

BOEC Update: Jan 2020

Significant Projects:

Bargaining update: Mediation sessions are being scheduled.

Strategic Plan Progress:

BOEC Leadership Team is revising the strategic plan with 2020 updates.

1. Call Performance and Staffing: Trainee academy graduation January 17. New academy scheduled to begin May 4.

2. Consistent, Efficient, and Effective Call Triage: Priority Dispatch training and implementation is delayed; server set-up and protocol development are underway. Training for Portland Street Response pilot with partner agencies is being developed.

3. Public Information and Outreach: Coordination work with area 911 centers is complete. Continuing work with PBEM on Public Alerts; Revising outreach materials.

4. 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 early 2020.

5. Equity: BOEC Equity Committee continuing work on the BOEC Racial Equity Plan.

6. Training and Quality Assurance: Continuing work on curriculum development aiming to exceed DPSST requirements. Investigating quality assurance program options for next fiscal year.

7. 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.

8. Technology Systems: BTS assessment is complete and new processes to streamline internal technology support are underway.

9. Administration Processes: Implementing internal budget processes. Developing long-term Capital Master Plan.

10. Secure, Efficient, and Resilient Facility: City-wide long-term facility planning is underway. Investigating potential funding options for console replacement, operations renovation, and a new backup facility.

2019-2020 Budget to date: (FY 50% Complete)

-Expenditures: \$27,238,203 (budgeted)
\$11,021,431 (40.5% expended)
 \$16,216,772 (remaining)

-Revenue: \$27,238,203 (budgeted)
\$12,189,794 (44.8% collected)
 \$15,048,409 (remaining)

Integrity

Respect

Competence

Compassion

Responsibility

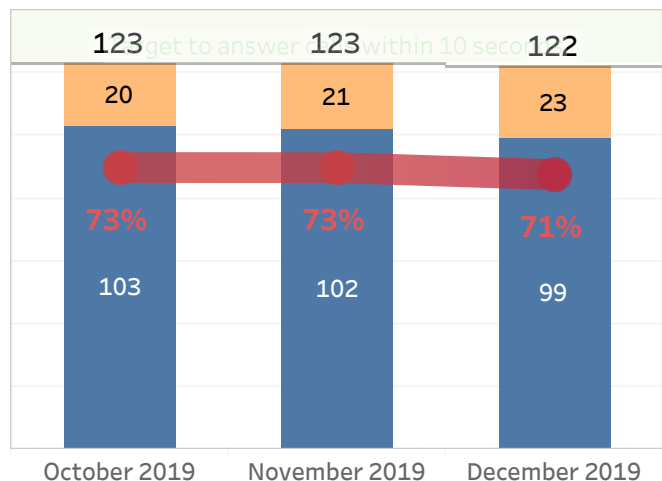
Teamwork



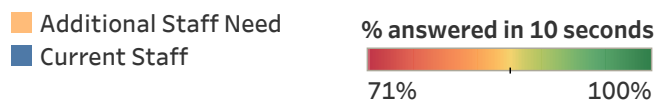
“Knowledge is not wisdom until it changes you.”

-Steven Eberlein

Dispatch staffing required to answer 911 calls within 10 seconds*:



*Varies by call volume

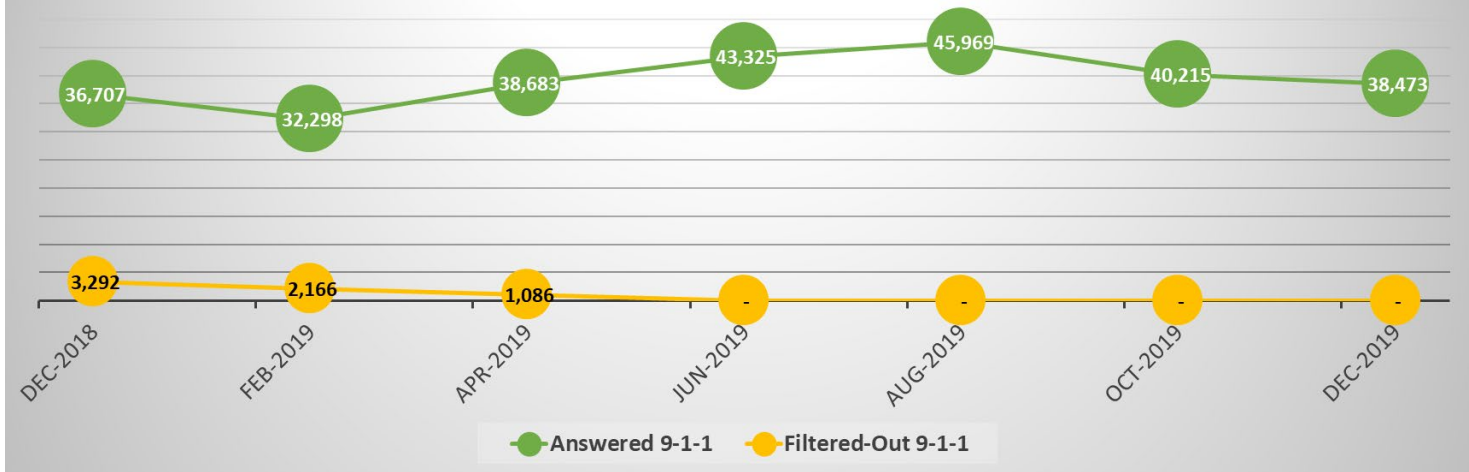


Call Answering: December 2019

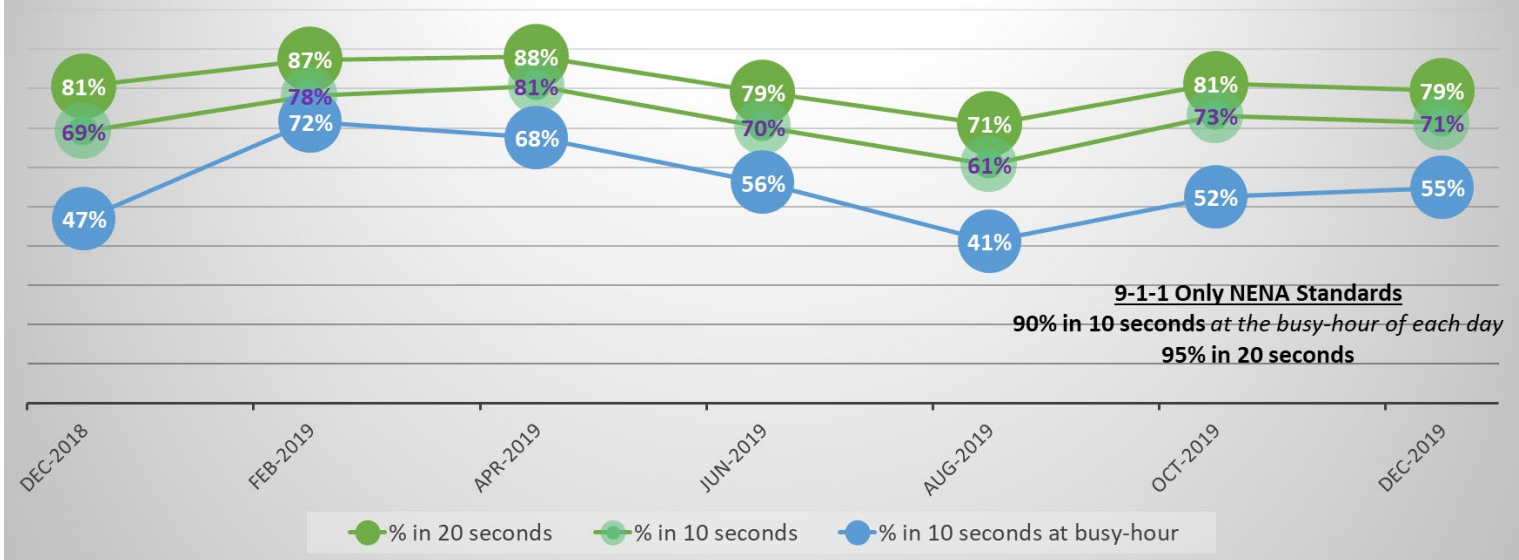
- 38,473 9-1-1 calls answered
- 55% within 10 seconds (busy hour)
- 79% within 20 seconds

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.

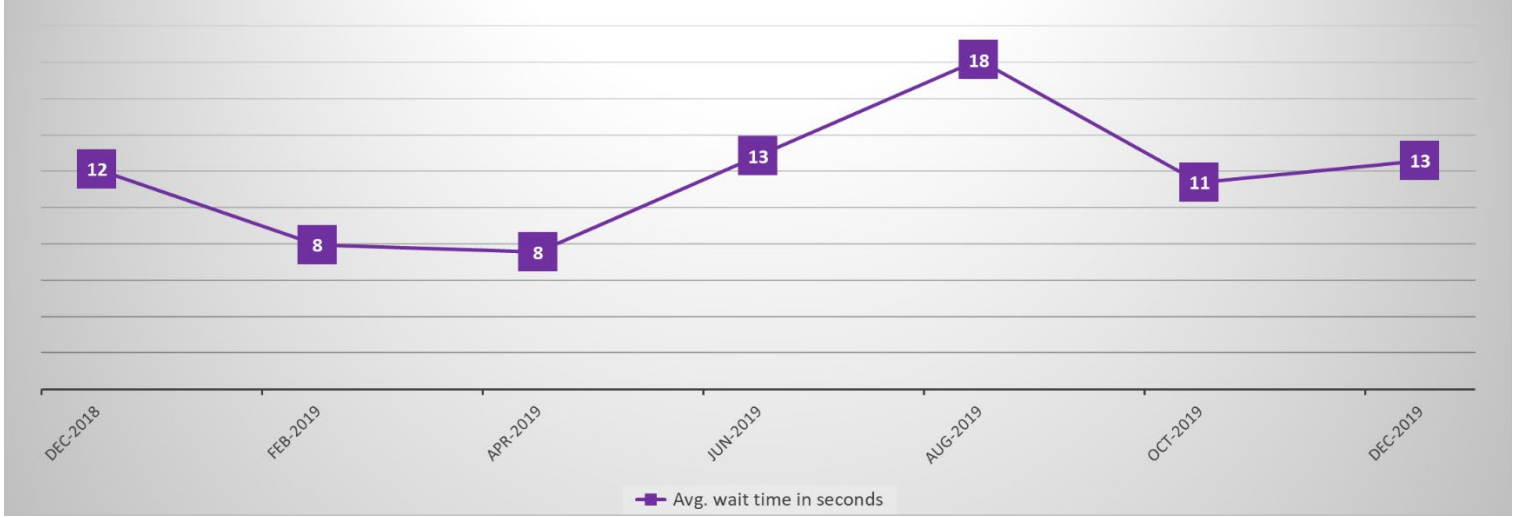
9-1-1 Call Volume Trends



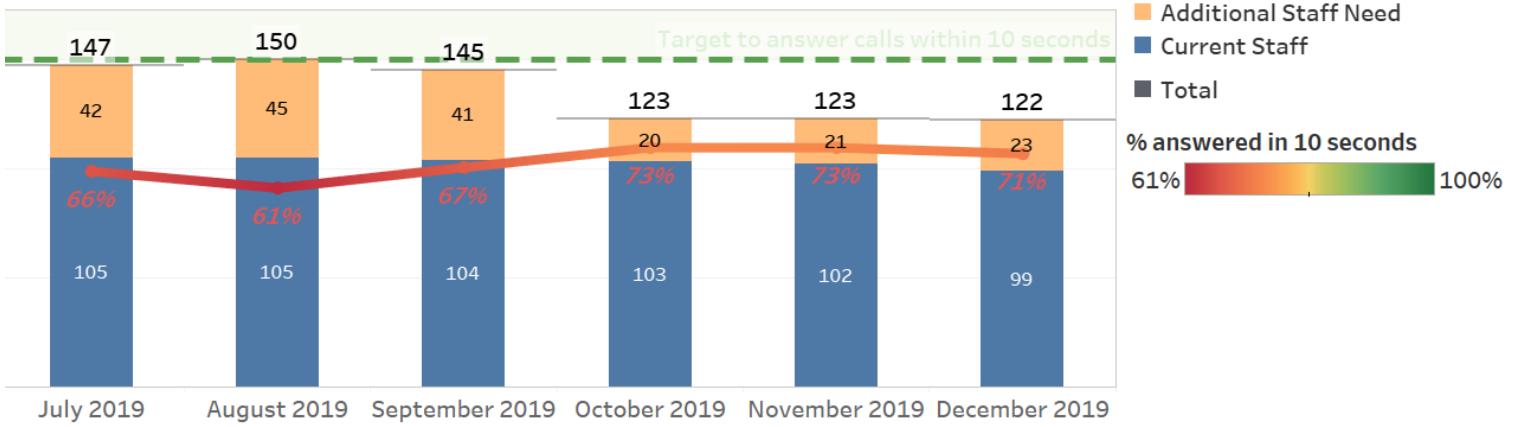
Call Answering Performance Trends



9-1-1 Average Wait-to-answer Time Trends

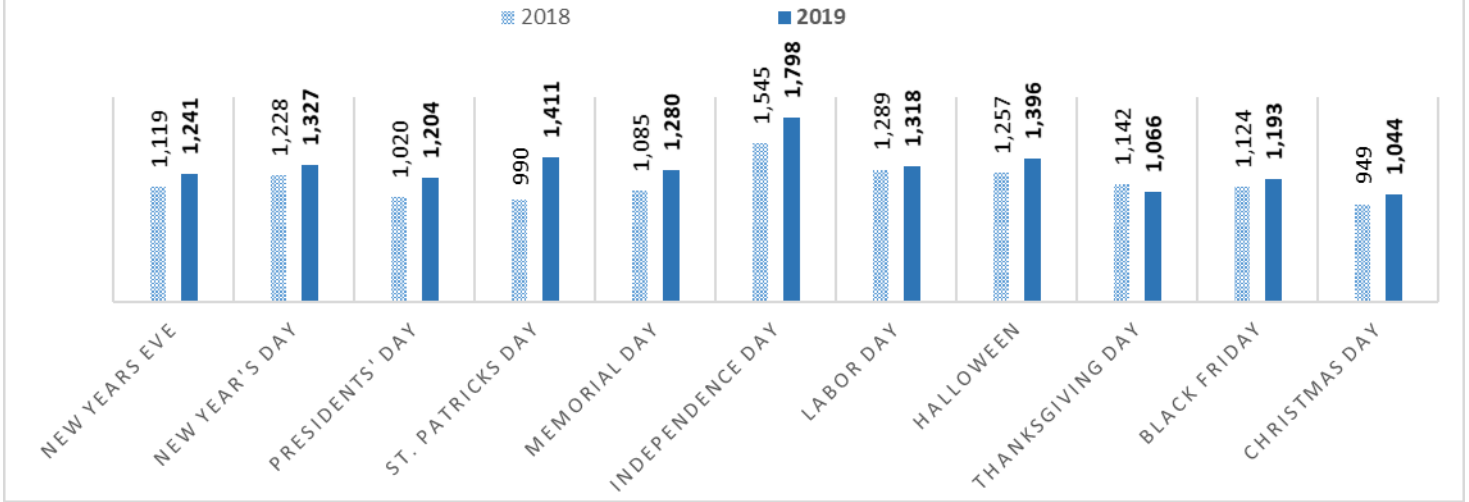


Dispatch staffing required to answer 911 calls within 10 seconds*

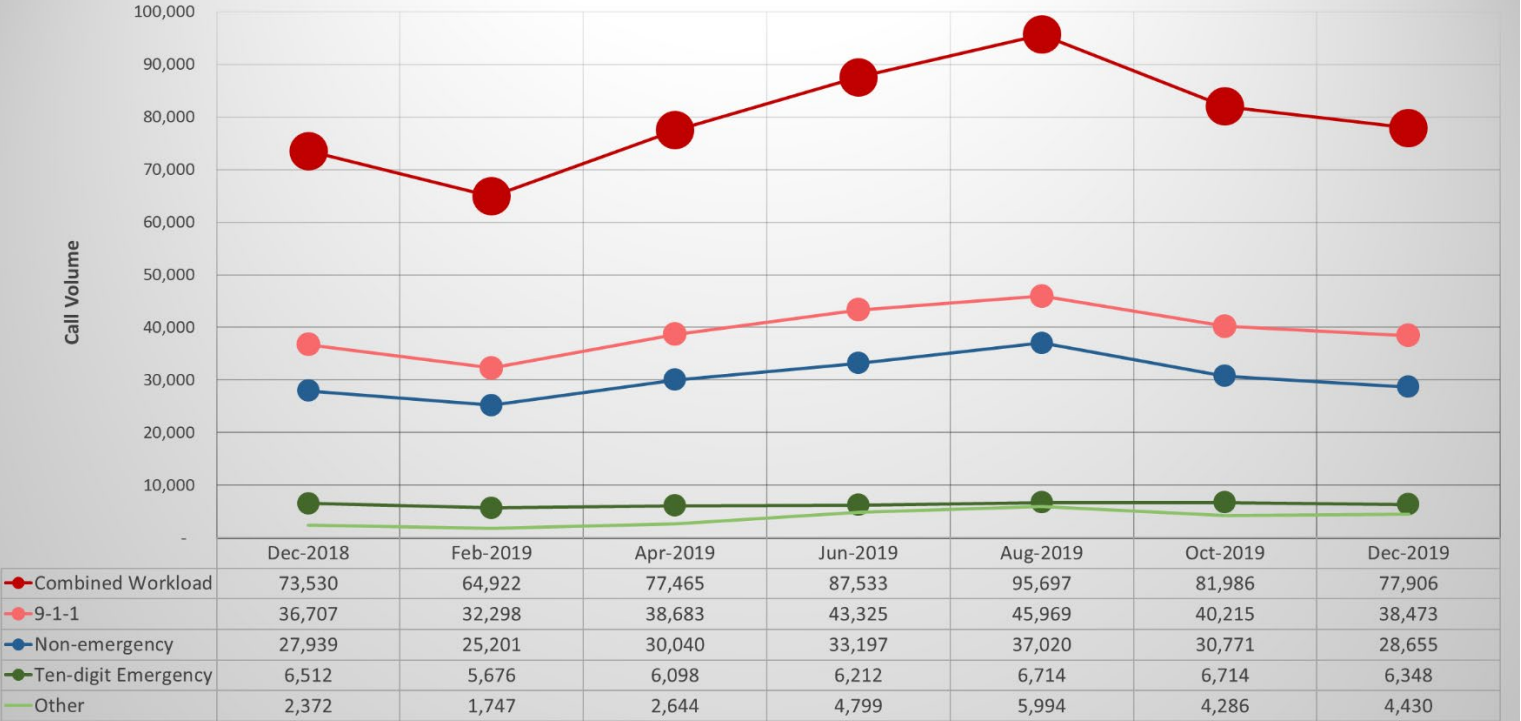


*Varies by call volume

HOLIDAY CALL VOLUMES (9-1-1)

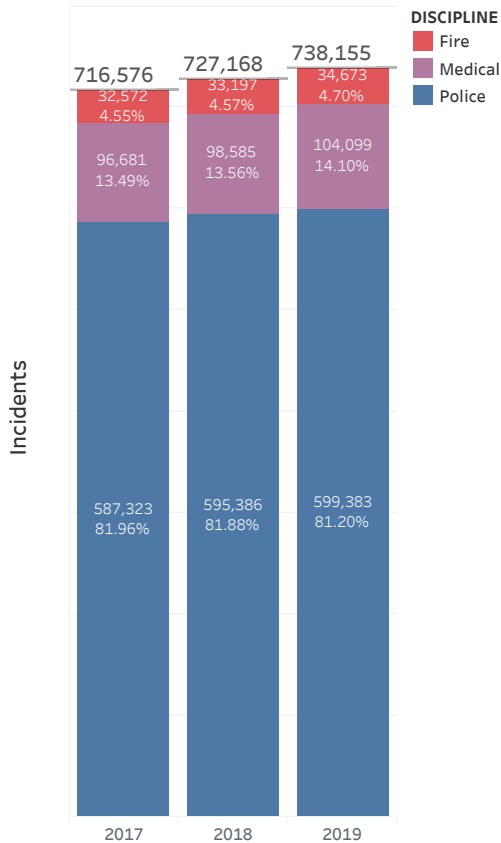


BOEC Call Answering Workload



Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted, 9-1-1 Abandoned Callback

Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

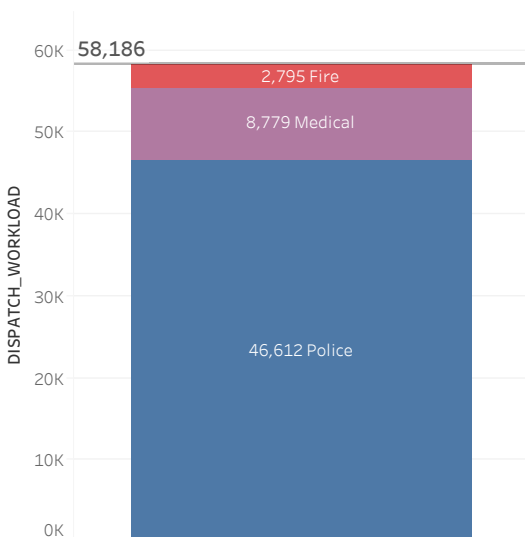
	Homeless-Related			% Homeless-Related *		
	2017	2018	2019	2017	2018	2019
Fire	1,299	1,838	2,426	3.99%	5.54%	7.00%
Medical	985	1,024	1,152	1.02%	1.04%	1.11%
Police	29,288	31,053	30,210	4.99%	5.22%	5.04%
Grand Total	31,572	33,915	33,788	4.41%	4.66%	4.58%

*% Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related Portland			% Homeless-Related Portland		
	2017	2018	2019	2017	2018	2019
Fire	1,221	1,728	2,291	94.00%	94.07%	94.59%
Medical	920	937	1,052	93.40%	91.50%	91.40%
Police	26,071	27,637	26,836	91.11%	90.52%	90.08%
Grand Total	28,212	30,302	30,179	91.30%	90.74%	90.45%

Dispatch Workload/CAD Incidents December 2019



Homeless-Related Dispatch Workload/CAD Incidents December 2019

	Homeless-Related	% Homeless-Related *
Fire	238	8.52%
Medical	100	1.14%
Police	2,128	4.57%
Grand Total	2,466	4.24%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents December 2019

	Homeless-Related Portland	% Homeless-Related Portland
Fire	230	96.64%
Medical	87	87.00%
Police	1,872	89.48%
Grand Total	2,189	90.08%

Homeless-Related Dispatch Workload/CAD Incidents

DISCIPLINE
■ Fire
■ Medical
■ Police
■ Grand Total

	Homeless-Related			% Homeless-Related by Discipline		
	2017	2018	2019	2017	2018	2019
Fire	1,299	1,838	2,426	4.11%	5.42%	7.18%
Medical	985	1,024	1,152	3.12%	3.02%	3.41%
Police	29,288	31,053	30,210	92.77%	91.56%	89.41%
Grand Total	31,572	33,915	33,788	100.00%	100.00%	100.00%

Police

	2017	2018	2019	2017	2018	2019
UNWANTED PERSON	13,788	15,382	14,297	47.08%	49.53%	47.33%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,240	2,157	2,055	7.65%	6.95%	6.80%
WELFARE CHECK	2,089	1,879	2,137	7.13%	6.05%	7.07%
Other	11,171	11,635	11,721	38.14%	37.47%	38.80%
Total	29,288	31,053	30,210	100.00%	100.00%	100.00%

Fire

	2017	2018	2019	2017	2018	2019
ILLEGAL BURN	645	1,025	1,362	49.65%	55.77%	56.14%
UNKNOWN TYPE FIRE PROBLEM	285	403	550	21.94%	21.93%	22.67%
SMOKE IN AREA- OUTSIDE	93	129	209	7.16%	7.02%	8.62%
Other	276	281	305	21.25%	15.29%	12.57%
Total	1,299	1,838	2,426	100.00%	100.00%	100.00%

Medical

	2017	2018	2019	2017	2018	2019
BEHAVIOR/CODE 1 EMS ONLY	132	152	158	13.40%	14.84%	13.72%
OVERDOSE/ALS	97	90	95	9.85%	8.79%	8.25%
SICK/CODE 1 EMS ONLY	94	90	117	9.54%	8.79%	10.16%
ASSAULT/ALS	73	78	99	7.41%	7.62%	8.59%
UNCONSCIOUS/ALS	72	71	81	7.31%	6.93%	7.03%
TRAUMA/ALS	62	57	53	6.29%	5.57%	4.60%
UNKNOWN/ALS	57	55	60	5.79%	5.37%	5.21%
SICK/ALS	56	46	73	5.69%	4.49%	6.34%
Other	342	385	416	34.72%	37.60%	36.11%
Total	985	1,024	1,152	100.00%	100.00%	100.00%

Homeless-Related Hours of Work (CAD incidents open to close) December 2019

	Day Average	Month Total
Fire	2.56	79.46
Medical	2.14	66.49
Police	52.59	1,630.24
Grand Total	57.30	1,776.19