



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

**Date & Time:** Tuesday, August 18, 2020, at 10:00 hours

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

**Attendees:** *(Meeting conducted via Zoom)* Sara Crosswhite, Chris Perry, Megan Craig, Jonathan Spring, Tim Beuschlein, Ruben Rokosh, Brian Bickford, Nanette Howard, Tony DeBone, Phil Henderson, Tom Anderson, Shane Nelson, Mike Krantz, Paul Kansky, Jason Maniscalco, Aric Ptomey, Denney Kelley, Dave Tarbet, Ken Kehmna, Sean Hartley, Dan Tucker, Tim Craig, Will Mullins, Garret Winter, Richard Coe, Scot Brees, Phil Chang, and Michael Womer.

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

**2. Approval of July 21, 2020 Meeting Minutes**

*There being no corrections, the July 21, 2020 meeting minutes were approved, as distributed.*

**3. Good of the Order** – Sara Crosswhite welcomed Mike Krantz as the newly-appointed chief for Bend Police Department.

**4. Governing Board Update** – Commissioners Henderson and DeBone also welcomed Chief Krantz.

Tony DeBone announced Deschutes County will receive approximately \$4.5 million of the CARES Act monies allocated to the State for distribution to counties and cities. The commissioners are closely reviewing the needs within the community to make sure the funds are used optimally to help those impacted by Covid-19.

Phil Henderson encouraged law enforcement and fire agencies with departmental needs related to Covid-19 (e.g. cost to implement changes as a result of Covid-19, etc.) to submit those needs to the Board of County Commissioners or Chief Financial Officer Greg Munn for consideration. He noted distribution of the funds is regulated, but there may be opportunities for some agencies.

**5. Public Comment** – Referring to discussions at recent User Board meetings, Scot Brees expressed concern there might be a reduction in the frequency of meetings. He supported the idea of fewer meetings, but only after certain projects have been completed. He cited as examples the long-term radio enhancement plans and the need to establish key performance metrics to serve as a baseline for the radio system's performance. He also raised the issue of the User Board's previous determination there should be a Deputy Director of Technical Services in place, recognizing the former Deputy Director of Technical Services Will Mullins was now serving as a consultant for the District.

Sara Crosswhite confirmed there have been discussions about User Board meetings, but there are no plans to change the meeting frequency.

## **6. Staff Reports**

**Administration** – Sara Crosswhite reported the EOC was activated over the weekend due to fire activity. There were eight dispatchers on duty between 4:00 p.m. and 9:00 p.m. on Saturday, including Training Manager Megan Craig and one supervisor. During those five hours, there were 723 calls received, which is usually the average number of calls received during an entire day. They did a great job and displayed incredible teamwork. She observed there were 1,300 new registrations received for Deschutes Alerts over the weekend, which alerts residents to fire danger and evacuation notification. Working with Director of Communications Whitney Hale, registration was again encouraged on social media and resulted in another 300 new registrations overnight.

In response to Phil Henderson’s inquiry, Sara Crosswhite stated she did not know the total number of registrations to-date, but would follow up with him once she verified that number. She explained the District is also reviewing registrations to remove duplication and update addresses, as needed.

**Operations** – Chris Perry reported Operations has been extremely busy with calls and radio traffic. In reviewing call statistics, there were over 26,000 calls in June (approximately 5,500 were 911 calls), and just under 32,000 calls in July (approximately 7,000 were 911 calls), which represents a 20% increase from June to July of 2020 compared to only a 10% increase from June to July of 2019. He has been revising policy and procedures pertaining to the CAD update and upcoming accreditation Sara Crosswhite is working on as well as working on CAD revisions in preparation for a call-taking protocol update. The mutual aid agreements in place with the fire departments and Crook and Jefferson counties’ fire services are, operationally, always evolving and expanding, and he has been working on those updates also. He explained the agreements tend to be pretty complex with call type and unit assignment for specific mapped areas and much of that is managed within the CAD system. The supervisor recruitment is ongoing and interviews will be conducted later this month. He hopes to have the new supervisor in place by October 1<sup>st</sup>. In accordance with the City of Bend’s newly-adopted mask ordinance, there have been some changes made internally to the call screen so calls within Bend’s city limits concerning masks can be handled more efficiently.

**Training and Hiring** – Megan Craig reported she is wrapping up the process for the latest round of hiring; new hires will start mid-September. The four trainees are currently attending the DPSST academy. Upon their return, one trainee will be released from police training in September with another one starting soon; and the other two trainees will be finishing call-taker training. National Q randomly selected 218 calls for protocol review for both medical and fire for June and July. Of the 218 medical calls reviewed, 183 scored as “highly compliant” and 24 scored as “compliant”; of the 218 fire calls reviewed, 185 were “highly compliant” and 24 were “compliant.”

### **Technical Systems**

Tyler CAD – Jonathan Spring advised Tyler Technologies, Inc. (Tyler) is still working through the punch list of support items that need to be addressed for systems acceptance; and he is still trying to schedule training for the DSS reporting and analytics.

Long-Term Radio Enhancement Project – Will Mullins reported the RFP is still in development. Since the last User Board meeting, it has been discovered all of the COID's tower space has been allocated, so the District is exploring other options in Redmond.

### **8. Working Group Meetings**

Chris Perry briefly summarized topics of discussion from each of the Working Group Meetings:

Public Safety Radio Team (PSRT) – The PSRT group will meet today at 11:00 hours; an update will be given at the September 15<sup>th</sup> User Board meeting.

Central Oregon Fire Operations Group (COFOG) – Due to COFOG's cancellation of its July 2020 meeting, there is no update this month.

Law Enforcement Review Team (LERC) – Jonathan Spring updated members on projects he is working on related to CAD. Members discussed and approved changes within CAD to make data collection easier for the K-9 handlers and to now insert CJIS data into the CAD notes, but restricted to law enforcement viewing only. There was continued discussion of the draft self-dispatching policy and what call types are appropriate for officers to self-initiate on via the mobile client; and there was discussion of using CAD to alert officers when the Deschutes County Stabilization Center may be an appropriate option.

Paul Kansky thanked the LERC group for their continued efforts on the Long-Term Enhancement Plan.

### **9. Adjournment**

Phil Henderson sought clarification on the scope of the RFP and when and how it will be posted. Sara Crosswhite stated the RFP is part of the next steps of the Long-Term Radio Enhancement Plan as well as project management. The draft should be ready for review this week. It will first go to David Doyle for legal review, and then to the commissioners and Tom Anderson for review. Once finalized, it will be circulated at a national level. Will Mullins added the District is exploring BidNet as a means of publicizing the RFP, an application built specifically for public safety agencies' release of RFPs.

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

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.