



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

Date & Time: Tuesday, January 21, 2020, at 1000 hours

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

Attendees: Sara Crosswhite, Chris Perry, Megan Craig, Jonathan Spring, Tim Beuschlein, Beth Casper, Nanette Howard, Tony DeBone, Tom Anderson, Jim Porter, Paul Kansky, Shane Nelson, Todd Riley, Bob Madden, Jeff Puller, Gary Marshall, Cory Darling, Tim Moor, Roger Johnson, Sean Hartley, Dave Phillips, Devin Lewis, Ken Vaughn, Michael Johnson, and Will Mullins (telephonic.)

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

2. Approval of December 17, 2019 Meeting Minutes

The December 17, 2019 meeting minutes were approved as distributed.

3. Good of the Order – Sara Crosswhite extended congratulatory wishes to Chief Jim Porter on his recent retirement from Bend PD.

Gary Marshall announced the new Bend FD station in Tumalo is completed and in operation; the Pilot Butte station will be operational the first week of February 2020.

Paul Kansky relayed now that Ben Gregory is fully retired, Jason Maniscalco will attend the radio meetings in his place.

4. Governing Board Update – Tony DeBone advised the SIEC (State Interoperability Executive Council) Partnership Committee will be hosting a statewide radio conference in Hood River, Oregon in a couple of months. Anyone interested in attending the conference are welcome to contact him for additional information. Deschutes County is seeking a commitment from the Oregon state legislature for at least one, possibly two, new circuit court judge positions. If granted, the courthouse would have to be expanded to accommodate the position(s), but it would enhance the public safety system as a whole.

5. Public Comment – No comments.

6. Staff Reports

Administration – Referring to the TRS (Trunked Radio System) Outage Progress Report distributed to members, Sara Crosswhite explained ODOT Wireless supplied the documentation to the District at her request. The report outlines the cause of the recent outages and how the State plans to move forward to prevent this same thing from reoccurring. She asked members to review the document and contact her if there are any questions.

The State plans to do maintenance again that will cause an outage and do a thorough run-through of everything. Backup radios are now installed at eight of the consoles, so when the system is taken down, end users should not notice any disruption in communication. She informed members the District will send out prior notification to all user agencies, noting the District is working internally to improve its notification procedures. She recognized the State has also made significant changes internally and is improving, but the outages do emphasize the State's need for the upgrade.

Tony DeBone expressed his continued support for the District's partnership with the State.

Operations – Chris Perry reported the CAD build project remains the primary focus of Operations. The dispatch focus group, operations supervisors and the training manager attended Train-the-Trainer training last week; dispatchers will attend the same training in February. District management team members will attend a Continuity of Operations (COOP) table top exercise on Wednesday, January 22nd, with DCSO Emergency Management team members to vet the draft COOP plan before its finalization later this month. A second table top exercise will be scheduled in the spring at the countywide level. Operations is making some final adjustments in CAD for Fire Station 306 and Fire Station Alerting is almost completed. The District will also be reviewing best practices to find the best way, logistically, to transition to the console backup radios when an event occurs.

He noted COFCA (Central Oregon Fire Chiefs Association) asked the District to work with COIDC (Central Oregon Interagency Dispatch Center) last year to help identify ways to improve communications during fire season. One of the outcomes of the discussions was the District offered to supply COIDC with iPads, so the District's CAD could be viewed in real time. The District also offered to loan COIDC portable and mobile radios until it could secure federal funding to purchase its own radios. Sara Crosswhite, Chris Perry, Tim Beuschlein, and Jonathan Spring plan to meet with COIDC representatives next week for an after-action review of communications during fire season and discuss what improvements can be made for next year.

Training and Hiring

Megan Craig announced two trainees have successfully completed call-take training, which will be helpful when transitioning to the new CAD system. She also reported "Q" statistics for 2019, which is the random sampling of calls done each week for EMD and EFD calls, were phenomenal and the "Q" statistics for the first week of 2020 was the best week ever for the District.

Technical Systems

CAD Project – In addition to the Train-the-Trainer training for CAD, Jonathan Spring advised law enforcement and fire personnel also received mobile training. He has been visiting fire departments to help with setting up log-ins and the installation of the Crew Force application on the iPads. The CAD build team is continuing to refine CAD on a daily basis and make improvements to the templates while testing interfaces. There will be ongoing end user training between now and "go live;" any questions / concerns regarding end user training should be

directed to him, Megan Craig or Chris Perry. He will also be working with Tyler Technologies, Inc. (Tyler) on the Zetron station alerting interface this week.

Radio System – Sara Crosswhite advised radio preventative maintenance (PM) has begun for user agencies. With most of the smaller agencies completed, the District will focus on DCSO the next couple of weeks followed by Bend PD in February. She is going before the Board of County Commissioners on Wednesday, January 22nd, to request the Overturf Butte project be awarded to the lowest bidder for the amount of \$360,000. The District has contracted with Brett Hudson to serve as the project manager. He is already looking at ways to reduce costs and hopes to start the project in February. Tom Anderson noted Brett Hudson has already worked with this particular contractor on several successful projects.

Sara Crosswhite stated Harris Corporation (Harris) is reviewing the District's draft contract it submitted for the upgrade of the District's firmware. The District will also be revising its contract with ODOT Wireless for the use of the State's site and switch in the Valley and in Bend. The State plans to do its upgrade in the spring, but the District will delay its upgrade until the weather has cleared and sites are accessible.

Following Sara Crosswhite's update, members posed no questions / comments concerning the radio system.

7. Consultant Report – Will Mullins

Long-Term Radio Enhancement Project – Will Mullins announced Trott Communications (Trott) has completed the preliminary maps for the long-term radio enhancement project, which will be reviewed by him and Tim Beuschlein for accuracy. Once their review is completed, Trott will proceed with the prediction maps.

8. Working Group Meetings

Public Safety Radio Team (PSRT) – Chris Perry reported members were updated on the status of the law enforcement radio programming and backup radio installation at the consoles. Will Mullins provided a brief update on Trott's progress with its project. Sara Crosswhite updated members on the status of the Overturf Butte project, the State upgrade, and the Service Level Agreements (SLAs). There was also a short discussion about the Fire Station Alerting deployment.

Central Oregon Fire Operations Group (COFOG) – Chris Perry advised Intterra sales and operational staff gave a presentation to members followed by discussion of the product. Dave Phillips scheduled additional training in February, so once training is completed, members will decide whether or not fire departments should continue with use of the Intterra product specific to a Deschutes County account or migrate to the Oregon State Intterra account at no cost. Members were given an update on the District's activities by Chris. Sean Hartley gave an update on the subcommittee's analysis of the District's dispatch processing times and steps forward to keep that discussion going. Dave Phillips provided an update on COFCA matters. COFOG members agreed to form a subcommittee to evaluate COFOG's active threat response. Sunriver FD will be the lead on that project; the District will participate as appropriate. And finally, there was

discussion concerning communications between ODOT, the incident management team, and fire operations during a motor vehicle accident.

Dave Phillips asserted COFCA's goal is to streamline processes for dispatchers by ensuring consistency in incident management and terminology used among the fire agencies. Referring to the Intterra product, he explained at the time, the Tyler CAD product did not have a mobile iOS product, so COFOG members decided the Intterra iOS would be the best option; however, Tyler now has a product comparable to Intterra's, so members are now exploring which product would be the best option. Additionally, there is a possibility the State may purchase the wildfire component of Intterra. All Central Oregon fire chiefs and operations chiefs are going to meet on February 11th to discuss the options and decide the best path forward for communicating with inter-county agencies and wildland partners.

In response to Jim Porter's inquiry, Dave Phillips indicated the State is not considering Tyler's product.

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 February 18, 2020 User Board meeting.

9. Round Table

Bob Madden thanked Chris Perry and his team for all of the work they have been doing in preparation for migrating to the new CAD system while at the same time implementing a new fire station. He understands how very time consuming the work is, and he appreciates all of the efforts to make it work.

Roger Johnson thanked District staff for the continued work with COIDC to improve efficiency and coordination between the two agencies. He believes it is a huge win for all any time a response time between wildland partners and structural fire agencies can be shortened.

As a member of the Project Wildfire Steering Committee, Tony DeBone encouraged anyone interested in protecting Central Oregon from the threat of wildland fires and becoming more involved in the community to attend the monthly meetings every third Tuesday from 8:00 a.m. – 9:30 a.m. at the Deschutes Services Building.

Gary Marshall announced Bend FD is leasing approximately 1,500 square feet of the Pilot Butte fire station to Bend PD for training purposes.

10. Adjournment

There being no further business, the meeting was adjourned at 1030 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.