



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

Date & Time: Tuesday, June 16, 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, Kim Morse, Nanette Howard, Tony DeBone, Tom Anderson, Jason Maniscalco, Aric Ptomey, David Phillips, Dave Tarbet, Bob Madden, Sean Hartley, Ken Kehmna, Tim Moor, Bill Boos, Denney Kelley, Devin Lewis, Roger Johnson, Shane Nelson, Cory Darling, Will Mullins, George Nissan, Garret Winter, and Tim Reneau.

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

2. Approval of May 19, 2020 Meeting Minutes

There being no corrections, the May 19, 2020 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – On behalf of the Board of County Commissioners, Tony DeBone conveyed it is the BOCC's desire to work collaboratively with the User Board when evaluating Next Generation long-term radio enhancement projects, so the best possible decisions are made going forward.

Phil Henderson thanked District staff members for the hard work they have done to get the Overturf Butte permanent site up and running and was also pleased with how well things are going with the new CAD system.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced the District's lobby and Help Desk are now open; the dispatch floor, however, continues to have limited access. The number of requests for CAD notes and audio recordings has continued to rise steadily. There were a total of 3,064 requests received in 2019; to-date, that number has already been exceeded by 355 requests. Due to COVID-19 concerns, procedures were put into place for processing requests more remotely and many of those practices will remain in place for the safety of employees.

She commented she and her staff sometimes struggle with finding enough content to fill a meeting on a monthly basis, so if members have topics they would like placed on the agenda for discussion, please let her know. She recognized, under normal circumstances, several members

travel long distances to attend the meetings and wants to ensure the meetings are informative and relevant for all members.

Operations – Chris Perry reported the District recently appointed a dispatcher to the out-of-class supervisor position, effective June 22, 2020. In response to DCSO implementing a new patrol team in Sisters, the District has been working with them to make sure everything is in place operationally to accommodate this addition. He is currently testing a fully remote version of a call taker console; if it works well, it could serve as an additional backup when needed. Operations is in the process of implementing a new way to monitor the Fire Station Alerting system for Bend FD and Redmond FD at the dispatch console to expedite notification processes in the event the system goes down. The implementation of the new CAD search tool for the DA's office is nearly done; once completed, the CJIS data can then be downloaded to the field officers in a much more streamlined fashion. He has also been working with the Health Department on supporting operations with the new stabilization center, so they have what they need.

Training and Hiring – Megan Craig reported the two new hires are now three weeks into the In-House Academy and are doing well with the new CAD system; and one call taker has just completed Week 2 of police dispatch training. Hiring is still in process with new applications being received each week; video interviews are currently being held.

Dave Tarbet inquired about the number of applications being received. Megan Craig briefly outlined the applicant screening practice now in place and stated only three applicants successfully completed the testing process this week and will move on to the video interview portion. Recognizing the number of applicants making it that far into the process is low, she emphasized the process is working as evidenced by the quality of successful applicants.

Technical Systems

Tyler CAD – Jonathan Spring announced the District will soon be scheduling DSS on-site training with Tyler Technologies, Inc. (Tyler), which is the analytics and reporting portion of the software users have not yet been trained on. He is also hoping to schedule training with the fire users on building pre-plan entry and modification in Tyler Fire Records; remote training was conducted in December, but he would like to have on-site refresher training, if possible. This data was not previously available to users in the field, but it is now with Crew Force. Tyler is also working on a final punch list of 10 support items the District is requiring be resolved before signing off on systems acceptance.

Radio System Project(s)

Overturf Butte Pole Update – Sara Crosswhite reported the tower crew is making progress on Overturf Butte. The antennas are installed and the cabling to the building is done; the painting and roofing of the building should be completed by next week.

Wildland Fire Gateways – Tim Beuschlein and his team are continuing to work on the gateways; all but two of the base stations are installed on the remote sites. The team is also working with

the State to get everything installed on the Powell Butte site, so it should be ready by the second week of July.

Long-Term Radio Enhancement Project – Referring to the Radio Coverage Plan – Next Steps, Will Mullins explained projects were prioritized based upon a cost-benefit analysis. It was determined the first priority was to establish redundancy coverage in Redmond. Tim Beuschlein will be starting discussions with the USFS to determine if the District will be able to get approval to locate radio equipment on the USFS tower location on the north end of the Redmond Airport. If so, the next step would be to hire an engineering firm to confirm the simulcast timing is correct and everything is integrated properly for a larger simulcast cell. The firm would also be helpful in coordinating the efforts with Harris Corporation (Harris) as the District will need Harris' engineering support during the deployment period. An RFP (Request for Proposal) would be required and would need to clearly identify the scope of work to ensure it captures everything the District needs for the project. He explained FCC approval is required any time a site is added, changed, or reconfigured and noted the local Regent Planning Committee will play a significant role in obtaining FCC approval, so it is important to have the Committee's support. The next phase of the Plan would include discussion with Harris and ODOT regarding the State's upgrade and which projects could be tied into the State's upgrade. And finally, the last phase of the Plan would be to engage Harris' Radio Frequency Integrity (RFI) division to validate and guarantee the coverage predictions before it goes out to users.

In summary, the Plan focuses on improving coverage, establishing a secondary site in Redmond for much-needed redundancy coverage, and improve in-building and portable coverage.

Jason Maniscalco noted one of the first goals identified in the Trott report was to increase reliable coverage to in-building portable radios within the City of Bend. He pointed out Trott's recommendation was to add sites at Bear Wallow and Scalehouse to accomplish that goal, but that was not addressed in the Plan. Will Mullins explained a cost-benefit analysis was done of those two sites, and it was determined those two specific sites would provide very little improvement in coverage for the cost. He acknowledged those two sites would increase the northern side of Bend's penetration, but other sites could improve in-building coverage more effectively. He stated sites should be spread out for optimal coverage in a large simulcast network and suggested some problem areas in Bend might be better served with the use of BDAs (bi-directional amplifiers.) Jason Maniscalco sought clarification on how that will be evaluated going forward and whether or not that is included in the long-term plans. Will Mullins stated part of RFI's scope of work would be to create a map with the exact site configurations being proposed and incorporate those sites into the simulcast cell. He cautioned about the importance of doing one change at a time, so the impact of each change can be tracked.

8. Working Group Meetings

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

Public Safety Radio Team (PSRT) – The PSRT group will meet today following the User Board meeting; an update will be given at the July 21st User Board meeting.

Central Oregon Fire Operations Group (COFOG) – Chris Perry gave a general update on Operations; members discussed inter-county mutual aid and gave feedback on ways to fulfill the agreements with Lane, Linn, and Klamath Counties procedurally. The Active Threat Committee gave an update; and members continued to work on the Central Oregon Mobilization Plan. He noted there is also a COFOG sub-committee working on accountability and mayday procedures.

Law Enforcement Review Team (LERC) – A LERC meeting was held, however, there was no quorum, so there was only general discussion of the following topics: K-9 units and how to improve situational awareness for agencies; how CAD efficiency can be improved to help agencies meet reporting requirements; self-dispatching and how it can be useful in reducing radio traffic; and ways to get CJIS data to field officers more quickly.

9. Adjournment

Following up on Sara Crosswhite's earlier comments in regards to User Board meetings, Denney Kelley proposed in-person meetings be held quarterly and meetings during "off" months be conducted via Zoom. Members would still have an opportunity to get caught up on a monthly basis, but those traveling greater distances would only have to do so quarterly.

Ken Kehmna expressed support for the idea, noting technology is going to continue to play a large role in daily life and having that option might increase participation in the meetings.

Sara Crosswhite stated she would draft a tentative schedule, based upon the discussion, and send it to members for review and feedback. She also expressed her appreciation to the members and their staff for their dedication to their profession, especially during these difficult times.

There being no further business, the meeting was adjourned at 10:40 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.