



Deschutes County 9-1-1 Service District

User Board Meeting Minutes

Date & Time: Tuesday, August 16, 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, Patti Adair, Tony DeBone, Nick Lelack, David Doyle, Jason Ellison, Paul Kansky, and Nanette Howard.

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

2. Approval of July 19, 2022 Meeting Minutes

There being no corrections, the July 19, 2022 meeting minutes were approved as distributed.

3. Governing Board Update – Tony DeBone announced he would be attending the State Interoperability Executive Council (SIEC) meeting next week in Salem, Oregon and noted there are radio projects happening around the state.

4. Public Comment – None.

5. Staff Reports

Administration – Sara Crosswhite proposed changing the User Board meetings from monthly to quarterly in-person meetings, beginning October 2022. She noted the Operating Agreement allows for a quarterly schedule and suggested this schedule would offer more content for discussion and increase attendance. She emphasized if a member has an issue they would like to discuss as a group, or an issue arises that she needs to bring to members' attention, a special meeting can be called at any time. With members' consent, the User Board will begin meeting quarterly, and in person, effective October 2022. Following the meeting, she will send an e-mail to all members announcing this change and provide the new meeting dates.

Operations – Chris Perry announced the District's call volume is averaging 1,000 calls per day; and overtime levels remain high at 30-35 overtime shifts per month. He stated one full-time dispatcher will be leaving mid-September, but will continue to work on a part-time basis, which will be helpful.

In response to Paul Kansky's inquiry, Chris Perry relayed the District has only had one part-time dispatcher in the past, but the District and Association are discussing the possibility of bringing in former dispatchers on an on-call basis to provide some relief.

Nick Lelack thanked all at the supervisory level for stepping in to help with the overtime shifts during a time when call volume is at its highest.

Training and Hiring – Megan Craig advised the District is continuing its recruitment efforts, but the \$5,000 hiring bonus does not seem to be generating much excitement. She and the County PIO are exploring ideas on how to spark interest and target individuals that have a strong desire to serve. The three trainees in call-take training are doing well; and one call taker will be starting police dispatch training in the fall.

Technical Systems

Technical – Chris Perry reported the District has started the procurement process for the 9-1-1 phone system software and hardware refresh planned for next year; and the new data center equipment has been ordered. The initial discussions about the migration upgrade for CAD next year have begun; the District, County IT, Sheriff’s Office, and the District Attorney’s office are working together on a new countywide initiative to coordinate cybersecurity methodology and future projects; and there are various CAD interface projects in motion or under review with Tyler Technologies, Inc.

Radio – Sara Crosswhite reported the fire PMs are still in progress; law enforcement will be scheduled once fire is completed. The District is in the process of reviewing the phone/radio recording system and will be scoping a project to refresh the hardware and software next fiscal year; and District staff have had preliminary discussions with ODOT Wireless on possible enhancements to the radio uplink connections.

Radio Long-Term Enhancement Plan – Sara Crosswhite advised the Henkle site owner is ready to enter into a lease agreement with the District, so construction work can begin soon. Preparations for construction work at the 704 Station (Camp Sherman) site have begun, and the Long Butte site construction is already in progress.

6. Working Group Meetings

Public Safety Radio Team (PSRT) – No update.

Central Oregon Fire Operations Group (COFOG) – No update.

Law Enforcement Review Team (LERC) – No update.

7. Good of the Order

Paul Kansky announced several upcoming promotions within Bend PD. He also shared Bend PD is now using SPIDR Tech to contact victims, via e-mail, advising them of their rights and available resources.

8. Adjournment

There being no further business, the meeting adjourned at 10:25 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.