



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, November 15, 2016, at 1000 hours

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

Attendees: Steve Reinke, Sara Crosswhite, Rick Silbaugh, Megan Craig, Kim Morse, Tim Beuschlein, Ruben Rokosh, Dave Tarbet, Denney Kelley, Dan Tucker, Larry Langston, Tom Fay, Roger Johnson, Erik Kropp, Dave Phillips, Chris Perry, Rod Bjorvic, Julie Lovrien, Dave Pickhardt, Dan Broyles, Dave Doyle, Todd Cox, Garret Winter, Ben Gregory, Deron McMaster and Nanette Howard.

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

2. Approval of the September 20, 2016 Meeting Minutes

Larry Langston moved to approve the September 20, 2016 meeting minutes. Motion seconded by Roger Johnson; motion carried.

3. Public Comment – None.

4. Staff Reports

Operations - Sara Crosswhite reported the new 9-1-1 phone system was successfully installed and has been well-received by staff. Letters were sent to cellular service providers advising the District is ready to accept Text-to-911 calls on Monday, December 12, 2016, so they can proceed with activation on their end. Staff is currently working with Whitney Hale on a press release before the kickoff date.

In response to Erik Kropp's inquiry, Sara Crosswhite reported other agencies using the Text-to-911 feature have seen only a minimal increase in number of calls per day. The core public education message is, "Call if you can, text if you can't."

Whitney Hale's press release will be issued on December 5, 2016 announcing the December 12th kickoff of Text-to-911. (NOTE: This was moved up to November 28th). The media will be invited to contact the District on December 12th for a tour of dispatch; to observe test calls; and conduct interviews with staff. Additionally, there will be Facebook posts and KTVZ and *Bulletin* website advertising. Steve Reinke noted the District will have the distinction of being the only PSAP outside the Portland metro area to offer Text-to-911.

Roger Johnson sought clarification on whether texting will be available in more remote areas, such as Camp Sherman and the Metolius basin area; and if so, should marketing be done in those

areas as well. Steve Reinke said the December 12th kickoff will be a countywide launch, and offered assistance with further promotion in those areas. Texting capability in more remote areas is expected to function provided there is signal to the phone. Rick Silbaugh noted the paging system was tested at Camp Sherman and it worked well. He explained texting (or data) works better than voice, because voice calls require a consistent signal and data does not. Data simply waits until there is sufficient signal to send a message.

Training - Megan Craig reported two people were released as police dispatchers and two others have completed call-taker training. Four trainees are attending the in-house academy. December 14, 2016 will mark the closing date for the year-long job announcement posting. A final set of interviews will be conducted on December 19 and, hopefully, the three remaining vacant positions will be filled. She commended the trainers for the excellent job they have done, noting some of the trainers have been continuously training for years now. Steve Reinke noted the change in the hiring process has greatly improved the success rate for applicants.

Megan Craig announced she has been working with DPSST on curriculum development for the telecommunicator class. Job task analysis and new aspects of the profession have caused the current curriculum to lag what is viewed as a new, higher minimum standard across the state. As a result, recommended changes have been submitted to the Curriculum Board for consideration. She noted the state is also reviewing critical incidents and some of the more complicated topics which have become routine for PSAPs may result in the state helping more with that training.

5. CAD Project Update

Steve Reinke reported a CAD project kickoff meeting will be held Thursday, November 17, 2016. The current go-live target date is March 1, 2018; however, if that very aggressive timeline cannot be met, go-live will be delayed until fall to avoid the busy summer months.

6. Radio Project Update

Tim Beuschlein reported District staff met with ADCOMM Engineering and a decision was made that an alternative site for Jack Pine Ridge is not necessary to deploy the new system, but that the site would be developed in partnership with the owner over the next two years. ADCOMM will complete a preliminary tower design and layout for the lot, which will allow the District to begin work on the necessary environmental studies, an updated lease and land use permitting.

There were several outages and network issues on the trunked system in October, which prevented District staff from completing radio programming as planned. Currently, the existing system is stable and the microwave issues at the Hamby site have been resolved. Network connections to the state are done, which means connectivity to the switches in Salem and Bend.

Installation of dispatch radio consoles has begun so console-to-radio testing can begin.

The State Interoperability Executive Council (SIEC) met last week and discussed their finalized report on statewide interoperability, which affects fleet mapping and how the District deals with agencies outside Deschutes County. The report revealed a high degree of VHF activity in the Valley, which causes interference, and very little 800 MHz interoperability. He noted Deschutes County's unique design serves as an interoperability model for the rest of the state.

Steve Reinke expressed appreciation for the work done on the radio project by both the Public Safety Radio Team and COFOG. He encouraged anyone who has questions about the radio project to contact him, Rick Silbaugh or Tim Beuschlein.

In response to Steve Reinke's inquiry regarding the migration timeline, Tim Beuschlein explained there are multiple FCC licensing challenges, which has caused delays, slipping the law enforcement go-live to mid-June 2017. Some agencies may be moved over before then, such as public works and general government operations followed by Black Butte Ranch PD and Sunriver PD as their new sites do not rely on the simulcast cells.

Rick Silbaugh announced two radio technician candidates are being vetted and a decision should be made by the end of next week. He reiterated how well the 9-1-1 phone system installation went and that the District is the only PSAP in the State to have both its main dispatch center and its backup center equipped with the same 9-1-1 phone equipment.

7. Other Items or Good of the Order

With projects well underway, there are fewer items requiring User Board action, so Steve Reinke asked if the Board was comfortable with meeting less frequently. After general discussion, the Board's consensus was the User Board could meet on a less frequent basis. Steve Reinke asked the Board to keep the standing meeting at 1000 hours on the third Tuesday of each month on their calendars. He will email a notice the second week of each month as to whether there will be a meeting or not. If there is no meeting, he will provide an update on District activities.

8. Adjournment

The December 2016 9-1-1 User Board meeting is canceled. The next meeting will be announced for January or February 2017.

Minutes respectfully submitted by Steve Reinke and Nanette Howard.