



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, September 17, 2019, at 1000 hours

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

Attendees: Sara Crosswhite, Chris Perry, Megan Craig, Tim Beuschlein, Jonathan Spring, Kim Morse, Nanette Howard, Phil Henderson, Tom Anderson, David Doyle, Shane Nelson, Paul Garrison, Tim Moor, Ben Gregory, Paul Kansky, Bob Madden, Gary Marshall, Denney Kelley, Ken Kehmna, Curtis Chambers, Dan Daugherty, Sean Hartley, Cory Darling, Todd Cox, and Garret Winter. *Telephonic appearances: Tony DeBone and Will Mullins.*

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

2. Approval of August 20, 2019 Meeting Minutes

The August 20, 2019 meeting minutes were approved as distributed.

3. Good of the Order – Sara Crosswhite announced three District employees were recognized at the recent Oregon APCO conference. Megan Craig and Joelle Klatt received Commitment to Excellence awards while Camille Smicz received the Telecommunicator of the Year award for the state of Oregon.

4. Governing Board Update - Tony DeBone renewed the Governing Board's commitment to staying informed of all 9-1-1 operations. He encouraged members to actively participate in the meetings and use the Staff Reports and Working Group updates as an opportunity to ask questions to better understand what the District is doing and why.

5. Public Comment – No comments.

6. Staff Reports

Administration

In reference to Will Mullins' new role with the District as a contracted party, Sara Crosswhite reviewed his scope of work per the terms of the contract. The District will continue to use his technical expertise for the Overturf Butte tower project, the Harris P25 radio upgrade, the State's radio system upgrade, and the Service Level Agreement (SLA) process. He will still be very much involved with the District and will continue to act as the liaison for the stakeholder agencies as well as provide briefings to the User Board, County Commissioners, and the governing board, as needed. Projects are still being actively worked on with no loss of momentum. Any questions for Will Mullins should be given to Sara Crosswhite. His new email address will also be given to those that request it.

There being no further questions regarding Will Mullins' new role, she presented the Deschutes County 9-1-1 Tax Reimbursement Estimates through FY 2022 and outlined the impact HB 2449 will have on the District's revenue.

Operations

Chris Perry outlined the conditional routing changes made by the District's phone vendor recently. To prevent callers from getting a "busy" signal, the land lines now roll over to wireless and wireless now rolls over to land lines. Changes were also made to the Automatic Call Distribution (ACD) system. Fire dispatchers are now out of the distribution system, leaving call takers and the police dispatcher "relief" person. Additionally, the number of rings were reduced from two rings to one. All changes were made in an effort to improve customer service. The changes will be reviewed in six weeks to determine the effectiveness of the changes and/or if additional changes are needed.

The District currently has an agreement in place with Central Lane 9-1-1 that, in the event the District is forced to relocate to the backup center due to evacuation or system failure, 911 calls will be forwarded to Central Lane 9-1-1 until the District resumes operations at the backup center. Harney County recently approached the District to discuss whether or not the District would be interested in entering into a similar arrangement with Harney County. The District is currently evaluating this internally as well as with their phone vendor to decide if it is feasible for the District to do so.

Once all response plans have been entered, the CAD build will be near completion. A Tyler Technologies, Inc. (Tyler) representative held an informal training session while on site with a small group of volunteer dispatchers. Floor staff now has access to the CAD test environment, so dispatchers can start practicing with the new CAD. The data channel testing occurred over a three-day period; one day with Redmond PD, one day with DCSO, and one day with Bend PD. Overall, it went well. The District will conduct further testing in October, but will combine agencies the next time. Feedback from the testing will be discussed at length at today's LERC meeting. The Continuity of Operations Plan was also completed and will be given to Tom Anderson.

Training and Hiring

Megan Craig advised three new hires are scheduled to start September 30, 2019 (one will be a lateral); a telecommunicator CIT class will be held in Bend at Station 305's training center on September 25-26, 2019.

Technical Systems

Will Mullins announced there were two bids received in response to the RFP for the Deschutes County 9-1-1 Public Safety Communications Facility Project for Overturf Butte. Only one of the two bids met the requirements; however, that bid exceeded the budgeted amount by \$100,000. The decision was made to reject both bids and re-open near the end of November 2019, which would place the completion date of the site at June 30, 2020. The bid specifications may also be

changed in an effort to appeal to more bidders next time. Licensing for the Overturf Butte temporary site will be maintained and the site will continue to operate as it has.

The District's focus now is identifying areas where coverage enhancements are needed. The District is considering contracting with a firm that does nothing but coverage analysis to do some propagation studies of what the coverage is today versus what the coverage could be and what investment would be required to have the coverage desired.

During recent outages, the District recognized the need to have backup radios at the consoles, which can be site-locked and online immediately when an outage occurs. The procurement process has begun and deployment date is scheduled for December 1, 2019.

The District is also focused on backup radio system enhancements. With the State's upgrade, there will be outages during the cut-over, so the District needs to enhance the backup system in preparation for those outages. The extent of the outages is not yet known, but Harris Corporation (Harris) is going to provide the District with the cut-over plan, so the District will know what to expect. The State's upgrade should address many of the issues the District is experiencing today. Hardware and software changes will be necessary, but the District should have those completed within two months of the upgrade.

In response to Ben Gregory's inquiry, Will Mullins confirmed there may be radio reprogramming involved with both the radio system enhancement and the State's upgrade, but the District will minimize the impact to users as best it can.

Will Mullins briefly reviewed the Tyler CAD Project schedule and emphasized to members how beneficial it was when, as a group, the members agreed to change the schedule to what it is today. The project is still on schedule for "go live" on March 3, 2020.

Jonathan Spring advised functional testing will be conducted October 1-2, 2019; invitations have been sent to those who volunteered to participate in the process. The Operational Use Evaluation will be one of the most critical phases of the project. This is the time to not only ensure the system does what the manual says it will do, but also ensure it will do what the District needs it to do. It is at this phase people must give continual feedback to the build team so changes can be made, if needed. He and Chris Perry will soon be scheduling a time for dispatchers to cover a channel and duplicate calls into Tyler CAD, so the District may solicit help from user agencies to arrange for staff to be made available to follow up with testing out in the field on the user end. Train-the-Trainer training will be held January 6, 2020; CAD user training begins in February 2020. There will be a training session for the Tyler analytics piece, but that training was specifically scheduled for post "go live," so a month's worth of statistics would be available for training purposes.

Will Mullins stressed the importance of training and noted the CAD project is just as big, if not bigger, than the radio system project, because it directly impacts operational practices and how dispatchers do business.

On behalf of Redmond PD, Curtis Chambers expressed appreciation to Jonathan Spring for his attentiveness to the needs of the agency and willingness to work one-on-one with staff.

In response to Paul Kansky's inquiries, Jonathan Spring indicated the project managers have expressed no concerns and are confident the project is on track. If a concern does arise, user agencies will be informed.

Service Level Agreements (SLAs)

Will Mullins advised several user agencies have expressed an interest in entering into an SLA with the District for radio repair and maintenance support. Interested agencies should submit a request via the Help Desk. The District is willing to support VHF radios, as well, if feasible.

Sara Crosswhite clarified the SLAs are a separate standing document from other agreements in place. Once an agency is ready to proceed with an SLA, the District will prepare an agency-specific SLA and forward it to legal counsel for review. Once the document has been stamped and given a document number, it will be returned to the District, and the District, in turn, will forward the SLA to the agency for signature.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Will Mullins reported the September 3, 2019 PSRT meeting began with the formal bid opening for the Deschutes County 9-1-1 Public Safety Communications Facility Project for Overturf Butte. Upon the conclusion of the bid opening, members proceeded to discuss radio system enhancements and SLAs. He encouraged all agencies to get involved with the PSRT, noting it is an opportunity for agencies to have a direct impact on what radio system enhancements and technologies are pursued going forward. Meeting minutes are available upon request.

Central Oregon Fire Operations Group (COFOG) – Chris Perry announced the iPads have been deployed and are now in use. COFOG opted to proceed with Tyler's product for the pre-plans rather than keeping the pre-plans housed with Intterra. The product will interface with Crew Force and seemed the most cost effective option. Chris Perry asked COFOG members to have any known run card changes to him before November 1, 2019, so the response plan build can be finalized. If any changes do come up, he asked members to let him know as soon as they could. There was also discussion of the evolving mobilization plan, currently set up as two separate task forces, and how to best divide resources for out-of-county mutual aid.

At Ken Kehmna's inquiry, Jonathan Spring confirmed pre-plan data can continue to be entered and indicated the expectation is inspectors and fire marshals will enter the data going forward.

Sean Hartley stated Chief Johnson put together an Insurance Resource Policy guideline and presented it at the COFOG meeting. The guideline was written in response to private insurance companies sending resources to wildland fires for structure protection of their insureds' homes. This is occurring more frequently and has occurred in Central Oregon. The guideline is designed to give fire agencies guidance on how to enter data when such resources are received. Law

enforcement agencies are welcome to the information, as well, as resources may show up now on bigger incidents and law enforcement will need to decide how those resources are going to fit into the Incident Command System (ICS) structure.

Sean Hartley also thanked Jonathan Spring for doing the ground work on the records and pre-plan data entry, noting it is particularly helpful to smaller agencies.

Law Enforcement Review Team (LERC) – Chris Perry announced LERC will meet following the User Board meeting at 11:00 a.m. He will give an update on topics discussed at the October 15, 2019 User Board meeting.

Sara Crosswhite sought feedback from those agencies that participated in the data channel testing. Curtis Chambers noted the primary challenge for users was remembering to switch the channels back and forth, but believed that was just a matter of training and getting used to using a data channel. Shane Nelson stated DCISO experienced some of the same issues, but indicated he would like to know the actual time savings as far as air time.

Roundtable – Denney Kelly announced there was discussion of “plain language” dispatching at the Chiefs Conference and potential changes being made statewide. Sara Crosswhite conveyed such a change would have minimal impact on the District as “plain language” dispatching is already in use. She suggested that topic be discussed at the LERC level and then brought before the User Board. Chris Perry advised there were similar discussions at the recent APCO conference. He plans to attend the December APCO conference and believes there will be further discussion at that time. He will relay any additional information at the December 17, 2019 User Board meeting.

8. Adjournment

There being no further business, the meeting was adjourned at 1050 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.