



# City of Portland Public Safety Service Area Strategic Plan



**2025-2030**

# What is the Public Safety Service Area?

The Public Safety Service Area is the organizational unit within the City of Portland that houses the Bureau of Emergency Communications, the Bureau of Emergency Management, Portland Fire & Rescue, the Portland Police Bureau, and key offices and programs, including the Office of Violence Prevention and Portland Street Response.



## Vision

A safe Portland for all.

## Mission

The Public Safety Service Area advances safety through collaborative prevention, response, and recovery.

## Values

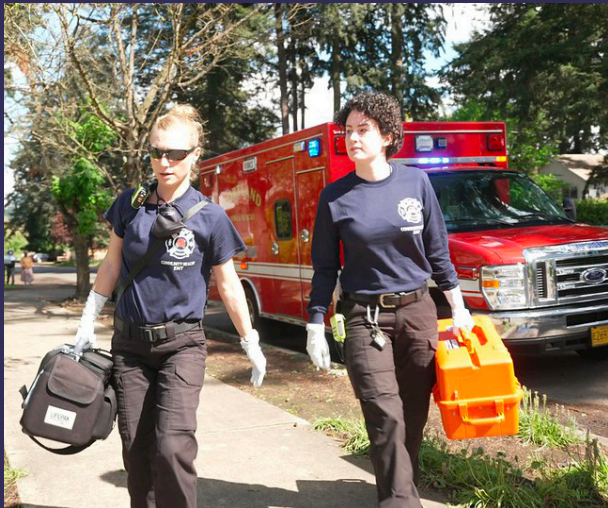
- Anti-racism
- Equity
- Transparency
- Communication
- Collaboration
- Fiscal responsibility



# Goal 1: Improve Public Safety Response Capabilities



By optimizing our response capabilities, we aim to better serve the diverse needs of our community and ensure that every resident feels safe and protected.



## Objectives

1. Deploy the right responder to the right call, in a timely manner

**Example action:** Reduce response times by identifying and removing obstacles to meeting National Fire Protection Association timely response standards through data analysis, staffing strategies, and infrastructure improvements

2. Identify and develop culturally and situationally appropriate response strategies

**Example action:** Expand access to services by working with the state on a text-to-911 platform available in multiple languages

3. Measure, evaluate, and improve public safety response performance and outcomes

**Example action:** Seek community input regarding service expectations and develop strategies to improve outcomes based on input

4. Improve citywide coordination for response to major events

**Example action:** Modernize citywide emergency management process in alignment with industry best practice, policy, and process

# Goal 2: Enhance Collaboration Internally, with Partner Agencies, and with the Community



By enhancing collaboration internally, with partner agencies, and with the community, we aim to break down silos, improve communication, and build trust.

## Objectives

1. Improve service area and interagency communication and coordination  
**Example action:** Expand the liaison program within the Bureau of Emergency Communications with 24/7 representation from the Police Bureau and Fire & Rescue
2. Reimagine and approach community engagement as a service area to build trust and transparency  
**Example action:** Undertake community engagement and advisory structure planning to support the Public Safety Service Area's vision, mission, values, and goals and align with the new citywide approach
3. Build and enhance strategic partnerships with the non-profit and private sectors  
**Example action:** Increase interoperability with AMR through initiatives such as co-training and medical kit standardization



# Goal 3: Increase Focus on the Overall Wellbeing of the Public Safety Workforce and System



By addressing challenges to wellbeing, we ensure that public safety personnel are supported as individuals and through reliable systems that enhance their capabilities and reduce operational strain.



## Objectives

1. Support the physical and mental health and wellness of public safety personnel

**Example action:** Support the Cancer Reduction program by implementing research-based best practices

2. Build a culture of professional development and continuous learning

**Example action:** Create a framework for promoting service learning opportunities for employees to engage with community-based organizations

3. Implement infrastructure and technology improvements

**Example action:** Deploy 911 call-taking to any city-networked facility

4. Develop the Public Safety Service Area as an organization to meet the vision and strategy

**Example action:** Implement the 30x30 Initiative to increase women's representation in policing and support positive outcomes for the community

5. Enhance the financial and operational sustainability of the service area

**Example action:** Establish a braided funding model for Portland Street Response

# Goal 4: Strengthen Prevention, Recovery, and Resilience Capabilities



An effective public safety system must involve up-stream investment in prevention, support community resilience, and play an important role in recovery from emergencies.



## Objectives

1. Improve prevention measures to safeguard community health, safety, and stability

**Example action:** Utilize the Ceasefire model and other interventions to reduce the incidence of gun violence

2. Increase community resilience by empowering residents with knowledge, resources, and tools for emergency preparedness and response

**Example action:** Expand training of Neighborhood Emergency Teams (NETs) and the number of Community Organizations Active in Disasters (COADs)

3. Enhance recovery efforts to help individuals and communities rebuild and restore stability after emergencies

**Example action:** Develop a citywide disaster recovery plan and supporting processes