



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

Date & Time: Tuesday, November 16, 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, Ruben Rokosh, Dave Doyle, Bill Boos, Sean Hartley, Jayson Janes, Roger Johnson, Paul Kansky, Ken Kehmna, Mike Krantz, Jason Maniscalco, Todd Riley, Jason Van Meter, Aaron Wells, and Nanette Howard.

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

2. Approval of Meeting Minutes – By a consensus of the members, the User Board did not meet in October 2021.

3. Good of the Order – No comments.

4. Governing Board Update – Sara Crosswhite advised the County Commissioners were attending the Association of Oregon Counties annual conference, so Commissioner DeBone was not available to give an update.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite sought members' feedback in regards to meeting in person on December 21st and proposed a tour of the facility afterwards so members can see what is new and hear about upcoming changes; following brief discussion, members were in favor of meeting in person. She advised a new calendar appointment will be sent for 2022, so the recipient list can be updated as needed. An after-action meeting will be held this week with District staff to discuss the recent power outage and review what was done and what steps can be taken in the future; points of discussion will be shared with the User Board at the December 21st meeting. During the outage, the backup center was activated and staffed with four dispatchers and the Operations Manager. It was apparent the center is too small of an area to work comfortably; the District has already been exploring several County-owned properties within the City of Redmond to see if a larger area can be leased to address the immediate need. The District will soon be entering into contract labor group negotiations as the contract term ends in July 2022. Quotes have been received for the mezzanine project in the radio repair and maintenance garage bay; the project should be completed sometime during the summer. And finally, she noted the District's current Strategic Plan only goes through 2021, so she would like to update the Plan and will be reaching out to members to schedule one-on-one meetings in January and February to discuss it.

Operations – Chris Perry reported call volume is averaging 850 calls per day; overtime has increased during November and December due to the holiday season, but supervisors are working hard to fill in where they can; and there are now 40,000 registered users signed up for the Deschutes Alerts System. He attended a week-long leadership training in October at DPSST and is scheduled for another week in December; he is also working on run card projects for various fire partners as well as working with the Systems Team to fine-tune backup and failover procedures and revisit conditional routing efficiency.

Training and Hiring – Megan Craig announced the two trainees are still in training, one has completed call-take training and the second is nearing completion; both will start police dispatch training in December; and two new hires are scheduled to start December 1, 2021.

Technical Systems

Jonathan Spring provided the following updates:

Radios – The Radio Team is working with LaPine Fire to finish up any programming updates prior to full roll-out onto the P25 system; the upgrade to the Bend simulcast cell will be done this week; and the District’s portion of the final sign-off for the statewide radio upgrade project will be done by the end of this year.

Radio Long-Term Enhancement Plan – The District is close to finalizing contracts with vendors and is also working with the civil engineer to get some initial site drawings for the proposed construction. Once the drawings are done, the District can move forward with the permitting process.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring advised the PSRT group met in October and discussed the statewide radio upgrade project and schedule as well as the Five-Year Radio Enhancement Plan; he also debriefed members on meeting with First Net representatives and discussing the HPUE antenna design and setup within the apparatus of vehicles.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG members had continued discussion concerning two potentially new incident support units being assembled by Bend Fire and Sisters Fire; a subcommittee will convene over the winter to assess and possibly update the Wildland Communications Plan for the 2022 fire season; members had a discussion with the State Fire Marshal’s Office regarding any interest in having a local department host a regional hazmat team at some point in the future; COFOG and ECEMS members are working on updating the air ambulance auto launch criteria; and finally, Bend Fire Chief Todd Riley discussed with the group Bend Fire Rescue Team’s membership being open to all Central Oregon departments.

Law Enforcement Review Team (LERC) – LERC will meet Thursday, November 18th, at 9:00 a.m.

8. Round Table

Ken Kehmna expressed appreciation to the District for how well it handled the recent power outage due to the UPS failure and gave a “shout out” to all involved for the amazing job they did. He also commended Sara Crosswhite for going the extra mile to personally reach out to the User Board when this occurred and provide such a detailed report of what happened and what was being done to resolve the issue.

9. Adjournment

There being no further business, the meeting was adjourned at 10:21 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.