BOEC Update: *July 2020*

Significant Updates:
- BOEC labor contract ratified by PPA and by City Council.

Strategic Plan Progress:
1. **Call Performance and Staffing:** Trainee Academy complete with six new call taking trainees. October academy planned; 18 candidates moving forward to backgrounds (12 vacancies).
2. **Consistent, Efficient, and Effective Call Triage:** Portland Street Response pilot slated to focus on Lents with ramp-up to include six units.
3. **Public Information and Outreach:** Focusing on COVID-19 public messaging and responding to emerging 911 and media issues.
4. **Partner Agency Collaboration:** Finance Committee is recommending funding model adjustment and is discussing IGA revision.
5. **Equity:** Undoing Institutional Racism training is scheduled for Leadership and Supervisory teams; Determining how to implement training bureau-wide. Reviewing recruitment background processes.
6. **Training and Quality Assurance:** Continuing education classes have been identified to ensure DPSST requirements are met or exceeded. Interim QA program is under development including adherence to COVID-19 questioning.
7. **Career and Leadership Development:** Virtual Academy curriculum is being organized into leadership and career development tracks.
8. **Technology Systems:** COVID-19 telework requirements are being supported. ProQA codes are entered into Development CAD and are ready for testing; developing implementation plans with the Port.
9. **Administration Processes:** Completed budget year-end. Conducting bi-monthly managerial team budget review.
10. **Secure, Efficient, and Resilient Facility:** Continuing COVID-19 response and recovery – plexiglass barriers being installed to facilitate a safer training environment; finalizing pandemic section of COOP with current response and lessons learned.

Integrity

Respect

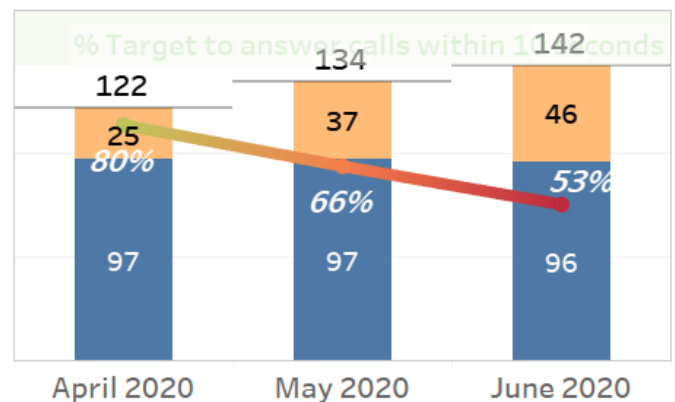**Competence**

Compassion

Responsibility

Teamwork

> "A mistake that makes you humble is better than an achievement that makes you arrogant." *-Unknown*

Certfied dispatch staffing required to answer 9-1-1 calls within 10 seconds*

*Varies by call volume

Additional Staff Need
Call-taking Certfied Staff

% answered in 10 seconds
53%   100%

(118 FTE Currently Authorized)

2019-2020 Budget to date: (FY 100% Complete)

-Expenditures: $27,238,203 (budgeted)
                 $24,390,786 (89.5% expended)
                 $ 2,847,417 (remaining)
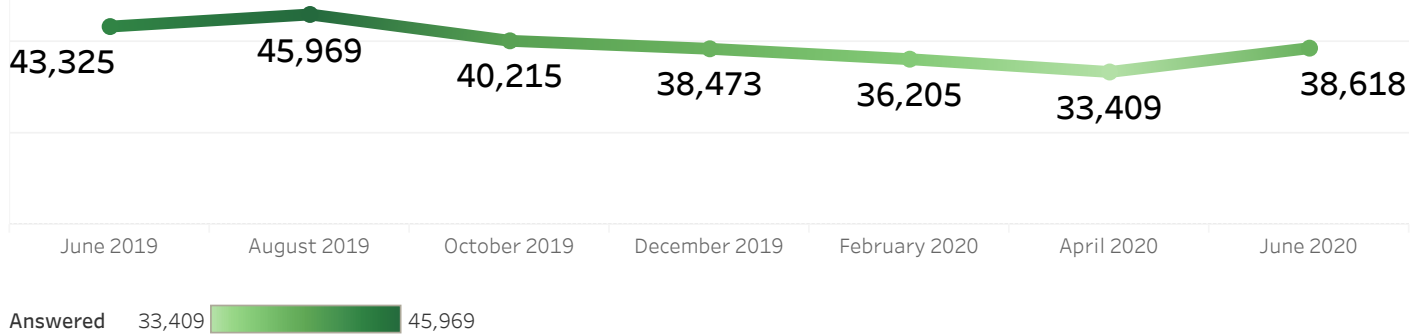
-Revenue: $27,238,203 (budgeted)
                 $25,799,552 (94.7% collected)
                 $ 1,438,651 (remaining)

Call Answering: June 2020
- 38,618 9-1-1 calls answered
- 59% within 15 seconds
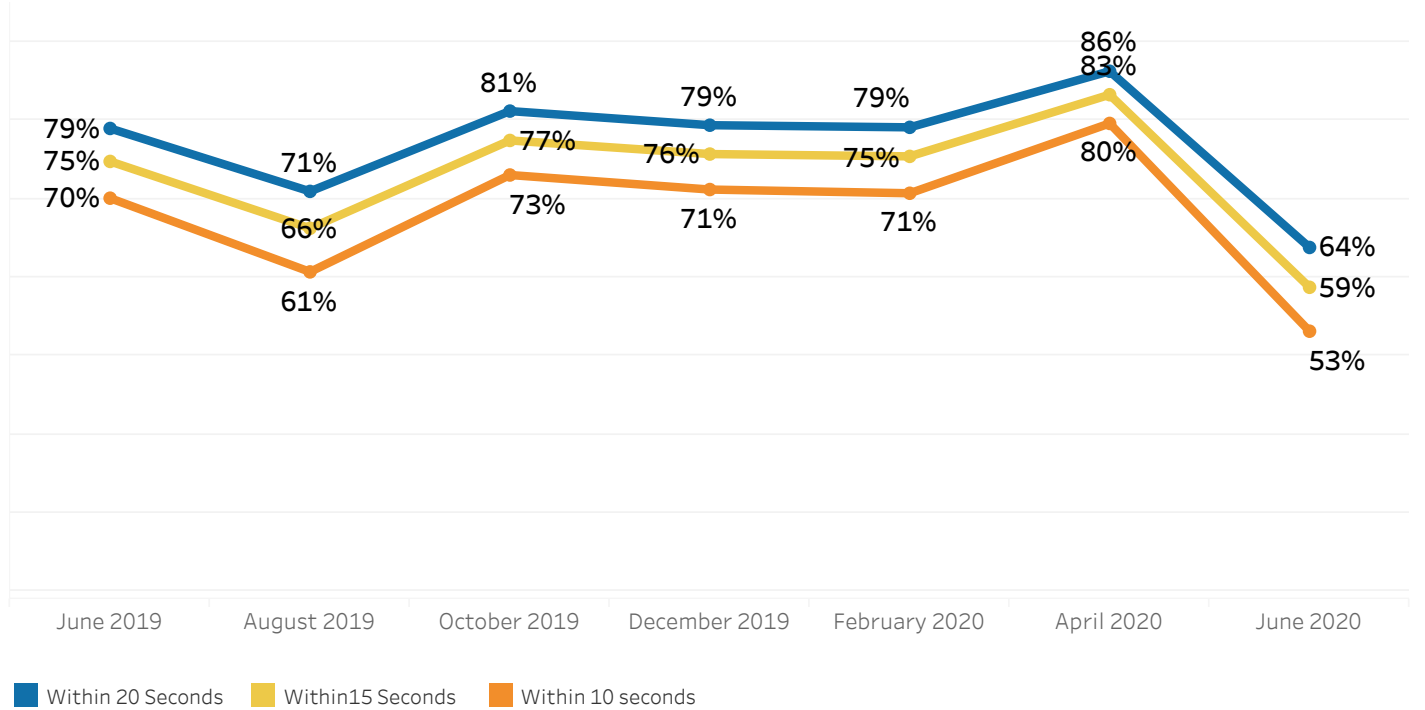- 64% within 20 seconds

NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends

	June 2019	August 2019	October 2019	December 2019	February 2020	April 2020	June 2020
	43,325	45,969	40,215	38,473	36,205	33,409	38,618

Answered   33,409 ▮▮▮▮▮▮ 45,969

9-1-1 Call Answering Performance Trends
<u>NENA Standards:</u> 90% in 15 seconds; 95% in 20 seconds

	June 2019	August 2019	October 2019	December 2019	February 2020	April 2020	June 2020
Within 20 Seconds	79%	71%	81%	79%	79%	86%	64%
Within 15 Seconds	75%	66%	77%	76%	75%	83%	59%
Within 10 seconds	70%	61%	73%	71%	71%	80%	53%

■ Within 20 Seconds   ■ Within15 Seconds   ■ Within 10 seconds

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

	June 2019	August 2019	October 2019	December 2019	February 2020	April 2020	June 2020
	13	18	11	13	13	9	24

Avg. wait time in seconds
9 ▮▮▮▮▮ 24

Certfied dispatch staffing required to answer 9-1-1 calls within 10 seconds*

% Target to answer calls within 10 seconds

	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020
Total	123	123	122	123	126	121	122	134	142
Additional Staff Need	21	21	23	25	30	24	25	37	46
% answered in 10 seconds	73%	73%	71%	74%	71%	80%	80%	66%	53%
Call-taking Certfied Staff	103	102	99	98	96	97	97	97	96

Legend:
- Additional Staff Need
- Call-taking Certfied Staff
- % answered in 10 seconds (53% → 100%)

*Varies by call processing metrix per hour: {call volume, talk-time, calls answered within performance goal, call taker time on phone, call processing time, call queue time}
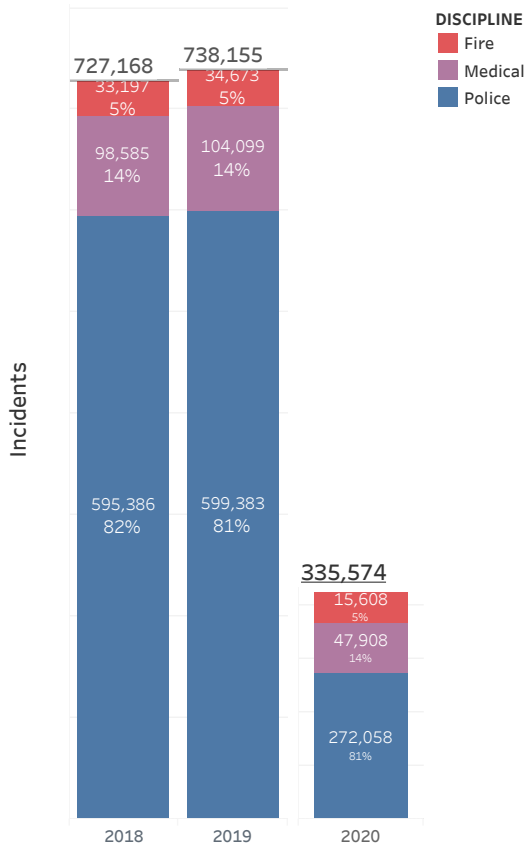
HOLIDAY CALL VOLUMES (9-1-1)

Legend: 2018, 2019, **2020**

Holiday	2018	2019	2020
NEW YEAR'S DAY	1,292	1,394	**1,530**
PRESIDENTS' DAY	1,062	1,240	**1,396**
ST. PATRICKS DAY	1,014	1,438	**1,196**
MEMORIAL DAY	1,135	1,338	**1,397**
INDEPENDENCE DAY	1,706	1,964	
LABOR DAY	1,335	1,461	
HALLOWEEN	1,315	1,532	
THANKSGIVING DAY	1,166	1,116	
BLACK FRIDAY	1,199	1,307	
CHRISTMAS DAY	984	1,092	
NEW YEARS EVE	1,296	1,435	
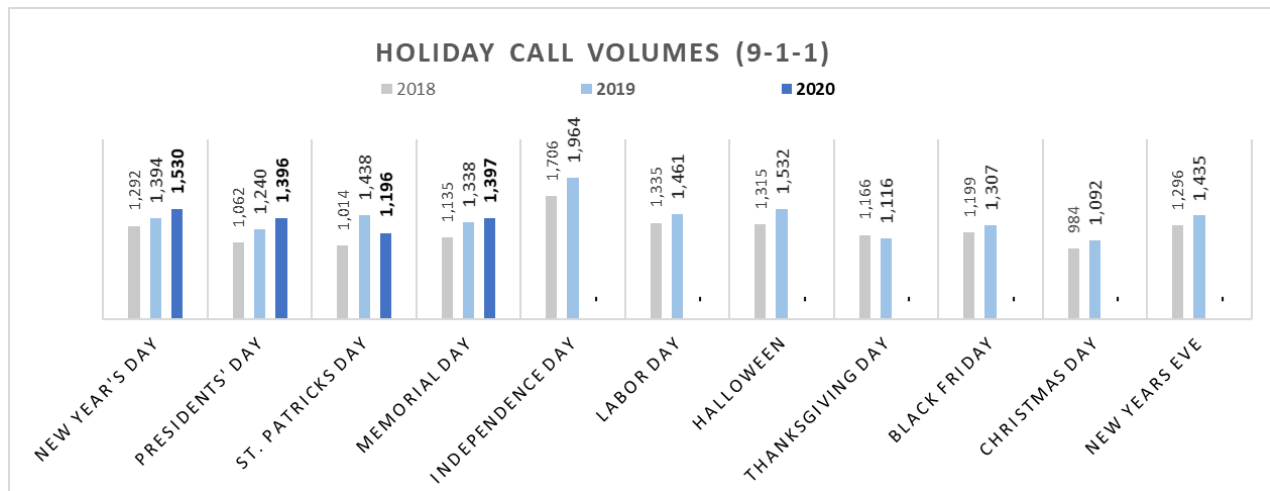
BOEC Workload Call Volume

Legend:
- 9-1-1
- Non-Emergency
- Ten-digit Emergency
- Other
- Workload Total
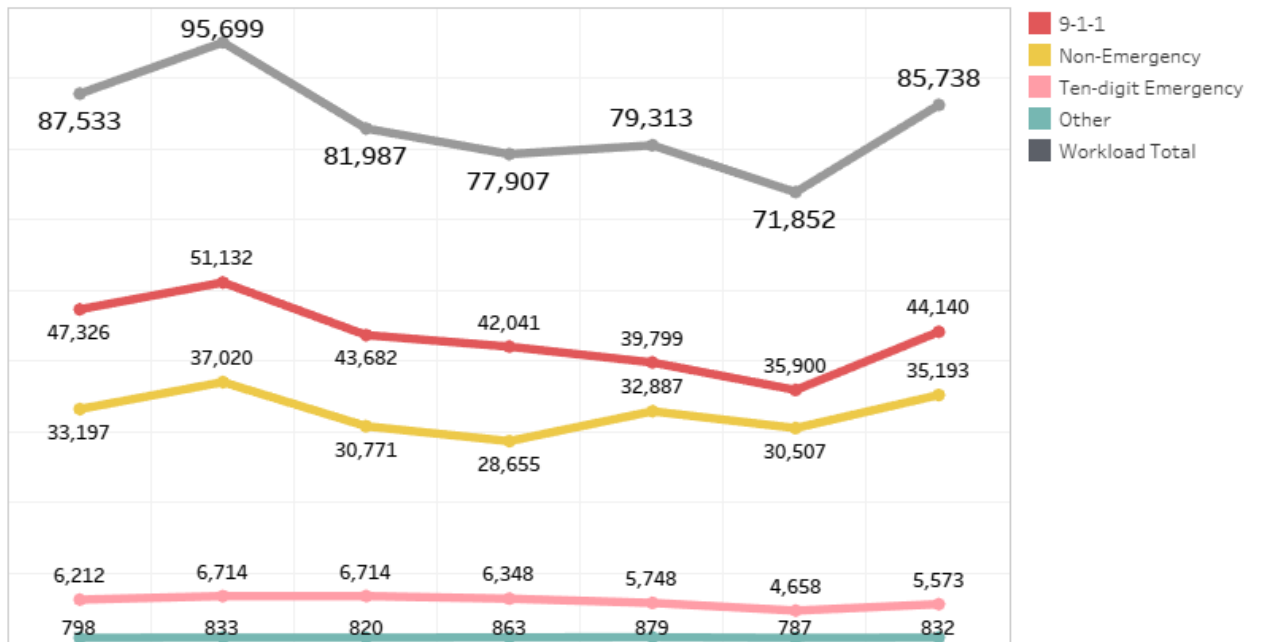
	June 2019	August 2019	October 2019	December 2019	February 2020	April 2020	June 2020
9-1-1	47,326	51,132	43,682	42,041	39,799	35,900	44,140
Non-Emergency	33,197	37,020	30,771	28,655	32,887	30,507	35,193
Ten-digit Emergency	6,212	6,714	6,714	6,348	5,748	4,658	5,573
Other	798	833	820	863	879	787	832
Workload Total	87,533	95,699	81,987	77,907	79,313	71,852	85,738

Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted

Dispatch Workload/CAD Incidents

DISCIPLINE
- Fire
- Medical
- Police

2018: 727,168
- 33,197 / 5%
- 98,585 / 14%
- 595,386 / 82%

2019: 738,155
- 34,673 / 5%
- 104,099 / 14%
- 599,383 / 81%

2020: 335,574
- 15,608 / 5%
- 47,908 / 14%
- 272,058 / 81%

Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	1,312	5.54%	7.00%	8.41%
Medical	1,024	1,152	657	1.04%	1.11%	1.37%
Police	31,053	30,210	13,918	5.22%	5.04%	5.12%
Grand Total	33,915	33,788	15,887	4.66%	4.58%	4.73%

* % 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	1,269	94.07%	94.59%	97.32%
Medical	937	1,052	616	91.50%	91.40%	93.76%
Police	27,637	26,836	11,849	90.52%	90.08%	89.46%
Grand Total	30,302	30,179	13,734	90.74%	90.45%	90.32%

Dispatch Workload/CAD Incidents
June 2020
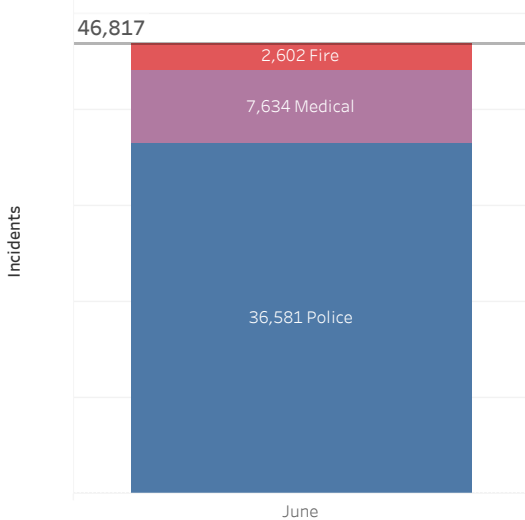
46,817
- 2,602 Fire
- 7,634 Medical
- 36,581 Police

Homeless-Related Dispatch Workload/CAD Incidents
June 2020

	Homeless-Related	% Homeless-Related *
Fire	175	6.73%
Medical	94	1.23%
Police	1,982	5.42%
Grand Total	2,251	4.81%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents
June 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	169	96.57%
Medical	91	96.81%
Police	1,711	89.16%
Grand Total	1,971	90.08%

Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related			% Homeless-Related by Discipline		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	1,312	5.42%	7.18%	8.26%
Medical	1,024	1,152	657	3.02%	3.41%	4.14%
Police	31,053	30,210	13,918	91.56%	89.41%	87.61%
Grand Total	33,915	33,788	15,887	100.00%	100.00%	100.00%

Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	6,114	49.53%	47.33%	43.93%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	963	6.95%	6.80%	6.92%
WELFARE CHECK	1,879	2,137	976	6.05%	7.07%	7.01%
Other	11,635	11,721	5,865	37.47%	38.80%	42.14%
Total	31,053	30,210	13,918	100.00%	100.00%	100.00%

Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	752	55.77%	56.14%	57.32%
UNKNOWN TYPE FIRE PROBLEM	403	550	299	21.93%	22.67%	22.79%
SMOKE IN AREA- OUTSIDE	129	209	100	7.02%	8.62%	7.62%
Other	281	305	161	15.29%	12.57%	12.27%
Total	1,838	2,426	1,312	100.00%	100.00%	100.00%

Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	89	14.84%	13.72%	13.55%
OVERDOSE/ALS	90	95	40	8.79%	8.25%	6.09%
SICK/CODE 1 EMS ONLY	90	117	78	8.79%	10.16%	11.87%
ASSAULT/ALS	78	99	56	7.62%	8.59%	8.52%
UNCONSCIOUS/ALS	71	81	35	6.93%	7.03%	5.33%
UNKNOWN/ALS	55	60	39	5.37%	5.21%	5.94%
SICK/ALS	46	73	36	4.49%	6.34%	5.48%
Other	442	469	284	43.16%	40.71%	43.23%
Total	1,024	1,152	657	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	5.33	159.81
Medical	2.36	70.89
Police	72.94	2,188.22
Grand Total	80.63	2,418.91