



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, February 20, 2018, at 1000 hours

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

**Attendees:** Steve Reinke, Sara Crosswhite, Chris Perry, Kim Morse, Megan Craig, Beth Casper, Jonathan Spring, Phil Henderson, Tom Anderson, Shane Nelson, Julie Lovrien, Jim Porter, Denney Kelley, Tim Moor, Bill Boos, Rod Bjorvik, Dan Tucker, Dave Pickhardt, Garrett Andrews, and Nanette Howard.

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

**2. Approval of the July 18, 2017 and January 17, 2018 Meeting Minutes**

*Bill Boos moved to approve the July 18, 2017 and January 17, 2018 meeting minutes as presented. Motion seconded by Shane Nelson; motion carried.*

**3. Public Comment** – None.

**4. Staff Reports**

Administration – Steve Reinke announced the recruitment package will soon be ready for the Deputy Director of Technical Services position. The pay range has not yet been determined by Human Resources and the County Administrator, but will be commensurate with the level of the position. The job announcement will close mid-March; interviews will be conducted on April 2-3, 2018. The announcement will include preferred qualifications of PSAP experience and an engineering background. Denney Kelley expressed appreciation to Steve Reinke for addressing the User Board's concerns and request for an on-staff engineer so quickly.

Operations – Sara Crosswhite spoke about the six month Certified Public-Safety Executive course she just completed that ended with a two-week intensive at APCO's headquarters in Florida. She explained part of the training was devoted to attendees establishing their own professional development plan and setting personal goals. She will follow up with the instructor within 30 days to give a progress report demonstrating how she followed through. The course involved considerable introspection, numerous networking opportunities and was a good learning experience overall.

Scott Hayes was on-site for the required walk-through for accreditation and said he would recommend the District for accreditation. Final approval is expected to be granted by the Oregon Accreditation Alliance (OAA) Board the next time they meet.

Training and Hiring – Megan Craig said 12 individuals were interviewed on February 12, 2018, six were selected to move forward in the process, and two of the six were extended conditional job offers. Two trainees will be attending the DPSST academy starting next week and will start police

training upon their return; one dispatcher was just released as a fire dispatcher; two more are going into fire training over the next month; and one call taker is moving from phase 1 to phase 2 of call taking.

Steve Reinke advised the District's staffing model has a half-time law enforcement data position that can be deployed once the dispatch floor is fully staffed and trained.

### Technical Systems

#### CAD Project:

Jonathon Spring announced October 15, 2018 is the planned "go-live" date for the new CAD system. A major upgrade was installed three weeks ago and one more is planned before the system goes "live." Function testing will be conducted in April and May 2018. Templates still need to be set up and some equipment is on order. New monitors are set up in the training room, and he extended an invitation to anyone who would like to take a closer look at how the consoles will be set up. Once law enforcement is up and running, the District will give its full attention to the fire module.

Dave Pickhardt advised he had attended a demonstration of the module and found the software to be user friendly. Steve Reinke explained the software is designed to give responders the information they need when they need it, in other words: while en route, the location of the incident, maps and directions and upon arrival, available premise information and what other units are en route and their expected time of arrival.

Jonathan Spring briefly reviewed the interface spreadsheet distributed to members and explained the cost for each interface is itemized and broken down for FY 2018 and 2019.

Steve Reinke noted the \$50,000 listed in the vendor column for station alerting is an estimate. The actual cost will not be known until a vendor is selected, and will not include end user costs. Although the cost for the interfaces is significant, they are necessary to maintain existing functionality and to comply with Tyler's licensing requirements. The cost for interfaces will be added to the CAD project cost. Regardless of which vendors are selected, Tyler's cost for standard interfaces will remain the same.

In response to Denney Kelley's questioning of why there were so few amounts listed in the FY 2019 column, Jonathan Spring explained Tyler's custom interfaces do not have ongoing maintenance like the standard interfaces.

#### Radio System:

Sara Crosswhite reported firmware updates to Redmond PD and DCSO Harris radios will begin in the upcoming week. She met with the service technicians earlier in the day and there is now a new procedure in place for how the District processes service tickets. The goal of the new procedure is to improve service to both internal and external customers and increase accountability. When a service ticket is now submitted by a user agency, that agency will be contacted by IT staff the same day or the following day at the latest.

In response to Denney Kelley's inquiry in regards to the tracking software, Sara Crosswhite advised it is on Tim Beuschlein's list of things to do, but he has just not been able to get to it.

Commissioner Henderson asked for clarification on what is being done differently to speed up the response time for service tickets. Sara Crosswhite explained IT leads will sort the service tickets daily and assign them to themselves or another technician based on their specialty. The technician assigned will be responsible for contacting the customer directly and following through on the issue.

## **5. Capital Expenditures**

Steve Reinke reviewed in detail the Draft Reserve Fund Forecast prepared as of February 2018 and explained he would also be working with Finance Director Wayne Lowery concerning a long-term financial forecast.

In response to Jim Porter's inquiry regarding what "Equipment Reserve (non-radio)" refers to, Steve Reinke stated dispatch consoles, routers, CAD computers and monitors were examples of what would fall under that category.

## **6. Other Items or Good of the Order**

Tim Moor requested an updated organizational chart once the new Deputy Director of Technical Services position is filled. Steve Reinke indicated he would include an updated organization chart in the next User Board's meeting package as well as a final draft of the proposed budget.

## **7. Adjournment**

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

Minutes respectfully submitted by Steve Reinke and Nanette Howard.