



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

Date & Time: Tuesday, November 19, 2019, at 1000 hours

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

Attendees: Sara Crosswhite, Chris Perry, Tim Beuschlein, Megan Craig, Beth Casper, Kim Morse, Nanette Howard, David Doyle, Amy Heverly, Paul Garrison, Jim Porter, Ben Gregory, Paul Kansky, Tim Moor, Sean Hartley, Todd Riley, Jeff Blake, Dave Phillips, Denney Kelley, Devin Lewis, Cory Darling, Bill Boos, Will Mullins, Michael Johnson, Todd Cox, and Jeff Springer.

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

2. Approval of October 15, 2019 Meeting Minutes

The October 15, 2019 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – None.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced District Fund Nos. 705 and 707 have now been consolidated into one fund (705), so the District now only has Funds 705 and 710, which will make things much easier for budgeting purposes. As the budget discussions near, she will keep members updated on where the District is budget-wise and the District's goals for the next year. Nick Bittler's starting date has been moved to December 2, 2019 to accommodate his current employer with the completion of a project.

She stressed the User Board meetings offer members an opportunity to voice any concerns or ask questions and encouraged members to contact her if there are additional items they would like placed on the agenda for discussion.

Operations – Chris Perry stated several staff members have been assigned to specific tasks for the Tyler CAD project: 1) Andrew Zaiser is assigned full time to the CAD build; 2) Hank Evans is assisting with the entry of the fire response plans; 3) Angela Guthrie is entering LEDS/NCIC data; and 4) Megan Craig and the dispatcher focus group are testing the product. Data channel testing was done on November 16 & 23, 2019 during 1300-2100 hours. The feedback received from line staff and dispatchers will be discussed at the LERC meeting following today's User Board meeting. Further testing is planned for December. The District gave presentations during the recent

Deschutes County College and Redmond Police Department Citizens Academy. He observed participating in these types of events gives the District an opportunity to raise public awareness of what the District does and answer questions. The District will soon be facing some staffing challenges due to the resignation of one, possibly two, senior dispatchers and several maternity / paternity leaves. There will be an active threat drill on Wednesday, November 20th, at St Charles Health System – Bend with Bend Police Department, Bend Fire Department, and the District. Such drills give all agencies involved a chance to practice response plans.

At Jeff Blake’s inquiry, Chris Perry confirmed the CAD deployment is on schedule for “go live” on March 3, 2020.

Training and Hiring

Megan Craig announced the next round of interviews will be conducted in March 2020 after Tyler CAD “go live.” New hires from that group will attend the In-House Academy in April 2020 and move to call taking in mid-May. Training plans for the current trainees have been adjusted, as well, in anticipation of CAD “go live.” The three trainees currently in call-take training will be released in January and are scheduled to start police training in April. She stated the significant changes in the new CAD system will also require the District to revise the current curriculum; it will take time to develop a good interactive curriculum, but the District wants to get it right.

She briefly highlighted the results of the protocol review (ProQA) for the period of July 1, 2019 through September 30, 2019. She explained National Q randomly selects and reviews 50 incidents each week, for both medical and fire, and rates how well the protocol was followed during the call. Of the 322 medical calls reviewed, 306 (95%) were deemed “highly compliant”; of the 320 fire calls reviewed, 229 scored as “highly compliant” while 69 were “compliant,” which equates to 94% of fire calls reviewed met or exceeded standards. She emphasized the results demonstrate the outstanding quality of work being done by the dispatchers and the importance of agency involvement in constantly looking for ways to improve. She encouraged agencies to send representatives to the MDRC / MDSC meetings and take advantage of the opportunity to work with National Q in making the protocol even better.

Technical Systems

CAD Project – In Jonathan Spring’s absence, Chris Perry gave a brief update on the Tyler CAD build project. The data from the test environment has been copied to the production environment and will be thoroughly tested once again. End user testing will be conducted in December. Testing the interfaces for the fire agencies and entering the fire pre-plans into Tyler are two of the more significant tasks to be completed before the end of the year. Project status meetings will be held weekly for the remainder of the project.

Radio System – Sara Crosswhite announced radio reprogramming for Redmond PD will begin after the Thanksgiving holiday, followed by Black Butte Ranch PD and Sunriver PD. Fire station alerting (FSA) is scheduled to “go live” December 3, 2019.

7. Consultant Report – Will Mullins

Overturf Project Update – The revised Request for Proposal for the Overturf Butte Project was released; deadline for bid submission is December 12, 2019. Approximately 13 contractors have expressed an interest in the project to-date. One of the revisions made to the scope of work is the District will now be responsible for providing the pole and the generator, not the contractor.

State Upgrade Project – The State is continuing to move forward with the radio system upgrade. The District is currently negotiating the fee it pays to use the State’s system as well as the entire agreement with the State; the District is also negotiating with Harris Corporation (Harris) for the cost to perform the District’s site upgrades.

Long-Term Radio Enhancement Project – The District solicited quotes from several vendors for the cost to re-evaluate the county’s coverage and identify areas in need of enhancement. The evaluation will use the existing sites as the first priority followed by other sites the District has access to and, finally, those sites which may be commercially available. The vendor will do a propagation analysis of all of the towers to identify what would be optimum coverage for in-building penetration as well as maximum bounded area coverage in the county. A vendor has been selected and, upon execution of a contract, should have the analysis completed within four to six weeks. The analysis will set up the framework for discussion of cost and prioritization of enhancements going forward, which the PSRT will play an extremely important role in. As such, he strongly recommended agencies send representatives to the PSRT meetings to have their voices heard.

8. Working Group Meetings – Chris Perry

Public Safety Radio Team (PSRT) – The channel mapping template for all five law enforcement agencies was finalized; radio reprogramming was planned for after the Thanksgiving holiday; members were updated on the Fire Station Alerting (FSA) project and the “go live” plan as well as the build status for Stations 302 and 306. Sara Crosswhite gave an update on the status of the RFP for Overturf Butte and the State radio contract.

Central Oregon Fire Operations Group (COFOG) – Members discussed the Tyler CAD project along with ideas for upcoming grant opportunities and the Intterra system. There was some discussion on how structure fire burn timers in Tyler CAD are different from HiTech CAD and how that will fit into agencies’ operational needs. The Fire Chiefs Association asked COFOG to review the District’s 9-1-1 call processing and dispatching times, so a subcommittee was formed to discuss that topic and review the standards and times. Alex Robertson gave an overview of COFMS’ organizational structure and governance.

Law Enforcement Review Team (LERC) – LERC will meet following the User Board meeting today; an update will be given at the December 17th User Board meeting.

8. Adjournment

There being no further business, the meeting was adjourned at 1031 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.