

# BOEC Update: Dec. 2020

## Significant Updates:

- **ProQA Project Status:** Testing underway; Dispatcher training begins in January. Dispatch Review Committee finalizing response configurations; Newly formed ProQA Working Group consisting of dispatchers and supervisors has begun procedure development and testing. “Go-live” is on schedule for May 4, 2021.
- **Strategic Plan:** Beginning updates for 2021.

## Strategic Plan Progress:

1. **Call Performance and Staffing:** Training academy near complete with ten trainees. Recruitment for May academy netted over 100 potential candidates.
2. **Consistent, Efficient, and Effective Call Triage:** Operations floor reconfiguration to accommodate Portland Street Response being vetted.
3. **Public Information and Outreach:** Continued focus on COVID-19 messaging with added component of “Red House” issue.
4. **Partner Agency Collaboration:** IGA revision and funding model discussions continue.
5. **Equity:** Undoing Institutional Racism training for Leadership, Supervisory, and Administrative teams complete. Equity plan, and budget being developed through ongoing equity discussions and Equity Committee work. Collaborating with other 911 centers in the U.S. on equity discussions and working with City Procurement to seek additional equity training and initiative development.
6. **Training and Quality Assurance:** Current focus on ProQA deployment, ethics, CPR, and academy training. PSR training slated to begin mid-January.
7. **Career and Leadership Development:** Researching development programs through contacts at PSU.
8. **Technology Systems:** ProQA call types finalized; response recommendations being built. Assisting partner agencies with various projects that integrate with CAD. CAD source update scheduled in January.
9. **Administration Processes:** FY21/22 budget preparation underway.
10. **Secure, Efficient, and Resilient Facility:** Vendor selected and finalizing layout of 38 replacement dispatch and call-answering consoles; anticipated completion in April.

Integrity

Respect

Competence

Compassion

Responsibility

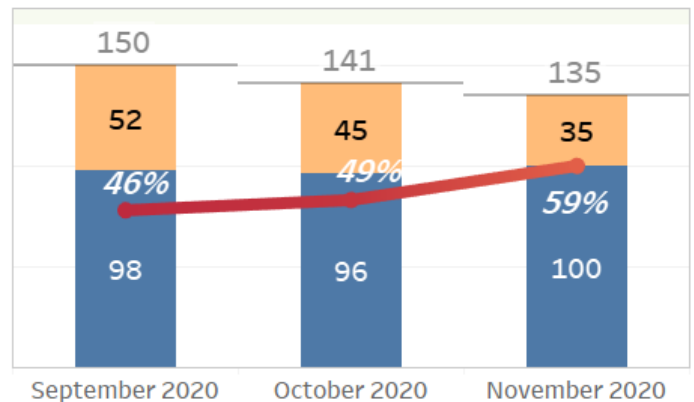
Teamwork



## 2020-2021 Budget to date: (FY 45.8% Complete)

-Expenditures:	\$28,618,146 (revised budgeted)
	<u>\$10,804,778 (37.8% expended)</u>
	\$17,813,368 (remaining)
-Revenue:	\$28,618,146 (revised budgeted)
	<u>\$11,374,994 (39.7% collected)</u>
	\$17,243,152 (remaining)

## 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      46% ■ ■ ■ ■ 100%

(118 FTE Currently Authorized)

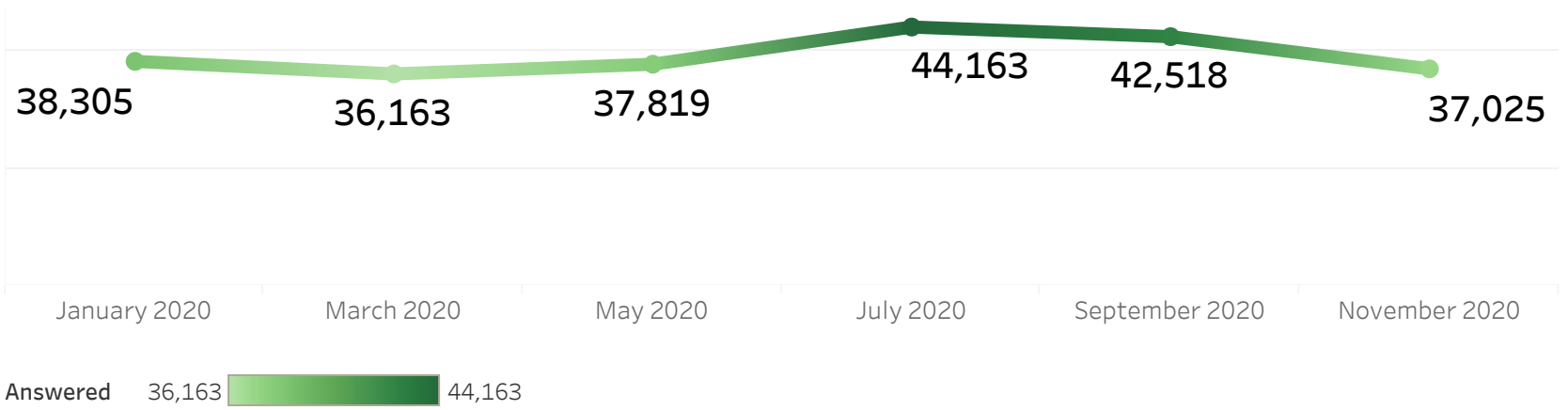
## Call Answering: November 2020

- 37,025 9-1-1 calls answered
- 64% within 15 seconds
- 68% within 20 seconds

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

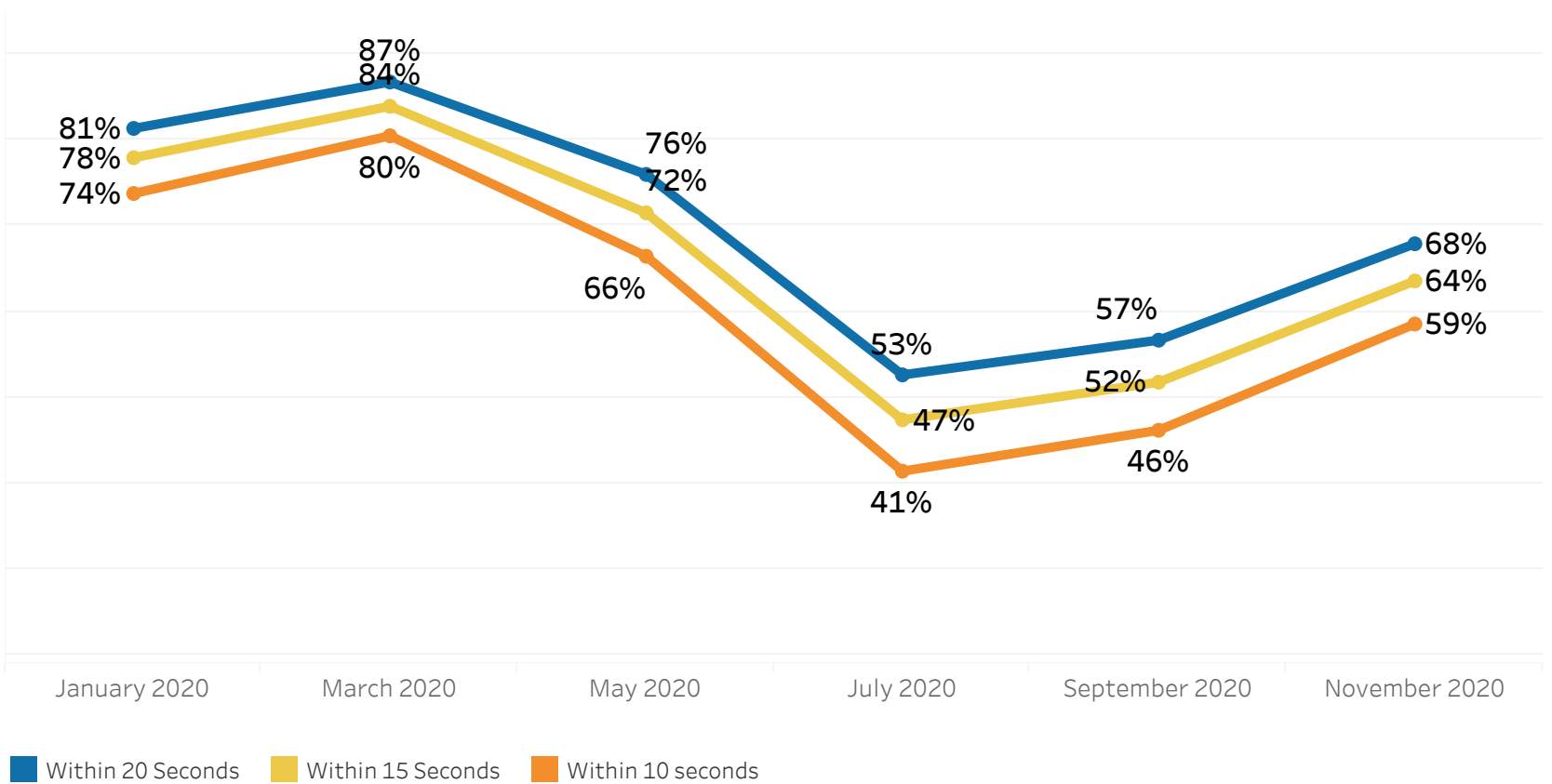
*“Begin somewhere; you cannot fulfill your destiny on what you intend to do.” -John L. Mason*

### 9-1-1 Call Volume Trends\*

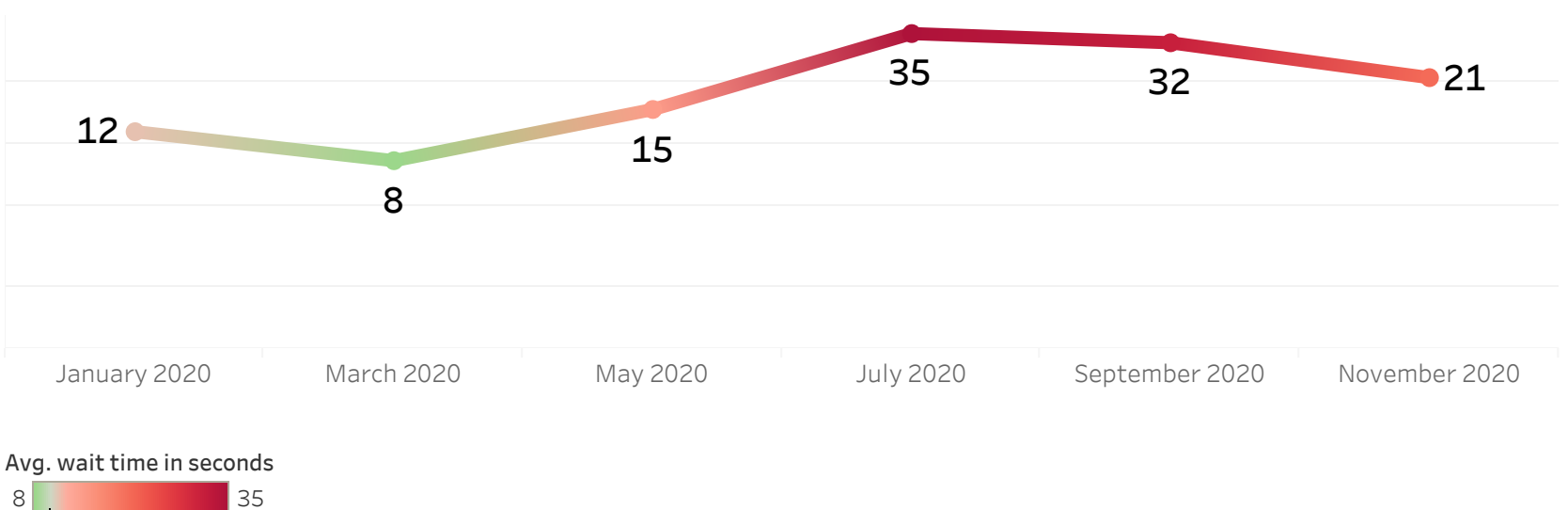


### 9-1-1 Call Answering Performance Trends\*

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

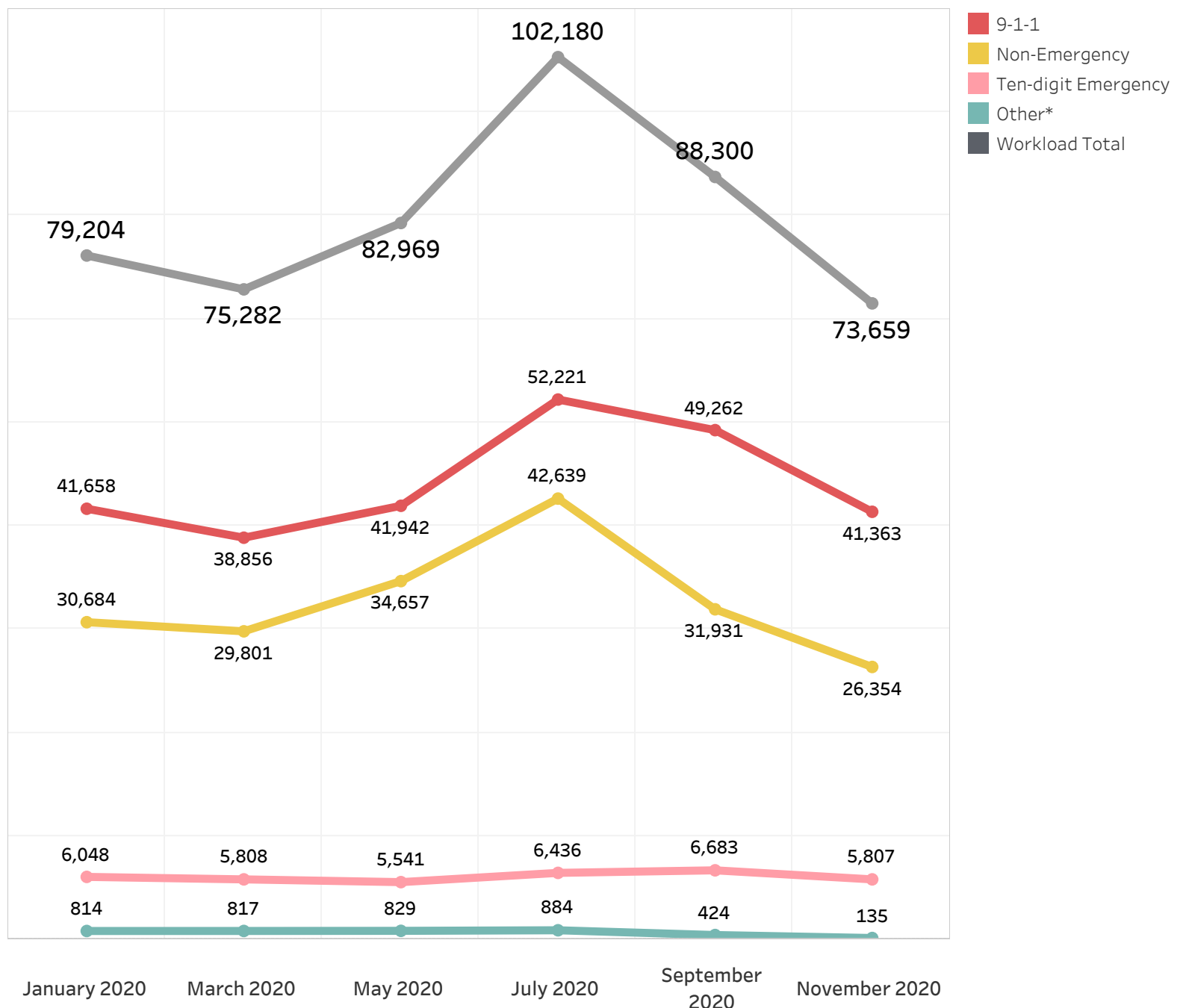


### 9-1-1 Average Wait-to-answer Time Trends\*



\*Caller-disconnected calls are not included.

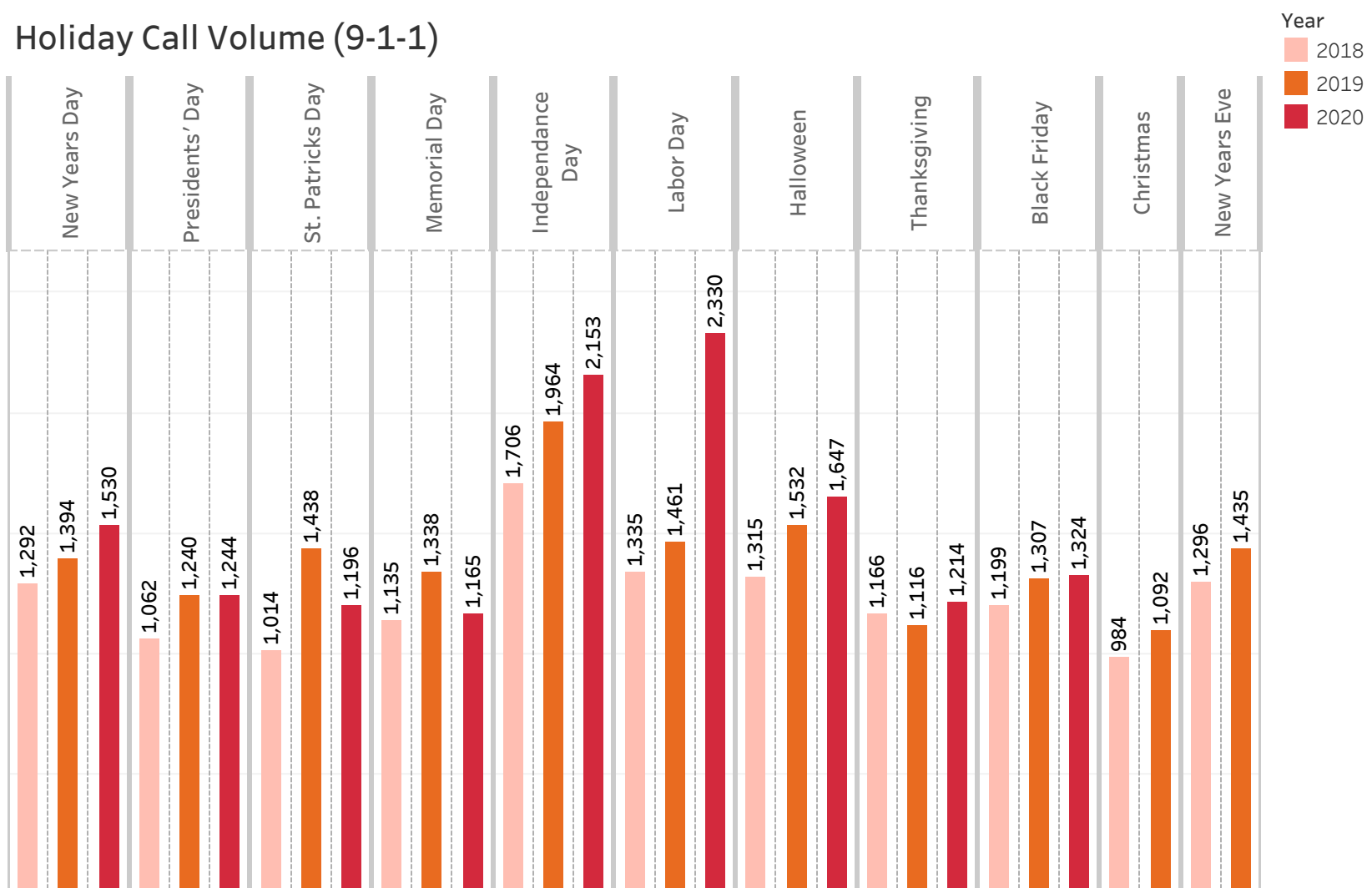
## BOEC Workload Call Volume



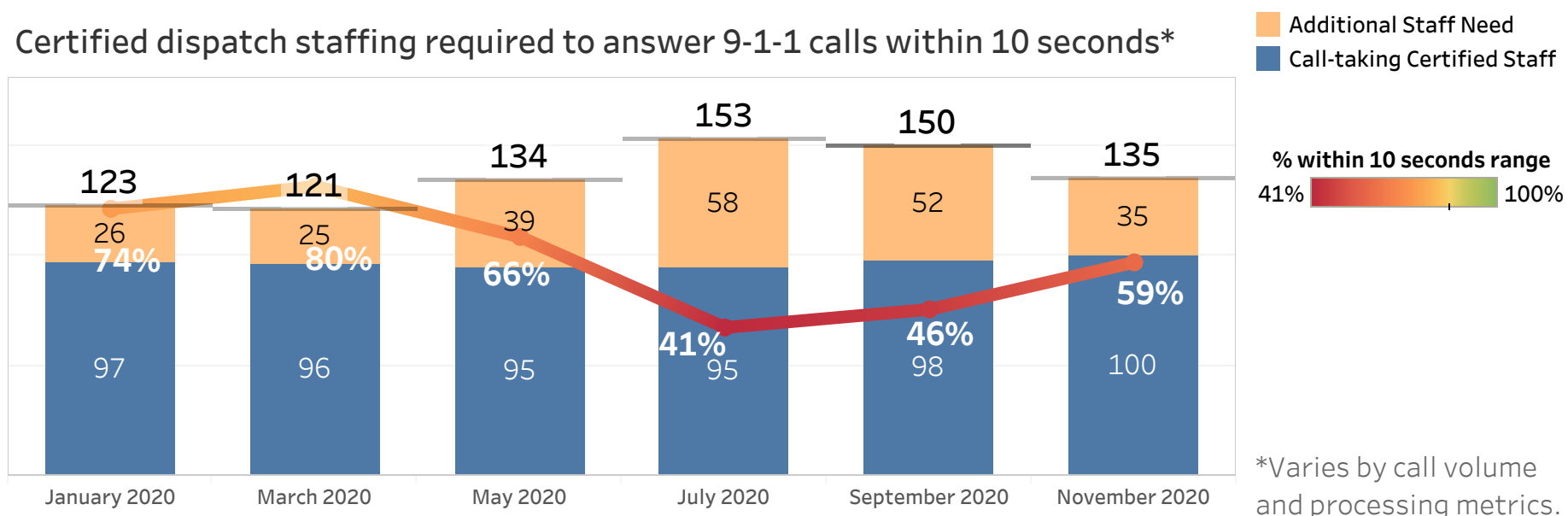
	January 2020	March 2020	May 2020	July 2020	September 2020	November 2020
9-1-1	41,658	38,856	41,942	52,221	49,262	41,363
Non-Emergency	30,684	29,801	34,657	42,639	31,931	26,354
Ten-digit Emergency	6,048	5,808	5,541	6,436	6,683	5,807
Other*	814	817	829	884	424	135
<b>Workload Total</b>	<b>79,204</b>	<b>75,282</b>	<b>82,969</b>	<b>102,180</b>	<b>88,300</b>	<b>73,659</b>

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

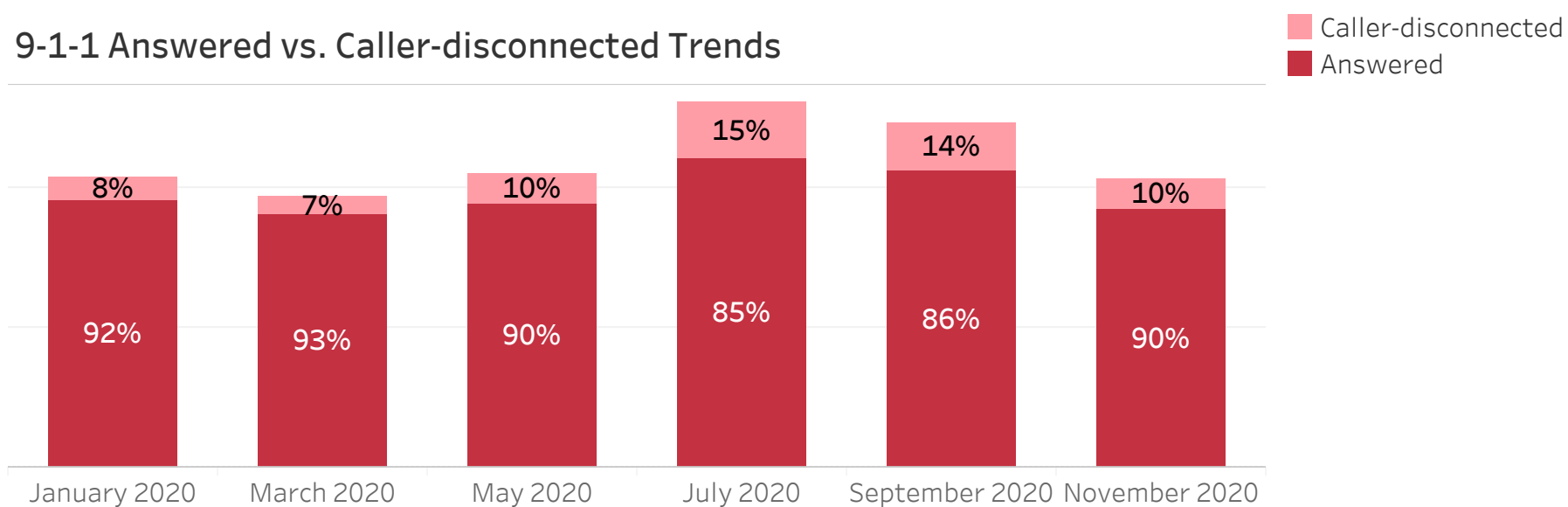
## Holiday Call Volume (9-1-1)



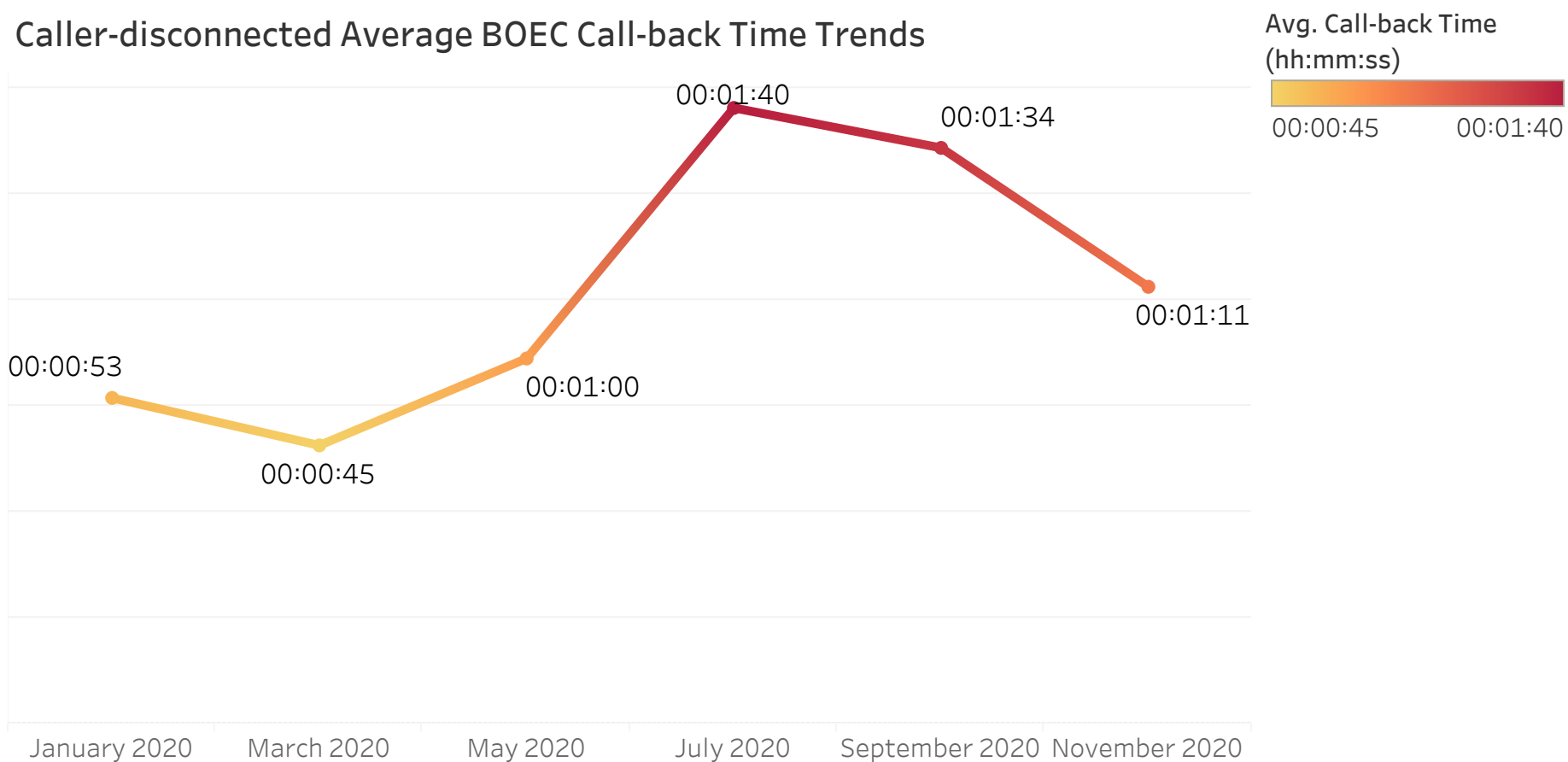
### Certified dispatch staffing required to answer 9-1-1 calls within 10 seconds\*



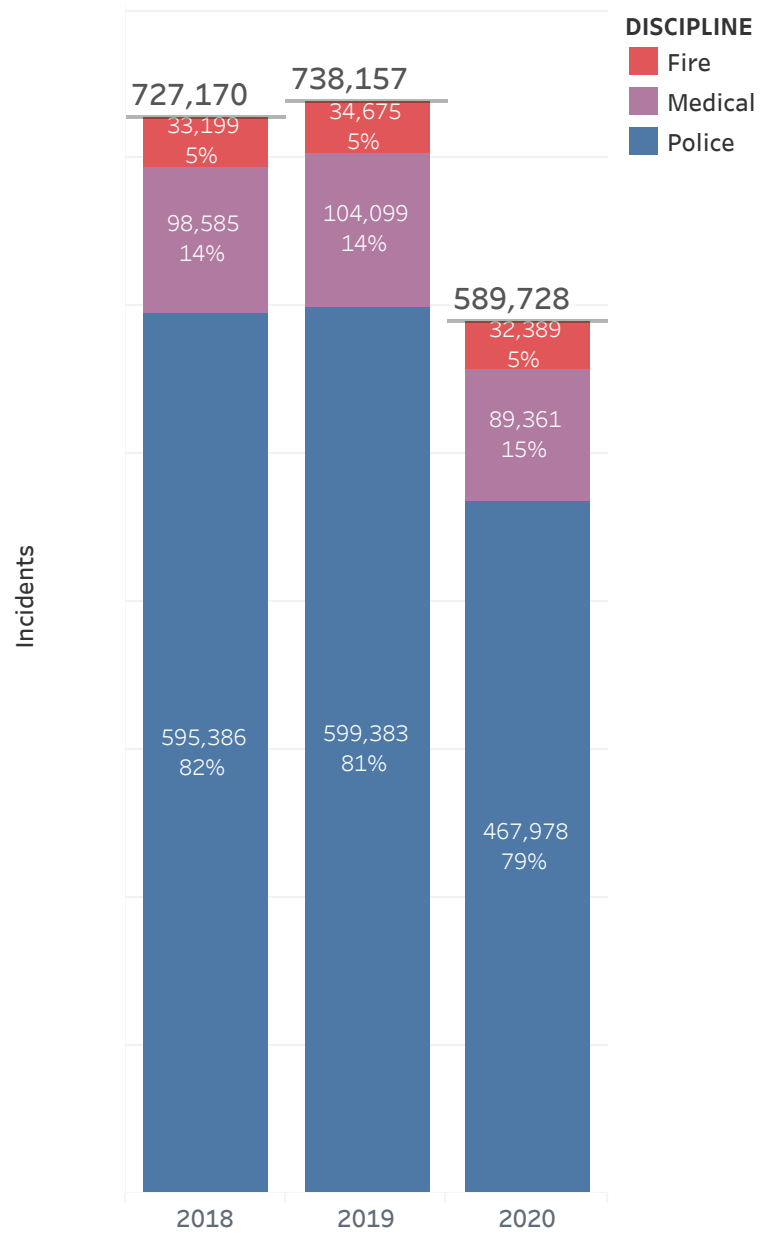
### 9-1-1 Answered vs. Caller-disconnected Trends



### Caller-disconnected Average BOEC Call-back Time Trends



## Dispatch Workload/CAD Incidents



## Homeless-Related Dispatch Workload/CAD Incidents

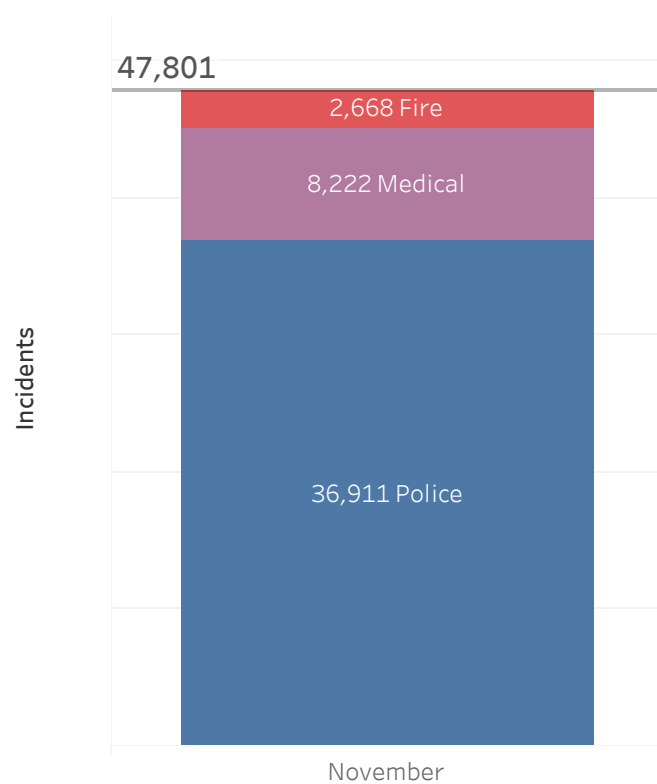
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	2,797	5.54%	7.00%	8.64%
Medical	1,024	1,152	1,246	1.04%	1.11%	1.39%
Police	31,053	30,210	23,993	5.22%	5.04%	5.13%
<b>Grand Total</b>	<b>33,915</b>	<b>33,788</b>	<b>28,036</b>	<b>4.66%</b>	<b>4.58%</b>	<b>4.75%</b>

\* % 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	2,682	94.07%	94.59%	96.34%
Medical	937	1,052	1,164	91.50%	91.40%	93.49%
Police	27,637	26,836	20,523	90.52%	90.08%	89.31%
<b>Grand Total</b>	<b>30,302</b>	<b>30,179</b>	<b>24,369</b>	<b>90.74%</b>	<b>90.45%</b>	<b>90.23%</b>

## Dispatch Workload/CAD Incidents November 2020



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

	Homeless-Related	% Homeless-Related *
Fire	290	10.87%
Medical	137	1.67%
Police	1,825	4.94%
<b>Grand Total</b>	<b>2,252</b>	<b>4.71%</b>

\* % Homeless-Related with respect to discipline

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

	Homeless-Related Portland	% Homeless-Related Portland
Fire	278	95.86%
Medical	129	94.16%
Police	1,570	87.22%
<b>Grand Total</b>	<b>1,977</b>	<b>88.77%</b>

## 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	2,797	5.42%	7.18%	9.98%
Medical	1,024	1,152	1,246	3.02%	3.41%	4.44%
Police	31,053	30,210	23,993	91.56%	89.41%	85.58%
Grand Total	33,915	33,788	28,036	100.00%	100.00%	100.00%

### Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	9,786	49.53%	47.33%	40.79%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	1,634	6.95%	6.80%	6.81%
WELFARE CHECK	1,879	2,137	1,692	6.05%	7.07%	7.05%
Other	11,635	11,721	10,881	37.47%	38.80%	45.35%
Total	31,053	30,210	23,993	100.00%	100.00%	100.00%

### Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	1,571	55.77%	56.14%	56.17%
UNKNOWN TYPE FIRE PROBLEM	403	550	659	21.93%	22.67%	23.56%
SMOKE IN AREA- OUTSIDE	129	209	206	7.02%	8.62%	7.37%
Other	281	305	361	15.29%	12.57%	12.91%
Total	1,838	2,426	2,797	100.00%	100.00%	100.00%

### Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	179	14.84%	13.72%	14.37%
OVERDOSE/ALS	90	95	85	8.79%	8.25%	6.82%
SICK/CODE 1 EMS ONLY	90	117	128	8.79%	10.16%	10.27%
ASSAULT/ALS	78	99	107	7.62%	8.59%	8.59%
UNCONSCIOUS/ALS	71	81	97	6.93%	7.03%	7.78%
UNKNOWN/ALS	55	60	66	5.37%	5.21%	5.30%
Other	488	542	584	47.66%	47.05%	46.87%
Total	1,024	1,152	1,246	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	7.31	219.34
Medical	3.57	107.01
Police	55.12	1,653.48
Grand Total	65.99	1,979.83