



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, June 21, 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, Cari Elliston, Beth Casper, Evan Clark, Angela Guthrie, Tom Anderson, Dave Phillips, Roger Johnson, Dave Pickhardt, Dave Tarbet, Denney Kelley, Tom Fay, Tim Moor, Marc Mills, Paul Kansky, Jim Porter, Thad Olsen, Larry Langston, Shane Nelson, Rod Bjorvik, Bill Boos, Bob Madden, Nathan Garibay, Paul Garrison, Jonathan Spring, Whitney Hale, Ron Spencer, Garret Winter and Nanette Howard.

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

2. Approval of the May 17, 2016 Meeting Minutes

Larry Langston moved to approve the May 17, 2016 meeting minutes; Dave Tarbet seconded; motion carried.

3. Public Comment - None

4. Staff Reports

Steve Reinke announced Angela Guthrie was selected by the Oregon Chapter of the Association of Public Safety Communications Officials (APCO) to receive its Commitment to Excellence Award. She will be honored in mid-October at the Oregon Chapter of the Association of Public-Safety Communications Officials (APCO) annual banquet at Sunriver.

Steve Reinke and Tom Anderson presented Whitney Hale with a plaque in recognition of her tireless efforts working off-duty to help the District pass its recent ballot measure. Her expertise with social media and advertising was evident and greatly appreciated.

Sara Crosswhite provided an update on Operations and Training. She announced the summer schedule is in effect and there are now three call takers on duty during the busiest time of day, which has been extremely helpful for dispatchers. There is currently one trainee going through the in-house academy and three applicants are undergoing background checks. She is continuing to work on accreditation and all is going well in Operations.

Steve Reinke advised there are eight unfilled line positions out of 43, including one vacant supervisor position, which will remain vacant until more line dispatcher positions are filled with trained personnel. As those roles are filled, dispatch will be able to move toward the staffing model established in the strategic plan.

He noted Human Resources has worked with the District to streamline the application process, which has been helpful. Anyone interested in applying now is given a typing test first. Upon successful completion, they then undergo the multi-tasking test and the CritiCall test. Only after successfully completing all three tests are they invited to complete a formal application.

5. RMS/CAD Consulting Project Report

Steve Reinke briefly recapped the events which led to DELTAWRX preparing the Deschutes County 9-1-1 Computer-Aided Dispatch and Records Management Project report that was distributed to Board members. He noted Tyler Technologies (Tyler) does not have an iOS platform, but it is believed Tyler will be able to interface with the current system and continue to support iOS for fire service responders. The deployment process will take at least 18 months as the District wants to do thorough testing and make sure all contract terms are fulfilled.

Regarding the contract, Steve Reinke noted the main boilerplate was previously reviewed by County legal counsel when the County finance department contracted with Tyler for a HR and finance package. DELTAWRX is acting as the District's chief negotiator with Tyler due to their expertise in that area. If a contract is executed with Tyler, the District plans to continue to have DELTAWRX work with the District and user agencies during the business process review. The cost for Tyler's software, licensing and services is approximately \$900,000, which does not include hardware.

There being no objection to Steve Reinke's proposal of action for the CAD/RMS project, Steve will proceed with negotiations to define the timeline, the cost for the interfaces, the deployment of the training program and the interface control documents. He will then present the budget and project plan to the Board for consideration at the July 19, 2016 9-1-1 User Board meeting.

In response to Denney Kelley's inquiry, Steve Reinke explained the contract with Tyler must be signed by July 31st in order to receive the 50% reduction in pricing. Negotiations are scheduled for June 23rd and July 7th, and Steve was confident terms could be defined during those sessions. If not, an extension can be requested, but an extension could impact pricing.

In response to Larry Langston's inquiry, Sara Crosswhite volunteered to ask Tyler for contact information of an entity currently using Tyler's Interra interface so the District could contact that entity and discuss with them how well the interface works.

6. Radio Project Update

Tim Beuschlein gave a brief update on the radio project since the May 17, 2016 User Board meeting.

District Staff and ADCOMM Engineering representatives attended the Customer Design Review presented by Harris Corporation (Harris), which provided an opportunity to see what the P25 system looks like and some of the engineering for the sites and the network. ADCOMM engineers recommended using Cinder Butte and Cline Butte for the Redmond 800 simulcast cell in an effort to consolidate sites and help lower development and recurring costs. Harris will compare coverage difference, if any, associated with the recommended site changes in Redmond before a final decision is made.

During a conference call held on June 17, 2016, Harris confirmed the manufacturing of the equipment has begun. Factory staging is planned for late July with a tentative shipment date of mid-August to Salem for final staging and connection to the State's switch and network. The equipment could be in place in District's sites as early as September.

Tim Beuschlein advised a lease agreement has been entered into for the Hoodoo summit site, which will provide a significant improvement in coverage. The cost will be \$2,100 per month for a ten-year lease with an automatic renewal for five years.

Milestones for the next reporting period include firming up some of the leasing agreements and filing land use paperwork. Construction on Cinder Butte will require a Conditional Use (CU) permit and a Landscape Management Review.

Tom Anderson suggested Tim contact James Lewis in Properties & Facilities as a resource to help with land use applications.

In reference to the VHF and 800 interoperability overlay project, Tim Beuschlein explained the project grew into a ten-site system that became cost prohibitive. One option being considered is to move fire agencies to the new P25 system and, taking the money saved from not building the simulcast system, assist fire agencies in acquiring radios.

Larry Langston proposed an option of having the District enter into an intergovernmental agreement (IGA) with fire agencies to mitigate their upfront cost by having the District purchase new radios with repayment over time.

Steve Reinke explained the goal with the VHF overlay simulcast system was always intended to give fire agencies an extended period of time to migrate from VHF to the P25 trunked system, but to ultimately end up there. After reviewing comparative costs, it would be more cost effective to move the fire service earlier than planned.

Tim Beuschlein emphasized fire agencies have time to migrate over. The District's goal is to get the P25 system up and running and to get system acceptance. Fire agencies' migration could be spread out over the next year, and the District would still support the VHF element during that period.

Steve Reinke said fire agencies may continue to operate as they do today on their individual systems and bridge into the trunked system, but that is not a long-term solution or, they may migrate in phases and the District may be able to assist with funding; or the District may purchase

radios for fire agencies now and they would pay the District back over a period of time; or a combination of the above.

Steve Reinke and Tom Anderson plan to discuss this issue with Finance and the Board of Commissioners to review the options and determine how best to redistribute funds to accommodate the unexpected system design change. Spreadsheets will be prepared with options and projected costs for review at the next meeting.

Tom Anderson assured the Board the County is supportive of doing what they can to help, especially given the miscalculation of the cost of simulcast from the Sparling report.

Steve Reinke noted fire agencies can benefit by not having to support their VHF systems in the future. He acknowledged the options discussed are complex with a number of variables. The District will meet with each fire agency to discuss their unique radio needs in order to brief the Board at the next meeting. The goal is to ultimately get on the trunked system because the coverage is phenomenal and the interoperability is amazing.

Tim Moor expressed support for moving toward the 800 system while expressing concerns over unknown costs that could be potentially significant to the fire agencies.

7. Other Items or Good of the Order

Ron Spencer of Motorola Solutions introduced himself and noted Motorola's commitment, along with Day Wireless, to serving the needs of the District and its agency customers in any way possible and wished the District success.

8. Adjournment

The next regularly scheduled 9-1-1 User Board meeting is **Tuesday, July 19, 2016, at 1000 hours** at Deschutes County 9-1-1.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.