



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, April 17, 2018, at 1000 hours

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

Attendees: Sara Crosswhite, Chris Perry, Megan Craig, Tim Beuschlein, Jonathan Spring, Beth Casper, Evan Clark, Kim Morse, Tony DeBone, Tom Anderson, Shane Nelson, Jim Porter, Ben Gregory, Paul Kansky, Dave Pickhardt, Larry Langston, Tom Fay, Gary Marshall, Roger Johnson, Matt Ziebol, Todd Cox, Garrett Andrews, and Nanette Howard.

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

2. Approval of the March 20, 2018 Meeting Minutes

Shane Nelson moved to approve the March 20, 2018 meeting minutes, as presented. Motion seconded by Roger Johnson; motion carried.

3. Public Comment – None.

4. Staff Reports

Administration –

Sara Crosswhite expressed appreciation to members for their encouragement during the transition of leadership at the District. She is in the process of scheduling meetings with each of the chiefs and hopes to meet with each one over the next couple of weeks. The Board of County Commissioners are scheduled to meet with Harris Corporation representatives on April 30, 2018 at 1:30 p.m., and she invited users to attend the meeting as well. The one applicant selected for a second interview for the Deputy Director of Technical Services position will be on-site Thursday, April 19th, for an introduction to all aspects of the District's IT division and to meet with Tom Anderson.

Operations

Chris Perry thanked the members for their support as he adjusts to his new role in Operations. He also thanked the agencies for the many ways they recognized dispatching staff during Telecommunicators Week, noting the staff greatly appreciated the gestures. The 911 Service District's 2nd Annual Awards Banquet was held on April 6th and was a great success.

Current operational projects include increasing the number of monitors on the consoles from five to eight as part of the new CAD system and assembling three new call-take positions on the Floor. The AICs (Acting-in-Charge) and Leadership team are going to start meeting on a monthly basis for skills training designed to advance leadership skills and further develop working relationships.

Training and Hiring –

Megan Craig also thanked the agencies for their contributions to Telecommunicators Week and asked members to thank their staff for going above and beyond in recognizing the dispatchers for the work they do.

The job announcement for a call taker position has been re-opened with a planned hire date of November 5, 2018. By that time, the new CAD system will be “live” and trainers and staff will have had some time to become familiar with the new system. The two in-house trainees will be released to call-take training mid-May; one trainee has completed call-take training and is leaving for DPSST in the upcoming week; two trainees are in week 3 of phase 1 of police training; and one experienced call taker has completed police training.

The restructuring of the in-house training program has proven to be effective. Two primary changes are promoting hands-on training earlier in the program and incorporating some of the required state and national elements into their training via online classes. CTOs are also taking advantage of online classes offered by APCO for additional training. She stated Bend PD’s PTO program has good adult learning theory, and she is currently working on a proposed PTO training plan to submit to Sara Crosswhite and Chris Perry. She expressed appreciation to Brian Beekman for the information he has provided and anticipates the District moving toward that program in the next year or two.

The CAD build team is traveling to Boston, Massachusetts to the Tyler Connect 2018 Conference being held April 22 – 25, 2018. Staff members are also attending the IAED Navigator 2018 Conference in Las Vegas, Nevada April 24 – 26, 2018, which is a top tier conference for line-level dispatcher training. She noted how valuable the training opportunities are to staff and appreciates the District’s support.

Technical Systems –

CAD Project – Jonathan Spring announced the contract amendment for the interfaces has been signed, and they are now being integrated into the project schedule. Version 2018.1 of the code base was released from Tyler Technologies, Inc. (Tyler). He and Brian Bickford validated AVL and mapping on the 9-1-1 test client, and it has been released for testing to the law enforcement agencies. May 2018 will be devoted to the final building of the CAD system and functional testing.

Radio System – Tim Beuschlein announced all of the radios purchased through the fire grant are on-site. The City of Bend will soon be sending invoices to the agencies for their portion due. Fleet mapping is approximately 90% completed. May 2018 will be spent focusing on radio programming and distribution of the radios to the fire agencies for testing. The overlay project is nearing completion. Drive testing will be scheduled over the next two weeks.

The antenna and power changes made at the St. Charles Medical Center site resulted in significant improvements to coverage. District staff will continue to monitor coverage and begin focusing again on in-building coverage.

The Overturf Butte temporary site is expected to be operational mid-to-late May. The trailer will be completed and on-site during the first or second week of May. Configuration programming and verifying the firmware and software are up to date will be done in the upcoming week. The City of Bend Planning Department will conduct a final review of the plans and, upon approval, the antennas will be installed.

5. Other Items or Good of the Order

Larry Langston announced he met with the City of Bend's legal department at the request of City Manager Erik King to discuss drafting an amendment to the user agreement. The intent of the amendment is to give users a more direct role in assisting with the director's annual performance evaluation rather than simply acting in an advisory capacity. Conceptually, the county administrator would continue to oversee the director's position, but the users would play a more active role in that process. He indicated the amendment was still being drafted, but offered to e-mail the draft to users when completed.

Sheriff Nelson questioned the basis for needing such an amendment and indicated he would like to see a copy of the completed draft.

In response to Sheriff Nelson's comments, Chief Porter stated Bend PD has been limited in its ability to provide input over the last two years under the existing agreement. He views the amendment as an assistive tool for the county administrator to use during the formal evaluation process.

Commissioner DeBone suggested a service level agreement (SLA) might be a better alternative for users than an amendment to the user agreement itself. An SLA could provide for users to have more input into the level of service provided by the District as a whole rather than focusing on the director's evaluation specifically. He stated the District is providing a service and should focus on keeping its customer base (users) satisfied.

Based upon the members' discussion, Tom Anderson made a commitment to members to solicit direct feedback from the chiefs going forward and offered to formalize that commitment to whatever extent the User Board desired. He indicated there is a formal process written into the County code establishing the criteria to consider when reviewing the administrative aspects of a position and suggested that could be used in the future. Larry Langston requested a copy of the County's formal policy.

Commissioner DeBone emphasized he did not wish to see the management of the District regress to where it was in the past with significant turnover of directors; providing good customer service to the users is the responsibility of the District as a whole.

6. Adjournment

There being no further business, the meeting adjourned at 1034 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.