

User Board Zoom Meeting
October 20th, 2022 – 1:30 PM

PRESENT:

Ryan Bailey, City Attorney's Office	Elizabeth Gallagher, CSD	Murrell Morley, BOEC
John Bryson, Community Rep	Mike Grimm, BOEC	Philip Morley, Fairview
Shannon Carney, Commissioner Mapps Representative	Harold Hays, PPB	Andy Ponce, PF&R
Bob Cozzie, BOEC Director	Patrick Jones, BOEC	Seth Reeser, Wood Village
Megan Crowder, BOEC - Minutes	Michelle Kunec-North, 311	Kim Silverman, Citizen Representative
Ginger Damron, Community Safety Division	Ken Lee, CSD	Lisa St. Helen, BOEC
Ryan DesJardins, BOEC	Scott Lewis, GFES	Nathan Williams, Community Rep
Todd DeWeese, BOEC	Greg Locati, BTS	Kidus Yared, BOEC
Dan Douthit, BOEC	Chloe Masserello, CSD	Jasmine Zimmer-Stucky, Corbett Fire
Corey Falls, City of Gresham	Steve Mawdsley, BOEC	
	Aaron Monnig, MCEMS	
	Michelle Montross, Maywood Park	

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 July 21st, 2022, were approved.

INTRODUCTIONS:

- Scott Lewis is returning to the board in his new role as GFES Fire Chief
- Chloe Masserello is the Strategic Planning Analyst with CSD who is here to talk about the Strategic Plan for CSD.

BUSINESS UPDATES:

DIRECTOR'S REPORT – Bob Cozzie

2022 Strategic Plan Progress: BOEC reduced the number of bureau initiatives from ten to five, all focused on meeting operational needs and serving the community.

Adequately staffed 911 workforce: Three scheduled to start November 14th; Fifteen - eighteen trainees slated for February Academy with additional candidates available from the recruitment for future 2023 academies.

Effective and timely 911 call answering meeting national call answering standards at all times: The 311 program is underway and has helped to alleviate some non-emergency calls; The AAC is averaging over 43 hours of 911 work saved per month.

Collaboration with community members and partner agencies: Finance/Budget Advisory Committee has kicked off today; Director Cozzie will be presenting at the Gresham City Council on Nov 1st.

Training and quality assurance programs that lead toward agency accreditation and employee development: Expanding QA reviews to include more face-to-face meetings to provide additional call answering feedback.

Embody and normalize a culture of equity and anti-racism: Fifteen BOEC employees attended the NW Public Employees Diversity Conference; Non-rep performance evaluation process includes at least one anti-racism goal each; Director Cozzie, JoAnn Hardesty and Deputy Chief Frome met with elected officials and staff from across the country to discuss the Portland Street Response. They toured BOEC to see call takers dispatching resources, including PSR, to various incidents.

- There was a question asked about BOEC's potential academy numbers, mentioning that in the July minutes BOEC stated that there would be potentially eight trainees starting in November and now that there is only three starting, how will that play out for the numbers for the February Academy?

BOEC is slotted for a full 15 to 18-person academy for February with a significant amount of applicant's left-over to fill several more academies in 2023. There is not a worry at this time that that 15 will not be fulfilled.

DISPATCH TECHNOLOGIES - Murrell Morley

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. At the height of the summer, about 23% of the calls were abandoned and is currently trending around 19% and of that the system is processing an average of 43 hours per month for the call-takers.

ASAP to PSAP: Automated Secure Alarm Processing, allows monitoring companies to directly connect to our CAD system. This project is slated to go live the first week of December with hopes that it will process at least 30% of our police calls that are alarm related allowing dispatchers to answer more holding 911 calls.

CAD 7.6 Upgrade: Currently working with BTS on the cutover issues to minimize the impact on the partner agencies. BTS/Dave Vu will be heading a tech committee that will be reaching out to each of the partner agencies tech teams to determine the smoothest transition at go-live. The CAD 7.6 release notes went out recently including some of the new features and enhancements, for the agencies to send out to their teams. BOEC will be meeting with each of the agencies in the coming months to look over the enhancements and policy decisions that need to be determined. This project is scheduled to go live at the end of February 2023 where new features will be slowly rolled out to allow time for all-around training.

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 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. Beginning in November, BOEC will begin testing it with a couple days on and then off for reconfiguring anything that is needed with hopes to have it officially live by December.

Here is an audio sample scenario: <https://versaterm.wistia.com/medias/jl1d7nl3sf> (push CTRL and click to follow the link)

BUDGET REPORT - Ginger Damron

22/23 Fiscal year status as of 9/30/22: BOEC is on track with revenue for the first quarter just waiting on a couple things, such as, the Portland 911 Tax rev and the local cost sharing. And BOEC is on trend to have some vacancy savings and capital project savings with expenditures.

22/23 Fall BMP Update: Currently BOEC is in the fall budget monitoring process, there is an opportunity for some technical adjustments by developing two sub-funds with the year-end fund balance: a Training pipeline sub-fund and a capital planning sub-fund. The Financial Planning Committee had their kick-off today which these two sub-funds will be developed and planned within.

OPERATIONS AND STAFFING - Lisa St. Helen

Staffing: Currently there are 98.5 of 136 dispatch positions filled with 68.5 fully certified dispatchers and 30 trainees. Of the 30 trainees, 18 are call-taking certified helping with our current call volume – three of those are currently in fire dispatch training and the other 15 in police training. The next academy is set to begin in November with an additional three trainees; with hopes that the following academy in February will be 15-18 trainees.

Training Pipeline Delays: Due to the current lack of staffing that we must have to answer our call-load, we are chronically having to cancel dispatch training to pull those folks back to cover the call-load which has caused a logjam in our police dispatch training process. To help with this, BOEC has created a pilot program that has been approved through both City council and the Union that will offer employees double OT pay anytime that they come in to work extra OT to augment the schedule allowing training to not be canceled. In addition to the double OT pay we are offering an additional 3% coaching incentive to any full-time coach who is willing to coach all disciplines. The intent of this project is to get that training pipeline moving again to make room for the trainee academies starting in November and February.

- Jazmine asked what the training pipeline is currently at and what we would ideally like it to look like?

Lisa stated that ideally, we would like to see someone fully certified within 12-18 months from the beginning of academy and currently we are averaging about 24 months.

Attrition Update: For the first three months of this fiscal year, we have lost nine employees: 3 fully certified dispatchers and 1 certified call-taker resigned their positions; 1 medical lay-off; 4 trainees (not certified in any discipline) resigned. We are hoping that as we increase our staffing numbers, we will see the attrition numbers declining.

PROQA UPDATE - Ryan DesJardins

Quality Assurance Report: The use of the protocols continues to improve. BOEC is on track toward Accreditation levels with the goal being met in Fall 2023 for the medical side with the fire side taking a little longer. New Support Sessions and Case Review delivery systems will begin November 1st with a more one-on-one/face-to-face educational meeting with the QA team. The Bi-Annual Service Training has completed with QA focusing on medical and fire protocol with a lot of positive feedback from the staff. For the EMD and EFD monthly compliance trend and BOEC's current compliance rates are 53% for medical and 40% for fire. BOEC would like to get up to a minimum of 73% for both medical and fire to meet accreditation standards, but we have set our overall goal higher at 80%. These numbers are slowly trending upward. The current main areas of focus for EMD are Assessing/Entering consciousness & breathing correctly and providing complete post-dispatch instructions. The focus for EFD is asking appropriate scene safety questions and providing complete post-dispatch instructions.

RADIO TECHNOLOGIES –Greg Locati

WCN System Cutover: Washington/Clackamas/Newberg System cut over to a new digital system on January 11th and is now complete. For agencies that have both the old and new template programmed, the old templates are in the process of being removed.

Radio Encryption Project: Portland Police has decided to move forward with encrypted dispatch nets, pre-planning occurred during the WCN System Cutover. 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. Phase two is in the works, where the second round of funding will go to some other partner agencies.

- Lisa asked if there was going to be any interoperation problems between agencies because of the encryption project?

Greg mentioned that that was the purpose for the grants to be able to afford the right type of technology that would avoid any issues. When the project was originally set to start, they figured out that there could potentially be some issues, so they took a step back to take a deeper look at things which resulted in pushing for the grants. The intention is to not run into any issues.

DISPATCH COMMITTEES/POLICY DECISIONS – Patrick Jones

Law Enforcement Calls for Service Determination: Jones reviewed the philosophy, authority, and obligation that BOEC applies when triaging public requests. First, once the call taker determines a situation does not meet the agency call for service threshold, the caller is provided with the most appropriate alternate resource or referral, and the call is concluded. Second, calls that meet agency call for service criteria, which most high priority calls clearly meet the threshold, are set up for dispatch. At that point if the responding agency cannot respond to the call, BOEC expects that agency to contact the caller to let them know their next steps. And the last determining situation is when a call taker is unable to ascertain whether the circumstances described match agency call for service criteria, the call is set up for review and possible dispatch. If a call needs to be reviewed the call taker will refer to BOEC SOP's, agency general orders, or may confer with coworkers/supervisors/liaisons. Once that call is set up, then

it is reviewed and validated by the dispatcher who may decide that the call does meet criteria for dispatch or that it can be held for self-dispatch from the Street, or it may be referred to a Street supervisor who has the authority to determine if it should be a call for service. The only calls the Street never sees are those determined to clearly and easily not meet call for service criteria. Any call that could be a call for service is shared with the responder agency. No potential call for service is dismissed based on the perspective of one single employee. The responder agency can review and validate every potential call for service.

OLD 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 available Monday – Friday 0700-2000 with hopes of eventually becoming 24/7; they can be reached via email, phone and online, with a variety of language support. Portland 311 received an average of over 13,000 contacts per month this summer which is 24% higher than last year. At this rate, 311 will receive about 150-160,000 total contacts this fiscal year which is 70% more than when the program started in 2019. Also, 85% of calls are being answered within 25 seconds or less. Non-emergency referral services (including campsite reports) are making up a growing percentage of 311's workload.

The focus right now is Phase one of their Community Education Outreach, which consists of participating in several Portland community events, Tri-met advertisements on buses and benches, social media, and new resources like partnering with PPB, CSD, Rangers, and CBOs to distribute leaflets, magnets, etc.

- Jasmine asked if 311 is available in Corbett?

Michelle mentioned that they have agreements with cellphone and landline providers to allow three-digit dialing available across Multnomah County and have noticed that that has not been the case for some areas, particularly unincorporated areas of East Multnomah County. So, the 10-digit number is available until that is sorted out. Also, along the I-84 that calls are going over to Clark County 311, and we have coordinated with them to refer those calls back our way.

- Reeser mentioned that the number is still not working in Corbett or East Gresham.

Michelle stated that they have been in communication with AT&T/FirstNet and Verizon and no changes have been made on their side to get this fixed. Bob mentioned that he will reach out to his AT&T/FirstNet contact to see if he can help with that in any way.

IGA UPDATE – Ryan Bailey and Scott Schneider

Contract specialists from the City Attorney's office started looking at the IGA draft mid-summer, specifically the feedback received from different agencies. The primary issues to hash out were the duration of the IGA, the issue of public records custodian versus agent, and the role of the User Board and how it is allowed to make changes to the IGA. In the past week, Ryan Bailey has created a draft to move forward for review, the significant change that was made was the effective date of the duration of the IGA update which will allow for updates every five years.

***Action Item:** Bob will have the official draft available at the next Finance Committee meeting on Nov 17th for review.

NEW BUSINESS:

COMMUNITY SAFETY DIVISION: STRATEGIC PLAN – Chloe Massarello

CSD has been in place for over a year now and is a distinct entity housed within OMF. It was created to transition Portland's current public safety model, in which the four public safety bureaus (BOEC, PBEM, PF&R, and PPB) operate independently of one another, into a holistic community safety system that aligns City bureaus and resources to improve services and outcomes for the community.

The goal of the Strategic Plan Process is to develop a unified plan for BOEC, CSD, PBEM, PF&R and PPB. This will not disrupt the strategic plans that are currently in place for both BOEC and PF&R but will be an additional plan for unifying everyone. Currently PBEM and PPB do not have strategic plans so this will act as their plans moving forward. CSD is currently seeking consultants to assist with two scopes of work: Scope A will involve conducting organizational and environment assessments to develop the strategic plan and implementation strategy; and Scope B will involve more of the community, employee and other stakeholder engagement and education as part of a visioning process. The RFP's (request for proposals) will be posted on BuySpeed in mid-November and will be open for about a month to ensure we get as many good proposals as possible. The Preliminary Timeline will look like roughly a 2-year process from procurement to final analysis and implementation of the process.

CSD is curious how the user board would like to be involved with the strategic planning process and would like anyone to submit recommendations to Chloe.Massarello@portlandoregon.gov.

Good of the Order –

- Philip Morley asked what the 911 wait time looks like currently and what attributes to that? And do we see any hope for this to be fixed and is there anything that the partner agencies can do to help?

Bob stated that we are averaging 70 seconds and that is due to the shortage of staff and the volume of calls. Bob does have hope for the future especially with the efforts we made with our most recent recruitment that help to fill our seats. Also, with the pilot project, BOEC has more and more people volunteering for OT which is reducing our call answer time.

NEXT MEETING: January 19th, 2023, 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 2:57 pm.