**Significant Projects:**

**Bargaining update:** Meetings scheduled into November.

**Strategic Plan Update:**

**Call Performance and Staffing:** Trainee academy began November 4; Recruitment for spring academy runs for two weeks starting 11/11.

**Consistent, Efficient, and Effective Call Triage:** Priority Dispatch kickoff is complete. Initiating detailed call response configuration and server set-up. Portland Street Response pilot planning is underway.

**Public Information and Outreach:** Coordinating with PBEM on Public Alerts; Implementing Portland Oregon Website Replacement (POWR) project.

**Partner Agency Collaboration:** BOEC Finance Committee vetting potential funding models/options. Monthly Finance Committee meetings are scheduled through April. Applicants for community representatives on BOEC User Board and Budget Advisory Committee will meet with board members; expected appointment in January.

**Equity:** BOEC Equity Committee meetings ongoing, scheduled monthly. Developing ground rules, and scope of committee work. Continuing work on the BOEC Racial Equity Plan.

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

**Career and Leadership Development:** Developing action items from the recent Employee Satisfaction Survey, including providing greater access to continuing education, and providing more career development opportunities.

**Technology Systems:** Windows 10 upgrade is in progress with expected completion by mid-November.

**Administration Processes:** Department manager training of internal and external budget processes is underway.

**Secure, Efficient, and Resilient Facility:** City-wide long-term facility plan under development. Investigating potential funding options for renovation or new facility.

---

**BOEC Update: Nov 2019**

**Integrity**

**Respect**

**Competence**

**Compassion**

**Responsibility**

**Teamwork**

“If you want something you’ve never had, you must be willing to do something you’ve never done.”

---

**Dispatch Staffing 118 FTE:**

- **12 vacancies**
- **5 in academy**
- **911 call taking certified staff (includes dispatch trainees) (101)**

---

**2019-2020 Budget to date:** (FY 33% Complete)

- **Expenditures:**
  - $27,238,203 (budgeted)
  - $7,251,963 (26.6% expended)
  - $19,986,240 (remaining)

- **Revenue:**
  - $27,238,203 (budgeted)
  - $7,466,883 (27.4% collected)
  - $19,771,320 (remaining)

---

**Call Answering: October, 2019**

- 40,215 9-1-1 calls answered
- 52% within 10 seconds
- 81% 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.
**Total Calls for Service**

- **October 2019**
  - 45,600
  - 2,857 Fire
  - 8,573 Medical
  - 34,170 Police

- **2017**
  - 523,227
  - 29,786 Fire
  - 33,589 Medical
  - 459,366

- **2018**
  - 527,508
  - 30,879 Fire
  - 85,647 Medical
  - 401,239

- **2019**
  - 550K
  - 29,786 Fire
  - 33,589 Medical
  - 459,366

**Homeless-Related Calls for Service**

- **October 2019**
  - Homeless-Related
    - Medical: 980, 1,018, 957
    - Fire: 1,286, 1,827, 1,939
    - Police: 28,353, 30,270, 25,714
  - Total: 30,619, 33,115, 28,610
  - Homeless-Related %: 1.05%, 1.07%, 1.12%
  - Fire: 4.32%, 5.92%, 7.03%
  - Police: 7.09%, 7.54%, 7.43%

**Portland Homeless-Related Calls for Service**

- **2017**
  - Medical: 919, 936, 879
  - Fire: 1,204, 1,715, 1,822
  - Police: 25,899, 27,453, 23,207
  - Total: 28,022, 30,104, 25,908
  - Homeless-Related %: 93.78%, 91.94%, 91.85%

**Homeless-Related Calls for Service**

- **2018**
  - Medical: 104
  - Fire: 268
  - Police: 2,377
  - Total: 2,749
  - Homeless-Related %: 1.21%, 9.38%, 6.96%

**Portland Homeless-Related Calls for Service**

- **2019**
  - Medical: 92
  - Fire: 256
  - Police: 2,167
  - Total: 2,515
  - Homeless-Related %: 88.46%, 95.52%, 91.17%
  - Total Calls for Service

* % Homeless-Related from Total Calls for Service
## Homeless-Related Calls for Service

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Homeless-Related</th>
<th>% Homeless-Related by Discipline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>980</td>
<td>1,018</td>
</tr>
<tr>
<td>Fire</td>
<td>1,286</td>
<td>1,827</td>
</tr>
<tr>
<td>Police</td>
<td>28,353</td>
<td>30,270</td>
</tr>
<tr>
<td>Grand Total</td>
<td>30,619</td>
<td>33,115</td>
</tr>
</tbody>
</table>

### Medical

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>SICK/ALS</td>
<td>52</td>
<td>46</td>
<td>59</td>
<td>5.31%</td>
<td>4.52%</td>
<td>6.17%</td>
</tr>
<tr>
<td>UNKNOWN/ALS</td>
<td>57</td>
<td>55</td>
<td>47</td>
<td>5.82%</td>
<td>5.40%</td>
<td>4.91%</td>
</tr>
<tr>
<td>TRAUMA/ALS</td>
<td>62</td>
<td>57</td>
<td>46</td>
<td>6.33%</td>
<td>5.60%</td>
<td>4.81%</td>
</tr>
<tr>
<td>UNCONSCIOUS/ALS</td>
<td>72</td>
<td>71</td>
<td>69</td>
<td>7.35%</td>
<td>6.97%</td>
<td>7.21%</td>
</tr>
<tr>
<td>ASSAULT/ALS</td>
<td>73</td>
<td>78</td>
<td>83</td>
<td>7.45%</td>
<td>7.66%</td>
<td>8.67%</td>
</tr>
<tr>
<td>OVERDOSE/ALS</td>
<td>96</td>
<td>90</td>
<td>77</td>
<td>9.80%</td>
<td>8.84%</td>
<td>8.05%</td>
</tr>
<tr>
<td>SICK/CODE 1 EMS ONLY</td>
<td>93</td>
<td>89</td>
<td>98</td>
<td>9.49%</td>
<td>8.74%</td>
<td>10.24%</td>
</tr>
<tr>
<td>BEHAVIOR/CODE 1 EMS ONLY</td>
<td>130</td>
<td>150</td>
<td>128</td>
<td>13.27%</td>
<td>14.73%</td>
<td>13.38%</td>
</tr>
<tr>
<td>Other</td>
<td>345</td>
<td>382</td>
<td>350</td>
<td>35.20%</td>
<td>37.52%</td>
<td>36.57%</td>
</tr>
<tr>
<td>Total</td>
<td>980</td>
<td>1,018</td>
<td>957</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

### Fire

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>SMOKE IN AREA- OUTSIDE</td>
<td>93</td>
<td>127</td>
<td>172</td>
<td>7.23%</td>
<td>6.95%</td>
<td>8.87%</td>
</tr>
<tr>
<td>Other</td>
<td>267</td>
<td>285</td>
<td>265</td>
<td>20.76%</td>
<td>15.60%</td>
<td>13.67%</td>
</tr>
<tr>
<td>UNKNOWN TYPE FIRE PROBLEM</td>
<td>283</td>
<td>396</td>
<td>444</td>
<td>22.01%</td>
<td>21.67%</td>
<td>22.90%</td>
</tr>
<tr>
<td>ILLEGAL BURN</td>
<td>643</td>
<td>1,019</td>
<td>1,058</td>
<td>50.00%</td>
<td>55.77%</td>
<td>54.56%</td>
</tr>
<tr>
<td>Total</td>
<td>1,286</td>
<td>1,827</td>
<td>1,939</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

### Police

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>WELFARE CHECK</td>
<td>2,076</td>
<td>1,864</td>
<td>1,850</td>
<td>7.32%</td>
<td>6.16%</td>
<td>7.19%</td>
</tr>
<tr>
<td>SUSPICIOUS SUBJ, VEH, CIRCUMST</td>
<td>2,209</td>
<td>2,131</td>
<td>1,756</td>
<td>7.79%</td>
<td>7.04%</td>
<td>6.83%</td>
</tr>
<tr>
<td>Other</td>
<td>10,370</td>
<td>10,999</td>
<td>9,689</td>
<td>36.57%</td>
<td>36.34%</td>
<td>37.68%</td>
</tr>
<tr>
<td>UNWANTED PERSON</td>
<td>13,698</td>
<td>15,276</td>
<td>12,419</td>
<td>48.31%</td>
<td>50.47%</td>
<td>48.30%</td>
</tr>
<tr>
<td>Total</td>
<td>28,353</td>
<td>30,270</td>
<td>25,714</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

### Homeless-Related Hours of Work (CAD incident open to close)
October 2019

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Day Average</th>
<th>Month Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>2.81</td>
<td>87.12</td>
</tr>
<tr>
<td>Medical</td>
<td>2.68</td>
<td>82.93</td>
</tr>
<tr>
<td>Police</td>
<td>60.17</td>
<td>1,865.31</td>
</tr>
<tr>
<td>Total</td>
<td>65.66</td>
<td>2,035.35</td>
</tr>
</tbody>
</table>