

## User Board Meeting

October 21, 2021 – 1:30 PM

### Via Zoom Meeting

#### PRESENT:

|   |  |  |
|---|--|--|
| Bob Cozzie, BOEC Director                         | Nolan Young, Fairview                  | Mayor Michelle Montross,<br>Maywood Park         |
| Keren Ceballos, BOEC                              | Greg Locati, BTS                       | Mayor Scott Harden, Wood Village                 |
| Patrick Jones, BOEC                               | Seth Reeser, Wood Village              | Corey Falls, Gresham PD                          |
| Lisa St. Helen, BOEC                              | Steve Bevens, MCSO                     | Mitch Snyder, Gresham Fire                       |
| Dan Douthit, BOEC                                 | Julie Kallem, Gresham                  | Noah Myhrum, CBO                                 |
| Murrell Morley, BOEC                              | John Bryson, Citizen Representative    | Ryan Gillespie, PF&R                             |
| Denise Willey, BOEC                               | Justin Roberts, Citizen Representative | Council President Mike Reynolds,<br>Maywood Park |
| Todd DeWeese, BOEC                                | Kim Silverman, Citizen Representative  | Aaron Monnig, MCSO                               |
| Mike Grimm, BOEC                                  | Michelle Kunec-North, 3-1-1            | James Erikson, MCSO                              |
| Ryan DesJardins, BOEC                             | John Dutt, 3-1-1                       |  |
| Katie Meyer, Commissioner Mapps<br>Representative | Lesa Folger, Fairview                  |  |

**CALL TO ORDER:** The meeting called to order at 01:31 PM.

**ESTABLISHMENT OF QUORUM:** A quorum was established.

**APPROVAL OF MINUTES:** Minutes from July 15, 2021 were approved.

#### **BUSINESS REPORTS:**

**DIRECTORS REPORT (Past reports can be found <https://www.portlandoregon.gov/911>):** Refer to attached Director's Report and User Board presentation. The highlights and significant updates include:

**Call Performance and Staffing** – 16 trainees retained from last two academies. 15 candidates in background for January academy.

**Call Answering Update:** The ability to answer calls quickly has been impacted by a dramatic increase in the number of 9-1-1 calls received. Week to week, this increase has been between 20% and 45% from the same periods over the previous two years. Operations personnel report a particularly significant rise in the number of calls related to the houseless population. Additionally, over a dozen front-line Operations employees have separated from service in the last six months.

In the current setting 9-1-1 call volume for June - August is up 24.07% since 2019. To maintain the level of service provided in 2019 BOEC would have had to hire and certify an additional 30 dispatchers. The average 9-1-1 call wait time since December 2020 has risen to over a minute. Because BOEC call takers answer all 9-1-1 and non-emergency, the calls get bottlenecked at call taker. The call taker triages the call before setting it up for dispatch or transferring to other bureaus/agencies. Implementation of 3-1-1 will help ease call volume by

handling non-emergency calls, only when appropriate 3-1-1 triage would transfer the call to BOEC to be set up for dispatch.

#### **DISPATCH TECHNOLOGIES:**

ASAP to PSAP – Automated Secure Alarm Processing, allows monitoring companies to directly connect to our dispatch. The protocol should reduce incoming alarm-related telephone calls by approximately 30%.

Versaterm Case Service – Online report module directly connected to the RMS system, allowing community members to file reports relating to non-urgent police matters. Case Service artificial intelligence (AI) call triage will link with the current non-emergency number. Callers will be questioned by an AI “officer” that will guide them through the reporting process. If the questioning leads to a determination that responders must be dispatched, the system will route the call back to BOEC. We are targeting a Spring 2022 implementation.

MDC 7.7 Upgrade - Wrapping up and moving to field testing with Portland Fire. Hope to be up and running at the beginning of 2022.

Automated Abandoned Callback – When a 9-1-1 call is disconnected before being answered by a BOEC call taker, the call taker is required to call back to determine if help is needed. In 2020, BOEC received more than 58,000 abandoned calls. Once in place, the Automated Abandoned Callback application will immediately call back every disconnected call. Callers needing assistance will be routed back to the 9-1-1 call queue.

#### **BUDGET REPORT:**

Current Fiscal Year Status – BOEC is on track, 19% revenue received, 21% expended. Fall BMP (Budget Monitoring Process) decision packages; carryover adjustment for existing projects and additional capital needs, requested two additional Operations Supervisors, additional software needs.

#### **OPERATIONS AND STAFFING:**

BOEC restarted most of the police and fire dispatch training at the beginning of the current sign up. There are currently 114 of 131 dispatch positions filled with 78 fully certified dispatchers. BOEC has four academies scheduled in January, May, August, and November of 2022, hope to hire 35-40 new trainees to cover attrition.

Dispatch review and steering committees have started to address any ProQA issues.

#### **RADIO TECHNOLOGIES:**

WCN System Cutover – Washington/Clackamas/Newberg System will be cutting over to a new digital system on December 14th. BTS has engaged with PPB, PF&R, GPD, GFES and AMR to update templates to maintain radio interoperability. Template updates and reprogramming of Fire and Medical radio units will be forthcoming. Radio Group will be utilizing ISSI-system interconnection and talk group patching to maintain interoperability - especially with LE users.

#### **DISPATCH COMMITTEES/POLICY DECISIONS:**

BOEC is developing a formal process to assess, validate and implement new partner agency initiatives. The process will attempt to ensure all stakeholders are on the same page while not compromising overall flexibility in serving the partner agencies.

Most of BOEC’s partner agencies are actively pursuing changes to how they will address certain types of calls for service. BOEC recognizes the need to make these changes, given the dramatic reduction in street resources most agencies are experiencing. For each change in call for service criteria, BOEC needs to know how the jurisdictions want those telephone calls handled going forward. Ideally, alternate resources or referrals should be identified.

Premise Information Flags in CAD are a critically important tool used to alert call takers, dispatchers, and responders about responder safety issues, hazards, location access, patient care, and a variety of other types of information directly relevant to emergency services response. BOEC is looking for a recommitment to keep the file fresh and relevant. We will begin providing agencies with regular reports identifying stale information and entries not adhering to established formatting.

**OLD BUSINESS:**

**IGA UPDATE:**

Finalizing Exhibit D – Records and Research. Ties into the IGA outlining BOEC as a custodian of records. Proposal to present the IGA to partner agency’s council. Presentations to Wood Village and Troutdale are already set up. After exhibit D is resolved to coordinate presentations.

**NEW BUSINESS:**

**3-1-1 UPDATE:** see attached 3-1-1 Program’s Vision

One of the major goals of the effort is to reduce the 9-1-1/non-emergency call volumes by migrating non-emergency calls to 3-1-1. Working with BOEC, PPB, PF&R and other public safety agencies to develop a set of calls to transfer to 3-1-1 that do not meet dispatch criteria. 3-1-1 and BOEC have the same service footprint, covering all of Multnomah County and the municipalities within it. A public awareness campaign is anticipated to launch in early 2022.

**BOEC WEBSITE UPDATE:**

The City of Portland is going through a website overhaul. Historically, very little information about the User Board could be found there. BOEC will be adding a section for meeting minutes, agendas, and presentations. <https://www.portland.gov/911/boecuserboard>

**Good of the Order**

Thank you, Justin Roberts! Justin will be moving out of the geographic area and will no longer be able to serve the BOEC User Board as a Community Representative. Thank you for your commitment and service, good luck with your future endeavors.

Recruitment for a new East Portland Community Representative will commence soon.

Thank you, Maywood Park Mayor Michelle Montross and Wood Village Mayor Scott Harden, for attending.

**NEXT MEETING:** January 20, 2022 at 1:30 pm.

**ADJOURNMENT:** The meeting was adjourned at 2:49 pm.