



# Deschutes County 9-1-1 Service District User Board Meeting Minutes

**Date & Time:** Tuesday, July 16, 2024, at 10:00 hours

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

**Attendees:** Sara Crosswhite, Chris Perry, Megan Craig, Kim Morse, Jonathan Spring, Tim Beuschlein, Tony DeBone, Nick Lelack, Dave Doyle, Bill Bailey, Bill Boos, Sean Hartley, Ryan Herrera, Tory Kornblum, Jason Maniscalco, Shane Nelson, Tony Prior, Jason Van Meter, and Nanette Howard.

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

**2. Approval of April 30, 2024 Meeting Minutes**

There being no corrections, the April 30, 2024 meeting minutes were approved as distributed.

**3. Governing Board Update** – Tony DeBone announced he was just appointed Chair of the SIEC (Statewide Interoperability Executive Council) and sees it as a valuable opportunity to sit in front of different legislative committees. He also thanked first responders for their efforts during the Darlene 3 Fire.

**4. Public Comment** – None.

**5. Staff Reports**

**Administration** – Sara Crosswhite announced the FY 2024/2025 budget was approved. One full-time employee was added to the budget, which was the additional supervisor that started that position in July. Kathleen DeForrest has phased out her part-time employment in Admin and the new part-time hire started in May and will be transitioning to full time in late August. Interviews for the vacant position left by Ty Darapiza were conducted yesterday and the applicant selected will now be entering the background phase so, hopefully, he will be joining the Radio Team by the end of summer / early fall. Jonathan Spring will also be leaving the District near the end of August to accept the IT Manager position at the Sheriff's Office; recruitment for his position was opened on July 7, 2024 and will close on August 8, 2024.

**Operations** – Chris Perry reported call volume is now averaging 900 calls per day. While call volume is somewhat lower than in recent years, the intensity of the calls has increased. He credited technological improvements and online reporting with helping to reduce the number of calls being handled by call takers. Overtime has remained low at five or less overtime shifts per month since January 2024. Effective July 1, Chad Hicks was promoted to a supervisory position and AJ Franzke will be moving to the Training Division. The District continues to meet with CCRT

and discuss areas of improvement. The latest focus has been on how to better utilize 988 for those calls that are more appropriate for 988.

**Training and Hiring** – Megan Craig gave an update on the District’s recruitment efforts. Since July of last year, there have been eight new hires, all of which successfully completed training and are still with the District. She observed, historically, the national average for successful completion of dispatch training is 25%, so she believes the Training Team’s extensive efforts to help new hires succeed is paying off. There were 169 applications received during the latest recruitment cycle; 32 successfully completed testing; and after District review, two applicants were hired. With a new recruitment opening soon, she is looking forward to building a more complex training program with AJ Franzke joining her in Training.

The District also participated in the recent COWL (Central Oregon Women in Law Enforcement) event, *“If you can see it, you can achieve it,”* which was a great success. She noted there were representatives from Dispatch, local law enforcement and fire agencies, and the District Attorney’s office introducing young girls to the many career opportunities available.

Tory Kornblum conveyed appreciation for those who worked hard to bring this inaugural event together and thanked the agencies for their support.

### **Technical Systems**

Jonathan Spring gave the following updates:

**IT** – Tyler Technologies, Inc. (Tyler) upgraded the CAD environment to the code base the District will be moving to in October. The District is testing the code base now and will release it to the law enforcement agencies in the next week or so for testing. The District will receive a patch in September for the two open support items to make sure those issues are addressed before the upgrade on October 30<sup>th</sup>.

Staff are continuing to work on making the backup center as ready as it can until the generator is delivered and installed. The District’s move to the new backup center may take place later this year or the beginning of next year pending further vendor and systems coordination.

**Radio** – Fire radio PMs have begun with the updated template; and law enforcement PMs will be scheduled once fire is completed.

Bend PD brought an issue with its radios to the District’s attention yesterday. Upon initial review, the District believed the issue was occurring because of quick PTT (Push to Talk), but after further discussions with Brandon Haywood, the District is looking deeper into the logging to see if it can determine what is happening and has engaged Harris Corporation (Harris) technicians also. Maintenance work is being done on the back end and Harris technicians are on-site now and working to identify the issues, as well. Once there is more information, the District will follow up with Brandon Haywood.

Long Term Radio Enhancement Plan – The Station 704 site is completed and will be usable as new radio template programming is performed. Work continues on the new radio sites in Redmond (new backup center) and Bend (County Road Department). Harris is performing quarterly updates on site for not only the District’s sites, but for all of the sites in Central Oregon.

The District promoted Nick Bittler (Radio) and Casey Tucker (IT) to the position of Leads for their respective teams and are now serving in this new capacity.

Tim Beuschlein also recognized Nick Bittler for receiving his Master Tech certification from Harris last month, noting he is the one and only certified Master Tech in the state of Oregon.

## **6. Working Group Meetings**

Public Safety Radio Team (PSRT) – Jonathan Spring indicated the PSRT meeting was canceled due to a lack of agenda items.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG continued its discussion on wildland fire with a primary focus on task force activation, communications with state and federal partners, and leadership roles during task force deployments.

Law Enforcement Review Team (LERC) – Chris Perry advised the June LERC meeting was canceled.

## **7. Round Table**

As the new chief of Sisters / Camp Sherman RFPD, Tony Prior expressed appreciation for how friendly and helpful everyone has been.

Ryan Herrera (*Redmond Fire and Rescue*) indicated he is still working through contract negotiations and trying to enhance some services provided to its Operations staff.

Sean Hartley (*Crooked River Ranch RFPD*) thanked Chris Perry for helping to track down some complaint calls received and assisting with task force activities.

Bill Bailey (*DCSO*) shared the Sheriff’s office and partners have been busy this summer with the fires and have been proactively patrolling the unsanctioned camps in an effort to prevent fires.

Bill Boos (*Sunriver Fire Department*) reported work on the addition and remodel of the public safety building in Sunriver continues and thanked Tim Beuschlein and Jonathan Spring for their assistance as well as the District itself for the IT Support. He expressed appreciation to Sara Crosswhite for offering IT Support to external agencies and emphasized how helpful it is.

Tory Kornblum (*Sunriver Police Department*) stated she has made several records requests lately and thanked the District for providing those records so promptly.

Jason Maniscalco (*Bend Police Department*) announced Bend PD has eight new officers and extended a “thank you” to Dispatch for the extra assistance sometimes needed with new officers until they get up to speed.

Jason Van Meter (*Black Butte Ranch Police Department*) announced his agency will soon have two positions opening soon.

Tony DeBone made reference to the Darlene 3 Fire and announced Congressman Bentz will be in La Pine later in the day to discuss concerns with the community over unsanctioned camping and how it can be addressed. He also noted the Campus Master Plan was published recently and is pleased there is a long-term vision in place for this area.

### **8. Adjournment**

There being no further business, the meeting adjourned at 10:36 hours; the next meeting will be held on October 15, 2024.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.