vetted internally. Project updates will be presented to the User Board on a monthly basis.

Radio System – Will Mullins reported the outage which occurred Friday, March 15, was statewide and lasted for one hour and eight minutes, but was pleased to announce the District had backup communications in place within three minutes. The system performed just as it was designed to in a failure scenario. District staff met with State representatives on Monday, March 18, and were informed the cause of the problem was a networking issue on the State side and plans were being put into place to ensure network-related outages do not reoccur.

The bit error rate (BER) testing results will be distributed to users and examined more closely at the April 16, 2019 User Board meeting. Once the Overturf Butte permanent site is in operation, Harris is going to do a modeling of the coverage to measure the improvement in coverage from the temporary site. The District will then drive test to validate the modeled results. Once all of the data is collected, the user agreements will be updated to reflect the new level of coverage.

The fire agencies' "go live" date has been rescheduled from April 1 to May 15, 2019 based upon the recommendation of Central Oregon Fire Operations Group (COFOG). There will be a COFOG meeting Wednesday, March 20, to finalize the template for programming.

In response to Roger Johnson's inquiries regarding fire agencies reporting problems after deployment, Will Mullins explained users will submit a HelpDesk ticket to report a problem. Additionally, after the initial deployment, each agency will have a dedicated systems team staff member on-site until the system is deemed stable.

5. Other Items or Good of the Order

None.

6. Adjournment

There being no further business, the meeting was adjourned at 11:14 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.