



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

**Date & Time:** Tuesday, December 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, Kim Morse, Megan Craig, Jonathan Spring, Tim Beuschlein, Ruben Rokosh, Nanette Howard, Phil Henderson, Tony DeBone, Tom Anderson, David Doyle, Cory Darling, Tim Moor, Bill Boos, Paul Kansky, Aric Ptomey, Sean Hartley, Ken Vaughn, Michael Womer, Dave Phillips, Denney Kelley, Ken Kehmna, Jesse Petersen, and Todd Riley.

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

**2. Approval of November 17, 2020 Meeting Minutes**

There being no corrections, the November 17, 2020 meeting minutes were approved as distributed.

**3. Good of the Order**

Jesse Petersen praised Ceaira Casselman, a member of the District's dispatch team, for the great job she did in identifying a missing person for the major crimes team. It was because of her extensive research and recall that the individual was identified so quickly.

Phil Henderson expressed his appreciation to the User Board for the work done during the course of his term and for the opportunity to work with each member.

**4. Governing Board Update**

Tony DeBone thanked first responders for all of their hard work during a very difficult year and offered hope 2021 would be a better year for all.

Reiterating Tony DeBone's comments, Phil Henderson also conveyed his gratitude for how hard everyone worked through the challenges of 2020.

Paul Kansky thanked Phil Henderson for his time and service to the User Board and for his support of law enforcement.

**5. Public Comment** – None.

**6. Staff Reports**

**Administration** – Sara Crosswhite announced nine employees were out during the last two weeks due to Covid-19; one employee tested positive while the others were quarantined because of

exposure(s). She stressed Chris Perry and the supervisors have done a great job in ensuring staffing levels are met without calling people in on their days off. The District recognizes how important it is for employees to have an opportunity to rest, so supervisors have done what they can to help with coverage. The District has reached out to DCSO and Redmond PD for possible staffing as a backup plan, but it has not been necessary to call upon them at this point.

Tony DeBone questioned whether the backup center has been considered for remote operations. Sara Crosswhite explained the backup center could be used by quarantined dispatcher(s), but the layout of the building does present challenges. She stated some employees are currently working from home while on-site employees have been further distanced from each other or relocated to another office space altogether and, if needed, the training room can also serve as a remote work station for dispatchers.

As a housekeeping matter, Sara Crosswhite indicated she would be cancelling the User Board meetings on the electronic calendar and sending out new invitations for 2021. She also relayed District staff opted to continue the annual tradition of collecting gifts and donations this year as part of its community outreach for the holidays. This year's recipients will be the 93 residents of the Pilot Butte Rehabilitation Center. Additionally, some dispatchers volunteered to prepare a meal for the shelter in Redmond.

**Operations** – Chris Perry reported call volume remains steady and registrations for Deschutes Alerts has returned to a normal level. His primary focus has been on maintaining a healthy staff throughout the pandemic, and he praised staff members for doing their part. He has been working with the Safety Committee in establishing a Covid-19 response plan that meets OSHA guidelines, and he has also continued to work on internal and accreditation policies. He advised a group of staff members would like to ask the county commissioners to consider adopting a proclamation recognizing dispatchers as first responders. As such, some of those staff members may be addressing the User Board at the next meeting in hopes of gaining support for this proclamation.

**Training and Hiring** – Megan Craig announced there are a total of six people in training: two in call-take training, three in police dispatch training, and one in fire dispatch training. She commended the trainers for providing top-notch education to the employees. A job announcement will be posted again soon and, if all goes well, new hires will start in mid-March or April 2021.

### **Technical Systems**

**Tyler CAD** – Jonathan Spring advised the District is continuing to test the new Tyler CAD software version. Additionally, District staff have reached out to other PSAPs who have already upgraded their Tyler CAD systems to discuss best practices and lessons learned.

He shared the District will be reviewing the coverage maps with the PSRT group at their 11 o'clock meeting today to discuss some of the preliminary data compiled from the drive testing done for Verizon and First Net.

*Radio Update-* Jonathan Spring stated the District has deployed approximately one half of the replacement switches at the radio sites; the remaining switches will be replaced as weather permits. The District is now up and running on the redundant hardware connection with ODOT, but it is still working with ODOT to enable the redundant network connection coming into the District's building.

*Radio Long-Term Enhancement Plan* – Jonathan Spring reported the District met with CDX Wireless a couple of weeks ago and provided them with all of the information needed to bring them current. CDX is now working on creating coverage prediction models, which the District will start reviewing mid-January 2021.

## **7. 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 a.m.; beginning February 2021, Jonathan Spring will lead the meetings and provide the monthly report to the User Board.

*Central Oregon Fire Operations Group (COFOG)* – Chris Perry and Jonathan Spring updated members on District operations and the CAD project; COFOG continues to overhaul its mayday procedures and update its communication procedures; Chief Dave Phillips gave an update on behalf of COFCA (Central Oregon Fire Chiefs Association); Captain O'Keefe gave an update on behalf of the committee he is leading; and finally, congratulations to Sean Hartley and Tim Craig, who will serve as the new Chairman and Vice Chairman respectively.

*Law Enforcement Review Team (LERC)* – LERC members approved the draft self-dispatching policy and chose Redmond PD as the first agency to test the process. Testing is already underway and will continue until the next LERC meeting. So far things have gone well and self-dispatching will likely be implemented across the board in January 2021.

Paul Kansky thanked the LERC members and Chris Perry for taking on this project.

## **8. Adjournment**

There being no further business, the meeting was adjourned at 10:18 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.