



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

**Date & Time:** Tuesday, October 15, 2019, at 1000 hours

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

**Attendees:** Sara Crosswhite, Chris Perry, Tim Beuschlein, Jonathan Spring, Nanette Howard, Tom Anderson, David Doyle, Amy Heverly, Dennis Dishaw, Shane Nelson, Tim Moor, Todd Riley, Roger Johnson, Jim Porter, Paul Kansky, Denney Kelley, Ken Kehmna, Curtis Chambers, Devin Lewis, Cory Darling, Ken Vaughan and Bill Boos. *Telephonic appearance(s): Will Mullins.*

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

**2. Approval of September 17, 2019 Meeting Minutes**

*The September 17, 2019 meeting minutes were approved as distributed.*

**3. Good of the Order** – No comments.

**4. Governing Board Update** – Noting Commissioner DeBone's absence, Sara Crosswhite advised he was attending the ODOT Wireless retreat as a guest speaker and plans to talk about the District's partnership with the State.

**5. Public Comment** – No comments.

## **6. Staff Reports**

**Administration** – Sara Crosswhite announced a conditional job offer was extended for the radio technician position; effective date will be November 18, 2019. To address the past issues with the State concerning radio system outages, the District and the State are now having bi-weekly meetings and communication has significantly improved. At the District's request, the Finance Department is going to combine Funds 705 and 707 into one fund (Fund 705) for budgeting purposes. Having only one fund will make things much easier for the District, the Finance Department, and the Budget Hearing Committee. The District is waiting for the City of Bend attorney to finish reviewing the draft Radio Service Level Agreement (SLA) for Bend PD before re-sending the draft SLAs to all user agencies with inventory count and cost for final review. If there are no additional revisions to inventory, the final SLAs will be sent to Legal Counsel David Doyle for document summary, number assignment, and then will be forwarded to user agencies for signature.

**Operations** – Chris Perry advised data channel testing will be conducted on October 16<sup>th</sup> and October 23<sup>rd</sup> from 1300-2100 hours. Per the recommendation of LERC, five law enforcement agencies will be tested together. He explained the law enforcement data channel will be used for



any routine queries or administrative requests with a goal to free up each agencies primary channel for priority traffic. Prior testing done in late August / early September was done with individual agencies only and was helpful in identifying what worked best and where improvements were needed. LERC revised the draft policy throughout testing and will continue to make revisions as needed. Recognizing the enormity of the Tyler CAD Response Plan Project, a dispatch supervisor is now assigned to help with the project. Redmond Municipal Airport and Redmond FD recently conducted an MCI (Mass Casualty Incident) drill, as required by the FAA, and District staff participated at the dispatch level. He commended all involved for doing a great job.

### **Training and Hiring**

In Megan Craig's absence, Sara Crosswhite reported there are three trainees attending the in-house academy, and they will soon be transitioned to the floor to start doing some call taking.

### **Technical Systems**

Will Mullins reported ADCOMM Engineering is currently revising the RFP specifications for the Deschutes County 9-1-1 Public Safety Communications Facility Project for Overturf Butte. The revised RFP will be sent out near the end of November 2019. The District has requested quotes from several consulting companies for the cost to create propagation maps for the P25 sites owned by the District and the ancillary sites throughout the county to help the District determine how best to move forward to improve coverage.

Sara Crosswhite announced the fire and police functional testing for CAD was successfully completed. The next phase will be in-house operational review and interface testing. Once the District is satisfied with the testing, users will then be added to the testing process. Tyler's Northwest Public Safety User Group will meet at The Riverhouse (Bend) on November 19-20, 2019. Agencies interested in attending should contact Jonathan Spring for further information. There will be participants from Oregon, Washington, Montana, and Idaho.

## **7. Working Group Meetings – Chris Perry**

Public Safety Radio Team (PSRT) – The following topics were discussed during the October 1<sup>st</sup> PSRT meeting: 1) The District recently used internal software to help identify cell phone coverage issues reported by Sunriver; the gaps were identified and the information was given to Sunriver so they could, in turn, relay the information to the provider; 2) Jonathan Spring gave an update on the status of the Tyler CAD project; 3) Tim Beuschlein advised law enforcement radio reprogramming will start in late November 2019, so the PSRT group will need to discuss law enforcement needs at the November meeting concerning any changes (e.g. channel changes, talk group additions, etc.); and 4) the SLAs were discussed.

Central Oregon Fire Operations Group (COFOG) – Discussion at COFOG included the VHF gateway; the audio quality of the legacy VHF systems is just not where it should be, demonstrating the need to refresh some of the old equipment reaching end of life. The iPad deployment should be finished by end of the month. Members also identified several things in CAD which could be streamlined specific to "run cards." Reducing traffic on the primary dispatch channel and ways

to accomplish that was also discussed. Options included moving to a secondary operational channel similar to law enforcement's data channel or use MDTs / iPads for routine traffic.

Law Enforcement Review Team (LERC) – The primary topic of discussion at the September 17<sup>th</sup> meeting was the data channel policy. There will be more information to relay to the User Board after the next round of testing. Secondary channel use was encouraged; and Jonathan Spring gave an update on the Tyler CAD project.

#### **8. Adjournment**

There being no further business, the meeting was adjourned at 1024 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.