



CITY OF PORTLAND
BUREAU OF EMERGENCY COMMUNICATIONS

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Date: October 1, 2012
To: Yung Ouyang, OMF
From: Gary Bevans
Subject: Fall 1213 BuMP Submission from BOEC

Here is the BOEC BuMP submission, due to OMF Financial Planning on October 1, 2012.

The BOEC Fund 202 budget consists of the fund balance and BOEC operating budget.

Monies budgeted within Fund 202 for CAD Next funding support managed by the PSSRP ended primarily in FY 1112 with the implementation of the Versaterm CAD system. Support costs for the Versaterm Cad system are now within the BOEC operating budget managed by BOEC.

PSSRP costs continued in FY 1112 within Fund 202, total to date is \$871k.
BOEC costs in Fund 202 are \$19.739 million.
Total fund costs are \$20.6 million.

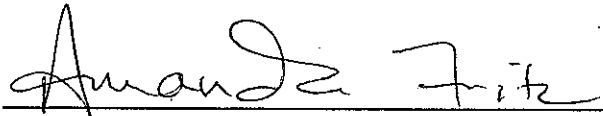
Should any federal grant funds be awarded to BOEC projects, they are budgeted in fund 217. None are currently budgeted in FY 1213.

The Fall BuMP submission contains two requests for budget adjustment related to the city-wide vacancy budget savings plan; one for general fund savings and one for the related reduction in other jurisdiction partner revenue.

Also included in the submission are the required BuMP reports for prior year information and analysis.

Approved, 

Lisa Turley, Director BOEC

Approved, 

Commissioner Fritz, or designee Commissioner Fritz's Office

Competence - Integrity - Respect - Responsibility - Teamwork - Compassion

BUDGET AMENDMENT REQUEST

Bureau of Emergency Communications

PERIOD Fall BuMP

FISCAL YEAR FY 2012-13

EC_001 - BOEC - GF Vacancy Savings Amount

This request acknowledges the reduction in general fund resources to BOEC and reductions in personnel services costs related to the vacant positions. The amount of this request is the GF savings amount, per discussions with OMF finance staff and BOEC.

Dollar Amount: (\$73,762)

Type:

Resources:

EC_002 - BOEC - Partner Vacancy Savings Amount

This request acknowledges the reduction in other revenue (BOEC partner agency revenue to BOEC) which is an impact of the general fund vacancy savings process. Portland pays 79% of BOEC operating costs; partner agencies pay 21% of BOEC operating costs. Additional reductions in personnel services costs have been made to accomodate this additional revenue reduction. The amount of this request is the vacancy savings amount per discussions with OMF finance staff and BOEC.

Dollar Amount: (\$19,243)

Type:

Resources:

**Prior Year Fund Reconciliation Report
BOEC and PSSRP**

	FY 2011-12 Revised Budget	FY 2011-12 Year-End Actuals	Percent of Actuals to Revised
202 - Emergency Communication Fund			
EXPENDITURES			
Personnel Services	13,714,817	13,186,912	96.15
External Materials and Services	836,320	813,142	97.23
Internal Materials and Services	4,382,414	4,114,691	93.89
Bond Expenses	1,330,111	1,324,372	99.57
Fund Transfers - Expense	1,170,547	1,170,547	100.00
Contingency	3,646,857	0	0.00
TOTAL EXPENDITURES	25,081,066	20,609,663	82.17
REVENUES			
Budgeted Beginning Fund Balance	5,221,424	0	0.00
Charges for Services	200,000	185,174	92.59
Intergovernmental Revenues	6,720,863	6,335,857	94.27
Interagency Revenue	0	37	0.00
Fund Transfers - Revenue	12,888,779	12,888,779	100.00
Miscellaneous	50,000	35,297	70.59
TOTAL REVENUES	25,081,066	19,445,143	77.53

Fund Reconciliation Narrative

Expenditures: All line item actual activity is within 10% of the budget estimates, so no explanation is required. The total expenditures are reported as 82% of budget due to the inclusion of contingency as a budget item, with expenditures never occurring in this line item. Revenue: Miscellaneous revenue reported at 71% of budget estimate. This line item represents interest income on the fund balances. The income varies with the fund balance and interest rates, and a variation of this type is normal. \$50k was budgeted, \$35k was received. Total revenues was reported at 78% of budget, due to the inclusion of beginning fund balance; which is budgeted each year but end actuals are not reported. The CAD Next project, primarily funded out of the Emergency Communications Fund, underspent its budget by 19% or \$202,148. The Personal Services category was underspent because of a delay in the Incident Connect sub-project. The Internal Materials and Services underspending is a result of the Zetron project being wholly appropriated in the FY 2011-12 Spring BMP in the amount of \$171,455. Although the pilot was successfully executed, the majority of the expenses related to this sub-project will be incurred in FY 2012-13. The CAD project as a whole is expected to come in at or slightly below budget. Any unused project resources will fall to PSSRP program contingency. On the Revenue side, Beginning Fund Balance is included as a fund resource, but never results in a financial transaction, creating the appearance of a budgetary variance where none exists.

**Prior Year Business Area Reconciliation Report
BOEC**

	FY 2011-12 Revised Budget	FY 2011-12 Year-End Actuals	Percent of Actuals to Revised
Bureau of Emergency Communications			
EXPENDITURES			
Personnel Services	\$13,676,415	\$13,166,440	96%
External Materials and Services	\$534,818	\$524,070	98%
Internal Materials and Services	\$4,205,959	\$4,109,851	98%
Bond Expenses	\$1,330,111	\$1,324,372	100%
Fund Transfers - Expense	\$614,394	\$614,394	100%
Contingency	\$3,646,857	\$0	0%
TOTAL EXPENDITURES	\$24,008,554	\$19,739,127	82%
REVENUES			
Budgeted Beginning Fund Balance	\$4,320,367	\$0	0%
Charges for Services	\$200,000	\$185,174	93%
Intergovernmental Revenues	\$6,720,863	\$6,335,857	94%
Interagency Revenue	\$0	\$37	0%
Fund Transfers - Revenue	\$12,717,324	\$12,717,324	100%
Miscellaneous	\$50,000	\$35,125	70%
TOTAL REVENUES	\$24,008,554	\$19,273,516	80%

Bureau Reconciliation Narrative

Expenditures: All line item actual activity is within 10% of the budget estimates, so no explanation is required. The total expenditures are reported as 82% of budget due to the inclusion of contingency as a budget item, with expenditures never occurring in this line item. Revenue: Miscellaneous revenue reported at 71% of budget estimate. This line item represents interest income on the fund balances. The income varies with the fund balance and interest rates, and a variation of this type is normal. \$50k was budgeted, \$35k was received. Total revenues was reported at 78% of budget, due to the inclusion of beginning fund balance; which is budgeted each year but end actuals are not reported.

**Prior Year Business Area Reconciliation Report
PSSRP**

	FY 2011-12 Revised Budget	FY 2011-12 Year-End Actuals	Percent of Actuals to Revised
Office of Management & Finance			
EXPENDITURES			
Personnel Services	\$38,402	\$20,472	53%
External Materials and Services	\$301,502	\$289,072	96%
Internal Materials and Services	\$176,455	\$4,840	3%
Fund Transfers - Expense	\$556,153	\$556,153	100%
TOTAL EXPENDITURES	\$1,072,512	\$870,536	81%
REVENUES			
Budgeted Beginning Fund Balance	\$901,057	\$0	0%
Fund Transfers - Revenue	\$171,455	\$171,455	100%
Miscellaneous	\$0	\$172	0%
TOTAL REVENUES	\$1,072,512	\$171,627	16%

Bureau Reconciliation Narrative

City of Portland
Bureau of Emergency Communications
Budget Monitoring Process
Fall 2012-13 BuMP

Prior Year Budget Notes and Decision Package Update for FY 1112

Budget Notes

CAD-Next Operations & Maintenance Costs:

Council directs the Office of Management and Finance to increase General Fund current appropriation level targets for the following bureaus in FY 2012-13:

Bureau of Emergency Communications - \$1,052,692 for additional costs to operate and maintain the new Computer Aided Dispatch system.

BOEC Update (also reported in the FY 1112 Spring BuMP):

Council direction has been followed, the Office of Management and Finance increased the BOEC General Fund target funding for FY 2012-13 as directed.

Decision Packages

City Bureau Adjustments:

City bureaus were requested to submit reduction packages, and the Adopted Budget for FY 2011-12 includes a reduction of \$108,553 in overtime salary costs for BOEC - \$87,265 in general fund support and \$21,288 in BOEC partner jurisdiction support.

BOEC Update:

This adjustment reduced budgeted overtime to \$568,447. The implementation of the new CAD system and higher than expected operations staff vacant positions has created a need for overtime beyond this budgeted level. BOEC fiscal year costs for overtime for FY 1112 are \$750,056, and funding is available from the budget for the vacant positions.

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FY 2012-2013

Service Improvement Plan Update

Plan:

The Service Improvement Plan identifies and targets activities that improve BOEC operations in:

Handling the receipt of calls and dispatching emergency services (Quality Awareness Focus)-

During the year:

Performance evaluations continue to take place monthly. Each call is evaluated using an approach that ensures that the performance on each call demonstrates the stated BOEC Values: Responsible, Competent, Compassionate, Respect, Teamwork, and Integrity. Adherence to Standard Operating Procedures and to best practices is also a factor. When meeting during the review process, it is the goal of the Bureau for the employee to recognize and change behavior that is unsatisfactory. The goal is professional development, not discipline. BOEC believes that the significant decrease of customer service complaints is directly related to having taken these steps for improvement. By encouraging and requiring employee's responsibility, BOEC is able to provide a high level of excellent services to the community and its partner agencies.

Effective and Responsive Operational Supervision-

During the year:

Self responsibility and accountability is encouraged by regular meetings with supervisors to ensure adequate information flow, consistent application of performance standards, and dialogue among supervisors.

Operations Management is engaged in the monthly performance evaluation process. Consistent and timely feedback is a goal for the supervisory group. Supervisors meet monthly on an individual basis with an Assistant Operations Manager in order to facilitate open communication and feedback of performance. Additionally, supervisors receive annual performance reviews.

Focus on Effective and Responsive Operational Supervision Update

During the year:

Maintaining an adequate span of control is critical in a 9-1-1 center. BOEC recognizes that the most critical components in this effort are its first line Supervisory staff. BOEC continues to conduct timely and thorough supervisor evaluations, which clearly define expectations and measures for achieving results, and transition those results directly into the improved performance of call takers and dispatchers. BOEC believes that the significant decrease of customer service complaints is directly related to having taken these steps for improvement. By encouraging and requiring employee responsibility, BOEC is able to provide a high level of excellent services to the community and to its partner agencies.

Workforce Development

During the year:

In the recruitment process for all positions, customer service expectations are communicated in the job class specifications, job announcements, and during the interview process. New employee orientation and training includes: daily evaluations which critique key elements of customer service delivery and an explanation of the BOEC Standard of Conduct, Code of Ethics, Customer Service Expectations, and Staff Workplace Aspirations.

Bureau of Emergency Communications

Performance Measures

Performance Measure	Type	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2013-14
		Year-End Actuals	Year-End Actuals	Revised Budget	Performance No Dec Pkg	Performance With Dec Pkg
EC_0003 - Total Calls, Emergency Telephone Lines	WORKLOAD	446,638	456,619	500,000	0	0
EC_0004 - Total Calls, Nonemergency Telephone Lines	WORKLOAD	262,613	286,225	300,000	0	0
EC_0005 - Percent of Trainee Class Certified Within 18 Months	EFFICIENCY	0%	78%	75%	0%	0%
EC_0006 - Percent of Emergency 9-1-1 Calls Answered Within 20 Seconds	EFFECTIVE	98%	97%	97%	0%	0%
EC_0007 - Percent of Police "Emergency Priority" Calls Dispatched Within 120 Seconds	EFFECTIVE	86%	74%	90%	0%	0%
EC_0008 - Percent of Fire "Urgent Priority" Calls Dispatched Within 60 Seconds	EFFECTIVE	72%	63%	75%	0%	0%
EC_0009 - Percent of Medical "Priority Emergency, 1, or 2" Calls Dispatched Within 90 Seconds	EFFECTIVE	75%	74%	80%	0%	0%
EC_0010 - Average Time to Answer Emergency 9-1-1 Calls (Seconds)	EFFECTIVE	2	3	10	0	0
EC_0011 - Calls per Emergency Communications Operator	WORKLOAD	4,511	4,963	6,000	0	0
EC_0012 - Calls per Capita	WORKLOAD	0.97	1.00	1.10	0.00	0.00
EC_0013 - Overtime Hours	EFFICIENCY	11,245	15,147	3,500	0	0

Performance Measure Variance Descriptions

Most of the performance measures show actual FY 1112 numbers that are reasonably close to goals and prior years. Some reductions in performance have occurred as expected with the implementation of the new CAD system and a learning curve to become accustomed to the new process. BOEC anticipates that performance levels will realign within expectations prior to fiscal year end. BOEC has reported actual information for Percent of Trainee Class Certified within 18 months for FY 1112. The self imposed hiring freeze in connection with the Versaterm CAD project training and implementation phases created a gap in applicable data for this measure, as none was reported for FY 1011.