



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

Date & Time: Tuesday, April 30, 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, Brian Bickford, Patti Adair, Tony DeBone, Nick Lelack, Dave Doyle, Kim Riley, Bill Bailey, Sean Hartley, Ryan Herrera, Tory Kornblum, Mike Krantz, and Nanette Howard.

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

2. Approval of January 16, 2024 Meeting Minutes

There being no corrections, the January 16, 2024 meeting minutes were approved as distributed.

3. Governing Board Update – None.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite advised the elevator at the new backup center is waiting for an inspection, however, the District has learned the generator will not be shipped until October 2024. Although now retired from the Administration office, Kathleen DeForrest is continuing to work eight hours per week; the new hire for the Administrative Support Technician position will start next week on a part-time basis and eventually transition to full-time.

She reviewed the District's FY 2024/2025 proposed budget while highlighting some of the District's accomplishments over the past fiscal year. She noted, in particular, the District's successful collaboration with Behavioral Health in forming a Crisis Response Team, the completion of three radio sites in north and west county, the installation of a new security camera system, and the partnership with Bend PD in implementing the Live 911 software. The District will once again maintain its current tax levy rate of \$.3618 for the ninth year in a row.

Operations – Chris Perry reported call volume is still averaging 700 calls per day; planned overtime shifts remain extremely low. The annual Everbridge test will be conducted tomorrow at 1:00 p.m. Staff from OHA and Health Department have volunteered to help man the four phone lines while he and Emergency Management personnel will make changes, as needed. There is going to be a new phone line rolled out for callers to leave a voicemail if they wish to make changes or opt out of receiving alerts. The voicemails will be sent to an email address shared by Nathan Garibay, Ashley Volz, and himself to respond to. He and Megan Craig are

continuing to meet regularly with the Crisis Response Team members to address any problems as they arise.

Training and Hiring – Megan Craig gave an update on staffing. Since the last User Board meeting, the District has received 115 applications. Of those, 24 successfully completed testing. One of the applicants will be starting tomorrow and a second applicant could potentially start within the next month. Seven other applicants are in various stages of the process and the remaining 11 from the applicant pool will not continue any further. Three dispatchers have been certified as fire dispatchers and another three have been certified for police dispatch. Two new trainers have also been added to the training program. The District provided in-service training to the dispatching staff in February and one of the key takeaways from the training was exploring a new way to look at wellness. As a result, the District is now working with Nadine Dody as a wellness resource.

The District is also focusing more on its outreach efforts, particularly at the high school level, and is continuing to work with COCC's criminal justice class. A new event being spearheaded by Redmond PD's Lt. April Huey and Central Oregon Women in Law Enforcement (COWL) is a camp targeting teenage girls on July 10th, which will serve as another outreach opportunity for the District.

Tory Kornblum spoke a bit more about COWL and the great response from agency partners in supporting the inaugural Junior Women's Law Enforcement Academy event. The message this year is, "If you can see it, you can achieve it."

Technical Systems

Jonathan Spring gave the following updates:

CAD/RMS – Three weeks before "go live," the District identified a critical issue impacting the stability of the CAD application. When brought to Tyler Technologies, Inc.'s (Tyler) attention, they worked on it, but could not come up with a patch before the planned "go live" date of February 27th. Tyler was able to supply a patch in March, however, the District subsequently discovered two additional issues that were also of a critical nature. Based on discussions with Tyler, the District will have to upgrade to the next major release to address those issues, so the new planned "go live" date is October 30th.

Mike Krantz expressed disappointment and concern over the time frame as it means the ongoing issue with evidence will not be fixed until later in the year. For the benefit of the members, he explained Bend PD, Redmond PD, and the DCSO can delete each other's evidence in the system, so further delay in fixing this issue is very problematic. He emphasized his frustration is with Tyler and not with the District. He proposed training on the new version would be helpful as there are many features users have not been trained on.

Jonathan Spring advised training is not included in the schedule, but remote training could be arranged.

Mike Krantz also relayed Tyler indicated they would provide MobileFirst software at no charge, but there has been no more discussion about that.

IT - The District has been working with the County's new Information Technology Security manager in coordinating current and future cybersecurity planning initiatives within the District.

Radio – The 2024 fire radio programming template is being finalized and PMs will start being scheduled once the templates are completed; radio site PMs took place during the last quarter.

Long Term Radio Enhancement Plan – RACOM completed drive testing for the Long Butte, Henkle Butte, and Station 704 sites. Both Long Butte and Henkle Butte are providing better coverage than initially projected while Station 704 is very close to what was projected. Harris Corporation (Harris) is reviewing the drive testing results from Station 704 and are considering some minor adjustments; the site should be live mid-May. Progress is being made at the backup center site; the shelter will be delivered in the next month or so, and then the tower can be constructed. The site near 27th Street is in the public comment phase for the City's permitting process.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring noted members finalized the fire radio programming template.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG continued with its ongoing discussion about fire station alerting (FSA) systems; Bend FD and Redmond FD are actively looking at FSA systems; and COFOG has also been working hard on getting the fire radio templates dialed in.

Sean Hartley added Jefferson County went live with its new radio system, so that was the biggest challenge this year in finalizing the fire radio template.

Law Enforcement Review Team (LERC) – Chris Perry gave a general update on the District and reviewed with members the latest revision of its monitored alarm call taking procedures.

7. Round Table

Mike Krantz expressed appreciation to the District for its flexibility in working with Bend PD on the alarm monitoring policy. He explained Bend PD put a restrictive response policy in place in regards to reported monitored alarm services and the District has worked with them to refine its policy. The Area Real Time Information Center (ARTIC) is now staffed and operational. He also shared some of the successes they have had with Live 911 and noted staffing is at 100%.

Bill Bailey stated DCSO is working on testing new E-Cite / E-Crash technology and is also seeking to fill its IT manager position. He shared DCSO has the potential to fill its patrol positions from the most recent applicant pool, but multiple retirements taking place at the end of the year will

generate some changes. Hiring at the Jail is more challenging and that is where the most vacancies are.

Tory Kornblum reported Sunriver PD has a new officer that has just completed training and another officer will be graduating from the academy in four weeks. She thanked Ty Darapiza for his help and responsiveness to the Agency's needs and expressed appreciation to the dispatchers for being amazingly supportive.

On behalf of Crooked River Ranch FD, Sean Hartley thanked Jonathan Spring and the IT team for their assistance in establishing the IT contract for CRRFD. He also shared CRRFD has one unfilled position.

Sara Crosswhite introduced and welcomed Ryan Herrera as the new chief for Redmond FD.

Being new to the area, Ryan Herrera shared he is still learning about the area and the rules for Oregon, but things are going well. He thanked Ty Darapiza, as well, for his assistance.

Tony DeBone conveyed things were moving in a positive direction in regards to the Public Safety Campus.

Nick Lelack announced the Public Safety Campus Plan will be presented to the County Commissioners for approval in a couple of weeks, but there are some issues still being researched. He also extended an invitation to the groundbreaking scheduled for May 13th at 1:00 p.m. for the Courthouse expansion project.

8. Adjournment

There being no further business, the meeting adjourned at 11:00 hours; the next meeting will be held on July 16, 2024.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.