



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, September 21, 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, Kim Morse, Beth Casper, Tony DeBone, Tom Anderson, Dave Doyle, Jeff Blake, Bill Boos, Tim Craig, Cory Darling, Dan Daugherty, Sean Hartley, Scott Hayes, Mike Krantz, Jason Maniscalco, Christy McClung, Tim Moor, Dave Phillips, Todd Riley, Garrick Terry, Ken Vaughn, Aaron Wells, Garret Winter, and Nanette Howard.

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

2. Approval of August 17, 2021 Meeting Minutes

There being no corrections, the August 17, 2021 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – Commissioner DeBone advised the Board of County Commissioners (BOCC) is planning to schedule public hearings concerning the Ambulance Service Area (ASA) proposal for LaPine. The BOCC is also working through some of the County's homeless issues and, as Chairman, invited users to join in those discussions as public safety input is welcomed.

5. Public Comment – No comments.

6. Staff Reports

Administration – In honor of National IT Professionals Day, Sara Crosswhite stated the District took the opportunity to recognize its IT staff today in appreciation for all of the work they do to keep the District running. She announced LaPine Fire is going to use P25 radios on a 30-day trial basis and, if all goes well, transition to the P25 radio system; radio technicians are on-site today and tomorrow doing PMs in preparation.

On behalf of the LaPine Rural Fire Protection District, Dan Daugherty stated the agency is confident in the system and excited about transitioning to the P25 system. He thanked everyone involved for helping the agency get to this point.

Sara Crosswhite advised both she and Chris Perry will be out of town during the third week of October when the next User Board meeting would normally be scheduled. She sought members' feedback in regards to meeting in October indicating she could either cancel the meeting or make arrangements to host the meeting remotely. Following a brief discussion, members agreed there

was no need to meet in October. She stressed if anything does come up that needs to be addressed, let her know, and she will arrange to meet remotely.

Following Sara Crosswhite's introduction, Oregon Accreditation Alliance (OAA) Executive Director Scott Hayes expressed appreciation for the opportunity to address the members. He explained the OAA was formed under the direction of the Association of Public Safety Communication Officials, the Oregon Association of Chiefs of Police, and the Oregon State Sheriff's Association. The organization currently provide accreditation services to nine communication centers and 68 law enforcement agencies.

With Public Safety Answering Points (PSAPs) experiencing increased demands for accountability and transparency, accreditation is one step towards building community trust and legitimacy within the profession. The 56 standards that must be met are based on best practices established nationwide and through changes in Oregon law.

On behalf of the OAA and the Board of Directors, he presented the Deschutes County 9-1-1 Service District with its second award of accreditation. He recognized Sara Crosswhite and Chris Perry for all of the work they did throughout the process as well as all staff members involved in preparing for the review.

Tony DeBone also thanked everyone involved in the process and stressed the value in having these types of credentials.

Operations – Chris Perry reported call volume remains stable at approximately 1,000 calls per day, which is the average for this time of year; and overtime remains low despite several staffing changes. He, Sara Crosswhite, and Megan Craig met with KTVZ last week at their request for a story on public safety; during the interview, the District also took the opportunity to use it as a recruitment platform. He and Sara are working with the State on a project relating to contingency plans for communications between PSAPs and 911 centers across the state during large-scale emergencies if traditional means of communication are disabled; and finally, he is working with DCSO and Risk Management to fine-tune notification templates on the Deschutes Alerts System for more consistent and efficient messaging as well as refreshing public safety websites and marketing links to stay current.

Training and Hiring – Megan Craig advised she and Whitney Hale, Deschutes County Communications Director, are working together to explore more creative ways to recruit applicants; and the three new hires have completed the In-House Academy, graduated from DPSST, and are now on the floor working with a trainer. She presented the most recent "Q" review results and observed the numbers continue to demonstrate what phenomenal work the dispatchers are doing.

Technical Systems

Jonathan Spring provided the following updates:

Radios – The new core has been set up and prepared for next week’s sandbox testing in Salem; Tim Beuschlein will be in Salem to assist with the testing and confirm configurations. Following successful sandbox testing, the State will cut over to the new core.

Site upgrades will begin in October if the District is confident everything is working properly with the new core; the last three weeks of October will be devoted to console upgrades. Consoles will be upgraded one at a time to ensure there is no impact to users. Site upgrades will have a slight impact on users as sites will be taken down briefly; the most significant outage will be with the Bend simulcast cell. User agencies will receive advance notification of all outages along with Operations’ plans.

The schedule of October events will be shared with the PSRT group.

Radio Long-Term Enhancement Plan – The second site walk with L3Harris Corporation (Harris), CDX Wireless (CDX) and the civil engineers was completed; the site planning for Henkle Butte was reviewed and confirmed with Oregon Department of Forestry (ODF); and the temporary site trailer at Henkle is up and radiating. The results of the multiple drive tests revealed Henkle’s impact on Five Mile is greater than expected; the District will include the findings in its overall site power level change request to the State.

Since completing the site walk at Long Butte, the District is now working with CDX and the property owner to complete the site use application. Once done, the District will work with the owner to bring the site up to public safety standards. The District and civil engineer are working with a private locate firm to identify the best location for housing the equipment.

In regards to Sisters-Camp Sherman RFPD Station 704, the District and CDX are waiting on the radio vendor to provide demonstration equipment to test the engineering of the proposed link; however, if not received in time, testing may have to be delayed due to inclement weather with the approach of winter.

And finally, in an effort to offset some of the supply chain issues which have occurred, the District is starting to procure standardized site equipment to add to its inventory.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring stated the PSRT group discussed the delay of certain portions of the radio system upgrade project due to equipment not arriving on time. He observed that issue has since been addressed, and the PSRT group will be advised of the new plan by the end of this week. Members also discussed High Power User Equipment (HPUE) devices for First Net.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG members discussed updating the current air ambulance / helicopter auto launch criteria and procedures; and the group also discussed the formation of an Incident Support Unit for different locations across the county.

Law Enforcement Review Team (LERC) – LERC will meet today at 11:00 a.m.

8. Round Table

Sara Crosswhite recognized Tom Anderson, noting this would be his last User Board meeting before retiring as County Administrator.

Tom Anderson congratulated the District on its accreditation and expressed appreciation to the law enforcement and fire chiefs for their work and wished all continued success. He emphasized public safety is always the first priority for local government and the public.

9. Adjournment

There being no further business, the meeting was adjourned at 10:26 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.