



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, March 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, Tim Beuschlein, Ruben Rokosh, Kim Morse, Tony DeBone, Nick Lelack, Dave Doyle, Brian Beekman, Paul Garrison, Sean Hartley, Andy Hood, Paul Kansky, Ken Kehmna, Devin Lewis, Jason Maniscalco, Shane Nelson, Jeff Puller, Aaron Wells, Morgan Crabtree, and Nanette Howard.

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

2. Approval of February 15, 2022 Meeting Minutes

There being no corrections, the February 15, 2022 meeting minutes were approved as distributed.

3. Good of the Order – Paul Kansky announced Bend PD is working with the District to roll out a text messaging system from SPIDR Tech, Inc., in early-to-mid April. The goal is for community members to receive a text message acknowledging their call to 9-1-1 and to advise of a response time. If there is a delay in the response time, a second text can be sent 30 minutes later advising of the delay. He emphasized the messaging system will only be used for specific types of calls.

4. Governing Board Update – Commissioner DeBone advised a portion of the State’s funding approved for Deschutes County during its legislative session will go towards the CORE3 project.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite announced April’s User Board meeting will be in person; she will be out of town in May, so in lieu of a May meeting, she will provide members with a one-page summary of any updates. She plans to revise the Strategic Plan, based upon members’ input, and then submit it to the Board of County Commissioners (BOCC) for review. Two significant additions to the Plan are Next Gen 911 and the District’s partnership with Deschutes County Behavioral Health. Program Manager Holly Harris and her team are working now on getting staffing in place, and then she and the District can start collaborating. Beginning July 2022, there will also be a “988” line in place that will connect callers with a mental health professional. The audiovisual equipment upgrade to the Metolius conference room is finished with a similar upgrade planned for the Deschutes conference room within the next month.

Operations – Chris Perry reported call volume continues to average between 750-800 calls per day; and overtime shifts have increased slightly from last month. The wireless 9-1-1 lines have

been migrated from copper to fiber optics resulting in improved audio quality. The number of Verizon wireless trunk lines coming into the center has been increased from two to six. This increase means the center can receive up to six Verizon wireless callers simultaneously and have the location and phone number information available. He, along with Nathan Garibay and the District's IT team, have started identifying existing landline service locations throughout the county for those times when there is a phone outage and dispatchers have to be quickly deployed to those areas to answer 9-1-1 calls from landlines. Law enforcement officers began self-dispatching last week in accordance with the new policies, and there have been no issues reported.

In response to Paul Kansky's inquiry, Chris Perry indicated it was too soon to tell what impact the self-dispatching has had on dispatch, but he may be able to offer more insight next month.

Training and Hiring – Megan Craig briefly highlighted some of the outreach opportunities she has taken advantage of since the last meeting. One of the District's goals is to raise community awareness of how dispatching at a 9-1-1 center can be a viable long-term career option.

Technical Systems

Jonathan Spring provided the following updates:

Technical – The District is working with Tyler to get the SPIDR interface up and running for Bend PD; the District will also begin replacing the administrative phone system at the end of March in partnership with Deschutes County IT; and the District updated its virtualization infrastructure for the CAD servers earlier this month, which will allow the District to continue using the current hardware until it migrates to new hardware.

Radio – The BeOn application, which allows users to hear radio traffic on their cell phones, has been distributed to an initial test group; the radio PMs for general government are almost completed; the Radio Team is working with the fire agencies to finalize the wildland template that will be rolled out with this year's PMs beginning in April; and the mobile radio repeater project with Redmond FD will kick off as soon as a part is received from the hardware vendor.

Radio Long-Term Enhancement Plan – The District and the Long Butte site owner have reached a verbal agreement on the large tenant items, but are working through some final terms and conditions for other items around the site before having legal review the agreement; the design work for Station 704 has been submitted to the landowners for their review and approval; and the District's discussions with vendors concerning hardware and site engineering contracts are ongoing.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring related members discussed the BeOn licensing, the mobile radio project, and the wildland fire templates.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported members finalized the Wildland VHF Communications Plan for the 2022 fire season.

Law Enforcement Review Team (LERC) – Chris Perry advised LERC will meet in April.

8. Adjournment

Sara Crosswhite advised she will present the draft budget to members for review at the April meeting. She also recognized Chief Ken Kehmna's retirement from Redmond Fire Department and extended a "thank you" to him for his assistance and support over the last few years.

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

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.