



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, April 22, 2025, at 10:00 hours

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

Attendees: Sara Crosswhite, Chris Perry, Emily van Siereveld, Tim Beuschlein, Megan Craig, Beth Casper, Patti Adair, Nick Lelack, Kim Riley, Bill Boos, Ryan Herrera, Stephen Lopez, Jason Maniscalco, Todd Riley, and Nanette Howard.

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

2. Approval of January 21, 2025 Meeting Minutes

There being no corrections, the January 21, 2025 meeting minutes were approved as distributed.

3. Governing Board Update

Patti Adair announced the County Commissioners are starting the budgeting processes next month; the schedule will be condensed into three days rather than the traditional four days.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite presented the District's proposed budget for Fiscal Year 2025/2026 for member review. The Administrative Support Technician position will remain vacant for now. Current staffing is managing the workload well, but the District will revisit this again in six months. Some of the District's biggest accomplishments over the past year include getting the new 9-1-1 backup center up and running and the Five-Year Radio Enhancement Plan is nearing completion. Other projects finalized were the garage bay mezzanine project and the Training Division remodeling project, both of which will benefit the District's functionality. The tax levy rate will remain at \$.3618 for the tenth year in a row. Some of the key issues the District will be facing in the future are the funding of building improvements, vehicle replacements, as needed, and the continued investment in the radio system along with infrastructure and technology for optimal District operations.

Operations – Chris Perry reported call volume is averaging 700 calls per day; overtime continues to be low with only six overtime shifts during April. Five of the nine consoles at the backup center are fully functional; the District is waiting for some equipment to arrive before it can finish the remaining four consoles. He and Megan Craig continue to meet with CCRT and law enforcement partners on a quarterly basis to ensure the program is running smoothly. As a result of those meetings, the District is now transferring first-party mental health crisis calls directly to 988 and freeing up CCRT members to work with the second- and third-party callers.

The District sent a message through Everbridge in March to all people registered as having access or functional needs reminding them to update their account information; any recipients that did not respond to the message received a follow-up phone call. There is also going to be a countywide Deschutes Alerts message sent to those signed up to receive Alerts reminding them to update their information, as well, before wildfire season starts.

With LERC members' support, the District has a new workflow in place where the LERMS jackets are now being updated at the agency level. Also, there will be a wildfire simulation exercise at the County Fairgrounds on Wednesday, April 23rd, with its primary focus being response management training for fire incidents.

Training and Hiring – Megan Craig advised there are four vacant FTE positions; however, there are seven applicants at various stages of the application process. She hopes to have two new hires starting the In-House Academy in May, and there are five applicants that appear to be strong candidates and could potentially start the In-House Academy in July or August. She shared AJ Franzke has been doing a great job with public outreach and has attended 10 events since January.

Technical Systems – Emily van Siereveld confirmed the new backup center is fully functional. The District will be wrapping up the final stages of the Five-Year Radio Enhancement Plan by the end of June 2025. The District is waiting for the City of Bend to approve the permitting, but once that is done, the District can move forward with pouring concrete and getting the tower up at the Road Department site. The District has started the radio PMs, beginning with general government, and are now moving to the Road Department this week. The channel mapping is ready for fire and law enforcement agencies to review, so that will be going out to agencies soon.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Emily van Siereveld reported PSRT members primarily discussed channel mapping at their meeting.

Central Oregon Fire Operations Group (COFOG) – Chris Perry advised COFOG members' topics of discussion included the apparatus renumbering project, radio interoperability plan updates in regards to the upcoming fire season, CORE3 project updates, and mayday and air management policy updates.

Law Enforcement Review Team (LERC) – Chris Perry announced the District is now referring all Bend, Redmond, and DCSO calls that meet the criteria to the respective agency's online reporting as agreed upon by LERC members. The LERMS jackets workflow project is completed. At the request of LERC members, there are two new call dispositions in place, Traffic Monitoring (TM) and Vacation Checks (VAC). Members were informed Crook County's 800 radio system is operating. Members also discussed and agreed to changing the meeting frequency from bi-monthly to quarterly.

7. Round Table

Ryan Herrera (*Redmond Fire and Rescue*) reported there are three new hires in the 13-week Academy. He also announced there are going to be multiple fund-raising events coming up for Michael Kienzle and encouraged members to watch for those announcements.

Stephen Lopez (*Redmond Police Department*) indicated the construction of the department's new facility is on schedule and suggested a tour will be scheduled once completed. He also thanked Chris Perry for the TM disposition code, noting it will be helpful to his agency.

Jason Maniscalco (*Bend Police Department*) advised there are no issues with current staffing, but additional positions have been approved.

Nick Lelack (*Deschutes County Administrator*) shared the County is in the process of hiring a Human Resources Director and will begin the recruitment process for a Health Services Director in late May. The County has also been working closely with the cities and law enforcement in coordinating the relocation of people living along China Hat Road. The County is working collaboratively with the new Sheriff's Office leadership team through the budget process and all is going well.

In reference to Sara Crosswhite's budget presentation, he suggested the District reaching a new labor agreement with the 9-1-1 Dispatch Supervisors should also be included as an accomplishment.

8. Adjournment

There being no further business, the meeting adjourned at 10:39 hours; the next meeting will be held on July 15, 2025.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.