



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

Date & Time: Tuesday, April 25, 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, Brian Bickford, Tony DeBone, Nick Lelack, Kim Riley, William Bailey, Sean Hartley, Paul Kansky, Mike Krantz, Aaron Wells, Michael Womer, and Nanette Howard.

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

2. Approval of January 17, 2023 Meeting Minutes

There being no corrections, the January 17, 2023 meeting minutes were approved as distributed.

3. Governing Board Update – Tony DeBone recently attended the RADIO (Radio Activities and Discussions on Interoperability in Oregon) conference in Hood River, Oregon, which focused on NextGen technology and interoperability at the federal, state, and local level.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite shared the draft budget she will present to the Budget Committee in May and made note of the District’s ability to maintain the same tax levy rate of \$.3618 for the eighth year in a row. She highlighted some of the District’s accomplishments, including a successful phone system upgrade in March 2023, implementation of an automated alarm interface for law enforcement alarm response, and completion of a new backup center in the early fall of 2023.

There was general discussion in regards to NextGen technology. Primary topics included timeframe and potential cost of NextGen technology, for both hardware and software, as well as liability issues and the mental health aspect stemming from the advanced capabilities.

Tony DeBone suggested having guest speakers over the next quarter or two to introduce some of the features and address concerns.

Operations – Chris Perry reported call volume is starting to increase at over 800 calls per day. He and the supervisors are continuing to help with overtime shift coverage and stated there have been less than 20 overtime shifts per month for the last three months. Bend PD’s Live 9-1-1 pilot drone program will be ready to “go live” once all legal documentation is in place. The phone system upgrade went “live” in March and all is going well. Changes were made to call ring tones to relieve dispatcher stress during periods of high call volume and that has been successful. ASAP

to PSAP went “live” in March, and the non-law enforcement response program is scheduled to “go live” on May 1. Calls from the emergency call towers at COCC (Central Oregon Community College) and OSU (Oregon State University) will soon be routed directly to 9-1-1 to improve campus safety. Everything is in place on the District’s side, but the colleges are still working with their vendors to re-route those calls.

Training and Hiring – Megan Craig advised the District is continuing its hiring efforts, but there are still seven vacancies (six telecommunicator positions and one supervisor position.) Since the last meeting, three trainees have been released on call taking and are each taking over 100 calls per day; two call takers are in police dispatch training with a possible third one to begin in May and another going into fire training in May. Two applicants are in the background phase and may begin training in June or July. The District has been training MCAT team members on radio usage and they have also been doing sit-alongs with the dispatchers. She shared some of the takeaways from the recent IAED Navigator Conference were the importance of recruiting people with a strong support system in place and how agencies can build a system to maintain healthier living. While at the conference, she and others from the District also took the opportunity to explore the police protocols and see how they have improved.

Mike Krantz took the opportunity to thank District staff for working with Bend PD to implement its many changes as it pushes forward with new technologies. He recognized it can be particularly challenging for the District when changes are agency specific. He explained how the changes are directly linked to Bend PD’s vision for moving toward an Area Real Time Information Center (ARTIC) using Fusus.

Technical Systems

Technical – Jonathan Spring announced the District’s setup for Live 9-1-1 is completed. The next big project will be the CAD/RMS upgrade migration, which will impact everyone; testing will be conducted during October / November with a “go live” date planned for February 2024.

Radio – PSRT members approved the radio templates for this year, so they are being built and will be deployed at the same time the PMs are done. Site PMs are taking place now, and the fire PMs are in the final review processes.

Radio Long-Term Enhancement Plan – Groundbreaking at Station 704 will begin soon; the backup fiberoptic connection is complete for Long Butte and the site is ready for staging and installation. The tower for Henkle Butte was purchased and has been delivered to the District. Once the civil engineering for the tower is completed, it will be submitted to the County for permitting. The initial civil work for the Road Department has been started, but the District is waiting for the geotechnical report before moving forward with that project.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – Jonathan Spring reported the PSRT members received the same update as provided to the User Board today.

Central Oregon Fire Operations Group (COFOG) – Chris Perry advised the training and implementation work on the emergency traffic and mayday procedure was completed as it relates to dispatch; and the wildland fire task force responses were updated and automated to streamline the process.

Law Enforcement Review Team (LERC) – Chris Perry stated he, along with Megan Craig and Jonathan Spring, each gave departmental updates.

7. Good of the Order

Michael Womer announced the bike patrol at Sunriver will be activated by Memorial Day weekend.

8. Adjournment

There being no further business, the meeting adjourned at 10:59 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.