

BOEC Update: August 2020

Strategic Plan Progress:

1. **Call Performance and Staffing:** October academy planned; 18 candidates in the background phase. (13 vacancies)
2. **Consistent, Efficient, and Effective Call Triage:** Portland Street Response pilot slated to focus on Lents with ramp-up to include six units. BOEC seeking additional FTE related to Portland Street Response
3. **Public Information and Outreach:** Focusing on COVID-19 public messaging and responding to significantly more 911 and media issues in light of protests and civil unrest.
4. **Partner Agency Collaboration:** Finance Committee is recommending funding model adjustment and is discussing IGA revision.
5. **Equity:** Undoing Institutional Racism training is underway for Leadership, Supervisory, and Administrative teams; Developing plans for bureau-wide training. Reviewing recruitment background and call answering processes.
6. **Training and Quality Assurance:** Training for Portland Street Response is being developed. Work continues on an interim QA program, which will interface with all protocols including ProQA
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 CAD recommendations are being programmed. Beginning CAD 76 upgrade analysis.
9. **Administration Processes:** Developing Budget Monitoring Process documentation and conducting bi-monthly managerial team budget review.
10. **Secure, Efficient, and Resilient Facility:** Continuing COVID-19 response and recovery – plexiglass barriers being scheduled for installation to facilitate a safer training environment; investigating a “hands-free” temperature check station. Kick openers being installed on entry doors and locker room door.

Integrity

Respect

Competence

Compassion

Responsibility

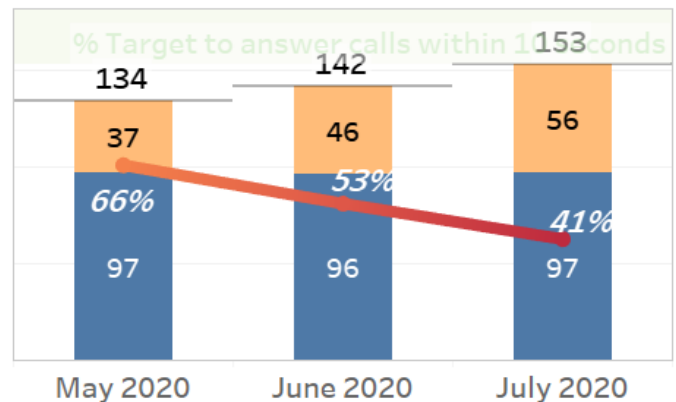
Teamwork



“Be more concerned with your character than your reputation.”

-Coach John Wooden

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



*Varies by call volume

■ Additional Staff Need % answered in 10 seconds
■ Call-taking Certified Staff 41% ■ 100%

(118 FTE Currently Authorized)

2020-2021 Budget to date: (FY 13.4% Complete)

-Expenditures: \$28,478,488 (budgeted)
 \$ 3,509,536 (12.3% expended)
 \$24,968,952 (remaining)

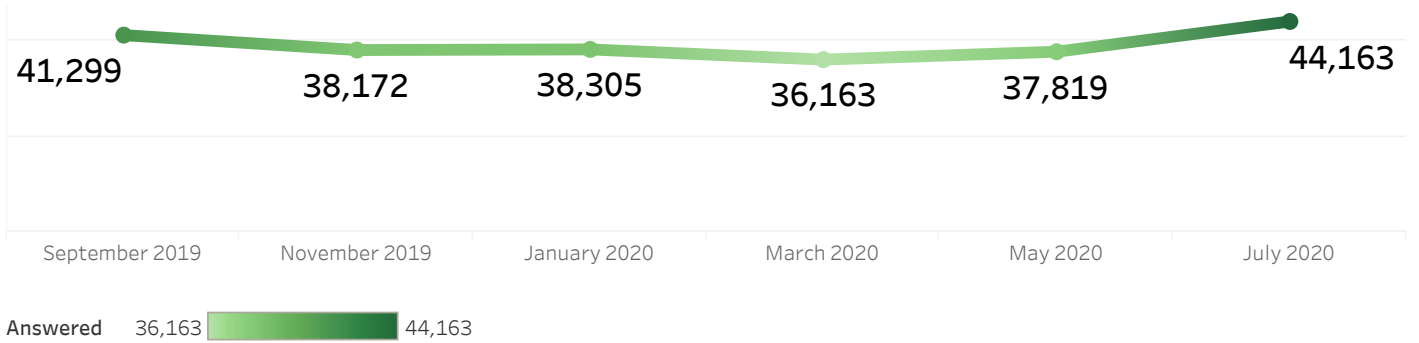
-Revenue: \$28,478,488 (budgeted)
 \$ 3,831,814 (13.5% collected)
 \$24,646,674 (remaining)

Call Answering: July 2020

- 44,163 9-1-1 calls answered
- 47% within 15 seconds
- 53% within 20 seconds

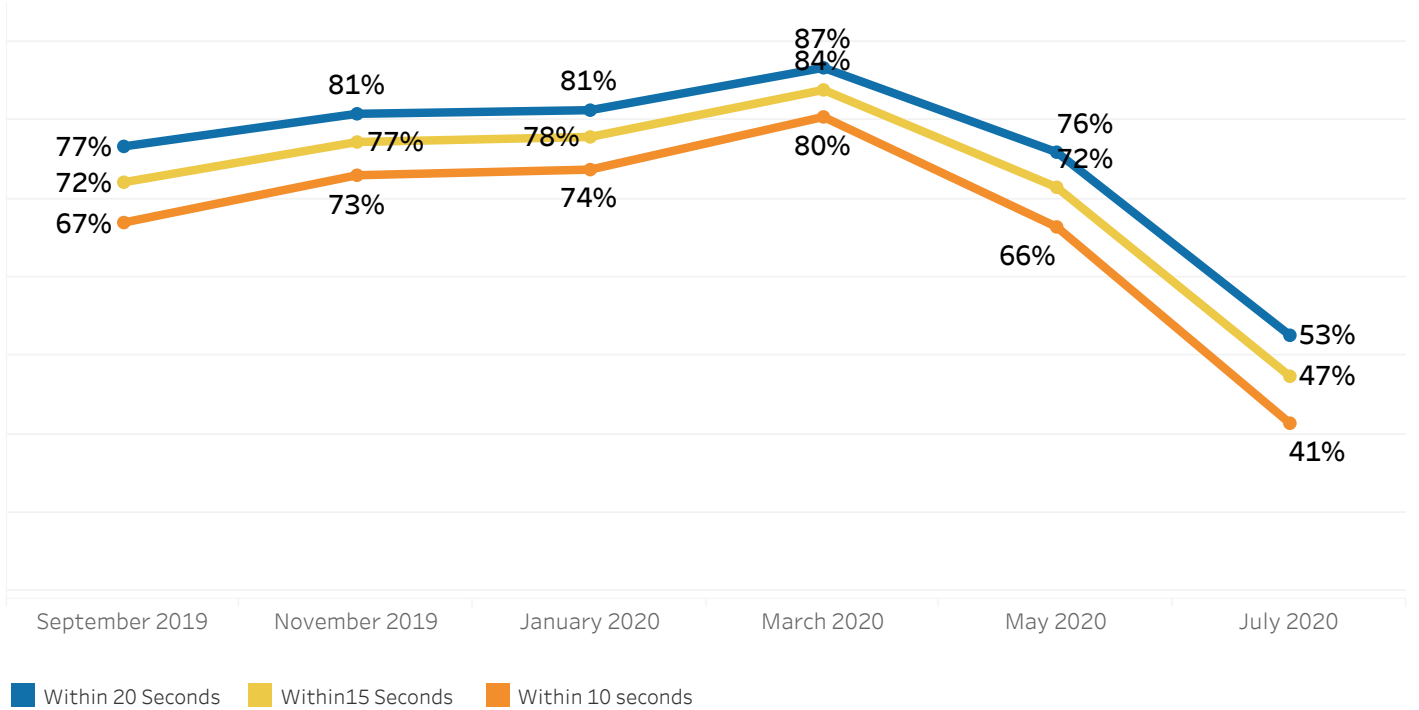
NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends

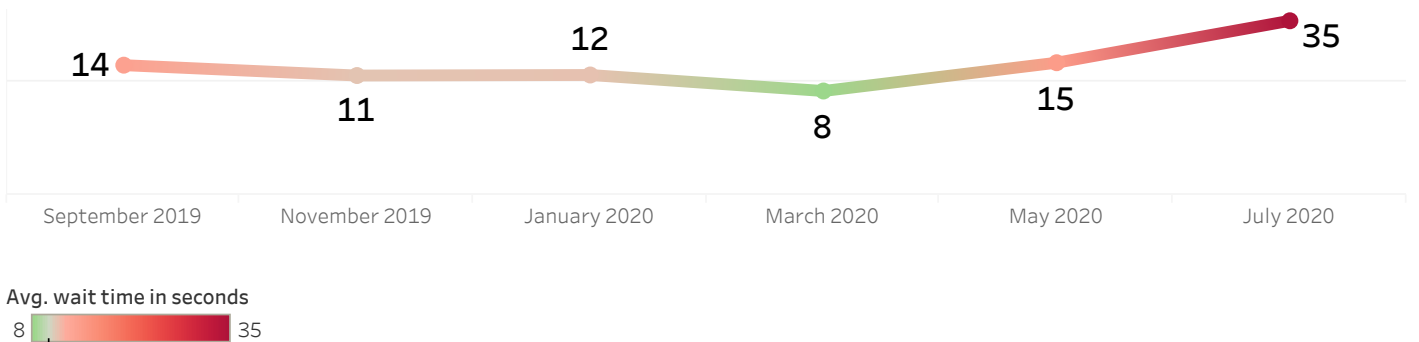


9-1-1 Call Answering Performance Trends

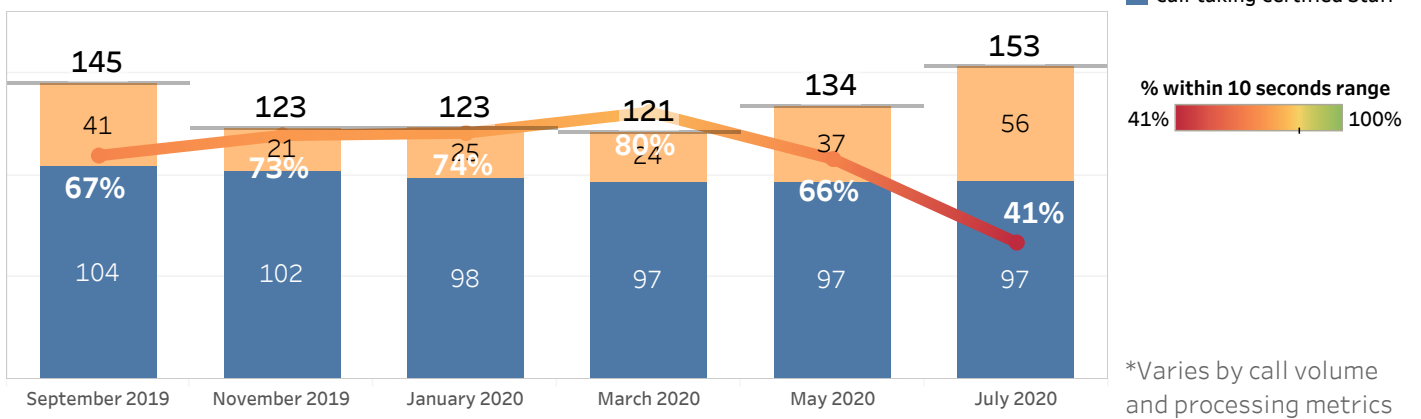
NENA Standards: 90% in 15 seconds; 95% in 20 seconds



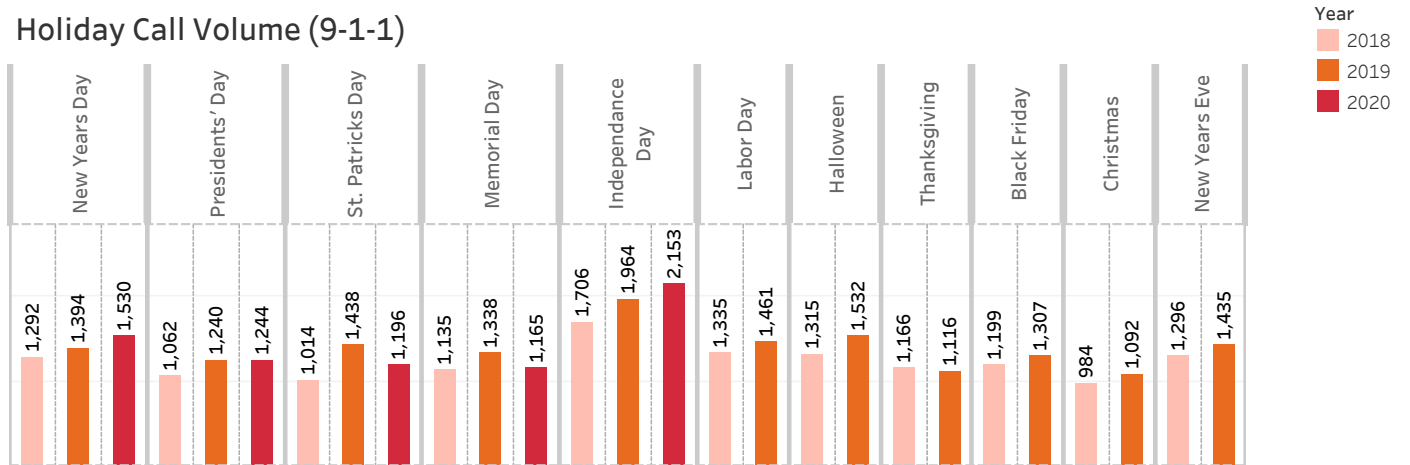
9-1-1 Average Wait-to-answer Time Trends



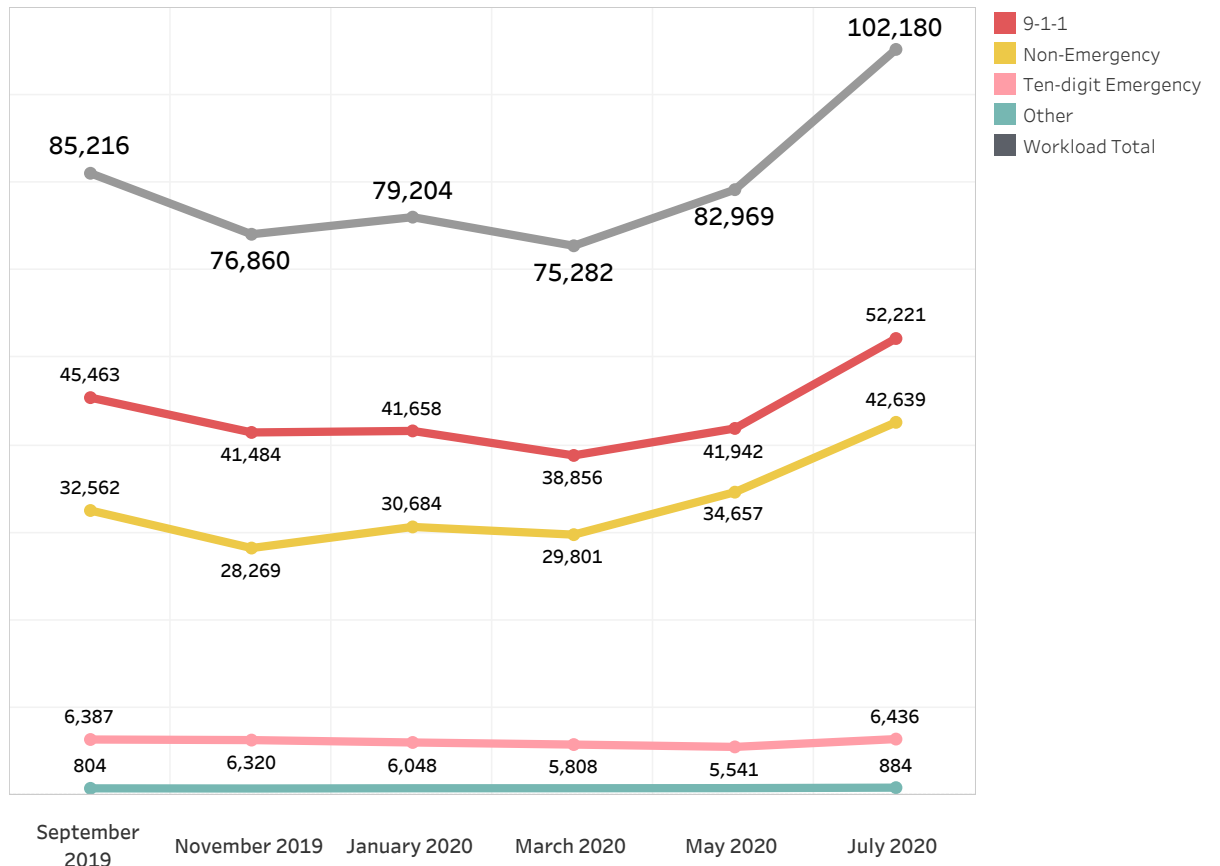
Certified dispatch staffing required to answer 9-1-1 calls within 10 seconds*



Holiday Call Volume (9-1-1)



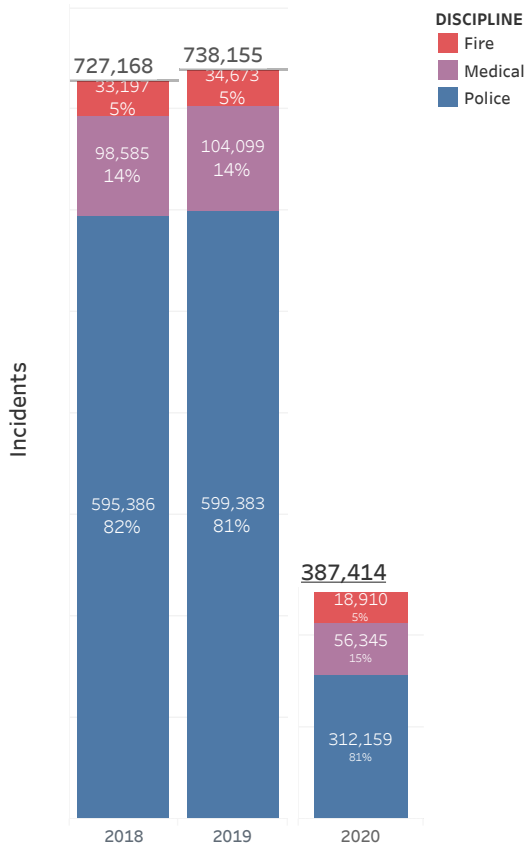
BOEC Workload Call Volume



9-1-1	45,463	41,484	41,658	38,856	41,942	52,221
Non-Emergency	32,562	28,269	30,684	29,801	34,657	42,639
Ten-digit Emergency	6,387	6,320	6,048	5,808	5,541	6,436
Other	804	787	814	817	829	884
Workload Total	85,216	76,860	79,204	75,282	82,969	102,180

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

Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

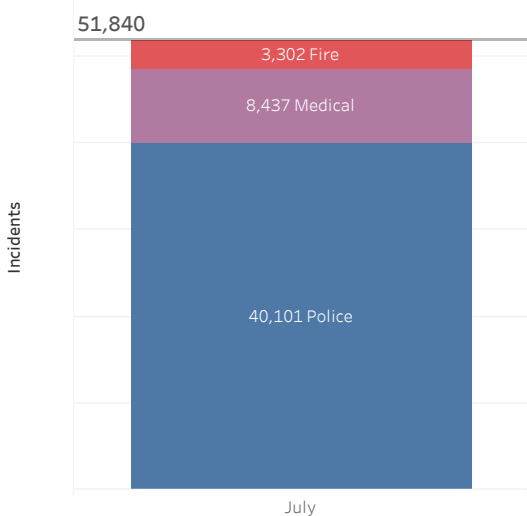
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	1,499	5.54%	7.00%	7.93%
Medical	1,024	1,152	776	1.04%	1.11%	1.38%
Police	31,053	30,210	16,029	5.22%	5.04%	5.13%
Grand Total	33,915	33,788	18,304	4.66%	4.58%	4.72%

* % 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	1,445	94.07%	94.59%	96.91%
Medical	937	1,052	729	91.50%	91.40%	93.94%
Police	27,637	26,836	13,652	90.52%	90.08%	89.56%
Grand Total	30,302	30,179	15,826	90.74%	90.45%	90.38%

Dispatch Workload/CAD Incidents July 2020



Homeless-Related Dispatch Workload/CAD Incidents July 2020

	Homeless-Related	% Homeless-Related *
Fire	187	5.66%
Medical	119	1.41%
Police	2,111	5.26%
Grand Total	2,417	4.66%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents July 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	176	94.12%
Medical	113	94.96%
Police	1,803	90.24%
Grand Total	2,092	90.80%

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	1,499	5.42%	7.18%	8.19%
Medical	1,024	1,152	776	3.02%	3.41%	4.24%
Police	31,053	30,210	16,029	91.56%	89.41%	87.57%
Grand Total	33,915	33,788	18,304	100.00%	100.00%	100.00%

Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	6,841	49.53%	47.33%	42.68%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	1,092	6.95%	6.80%	6.81%
WELFARE CHECK	1,879	2,137	1,132	6.05%	7.07%	7.06%
Other	11,635	11,721	6,964	37.47%	38.80%	43.45%
Total	31,053	30,210	16,029	100.00%	100.00%	100.00%

Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	829	55.77%	56.14%	55.30%
UNKNOWN TYPE FIRE PROBLEM	403	550	350	21.93%	22.67%	23.35%
SMOKE IN AREA- OUTSIDE	129	209	111	7.02%	8.62%	7.40%
Other	281	305	209	15.29%	12.57%	13.94%
Total	1,838	2,426	1,499	100.00%	100.00%	100.00%

Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	110	14.84%	13.72%	14.18%
OVERDOSE/ALS	90	95	54	8.79%	8.25%	6.96%
SICK/CODE 1 EMS ONLY	90	117	90	8.79%	10.16%	11.60%
ASSAULT/ALS	78	99	68	7.62%	8.59%	8.76%
UNCONSCIOUS/ALS	71	81	43	6.93%	7.03%	5.54%
UNKNOWN/ALS	55	60	45	5.37%	5.21%	5.80%
SICK/ALS	46	73	39	4.49%	6.34%	5.03%
Other	442	469	327	43.16%	40.71%	42.14%
Total	1,024	1,152	776	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	2.13	66.03
Medical	3.03	93.91
Police	81.58	2,528.91
Grand Total	86.74	2,688.85