



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

Date & Time: Tuesday, July 16, 2019, at 1000 hours

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

Attendees: Sara Crosswhite, Will Mullins (telephonic), Chris Perry, Megan Craig, Jonathan Spring, Nanette Howard, Tony DeBone, Tom Anderson, David Doyle, Shane Nelson, Paul Garrison, Jim Porter, Ben Gregory, Nick Parker, Paul Kansky, Dave Phillips, Larry Langston, Bob Madden, Ken Kehmna, Denney Kelley, Curtis Chambers, Dan Daugherty, Rick Allen, and Day Wireless representatives Todd Cox and Garret Winter.

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

2. Approval of June 18, 2019 Meeting Minutes

The June 18, 2019 meeting minutes were approved as distributed.

3. Good of the Order

Sara Crosswhite announced the dog therapy program is now underway at the District. Two dogs were brought in last week for a visit, and it went very well. The District looks forward to the continuation of the program. On a more personal note, she extended praise to Bend FD, Bend PD and the chaplains for the amazing job they did in response to a recent tragedy involving someone she knew personally.

4. Public Comment – None.

5. Staff Reports

Administration

Sara Crosswhite announced HB 2449 recently passed increasing the telephone tax on all cell phones, landlines, and VOIPs effective March 2020. The additional monies will increase the State's reimbursement to the District by approximately \$148,000 annually; however, the State's quarterly reimbursement for GIS (Geographic Information System) will decrease from \$15,000 to \$3,000 beginning October 2019 and more reductions in state reimbursements could be included.

Sara Crosswhite, Will Mullins, and Chris Perry met with Bend PD Captains and line staff last week to discuss user expectations in regards to the radio system and to identify what is most important to users going forward. The District plans to schedule meetings with the other agencies, as well, to have similar discussions.

Within the District, the Leadership Team plans to establish short-term and long-term goals. The topics discussed will then be presented to the Board of County Commissioners (BOCC) for additional input before final presentation to the User Board.

The final governing agreements will be sent to agencies next week for signature.

Operations

Chris Perry announced the District is preparing to deploy Rapid SOS software, which provides cell phone location data directly from a cell phone's GPS location versus cell tower triangulation. The company, Rapid SOS, offers the software for free to all PSAP centers. This product will be a supplemental tool for call takers to use if additional data is needed.

Jonathan Spring clarified the Rapid SOS software is both carrier and phone dependent, but testing has indicated most of Verizon's and AT&T's calls come through.

Chris Perry reported the HiTerm CAD mapping will soon be rolled out to the floor, giving dispatchers another helpful tool to use during calls. Since fire "go live," fire dispatch operations are beginning to run more smoothly; policies and procedures for fire dispatch will be finalized this week. The inventory and distribution of the grant radios is completed. Operations is also analyzing the District's ACD (automatic call distribution) system to find ways to improve efficiency and provide better customer service. He is meeting with the phone vendor next week to discuss the ACD system and the possibility of making changes to the phone tree to make it more caller-friendly.

Training and Hiring

Megan Craig announced ten applicants will be interviewed this week. Each applicant will spend approximately three hours on-site. The applicant will first sit with two different dispatchers to observe the call-taking processes; interview before an interview panel; and then finish the process in the training room where basic computer navigation skills will be tested. New hires will start in September 2019.

There are two trainees in call-take training; one will be attending the DPSST academy at the end of July while the other one will remain on-site through the summer to help with phones. Two dispatchers will begin police dispatch training in the September / October time frame.

She also wanted to highlight the quality of the work the dispatchers are doing. As Training Manager, quality assurance of call processing also falls under her purview. The District contracts with National Q, an independent third-party vendor, to review calls for quality assurance purposes. Each week 50 calls are randomly selected for review and critiqued on how well the protocols were followed. For the period of April 1, 2019 through June 30, 2019, there were 327 medical calls reviewed. Of those 327 calls, 94% were deemed "highly compliant" by National Q. There were also 318 fire calls reviewed during that same period, of which 95% of the calls received a "highly compliant" rating. Calls rated as "non-compliant" help the District identify areas where improvement is needed.

Sara Crosswhite commended Megan Craig for the exceptional work she does, and noted Megan's feedback to National Q has resulted in several changes to the protocols.

In support of the District's hiring efforts, Tony DeBone noted the recent State of the County slide presentation given at the Bend Chamber concluded with a 911 dispatcher recruitment slide.

Technical Systems

Overturf Butte - Will Mullins announced the permits for Overturf Butte have been approved; the bid package is completed and ready for publication once legal counsel has given it a final review. The estimated completion date for the construction of the site is January 2020.

Radio System – Will Mullins advised a Harris Corporation engineer is on-site this week to evaluate the increase in Help Desk tickets. One of the issues has been coverage concerns in the Sisters / Camp Sherman area. The engineer has determined the radio system is operating as it should, so any improvement in coverage will have to come from added enhancements. The latest Harris firmware does help with site roaming in that area. Tim Beuschlein and his team are currently evaluating the firmware and preparing to download it into the mobile and portable radios within the next 4-6 weeks. Motorola radios will also have to be updated.

He met with the City of Bend in regards to their user agreement and received some good input. The primary objection was the inclusion of ODOT (Oregon Department of Transportation) verbiage in the agreement. The City of Bend recommended parties to the user agreements be limited to the District and the user agencies. He plans to discuss this further with Legal Counsel David Doyle. The final agreements will be sent to user agencies for signature in the upcoming week.

The CAD project is on schedule. Several refresher trainings have been held; additional trainings will be scheduled. "Hot fix" 2019.1 is installed in the training environment and being tested.

In response to Dave Phillips' inquiry regarding the gateways, Will Mullins confirmed Tim Beuschlein is working on the scheduling for reallocating the gateways. Bob Madden stated it is critical the wildland gateways are in place by August 1, 2019. Will Mullins will convey the urgency to Tim Beuschlein.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Will Mullins reported the primary topic discussed during the July 2, 2019 PSRT meeting was the need to start identifying ways to improve the radio system as a whole now that a baseline is established. Also discussed were the Verizon billings and plan options. The State has completed its negotiations with Verizon in regards to offering a public safety first responder voice and data plan. Agencies which have switched to the Verizon unlimited plan will now be automatically converted to the public safety unlimited plan, which offers priority and preemption with no throttling. He plans to discuss the new plan with the agencies still in the data pool to help identify the best option for each agency.

At Denney Kelley's inquiry about adding phones to the public safety plan, Will Mullins advised the District is working with Verizon to set up a sub-accounting system within the District's private network. With a sub-account, each agency will have its own account and will be billed separately. He believes agencies should be able to do that within the next month.

Central Oregon Fire Operations Group (COFOG) – Chris Perry advised Will Mullins gave COFOG members an update on technical systems, including the iPad distribution status. Members discussed "go live" successes, challenges, and outstanding issues which need to be addressed. Also discussed was the Tyler CAD build status and the data specific to each fire agency which will need to be housed outside of Tyler CAD. The wildland fire interoperability gateway is a high priority for the fire agencies. For those agencies with WiFi-only iPads, Jonathan Spring and Sisters/Camp Sherman Fire successfully tested an external GPS device, which provided much better GPS data. A special meeting was also held to discuss the Joint Regional Training Center project.

Law Enforcement Review Team (LERC) – Chris Perry informed the members LERC only meets every other month, so there is no new information to report since the last User Board meeting; however, LERC will meet following today's User Board meeting. Agenda topics include a review of the draft Data Channel Policy; discussion concerning beta testing; and Deschutes Emergency Alert System activations and policy concerning those activations.

7. Adjournment

There being no further business, the meeting was adjourned at 1034 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.