

User Board Zoom Meeting

April 21st, 2022 – 1:30 PM

PRESENT:

Anika Bent-Albert, Portland City Attorney	Todd DeWeese, BOEC	Erich Mueller, Troutdale
Steve Bevens, MCSO	Dan Douthit, BOEC Seth Reeser, Wood Village	Kim Silverman, Citizen Representative
John Bryson, Citizen Representative	Mike Grimm, BOEC	Lisa St. Helen, BOEC
Shannon Carney, Commissioner Mapps Representative	Patrick Jones, BOEC	Alan Yoder, Portland City Attorney
Bob Cozzie, BOEC Director	Ken Lee, CSD	Jasmine Zimmer-Stucky, Corbett Fire
Megan Crowder, BOEC - Minutes	Steve Mawdsley, BOEC	
Ryan DesJardins, BOEC	Murrell Morley, BOEC	
	Philip Morley, Fairview	

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

ESTABLISHMENT OF QUORUM: A quorum was established at 1:35 pm.

APPROVAL OF MINUTES: Minutes from January 20, 2022, were approved.

INTRODUCTIONS:

- Lory Kraut will be retiring May 2nd, 2022. Replacing her will be Alan Yoder who will be heading the Labor Relations side of things and Anika Bent-Albert who comes to us from PPB and will be covering the general side of things.
- With Karen's Admin team integrating with CSD, Megan Crowder, the Admin Specialist from Operations will be taking over admin responsibilities of the User Board meetings including minutes, invites and general admin upkeep. New invites for all meetings moving forward will be sent from Megan soon.

BUSINESS UPDATES:

DIRECTORS REPORT – Bob Cozzie

Telecommunicator Appreciation Week occurred last week, April 10th-16th where we celebrated our amazing dispatchers with lunch served 2 days that week for both am and pm shifts, a ton of treats were sent from different partner agencies, and much more. Bob thanked everyone who took the time to appreciate our bureau.

2022 Strategic Plan Revision: BOEC's draft revised plan reduces the number of bureau initiatives from ten to five, all focused on meeting operational needs and serving the community.

March 911 Call Statistics: Between 2019 and 2022 there has been a 31% increase in call volume. During that period, the average call wait time increased from 12 to 59 seconds.

DISPATCH TECHNOLOGIES - Murrell Morley

CAD 7.6 Upgrade: Scheduled for October 25th, 2022.

ASAP to PSAP: Automated Secure Alarm Processing, allows monitoring companies to directly connect to our CAD system. Implementation is expected late May/early June 2022. The protocol should reduce incoming alarm-related telephone calls by approximately 30%.

Automated Abandoned Callback (AAC): Project is now underway and working with technicians to determine if upgrades to existing phone system and PRI (how outbound calls are made) will be needed. With the AAC, outbound calls made simultaneously will increase and could affect the current limits. Implementation is expected in spring 2022.

Versaterm Case Service: Implementation is expected to begin in July 2022. This program will intercept and triage calls from our 28 non-emergency lines allowing more 911 calls to be answered by our call-takers.

BUDGET REPORT - Bob Cozzie on behalf of Keren Ceballos

Current Fiscal Year Status: The current year budget now reflects BMP dollars received. BOEC is on track, with 63% revenue received, 63% expended. Console and Lumen expenses are being processed which are some of the biggest drivers along with the other technology projects.

FY 2022-23 budget requests: Two FTE QA Analysts, two FTE OPS Supervisors, ten FTE dispatchers, and three dispatch 2-year limited term FTE to meet bureau needs. In addition, the Community Safety Division transfer will be taking place. Keren, the Business Operations Manager and two members of the business operations team will be transferring to this new division. The services BOEC provides to partner agencies will not be affected, and this restructuring is not expected to result in a cost increase to partner agencies during FY 2022-23.

OPERATIONS AND STAFFING - Lisa St. Helen

Staffing: As of last week, there were 108 positions filled but unfortunately, we lost 2 trainees who did not pass their training and two fulltime dispatchers have fortunately been promoted to supervisor beginning their positions next week. Currently there are now 104 of 131 dispatch positions filled with 68 fully certified dispatchers and 36 trainees. There are 7 employees in call-taking training with certification anticipated by the end of April. The current training academy has 6 trainees, and the next academy is set to begin in May 2022 with an additional 6 trainees; with hopes that the following academies in August and November will be 10+ trainees. Currently BOEC is looking for ways to increase the coaching pool to move trainees more quickly through the training program and to avoid burnout for the current dispatchers and call-takers.

COVID questions have been reformatted saving 12 seconds with call processing. Since the mask mandate removal took place there has been an expected slight increase in sick leave use but overall sick leave use for COVID has significantly reduced.

3-1-1 Program Update: 3-1-1 is diligently working on recruitment to take on the call load that will come from BOEC.

PROQA UPDATE - Ryan DesJardins

Quality assurance call reviews began in August 2021. BOEC is using QPR, a 3rd party service. These independent contractors are working dispatchers and supervisors from other 9-1-1 call centers, specially trained for ProQA quality assurance. There are 52 medical calls reviewed and 15-16 fire calls reviewed per week. The International Academy of Emergency Dispatch publishes emergency standards and BOEC dispatchers are expected to work within those standards. The EFD and EMD graph shows non-compliant call reviews in red. This means there may have been a better pathway for the dispatcher to take but does not necessarily mean a wrong decision was made. The calls shown in orange, yellow, and green are all compliant level with blue being high compliance. The goal within 2 years is to have 10% of calls reviewed in the orange and yellow compliant areas, 7% in the non-compliant area, with the remaining being in the green and blue compliant areas.

Early case reviews used were natural high-compliant calls such as alarm companies, and now working on reviewing only low-compliant calls to provide more areas for improvement for training purposes. Current training focus for April In-service training will cover initial case entries, chief complaint selection, safety/hazard questions and post-dispatch instructions for both EMD and EFD.

RADIO TECHNOLOGIES – Bob Cozzie on behalf of Greg Locati

WCN System Cutover – Washington/Clackamas/Newberg System cut over to a new digital system on January 11th. BTS Radio continues efforts to update first responder radio templates with the new WCN system. Template updates and fleet programming are complete for the following agencies: Gresham Police, Corbett Fire District, OHSU Police Dept, PSU Police Dept and a large percentage of PPB with a few stragglers. PDX P&F are currently in process and MCSO updates are pending. The Grant Coordinator for PPB is working on regional Grant for encryption upgrades for partners. MCSO is first on list which will dovetail into their template updates.

DISPATCH COMMITTEES/POLICY DECISIONS – Patrick Jones

The Police Dispatch Committee convened on March 16, following a lengthy suspension due to the pandemic, and staffing shortages. Neither the Fire Dispatch Committee nor the CAD Committee have set a date for resumption of their respective meetings, although both are expected to do so soon. Moving forward it is likely that all BOEC-sponsored committees will use the hybrid meeting format (with both in-person and virtual options) endorsed by the City of Portland.

In February, the Multnomah County Sheriff's Office implemented an online reporting option, available to community members via the MCSO website. Online reporting is now available for a long list of non-emergency incident types occurring in unincorporated Multnomah County as well as the MCSO contract cities of Fairview, Maywood Park, Troutdale, and Wood Village.

GPD has directed BOEC to modify the delivery of Priority 3 and Priority 4 calls for service, from voice dispatch over radio to self-dispatch via MDC. This change is expected to be implemented May 8. GPD has modified their district map, changing certain boundaries to distribute the call load more evenly. BOEC will implement the updated map on or about May 15.

OLD BUSINESS:

IGA UPDATE – Bob Cozzie

The most recent draft of the IGA and exhibits were sent with the last meeting minutes for approval. Portland's attorneys are still in process with MCSO's attorneys to evaluate some redline change requests. The sample resolution will be sent out with this meeting's minutes in the next two weeks. Chair Reeser and Director Cozzie will reach out to each partner agency who still needs to sign the IGA to get on their Board/Council agendas to outline a timeline process for official IGA approval.

NEW BUSINESS:

EAST PORTLAND COMMUNITY REPRESENTATIVE *ACTION ITEM – Seth Reeser

Solicitation for a new East Portland community representative went out. There were eight applicants and from those five interviews were scheduled with Chair Reeser and Director Cozzie on the interview panel. From those five it came down to two finalists who were interviewed by Reeser, Cozzie, and East County Community Representative, John Bryson. Based on the outcome, the panel is nominating Nathan Williams to be appointed to the User Board. The nomination was approved, and Nathan will be introduced at the July meeting.

A proposal for exploring options for shifting the district lines in East Portland allowing there to potentially be two representatives from East Portland since it makes up 63% of the population as of the 2010 census.

STRATEGIC PLANNING – Bob Cozzie

The five initiatives for BOEC's Strategic Plan:

1. Adequately staffed 911 workforce
2. Effective and timely 911 call-answering meeting national call-answering standards at all times
- 3. Collaboration with community members and partner agencies**
4. Training and quality assurance programs that improve processes and support employee development
5. Embody and normalize a culture of equity and anti-racism

Every initiative has individual supporting goals and each goal has a different champion assigned to each goal. The goals for the third initiative are: Community engagement through listening, outreach, and education; Sustained community involvement and relationship building; Partner agency involvement leading to system improvement; Expanded partner agency liaison program; and Community Safety Division (CSD) Integration. Reach out to Bob to participate in providing updates and ideas for the implementation of this initiative. The Strategic Plan will be sent out with the minutes from this meeting.

Good of the Order – None

NEXT MEETING: July 21st, 2022, at 1:30 pm.

ADJOURNMENT: The meeting was adjourned at 2:42 pm.

