

Portland, Oregon

## FINANCIAL IMPACT and PUBLIC INVOLVEMENT STATEMENT For Council Action Items

(Deliver original to Financial Planning Division. Retain copy.)

1. Name of Initiator Valentine Hellman	2. Telephone No. 503.823.2055	3. Bureau/Office/Dept. Emergency Management
4a. To be filed (date): 6/27/2012	4b. Calendar (Check One) Regular <input type="checkbox"/> Consent <input checked="" type="checkbox"/> 4/5ths <input type="checkbox"/>	5. Date Submitted to Commissioner's office and FPD Budget Analyst: 6/21/2012
6a. Financial Impact Section: <input checked="" type="checkbox"/> Financial impact section completed		6b. Public Involvement Section: <input checked="" type="checkbox"/> Public involvement section completed

### 1) Legislation Title:

\*Authorize Memorandum of Understanding between 211 info, the City of Portland and Multnomah County. (Ordinance)

### 2) Purpose of the Proposed Legislation:

The purpose of this Memorandum of Understanding (MOU) is to define a working relationship between 211info (211), the Multnomah County Office of Emergency Management (County) and the City of Portland Bureau of Emergency Management (City) in preparing for and responding to emergencies. This MOU provides the broad framework for cooperation and support among 211, the County and the City in assisting individuals and families who have been impacted by an emergency by providing information services through 211's operation as the Public Inquiry Center (PIC) during times of disaster and other times as designated by mutual agreement. The PIC is intended to serve as a central location for answering inquiries from the public and disseminating approved messages.

### 3) Which area(s) of the city are affected by this Council item? (Check all that apply—areas are based on formal neighborhood coalition boundaries)?

- |  |   |                                    |                                |
|--|---|------------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> City-wide/Regional | <input type="checkbox"/> Northeast                                    | <input type="checkbox"/> Northwest | <input type="checkbox"/> North |
| <input type="checkbox"/> Central Northeast             | <input type="checkbox"/> Southeast                                    | <input type="checkbox"/> Southwest | <input type="checkbox"/> East  |
| <input type="checkbox"/> Central City                  | <input checked="" type="checkbox"/> Internal City Government Services |                                    |                                |

### FINANCIAL IMPACT

#### 4) **Revenue:** Will this legislation generate or reduce current or future revenue coming to the City? If so, by how much? If so, please identify the source.

This legislation will have no effect on City finances.

#### 5) **Expense:** What are the costs to the City related to this legislation? What is the source of funding for the expense? (Please include costs in the current fiscal year as well as costs in future years. If the action is related to a grant or contract please include the local contribution or match required. If there is a project estimate, please identify the **level of confidence**.)

This legislation will have no effect on City finances.

**6) Staffing Requirements:**

- **Will any positions be created, eliminated or re-classified in the current year as a result of this legislation?** *(If new positions are created please include whether they will be part-time, full-time, limited term, or permanent positions. If the position is limited term please indicate the end of the term.)*
- **Will positions be created or eliminated in future years as a result of this legislation?**

This legislation will have no effect on City staffing.

*(Complete the following section only if an amendment to the budget is proposed.)*

**7) Change in Appropriations** *(If the accompanying ordinance amends the budget please reflect the dollar amount to be appropriated by this legislation. Include the appropriate cost elements that are to be loaded by accounting. Indicate "new" in Fund Center column if new center needs to be created. Use additional space if needed.)*

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount

**[Proceed to Public Involvement Section — REQUIRED as of July 1, 2011]**

## PUBLIC INVOLVEMENT

**8) Was public involvement included in the development of this Council item (e.g. ordinance, resolution, or report)? Please check the appropriate box below:**

☐ **YES:** Please proceed to Question #9.

☒ **NO:** Please, explain why below; and proceed to Question #10.

The MOU is the result of the City, County and 211's normal operating procedures.

**9) If "YES," please answer the following questions:**

**a) What impacts are anticipated in the community from this proposed Council item?**

**b) Which community and business groups, under-represented groups, organizations, external government entities, and other interested parties were involved in this effort, and when and how were they involved?**

**c) How did public involvement shape the outcome of this Council item?**

**d) Who designed and implemented the public involvement related to this Council item?**

**e) Primary contact for more information on this public involvement process (name, title, phone, email):**

**10) Is any future public involvement anticipated or necessary for this Council item? Please describe why or why not.**

Once this MOU is in place there will be no need for further action.

Carmen Merlo



BUREAU DIRECTOR (Typed name and signature)



An Equal Opportunity Employer

Sam Adams, Mayor  
Carmen Merlo, Director

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TDD: (503) 823-3947  
[www.portlandoregon.gov/oem](http://www.portlandoregon.gov/oem)

## INTEROFFICE MEMORANDUM

DATE: 6/18/2012

TO: Mayor Sam Adams

FROM: Carmen Merlo, Director *CM*  
Bureau of Emergency Management

RE: \*Authorize Memorandum of Understanding between 211 info, the City of Portland and Multnomah County. (Ordinance)

1. INTENDED THURSDAY FILING DATE: 6/21/2012
2. REQUESTED COUNCIL AGENDA DATE: 6/27/2012
3. CONTACT NAME & NUMBER: Valentine Hellman, 503.823.2055
4. PLACE ON: ☒ X ☐ CONSENT ☐ REGULAR
5. BUDGET IMPACT STATEMENT ATTACHED: ☒ X ☐ Y ☐ N ☐ N/A
6. ORIGINAL COPY OF CONTRACT APPROVED AS TO FORM BY CITY ATTORNEY  
ATTACHED: ☒ X ☐ Yes ☐ No ☐ N/A

### 7. BACKGROUND/ANALYSIS

The purpose of this Memorandum of Understanding (MOU) is to define a working relationship between 211info (211), the Multnomah County Office of Emergency Management (County) and the City of Portland Bureau of Emergency Management (City) in preparing for and responding to emergencies. This MOU provides the broad framework for cooperation and support among 211, the County and the City in assisting individuals and families who have been impacted by an emergency by providing information services through 211's operation as the Public Inquiry Center (PIC) during times of disaster and other times as designated by mutual agreement. The PIC is intended to serve as a central location for answering inquiries from the public and disseminating approved messages.

### 8. FINANCIAL IMPACT

See Financial Impact Statement.

### 9. RECOMMENDATION/ACTION REQUESTED

Authorize execution of the MOU.

## Exhibit A

### Memorandum of Understanding between 211info, City of Portland, Oregon and Multnomah County



Multnomah County, Oregon  
**multco.us**

## **I. Purpose**

The purpose of this Memorandum of Understanding (MOU) is to define a working relationship between 211info (hereinafter "211"), the City of Portland Bureau of Emergency Management (hereinafter "City") and Multnomah County Office of Emergency Management (hereinafter "County") in preparing for and responding to emergencies. This MOU provides the broad framework for cooperation and support among 211, the City and the County in assisting individuals and families who have been impacted by an emergency by providing non-emergency information services through 211's operation as the Public Inquiry Center (PIC) during times of disaster and other times as designated by mutual agreement. The PIC is intended to serve as the central location for answering inquiries from the public and disseminating approved messages.

## **II. Parties**

### **A. City of Portland**

Oregon Revised Statutes Chapter 401.032 finds that the responsibility for preparing for and responding to emergencies resides at the local level.

When the complexity of an emergency event requires the close coordination of multiple bureaus, the City may activate its Emergency Coordination Center (ECC). The ECC is the centralized location to coordinate, collect, monitor and distribute damage information and assess impacts, develop overall strategies and policies in support of emergency response and recovery efforts, coordinate the allocation and management of resources based on incident priorities, document all communications, decisions, activities, and the deployment and tracking of resources and provide coordinated information to the media and general public including issuance of protective action recommendations.

If local resources are insufficient or overwhelmed to respond to the event, the City of Portland may request assistance from other jurisdictions, organizations and agencies. The City will coordinate that request thru Multnomah County, including the request for a declaration of emergency.

### **B. Multnomah County**

In the event of a significant emergency or disaster, Multnomah County will activate its Emergency Coordination Center (ECC) to provide support for, and coordination of responding agencies. The County ECC will develop and share situation status reports on a regular basis. If mutual aid partners cannot provide needed resources, the county governing body is the state mandated point through which requests for resources are submitted to the State. If local resources are not adequate to respond to an emergency, the County may seek an emergency declaration by the Governor.

## **C. 211info**

211info provides free guidance to people in need by connecting them with thousands of community resources that can help.

Communities are healthier when people can quickly and easily access public, nonprofit and faith-based structures. The nonprofit 211info is like an air traffic controller directing families and individuals to services that can help with personal or community struggles. Whether one is in need of affordable housing, health care, food assistance or clinics, dialing 211 toll-free or visiting 211info.org connects one to the nonprofit and public services one needs.

211info is a strategic partner of the United Way of the Columbia-Willamette.

## **III. Cooperative Actions**

Prior to an emergency or disaster: 211, the City and the County will coordinate their preparedness activities to improve disaster response:

1. Work together to develop plans and secure resources to facilitate delivery of services before, during and after disasters. This may include, but is not limited to, providing 211 with information about pre-designated areas for disaster supplies and/or shelter as well as those services that target people with disabilities and/or functional and access needs during an emergency.
2. Actively participate in reviewing responsibilities outlined in local emergency operations plans.
3. Advocate for programs and public policy/decisions, when appropriate, designed to mitigate damage and loss of life in the City and the County.
4. Actively seek to determine other areas, projects, and services within 211, the City and the County where cooperation and support will be mutually beneficial with jointly defined goals and objectives.
5. Use or display the name, emblem, or trademarks of 211info, the City or the County only in the case of defined projects and only with the prior consent of the other organization.
6. Make training, educational and other developmental opportunities available to each party's personnel and explore joint training and exercises. Encourage staff and volunteers to engage in training, exercises and emergency response activities, as appropriate. This may include participating in table top exercises and other disaster-related training scenarios.
7. Provide training on WebEOC and related information sharing technology and provide access to 211 staff to use during training and disaster response.

8. Explore opportunities for collaboration to promote emergency preparedness within the City and County. This includes notifying 211 of events and other activities so that they can be publicized.
9. Allow the use of each others' facilities, as available and if agreed-upon, for the purpose of preparedness training, meetings and response and recovery activities.
10. 211 will, through cooperative efforts with Portland Women's Crisis Line, Portland Bureau of Emergency Communications, Multnomah County Mental Health and Addictions Services, Multnomah County Aging and Disability Services, Portland City/County I&R, and Oregon Partnership coordinate volunteering, transportation of special populations (seniors and people with disabilities), and have the ability to co-locate staff and increase staffing levels through mutual agreements with aforementioned agencies.
11. Widely promote this MOU within 211info, City Bureaus and County Departments and urge full cooperation.

During an emergency or disaster: 211, the City and the County will coordinate their respective emergency response and coordination activities to maximize services to the community and avoid duplication of efforts in the following ways:

1. Agree on expectations and pathways for dissemination of emergency information and coordination of public inquiries regarding the emergency event.
2. Maintain close coordination by agreed upon means of communication.
3. As feasible, provide for the co-location of 211 staff in the event that the 211info facility has been compromised.
4. 211 will, as appropriate at the request of the City and/or County, provide liaison personnel to the respective agencies' Emergency Coordination Center. The City and/or County will provide work space and, whenever possible, other required support, such as a computer, email access and a designated phone line for 211 liaison personnel assigned to the Emergency Coordination Center.
5. City and/or County ECCs and 211 will share emergency public information including but not limited to current data regarding the emergency and emerging needs and trends.
6. Keep the public informed of the parties' cooperative efforts through the public information offices of 211, the City and/or the County ECCs and Joint Information Center.



#### IV. Periodic Review

The parties will, on an annual basis, on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU.

#### V. Term and Termination

This MOU is effective as of May 1, 2012. This MOU may be terminated by written notification from either party to the other at any time.

#### VI. Miscellaneous

This MOU does not create a partnership or a joint venture and does not create any financial commitments from one party to the other. Neither party has the authority to bind the other to any obligation.

City of Portland, Oregon

211info

By: \_\_\_\_\_  
(Signature)  
Name: Sam Adams  
Title: Mayor  
Date: \_\_\_\_\_

By: \_\_\_\_\_  
(Signature)  
Name: Liesl Wendt  
Title: Chief Executive Officer  
Date: \_\_\_\_\_

Multnomah County

By: \_\_\_\_\_  
(Signature)  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

## ORDINANCE No.

\*Authorize Memorandum of Understanding with 211 info and Multnomah County to define working relationship in preparing for and responding to emergencies (Ordinance)

The City of Portland ordains:

Section 1. The Council finds:

1. 211info (211) provides free guidance to people in need by connecting them with thousands of community resources that can help.
2. The purpose of this Memorandum of Understanding (MOU) is to define a working relationship between 211, Multnomah County Emergency Management (County) and the City of Portland Bureau of Emergency Management (City) in preparing for and responding to emergencies. This MOU provides the broad framework for cooperation and support among 211, the County and the City in assisting individuals and families who have been impacted by an emergency by providing information services through 211's operation as the Public Inquiry Center (PIC) during times of disaster and other times as designated by mutual agreement. The PIC is intended to serve as a central location for answering inquiries from the public and disseminating approved messages.
3. Prior to an emergency or disaster, 211, the City and the County will coordinate their preparedness activities to improve disaster response. The three will work together to develop plans and secure resources to facilitate delivery of services before, during and after disasters. This may include, but is not limited to, providing 211 with information about pre-designated areas for disaster supplies and/or shelter as well as those services that target people with disabilities and/or functional and access needs during an emergency.

NOW, THEREFORE, the Council directs:

- a. The Mayor is authorized to execute a Memorandum of Understanding between 211info, the City and County, as outlined in a form substantially in accordance with the attached Exhibit A.

Section 2. The Council declares that an emergency exists because there is no way to predetermine when a disaster may strike, or when the citizens of the City of Portland need to have these services available; therefore, this ordinance shall be in force and effect from and after its passage by the Council.

Passed by the Council:  
Commissioner Mayor Sam Adams  
Prepared by: Valentine Hellman  
Date Prepared: 6/18/2012

**LaVonne Griffin-Valade**  
Auditor of the City of Portland  
By

Deputy

758

Agenda No.  
**ORDINANCE NO.**  
 WITH Title

\*Authorize Memorandum of Understanding between 211 info, the City of Portland and Multnomah County. (Ordinance)  
 to define working relationship in preparing for and responding to emergencies

<b>INTRODUCED BY</b> Commissioner/Auditor: <b>Mayor Sam Adams</b>	CLERK USE: DATE FILED <u>JUN 22 2012</u>
<b>COMMISSIONER APPROVAL</b> Mayor—Finance and Administration - Adams <i>Sam Adams</i> Position 1/Utilities - Fritz Position 2/Works - Fish Position 3/Affairs - Saltzman Position 4/Safety - Leonard	LaVonne Griffin-Valade Auditor of the City of Portland By: <i>Susan Parsons</i> Deputy
<b>BUREAU APPROVAL</b> Bureau: Emergency Management Bureau Head: Carmen Merlo <i>CM</i> Prepared by: Valentine Hellman Date Prepared: 6/18/2012 Financial Impact & Public Involvement Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/> Portland Policy Document If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Council Meeting Date 6/27/2012	<b>ACTION TAKEN:</b> JUN 27 2012 REFERRED TO COMMISSIONER OF FINANCE AND ADMINISTRATION
<b>City Attorney Approval:</b> required for contract, code, easement, franchise, comp plan, charter <i>600</i>	

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