



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, July 21, 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, Tom Anderson, Dave Doyle, Paul Kansky, Jason Maniscalco, Aric Ptomey, Dave Tarbet, Ken Kehmna, Sean Hartley, Tim Moor, Bill Boos, Roger Johnson, Will Mullins, Garret Winter, and Richard Coe.

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

**2. Approval of June 16, 2020 Meeting Minutes**

*There being no corrections, the June 16, 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 reported the commissioners are closely monitoring the number of Covid-19 cases. He commended the Deschutes County Health Department for the great job it has done with contact tracing. The Governor's office is scheduled to conduct a press conference today in regards to decisions being made at the State level. Noting the City of Bend has enacted limitations to stays at hotels and is discouraging travel to the area, the County is encouraging community discussion on what it can do to ensure a continued Phase II status. He reported the State legislature will also be conducting a short budget session following a round of committee hearings.

**5. Public Comment** – No comments.

**6. Staff Reports**

**Administration** – Sara Crosswhite announced the District is once again accepting in-person records requests. Out of concern for employees' health related to Covid-19, masks and/or face shields are now mandated on the dispatch floor and common areas; additionally, plexiglass will be installed this week between consoles. Recognizing the measures in place can be an inconvenience, she praised staff members for how well they have adapted to the situation.

**Operations** – Chris Perry reported Operations has been extremely busy, which is typical during the summer months; the newly-appointed acting supervisor had to adapt quickly to a very busy environment and is doing well.

Sara Crosswhite relayed Operations' number of calls received to-date for 2020 exceed last year's calls at this same time by 622.

**Training and Hiring** – Megan Craig reported one call taker is moving from Phase I to Phase II in police training; the two new hires have transitioned from the In-House Academy to the floor, and both are doing well. The latest round of hiring is wrapping up with eight candidates slated for interviews July 23<sup>rd</sup> and July 24<sup>th</sup>.

**Technical Systems**

**Tyler CAD** – Jonathan Spring advised Tyler Technologies, Inc. (Tyler) is continuing to address the support items submitted for system acceptance; the few remaining items are either in the process of being scheduled for a patch or are in active development. The District has engaged Tyler's Crew Force resource (assigned as the District's account executive) in monthly meetings with several advisory groups to review application development trends and status and/or feedback on open support items or enhancement requests submitted. Tyler's next major release will be in August 2020 and will include fixes for several of the District's open support items as well as enhancement requests.

He and Evan Clark have been working with Sisters/Camp Sherman Fire District on a proof of concept with a fire pre-plan and how it can be viewed in the various Tyler applications. He explained they were able to add a building diagram to a building pre-plan in fire records and view that map within CAD and Crew Force. Though not yet tested, this capability should also be available on demand within the law mobile client, as well. The District is still trying to schedule reporting/analytics and fire records training sessions with Tyler; however, it may be on-line training versus on-site due to continued Covid-19 concerns and travel limitations in place.

Chris Perry stated he is impressed with the new CAD software and thanked Jonathan Spring for ensuring outages due to maintenance are completed quickly and scheduled during times when there is the least impact to users.

**Radio System Project(s)**

**Overturf Butte Pole Update** – Sara Crosswhite announced the Overturf Butte project is now complete and operating. The down time to transition from the temporary site to the permanent site was less than 24 hours. She especially wanted to thank the project manager for ensuring everything went smoothly and the Facilities staff for all of the work they did.

Paul Kansky expressed appreciation to those involved in the project, as well.

Dave Tarbet questioned whether Bend PD had noticed any improvement in coverage since the permanent site became operational. Paul Kansky indicated it was too soon to tell, but noted its impact would be more localized to the west area rather than citywide. Will Mullins confirmed any improvement to coverage would only be noticed locally.

Tony DeBone reminded members the construction of the Overturf Butte permanent site was part of the building out of the infrastructure to enhance coverage for COCC (Central Oregon Community College) and the back side of Awbrey Butte.

Wildland Fire Gateways – Sara Crosswhite stated the Wildland Fire Gateways project is still in progress, but will be completed by July 31, 2020; and fire radio firmware updates and preventative maintenance will be scheduled soon.

Long-Term Radio Enhancement Project – Will Mullins related discussions with the PSRT group concerning the Long-Term Radio Enhancement Project led to members agreeing the next step forward is to develop an RFP (Request for Proposal) for an engineering firm. He and Sara Crosswhite will work together to get that finalized this month.

## **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 did discuss the draft Long-Term Radio Enhancement plan and, once finalized by the group, it will be sent to the BOCC for further review followed by the User Board.

Central Oregon Fire Operations Group (COFOG) – Chris Perry gave a general update on Operations and Jonathan Spring gave an update on CAD; the Active Threat Committee continued to work on protocols with law enforcement; and finalization of plans with Intterra were discussed. Chris Perry and Dave Phillips are in the process of updating radio procedure documentation, so it is more in line with current practices in place.

Law Enforcement Review Team (LERC) – The LERC team will meet today at 11:00 hours; an update will be given at the August 18<sup>th</sup> User Board meeting. Topics of discussion planned for the meeting include upcoming operational changes for K-9 units and handlers, insertion of CJIS data into the call narrative, and self-dispatching.

## **9. Adjournment**

At Tom Anderson's inquiry concerning frequency of meetings going forward, Sara Crosswhite advised she sent a proposed schedule to the Governing Body and is awaiting feedback.

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

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.