



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, April 16, 2019, at 10:00 hours

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

Attendees: Sara Crosswhite, Chris Perry, Will Mullins, Megan Craig, Jonathan Spring, Kim Morse, Phil Henderson, Tony DeBone, Patti Adair, Tom Anderson, David Doyle, Paul Garrison, Jim Porter, Paul Kansky, Ben Gregory, Shane Nelson, Roger Johnson, Bill Boos, David Phillips, Larry Langston, Bob Madden, Cory Darling, Denney Kelley, Jeff Puller, Brian McNaughton, Tim Moor, Rick Allen, and Nanette Howard.

1. Call to Order and Introductions – Sara Crosswhite, Interim Director

2. Approval of March 19, 2019 Meeting Minutes

There being no corrections noted, the March 19, 2019 meeting minutes were approved as distributed.

3. Public Comment – None.

4. Staff Reports

Administration

Sara Crosswhite and members of her staff attended the Tyler Connect conference last week in Dallas, Texas. During the conference, Tyler Technologies, Inc. (Tyler) gave attendees a preview of some of the new products being developed as well as demonstrated the improvements made to Crew Force. She has been impressed with Tyler's responsiveness to client feedback and their willingness to make changes. National Telecommunicator Week started Sunday, April 14th. She shared the dispatchers have recently formed an in-house volunteer program called "DC911 Cares" as a way to give back to the community. Each quarter there will be a new project. The project selected for this quarter was collecting non-perishable items that will be donated to The Giving Plate. The dispatcher spearheading the program has done a great job of promoting it within the agency. The budget presentation is scheduled for May 31st. If anyone has questions or would like to review the budget before the presentation, please contact her.

Governing Agreement – Phil Henderson announced the user agreement was reviewed and several items were found worthy of further discussion. An outline of the proposed revisions was distributed for discussion.

BOCC Involvement in 9-1-1 User Board Meetings: A review of the agreement revealed it has always been the obligation of the Board of County Commissioners (BOCC) to appoint one of the commissioners as a liaison to the User Board, but that has never been done. The liaison attends

User Board meetings and provides updates to the other two commissioners. While Tony DeBone has served in that role, he has never been formally appointed as liaison. Phil Henderson sought feedback from members in regards to the appointment of a liaison.

Shane Nelson observed any changes made to the user agreement are ultimately the decision of the BOCC as the governing body.

Brian McNaughton indicated he had heard discussions of the direct supervision of the 911 Director reverting to the User Board as previously structured. He voiced opposition to any such change being made and believes the BOCC should remain the governing body. If a user has a concern, the user should first approach the 911 Director; if the issue is not resolved at that level, the user would then contact the County Administrator; and then, finally, approach the BOCC if the user is still not satisfied. He emphasized history has demonstrated 14 different bosses supervising the 911 Director does not work.

There was a consensus among the members the terms of the current user agreement should remain in place and the BOCC formally designate a liaison.

User Board Meeting Structure (Chairmanship): The current user agreement charges the County Administrator or designee with the responsibility of chairing User Board meetings. Phil Henderson proposed the BOCC, County Administrator or a designee of the governing body chair the meetings to ensure meetings are consistently held and all users have a voice. He explained the BOCC would like users to feel they can approach the BOCC directly with any concerns.

Shane Nelson expressed appreciation for Phil Henderson's position, but indicated he did not agree with the findings in the Trott report in regards to the meeting cancellations in 2017. He asserted if he had believed a meeting was necessary at any time, he only had to send an email requesting a meeting. He felt Trott characterizing the 911 Director chairing the meetings as "the fox watching the hen house" was inaccurate, and he had no concerns with the 911 Director continuing to chair the meetings.

Jim Porter agreed with Shane Nelson's comments and was concerned adding another layer to the meeting process (agenda topics, minutes review, etc.) would only make the process more cumbersome. He stated Tom Anderson is very capable and understands how the User Board and District need to move forward. He also stated Sara Crosswhite is trusted by the users and does things well. Going forward, he is confident the users will not run into the same issues as before. He praised the commissioners for how quickly they addressed the issues once they became known.

Tony DeBone explained the BOCC wants to ensure that, in the future, any problems are discussed openly in a User Board setting so all members are aware of the issues and can share their concerns. Shane Nelson stressed it is the users' responsibility to voice their concerns to the BOCC.

Referring to the cancelled User Board meetings, Jim Porter reiterated any user at any time could have requested a meeting be held, but no one did.

Phil Henderson stated it is the commissioners' responsibility as the governing board to have a presence at the meetings and be engaged, and the BOCC wants the wording in the user agreement changed to reflect that.

Shane Nelson believed it to be unrealistic to expect the BOCC to have had the expertise to know how the radio system should have worked or how deployment should have been executed. He agreed there could have been a better plan for implementation, as pointed out in the Trott report, but the important thing now is to learn from the experience and keep moving forward.

Tim Moor concurred with the statements made by Jim Porter and Shane Nelson and stated he has a lot of confidence in the leadership now in place. While the review of the agreement reveals not all of the terms set forth in the user agreement have been followed, the BOCC should be applauded for trying to put measures in place to prevent a similar situation from reoccurring. If the BOCC opts to not appoint a designee, he recommends the County Administrator chair the meetings.

Roger Johnson cited BOCC oversight, interaction, and appointment of a liaison as the primary concerns. In his opinion, the issue of who chairs the physical meetings is less important than the oversight, and indicated he has no concerns with either Sara Crosswhite or Tom Anderson chairing the meetings.

Larry Langston expressed support for the revisions being made to the user agreement.

Phil Henderson thanked members for the input, noting the BOCC will take all comments received into consideration when making a decision in regards to chairmanship. If a user has additional comments or would like to speak privately with a commissioner, they are welcome to do so.

Suggested Modification on Current Language: Phil Henderson explained the current agreement calls for individual agency responsibility for subscriber purchase, management, and maintenance. The BOCC is proposing the following sentence be added to Section 9.a to clarify what is going to be done in regards to maintenance. *"Each agency represented on the User Board can utilize the technical capabilities of DC911 radio staff to provide a maintenance program, based on agreed upon terms."* Members were in favor of this revision.

911 Director: Phil Henderson reviewed the proposed changes to Sections 5.d and 5.f of the user agreement. He explained the revisions are designed to ensure County Legal reviews all proposed changes to any contracts.

Section 5.d. The 911 Director shall prepare, revise, and modify District policies and procedures that impact user agencies subject to the advisory input of the User Board *reviewed by Legal Counsel and approved by the Governing Board.*

Section 5.f. New sentence: *"Any policy changes or additions to contracts shall be reviewed by Deschutes County Legal."*

Roger Johnson questioned whether the legal review pertains to day-to-day operational policy changes. Following discussion, it was agreed the wording will be changed to clarify legal review applies only to external contracts, not day-to-day operational policy changes.

Addition to Section 3 User Board: In reviewing the user agreement, it was noted Alfalfa Fire District is not included in the agreement. Phil Henderson sought feedback from members on whether Alfalfa FD should be added to the agreement. Following discussion, it was determined Alfalfa FD is trained and fully functional and should be added to the agreement. Tim Moor stated Alfalfa's governing board will need to sign the agreement. Shane Nelson recommended agreements be reviewed annually by the 911 Director or County Administrator to ensure signatory pages are accurate.

Upon the conclusion of the proposed revisions discussion, Tom Anderson announced Sara Crosswhite has served as Interim Director for over a year and it is time for her annual performance evaluation. Per the terms of the user agreement, he will be soliciting input from all of the users about her performance. The BOCC did commit to the users there would be an external recruitment process for the 911 Director position, and while slightly delayed, he advised the recruitment process is now underway. He believes Sara has done a great job as Interim Director and sincerely hopes she is a part of the recruitment. He emphasized being in the role of Interim Director is not an automatic step to becoming the Director.

In response to Tom Anderson's comments, Shane Nelson felt an external recruitment was unnecessary. He expressed strong support for the immediate appointment of Sara Crosswhite to the 911 Director position. While acknowledging there can be value to conducting nationwide recruitments in some cases, in this instance there is already an experienced, diplomatic individual in place. Sara has been doing the 911 Director's job for over a year now. He stated she is attentive, always does the right thing, speaks her mind in a professional manner, and he feels things have been going very well under her leadership.

Jim Porter echoed Shane Nelson's comments and agreed there was no need for an external recruitment. He stated Sara Crosswhite took over an organization that was in a mess. She straightened things out and helped get the users to where they are today. She has the credibility needed as the 911 Director and she has proven she can do a good job. She has the right people in place within the organization and believes Will Mullins and Chris Perry are doing great in their positions. Hiring someone externally when there is already a good functioning culture of service in the District led by these three individuals would set the organization back as a whole.

In response to Jim Porter's inquiry, Tom Anderson confirmed there is no county policy in place specifying whether an internal or external recruitment must be done.

Brian McNaughton reported Redmond PD is very pleased with Sara Crosswhite's performance and would fully support her appointment. He stated every time Redmond PD has had an issue and discussed it with her, she has done a fabulous job addressing those concerns.

Denney Kelley added his support for Sara Crosswhite's appointment. He stated the purpose of a recruitment is to look for the right person for a position, and when you find the right person, you hire them. He believes Sara Crosswhite is the right person.

Larry Langston acknowledged the users did advocate for an external recruitment when the former 911 Director resigned, but noted at the time that request was made, it was right at the heels of all of the turmoil and the future was uncertain. He agreed Sara Crosswhite has proven herself and felt it would stabilize the entire 911 center if an internal appointment was made.

Cory Darling stated what Sara Crosswhite has done as Interim Director and the direction she has taken the agency in such a short amount of time has been impressive. The stability observed within the agency is phenomenal, and she has Sunriver PD's full support.

Roger Johnson added Sisters FD / Camp Sherman has received tremendous service and support from Sara Crosswhite. Knowing the issues she was faced with when she assumed the role of Interim Director, he feels she has addressed each issue tactfully and professionally while maintaining the support of her staff, which is not an easy thing to do. He respects what she has accomplished and thinks she would be a good fit as the 911 Director.

Tim Moor indicated he was not in favor of continuing with an external recruitment, but offered his support for Sara Crosswhite as the 911 Director. He maintained the District is the strongest he has seen it in his career. Noting the stability from within an organization is key, he did recommend District staff be given an opportunity to offer input, as well.

Tom Anderson thanked members for the input and indicated the many statements of support will be considered when this matter is discussed with the BOCC. In the meantime, Sara Crosswhite's evaluation will proceed as scheduled and members will still receive a request for feedback to satisfy the requirements outlined in the amendment.

Shane Nelson declared it was incumbent on all users to continually give the County Administrator input on the 911 Director, especially if there are any concerns. Tom Anderson assured members it has always been his intent to be available for the users when needed.

Operations

Chris Perry announced the District went "live" with the updated fire-taking call protocols, and it's going well. He has been assisting / coordinating with COFOG leadership and the group, in general, in finalizing communications procedures in preparation for the migration to the new radio system. The District is preparing internally, as well, through training and updating procedures.

Training and Hiring

Megan Craig reported the District is conducting CPR/First Aid and fire deployment radio training. There are two call takers in police dispatch training; two trainees in call taking training; and one trainee is attending the first three-week telecom training session to be offered at the DPSST academy. She announced one of the media outlets was interested in promoting Telecommunicators Week and was on-site yesterday. Some of the unused footage was shared with the District, and she and Whitney Hale have been working to put together some short educational clips for use on social media. The goal is to help the public understand what happens when someone calls 911 and why they are asked the questions they are asked. She has been working closely with HR in evaluating the tests currently given to applicants to try to make it easier for people to do the testing. A job announcement will be going out soon. Two new hires will be starting April 30, 2019.

Technical Systems

CAD Project – Will Mullins reported there were some good sessions at the recent Tyler Connect conference. Crew Force looked very good at the conference, and he believes fire services will be happy with the final product. He noted Tyler addressed all eight of the functional gaps as well as roughly 80% of the feature sets requested by the District. The CAD deployment is still on track timeline wise. A disaster recovery plan for the transition period is still being developed, but should be completed by the third quarter of this year for review.

Radio System – Will Mullins advised there was a slight increase in reported audio quality issues; however, there was more verbal reporting than actual tickets submitted. He asked members to remind their staff to provide detailed information when submitting Help Desk tickets, so issues can be better addressed.

Will Mullins announced the user agreement SLAs have been reviewed by legal and are on the county docket for the commissioners to take action. He explained the user agreement SLA is different than the IT SLA. The IT SLA is for a pool of hours to be used for maintenance for peripherals, desktops, laptops, firewalls, VPNs, etc. The Radio SLA is just for user equipment (e.g. subscriber devices, vehicle radios, control stations, etc.) at a rate of \$5 per device per month. The advantage of a flat rate versus an hourly rate is costs can be much better projected.

Jim Porter requested an itemized list be created specifying exactly what is included in the user agreement SLA.

Rick Allen gave a brief update on the Overturf Butte permanent site. The cultural review is completed and building permits will be applied for in the next couple of weeks. Pacific Power is working on some power issues that need to be resolved. There are also some easement issues.

Will Mullins advised ADCOMM Engineering is acting as the project manager for the construction site and is preparing the bid package, but it is not yet finalized, so the exact cost is still unknown.

BIT Error Rate

Shane Nelson inquired about the final results of the bit error rate (BER) testing and sought clarification on what the most significant factor was in the improved numbers with the latest testing.

Will Mullins advised that when the sites at the fairgrounds and Jackpine were removed from the design, all of the other sites were affected. Adjusting the antenna at St. Charles Hospital to compensate for those changes improved coverage along-side the installation of the Overturf Butte temporary site and improvements to subscriber firmware and the site adjacency tables (SAT) which tell the radio when to roam from site to site. Coverage as a whole is really good. There are still some areas with roaming issues, and those areas will continue to be addressed. There are also some areas with good BER, but not good RSSI (received signal strength indicator), which can easily be affected by how the body is turned or how the radio is being held.

Tim Moor stated it's been 100% improvement for Sunriver FD.

5. Other Items or Good of the Order

None.

6. Adjournment

There being no further business, the meeting was adjourned at 11:20 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.