



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

**Date & Time:** Tuesday, June 15, 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, Tim Beuschlein, Brian Bickford, Beth Casper, Tony DeBone, Tom Anderson, David Doyle, Tim Craig, Cory Darling, Dan Daugherty, Andy Hood, Roger Johnson, Ken Kehmna, Mike Krantz, Tim Moor, Dave Phillips, Jeff Puller, Todd Riley, Jason Van Meter, Ken Vaughn, Aaron Wells, Michael Womer, Garret Winter, and Nanette Howard.

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

**2. Approval of May 18, 2021 Meeting Minutes**

There being no corrections, the May 18, 2021 meeting minutes were approved, as distributed.

**3. Good of the Order** – No comments.

**4. Governing Board Update** – Commissioner DeBone noted there are EBA (Emergency Board Allocation) funds available if members have ideas they would like to explore using those funds.

**5. Public Comment** – No comments.

**6. Staff Reports**

**Administration** – Sara Crosswhite announced the OAA accreditation has been submitted to the assessor; the on-site visit may be delayed until July or later because of staffing shortages on their end. With the approval of the FY 2021/2022 budget, the District plans to start moving forward with some of the projects discussed during the budget cycle. Referring to the email she sent to all chiefs, she asked members for feedback on the three different meeting options she proposed going forward. She will discuss the responses with the BOCC (Board of County Commissioners) and Tom Anderson and develop a schedule; the September 2021 meeting will be in person. She welcomed Chief Jason Van Meter as the new chief of Black Butte Ranch Police Department.

**Operations** – Chris Perry reported call volume is now averaging 900 calls per day; overtime shifts have increased slightly for June and July, which is normal. The process of integrating the District's Everbridge account into the State's larger account is progressing; a few of the new features are now turned on and working; more implementations and training will follow. Last week the District was able to support an additional operations channel for a multi-jurisdictional offenders sweep last week. Operations is also working internally on a list of software enhancements that

are now available with the recent CAD upgrade and creating a plan on how to best implement those. And finally, the project with Behavioral Health is continuing to move forward.

**Training and Hiring** – Megan Craig updated members on the recent opportunity she and two dispatchers had to travel to the City of Portland’s Board of Emergency Communications (BOEC) Center and assist with implementing EMD (Emergency Medical Dispatch) and EFD (Emergency Fire Dispatch) protocols. It was a learning opportunity for both entities and she hopes to foster a continued partnership with them. Since the May 18<sup>th</sup> “go live” date, BOEC has processed over 8,000 calls through the system.

She also highlighted the tremendous work being done by the District’s dispatchers as evidenced by the results of the random Pro QA testing done last month. Of the 108 randomly-selected medical calls, 92% were highly compliant with 8% compliant; of the 108 fire calls reviewed, 95% were highly compliant with 4% compliant. Three conditional job offers have been extended; start date is July 26, 2021. She would like to have another group ready to start training in late fall/early winter, but observed few applications are being received.

### **Technical Systems**

**Tyler CAD** – Jonathan Spring announced he is in the process of confirming the last issue has been resolved, and if all is reported to be working properly, he plans to recommend formal acceptance of the CAD system. The District is now reviewing the new features of the current release for functionality as well as monitoring future releases.

**Radios** – Jonathan Spring stated the District has started coordinating and executing PMs for fire and public works radios as well as firmware updates and radio programming. The District is also working with the jail to get all of the functions and features of the P25 system in and around the jail by implementing a new BDA. The State has provided a proposed schedule for the simulcast site updates and statewide upgrade; he plans to review the schedule with the PSRT group today. Tim Beuschlein and his team are also reviewing radio site programming and system configuration in preparation for the upgrade.

**Radio Long-Term Enhancement Plan** - Jonathan Spring reported CA Rowles Engineering is the civil engineering firm selected for the Radio Long-Term Enhancement Project. Initial site visits have been done and the design for how the power will work at each of the new sites has been started; alarming and other setup configurations that will need to be done at each site have also been determined. The District has submitted its initial Change Order request to the State for site power levels per CDX Wireless (CDX) recommendations. The request for reduced power is designed to better balance the system in general. CDX will be on site at the end of June doing site walks and other on-site tasks.

## **7. Working Group Meetings**

**Public Safety Radio Team (PSRT)** – Jonathan Spring reported the group reviewed and discussed the CDX report at length.

Central Oregon Fire Operations Group (COFOG) – Chris Perry stated the COFOG group discussed the Wildland Interoperability Communications Plan and opted to leave it as is for this year; and the group also discussed coordination efforts with Hazmat 13 out of Salem and chose a mutual radio channel for when Hazmat 13 assists with hazmat-related issues.

Law Enforcement Review Team (LERC) – The next LERC meeting is scheduled for July 20, 2021.

#### **8. Round Table**

Sara Crosswhite advised the EOC is set up for immediate activation, if needed, and is also available to user agencies.

Dave Phillips complimented those who have been working to improve the new radio system. He related he has been to two separate incidents in the last month on Highway 126 (past the junction) and communications have never been better.

#### **9. Adjournment**

There being no further business, the meeting was adjourned at 10:16 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.