



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

Date & Time: Tuesday, June 21, 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, Brian Bickford, Ruben Rokosh, Patti Adair, Tony DeBone (via ZOOM), Nick Lelack, Dave Doyle, Kim Riley, Paul Garrison, Sean Hartley, Andy Hood, Roger Johnson, Paul Kansky, Tim Moor (via ZOOM), Dave Phillips, Aaron Wells, and Nanette Howard.

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

2. Approval of Meeting Minutes

There was no User Board meeting in May 2022.

3. Governing Board Update – Patti Adair voiced appreciation for 9-1-1, especially in light of recent incidents which have occurred within the community.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite reported all went well with the budget approval process. The interior office remodel creating five new office spaces and a storage room is complete. With the support of law enforcement agencies, the District is considering a non-emergency call queue to help dispatchers with the high call volume during the summer months. The plan is callers calling the non-emergency line will receive a message along the lines of “You have reached the non-emergency dispatch. Please stay on the line; we will be with you as soon as possible. If you have an emergency, please call 911.”

Chris Perry advised he is still exploring the phone system’s capabilities to find the best solution for letting callers know 9-1-1 is here for them, but may be experiencing a high call volume.

Operations – Chris Perry announced the District is averaging over 800 calls per day; overtime levels have increased to an average of 20 shifts per month. Two staff members will be leaving in July and another in late August, bringing the total number of dispatcher vacancies to 12. The District has been reviewing workflow in preparation for fireworks calls during the Fourth of July weekend. Efforts to streamline the citizen notification process through Everbridge continue. An Everbridge message was sent in late May to the approximate 40,000 opt-in users reminding them fire season is approaching and to log in to their account to ensure all information is current. During the messaging, there was a JIC (Joint Information Center) team set up to field questions from callers and received approximately 100 calls. He has also been working on fire-related

response plan updates and police operational workflow changes, specifically Bend PD on a new project with the drone team. Two vendors conducted phone system demonstrations, so now the District must decide which system is the best long-term fit.

In response to Patti Adair's inquiry, Chris Perry relayed the current number of dispatcher vacancies is nine.

Training and Hiring – Megan Craig advised the six-month job posting closed, but will re-open on July 5. There were 109 applicants from the last posting; 45 moved on to the Crite-Call testing with 16 passing; of those 16, four were extended job offers and are attending in-house training. One call taker completed police dispatch training and two police dispatchers are in fire dispatch training. She observed the District is seeing positive results since changing some of its testing requirements.

Technical Systems

Jonathan Spring provided the following updates:

Technical – The administrative phone system project is near completion. Caller ID is now available as well as the ability to four-digit dial other County extensions. The District is partnering with County IT on failover and standardization of the support life cycle for system replacement. The District is in the midst of planning for the server equipment replacement and will begin the procurement process July 1. Also planned for FY 2022/2023 is the CAD and RMS migration upgrade. Tyler Technologies, Inc. (Tyler) will be delivering test VMs to the District this fall, so testing can begin; tentative "go live" is scheduled for March of 2023. The technical team is continuing to assist Operations with the backup center console design and mock layouts.

Paul Kansky advised Bend PD has approached Tyler about reviewing its current use of Case Management and asking for guidance on how to use the system more effectively.

Radio – The District's radio performance maintenance checks are in progress for fire; once completed, law enforcement will be scheduled. Harris Corporation (Harris) released a new BeOn phone application, which will be tested in-house before presenting it to the PSRT group for discussion of ongoing use.

Radio Long-Term Enhancement Plan – Site construction at Long Butte has begun and the public notice process has passed for Station 704. The initial planning for FY 22/23 and FY 23/24 sites has begun along with the site plan for the new Redmond backup center.

At Dave Phillips' inquiry about the status of the AT&T tower in Camp Sherman, Roger Johnson provided an update. He explained there was a permitting issue with the USFS concerning the fiber provider being used for backhaul, but that issue appears to be resolved, and the project is on track again.

6. Working Group Meetings

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

Central Oregon Fire Operations Group (COFOG) – Sean Hartley reported COFOG discussed grants available to the fire agencies as well as the fire marshal's Immediate Response Plan and how that is going to work regionally.

Law Enforcement Review Team (LERC) – The June 2022 meeting was canceled; the next meeting will be held in August 2022.

7. Good of the Order – Adjournment

Dave Phillips announced his retirement and complimented members for the spirit of collaboration within Central Oregon from both police and fire agencies and for the continual improvements within 9-1-1.

Paul Kansky noted Bend PD will be moving into the RMS stage of SPIDR Tech soon and expressed appreciation for 9-1-1's partnership.

Roger Johnson stated Lane, Linn, and Klamath Counties were contacted in regards to inter-county mutual aid for fire response this summer and confirmed they are willing to continue in that partnership. The State is also able to provide task forces from regions outside of Central Oregon for added support through its immediate response program, so the relationship between inter-county mutual aid and immediate response resources is being reviewed.

Dave Phillips advised there is a certain expectation from the State fire marshal's office in regards to agency response in unprotected areas, so the State is working on mapping down to the structure level trying to provide agencies with all of the unprotected structures within a county.

There being no further business, the meeting adjourned at 10:41 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.