

## RESOLUTION No. 37292

Support robust medical dispatch triage to improve outcomes and more effectively deploy emergency response resources (Resolution)

WHEREAS, the Bureau of Emergency Communications (BOEC) operates the 911 Public Safety Answering Point for the City of Portland and all of Multnomah County; and

WHEREAS, BOEC coordinates with Multnomah County's Emergency Medical Services (EMS) to dispatch Portland Fire & Rescue and ambulances to 911 medical calls; and

WHEREAS, 911 medical calls have increased 34% over the past 5 years; and

WHEREAS, an estimated 80% of 911 medical calls receive responses by both a Fire apparatus and an ambulance; and

WHEREAS, moving to more sophisticated medical dispatch triage will better utilize emergency response resources and result in better outcomes for the community; and

WHEREAS, moving to improved medical dispatch will require new dispatch software, intensive staff and supervisor training and certification, engagement with public safety partners in the region, enhanced quality improvement activities; and

WHEREAS, moving to improved medical dispatch triage could decrease the number of Fire medical responses by as much as one third; and

WHEREAS, the Multnomah County Ambulance Service Plan adopted in December 2016 calls for a change in 911 medical dispatch triage upon the implementation of a new ambulance contract in September 2018, work must be completed in a timely fashion to support that outcome.

NOW, THEREFORE, BE IT RESOLVED that BOEC, Bureau of Technology Services (BTS), Bureau of Human Resources (BHR), and Portland Fire & Rescue shall work collaboratively with Multnomah County EMS to develop options for implementation of a new 911 medical dispatch triage system consistent with the County's Ambulance Service Plan.

BE IT FURTHER RESOLVED, BTS shall work collaboratively with BOEC and Multnomah County EMS to identify technology changes and support improvements.

BE IT FURTHER RESOLVED, BHR shall identify any labor relations issues that need to be addressed in conjunction with BOEC management.

BE IT FURTHER RESOLVED, Portland Fire & Rescue and BOEC shall collaborate on evaluating different options for implementation in 2018 with a focus on improving dispatch for Fire and Police and reducing duplicative demands on Fire.

BE IT FURTHER RESOLVED, BOEC shall work collaboratively with Multnomah County

EMS should the decision be made to transition 911 medical dispatch functions to another entity.

Adopted by the Council: JUN 07 2017

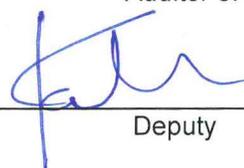
Mayor Wheeler and Commissioner Fritz  
Prepared by: K. Chisek & C. Adamsick  
Date Prepared: June 1, 2017

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

By   
Deputy

Agenda No. **37292**  
**RESOLUTION NO. 37292**  
 Title

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INTRODUCED BY Commissioner/Auditor: <b>Mayor Wheeler &amp; Commissioner Fritz</b>	CLERK USE: DATE FILED <u>MAY 30 2017</u>
COMMISSIONER APPROVAL	Mary Hull Caballero Auditor of the City of Portland  By:  Deputy  ACTION TAKEN:
Mayor—Finance & Administration – Wheeler <i>WHD</i>	
Position 1/Utilities - Fritz <i>Amend Fritz</i>	
Position 2/Works - Fish	
Position 3/Affairs - Saltzman	
Position 4/Safety - Eudaly	
BUREAU APPROVAL Bureau: Office of the Mayor Bureau Head: Kristin Dennis	
Prepared by: K. Chisek, C. Adamsick Date Prepared: June 1, 2017	
Impact 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"/>	
City Auditor Office Approval: required for Code Ordinances	
City Attorney Approval: required for contract, code, easement, franchise, charter, Comp Plan	
Council Meeting Date: <b>June 7, 2017</b>	

<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 type="checkbox"/>
<b>REGULAR</b> <input checked="" type="checkbox"/> <i>2 of 2</i> Total amount of time needed: <b>10 minutes</b> (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:		
		YEAS	NAYS
1. Fritz	1. Fritz	✓	
2. Fish	2. Fish	✓	
3. Saltzman	3. Saltzman	_____	
4. Eudaly	4. Eudaly	_____	
Wheeler	Wheeler	✓	