



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, October 17, 2023, 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, Kim Morse, Patti Adair, Tony DeBone, Nick Lelack, Dave Doyle, Kim Riley, Bill Boos, Sean Hartley, Andy Hood, Roger Johnson, Dusty Miller, Shane Nelson, Aaron Wells, and Nanette Howard.

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

2. Approval of July 18, 2023 Meeting Minutes

There being no corrections, the July 18, 2023 meeting minutes were approved as distributed.

3. Governing Board Update – Tony DeBone briefly outlined the purpose behind the statewide communications interoperability plan and, as a member of the Statewide Interoperability Executive Council, encouraged members to reach out to him if they had any questions or would like to become involved. He thanked the District's IT staff for fixing the level of "white noise" being heard by members of the public when streaming the police radio feeds. He also noted the tax rolls were published online Monday, October 16th.

Patti Adair indicated some property owners will see an increase in property taxes and expressed concern for those on fixed incomes as the cost of living continues to rise.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite announced Megan Craig received the Manager of the Year award at the recent Oregon APCO/NENA conference. Also recognized were the seven team members that received the Critical Incident award for the work they did during the active shooter incident at Safeway. An Admin staff member is retiring, effective March 1, 2024, so she plans to open a part-time position to back fill temporarily until the position can be filled full time. She recently held her first internal budget meeting with staff to start looking at line items and discuss capital projects for next fiscal year. The District has started working on the site at the Public Works / Road Department and the backup center in Redmond. Staff are working with L3Harris Corporation to negotiate a contract now, so the project is ready to move forward at the beginning of next fiscal year. Supply chain issues are of concern, so the District is taking that into account.

In response to Bill Boos' inquiries concerning the new backup center, Sara Crosswhite explained there is an electrical issue that needs to be addressed and the elevator must be completed before furniture, equipment, etc., can start being moved in.

Operations – Chris Perry reported call volume is averaging 750 calls per day. Overtime is below ten shifts per month, so staffing levels are improving. As a result, the District will be able to promote from within and fill the vacant Supervisor position. Live 911 is proving to be beneficial to Bend PD, so they are planning to add more licenses next year. The Community Crisis Response Team (CCRT) is handling approximately 200 calls per month and all is going well. The District will begin testing the software for the Tyler CAD upgrade later this month with “go live” still planned for early 2024.

Nick Lelack expressed appreciation to the District and responding agencies for the work they do. He noted that although the number of calls is down from what it was, the nature of the calls are becoming increasingly more difficult, and that can have a significant impact on team members.

Training and Hiring – Megan Craig advised the District closed its most recent recruitment on October 9th. Of the 200 tests taken, 52 applicants were successful and moved forward into the candidate pool. The District has hired four from that group, and they are all doing well, with nine other applicants in various stages of the hiring process.

Technical Systems

Jonathan Spring gave the following updates:

Phone/IT – The technology projects underway include the installation of a new phone/radio recording system, video surveillance system, and administrative resource machines on the dispatch floor; estimated completion date is sometime in the first quarter of 2024. The District continues to work with Facilities on the new backup center in Redmond; equipment will be moved in over the next couple of months. A full cut-over from Hamby will require a coordinated effort between the District, Lumen, and Noble 911; cut-over is expected to happen in the first or second quarter of 2024.

The District is working with the County's cybersecurity group in identifying and addressing areas within the District that can be improved upon. District staff are also working with Oregon Department of Emergency Management (OEM) as it upgrades the ANI/ALI network. The CAD/RMS upgrade/migration project is officially kicked off and is on schedule for a proposed “go live” in February 2024.

Radio - Law enforcement PMs are in progress and District staff have been all hands-on deck for getting the current round of radio sites fully operational.

Long Term Radio Enhancement Plan – The construction of the Long Butte and Station 704 sites is complete. The pre-construction work for Henkle Butte has begun; concrete can start being

poured once the final permit is received from the County's Community Development Division. All three sites are scheduled to be commissioned in mid-November and should be in use by the end of the calendar year. Civil work has begun for the Road Department site and the District is working with the building contractors at the Redmond site.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring advised the next PSRT meeting is scheduled for Tuesday, October 24th.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported members finalized a new and improved way to suggest activation of an air ambulance to responders. The group also finalized some active threat apparatus response changes. He explained there has always been an active threat run card, but it has been modified to recommend fire and EMS apparatus equipped with RTF (Rescue Task Force) gear first and then supplemental ambulance response units. The potential tri-countywide apparatus summary discussion continues as COFOG leadership re-engages with the Fire Chiefs Association.

Law Enforcement Review Team (LERC) – LERC members met in August and gave agency updates; the group also discussed the CCRT program and the District potentially entering responder safety alerts into LEDS as well as the records system.

7. Good of the Order - No comments.

8. Adjournment

There being no further business, the meeting adjourned at 10:30 hours; the next meeting will be held on January 16, 2024.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.