

User Board Zoom Meeting

July 21st, 2022 – 1:30 PM

PRESENT:

Anika Bent-Albert, Portland City Attorney	Ryan DesJardins, BOEC	Greg Locati, BTS
Doug Asboe, MCSO	Todd DeWeese, BOEC	Murrell Morley, BOEC
Kristin Brown, 311	Dan Douthit, BOEC	Philip Morley, Fairview
John Bryson, Citizen Representative	Betsy Drake-Studstill, 311	Seth Reeser, Wood Village
Shannon Carney, Commissioner Mapps Representative	John Dutt, 311	Kim Silverman, Citizen Representative
Keren Ceballos, BOEC	Ryan Gillespie, PF&R	Lisa St. Helen, BOEC
Francis Cop, MCSO	Mike Grimm, BOEC	Nathan Williams, Community Representative
Bob Cozzie, BOEC Director	Marc Huls, Port of Portland	Kidus Yared, BOEC
Megan Crowder, BOEC - Minutes	Patrick Jones, BOEC	Alan Yoder, Portland City Attorney
Ginger Damron, Community Safety Division	Michelle Kunec-North, 311	
	Ken Lee, CSD	
	Scott Lewis, GFES	

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

ESTABLISHMENT OF QUORUM: A quorum was established at 1:34 pm.

APPROVAL OF MINUTES: Minutes from April 21st, 2022, were approved.

INTRODUCTIONS:

- Nathan Williams is our new East Portland Community representative. Nathan has been living in east Portland area for about 10 years and is looking forward to being the liaison between the community and BOEC.

BUSINESS UPDATES:

DIRECTOR'S REPORT – Bob Cozzie

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.

Adequately staffed 911 workforce: Five trainees in academy; Three scheduled to start August 8; Eight undergoing background checks for November academy; February 2023 recruitment opens July 25th.

Effective and timely 911 call answering meeting national call answering standards at all times: The 311 program is underway hoping to alleviate some non-emergency calls.

Collaboration with community members and partner agencies: Business Operations transition to the Community Safety Division is underway; SLA is developed.

Training and quality assurance programs that lead toward agency accreditation and employee development: Streamlining training processes to remove duplicate requirements: Currently BOEC has a bottle neck in training due to having 40 trainees (with more coming on board in our recruitments) and only 29 coaches. Expanding QA reviews to provide additional call answering feedback.

Embody and normalize a culture of equity and anti-racism: Shared best practices for 911 equity at the national Transform911 meeting in New Orleans; participated in “Good in the Hood”, and hosted a BOEC tour with Kukatonon: <https://www.kukatonon.org/>

DISPATCH TECHNOLOGIES - Murrell Morley

CAD 7.6 Upgrade: Project has been postponed due to some technology resource limitations that BOEC is currently working through with Versaterm to fix and is now scheduled for implementation January 2023.

ASAP to PSAP: Automated Secure Alarm Processing, allows monitoring companies to directly connect to our CAD system. This project is on hold due to some technological issues with the state of Oregon and their new LEDS 2020 system. They continue to work on the issues, but unfortunately are not able to give BOEC a definitive time frame as to when they will have these issues resolved.

Versaterm Case Service: 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 who all have differing policies on response and referrals, and some of those change based on day of week and time of day. The initial programming is nearing completion and then Versaterm will begin testing internally and reconfiguring as necessary. The goal is to have the software available for BOEC review and testing in mid to late August.

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, depending on how busy our call volume is, which saves up to two hours each day from a call-taker having to make those calls, freeing up that time for processing 911 calls. To date the system has saved just under 100 staff hours.

BUDGET REPORT - Keren Ceballos & Ginger Damron

21/22 Fiscal Year end Status: The 21/22-year end has yet to close out. BOEC is standing with 87% revenue received and 83% expended due to several capital projects being pushed out and our vacancy savings.

FY 2022-23 budget requests: Five FTE dispatchers and three dispatch 2-year limited term FTE to meet bureau needs totaling \$847,231. In addition, the Community Safety Division transfer took place at the beginning of July: Keren, the Business Operations Manager and two members of the business operations

team transferred 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.

22/23 Fiscal year status: Currently waiting for the previous fiscal year to close out to give a better understanding to where BOEC is currently at.

Philip Morley from Fairview asked that the Budget report shows a more accurate beginning balance so there is no confusion from the Partner Agencies view.

***Action item: Karen Ceballos and Ginger Damron will create a more accurate beginning balance to show moving forward.**

OPERATIONS AND STAFFING - Lisa St. Helen

Staffing: Currently there are now 103.5 of 136 dispatch positions filled with 68.5 fully certified dispatchers and 35 trainees. In the 2021/2022 Fiscal year the certified staff turnover is at 22% which is a 10% increase from the previous fiscal year. There are 7 employees in call-taking training with certification anticipated by the end of September. The current training academy has 5 trainees, and the next academy is set to begin in August 2022 with an additional 3 trainees; with hopes that the following academies in 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 impacts: There has been a significant increase in sick leave use in the last three months.

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. BOEC has increased the number of Case Reviews from 208 to 316 medical calls reviewed and from 60 to 140 fire calls reviewed per week. The International Academy of Emergency Dispatch publishes emergency standards and BOEC dispatchers are expected to work within those standards. Non-Compliant EMD reduced 44% to 29% and non-compliant EFD reduced 61% to 39%, both with a goal to reach 7%. There were 11 high compliant and 123 compliant calls out of the first 525 EMD calls and 54 high compliant and 178 compliant calls out of the last 515 EMD case reviews. For the EFD side, there were 3 high compliant and 29 compliant calls out of the first 159 case reviews and 22 high compliant and 30 compliant calls out of the last 152 case reviews. So, with more passing of time and the dispatchers getting more familiar with the system we will increase our number of high compliant and compliant calls.

Ryan showed an example case that displayed an increased standard of care where Senior Dispatcher Jammie Frank used ECHO fast track to dispatch within seven seconds from the start of ProQA; she utilized the breathing diagnostic tool and the compression counter to help the caller through the process to save a life until help officially arrived. Those diagnostic tools would not have been available prior to ProQA.

Current focus areas for year two are to continue and improve personalized feedback and education, prepare for accreditation, and to continue to support operations and training divisions.

RADIO TECHNOLOGIES –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, PPB, Port of Portland Police and Fire, Portland Fire Bureau and Gresham Fire and Rescue. The Grant Coordinator for PPB is working on a regional Grant for encryption upgrades for other partners. MCSO updates start next week. Template updates also include pre-loaded encrypted Police Dispatch nets for future use/migration.

DISPATCH COMMITTEES/POLICY DECISIONS – Patrick Jones

Portland Parks & Rec Security/Radio and Cad Access: BOEC has been working with Portland Parks to improve incident notifications and scene communication relating to activity in and around Parks properties and facilities. The goals include faster more consistent notification to security personnel of law enforcement operations that may impact these high-density community spaces, and more effective and efficient delivery of incident updates from Parks employees to emergency responders.

Multnomah County DA's Office Investigators/Radio Access: To align with officer safety best practices, MCDA is working with BTS to upgrade their radios to access encrypted talk-groups and working with BOEC to establish protocols for radio communications. In the near term, these communications would be limited to emergency use only, under the "active shooter threshold" model. The longer-term vision involves some measure of status keeping by BOEC, akin to how the system is currently used by Parole and Probation personnel.

Shooting/Shots Fired calls for service: 9-1-1 calls reporting shots fired and confirmed shootings continue to increase at a dramatic pace, with FY21-22 up more than 21% from the previous year. Each of these incidents routinely generate many individual 9-1-1 calls, impacting BOEC operations overall while adding both workload and stress to employees. Along with the increase in calls, more of these incidents are occurring in or near higher population density locations and/or during periods of greater community presence or activity.

OLD BUSINESS:

IGA UPDATE – Bob Cozzie

The city attorneys are meeting with MCSO's attorneys to hash out the primary issues: The duration of the IGA, the public records custodian/agent, and the role of the User Board and how it is allowed to make changes to the IGA. The city attorneys are preparing a revised draft which will be presented to BOEC next week, then the city attorneys and MCSO attorneys will follow up within two weeks from now.

NEW BUSINESS:

311 PROGRAM UPDATE – Michelle Kunec-North

Michelle Kunec-North presented 311's vision and how they are currently working to make that vision happen. She presented a slideshow (see attached) demonstrating how 311 supports the city of Portland and how it will be able to alleviate a good portion of current non-emergency calls from 911 freeing up 911 to take more emergency calls. 311 is currently staffed with 11 call-takers with five more joining in August and staff are currently available Monday – Friday 0700-2000 with hopes of eventually becoming 24/7. Their focus right now is campaigning starting with the general awareness about 311, the difference between 911 vs. 311 and a more service focused approach in how 311 can help with services such as ADA access, leaf pickup and elections info, etc.

Several user board members brought attention during this presentation that 311 still does not currently work in all areas of Multnomah County. Examples were given from Troutdale, Gresham, and Fairview, and the problem does not appear to be limited to a single telecom provider. Michelle welcomed that information and will let their tech department know so that those areas can be addressed properly. There was also a question if 311 and 911's 10-digit numbers eventually combine. As of now they will not but the hope is for 311 to be for all non-emergencies and 911 to only be for emergencies.

USER BOARD 101 – Bob Cozzie

Cozzie presented a User Board 101 slideshow (see attached slideshow) based on questions received from the community members who recently visited BOEC for sitalongs. Cozzie is planning to use this slideshow moving forward to onboard new User Board members.

Good of the Order – None

NEXT MEETING: October 20th, 2022, at 1:30 pm. It will be a hybrid meeting, held simultaneously in-person in BOEC's Mt. Jefferson Conference Room and on Zoom.

ADJOURNMENT: The meeting was adjourned at 3:21 pm.