



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, May 18, 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, Tim Beuschlein, Jonathan Spring, Tony DeBone, Tim Moor, Sean Hartley, Ruben Rokosh, Tim Craig, Brian Bickford, Dave Tarbet, Steve Surwillo, Dan Tucker, Rod Bjorvik, Shane Nelson, Tim Reneau, Cory Darling, April Huey, Todd Riley, Denney Kelley, Mike Krantz, Tom Anderson, Bill Boos, Devin Lewis, Bob Simmons, Jeff Blake, Jason Maniscalco, Dan Daugherty, Paul Kansky, Jeff Puller, Mike Womer, Dave Phillips, Aric Ptomey, Garrett Winter, Ken Kehmna, Dave Doyle and Beth Casper.

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

2. Approval of April 20, 2021 Meeting Minutes

There being no corrections, the April 20, 2021 meeting minutes were approved as distributed.

Tony DeBone asked for clarification on whether the two overtime shifts mentioned in the April minutes were mandatory overtime shifts.

Sara Crosswhite explained that the overtime shifts posted are mandatory; if they are not voluntarily signed up for by a dispatcher they are then assigned.

3. Good of the Order – No comments.

4. Governing Board Update – Commissioner DeBone reported as part of the recruitment for a County Administrator, the Commissioners have been participating in community forums. He also explained the organizational structure of Deschutes County 9-1-1.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite explained that Steve Surwillo and Bob Simmons from CDX Wireless were in attendance and would be presenting their report to the group after Chris Perry and Jonathan Spring provided the Operations and Systems Team updates. Sara reported Megan Craig would not be joining the meeting; she and two other staff members were in Portland assisting BOEC with the implementation of their Fire and Medical protocols.

Operations – Chris Perry reported call volumes have remained steady from last month, overtime shifts continue to remain low with only three shifts posted in June. The policy updating project

is nearing completion, approximately 10 policies are left to update. Chris expressed his appreciation to Jonathan Spring and his team, the Operations team and Tyler Technologies Inc., for the successful CAD upgrade. The District continues to work with the State on implementation of the State Everbridge program and should be live on the state system by early summer. Work continues with Deschutes County Behavioral Health and Law Enforcement leadership to identify a more effective way of responding to mental health crisis calls; he has completed a rough draft procedure which has been forwarded to Behavioral Health leadership for review.

Technical Systems –

Tyler CAD – Jonathan Spring reported he was pleased with the CAD upgrade process overall. The upgrade started at 04:00, CAD was back up and running just after 05:00, the other operations were up and running a little after 06:00. He also reported the District will hold off on implementing any new functionality or features that require build out until they are certain there are no major issues from the upgrade. There are two items that needed to be resolved before official sign-off for systems acceptance of the CAD project. One of those items had to do with CAD and appears to be resolved; he is waiting to hear back from the mobile side on whether the second item has been resolved.

Radio – Jonathan Spring announced the radio team has started site PMs. They are installing new switch replacements that provide power redundancy to the sites which they were unable to get to before inclement weather hit last year. The equipment has been ordered for the radio upgrade with the State and has started to ship to Salem in preparation for sandbox testing.

Radio Long-Term Enhancement Plan – Steve Surwillo and Bob Simmons with CDX Wireless presented their recommendations to the group. They explained the project goal was to address coverage issues and continue the upgrades the District has continuously made since inception of the system. The presentation highlighted the most actionable items from their 35 - page report.

The recommendations are:

1. Turn down power at Grizzly and Powell to achieve better system balance;
2. Evaluate radio configuration;
3. New stand-alone site at Henkle Butte, which will improve coverage in the Sisters area (FY 2022)
4. New site at Long Butte that would simulcast with Cline, this fills in the area between Bend and Redmond and provides redundancy (FY 2022);
5. New low-powered coverage extension site in Camp Sherman at the Fire Protection District building (FY 2022)
6. New site southwest of Sunriver (FY 2023); and
7. The furthest out recommendation is a new site in the northwest area of Redmond that would simulcast with Cline and Long Buttes.

Tony DeBone inquired if the radio system coverage will meet the public safety standard in southern Deschutes County once it is built out.

In response to Tony DeBone's question, Jonathan Spring advised the District has done drive testing in southern Deschutes County and the current coverage meets or exceeds the current public safety standards.

Jonathan Spring also reported the District is monitoring future build-out and population growth on the southeast side of Bend for a potential site recommendation.

Paul Kansky expressed his appreciation to the District for bringing in an independent consultant and the continuous improvement and long term enhancement plan for the radio system.

Mike Krantz appreciated CDX Wireless's prioritization of their recommendations and the ongoing work on the radio system. He encouraged everyone to read the report to understand the recommendations.

Tim Craig thanked CDX Wireless for putting out a great report. He acknowledged that the Camp Sherman site will improve the coverage that they have now but is concerned about moving fire service operations to non-repeated tactical channels.

In response to Tim Craig's statement, Jeff Blake advised he plans on bringing the issue to PSRT to discuss.

7. Round Table

Dave Phillips shared with the group a recent incident Black Butte Fire responded to off of Hwy 126 towards Eugene. An off duty Redmond Firefighter was on scene and was able to communicate via his portable radio with the responding Black Butte fire crews and his transmissions were crystal clear.

Paul Kansky announced this was Chief Kelley's last 9-1-1 meeting and thanked him for his 42 years of service and expressed his appreciation for the support he has shown to all public safety agencies.

8. Adjournment

There being no further business, the meeting adjourned at 10:50.

Minutes respectfully submitted by Sara Crosswhite and Beth Casper.

