

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
MINUTES OF DISTRICT BOARD SPECIAL MEETING
Wednesday, November 9, 2022
Klamath 9-1-1, 2543 Shasta Way, Klamath Falls OR**

I. Call to Order

The meeting was called to order at 9:07 am by Randy Sword.

Board Members Present: Bob Moore
 Randy Sword
 Larita Ongman
 Brandon Fowler
 Chuck Brandsness
 Jan Bos – arrived at 9:13

Board Members Absent: Betty Lucht

Others Present: Keith Endacott
 Jessica Gibson
 Joanie Rote
 Rob Neal - Virtual

II. Opening Comments: Randy said the purpose of the meeting is to brief the board on the CAD project.

III. Executive Director Presentation: Keith gave a presentation in power point of the following:

CAD - what is it and how do we use it.

EIS is our current vendor that has informed, they will not be upgrading their product. Been in use since 2006 and is outdated with current technology.

Project Objectives:

- usable for our district, administration management capabilities and integrated partner connections
- integration with ASAP to PSAP, CAD to CAD, Rapid SOS, RMS, and future technology upgrades.
- Mobile opportunities

Team Experience: reviewed the makeup of the team and combined experience of administrative staff and dispatch staff. Involving partners that have made investments in the mobile computers which have a direct correlation to CAD.

Gathered Information: noted the questions we needed answered to make an educated decision on a CAD vendor that meets the needs of the district and its partners.

On March 21,2022 RFI process began to ask those questions. Responses received and product demos presented from Motorola Spillman, Smartcop, Mark34, Central Square and Tyler. Dispatcher trainers attended these demos to review and provide their input.

Drew feedback from multiple other PSAP's. Additional CAD demonstrations have been attended at conferences and discussions with partners have taken place regarding parallel projects. Fire and EMS surveys have gone out to obtain how they use CAD and their understanding of the system. Site visits with Deschutes and Grants Pass, which use Tyler are scheduled.

Brief overview of procurement requirements and the types available.

What does all this mean? EIS advised they would not be updating their CAD which impacts our strategic plan. Implementation can take months to years.

- We have prepared for the funding of this project with the equipment reserve fund.
- We need to meet the needs of the community by replacing this critical tool and are obligated to do so.
- Team will consider the best solution that meets the needs of the district and partners
- Team recommendation to the board of product, vendor and timeline
- Board approval of procurement plan which will likely be a cooperative purchasing agreement
- Dec 21st board meeting agenda item for the board to be ready to receive the recommendation

Bob asked if there was a spreadsheet for the vendors of pro's and con's for comparison. Keith said not a detailed one, but they have obtained that information.

Larita asked what the two site visits will include and is it down to two vendors being considered. Keith handed out and reviewed a timeline sheet of the project to date that included a vendor outline showing in which ways they meet the needs of the agency.

Bob asked if we are leaning towards Tyler as a vendor. Keith said they have most of the things we need and capabilities for future advancement. The site visits are geared to see the Tyler system in action as Bend and Grants Pass currently use this CAD.

Keith said after this presentation and board approval of the selected vendor the contracting process would begin.

Bob asked if there were additional cost such as vendor hardware or upgrades to the district's current hardware that would be extra. Keith explained that some vendors are software only and cloud-based while others are hardware based. These variations may result in additional costs being incurred to complete the project. Discussion followed regarding hardware, software, and cloud-based vendors.

Keith reviewed the outline of vendors that showed how they may or may not meet the needs of the agency.

Brandon asked Keith to further explain how many times a day dispatch takes an incident that is transferred to OSP as this relates to the workload of dispatch. Keith said about 20% of calls fall into this category and explained the process from the time a call is received and then transferred to OSP.

Bob asked how this will affect partners like BLM. Keith explained that agencies like that only have a one-way view of CAD and explained the integration with agencies such as BLM or Lakeview Fire.

Bob asked how old our hardware is. Keith said we have been on schedule with life cycle replacements making our hardware up to date. Servers have been replaced within the last 4 years and workstations replaced within the past 2 years. We are optimistic that running current operating systems will decrease the need to buy new hardware in addition to the regular replacement cycles. Randy said they have planned for the hardware upgrades, and he does not feel that is a big part of the project.

Randy asked Keith to provide where each considered vendor is currently being used at December's meeting. Keith reviewed the vendors and where they are in use currently.

Randy asked if he would be able to provide the hardware requirements of the selected vendor in December. Keith said the replacement of hardware does not drive the project but is an overlay and we

will not know those requirements by next month. We have already planned for whatever hardware requirements are involved within our life replacement cycles. Discussion followed on the process currently in place for hardware replacement.

Brandon asked to clarify if the expectation is for the board to approve the selection of a vendor and know the cost associated with it in December and what does Keith need from them today. Keith said they need to get pricing and if the board feels caught up then he could move forward with this. Randy said he feels Keith can move forward now that they have been briefed. He thinks the board will need to take what is presented and have additional time to review it being it is a major component of the business and a high expenditure. Keith said the information presented in December will have ongoing steps like contracting etc. and this is a big undertaking that most organizations do not undertake often. Randy said he thinks by the first meeting in 2023 the board would be ready to say yes or no to this.

IV. Public Comments: None

V. Adjourn: Chuck motioned to adjourn the meeting, Bob seconded, motion carried unanimously.

Meeting adjourned at 10:20 am.