

BOEC Update: February 2021

Strategic Plan Progress:

1. **Call Performance and Staffing:** Sixteen Training Academy candidates in background investigation phase. Emergency Communications Supervisor interviews complete and Assistant Operations Manager interviews scheduled. Additional dispatch FTE requested in FY21/22 budget.
2. **Consistent, Efficient, and Effective Call Triage:** Portland Street Response training complete.
3. **Public Information and Outreach:** Addressing media inquiries surrounding winter storm response and Portland Street Response kick-off.
4. **Partner Agency Collaboration:** User Board recruiting west side community representative.
5. **Equity:** Heritage Month celebration educational opportunities expanded; equity budget submitted; reviewing Equity Coordinator applications.
6. **Training and Quality Assurance:** ProQA medical training complete, and fire training underway; computer integration training next month; go-live scheduled May 4. Portland Street Response training complete.
7. **Career and Leadership Development:** Creating mechanism for Operations and Training to create program framework.
8. **Technology Systems:** Plan under development addressing aging technology and implementing new efficiencies. ProQA CAD integration configurations underway.
9. **Administration Processes:** FY21/22 budget preparation submitted and preparing for spring BMP.
10. **Secure, Efficient, and Resilient Facility:** Assessing impacts of anticipated potential facility over-crowding through renovation options, leveraging future technology, and upgrading backup capabilities.

Integrity

Respect

Competence

Compassion

Responsibility

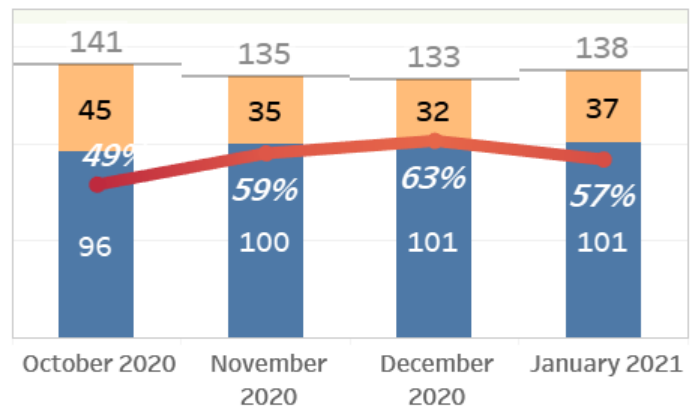
Teamwork



“Success really is simply a matter of doing what you do best.”

- John L. Mason

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 49% 100%

(118 FTE Currently Authorized)

2020-2021 Budget to date: (FY 62.5% Complete)

-Expenditures: \$28,618,146 (revised budgeted)
 \$15,493,427 (54.1% expended)
 \$13,124,719 (remaining)

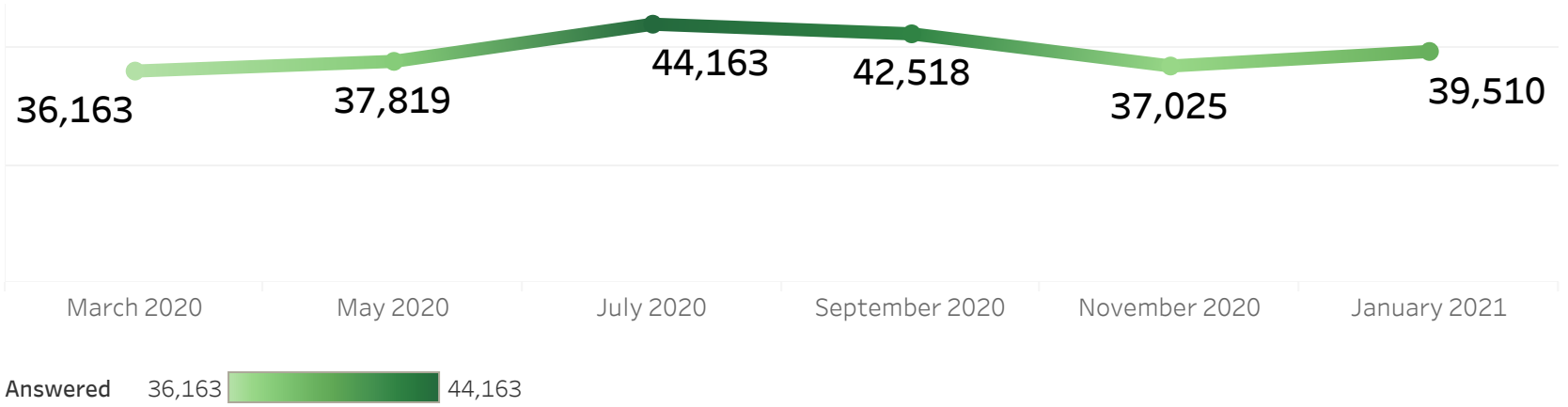
-Revenue: \$28,618,146 (revised budgeted)
 \$16,535,380 (57.8% collected)
 \$12,082,766 (remaining)

Call Answering: January 2021

- 39,510 9-1-1 calls answered
- 62% within 15 seconds
- 67% within 20 seconds

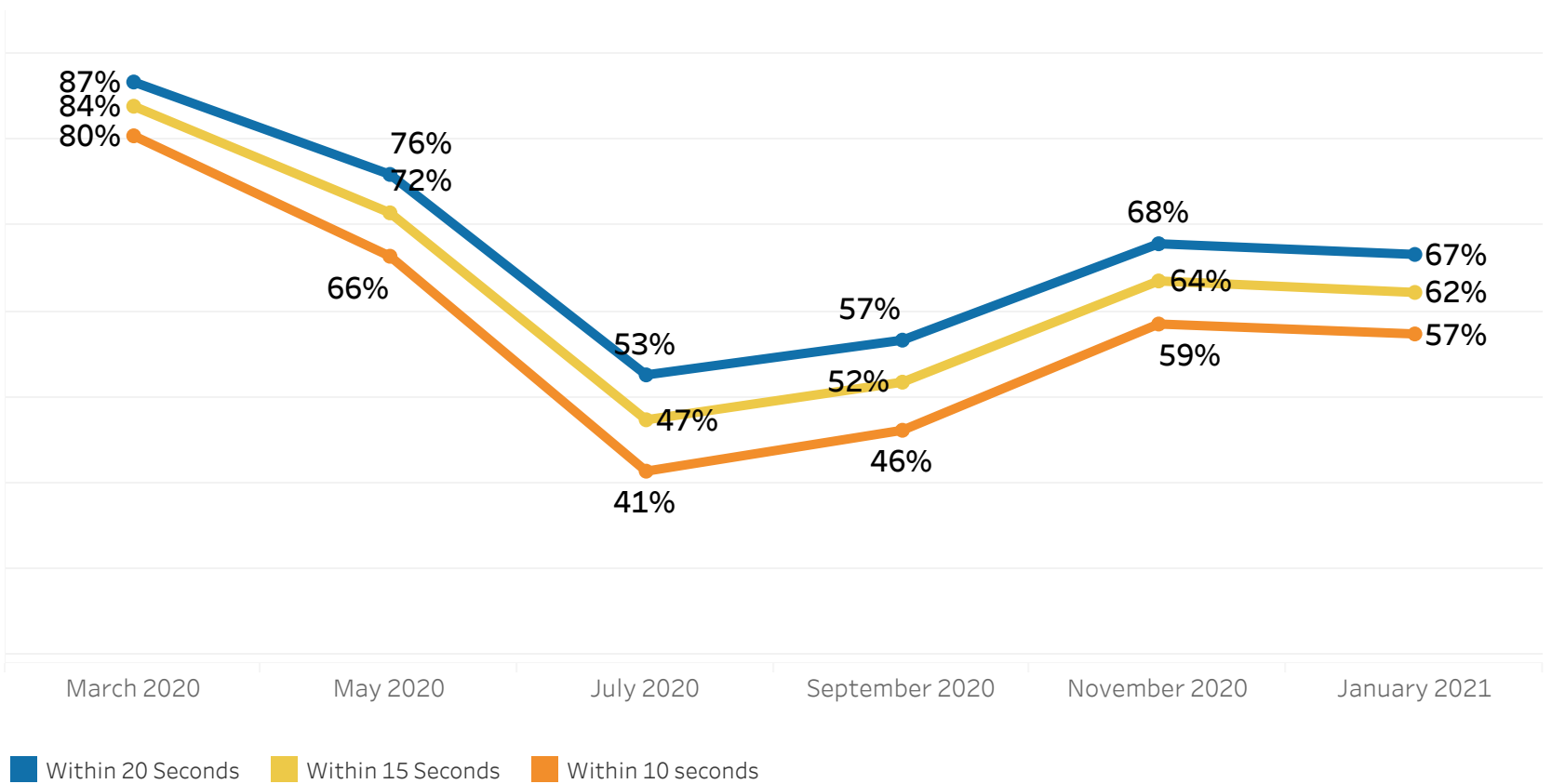
NEA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends*

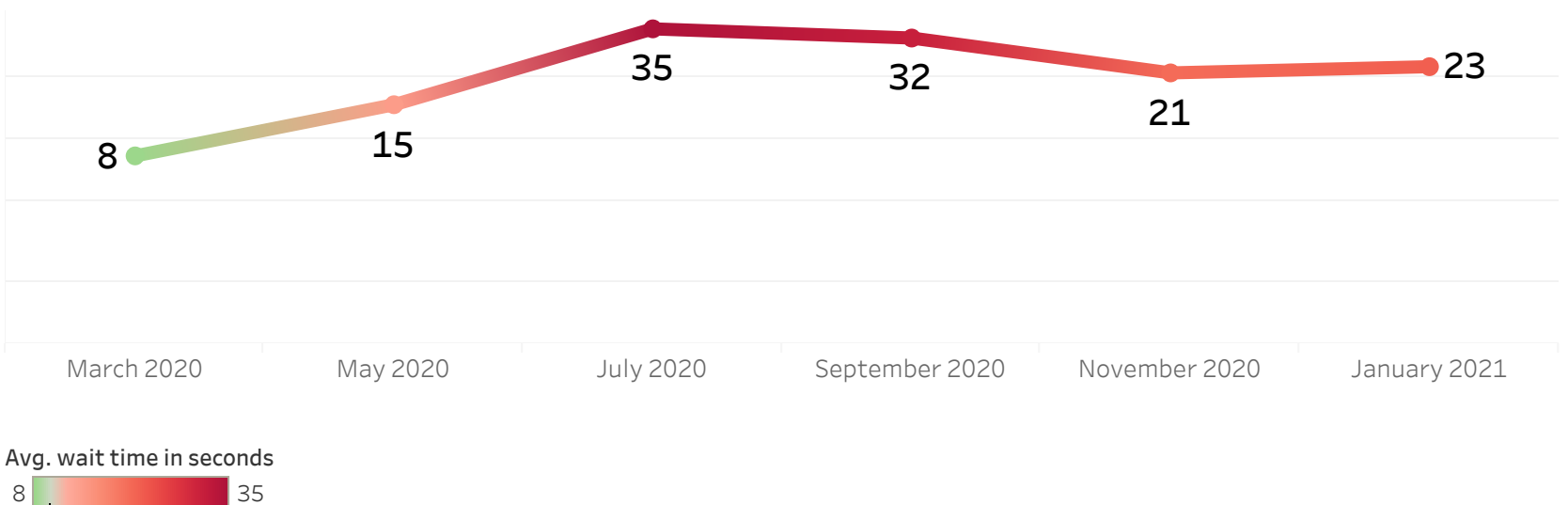


9-1-1 Call Answering Performance Trends*

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

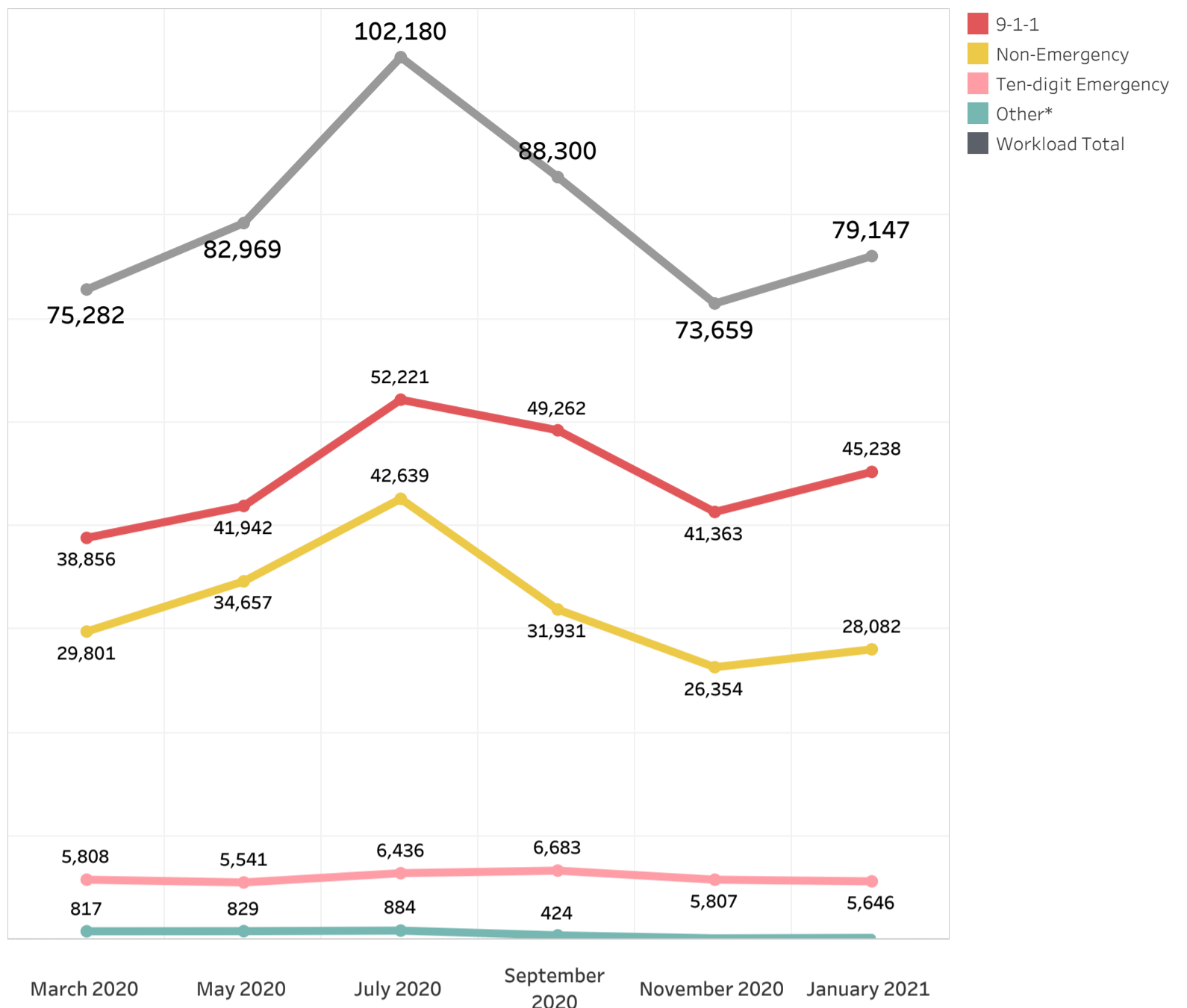


9-1-1 Average Wait-to-answer Time Trends*



*Caller-disconnected calls are not included.

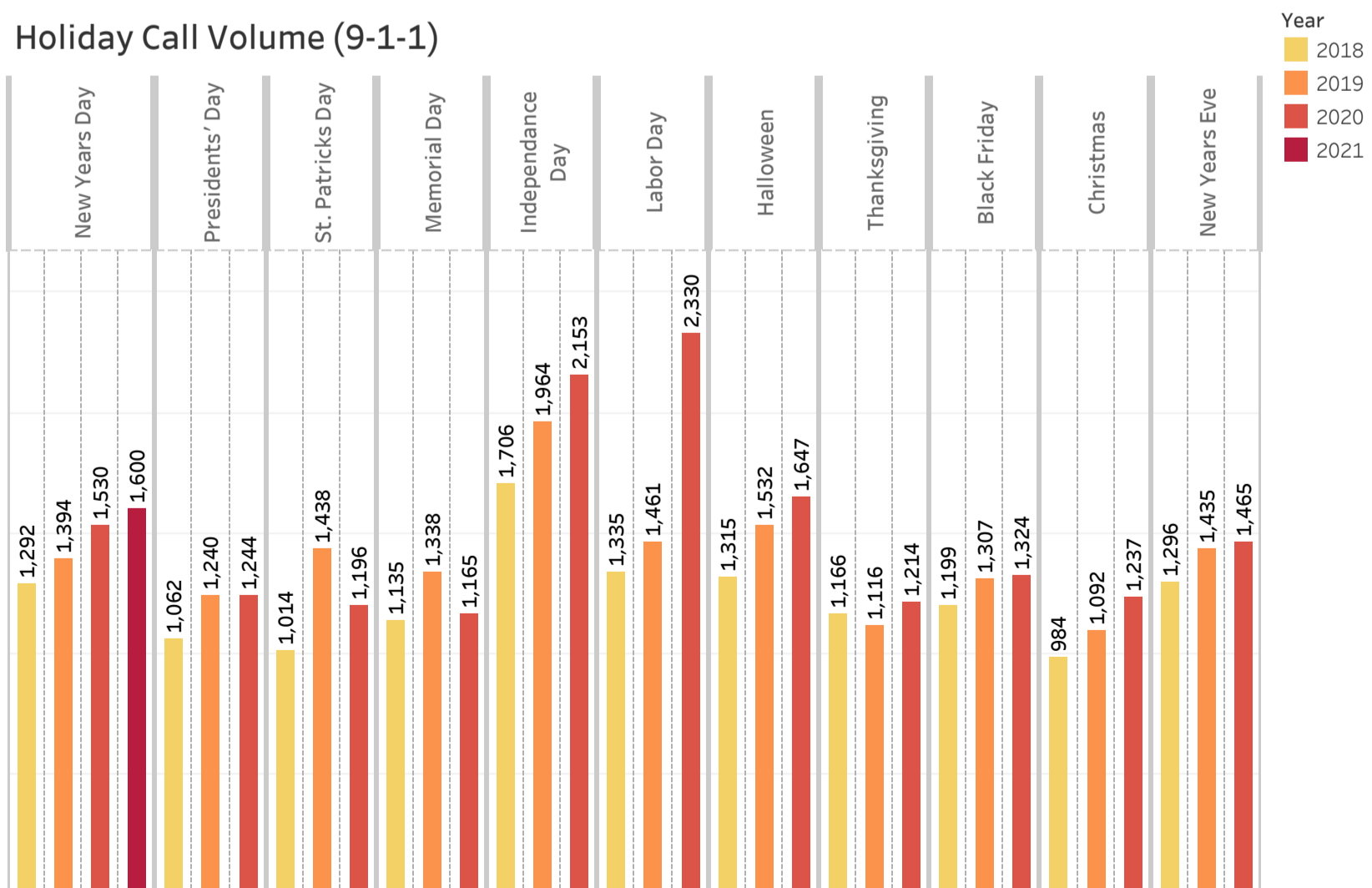
BOEC Workload Call Volume



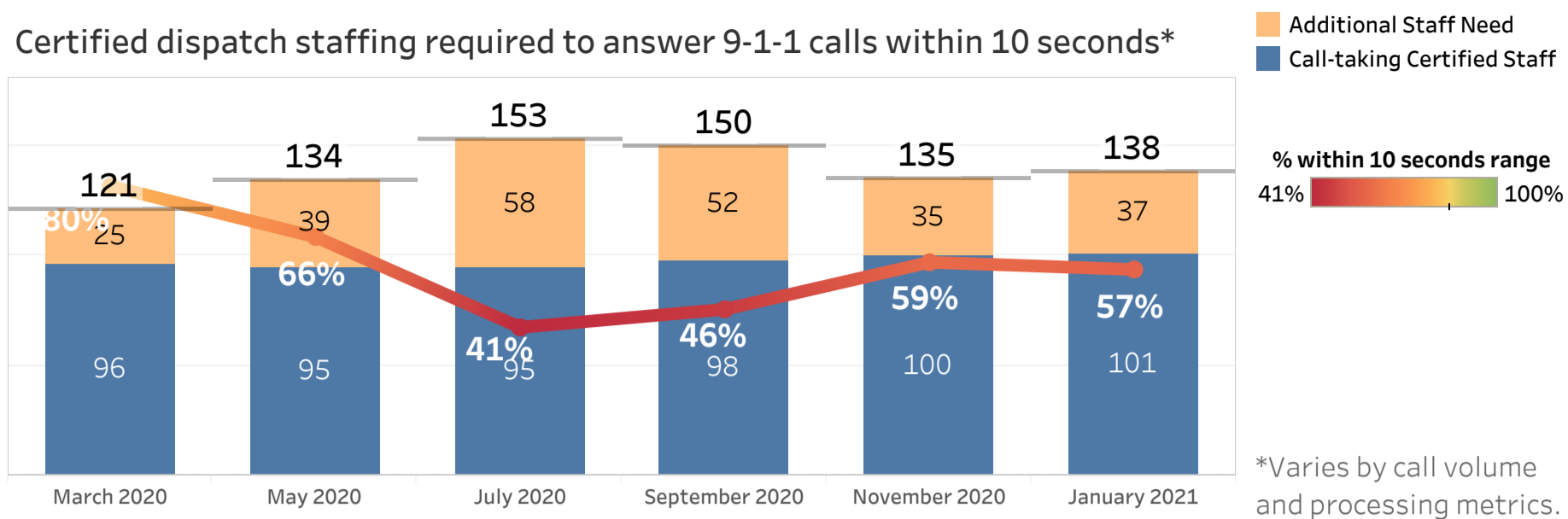
	March 2020	May 2020	July 2020	September 2020	November 2020	January 2021
9-1-1	38,856	41,942	52,221	49,262	41,363	45,238
Non-Emergency	29,801	34,657	42,639	31,931	26,354	28,082
Ten-digit Emergency	5,808	5,541	6,436	6,683	5,807	5,646
Other*	817	829	884	424	135	181
Workload Total	75,282	82,969	102,180	88,300	73,659	79,147

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

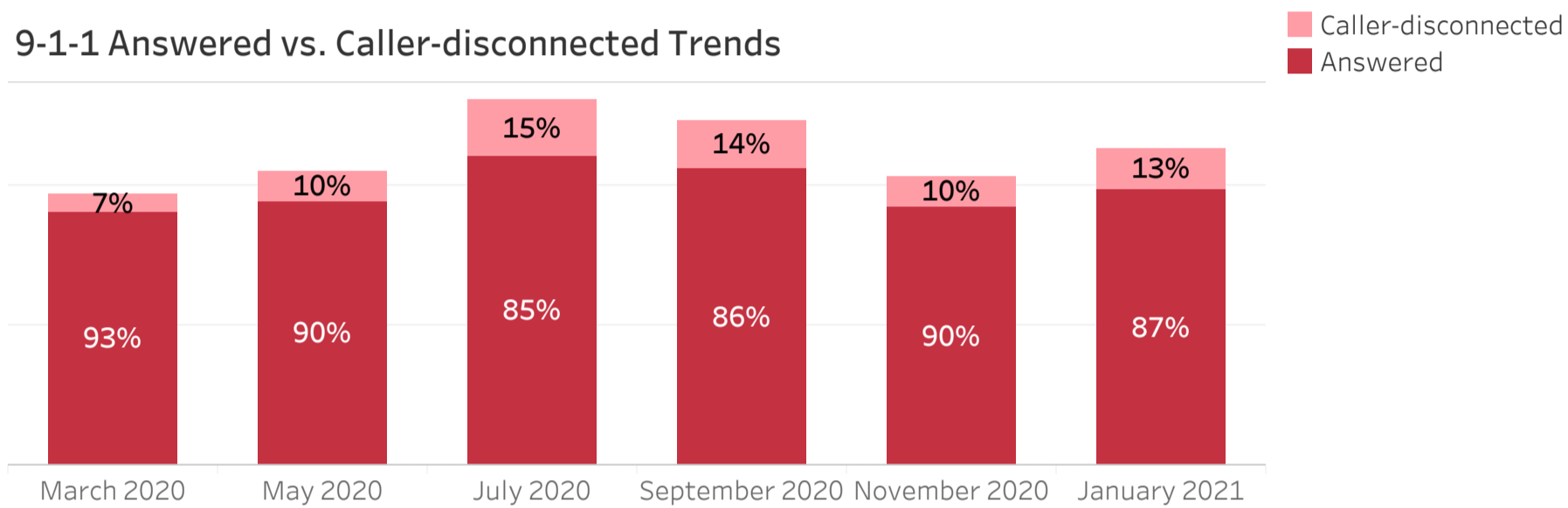
Holiday Call Volume (9-1-1)



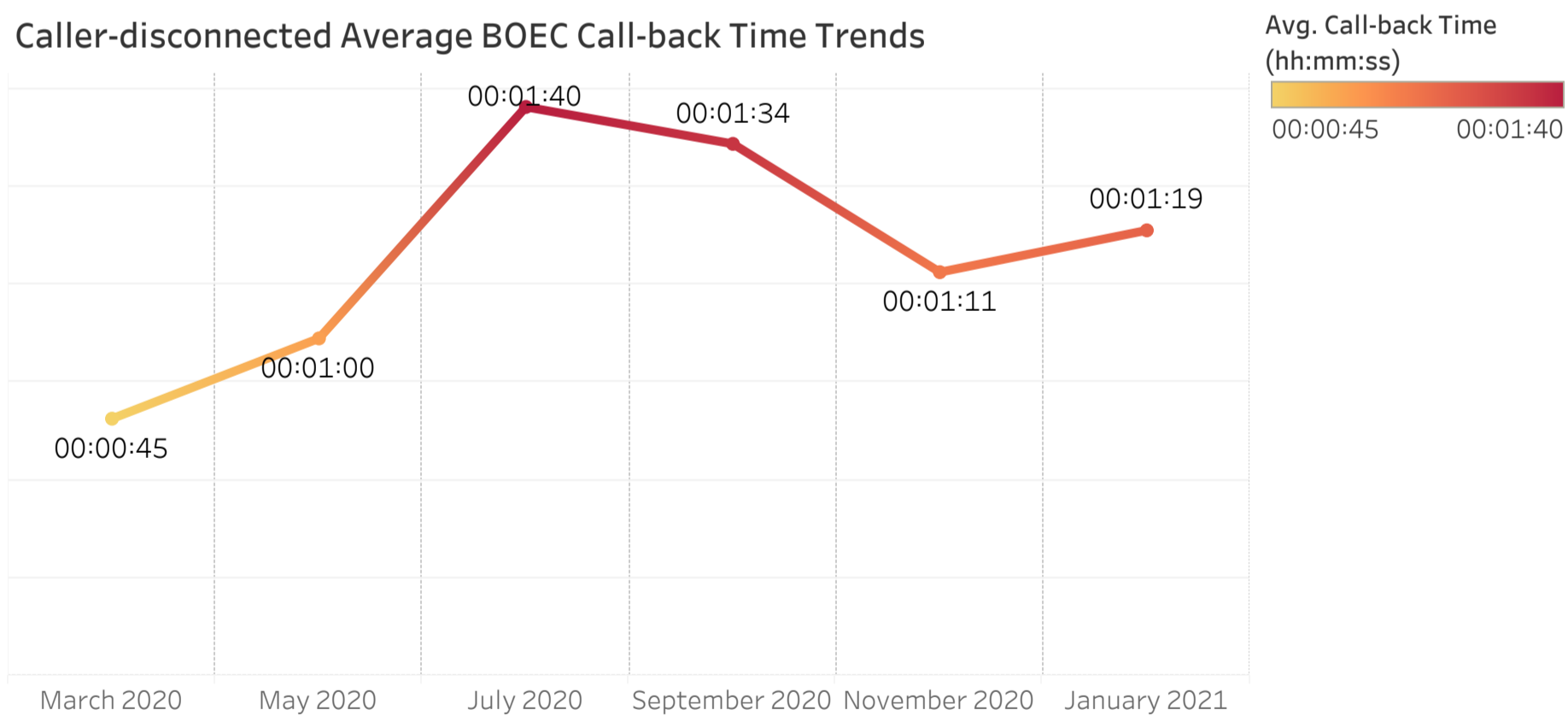
Certified dispatch staffing required to answer 9-1-1 calls within 10 seconds*



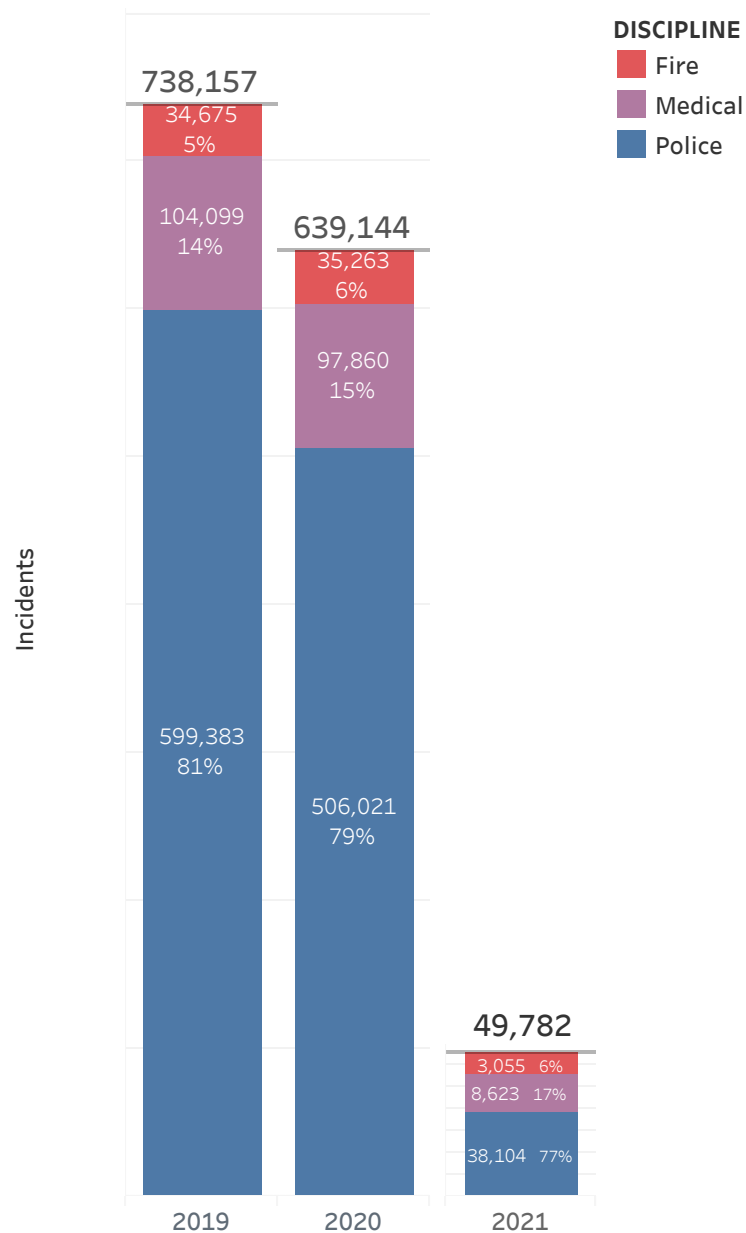
9-1-1 Answered vs. Caller-disconnected Trends



Caller-disconnected Average BOEC Call-back Time Trends



Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

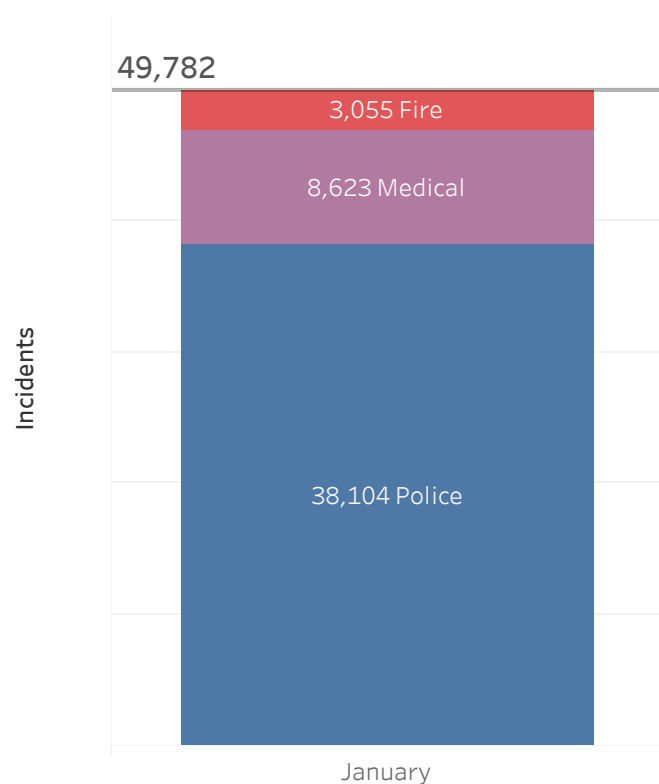
	Homeless-Related			% Homeless-Related *		
	2019	2020	2021	2019	2020	2021
Fire	2,426	3,141	292	7.00%	8.91%	9.56%
Medical	1,152	1,373	140	1.11%	1.40%	1.62%
Police	30,210	25,961	1,901	5.04%	5.13%	4.99%
Grand Total	33,788	30,475	2,333	4.58%	4.77%	4.69%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related Portland			% Homeless-Related Portland		
	2019	2020	2021	2019	2020	2021
Fire	2,295	3,031	284	94.60%	96.50%	97.26%
Medical	1,053	1,282	131	91.41%	93.37%	93.57%
Police	27,024	22,983	1,696	89.45%	88.53%	89.22%
Grand Total	30,372	27,296	2,111	89.89%	89.57%	90.48%

Dispatch Workload/CAD Incidents January 2021



Homeless-Related Dispatch Workload/CAD Incidents January 2021

	Homeless-Related	% Homeless-Related *
Fire	292	9.56%
Medical	140	1.62%
Police	1,901	4.99%
Grand Total	2,333	4.69%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents January 2021

	Homeless-Related Portland	% Homeless-Related Portland
Fire	284	97.26%
Medical	131	93.57%
Police	1,653	89.40%
Grand Total	2,068	90.66%

Homeless-Related Dispatch Workload/CAD Incidents

DISCIPLINE
■ Fire
■ Medical
■ Police
■ Grand Total

	Homeless-Related			% Homeless-Related		
	2019	2020	2021	2019	2020	2021
Fire	2,426	3,141	292	7.18%	10.31%	12.52%
Medical	1,152	1,373	140	3.41%	4.51%	6.00%
Police	30,210	25,961	1,901	89.41%	85.19%	81.48%
Grand Total	33,788	30,475	2,333	100.00%	100.00%	100.00%

Police

	2019	2020	2021	2019	2020	2021
UNWANTED PERSON	14,297	10,578	784	47.33%	40.75%	41.24%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,055	1,776	137	6.80%	6.84%	7.21%
WELFARE CHECK	2,137	1,831	161	7.07%	7.05%	8.47%
Other	11,721	11,776	819	38.80%	45.36%	43.08%
Total	30,210	25,961	1,901	100.00%	100.00%	100.00%

Fire

	2019	2020	2021	2019	2020	2021
ILLEGAL BURN	1,362	1,741	126	56.14%	55.43%	43.15%
UNKNOWN TYPE FIRE PROBLEM	550	782	120	22.67%	24.90%	41.10%
SMOKE IN AREA- OUTSIDE	209	220	18	8.62%	7.00%	6.16%
Other	305	398	28	12.57%	12.67%	9.59%
Total	2,426	3,141	292	100.00%	100.00%	100.00%

Medical

	2019	2020	2021	2019	2020	2021
BEHAVIOR/CODE 1 EMS ONLY	158	194	27	13.72%	14.13%	19.29%
OVERDOSE/ALS	95	91	3	8.25%	6.63%	2.14%
SICK/CODE 1 EMS ONLY	117	141	9	10.16%	10.27%	6.43%
ASSAULT/ALS	99	116	6	8.59%	8.45%	4.29%
UNCONSCIOUS/ALS	81	113	10	7.03%	8.23%	7.14%
UNKNOWN/ALS	60	72	8	5.21%	5.24%	5.71%
Other	542	646	77	47.05%	47.05%	55.00%
Total	1,152	1,373	140	100.00%	100.00%	100.00%

Homeless-Related Hours of Work (CAD incidents open to close) January 2021

	Day Average	Month Total
Fire	10.41	322.75
Medical	3.25	100.77
Police	58.75	1,821.39
Grand Total	72.42	2,244.90