



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

Date & Time: Tuesday, October 20, 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, Nanette Howard, Tony DeBone, Patti Adair, Tom Anderson, David Doyle, Mike Krantz, Paul Kansky, Jason Maniscalco, Aric Ptomey, Cory Darling, Tim Moor, Dave Phillips, Denney Kelley, Ken Kehmna, Harry Ward, Jesse Petersen, Ken Vaughan, Roger Johnson, Todd Riley, Dan Tucker, Michael Womer, Will Mullins, and Garret Winter.

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

2. Approval of September 15, 2020 Meeting Minutes

There being no corrections, the September 15, 2020 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – Tony DeBone relayed the SIEC (State Interoperability Executive Council) has been discussing First Net's tower placements around the state and encouraged members to reach out to him with any feedback in regards to First Net's system itself or any suggestions for specific tower locations within the County's geographic area. Additionally, if members have any needs specific to emergency interoperability connectivity, let him know, so he can raise those needs with agencies at the state level. The Board of County Commissioners plan to give an update on the state of the County at an online event Tuesday, October 27th, at 12:00 p.m. The event is being hosted by the Chambers of Commerce from Bend, Redmond, Sisters, and La Pine.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced the annual Oregon APCO-NENA awards banquet was canceled this year due to Covid-19; however, the awards committee did travel to the District recently to recognize award recipients Angela Guthrie (Telecommunicator of the Year), Becky Turk (Commitment to Excellence), and Kelly Lovell (Life Saving) as well as present Petar Hossick of Bend Fire and Rescue with the Partnership Award. A small ceremony was held with Tony DeBone, Tom Anderson, and Erik Kropp in attendance. She praised all of the recipients for their hard work and dedication.

Tom Anderson noted it was the second year in a row that a Deschutes County 9-1-1 dispatcher received the Telecommunicator of the Year award.

Sara Crosswhite announced seven bids were received in response to the RFP soliciting bids for an engineering firm to advance the Long-Term Radio Enhancement Project. After an initial screening, the District narrowed the choice down to three bidders.

Operations – Chris Perry reported staffing levels remain stable. There has been some overtime; however, it is within normal levels. Call volume has also returned to a normal level for this time of year, averaging 850 calls per day. Deschutes Emergency Alerts saw an increase in registrations this last quarter (July – September) of 86.5% (11,500 new registrations) compared to the typical 3% increase from quarter to quarter. Operations has implemented two new policies: one, essentially, memorialized current practices relating to Deschutes Emergency Alerts; and the second policy outlines backup radio operations. The radio team added a channel to the 800 conventional backup system and are in the final phases of installing the last of the backup radios at the consoles.

Training and Hiring – Megan Craig reported one dispatcher successfully completed police dispatch training with two more currently in police training. An intro to Fire Dispatch Class is next month and we will see five people going into fire training in the coming months. The two new hires completed the six-week In-House Academy and are at DPSST for three weeks. Dispatchers participated in Pursuit training with DCSO, which helps to build understanding and collaboration between the agencies and prepares dispatchers for when it happens on shift.

Technical Systems

Tyler CAD – Jonathan Spring advised the DSS Reporting and Analytics training will be held virtually next week. There are two CAD issues and one mobile issue remaining for systems acceptance; however, Tyler Technologies, Inc. (Tyler) has determined the CAD issues can only be resolved through a significant software version upgrade. He is in the beginning stages of scoping the upgrade project and working with the advisory groups to define a schedule, so they can assist with and participate in testing. The District has been working with First Net on drive testing and comparing cellular coverage maps to Verizon’s along with testing a higher-powered modem from First Net, which is designed to provide continued coverage as you move further away from the towers. He thanked Tony DeBone for keeping members updated on the status of the First Net towers, adding Sisters and Sunriver Fire Departments have already converted to First Net, so the District is closely monitoring that coverage.

At Sara Crosswhite’s request, Jonathan Spring expanded on what the reporting and analytics will offer agencies, noting its primary benefit is the data analysis tools it will provide for in-house reporting.

Radio Update – Jonathan Spring reported the District has completed all PMs for the radio sites and all sites are being refueled and prepared for winter; the project to PM and deploy firmware

and programming updates for law enforcement users is starting to be scoped; the new radio networking equipment will soon be delivered to the radio sites and additional networking equipment has been ordered for the primary connection to the State, which will add another layer of networking redundancy and resiliency.

Sara Crosswhite relayed District staff have also been working on the back garage area in preparation for winter. As officers bring in their vehicles for radio repairs, the waiting area will be much warmer and more secure.

Aric Ptomey sought more details on the new networking equipment and also asked for an update on the ODOT refresh. Jonathan Spring explained the new equipment includes switches with dual power supplies that can leverage both AC and DC power at the sites themselves. The District also has two physical lines into the radio shack, but is only using one, so the District is working with the State to implement the second one for operational redundancy.

In regards to the ODOT refresh, Sara Crosswhite stated there is no real change on the project as ODOT had to reprioritize some things because of the wildfires and have not yet signed a contract with Harris Corporation (Harris).

Radio Long-Term Enhancement Plan – Will Mullins advised letters will go out soon to the RFP bidders not moving forward in the bidding process; the three remaining bidders will be scheduled for Zoom meetings to discuss their proposals in greater detail.

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. Agenda topics include the long-term radio enhancement plan, policy review, and future vehicle modem replacement.

Central Oregon Fire Operations Group (COFOG) – Chris Perry updated members on the additional backup frequency while Jonathan Spring gave an update on CAD; the group discussed radio procedures and potential standardization of initial radio reports as it relates to the blue card command system as well as updated Accountability and Mayday procedures that subcommittees are working on. Dave Phillips gave an update on behalf of COFCA (Central Oregon Fire Chiefs Association), and members discussed forming a subcommittee to evaluate expanding mutual aid. Elections for new committee officers will be held January 2021.

Law Enforcement Review Team (LERC) – LERC was postponed due to scheduling conflicts, but will meet in December 2020.

9. Adjournment

There being no further business, the meeting was adjourned at 10:24 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.