



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, December 17, 2019, at 1000 hours

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

Attendees: Sara Crosswhite, Chris Perry, Megan Craig, Jonathan Spring, Kim Morse, Nanette Howard, Phil Henderson, Tom Anderson, Amy Heverly, Jim Porter, Ben Gregory, Paul Kansky, Tim Moor, Roger Johnson, Mike Womer, Dave Phillips, Denney Kelley, Devin Lewis, Bill Boos, Matt Ziebol, Ken Vaughn, and Garret Winter.

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

2. Approval of November 19, 2019 Meeting Minutes

The November 19, 2019 meeting minutes were approved as distributed.

3. Good of the Order – Having participated in Shop with a Cop over the years, Sara Crosswhite thanked those who took part in this year's event. Her experience has been the children are extremely thankful for the items they receive and the community, at large, has been very supportive and generous in donating each year. Through the generosity of District staff members, the District also donated 106 gifts to the Salvation Army and the Pilot Butte Rehabilitation Center this year as a way to give back to the community. One of the District's dispatchers has taken on the task of organizing this annual event for several years now.

4. Governing Board Update – On behalf of the county commissioners, Phil Henderson stated all is going well at the county level. The commissioners are currently focused on several projects, including some land use issues.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite reported the District's radios went down at the dispatch consoles this morning. The District immediately sought to identify the problem and get backup radios in place. It was discovered the District's on-site radio shed had a brown-out, which caused an electrical failure, and the uninterruptible power supply (UPS) failed to activate. An electrician will be on-site today to address the issue and the existing UPS will be replaced. Backup radios are going to be installed at the consoles, so in the event a similar incident occurs, an outage will last for only a few seconds.

Nick Bittler started December 2, 2019 and has already proven to be a great asset to the District. He is currently evaluating the west district area to see what can be done to improve coverage

there. He and Tim Beuschlein are also scheduling radio system updates for Redmond, Sunriver and Black Butte Ranch. The “go live” for Bend FD’s Fire Station Alerting (FSA) system was successful and accomplished in one day. She attributed the success of the project to the collaborative partnership between Bend FD, Day Wireless, and the District. One (1) IT SLA and six (6) radio SLAs were sent out for final signature and have not yet been returned. Any questions regarding the SLAs should be directed to Sara or Kim Morse.

Operations – Chris Perry reported the focus of this week is entering BOLOs and person jackets into Tyler CAD. There are approximately 400 person BOLOs and 250 location BOLOs. Tyler is going to help import the location BOLOs, but the person BOLOs can only be entered manually. All response plans have been entered, assignment entry is about 50% completed, and the LEDS and NCIS forms are being proofed. He stressed the workload to get all of the necessary information into Tyler has been immense. There were multiple days of field testing in December; an additional 2-3 days of testing will be conducted in January with law enforcement and fire agencies. He also attended the recent Oregon APCO conference.

Sara Crosswhite added the District may reach out to agencies to verify if certain BOLOs are still active prior to entering them into Tyler CAD.

Training and Hiring

Megan Craig stated the District will continue to delay hiring until after CAD “go live.” There are three employees currently in call-take training, one in fire dispatch training, and one in police dispatch training. She recently attended the Cardiac Arrest Survivability Summit in Seattle, WA with Bend FD representative Petar Hossick and had an opportunity to interact with doctors, nurses, paramedics, and survivors. A common theme throughout the presentations was the recognition of the important role the dispatcher plays in increasing survivability during a cardiac arrest.

Technical Systems

CAD Project – Jonathan Spring announced Train-the-Trainer training will be conducted during the second week of January 2020; pre-plan entry training was conducted last week with fire agency personnel along with discussions of the Crew Force layout; and the rollout of mobile AVL has been ongoing. He thanked the agencies for lending staff to help with the testing, noting it was tremendously beneficial.

7. Consultant Report – Sara Crosswhite

Overturf Project Update – The deadline date for bid submission for the revised Request for Proposal for the Overturf Butte Project was extended to December 19, 2019 at the request of ADCOMM Engineering (ADCOMM). She explained ADCOMM was receiving multiple questions from contractors about the amended RFP, so they decided to send a Q&A package to the contractors and requested a deadline postponement of one week. Bids will be opened on Thursday, December 19th, at 2:00 p.m.

State Upgrade Project – The District is working with legal counsel concerning a contract amendment it is going to propose to the State. A draft contract has also been sent to Harris Corporation (Harris) and is under review. At this point the District is more concerned with having the agreement in place with the State, so the State can start its phase of the upgrade.

Long-Term Radio Enhancement Project – Trott Communications Group (Trott) may start the propagation study as soon as this week. Trott will review what actions have already been taken and prior drive testing results, do additional drive testing, and then provide the District with options and recommendations for moving forward. A full report will be brought before the User Board for discussion.

Additional improvement projects underway include, at the Sheriff's Office request, a review of the jail's in-building radio system. District staffed assisted by contacting Amplified Wireless Solutions who visited the jail and did an analysis of radio coverage and will be preparing a quote for the cost of a system upgrade. This same company will also be reaching out to Bend PD in January regarding the need for increased in-building coverage. The District is making ongoing efforts to meet users' needs. Users are encouraged to contact the District if there are any concerns or questions.

8. Working Group Meetings – Chris Perry

Public Safety Radio Team (PSRT) – The December 2019 PSRT meeting was cancelled; however, via email communication with team members, the law enforcement radio channel template was finalized and reprogramming will begin this week, starting with Redmond PD.

Central Oregon Fire Operations Group (COFOG) – Dave Phillips provided an update on the last COFOG meeting. He stated the group discussed what aspects of the Intterra mapping program may still be appropriate to use, if any, in light of Tyler's new product. The group's primary concern is being able to see federal and state partners when they are on the same incidents as the fire agencies. Oregon Department of Forestry (ODF) and the Oregon State Fire Marshal, however, have joined together with Intterra to address those aspects, so fire agencies may eventually have access to that information via the State. Also discussed was the importance of all fire departments within the COFOG group making the commitment to adopt the same terminology, so dispatchers will have consistency in its communications with fire personnel. That topic will be discussed at the next Central Oregon Fire Chiefs Association (COFCA) meeting.

Law Enforcement Review Team (LERC) – Feedback received from the data channel testing was discussed as well as plans for moving forward; testing will be resumed in January 2020. Also discussed was Andrew Zaiser's discovery of a way to more easily track officer activities in Tyler CAD for documentation and reporting purposes (e.g. Narcan administration, K9 deployment, MCAT team activation, report writing, use of force, etc.). There was a consensus among members this feature should be implemented.

Jim Porter commented the tracking features will be beneficial for all law enforcement agencies.

8. Adjournment

There being no further business, the meeting was adjourned at 1030 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.