



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, July 19, 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, Kim Morse, Ruben Rokosh, Tony DeBone, Nick Lelack, Kim Riley, Bill Boos, Dan Daugherty, Jason Ellison, Shane Nelson, Todd Riley, Dan Tucker, and Nanette Howard.

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

2. Approval of June 21, 2022 Meeting Minutes

There being no corrections, the June 21, 2022 meeting minutes were approved as distributed.

3. Governing Board Update – Tony DeBone noted how the staffing shortages at local health facilities are affecting everyone and encouraged responders to continue to do their best to communicate with each other and work with the resources available.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite reported a four-year labor contract was ratified near the end of June. The current job posting for call takers lists the newly approved rate and a hiring bonus, which seems to be generating interest. In early July, the District implemented a section of the new contract, which allows supervisors to cover overtime on the dispatch floor to provide some relief. The District has entered into a new service contract with 3LHarris Corporation (Harris), which will enhance its support coverage.

Operations – Chris Perry announced the District's call volume is now at just over 900 calls per day and overtime posted for August is greater than it has been in four years. The temporary change made to the non-emergency phone tree over the Fourth of July weekend was successful in filtering out almost 200 fireworks complaints. Dispatching staff will soon receive training on how to use the new Everbridge notification system, and the fire department structure fire alarm level project is now completed.

Training and Hiring – Megan Craig advised the four trainees have completed the In-House Academy and are on the floor this week with their trainers; multiple applications have been received in response to the latest job posting; and there is one applicant in background.

Technical Systems

Technical – Chris Perry reported the administrative phone system project is completed. Systems staff are evaluating use and trends to identify efficiencies in call flows and doing a full audit of the District’s monthly bills to determine cost savings based on the efficiencies they find. As the new backup center project moves forward, Staff are working on proposals to make the technology service delivery more fault tolerant and redundant. The 9-1-1 Phone System Selection Committee has decided to refresh the current Intrado 9-1-1 phone system instead of moving to a different vendor. There will be no major projects or significant operational changes made during the summer fire season due to increased call volume.

Radio – In addition to the new service contract with Harris, Sara Crosswhite related the District has also entered into two other contracts for procuring equipment for the Station 704, Hinkle, and Long Butte sites. The engineer is coordinating the overall project and hopes to have some of the equipment shipped soon. The fire PMs are close to completion; law enforcement PMs will begin in August. The radio SLAs (Service Level Agreements) for FY 2022/2023 will be going out soon to agencies.

Radio Long-Term Enhancement Plan – Sara Crosswhite reported work is continuing at Station 704 now that the geotechnical report on the pole selection is completed and quotes are being solicited for the equipment cabinets. The construction project manager is also working with Central Electric Cooperative for electricity delivery.

The initial cage site construction at Long Butte is complete; the electrical work should take place over the next couple of weeks. Network connectivity is being coordinated with the District’s service provider offering redundant connectivity with both fiber and microwave options, which will benefit its functionality as a planned simulcast cell.

The lease agreement for the site at Sisters is being reviewed by the property owner; once finalized, construction preparation can begin. The District is also working with ODOT on long-term enhancement options for South County.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – No update.

Central Oregon Fire Operations Group (COFOG) – Chris Perry advised COFOG discussed the new statewide air-to-ground frequency and the structure fire operations updates.

Tony DeBone stated the State Interoperability Executive Council (SIEC) recently discussed the air-to-ground traffic and questioned how it might be handled on a statewide basis. Chris Perry related the District has plugged the frequency into the radio programming countywide and it will serve as a catchall for all agencies.

Law Enforcement Review Team (LERC) – The next LERC meeting will be held in August 2022.

7. Good of the Order

Jason Ellison introduced himself as the new deputy chief for Black Butte Ranch Fire Department.

Sara Crosswhite commended the dispatching staff for the great work they are doing on a daily basis. She explained there have been several law enforcement procedural changes recently, but dispatching staff have been taking the changes in stride while continuing to do all they can to take care of citizens.

8. Adjournment

There being no further business, the meeting adjourned at 10:18 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.