

## RESOLUTION No. 37294

Direct the Bureau of Emergency Communications to work in consultation with partner agencies to review standards for call answering based upon national best practices (Resolution)

WHEREAS, the Bureau of Emergency Communications (BOEC) is critical to all emergency response and dispatch and provides all the 9-11 and non-emergency call answering within Multnomah County; and

WHEREAS, the Bureau of Technology Services (BTS) is responsible for providing technology support for the BOEC emergency communications system, and provides all call data to BOEC; and

WHEREAS, BOEC has endeavored to improve call answering times and provide better service to the community; and

WHEREAS, in December 2016, the City Ombudsman's office issued a report detailing that for more than a decade the City's emergency communications system had lost information which had caused under-reporting of call times and abandoned call rates; and

WHEREAS, BOEC has taken some steps to remedy this situation but issues still persist; and

WHEREAS, the City Ombudsman's office is issuing a follow up report detailing issues with inaccurate performance data collection and reporting; and

WHEREAS, City Council has provided resources for additional staffing during the regular budget process and protected the additional capacity from budget cuts; and

WHEREAS, additional staffing, while needed, is only a portion of the solution and must be coupled with leadership, review of practices, and more accurate data on performance measures to assess progress and identify problems; and

WHEREAS, BOEC and BTS with the assistance of other City bureaus will move forward with steps to ensure that this critical service is supported, accountable, and has appropriate performance metrics using the National Emergency Number Association (NENA) Call Answering Standard/Model Recommendation.

NOW, THEREFORE, BE IT RESOLVED that the performance measurements for BOEC should be reviewed based upon the NENA Call Answering Standard/Model Recommendation.

BE IT FURTHER RESOLVED, BOEC and BTS will work collaboratively to ensure that performance data collection and reporting is accurate.

BE IT FURTHER RESOLVED, BOEC, BTS, OMF, and the City Budget Office will hold a

Government Accountability Transparency Results (GATR) session with public safety partner agencies focused solely on the City's 911 services and identify areas for improvement in business processes.

BE IT FURTHER RESOLVED, The City's Technology Oversight Committee (TOC) will review all technology changes to the 911 service to determine if they are appropriate for TOC oversight.

BE IT FURTHER RESOLVED, that BOEC, BTS, OMF, and the City Budget Office will return to City Council during the Fall Budget Monitoring Process with refined metrics and recommendations for implementation.

Adopted by the Council: JUN 07 2017

Mayor Wheeler and Commissioner Fritz  
Prepared by: K. Chisek & C. Adamsick  
Date Prepared: June 1, 2017

**Mary Hull Caballero**  
Auditor of the City of Portland  
By

  
Deputy

Agenda No. **37291**  
**RESOLUTION NO.**

Title

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<b>INTRODUCED BY</b> Commissioner/Auditor: <b>Mayor Wheeler &amp; Commissioner Fritz</b>	CLERK USE: DATE FILED <u>MAY 30 2017</u>
<b>COMMISSIONER APPROVAL</b> Mayor—Finance & Administration – Wheeler <i>KOD</i> Position 1/Utilities - Fritz <i>Amadea Fritz</i> Position 2/Works - Fish Position 3/Affairs - Saltzman Position 4/Safety - Eudaly	Mary Hull Caballero Auditor of the City of Portland By: <i>[Signature]</i> Deputy
<b>BUREAU APPROVAL</b> Bureau: Office of the Mayor Bureau Head: Kristin Dennis Prepared by: K. Chisek & C. Adamsick Date Prepared: June 1, 2017	<b>ACTION TAKEN:</b>
<b>Impact Statement</b> Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/>	
<b>Portland Policy Document</b> If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>City Auditor Office Approval:</b> required for Code Ordinances	
<b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan	
Council Meeting Date: <b>June 7, 2017</b>	

AGENDA	FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
<b>TIME CERTAIN</b> <input type="checkbox"/> Start time: _____ Total amount of time needed: _____ (for presentation, testimony and discussion)		YEAS	NAYS
<b>CONSENT</b> <input type="checkbox"/> <b>REGULAR</b> <input checked="" type="checkbox"/> <i>1 of 2 20 min total per Kyle</i> Total amount of time needed: <b>10 minutes</b> (for presentation, testimony and discussion)	1. Fritz 2. Fish 3. Saltzman 4. Eudaly Wheeler	1. Fritz <input checked="" type="checkbox"/> 2. Fish <input checked="" type="checkbox"/> 3. Saltzman <input type="checkbox"/> 4. Eudaly <input type="checkbox"/> Wheeler <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>