



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

Date & Time: Tuesday, January 19, 2021, 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, Brian Bickford, Ruben Rokosh, Nicole Pine, Nanette Howard, David Doyle, Cory Darling, Denney Kelley, Ken Kehmna, Jason Maniscalco, Tim Moor, Shane Nelson, Jesse Petersen, Aric Ptomey, Todd Riley, Michael Womer, and Garret Winter.

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

2. Approval of December 15, 2020 Meeting Minutes

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

3. Good of the Order – No comments.

4. Governing Board Update – Commissioner DeBone was not present to provide an update.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced 60% of the District's staff members participated in the recent Covid-19 vaccine clinic offered to public safety members. In preparation for the FY 21/22 budget cycle, she has begun having internal discussions with staff about upcoming projects. The District's joint project with the State for the radio system upgrade is in progress and agreements with ODOT Wireless and L3Harris Corporation (Harris) are being negotiated. She will be presenting the agreements to the Board of County Commissioners (BOCC) next week for approval and signature. The estimated cost of this project is \$427,000, which is well under the original budgeted amount of \$500,000. The timing of the District's portion of the upgrade will fall within the latter part of 2021, so it will be rolled over to the next fiscal year when weather conditions improve and sites are more accessible.

Following her update, she introduced 911 Dispatcher Nicole Pine, who made a presentation on behalf of the District's call takers and dispatchers. During the presentation, she sought members' support in petitioning the BOCC to consider a proclamation reclassifying call takers and dispatchers as first responders rather than clerical positions. She observed how the role of the 911 dispatcher has evolved over the years and is now a position that requires advanced training and ensuring the safety of emergency responders. She noted there is a House resolution in

process called the 911 Saves Act, which would change the classification at the state level, but related some Oregon counties have already made this change at the local level.

Following a brief discussion, Ken Kehmna suggested she send a calendar appointment to all members once a date is set, so the User Board leadership can show its support of this proclamation.

Operations – Chris Perry reported staffing levels have remained stable and overtime has been low; training is going well and, for the first time in many years, he has opened up a swing dispatch position; Becky Turk was promoted to a supervisor position in December; and he is continuing to focus on policy updates in preparation for the upcoming reaccreditation process.

Training and Hiring – Megan Craig announced two dispatchers have been released from police dispatch training; the two dispatchers currently in fire dispatch training should release in the next couple of weeks; and one new hire has completed call-take training.

In response to Todd Riley’s inquiries, Megan Craig briefly outlined the training timeline for new hires. She explained the hiring process, including the background checks, is a two- to three-month process. Once hired, trainees attend the District’s In-House Academy for four to six weeks followed by the DPSST Academy in Salem, Oregon for three weeks. Upon their return, they are assigned to a Communications Training Officer (CTO) for six to eight weeks. After release from the CTO, a trainee will spend one month taking calls in preparation for police dispatch training, which takes approximately three months to complete.

Technical Systems

Tyler CAD – Jonathan Spring advised the District is continuing to test the latest Tyler CAD release, which includes the “fixes” for the final three open support items required for signing off on the system’s acceptance; “go live” is tentatively planned for a March / April 2021 time frame. Based upon feedback from other PSAP centers experienced with Tyler upgrades, the District plans to install the upgrade and resolve any issues that may arise before implementing any of its new features. In preparation for the upcoming FY 21/22 budget discussions, he has started scoping potential projects and enhancements, primarily around CAD interfaces.

Tim Beuschlein and his team will be devoting most of their time in February to updating radio programming and doing preventive maintenance checks for law enforcement. The District is also partnering with the Deschutes County Health Department to set up radios for operational use for upcoming Covid-19 testing and vaccine clinics.

Radio Long-Term Enhancement Plan - Jonathan Spring reviewed the Gantt chart for the radio enhancement project. He noted the District is just now moving into Task 3, which begins with drafting coverage predictions. Once the coverage maps are completed, he will share them with the PSRT members along with all other aspects of the project as it moves forward.

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 met in December 2020 and finalized the law enforcement channel mapping; and Jonathan Spring updated the group on his team’s efforts to investigate ways to make tones more unique within the P25 radio system to improve situational awareness.

Central Oregon Fire Operations Group (COFOG) – Jonathan Spring updated members on the CAD system while other members gave updates on behalf of Central Oregon Fire Chiefs Association (COFCA) and the Active Threat Committee. There was also group discussion on the timing of the task force leader calendar that started the 2021 fire season, which resulted in COFOG making a couple of changes.

Law Enforcement Review Team (LERC) – LERC will meet today at 11:00 hours. Members’ primary focus will be reviewing the draft self-dispatching policy and determining when to move forward with self-dispatching. Other topics of discussion will include entry of BOLOs and alerts within the new Tyler CAD.

8. Adjournment

There being no further business, the meeting was adjourned at 10:26 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.