



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, June 18, 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, Jonathan Spring, Tim Beuschlein, Ruben Rokosh, Kim Morse, Nanette Howard, Tony DeBone, Tom Anderson, David Doyle, Shane Nelson (telephonic), Jim Porter, Paul Kansky, Bill Boos, David Phillips, Larry Langston, Bob Madden, Jeff Blake, Sean Hartley, Ken Kehmna, Cory Darling, Gary Marshall, Denney Kelley, Brian McNaughton, Tim Moor, Aric Ptomey, Matt Ziebol, Ken Vaughan, Rick Allen, and Day Wireless representatives Todd Cox and Garret Winter.

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

**2. Approval of May 21, 2019 Meeting Minutes**

*The May 21, 2019 meeting minutes were approved as distributed with one correction noted.*

**3. Good of the Order**

Sara Crosswhite expressed appreciation to Bend PD for inviting the District to participate in its recent training exercise, noting it offered some good hands-on experience. Additionally, she shared a member of the Redmond FD recently approached her at a public event and praised the immense improvement in radio communications since moving to the new system. As the summer season kicks off, the District recognizes it is an extremely busy time of year for the dispatchers and are hosting a Welcome-to-Summertime luncheon this week in appreciation for their hard work.

**4. Public Comment** – None.

**5. Staff Reports**

**Administration**

Sara Crosswhite announced the User Board meetings are going to be structured somewhat differently going forward as reflected in the agenda. The most significant change is there will now be a representative from each of the working groups (PSRT, COFOG and LERC) giving an update at each meeting. The FY 19/20 budget presentation before the Budget Committee went well. Starting next week, the District is going to begin implementing a dog therapy program in its continued efforts to provide support to the dispatchers. The idea to add this program was spearheaded by one of the dispatchers and will be a welcome addition to the other support programs now being offered. And finally, Oregon APCO-NENA has awarded its annual Commitment to Excellence award and Telecommunicator of the Year award to two of the

District's dispatchers. The names of the recipients will be announced at the awards banquet in September 2019 at the Riverhouse in Bend.

### **Operations**

Chris Perry reported one dispatcher and two call takers will soon be released, which will be helpful for summer staffing; one full-time dispatcher is going to transition to part-time in the upcoming week; and minimum staffing levels have been increased for May – October 2019. He thanked Megan Craig and the training team for the work they do. He announced he was recently appointed as the APCO liaison to the Oregon Fire Chiefs Association, and he is looking forward to becoming more engaged at the state level.

The District and some of the user agencies are beta testing one of Everbridge's products (Community Engagement), which is an anonymous text opt-in for communities. The U.S. Forest Service is using it for prescribed burn notifications while Sunriver and Black Butte Ranch are using it for citizen notification purposes. Sisters FD and Deschutes County Emergency Management are planning a region-wide "Community Engagement" citizen notification alert test at the end of June. The District will assist both agencies during the process.

Based upon his recent conversation with one of the media outlets, Tony DeBone advocated for a consistency in terminology when referring to "Everbridge," "Deschutes Emergency Alerts," and "Community Engagement." He indicated referring to either of the programs as only "Everbridge" is leading to some confusion. Sara Crosswhite stated "Deschutes Emergency Alerts" was used when the Deschutes Alerts System (DAS) was initially launched for citizens to register their cell phones for emergency notification and agreed it should continue to be referred to as such.

### **Training and Hiring**

Megan Craig advised the recruitment process remains ongoing. She credited the new processes in place for the significant increase in number of applications received. Two trainees have completed the In-House Academy and are now taking calls; one dispatcher is in police dispatch training; and one dispatcher is in fire dispatch training. The District is researching a more diverse software training program, which appears to be more compatible with an adult learning style.

### **Technical Systems**

**CAD Project** – Will Mullins announced the Tyler Technologies, Inc. (Tyler) "hot fix" following the release of 2019.1 will be installed July 8, 2019. While not impactful to the CAD deployment schedule as a whole, the functional testing and acceptance of the code will be pushed out to October 2019. The CAD mobile and Crew Force refresher training was conducted last week and seemed to go well. Not only were all eight functional gaps addressed in the 2019.1 release, but many of the desired enhancements were incorporated into the Crew Force application, as well. The District can now move forward with testing and, when validated with interfaces, roll out to users for training.

Dave Phillips indicated Tyler exceeded all expectations in regards to Crew Force and, during training, he conveyed that message to the on-site Tyler representative.

Tim Moor inquired whether Crew Force would be rolled out before the new CAD system and questioned the status of Intterra. Will Mullins explained Intterra will be an interface, but it will still be a standalone application. The District is only interfacing it with the Tyler CAD system so information can be shared.

Dave Phillips observed fire agencies will still need to depend upon Intterra as the host for the pre-plans. Will Mullins confirmed a fire records module would be needed to offset or replace Intterra. If COFOG, as a group, wants to explore other options, or if the State chooses to abandon Intterra, then the District would coordinate with Tyler, on behalf of the fire agencies, to see what the fire records module can provide.

In response to Denny Kelley's inquiry, Jim Porter indicated Bend PD is utilizing their electronic citation vendor (APS) to output their STOPS data to the State. Paul Kansky explained other agencies can use a phone app provided by the State. Jonathan Spring clarified there is no current or planned interface from the RMS, so agencies can use the State-provided phone application for STOPS data collection.

*Radio System (Fire Deployment)* – Will Mullins announced the fire “go live” is now complete and fully operational. Overall, everything went well. He praised Tim Beuschlein's team for the tremendous effort put forth to make sure everything was in place for a smooth transition. The District will continue to focus on optimizing the system. He asked the fire chiefs to conduct a special meeting before the next COFOG meeting to discuss whether or not COFOG is ready to accept the radio system and remove the gateways. The District and fire agencies agreed the gateways would remain in place until everything was operational; however, with fire season rapidly approaching, there is an urgency to physically moving the gateways from the current sites to the sites that will tie them into wildland. If COFOG is not ready to accept the system in place, the District needs to know what the issues are so they can be immediately addressed.

Dave Phillips and Bob Madden believed a decision concerning acceptance of the system could be done with a conference call and committed to arranging a conference call next week.

With 1,600 subscriber radios now on the system, Will Mullins stressed the importance of having agreements in place for the management of those devices. Once the latest revision of the user agreement is reviewed by David Doyle, a final version will be sent to each agency for signature. The service level agreements (SLAs) are part of the user agreements, so any agency electing to opt out of the SLA portion will need to find their own resources for repair and maintenance. All other agencies will coordinate radio repairs via HelpDesk ticket. If a repair cannot be done in-house, the District will assume the responsibility of coordinating the repairs with the vendor. The District has only 11 radios in its cache, but will distribute loaners as best it can. Options for increasing the spare inventory will be discussed by the PSRT group.

A standard operating procedure (SOP) for the ticketing process will be sent to users and will address topics such as ticket submission, authority to submit a ticket, repair status notification, etc.

Will Mullins explained the brief system outage the previous week was the result of the State troubleshooting issues on the system.. The District quickly moved to backup systems to maintain communications with field units. It's imperative the State advise the District of problems sooner than it has been and the District must be given ample decision-making authority on when the system is taken down for maintenance. The District is working internally to determine the best step forward with the radio system and the State.

During the outage, the District also recognized areas in which the dispatch center itself can improve upon. Most notably, getting the radios up and on the right channels and on the right sites. Because most sites are standalone sites, dispatch must site lock the radios to the remote sites to communicate with agencies in that geography when the system goes down. Going forward, control station radios will be placed at each console and will use the exterior antennas to keep radios site-locked. In the event of an outage, communications will be restored within seconds.

Day Wireless is in the process of installing fire station alerting at Bend FD and will then install the equipment on the server side at dispatch. Once completed and operational, the next installation will be at Redmond FD. Projected completion timeline for the two agencies is July 2019.

Denney Kelley inquired about the degradation of radio coverage in the Sisters / Camp Sherman area.

Will Mullins acknowledged there has been an increase in HelpDesk tickets submitted during the last six weeks. A review of the tickets has revealed a few different issues. One issue is law enforcement personnel using portables while in their vehicles, which can be addressed through training. A second issue is an increase in calls to areas where coverage is spotty or non-existent (e.g. Cascade Lakes, Wickiup, and Camp Sherman.)

The third and most concerning issue is missed and garbled transmissions within the City of Bend. He explained the system at the State level has reporting capabilities, which identified some carrier alarms on Awbrey Butte. After visiting the site, the District has detected a signal coming in on the receive frequencies at the site, which is causing interference. While not yet identified, the District is taking steps to isolate the source of the interference, which is believed to be the primary reason for the increase in HelpDesk tickets. Because Awbrey Butte is part of the simulcast cell, the St. Charles Medical Center – Bend and Overturf Butte sites should pick up some of the workload. The District discovered this issue yesterday afternoon and are giving it top priority. Users will be kept updated as information becomes available.

## **6. Working Group Meetings**

Public Safety Radio Team (PSRT) – Will Mullins reported the PSRT group primarily discussed the fire “go live” and cellular usage at their last meeting. There have been numerous overages on the Verizon bills for the past year and the group has been evaluating ways to reduce or eliminate those charges. Almost half of the user agencies have moved to Verizon’s unlimited plan, resulting in less data in the data pool. He prepared an analysis of usage for each agency which revealed agencies are using more data than what is allocated to them. Verizon’s billing practice is to charge overages when the cap is reached; therefore, agencies using data in the latter part of the billing cycle are incurring the overages.

He clarified Verizon’s unlimited plan is different from Verizon’s public safety unlimited plan. The public safety unlimited plan will not be available until the agreement between the State and Verizon is finalized. The public safety unlimited plan will offer no throttling, no data cap, priority, and pre-emption. Agencies moving to the unlimited plan now will have unlimited data and no overages, but there will be throttling after 25 GB usage.

Brian McNaughton raised an issue recently discovered by Redmond PD. Upon researching why one of its modems used 7,000 GB of data, Redmond PD learned KTVZ now has a continuous feed run of their video. If a user does not log off when done viewing, the feed continues to run. The Bulletin is going in that direction, as well, so he wanted to bring it to users’ attention in the event they run into a similar situation.

Central Oregon Fire Operations Group (COFOG) - Chris Perry gave a brief update on topics covered by COFOG during the last meeting. He stated there was discussion of Intterra apparatus updates and the importance of ensuring CAD and field unit types are in sync with each other and with Intterra. To improve interoperability with wildland partners, portable radios have been given to Oregon Department of Forestry (ODF) and U.S. Forest Service (Newberry and Cascade Division), enabling them to now monitor fire frequencies. ODF and USFS are also now included in the text messaging group, so duty officers receive real time text message notifications at the same time the Central Oregon Interagency Dispatch Center (COIDC) receives them. The District is in the process of setting up the iPads Apple Corporation (Prineville, Oregon) gifted to the fire departments. COFOG also discussed “go live” and how best to refine operational guidelines and procedures as well as whether or not the VHF bridges should be removed. The fire chiefs have developed a daily operational staffing piece for each fire agency to log into to update staffing, which offers fire agencies real time data to use for more efficient task force activation.

Law Enforcement Review Team (LERC) – Chris Perry reported LERC’s primary discussion at the last meeting was the implementation of a data channel, what a policy would look like, hours of operation, and beta testing dates. Members agreed the data channel should be used primarily for routine requests (e.g. LEADS, NCIC, local requests, tow requests, etc.) and would be manned by a dispatcher.

Paul Kansky indicated the possibility of having a data channel was shared with Bend PD personnel and feedback was positive.

### Roundtable Discussion

Will Mullins announced the CAD mapping has been rolled out to Redmond PD, Black Butte Ranch PD, and Sunriver PD. Bend PD is in a position to deploy when ready. The District is going to contact DCSO to determine if it can offer any assistance with deployment. This mapping application will serve as the interim solution until Tyler's mapping feature is available. To determine the total cost, he asked each agency to provide him with the number of vehicles the mapping application will be used in. The District must execute a purchase order now, so he does need the numbers as soon as possible.

In response to Denney Kelley's inquiry, Will Mullins confirmed users can shut off the fire side by using a drop-down screen on the MDT to select which agencies are displayed on the screen. If assistance is needed, a HelpDesk ticket should be submitted.

Tony DeBone expressed appreciation for the working group updates and advocated for its continuation. He believed it was beneficial for the User Board to hear what the various groups are doing.

Following brief discussion, Dave Phillips will contact Rod Bjorvik (COFOG President) and request he submit a letter of authorization to the District on behalf of COFOG authorizing the removal of the gateway equipment.

### **7. Adjournment**

There being no further business, the meeting was adjourned at 10:52 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.