

BOEC Update: Nov. 2020

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork



“Your own soul is nourished when you are kind; it is destroyed when you are cruel.”

- Ancient Proverb

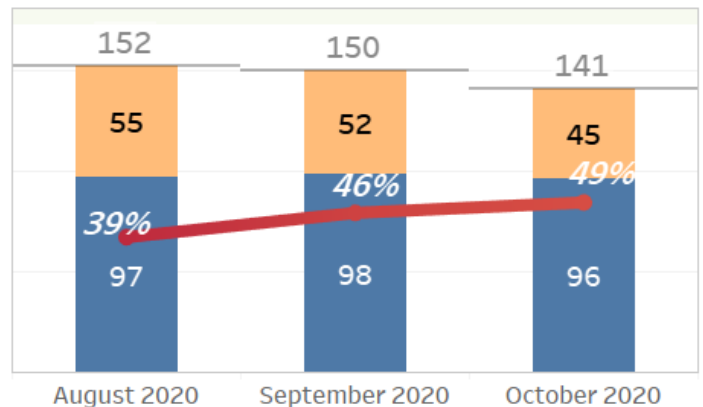
Significant Updates:

- **ProQA Project Status:** Testing underway; Dispatcher training begins in January. Newly-formed Dispatch Review Committee finalizing response configurations. “Go-live” is on schedule for May 4, 2021.

Strategic Plan Progress:

1. **Call Performance and Staffing:** Training academy underway with 11 trainees. Recruitment for May academy underway.
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:** Supported joint information center activation for recent elections.
4. **Partner Agency Collaboration:** IGA revision and funding model discussions continue; ongoing adaptation of call processing and dispatch protocols due to COVID-19 impacts and responder resource reductions.
5. **Equity:** Undoing Institutional Racism training for Leadership, Supervisory, and Administrative teams near complete. Equity lens, plan, and budget being developed through on-going equity discussions and Equity Committee work.
6. **Training and Quality Assurance:** Current focus on ProQA deployment, ethics, CPR, and academy training. Groundwork complete for PSR training.
7. **Career and Leadership Development:** Researching development programs through contacts at PSU.
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:** FY21/22 budget preparation underway; seeking eight additional dispatch FTE.
10. **Secure, Efficient, and Resilient Facility:** Replacement dispatch and call-answering console selections due by December. Participating in Black Sky Exercise with a focus on shared resources with neighboring bureaus.

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 33.3% Complete)

-Expenditures: \$28,474,488 (budgeted)
 \$ 8,930,921 (31.4% expended)
 \$19,543,567 (remaining)

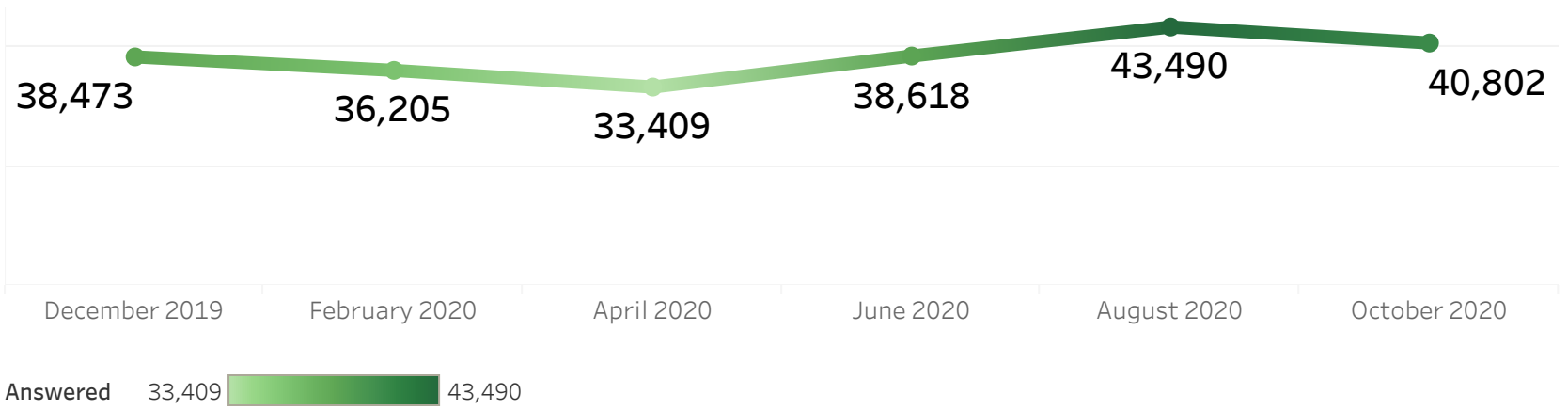
-Revenue: \$28,474,488 (budgeted)
 \$ 9,444,892 (33.2% collected)
 \$19,029,596 (remaining)

Call Answering: October 2020

- 40,802 9-1-1 calls answered
- 55% within 15 seconds
- 60% within 20 seconds

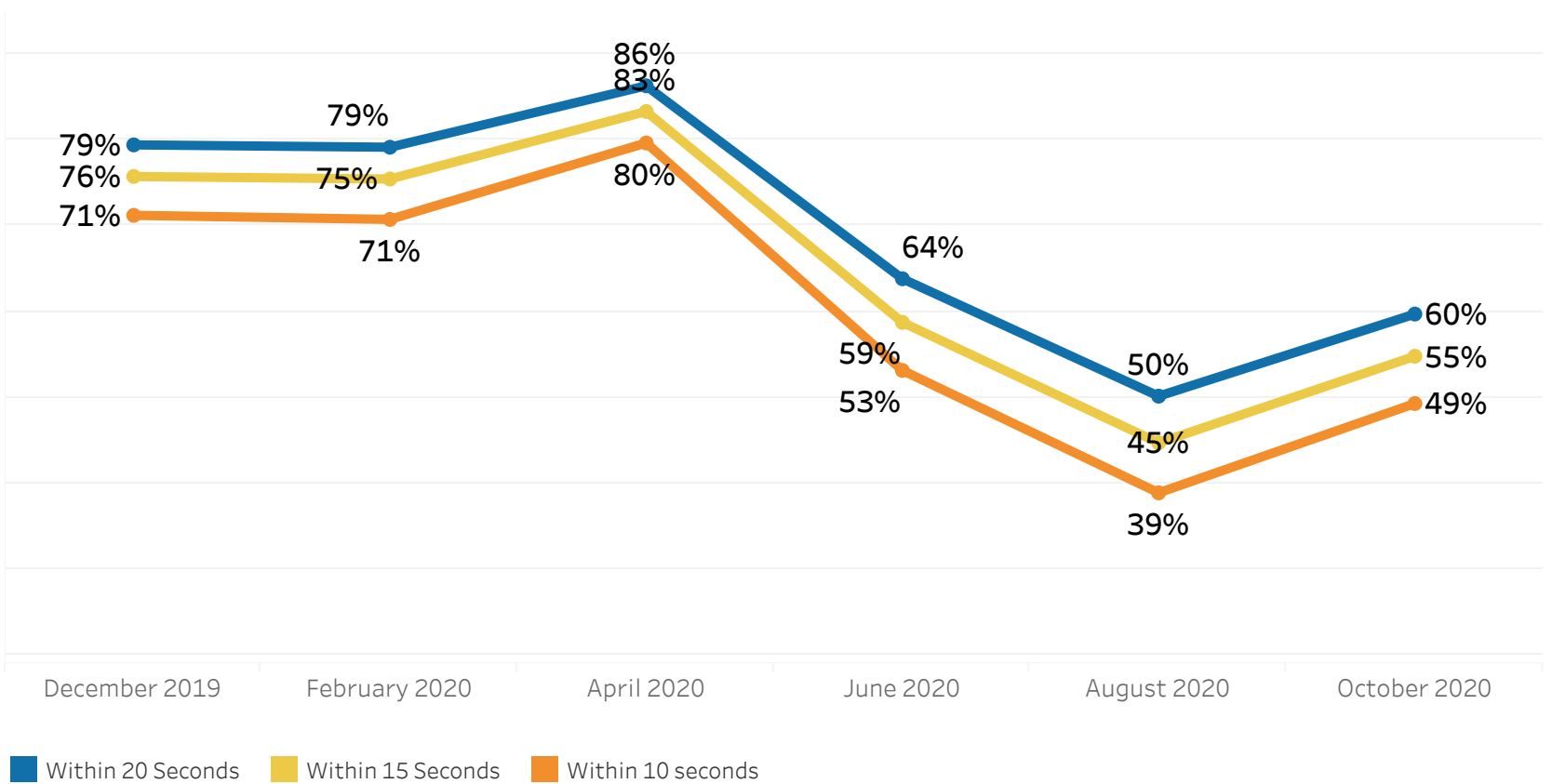
NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends*

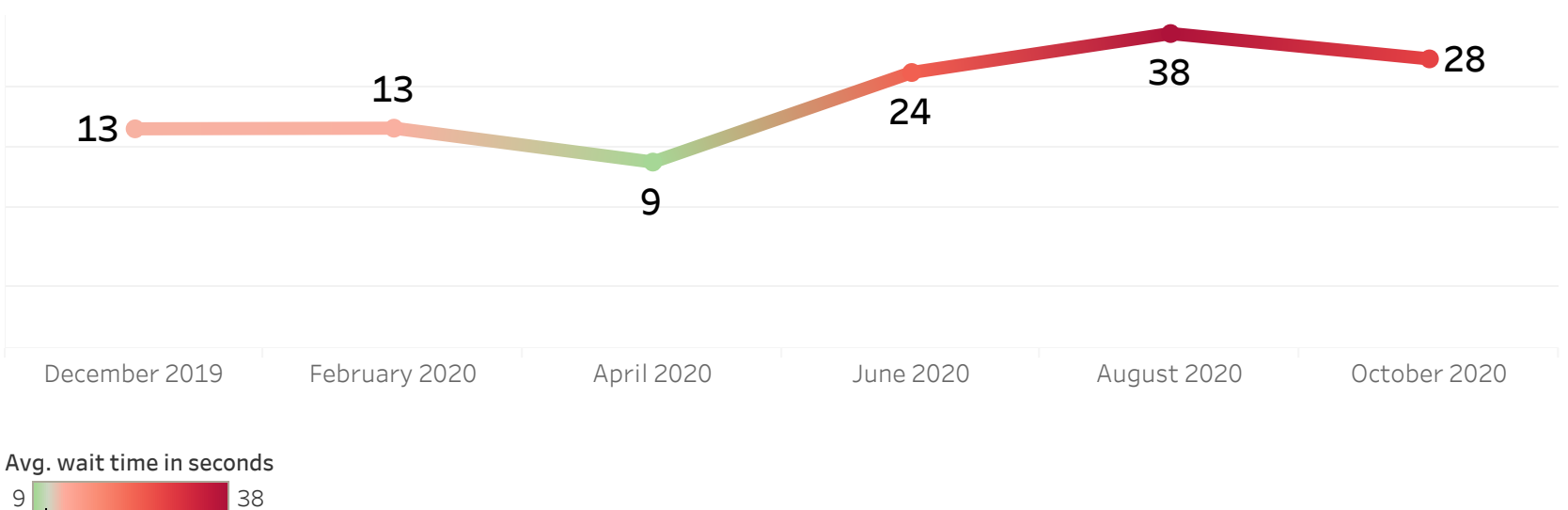


9-1-1 Call Answering Performance Trends*

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

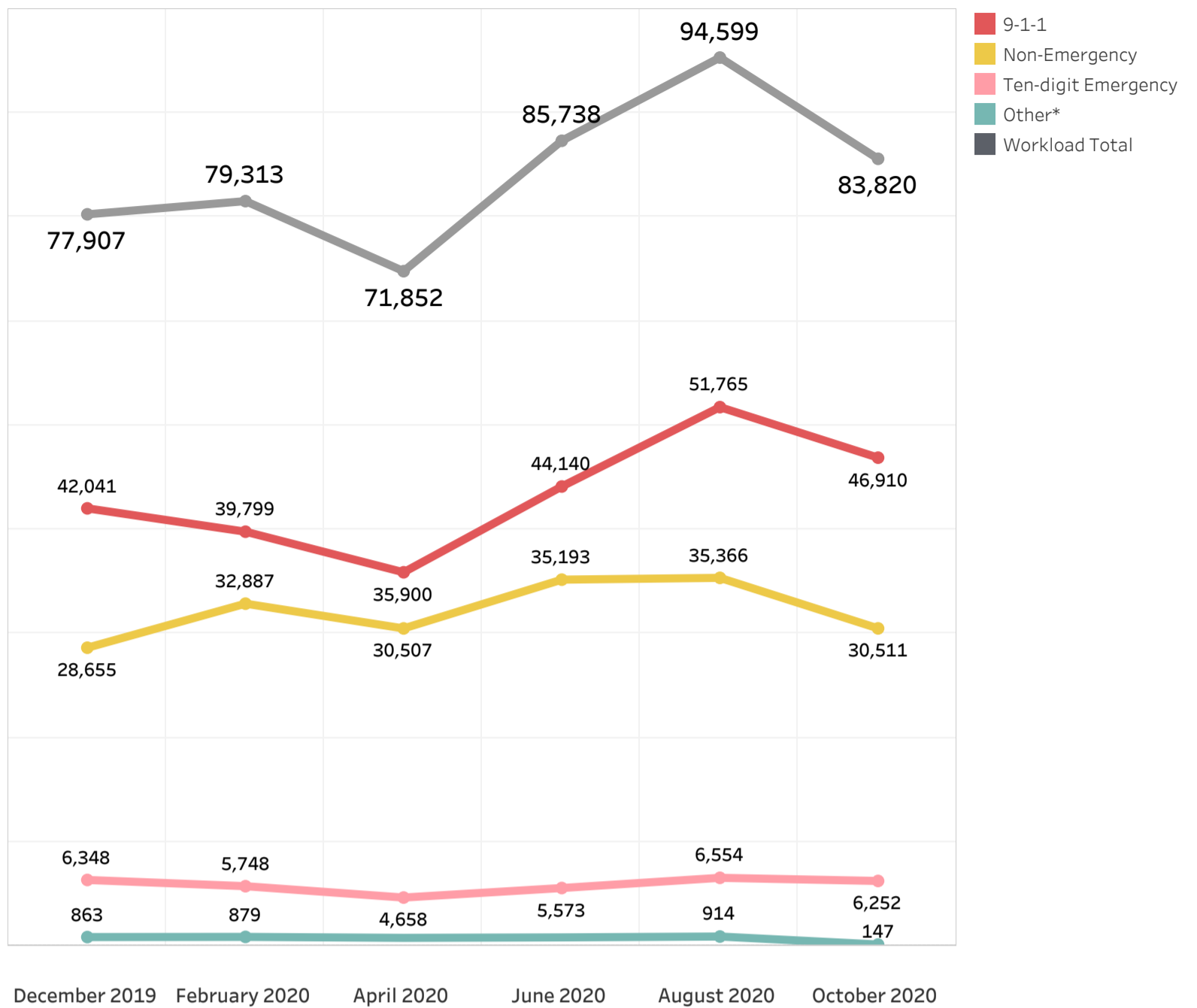


9-1-1 Average Wait-to-answer Time Trends*



*Caller-disconnected calls are not included.

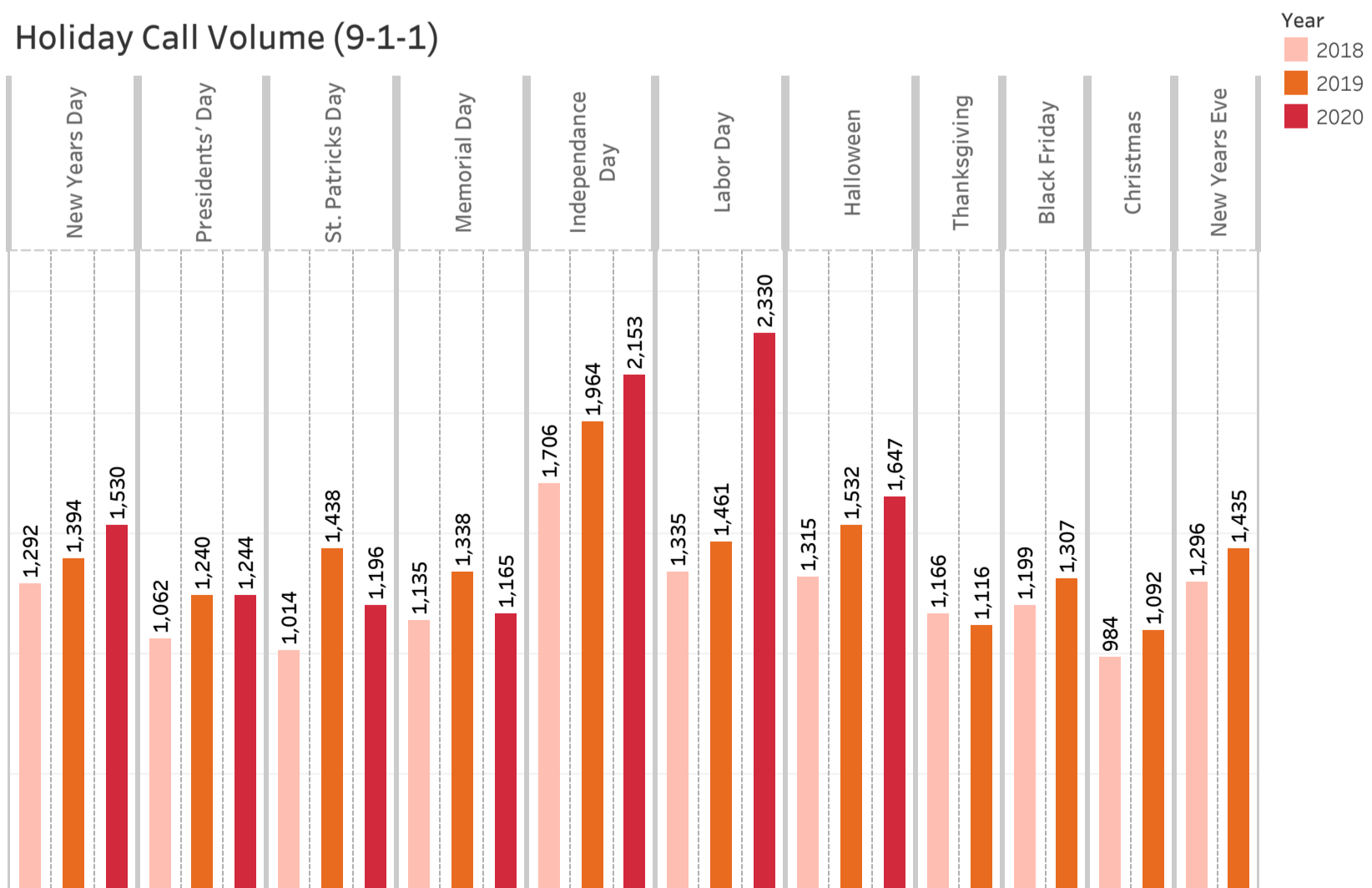
BOEC Workload Call Volume



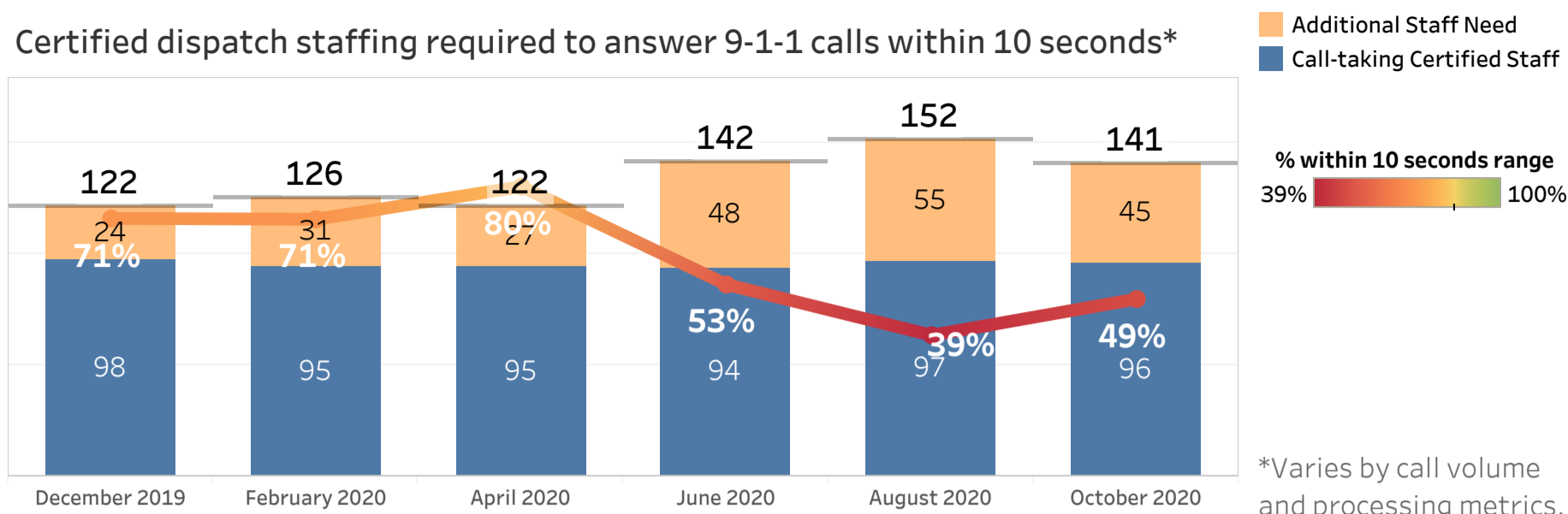
	December 2019	February 2020	April 2020	June 2020	August 2020	October 2020
9-1-1	42,041	39,799	35,900	44,140	51,765	46,910
Non-Emergency	28,655	32,887	30,507	35,193	35,366	30,511
Ten-digit Emergency	6,348	5,748	4,658	5,573	6,554	6,252
Other*	863	879	787	832	914	147
Workload Total	77,907	79,313	71,852	85,738	94,599	83,820

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

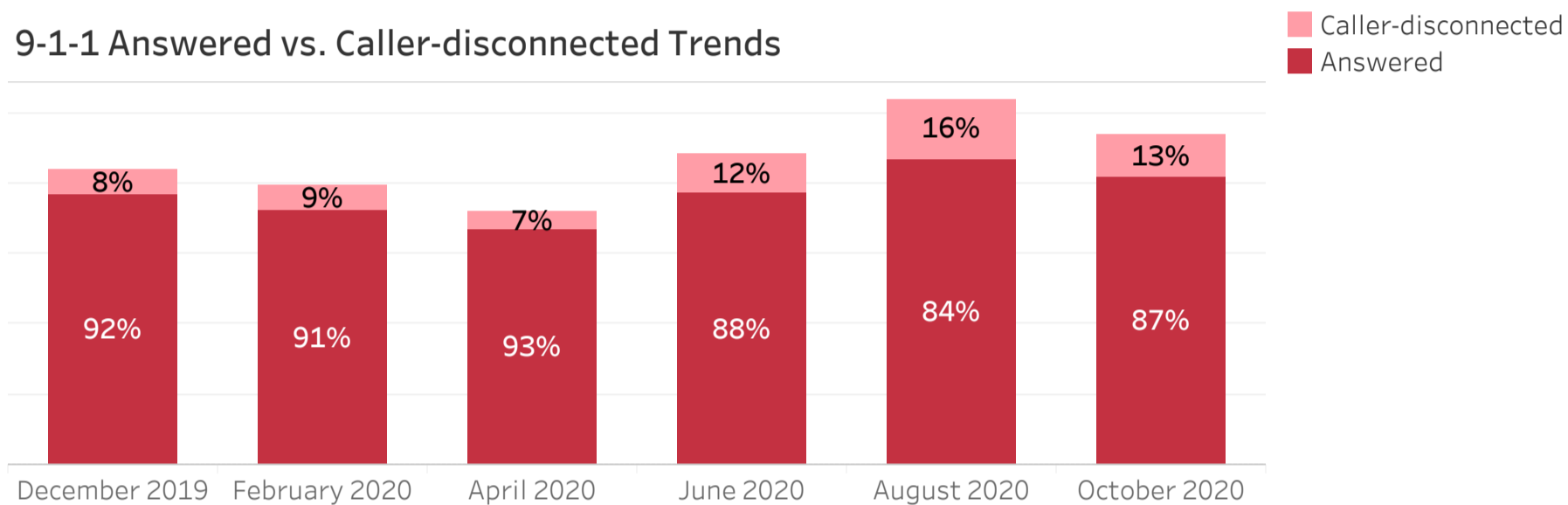
Holiday Call Volume (9-1-1)



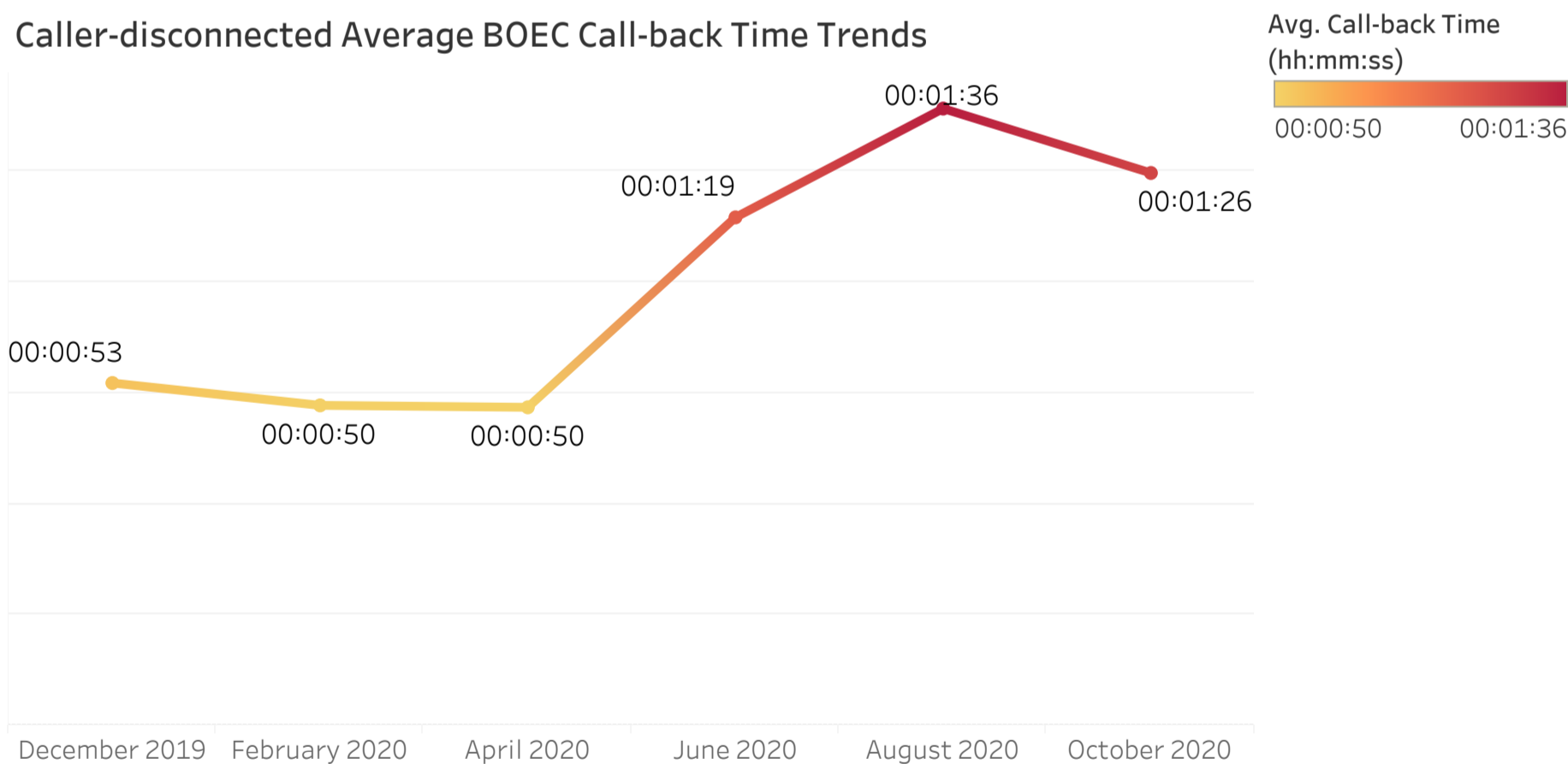
Certified dispatch staffing required to answer 9-1-1 calls within 10 seconds*



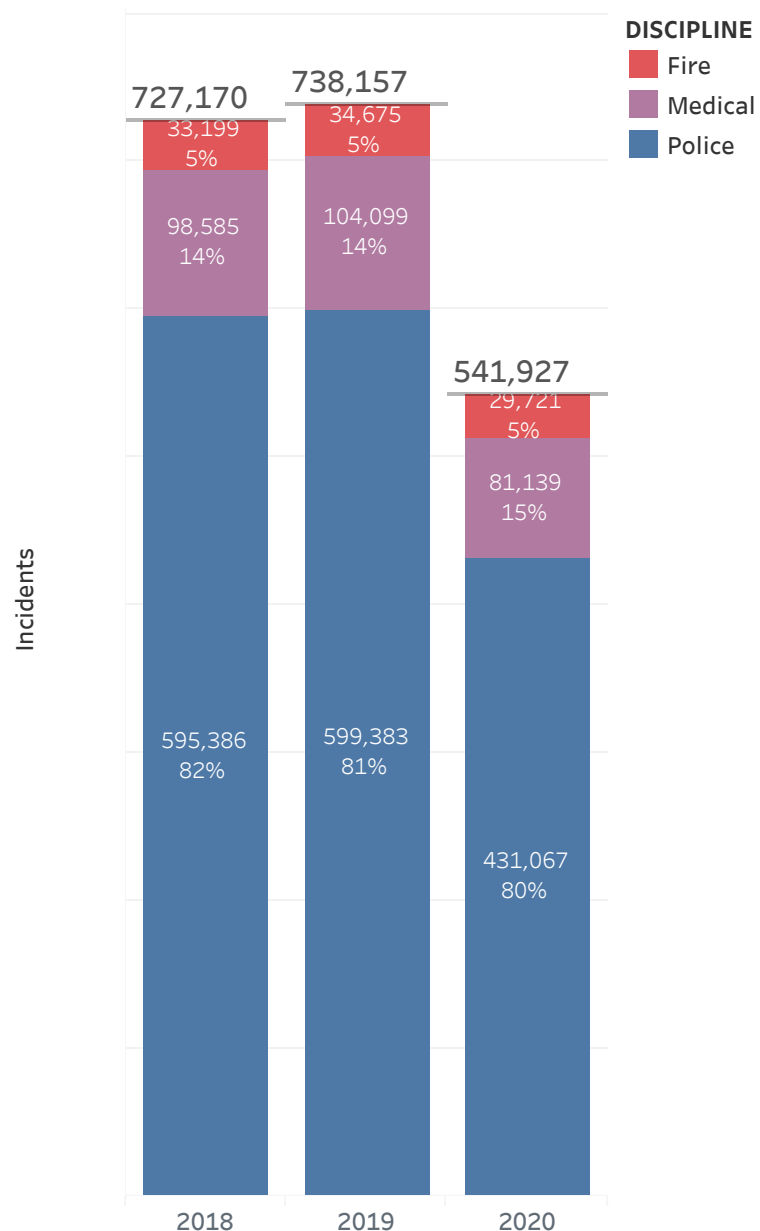
9-1-1 Answered vs. Caller-disconnected Trends



Caller-disconnected Average BOEC Call-back Time Trends



Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

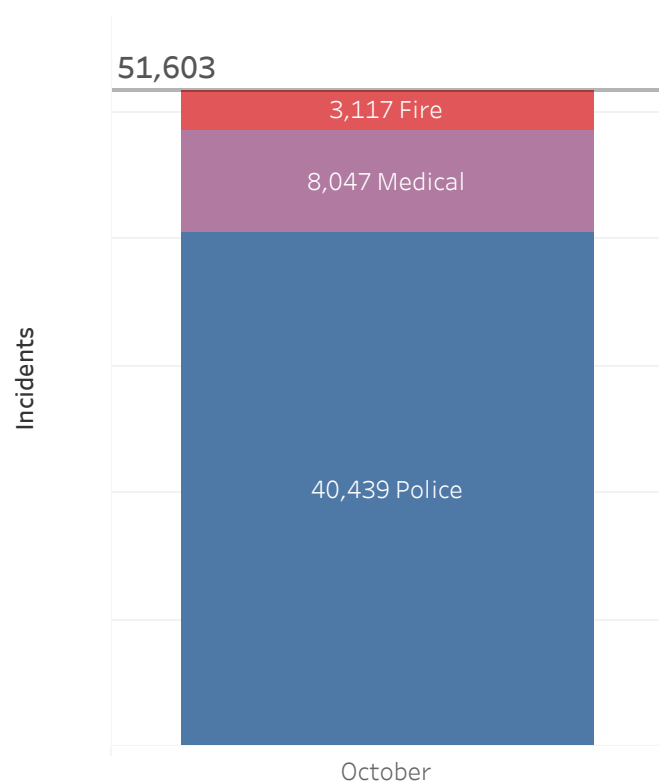
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	2,507	5.54%	7.00%	8.44%
Medical	1,024	1,152	1,109	1.04%	1.11%	1.37%
Police	31,053	30,210	22,168	5.22%	5.04%	5.14%
Grand Total	33,915	33,788	25,784	4.66%	4.58%	4.76%

* % 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	2,404	94.07%	94.59%	96.39%
Medical	937	1,052	1,035	91.50%	91.40%	93.41%
Police	27,637	26,836	18,953	90.52%	90.08%	89.49%
Grand Total	30,302	30,179	22,392	90.74%	90.45%	90.36%

Dispatch Workload/CAD Incidents October 2020



Homeless-Related Dispatch Workload/CAD Incidents October 2020

	Homeless-Related	% Homeless-Related *
Fire	344	11.04%
Medical	109	1.35%
Police	2,144	5.30%
Grand Total	2,597	5.03%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents October 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	324	94.46%
Medical	99	90.83%
Police	1,896	89.60%
Grand Total	2,319	90.30%

Homeless-Related Dispatch Workload/CAD Incidents

DISCIPLINE
■ Fire
■ Medical
■ Police
■ Grand Total

	Homeless-Related			% Homeless-Related		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	2,507	5.42%	7.18%	9.72%
Medical	1,024	1,152	1,109	3.02%	3.41%	4.30%
Police	31,053	30,210	22,168	91.56%	89.41%	85.98%
Grand Total	33,915	33,788	25,784	100.00%	100.00%	100.00%

Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	9,006	49.53%	47.33%	40.63%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	1,514	6.95%	6.80%	6.83%
WELFARE CHECK	1,879	2,137	1,544	6.05%	7.07%	6.96%
Other	11,635	11,721	10,104	37.47%	38.80%	45.58%
Total	31,053	30,210	22,168	100.00%	100.00%	100.00%

Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	1,403	55.77%	56.14%	55.96%
UNKNOWN TYPE FIRE PROBLEM	403	550	571	21.93%	22.67%	22.78%
SMOKE IN AREA- OUTSIDE	129	209	189	7.02%	8.62%	7.54%
Other	281	305	344	15.29%	12.57%	13.72%
Total	1,838	2,426	2,507	100.00%	100.00%	100.00%

Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	161	14.84%	13.72%	14.52%
OVERDOSE/ALS	90	95	77	8.79%	8.25%	6.94%
SICK/CODE 1 EMS ONLY	90	117	111	8.79%	10.16%	10.01%
ASSAULT/ALS	78	99	102	7.62%	8.59%	9.20%
UNCONSCIOUS/ALS	71	81	84	6.93%	7.03%	7.57%
UNKNOWN/ALS	55	60	57	5.37%	5.21%	5.14%
SICK/ALS	46	73	48	4.49%	6.34%	4.33%
Other	442	469	469	43.16%	40.71%	42.29%
Total	1,024	1,152	1,109	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	10.71	332.04
Medical	2.13	66.05
Police	77.02	2,387.63
Grand Total	89.86	2,785.72