



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, July 15, 2025, at 10:00 hours

Location: Deschutes County 9-1-1, 236 NW Kingwood Avenue, Redmond

Attendees: Sara Crosswhite, Chris Perry, Emily van Siereveld, Megan Craig, Beth Casper, Nick Lelack, David Doyle, Stephanie Betteridge, Mike Hand, Sean Hartley, Ryan Herrera, Erick Holsey, Paul Kansky, Mike Krantz, Stephen Lopez, Pete Rasic, Keith Witcosky, and Nanette Howard.

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

2. Approval of April 22, 2025 Meeting Minutes

There being no corrections, the April 22, 2025 meeting minutes were approved as distributed.

3. Governing Board Update – None.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite welcomed everyone to the new backup center and pointed out its many features and benefits over the old backup center. In the event the District does need to evacuate to the backup center, there is an in-depth policy in place. Now that the center is fully operational, Chris Perry and Megan Craig will start scheduling on-site training sessions to ensure everyone is comfortable with the setup.

With the approval of the Fiscal Year 2025 / 2026 budget, the District can start moving forward with some of the projects planned for the new fiscal year. One such project is the Dispatch Floor remodel, which will entail a full redesign of the dispatch floor and console positioning. Ideally, the vendor selected can offer a winter timeline for the work to be done. Each console costs approximately \$30,000, so it is a significant project.

Operations – Chris Perry reported call volume is averaging 850-900 calls per day; in particular, he was pleased to share the District received only 962 calls on the Fourth of July as opposed to the 1100-1200 calls the District normally receives. Overtime shifts were also low with only four shifts per month for June, July, and August. He and Megan Craig are continuing to communicate regularly with the CCRT team and all is going well. The Deschutes County fire simulation exercise held at the fairgrounds in April was so successful, a second exercise was held in May in Jefferson County. The countywide annual Deschutes Alerts testing done in May went smoothly; there are now 67,000 users participating in the Deschutes Alerts system.

Training and Hiring – Megan Craig advised two trainees were released to call taking for the summer with one getting ready to start police dispatch training in September. Two new hires are finishing the In-House Academy this week and will be moving on to on-the-job training with their trainers. As recruitment efforts continue, she is hoping to have two or more hired and ready to start the In-House Academy by early September. She and Sara Crosswhite participated in the annual COWL (Central Oregon Women in Law Enforcement) event this past week and had fun interacting with the attendees.

Technical Systems

Radio Updates - Emily van Siereveld announced the tower is up at the Road Department, so the District is now focused on bringing the Road Department and Kingwood towers online. There have been some interference issues at two sites, but both have been resolved. One issue was around the Awbrey Butte area involving a channel that had been temporarily disabled; a second issue was at the Mt. Bachelor West Village parking lot when the cell carrier amplified coverage there, impacting the District's ability to reach the towers. The District is also working on the annual radio maintenance schedule and should have it finalized soon.

IT Updates – Emily van Siereveld reported the District is continuing to transition its internal firewalls to Fortinet and is also working to support Bend Fire Department as it moves from Zetron to the Honeywell system. The District is adding Office 365 accounts to the Adlumin monitoring service for security awareness. This service can identify unusual logins, such as rapid repeat attempts or originating internationally, and provide valuable alerts to protect user accounts. The Oregon Department of Forestry (ODF) updated their PL tones and zones/names for the Oregon State Fire Marshal, so the District has updated the templates accordingly.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Emily van Siereveld advised the group will discuss some of the zone updates at the next meeting.

Central Oregon Fire Operations Group (COFOG) – Chris Perry shared COFOG's primary focus this time of year is ensuring radio programming matches up with U.S. Forest Service (USFS) and Bureau of Land Management (BLM) radio programming as well as after action on brush fires in a continual effort to improve operations.

Law Enforcement Review Team (LERC) – The July 2025 meeting was canceled.

7. Round Table

Ryan Herrera (*Redmond Fire and Rescue*) announced the Deschutes County Fair & Rodeo Demolition Derby is actively seeking members from the fire and law enforcement agencies once again to participate as drivers.

Nick Lelack (*Deschutes County Administrator*) reported the County Board of Commissioners are planning to announce the District Mapping Advisory Committee members and the interim Deschutes County Sheriff over the next two weeks.

Keith Witcosky (*Manager, City of Redmond*) thanked Sara Crosswhite for the invitation to the User Board meeting and expressed an interest in doing a sit along.

Stephen Lopez (*Redmond Police Department*) indicated the Department plans to increase staffing for the upcoming Fair Well Festival and the Deschutes County Fair. A Grand Opening for the new Redmond Public Safety Facility will be held on August 12, 2025.

Mike Hand (*Bend Fire Department*) thanked the District for its work on the station alerting project.

8. Adjournment

There being no further business, the meeting adjourned at 10:40 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.