



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, February 21, 2017, at 1000 hours

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

Attendees: Steve Reinke, Sara Crosswhite, Megan Craig, Chris Perry, Kim Morse, Tim Beuschlein, Ruben Rokosh, Mike Supkis, Dan Tucker, Jonathan Spring, Jim Porter, Dave Tarbet, Larry Langston, Bill Boos, Shane Nelson, Tom Anderson, Tom Fay, Bob Madden, Rod Bjorvik, Denney Kelley, Dave Doyle, Julie Lovrien, Ben Gregory, Todd Cox, Garret Winter, and Nanette Howard.

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

2. Approval of the November 15, 2016 Meeting Minutes

Larry Langston moved to approve the November 15, 2016 meeting minutes. Motion seconded by Dave Tarbet; motion carried.

3. Public Comment – None.

4. Staff Reports

Operations - Sara Crosswhite reported TXT2 9-1-1 is operational for all cellular service providers. Of the five text calls received to-date, only two were legitimate calls. Further testing has revealed texting does not work at Crooked River Ranch once a caller crosses into Jefferson County nor does it work at Camp Sherman. While disappointing, once Frontier and Jefferson County enable text capabilities, callers in those areas should be able to use TXT2 9-1-1.

Accreditation work is continuing and is about 70% complete.

Sara Crosswhite sought permission from the police chiefs and sheriff to approach the Law Enforcement Review Committee (LERC) members to designate a select group of line staff members to provide input to the radio project planning and development process. The group could also offer insight on how best to train as the project moves forward. The law enforcement department heads indicated their support for the approach for discussion with LERC.

Training - Megan Craig reported the District's streamlined recruitment process during 2016 for Telecommunicator I positions, thanks to the assistance of Deschutes County HR staff, was very successful. HR staff scheduled and conducted three pre-screening tests, reducing the applicant pool to only those who met the District's minimum requirements. Those applicants were then interviewed and further screened by the District, resulting in a final pool from which several applicants were extended job offers.

To demonstrate the benefits of the new procedures, she reported 923 letters of interest were submitted to HR in 2016 for the Telecommunicator I position. Of those, only 197 appeared for testing. Following testing, 57 candidates were eligible for an interview. Ultimately, eight of those 57 were hired. Of the eight hired, six are still with the District and performing well.

To the trainers and supervisors, she would like to give a huge “shout out” in recognition of their on-going efforts to ensure the District does all it can to help new hires be successful.

In response to Paul Kansky’s inquiry about current staffing versus the staffing model, Megan Craig noted three more new hires are starting March 6, 2017. There is currently one unfilled line position and another is expected due to a pending resignation. The job announcement will be re-opened and the District hopes to fill the remaining vacancies as well as two over-hire positions.

The new fire protocols, which will bring consistency to fire call questioning, will “go live” on February 22, 2017. With the implementation of the fire protocol, the number of nature codes went from 30 to 3,000, which will allow more granular fire service resource management. In-house training for fire call taking will increase from eight to 24 hours. She and other staff members have also visited several customer fire agencies and met with line-level staff to introduce the new protocol and answer questions. Other fire agencies are encouraged to contact the District if they would like similar visits with their staff members.

Bob Madden noted the District’s visit to Bend Fire Department was well-received by their staff and numerous positive remarks were made.

Megan Craig advised the District is exploring innovative ideas to raise awareness within the community of how worthwhile and rewarding a dispatching career can be.

Administration - Kim Morse announced Nanette Howard has transitioned to full time as an administrative assistant. Recently there have been some changes to several forms to increase front office efficiency. Additionally, the District Attorney’s records request procedures have been modified resulting in savings of time and resources. She invited user agencies to contact her if the front office staff can assist their agencies in any way.

5. CAD Project Update

Jonathan Spring reported the District is awaiting the arrival of the RMS/CAD project hardware. Tyler Technologies, Inc. (Tyler) will begin setting up the test servers mid-March 2017. Once complete, the servers will be released to the RMS testers mid-April 2017.

Intterra has been provided the necessary information for fire services, so mapping and the overlay should begin soon.

Steve Reinke noted the fire service elected to use Tyler’s mobile product, so migration will be a much more straightforward process. He further noted, operationally, the District has made progress toward reaching the goal of staffing a second fire dispatcher 24/7.

Sara Crosswhite confirmed there has been two fire dispatchers on day shift over 85% of the time since the beginning of 2017.

6. Radio Project Update

Tim Beuschlein announced a new radio technician will start in early March 2017 resulting in three employees dedicated to the radio project and to assist user agencies.

All of the new radio dispatch consoles have been installed and are operational on the dispatch floor. Over the next two days, there will be tests for encryption, emergency alarms and talk groups. The results will be presented to the in-house design group over the next couple of weeks.

Installation of new equipment continues on radio sites as old equipment is removed. Sites with the easiest access will be completed first. Barring any further weather delays, the District's goal is to have the infrastructure in, tested, and accepted by the end of June 2017. The overlay will "go live" at the end of March 2017. By mid-April 2017, there should be enough infrastructure in place to begin testing the P25 system. Radios will also start being distributed to agencies so users can start to gain experience with the radios.

7. Strategic Plan Update

After a brief slide show presentation, Steve Reinke proposed some ideas for new long-term goals and objectives for the District to update the existing strategic plan. He noted all of the primary goals from two years ago have been accomplished along with most of the objectives. The draft plan contains updated in-progress objectives and timelines. Proposed new goals included improvements to the existing backup facility to include the District's involvement in the proposed regional training facility in Redmond.

In response to a concern raised about the time being spent on pursuing Oregon Accreditation Alliance accreditation versus its benefits, Steve Reinke noted the District has benefitted from the accreditation application process. The required processes have caused the District to re-evaluate, update and revise existing policies and to add new policies to document its alignment with industry best practices. In his opinion, the process has been worth the effort.

On behalf of the Deschutes County Board of Commissioners, Tom Anderson emphasized the commissioners' continued level of commitment to the District. He suggested an element the commissioners would like to see in the strategic plan would be better defined capital and operational reserve policies.

The Board's consensus was for Steve Reinke to draft a revised strategic plan based upon the discussion and suggestions for presentation and review by the Board at the next meeting.

The 2017 Navigator conference will be held in April 2017. While at the conference, staff plans to investigate the police call receiving protocols and to provide feedback to the Board. A benefit of protocols is improved consistency for call receiving, which will result in improved confidence

among field personnel that the District's staff will always obtain all relevant and available information for each call type. The police protocols are quite extensive and it would take 18 to 24 months to roll out. If implemented, Steve Reinke noted the timeline would be sometime after the deployment of the new CAD system and LERC would be heavily involved in the process.

8. 2018 Budget Discussion

Steve Reinke announced the fire service has asked the District to hire an additional full-time IT staff member dedicated to providing IT services to some of their agencies on a monthly retainer basis. Any special projects over and above the standard service would be billed at an hourly rate. The position would be funded through user fees received from the agencies receiving services. He noted the District supports the idea as having a technician familiar with District and customer equipment and infrastructure would enhance consistency and efficiency. Mike Supkis advised La Pine RFPD has experienced problems interfacing with systems and believes having a District IT staff member dedicated to handling those types of issues would be beneficial. The consensus of the Board was for Steve Reinke to enter into in-depth discussions with the interested agencies to affirm the anticipated revenue stream would be adequate to support a new staff member.

Steve Reinke noted the major capital projects in the budget. He advised the Commissioners remain open to the idea of the District consolidating with neighboring counties for dispatching services. The consensus of the Board was for Steve Reinke to move forward with developing the FY 2018 budget draft for the next meeting.

9. Other Items or Good of the Order

Bob Madden highly recommended those in attendance watch the online story of Vietnam Navy veteran Mike Chambers featured on KBNZ, noting it was an exceptional story.

10. Adjournment

There being no further business, the meeting adjourned at 10:54 a.m.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.