



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

Date & Time: Tuesday, January 21, 2025, at 10:00 hours

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

Attendees: Sara Crosswhite, Chris Perry, Jason Maniscalco, Brian Beekman, Sean Hartley, Tony DeBone, Nick Lelack, Mike Hand, Megan Craig, AJ Franzke, Dave Doyle, Kim Riley, Tony Prior, Bill Boos, Ruben Rokosh, Emily van Siereveld, Kim Morse, Nanette Howard, and Reyllynn Husband.

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

2. Approval of October 15, 2024 Meeting Minutes

There being no corrections, the October 15, 2024 meeting minutes were approved as distributed.

3. Governing Board Update

Tony DeBone advised that during a meeting with the Statewide Interoperability Executive Council (SIEC), a question arose from Representative Emerson Levy in regard to radio communications during high priority events such as school shootings, etc. After an email was sent out with this question, he felt some agencies were unsure as to what the expectations were.

Sara Crosswhite responded that she had reached out to the Chiefs and Sheriff to confirm that everyone is on the same page with communications during any high priority incident. To ease concerns, she will craft a response outlining the procedures and send to Tony to deliver to Representative Levy.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite welcomed Emily van Siereveld and indicated she has already proven herself to be well-suited for the Systems Manager position in only 3 ½ weeks.

The Service Level Agreements (SLAs) and annual billings are in progress and budget preparation has begun for 2026. There are no significant changes, so the District should be consistent with the rest of the County. She will share her budget report at the next User Board meeting before she presents it at the committee meeting in May.

Kim Morse is set to retire on March 3, 2025 after 36 years in public safety, ten of which were at 9-1-1. Beth Casper will move into Kim's position as Administrative Manager.

Operations – Chris Perry reported call volume is firmly in winter mode at 700 calls per day; overtime has been at or near zero. Statistics for 2024 showed out of 273,337 calls, 66,000 were 911 calls and 206,000 were non-emergency. The District also scored 95.1% in the National Emergency Number Association’s (NENA) standard of answering a call in ten seconds or less at the busiest time of day. The CAD upgrade was successfully completed on October 30, 2024 with only two hours of downtime. There will be an upgrade in February for the Emergency Medical and Fire (EMD/EMF) protocols, and the District continues to work with CCRT to fine tune the 988 and crisis calls.

Training and Hiring – Megan Craig announced AJ Franzke is now full time as a training supervisor and has been doing an amazing job. He has met with dispatchers and agency partners to train with active threat scenarios and continues to be proactive with hands-on learning. AJ has also been actively involved in Public Education events and has seen an increase in interest in dispatching as a career choice. In 2024, there were about 5,000 hours spent on new hire training. There will be three new hires starting in February and there is one currently at DPSST and one in call take training. She thanked everyone for supporting the training opportunities.

Technical Systems – Emily van Siereveld stated that the five-year radio enhancement project is on track to be complete and operational by the end of June. The back up 9-1-1 site at Kingwood is getting very close to completion and projects it will be up and running at the end of February or early March.

6. Working Group Meetings

Chris Perry gave the following updates:

Public Safety Radio Team (PSRT) – The PSRT group has not met since October, but is scheduled to meet in early February. He and Emily van Siereveld will tag team that meeting, but she will then take over going forward.

Central Oregon Fire Operations Group (COFOG) – Members discussed fire training and policies during the November and December meetings. Chief Craig talked about the takeaways and lessons learned from the after-action meeting regarding fires during the summer. The January meeting was cancelled due to the fires in California.

Law Enforcement Review Team (LERC) – Members discussed and agreed the District could shut off radio feed at their discretion during active threat events. There was also discussion on changing the verbiage of “Active Shooter” to “Active Assailant” and adding “Hospice Patient” for expected deaths in the CAD system. The meeting ended with an ongoing discussion about how to best update the law enforcement jackets in LERMS.

7. Round Table

Nick Lelack stated that the County has been supporting the Sheriff’s Department during its transitional time through meetings and discussions. He feels there will be a good working

relationship with the new leadership team. The Board of County Commissioners (BOCC) has their annual retreat on January 27, 2025 at the Road Department. They will be discussing agendas, committee assignments, budgets, transitioning to a five-member BOCC and, lastly, the goals and objectives for the year.

Sean Hartley (*Crooked River Ranch Fire and Rescue*) advised the new service engine is set to be swapped out in February.

Mike Hand (*Bend Fire Department*) stated they are staffing an additional ALS medical unit, which opened yesterday, and thanked Chris Perry for his assistance.

Tony Prior (*Sisters/Camp Sherman Fire Department*) advised they will be having a new training officer starting the first week of February. Also, they will be potentially working on a new CAD interface to help with various aspects of protocols within the department.

Bill Boos (*Sunriver Fire Department*) announced their public safety building is complete, and they are moved in. An Open House will be held February 11, 2025. He thanked the citizens of Sunriver and Deschutes County for helping to make this possible.

Jason Maniscalco (*Bend Police Department*) states they have ten people currently in training at the police department. There are retirements on the horizon and additional positions that have been recently authorized. He thanked everyone for their patience during these training and transition periods.

Tony DeBone noted that the CORE3 facility is in its design and engineering phase. In partnership with the City of Redmond, the plan to put in a paved entrance, fencing and a gate off of 21st Street is in the works. He also wanted to acknowledge the redeveloped NOVA apartments opened today in Redmond for permanent housing.

8. Adjournment

There being no further business, the meeting adjourned at 10:34 hours; the next meeting will be held on April 22, 2025.

Minutes respectfully submitted by Sara Crosswhite, Nanette Howard, and Reylynn Husband.