



# Deschutes County 9-1-1 Service District

## User Board Meeting Minutes

**Date & Time:** Tuesday, October 18, 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, Kim Morse, Ruben Rokosh, Patti Adair, Nick Lelack, David Doyle, William Bailey, Sean Hartley, Stephen Lopez, Nick Parker, Todd Riley, Michael Womer, and Nanette Howard.

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

**2. Approval of August 16, 2022 Meeting Minutes**

There being no corrections, the August 16, 2022 meeting minutes were approved as distributed.

**3. Governing Board Update** – Patti Adair announced Oregon Department of Transportation (ODOT) is planning four new roundabouts in the Sisters area signaling its growth.

Referencing the Bend North Corridor Project, Nick Lelack recognized the significant impact it will have on traffic and hopes all emergency services will be included in the discussions as the project moves forward.

**4. Public Comment** – None.

**5. Staff Reports**

**Administration** – Sara Crosswhite announced the District's staffing shortages are becoming increasingly serious and forcing the District to explore ways of doing things differently to help ease the strain on dispatchers without sacrificing customer service. Beginning January 2023, teams will average five members based upon the current staffing levels. If staffing levels shrink further, Chris Perry will return to the Floor on a full-time basis and she will backfill as needed. From 3:00 a.m. to 6:00 a.m., team size will be reduced to four until the supervisor comes in bringing the total to five. At some point, the District may have to make similar adjustments to the day shift and eliminate the second fire dispatcher. She assured members the District will do everything it can to maintain its current level of service to the public and the responders.

On a more positive note, she congratulated Systems Technician Casey Tucker for recently earning his Emergency Number Professional (ENP) certification. She recognized the hard work and initiative it took for him to complete it on his own.

**Operations** – Chris Perry reported the District's call volume has decreased to an average of 850 calls per day. He and the phone vendor have been working together to find ways to help with call management and may test the following this week: 1) On those more rare occasions when there

are more 911 calls than staff, a recording will announce to the caller, “You have reached the 911 emergency line. We will be with you as soon as we are able to” after two or three rings; 2) the Automated Call Distribution (ACD) system will be turned off, meaning calls will ring to all positions at the same time rather than rolling from one person to another; and 3) the ring tone for non-emergency calls will be changed and a recording added to announce after three rings, “We are experiencing a high call volume. We will be with you as soon as we are able to.” If the line continues to ring, there will be a second recording, “We are experiencing an extremely high call volume. We will be with you as soon as possible.” Any changes that do not work well or negatively impact customer service will be discontinued.

William Bailey asked what the user agencies can do to help the dispatchers. Chris Perry stated excessive use of the back door lines can cause a significant strain on the dispatchers as the people answering the phones are the same people managing the back door lines. Sara Crosswhite also suggested agencies remind teams of the MDC procedures.

**Training and Hiring** – Megan Craig relayed 146 applications were submitted during this last job posting. Seventy of the applicants chose to test, but only 23 successfully completed the testing. Of those 23, one applicant has been hired and will start on Monday, October 24<sup>th</sup>, two are in background, and eight are in varying stages of the process. She stated the District is challenged with continually stimulating interest in the job and has used recent public education events as recruiting opportunities. The District is also working closely with the County PIO in regards to social media. One trainee has completed call take training and one call taker has started police dispatch training, so there is forward progress being made.

### **Technical Systems**

**Technical** – Jonathan Spring advised the District is finalizing its procurement process with Oregon Emergency Management (OEM) for the new 911 phone system and hopes to present a complete package to the Board of County Commissioners (BOCC) by the end of November. The new server and networking equipment for the NOC has been delivered and is in place; the Tyler Technologies, Inc. (Tyler) upgrade has been postponed until the fall of 2023 because of staffing shortages and inability to test CAD; and the District is working with County IT on its countywide cybersecurity initiative.

**Radio** – District staff have started working through the site performance maintenance (PM) checks under its new support contract with L3Harris Corporation (L3Harris). Under the new contract, a local L3Harris representative will work with District staff at the sites. While the L3Harris representative is performing the PM checks, District staff will be able to focus on other maintenance tasks.

**Radio Long-Term Enhancement Plan** – Site construction is in progress at all three sites. The pole selection process is underway for Station 704 and should be ordered by the end of November. The Long Butte site will be ready for equipment rack placement once the electrician has completed the electrical work. The geotechnical work is done for Henkle Butte and the new tower should be ordered in the next couple of weeks. The District also plans to procure the tower for the backup center in the next couple of weeks.

Included in the Long-Term Radio Enhancement Plan was a recommendation to potentially partner with the State to build a new site at Spring Butte and simulcast with Sugar Pine Butte. After review, ODOT determined there was no significant benefit in doing that, so the District is now moving toward the next element of the Plan, which is to build a new site on the southeast side of Bend. This site will target the Urban Growth Boundary area and potentially offer better coverage on Hwy 97 near Lava Butte.

## **6. Working Group Meetings**

Public Safety Radio Team (PSRT) – Jonathan Spring reported the PSRT group discussed the South County aspect of the Long-Term Radio Enhancement Plan as well as the template that will be used for the law enforcement programming in 2023. Members also discussed the BeOn application and agencies’ long-term needs for radio feeds as the current equipment is nearing end of life.

Central Oregon Fire Operations Group (COFOG) – Chris Perry stated COFOG members discussed a draft procedure for implementing emergency tones and the changes made to the Active Threat Response Plan by the Active Threat Committee. Chief Craig gave an update on the CORE3 Project and members discussed the possibility of adopting a revised apparatus numbering system that would make apparatus numbering universal by county and district statewide.

Law Enforcement Review Team (LERC) – Chris Perry advised there were several new members due to captain rotation, so the meeting mostly focused on bringing new members current on what has been happening at the District.

## **7. Good of the Order**

Nick Lelack announced the North County Campus Project is moving forward and should be completed by next spring. The facility is going to primarily be a County health services-oriented campus, but the Clerk will have a presence there and the 911 backup center will be housed there.

## **8. Adjournment**

There being no further business, the meeting adjourned at 10:49 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.