



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

Date & Time: Tuesday, August 17, 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, Beth Casper, Ruben Rokosh, Amy Heverly, Tom Anderson, Nick Lelack, Tim Craig, Joe Deluca, Paul Kansky, Ken Kehmna, Mike Krantz, Christy McClung, Tim Moor, Aric Ptomey, Todd Riley, Jason Van Meter, Ken Vaughn, Aaron Wells, Garret Winter, and Nanette Howard.

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

2. Approval of July 20, 2021 Meeting Minutes

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

3. Good of the Order – No comments.

4. Governing Board Update – Commissioner DeBone was not in attendance.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced the Oregon Accreditation Alliance (OAA) on-site visit went well; the District should receive its certificate sometime in the fall after the OAA Board does its final review. The September User Board meeting will be held in the virtual format rather than in-person as previously planned. There has been a COVID-19 outbreak among several staff members resulting in their quarantine. Three dispatchers are leaving the District to pursue other employment opportunities, so there will soon be seven open positions; the supervisors are helping with coverage as much as they can to minimize overtime.

Operations – Chris Perry reported call volume has remained steady since July. As a result of the staffing changes noted by Sara Crosswhite, Operations has adjusted schedules as needed. Operations helped Bend PD with mapping changes to reorganize its patrol districts; it went “live” last week and there have been no issues on the patrol or dispatching side. AVL (Automatic Vehicle Locator) dispatching is fully operational now for Redmond Fire; Bend Fire has been fully operational for a few months now and all seems to be working well. There was a brief radio system outage this morning due to ODOT system maintenance, but on-site technical staff moved everyone to backup operations, and all went well.

Training and Hiring – Megan Craig acknowledged the District is struggling with recruitment and outlined the different strategies being considered to cast a wider net in search of applicants. The three new hires are doing well in the In-House Academy and will be heading to DPSST next week.

Sara Crosswhite commented on how all 9-1-1 centers are facing the same challenges, but the District is looking at all options in its efforts to recruit people.

Technical Systems

Jonathan Spring provided the following update:

Radios – The District’s Radio Team is continuing to update firmware and do PM checks on fire agency radios; the State’s radio system upgrade project has been delayed because of the nationwide semi-conductor shortage, but once there is more concrete information available, the new project schedule will be reviewed with the PSRT group.

Radio Long-Term Enhancement Plan – The drive testing for the State site power level adjustments recommended by CDX Wireless (CDX) has been completed. Once CDX has reviewed the results, it will be submitted to the State for formal review. The temporary site trailer has been successfully placed at the Henkle site. Once the site setup is complete, the District will begin internal testing followed by end user testing. The District and CDX plan to meet with ODF (Oregon Department of Forestry) to discuss long-term site planning for the Henkle site.

The District and civil engineer conducted a site walk at the Long Butte site last week and are now working with CDX to create a list of specific site-enhancement recommendations to bring the site up to public safety standards. Those recommendations will be presented to the site owner for approval.

The District is also continuing to work with CDX and one of the radio manufacturing vendors on the design engineering for the 704 site that covers the Metolius Basin.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – The PSRT group will meet today, August 17th, at 11:00 hours.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG conducted an after-action review of the Operations and Communications with state and federal partners concerning the NE Redmond fire and the LaPine area brush fires as well as met the new State Fire Marshal’s Office Mobility Coordinator.

Tim Craig added the group also had brief discussion concerning when it is appropriate to use the 800 system versus VHF during an incident.

Law Enforcement Review Team (LERC) – The July 20, 2021 meeting was canceled.

8. Round Table

Tom Anderson introduced Nick Lelack as the new County Administrator effective September 1, 2021.

9. Adjournment

There being no further business, the meeting was adjourned at 10:18 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.