



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

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

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

Attendees: Sara Crosswhite, Chris Perry, Emily van Siereveld, Tim Beuschlein, Beth Casper, Whitney Hale, Kim Riley, Bill Boos, Bryan Husband, Mike Krantz, Stephen Lopez, Jason Maniscalco, Todd Riley, and Nanette Howard.

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

2. Approval of July 15, 2025 Meeting Minutes

There being no corrections, the July 15, 2025 meeting minutes were approved as distributed.

3. Governing Board Update – None.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite announced the District has kicked off its new Dispatch Floor Console Project. The District met with four vendors, and once designs are submitted and reviewed, two vendors' designs will be selected and presented to the Floor staff for feedback before a final decision is made. The project is expected to be completed by March 2026 and within budget. The District held its first employee negotiations meeting on Monday, October 20th, for contract renewal in July 2026. She also plans to start scheduling internal meetings for budget discussions in preparation for the County's budget kickoff in March 2026.

During the recent Flat Fire, power to the Henkle Butte site was lost multiple times throughout the fire. She praised the Radio Team for working on weekends doing whatever was necessary to ensure the site maintained power and cameras remained operational.

Deschutes County IT Director Tania Mahood and Manager Zach Neeman conducted cybersecurity training with IT staff, which proved beneficial. Different scenarios were presented to test the District's defenses if any systems were hacked, adding another layer of security. Special Districts Association of Oregon (SDAO) Insurance recently conducted its audit of the District and all went well. Dispatch teams are rotating through the backup center training at the new consoles, so they will feel comfortable and prepared when activated. The District is still waiting for the recorder to be installed, so calls cannot be taken until the recorder is in place.

Chris Perry, Beth Casper, and Emily van Siereveld worked together and submitted a grant application resulting in the District being awarded a grant for an ATV. The State of Oregon is purchasing the ATV, but it will be housed and maintained by the District, which will make it much easier for District staff to access certain radio sites.

She also recognized Chris Perry for receiving the Commitment to Excellence award as Operations Manager and Trinity Diggs for receiving the Telecommunicator of the Year award at the recent Oregon APCO/NENA conference.

Operations – Chris Perry reported call volume is averaging 750 calls per day; overtime shifts are averaging four to six shifts per month. The Flat Fire, in particular, seemed to boost interest in Deschutes Alerts among residents and there are now 71,500 subscribers. The District will be participating in the Redmond Airport's annual drill on Thursday, October 23rd. He shared the console replacement project will bump the existing 16 operational consoles up to 18-20 and will include upgrades to the flooring, lighting, furniture, audio / video in the room, and configuration changes. Dispatch staff will occupy the backup center and the training room during the remodel. He explained both locations have full capabilities, so there should be no disruptions in service.

Training and Hiring – Chris Perry stated two new hires have completed call take training while a third new hire is attending the DPSST academy. When he returns, he will finish up the In-House Academy and then move to the Floor mid-November. One call taker has also started PD training this week. The District has been conducting several interviews lately resulting in three or four applicants moving into backgrounds. He noted if all are hired, the District would be very close to being fully staffed.

Technical Systems

Radio Updates - Emily van Siereveld reported the only major impact to the District's radio system during fire season was the Henkle Butte tower temporarily losing electrical services. District staff were able to secure a rental generator and restore functionality of both the District's services and the UO Wildfire cameras located at that site. The District has placed an order for a permanent generator for the Henkle Butte site and has also ordered a portable generator that can be utilized at other sites, as needed.

The District is working with L3 Harris to balance the Redmond Backup Center and Deschutes County Road Department radio sites after schedule delays with the previous vendor.

District staff have started the radio PM cycle for law enforcement agencies. All sites are scheduled and should be completed by November 21st. The radio tower site visits for this year have been completed and all are looking good. The higher elevation sites will be closed up for the winter in the next month.

IT Updates - District IT staff set up a call center for DCSO during the Flat Fire on the weekend to provide support. All of the firewalls have been transitioned to the Fortinet product, so there is uniformity throughout the network, increasing security and making it easier to manage.

The District has continued to support Bend Fire Department during its transition from Zetron to the Honeywell Alerting System and is now providing support to Redmond Fire Department as it transitions to the new system, as well. All computers at partner agencies have been updated to Windows 11.

CAD Update - The District is scheduled for a CAD upgrade on November 5, 2025; however, there have been ongoing issues during testing. Tyler Technologies, Inc. (Tyler) CAD has released multiple patches in the past two weeks, but the District is concerned and is reviewing its option of postponing go-live for the upgrade to the Spring when version 2025.2 is released. The District does have a meeting scheduled with Tyler this week to discuss next steps.

IT SLA – Cloverdale and Black Butte Ranch Fire Departments have entered into IT Service Level Agreements with the District.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Emily van Siereveld advised the PSRT group is scheduled to meet in two to three weeks.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported the group reviewed the summer's fires and sought to streamline the task force activations process within Deschutes County. Discussions also centered around ongoing apparatus renumbering and plans for an after-action meeting on November 19th to review and discuss where improvements can be made for next year.

Law Enforcement Review Team (LERC) – Chris Perry primarily reviewed with members how the delayed radio feed broadcast works on the operational side and what steps the dispatchers must take.

7. Round Table

Bryan Husband (*Deschutes County Sheriff's Office*) advised DCSO just finished up its three-year accreditation cycle with Northwest Accreditation Alliance. It is also in the process of transitioning its policies over into Lexipol and switching over to Axon's digital evidence management software. In regards to staffing, DCSO is in the process of hiring six patrol deputies and hopes to hire one animal control technician for a newly created position; interviews for the corrections deputies' vacancies are ongoing.

Todd Riley (*Bend Fire Department*) expressed appreciation and support for Chris Perry and the District in regards to the apparatus renumbering that continues to resurface among the various agencies and stressed how important the District is in this decision-making process. Bend FD is in the process of hiring firefighters and is attempting to hire a fire marshal.

Bill Boos (*Sunriver Fire Department*) offered similar support and appreciation to the District for its role in the apparatus renumbering. Sunriver FD finalized a four-year contract with its Association and credited Kim Riley for being instrumental in making that happen. Sunriver FD is

having issues with frequency at St. Charles Hospital, but the issue is on St. Charles' side, so he will reach out to Tim Beuschlein to help find a solution.

Stephen Lopez (*Redmond Police Department*) reported Redmond PD is in the process of accepting bids for an antenna system for its new building. The agency is also having issues with Tait radios in multiple locations in the area and are discussing transitioning to Harris or Motorola radios for better performance. Redmond PD is also looking at transitioning to new body and dash cams early next year and have narrowed the selection to two vendors. There are two new hires at the Academy and there will soon be three new CSOs.

Jason Maniscalco (*Bend Police Department*) thanked Chris Perry for the information shared with members at the recent LERC meeting concerning the radio feed delay and how it works on the Dispatch side. He found it to be informative and beneficial information.

Mike Krantz (*Bend Police Department*) announced there are currently 15 police officer positions open at Bend PD, both lateral and entry level, as well as a CSO position and a training coordinator position. Aaron Wells is now serving as a Lieutenant. Bend PD has been having ongoing issues with Motorola radios being used with third-party vendor microphones, so they are going to be moving towards using Motorola microphones.

8. Adjournment

There being no further business, the meeting adjourned at 10:34 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.