



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, August 20, 2019, at 1000 hours

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

Attendees: Sara Crosswhite, Will Mullins, Chris Perry, Megan Craig, Tim Beuschlein, Nanette Howard, Tony DeBone, Tom Anderson, David Doyle, Paul Garrison, Tim Moor, Dennis Dishaw, Jim Porter, Ben Gregory, Nick Parker, Paul Kansky, Bob Madden, Jeff Blake, Dan Tucker, Roger Johnson, Gary Marshall, Denney Kelley, Curtis Chambers, Jeff Puller, Sean Hartley, and Cory Darling.

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

2. Approval of July 16, 2019 Meeting Minutes

The July 16, 2019 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Public Comment – No comments.

5. Staff Reports

Administration

Sara Crosswhite announced the annual report is complete and will be sent out this week along with the Radio System Update for July 2019. She highlighted some of the topics covered at the 2019 National APCO conference she attended last week in Baltimore, Maryland. Of particular note was the focus on Next Gen 9-1-1 and the impact the technological advances will have on dispatching. As a group, it will be important to discuss how to best prepare dispatchers, mentally and emotionally, for a more interactive role in the future.

Operations

Chris Perry reported he and Will Mullins met with the District's phone vendor last month to review the District's conditional routing and discuss what changes could be made to improve customer service. As a result, there were some internal routing changes made to reduce the likelihood of callers getting a busy signal when calling; and the phone tree for the administration lines and non-emergency line was modified to streamline the number of choices. He sent a draft policy to LERC group members this morning in regards to the data channel and hopes to finalize the policy at their next meeting in September 2019. Dates for testing the data channel are scheduled for this week and next week. He and the in-house GIS specialist are also working together to accommodate the "go live" this fall of Bend FD's new station, Station 306. Operationally, it requires the District to make mapping and response plan changes for Bend FD,

revising run cards, and mapping District changes to make room for the sixth district. The supervisor assigned to the Tyler CAD build project is continuing to work on the build and will have a Tyler representative on-site next month to finalize the build. Staff members will be brought in for informal training during the months of September and October to increase their familiarity with the CAD system before “go live” in March 2020; formal staff training will be conducted in February 2020.

Sara Crosswhite praised Operations for a phenomenal job done during two major incidents this past month which occurred almost simultaneously. One dispatcher was assigned to each incident for management purposes and, operationally, everything went flawlessly. She also thanked all users involved for working so well with dispatch during those incidents.

Training and Hiring

Megan Craig announced two trainees graduated from the DPSST communications academy last week and noted it was particularly special because Sara Crosswhite was the guest speaker. One trainee resigned during the month; and three new hires are scheduled to start September 30, 2019.

Technical Systems

CAD Project - Will Mullins reported the Tyler CAD project is on schedule; refresher training is occurring today and tomorrow and the interfaces are progressing nicely.

Radio System – Will Mullins advised the State is still operating at Phase 1 on the radio system while the District continues to operate at Phase 2. Because the District and the State are operating differently on the system, the changes the State is making could affect the District. The District and the State are evaluating options on how to fix the issues the State is experiencing.

Overturf Butte – Will Mullins stated six bidders attended the Overturf Butte site walk; all bids are due no later than September 3, 2019 at 2:00 p.m.

Pager Notification System – Will Mullins advised the District has implemented EMAG (Enterprise Messaging Access Gateway) through Verizon Wireless. He explained a page is sent to the EMAG device which, in turn, sends a page to all recipients. A confirmation of the page delivery is generated only for Verizon users.

He also announced Verizon Wireless has finished its negotiations with the State in regards to the public safety plan, and he again urged those agencies which have not already switched over to the plan to do a cost-benefit analysis. Those agencies are Bend PD, La Pine FD, and Redmond PD. He cautioned those agencies may see a spike in overages as the data reveals the agencies are using more data than what is going into the data pool.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Will Mullins reported the PSRT group met on August 6, 2019 and identified areas of coverage which would benefit from enhancements. Areas of concern are the Sisters / Camp Sherman area, certain areas within DCSO's jurisdiction, Black Butte Ranch FD, Cloverdale RFPD and schools in Bend. BDAs may offer the best solution for Sisters FD and Sunriver FD. Agencies are encouraged to send representatives to the PSRT meetings.

He also conveyed Redmond Municipal Airport has approached the District concerning enhancements to improve the coverage within their building and have indicated they are willing to pay for those enhancements. He proposed the most practical solution would be a distributed antenna system due to the nature of the interior of the building. With this system, there would be multiple indoor antennas and an exterior antenna, all operating at a very low voltage.

Tony DeBone questioned who would be responsible for managing the hardware after installation. Will Mullins indicated if the owner of the equipment does not wish to seek third-party contract support, the District would provide support in a time and material basis or a possible maintenance agreement.

Central Oregon Fire Operations Group (COFOG) – Chris Perry advised topics discussed at the last COFOG meeting included generalized radio system updates, specifically the VHF gateway channels. The group also adopted a radio procedure document which provides general guidelines for all fire departments and 9-1-1. There was continued discussion about where to house pre-plan data in the future (e.g. Tyler CAD, Intterra, or a combination of both) and members also discussed potential grant opportunities.

Law Enforcement Review Team (LERC) – The next LERC meeting is scheduled for September 17, 2019.

Roundtable – Jeff Blake inquired about the status of the online Help Desk. Will Mullins advised the District has launched MCM, which does offer a web Help Desk function. IT staff members will attend manufacturer training on Thursday, August 22, 2019, and will know more about its functionality after the training. In the meantime, the District has new Help Desk procedures in place. The Help Desk serves as the single point of contact for all users. It is manned 11 hours per day and a support member is on call 24/7. He reminded members to send him the names and email addresses of those who should be included in ticket status notifications.

Will Mullins stated radio user agreements are finalized for all but one agency. Once the terms of that agreement are finalized, the agreements will be sent to agencies for execution. The SLAs (service level agreements) will also be included in the agreement packets.

In response to Tony DeBone's inquiry, Will Mullins clarified the SLAs are separate from the radio user agreements. The radio user agreements grant access to operate on the system while the SLAs are for the radio maintenance aspect and are optional. Each SLA is agency-specific and includes all devices listed in the SLA.

In light of the past concerns with the radio system, Tony DeBone wanted to ensure there is documentation in place confirming the District received the system it purchased, per the terms of the contract, and have the coverage expected. Will Mullins assured Commissioner DeBone that information is contained within the appendix to the user agreements. Within the appendix, the system baseline is established as well as the history of the system and what user expectations can be of the system. The results of the BER drive testing are also available to be included as additional supporting documentation.

Cory Darling questioned the status of the Everbridge Community Engagement module and asked whether it would be renewed now that the beta testing has been conducted. He considered the testing to have been very successful and the product was well-received. Chris Perry confirmed Community Engagement will be renewed. Agencies participating in the testing will be given the option to renew and other agencies are welcome to join as well.

Roger Johnson expressed concern that a large part of the population is still being missed in the notification process and suggested an application be found which does not require participants to manually register with in order to receive notifications. Chris Perry advised the Community Engagement module will meet that need. Once renewed and in use, the District is happy to partner with other users for information dissemination regarding that notification tool.

7. Adjournment

There being no further business, the meeting was adjourned at 1036 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.