



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

Date & Time: Tuesday, May 17, 2016, at 1000 hours

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

Attendees: Steve Reinke, Sara Crosswhite, Megan Craig, Tim Beuschlein, Ruben Rokosh, Garnet Winter, Tom Anderson, Roger Johnson, Dave Pickhardt, Dave Tarbet, Denney Kelley, Alan Unger, Tom Fay, Tim Moor, Marc Mills, Paul Kansky, Jonathan Spring, Joe Sadony, Evan Clark, Whitney Hale, and Nanette Howard.

1. Call to order and introductions – Steve Reinke, Director

2. Approval of the April 19, 2016 User Board Meeting Minutes

Dave Tarbet moved to approve the April 19, 2016 meeting minutes; Roger Johnson seconded; motion carried.

3. Public Comment - None

4. Staff Reports

Sara Crosswhite advised all but two Dispatch staff members attended the Tyler Technologies (Tyler) demonstrations. Dispatch has become very busy and call-taking shifts have been adjusted to accommodate the increased activity.

Megan Craig reported there four people are in training and two of the four should be released by summer as call takers, which will help coverage. She also announced a new employee will be starting June 1st. The individual is a lateral transfer from a 9-1-1 center in Texas. The hiring process is ongoing.

Steve Reinke announced DC 9-1-1's website has been updated to provide a more detailed job description for telecommunicators and it provides more in-depth information about salary and benefits in an effort to attract more candidates. Recruitment continues to be a challenge as well as finding candidates who are able to successfully pass the background check. Recent Facebook advertising resulted in a surge of interest and there will be a follow-up campaign.

5. RMS/CAD Consulting Project Update

Steve Reinke reported the Tyler demonstrations were well attended and feedback was generally positive. Sara Crosswhite is compiling a list of concerns brought up during the demonstrations so they can be addressed.

A team from Deschutes County is scheduled to visit three multi-jurisdictional centers (police, fire and EMS) in the state of Washington the first week of June to see firsthand how their systems operate.

DELTAWRX, acting as an agent for DC 9-1-1, has been assisting with contract negotiations with Tyler. Tyler said a contract needs to be finalized by June 30th for them to honor a pricing offer made before New World was acquired by Tyler. The primary issues are defining the scope of work, identifying what equipment and modules will be purchased and negotiating pricing for the hold back percentage. A deployment period of at least 12 to 18 months is anticipated.

Dave Pickhardt commended Tyler for how well they were able to translate the information they received during the user interviews into the demonstrations.

6. Radio Project Update

Tim Beuschlein provided an update on the Radio Project. Radio site visits were completed by ADCOMM Engineering (ADCOMM) and Harris Corporation (Harris), including tests for grounding. The factory order for Harris' equipment was placed on May 10th.

There will be a meeting in Salem, Oregon on Wednesday, May 18th with ODOT Wireless, ADCOMM, the District's project manager and the State to discuss power, alarm monitoring and connecting with the State's system.

He advised there is also going to be discussion with Harris representatives regarding an opportunity to partner with the State for some of the District's VHF simulcast elements. This would reduce costs and extend dispatch coverage into neighboring counties for the fire service.

District staff continues to work on site preparation and doing some grounding improvements at sites and the DC 9-1-1 facility.

The final customer design review (CDR) was rescheduled to June 1st, but that will not cause any delays.

The last storm in the area caused significant damage at the Awbrey Butte site. There was a brown-out and the primary controller hiccupped, which caused it to roll into the backup controller. Some of the data on the primary controller was corrupted, but staff recreated it manually as best they could. The backup controller is still being used.

Steve Reinke indicated there may be an opportunity to negotiate a lease agreement directly with American Tower for a site at Hoodoo, depending upon the cost.

Alan Unger thanked everyone for their work and support to pass the District's tax levy measure.

8. Other Items or Good of the Order

None.

9. Adjournment

The next regularly scheduled 9-1-1 User Board meeting is Tuesday, June 21, 2016, at 1000 hours at Deschutes County 9-1-1.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.