### **CITY COUNCIL**



Randy Lauer, MayorDavid RipmaAlison CaswellGeoffrey WunnGlenn WhiteJordan WittrenSandy Glantz

### Agenda January 23, 2024

Regular Meeting | 7:00 p.m.

Troutdale Police Community Center – Kellogg Room 234 SW Kendall Ct, Troutdale, OR 97060

### 1. Pledge of Allegiance, Roll Call, Agenda Update

2. Public Comment: Public Comment on non-agenda and consent agenda items is

welcome at this time. Public comment on agenda items will be taken at the time the item is considered. Public comments should be directed to the Presiding Officer and limited to matters of community interest or related to matters which may, or could, come before Council. Each speaker shall be limited to 5 minutes for each agenda item unless a different amount of time is allowed by the Presiding Officer, with consent of the Council. The Council and Mayor should avoid immediate or protracted responses to citizen comments.

### 3. Consent Agenda:

- 3.1 Minutes: December 12, 2023 City Council Regular Meeting.
- 4. Update: An update from the Bureau of Emergency Communications (BOEC). <u>Bob</u> <u>Cozzie, Director of BOEC</u>
- 5. **Report:** Parks Advisory Committee's proposed additions to designated on-leash parks. <u>Travis Hultin, Public Works Director and Jona Jacobsen, Parks and Facilities Superintendent</u>
- 6. Update: An update from Public Works on the City's response to the recent weather event. <u>Travis Hultin, Public Works Director</u>
- 7. Staff Communications
- 8. Council Communications
- 9. Adjournment

Randy Lauer, Mayor Dated: January 17, 2024

### **Meeting Participation**

The public may attend the meeting in **person** or via Zoom. Please email <u>info@troutdaleoregon.gov</u> by **5:00pm on Monday, January 22<sup>nd</sup>** to request Zoom meeting access credentials. You may also submit written public comments via email to <u>info@troutdaleoregon.gov</u> no later than **5:00pm on Monday, January 22<sup>nd</sup>**. City Council Regular Meetings are broadcast live on Comcast Cable Channel 30 (HD Channel 330) and Frontier Communications Channel 38 and replayed on the weekend following the meeting - Friday at 4:00pm and Sunday at 9:00pm.

Further information and copies of agenda packets are available at: Troutdale City Hall, 219 E. Historic Columbia River Hwy. Monday through Friday, 8:00 a.m. - 5:00 p.m.; on our Web Page <u>www.troutdaleoregon.gov/meetings</u> or call Sarah Skroch, City Recorder at 503-674-7258.

The meeting location is wheelchair accessible. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting to: Sarah Skroch, City Recorder 503-674-7258.

### MINUTES Troutdale City Council – Regular Meeting Troutdale Police Community Center – Kellogg Room 234 SW Kendall Court Troutdale, OR 97060

### Tuesday, January 23, 2024 – 7:00PM

### 1. PLEDGE OF ALLEGIANCE, ROLL CALL, AGENDA UPDATE

Mayor Lauer called the meeting to order at 7:00pm.

- **PRESENT:** Mayor Lauer, Councilor Ripma, Councilor Caswell, Councilor Wunn, Councilor White, Councilor Wittren and Councilor Glantz.
- ABSENT: None.
- **STAFF:** Ray Young, City Manager; Kenda Rimes, Deputy City Recorder; Ed Trompke, City Attorney; Erich Mueller, Finance Director; Travis Hultin, Public Works Director and Jona Jacobsen, Parks & Facilities Superintendent.
- GUESTS: See Attached.

Mayor Lauer asked for agenda updates.

Ray Young, City Manager, introduced Erika Palmer, the City of Troutdale's new Community Development Director.

Mayor Lauer stated the Student Government Association from the Springdale Job Corps is here tonight and introduced Scott Harden, the Springdale Job Corps Career Development Services System Manager.

Scott Harden stated he brought some of the students from the student government to the Council meeting. He stated the student government meets once a week to address grievances or give ideas to their government. They also manage a student government fund where they can pay to have events on campus. They take care of updates to their constitution. He stated that for the most part they are excellent students. They have been making their way around to the different municipalities to see how meetings are run.

2. **PUBLIC COMMENT:** Public comment on non-agenda and consent agenda items is welcome at this time.

None.

### CONSENT AGENDA: 3.1 MINUTES: December 12, 2023 City Council Regular Meeting.

### MOTION: Councilor Ripma moved to approve the consent agenda. Seconded by Councilor Wittren. Motion Passed 7-0.

### 4. UPDATE: An update from the Bureau of Emergency Communications.

Bob Cozzie, Director of BOEC, presented a PowerPoint to the Council (attached as Exhibit A). He explained that BOEC provides service for the entire County, not only 911 service but police and fire EMS dispatch as well.

Mayor Lauer asked what the success rate is for academy attendees.

Bob Cozzie replied there are a lot of graduation milestones. The first one would be mid-terms. If they fail the mid-terms, then that's it. He stated it seems like they lose about one person in each academy after the final exam. Then they go into on-the-job training and that's typically where they might lose another one. He stated its normally trainees that recognize that the job is kind of scary and it's not for them, so they'll opt out more often than not. It's rare that they actually let a trainee go because they didn't make it in call taking.

Councilor Wittren asked about future budgeting for BOEC.

Bob Cozzie stated in any public body, funding is volatile. During COVID he was told to cease all hiring and it created a hole for BOEC. They didn't hire anyone for about 10 months and they started losing people. There wasn't anyone in the training pipeline and it was a big mistake. Don't let a bad mistake go to waste. He remembers exactly how bad it felt 2 or 3 years ago. He also knows how good it feels right now when he's starting to see real light at the end of the tunnel. The City is transitioning to a new form of government. The new structure is going to be more traditional with a city administrator form of government. The Public Safety Bureaus have already begun that transition and they're working together now under the Community Safety Division and this year they're putting their budget together as a joint budget with Commissioner Gonzalez overseeing the bureaus. They're working hand in hand with police, Community Safety Division and beginning that transition into the new form of government with a Deputy City Administrator for public safety. He hopes at that point there will be more continuity within public safety. His goal is to always have 5 minimum people in an over hire place so when we start losing people, we won't be in the hole that we have been in.

### Mayor Lauer opened public comment at 7:58pm.

Scott Harden, Wood Village resident, asked about the Portland Street Response (PSR) numbers and how the fire calls are going up and police calls going down. Could those dispatches from PSR be impacting the police dispatch because it's now PSR dispatched instead of police.

Bob Cozzie replied yes, it is. It's not really making up for the difference entirely but almost all of those calls would've initially gone to police. So, PSR really is handling some of the calls that would've gone to police which does free up that resource so they can be more available.

Paul Wilcox, Troutdale resident, stated he didn't follow how when there are multiple reports of the same event how that's reflected in the statistics, like a fire and a traffic accident.

Bob Cozzie stated the first couple of slides really show the 911 call volume and that's the individual 911 calls that they take, or non-emergency calls for that matter. Then the slide later in the presentation showed the actual calls for service. That slide shows fewer calls for service that were created in the system. When you add up the non-emergency and 911 calls, thats about a million. About 30-40% of calls to 911 are extra calls.

### Mayor Lauer closed public comment at 8:01pm.

Mayor Lauer thanked Bob for his report.

### 5. **REPORT:** Parks Advisory Committee's proposed additions to designated on-leash parks.

Travis Hultin, Public Works Director, gave a brief overview of the staff report.

Councilor Ripma stated he listened to the entire December 20<sup>th</sup> Parks Advisory Committee (PAC) meeting, and he is convinced that what's going on at the neighborhood parks that were listed, people are walking dogs on leashes. It's not a problem. They should be allowed to do that. He was convinced by the PAC discussion that it would be ridiculous to have it banned.

Councilor Glantz stated she listened to the meeting as well and she was a little disappointed. She thought that Council was asking the PAC for a priority list or what the next 3 parks would be. She was disappointed that the intent didn't get carried through to the PAC. She's not in favor of adding in all the neighborhood parks as just a blanket. She would be okay with a notification system where all the residents around the parks get notified that the City wants to make the park an on-leash park and see if there is feedback.

Councilor Ripma stated it sounds like all the neighborhood parks are used by the residents to walk their dogs. As long as they do it on-leash, nothing is really changing. He hates to burden staff with trying to notify all the neighbors of all the parks that this big change is being made when in fact it's just legalizing what's been going on anyway.

Mayor Lauer stated the City has a great newspaper, The Champion, which could put out an article about the PAC's recommendation for on leash dog parks.

Councilor Wittren stated social media like Facebook works well and gives feedback and public comment.

Mayor Lauer advised using social media rather than mailing notifications. The Champion is a good tool too.

Councilor Wunn stated he listened in on the PAC meeting. They were disappointed and felt that Council didn't listen to their recommendations the first time. He would feel comfortable adding the parks that were stated by the PAC to the resolution and move forward with on-leash parks.

Councilor White stated he's concerned about barking and the enforcement aspect. He does not want dogs allowed in Glenn Otto Park. He worries about the safety of the dogs and people.

### Mayor Lauer opened public comment at 8:20pm.

Paul Wilcox read from a self-prepared statement (attached as Exhibit B).

Lavernius, Springdale Job Corps student, stated Councilor White stated that dogs are currently not allowed in Glenn Otto Park. He asked if there is a specific reason.

Councilor White replied there is concern for wildlife and the lifeguards because if there's a dog goes in the water they have to get in the water because the dog creates an added danger to a swimmer. There are a lot of events like weddings with food.

Lavernius stated if the dogs are required to be on a leash, then none of those should be a problem. He thinks it would be a good idea to consider Glenn Otto Park because of its proximity to Sugar Pine. Dogs like water and as long as they're on a leash by the water they should be fine.

Adrian Koester, Troutdale resident, Sweetbriar Park is closed to the public while children are around. The interaction between the general public and when kids are going to be most likely there is probably mostly moot.

### Mayor Lauer closed public comment.

Travis Hultin stated in response to Paul Wilcox statement about the map and Sandee Palisades Park and the answer is yes, it's a printing or reproduction error on the shading.

Ray Young stated it sounds like Council is okay with the timeline of having a resolution on the April 9<sup>th</sup> agenda to consider the listed parks. He'll make sure there is an article in the Champion newspaper and have several social media posts to let people know about the on-leash parks.

### 6. UPDATE: An update from Public Works on the City's response to the recent weather event.

Travis Hultin stated Troutdale had a little bit of a weather event recently. He thinks most would agree it was one of the most impactful winter storms the city has had or at least in the top three. He stated about a week and half before the onset of the weather event, Public Works became aware of what appeared to be the potential for a moderate snow event with moderate winds. Staff continued to monitor the National Weather Service forecasts and written briefings while

cautioning City Staff of a potential weather event and advising all Public Works staff to be alert and ready for possible winter storm response. In the week leading up to the event, the City began sharing basic information with the public through social media advising that residents could be in for snow and ice and reminding them of information regarding our general snow and ice response priorities. On Wednesday, January 10<sup>th</sup>, Public Works began pre-activation of an incident command and preparation of an incident action plan. At that point, the forecasts had intensified and were indicating blizzard conditions in the gorge and the potential for high winds and near blizzard conditions in east county with very cold temperatures. By late Thursday afternoon, the incident command team issued the incident action plan for Operational Period 1, covering Friday (day) which focused on final preparation for winter storm response and the potential for initial response Friday afternoon. The team prepared and commenced incident response with the onset of weather that Friday afternoon/evening. Both day and night shifts were staffed on Friday and Saturday through the initial snow, winds and bitter cold with activities primarily geared toward snow removal where needed, maintaining access and functionality at the Troutdale Police Community Center (TPCC), potential wind impacts and responding to water system and water service issues like frozen pipes, frozen meters and water shut offs. By Sunday, the demand for snow removal had subsided. Response activities were shifted to on-call mid-day Sunday, but updated forecasts were calling for the potential for a freezing rain event starting Tuesday and through Tuesday night. The team prepared another plan geared toward freezing rain, water service issues, wind impacts and maintenance access to the TPCC building. City forces continued actively responding into the weekend. Finally, around mid-day Saturday, water calls subsided and exhausted crews concluded there was little more that could be done to improve the situation and they were moved into standby/on-call status. On-call staff continued to respond to problems that arose through Saturday night until finally on Sunday warming temps, rain, and the lessened winds marked the end of this highly impactful bout of weather. The Parks crew's biggest challenges were adapting to the unanticipated duration of the event relative to the weather forecasts and the damage to heating controls at the TPCC during an early brief power outage that knocked out heat on the 2<sup>nd</sup> floor for several days. The bulk of parks crews' effort went toward supporting the MCSO facility and keeping it safely accessible and operational. Over 2 tons of deicing salt and 80 hours of plowing was done at the TPCC alone. Another 840 lbs. of deicing salt was applied at the City's downtown parking lots and pedestrian accesses at other City facilities. They cleared multiple downed trees on roads in support of streets crews. For the next week or more Parks will be working on the massive task of assessing and cleaning up storm damage at parks and facilities. Imagination Station and the new Dog Park are closed at present due to tree damage. The Wastewater crew's biggest challenge was the extreme winds and ice, making it treacherous to move about the plant and on the roadways as well as the closure of I-84 that resulted in trucks piling up on Frontage Road making it difficult to respond to emergency situations that arose. The sewer plant generally performed well. The ice buildup caused complications with the clarifier drives and spray bars that the crew had to adapt to. The freezing temps also caused non-critical but nonetheless problematic water pipe breaks that the crew had to deal with. They assisted with plowing and sanding on roadways, particularly in the northern part of the City. Power outages eventually shifted their focus and energy to mechanical issues at the plant and mitigating power losses at the pump stations. For the next week they will be working on clearing storm drains and assessing/repairing damages at the plant and pump stations. There were 116 plant and pump station calls/alarms with approximately 30 power outages and brown outs

across the plant and pump stations. All staff were either on duty or on-call and responded promptly both day and night throughout the event. The highest hours logged was a staffer that put in 150 hours during an 80-hour pay period. The water/streets crew's biggest challenges were shifting tactics in response to changing weather conditions, dozens of water service calls, frozen/broken pipes, frozen meters/no service and major power outages causing water staff to scramble to reconfigure the water system to keep up with demand. When the power outages came, it was at a point when water and streets staff had been on 12-hour continuous rotations for multiple days. Priorities started with plowing and sanding and responding to an abundance of water calls. Later, as the windstorm continued mercilessly in combination with the ice, downed limbs/trees and power outages became the most demanding aspect - reconfiguring water zones and deploying and maintaining generators, while continuing plowing and sanding operations and responding to water calls. When the worst power outage struck, immediately as staff were leaving the operational briefing for their shift, 4 of the operations staff from the outgoing day shift stayed on practically through the night to maintain water levels and respond to water calls so the remainder of the day shift could get rested to come back for the next day's day shift. 320 emergency water storage bags were delivered to Multhomah County Animal Services and 400 to Corbett during the height of the event. Approximately 60 customer emergency water calls by phone, email, social media were made, including flagging staff down in the street. Multiple power outages necessitated the deployment of 3 emergency generators for multiple days. Water system telemetry alarms in the hundreds occurred, mostly power and communication loss alarms. There were multiple and varying reconfigurations of water system controls and valves in the field to maintain water reservoir levels through power losses at wells. Approximately 70 tons of gravel was applied to the road network on both City and County roads. There were multiple downed trees on roadways moved by plow or backhoe. Most timecards were over 140 and some exceeded 200 hours for what would normally be an 80hour pay period. For the next week or more, water and street crews are working on recovery, primarily street sweeping, restocking/re-equipping, equipment repairs and general debris cleanup in the roadways and at water facilities. There will be a team project with Parks planned to do an extra thorough cleanup of downtown. There were zero reportable injuries or vehicle accidents for city vehicles. He commended the Public Works staff. They stepped up, answered the call and gave a tremendous showing, performing admirably through countless, everchanging challenges for long hours day after day and night after night in terrible conditions. They went above and beyond the considerable call of duty on numerous occasions. He stated he is extremely proud of the work they did. Across the entire Public Works operations divisions, they performed at an extremely high level relentlessly and any City would be extremely fortunate to have the people Troutdale has on the front lines. They did an incredibly outstanding job. He commended Kevin Mooney for his timely sharing of information with the public through social media and Ray Young for wisely closing city offices when appropriate and enabling and empowering Public Works to plan and conduct their incident response.

Councilor Wunn stated accessibility was the best it's been for Troutdale. He commended staff.

Councilor Wittren thanked staff for the great job done.

Councilor Ripma stated he greatly appreciates the Public Works staff and the incredible job they do.

Mayor Lauer stated thanked staff for all their hard work and keeping the City running.

### Mayor Lauer opened public comment at 9:01pm.

None.

### Mayor Lauer closed public comment at 9:02pm.

### 7. STAFF COMMUNICATIONS

Ray Young thanked Council and the Budget Committee for making the decision 5 years ago to approve a social media specialist. Kevin Mooney has done an amazing job as the City's media specialist. When he came on 5 years ago there were less than 3,000 people who liked and followed the City of Troutdale's Facebook page. A month ago, there were 5,000 people and in the last 30 days 1600 new people came to the Facebook page and not 1 person unliked the page. Ray provided the following staff communications:

- No Council meeting 2/13
- Next Council meeting will be held on 2/27
- The Parks Department has been partnering with Trail Keepers to start working with the volunteer groups to be improving Troutdale's park trails. If anybody wants to help with those volunteer efforts, they can get a hold of the Parks Department.

### 8. COUNCIL COMMUNICATIONS

Councilor Wunn stated he wants to point out again how well the City of Troutdale was taken care of during the storm.

Councilor Glantz thanked staff for working hard. She appreciated the report on the recent weather event.

Councilor Caswell stated the City has a really great staff and it's cool to see them showing up over and over again. She appreciates everybody.

Councilor White stated he read in the Champion that the Community Enhancement Fund is going to be shared now with the 3 cities. He doesn't think there was ever an official action made on it. He has asked to have it put on the agenda. He's wondering if it's not too late to salvage it.

Mayor Lauer thanked staff and welcomed Erika Palmer.

### 9. ADJOURNMENT

MOTION: Councilor Wittren moved to adjourn. Seconded by Councilor Ripma. Motion passed unanimously.

Meeting adjourned at 9:09pm.

DIM

Randy Lauer, Mayor Dated: February 29, 2024

ATTEST:

Kenda Rimes, Deputy City Recorder

### **CITY OF TROUTDALE**

City Council – Regular Meeting 7:00PM **Tuesday, January 23, 2024** 

### **PLEASE SIGN IN**

Name – Please, Print	Address	Phone #
Name – Please Print	Address 1225 E Historic	T503-888-140
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Name (Original Name)	User Email	Join Time	Leave Time	Time Duration	
				(Minutes)	
Troutdale Conferencing	troutconf@troutdaleoregon.gov	1/23/2024 18:46	1/23/2024 21:09	144	
MetroEast		1/23/2024 18:46	1/23/2024 21:10	144	
Troutdale Conferencing	troutconf@troutdaleoregon.gov	1/23/2024 18:48	1/23/2024 21:09	142	
Paul Wilcox		1/23/2024 18:49	1/23/2024 21:09	141	
Carol Reynolds		1/23/2024 18:49	1/23/2024 21:09	141	
speaker table		1/23/2024 18:50	1/23/2024 18:56	7	
Testimony Table		1/23/2024 18:51	1/23/2024 21:10	139	
Randy Lauer		1/23/2024 18:55	1/23/2024 21:09	135	
Glenn White		1/23/2024 18:55	1/23/2024 21:10	135	
Alison Caswell		1/23/2024 18:56	1/23/2024 21:09	133	
Sandy Glantz		1/23/2024 18:58	1/23/2024 21:09	132	
Jordan Wittren		1/23/2024 18:58	1/23/2024 21:09	132	
Troutdale Conferencing	troutconf@troutdaleoregon.gov	1/23/2024 18:59	1/23/2024 21:10	132	
Adrian Koester		1/23/2024 18:59	1/23/2024 21:10	131	
jona.jacobsen		1/23/2024 19:00	1/23/2024 21:02	123	
shelly redford		1/23/2024 19:04	1/23/2024 19:09	6	
Geoffrey Wunn		1/23/2024 19:06	1/23/2024 21:09	124	
Shelly Redford		1/23/2024 19:10	1/23/2024 21:04	115	
speaker table		1/23/2024 19:25	1/23/2024 19:25	1	
speaker table		1/23/2024 20:03	1/23/2024 21:10	67	

### January 23, 2024 City Council Regular Meeting - Zoom Guests Name (Original Name) User Email Join Time Leave Time Duration

### Year in Review 2023 BOEC

**Exhibit A** 

January 23, 2024 Council Meeting Minutes

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Bob Cozzie, Director

## 911 Call Volume 2018-2023



1.5% increase the past two years "New Normal?"

42%

increase from 2018

## Problem Solving: New Ways to Train

Ramped-up Recruitments

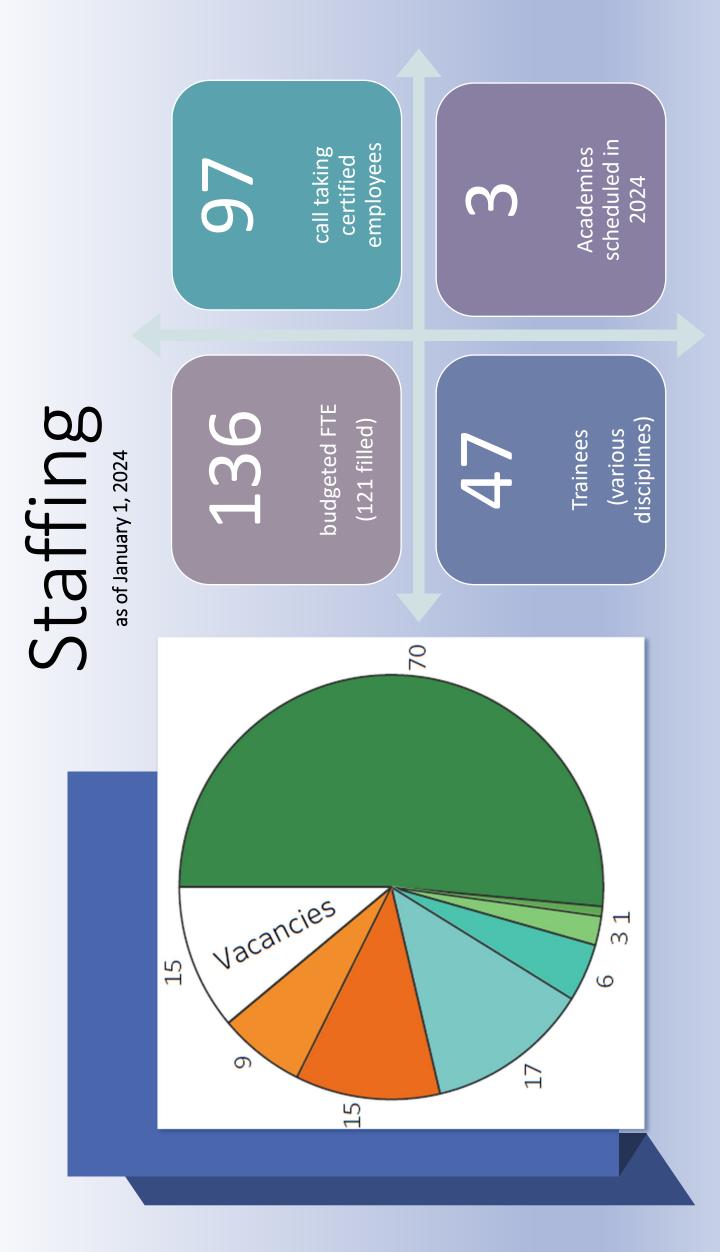
- 4 academies
- 44 new
- employees
- Over 800
   applicants

### Fast Track Training

- Prioritizing
   training hours
   for late-phase
   trainees
- Streamline training phases

### Attracting More Trainers

 Tiered coaching based on responsibility



## Implementation of Technology Problem Solving:

Automated Callback on 911 Hangup Calls

 Reducing call taker workload by 30-40 hours per month

Alarm Company Connectivity  Reducing call taker workload by 25 hours per month

Non-Emergency Call Answering

"Case Service"

 Reducing nonemergency call taker workload by 30% -35%

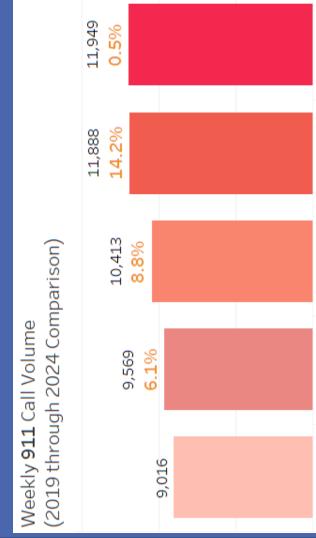
### 1 Year-to-Date **911** Average Wait-to-answer Time Trends\* (2018 through 2023 Comparison) M

### 911 call wait times are improving

## Promising trends...

Weekly 911 Average Wait-to-answer Time Trends\* (2019 through 2024 Comparison)

- More trainee certifications
- Use of technology
- Reduction in 911 calls
- Resulting in better call answering times



9,607 •**19.6**%

2024

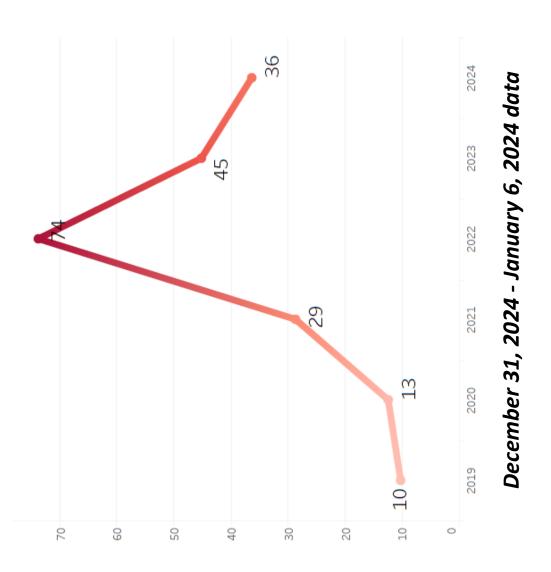
2023

2022

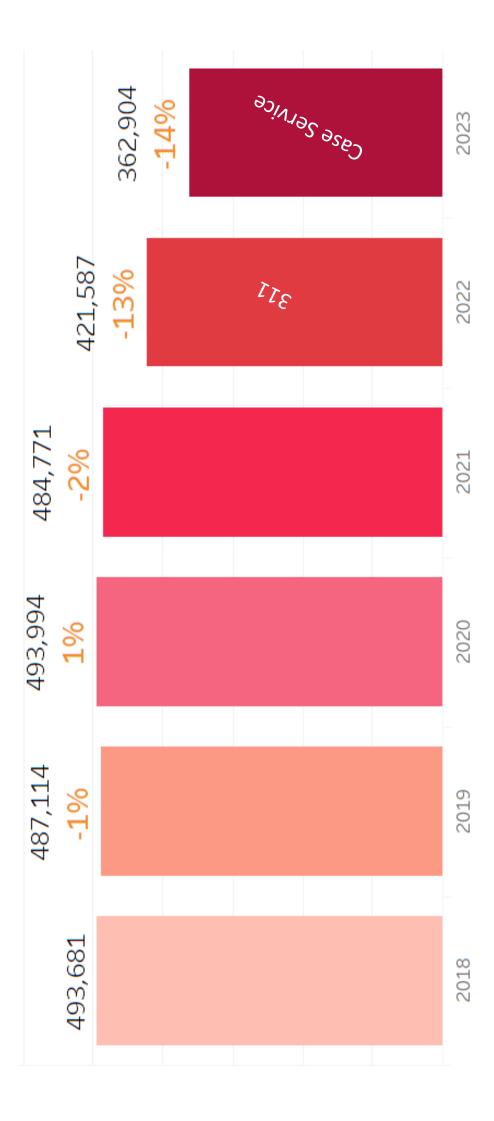
2021

2020

2019

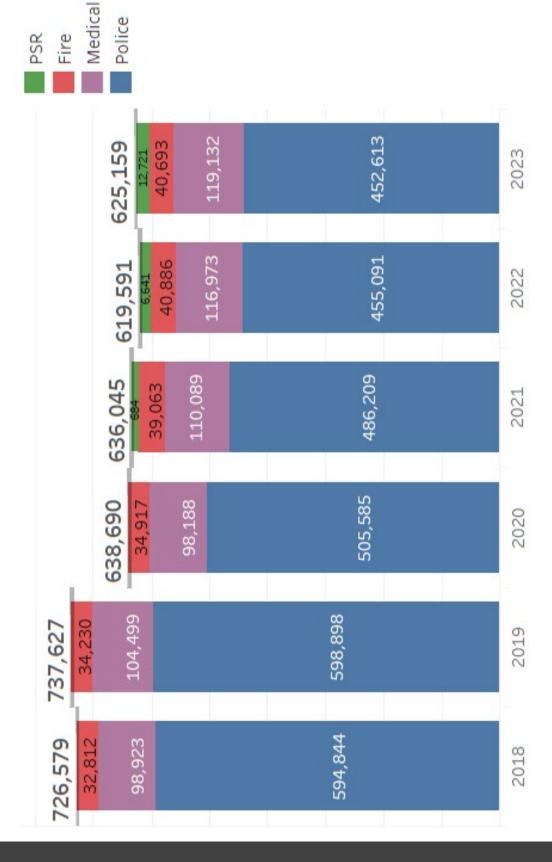


Non-emergency call volume



Significant shift from police to fire, EMS and PSR calls for service Fewer officerinitiated calls for service

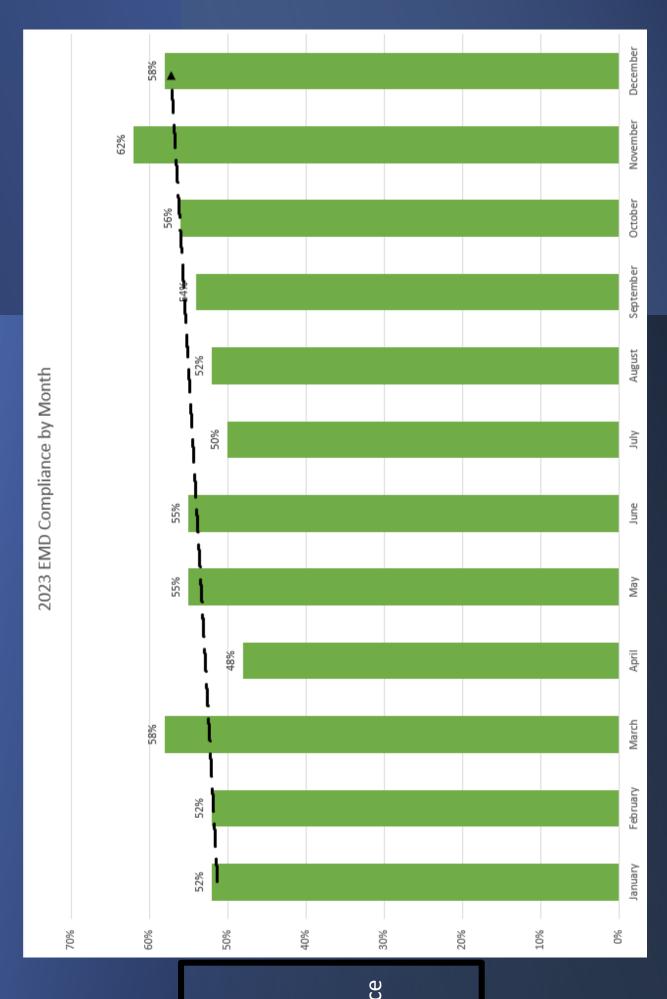
### Yearly Dispatch Workload 2018-2023



<ul> <li>New Strategic Plan</li> </ul>	<ul> <li>Increase certified staff</li> </ul>	<ul> <li>Continuing to address call wait times</li> </ul>	<ul> <li>Employee wellness</li> </ul>	<ul> <li>Greater focus on QA and</li> </ul>	providing excellent	service	<ul> <li>Aiming for agency</li> </ul>	accreditation
			2024 Focus	Areas				

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Accreditation Criteria:

- 73% compliance (min)
- ≤ 7% non-compliance
- ≤ 10% partial compliance
- ≤ 10% low compliance

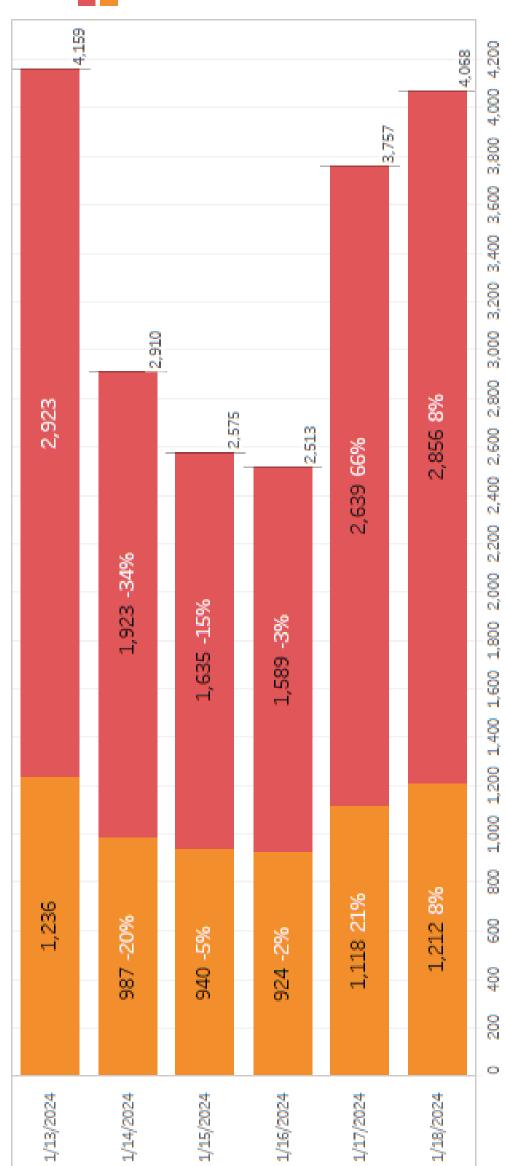
### Accreditation Criteria:

- 73% compliance (min)
- $\leq$  7% non-compliance
- $\leq 10\%$  partial compliance
- $\leq 10\%$  low compliance



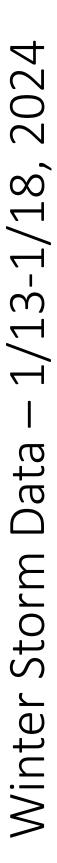
# Winter Storm Data – 1/13-1/18, 2024

Daily Workload Call Volume and Percent Increase from Previous Day



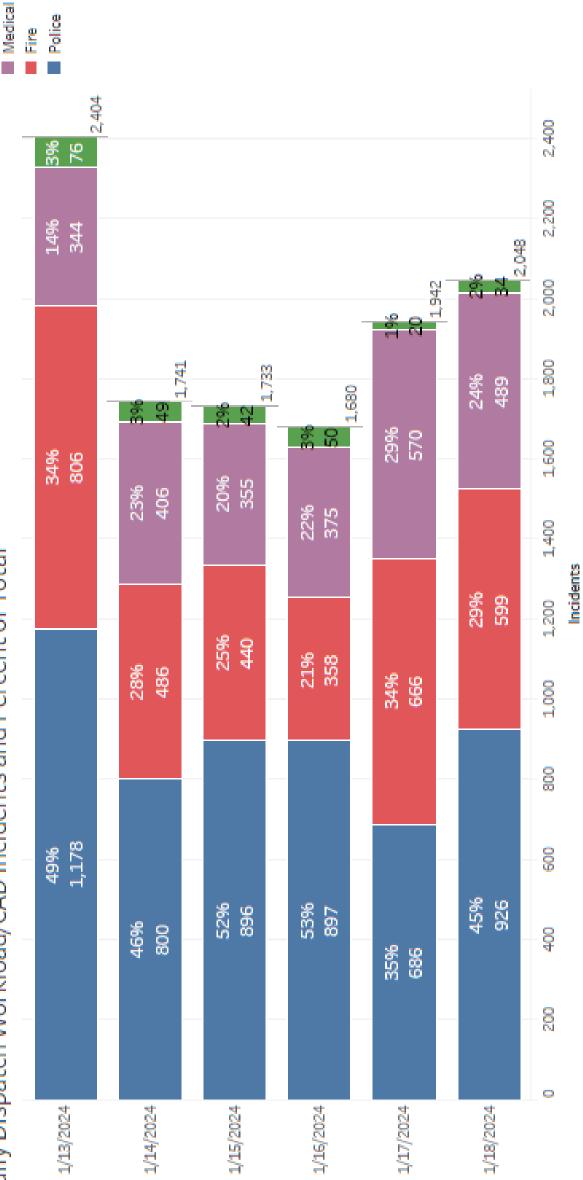
911 Non-911

### Incoming Calls





SS SS





Mayor and Councilors,

There are enough issues at play here that I had to put it in writing so I wouldn't leave anything out.

On the staff report itself, I have a couple of issues. At the Dec. PAC meeting the members voted 8-0 to recommend not allowing dogs at Glenn Otto Park. That is not addressed anywhere in the staff report. There was also some question whether Sugar Pine actually sits on park property, in which case dogs would be prohibited there as well. Perhaps prohibitions are a subject for another meeting.

I noticed on the Exhibit A map that only the western edge of Sandee Palisades is color-coded green for on-leash dogs. Is that intentional, or a coloring error? The PAC members also voted 8-0 to recommend on-leash dogs at all "neighborhood" parks. On the city parks website there's an amenities chart that divides all city parks into four different classifications; community, neighborhood, open space/greenway, and mini parks. This raises a question as to which parks the PAC intended since the Exhibit A map includes parks not under the neighborhood classification. In my mind, I also questioned some of the parks included in the Exhibit A map. For example, I would consider the mini parks possibly too small in area to allow shared use by both dog and non-dog users. Sweetbriar Park is also immediately adjacent to Sweetbriar Elementary School, putting young children at risk. I also question the inclusion of Woodale Park, which is surrounded by the back yards of two dozen homes, and doesn't have any established walking paths. A visitor there in the Spring might find foot-high grass.

I continue to hear and see references to dogs not being allowed in any city parks according to city code, including the latest Resolution #2611, yet Sunrise Park has been signed for on-leash dogs for many years. Submitted by:

Paul Wilcox Troutdale 1/23/24