

BOEC Update: Feb 2020

Significant Projects:

Bargaining update: Mediation sessions are scheduled in March.

Strategic Plan Progress:

- 1. Call Performance and Staffing:** Four trainees completed academy and are beginning call taking training. Recruitments underway, and new academies are scheduled to begin April 20, and July 6.
- 2. Consistent, Efficient, and Effective Call Triage:** Priority Dispatch 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:** Finalizing Public Alerts protocol with PBEM; Revising outreach materials.
- 4. Partner Agency Collaboration:** BOEC Finance Committee is developing a funding model recommendation for User Board. Applicants for BOEC User Board/Budget Advisory Committee community representatives are being reviewed by board members; expected appointment 2nd quarter, 2020.
- 5. Equity:** BOEC Equity Committee meeting regularly and continuing to work on the BOEC Racial Equity Plan.
- 6. Training and Quality Assurance:** Scheduling in-service training with a focus on Portland Street Response and disaster planning. Quality assurance program planning is underway.
- 7. Career and Leadership Development:** Leadership team members are investigating the City's Leadership Engagement and Development (LEAD) program to determine how it can benefit BOEC employee development and succession planning.
- 8. Technology Systems:** Determining technology requirements pertaining to Portland Street Response and the new south sextant.
- 9. Administration Processes:** Implementing internal budget processes. Long-term Capital Master Plan is drafted and being vetted.
- 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. Planning underway for backup dispatch operations drill.

Integrity

Respect

Competence

Compassion

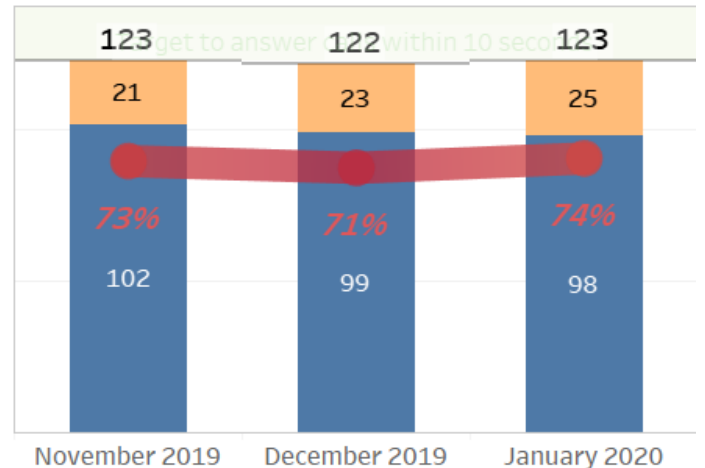
Responsibility

Teamwork

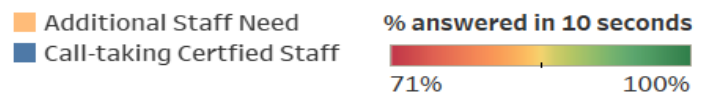


“Progress comes slowly but steadily if you are patient and prepare diligently.” – Coach John Wooden

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



*Varies by call volume



(118 FTE Currently Authorized)

Call Answering: January 2019

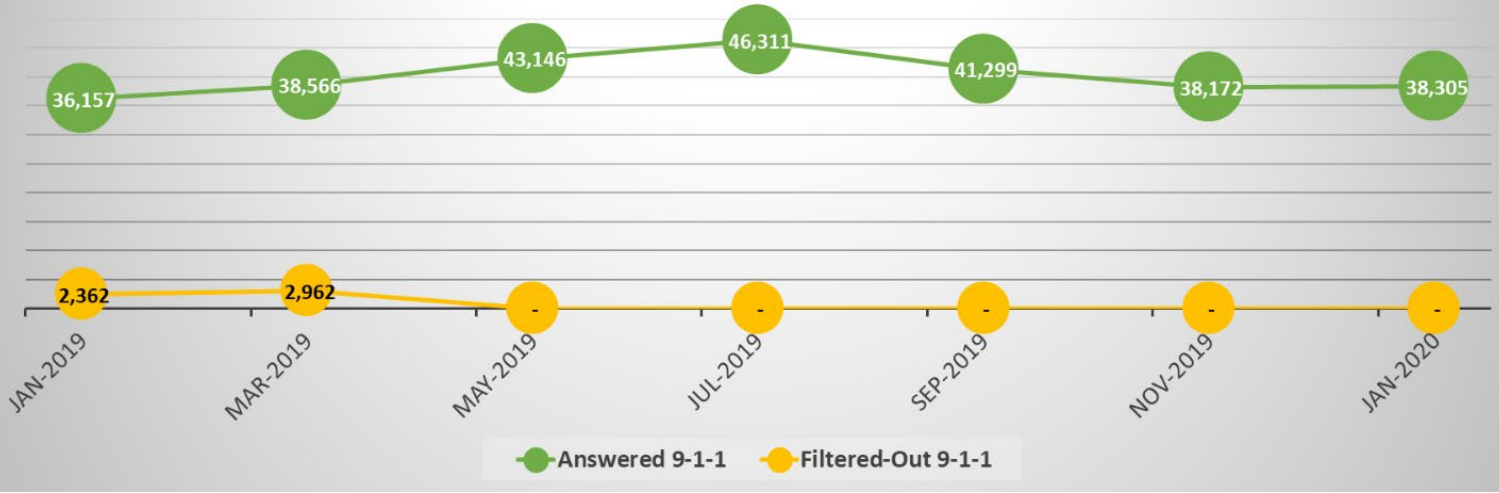
- 38,305 9-1-1 calls answered
- 57% within 10 seconds
- 81% within 20 seconds

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.

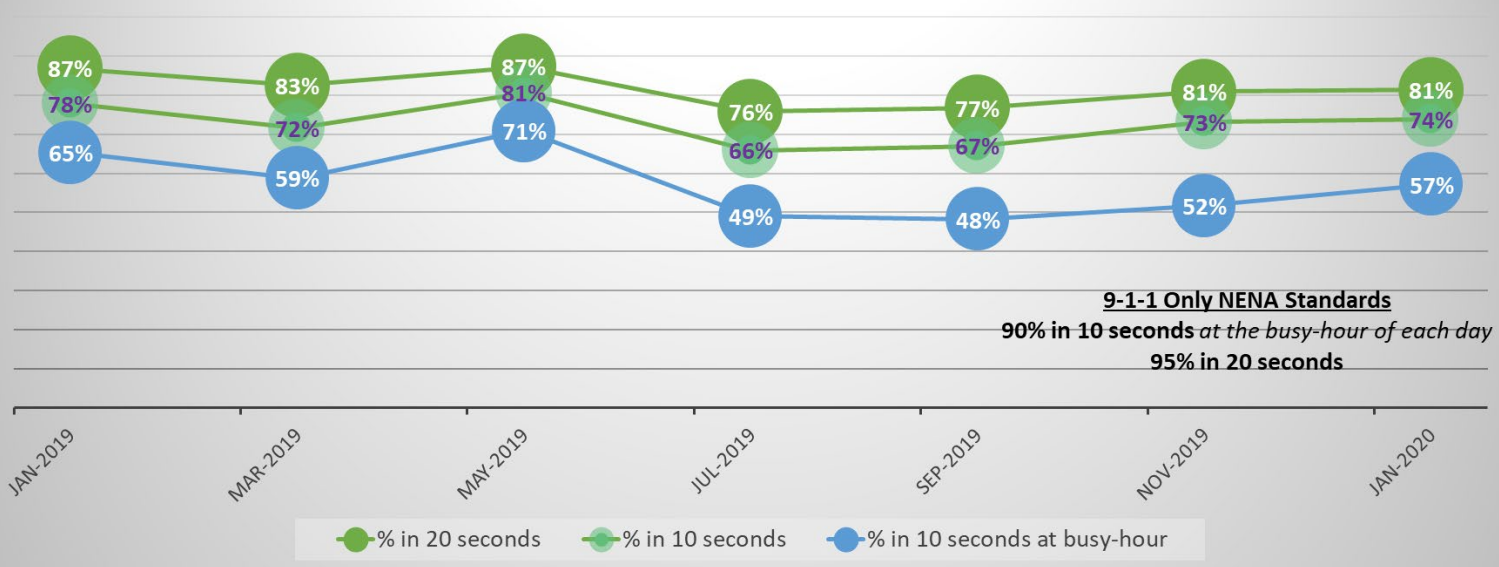
2019-2020 Budget to date: (FY 58.3% Complete)

-Expenditures:	\$27,238,203 (budgeted)
	<u>\$13,742,973 (50.5% expended)</u>
	\$13,495,230 (remaining)
-Revenue:	\$27,238,203 (budgeted)
	<u>\$15,331,202 (56.3% collected)</u>
	\$11,907,001 (remaining)

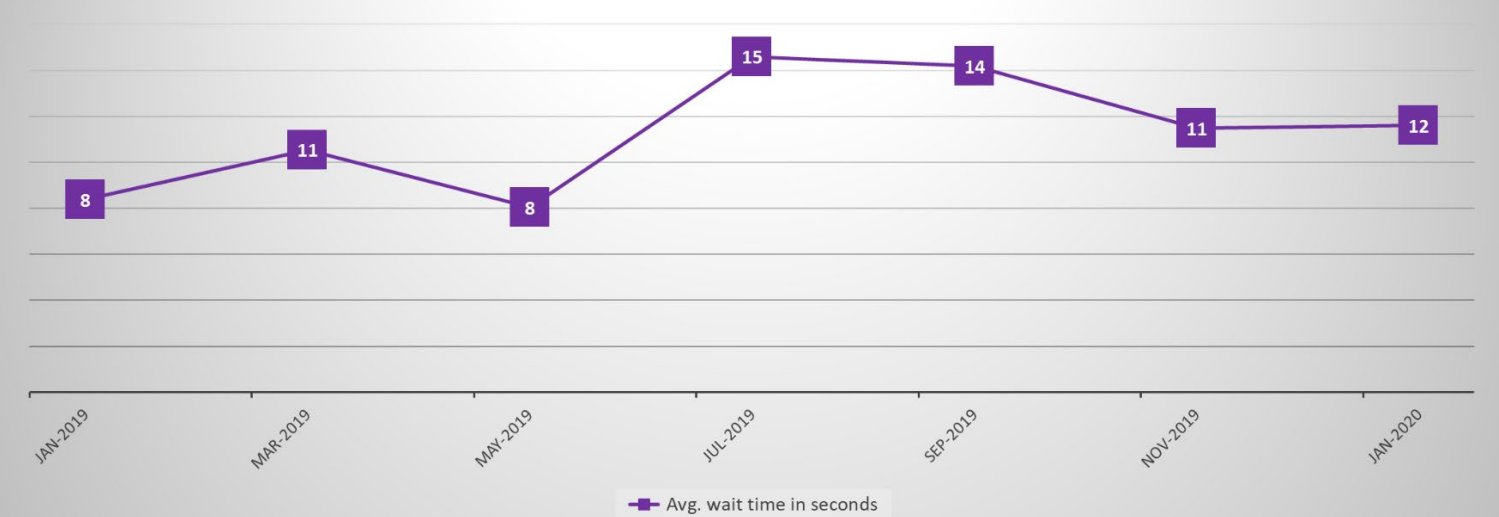
9-1-1 Call Volume Trends



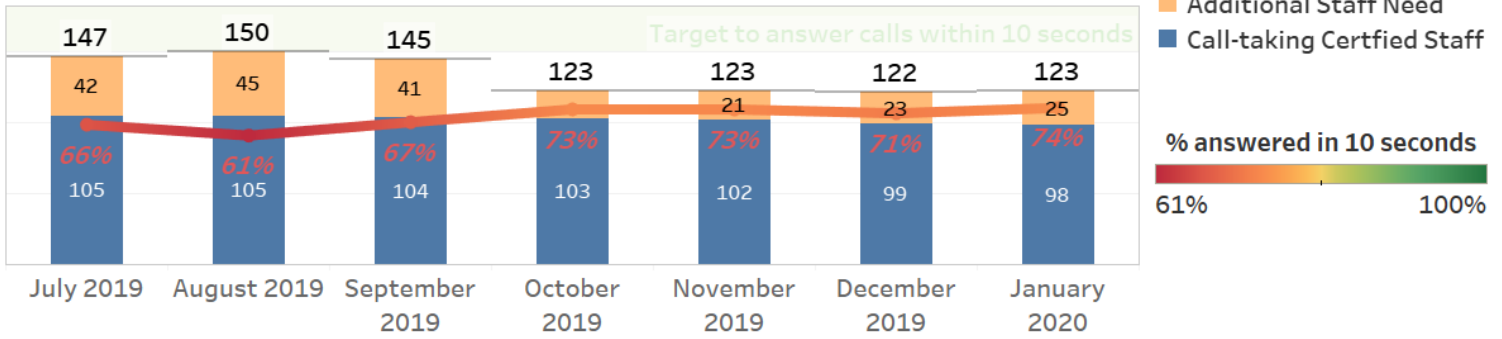
Call Answering Performance Trends



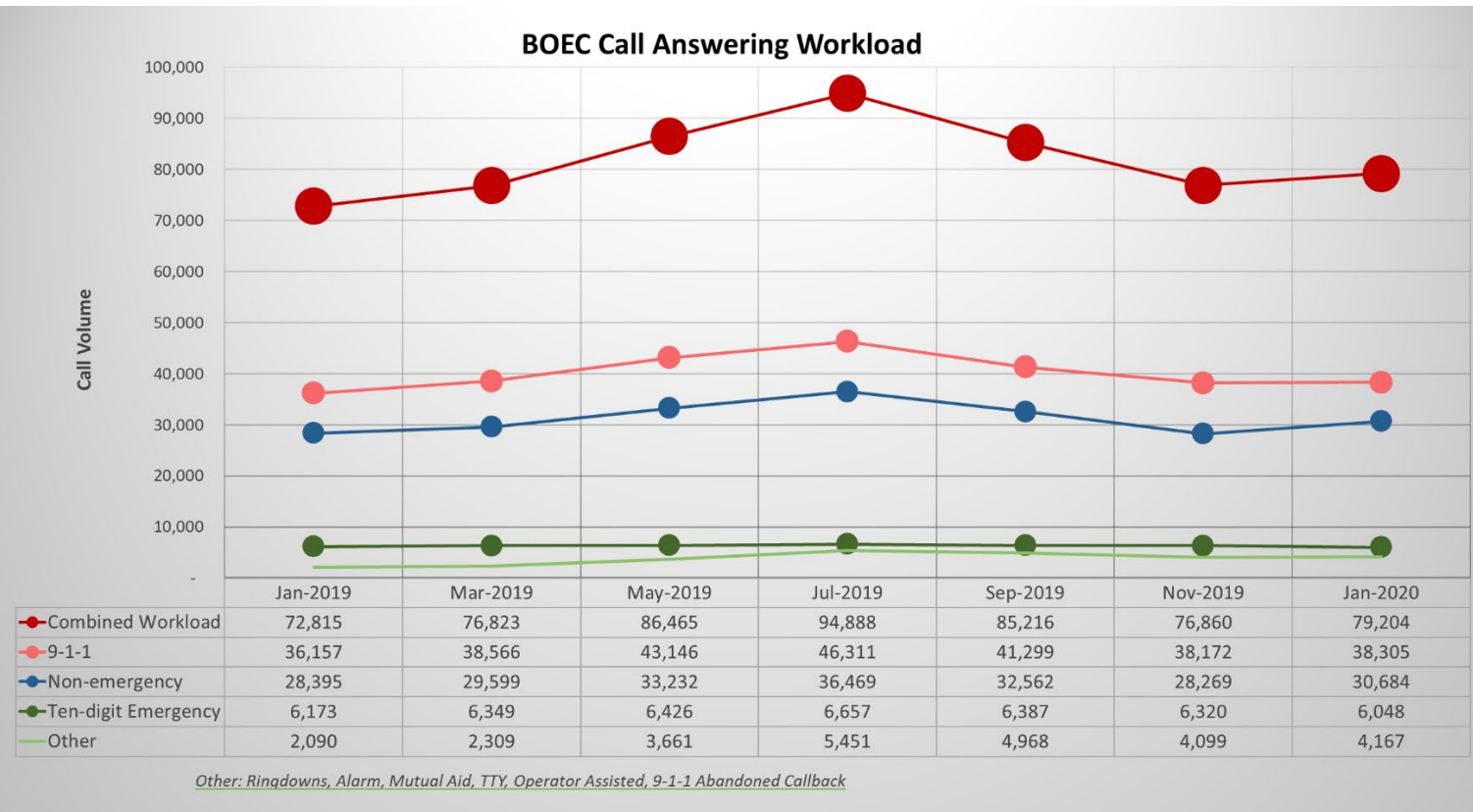
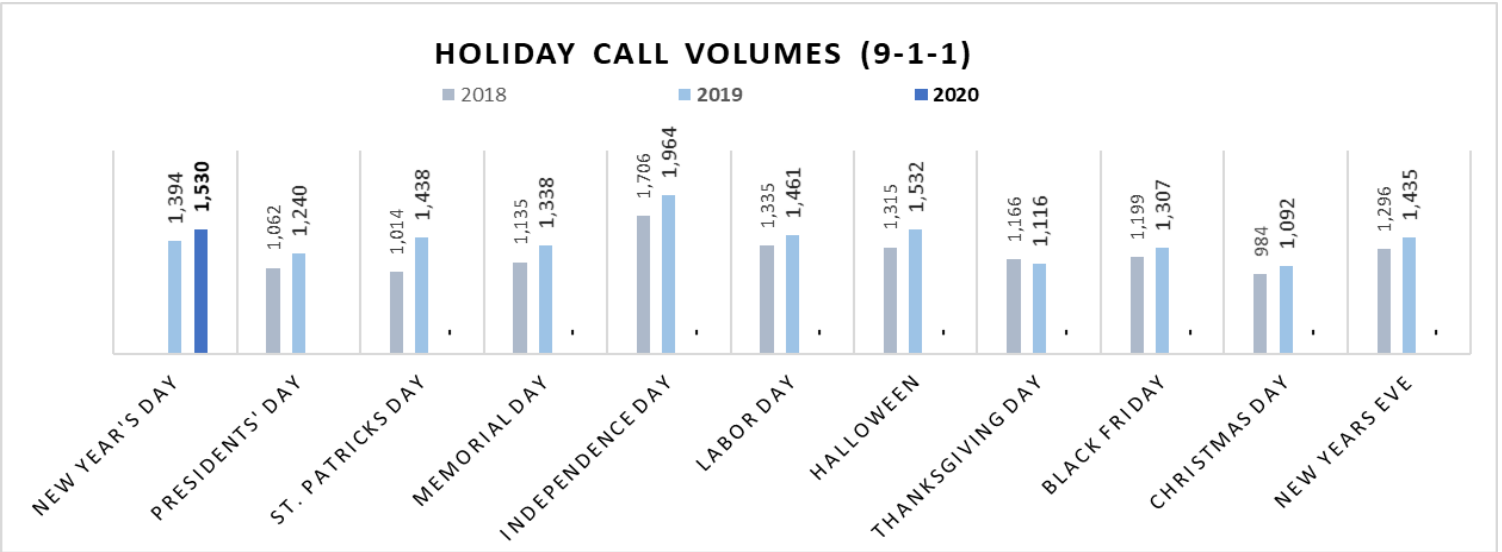
9-1-1 Average Wait-to-answer Time Trends



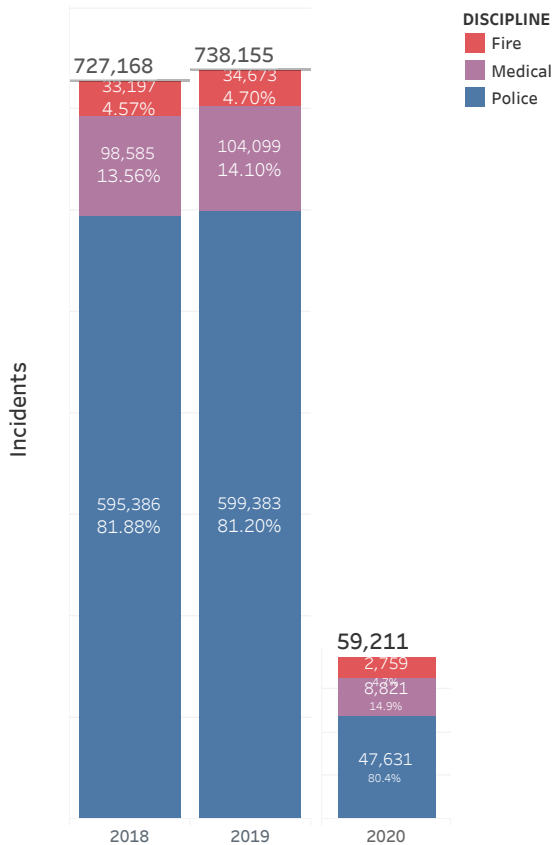
Dispatch Staffing Required to Answer 911 Calls Within 10 Seconds *



*Varies by call volume



Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

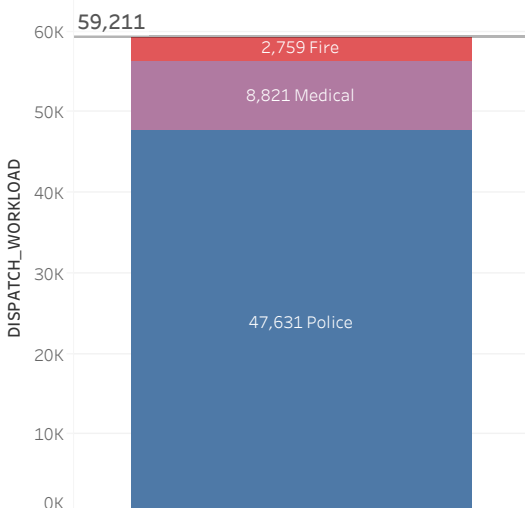
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	251	5.54%	7.00%	9.10%
Medical	1,024	1,152	103	1.04%	1.11%	1.17%
Police	31,053	30,210	2,060	5.22%	5.04%	4.32%
Grand Total	33,915	33,788	2,414	4.66%	4.58%	4.08%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related Portland			% Homeless-Related Portland		
	2018	2019	2020	2018	2019	2020
Fire	1,728	2,291	249	94.07%	94.59%	99.20%
Medical	937	1,052	96	91.50%	91.40%	93.20%
Police	27,637	26,836	1,800	90.52%	90.08%	89.02%
Grand Total	30,302	30,179	2,145	90.74%	90.45%	90.28%

Dispatch Workload/CAD Incidents January 2020



Homeless-Related Dispatch Workload/CAD Incidents January 2020

	Homeless-Related	% Homeless-Related *
Fire	251	9.10%
Medical	103	1.17%
Police	2,060	4.32%
Grand Total	2,414	4.08%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents January 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	249	99.20%
Medical	96	93.20%
Police	1,800	89.02%
Grand Total	2,145	90.28%

Homeless-Related Dispatch Workload/CAD Incidents

DISCIPLINE
■ Fire
■ Medical
■ Police
■ Grand Total

	Homeless-Related			% Homeless-Related by Discipline		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	251	5.42%	7.18%	10.40%
Medical	1,024	1,152	103	3.02%	3.41%	4.27%
Police	31,053	30,210	2,060	91.56%	89.41%	85.34%
Grand Total	33,915	33,788	2,414	100.00%	100.00%	100.00%

Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	982	49.53%	47.33%	47.67%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	155	6.95%	6.80%	7.52%
WELFARE CHECK	1,879	2,137	153	6.05%	7.07%	7.43%
Other	11,635	11,721	770	37.47%	38.80%	37.38%
Total	31,053	30,210	2,060	100.00%	100.00%	100.00%

Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	152	55.77%	56.14%	60.56%
UNKNOWN TYPE FIRE PROBLEM	403	550	60	21.93%	22.67%	23.90%
SMOKE IN AREA- OUTSIDE	129	209	21	7.02%	8.62%	8.37%
Other	281	305	18	15.29%	12.57%	7.17%
Total	1,838	2,426	251	100.00%	100.00%	100.00%

Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	10	14.84%	13.72%	9.71%
OVERDOSE/ALS	90	95	7	8.79%	8.25%	6.80%
SICK/CODE 1 EMS ONLY	90	117	19	8.79%	10.16%	18.45%
ASSAULT/ALS	78	99	5	7.62%	8.59%	4.85%
UNCONSCIOUS/ALS	71	81	3	6.93%	7.03%	2.91%
TRAUMA/ALS	57	53	3	5.57%	4.60%	2.91%
UNKNOWN/ALS	55	60	6	5.37%	5.21%	5.83%
SICK/ALS	46	73	13	4.49%	6.34%	12.62%
Other	385	416	37	37.60%	36.11%	35.92%
Total	1,024	1,152	103	100.00%	100.00%	100.00%

Homeless-Related Hours of Work (CAD incidents open to close) January 2020

	Day Average	Month Total
Fire	1.72	53.43
Medical	2.46	76.39
Police	51.82	1,606.57
Grand Total	56.01	1,736.39