CITY OF PORTLAND

BUREAU OF EMERGENCY COMMUNICATIONS

Keith Wilson, Mayor
Bob Cozzie, Interim Deputy City Administrator

Steve Mawdsley,
Interim Director
Post Box 1927
Portland, Oregon 97207
503.823.0911
www.portlandoregon.gov/911

BOEC User Board

October 16th, 2025

Call to Order Reeser

Establishment of Quorum (8 needed)

Approval of Previous Meeting Minutes
- **July 17th, 2025**

Introductions

Old Business

*Change Existing Cost Allocation - update	Reeser
Community Representative Responsibilities – discussion	Reeser

Business Updates

Director's Report	Mawdsley
Budget Report	Damron
Operations and Committees	Koss & DeWeese
Training and Development	Payne
Quality Assurance and Improvement	DesJardins
Dispatch Technologies	Morley
Radio Technologies	Locati

New Business

Good of the Order

Next Meeting – January 15th, 2026

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

October 16th, 2025 – 1:30 PM

PRESENT:

Jim Akers, City of Maywood Park	Travis Gullberg, GPD	Andy Ponce, PF&R
Brian Bourdon, BOEC	Sherrie Koss, BOEC	Seth Reeser, City of Wood Village
Jennifer Ciobanasiu, MCSO	Greg Locati, BTS	Alicia Russell, PPB
John Bryson, Community Rep	Steve Mawdsley, BOEC	Scott Schlimpert, MCSO
Ginger Damron, CSD	Derik Minard, GFD	Nakita Thomas, BOEC
Ryan DesJardins, BOEC	Aaron Monnig, MCSO	Mike Weston, City of Troutdale
Todd DeWeese, BOEC	Murrell Morley, BOEC	Rick Wunsch, Corbett Fire
Mike Grimm, BOEC	John Niiyama, City of Fairview	Kidus Yared, BOEC
	Melanie Payne, BOEC	

CALL TO ORDER: The meeting was called to order by Seth Reeser at 1:34 pm.

ESTABLISHMENT OF QUORUM: A quorum was established.

APPROVAL OF MINUTES: Minutes from July 2025 were approved.

INTRODUCTIONS:

- Mayor Jim Akers is acting member of Maywood Park.
- Mike Weston is acting member for City of Troutdale.
- Lt. Ciobanasiu is replacing Lt. Hakala as acting member for MCSO.

There was a moment of silence in remembrance for CCOM's Executive Director, Cheryl Bledsoe, who passed away unexpectedly earlier this week.

OLD BUSINESS:

CHANGE EXISTING COST ALLOCATION - UPDATE – **Seth Reeser**

For background, one of the sticking points with moving the IGA forward has been the changes to the cost allocation (exhibit B of the IGA documents), originally the change was proposed to the User Board in April of 2020 which was based off the recommendations from the finance committee. The recommendations were as follows:

- Split 911 call taking and Agency Dispatch functions
  - 911 call taking split by population
  - Dispatch will be billed to agencies by calls for service
- Use a three-year average of calls for service to reduce volatility
- Exclude agencies under a CFS threshold (Sauvie Island fire, Corbett Fire, Port, PSU, etc.)

Under the 1995 agreement, User Board sets the cost allocation methodology. Methodology was changed in October 2000 and again in May 2005 but there have been no updates since that time.

A vote was held to adopt the Exhibit B recommendation; the results were 9 yes votes, 2 no votes, and 1 abstention. The chair will formalize the result of the vote and forward to BOEC to connect with the Portland City Attorney and City of Portland leadership. The anticipated effective date is July 1st, 2026.

COMMUNITY REPRESENTATIVE RESPONSIBILITIES – **Seth Reeser**

There was a unanimous voice vote removing Kim Silverman as West Portland Community Representative with her missing three consecutive meetings and email now responding undeliverable. The Chair advised that Nathan Williams has stepped down from the East Portland Community Representative position. John Bryson, the East County Community Representative, previously announced that he would be stepping down. However, John said that he will stay on through January 2026 to help with the recruitment to fill all three Community Representative positions – West Portland, East Portland, and East County. The recruitment will mirror the existing City of Portland community representative advisory board process. There was also some discussion about ideas to help the new User Board members get up to speed on BOEC business, such as doing a BOEC sit-a-long and/or a User Board 101 course.

BUSINESS UPDATES:

DIRECTOR'S REPORT – Steve Mawdsley

Steve shared that between October 1st, 2024, and October 1st, 2025, BOEC increased the number of fully certified employees in the senior dispatcher classification from 79 to 88. He also shared data the current average 911 wait time was 25 seconds between January 1st through August 31st, which was a significant improvement over previous years.

Steve also shared multiple awards that BOEC employees have received this year from MCSO, DPSST, and the Oregon APCO/NENA Chapter.

With Bob Cozzie's recent promotion to the position of Deputy City Administrator for Public Safety in Portland, his office intends on opening a national recruitment for a permanent Director. The Chair asked if the User Board would like to be represented in the process, as allowed in the existing IGA, to please reach out to the Chair.

BUDGET REPORT - Ginger Damron

Ginger provided the revenue and expense reports, noting that Capital will move over to next year's budget to complete the phone update, and the contingency will move over to adjust for over hiring. She also shared historical staffing and future projections noting that the improved staffing has impacted reduced operational overtime by 42% and forced overtime by 25.5% within 3 years.

OPERATIONS AND COMMITTEES

PPB Welfare Check Pilot Program – Sherrie Koss

For the past 18 months, BOEC and a countrywide workgroup has been reviewing all police dispatch call types to access if changes are needed to response levels. During this review process they discovered that the Welfare Check call type encompasses a plethora of different scenarios, and a pilot program with PPB will be implemented between November 1st and December 15th to help identify specific categories of welfare check situations.

BOEC Supervisor Collective Bargaining Agreement – Sherrie Koss

The Portland Police Association, who represents the Operation Supervisors, continue negotiations for their first collective bargaining agreement.

BOEC Standard Operating Procedure (SOP) Committee – Todd DeWeese

We have 10-12 dispatchers who have already volunteered to form the committee with a Senior Dispatcher and a Supervisor who will be chairing. They are currently building the framework and guidelines for how the committee will work to get the SOPs updated into CAD.

Portland Street Response (PSR) Program Update – Todd DeWeese

PSR now has a dedicated phone number (503) 823-PSR3 [(503) 823-7773] which displays to BOEC call-takers as "Portland Street Response". Any request for PSR can be reached by calling 911 or the dedicated PSR phone number.

TRAINING & DEVELOPMENT – Melanie Payne

There have been 8 certifications in Operations since July 1st, 2025, and there are 36 trainees in either call-taking, police dispatch or fire/medical dispatch training

There are 15 people currently in background investigations for December's academy. Meanwhile, the recruitment for a Spring academy resulted in 298 applications in five days. Of the 298 applicants, 220 moved onto the CritiCall pre-employment assessment, and after passing their typing tests, 64 people are moving to the interview phase the week of 10/20.

QUALITY ASSURANCE – Ryan DesJardins

We are continuing to work toward medical and fire dispatching accreditation to become an ACE - Accredited Center of Excellence, with the 10% of agencies across the nation that reached that level of performance. Our application is being prepared and should be submitted soon. Once accredited, we need to make sure that we are continuously meeting the criteria

The BOEC Police QA project is in gear, and the first step is to complete integration with the audio logging recorder as the program rolls out with expected full integration by the second quarter of 2026.

Emergency Fire Dispatch (EFD) Version 8 ProQA Software is being prepared to go-live November 18th.

Ryan also shared data on EFD and emergency medical dispatch (EMD), noting that BOEC met three consecutive months of accreditation level performance in EMD in July, August, and September. Additionally, the bureau continues making progress toward meeting Fire dispatch accreditation standards that require meeting performance goals for three consecutive months in each area.

DISPATCH TECHNOLOGIES – Murrell Morley

The 911 phone system upgrade went live on September 10th with zero outages. Some analytic coding is being updated so reports can be pulled more efficiently. One of the benefits of this upgrade is this will allow every workstation on the floor to act as a 911 phone call-taking position. The addition of 15 laptops that are serving in the training room will also allow 911 and non-emergency phone functionality at another site if ever needed.

Implementation of EFD Version 8 and conversion of our fire call types begins November 18th. Well over 1000 codes have been entered into the CAD system with hopes to have a quality check phase prior to go-live on November 18th.

The non-emergency AI triage system Request for Proposal (RFP) was on hold to work with the City of Portland on alignment of their administrative rules around AI. The first draft of the RFP should be submitted soon, and the goal is to have a new system in place by Spring of 2026.

There was some discussion of CAD-to-CAD functionality and different options that have worked for other agencies. We are currently waiting for a quote to determine how best to move forward with increased regional cad-to-cad connectivity.

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. Your email is imported into the ticketing system, allowing them to respond in the order received.
- 503-865-8223 (VCAD) can be used for immediate help.

RADIO TECHNOLOGIES – Greg Locati

The move to encrypted dispatch radios is still in progress, along with updating their templates. They have reached out to get a point of contact from the PPB Chief's office to start the official transition. Once a liaison is determined they will be reaching out to the partner agencies to schedule the transitions.

A system upgrade is planned for Spring 2026, with a pre-upgrade on dispatch switches and routers. They will reach out to BOEC to plan these upgrades with minimum interruption.

NEW BUSINESS: Nothing to add.

GOOD OF THE ORDER: Nothing to add.

ADJOURNMENT: The meeting was adjourned at 14:32.

NEXT MEETING: Virtual – January 15th, 2026, at 1330.

Bureau of Emergency Communications User Board

October 16, 2025

Agenda:

- Call To Order – Chair Reeser
- Establishment of Quorum (8 needed)
- *Approval of Previous Meeting Minutes
  - July 17, 2025
- Introductions
- Old Business
  - *Change Existing Cost Allocation update – Reeser
  - Community Representative Responsibilities (Reeser)
- Business Updates:
  - Director’s Report – Mawdsley
  - Budget Report – Damron
  - Operations and Committees – Koss and DeWeese
  - Training and Development – Payne
  - Quality Assurance and Improvement – DesJardins
  - Dispatch Technologies – Morley
  - Radio Technologies – Locati
- New Business
- Good of the Order
- Next Meeting: January 15, 2026
- Adjourn

**Action Item*

Call To Order

Seth Reeser

Establishment of Quorum
8 Required

Portland Police Bureau
Portland Bureau of Fire and Rescue
Multnomah County Sheriff's Office
Multnomah County EMS
Gresham Police Department
Gresham Fire Department
Corbett Fire District 14
Sauvie Island Fire District 30

City of Troutdale
City of Fairview
City of Wood Village
City of Maywood Park
Community Representative #1 – West Portland
Community Representative #2 – East Portland
Community Representative #3 – East County

Approval of Previous Meeting Minutes

- *July 17, 2025

- ** Action Item*

Introductions

Old Business

- Change existing cost allocation – update (Reeser)
- Community Representative Responsibilities (Reeser)

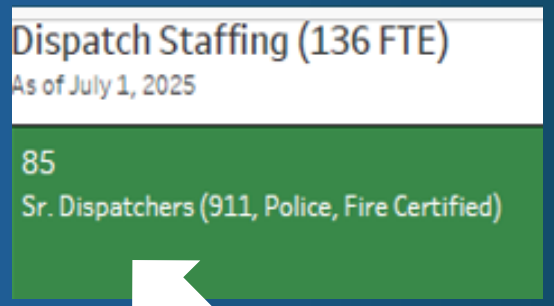
Business Updates

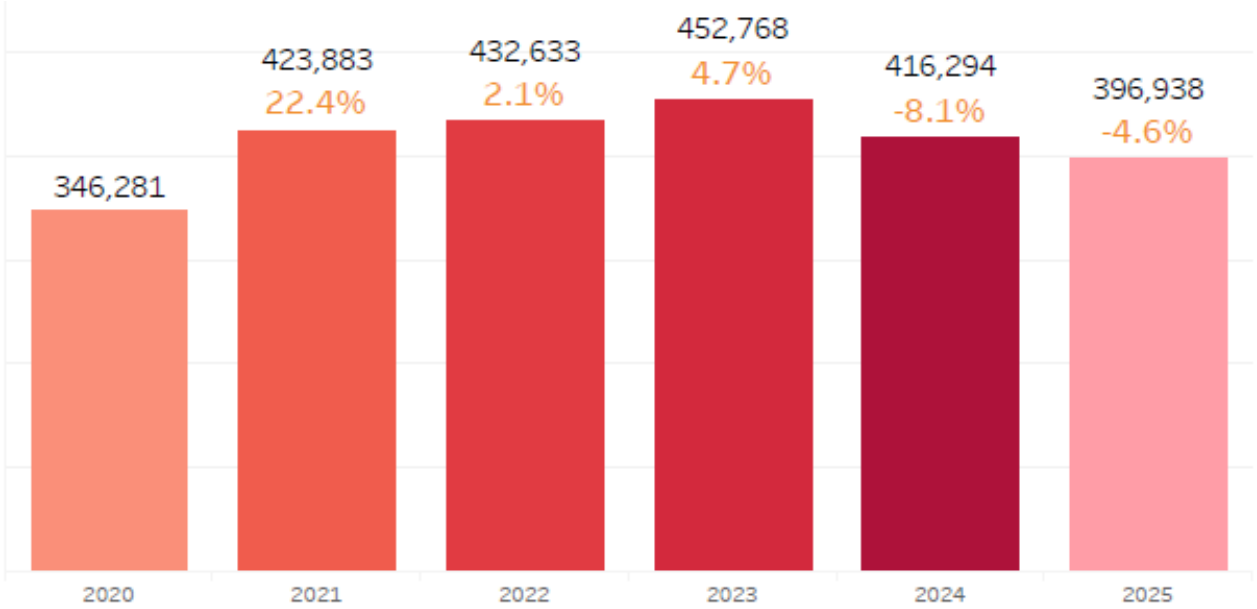
- Director’s Report
- Budget Report
- Operations and Committees
- Training and Development
- Quality Assurance and Improvement
- Dispatch Technologies
- Radio Technologies

Director’s Report

Steve Mawdsley,
Interim Director

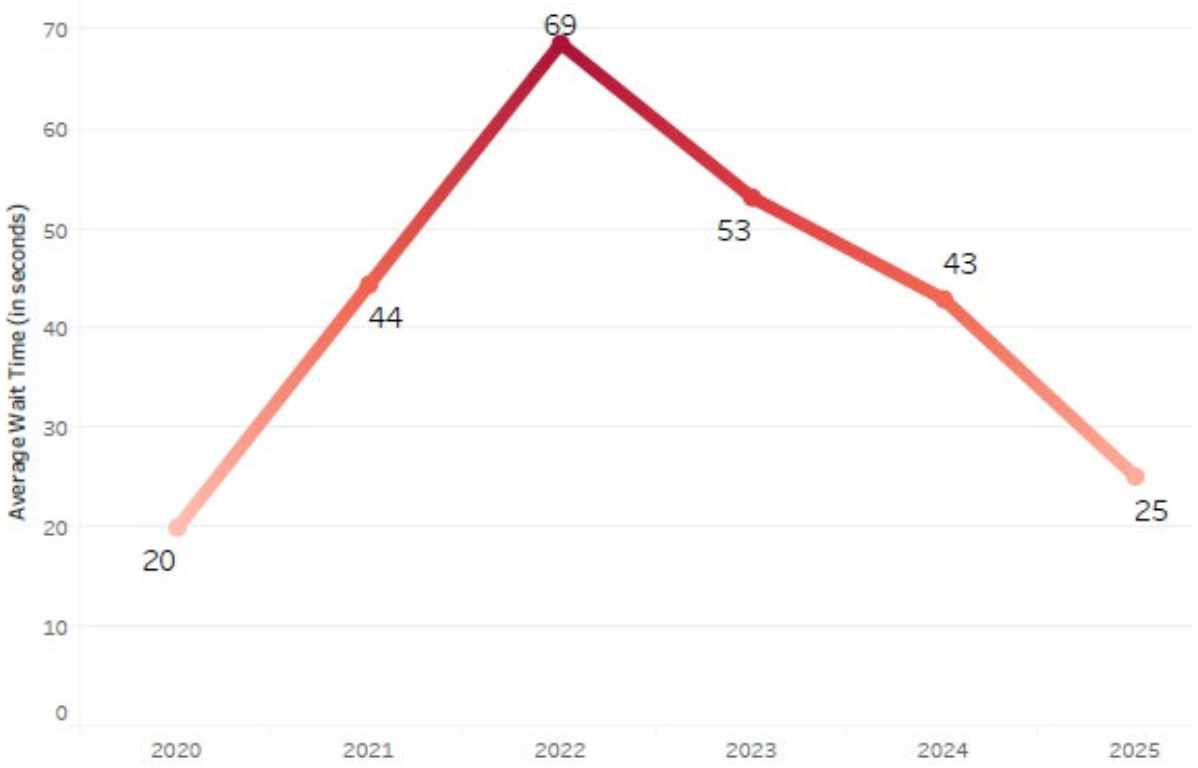
Dispatch Staffing



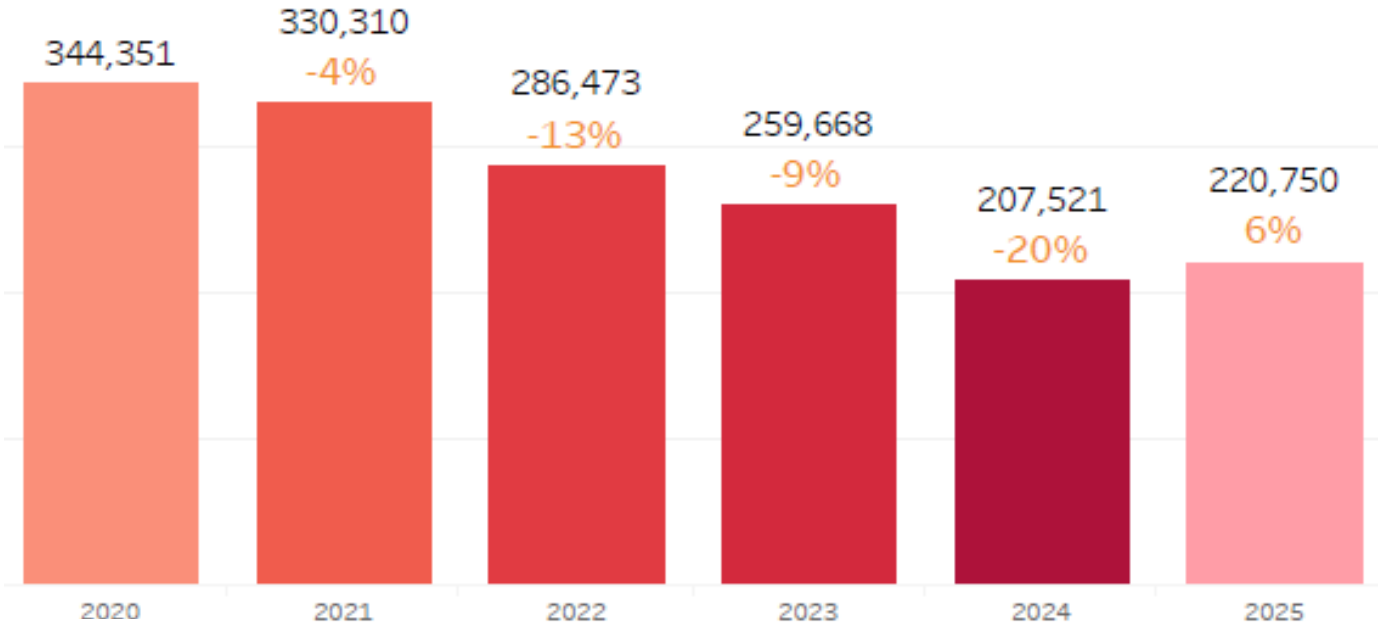


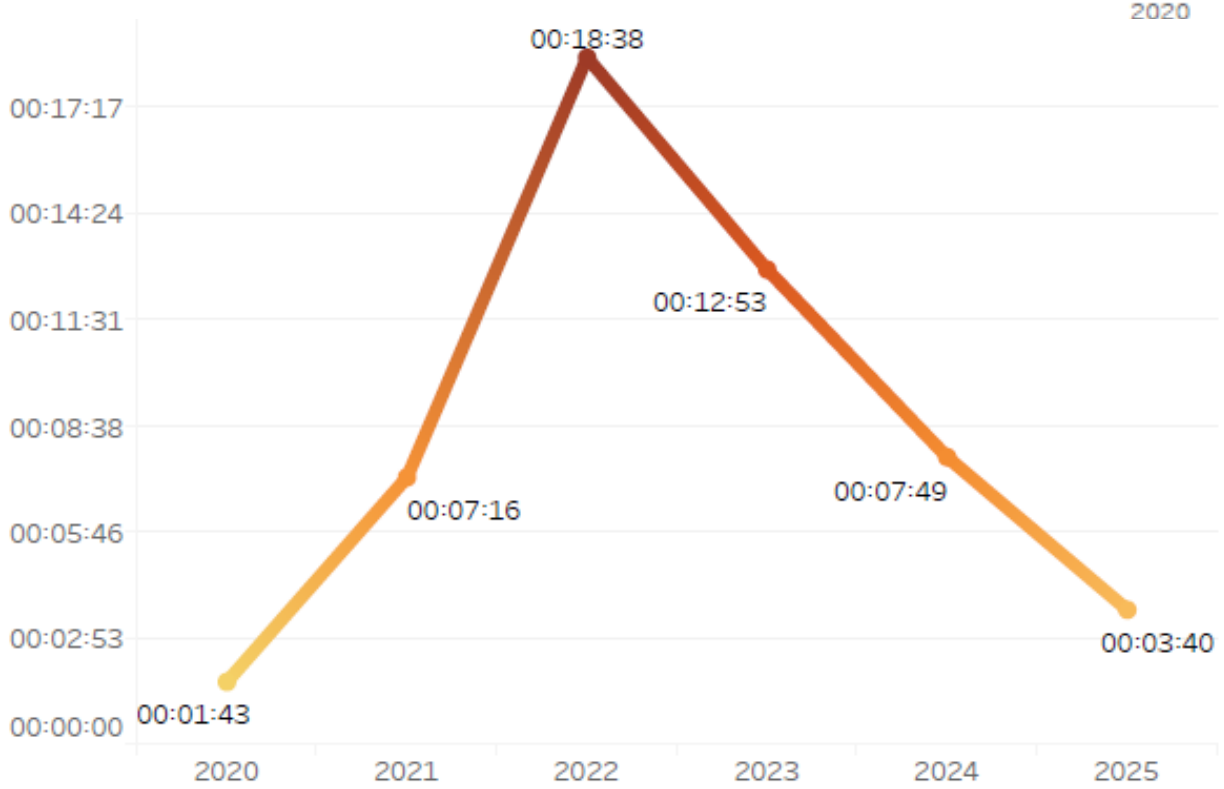
Year-to-Date
January 1 – August 31

911 Call Volume
And
Average Wait Times



Year-to-Date
January 1 – August 31





Non-911 Call Volume And Average Non-Emergency Wait Times

Changing Times…

- BOEC Director Recruitment

Awards and Recognition

Oregon 911 Supervisor of the Year

Commitment To Excellence
Western Regional Conference Team

Lifesaver Award
Infant CPR

Academic Achievement

Lifesaver Award
Adult CPR

MCSO Critical Incidents -
Plane Crash and Kidnapping

FY26 Budget Report

Jul 1, 2025 – Sep 30, 2025

Ginger Damron

Expenses	Budget	Spent	%
Personnel	$27,464,876	$7,132,521	26%
External M&S	$2,509,498	$110,525	4%
Internal M&S	$7,234,327	$1,726,758	24%
Capital	-	-	
General Fund Overhead	$1,821,650	$432,266	24%
Debt Retirement	$363,873	$-	0%
Total	**$39,394,224**	**$9,402,069**	**24%**

Pending Adjustments:

- Adding $790K to capital budget from FY25 fund balance for phone upgrade project.
- Adding $358K to personnel budget from FY25 fund balance underspend.

FY26 Budget Report

Jul 1, 2025 – Sep 30, 2025

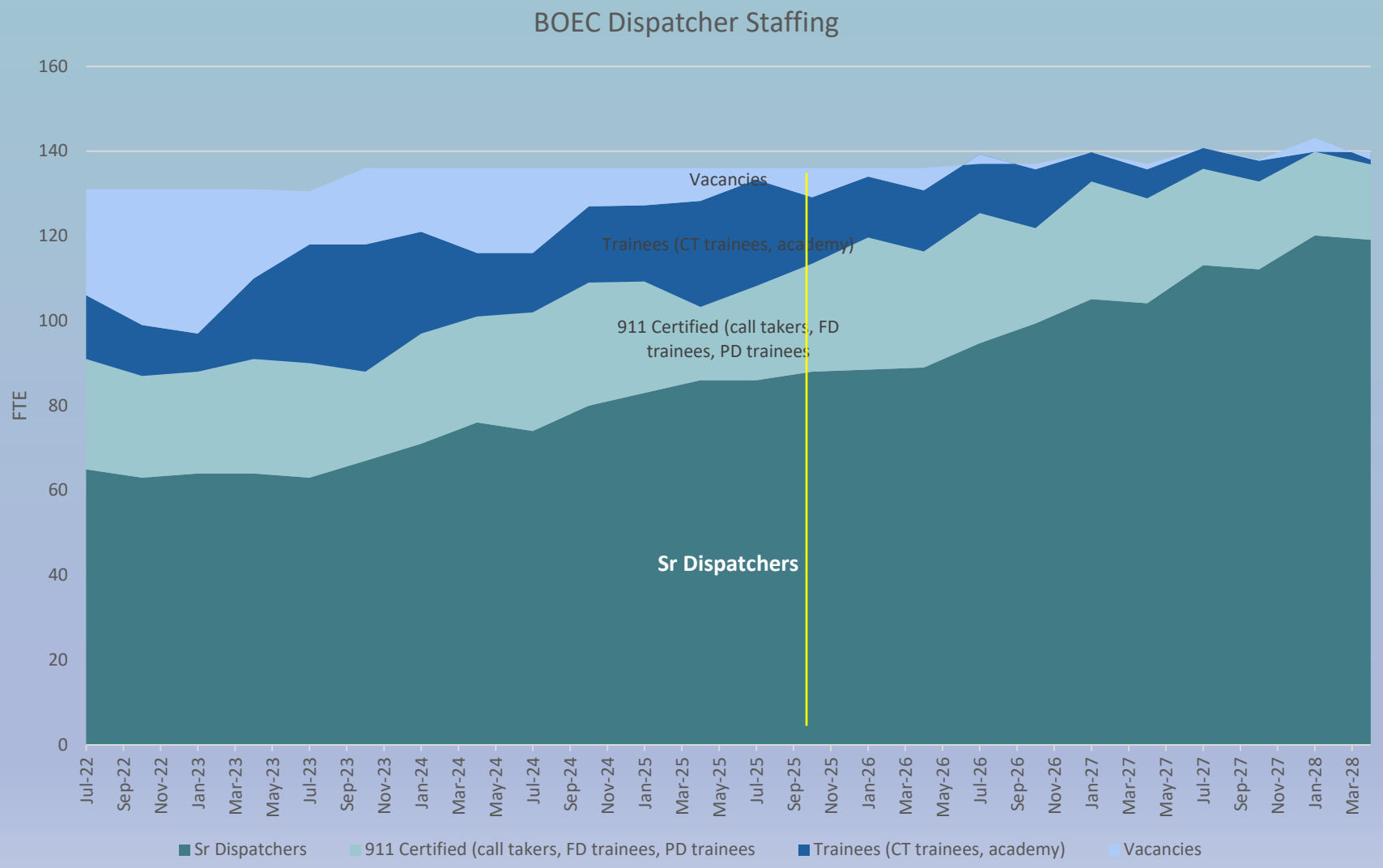
Revenue	Budget	Received	%
General Fund	$24,269,835	$6,619,047	27%
State Shared Revenue	$5,917,648	$460,223	124%
Local Cost Share	$7,788,997	$1,092,640	68%
Interest	$20,000	$2,451	98%
Charges for Services	$365,000	$189,555	134%
Subtotal	$38,361,480	$8,363,916	21%
Fund Balance*	$1,032,744	$1,032,744	
Total	**$39,394,224**	**$9,396,660**	24%

Jurisdiction	Local Cost Share	State Shared Rev
City of Fairview	$47,731	$24,088
City of Gresham	$523,021	$265,036
City of Maywood Park	$3,390	$1,907
City of Troutdale	$76,722	$37,600
City of Wood Village	$22,295	$11,880
Multnomah County	$10,546	$123,979
City of Portland		$1,470,733
TOTAL	**$683,705**	**$1,935,223**

Amounts different from actuals due to year-end accruals and adjustments.

*Current fund balance is budgeted for 8 limited term positions to allow bureau to continue to over hire trainees.

BOEC Historical Staffing & Future Projections



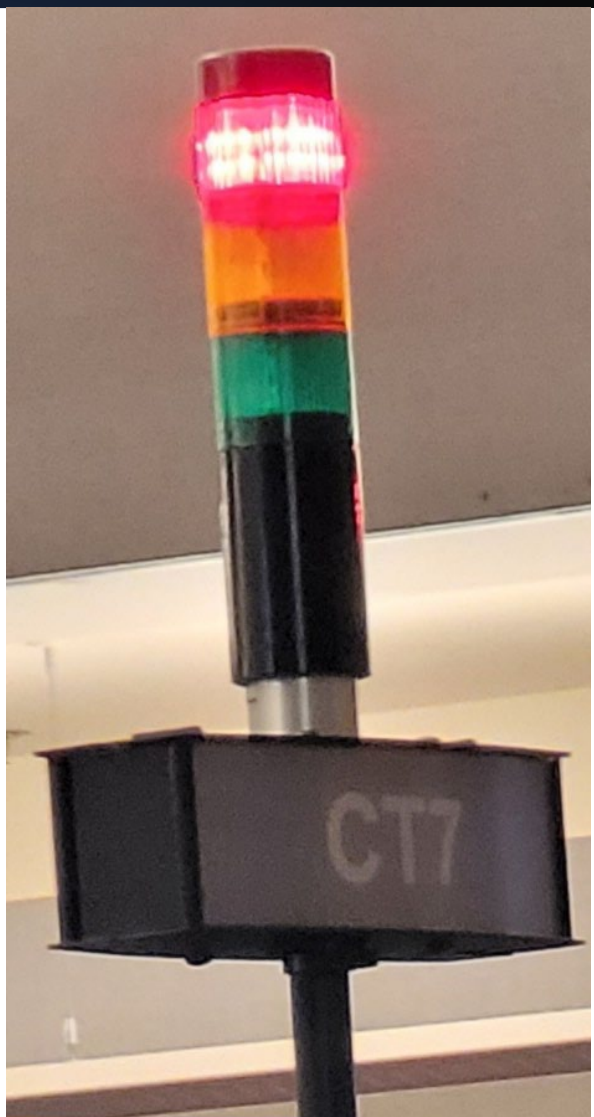
Improved Staffing Impacts

- Reduced operational overtime hours 42% from FY23 to FY25.
- Reduced forced overtime from 29% in FY22 to 3.5% in Jan-Jun 2025.

Operations and Committees

Sherrie Koss and Todd DeWeese

- PPB Welfare Check Pilot Program
- BOEC Standard Operating Procedure (SOP) Committee
- BOEC Supervisor Collective Bargaining Agreement
- Portland Street Response (PSR) Program Update



Training and Development

Melanie Payne

Certifications
since July 1, 2025

- 2 Call Takers
- 3 Police Dispatchers
  (call taking and police)
- 3 New Senior Dispatchers
  (fully cross-trained)

Current
Trainee Status (36)

- 21 in Call Taking
- 12 in Police Dispatch
- 3 in Resource Dispatch
  (Fire, EMS and Mental Health)

Recruitment Update – December 2025 Academy:

-15 people are currently in background investigations

-Reports are due the week of 10/13

Recruitment Update – Spring 2026 Academy

-298 initial applications received in 5-day recruitment

-220 people passed typing test

-64 people passed CritiCall assessment

Quality Assurance and Improvement

Ryan DesJardins

4th Quarter, 2025 Goals

Continue working toward ACE in EMD

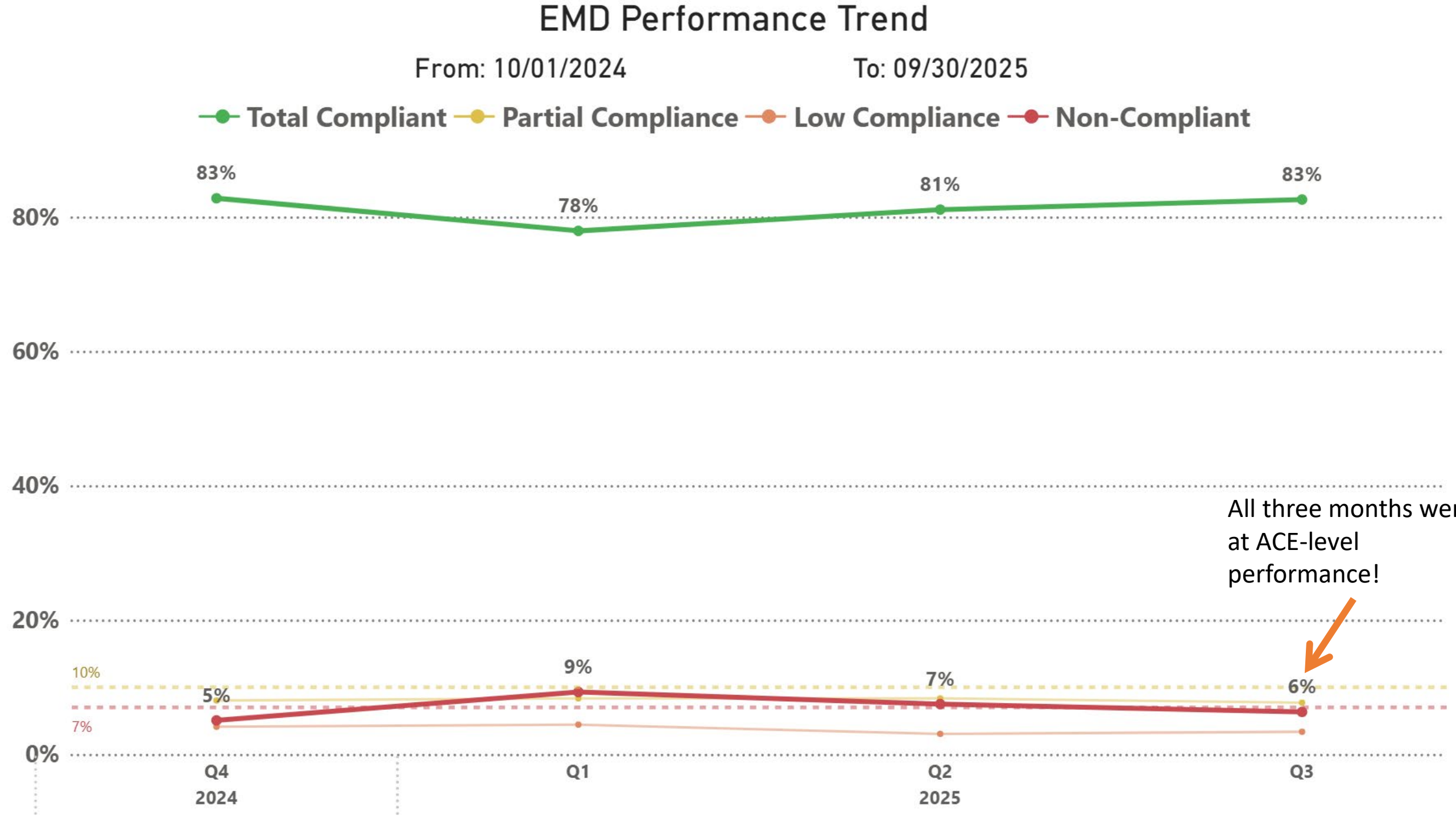
- Improve Pre-Arrival instruction performance.

BOEC Police QA Project

- Conduct pilot QA reviews with select staff.

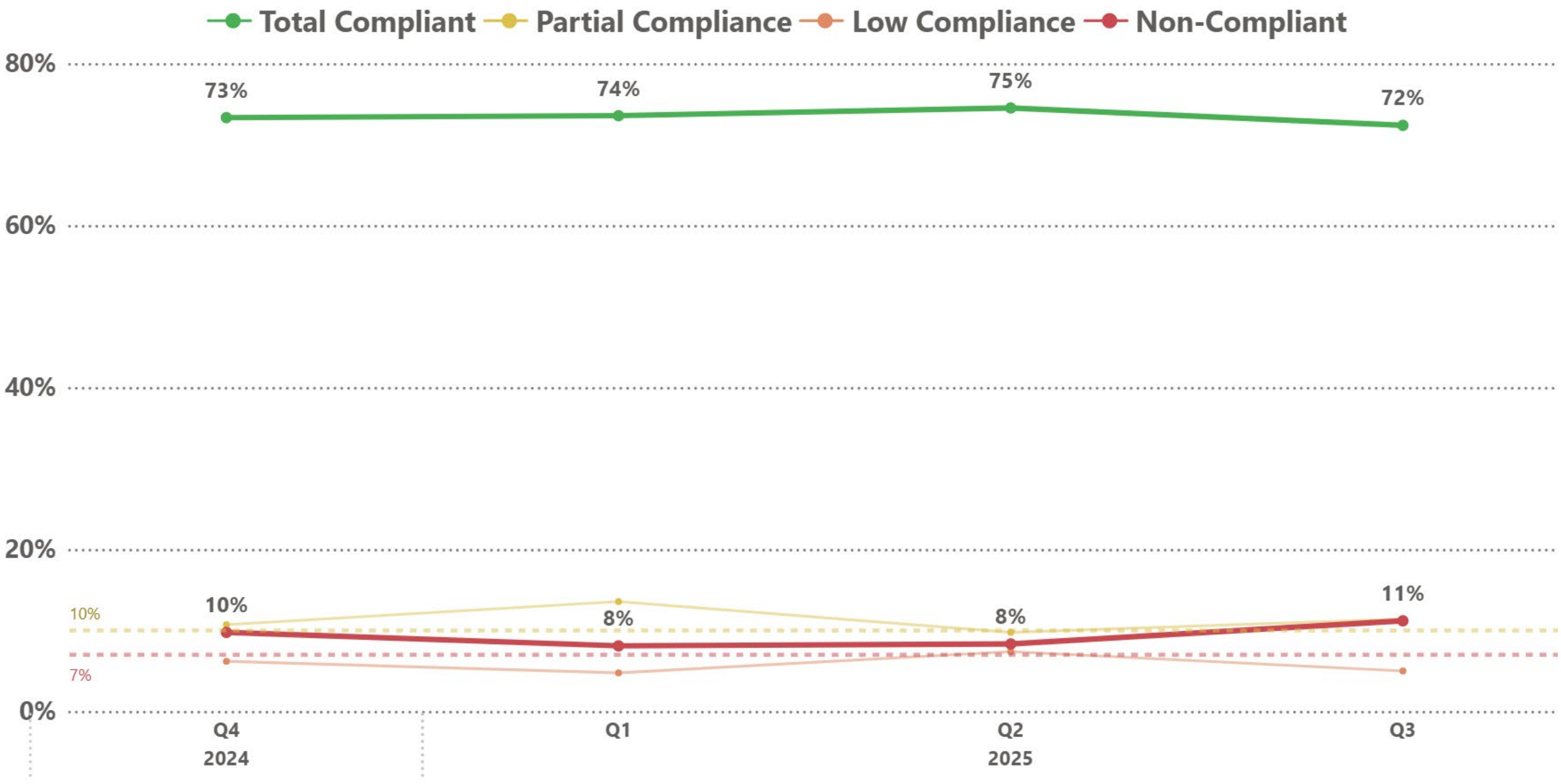
Implement EFD Version 8 ProQA Software & Focus on Improvement

- EFD Version 8 go-live on November 18, 2025
- Work with Ops/Training on focused improvement.


EMD Performance Trend
From: 10/01/2024
To: 09/30/2025
Total Compliant
Partial Compliance
Low Compliance
Non-Compliant
83%
78%
81%
83%
80%
60%
40%
20%
0%
10%
7%
5%
9%
7%
6%
All three months wer
at ACE-level
performance!
Q4
2024
Q1
Q2
2025
Q3

EFD Performance Trend

From: 10/01/2024 To: 09/30/2025



Dispatch Technologies

Murrell Morley

- 911 Phone System Upgrade
- ProQA EFD Code Conversion
- Non-Emergency AI Triage System
- Technology Systems Contact
  - VCAD@PortlandOregon.gov
  - BOECHelpDesk@PortlandOregon.gov
  - 503-865-8223 (VCAD)

Radio Technologies:

Greg Locati

- PPB/Law Enforcement Encrypted Dispatch Talkgroups

New Business

-

Good of the Order:

Next Meeting:
January 15, 2026
Location: Virtual

Adjourn

Thank you!