



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

Date & Time: Tuesday, January 16, 2018, at 1000 hours

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

Attendees: Steve Reinke, Megan Craig, Chris Perry, Jonathan Spring, Tony DeBone, Phil Henderson, Tom Anderson, Jim Porter, Curtis Chambers, Denney Kelley, Paul Garrison, Tim Moor, Bill Boos, Rod Bjorvik, Dan Tucker, Dave Pickhardt, Tom Fay, Larry Langston, Garret Winter, and Nanette Howard.

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

2. Approval of the July 18, 2017 Meeting Minutes - The July 18, 2017 meeting minutes will be presented for approval at the February 20, 2018 meeting.

3. Public Comment – None.

4. Staff Reports

Administration – Although technical work needs to continue on the radio system, Steve Reinke reported, operationally, things are going well. One call taker recently resigned, but overall, staffing levels remain steady.

Operations – Chris Perry announced there is now a second fire dispatcher 24/7. There will only be two overtime shifts during January 2018. He thanked members for their continued support. An online review from OAA was received. The additional items requested in the review were supplied. An on-site visit is scheduled for January 31, 2018. (*NOTE: The on-site visit was rescheduled and took place on February 1, 2018.*)

Steve Reinke commended Chris Perry and Megan Craig for their work developing policies in alignment with industry standards. A press release will be issued when accreditation is awarded.

Technical Systems

Steve Reinke reported there have been challenges with the phone system volume levels, stemming from the telephone headset-radio interface. District staff have been working on it for some time without success, so an engineer was hired to assist with troubleshooting. He was on-site last week and able to reproduce the problem, and he is working on a solution.

The CAD project is on track for go-live in October 2018. One issue facing the District is the unexpected cost for a number of interfaces which Tyler considers “custom,” but are necessary to maintain current agency functionality and comply with Tyler’s licensing requirements. The approximate \$400,000 cost includes two new interfaces the District would like to add to improve

functionality. Steve Reinke explained one of the new applications is a standardized CAD-to-CAD interface which acts as a “middleman” between CAD systems. ODOT and OSP are interested in moving to the platform and, if implemented, it would allow the District to directly interact with ODOT’s and OSP’s CAD as well as other PSAPs in the Valley that use the same interface. The advantages interface include improved functionality, reliability and time savings. In response to Tim Moor’s inquiry, Steve Reinke confirmed there would be some cost to user agencies for ongoing maintenance costs once the new CAD system is deployed.

Radio System

Referring to the current radio challenges facing law enforcement users, Larry Langston sought an explanation for how the District planned to avoid a similar situation when the fire user agencies begin migrating during the upcoming summer months.

Steve Reinke acknowledged there have been significant challenges. Harris Corporation was originally advised of the problems soon after implementation, but things seemed to deteriorate rapidly in October and November 2017. Harris is fully aware of the concerns and the seriousness of the situation and committed to having engineering staff on-site and in Virginia working on the problems until all issues are resolved.

Harris engineers conducted an audit of the entire radio system (including the State’s) and found a number of improperly configured settings, which appear to be the primary source of the problems. Harris’ engineer and project manager were not able to fully address to the District’s needs and concerns, and the District should have realized the extent of the problems sooner and acted more aggressively.

In response to user concerns, meetings have been held every Thursday afternoon since December 11, 2017. Attendees include law enforcement personnel, labor group representatives and other interested parties. The purpose of the meetings has been to discuss the ongoing issues and update users on what progress is being made by Harris’ engineering team and District staff. Daily updates are also being sent to users via email summarizing what has occurred throughout the day. Harris and the District are fully committed to ensuring all is working properly and all users are fully satisfied with radio performance.

With regard to the District’s long-term plan, the intent is to hire an outside engineering firm to conduct an audit to answer the question, “what happened?” That report will include recommendations for what the District can do to prevent a similar situation from happening again and will also recommend what level of engineering support the District should maintain. The recommendations will be brought to the User Board for further discussion.

Jim Porter expressed dissatisfaction with the District’s handling of Bend PD’s original complaints regarding the radio problems and asked that an internal audit be conducted to review the District’s current practices and examine what can be done to improve customer service. He further suggested an outside vendor be brought in immediately to conduct an audit to verify the

corrective actions Harris is taking are appropriate. With the agreement of the User Board, Steve Reinke advised he will reach out for immediate assistance.

Tim Moor voiced concern over outside vendors being brought in to work on the radio system and was supportive of the District hiring whatever additional staff was necessary to ensure the radio system was fully maintained in-house.

In response to Larry Langston's inquiry, Tom Anderson advised the District would not need a recommendation from the User Board to add an engineering position.

Tom Anderson expressed appreciation for Jim Porter and Tim Moor's remarks and emphasized the expectation is that the immediate problems will be fixed as soon as possible. An independent review will be done to determine what went wrong with the system and to also analyze the District's internal structure to make sure the resources are in place to respond immediately to any future needs.

Acknowledging the complexity of the new radio system, Commissioner Henderson was also supportive of the 9-1-1 District adding an engineering position to current staffing.

Training – Megan Craig gave an update on the training statistics for 2017, noting there were approximately 2,000 hours of police training, 2,000 hours of call-take training, 440 hours of fire training, and 500 hours of classroom training. She commended the training team for their dedication and hard work. Of the six individuals hired in 2017, three remain with the agency. The recruitment process has begun to fill the existing three vacancies. Interviews will be held sometime in February 2018.

In response to Commissioner Henderson's inquiry, Megan Craig advised the District's turnover rate falls within the national average. Steve Reinke briefly explained the rigorous testing and training new hires must undergo and noted it is during that time individuals may realize dispatching is not the right fit for them. Those who do successfully complete the training have usually proven to be long-term employees and a good fit for the agency.

5. FY 2018 Budget Update

Steve Reinke reviewed the current Schedule of Financial Operating Data and stated the District's FY 2018 budget is on track.

6. FY 2019 Budget and Capital Plan Discussion

CAD Interfaces - Steve Reinke reiterated CAD system interfaces are more costly than expected, but a necessary expense.

Additional Call Taker Consoles - By working with Noble 9-1-1, a solution was found to add three call-taker consoles to the dispatch floor at a cost of approximately \$20,000. Some of the old training room furniture will be equipped with existing hardware and turned into consoles.

Back-up Center - The District is considering partnering with a proposed Redmond Training Facility in exchange for a portion of the facility being used to house a more back-up center. Possible

contributions to the project could include the purchase of a generator and an uninterruptible power supply system. Tim Moor explained the proposed Redmond Training Facility is a joint agency long-term project still in the beginning stages. The City of Redmond has helped to secure Redmond airport property, and COCC and University of Oregon are conducting strategic planning and feasibility studies.

7. Strategic Plan Update

Sara Crosswhite is leading the initiative to achieve Oregon Accreditation Alliance accreditation and anticipates it will be in place sometime during February 2018.

The vision for utilizing a sixth supervisor to accomplish 24/7 supervision on the dispatch floor has changed over the last few months. After consideration, staff believes the District would be better served by using AICs to fill supervision gaps and to use the funds to develop more training programs and, at some point, to possibly hire a full-time training division assistant. There is a supervisor on each shift and Chris Perry serves as an administrative supervisor. This change is intended to have AICs to play a more active role and to further enhance their skills.

Per the earlier discussion, Steve Reinke will add a new item to the plan to evaluate and reorganize the District's current technical division staffing and to hire a full-time engineer.

8. 2018 Meeting Schedule

Steve Reinke verified the Board would like to meet on a monthly basis until the radio system issues are resolved and then establish a meeting schedule for the remainder of 2018.

9. Other Items or Good of the Order

Steve Reinke announced Sara Crosswhite is attending an intensive two-week training at APCO headquarters in Florida as the final step toward achieving certification as a Certified Public-Safety Executive. He stated she received a grant to cover most of the training costs and has spent many off-duty hours on coursework to achieve certification.

The County recently completed a classification and compensation study that resulted in Sara Crosswhite being reclassified as Deputy Director and Megan Craig as Training Manager. Also, a supervisor level position was added to the structure of the Technical Division, and two existing FTEs will have an opportunity to be promoted into supervisory roles later in the year.

10. Adjournment

There being no further business, the meeting adjourned at 1125 hours.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.