



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

Date & Time: Tuesday, April 19, 2022, at 10:00 hours

Location: Deschutes County 9-1-1, 20355 Poe Sholes Drive, #300, Bend

Attendees: Sara Crosswhite, Chris Perry, Megan Craig, Jonathan Spring, Tim Beuschlein, Brian Bickford, Ruben Rokosh, Kim Morse, Beth Casper, Tony DeBone, Nick Lelack, Dave Doyle, Trish Connolly, Sean Hartley, Roger Johnson, Paul Kansky, Jason Maniscalco, Shane Nelson (via ZOOM), Jeff Puller, Todd Riley, and Aaron Wells.

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

2. Approval of March 15, 2022 Meeting Minutes

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

3. Good of the Order – Paul Kansky announced SPIDR Tech has now been “live” for one week. Of the approximate 1,000 messages sent, roughly 18% returned with survey responses. Comments received have been positive and will be a useful tool for the department.

Sara Crosswhite thanked those who visited the dispatch center during National Telecommunicator Week. The dispatchers greatly appreciated the many visitors and were overwhelmed by the many goodies brought to them.

4. Governing Board Update – Commissioner DeBone also expressed gratitude to those who honored the dispatchers during National Telecommunicator Week. He observed the County is facing unique circumstances in finalizing its FY 2022/2023 budget due to today’s challenging economy.

5. Public Comment – No comments.

6. Staff Reports

Administration – Sara Crosswhite reminded members there will be no formal meeting in May as she will be out of town; however, she will email members a one-page summary of any updates.

She reviewed the District’s proposed budget for FY 2022/2023. The number of full-time employees (FTEs) will remain at 60. For the seventh year in a row, there will be no increase to the District’s levy rate. The Capital Reserves Plan includes the replacement of the 9-1-1 phone system, improvements to the 9-1-1 backup center at the North County Campus, remodeling of the District’s interior offices and garage bay mezzanine, replacement of the computer servers, the purchase of a heavy duty truck for towing purposes and remote site access along with planning for future radio system replacement. The largest ticket item, however, is the carryover

from the previous fiscal year for the three radio sites not yet completed as well as funds for additional sites.

Some of the District's accomplishments for FY 2021/2022 include the completion of the ODOT and Harris P25 radio system upgrade, the Administration phone system upgrade, which will be done this fiscal year, work currently underway on the three radio sites (Sisters area, Long Butte, and Station 704) as part of Long-Term Radio Enhancement Plan, and improved recruitment efforts.

The District's goals and projects planned for FY 2022/2023 include the completion of the three radio sites (Station 704, Long Butte, and Henkle) along with the design, planning, and construction of two new radio sites, replacement of the 9-1-1 phone system, remodel/relocation of the new backup center, and continued focus on recruitment and retention.

Paul Kansky questioned whether 60 FTEs was sufficient for the District. Sara Crosswhite indicated there are 31 dispatchers on the floor now, which is sufficient for current call volume; however, she is hoping to get 42 on the floor.

Operations – Chris Perry reported call volume remains steady averaging 700-800 calls per day; overtime for April and May is low. He extended a “thank you” to everyone who came to visit floor staff and show their appreciation during National Telecommunicator Week. The updates to the MDC Policy and Self-Dispatching Policy were rolled out yesterday. He continues to work with DCSSO Emergency Management on the Deschutes Alerts program; its transition to the State has been successful. The phone upgrade on the dispatch floor is almost complete; the audio quality issues appear to be fixed. The AV upgrades to the Deschutes and Metolius conference rooms are almost finished, and once the Admin phone upgrade is completed, the conference rooms will have teleconference calling ability with video capabilities.

Training and Hiring – Megan Craig advised the District did an in-depth analysis of the scoring for new applicant testing and have made a slight change to the scoring based on its analysis. The District found some applicants seemed to be the right fit, but needed help with skills training. After making that change, the District saw an increase in number of candidates. She has sent a background packet to one candidate and several more interviews are scheduled. In-house, one call taker has completed police dispatch training while another is on track to complete it soon, a third call taker is in fire dispatch training, and one trainee is at DPSST training.

Nick Lelack shared he and other County members had the opportunity to visit the dispatchers during National Telecommunicator Week and were able to experience firsthand the culture within the dispatching teams. It was apparent the dispatchers enjoy and care about their jobs and it was very rewarding to witness how well they work together as a team.

Technical Systems

Jonathan Spring provided the following updates:

Technical – The District has started its initial preparation and coordination for the new backup site’s technical requirements and business continuity plan while also exploring what it would take to simulcast the existing radio site with Cline Butte and Long Butte. The District has begun its coordination with Tyler Technologies, Inc. (Tyler) for the migration upgrade projects starting next calendar year. The District is in the process of scoping and preparing procurement for new servers, so it can move forward with the purchase at the beginning of the new fiscal year. A piece of hardware needed for the new Admin phone system has been delayed, so the District is looking for an alternative vendor that can deliver the hardware sooner. Demonstrations for the new 9-1-1 phone system are scheduled for May (Vesta) and June (Intrado).

Radio – The District deployed the mobile repeater setup for Redmond FD to begin using in its district and then it will go to Crooked River Ranch FD; the final radio programming template has been received from COFOG, so a radio team member will soon be reaching out to the fire departments to schedule the annual PM programming.

Radio Long-Term Enhancement Plan – The District is in the final stages of getting the lease signed for Long Butte; the permitting process has been started for Sisters/Camp Sherman (Station 704); and the FCC frequency coordination process has begun.

7. Working Group Meetings

Public Safety Radio Team (PSRT) – The April 2022 meeting was canceled; the next meeting will be held in June 2022.

Central Oregon Fire Operations Group (COFOG) – Chris Perry reported COFOG discussed the new Life Safety Hazard SOG; the IMAS document used by fire departments and 9-1-1 to manage duty officers and task force leaders was transferred from Chief Kehmna to Chief Hartley; Chief Craig gave an update on the CORE3 Project; and the updates for the VHF Communications Plan were completed in preparation for the upcoming fire season.

Law Enforcement Review Team (LERC) – Chris Perry advised LERC reviewed and approved changes to the alarm call-taking procedures. Members also agreed on changing the priority level of monitored alarms, setting the stage for upcoming Bend PD changes in alarm call response. Members also reviewed and agreed to the updates to the MDC (Mobile Data Computer) policy and discussed the DRE (Drug Recognition Expert) call-out procedure. The next LERC meeting will be held in June 2022.

8. Adjournment

There being no further business, the meeting was adjourned at 10:42 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.