

BOEC Update: Oct. 2020

Significant Updates:

- **ProQA Project Status:** All software and hardware have been installed. Functional testing will be finalized in December. Fire/EMS Command Staff attending in-depth training on EMD and EFD protocols. Dispatcher training begins in January. Video-based field training for fire and police personnel will begin in January. "Go-live" is scheduled April 20.

Strategic Plan Progress:

1. **Call Performance and Staffing:** Academy slated to begin October 19 with 12 trainees. (BOEC currently has 15 vacancies.)
2. **Consistent, Efficient, and Effective Call Triage:** Additional FTE and operations floor reconfiguration to accommodate Portland Street Response being vetted. Planning for ProQA Dispatch Review Committee.
3. **Public Information and Outreach:** COVID-19 public messaging and responding to media inquiries in light of civil unrest.
4. **Partner Agency Collaboration:** IGA revision and funding model being discussed. Addressing COVID and protest-related call processing and dispatch modifications.
5. **Equity:** Undoing Institutional Racism training for Leadership, Supervisory, and Administrative teams complete in December. Bureau-wide training plans are underway. Reviewing recruitment background and call answering processes through the Results-Based Accountability.
6. **Training and Quality Assurance:** Initial PSR Training is rolling out.
7. **Career and Leadership Development:** Incorporating into Assistant Ops Manager role.
8. **Technology Systems:** ProQA call types entered and being tested in CAD. Assisting partner agencies with various projects that integrate with CAD. Assessing feasibility of future CAD upgrade to cloud services.
9. **Administration Processes:** Conducting bi-monthly managerial team budget review.
10. **Secure, Efficient, and Resilient Facility:** Vetting multiple options for replacement dispatch and call answering consoles in Operations.

Integrity

Respect

Competence

Compassion

Responsibility

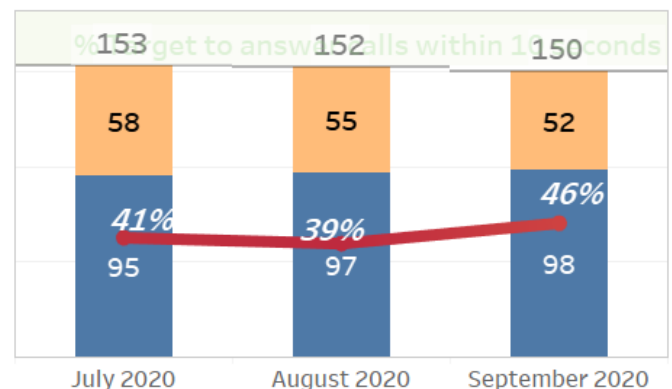
Teamwork



“Do the best you can until you know better. Then when you know better, do better.”

- Maya Angelou

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 39% 100%

(118 FTE Currently Authorized)

2020-2021 Budget to date: (FY 16.7% Complete)

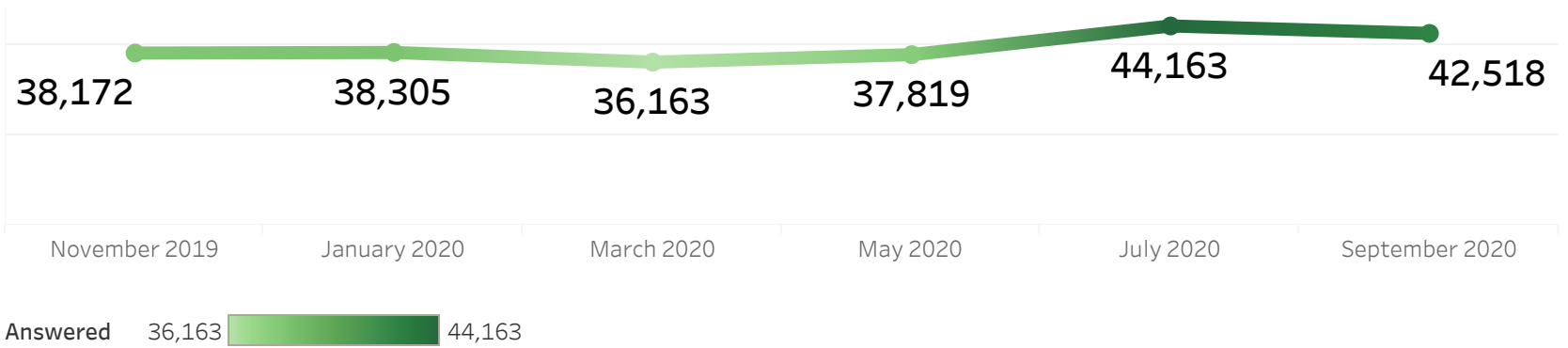
-Expenditures:	\$28,478,488 (budgeted)
	<u>\$ 6,904,248 (24.2% expended)</u>
	\$21,574,240 (remaining)
-Revenue:	\$28,478,488 (budgeted)
	<u>\$ 6,030,385 (21.2% collected)</u>
	\$22,448,103 (remaining)

Call Answering: September 2020

- 42,518 9-1-1 calls answered
- 52% within 15 seconds
- 57% within 20 seconds

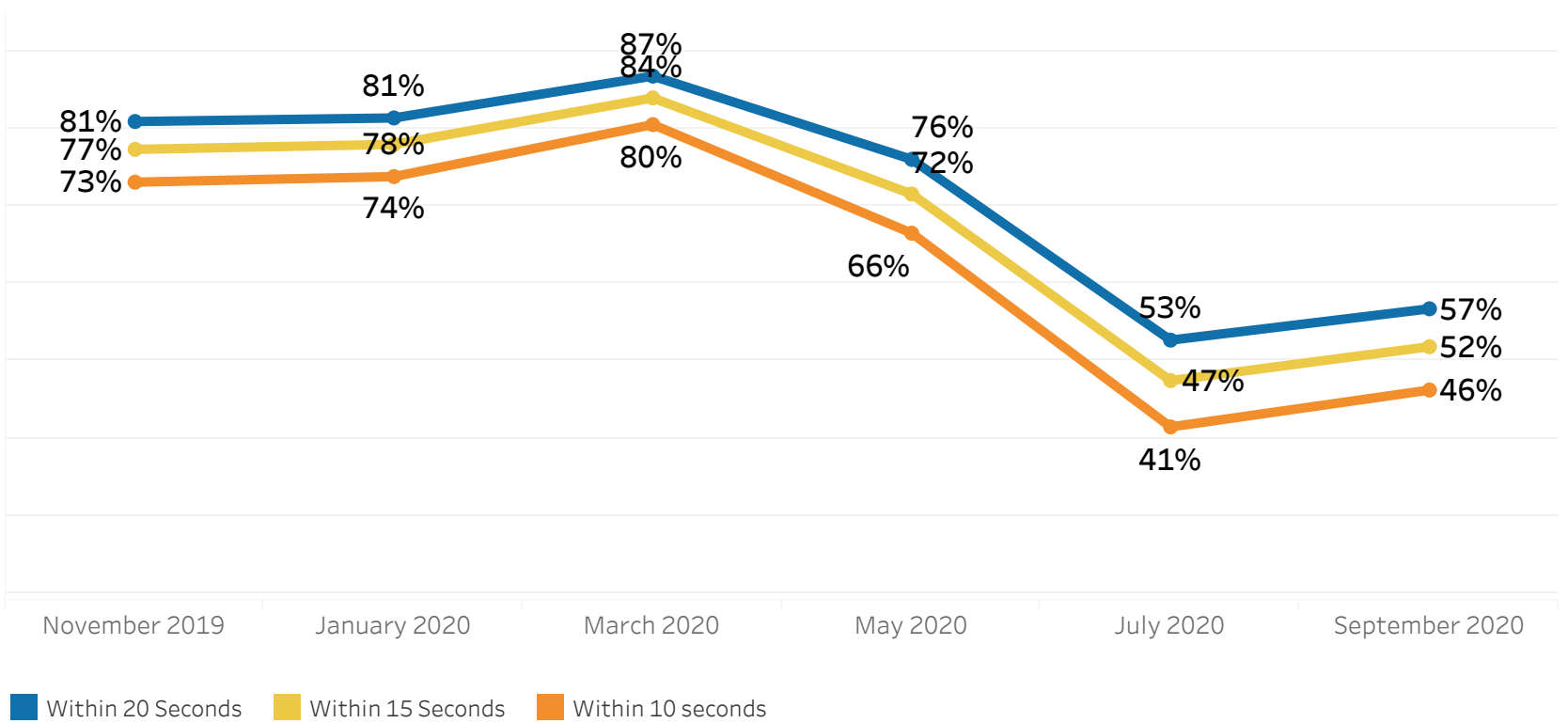
NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends*

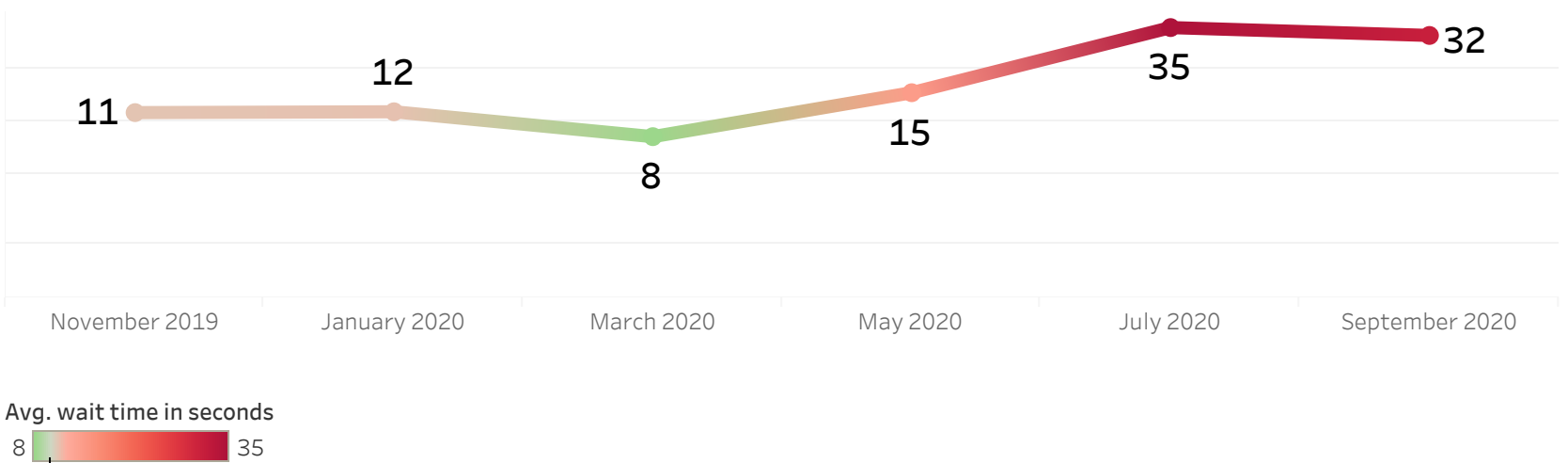


9-1-1 Call Answering Performance Trends*

NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds

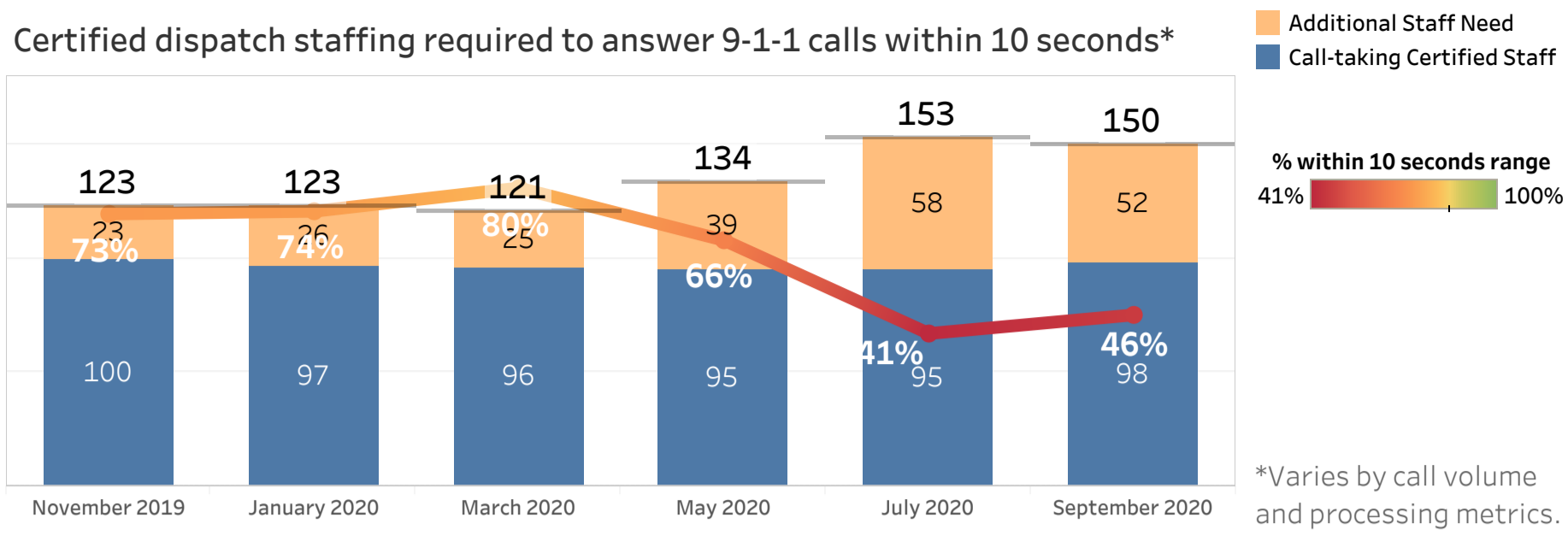


9-1-1 Average Wait-to-answer Time Trends*



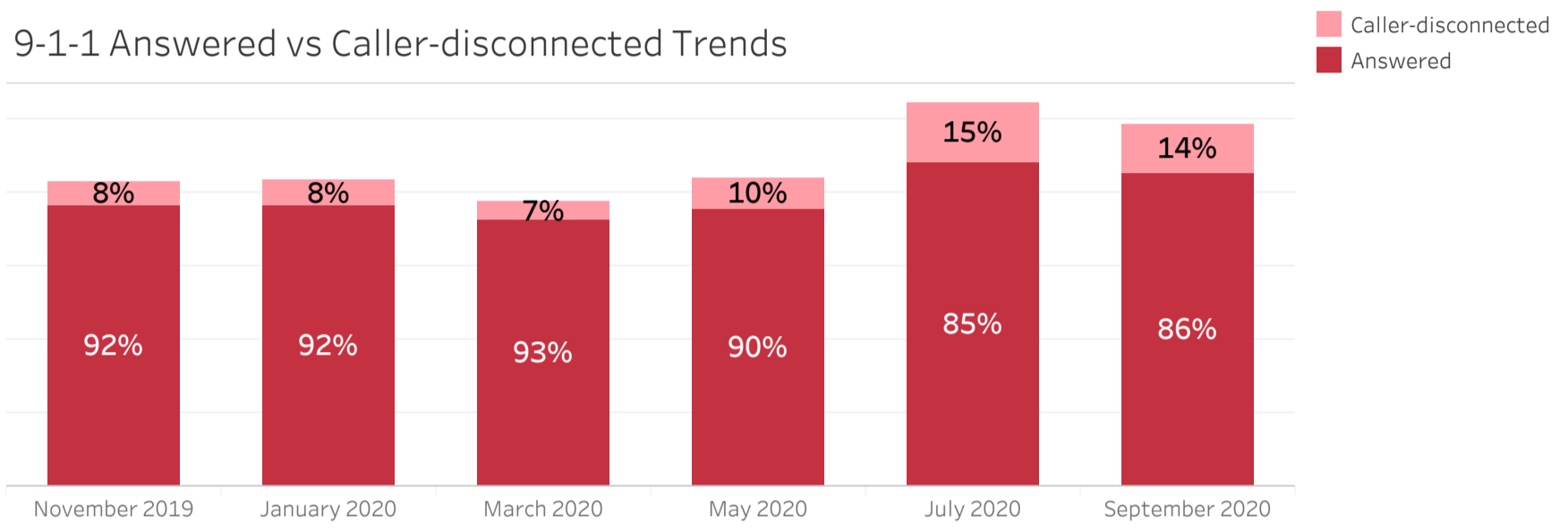
*Caller-disconnected calls are not included.

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

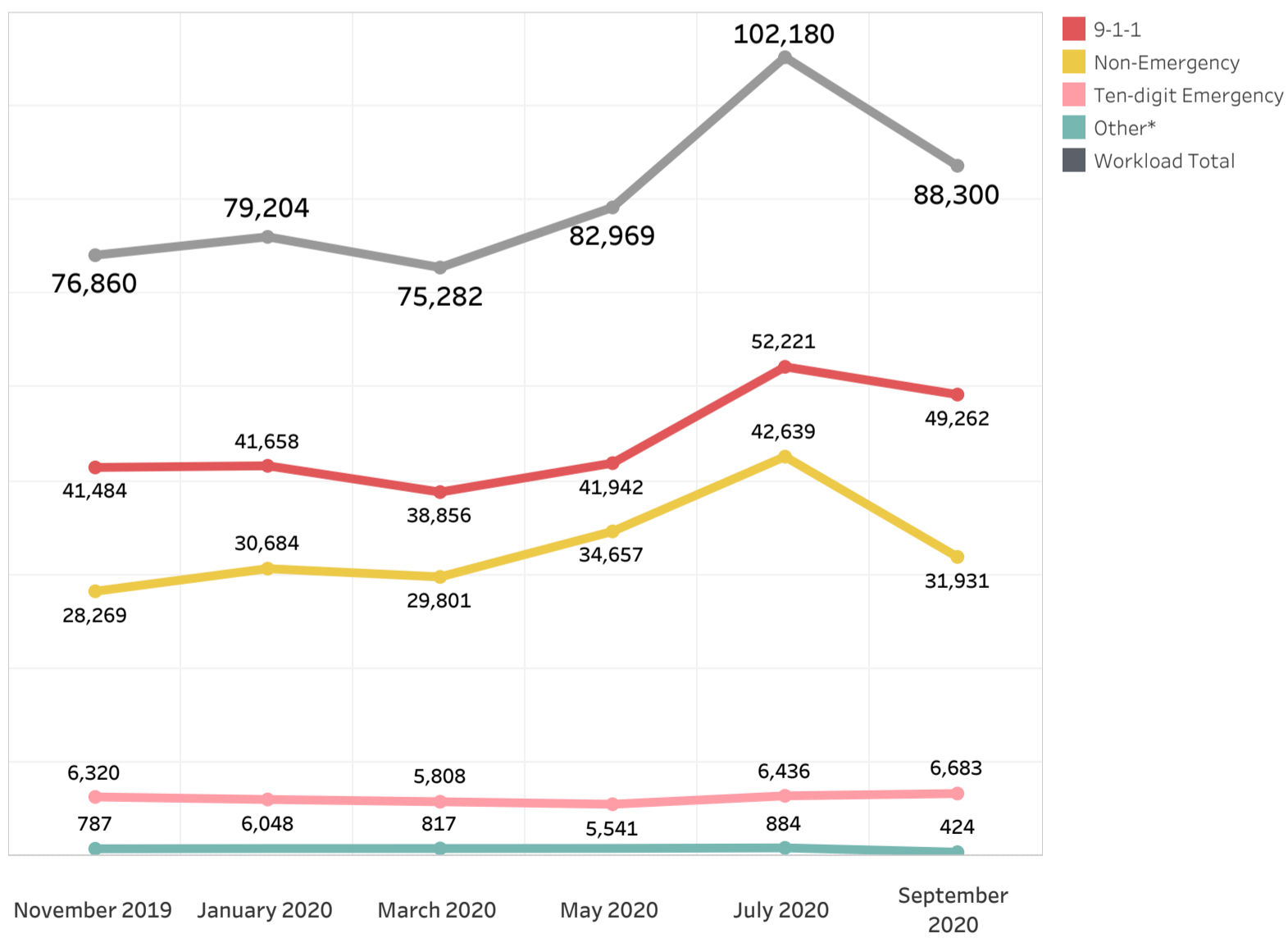


*Varies by call volume and processing metrics.

9-1-1 Answered vs Caller-disconnected Trends



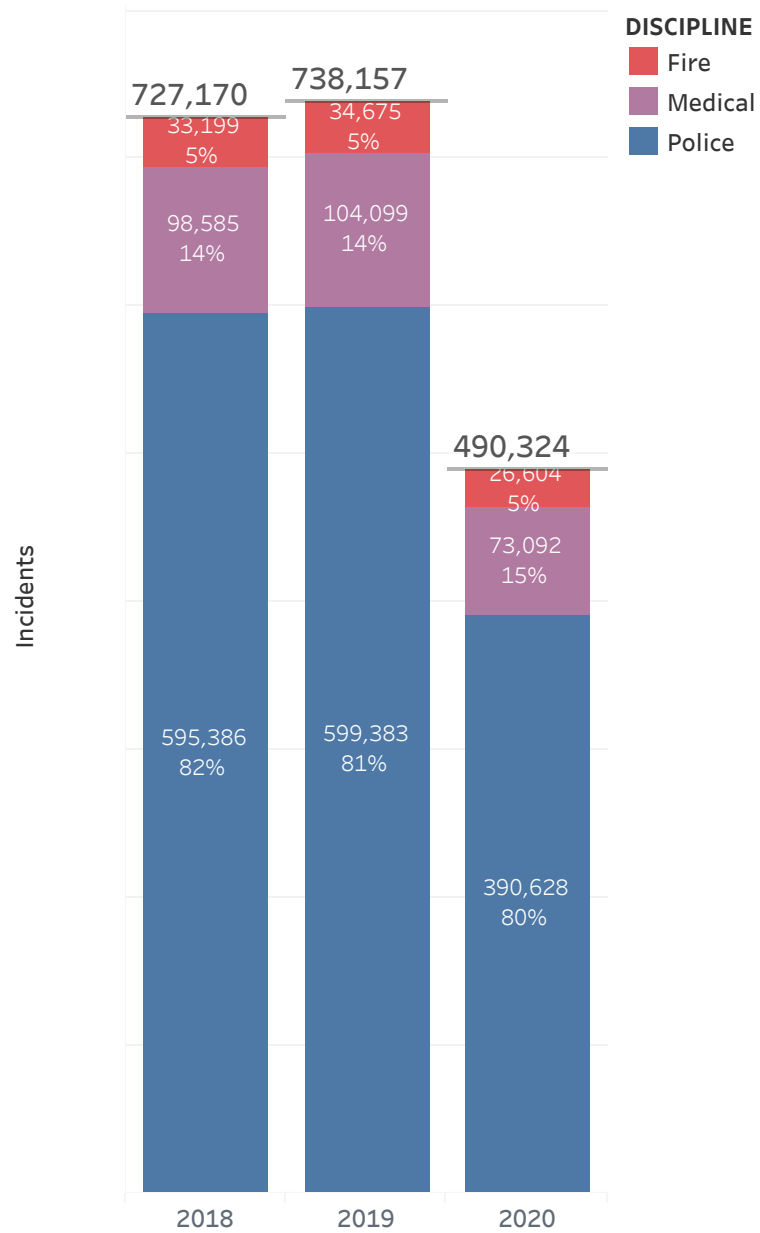
BOEC Workload Call Volume



	November 2019	January 2020	March 2020	May 2020	July 2020	September 2020
9-1-1	41,484	41,658	38,856	41,942	52,221	49,262
Non-Emergency	28,269	30,684	29,801	34,657	42,639	31,931
Ten-digit Emergency	6,320	6,048	5,808	5,541	6,436	6,683
Other*	787	814	817	829	884	424
Workload Total	76,860	79,204	75,282	82,969	102,180	88,300

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

Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

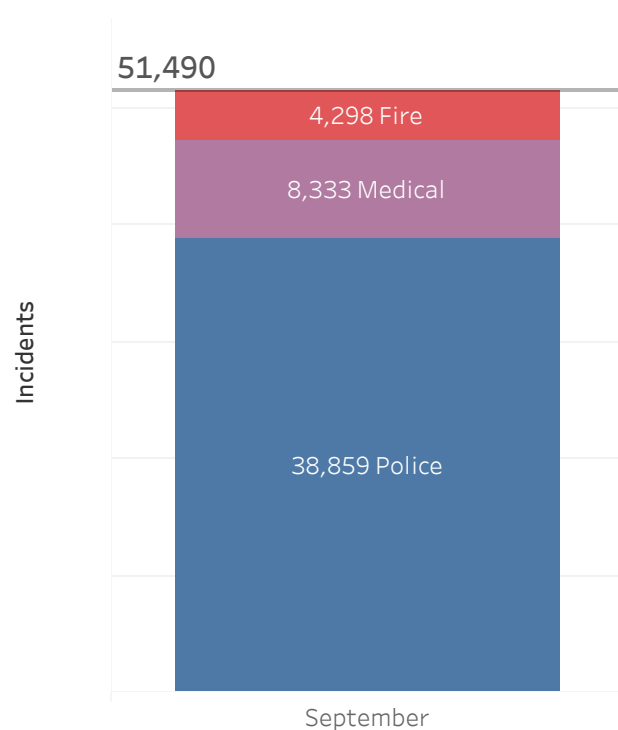
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	2,163	5.54%	7.00%	8.13%
Medical	1,024	1,152	1,000	1.04%	1.11%	1.37%
Police	31,053	30,210	20,024	5.22%	5.04%	5.13%
Grand Total	33,915	33,788	23,187	4.66%	4.58%	4.73%

* % 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	2,080	94.07%	94.59%	96.70%
Medical	937	1,052	936	91.50%	91.40%	93.69%
Police	27,637	26,836	17,057	90.52%	90.08%	89.48%
Grand Total	30,302	30,179	20,073	90.74%	90.45%	90.37%

Dispatch Workload/CAD Incidents September 2020



Homeless-Related Dispatch Workload/CAD Incidents September 2020

	Homeless-Related	% Homeless-Related *
Fire	468	10.89%
Medical	124	1.49%
Police	2,030	5.22%
Grand Total	2,622	5.09%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents September 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	446	95.71%
Medical	113	91.87%
Police	1,731	88.95%
Grand Total	2,290	90.34%

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	2,163	5.42%	7.18%	9.33%
Medical	1,024	1,152	1,000	3.02%	3.41%	4.31%
Police	31,053	30,210	20,024	91.56%	89.41%	86.36%
Grand Total	33,915	33,788	23,187	100.00%	100.00%	100.00%

Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	8,205	49.53%	47.33%	40.98%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	1,374	6.95%	6.80%	6.86%
WELFARE CHECK	1,879	2,137	1,393	6.05%	7.07%	6.96%
Other	11,635	11,721	9,052	37.47%	38.80%	45.21%
Total	31,053	30,210	20,024	100.00%	100.00%	100.00%

Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	1,233	55.77%	56.14%	57.00%
UNKNOWN TYPE FIRE PROBLEM	403	550	472	21.93%	22.67%	21.82%
SMOKE IN AREA- OUTSIDE	129	209	157	7.02%	8.62%	7.26%
Other	281	305	301	15.29%	12.57%	13.92%
Total	1,838	2,426	2,163	100.00%	100.00%	100.00%

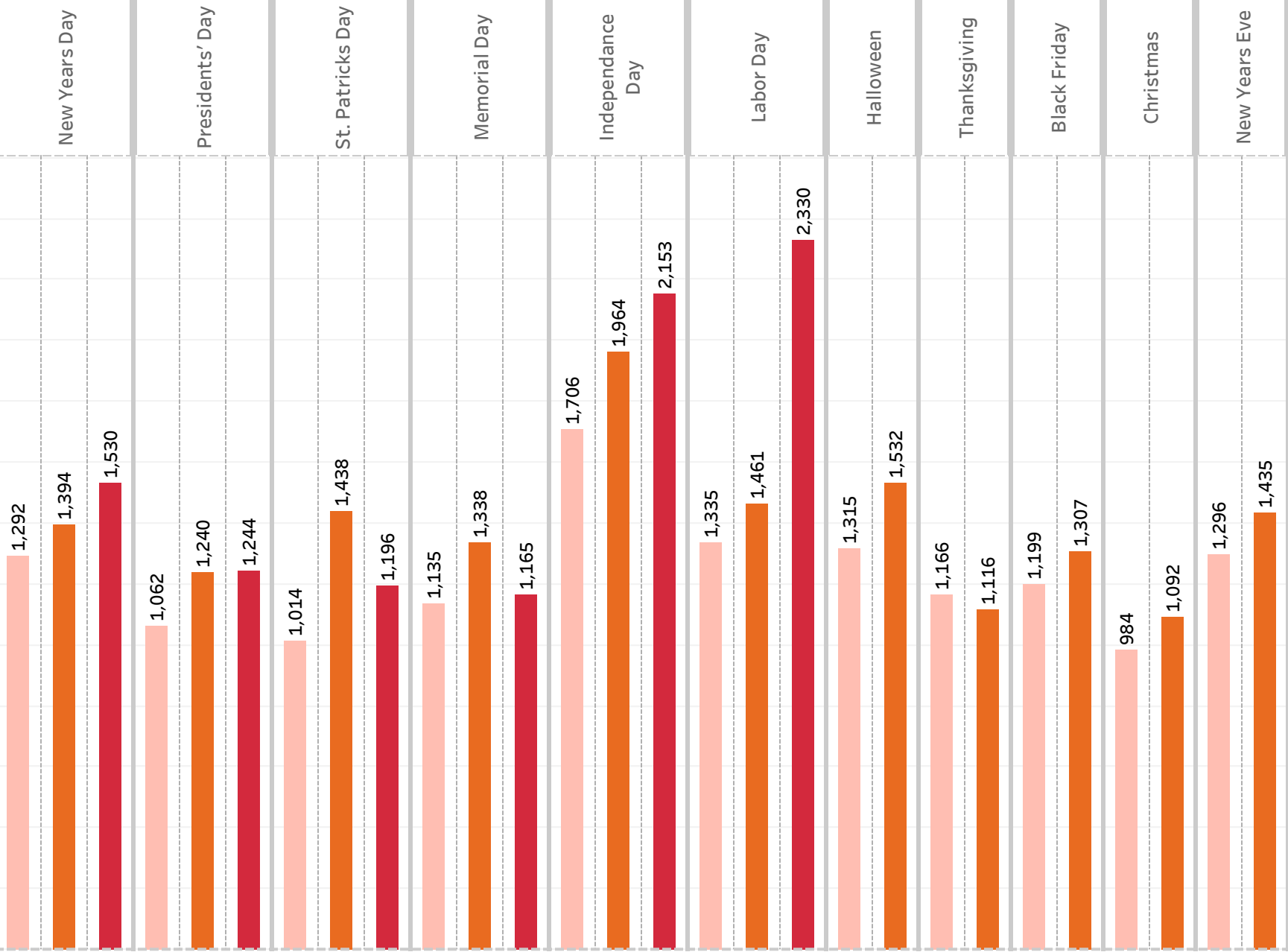
Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	149	14.84%	13.72%	14.90%
OVERDOSE/ALS	90	95	70	8.79%	8.25%	7.00%
SICK/CODE 1 EMS ONLY	90	117	101	8.79%	10.16%	10.10%
ASSAULT/ALS	78	99	91	7.62%	8.59%	9.10%
UNCONSCIOUS/ALS	71	81	68	6.93%	7.03%	6.80%
UNKNOWN/ALS	55	60	51	5.37%	5.21%	5.10%
SICK/ALS	46	73	45	4.49%	6.34%	4.50%
Other	442	469	425	43.16%	40.71%	42.50%
Total	1,024	1,152	1,000	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	6.57	197.21
Medical	2.73	82.03
Police	98.20	2,946.09
Grand Total	107.51	3,225.33

Holiday Call Volume (9-1-1)



Year
■ 2018
■ 2019
■ 2020