



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

Date & Time: Tuesday, January 18, 2022, 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, Ruben Rokosh, Tony DeBone, Nick Lelack, Dave Doyle, Paul Garrison, Sean Hartley, Ron Hawkins, Jason Maniscalco, Aaron Wells, and Nanette Howard.

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

2. Approval of December 21, 2021 Meeting Minutes

There being no corrections, the December 21, 2021 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – Commissioner DeBone shared the County Commissioners will be joined by County leadership for a Thursday Retreat Day. The purpose of the meeting is to work toward creating a one-page document defining the County's goals and objectives for Fiscal Year 2022/2023.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced the District received the signed Intergovernmental Agreement (IGA) from LaPine Fire this morning, so now all user agencies are on the P25 radio system and have signed agreements in place. She has been updating the District's Strategic Plan and will be sending a draft to the sheriff and police and fire chiefs for review. Based upon their feedback, she will make revisions, as needed, and then share the draft with the County Commissioners for their input before introducing it to the User Board. The Strategic Plan is a one-page document outlining the District's goals for the next few years. Labor negotiations are scheduled for February and the kick-off budget meeting is scheduled in March. Later today she will be sitting on the interview panel interviewing architects for the Public Safety Master Plan.

Operations – Chris Perry reported call volume remains steady, averaging 750-800 calls per day; overtime remains at zero for January with nine to ten shifts of overtime in February. The supplies ordered for the backup center improvements have been received and will be installed soon. The District has been testing the latest generation of CPUs for its phone system as well as the latest operating system; the floor supervisors have been testing some of the latest generation features and have given positive feedback. The phone vendor is going to upgrade all of the phone system

CPUs, which should improve system performance. The dispatch floor media wall is in the process of being updated with new and larger screens. He and IT staff have been working together to increase the capacity for ANI/ALI address and phone data being received simultaneously from wireless carriers. He is continuing to work with law enforcement agencies to clean up and streamline how the District dispatches and notifies agencies of calls not in progress as well as address self-dispatching and pending call notification. On the fire agency side, he is working on various auto and mutual aid run-card projects as well as making changes to response plans. He, along with Chief Hartley and another COFOG member, met with ECEMS (East Cascade Emergency Medical Services Council) to discuss air medic auto launch procedures. He is also continuing to work with the Deschutes County Emergency Management Team in fine-tuning the Deschutes Alerts System.

Sara Crosswhite advised some of the procedural changes being discussed with law enforcement agencies are significant but positive changes. Prior to rollout, the changes will be communicated to the User Board and there may be a public education piece attached to the rollout, as well.

Training and Hiring – Megan Craig announced the newest job posting for the 9-1-1 Call Taker positions has been re-opened. She briefly highlighted some of the ways the District is trying to be more innovative in its recruitment approach. The two new hires have completed the classroom portion of the In-House Academy and are now in the on-the-job training portion; one trainee has completed call-take training and the second trainee has completed call-take training and is now in police dispatch training.

Technical Systems

Jonathan Spring provided the following updates:

Phone/CAD Systems – The District's IT Team has been working with vendors to learn the intricacies of how the phone system works and discovering ways to improve it. He commended the Team for the work done in getting the increased capacity for the ANI/ALI data, noting it took several months alone to get that accomplished. The District is also going to focus on the infrastructure for how phone calls are delivered into the building itself as that technology has not been reviewed since the building was first constructed. The District has started preparing for future CAD software upgrades and is keeping an eye on new feature sets coming up in new releases; the test environment will be set up this fall to test the features the District is most interested in before implementing in the first part of 2023.

Radio System – Now that LaPine Fire has entered into the IGA with the District, the Radio Team is working hard to make sure all programming and templates are ready for them. The Team is also in the process of starting the general government PMs and will be scheduling those soon. Once the programming is updated and the templates are finalized for fire and law enforcement agencies, the PMs will be scheduled for those agencies, as well.

Radio Long-Term Enhancement Plan – Having received some site drawings, the District is now looking into the permitting process for the sites and reviewing how it can start executing some

of the plans. There has been some initial testing from the Henkle Butte site and feedback has been positive.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring advised the group discussed the radio programming templates and the BeOn phone-based application for radio use. He also gave a progress report on the Long-Term Radio Enhancement Plan and the project for Redmond Fire’s mobile radios and mobile radio enhancement.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG members discussed updates to the wildland VHF communications plan for the 2022 fire season and reviewed discussion points from the recent ECEMS meeting. COFOG will make the final decision on what the air ambulance / helicopter auto launch criteria and procedures will be but, before making any decisions, members wanted to understand the criteria ECEMS uses because of their medical expertise. Bend and Sisters are working on getting conflagration trailers strategically placed around Deschutes County; the trailers will be stocked with essential supplies (e.g. food, communications equipment, blankets, etc.) and ready for immediate use. Members are also working on a regional board-up policy to ensure equitable activation of restoration companies for response to residences or commercial properties due to fire or significant water damage.

Law Enforcement Review Team (LERC) – Chris Perry advised a new meeting date / time has not yet been set for LERC, but members are still working on policy revisions via email.

8. Adjournment

There being no further business, the meeting was adjourned at 10:30 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.