



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

Date & Time: Tuesday, July 18, 2017, at 1000 hours

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

Attendees: Tony DeBone, Tom Anderson, Steve Reinke, Sara Crosswhite, Rick Silbaugh, Megan Craig, Kim Morse, Shane Nelson, Jim Porter, Ben Gregory, Denney Kelley, Marc Mills, Bill Boos, Roger Johnson, Dave Phillips, Rod Bjorvik, Todd Cox, Garrett Winter and Nanette Howard.

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

2. Approval of the March 21, 2017 Meeting Minutes

Jim Porter moved to approve the March 21, 2017 meeting minutes as presented. Motion seconded by Roger Johnson; motion carried.

3. Public Comment – None.

4. Staff Reports

Administration – Steve Reinke noted The Bulletin recently published a very nice article featuring veteran dispatcher Camille Smicz. The article was written by Aubrey Wieber after sitting with Camille for several hours and observing her and others on the dispatch floor at work.

Reinke noted a new contract with the 9-1-1 Employees Association was recently signed; the classification and compensation study being performed for the County is still underway for non-represented employees; and that the District hopes to fill the vacant supervisor position later this year.

The radio system will begin to go live later in the week. When appropriate, the District will publish a press release advising that law enforcement agency dispatch channels will be encrypted, but an unencrypted live stream of those channels will be published on the Internet with a 30 minute delay. Prior to the issuance of the press release, law enforcement agency representatives plan to meet with media representatives to explain the changes.

In response to Tony DeBone's inquiry, Reinke explained the District will not be able to make an over-the-air "sign-off" announcement for the benefit of those using analog scanners. However, the old system will be bridged to the new system until late August 2017 when the Internet stream is expected to be on-line.

The District is in the process of preparing intergovernmental agreements to formalize the relationship between the District and user agencies for radio system use and for additional IT support for those agencies who wish to add those services.

Kim Morse announced the County and the District are now live with the new MUNIS financial software system. The new system will provide for more accuracy when budgeting and monitoring line items.

There has been a noticeable increase in audio recording requests from the District Attorney's (DA's) office, and the workload is expected to increase after the August 21st eclipse. Administration staff members are trying to keep up with the requests, but Morse asked for patience if the turnaround time for requests takes longer than usual. She noted requests are processed in the order received but exceptions are made for time-sensitive requests such as telephonic search warrants or DA requests with an impending court date.

Operations – Sara Crosswhite announced there have been two fire dispatchers on duty 24/7 since July 1, 2017. An advantage of having the second fire dispatcher during the night shift is the extra person can help with other calls as needed. Crosswhite said in August there will only be six overtime shifts, five of which are related to extra staffing for the eclipse.

Accreditation work is ongoing. Of the eighty Oregon Accreditation Alliance (OAA) standards, only ten are incomplete.

Crosswhite announced she was accepted by APCO International to attend their Certified Public Safety Executive course. This course is graduate-level training intended to prepare students for executive leadership positions.

Crosswhite and Tim Beuschlein will be onsite at the Multi-Agency Coordination (MAC) Center at the Deschutes County Fairgrounds during the eclipse event to assist as needed.

Training – Megan Craig reported all trainees have been released from training and are working independently as call takers or dispatchers. There are currently four vacant positions; three telecommunicator positions and one supervisor position. She and HR members are exploring a new recruitment approach for the next hiring phase.

Craig has been training responders at briefings and squad meetings, and said she was very impressed with the attitude towards the new radio system and everyone's willingness to learn.

Technical Systems - Rick Silbaugh said the new radio system go-live date was July 19, 2017. Testing has gone well and the coverage area is very good. He added new records Management System (RMS) computers at the District are scheduled to go live on August 8, 2017.

New radio technician Ty Darapiza started work for the District on June 30th, and has already been a great help with the radio project. Once the radio system is fully deployed, he will start visiting user agencies which have expressed an interest in having the District provide more extensive IT

support where he will discuss their needs and long-term goals; do an inventory of existing equipment; and start devising deployment plans for the eventual replacement of their equipment to assist them with planning for future budgets.

The new radio system will result in an update or replacement of the District's current recording system. The District will research options including web-based software to allow the DA's office and public safety entities to make their own recordings when appropriate. This will alleviate some of the burden on staff and will also provide agencies faster access to information they need. The District will still provide certified copies when necessary.

5. Strategic Plan Update

Steve Reinke reviewed the updated Strategic Plan for 2017-2021. There is currently no state funding for item 3.1 for four additional call taking consoles. Tom Anderson suggested retaining the item and noting it was postponed since funds may become available in the future.

For item 3.3, the go live for the CAD/RMS integration project was postponed from May 2018 to October 2018. Reinke explained Tyler Technologies, Inc. was unable to have some required features ready by May 2018, so the completion time frame was postponed to October 2018.

6. FY 2018 Budget Update

Steve Reinke briefly reviewed the finalized 9-1-1 Service District's FY 2017/2018 budget and invited questions. No questions were posed.

7. Other Items or Good of the Order

Steve Reinke announced there will not be a User Board meeting in August 2017 and advised meetings will be scheduled only when there is an action item unless a member requests a meeting. He noted that he and District staff members participate in a number of committees to stay in contact with agencies, and he plans to meet with department heads over the next couple of months on a one-on-one basis.

Dave Phillips advised there has been some activity on the radio grant request submitted to the Assistance to Firefighters Grant (AFG) Program. The initial amount requested of \$1.9 million was reduced to \$1.4 million based upon AFG cost recalculations. In response, Tim Beuschlein is preparing an updated estimate of costs per unit in accordance with fire agencies' specifications. If the grant is awarded and actual costs exceed the awarded amount, a request for an amended amount will be submitted quickly based upon Tim Beuschlein's research.

8. Adjournment

There being no further business, the meeting adjourned at 10:32 a.m.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.