

For Recording Stamp Only

**Board of County Commissioners
Department Update Meeting: Deschutes County 9-1-1**

November 3, 2015

Metolius Room

Attendees:

Commissioner Anthony DeBone, Commissioner Tammy Baney, Commissioner Alan Unger, County Administrator Tom Anderson, Deputy County Administrator Erik Kropp, Director Steve Reinke, Operations Manager Sara Crosswhite, Public Safety Systems Manager Rick Silbaugh and Administrative Supervisor Kim Morse.

I. Deschutes County 9-1-1 Strategic Plan Update

Director Steve Reinke introduced Kelly Lovell, Edgar Mendez and Crystal Normandy; three new telecommunicators who started work the day before.

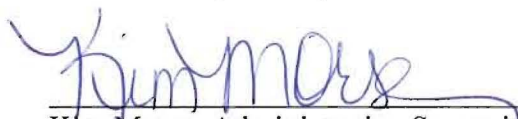
Steve handed out and discussed each item of an updated 911 District Strategic Plan for 2015-2018 (attached).

The District's application for a \$278,000 State Interoperability Executive Committee (SIEC) radio interoperability grant is still being considered. Staff expects news on the grant award on November 15, 2015.

Steve said after reviewing the District's needs, staff determined the District's vacant Administrative Assistant position could be filled with a half time employee. Kim Morse is preparing the necessary documentation for Erik Kropp and Human Resources.

The remainder of the Board's time was spent on the dispatch floor where each Commissioner was given a headset to listen to incoming calls and dispatches to public safety units.

Minutes completed by:



Kim Morse, Administrative Supervisor

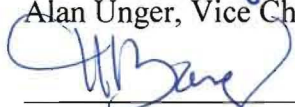
DATED this 23rd Day of November 2015 for the Deschutes County
Board of Commissioners.



Anthony DeBone, Chair



Alan Unger, Vice Chair



Tammy Baney, Commissioner

ATTEST SIGNATURES:



Bonnie Baker
Recording Secretary



Deschutes County 9-1-1 Strategic Plan for 2015 – 2018

1 Primary Goals

- 1.1 ~~Determine the District's intermediate and long term operational and capital needs including planning, construction, maintenance and oversight of a countywide, multi-jurisdictional, multi-disciplinary communications system. (April 2015)~~ **Complete**
- 1.2 Assist the Board with determining the level of public support for the District's strategic initiatives; assist with the development of a communications plan and informational materials. (October 2015) **Retained DHM Research. Currently developing survey questions. Results expected 11/18/15.**
- 1.3 Obtain approval from the Board of County Commissioners to submit a ballot measure to the public for a maximum levy amount, with a commitment the initial levy rate will begin at a specific (lower) level which will be raised in the future only if absolutely necessary. (~~October-December~~ 2015) **Meetings to obtain supporting resolutions from Boards and Councils are being scheduled.**
- 1.4 Obtain voter approval for permanent funding for the District which supports its ongoing operations and long-term capital needs, including a county-wide communications system. (May 2016)

2 Objectives – Line Operations

- 2.1 Law enforcement dispatchers should only answer 9-1-1 calls as a last resort. (September 201~~65~~)
 - Hire, train and deploy call receivers for when call volumes are forecast to be highest.
 - Establish a clear order of priority for answering emergency and non-emergency calls.
- 2.2 Staff two fire dispatchers 24 x 7 x 365. (~~January-September~~ 2016)
 - Hire, train and deploy telecommunicators to achieve this objective.
- 2.3 Law enforcement data channel should be staffed 12 hours per day. (~~April-September~~ 2016)
 - Hire, train and deploy telecommunicators for when data requests are forecast to be highest.
- 2.4 Staff for 24 x 7 x 365 supervision. (~~January-September~~ 2016)
 - Promote an eligible and qualified person into a new, sixth supervisor position.
- 2.5 ~~Deploy staff to align with forecasted activity levels. (January 2016)~~ **Complete / ongoing**
 - ~~Utilize past data to forecast future activity and staff accordingly.~~
- 2.6 Achieve Oregon Accreditation Alliance accreditation. (April 2016)
 - The Operations Manager will lead this initiative.
- 2.7 Improve the retention rate for new line employees. (Now and ongoing)
 - Continually evaluate and improve the entire entry level hiring process.

3 Objectives – Technical Division

- 3.1 ~~Address unmet maintenance and system administration needs. (March 2015)~~ **Complete**
 - Hire, train and deploy a Public Safety Systems Specialist.
- 3.2 ~~Address unfinished projects. (March 2015)~~ **Complete**
 - Hire, train and deploy a Public Safety Systems Specialist to work through the backlog.
 - Expect to transition at least one Specialist to the radio project. At that time, determine whether there is a need to backfill the transitioned employee(s).

3.33.1 Value engineer and cost a county-wide communications system. (October 2015) **Complete**

- Retain a qualified engineer to lead stakeholders to consensus on system design, coverage and reliability and forecast its cost. **Complete**
- Develop relationships with potential partners and secure written commitments for participation, first for the concept, then financial. **Developing a cost sharing agreement with the state.**
- Obtain all available grant funding. **Approval is expected for a \$278,000 interoperability grant. Staff continually investigates new opportunities.**
- Develop and adopt communications system governance and operating agreements. **Substantially complete. The 9-1-1 User Board will be the governing authority. COFOG and LERC will provide operational input.**

3.43.2 Facilitate full CAD / RMS integration. (April 2016)

- Determine user needs and whether HiTech's RMS can meet those needs. **Hitech's RMS was rejected by LE users. Currently investigating integration with New World Systems.**
- Obtain commitments from participating agencies to assist with deployment and ongoing funding. **On hold.**
- Develop and adopt an agreement which details funding allocations; required data entry standards; user responsibilities; and system administration and security requirements. **On hold.**
- Hire a CAD/RMS System Administrator to serve as project manager and after go-live, as the system's administrator and inter-agency coordinator. **On hold.**

4 Objectives – Administrative Services

4.1 — ~~Meet the increased demand for records from the public and criminal justice agencies and staff the front counter during business hours, including the noon hour. (January 2016) **Complete**~~

- ~~Evaluate options for coverage and recommend a re-organization if necessary.~~

4.2 — ~~If the radio project goes forward, hire an office manager to supervise the front office staff, assist with grant applications and management, vendor management, contract administration, agreements, purchasing, inventory tracking and administrative duties. (July 2016) **Complete**~~

- ~~Contingent on communications project funding.~~