



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

**Date & Time:** Tuesday, July 18, 2023, at 10:00 hours

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

**Attendees:** Sara Crosswhite, Megan Craig, Jonathan Spring, Ruben Rokosh, Tony DeBone, Kim Riley, Bill Boos, Sean Hartley, Andy Hood, Roger Johnson, Stephen Lopez, Dusty Miller, Nick Parker, Todd Riley, and Nanette Howard.

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

**2. Approval of April 25, 2023 Meeting Minutes**

There being no corrections, the April 25, 2023 meeting minutes were approved as distributed.

**3. Governing Board Update** – Tony DeBone stated the County Commissioners are aware of the threats posed by the homeless community with regard to illegal activity and fires and are actively addressing those issues. He recognized the Stabilization Center for its three years in operation and congratulated both Sara Crosswhite and Megan Craig for their 25 years of service.

**4. Public Comment** – None.

**5. Staff Reports**

**Administration** – Sara Crosswhite reported the District’s budget was approved in May, as presented, with no change to the tax levy rate. Because the District is working hard to fill its current vacancies, no additional FTEs were added to this year’s budget. She hopes to add to the supervisory team in the next year and also have someone to help Megan Craig with training, but the District must first ensure floor staffing levels are stable.

**Operations** – Sara Crosswhite announced call volume is averaging 1,000 calls per day; overtime was high in June, but was reduced by half in July and will be even further reduced in August. The Live 911 program with Bend PD seems to be going well and has been a good opportunity for the drone operators and supervisors listening to the calls to hear firsthand what the call takers are hearing.

Nick Parker agreed listening to the “live” calls does help others recognize how difficult the call takers job can be.

In response to Roger Johnson’s inquiry, Sara Crosswhite explained all calls are being listened to, but when there is a medical call, Bend PD drops off the line.

Sara Crosswhite stated there have been no issues reported concerning the small and incremental improvements the District has made to the new phone system since it went “live” in March. The Community Crisis Response Team (CCRT) has been working with the District to address concerns as they have arisen since going “live” on May 1<sup>st</sup>; members are now focused on improving data collection.

**Training and Hiring** – Megan Craig advised 162 applications were submitted during the most recent recruitment. All applicants received a link to the CritiCall testing as the next step in the process, however, only 48% continued with the testing. The 27 applicants that successfully completed testing were interviewed via phone and, it was at that point, a large portion declined to go any further in the process. Of those that remained, three applicants were hired and two phone interviews will be held today.

Three dispatchers and two police dispatch trainees volunteered to participate in the recent active threat training hosted by Redmond FD and Redmond PD on June 21<sup>st</sup> and were complimented on how well everyone worked together.

### **Technical Systems**

Jonathan Spring gave the following updates:

**Technical** – User agencies and Tyler representatives held an initial kick-off meeting for the upcoming CAD upgrade and migration project. The project is scheduled to take place in February 2024 with testing to begin late November / early December 2023. Now that the FY 23/24 budget has been approved, some technology projects are underway (e.g. renovating the camera system and replacing the phone and radio recording system). Staff and Building Services are monitoring the progress being made at the new backup center; it is expected to be ready for occupancy by the first quarter of 2024. The District will be participating in the 911 phone systems national user conference for the first time this year as well as sending a new staff member to the annual OSP CJIS conference. Systems staff are continuing to work with Sunriver FD/PD staff in planning the new building and technology requirements.

**Radio** – PMs for fire agencies are in progress; law enforcement templates are being programmed and PMs will be scheduled once fire is completed. Site work is being done at the new radio sites in preparation for the completion of construction and arrival of the Harris equipment; the District is also evaluating new backhaul ideas for future sites and the radio trailer (e.g. cellular connectivity and low orbit satellite options).

**Long Term Radio Enhancement Project** – Station 704 construction is nearing completion; the radio pole should be delivered by the end of July. Permit application has been made to the County for Henkle Butte. The general contractor (GC) bid sets are almost ready to go out and, once a GC is selected, construction can begin. The initial civil work has been started for the backup center and the Road Department. The District is still targeting the end of August or early September to have all three sites up and running.

## **6. Working Group Meetings**

Public Safety Radio Team (PSRT) – Jonathan Spring reported the PSRT group discussed the fire templates and how those may have to be changed with Camp Sherman coming online; members also discussed Sunriver FD's new Fire Station Alerting platform.

Central Oregon Fire Operations Group (COFOG) – Sara Crosswhite advised the Wildland Fire Task Force updates are completed and automated; discussion continued regarding a potential tri-countywide apparatus numbering system; and changes to the active threat apparatus response were discussed.

Law Enforcement Review Team (LERC) – LERC members met in June with no updates; the next meeting will be held in August 2023.

**7. Good of the Order** - No comments.

## **8. Adjournment**

There being no further business, the meeting adjourned at 10:23 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.