



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, March 21, 2017, at 1000 hours

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

Attendees: Tony DeBone, Phil Henderson, Tom Anderson, Steve Reinke, Sara Crosswhite, Megan Craig, Chris Perry, Kim Morse, Jim Porter, Dave Tarbet, Denney Kelley, Ben Gregory, Paul Garrison, Bill Boos, Dave Phillips, Rod Bjorvik, Julie Lovrien, Joe Sadony, Todd Cox and Nanette Howard.

1. Call to Order and Introductions – Steve Reinke, Director

2. Approval of the February 21, 2017 Meeting Minutes

Bill Boos moved to approve the February 21, 2017 meeting minutes as presented. Motion seconded by Jim Porter; motion carried.

3. Public Comment – None.

4. Staff Reports

Administration – Steve Reinke announced the 1st Annual Deschutes County 9-1-1 Service District Awards Banquet will be held on Saturday, April 8, 2017, just prior to the kick-off of National Telecommunicators Week. The banquet is an opportunity for the District to honor exemplary performance and recognize those who have devoted long-term service to the District. The names of several staff members will also be submitted to the Oregon APCO Chapter Awards Committee for consideration, but results will not be available until later in the year.

Operations - Sara Crosswhite reported she and others continue to work on agency accreditation. A radio user group, comprised of line-level user agency members and training officers, are scheduled to meet with Tim Beuschlein on April 5, 2017 to plan the radio project deployment process. She noted this will be a good opportunity for end users to observe the system firsthand and ask questions. There is no limit to how many may attend the meeting, so she encouraged law enforcement agencies to send as many patrol and/or training officers as they wished.

For the first time in over ten years, the District is able to raise the minimum staffing levels for each shift by one beginning June 2017. This new minimum staffing level will finally allow the District to provide a second fire dispatcher 24/7 and will further reduce overtime.

Training – Megan Craig reported the latest round of new hires are in their third week of training and are doing well. There are only two remaining vacancies, one telecommunicator-level position

and one supervisor position. Once the current job announcement closes, interviews will be conducted in April with a hire date scheduled for July 2017.

Steve Reinke announced he and Megan Craig are planning to attend the DPSST Academy graduation ceremony on Friday, March 24, 2017, in support of five District graduating trainees.

Technical

CAD Project Update

On behalf of Jonathan Spring, Rick Silbaugh reported the equipment for the CAD servers has been delivered. The GIS mapping layers and RMS side need to be built and operational before the CAD side of the system can be built. Law enforcement user testing is scheduled for May 2017. Tyler Technologies, Inc. (Tyler) is conducting a demonstration of their new iOS product for fire services on Wednesday, March 22, 2017. Also, the Intterra project is moving forward.

In response to Jim Porter's inquiry, Rick Silbaugh indicated the CAD "go live" date is planned for May 2018, but could slip to October 2018 if project upgrade dependencies fall behind.

Radio Project Update

On behalf of Tim Beuschlein, Rick Silbaugh announced Radio Technician Keone Peiler began on March 6, 2017 and is doing well. Also, to comply with the terms of the state grant for seven interoperability sites, they must be operational by the end of March 2017, so the District's staff have been working hard to meet that deadline.

5. Strategic Plan Recommendation

Steve Reinke presented for review and discussion an updated draft of the Deschutes County 9-1-1 Strategic Plan for 2017 – 2021. The primary goals proposed are to improve the capability and reliability of the emergency backup facility, explore partnering with regional public safety agencies in the development of a regional training center in the Redmond area and to remain open to consolidation opportunities with other Public Safety Answering Points (PSAPs).

Also reviewed were the proposed objectives for Line Operations, Technical Division, and Administrative Services over the next four years. Operationally, the primary objectives of the District are to run a promotional program in mid-September 2017 to fill the vacant supervisor position. Once that position is filled, the focus will then turn to staffing a law enforcement data channel 12 hours per day. The Technical Division will be focused on completing the CAD/RMS integration project and expanding call taking capacity on the Dispatch Floor with the addition of four new consoles. Administratively, development of a capital and operational reserves policy will be a priority.

Dave Phillips moved to submit the draft Deschutes County 9-1-1 Strategic Plan for 2017-2021 to the Deschutes County Board of Commissioners for review and approval, as presented. Motion seconded by Roger Johnson; motion carried.

6. FY 2018 Budget Recommendation

Steve Reinke presented for review and discussion the proposed FY 2018 budget. The discussion included the addition of an IT Support position. He explained the position was not included in the proposed budget, but pending the support of the User Board, the position could be added in the next phase of the budgeting process. The position would primarily provide direct IT support to user agencies and be funded by user fees. The position would also serve as backup support for CAD Administrator Jonathan Spring.

General discussion ensued regarding benefits to the user agencies versus the cost and the limited outside IT support currently available. One benefit noted was a District IT staff member would be familiar with District systems, thereby increasing efficiency when solving problems and potentially reducing the number of hours billed. Also noted were the District's ability to purchase virus protection and software at a lower cost and the District's plans to install automated backup servers, all of which would benefit user agencies.

Denney Kelley moved to revise the proposed FY 2018 budget to add a new IT technician position. Motion seconded by Roger Johnson; motion carried.

Steve Reinke proceeded to review the capital projects carried over from FY 2017 as well as new capital projects planned for FY 2018. He noted the Jackpine Ridge radio site is still in the speculative stage and is not included in the proposed budget. He advised he did not yet have enough information to provide a cost analysis for the site's development to the User Board. Staff plans to speak to the site owner to discuss options for use of the site and will update the User Board as negotiations progress.

He further reviewed the Levy Rate Forecast and discussed the factors which contributed to expenditures exceeding revenue for FY 2018. This was expected and planned in order for the District to maintain the old combined levy rate of 36.18 cents per thousand of assessed value for FY 2018. Steve Reinke explained that in FY 2018 revenue from radio system users would be far lower, again as expected, and there are additional expenses related to the District's new responsibility to operate and maintain the new radio system. He detailed how those additional costs are expected to be mitigated in future years.

Finance Director Wayne Lowery has been asked to prepare an updated forecast to help establish the District's reserves over and above the required operational reserve.

In response to Bill Boos' inquiry, Steve Reinke explained the County requires a four-month contingency for operating reserves, which equates to about \$2.5 million.

There was further discussion regarding various line items, including net working capital, sources of revenue, and increased PERS and medical insurance costs.

Dave Tarbet moved to recommend the proposed FY 2018 budget be submitted to the Deschutes County Board of Commissioners for their consideration and approval. Motion seconded by Jim Porter; motion carried.

7. Other Items or Good of the Order

In regards to the recent large structure fire in Cloverdale, Dave Phillips commended Steve Ward and the rest of the on-duty Dispatch team for their work during the event. He also noted how advantageous it will be when the District is able to provide a dedicated tactical dispatcher.

8. Adjournment

There being no further business, the meeting adjourned at 10:53 a.m.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.