



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

Date & Time: Tuesday, February 16, 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, Tim Beuschlein, Dave Phillips, Dave Doyle, Sean Hartley, Ken Kehmna, Bill Boos, Jason Maniscalco, Jesse Petersen, Shane Nelson, Jeff Puller, Denney Kelley, Tony DeBone, Kim Morse, Paul Kansky, Tom Anderson, Ken Vaughan, Jonathan Spring, Brian Bickford, Garrett Winter, Aric Ptomey, and Beth Casper

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

2. Approval of January 19, 2021 Meeting Minutes

There being no corrections, the January 19, 2021 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update –

Tony DeBone advised the group that the legislative session is happening and County department heads are meeting on Friday, February 19, 2021.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced the Harris and ODOT wireless project was approved by the BOCC. The timeline for the project puts us out to late summer or early fall. The benefit to this timeline is the State will go first and allow us to see if there are any adjustments that need to be made before going forward. The District will acquire the equipment needed from Harris and have it ready to deploy when the sites are clear of snow.

Tony DeBone advised he was excited about moving forward on the wireless project with the State. He solicited feedback from the users and stated it is still important to make prudent choices in technology partnerships and upgrades.

Sara Crosswhite reported Jonathan Spring has been working with Tyler Technologies, Inc. (Tyler) to get accurate pass-through numbers to all the agencies while they are looking to do their budget for next fiscal year. She hopes to have some answers by the end of the week and then schedule meetings with everyone to review the numbers and will discuss plans for next year. A plan is in the works with Behavioral Health that would allow dispatchers to soft transfer calls to

a counselor when a caller is suicidal or just wants to speak to someone, this project may get off the ground in the next couple of months.

Tom Anderson expressed concern for the safety of the counselors, based on his understanding the counselors would respond in person, not just on the phone.

Paul Kansky advised the counselor would deploy after the phone call if that was the resource that was needed. He also stated they are in the early stages of developing the criteria that has to be met before the counselor would respond and what will trigger them to contact law enforcement.

A general discussion about this topic continued.

Operations – Chris Perry reported call volume has remained the same for winter time, staying in the 750 – 800 calls a day range. As spring and summer arrive, those numbers will get closer to 900 -1000 calls a day. Staffing on the dispatch floor remains good, less than five overtime shifts for the last couple of months, and that continues in March. There have been no COVID-19 related absences since the first of the year. The Call Taking and Police procedures have been updated since the last meeting in January; all Fire procedures were updated this last fall. He and Sara Crosswhite are working on administrative policies in preparation for accreditation. He has been working with fire department leadership on ways to enhance automated regional response on priority calls as well as with law enforcement leadership to implement self-dispatching county wide. Self-dispatching went into effect in January 2021 and has been successful. He is also continuing to stay involved with the statewide effort for standardized emergency alerting.

General discussion was had about self-dispatching.

Training and Hiring – Megan Craig announced there are two employees in police training and one in fire; all are doing well. She also advised that since the application process was opened in December, response has been low, so the process will be extended and new hires probably will not be brought on until summer.

Technical Systems –

Tyler CAD - Jonathan Spring reported the LEADS and NCIC server was replaced since the January meeting, older hardware was removed, and they are revamping how the process works with new functions and features. One of the new features is proximity alerting. As an example, if a patrol person is running a plate, that plate comes back stolen, the system can automatically alert other law enforcement within a half mile, and alert the dispatcher. A new hot fix for the latest revision of CAD has been received from Tyler, which is in the process of being installed on the test environment. The target date for the upgrade is May 2021.

Radio – Jonathan Spring advised a networking change for redundancy with the State was successfully deployed. There are now two discreet paths from the State that come in to the radio shack and is successfully fault tolerant on both of those two paths. Tim Beuschlein and his team are in the process of law enforcement PM/programming, which will continue through March. The District is also in the process of deploying a new server for version control of programming

firmware and template administration, which will enhance the future process for going out to do PM's, firmware updates and template checks.

Radio Long-Term Enhancement Plan - Jonathan Spring reported the District met with the engineering firm and went over new site cost analysis for any new potential site options, the firm will be coming back with new recommendations. The firm also came up with other options for the District to address with the State on our statement of work for the RFP. The last step for the current task with CDX is getting the site recommendation and the cost analysis report, once this is complete, CDX will present to both the User Board and PSRT.

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 hours.

Law Enforcement Review Committee (LERC) – The self-dispatching policy was finalized and adopted county wide. There was also a discussion about dispatcher use of records jackets for responder safety alerts, and potentially better ways to get the alert information to field units more quickly and accurately. The group will meet again after User Board in March.

Central Oregon Fire Operations Group (COFOG) – The group is looking to implement emergency tones for mayday operations and emergency traffic, very much like law enforcement uses. 911 assisted in creating a new draft policy for this procedure, which will likely be implemented in the coming months. There was also a discussion on using alarm levels for closest forces versus task forces; that discussion is ongoing. There was also a discussion on ways to improve scene communication with ODOT; this discussion is being forwarded to PSRT.

8. Adjournment

There being no further business, the meeting adjourned.

Minutes respectfully submitted by Sara Crosswhite and Beth Casper.