



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, April 19, 2016, at 1000 hours

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

**Attendees:** Steve Reinke, Sara Crosswhite, Rick Silbaugh, Tim Beuschlein, Kim Morse, Tom Anderson, Paul Garrison, Dave Tarbet, Shane Nelson, Larry Langston, Jim Porter, Dave Pickhardt, Denney Kelley, Alan Unger, Tom Fay, Tim Moor, Marc Mills, Paul Kansky, Jonathan Spring, Joe Sadony, Julie Lovrien, Dave Doyle, Evan Clark, Tyler Hardison, Claire Withycombe, and Nanette Howard.

- 1. Call to order and introductions – Steve Reinke, Director**
- 2. Approval of the March 15, 2016 User Board meeting minutes**

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

Steve Reinke advised the Board a draft copy of the minutes of the Radio Project Review Team April 5, 2016 meeting was included in their packet for informational purposes only.

- 3. Public comment - None**

- 4. Field unit computer connectivity (Guest – Tyler Hardison from Redhawk)**

Tyler Hardison of Redhawk Network Security (Redhawk) provided a brief summary of their findings and, based upon their research, it appears the Net Motion server seems to be the cause of the problems associated with the “cross talk” and random disconnects. He commended the involved IT staffs for stepping up and working to solve the problem.

Jim Porter expressed appreciation to Redhawk personnel for their efforts in determining the cause of the problems experienced by users. The random disconnections have been of particular concern.

In response to Paul Kansky’s inquiry, Tyler advised test units are installed and should be ready for testing within a week or two. As data is migrated over to the new system, the frequency of problems experienced on the old system should diminish. If an issue does arise, it will be addressed immediately.

There being no further questions, Tyler invited the Board to contact him should they have any questions and noted Steve Reinke had his contact information.

- 5. RMS/CAD consulting project update**

Steve Reinke distributed to the Board a Status Report received from Brian Hudson of DELTAWRX, who is working through ADCOMM Engineering (ADCOMM). The report summarizes DELTAWRX’s progress to date. Tyler Technologies will conduct CAD demonstrations on May 10<sup>th</sup> and 11<sup>th</sup>. All dispatchers attend at

least one of the sessions and any other interested parties are invited to attend. He reported staff has a number of scenarios that will be used during the demonstrations to verify system functionality.

## **6. Radio Project update**

Tim Beuschlein provided an update on the radio project. He reported one meeting was held with ADCOMM and one with Harris Corporation (Harris). During the meetings, principle project team members from Deschutes County, ADCOMM and Harris were identified and there was discussion on how best to distribute information. It was decided the Radio System Project Review Team would be the primary provider of updates with some information being posted on the District's website and that Tim would also send out periodic newsletters.

ADCOMM is conducting on-site inspections with District staff beginning today to identify potential radio sites and/or any civil issues that may add to the cost of the project for VHF sites.

Harris is working to finalize the P25 system. May 16 is the target date for the final design review. Once the review is completed, construction will begin.

ADCOMM and District staff are working on VHF, 700 and 800 channel plans. VHF and 800 need to be relicensed; and 700 frequencies will have general use licensing for the two sites being used.

A website to track the project progress is expected to be finalized soon where documents and projects will be available.

A second round of on-site inspections will be conducted by the Harris team to look at the coverage footprint and to mask out locations for equipment racks and antennas on the towers.

ADCOMM and the District staff are attempting to complete the VHF simulcast site selection and microwave design in the next two weeks.

There has been no change in the scope that will impact the budget or schedule. One risk identified is finalized lease agreements are not yet in place for sites at St. Charles, Cline Butte and the fairgrounds, which could affect the overall timing of the project.

Tim Beuschlein indicated more information will be known after May 18<sup>th</sup>.

## **7. Staff reports**

Sara Crosswhite thanked the agencies that recognized dispatchers during National Public Safety Telecommunicators Week. She remarked the week was a huge success and the staff greatly appreciated the agencies' expressions of gratitude and efforts.

Interviews for dispatch positions will be conducted on Friday, April 22<sup>nd</sup>. Two candidates are potential lateral transfers from other 9-1-1 centers.

Sara also noted Lindsey Kidwell is performing very well and is scheduled to be released on PD dispatch at the end of April, which will leave four in training. Two of the four in training have started PD and the other two have finished call taker training. With the upcoming summer months, having more people on phones will be a tremendous help.

An active shooter Training will be held in May at the airport, and Sara reported great interest among dispatchers, and 12 have already volunteered to participate in the exercises.

Everbridge will be going live the second week of May. A formal announcement will be made during that week with a media event to help get the word out to the public. She advised a link has been added to the District's website for the public to sign up for the service. Additionally, staff members manning booths will have laptops that can be used to sign up members of the public. This service will be a great asset during the busy summer months.

Steve Reinke announced the state Office of Emergency Management (OEM) has been looking for PSAP representatives to examine deployment of a statewide alerting system, and Sara Crosswhite will serve as a member of the committee. He hopes the State will consider Everbridge as the provider due to the many existing users. If OEM funds a statewide system, it would be a significant cost savings regardless of who is selected as the provider.

In response to Larry Langston's inquiry regarding a second full-time fire dispatcher, Sara advised it is not possible to do that right now due to staff shortages. However, when possible, fire is currently being split between two dispatchers during the day to provide better coverage during the busiest hours with the long-term goal being able to have a second fire dispatcher 24/7.

Rick Silbaugh advised an offer of employment was extended to one of the candidates who interviewed for a Public Safety Systems Specialist position with a potential May start date. With an additional person on board, Rick anticipates projects that have been on hold due to a staff shortage can now be addressed.

Steve Reinke indicated during the strategic planning process, the need for additional technical support was identified. Currently, the IT side is supported by Bill Nash and Brian Bickford and the radio side is supported by Ruben Rokosh and Tim Beuschlein. This position has been vacant for and this hire will move the division toward the staffing model approved in the plan.

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

None.

#### **9. Adjournment**

The next scheduled 9-1-1 User Board meeting is Tuesday, May 17, 2016, at 1000 hours at Deschutes County 9-1-1.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.