



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

**Date & Time:** Tuesday, February 18, 2020, at 10:00 hours

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

**Attendees:** Sara Crosswhite, Chris Perry, Megan Craig, Nanette Howard, Tony DeBone, Dave Doyle, Jim Porter, Paul Kansky, Jason Maniscalco, Todd Riley, Cory Darling, Tim Moor, Sean Hartley, Devin Lewis, Ken Vaughn, Dan Tucker, Ken Kehmna, Denney Kelley, Garret Winter, Tim Reneau, Greg Bryant, and Will Mullins.

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

**2. Approval of January 21, 2020 Meeting Minutes**

*The January 21, 2020 meeting minutes were approved as distributed.*

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

**4. Governing Board Update** – Tony DeBone advised that morning's Project Wildfire meeting had been well-attended and discussion focused primarily on fuel reduction and defensible space.

**5. Public Comment** – No comments.

## **6. Staff Reports**

**Administration** – Sara Crosswhite reported the State took its system down on January 29, 2020 to perform the fail-over test and it worked the way it was designed to. There have been no further incidents, so both the State and Harris Corporation (Harris) believe the issues are resolved. If the system does go down, backup radios are installed at the consoles and ready to go. For now the fire agencies will join DCSO on 8CALL90 if there is a system outage; the District is working on establishing a second channel for just the fire agencies, which should be available in the next four to six weeks. At Tony DeBone's inquiry, she explained "8CALL90" is the name assigned to the backup radio channel programmed into the radios.

Deschutes County was affected by the Verizon fiber optic line being cut recently in Washington State. The District's backup lines rolled over, so there was no disruption in service. She attended 15 hours of training on the new CAD system and is very impressed with its capabilities. She commended the training team for the phenomenal job they have done with staff and users.

Cory Darling questioned whether the persistent problems Sunriver PD experiences with Verizon will be problematic for the new CAD system. Unable to answer that specific question, Sara Crosswhite indicated she would have Jonathan Spring follow up with him.

**Operations** – Chris Perry advised in-house staff training for CAD is ongoing; migration from the old system to the new system is being extensively documented and a list is being created of policies the District will need to establish with the new system. The District has been heavily involved with the law enforcement and fire mobile training; the paging system is being overhauled; Tyler’s Web CAD is operational and Jonathan Spring is ensuring agencies are set up to use it. The backup radios have been installed at the consoles; a procedural guide for activation is being created. Another eight mobile radios will be purchased next fiscal year, so all 16 consoles will have a backup radio. The Continuity of Operations Plan (COOP) he and Ashley Volz have been working on is now finalized. It will be reviewed monthly and updated, as needed. The District will announce when the countywide table top exercise will be held. He has also been involved with Nathan Garibay and Ashley Volz in the testing of the IPAWS integrated public alert warning system. The system went “live” in December 2019 and has been tested monthly. Ashley Volz is in the process of developing a training plan. And finally, the District’s Employee Banquet Awards Committee will be hosting its annual banquet on February 29<sup>th</sup>.

**Training and Hiring**

Megan Craig briefly outlined the dispatchers’ CAD training schedule and praised staff members for their dedication. Tyler representative Dave Driskoll has been working on-site with Jonathan Spring and Andrew Zaiser and, as a team, they have done a great job of soliciting feedback from staff and integrating staff suggestions into the product when able. A running list of requests / suggestions for improving functionality is being kept for further review after “go live.” The next transitional piece for the dispatchers is to have them “shadow” other dispatchers’ calls using the new CAD system, which can help the build team identify problem areas. Interviews will be conducted on Thursday, February 20<sup>th</sup>, in preparation for the next round of hiring after “go live.”

**Technical Systems**

**Radio System** – Sara Crosswhite announced radio reprogramming is on schedule; once Tim Beuschlein has completed reprogramming for Bend PD, all law enforcement agencies will be done. The contract for the Overturf Butte project is going before the Board of Commissioners for signature this week. The contractor and project manager have suggested modifying the access point for the project, so that may be discussed when District staff meet with them this week.

Jim Porter expressed concern over making any changes to the access point that might draw resistance from neighboring residents. Sara Crosswhite elaborated on the suggested modification, noting the proposed modification would incorporate the existing road and would cause less damage to the area. Tony DeBone assured members the County and District are sensitive to neighbors’ concerns.

Sara Crosswhite advised the State has hired a consultant to review its proposed contract with Harris before signing, but hopes to move forward with the upgrade in approximately one month. The District has not selected a date for its upgrade, but will schedule it during a time frame that is best for the users.

## **7. Consultant Report – Will Mullins**

Long-Term Radio Enhancement Project – Will Mullins reported Trott Communications Group (Trott) has submitted 30 different site coverage analyses to-date, which he and Tim Beuschlein have been reviewing. It has taken longer than expected to complete, but he hopes to have the final recommendation(s) from Trott in the next couple of weeks.

Tony DeBone sought clarification on the purpose of the analyses. Will Mullins explained the analyses identify the optimal countywide coverage the District could expect using the priorities established by the District: 1) Using the District's existing sites; 2) using State or partner sites (e.g. 8CALL90 or conventional sites); and 3) using sites potentially available (e.g. Verizon monopoles, LaPine tower, etc.). Trott will offer recommendations for optimizing coverage, but it will ultimately be up to the District to decide the best option(s) for improving coverage. He emphasized there is no guarantee the existing sites are the most optimal for a large county configuration; optimizing countywide coverage could mean optimizing existing sites or adding new sites.

## **8. Working Group Meetings**

Chris Perry briefly summarized topics of discussion from each of the Working Group meetings:

Public Safety Radio Team (PSRT) – Law enforcement agency radio reprogramming update; discussion related to the installation of the backup radios at the consoles and a proposed procedural plan for activation when the system goes down; Tyler software maintenance costs on the fire agency side. Tim Beuschlein advised, going forward, the radio programming process will evolve into annual preventative maintenance checks and programming updates; and Sara Crosswhite gave an update on the Overturf Butte project.

Central Oregon Fire Operations Group (COFOG) – 9-1-1 Operations update: The District's paging system is being overhauled; and the current third-party paging software "Emergin" is being decommissioned and replaced with Enterprise Messaging Access Gateway (EMAG), which is a software integrated with Verizon and offers guaranteed delivery for Verizon users. The burn time functionality on Tyler CAD was reported to work and function as needed. Also discussed were areas of improvement for next fire season, as identified by COIDC; continued discussion on Intterra; and Dave Phillips briefed members on the Central Oregon Mobilization Plan.

At Chris Perry's invitation, Sean Hartley shared his experience with the Intterra training and stated it went well; it is now up to COFCA to determine if Intterra should be kept and used as an incident management tool.

Law Enforcement Review Team (LERC) –

Chris Perry sought members' feedback on continuing with the testing of the data channel or placing it on hold temporarily. He explained the District has experienced a dip in staffing and is unable to offer a full-time data channel at this time. Following discussion, members agreed to postpone further testing until the District is in a better position with staffing. He also advised recent changes in legislation now permit the Department of Health Services (DHS) to seek

protective custody warrants from a judge outside of normal business hours if there is an emergency situation. Working with DA's office staff and DHS supervisors, there is now a plan in place for the District to record the conversations between a judge and the caseworker seeking a signed warrant. This practice is similar to what the District currently does for law enforcement telephonic search warrants. Jonathan Spring and Andrew Zaiser gave an update on the CAD project and fielded questions from members.

#### **9. Round Table**

Denney Kelley advised there was discussion at the last COLES meeting regarding DHS and how sometimes calls made by a concerned party (e.g. school teacher) late in the day on a Friday or near the end of a shift may not receive a call back or are placed on hold indefinitely. In those situations he encouraged agencies to have parties call 911 if they cannot reach DHS. Members agreed those types of situations are challenging and believe there is inadequate staffing to support the number of calls received.

#### **10. Adjournment**

There being no further business, the meeting was adjourned at 10:30 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.