CITY OF PORTLAND

BUREAU OF EMERGENCY COMMUNICATIONS

Keith Wilson, Mayor
Mike Meyers, Deputy City Administrator

Bob Cozzie, Director
Post Box 1927
Portland, Oregon 97207
503.823.0911
www.portlandoregon.gov/911

BOEC User Board
January 16, 2025

Call to Order Reeser

Establishment of Quorum (8 needed)

***Minutes Approval – July 18, 2024, and October 17, 2024**
(member's present)

Introductions

Business Updates:

Director's Report – "Year in Review"	Cozzie
Budget Report	Damron
Operations and Dispatch Committees	Mawdsley
Training Update	Payne
Quality Assurance & Improvement Update	DesJardins
Dispatch Technologies	Morley
Radio Technologies	Locati

Old Business

Change Existing Cost Allocation Update	Reeser

New Business

User Board Survey	Cozzie

Good of the Order

Next Meeting April 17, 2025

Adjourn

***Action item**

Please notify the City of Portland no less than five (5) business days prior to an event for ADA accommodations at 503-823-0911, by the City's TTY at 503-823-6868, or by the Oregon Relay Service at 1-800-735-2900.
An Equal Opportunity/Affirmative Action Employer

User Board Zoom Meeting

January 16, 2025 – 1:30 PM

PRESENT:

Chris Barney, PF&R
Brian Bourdon, BOEC
John Bryson, Community Rep
Bob Cozzie, BOEC Director
Jaymee Cuti, BOEC
Ginger Damron, CSD
Ryan DesJardins, BOEC
Bill Eggert, City of Gresham
Mike Grimm, BOEC
Travis Gullberg, GPD
Jeffrey Hairston, GFD
Rian Hakala, MCSO
Chelan Huddleston, City Budget Office
Sherrie Koss, BOEC
Steve Mawdsley, BOEC
Derik Minard, GFD
Aaron Monnig, MCEMS
Nicole Morrisey O'Donnell, MCSO
Murrell Morley, BOEC
Ryan Parker, BOEC
Melanie Payne, BOEC
Andy Ponce, PF&R
Mark Prinzmetal, MCEMS
Seth Reeser, City of Wood Village
Scott Schlimpert, MCSO
Nakita Thomas, BOEC
Kidus Yared, BOEC

CALL TO ORDER: The meeting was called to order by Seth Reeser at 1:33 pm.

ESTABLISHMENT OF QUORUM: A quorum was established.

APPROVAL OF MINUTES: Minutes from July and October 2024 were approved.

INTRODUCTIONS: Scott Lewis retired, and Derik Minard is Gresham's Interim Fire Chief.

BUSINESS UPDATES:

DIRECTOR'S REPORT – Bob Cozzie

Year in Review

From January 2024 to January 2025:

- 911 call volume decreased by 5.1% (still a 35% increase since 2018)
- Staffing has increased significantly in the last two years, going from 37 vacancies to only 9.
- Number of calls for service is stabilizing, except for fire calls, which increased by 7%.
- Non-emergency call answering average wait-time has reduced by 4.7 minutes; a 33% improvement.
- We have met EMD compliance levels for the last 3 months.

2025 Focus Areas

- Fill all vacant positions
- Continuing to address call wait times
- Attain accredited Center of Excellence (ACE)
- Employee wellness

Someone asked why there was a decrease in call volume and where are those calls going. Since calls for service have stabilized, that means most are going to the proper department like 311 or non-emergency. Then there was a question from Andy Ponce about the breakdown of the 7% increase in Fire calls, Cozzie did not have the breakdown but will get them to Ponce when he has them.

BUDGET REPORT - Ginger Damron

FY24 Expenses

- Expenses are on track for the year.
- The external materials and services is low because we will have some huge technology expenses that we will be paying at the end of the year.
- With the improved staffing and the lower use of OT we will be underbudget for personnel by the end of the year.
- There is $543,347 left in contingency for the training pipeline that will allow for the over hiring of the limited-term positions.

FY24 Revenue

- The State Shared Revenue has come in flat with our second payment, but we are on track to come in as budgeted.
- Our interest revenue will be down with the fund balance being smaller.
- $1.7M of the $2.3M fund balance will be spent on personnel and capital projects.

The Finance Committee will be submitting the FY26 budget next Friday that will include what a 5% and 8% budget decrease would look like.

OPERATIONS AND STAFFING

Operations – Steve Mawdsley & Sherrie Koss

Supervisor Vacancies and Recruitment

- Interviews for the supervisor vacancies took place in December.
- Two offers were made; one was declined due to accepting a job at another agency and the other will hopefully be accepted soon.

Call-type Restructuring

- Two different groups are meeting currently:
  - A small group is continually evaluating our police call types and responses
  - A larger group meets bi-weekly to share about resources and learn about alternative responses (3-1-1, Chat, Parks, etc.)

Inauguration Preparedness

- BOEC is supplying a dedicated tactical police dispatcher to support PPB operations for three days from noon to midnight.

New Partnerships

- Currently getting PSU onboarded on CAD since they are the primary response to certain on-campus calls.
- ODOT is onboarding on CAD-to-CAD, we are currently working with them to determine how things will work.

The 2025 APCO Western Regional Conference will be here in Portland. It will be held at the Convention Center March 4-6th with a 9-1-1 Wellness Summit that will be March 2-3rd. All are invited to join. There are discounts if you attend both Conferences.

Staffing/Training – Melanie Payne

Certifications/Trainees

As of Nov 1st

- 3 new senior dispatcher (911/non-emergency/Police, Fire & EMS dispatch certified)
- 4 certified police dispatchers (911/non-emergency/Police dispatch certified ONLY)
- 2 certified call-takers (911/non-emergency certified ONLY)
- 15 in call-taking/police dispatch training.
- 13 in Police dispatch only training.
- 6 in Resource Dispatch training.

Academy

- There is currently 4 people in Basic Academy.
- Next academy starts February 27th. Currently there are 14 candidates in the psychological assessment phase.
- We are awaiting budget guidance to determine our future academies.

Training Time

- Average on-the-floor training has reduced by 15 weeks since our average of 80 weeks in 22/23.
- The goal is to get down to 56 week of average on-the-floor training.
- Average weeks from hire to fully certified has reduced by 50.5 weeks since our average of 138 weeks in 22/23.
- The goal is to get down to 18 months from hire to Sr. Dispatch certification. Currently we are averaging 21 months, which is a 34% decrease since 22/23.

QUALITY ASSURANCE – Ryan DesJardins

Ryan discussed the different practices we have implemented in 2024 to improve our performance with EMD and EFD protocols. He also mentioned the EFD 2025 expectations with putting together a workgroup for the FPDS Version 8 Implementation.

EMD/EFD Compliance

- We are continually trending downward in both EMD and EFD. Our goal is to get below 7% for our non-compliant. There were some policy changes that have affected things, but we are trending in the correct direction to become accredited.
- We have met accreditation performance levels in EMD for the last three months. We anticipate applying for accreditation in the 1st or 2nd quarter.

Police Quality Assurance Program

- The Police Quality Assurance Work group met for the first time on 1/9 to set the stage for what we want our Police Quality Assurance program to look like. The workgroup consists of dispatchers, supervisors and the QA team.
- We are building off the APCO Standard Framework with Local Policy and BOEC standards.
- We will be integrating the GovWorx ComsCoach for feedback delivery and simulation creation.
- Hoping to start implementation in 2025/2026, making sure everything is in place first.

Chris Barney from PF&R asked about next steps for Nurse Triage. There is not a current budget for the ECNS system but maintaining EMD accreditation is the first priority and then we can start discussing how the Nurse triage program can be implemented. Seth Reeser then asked if the bureau has been tracking how much staff time and funding has been going towards achieving this certification, and Cozzie said he will compile this information to send to the Finance committee.

DISPATCH TECHNOLOGIES – Murrell Morley

Portable Radio GPS

- This allows us to ping pac-sets for their locations. After all testing was done, we discovered that police are turning their GPS locations off on their pac-sets to extend the battery life for the duration of their whole shift. More testing is being done on the battery duration so that this feature can be implemented. It is live in the background for now.

911 Phone system upgrade

- A purchase request has been sent to Motorola and are hoping to implement this project in mid-May.

Technology Systems Contact Update

- VCAD@portlandoregon.gov should be used for general questions/inquiries/advice.
- BOECHelpdesk@portlandoregon.gov should be used for support, paging updates, CAD support, etc. This email imports into the ticketing system allowing them to respond in the order received.
- 503-865-8223 (VCAD) can be used for immediate help

RADIO TECHNOLOGIES – Bob Cozzie on behalf of Greg Locati

Radio Encryption Project

- All grant funded radios and software updates have been distributed and put in service.
- Agency Templates preparations are at a point where we can begin logistics planning on a programming implementation strategy.
- We are currently working with PPB to hire a new Radio Liaison as the original coordinator has retired.

Any questions can be sent to Bob that he can forward to Greg, or you can reach out to Greg directly at Greg.Locati@portlandoregon.gov.

OLD BUSINESS:

CHANGE EXISTING COST ALLOCATION - UPDATE – Seth Reeser

- With Gresham's change of command and the holiday season, they were not ready to come to an official understanding/agreement. They had asked questions about how other Agencies in Oregon do their cost allocations. Reeser shared the breakdowns of the cost allocations for both Willamette Valley Communications Center and Washington County Consolidated Communications Agency.
- Reeser would like to invite everyone to the March Finance Committee Meeting to discuss these breakdowns further in hopes to bring a vote on whether we are going to change the existing cost allocation methodology during our next User Board meeting in April.

NEW BUSINESS:

BUDGET CUT LETTER REQUEST– **Seth Reeser**

When we met at the finance committee meeting last month, we discussed how the 5% and 8% would affect BOEC and it would have a significant shift in call-wait times, etc. If needed, we would like to ask that you write a letter of support to maintain BOEC's FTE's.

Arron Monnig asked for Reeser to send some talking points for us to put our support where needed. Cozzie and Reeser will develop something to send out to everyone.

USER BOARD SURVEY – **Bob Cozzie**

- Our Equity Manager, Nakita Thomas and our PIO, Jaymee Cuti compiled the questions and with the help of John Bryson, who helped finesse everything to make sense from a User Board standpoint.
- A link to the User Board survey will go out with the minutes from this meeting.
- The survey is designed to measure feedback from all agencies, organizations, or governments served by BOEC. The results will help with our strategy moving forward.

GOOD OF THE ORDER: Nothing to add.

ADJOURNMENT: The meeting was adjourned at 14:30.

NEXT MEETING: April 17th, 2025, at 1330.

Bureau of Emergency Communications User Board

January 16, 2025

Agenda:

- Call To Order – Chair Reeser
- Establishment of Quorum (8 needed)
- *Approval of Previous Meeting Minutes
  - July 18, 2024
  - October 17, 2024
- Introductions
- Business Updates:
  - Director's Report – Cozzie
  - Budget Report – Damron
  - Operations & Committees – Mawdsley
  - Training Update – Payne
  - Quality Assurance – DesJardins
  - Dispatch Technologies – Morley
  - Radio Technologies – Locati
- Old Business
  - Change Existing Cost Allocation – Update – Reeser
- New Business
  - User Board Survey – Cozzie
- Good of the Order
- Next Meeting: April 17, 2025
- Adjourn

** Action Item*

Establishment of Quorum

8 Required

Approval of Previous Meeting Minutes

*July 18, 2024

** Action Item*

Introductions

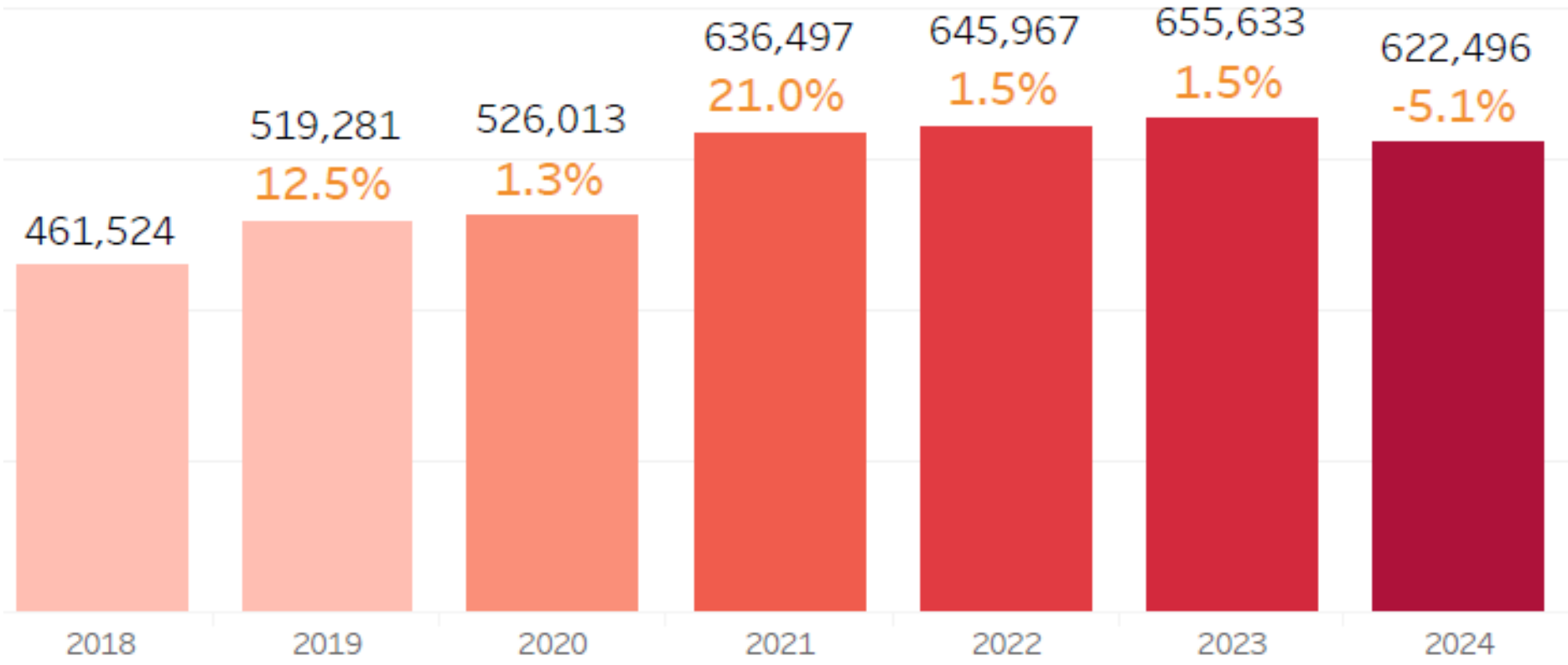
Director’s Report

Bob Cozzie

2024 BOEC Year in Review

Bob Cozzie,
Director

911 Call Volume 2018-2024



5.1% decrease the past year

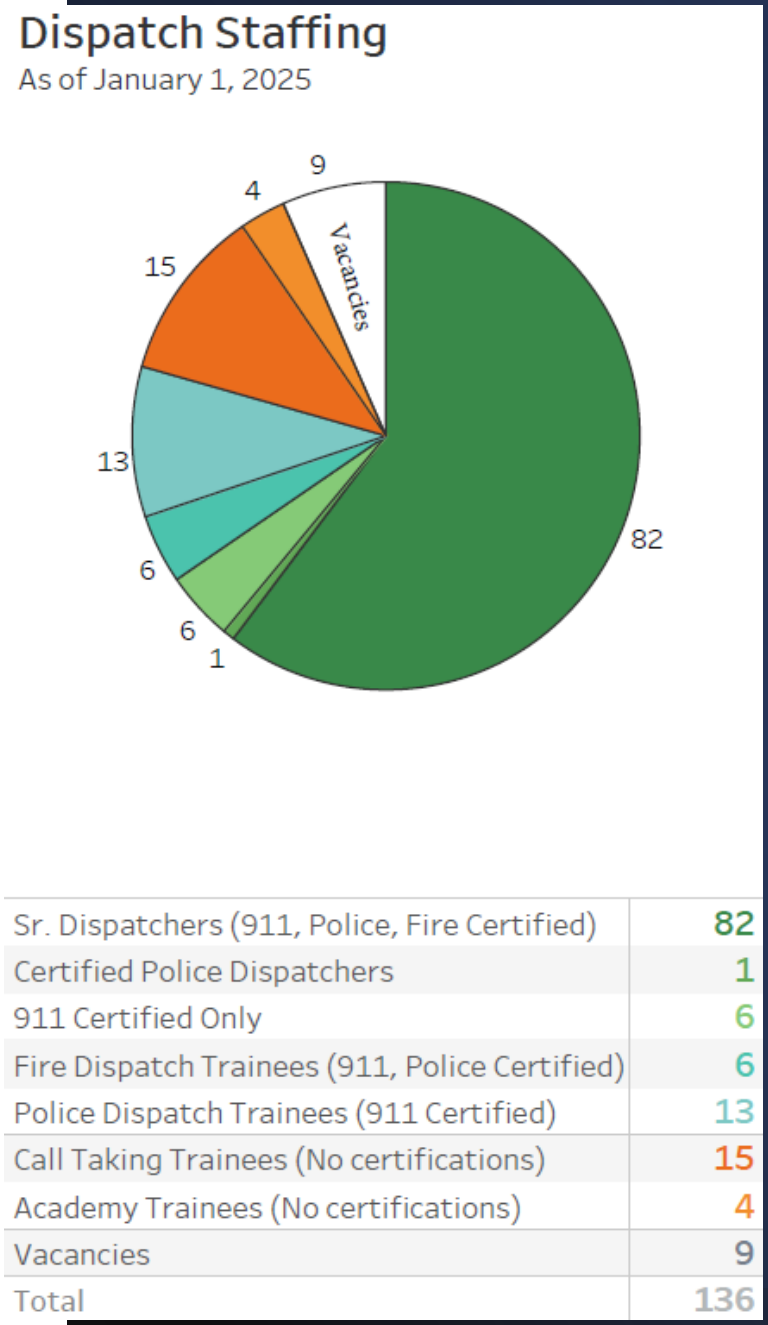
35%

increase from 2018

Staffing – As of January 1, 2025

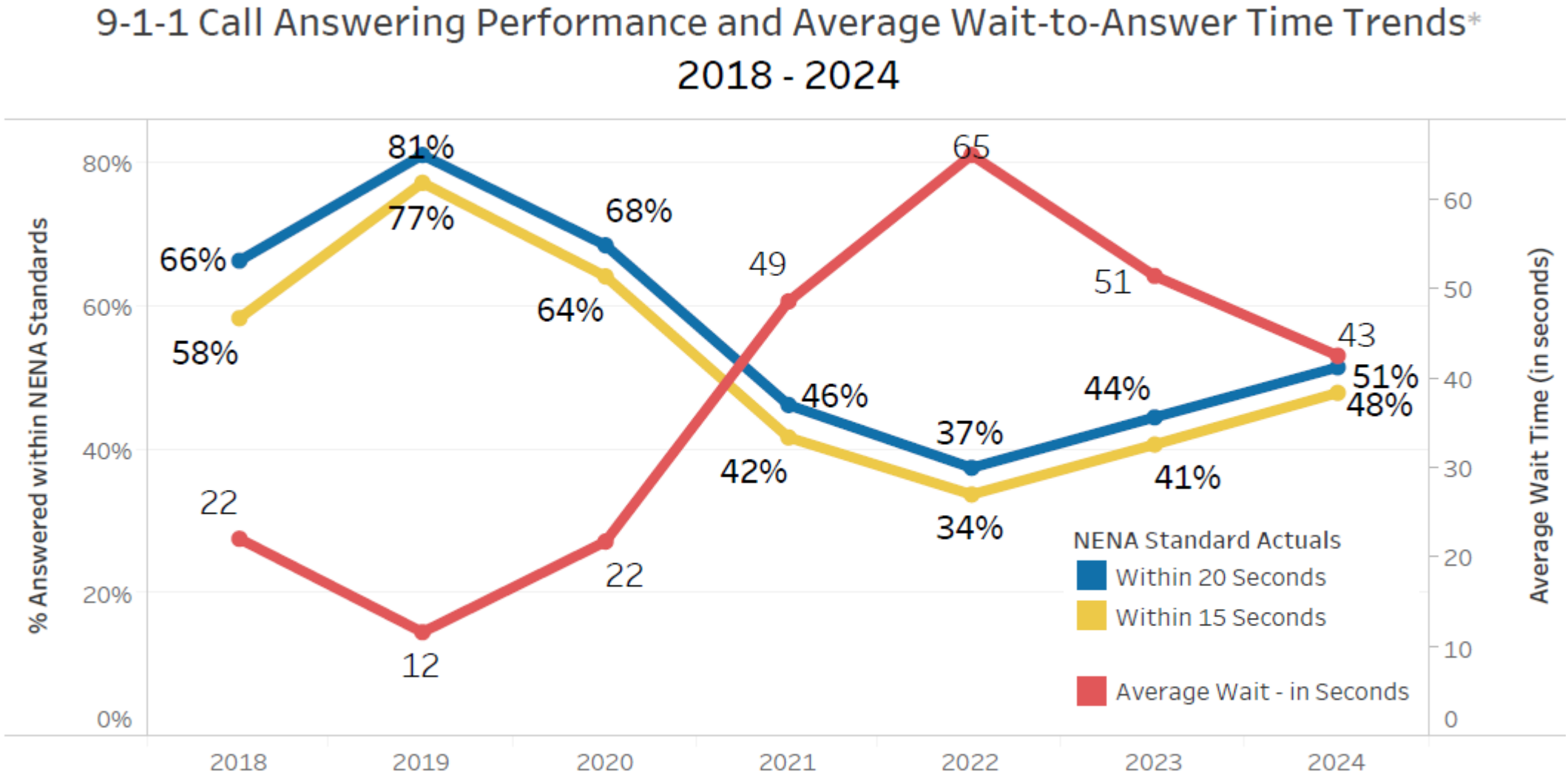
- Two years ago… Today…
  - 62 Sr. Dispatchers 82
  - 90 certified in call taking 108
  - 99 total operations staff 127
  - 37 vacant positions 9

…and 14 candidates to fill vacancies in a February academy!

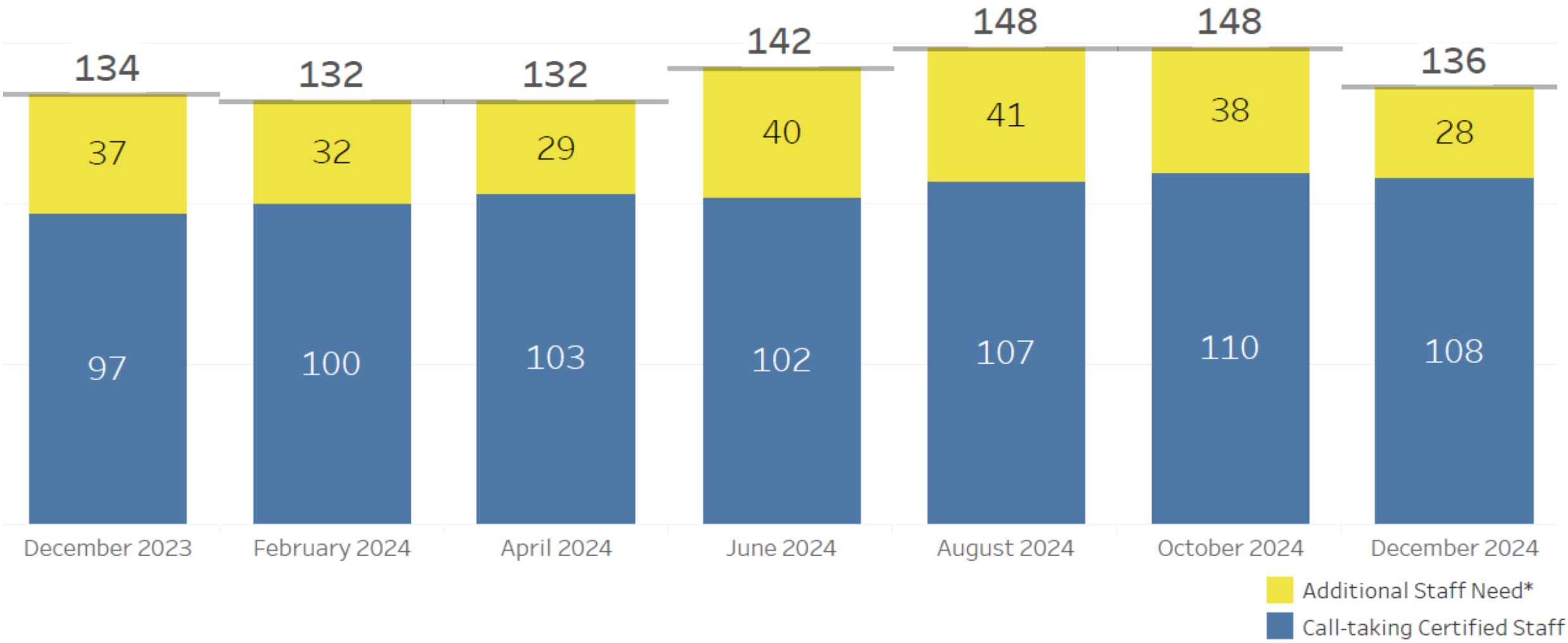


Sr. Dispatchers (911, Police, Fire Certified)	82
Certified Police Dispatchers	1
911 Certified Only	6
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	13
Call Taking Trainees (No certifications)	15
Academy Trainees (No certifications)	4
Vacancies	9
Total	136

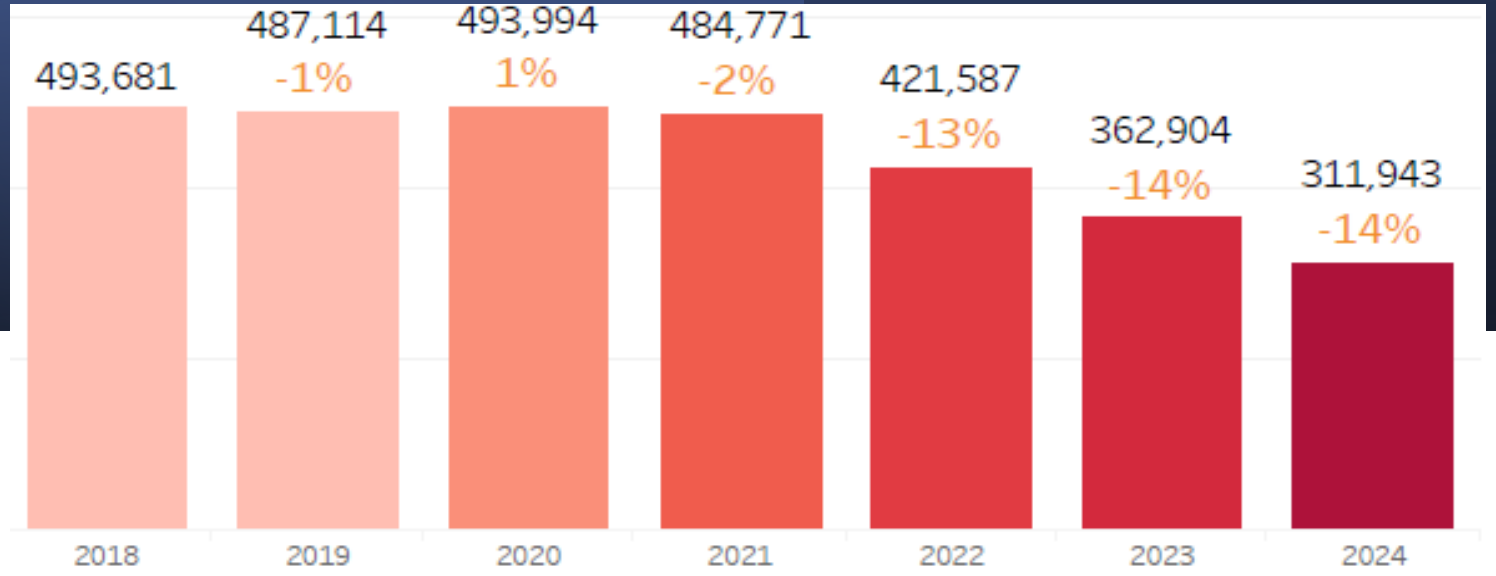
911 call wait times continue to improve

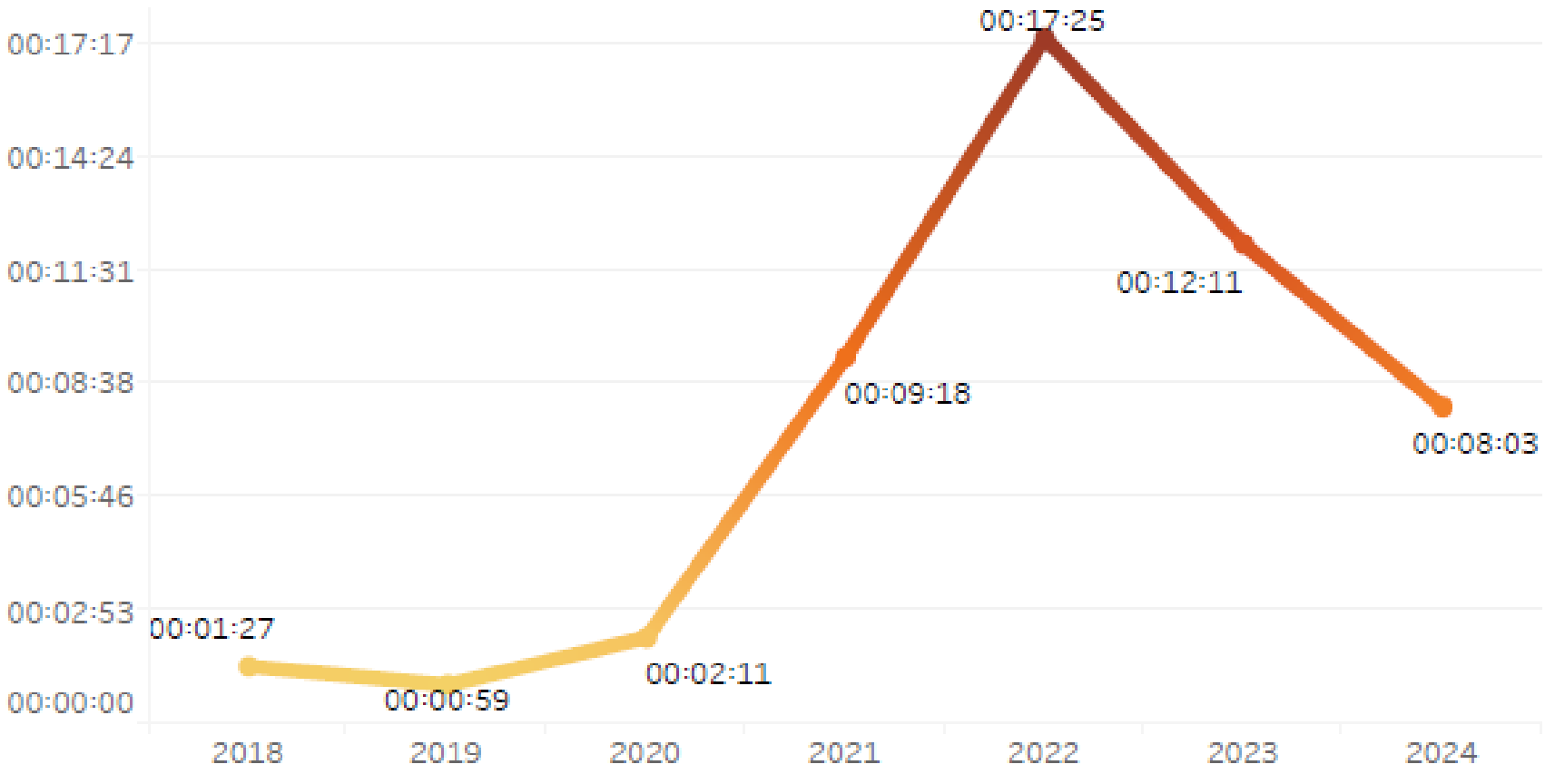


Certified Staff Required to Answer 911 Calls Within 15 Seconds



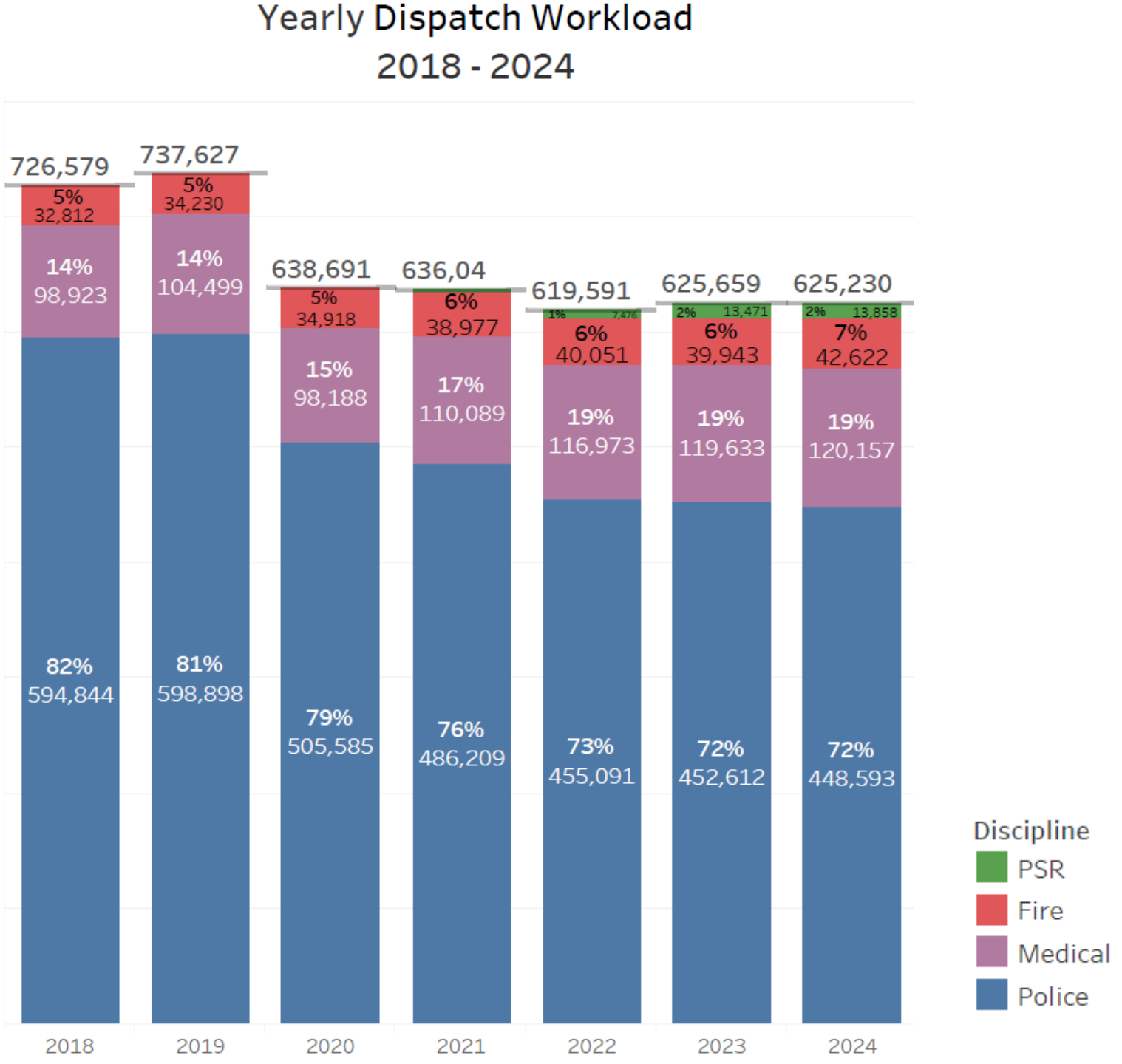
Non-emergency call volume and trends

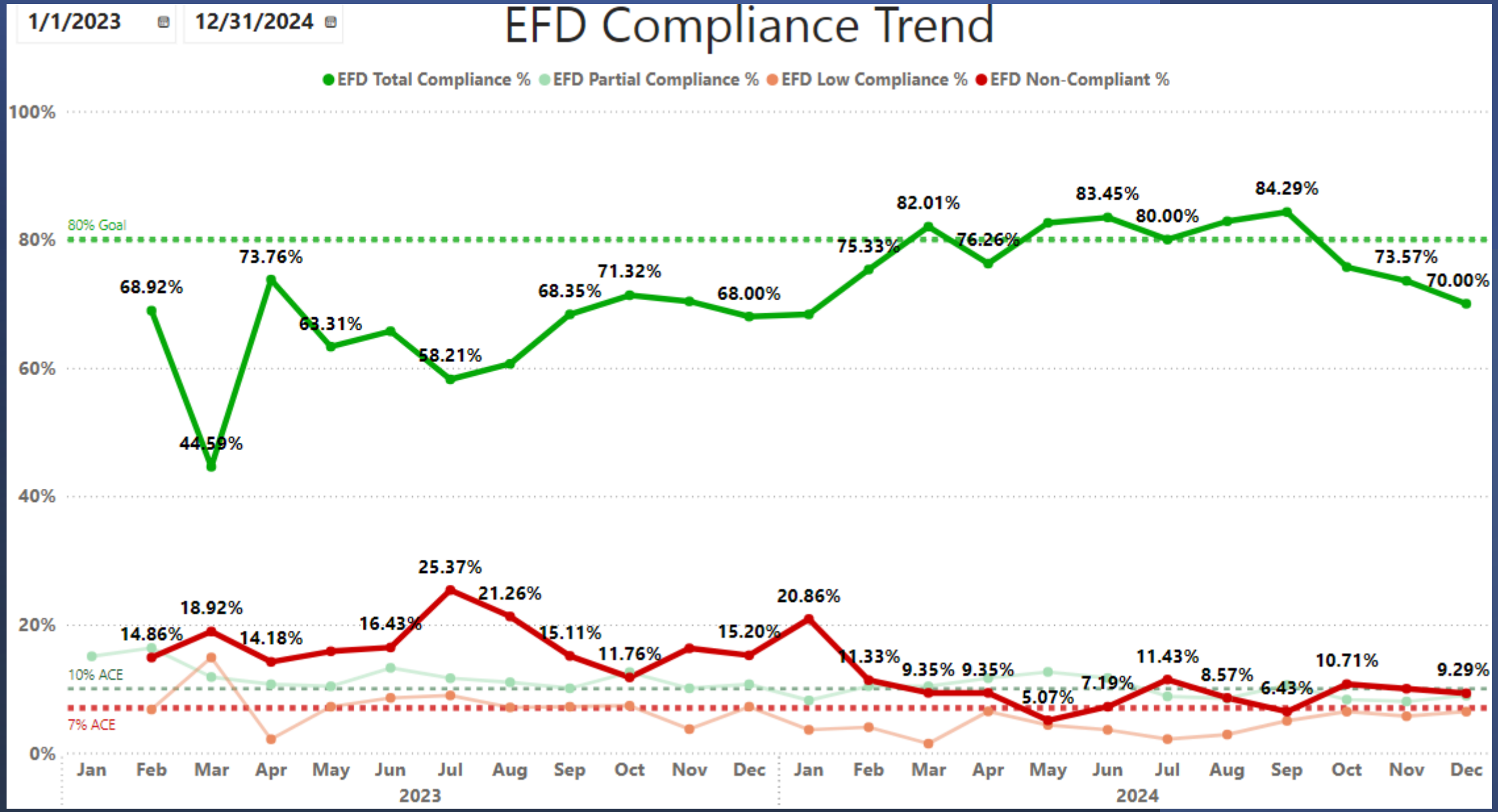




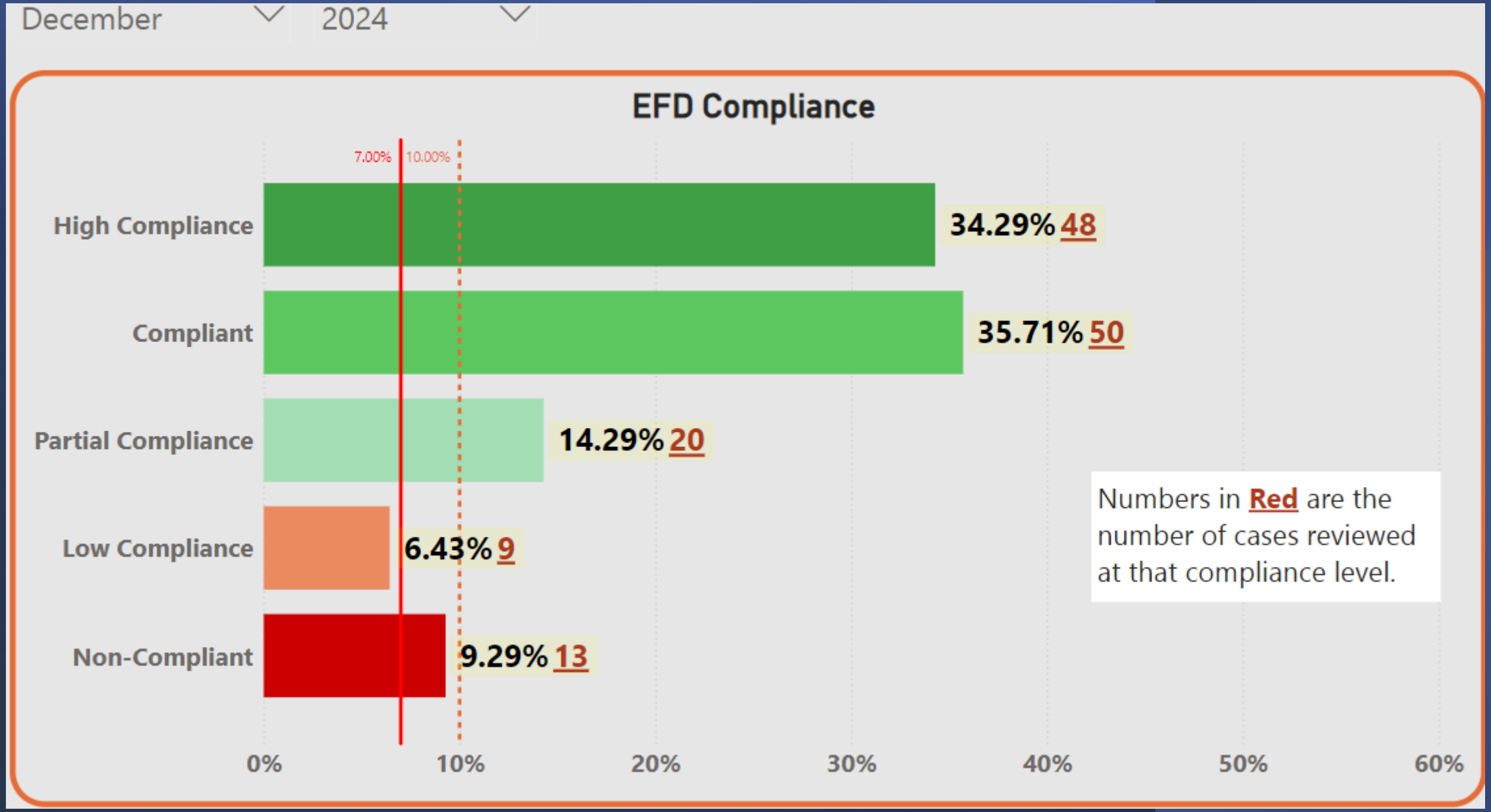
Number of calls for service is stabilizing *(except for fire)*

- Slight increase in PSR calls
- 7% increase in fire calls
- Slight increase in medical calls
- Slight decrease in police calls





Accreditation Criteria: 73% compliance (min); ≤ 7% non-compliance; ≤ 10% partial compliance; ≤ 10% low compliance



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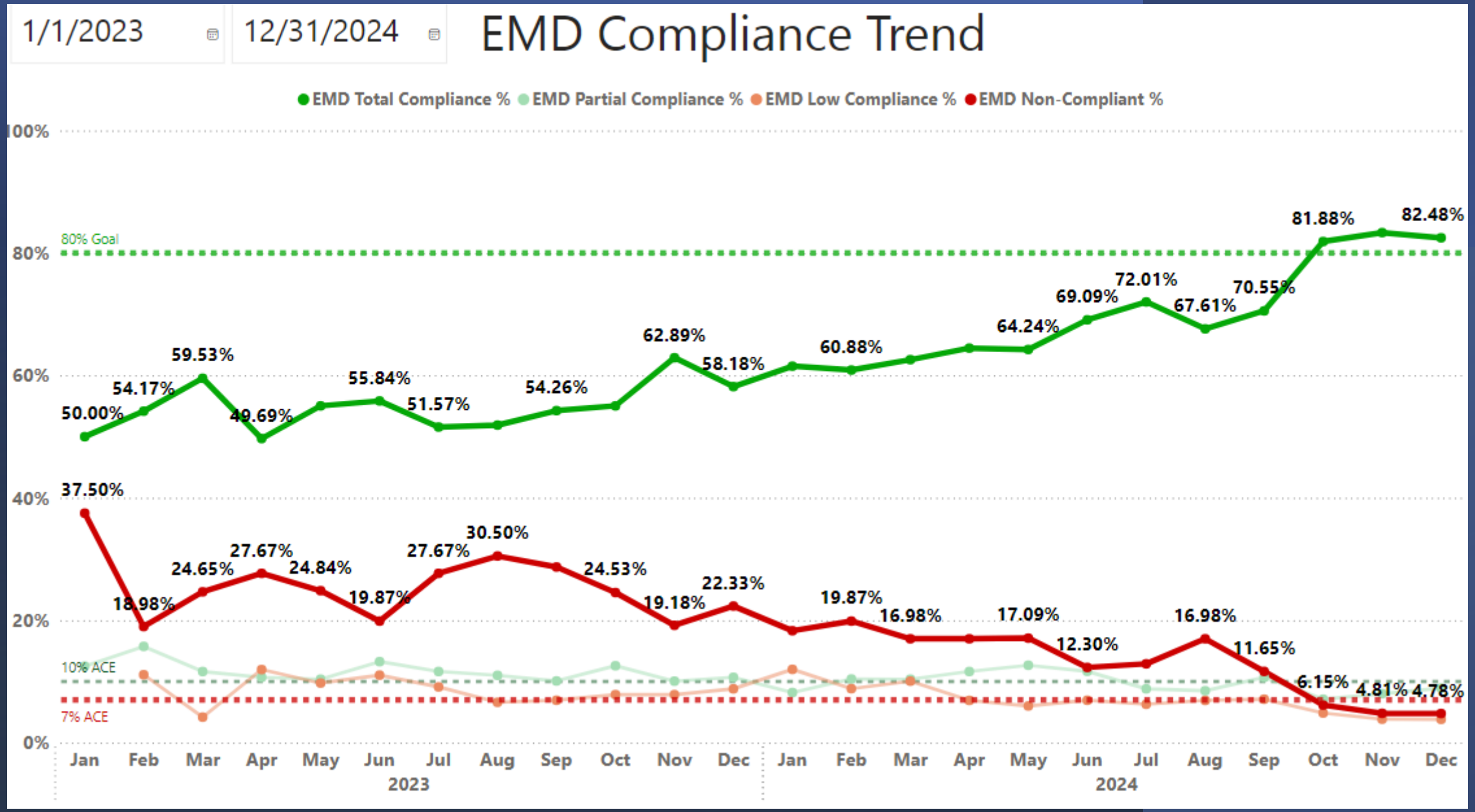

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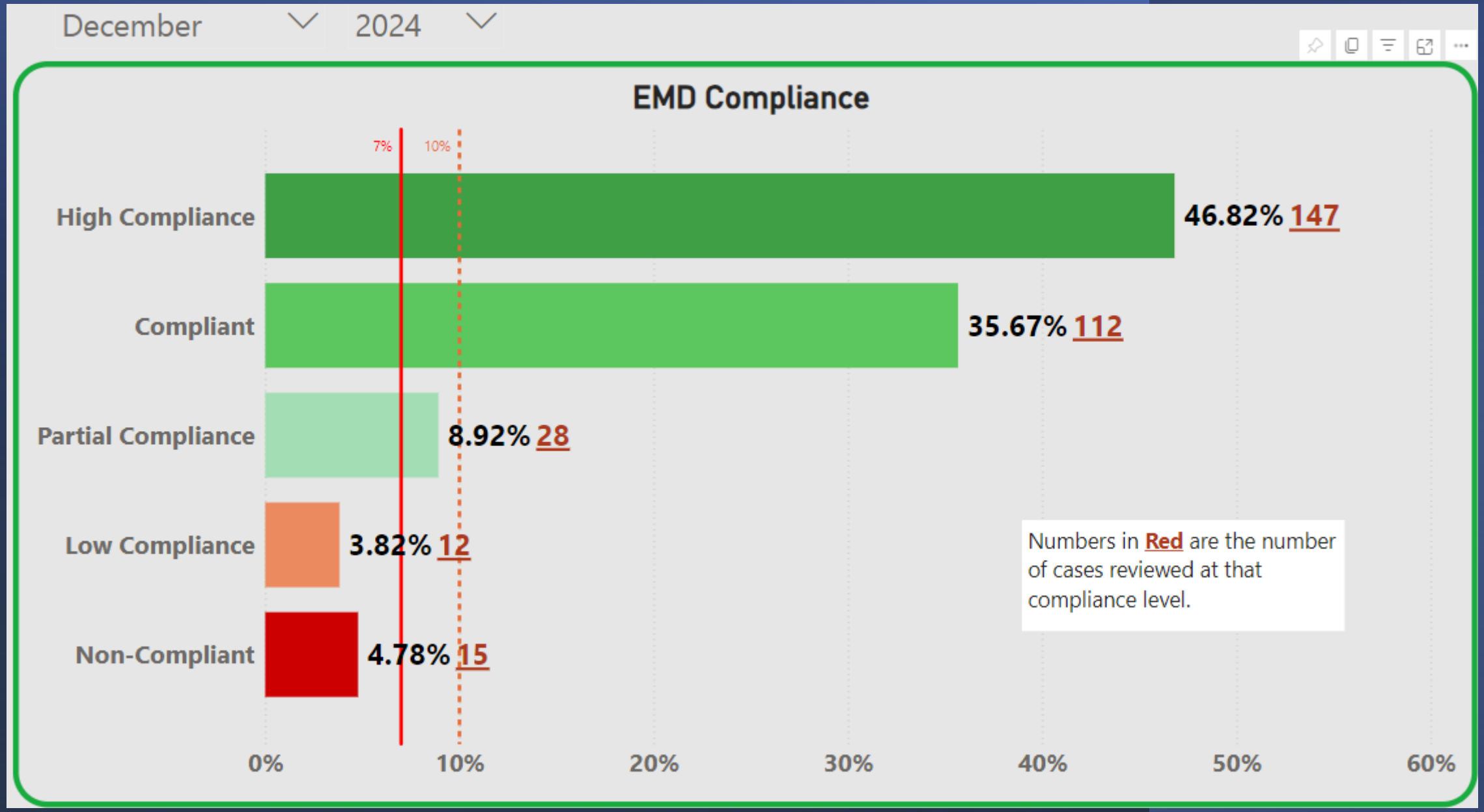

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2025 Focus Areas

- Fill all vacant positions
- Continuing to address call wait times
- Attain Accredited Center of Excellence (ACE)
- Employee wellness

FY25 Budget Report
Jul 1, 2024 – Dec 31, 2024

Expenses	Budget	Spent	%
Personnel	$26,608,547	$12,818,121	48%
External M&S	$2,264,632	$201,256	9%
Internal M&S	$6,604,021	$3,148,043	48%
Capital	$800,000	-	0%
General Fund Overhead	$1,679,292	$839,646	50%
Debt Retirement	$349,877	-	0%
Subtotal	$38,306,369	$17,007,066	44%
Contingency	$543,347	0	0%
Total	**$38,849,719**	**$8,641,943**	22%

FY25 Budget Report

Jul 1, 2024 – Dec 31, 2024

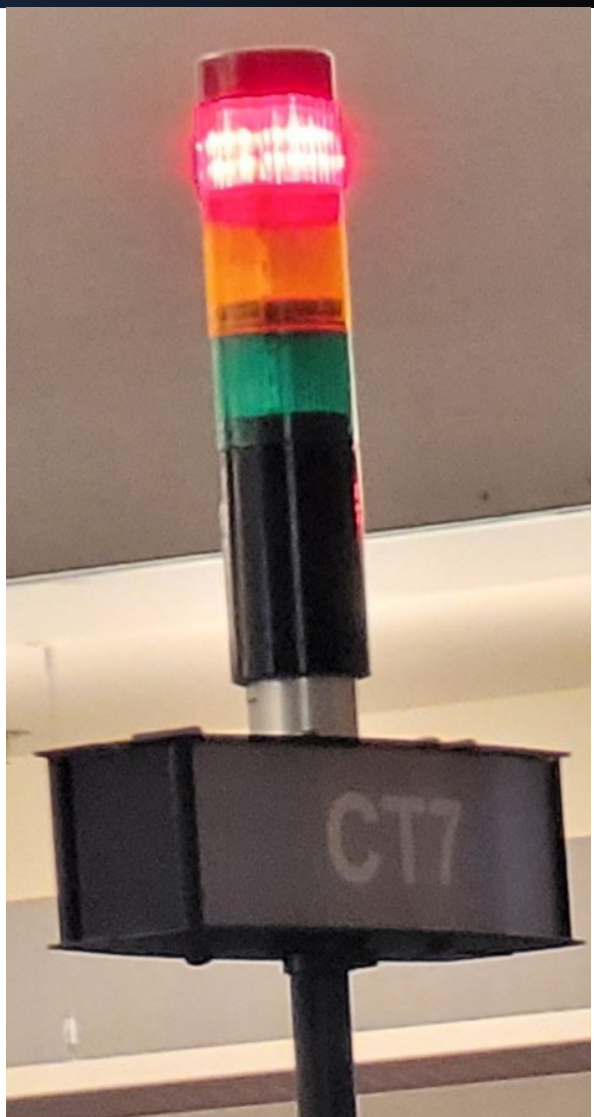
Revenue	Budget	Received	%
General Fund	$22,613,896	$12,229,632	54%
State Shared Revenue	$6,286,717	$2,390,248	38%
Local Cost Share	$7,191,158	$2,091,865	29%
Interest	$72,000	$14,684	20%
Charges for Services	$378,072	$262,200	69%
Subtotal	$36,348,943	$16,988,628	47%
Fund Balance	$2,307,873		
Total	**$38,849,716**	**$16,988,628**	44%

$1.7M of fund balance budgeted in personnel & capital

Jurisdiction	Local Cost Share	State Shared Rev
City of Fairview	$141,757	$48,664
City of Gresham	$1,571,235	$534,057
City of Maywood Park	$11,488	$3,616
City of Troutdale	$228,897	$77,550
City of Wood Village	$60,564	$22,975
Multnomah County	$77,925	$247,790
City of Portland		$1,455,595
TOTAL	**$2,091,865**	**$2,390,248**

Operations
Steve Mawdsley

- Supervisor vacancies and recruitment
- Call type restructuring project
- New partnerships
    - PSU onboarding
    - ODOT CAD-to-CAD
- APCO Western Regional Conference



Training

Melanie Payne

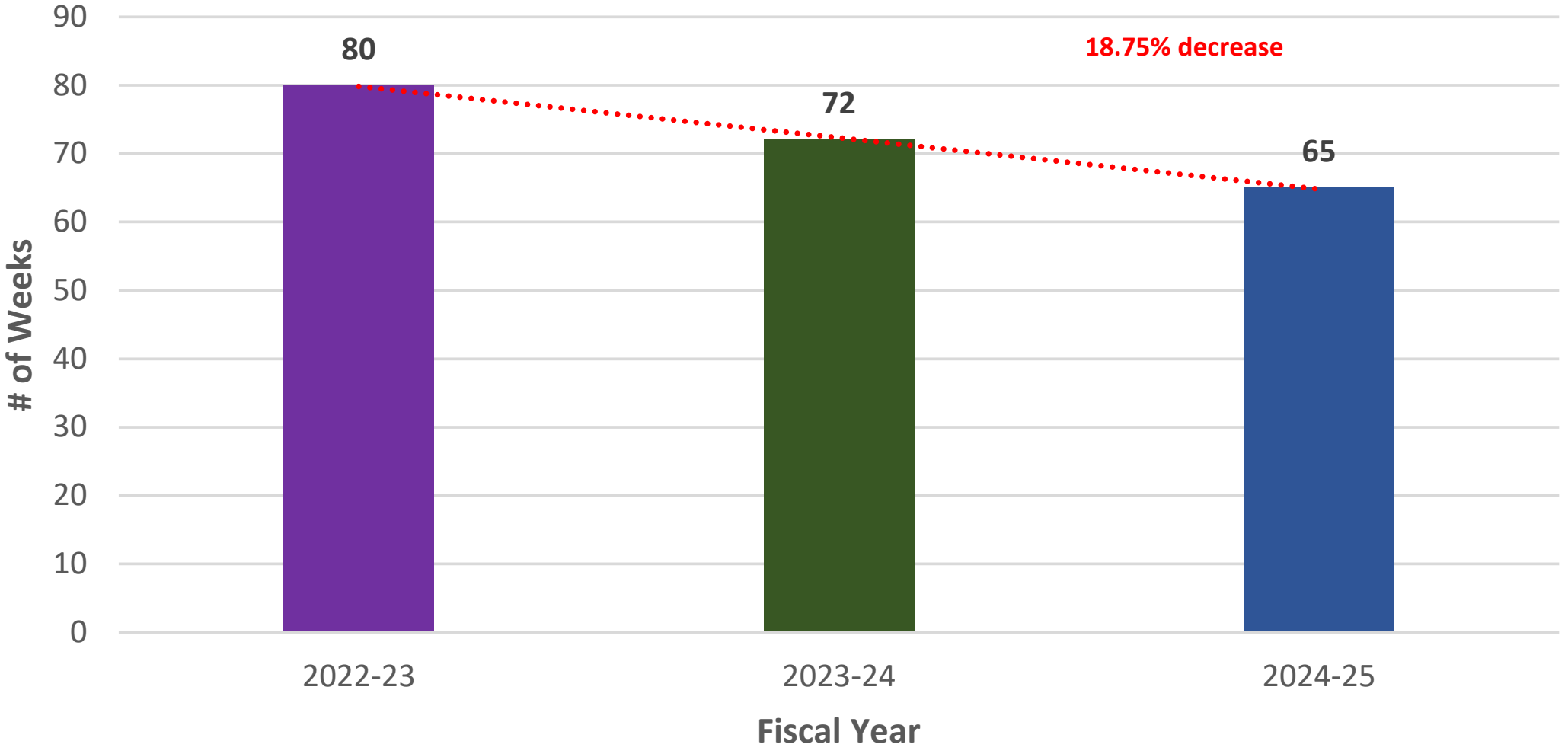
- Certifications since Nov 1
  - 3 New Senior Dispatchers (all training completed)
  - 4 certified as police dispatchers
  - 2 certified as call takers

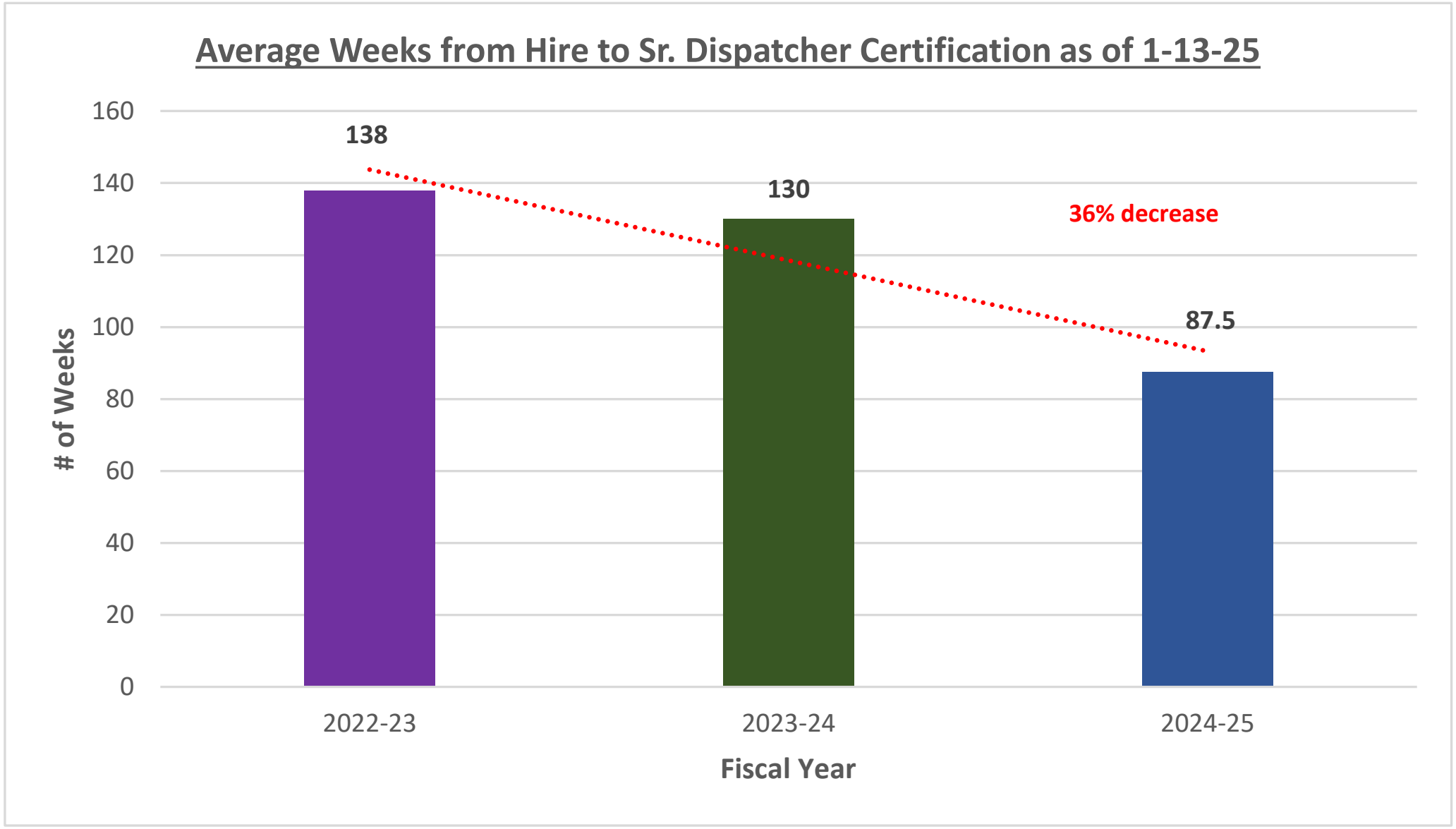
- Current Status – 38 Trainees
  - 4 in Basic Academy
  - 15 in Call Taking/Police Dispatch Training
  - 113in Police Dispatch Training only
  - 6 in Resource Dispatch (Fire, EMS and Mental Health)

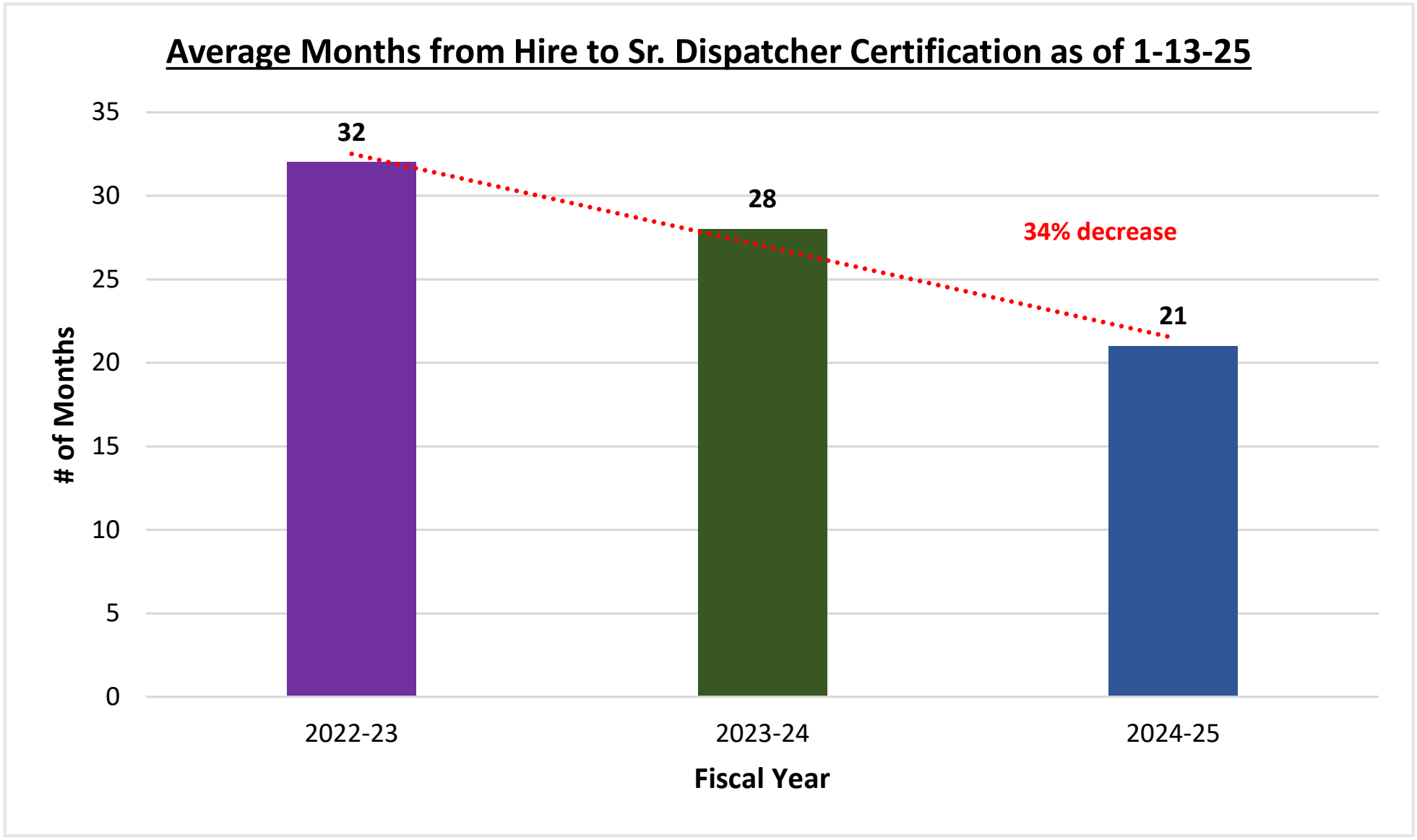
- Next academy: 2/27
  - 16 passed background investigations
  - Next: 14 psychological testing

- Future Academies
  - Awaiting budget guidance

Average On-The-Floor Training Weeks (CT, PD, RD) as of 1-13-25




Average Weeks from Hire to Sr. Dispatcher Certification as of 1-13-25
160
140
120
100
80
60
40
20
0
# of Weeks
138
130
87.5
36% decrease
2022-23
2023-24
2024-25
Fiscal Year


Average Months from Hire to Sr. Dispatcher Certification as of 1-13-25
35
30
25
20
15
10
5
0
# of Months
32
28
21
34% decrease
2022-23
2023-24
2024-25
Fiscal Year

2024 Quality Assurance

Advanced protocol training

Expanded face-to-face feedback

Supervisor feedback training

Additional data visuals

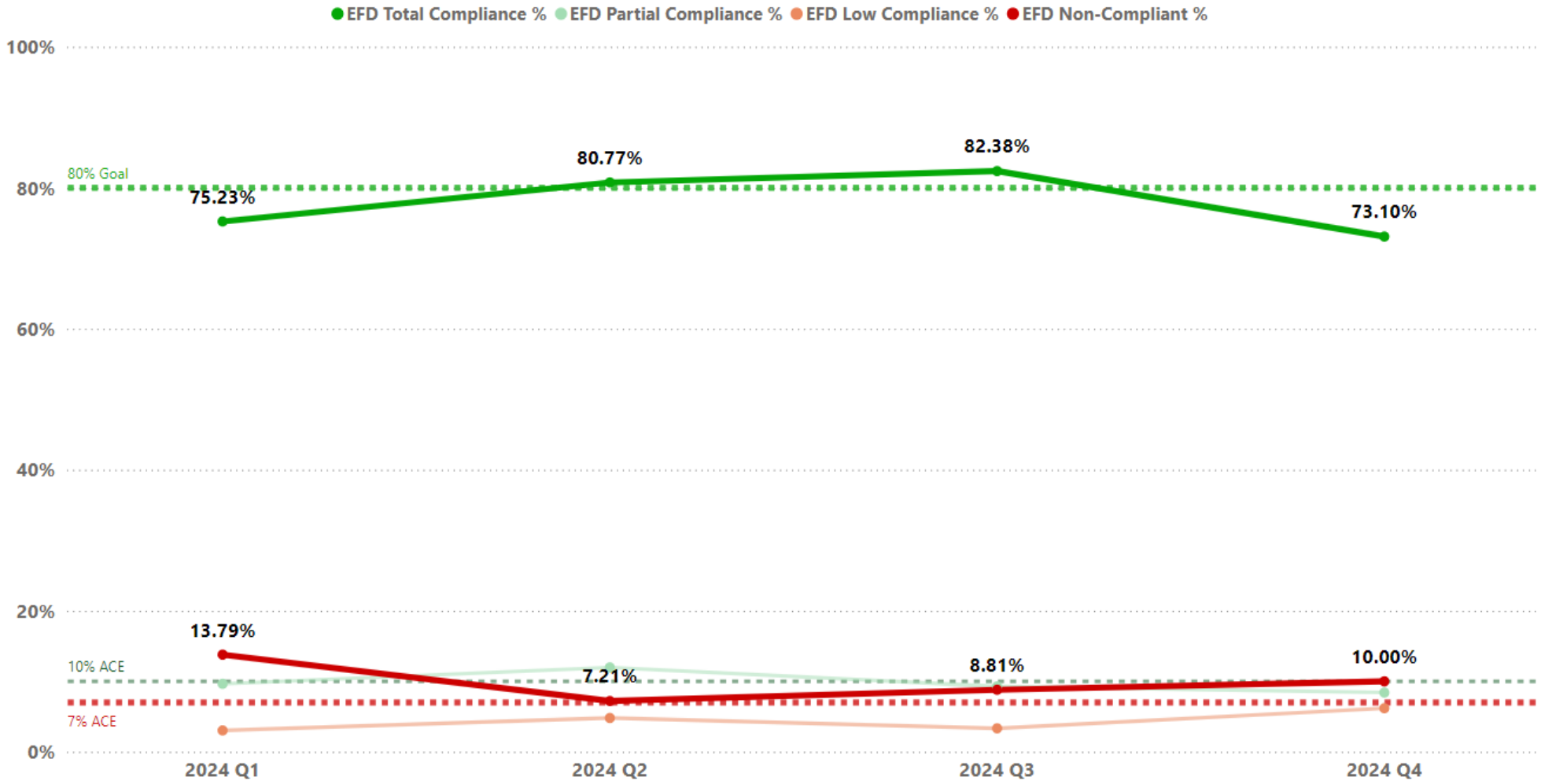
Higher engagement from staff

High-performance medical and fire call-taking.

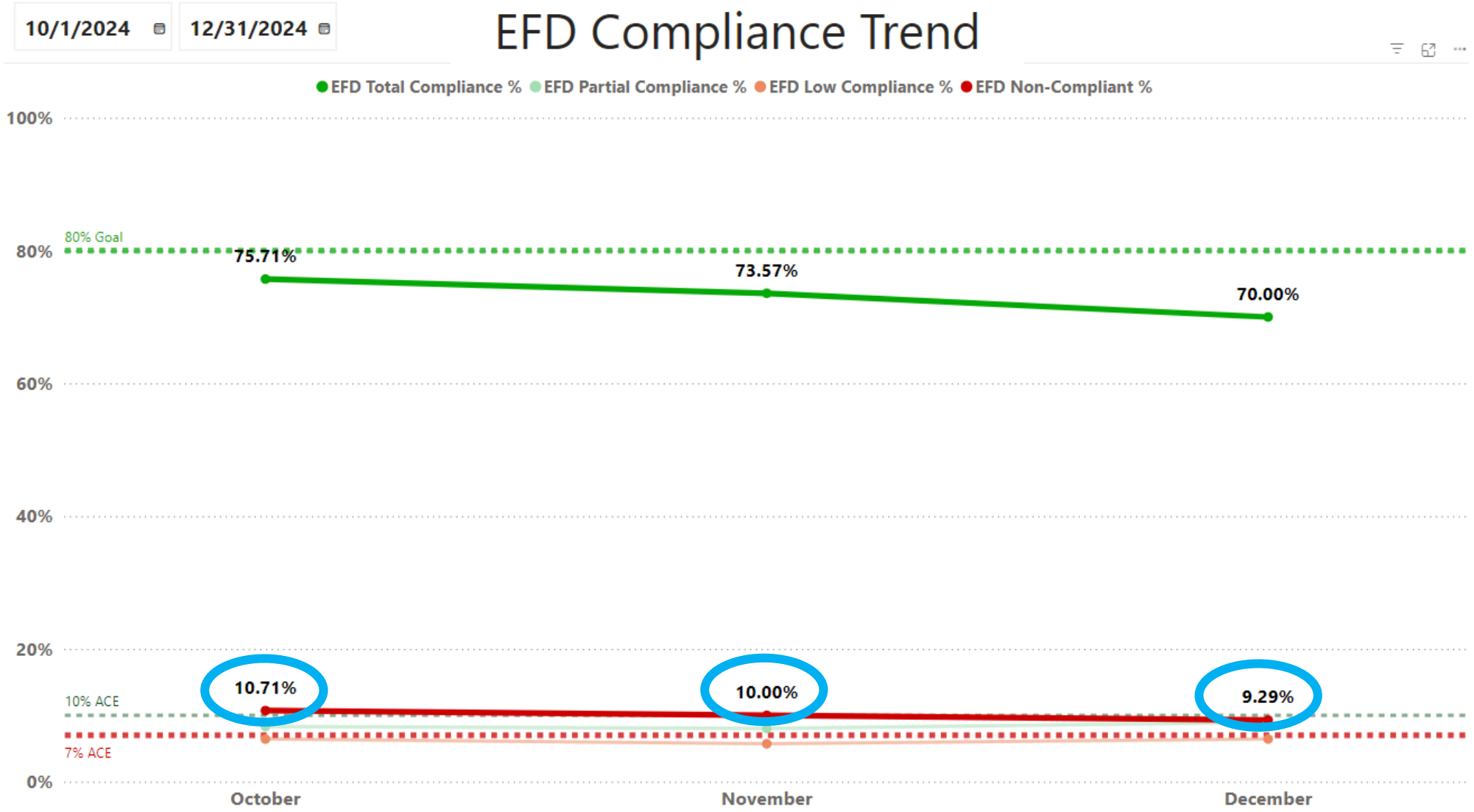
EFD 2024 Quarter Performance

1/1/2024 12/31/2024

EFD Compliance Trend



EFD 2024 Oct-Dec Performance



2025 EFD Expectations

Accreditation?

- Probable this calendar year.

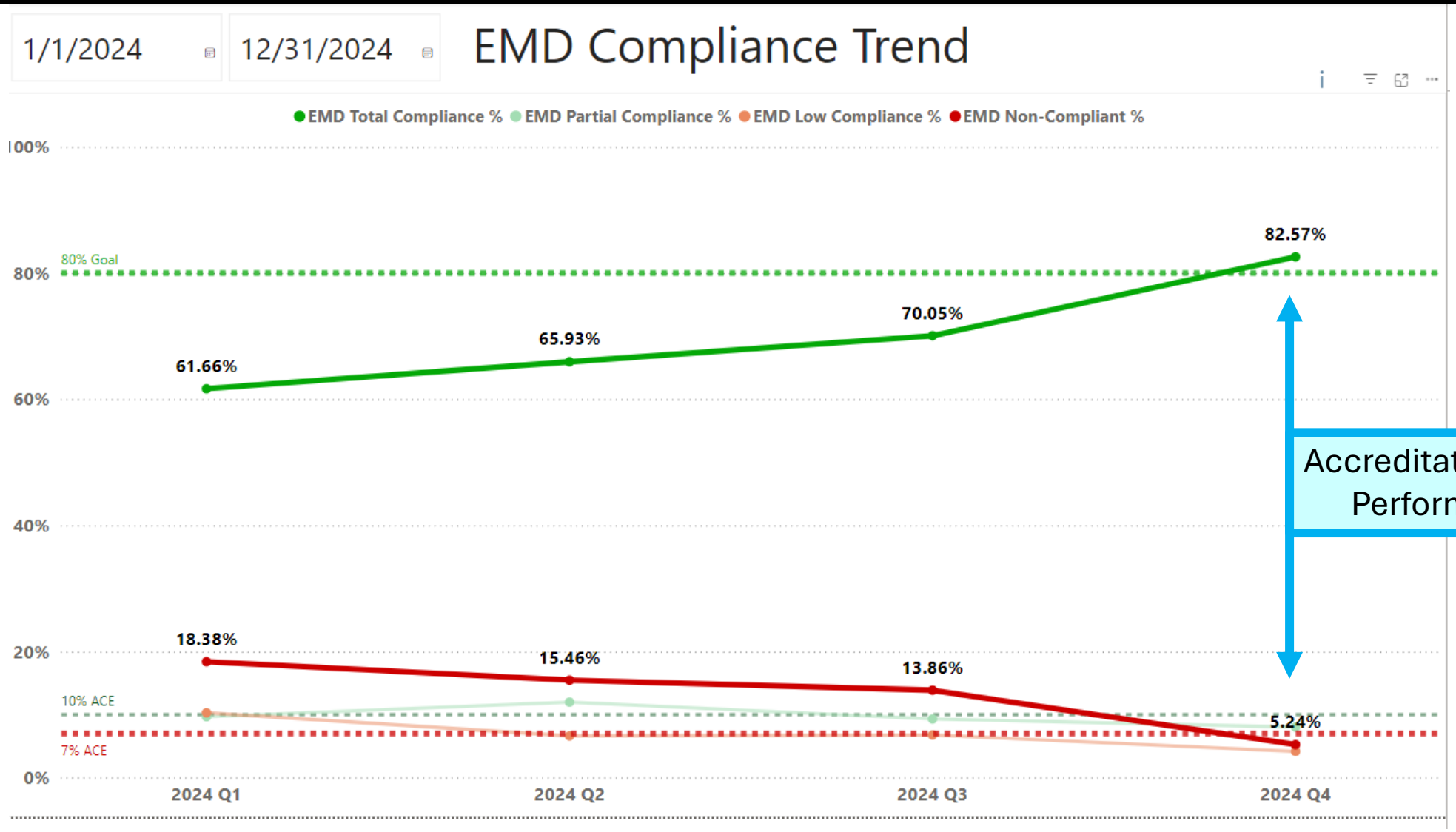
FPDS Version 8 Implementation

- Comprehensive overhaul of EFD
  - Faster SEND points
  - Fewer workarounds
    - Warming/Cooking Fires
    - Lift Assists
    - Grass/Brush Fires

Continuing Education

- Supervisors and Dispatchers

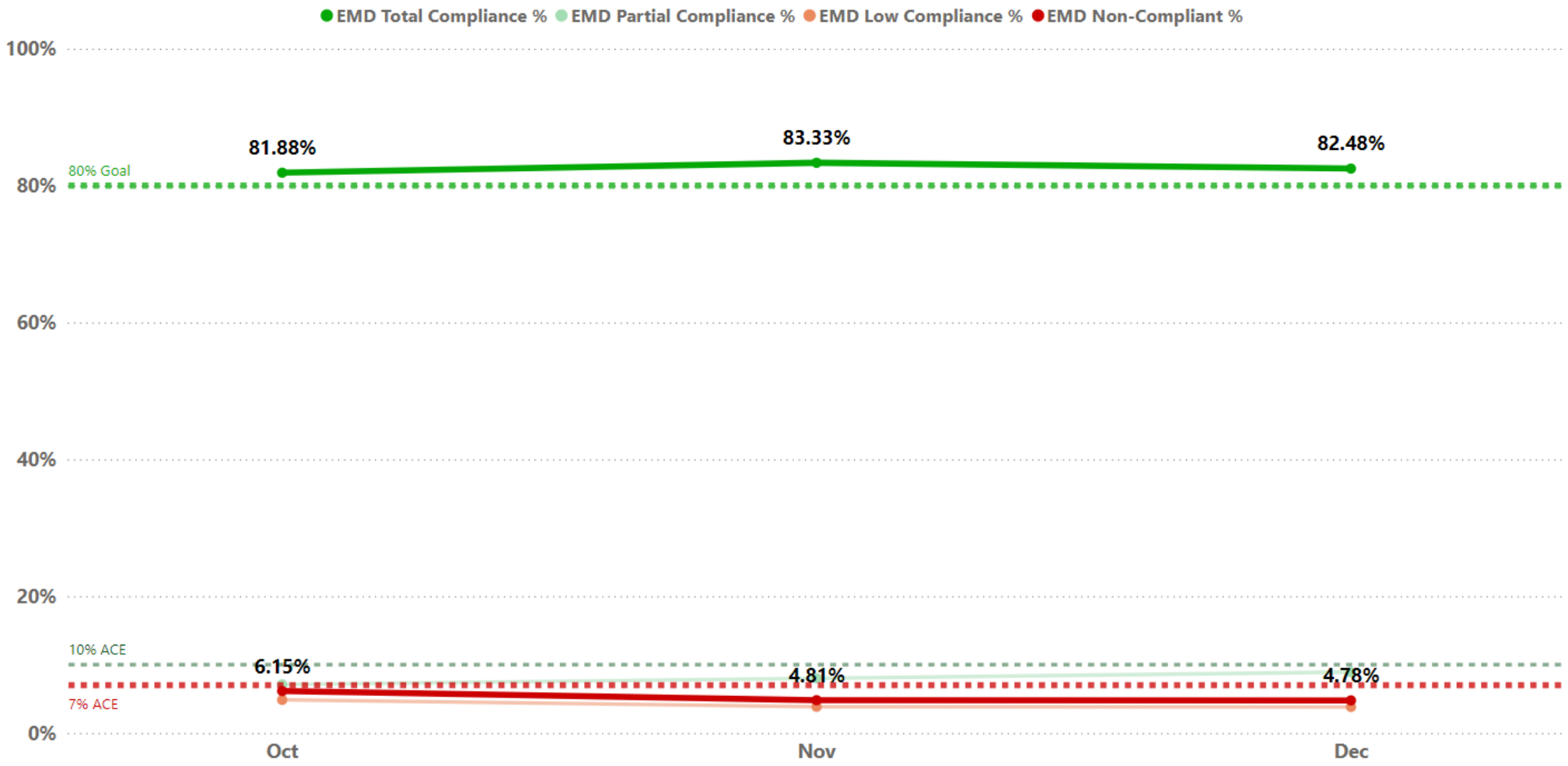
EMD 2024 Quarter Performance



EFD 2024 Quarter Performance

10/1/2024 12/31/2024

EMD Compliance Trend



2025 EMD Expectations

Accreditation?

- 1st or 2nd Quarter Submission

MPDS ProQA Updates

- Anticipated improvements
  - Falls
  - Pregnancy
  - Bug fixes
  - Other enhancements

Continuing Education

- Supervisors and Dispatchers

Police Quality Assurance Program

BOEC Police QA Workgroup

- January 2025
- Dispatchers, Supervisor, QA Team

APCO Standard Framework

- Local Policy
- BOEC Standards

GovWorx ComsCoach

- Integration of CAD and Recordings
- Feedback delivery & Simulation Creation

Implementation 2025/2026

- We want to do it right, not fast.

Dispatch Technologies

- Portland Radio GPS
- 911 Phone System Upgrade

Murrell Morley

- Technology Systems Contact
  - VCAD@PortlandOregon.gov
  - BOECHelpDesk@PortlandOregon.gov
  - 503-865-8223 (VCAD)

Radio Technologies:

Greg Locati

- Radio Encryption Project

Old Business

- Change Existing Cost Allocation – update

Change existing cost allocation – update

Seth Reeser

Willamette Valley Communication Center

- Serves a population of 415,000 people and 29 agencies across Polk, Marion, & Lincoln Counties.
  - Third largest dispatch center in Oregon
  - Run by City of Salem
  - $16,575,000 annual operating budget
  - 424,000 calls for service annually
- Allocates EMS costs to 15 governmental and 2 private ambulance provider (PacWest & South Lincoln).
  - Private providers pay $351,520 in FY2025.
- Has charged with this methodology for 25+ years
- WVCC Allocation.
  - Fixed costs are billed based on population. Fixed defined as costs to keep doors open and have 1 call taker in the dispatch center (ie includes all overheads).
  - Variable costs are all additional operating costs and are split to function by call for service and allocated to agencies within function by their CAD incidents.

9-1-1
WCCCA
POLICE • FIRE • MEDICAL

Washington County Consolidated Communications Agency

- Serves a population of 609,235 people across 2 counties, 15 cities and six fire districts.
  - Second largest dispatch center in Oregon
  - Run by independent Board appointed by each participating jurisdiction
  - $21,400,000 annual operating budget
  - 595,000 calls annually
- Washington County issued an RFP for EMS services in 2022
  - Included schedule for EMS dispatch payments and a requirement for agreement directly with WCCCA and provider, not just Washington County EMS.
  - FY2025 costs of $700,000 with 5% escalator annually.
    - Initially, using WVCC methodology proposed a cost of $1.1M. Received politically push back from Metro West this number was “too high”
    - Estimated medical call volume ~70% of BOEC. Equivalent contract amount / call for BOEC would result in a charge of $1,100,000.
    - Number based off of WVCC methodology would be $1,575,000.
  - Three providers submitted bids, chose AMR

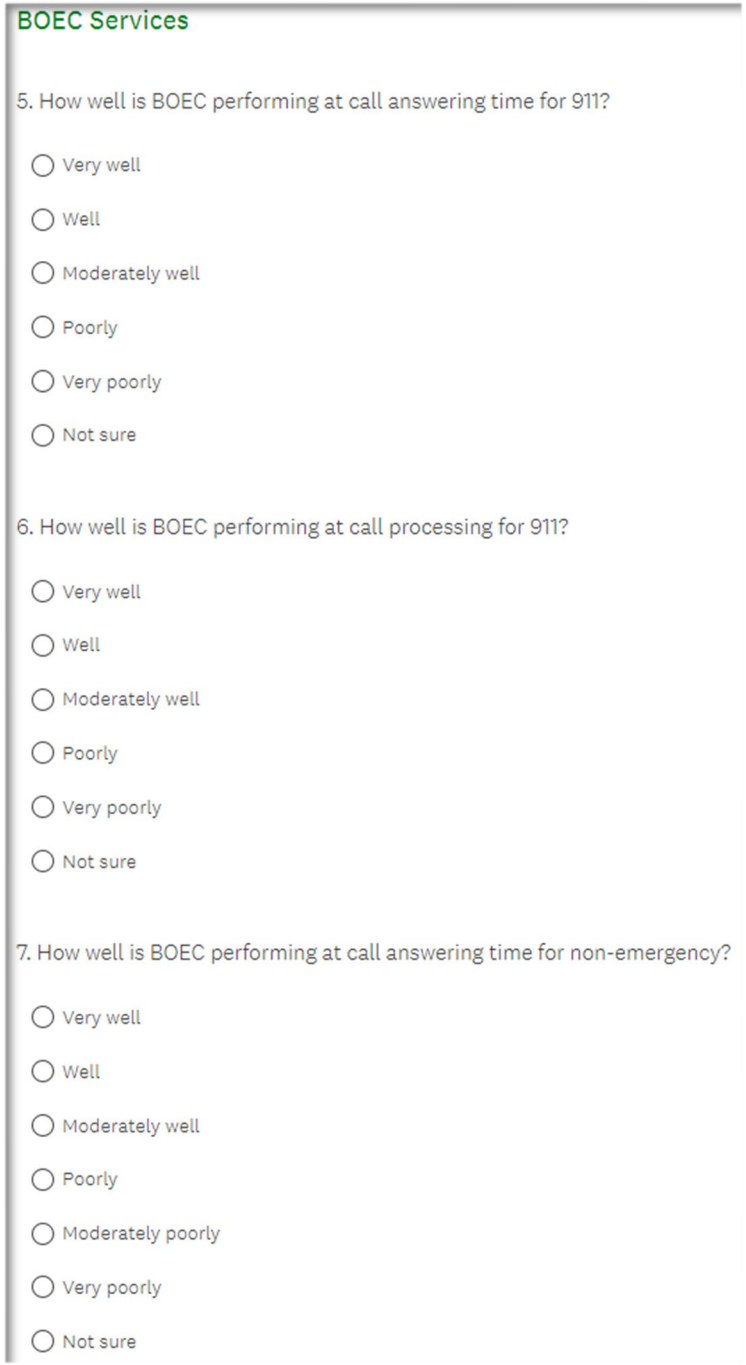
New Business

- User Board Survey

User Board Survey

Bob Cozzie

- Designed to measure feedback from all agencies, organizations, or governments served by BOEC
- Includes geographic regions of Multnomah County
- https://www.surveymonkey.com/r/9QXBLVB



BOEC Services

5. How well is BOEC performing at call answering time for 911?

- Very well
- Well
- Moderately well
- Poorly
- Very poorly
- Not sure

6. How well is BOEC performing at call processing for 911?

- Very well
- Well
- Moderately well
- Poorly
- Very poorly
- Not sure

7. How well is BOEC performing at call answering time for non-emergency?

- Very well
- Well
- Moderately well
- Poorly
- Moderately poorly
- Very poorly
- Not sure

Good of the Order:

Next Meeting:
April 17, 2025
Location: Virtual

Adjourn

Thank you!