

User Board Meeting

January 20, 2022 – 1:30 PM

Via Zoom Meeting

PRESENT:

Seth Reeser, Wood Village Corey Falls, City of Gresham	Megan Crowder, BOEC Kidus Yared, BOEC	Garry Britt, PPB John Bryson, Citizen Representative
Bob Cozzie, BOEC Director Keren Ceballos, BOEC	Steve Mawdsley, BOEC Lory Kraut, Portland City Attorney	Kim Silverman, Citizen Representative Mayor Michelle Montross, Maywood Park
Patrick Jones, BOEC Lisa St. Helen, BOEC	Noah Myhrum, CBO Shannon Carney, Commissioner	Rene' Sanders, Maywood Park
Dan Douthit, BOEC Murrell Morley, BOEC	Mapps Representative Ken Lee, CSD	Ryan Gillespie, PF&R Aaron Monnig, MCEMS
Denise Willey, BOEC Ayanna Curry, BOEC	Bill Eggert, Gresham Fire Nolan Young, Fairview	Ross Rutschman, ProQA Daren Judd, ProQA
Todd DeWeese, BOEC Mike Grimm, BOEC	Greg Locati, BTS Steve Bevens, MCSO	Ryan Caiazzo, ProQA
Ryan DesJardins, BOEC	Julie Kallem, Gresham	

CALL TO ORDER: The meeting was called to order by Seth Reeser at 1:32 PM.

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

APPROVAL OF MINUTES: Minutes from October 21, 2021 were approved with correction of Aaron Monnig, MCSO to Aaron Monnig, MCEMS

BUSINESS UPDATES:

Director's Report – Refer to attached Director's Report and User Board presentation. The highlights and significant updates include:

Call Performance and Staffing – 9 trainees have completed academy with 6 in the current academy. 25 candidates for the May 2022 academy are now in 2nd interviews.

Partner Agency Collaboration - During the Finance Committee meeting on January 12th, BOEC asked the committee for their support of BOEC's FY 2022-23 budget requests via a letter of support. A letter was drafted and will be submitted on behalf of the Finance Committee and accompany the budget request package due on January 26th. In addition, BOEC is drafting a letter requesting support from various public bodies including cities in which BOEC serves. These individualized letters would also accompany the budget requests.

The Portland.gov website's new BOEC webpage is scheduled for launch within the next few weeks. The User Board Community Rep announcement will be made within the next week. The recruitment will be shared with

various community groups and BOEC encourages User Board members to help with promoting the announcement.

DISPATCH TECHNOLOGIES:

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

Versaterm Case Service – Documents have been reviewed and submitted to Procurement. Implementation is expected to begin in March 2022, with full implantation in June or July 2022.

CAD 7.6 Upgrade – This project has been put on hold and BOEC is working with Versaterm on a new date. Possible restart in October, but an update will be given once a date has been confirmed.

Automated Abandoned Callback (AAC) – Project is now underway and working with technicians to determine if upgrades to existing phone system and PRI (how outbound call 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.

BUDGET REPORT:

Current Fiscal Year Status – The current year budget now reflects BMP dollars received. BOEC is on track, with 44% revenue received, 44% expended. Console and Lumen expenses are being processed which are some 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:

Staffing - There are currently 111 of 131 dispatch positions filled with 75 fully certified dispatchers. There are 9 employees in call-taking training with certification anticipated in mid-April. The current training academy has 6 trainees, and the next academy is set to begin in May 2022 with an additional 8-10 trainees. Looking for ways to increase the coaching pool to move trainees more quickly through the training program.

3-1-1 Program Update - The consulting firm's final report should be available soon. The report will include an initial set of call types that could transition to the 3-1-1 center for service. A process to make this transition still needs to be developed. City of Portland Labor Relations and Portland Police Association (PPA) will be meeting to finalize the demand to bargain over the 3-1-1 implementation. Once completed, public education can begin about using 3-1-1.

ProQA Update:

Initial ProQA training took place in January through March 2021 with continuous training and education opportunities. Full ProQA implementation was in May 2021.

Quality assurance call reviews began in August. 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. Trends show non-compliant call reviews continue to decrease.

RADIO TECHNOLOGIES:

WCN System Cutover – Washington/Clackamas/Newberg System cut over to a new digital system on January 11th. Prior to the cutover, BTS worked with BOEC to implement an ISSI patch. The ISSI patch is a system interconnection and talk group patch that will maintain radio interoperability. This will allow dispatch to link to WCN systems and vice versa. Dispatch training on the new patch has been completed. With the ISSI patch in place, template reprogramming of radio subscribers in the field has begun. AMR, MCEMS, PF&R, Gresham Fire, and the Transit Police Division have been completed. PPB and GPD updates are on target to be completed by first part of February. Work will continue to get remaining subscribers updated over the next couple of months.

DISPATCH COMMITTEES/POLICY DECISIONS:

2021 Year in Review: Workload and Performance – BOEC tracks CAD calls for service which are CAD incident history reports. A call for service is traditionally defined as a call placed by a community member requesting response from a partner agency. The history reports are used as a soft metric and provide a general historical look at broad trends. Calls that don't result in actionable calls for service are not captured in CAD. 2021 law enforcement calls for service captured in CAD indicate nearly a 11% reduction compared to 2020. Given the dramatic increase of 9-1-1 call received by BOEC during 2021, the CAD figures strongly suggest an increasing number of calls from the community involve issues not actionable by BOEC's partner agencies. In addition, there was a 12% increase of fire calls and a 2% increase in EMS calls.

Agencies deferring calls for service to other disciplines – With staffing shortages impacting all partner agencies, BOEC has seen an increase in direction from one agency to give a call for service to a different agency or discipline. For example, law enforcement directing dispatchers to refer police calls for service to EMS and fire responders. BOEC continues to encourage all partner agencies to communicate with their fellow responders to develop workable mutual aid and mutual response protocols.

Reporting service complaints vs reporting system/policy concerns – Service complaints should be reported to the on-duty supervisor, as soon as possible and with as much detail as possible. The supervisor will work with Operations management to investigate the complaint. Corrective action will be taken if the allegation is founded. System and policy concerns can be reported to the on-duty BOEC dispatch supervisor, who will forward them the appropriate channels. Concerns can also be reported directly to Patrick Jones, or to anyone of BOEC's senior staff. Any partner agency representative can bring a concern to BOEC's attention.

OLD BUSINESS:

IGA UPDATE:

BOEC submitted the draft revision to the User Board in March 2021. Over the last several months discussions between City of Portland and Multnomah County have taken place regarding who is the "custodian" of Multnomah County service records for purposes of responding to subpoenas and public records requests. Multnomah County believes BOEC is the custodian. The City believes that BOEC is acting as the agent of Multnomah County. To move beyond this issue, the City will agree that BOEC will act as the custodian of record for Multnomah County. For all User Jurisdictions and partner agencies (excluding Multnomah County), BOEC will continue to act as an agent for those entities. Those revisions are reflected in the most current draft of the IGA and exhibit D. The most recent draft of the IGA and exhibits will be sent with meeting minutes.

NEW BUSINESS:

HYBRID MEETINGS – ACTION ITEM:

Question: Should future BOEC User Board and Finance Committee/Budget Advisory Committee meetings follow the hybrid format, with both in-person and virtual attendance allowed?

The hybrid meeting format has been approved. Lory Kraut will update Exhibit A of the IGA to incorporate this new provision.

Good of the Order – None

NEXT MEETING: April 21, 2022 at 1:30 pm.

ADJOURNMENT: The meeting was adjourned at 2:56 pm.