



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

Date & Time: Tuesday, July 20, 2021, at 10:00 hours

Location: Deschutes County 9-1-1, 20355 Poe Sholes Drive, #300, Bend

Attendees: (*Meeting conducted via Zoom*) Sara Crosswhite, Megan Craig, Jonathan Spring, Beth Casper, Patti Adair, Tom Anderson, David Doyle, Tim Craig, Sean Hartley, Roger Johnson, Paul Kansky, Ken Kehmna, Mike Krantz, Jesse Petersen, Jeff Puller, Todd Riley, Jason Van Meter, Ken Vaughn, Michael Womer, and Nanette Howard.

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

2. Approval of June 15, 2021 Meeting Minutes

There being no corrections, the June 15, 2021 meeting minutes were approved, as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – None.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite advised the Oregon Accreditation Alliance (OAA) on-site visit is scheduled for August 5, 2021. Referring to her recent Navigator training, she related one of the speakers had presented some great ideas on ways to keep staff members motivated and promote teamwork. She would like to explore some of those ideas for District staff and has already reached out to Human Resources and a couple of different agencies to discuss options for developing and setting up a program. She also noted there were 1,801 registrations for Everbridge during the period of April 1 – June 30. The District opted to try a straight shift schedule this year and are now conducting a survey among dispatching staff to determine what they would like to see in next year's schedule.

Operations – Sara Crosswhite reported call volume is now averaging 1,200 calls per day; the email procedure put in place for the public's use in reporting fireworks over the Fourth of July was very successful, and she would like to improve upon it and use it again next year. It was a big change for staff, but it worked out well for vetting calls. The District is working with DCSO Emergency Management on the State's implementation of Everbridge in an effort to continue refining the new features; and the District is also continuing to develop its list of prioritized software enhancements for the recent CAD upgrade. Bend FD is using AVL dispatching fully now and Redmond FD has begun partially using it.

Todd Riley stated things, in general, have been quiet, but the AVL dispatching is working great.

Jeff Puller explained Redmond FD has had AVL dispatching turned on for only medic units, but testing indicates it is working well. Load sharing is done out of Station 401 with the two ALS medic units, and that also seems to be working well. He indicated Redmond FD plans to move forward with the AVL dispatching.

Jesse Petersen questioned if the email procedure is still in place; and if so, does the District plan to keep it in place through August since both the City of Bend and the City of Redmond have kept restrictions in place for another 60 days. Sara Crosswhite explained very few calls were received after the Fourth of July, so calls are now just being entered into CAD as received.

Training and Hiring – Megan Craig stated she and two line-level dispatchers also attended the recent Navigator training and, while all found it to be beneficial, it was especially impactful to the dispatchers. She extended a “thank you” to Sara Crosswhite and the Board of County Commissioners (BOCC) for being supportive of these types of training opportunities.

The Pro QA testing of randomly-selected calls for the period of April 1 through June 30, 2021 resulted in 98% of the EMD calls being highly compliant/compliant while EFD calls were at 97%; three new hires are scheduled to start the In-House Academy on Monday, July 26th, and should be released to the floor in September. Due to the continued low number of applications being received, the District continues to actively recruit applicants.

Technical Systems

Jonathan Spring provided the following updates:

Tyler CAD – Systems acceptance for CAD was signed; some minor updates have been applied to the latest upgrade and will continue for the next couple of months to address issues which have been identified.

Radios – Fire PMs are in progress and will continue throughout the month; site work for the upcoming statewide radio upgrade has been started and staff will be participating in ‘sandbox’ testing with the State and Harris Corporation (Harris) at the end of August. The availability of site networking equipment at the District’s site has been impacted due to the national shortage of semi-conductors, which will affect the project schedule as it relates to upgrading equipment at each of the sites, particularly the Bend simulcast cell, but not the targeted cut-over date of late October; this will be discussed at greater length at the August PSRT meeting.

Radio Long-Term Enhancement Plan – The District has completed baseline testing for the site power level adjustments requested with the State, particularly regarding the Powell Butte site; the District is working with the State on further testing for those power level adjustments following establishment of the baseline. After the information is gathered, the District will roundtable with the State to find out what the final outcome will be. Initial site walks have been held with civil engineers and CDX Wireless, Inc. (CDX) at the three sites budgeted for this fiscal year; the site trailer has been delivered to the Hinkle Butte site and District staff will be working

the rest of the month to bring it online for testing. CDX has started working with the Long Butte site owner on the colocation application and getting onto the site to evaluate where equipment can be placed. Initial engineering tests have been held at Station 704, and the District is working with CDX and one of the radio manufacturing engineers to validate the site design and specifications for that site. CDX is also creating a Statement of Responsibility document for all of the vendors involved at each site, which will give an overview of the major steps and actions items needed throughout the site build process. CDX will be on site late September/early October to continue the site build-out process and coordinate any further testing needed.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring reported there was discussion of the Long-Term Radio Enhancement Plan and the statewide radio upgrade project; the next meeting will be held in August.

Central Oregon Fire Operations Group (COFOG) – Sara Crosswhite stated there was an after-action review of the recent fires and lengthy discussion of what worked well and areas where improvements can be made; and the District and fire users further refined the task force activation procedures.

Law Enforcement Review Team (LERC) – The meeting scheduled for today, July 20th, was cancelled; members will receive a calendar appointment from Chris Perry for the next meeting.

8. Round Table

Paul Kansky advised Chris Perry and the District have been working with Bend PD in its redistricting efforts, so there will soon be seven districts rather than five in an attempt to distribute call load more evenly.

Roger Johnson thanked Sara Crosswhite and District staff for the enhancement work being done at Station 703 and Hinkle Butte. He also related two task forces from Utah have been pre-positioned in Central Oregon and are currently staged in Redmond. They are familiarizing themselves with the county area in case they are needed, but they are State resources that can be sent anywhere in the state at any time.

9. Adjournment

There being no further business, the meeting was adjourned at 10:22 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.