



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

Date & Time: Tuesday, October 15, 2024, at 10:00 hours

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

Attendees: Sara Crosswhite, Chris Perry, Kim Morse, Reylynn Husband, Tim Beuschlein, Casey Tucker, Tony DeBone, Nick Lelack, Kim Riley, Dave Doyle, Mike Hand, Sean Hartley, Ryan Herrera, Tory Kornblum, Stephen Lopez, Jason Maniscalco, Tony Prior, Aaron Wells, and Nanette Howard.

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

2. Approval of July 16, 2024 Meeting Minutes

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

3. Governing Board Update

Tony DeBone advised the Statewide Interoperability Executive Council (SIEC) is working on a Statewide Communications Interoperability Plan (SCIP), so he will keep the User Board informed as it moves forward.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite announced new hire Damion Maser is doing well in the role of Public Safety Systems Specialist. The applicant for the IT Manager’s position is moving through the process and may be able to start December 1st. In the meantime, Tim Beuschlein is serving as the Supervisor with Casey Tucker as Lead.

The generator is now installed at the backup center, and the District is getting ready to do load testing. Once that is completed, the interior NOC will be set up, CAD will be set up, phone lines moved over, and then the District will have a fully viable backup center. The mezzanine project began this week and may be completed within 8-10 weeks.

During the recent APCO Conference, Chad Hicks received the Trainer of the Year Award and Will McAlister was honored with the Lifesaving Award for his role during a gunshot wound incident involving a child victim.

Operations – Chris Perry reported call volume is averaging 700 – 800 calls per day. Planned overtime remains low, and there is only one vacant call taker position. During the summer, Operations was able to support the Farewell Fest and Deschutes County Fair with an additional dispatcher and channel. Currently, there is a multi-agency three-day sex offender compliance

sweep going on as well as a domestic violence sweep on Wednesday, October 16th; both events are being supported with an additional channel and staffing. Team and vacation sign-ups for dispatchers for 2025 are underway. In addition to the local APCO Conference, he, along with Sara Crosswhite and other staff members, also attended the national APCO Conference held in Florida this summer. He observed Next Gen 911 is gaining steam in Oregon and noted the importance of the District keeping up with industry trends as technology, in general, is moving quickly. In preparation for the CAD upgrade, the District has been conducting testing internally as well as working with law enforcement partners as they focus on mobile testing; “go live” is scheduled for October 30th beginning at 03:00 hours.

Deschutes Emergency Alerts has been used frequently this summer, primarily for wildfire activity. The District activated a call center in the Metolius Room for the Bachelor Complex Fire for two nights in a row and were able to divert almost 100 calls from Dispatch. Wireless Emergency Alerts (WEA) was also used more this summer than it has been in the past. He explained it is normally reserved for Level 3 evacuation notices, but it was also used for Level 2 on the Pine Mountain Fire because of the many hunters in the area.

Nick Lelack stated many property owners who own secondary homes in the Sunriver area may not be aware of Deschutes Emergency Alerts and suggested property tax statements could be used as an informational tool; Chris Perry indicated he would follow up with the County Assessor to discuss adding Alerts information to the property tax statements.

Training and Hiring – Sara Crosswhite announced a new call taker started on October 1st with a second one scheduled to begin early November; however, two dispatchers may be leaving within the next few months for other opportunities. AJ Franzke has fully transitioned into his role as Training Supervisor and has already been able to help Megan Craig with some special training sessions for the dispatchers designed to increase their knowledge and skill levels.

Technical Systems

Sara Crosswhite gave the following updates:

IT – The CAD upgrade “go live” is scheduled for October 30th; Tyler Technologies, Inc. (Tyler) staff will be on site to assist as needed.

Radio – The civil work and tower construction have been completed for the site at the backup center. The permit process is completed for the site at the Road Department, and the District is now soliciting quotes for excavation, utilities, and construction. The District is about halfway through law enforcement radio programming and should be finished by November.

6. Working Group Meetings

Chris Perry gave the following updates:

Public Safety Radio Team (PSRT) – Members discussed the upcoming CAD upgrade. Tim Beuschlein updated members on the status of the Glass Butte, Camp Sherman, Kingwood, and

Road Department radio sites. There was also discussion about the U.S. Marshal's office having access to the District's primary law enforcement channels, encryption, and what channels they would be given. There was also discussion about adding Jefferson County's new operational frequency for law enforcement and fire users.

Central Oregon Fire Operations Group (COFOG) – Discussion consisted of after-action reviews of fires that have occurred over the summer and what can be done better next year. There was also a software demonstration of Tablet Command, which is an incident management software Redmond Fire and Rescue is going to implement.

Law Enforcement Review Team (LERC) – Members were given updates on the upcoming CAD upgrade, status of the radio sites, and staffing, in general. There was also discussion of how to return the task of updating the law enforcement jackets in LERMS to the agencies themselves rather than the District IT staff performing those updates internally.

7. Round Table

Aaron Wells (*Redmond Police Department*) updated members on the status of the new police department building; projected completion date is sometime in July 2025.

Tony Prior (*Sisters/Camp Sherman Fire District*) indicated the Department is working on generator backup projects at Station 703 and then will move to the Camp Sherman stations.

Ryan Herrera (*Redmond Fire and Rescue*) announced retired Captain Kent Barnes passed away unexpectedly and the Department is assisting the family.

Tory Kornblum (*Sunriver Police Department*) announced the new Sunriver public safety building should be up and running by the end of the year.

Jason Maniscalco (*Bend Police Department*) reported the Department is close to being fully staffed and noted there are 14 in training.

Sean Hartley (*Crooked River Ranch Fire and Rescue*) advised the Department has one fire medic position to fill. He also updated members on current engine status and advised the agency was starting to get ready for next year's budget.

Stephen Lopez (*Sunriver Police Department*) thanked District staff for the assistance they provided in regards to the infrastructure of the new public safety building to ensure radios will work in the building. He also extended his gratitude to District staff for the evacuation assistance to Sunriver. He noted, in particular, how helpful Emergency Management Director Nathan Garibay and Operations Manager Chris Perry were. He reported there is a concerted effort in the Sunriver community to raise awareness about Deschutes Emergency Alerts, and he hopes to have an after-action strategic planning meeting with the District after the first of the year.

Tony DeBone noted the Sunriver public safety building project will be within budget at completion. He also believes CORE3 is gaining momentum as more state legislators are conducting on-site visits. The SIEC radio conference may be held at the Oregon Department of Emergency Management (OEM) building in Salem next year.

Nick Lelack advised the Board of County Commissioners will be considering a zone change application on Wednesday, October 16, for CORE3; to date, there has been no opposition. The County is also working very closely with the County Clerk in regards to the upcoming election and worker safety. He explained the County is coordinating with law enforcement to make sure appropriate traffic patterns are in place and employees who do not need to be in the building will be encouraged to work remotely, if possible, on the day before the election and on Election Day.

Mike Hand (*Bend Fire Department*) shared the Department has hired six new people, so they are close to being fully staffed. He also announced there will be another medic unit in Station 5 beginning in January. The Department launched its Fire Dashboard today and encouraged members to check out the website and offer feedback.

8. Adjournment

There being no further business, the meeting adjourned at 10:33 hours; the next meeting will be held on January 21, 2025.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.