



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

Date & Time: Tuesday, May 19, 2020, at 10:00 hours

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

Attendees: *(Meeting conducted via Zoom)* Sara Crosswhite, Chris Perry, Megan Craig, Jonathan Spring, Tim Beuschlein, Ruben Rokosh, Kim Morse, Nanette Howard, Tony DeBone, David Doyle, Tom Anderson, Jim Porter, Paul Kansky, Jason Maniscalco, Aric Ptomey, David Phillips, Dave Tarbet, Todd Riley, Bob Madden, Sean Hartley, Ken Kehmna, Tim Moor, Bill Boos, Cory Darling, Will Mullins, George Nissan, Garret Winter, and Tim Reneau.

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

2. Approval of April 21, 2020 Meeting Minutes

There being no corrections, the April 21, 2020 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – Tony DeBone announced the State Legislative Emergency Board allocated \$50 million for reimbursement of COVID 19-related expenses through the CARES Act. The Deschutes County Finance Department is in the process of calculating the County's expenses and will submit a request to the State for reimbursement on Friday, May 22nd.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite advised she has been working on finalizing the budget in preparation for her presentation to the Budget Committee next week; the annual billings have been sent to user agencies; the EOC will be demobilized soon allowing for the District's lobby doors to be re-opened June 1st. She stated the customer service procedures put into place since the closure have worked well; once the lobby doors are re-opened, social distancing guidelines will be adhered to. Kim Morse will soon be preparing the Trunked Radio User Agreements and SLAs for FY 20/21. Because the majority of the FY 20/21 user agency agreements were entered into fairly recently, the same inventory lists will be used for FY 20/21 with a complete inventory planned for FY 21/22.

Operations – Chris Perry announced one Operations supervisor has resigned to accept a position out of state and one dispatcher will soon be transitioning to the DCSO. One employee under precautionary quarantine; social distancing guidelines and other precautionary measures remain

in place while additional remote work options are still being investigated in the event there is a need.

COFOG members have been working to get logistical and operational processes in place to meet the terms of the inter-county mutual aid agreements with Linn, Lane, and Klamath Counties. The District is updating task force procedures and documentation in preparation for fire season. Tim Beuschlein and his team have updated the programming on the interop portable radios used by Jefferson and Crook Counties and are working on the VHF gateways. The District has also been able to loan wildland partner agencies 22 portable radios this year in its continued efforts to improve communications and interoperability with those partners. The District will also ensure the 800 radios BLM now has are updated with the most current programming. Learning the new CAD system is an ongoing process; there have been no system failures and fewer problems are being reported. At the request of field officers, the District did do some research and has found a way to deliver CJIS information more efficiently to field officers. Operations is also working with DCSO to accommodate new staffing in Sisters.

Training and Hiring – Megan Craig reported two new hires are scheduled to start June 1, 2020, and one call taker will soon be going into police dispatch training.

Technical Systems

Tyler CAD – Jonathan Spring stated the District is continuing to learn how to better utilize the software and enhance internal workflows. As an example, dispatchers now have the ability to set up geographic shapes (GEO Fences) on the map to alert officers to specific conditions. As needs are identified during this learning process, enhancement requests are being submitted to Tyler Technologies, Inc. (Tyler).

Tyler has also created a position within their organization dedicated to focusing on the Crew Force and Shield Force applications. The Fire Advisory Group has put together a list of ideas to help build out many areas of the Crew Force application, so having a single point of contact at Tyler will be beneficial. Crew Force and Shield Force can provide turn-by-turn directions to a call or location, so 911 GIS Analyst Evan Clark has been working diligently to enter routing information submitted by fire staff.

Based on user feedback, there have been several changes made to settings within mobile since “go-live” to improve functionality. The District has installed and configured Tyler mobile on the USFS MDTs, so they now have the same capabilities as other law enforcement agencies (e.g. mobile mapping, running of subjects/vehicles, BOLOS/alert notifications, chat, etc.) The District is also making progress in ensuring BLM has the same capabilities.

Since all agencies are now sharing the same subject and vehicle databases, the District and user agencies are working together to identify and resolve duplications or inconsistencies within the databases. Once the District has re-opened its lobby doors and is open to the public, Tyler plans to conduct on-site training for data analytics and reporting (DSS).

E-Crash is now “live” with the auto import process and is being used by Bend PD and Redmond PD for E-Citations and crash reports. The District has also upgraded its internet service network infrastructure to accommodate the larger data demands of users and user agencies.

Overturf Butte Pole Update – Sara Crosswhite presented pictures of the recent pole installation at Overturf Butte and reported the installation went extremely well. The generator is scheduled to be shipped on June 1st, and the shed still needs to be built, but the foundation has been poured.

Paul Kansky expressed appreciation to the District for how well the installation has gone.

7. Consultant Report

Long-Term Radio Enhancement Project – Will Mullins reviewed with members his Long-Term Coverage Enhancement Effort Report and briefly highlighted his recommendations based upon the Radio Propagation Analysis prepared by Trott Communications Group (Trott). He explained the goal of the propagation analysis was to help determine how best to mitigate the roaming issues and enhance coverage. Trott was tasked with conducting an analysis of the operational impact or benefit of adding a simulcast cell and recommend which sites should be used to maximize coverage and how to generate complimentary coverage.

Referring to the list of Recommended Priorities in Will Mullins’ report, Ken Kehmna questioned if, for example, Priority 1 was completed, how would that impact the other recommendations. Will Mullins explained the completion of Priority 1 would offer enhanced coverage and increase in-building penetration; there would be no need to conduct a new analysis or generate new coverage maps, but repeaters at the sites would require reprogramming.

Motorola representative George Nissan inquired about the cost of the original contract for the radio system versus the total cost of ownership now with the changes and add-ons that have been made since deployment. Will Mullins indicated Sara Crosswhite would be the one to compile those numbers, but explained changes made since “go live” have been more about optimization of subscriber devices rather than add-ons. He noted some of the roaming algorithms and antenna configurations have changed, but very little else has changed.

Focusing on the Trott report, Will Mullins briefly explained the methodology used by Trott for its recommendations. He also relayed that he and District staff met with the Board of County Commissioners (BOCC) yesterday to review the reports and recommendations to them.

In response to Jim Porter’s inquiry regarding the path forward, Sara Crosswhite indicated the first step is to establish a timeline for the projects. She believed a couple of the recommended projects were fiscally possible in the next budget year, but also felt the State’s upgrade would play a part in determining when the District moves forward with the projects. As of right now, the State has given no indication when it will begin its upgrade project.

Jim Porter sought clarification on the decision-making process in moving forward. Sara Crosswhite indicated she would speak further with the BOCC and also solicit feedback from the PSRT group. She deferred to Will Mullins to offer insight on what projects could be done together. Will Mullins recommended Priority Nos. 1 and 2 be negotiated as part of the District's agreement with Harris for its portion of the upgrade, if at all possible, to lower the overall cost of the projects. He proposed Priority No. 3 could be done parallel to Priority Nos. 1 and 2.

Jim Porter questioned whether Priority No. 3 would require the District to outsource that project. Will Mullins stated the District's internal staff members are qualified to accomplish Priority No. 3. Jim Porter suggested it should be the User Board's responsibility to formulate a recommendation for the BOCC to consider. As liaison, Tony DeBone concurred with Jim Porter's position, stressing the importance of all users being in agreement before submitting any recommendations to the BOCC.

8. Working Group Meetings

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

Public Safety Radio Team (PSRT) – No meetings have been held since the April 21, 2020 User Board meeting, so there was no update.

Central Oregon Fire Operations Group (COFOG) – While he was unable to attend the last COFOG meeting due to a scheduling conflict, he did receive communications indicating the group did finalize the task force coordination for the year, continued to work on active threat response guidelines with law enforcement, and continued to refine the Central Oregon Mobilization Plan.

Law Enforcement Review Team (LERC) – No meetings have been held since the April 21, 2020 User Board meeting; a meeting will be held following today's User Board meeting, so there will be an update at the June 2020 User Board meeting.

9. Adjournment

There being no further business, the meeting was adjourned at 10:46 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.