



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

**Date & Time:** Tuesday, November 17, 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, Kim Morse, Megan Craig, Jonathan Spring, Tim Beuschlein, Ruben Rokosh, Nanette Howard, Tom Anderson, David Doyle, Amy Heverly, Shane Nelson, Mike Krantz, Cory Darling, Tim Moor, Sean Hartley, Dave Phillips, Denney Kelley, Ken Kehmna, Jesse Petersen, Roger Johnson, Todd Riley, Will Mullins, and Jeff (last name unknown).

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

**2. Approval of October 20, 2020 Meeting Minutes**

There being no corrections, the October 20, 2020 meeting minutes were approved as distributed.

**3. Good of the Order** – Sara Crosswhite congratulated Sheriff Nelson on his recent re-election.

**4. Governing Board Update** – None.

**5. Public Comment** – No comments.

## **6. Staff Reports**

**Administration** – Sara Crosswhite announced two staffing changes as part of her continued efforts to improve and enhance the District at the management level. Tim Beuschlein recently accepted the permanent position of Radio Supervisor, noting he has been working in that capacity as an out-of-class Radio Supervisor for the past year; and Jonathan Spring is now working as an out-of-class Systems Manager and will oversee both the radio division and the IT division.

She advised the State is exploring the possibility of purchasing an alerting system for state use and is beginning to develop policies and procedures in preparation for that purchase. A user group has been formed for this project and is being led by Roger Johnson. He and Chris Perry, also a member of the group, will keep the User Board updated as the project moves forward.

Roger Johnson explained the membership represents various groups from around the state in recognition of the different alerting systems in place. While the State is still in the RFP stage, the group's intent is to ensure the system selected by the State will meet the needs of all users.

Sara Crosswhite reported ODOT has entered into its contract with Harris Corporation (Harris) for the upgrade project as well as executed an Intent to Proceed. The District has not yet signed its

amendment to the ODOT agreement, but are in contract negotiations with Harris. The District's portion of the upgrade is expected to be done in the fall of 2021.

**Operations** – Chris Perry relayed the call volume has returned to a more normal level for this time of year, averaging 800 calls per day. He did want to commend staff, however, for how well they responded during the fireworks event from the prior evening. He explained the District was only aware of the event when the calls started coming in and, within a one-hour timeframe, received 222 calls, but staff did a great job at handling the calls. There are now backup mobile radios at all consoles; staff have been trained and a policy is in place. Policies continue to be updated to align with current-day practices.

**Training and Hiring** – While Megan Craig had nothing new to report since the last User Board meeting, she did take the opportunity to praise the 11-member training team for the work they have been doing. The team has not only had to learn a new system themselves, but have also been training non-stop for a while teaching a very complex job to trainees in a compassionate way. As demonstration of the team's dedication, she noted the trainers have spent over 1,500 hours doing call-take training and almost 1,500 hours on police dispatch training since January 2020.

### **Technical Systems**

**Tyler CAD** – Jonathan Spring thanked agencies for allowing staff to attend the recent DSS Reporting and Analytics training online. He announced Tyler Technologies, Inc. (Tyler) installed the latest code release last week on the District's test environment, so it will be tested and further refined before deployment. The upgrade includes fixes for the remaining support items that must be resolved before the District signs off on systems acceptance and officially closes the CAD project.

The District is starting to scope a project to replace existing firewalls at user agency fire stations that are reaching end of life. One of the key benefits of replacing the firewalls will be the increased security features. As different options are explored, he will review projected costs with each agency, so they can budget accordingly.

The District is also in the process of working with ODOT to deploy a redundant connection to the State via the District's primary connection. This will offer two distinct network paths to the State, so if one connection goes down, the system will automatically fail over to the other connection. Additionally, the District is in the process of deploying new network switches to the radio sites for further site redundancy capabilities around power outages or fluctuations.

**Radio Update**- Jonathan Spring advised the District is working through the contract process with the company awarded the bid for the Long-Term Radio Enhancement Project and is also starting to have discussions with Harris regarding the upgrade process.

**Radio Long-Term Enhancement Plan** – Will Mullins announced the bid for the Long-Term Radio Enhancement Project was awarded to CDX Wireless. CDX's role will be to assist the District in

implementing the Long-Term Radio Enhancement Plan and negotiating the contract with Harris for the upgrade.

## **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 discussed the RFP process for the Long-Term Radio Enhancement Plan; Jonathan Spring gave an update on the CAD project, the recent DSS Reporting and Analytics training, and plans for decommissioning the old CAD servers. Members discussed radio backup procedures and upcoming firmware updates for law enforcement radios and whether or not any changes should be made to the programming templates before the updates are scheduled. Members agreed to review the current templates and discuss further at the December 2020 meeting.

Central Oregon Fire Operations Group (COFOG) – Chris Perry and Jonathan Spring updated members on District operations and the CAD project. Some action items were tabled until members could confirm with the Central Oregon Fire Chiefs Association (COFCA) that COFOG members were heading in the direction the fire chiefs envisioned on those items. Members discussed radio procedures and sought to fine tune the general COFOG radio procedures. Sean Hartley and Tim Craig were nominated for the positions of chairman and vice chairman, respectively, for calendar year 2021; a vote will be held in December 2020.

Law Enforcement Review Team (LERC) – LERC is scheduled to meet today at 11:00 hours; the primary topic of discussion will be “self-dispatching.”

## **9. Adjournment**

There being no further business, the meeting was adjourned at 10:24 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.