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City Council Work Session

Council Work Session

Public Safety

📅 January 9, 2025 9:30 am – 12:00 pm

Available Online

Council in attendance:

- Councilor Avalos
- Councilor Dunphy
- Councilor Smith
- Councilor Kanal
- Councilor Pirtle-Guiney
- Councilor Ryan
- Councilor Koyama Lane
- Councilor Morillo
- Councilor Novick
- Councilor Clark
- Councilor Green
- Councilor Zimmerman

 [Presentation: Public Safety Work Session](#) 2.2 MB

 [Bureau of Emergency Communications At a Glance](#) 665.31 KB

 [Portland Street Response - Three Month Accomplishments \(July-September 2024\)](#) 304.46 KB

Council Chamber doors open to the public 15 minutes before the meeting starts. Learn more about [visiting City Hall to attend a Council meeting](#). Watch the live broadcast on [YouTube](#), on the [Open Signal website](#), or on cable TV (Xfinity Channels 30 and 330, CenturyLink Channels 8005 and 8505).

Work sessions are public meetings related to a specific topic where information is presented to Council. Council does not vote or take any action; public testimony is not taken. The public and press may attend work

Location

City Council Chambers

1221 SW Fourth Avenue
Second Floor Auditorium
Portland, OR 97204

[Get Directions](#)

[More about this location](#)

Contact

Mila Mimica

Public Information Manager,
Community Safety Division

✉ mila.mimica@portlandoregon.gov

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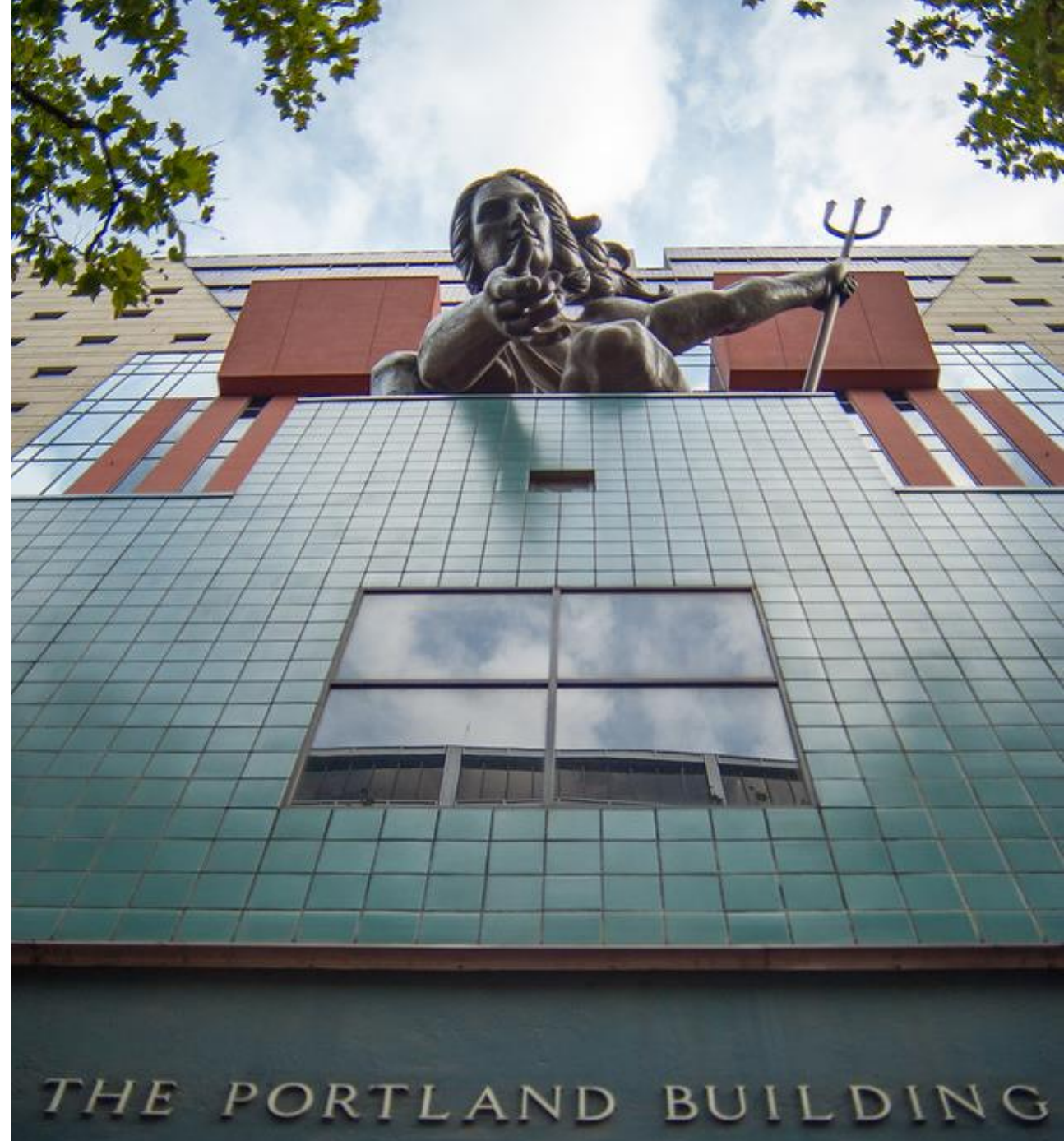
Public Safety Service Area

City Council Work Session



Agenda

- Service area intro
- Meet the programs and bureaus
- Top challenges
- Recent accomplishments
- The work ahead
- Q&A



Public Safety Service Area: At-a-Glance

Mission

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

Vision

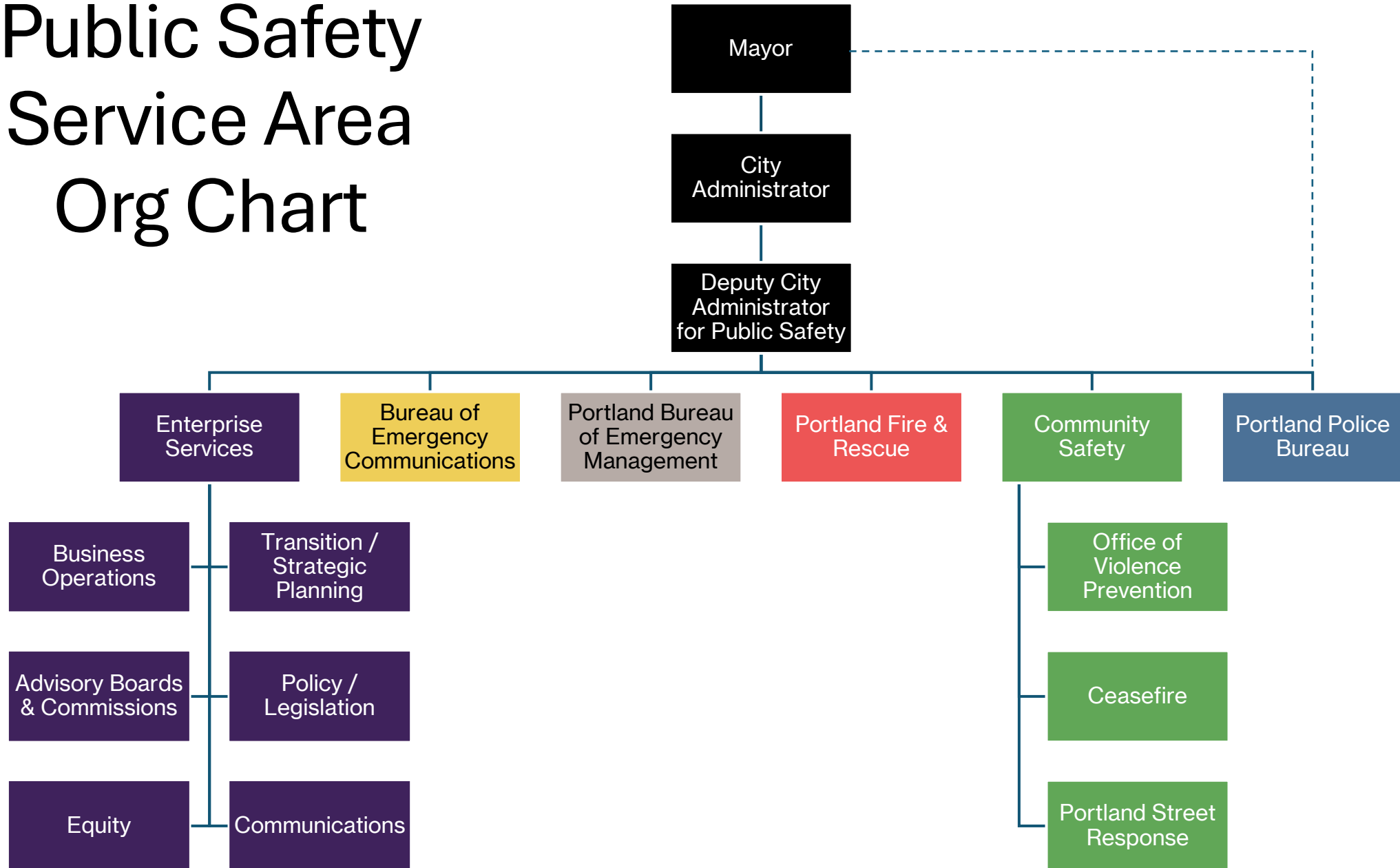
A safe
Portland
for all.

Values

Anti-racism,
equity,
transparency,
communication,
collaboration,
and fiscal
responsibility



Public Safety Service Area Org Chart



Presenters



Stephanie Howard
DIRECTOR OF COMMUNITY
SAFETY



Shad Ahmed
DIRECTOR, PBEM



Bob Day
CHIEF OF POLICE



Ryan Gillespie
FIRE CHIEF



Elisabeth Perez
ENTERPRISE SERVICES
DIRECTOR



Bob Cozzie
DIRECTOR, BOEC

IN ACTION

Violence reduction strategies

Office of Violence Prevention

- Community Peace Collaborative
- Safer Portland Grants
- Trauma & Violence Impacted Families Program
- Safe Blocks
- Rose City Self-Defense

Portland Ceasefire

- Hospital Based Interventions
- Street Level Outreach
- Intensive Case Management
 - Cognitive Behavioral Therapy



IN ACTION

Portland Street Response

Mission: PSR provides a multidisciplinary alternative first response for behavioral health and substance-use related crises, and medical complaints where there is not immediate life threat or crime in progress.

Goals:

- Resolve immediate crisis through multidisciplinary care and resource/service connection
- Provide timely follow-up to ensure patient stability in the community and prevent future crisis
- Engage in community outreach, engagement, and education to disrupt cycles of crisis

Staffing: 36 Regular FTE, 16 Limited Term FTE



IN ACTION

Portland Police Bureau

- Transform the dynamic between police and people we serve: community engagement
- Reduce crime and the fear of crime: data-driven policing
- Organizational growth and development: recruitment and retention

Crime	2024 vs. 2023
Motor vehicle theft	-34%
Stolen vehicle parts	-37%
Vandalism	-35%
Gun-related homicide victims	-10%
Total shooting incidents	-21%

Portland Police Bureau Staffing

Total Sworn Authorized: 881

Total Sworn Members (All Ranks): 785

Total Officer Rank: 539

Patrol Officers: 293

- East Officers: 96
- Central Officers: 105
- North Officers: 92

Officers in Training: 94

Officers Non-Patrol: 135

Officers Leave of Service: 17

IN ACTION

Portland Fire & Rescue

- **Always Ready, Always There:** Maintain service levels and response times while continuing to address and reduce operations overtime expense
- **Recruitment and Training:** Preserve available staffing numbers amidst periods of significant retirements
- **Prevention and Partnership:** Save lives, property and environment through education and preventing fires before they start
- **Strategic Investment:** Plan for critical asset and infrastructure replacement over the next 10 years



Portland Fire & Rescue Staffing

	Regular	Limited Term	Total
Sworn	682	6	688
Non-Sworn	55	24	79

Emergency Operations:	580
Medical Services and Training:	90
Prevention:	59
Management Services:	35
Chief's Office:	3

IN ACTION

Bureau of Emergency Management

- **Connecting Dots, Solving Problems**
 - Emergency Management policy
 - Incident Management System
- **Emergency Operations Center**
Coordinating City bureaus and County/State/Federal partners before /during/after an emergency
- **Resource Management**
- **Community Preparedness** (Neighborhood Emergency Teams (NETs) and Community Organizations Active in Disaster (COADs))
- **Regional Disaster Preparedness Organization (RDPO)**



Bureau of Emergency Management Challenges and Opportunities

- **New structure of government** allows for better integration of emergency management
- **Reductions in staff** due to year-over-year cuts impacts core functions
- **Strong Community Resilience** programming positively impacts community
- **Increased frequency of emergencies** (climate change, etc.) means more demand, more service



IN ACTION

Bureau of Emergency Communications

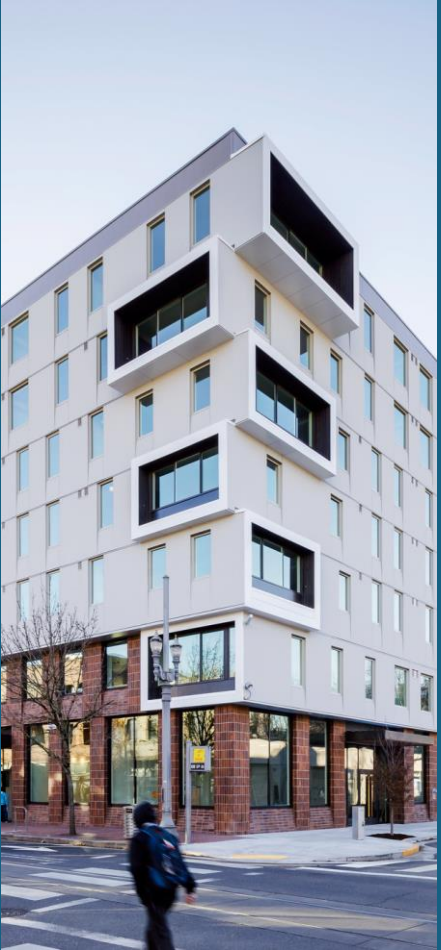


- BOEC provides 911 call answering and dispatching for all of Multnomah County
- **Mission:** Work collaboratively with our community and public safety partners to ensure effective and timely 911 call answering and dispatching
- Anticipate all vacant positions will be filled in February
- Aiming for agency accreditation

Top challenges across the service area

- Staffing
- Overtime
- Structural deficits and limited term employees (LTE)
- Capital





Recent Accomplishments



Police: Crime reduction



Fire: Overtime reduction



Emergency Communications: Call answering times & accreditation



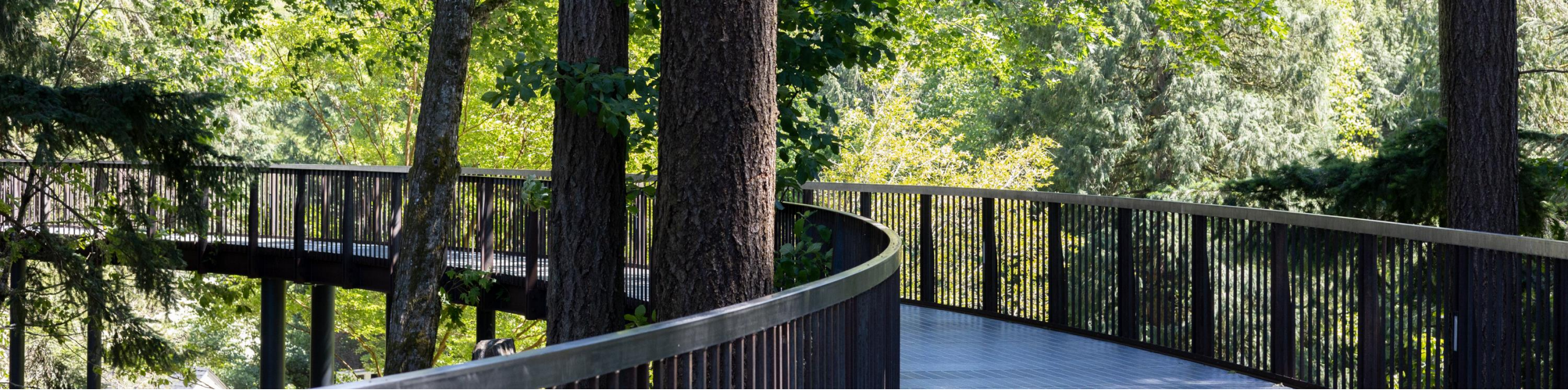
Emergency Management: Election + Inauguration Day prep



Community Safety: Significant reductions in gun violence & PSR hiring into current positions

The work ahead

- **Portland Police:** Recruiting and hiring sworn members
- **Fire & Rescue:** Hiring and training plan for next 5 years, ensure staff levels are maintained through anticipated attrition
- **Emergency Communications:** Prioritize staffing by recruiting and utilizing training pipeline to stay ahead of attrition
- **Emergency Management:** Coordinate efficient and effective emergency services through the lifecycle of hazards
- **Service Area strategic plan**



Next steps:

Meet our teams at ride-alongs, sit-alongs, community academies or meet our Neighborhood Emergency Teams (NETs)!

Service Area contact: Sean Gentry --
Sean.Gentry@portlandoregon.gov



PORTLAND BUREAU OF EMERGENCY COMMUNICATIONS

Mission

Work collaboratively with our community and public safety partners to ensure effective and timely 911 call answering and dispatching.

Vision

We are... **LEADERS** in public safety

PARTNERS in creating a safe and secure **COMMUNITY**

EXPERTS in 911 telecommunications

Strategic Plan

- Adequately staffed 911 workforce
- Programs that improve processes and support employee development
- Embody and normalize a culture of inclusion, equity, and anti-racism
- Collaboration with community members and partner agencies
- Secure, efficient, and resilient primary and backup facilities

"If the ladder is not leaning against the right wall, every step we take just gets us to the wrong place faster."

—Stephen R. Covey



Dispatch Staffing

Sr. Dispatchers (911, Police, Fire Certified)	82
Certified Police Dispatchers	1
911 Certified Only	6
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	13
Call Taking Trainees (No certifications)	15
Academy Trainees (No certifications)	4
Vacancies (eight limited term positions)	9
Total	136

INTEGRITY • RESPECT •
COMPETENCE •
COMPASSION •
RESPONSIBILITY •
TEAMWORK

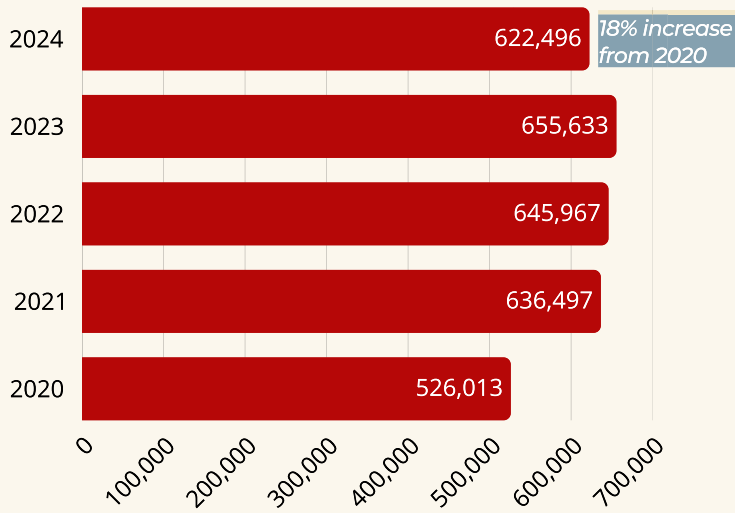


ANTI-RACISM • EQUITY •
TRANSPARENCY •
COMMUNICATION •
COLLABORATION •
FISCAL RESPONSIBILITY



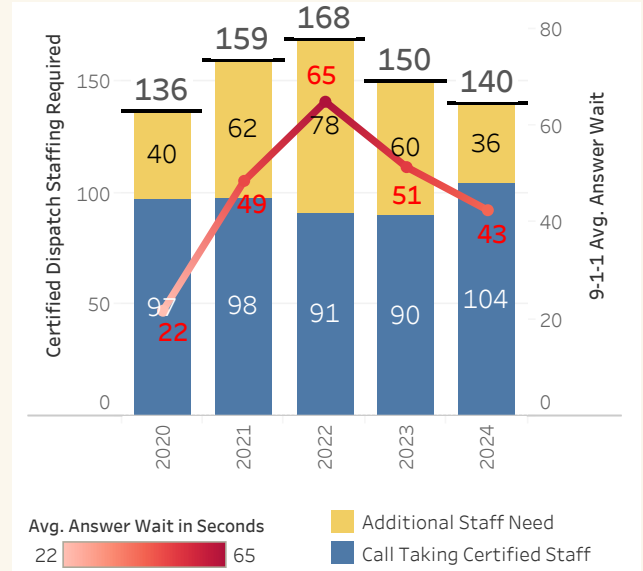
BOEC At a Glance

9-1-1 Call Volume 2020 - 2024



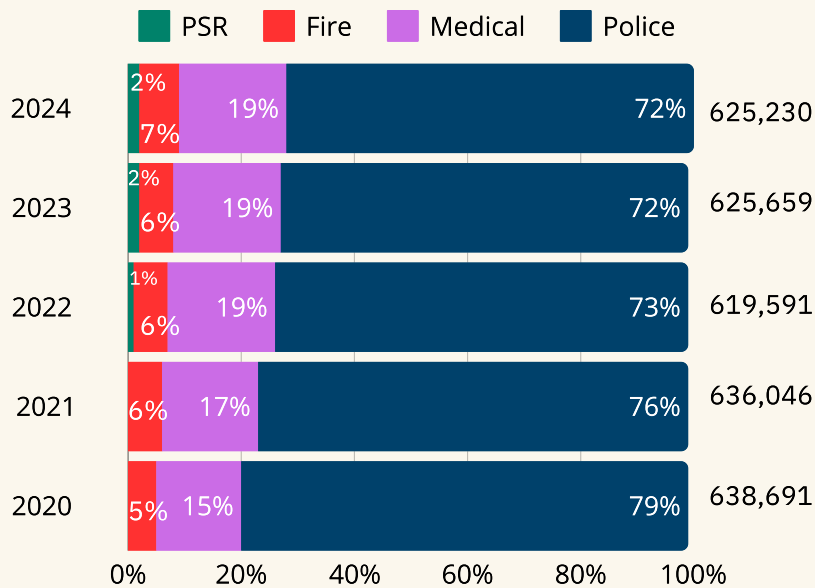
9-1-1 calls accounted for 67% of BOEC's call volume in 2024. Over the past five years, BOEC has handled an average of more than one million emergency and non-emergency calls annually.

Certified Dispatch Staffing Required to Answer 9-1-1 Calls Within 15 Seconds*



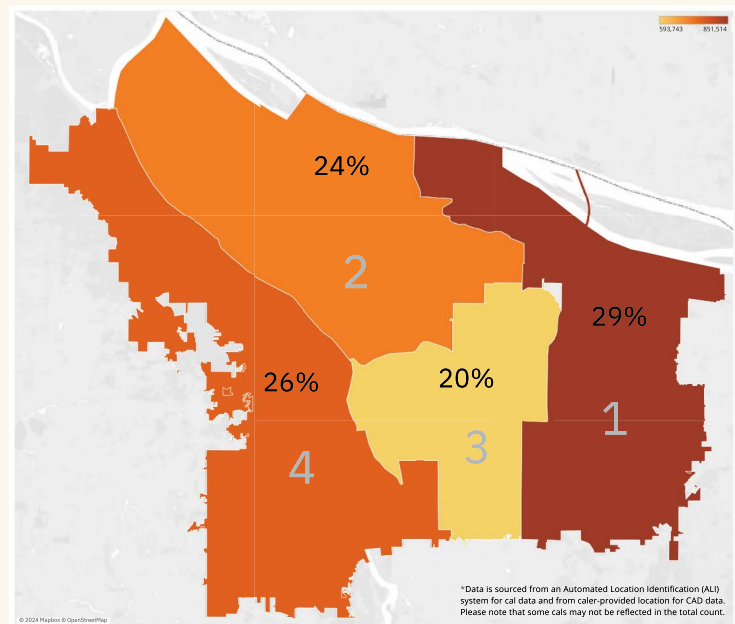
***National Emergency Number Association (NENA) Standard:** 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

Dispatch Workload/CAD Incidents 2020 - 2024



PSR: 2% of workload; with over 13,000 calls processed in 2024
Fire: 1% increase primarily due to hazardous winter weather
Medical: 2% increase following ProQA implementation 5/18/2021
Police: 14% reduction in officer-initiated incidents from 2020/2024

9-1-1 Call Percentage per Portland Council District 2020 - 2024

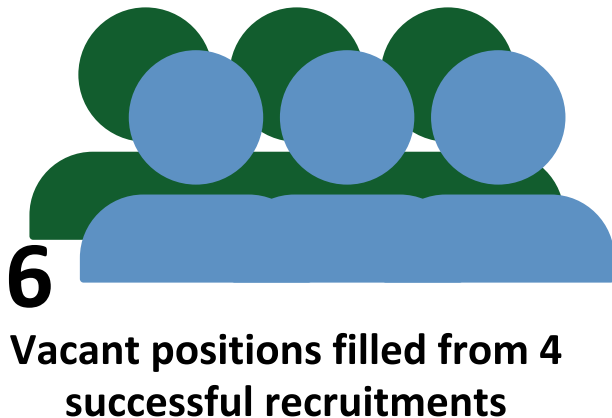
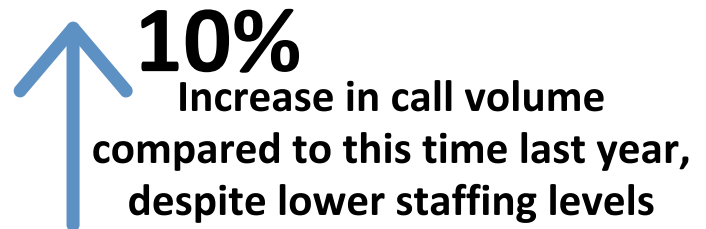


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An Equal Opportunity/Affirmative Action Employer

PORTLAND STREET RESPONSE

THREE MONTH ACCOMPLISHMENTS



Staff members certified as
Crisis Prevention Institute (CPI) Verbal De-escalation Trainers
and Mental Health First Aid Instructors.



JULY TO SEPTEMBER 2024



Appendix

Portland Street Response July to September 2024 Accomplishments

Transition to PSSA

- Established PSR specific accounts (ODP, Grainger, TriMet, Save Lives Oregon, Central Welding, JOHS, etc.) that were formally coupled with CHAT.
- Updated workflows pertaining to hiring, personnel management, new hire onboarding, new technology requests, payroll, etc. to conform to PSSA procedures.

Fiscal Responsibility & Budget

- Evaluated current spending to align with new budget note.
- Consolidated all staff in one location, resulting in \$89k/yr savings by terminating lease at the Old Town building.
- Evaluated vendor accounts for opportunities to reduce service to match actual usage, \$1,500 annual savings from reduced shredding service alone.
- Provided full transparency to leadership on PSR spending and needs.
- Following PSSA approval process for expenditures.

Staffing

- Completed recruitments and hired:
 - One (1) Mental Health Crisis Responder II (August start date).
 - Two (2) Peer Support Specialists (October start dates).
 - Two (2) Community Health Medical Responders (October start date).
 - One (1) Reinstated Community Health Medical Responder (October start date).

Trainings and Conferences

- Frontline staff received 6 hours of verbal de-escalation training from the Crisis Prevention Institute.
- PSR supervisor attend a state-wide behavioral health conference and presented on two panels.
- One responder successfully certified as a Qualified Mental Health Associate (QMHA) II.
- Two employees certified as Crisis Prevention Institute (CPI) Verbal De-escalation trainers.
- Two employees certified as Mental Health First Aid instructors.
- Got all required information to Tracwire to start PSR specific build of software.
- Created training material for almost every course in the PSR New Hire Academy.
- Made new relationships with external vendors to assist with training in areas PSR does not have training material for (i.e. Family Engagement and Child Development, etc.).
- Updated FTEP manual to reflect PSR is a standalone program.
- Created Peer Support Specialist FTEP.
- Trained AfterCare staff to be Field Training Officers (FTO's) in preparation of new hires.
- Trained Aftercare in hoe to create SMART Goals with clients.
- Created a how to guide for Aftercare charting.
- Aftercare staff attended the 2024 Re-Imagining Behavioral Health: Race, Equity & Social Justice Conference; the Out In Recovery: 2024 LGBTQ Recovery Conference; and the Multnomah County Fentanyl Summit.

Response

- PSR responded to three extreme heat events this summer and was featured in several local news outlets.
- Rig binders were updated to include fueling locations, responder rest stops, charting guidelines, resource guide, and dispatch information.
- Internal resource guide for clients updated monthly by a responder.
- 10% increase in call volume compared to this time last year, despite lower staffing levels.
- Slight increase in client encounters versus call cancelled on arrival, compared to 4 months ago
- Despite an uptick in aggressive client interactions citywide within EMS, no injuries sustained to responders and no workers comp necessary, a direct reflection of our responders' strong scene safety.

