



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

Date & Time: Tuesday, May 21, 2019, at 10:00 hours

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

Attendees: Sara Crosswhite, Chris Perry, Will Mullins (telephonic), Megan Craig, Jonathan Spring, Tim Beuschlein, Hank Evans, Cari Elliston, Tyler Buckwald, Rebecca Turk, Ashley Perkins, Nanette Howard, Phil Henderson, Tony DeBone, Tom Anderson, David Doyle, Paul Garrison, Jim Porter, Paul Kansky, Roger Johnson, Bill Boos, David Phillips, Bob Madden, Ken Kehmna, Harry Ward, Denney Kelley, Brian McNaughton, Tim Moor, Aric Ptomey, Ken Vaughan, Rick Allen, and Day Wireless representatives Todd Cox, Jeff Springer, and Garret Winter.

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

2. Approval of April 16, 2019 Meeting Minutes

The April 16, 2019 meeting minutes were approved as distributed with one revision noted.

3. Public Comment – None.

Presentation by Bend Police Department Chief Jim Porter

Chief Porter presented 911 Dispatchers Hank Evans (Supervisor), Tyler Buckwald, Cari Elliston, Rebecca Turk, and Ashley Perkins with Certificates of Appreciation for exemplifying the values of teamwork, integrity, and excellence during a call received on October 20, 2018 involving a horrific shooting. They each acted with the utmost professionalism and went above and beyond. He observed dispatchers are the most important link to what law enforcement does; they relay where the threats are and where the officers need to be. He shared the surviving victim of this incident approached him recently and told him how lucky he felt to be alive and how much he appreciated the kindness, support, and excellent service he received at all levels of response.

4. Staff Reports

Administration

User Agreement Revisions

Sara Crosswhite reviewed each of the revisions made to the user operating agreement based upon the discussions of the April 16, 2019 User Board meeting. Following her review, she asked for questions, additions, or comments.

Phil Henderson clarified the revisions have already been approved by the Board of County Commissioners, but the commissioners welcome any further discussion. Commissioner DeBone will be appointed as the liaison to the User Board. While he has been acting unofficially in that capacity for several years, he will now be officially appointed. The commissioners have not yet

made any decisions concerning chairmanship of the User Board meetings or the 911 Director position.

David Doyle suggested both the red-lined version and the revised version of the user operating agreements be sent to each agency for their legal counsel to review. Questions regarding changes can be directed to him. Sara Crosswhite will send both versions to each agency.

Referencing the draft radio user agreements already sent to each agency, Sara Crosswhite advised the agreements are for a period of one year and will be renewed automatically unless modifications are made or an agency cancels the agreement. All cancellations must be in writing. Users are to conform to all Federal Communications Commission (FCC) requirements and District requirements regarding power, site locations, proper radio etiquette, mandatory user training, subscriber maintenance, and approved subscriber gear. The appendices may vary among agencies depending upon each agency's needs.

Members are asked to have their legal counsel review the radio user agreements and contact her if there are any questions or concerns. Once the agreements are reviewed and returned to the District, they will then be forwarded to David Doyle. Will Mullins stated he will send the actual executable documents specific to each agency next week, but the templates were sent so the legal review processes could be started.

In response to Ken Kehmna's inquiry, Will Mullins confirmed the \$5 per device fee includes mobiles, portables, and base stations.

Denney Kelley suggested the "Term," as defined in the radio user agreement, be re-worded to reflect the agreement will automatically renew each year on June 30 unless terminated in writing. This will eliminate the need for users to extend the agreements in writing each year.

Dave Phillips sought clarification on who will be responsible for maintaining the inventory list and requested a column be added to the list which can be used to identify radios purchased with grant funds. Will Mullins advised the list will be maintained by District staff and noted the MCM Technology asset management software will have the capability to track that data.

Draft Annual Report

Sara Crosswhite is in the process of drafting the annual report and will have it ready for review within the next two weeks. While the focus of the report is on 2018, she is also gathering data for the previous five years when no annual reports were prepared.

Operations

Chris Perry reported Operations has been focused on the fire "go live" and training on the new internal procedures. He noted the District opted to maintain an open line conference call with all fire agencies during "go live" and it proved to be very successful. The open conference call enabled users and District staff to immediately address issues as they arose. The District volunteered to manage the inventory of radios purchased with the FEMA grant funding, so he

has also been heavily involved in inventory management. The CAD build is ongoing and a representative from Tyler Technologies, Inc. (Tyler) is on-site this week assisting with the build.

Training and Hiring

Megan Craig announced three trainees have been released from training; there is one call taker in Phase II of police dispatch training; and there are two new hires attending the In-House Academy with a release date in June 2019. She commended the trainers for how hard they work to help the new hires be successful. The latest dispatcher recruitment resulted in 145 applicants being invited for initial testing, and based upon testing results, 29 will be moving forward to the next step.

Technical Systems

CAD Project – Jonathan Spring announced the 2019.1 release was installed in the training environment; however, Tyler has recommended the District not “go live” in records until after Tyler’s first “hot fix” is released and tested. Based upon that recommendation, functional testing will be slightly delayed, but all other dates on the CAD deployment schedule will remain the same.

(Following his report, Jonathan Spring left the meeting.)

Brian McNaughton advised Redmond PD previously had the ability to bring up a list of each officer’s calls, and as the officer completed the log entries for the call, the call disappeared from the list. The system is no longer doing this, so if an officer has to leave on a call in the middle of making entries, when he returns, he has to sort through the entire list of calls trying to identify which entries have not been completed. This is causing frustration for the officers, and he wants to ensure this is changed in the new CAD system. Chris Perry will bring this issue to Jonathan Spring’s attention.

Radio System (Fire Deployment) – At Sara Crosswhite’s request, the fire chiefs shared their thoughts on the May 20th fire “go live.” The fire chiefs agreed some of the logistical aspects could have been handled differently, but overall, the deployment went very well. Each of them appreciated having the open phone line to address problems as they occurred. Several chiefs observed multiple incidents occurring during the migration and commented on how well the incidents were handled. All agreed the challenge will be in adapting to the changes in dispatching and radio procedures. Members expressed appreciation to all involved for their hard work in making the deployment successful.

PSRT Update

Sara Crosswhite advised the primary topic discussed at the May 7, 2019 PSRT meeting was the Verizon billing charges and overages. While it is clearly in the best interests of the smaller agencies to leave the data pool and move to Verizon’s public safety unlimited plan, it is not as clear for the larger agencies. Will Mullins is continuing to work with Verizon on a plan for the larger agencies.

In response to Tim Moor's inquiry, Will Mullins advised if an agency wants to move to the unlimited plan, that can be done immediately.

5. Other Items or Good of the Order.

Rick Allen advised the building permit application for the Overturf Butte permanent site has been submitted to the City of Bend for review and the construction site bid package is being assembled.

Chris Perry announced the District notified the media last week of the fire agencies' upcoming migration to a digital system and how it would impact those media outlets monitoring VHF radio in the news rooms. Because digital scanners are significantly more expensive than VHF scanners, the fire chiefs recently discussed, and were generally supportive of, the possibility of putting the dispatch channel on the internet without a built-in time delay.

Jim Porter expressed concern over a multi-agency response being broadcast without the built-in time delay. He stated highly sensitive incidents (e.g. hostage situation, active shooter, bomb, etc.) should not be broadcast without the delay.

Members discussed the time delay at length and agreed the public has the right to know what is happening as it is happening, but there are those rare occasions in which calls should be protected. Further discussions will be needed as options are explored going forward. Chris Perry proposed the PSRT group, comprised of both law enforcement and fire personnel, would be the appropriate group to discuss this issue and make recommendations.

6. Adjournment

There being no further business, the meeting was adjourned at 11:38 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.