

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

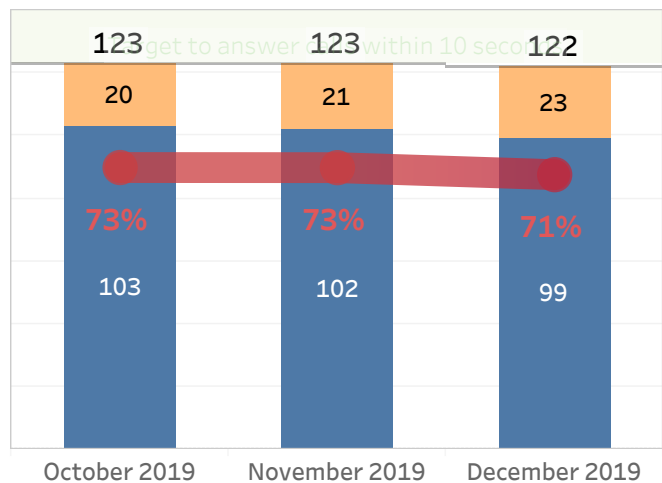
Teamwork



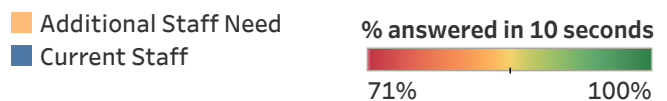
“Knowledge is not wisdom until it changes you.”

-Steven Eberlein

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



*Varies by call volume

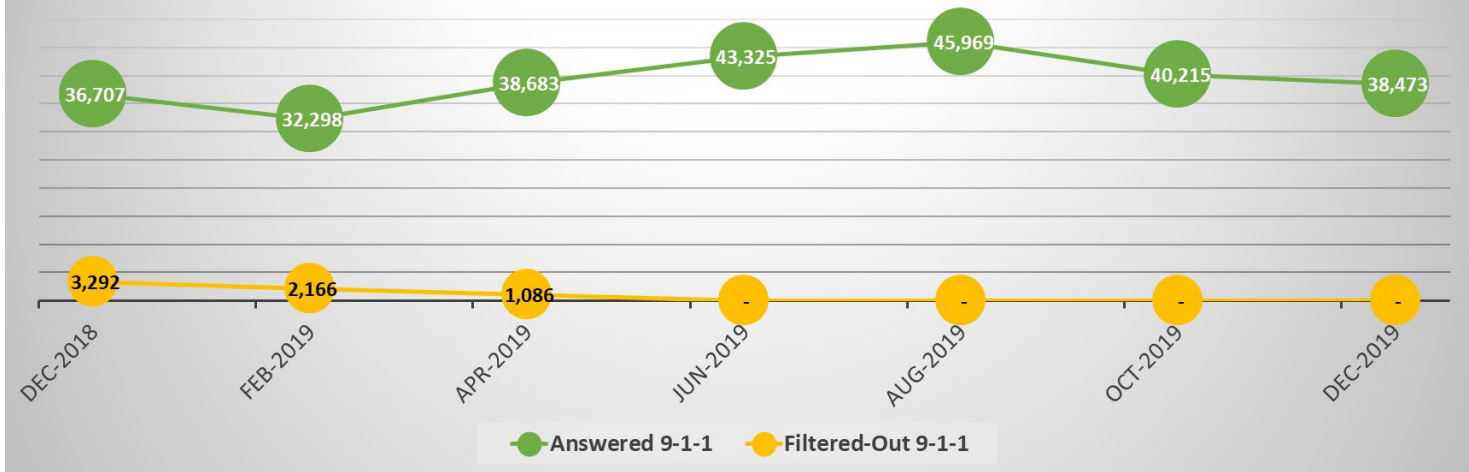


Call Answering: December 2019

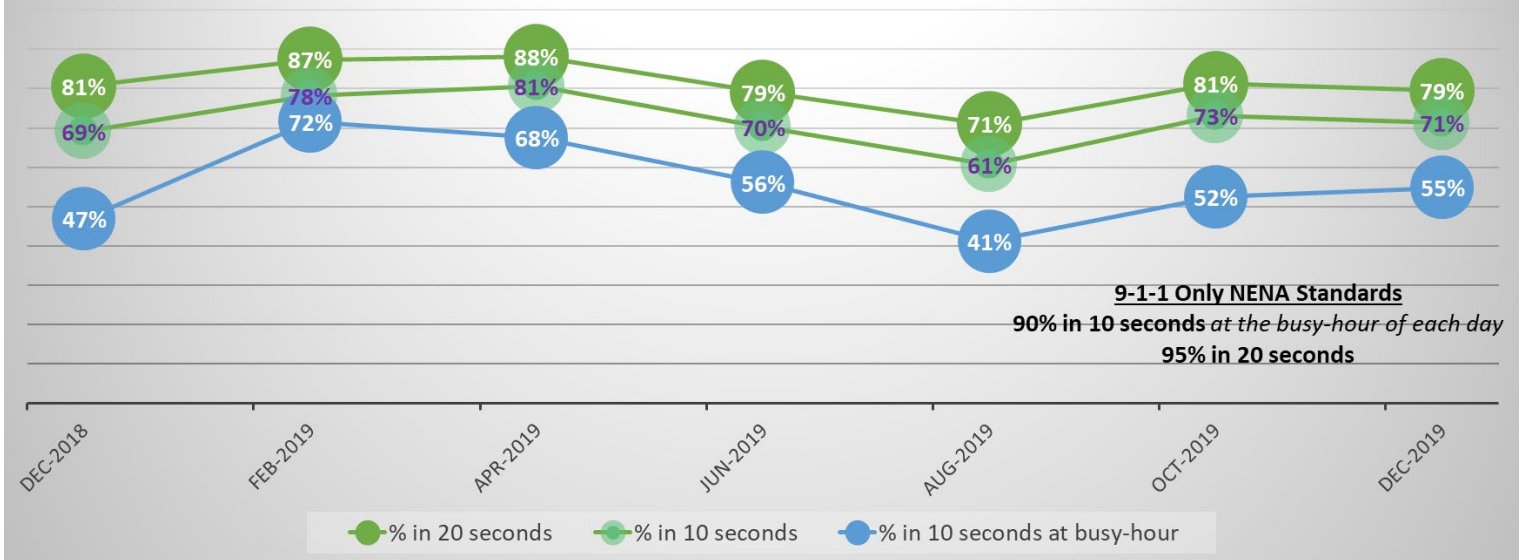
- 38,473 9-1-1 calls answered
- 55% within 10 seconds (busy hour)
- 79% within 20 seconds

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.

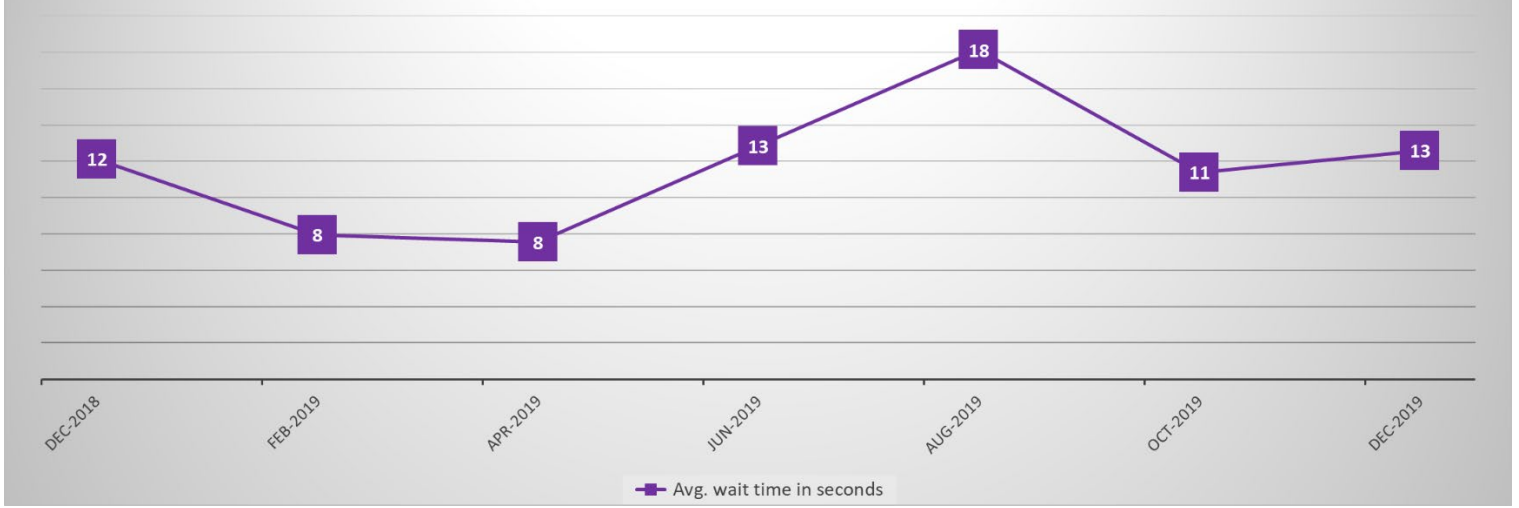
9-1-1 Call Volume Trends



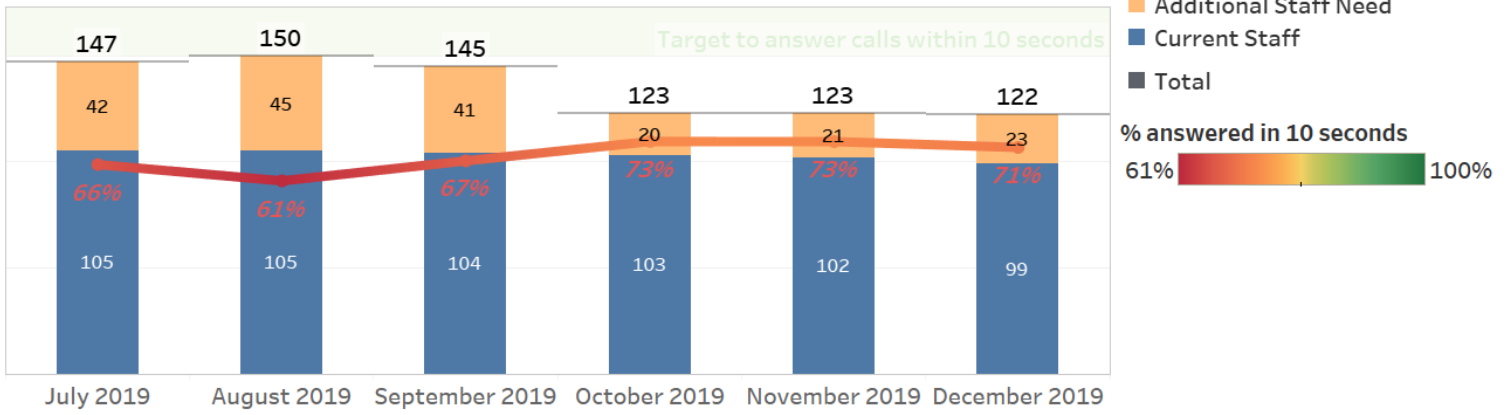
Call Answering Performance Trends



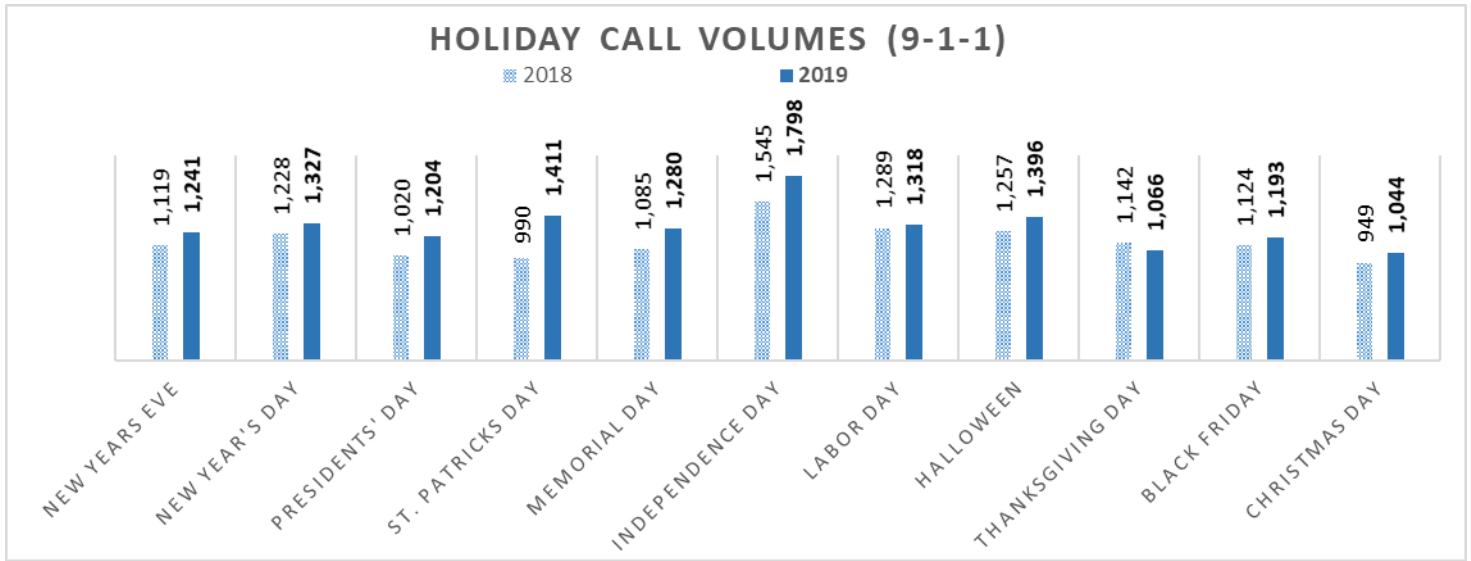
9-1-1 Average Wait-to-answer Time Trends



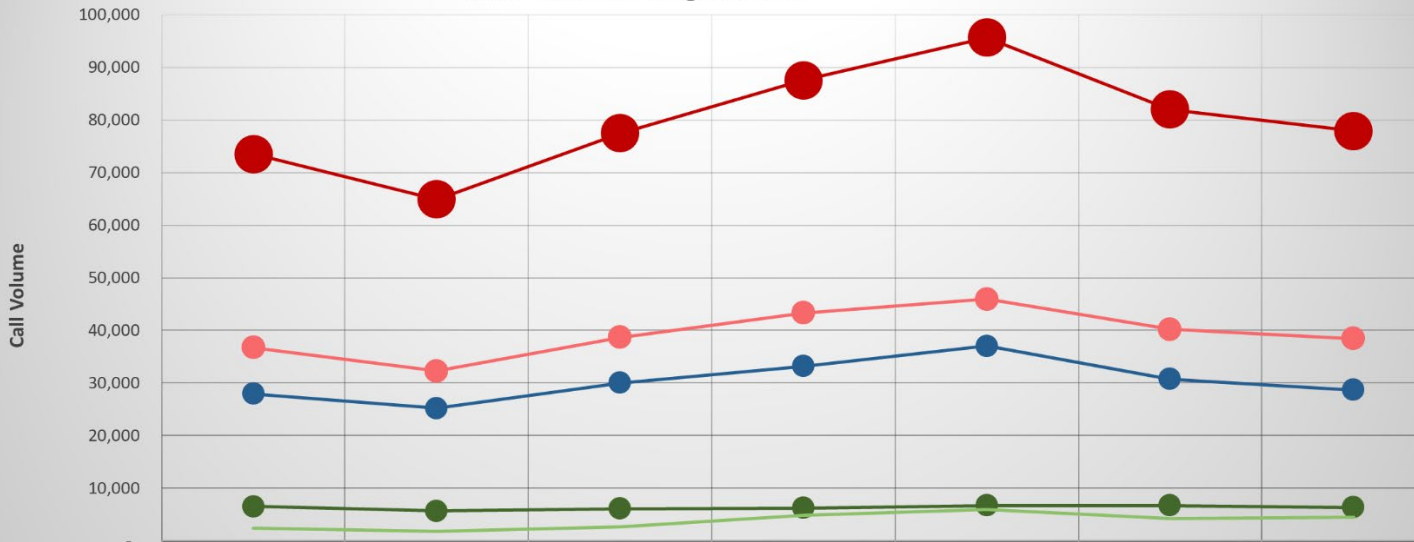
Dispatch staffing required to answer 911 calls within 10 seconds *



*Varies by call volume



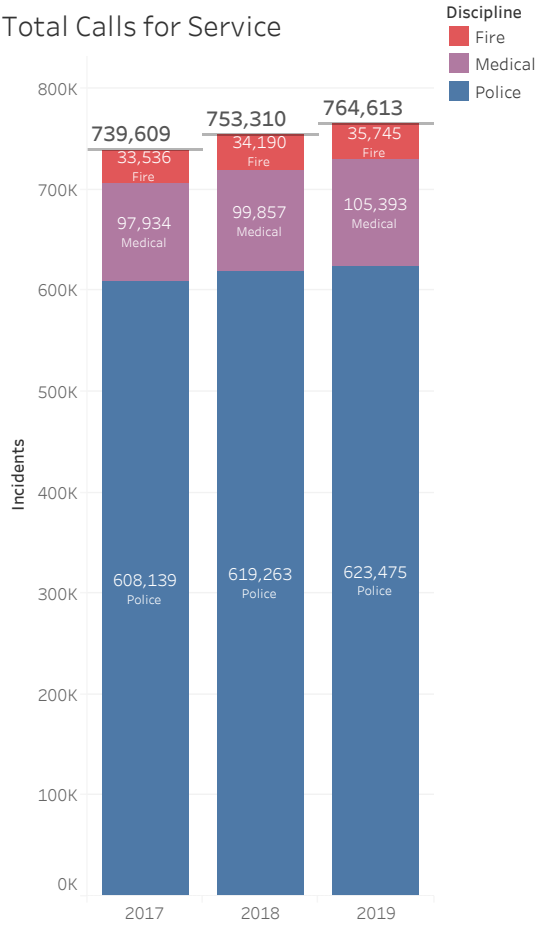
BOEC Call Answering Workload



	Dec-2018	Feb-2019	Apr-2019	Jun-2019	Aug-2019	Oct-2019	Dec-2019
Combined Workload	73,530	64,922	77,465	87,533	95,697	81,986	77,906
9-1-1	36,707	32,298	38,683	43,325	45,969	40,215	38,473
Non-emergency	27,939	25,201	30,040	33,197	37,020	30,771	28,655
Ten-digit Emergency	6,512	5,676	6,098	6,212	6,714	6,714	6,348
Other	2,372	1,747	2,644	4,799	5,994	4,286	4,430

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

Total Calls for Service



Homeless-Related Calls for Service

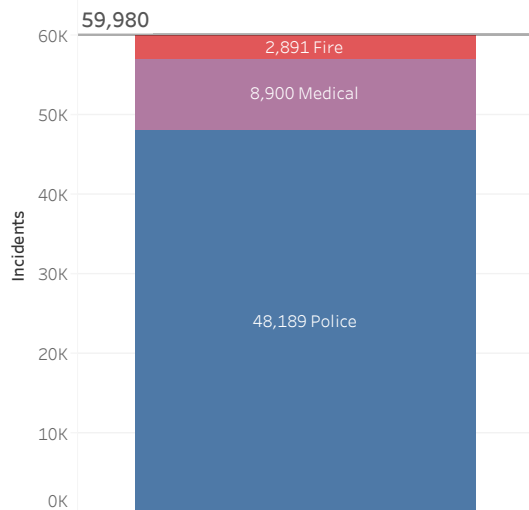
	Homeless-Related			% Homeless-Related *		
	2017	2018	2019	2017	2018	2019
Police	29,472	31,224	30,406	4.85%	5.04%	4.88%
Fire	1,313	1,848	2,441	3.92%	5.41%	6.83%
Medical	993	1,026	1,157	1.01%	1.03%	1.10%
Total	31,778	34,098	34,004	4.30%	4.53%	4.45%

* % Homeless-Related from Total Calls for Service

Portland Homeless-Related Calls for Service

	Homeless-Related Portland			% Homeless-Related Portland		
	2017	2018	2019	2017	2018	2019
Police	26,768	28,112	27,256	90.83%	90.03%	89.64%
Fire	1,227	1,736	2,305	93.45%	93.94%	94.43%
Medical	932	942	1,058	93.86%	91.81%	91.44%
Total	28,927	30,790	30,619	91.03%	90.30%	90.05%

Total Calls for Service December 2019



Homeless-Related Calls for Service December 2019

	Homeless-Related	% Homeless-Related *
Police	2,136	4.43%
Fire	241	8.34%
Medical	102	1.15%
Total	2,479	4.13%

* % Homeless-Related from Total Calls for Service

Portland Homeless-Related Calls for Service December 2019

	Homeless-Related Portland	% Homeless-Related Portland
Police	1,897	88.81%
Fire	233	96.68%
Medical	89	87.25%
Total	2,219	89.51%

Homeless-Related Calls for Service

Discipline
■ Police
■ Fire
■ Medical
■ Grand Total

	Homeless-Related			% Homeless-Related by Discipline		
	2017	2018	2019	2017	2018	2019
Police	29,472	31,224	30,406	92.74%	91.57%	89.42%
Fire	1,313	1,848	2,441	4.13%	5.42%	7.18%
Medical	993	1,026	1,157	3.12%	3.01%	3.40%
Grand Total	31,778	34,098	34,004	100.00%	100.00%	100.00%

Police

	2017	2018	2019	2017	2018	2019
UNWANTED PERSON	13,836	15,436	14,327	46.95%	49.44%	47.12%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,275	2,184	2,084	7.72%	6.99%	6.85%
WELFARE CHECK	2,133	1,921	2,186	7.24%	6.15%	7.19%
Other	11,228	11,683	11,809	38.10%	37.42%	38.84%
Total	29,472	31,224	30,406	100.00%	100.00%	100.00%

Fire

	2017	2018	2019	2017	2018	2019
ILLEGAL BURN	645	1,025	1,362	49.12%	55.47%	55.80%
UNKNOWN TYPE FIRE PROBLEM	285	403	550	21.71%	21.81%	22.53%
SMOKE IN AREA- OUTSIDE	93	129	209	7.08%	6.98%	8.56%
Other	290	291	320	22.09%	15.75%	13.11%
Total	1,313	1,848	2,441	100.00%	100.00%	100.00%

Medical

	2017	2018	2019	2017	2018	2019
BEHAVIOR/CODE 1 EMS ONLY	132	152	158	13.29%	14.81%	13.66%
OVERDOSE/ALS	97	90	95	9.77%	8.77%	8.21%
SICK/CODE 1 EMS ONLY	94	90	117	9.47%	8.77%	10.11%
ASSAULT/ALS	73	78	99	7.35%	7.60%	8.56%
UNCONSCIOUS/ALS	72	71	81	7.25%	6.92%	7.00%
TRAUMA/ALS	62	57	53	6.24%	5.56%	4.58%
UNKNOWN/ALS	57	55	60	5.74%	5.36%	5.19%
SICK/ALS	56	46	73	5.64%	4.48%	6.31%
Other	350	387	421	35.25%	37.72%	36.39%
Total	993	1,026	1,157	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Police	52.78	1,636.19
Fire	2.58	80.02
Medical	2.15	66.61
Total	57.51	1,782.81