



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, March 20, 2018, at 1000 hours

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

Attendees: Steve Reinke, Sara Crosswhite, Chris Perry, Megan Craig, Tim Beuschlein, Jonathan Spring, Phil Henderson, Tom Anderson, Shane Nelson, Jim Porter, Ben Gregory, Denney Kelley, Bill Boos, Rod Bjorvik, Larry Langston, Tom Fay, Roger Johnson, Dave Pickhardt, Garrett Andrews, Joel Harrington, Neil McKie, and Nanette Howard.

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

2. Approval of the February 20, 2018 Meeting Minutes

Larry Langston moved to approve the February 20, 2018 meeting minutes, as presented. Motion seconded by Roger Johnson; motion carried.

3. Public Comment – None.

4. Staff Reports

Administration – Steve Reinke announced 25 applications were received for the Deputy Director of Technical Services position, of which only two, possibly three, will be considered/selected for interview. The finalists will be interviewed by two different panels, a technical panel and an administrative panel. The technical panel will consist of Joe Blaschka, Robert “Bob” Johnson, Tim Beuschlein, and Brian Bickford. The administrative panel will consist of Sara Crosswhite, Steve Reinke, Jim Porter, and Larry Langston. There will also be an HR person on both panels, as well, but that individual has not yet been named. Interviews will be conducted on April 3, 2018.

Tom Anderson briefly outlined the transition of leadership to take place following Steve Reinke’s retirement. He has spoken with each agency’s chief regarding the transitional planning, and with the support of the County Commissioners, chiefs, and District staff, Sara Crosswhite will be appointed as Interim Director. There are no immediate plans for a full recruitment process for the director’s position as the County Commissioners are fully confident in Sara’s abilities and her teams to keep the District moving forward in a positive manner as the technical challenges are overcome.

Steve Reinke reported the District is still awaiting accreditation to be awarded, but when it is, Deschutes County 911 Service District will be the seventh center in the state to be accredited. Becoming accredited demonstrates the District is following industry standards and doing the right things for the right reasons, which has always been the goal. He commended the efforts of Sara Crosswhite, Chris Perry, Megan Craig and the administrative team for the time and effort put into the project.

Operations – Sara Crosswhite reported things are going well operationally. The District's 2nd Annual Awards Banquet will be held April 6, 2018, followed by Telecommunicator Week running from April 8 – 14, 2018. Several activities are planned for the week to recognize the teams and show appreciation for the work they do.

In response to Larry Langston's inquiry, Sara Crosswhite confirmed there are two fire dispatchers now 24/7.

Training and Hiring – Megan Craig announced two new hires will be starting April 2, 2018; however, the job announcement will be opened up again due to a recent resignation. Overall, coverage is good. She also announced there is a newly formed group of individuals working collaboratively with community members and St. Charles hospitals to raise awareness of stroke symptoms and work toward increasing survivability. There is a presentation scheduled for April 10, 2018 at the Marriott (Old Mill District) from 5:30 p.m. to 6:30 p.m. Both doctors and survivors will be involved in the presentation.

Technical Systems - Sara Crosswhite advised vendors were on-site during the previous week conducting demonstrations of their phone and radio recording systems. Once quotes are received, the District will proceed with purchase and installation. Radio technicians are actively working on HelpDesk tickets, and the District has received positive feedback from users in regards to the new practice of assigning tickets to technicians.

It has been discovered Verizon data overages for MDT usage for police and fire agencies has significantly jumped over the last few months, and the District is researching the matter. An email will be sent to the agencies later in the week to discuss increasing the pool to reduce the monthly cost to agencies. It is hoped the agencies' current overages of \$300-\$400 per month can be reduced to approximately \$150 per month, depending upon size of department and usage.

Rick Silbaugh will be traveling to Washington during the upcoming week to visit with two fire station alerting vendors and plans to visit two other vendors at a later date.

In response to Jim Porter's inquiry, Sara Crosswhite confirmed the District does have the ability to extract which MDT unit(s) have overages and the timeframe of those overages. She will have the data for Bend PD extracted and forward it to Chief Porter.

CAD Project - Jonathan Spring received the final contract amendment from Tyler Technologies, Inc. (Tyler), for nine interfaces at a cost of approximately \$200,000. The interfaces will be built into the CAD system before going "live" in October 2018 to maintain current functionality.

Steve Reinke advised there will be a work session held on March 26, 2018 with the County Commissioners to approve the contract amendment. Funding for additional interfaces will be part of the FY 2019 budgeting process.

Radio System - Tim Beuschlein advised the interference reported by Verizon stems from the Wampus Butte site. The State technicians will be conducting testing in the next few days to

determine what kind of interference it is and have been instructed to give the District 48 hours' notice to bring the site down. The site will be down for approximately two hours.

Site work is progressing on Overturf Butte. The Prior Coordination Notice (PCN) and interference study has been completed and the microwave equipment is on-site. The trailer to house the equipment will be on-site within the week. Joel Harrington of ADCOMM Engineering (ADCOMM) and District staff installed testing equipment and will verify the adjustments made to the preferred site lists are working correctly. The missing audio issues continue to be addressed. Programming work on the Motorola audio profiles for Bend PD should be completed over the next couple of weeks.

Antenna changes were made at Hinkle Butte to convert it from a "receive only" site to a "full transmit" site, which will improve coverage in Sisters and Cloverdale. The antenna at Five Mile Butte will be changed to a more northwest position, which will improve coverage on the Pass and clear up some of the "scratchy" audio. A PL tone was added to help mitigate METCOM interference issues through the summer and fire season.

Jim Porter and Ben Gregory sought clarification on what work still needs to be done at the St. Charles' site. Tim Beuschlein explained he and Joel Harrington were going to look at the panel antennas after the meeting to gather more information for the engineers. The panel antennas are highly directional and would serve better as omnidirectional antennas. District staff will work with St. Charles to schedule a time to get on the roof and change/re-tune the antennas, which should only take about four hours.

In response to Larry Langston's inquiry regarding the fire agencies' migration, Tim Beuschlein assured him the fire agencies will be able to migrate to the new system in the fall. He explained the work being done now is not just to fix the existing problems, but to also ensure everything is working correctly when the fire agencies go "live."

Phil Henderson sought clarification about the progress being made on the Overturf Butte site and what the projected timeline was for it becoming operational. Joel Harrington advised the microwave equipment, electrical and utilities still need to be installed. ADCOMM representative Walt Pierce is working with the City of Bend and is scheduled to meet with David Leath, Stu Richmond, Sara Crosswhite, and Tim Beuschlein on Friday, March 23rd, for a site inspection. Steve Reinke indicated he would have Mr. Pierce contact Commissioner Henderson for a more detailed overview of the progress.

Commissioner Henderson suggested the County should become more actively involved in moving the project forward and indicated he would like to further discuss the details of the process itself with those directly involved following the meeting.

In response to Denney Kelley's inquiry regarding BDA (bi-directional amplifier) building permitting with jurisdictions outside of Central Oregon, Dave Pickhardt explained the fire code mandates do require provision for emergency communication within new construction.

Steve Reinke stated the analysis work done on Overturf Butte clearly demonstrated it was the right choice for both a temporary and permanent site, but the District also recognizes the importance of having a backup plan. To that end, he proposed Outback be designated as the backup site and any further work to secure Jackpine Ridge as a permanent site be abandoned. During the analysis of the sites, it was determined Outback would be the next best choice for a permanent site should a permanent site at Overturf Butte fail for some reason. Members concurred with this proposal.

5. Other Items or Good of the Order

Shane Nelson thanked Steve Reinke for his service to the District and the County and extended his full support of Sara Crosswhite acting as interim director.

6. Adjournment

There being no further business, the meeting adjourned at 1041 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.