BOEC Update: August 2019

Significant Projects:

**Bargaining update:** Meetings scheduled through September.

**Budget Development:** Seeking funding through Budget Monitoring Process (Fall BMP) to fill trainee academy, replace outdated computer equipment, and conduct ProQA training.

Strategic Plan Update:

**Call Performance and Staffing:** Trainee academy tentatively planned late 2019/early 2020

**Consistent, Efficient, and Effective Call Triage:** Contract complete with Priority Dispatch Systems. Mental Health/Nurse Triage programs nation-wide are being reviewed. Portland Street Response pilot planning is underway.

**Public Information and Outreach:** Coordinating with PBEM on Public Alerts; Providing 911 awareness to immigrant populations.

**Partner Agency Collaboration:** BOEC Finance Committee discussing funding models/options. User Board citizen representative recruitment posted.

**Equity:** The first BOEC Equity Committee meeting is scheduled for early September. Topics include committee structure, introduction to equity concepts, and a developmental view of the BOEC Racial Equity Plan.

**Training and Quality Assurance:** New Daily Observation Report system being implemented. Developing call taking standards in line with ProQA.

**Career and Leadership Development:** Employee satisfaction survey has been completed. Results being collated and will be presented to BOEC leadership this month.

**Technology Systems:** Completed BTS assessment and workstation review; review of phones, cell phones, voicemail, etc. is currently being reviewed.

**Administration Processes:** Developing budget with specified managerial oversight and assignments, anticipated completion by October.

**Secure, Efficient, and Resilient Facility:** Consultant tour completed and developing long-range city-wide facility plan. Reviewing dispatch console furniture replacement options; Developing security-related recommendations.

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Dispatch Staffing 118 FTE:

- 3 Trainees not yet certified in 911
- 12 Vacancies

911 Certified:
- 76 Senior Dispatchers (911, Police, Fire certified)
- 3 Police Dispatchers (911, Police certified)
- 4 911 Certified only
- 8 Fire Dispatch Trainees (911, Police certified)
- 12 Police Dispatch Trainees (911 certified)

Non-911 Certified:
- 3 911 Trainees (not certified)
- 12 Vacancies

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“Patience is not passive, on the contrary, it is active; it is concentrated strength.”
— Edward G. Bulwer-Lytton

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2019-2020 Budget to date: (FY 14% Complete)

-Expenditures: $27,238,203 (budgeted)
  - $ 2,371,785 (8.7% expended)
  - $24,866,418 (remaining)

-Revenue: $27,238,203 (budgeted)
  - $ 1,926,581 (7.1% collected)
  - $25,311,622 (remaining)

Call Answering: July 2019

- 46,311 9-1-1 calls answered
- 49% within 10 seconds
- 76% within 20 seconds

**NENA Standard:** 90% of all 911 calls shall be answered within ten seconds during the busy hour of the day. 95% of all 911 calls should be answered within 20 seconds.