



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

Date & Time: Tuesday, September 15, 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, Ruben Rokosh, Nanette Howard, Tony DeBone, Tom Anderson, Jason Maniscalco, Aric Ptomey, Cory Darling, Tim Moor, Dave Phillips, Denney Kelley, Ken Kehmna, Dan Tucker, Will Mullins, Scot Brees, and Michael Womer.

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

2. Approval of August 18, 2020 Meeting Minutes

There being no corrections, the August 18, 2020 meeting minutes were approved, as submitted.

3. Good of the Order – No comments.

4. Governing Board Update – Tony DeBone commended the various county departments (e.g. Sheriff's Department, Emergency Operations, Roads, Health, etc.) assisting around the state during this dynamic time of wildfires and expressed a desire resources continue to be deployed in an organized fashion.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite stated she has offered assistance to METCOM 911 (Woodburn, Oregon), ECSO (Medford, Oregon), and Clackamas County as they continue to face challenges with the wildfires. Dispatchers have volunteered to assist with call taking and/or provide backup relief, as needed, and are on standby. On Friday, September 11th, the State lost its Halls Ridge radio site, which serves Linn County. The State reached out to the District and Tim Beuschlein worked with the State over the weekend to get Linn County operational on the Hoodoo site. The State does not know how long it will take to fix its sites, so the District is drafting a long-term Memorandum of Understanding (MOU) with Linn County.

Operations – Chris Perry reported staffing levels have been stable and training of new hires is in full swing. As of this morning, the District has averaged 1,000 calls per day since his last report, which is roughly 20% more than this time last year. He has also received a higher-than-usual number of calls concerning Deschutes Alert System (DAS). He observed there is typically an increase of approximately 3% (200-300) in month-to-month registrations; however, since July 1, there have been 11,000 new registrations, representing an 84% increase. He has been updating

CAD policies to bring them current with the new CAD system and in preparation for the re-accreditation process in the spring of 2021. He and Sara Crosswhite are going to implement a year-long pilot schedule in 2021, which will consist of straight days and straight nights with a three-month rotation. It is hoped this new schedule will improve staff wellness and increase job satisfaction. Acting Supervisor Sara Cima was selected for the full-time Supervisor position and is doing well in the position.

Training and Hiring – Megan Craig reported four people graduated from DPSST on August 28, 2020. Of those four, one is almost finished with police training, a second one is preparing to enter into police training, and the remaining two are finishing up call-take training. The District also welcomed two new employees on September 8th, and they are attending the In-House Academy.

Technical Systems

Tyler CAD – Jonathan Spring announced there are now only two outstanding CAD issues and one mobile issue that needs to be resolved before the District signs off on systems acceptance with Tyler Technologies, Inc. (Tyler). He praised Tyler’s support team for how responsive they have been to not only the initial list of items submitted, but also issues discovered since “go live.” The data analytics and reporting training is targeted for the end of October 2020; once dates are confirmed, he will forward all of the information to the advisory groups.

Radios - The District’s radio team has been busy getting PMs done on all of the fire radios and has updated 700 portables, mobiles, and base stations since the project started on August 11th. They have also set up a fire backup channel across four of the District’s sites for use during system maintenance or any other unplanned outages with the P25 system.

Long-Term Radio Enhancement Project – Will Mullins reported the RFP has gone through legal review and is now ready for release. The District is finalizing the set-up process with Bid Net, which is an electronic submission tool for releasing the RFP as well as managing the solicitation of the process. Bid Net will provide training on how to load the RFP later this week and, hopefully, in the next two weeks the RFP will be released with proposals delivered by October 1st.

8. Working Group Meetings

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

Public Safety Radio Team (PSRT) – During the August 2020 meeting, Jonathan Spring gave a CAD update and discussed best practices, technology-wise, for dash and body cams. He encouraged agencies considering this type of equipment to ensure the District has the appropriate technical setup before making any large purchases. There was also discussion of the VHF fire gateways and the completion of that project; Tim Beuschlein discussed the annual radio update; and members discussed the long-term radio enhancement plan. He indicated the meeting was well-attended and productive.

Central Oregon Fire Operations Group (COFOG) – During the September 2020 meeting, Chris Perry gave an update on 9-1-1 Operations; there was lengthy discussion on the Mayday

Committee formed on best practices for 9-1-1 procedural policy and discussion on emergency radio tone use; there was discussion of the new regional air rehab unit via Jefferson County Fire concerning its use, best practices, and housing location so it can be used tri-countywide, as needed; and there was discussion on the use of the blue card command systems and the importance of standardization of radio reports on structure fires and forest fires.

Law Enforcement Review Team (LERC) – Due to the wildfire activity and scheduling conflicts, the LERC meeting scheduled for today was postponed.

9. Adjournment

There being no further business, the meeting was adjourned at 10:17 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.