

**Happy National Public Safety  
Telecommunicator Week!  
April 12-18, 2020**

**Significant Projects:**

**COVID-19 Response and Recovery:**

- Implementation of Pandemic Response Continuity of Operations
- BOEC facility limited access to employees and support personnel only
- Operations access limited to Operations personnel only
- Physical distancing measures enacted
- Sim room placed in use for training teams
- Altered daily employee schedules to minimize movement
- Enhanced duties for on-site personnel to increase cleaning and sanitizing
- Face masks required in the facility
- Triage questions updated to address potential COVID-19 symptoms
- Removed paper triage guides, and uploaded to BOEC intranet and CAD
- Developed contingency plan for on-site COVID-19 exposure
- Developed contingency plan for staff reduction due to illness
- Developed a “Return to Work” policy for employees/families with confirmed or potential COVID-19 exposure

**Strategic Plan Progress:**

Due to COVID-19 response and recovery, only key areas of strategic planning were areas of focus over the past month.

**1. Call Performance and Staffing:** Dispatch Trainee Academies scheduled to begin May 4 (seven trainees) and July 13 (14 candidates in background phase). Additional recruitment for fall academy underway.

**3. Public Information and Outreach:** Focusing on COVID-19 public messaging and responding to emerging 911 and media issues.

**10. Secure, Efficient, and Resilient Facility:** Developing backup PSAP/Dispatch recommendations and plans from lessons learned in COVID-19 response and recovery.

**2019-2020 Budget to date: (FY 75% Complete)**

-Expenditures:	\$27,238,203 (budgeted)
	<u>\$17,490,108 (64.2% expended)</u>
	\$ 9,748,095 (remaining)
-Revenue:	\$27,238,203 (budgeted)
	<u>\$18,314,060 (67.2% collected)</u>
	\$ 8,924,143 (remaining)

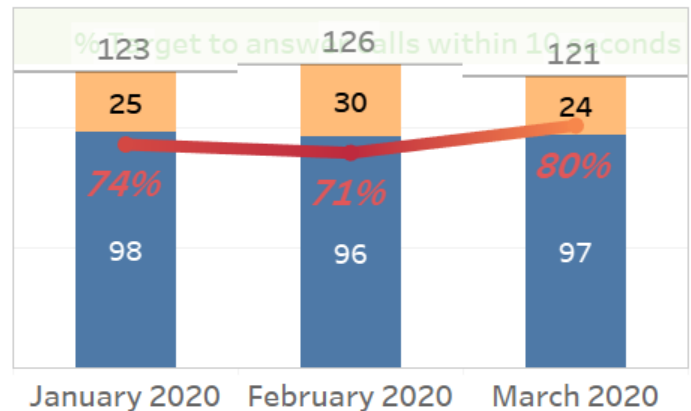
**BOEC Update: April 2020**

- Integrity
- Respect
- Competence
- Compassion
- Responsibility
- Teamwork



*“Why do we dread adversity when we know that facing it is the only way to become stronger, smarter, better?” – Coach John Wooden*

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



\*Varies by call volume

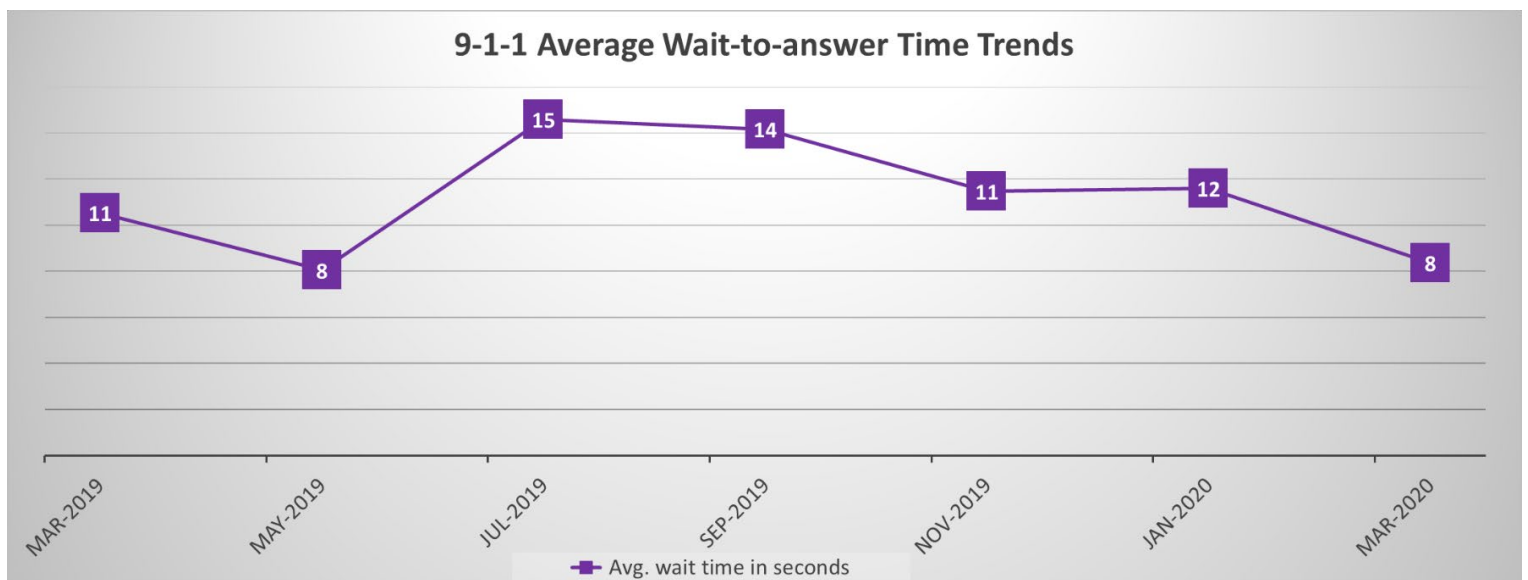
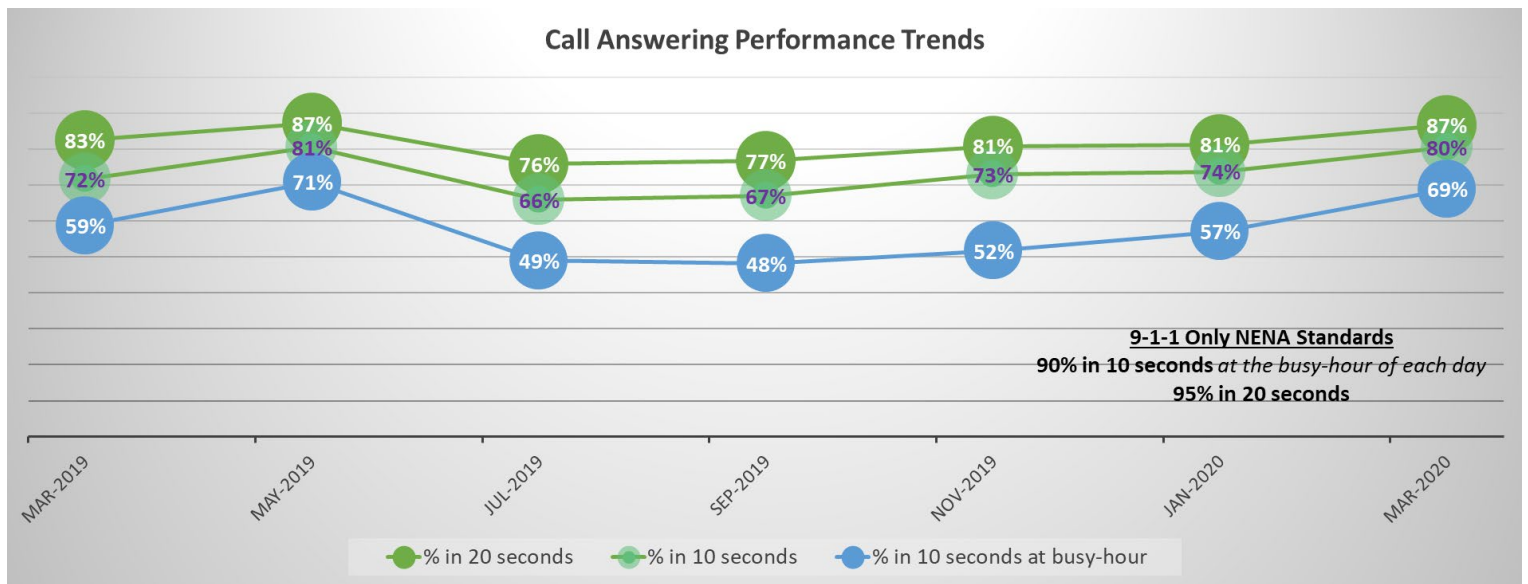
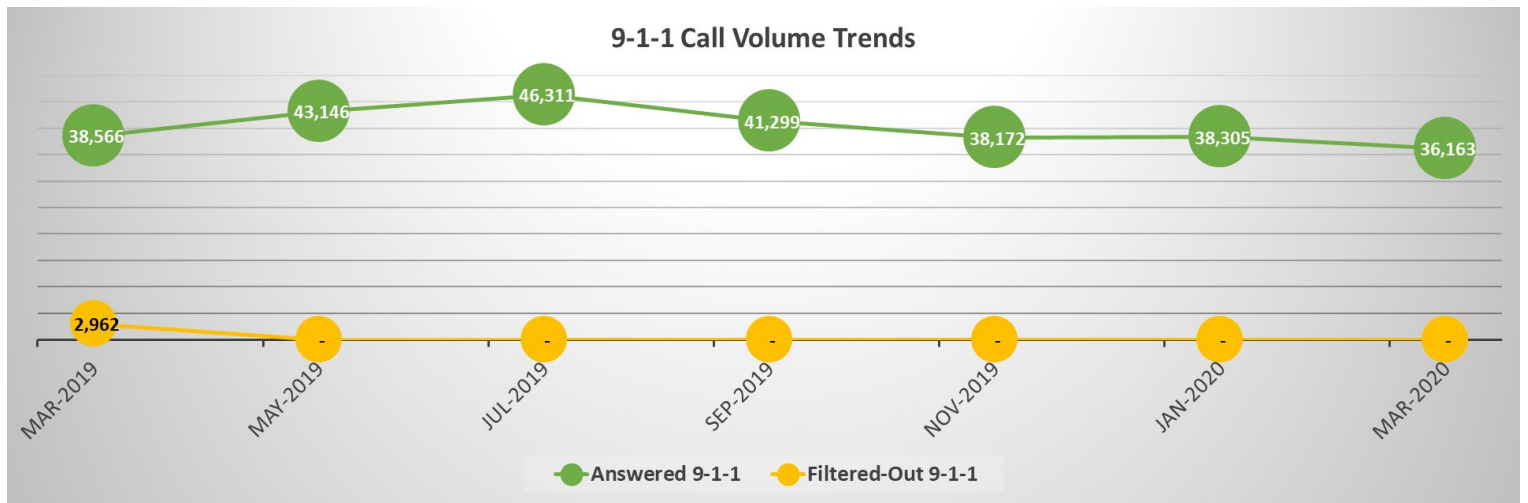
Legend:   
■ Call-taking Certified Staff   
■ Additional Staff Need   
— % answered in 10 seconds (71% to 100%)

(118 FTE Currently Authorized)

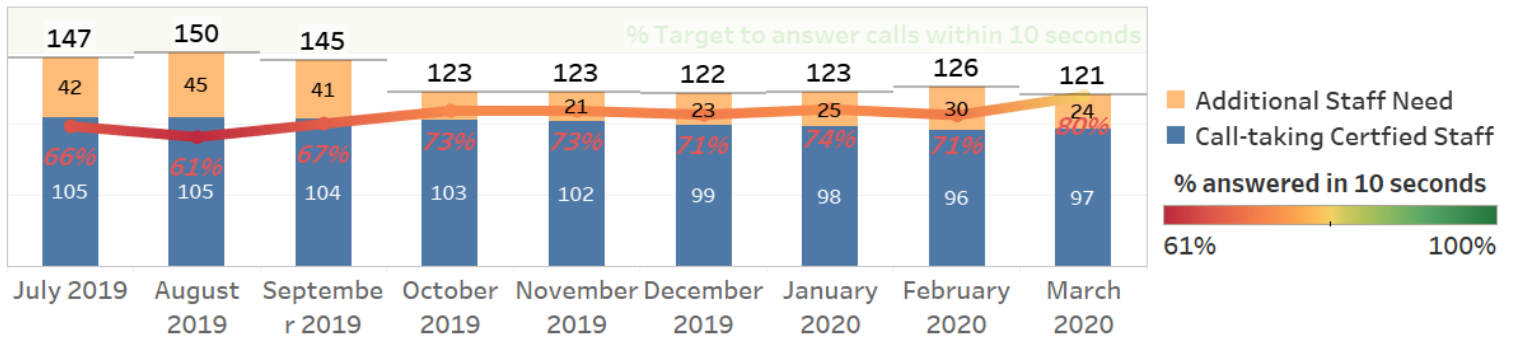
**Call Answering: March, 2020**

- 36,163 9-1-1 calls answered
- 69% within 10 seconds
- 87% within 20 seconds

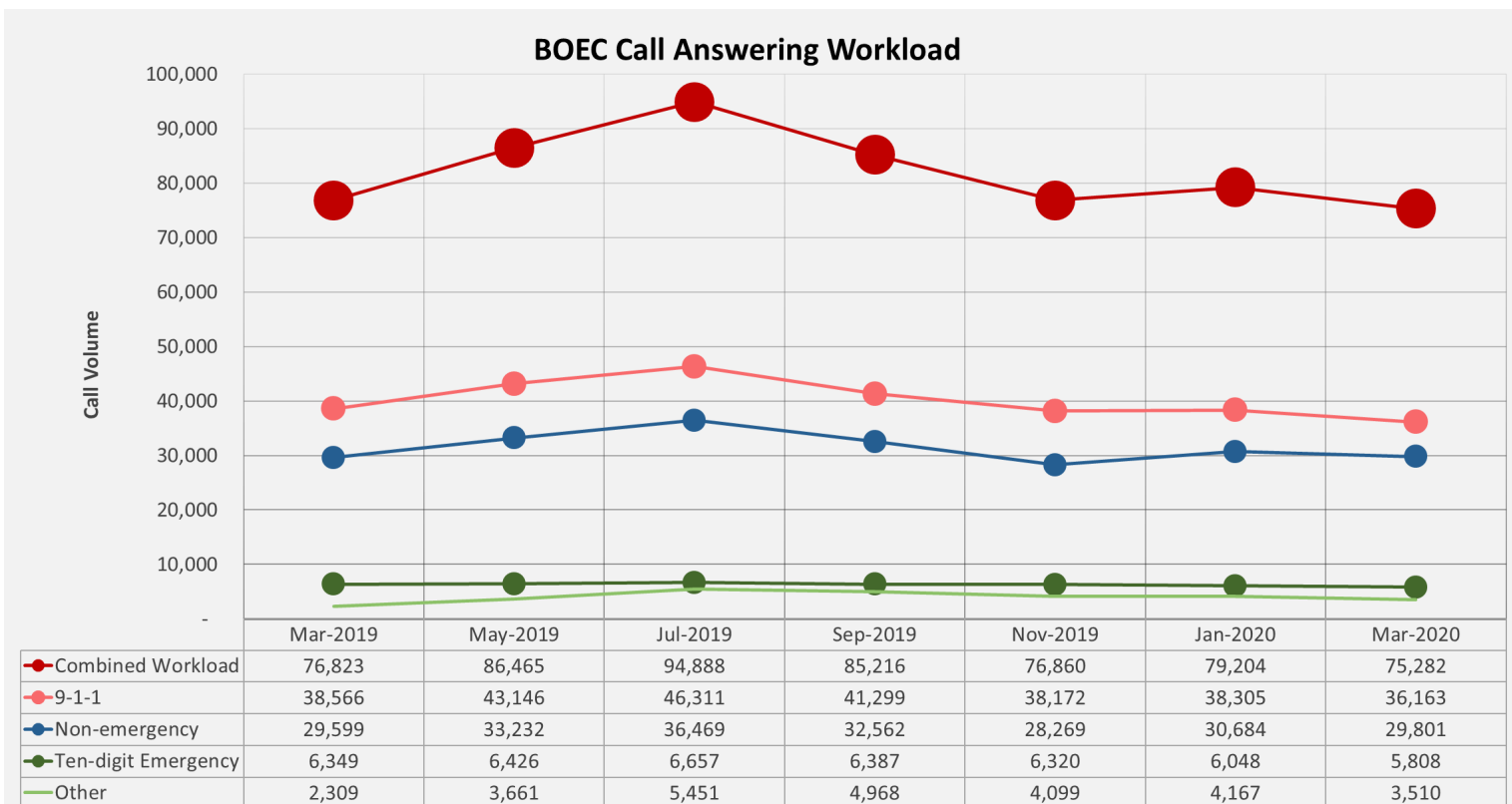
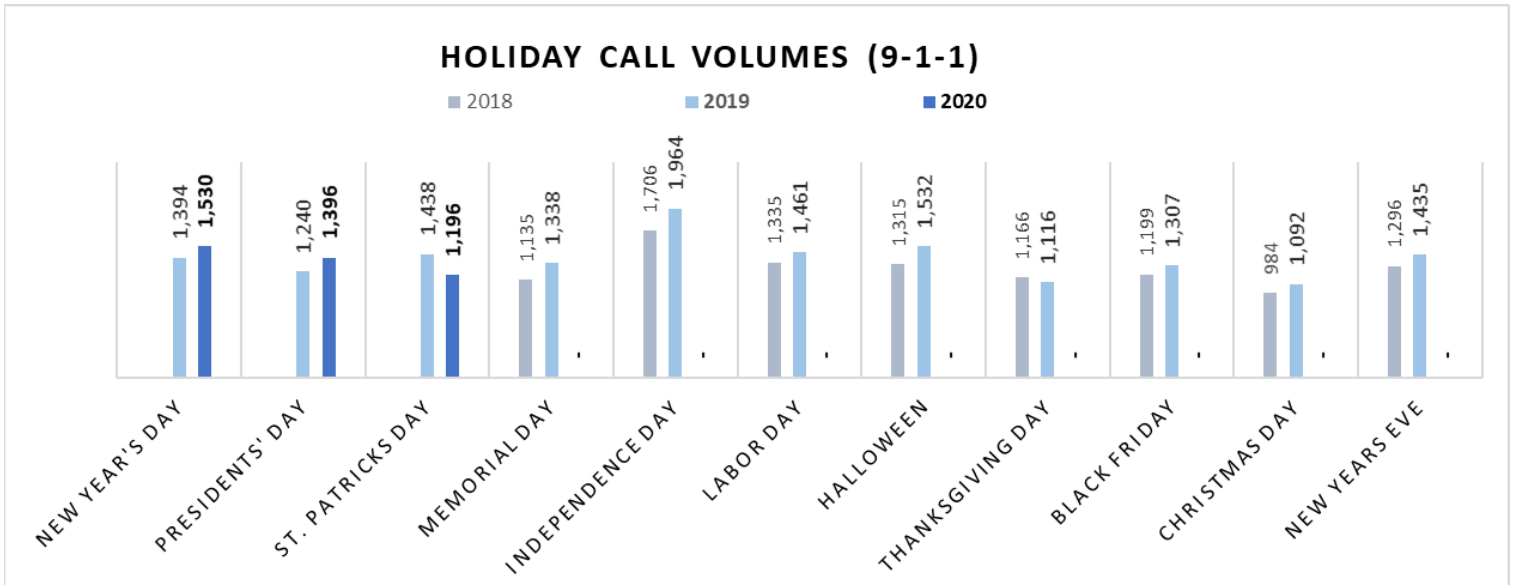
**NENA Standard:** 90% of all 911 calls shall be answered within ten seconds during the busy hour of the day. 95% of all 911 calls should be answered within 20 seconds.



### Dispatch Staffing Required to Answer 911 Calls Within 10 Seconds \*

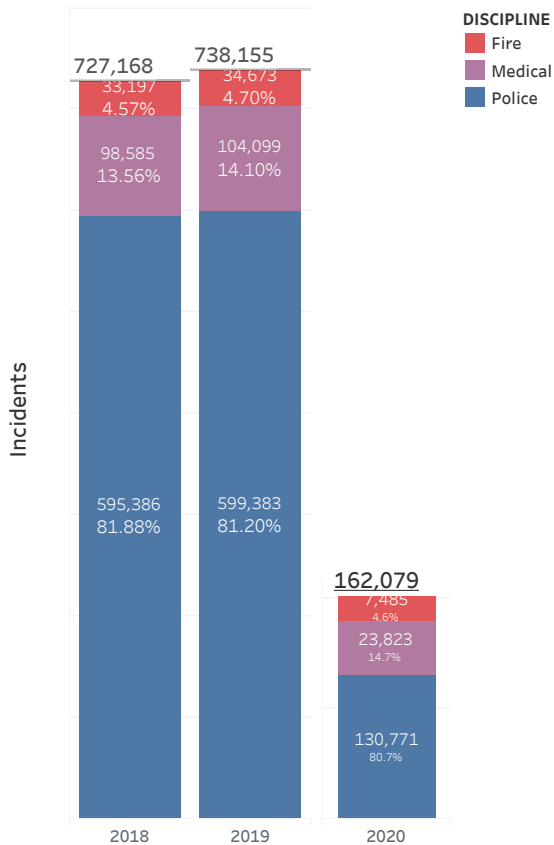


\*Varies by call volume



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

## Dispatch Workload/CAD Incidents



## Homeless-Related Dispatch Workload/CAD Incidents

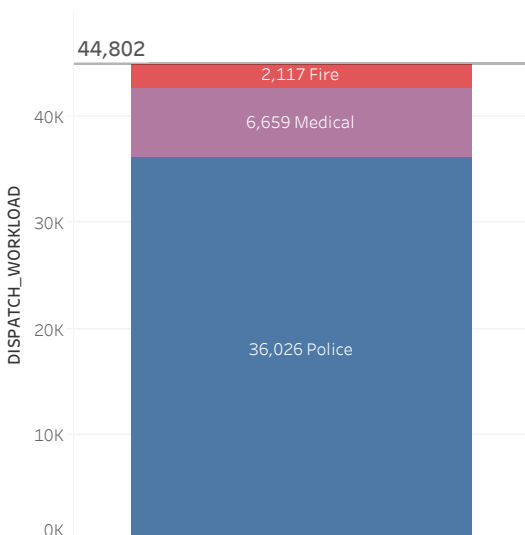
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	703	5.54%	7.00%	9.39%
Medical	1,024	1,152	307	1.04%	1.11%	1.29%
Police	31,053	30,210	6,119	5.22%	5.04%	4.68%
<b>Grand Total</b>	<b>33,915</b>	<b>33,788</b>	<b>7,129</b>	<b>4.66%</b>	<b>4.58%</b>	<b>4.40%</b>

\* % 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	680	94.07%	94.59%	96.87%
Medical	937	1,052	282	91.50%	91.40%	91.86%
Police	27,637	26,836	5,370	90.52%	90.08%	89.92%
<b>Grand Total</b>	<b>30,302</b>	<b>30,179</b>	<b>6,332</b>	<b>90.74%</b>	<b>90.45%</b>	<b>90.70%</b>

## Dispatch Workload/CAD Incidents March 2020



## Homeless-Related Dispatch Workload/CAD Incidents March 2020

	Homeless-Related	% Homeless-Related *
Fire	180	8.50%
Medical	93	1.40%
Police	1,753	4.87%
<b>Grand Total</b>	<b>2,026</b>	<b>4.52%</b>

\* % Homeless-Related with respect to discipline

## Portland Homeless-Related Dispatch Workload/CAD Incidents March 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	171	95.53%
Medical	85	91.40%
Police	1,510	89.35%
<b>Grand Total</b>	<b>1,766</b>	<b>90.01%</b>

## 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	703	5.42%	7.18%	9.86%
Medical	1,024	1,152	307	3.02%	3.41%	4.31%
Police	31,053	30,210	6,119	91.56%	89.41%	85.83%
<b>Grand Total</b>	<b>33,915</b>	<b>33,788</b>	<b>7,129</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

### Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	2,807	49.53%	47.33%	45.87%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	448	6.95%	6.80%	7.32%
WELFARE CHECK	1,879	2,137	438	6.05%	7.07%	7.16%
Other	11,635	11,721	2,426	37.47%	38.80%	39.65%
<b>Total</b>	<b>31,053</b>	<b>30,210</b>	<b>6,119</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

### Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	441	55.77%	56.14%	62.73%
UNKNOWN TYPE FIRE PROBLEM	403	550	146	21.93%	22.67%	20.77%
SMOKE IN AREA- OUTSIDE	129	209	51	7.02%	8.62%	7.25%
Other	281	305	65	15.29%	12.57%	9.25%
<b>Total</b>	<b>1,838</b>	<b>2,426</b>	<b>703</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

### Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	37	14.84%	13.72%	12.05%
OVERDOSE/ALS	90	95	16	8.79%	8.25%	5.21%
SICK/CODE 1 EMS ONLY	90	117	48	8.79%	10.16%	15.64%
ASSAULT/ALS	78	99	19	7.62%	8.59%	6.19%
UNCONSCIOUS/ALS	71	81	8	6.93%	7.03%	2.61%
TRAUMA/ALS	57	53	13	5.57%	4.60%	4.23%
UNKNOWN/ALS	55	60	15	5.37%	5.21%	4.89%
SICK/ALS	46	73	24	4.49%	6.34%	7.82%
Other	385	416	127	37.60%	36.11%	41.37%
<b>Total</b>	<b>1,024</b>	<b>1,152</b>	<b>307</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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

	Day Average	Month Total
Fire	1.94	46.55
Medical	2.68	64.35
Police	50.70	1,216.69
<b>Grand Total</b>	<b>55.32</b>	<b>1,327.59</b>