User Board Zoom Meeting

April 13th, 2023 – 1:30 PM

PRESENT:

Steve Bevens, MCSO
Sara Boone, PF&R
John Bryson, Community Rep
Bob Cozzie, BOEC Director
Megan Crowder, BOEC - Minutes
Jaymee Cuti, PBEM/BOEC PIO
Ginger Damron, CSD
Ryan DesJardins, BOEC
Todd DeWeese, BOEC
Corey Falls, City of Gresham
Mike Grimm, BOEC
Harold Hays, PPB
Chelan Huddleston, City Budget Office
Marc Huls, Port of Portland
Patrick Jones, BOEC
Greg Locati, BTS
Steve Mawdsley, BOEC
Aaron Monnig, MCEMS
Murrell Morley, BOEC
Philip Morley, Fairview
Andy Ponce, PF&R
Seth Reeser, Wood Village
Kim Silverman, Citizen Representative
Lisa St. Helen, BOEC
Ruth Thatcher, City of Gresham
Ashley Tjaden, BOEC
Nathan Williams, Community Rep
Kidus Yared, BOEC
Grace Zarpak, Commissioner Gonzalez Rep

CALL TO ORDER: The meeting was called to order by Seth Reeser at 1:35 pm.

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

APPROVAL OF MINUTES: Minutes from January 19th, 2023, were approved.

INTRODUCTIONS:

- Jaymee Cuti is the new PIO for PBEM and BOEC
- Corey Falls introduced Ruth Thatcher who is the new Public Safety Analyst for the City of Gresham

BUSINESS UPDATES:

DIRECTOR'S REPORT – Bob Cozzie

It is National Telecommunicator Appreciation Week this week, so with this, Mayor Wheeler read this proclamation yesterday at city council to honor our dispatchers and call-takers (click this link to watch this dedication.) Thank you to everyone that brought treats and thanked them for their continual hard work.

911 Call Performance: There is always an increase in wait times as we approach summer and then it improves in the winter. While we are still not meeting the national standard, from March 2022 to March 2023 there has been a 31.5% (18 second) improvement in BOEC's call wait times. This is primarily due to

certifying more trainees in call-taking, currently we have 41 trainees, so the more they get certified, the closer we will hopefully be getting to the national standard call wait time.

Dispatch workload and 911 call loads are two separate things; we may get 20-30 calls for a single incident that results in one call for service. Since 2019 we have seen an increase in 911 calls but a decrease in dispatch workload and this is due to the decrease in officer-initiated calls, traffic stops, etc. And currently 2% of our workflow is now being covered by the Portland Street Response Team.

Community Listening Session – Ashley Tjaden

BOEC receives 5,000 multilingual calls a year in over 50 languages. Community leaders speaking six different languages met with Ashley Tjaden, BOEC's Equity Manager and the Equity Committee call takers to share their experiences and cultural expectations around 911. They received feedback as to why someone who speaks a foreign language may not call 911, some examples were:

- Distrust of police or being previously harmed or let down by officers.
- Importance of callers giving consent to be translated by another culture or language: Mandarin versus Cantonese ethnicities or Ukrainians offered a Russian Translator can feel like they are forced to get help from their own oppressor.
- Challenges with going to the hospital if they have children at home without care.

The feedback has already produced changes in how BOEC trains the Academy on language and interpreters.

DISPATCH TECHNOLOGIES - Murrell Morley

Automated Abandoned Callback (AAC): AAC is consistently fully handling about 32% of all 911 abandoned calls. We are finding that the low rate is that people are not responding to the automated voice calls, so we are exploring options of a similar text feature, which we believe will have a larger response percentage.

Automated Abandoned Callback (AAC) Overview - 2023					
	Jan-23	Feb-23	Mar-23	Apr-23	TOTAL YTD
Total Incoming 911 Calls	49,661	46,304	52,852	19,832	168,649
Abandoned 911 Calls	7,519	7,798	7,929	2,596	25,842
AAC Outbound Dials	507	539	480	145	1,671
AAC Accepted (Pressed 1)	**507**	539	482	145	**1,673**
AAC Rejected (Pressed 3)	**1,420**	1,541	1,510	519	**4,990**
AAC Abandoned	**4,252**	4,406	4,352	1,404	**14,414**
No Response	1,485	1,518	1,476	504	4,983
Not Reached	2,651	2,783	2,751	862	9,047
Serviceable Abandoned Calls	6,179	6,486	6,344	2,068	21,077
AAC Serviced Abandoned Calls	1,927	2,080	1,992	664	6,663
Abandoned Calls for BOEC	4,252	4,406	4,352	1,404	14,414
Seconds Saved By AAC Use	86,715	93,600	89,640	29,880	299,835
Minutes Saved By AAC Use	1,445	1,560	1,494	498	4,997
Hours Saved By AAC Use	24.09	26.00	25	8	83.29
Percentage of Calls Abandoned	15.1%	16.8%	15.0%	13.1%	15.3%

ASAP to PSAP: The automation of alarm calls in to our CAD system is averaging 51% of all alarm calls for police fire and medical. Just based on the incoming calls, we are saving 25 – 30 hours per month, and since the dispatcher can communicate directly with the alarm company through CAD now, the actual time savings for call-taking is probably double that.

ASAP to PSAP Overview - 2023					
	Jan-23	Feb-23	Mar-23	Apr-23	TOTAL YTD
Total Police Alarms	1,982	1,834	1,962	695	1,982
Total Fire Alarms	920	846	884	359	920
ASAP Police Alarms	1,048	1,018	1,178	395	1,048
ASAP Fire Alarms	346	351	355	151	**346**
Seconds Saved By ASAP Use	83,640	82,140	91,980	0	257,760
Minutes Saved By ASAP Use	1,394.00	1,369	1,533	0	4,296.00
Hours Saved By ASAP Use	23.23	23	26	0	71.60
Percentage of Calls From ASAP	48.04%	51.08%	53.87%	51.80%	51.20%

CAD 7.6 Upgrade: CAD 7.6 has been postponed due to a hardware issue that was discovered on the Vehicle Routing Recommendation server, which could cause the Versaterm software to fail. If the software failed, we would not be able to do automated recommendation for up to 8 weeks which would cause significant delays in fire and medical responses. A new go-live has not been scheduled, but we are most likely looking at mid to late May.

Case Service Non-Emergency Triage: Testing is underway for the Case Service Non-Emergency Triage system. We have identified a few hiccups, which is to be expected when testing new software and we are working with the vendor to correct those. We would like to encourage anyone on the board that would like to make some test calls to do so, and offer your feedback directly to Murrell, or through Bob. The test number is **503-272-6825**, and just be advised that they are working on the translation service piece and currently only English and Spanish options are working, but it is designed to offer the service in nearly 100 languages. We would like to wrap up testing by the end of the month and start slowly rolling it out to the public in May.

Some questions were asked:

- Do you feel like you are setting the bar low by saying that when the system overloads during certain times of the day it may disconnect? Giving that warning at the beginning takes about 2 minutes to get to where you want to go, so have you thought about getting rid of that?
    - We added that verbiage to the recording because we were getting several complaints about callers being disconnected, when we realized the cause, we felt we should warn them that it may happen.
- If someone calls the non-emergency line and all 28 lines are busy, then will it give us a busy signal?
    - No, because when you dial into non-emergency you are dialing into the cities phone system structure which will then transfer the call to BOEC's.
- How many calls can this system handle at a time?
    - 1000 and they are held in the cloud

BUDGET REPORT - Ginger Damron

22/23 Fiscal year status as of 3/23/23:

For revenue, Portland's portion of the state shared revenue is anticipated to come in slightly higher than budgeted, but it is showing as already more than the budgeted amount because of the portion received and credited to the local users. The individual contributions have been added for awareness. Interest is going to be higher than budgeted because of our high fund balance and charges for services are on track. The fund balance includes funds held in contingency for the training pipeline sub-fund and capital savings.

For expenses, we are projecting $1.5M in vacancy savings from unfilled positions and have had a slight increase in overtime costs with the 2.0 pilot program. We also have a slight increase with the coach's premium pay with all the additional trainees. External materials & services includes large contracts that have already been paid for the year and capital is going to be underspent due to delays in project implementation. In general, our revenue has exceeded our expenses and we are on track to carry forward most of our fund balance into next year.

OPERATIONS AND STAFFING - Lisa St. Helen

Staffing: Currently there are 110 of 136 dispatch positions filled, which is an increase of 13 in six months. We have 69 fully certified dispatchers and 41 trainees. Of the 41 trainees, 16 are at least call-taking certified making a total of 98 people helping with the current call volume. There are two known retirements this year.

Future Academies: The February academy currently has 15 trainees, and we are anticipating 8-12 trainees for our May Academy. Our next academy after that is scheduled for December, at which point we will determine if a Spring 2024 academy is needed.

Contract Update: The current contract with PPA will expire on June 30, 2023. Bargaining officially began on February 1st, and this is the first time Lisa is not heading the current negotiations, that has been handed over to Steve Mawdsley. We are meeting every 3 – 4 weeks at this point. Most of the articles opened at this point are the same on each side.

Lisa will be retiring this summer; a nation-wide recruitment will be opened after reconfiguring the current position to Deputy Director with an emphasis on operations management knowledge. The goal is to have the position filled at least a month before she leaves to have some training overlap.

PROQA UPDATE - Ryan DesJardins

For first quarter of 2023 there has been overall higher compliance trend in both EMD and EFD calls, with some stagnation in the number of non-compliant calls. Non-compliance with the protocols have primarily been a result of incomplete or incorrect post-dispatch instructions.

BOEC's current ACE performance benchmarks and deviations chart illustrated the areas where BOEC needs improvement to meet total accreditation acceptance. BOEC had good performance in most case evaluation categories but is currently struggling in the area of Dispatch Life Support, which includes diagnostic tools, Post-Dispatch Instructions, and Pre-Arrival instructions. However, BOEC's final codes, which drive fire and medical responses, have been very accurate.

BOEC's QAU goals for the next two quarters:

- Continuing face-to-face feedback
- Coordinating with Training w/PDI focus
- Framework for Police QA Submitted to Director
- Preparing for major EMD protocol update
- Nine BOEC employees attending Navigator Conference
- Developing protocol "champions" and "mentors"

RADIO TECHNOLOGIES –Greg Locati

Radio Encryption Project: Work continues with the PPB Grant Coordinator on securing encrypted radio equipment for regional partners via the RDPO Grant. Phase 1 purchase of ~$500K in radio equipment is currently in process. The first round of purchased radio equipment is slated for MCSO and includes roughly 65 encrypted mobile radios. Phase 2 of the Grant will more than likely target upgrades for BOEC back-up radios and other smaller agencies. The Radio Engineering Group will continue to pre-load newly created Encrypted Dispatch Nets in radio templates in order to ease the transition to the use of encrypted nets.

DISPATCH COMMITTEES/POLICY DECISIONS – Patrick Jones

Houselessness Crisis Impacts: BOEC operations has been dramatically impacted by the houselessness crisis across Multnomah County. It can be difficult to quantity at the point of call entry, as calls for service relating to houselessness are often obscured by the described nature of the problem being reported. The issues cross disciplinary lines, with police, fire, and EMS calls for service impacted in different but similarly substantive ways. One measure of the challenge is the significant additional training and policy work that has been required. In combination with the work needed to tailor operations to meet the mental health crisis, the effort for BOEC to respond to the houselessness crisis is similar in scope to the ProQA rollout.

GPS Data Collection: Since its implementation twelve years ago, our Versaterm CAD system has collected GPS data from police, fire, and EMS mobile and portable devices in the field. Currently, the data collected from mobile devices (those tied to units, rather than personnel) is used by CAD to make resource recommendations and provide real-time unit plotting on dispatch maps. A system enhancement will soon allow mapping of the GPS data provided by portable devices, which are handheld radios and V-Mobile applications enabled in cell phones. BOEC is working with our partner agencies to determine the most practical way to leverage this enhancement, which the focus on improving responder safety.

Access to Partner Agency Data: Call for service data in CAD is generally defined as incident records generated based on a call received by BOEC for dispatch to a responder or responders. (Street-initiated incident records are also held in CAD but are not usually considered calls for service.) Call for service records are considered the "property" of the primary responder agency. With few exceptions, most call for service records "belonging" to one BOEC partner agency are available for review by other BOEC partner agencies of the same discipline. For example, PPB generally allows GPD and MCSO access to PPB's call for service records. Secondary partner agencies, which are agencies that interact with BOEC

but have no contractual partnership, are only allowed access to BOEC partner agency data when explicitly authorized by the primary responder agency.

OLD BUSINESS:

IGA UPDATE – **Seth Reeser**

April 2021 was the last time a final draft of the IGA was sent to the User Board. Shortly after the final draft went out to the user board, a red-lined version of the final draft came back to BOEC from the County attorney. Since then, the attorneys from Portland, Gresham and the County have been deliberating over the issues that the County had. County landed on not wanting to move forward with the new cost allocation. Then in March of 2023, these four options were laid out to the finance committee meeting:

1. Not proceed with the IGA update and continue to work under the current 1995 IGA.
2. Send to Elected Boards without the cost allocation change.
3. Reconvene the IGA group
4. Send to Elected Boards as is with a clause to hold City of Portland harmless if Multnomah County does not pay the increased cost.

The finance committee recommended option #4, due to it being a good process. And the thought of reconvening does not seem like a solution that can be figured out without the elected board being more involved.

Reeser had Jones go around to see if any voting agency had time to ask any questions or had any thoughts. The partners did not have any questions or comments currently. Cozzie mentioned wanting to discuss the other issue that Multnomah County had which was the agent vs custodian of records, he is hoping this will be figure out at the next board meeting. A vote will be held at the next meeting in July on what option the User Board partner agencies would like to move forward with.

***Action Item:** Reeser will send out a briefing of the IGA options to prepare for the vote at the July meeting. He encourages those that can meet in person for the vote to be there.

NEXT MEETING: July 20th, 2023, at 1330

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