User Board Zoom Meeting

January 19th, 2023 – 1:30 PM

PRESENT:

Ryan Bailey, City Attorney's Office
Steve Bregman, PF&R
John Bryson, Community Rep
Bob Cozzie, BOEC Director
Megan Crowder, BOEC - Minutes
Ginger Damron, CSD
Ryan DesJardins, BOEC
Todd DeWeese, BOEC
Dan Douthit, BOEC
Corey Falls, City of Gresham
Mike Grimm, BOEC
Harold Hays, PPB
Marc Huls, Port of Portland
Patrick Jones, BOEC
Michelle Kunec-North, 311
Ken Lee, CSD
Scott Lewis, GFES
Greg Locati, BTS
Steve Mawdsley, BOEC
Aaron Monnig, MCEMS
Michelle Montross, Maywood Park
Murrell Morley, BOEC
Philip Morley, Fairview
Mike Myers, CSD
Seth Reeser, Wood Village
Kim Silverman, Citizen Representative
Lisa St. Helen, BOEC
Robert Stewart, MCSO
Ashley Tjaden, BOEC
Nathan Williams, Community Rep
Kidus Yared, BOEC
Alan Yoder
Grace Zarpak, Commissioner Gonzalez Rep
Jasmine Zimmer-Stucky, Corbett Fire

CALL TO ORDER: The meeting was called to order by Seth Reeser at 1:36 PM.

ESTABLISHMENT OF QUORUM: A quorum was established at 1:39 pm.

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

INTRODUCTIONS:

- Grace Zarpak is Commissioner Gonzalez's representative for the User Board.
- CSD transition Director Mike Myers

BUSINESS UPDATES:

CSD UPDATE – Mike Myers

Mission Critical Partners has been hired to evaluate all incoming 911 calls. Primarily they are looking at Fire and Police calls to determine which ones are emergency calls and which ones are non-emergency calls to determine if the bureau staffing is aligned appropriately to handle the number of calls. This study will also help determine alternative responses to different types of Fire and Police calls.

The City of Portland has four public safety bureaus: Police, Fire, 911, and Emergency Management, each with their own Strategic Plan. Currently CSD is working with these bureaus to develop an over-arching public safety strategic plan. Solicitation for RFPs has commenced, ending with six submissions to evaluate in hopes to begin negotiations with the final one in the next two weeks.

For the FY 23/24, CSD are focusing on these three areas in their current workplan:

- In July of 2022, CSD was given the responsibility to flatten the 200% growth curve in gun violence that started back in late 2018/early 2019. CSD has had a very successful few weeks in the new year and feel as if they are turning a corner.
- Establishing Sanction Campsites, which are safe campsites for homeless individuals, and providing management over them, leading to the elimination of street camping here in Portland over time.
- Complete the consolidation of the public safety bureaus. The plan is to build a community safety group that will report to a deputy city manager by the end of 2023. This will allow the Community Safety division to begin outlining the budget process for FY 24/25.

DIRECTOR'S REPORT – Bob Cozzie

Year in Review:

Since 2018, we experienced a 39% increase in 911 calls, which resulted in call answering times increasing. Although the first two weeks of 2023 show similar numbers to the same period of 2022, call answering times improved by 22 seconds.

BOEC is budgeted for 136 FTE's. Of this, 69 are fully certified in their particular position which includes five call-taker only positions, one police dispatcher only position and the others are certified in every certification (Police, Fire, Med and Call-taking.) Currently there are 28 trainees consisting of three fire trainees, 16 police dispatch trainees and nine call taking trainees. BOEC is hoping to fill at least 30 of the 39 vacancies with both the February and May Academies. There is also an academy planned for August of 2023 and if the current recruitment from the Feb/May academy are willing to wait for a start date of August then there will be no need for another recruitment for that academy. Depending on the outcome of the budget request, BOEC is hoping to spend their unspent funds into a training pipeline so they can be in a position of over-hiring in August.

BOEC did some problem solving to address the issues of longer wait times with 911 and training stagnation. BOEC asked city council to approve a pilot project where dispatchers are paid double-OT for Ops coverage on the floor and coaches are paid an additional 3% if they are willing to coach all-disciplines. This was paid with current year funds with no expectation of asking for more funds and was retroactive from September 15th, 2022, through the end of this fiscal year. This project has tripled police dispatch training hours, and it has doubled the voluntary OT which has then decreased the mandatory OT.

DISPATCH TECHNOLOGIES - Murrell Morley

CAD 7.6 Upgrade: This project was scheduled to go live at the end of February 2023 where new features will slowly be rolled out to allow time for all-around training but will now be starting April 11th due to some issues with building the servers on both sides of BOEC and Versaterm.

Automated Abandoned Callback (AAC): This system automatically calls back 911 callers who hang up before having the call answered by a call-taker and gives the caller the option to acknowledge if they do or do not need to speak with a 911 call-taker. The system has been active since May 17th and fully processes between 100 – 200 calls a day, freeing up 30-40 hours each month for call takers to answer 911.

ASAP to PSAP: Automated Secure Alarm Processing, allows monitoring companies to directly connect to our CAD system without a phone call. This project went live the first week of December with hopes that it will process at least 30% of our alarm calls, currently it is processing 44-45% of the alarm calls which has freed up nearly one hour each day for call-takers to answer 911 calls.

Versaterm Case Service: This is the Ai program that will process our non-emergency calls when they come in. It will give referral information, it can determine if a call needs to be transferred to another department or agency, and it will help callers fill out online reports. The program will intercept and triage calls from our 28 non-emergency lines allowing more 911 calls to be answered by our call-takers. The programming is complex given that BOEC receives calls for three different police agencies, each with differing policies on response and referrals, and some of those change based on day of week and time of day. Estimated beta implementation is set for the end of this month.

BUDGET REPORT - Ginger Damron

22/23 Fiscal year status as of 12/31/22: Current BOEC spending is at 39% with revenue for the beginning of third quarter but will be at 50% soon, just waiting on a couple things, such as, the State Shared revenue and the local cost sharing. Continued vacancies are resulting in underspending, some of which will go toward higher than usual OT costs. Also, some capital projects are delayed and will most likely be carried into next year.

Historically BOEC has had a beginning Fund Balance that has been used on planned capital projects and one-time position requests but beginning this fiscal year BOEC created sub-funds for both capital projects and the training pipeline. So, this fiscal year current spending projections only anticipate $1.4M of the $3.3M will be used, and the remainder will be transferred to the sub-funds.

FY24 Requested Budget Update: Currently the requested budget for next fiscal year is due a week from today. Some notable changes for next year:

- there will be a 4.1% decrease to local cost shares with the creation of the sub-funds
- the personnel expense fund is projected to be under spent sue to the decrease in personnel
- the external and internal M&S (materials and services) will both increase next year and will be flagged as a risk moving forward.
- BOEC is beginning to budget to save into a capital savings plan, the Finance Committee will soon begin discussions on how to make this savings sustainable.

OPERATIONS AND STAFFING - Lisa St. Helen

Staffing: Currently there are 97 of 136 dispatch positions filled with 69 fully certified dispatchers and 28 trainees. Of the 28 trainees, 16 are call-taking certified helping with our current call volume and three to five of those should be certified at police within the next 4 months which will significantly help with the call volume and wait times. There are two known retirements this year. The February and May academies are each expected to include 15 to 18 trainees.

Training Pipeline Delays: No single answer will solve BOEC's staffing or hold-time, but the overtime pilot program has had an immediate, positive impact on wait times. It has also improved staff morale.

Attrition Update: BOEC had five separations from the bureau last quarter for a total of 14 in 2022 putting us at 11.92% attrition which is on/below par for a PSAP of our size.

Contract Update: The current contract with PPA will expire on June 30, 2023. Bargaining will officially begin on February 1st, but BOEC's bargaining team has been preparing since the beginning of the year.

PROQA UPDATE - Ryan DesJardins

QAU: BOECs Quality Assurance Unit is staffed by a QA manager (Ryan DesJardins), two QI specialists (Kathy Collver, Kory Oman), and an MCEMS QUA Liaison (Jessie Ursay). In addition, BOEC contracts with a quality performance review service group that includes a lead analyst (Ryan Caiazzo) working with four reviewer/evaluators. The team review about 400 medical and fire calls each month.

Medical Call Review Totals: APCO recommends reviewing at least 2% of medical calls and BOEC is reviewing 3%. BOEC reviewed 2935 medical calls in 2022, with those calls there were 218,900 possible actions that the dispatchers could take. An action can consist of many different things such as mouse clicks, questions asked, keystrokes, validating demographics, conscious, breathing, etc. Of the 218,900 possible actions only 161,793 actions were applicable and of those applicable actions only 8,439 (5.3%) of them show areas for improvement. When presented with an action, call takers and dispatchers are taking the correct action 94.7% of the time.

Fire Call Review Totals: BOEC reviewed 1135 fire calls in 2022 and included 81,562 possible actions. Only 58,519 actions were applicable and of those applicable actions only 3,401 (5.8%) of them show areas for improvement. When presented with an action, call takers and dispatchers are taking the correct action 94.2% of the time.

2023 QA Goals Looking Forward:

- Continuing Face to Face Feedback and Education
- Establish a "True random" Baseline for both EMD & EFD (Feb-March)
- Reach accreditation level performance with EMD and possibly EFD
- Working with Partners to modify responses
- Build framework for Police Quality Assurance inhouse based on the current policy
- Streamline processes with technology both internally and with QA technology integration

Seth Resser mentioned that during the MCP presentation yesterday that Aaron Monnig quoted that Fire dispatched medical calls dropped from 80% in 2015 to around 62% in 2022, and he is curious to know what attributes to such a significant drop? Ryan DesJardins responded without having all the information about this statistic that a lot of it could be due to ProQA streamlining call types removing fire from needing to respond. Aaron Monnig added that in 2015, when they had the recommendation to go to MPDF, it was so they could

more appropriately assign the right resources to the right call systematically which saves Fire on manpower and workload.

RADIO TECHNOLOGIES –Greg Locati

Radio Encryption Project: With some equipment disparities, a grant has been funded to update the partner agencies that did not originally have the technology for encrypted radios, the first order for encrypted radios has been placed mainly to work on the sheriff's office and then some other agencies as well.

Steve Bregman asked if outside of the RDPO, is there funding coming from elsewhere? Greg mentioned that he is not aware of any other funding going on.

DISPATCH COMMITTEES/POLICY DECISIONS – Patrick Jones

New Fire Type Codes: Portland Fire has requested additional type codes to allow for concise categorization of structural impact such as falling trees or natural gas leaks. The codes will result in more appropriate initial resource deployment. BOEC Operations, Training and Tech staff are reviewing the proposal and the Fire Dispatch Committee is optimistic that the new type codes will be available to roll out quickly.

Level Zero Tracking Pilots: BOEC is working with MCEMS and AMR to design a pilot program that will more effectively communicate and efficiently document Ambulance Level Zero occurrences (when there are no available ambulances for service county-wide.) The pilot will use phantom apparatus members in CAD to tag effective calls for service.

Shooting and Vehicle theft related calls for service:

Shooting-related calls for service

- 2022 = 6766
- 2021 = 6684
- 2020 = 4863
- 2019 = 2478
- 2018 = 2733

Vehicle Theft related calls for service

- 2022 = 17,031
- 2021 = 15,404
- 2020 = 11,901
- 2019 = 11,656
- 2018 = 12,141

Historically, most shooting related calls do not involve an actual injury or fatality but there have been increases in both this year including property damage from gunfire. These calls are laborious calls and increase the impact on the overall operation. Statistics related to calls for service entered in CAD do not necessarily directly correlate with actual individual incident data for a couple of reasons, firstly they are generated by the limited information available to the call-taker at the time of entry, the true nature of an incident is often only truly known after responders get to the scene, and secondly, raw CAD statistics do not take into account that a single event can result in multiple calls that equal different CAD entries. So, these numbers should not be compared to PPB/GPD/MCSO's numbers regarding these call types, the numbers they have reflect what are found on scene and BOEC's numbers reflect what we are told is happening.

OLD BUSINESS:

IGA UPDATE – Ryan Bailey

Ryan Bailey has created a draft to move forward for proceeding through a more formal path of review from individual jurisdictions. The proposed new IGA differs from the original IGA in several ways including a more modern template that removes outdated and renumbered statutory references. A

perpetual timeline will remain but does include additional provisions such as an ability to terminate the IGA by consent of all parties and the ability for an individual party to withdraw if they give the other jurisdiction two years notice and proof of approval of alternative PSAP service for the departing jurisdiction in the state of Oregon. There is also an amendment provision within the new IGA to allow a jurisdiction to initiate that process by providing a written notice and a summary of the proposed amendment, the reasons for it and a proposed amendment for consideration by the User Board. The idea here is to provide more expedited structure for the amendment process but does not allow the User Board authority to unilaterally change the IGA or adopt amendments. It provides a forum for recommendations for the user jurisdictions to ultimately adopt any modifications. It also provides that every five years the User Board can review its processes and agreements and can provide recommendations for changes to the IGA, if any, and gives the User Board additional limited authority to modify certain exhibits to the IGA to keep the IGA current without having to do formal amendments.

Seth Reeser asked what the changes have been since 2021 as opposed to the change summary of the overall IGA since 1995. Bailey mentioned that one of the main updates since then regards the public record law structure, saying that BOEC is listed as the "agent" of records as opposed to the "custodian" of records. With BOEC being listed as an agent, that means that any call that happens in any particular jurisdiction, that jurisdiction will tell BOEC how they would like their records to be handled and/or BOEC would seek permission with how to handle the record requests. MCSO has since been carved out of this structure, so Bailey recommended that each jurisdiction flags to review this when the new draft goes out.

Philip Morley asked if each jurisdiction should provide instructions to BOEC and City of Portland regarding records. Bailey replied that there is room for individual jurisdictions to work with BOEC to decide how records are handled.

*Action Item: Reeser will review the draft at the next IGA/Finance Committee meeting in February to then review what we are going to move forward with at our next User Board Meeting in April.

311 PROGRAM UPDATE – **Michelle Kunec-North**

Michelle stated that they have been in communication with AT&T and Verizon to remedy the issues with abbreviated dialing service in Multnomah County. Verizon has notified that they have reprogrammed towers and the ability to dial 311 should be available across Multnomah County and the city of Portland. AT&T expects this work to happen within the next six weeks.

In addition to general county-wide outreach, community outreach will focus on SW Portland. Also, working with different agency partners, starting with Gresham to establish Community Education Outreach Activities.

311 is continually working with their branding to ensure 311 is pertinent for community members in areas outside of Portland.

311 is maintaining over 1000 contacts per month, 89% are being answered within 25 seconds with the goal being 90% being answered within 25 seconds. They should be over 150,000 contacts this fiscal year which is a huge jump from an average of 90,000 from three years ago. The most frequent call types are the ones that typically come into the non-emergency line that don't require dispatch such as campsite reports, police records, traffic safety.

Currently there is an active recruitment for a supervisor and for more CSRs to fill out the new team to allow their hours to expand into weekends. The goal in the next couple of months is to operate from 7am to 8pm seven days a week. There is a budget request that will ask for more funding for over-night operations with the goal to be open 24/7 to provide BOEC with as much help as possible.

John Bryson asked if BOEC's current recruitment can help 311s recruitment allowing people to start at 311 and work their way up to being a 911 operator. Michelle mentioned that the two are quite different roles that fit folks who have different types of workplace desires. But BOEC and 311 have worked with each other to provide options for individuals that might not be suited for one, could go to the other.

NEXT MEETING: A discussion began as to how we would like to move forward with meetings, should they stay hybrid, or should they just be virtual?? Hybrid seems to be the way to move forward.

Bob also mentioned that the National Public Safety Telecommunicator Week is April 9-15th and was curious if the board would like to move the next meeting up a week for a hybrid meeting so those that would like to come in can show their appreciation to our telecommunicators. So, our next meeting will be held as a hybrid meeting on April 13th, 2023, at 1:30. It will be held simultaneously in-person in BOEC's Mt. Jefferson Conference Room and on Zoom. An updated zoom link will be sent out.

ADJOURNMENT: The meeting was adjourned at 3:03 pm.