



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

Date & Time: Tuesday, February 15, 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, Ruben Rokosh, Kim Morse, Patti Adair, Nick Lelack, Dave Doyle, Roger Johnson, Paul Kansky, Ken Kehmna, Mike Krantz, Devin Lewis, Tim Moor, Shane Nelson, David Phillips, Jeff Puller, Todd Riley, Harry Ward, Aaron Wells, and Nanette Howard.

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

2. Approval of January 18, 2022 Meeting Minutes

There being no corrections, the January 18, 2022 meeting minutes were approved as distributed.

3. Good of the Order – No comments.

4. Governing Board Update – Commissioner Adair reported Commissioners DeBone and Chang were attending the National Association of Counties (NACo) Legislative Session in Washington, D.C.; and she cited Covid-19 case numbers for the period of January 30 – February 5, 2022 as reported by the Oregon Health Authority.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced she has started reviewing budget line items with staff in preparation for the upcoming FY 2022/2023 budget sessions and labor negotiations kick off today. There are going to be two articles published in The Bulletin over the next few weeks; one article will focus on dispatch staffing shortages and serve as a recruitment piece while the second article will highlight a recent “save” by a member of the public.

Operations – Chris Perry reported call volume has increased to almost 800 calls per day over the last 30 days. Overtime levels will increase in March; supervisors continue to cover those shifts as much as possible. The improvements to the backup center have been completed. Floor supervisors have been testing the latest generation phone system and have given positive feedback; it will next be tested at a call taker console. The media wall upgrade has been completed and now offers new and bigger screens with camera feeds and a display of each call taker’s phone statistics. In its continuing efforts to improve phone audio quality, the District is transitioning phone lines from copper to fiber optics and has seen noticeable improvement in audio quality. The LERC members recently adopted a policy for handling not-in-progress pending calls and a self-dispatching policy; agencies will be sent a copy of the policies and asked to sign

each one acknowledging their agreement to the terms of the policies. In an effort to increase registration, there is now a billboard at 3rd Street and Mervin Sampels Road encouraging passersby to register for the Deschutes Alerts System; current registration is just over 40,000.

Nick Lelack extended a “thank you” to the district staff for assisting in covering vacant shifts on their teams whenever possible, acknowledging how challenging that can be.

Training and Hiring – Megan Craig gave a presentation highlighting what the District is doing to actively recruit people for its dispatching positions and walked members through the hiring process. She explained the various testing processes and emphasized the District provides all aspects of training, noting if a person has basic typing and map reading skills, and is curious by nature, the District will do the rest.

Ken Kehmna acknowledged recruitment, retention, and training of dispatchers is a monumentally complex process and commended the District for its continuing efforts to find the right people for the job.

Technical Systems

Jonathan Spring provided the following updates:

Annual Billings – User agencies will receive the District’s annual billings within the next few weeks and will also be advised of costs anticipated for the upcoming year to help agencies with their FY 2022/2023 budget planning processes.

Radio System – Annual radio PMs are currently being performed on Public Works’ radios; once completed, the public safety PMs will start being scheduled. The District is also helping some external agency partners with interoperability by streamlining the process for updating programming. The District is going to test the BeOn phone application over the next couple of months, which is an application that enables users to monitor and transmit over the radio system using a cell phone.

Radio Long-Term Enhancement Plan – The District is in the final stages of getting formal approval from the Long Butte site owner to become a tenant in their shelter. The District is also in the final stages of designing the equipment layout to present to the Sisters and Camp Sherman site landowners for their approval to move forward with those two sites. Contract negotiations are ongoing for radio equipment and site engineering.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring stated the PSRT group will meet next week.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported members are continuing to work on the Wildland VHF Communications Plan for the 2022 fire season. While there is still ongoing discussion concerning the air ambulance auto launch criteria, there has been a consensus among members on some things, so he will soon be updating procedures to reflect those changes. Nathan Garibay also attended the meeting and gave members a brief introduction to Zonehaven, an application which can help manage evacuations and emergencies.

Law Enforcement Review Team (LERC) – Chris Perry advised LERC meetings will now be held the second Tuesday of every other month prior to the User Board meeting; the next meeting will be held in April.

8. Adjournment

There being no further business, the meeting was adjourned at 10:35 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.