



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, January 17, 2023, 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, Kim Morse, Tony DeBone, Nick Lelack, David Doyle, Bill Boos, Brian Kindel, Dusty Miller, Tim Moor, Aaron Wells, and Nanette Howard.

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

2. Approval of October 18, 2022 Meeting Minutes

There being no corrections, the October 18, 2022 meeting minutes were approved as distributed.

3. Governing Board Update – Tony DeBone updated members on the status of the CORE 3 project. He also relayed the ASA (Ambulance Service Area) Committee reviewed and substantiated two ASA violation claims against La Pine Fire District. The Board of County Commissioners (BOCC) accepted the ASA Committee's recommendation, so the next step will be notification to the fire district for a response. The fire district also plans to propose a tax rate for district improvements.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite announced two dispatchers have transitioned from full time to part time since the last meeting; one is attending college and one is pursuing other interests. The District has begun reviewing FY 2023 expenditures in preparation for the FY 2024 budgeting process. She and Jonathan Spring appeared before the BOCC and received approval to move forward with the 9-1-1 phone system upgrade. The project cost came in at \$1.5 million, which was the amount budgeted. The cost will be spread over a seven-year period; and Oregon Emergency Management (OEM) will partially reimburse the District for annual maintenance costs. The backup center remodel is underway and expected to be completed on August 3, 2023.

In response to Tim Moor's inquiry, Sara Crosswhite stated the backup center is intended to be for emergency use only, but will be a fully functional center when completed.

Operations – Chris Perry reported the District is averaging 750 calls per day. Overtime is holding steady at 30 shifts per month, but he, along with Sara Crosswhite, Megan Craig, and the floor supervisors, are still helping with staffing. Over the past month, the District has been helping Bend Fire and Rescue with getting Station 6 operational by providing logistical assistance with response plans, alerting updates, and GIS updates. The District is also continuing to work with

Bend Police Department as it explores a pilot project using drones as part of its first responder program. The software is designed to livestream 9-1-1 audio to MDCs, allowing drone operators to monitor calls in real time and, if a call comes in that seems appropriate for a drone response, the drone can be immediately deployed. Once the IGA is finalized, the District will order the software.

The 9-1-1 phone system upgrade is in progress and the District is assessing how it can improve the screen display on the monitors, so it is easier for dispatchers visually. The changes to the phone system discussed at the October meeting were implemented on November 1st and seem to be working well. The different ring tone for non-emergency calls appears to have reduced stress levels, and the recordings added to the emergency and non-emergency lines have improved customer service. The Automated Call Distribution (ACD) feature was also turned off allowing phones to ring at all consoles. The District is continuing to work closely with Behavioral Health to create a non-law enforcement response program to deal with mental health crisis calls that would be best suited for a mental health clinician rather than a law enforcement officer.

Training and Hiring – Megan Craig advised there are currently eight people in various stages of training and the District is trying to hire eight more. She shared the District is experiencing tremendous success right now and believes the time the District is taking in its hiring processes is paying off. Training has been adapted to combine online training with on-the-job training and feedback has been positive.

Technical Systems

Technical – Jonathan Spring reported the new datacenter server hardware has been configured and 90% of the server workloads have been migrated to the new hardware. The remaining 10% are being tested and staged to reduce downtime and user impact as much as possible. The District is also in the process of configuring the new software that will integrate into the countywide cybersecurity program/initiative.

The equipment for the new 9-1-1 phone system has begun to arrive and is being staged. The District's goal is to have the system cut over to the new equipment before the end of March. Keeping the new backup center in mind, the District is taking advantage of the opportunity to ensure the equipment at the Redmond and Bend sites work together in a way that is beneficial to both centers. As an example, the District plans to implement redundant lines in Redmond, so if both centers are operating at the same time, lines can be answered at either location offering a level of cross benefit. The IT team is working with Operations to plan the ASAP to PSAP interface "go-live" planned for February 2023.

Radio – Based on PSRT member feedback, District staff are making template programming changes to the fire radios; changes should be completed by the end of March with scheduling of the annual PMs to begin in May. Maintenance work has been done on the power and electrical panels at the Awbrey Butte site, and the radio team is also replacing a bad string of batteries at the Cline Butte site. The District is working with St. Charles to install a new direct fiber connection to provide network backup and fault tolerance for the microwave network at that site.

Radio Long-Term Enhancement Plan – The District is working with engineers and the construction project manager to schedule the initial construction work at Station 704 in February. Construction is completed at the Long Butte site, other than the direct fiber connection to the District, which will run backup to the microwave. The next step will be to stage and install the Harris equipment when the construction tasks are completed at the sites. The District has begun working with the civil and tower engineers in regards to the Henkle Butte site and the southeast Bend site at the Deschutes County Road Department.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring reported PSRT members discussed the fire radio programming templates and fire station alerting.

Central Oregon Fire Operations Group (COFOG) – Chris Perry announced Tim Craig is the new Chairman of COFOG and Kasey Skaar is the new Vice Chairman effective January 1, 2023. Work continues on a new procedure for both COFOG and 9-1-1 in the use of emergency tones for priority traffic or mayday scenarios. The draft procedure is under review and may be adopted in February. Changing wildland task forces to alarm levels in response plans is being considered to streamline the processes; and discussion continues in regards to changing the fire departments' apparatus numbering system to a more standardized system.

Law Enforcement Review Team (LERC) – Chris Perry advised LERC members discussed the need to reduce air time on the radio for traffic complaints. As a result, the District changed the procedure, so law enforcement should notice a difference going forward.

7. Good of the Order

Bill Boos announced Bend Fire and Rescue's Station 6 now has a fire engine; the agency also has 13 new firefighters, but plans to continue recruiting.

Tim Moor thanked Sara Crosswhite for sending a team to assist with the Sunriver Public Safety Building.

Sara Crosswhite advised the next meeting will be held in April, and she will present the FY 2024 draft budget at that time.

8. Adjournment

There being no further business, the meeting adjourned at 10:47 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.