



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, April 21, 2020, at 10:00 hours

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

Attendees: (*Meeting conducted via WebEx*) Sara Crosswhite, Chris Perry, Megan Craig, Jonathan Spring, Tim Beuschlein, Ruben Rokosh, Kim Morse, Nanette Howard, Tony DeBone, David Doyle, Tom Anderson, Shane Nelson, Jim Porter, Paul Kansky, Jason Maniscalco, Aric Ptomey, David Phillips, Dave Tarbet, Todd Riley, Roger Johnson, Bob Madden, Sean Hartley, Ken Kehmna, Denney Kelley, Garret Winter, and Tim Reneau.

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

2. Approval of February 18, 2020 Meeting Minutes

The February 18, 2020 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – Tony DeBone relayed members of Project Wildfire met earlier in the day and discussed plans for an upcoming fuel reduction event at transfer stations and Knott Landfill. The Board of County Commissioners' (BOCC) focus now is on Phase 1 of Governor Brown's three-phased plan for re-opening the economy. Phase 1 proposes the opening of specific businesses under a controlled environment with regulations and measurements in place to detect if a particular activity propagates the spread of the COVID-19 virus; Phase 2 introduces activities involving 50 or more people. The BOCC values the trust of the community and does not want to lose that trust in moving forward with the gradual re-opening of the local economy.

5. Public Comment – Jim Porter thanked the BOCC for its efforts in securing grants and funding for wildfire fuel reduction, stating it has been extremely helpful and well-received.

6. Staff Reports

Administration – Sara Crosswhite reviewed the District's proposed budget for FY 20/21. Fund 707 has been absorbed into Fund 705; Fund 710 will be reserves and capital projects will be ran out of 710 which is consistent with other departments throughout the County. The tax rate will remain at .3618. Capital projects include the completion of the Overturf Butte project (carry over from FY 19/20), the District's portion of the upgrade to the State's radio system, and the continued expansion of the backup radio system for end users. In regards to the State's system upgrade, she noted the State's consultant is still reviewing the proposed contract with Harris Corporation, but any further movement on the project has been delayed due to COVID-19.

Continuing to address the COVID-19 pandemic, she outlined the steps the District has taken to minimize the risk of exposure to employees. Additionally, the training room and backup center have been thoroughly sanitized and will remain locked in the event there is an outbreak within the agency and dispatchers must be relocated to those areas; plexiglass dividers were also installed between the consoles at the backup center for added protection to employees; adjustments have been made to admin and technical staff members' schedules and work locations to accommodate social distancing guidelines; and she and Central Lane 911 in Eugene, Oregon have been working together to develop a COVID-19 Operations Plan specific to Deschutes County.

Operations – Chris Perry reported CAD “go live” on March 3rd went smoothly. Tyler Technologies, Inc. (Tyler) had 10 support members on-site throughout the process. The CAD build team is working hard to improve the processes while still learning themselves how the system works and its capabilities. The team is maintaining consistent communication with users in the field and has already improved processes and ensured agencies have the data they need to meet reporting requirements. To further address COVID-19 concerns on the floor, Operations is asking dispatchers to space themselves out as much as possible and installed door pulls on major egress and ingress doors to reduce contact with high touch point areas. Overtime has been minimal as those out on maternity and paternity leave are returning to work. Observing April 12 – 18, 2020 was Telecommunicator Week, he thanked agencies for finding creative ways to recognize the dispatchers despite the current circumstances, adding the efforts were very much appreciated.

Training and Hiring – Megan Craig reported COVID-19 has prompted Just-in-Time training as well as impacted the District's hiring and training timelines. New hires scheduled to start in April are now scheduled to start June 1st; police and fire dispatch training will also be delayed. She reported the District began screening for COVID-19 concerns on February 29, 2020, as the outbreak continued, the District switched to the EIDS (Emerging Infections Disease Surveillance) tool on April 14 and began asking a series of questions on every medical call. IAED (International Academies of Emergency Dispatch) added new instructions today for doing compression-only CPR while covering the mouth and nose of the patient with a cloth to minimize impact to those on scene. The District has also been working with the EOC (Emergency Operations Center) to develop a pandemic protocol in the event such action is needed. She commended the dispatchers for how well they have been adapting to such a fluid situation and yet continued to meet or exceed ACE standards for the first quarter of 2020.

Technical Systems

CAD Project – Jonathan Spring reiterated how smoothly things went while transitioning to the new CAD system, believing the extensive pre-planning contributed to the success of the deployment. There were some issues with the Image Trend and Pulse Point interfaces, but the Tyler support team was able to quickly address those and other issues as they occurred. It will continue to be a collaborative effort in learning how the system works and establishing the most efficient workflows. Once COVID-19 restrictions are lifted, Tyler will conduct additional on-site training.

Radio System – Sara Crosswhite highlighted some of the projects the radio team has been working on: Programming updates, firmware updates and preventative maintenance on law enforcement radios was completed in March; team members are updating firmware, performing preventative maintenance, and adding an additional maintenance talk group to the radios for the Road Department, Solid Waste, and Public Works; beginning in May, radios for USFS Law Enforcement, BNSF Railroad, Crook County and Jefferson County Sheriff's office and fire, and COCC and OSU security groups will be updated with new channel mapping and firmware; Sisters-Camp Sherman Fire and Black Butte Ranch Fire radios have been updated with the current firmware and minor programming changes were made to improve radio performance; and bi-annual maintenance is being done at the sites and will continue through June (any service interruptions will be announced in advance.)

The Overturf Butte project is progressing quickly without any issues. The electrical power and tank have been installed; the pole and generator are scheduled for delivery in May.

7. Consultant Report

Long-Term Radio Enhancement Project – On behalf of Will Mullins, Sara Crosswhite announced the Trott report was received and is being reviewed internally; she will review it with the User Board at the May 2020 meeting.

8. Working Group Meetings

Chris Perry briefly summarized topics of discussion from each of the Working Group meetings:

Public Safety Radio Team (PSRT) – Sara Crosswhite gave an update on the Overturf Butte project and the State's radio system upgrade; and Tim Beuschlein briefed members on the projects the radio team has been working on. The PSRT now meets every other month, opposite of LERC, to coincide with the User Board meetings.

Central Oregon Fire Operations Group (COFOG) – The agencies continue to discuss Intterra and are working with their state partners for a joint deployment of the State's Intterra system; members are continuing to work on a central mobilization plan, specifically surrounding task forces and mutual aid in an attempt to help surrounding wildland fire partners; fire departments are finalizing task force schedules and rosters for the upcoming fire season; and finally, he updated members on 911 Operations and the Active Threat Committee.

Law Enforcement Review Team (LERC) – The March 2020 meeting was cancelled due to CAD "go live," but one of the topics to be discussed at May's meeting will be self-dispatching. That feature is currently turned off, but a policy is being drafted for its use. The main concern is establishing a procedure for self-dispatching in an efficient manner while remaining CJIS-compliant.

9. Adjournment

There being no further business, the meeting was adjourned at 10:36 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.