



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, January 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, Jonathan Spring, Brian Bickford, Tony DeBone, Nick Lelack, Dave Doyle, Mike Hand, Sean Hartley, Andy Hood, Tory Kornblum, Dusty Miller, Todd Riley, Aaron Wells, and Nanette Howard.

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

**2. Approval of October 17, 2023 Meeting Minutes**

There being no corrections, the October 17, 2023 meeting minutes were approved as distributed.

**3. Governing Board Update** – Tony DeBone announced he is now serving as chairman of the SIEC (Statewide Interoperability Executive Council.) He had an opportunity to tour the new backup center recently and it is coming along. He and representatives from DCSO, Oregon State Police, US Forest Service, and Fish and Wildlife will be attending a community meeting in Sunriver focused on residents' concerns about hunting occurring on federal lands near private property.

**4. Public Comment** – None.

**5. Staff Reports**

**Administration** – Sara Crosswhite advised the Administration office received 57 applications in response to its recent job posting. After reviewing the applications, 32 were selected for a phone interview, which will then be followed by a typing test, psychological evaluation, and background investigation. The District also conducted interviews internally for a supervisor position. Of the three applicants, two will be moving into supervisory roles; one will promote in February while the second one will backfill a supervisory position that will become available once that person has moved into the Training supervisor role. Re-accreditation is due September 2024, so she is working on that. The District is expected to present its strengths and weaknesses for 2025 at the upcoming BOCC planning session. "Strengths" are the completion of the five-year radio enhancement plan, the District's collaboration with County IT on cybersecurity, and hiring and retention.

The backup center is nearing completion; the District is currently waiting for Lumen to install the copper for the elevator so furniture can be moved in. One of the District's goals for the upcoming year is to perform drills at the backup center to ensure everyone is familiar with activation procedures.

**Operations** – Chris Perry reported call volume is averaging 700 calls per day. Overtime shifts for January and February are zero; overtime shifts in November and December were five or less. The District’s partnership with CCRT (Community Crisis Response Team) is going well. He and Megan Craig remain in touch with CCRT’s leadership team to ensure everything is going smoothly. The District is testing the latest CAD revision in preparation for “go live” in February. He explained anything in the old system that is not working in the new system is documented and fixed after the fact. He and the Deschutes County Emergency Management team are continuing to evolve the Everbridge product for public emergency notifications. The group has made progress in providing AIC (Acting in Charge) supervisors with additional templates, so they can get emergency notifications out quicker and with more consistent messaging. He also is looking forward to training at the new backup center, so activation can be done quickly and efficiently.

**Training and Hiring** – Megan Craig cited hiring statistics for 2023. Of the 333 applications received throughout the year, 168 chose to move forward with the CritiCall testing resulting in 62 applications to review. Of those 62 applicants, only six were hired; however, those six are still here and performing well. The standards were continually assessed throughout the year and, based upon feedback, she will make slight adjustments to the process in 2024.

Currently there are two in fire dispatch training, one just completed police dispatch training, two others have completed Phase I of police dispatch training and have moved into Phase II, one just completed the In-House Academy and will be moving to call take training, and a lateral is almost done with call take training and will be moving to police dispatch training. The District is going to restart in-service training with its agency partners in February, so that will be beneficial for all participants.

### **Technical Systems**

Jonathan Spring gave the following updates:

**Phone/IT** – The video surveillance and phone/radio recorder projects will be completed by the end of January. District Staff continue to work with Facilities in getting the backup center ready for eventual occupancy. Agencies will soon be receiving their annual invoices along with estimated costs for the next fiscal year. No major issues have been reported with CAD software testing, so the District is still on track for a “go live” date of February 27, 2024.

**Radio** – The District is beginning to forecast its performance maintenance and programming schedule for 2024. District Staff are also finishing up the site work at Henkle Butte.

**Long Term Radio Enhancement Plan** – The Long Butte site is up and radiating. The Henkle Butte radio tower construction is complete with the site room almost completed. Station 704 and Henkle Butte are scheduled for spin up the week of January 29, 2024. Formal drive testing will take place in late February. The backup center site permitting is complete and the permitting process for the Road Department site has begun.

In response to Tony DeBone's inquiries concerning the towers and in-building coverage, Jonathan Spring explained the towers will provide a level of redundancy; however, the District cannot attest to in-building coverage.

## **6. Working Group Meetings**

Public Safety Radio Team (PSRT) – Jonathan Spring reported the group refreshed its charter and briefly highlighted the minor changes made.

In response to Nick Lelack's questions regarding the role of the PSRT group, Jonathan Spring described the PSRT group as a technical advisory group that reports to the User Board.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG members created a new subcommittee to look at possibly expanding first alarm structure fires to a closest resources response as opposed to the jurisdictional agency. Sunriver Fire Department has selected a different station alerting product for its new fire station and a number of other agencies have shown an interest in that same product. COFOG and the Central Oregon Chiefs Association (COFA) were considering a tri-countywide apparatus renumbering system; however, that discussion is coming to an end and is no longer being pursued. There was also discussion of moving COFOG'S mayday talk group back to simplex; if that is the case, it will go to the PSRT group for finalization of the channel mapping. There was also some cleanup work done to the COFOG Communications Procedure document previously adopted by the group.

Law Enforcement Review Team (LERC) – Chris Perry advised members provided agency updates. There was some discussion of implementing a data channel once again in 2024. However, based upon testing several years ago, the group declined to pursue it any further; a support position may fill that operational need in the future.

**7. Good of the Order** - No comments.

## **8. Adjournment**

There being no further business, the meeting adjourned at 10:31 hours; the next meeting will be held on April 30, 2024.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.