

# BOEC Update: March 2021

## Strategic Plan Progress:

1. **Call Performance and Staffing:** Sixteen Training Academy candidates in background investigation phase. New Emergency Communications Supervisor recently appointed and Assistant Operations Manager interviews scheduled. Additional dispatch FTE requested in FY21/22 budget.
2. **Consistent, Efficient, and Effective Call Triage:** Beginning to outline potential nurse triage program.
3. **Public Information and Outreach:** Addressing numerous media inquiries; developing video messages for 911 community education.
4. **Partner Agency Collaboration:** User Board recruiting west side community representative.
5. **Equity:** Heritage Month celebration educational opportunities expanded; Scheduling Equity Coordinator interviews.
6. **Training and Quality Assurance:** Medical and fire triage training complete; computer integration (ProQA) training underway; ProQA go-live May 4.
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 complete submitted and preparing for spring BMP.
10. **Secure, Efficient, and Resilient Facility:** Coordinating console replacement project with BTS and Facilities; developing "Future Needs Assessment" with Facilities, to include potential remodel and back-up center plan.

Integrity

Respect

Competence

Compassion

Responsibility

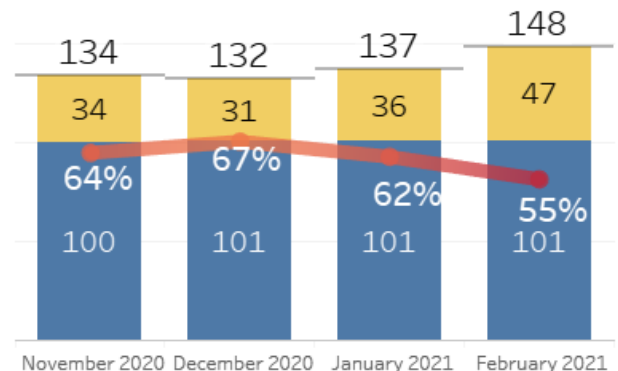
Teamwork



*“Move before the wave and change before you have to.”*

*- anonymous*

Certified Dispatch Staffing Required to Answer 9-1-1 Calls Within 15 Seconds\*



\*Varies by call volume

■ Additional Staff Need      % Answered Within 15 Seconds  
■ Call-taking Certified Staff      55% ■ 100%

(118 FTE Currently Authorized)

## 2020-2021 Budget to date: (FY 68.3% Complete)

-Expenditures:      \$28,618,146 (revised budgeted)  
                               \$17,285,517 (60.4% expended)  
                               \$11,332,629 (remaining)

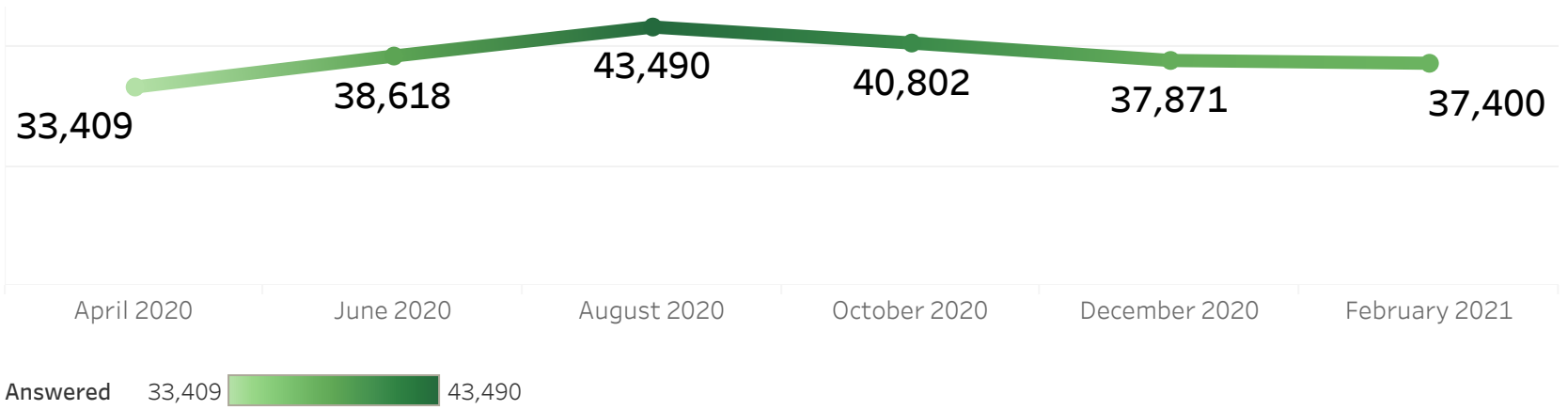
-Revenue:              \$28,618,146 (revised budgeted)  
                               \$18,135,317 (63.4% collected)  
                               \$10,482,829 (remaining)

## Call Answering: February 2021

- 37,400 9-1-1 calls answered
- 55% within 15 seconds
- 59% within 20 seconds

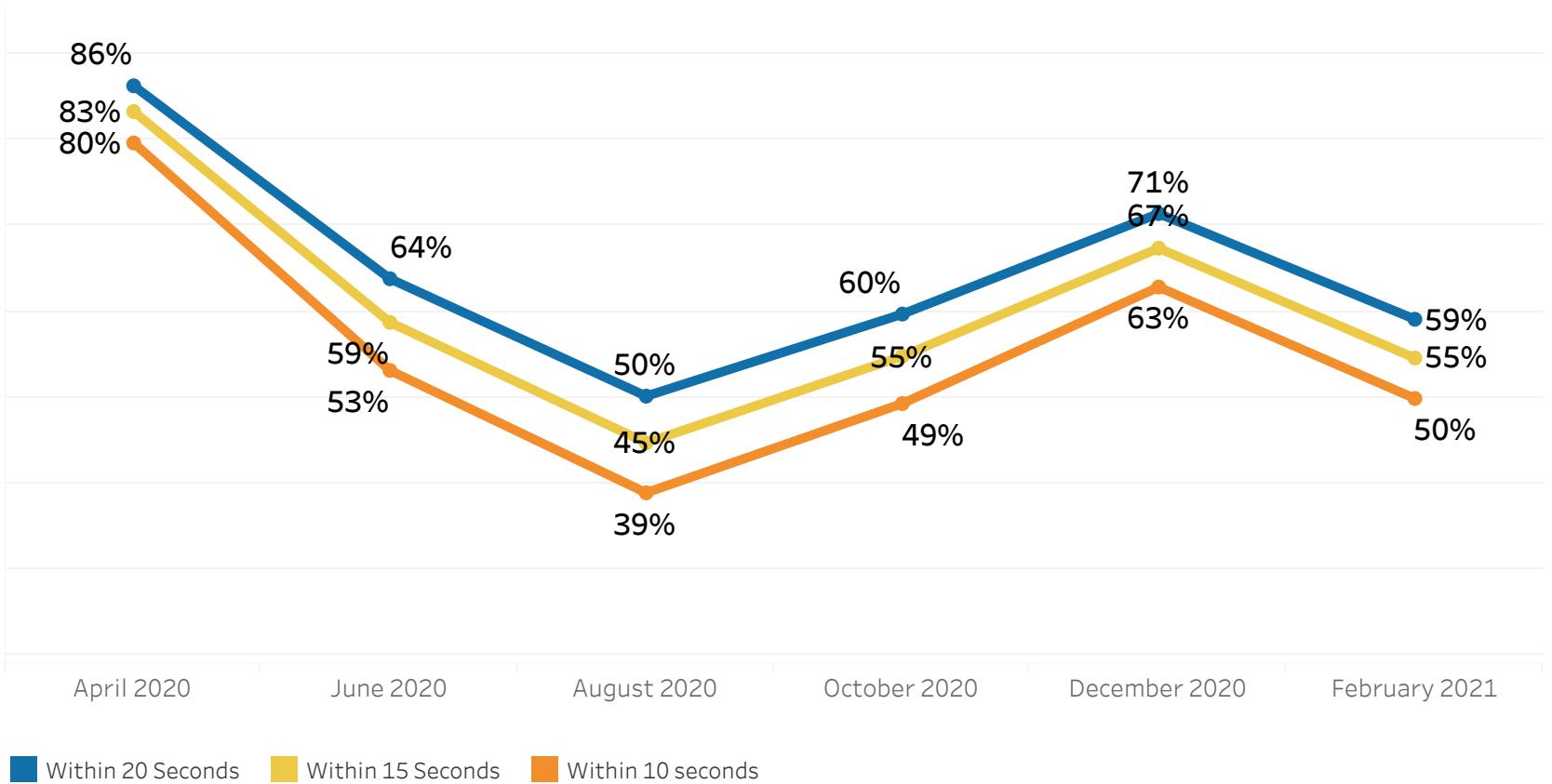
**NENA Standard:** 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

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

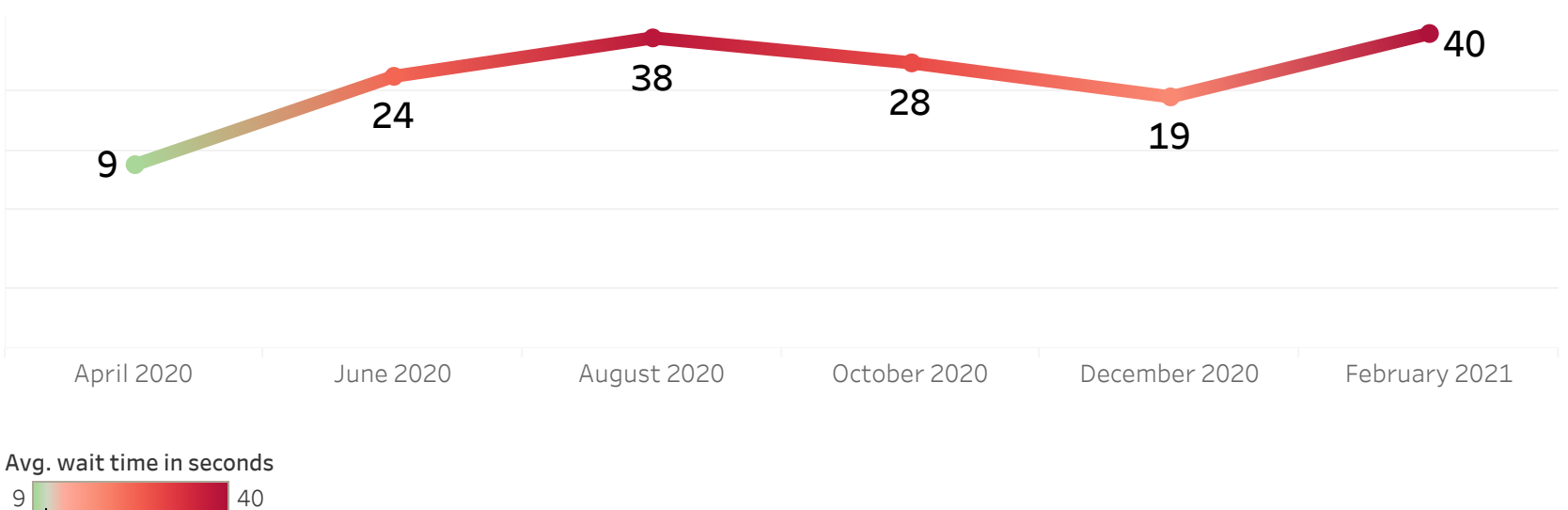


### 9-1-1 Call Answering Performance Trends\*

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

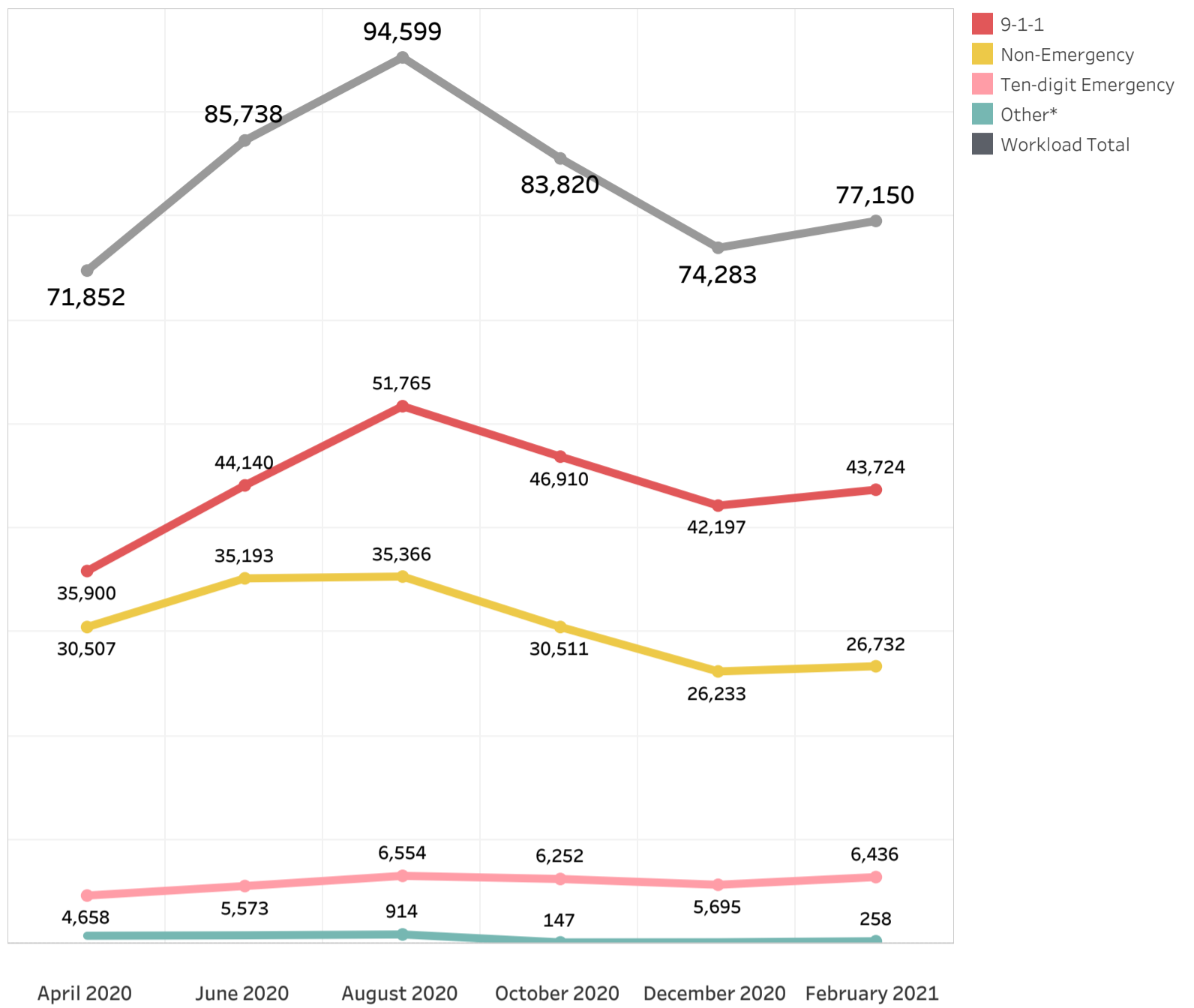


### 9-1-1 Average Wait-to-answer Time Trends\*



\*Caller-disconnected calls are not included.

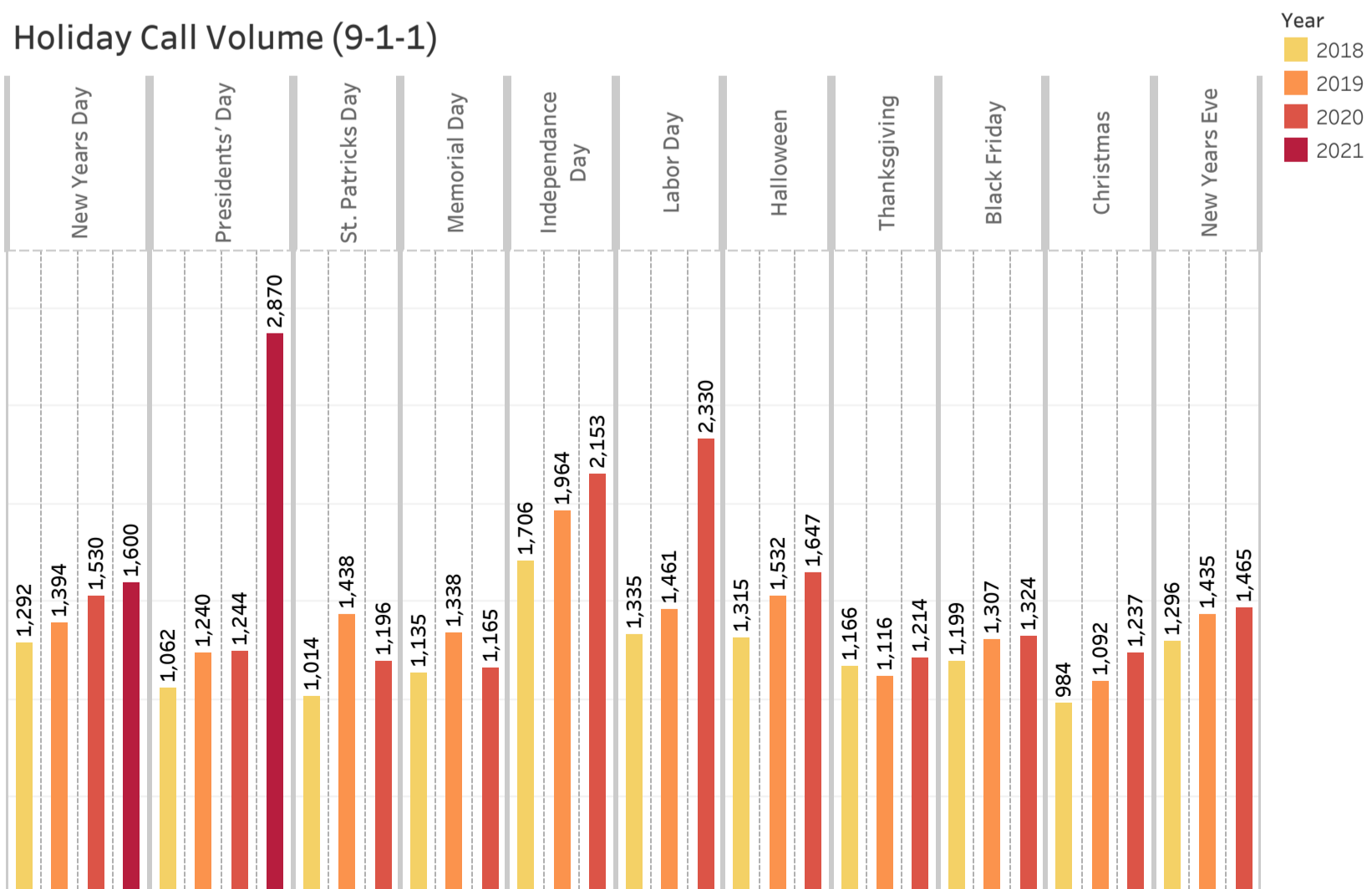
## BOEC Workload Call Volume



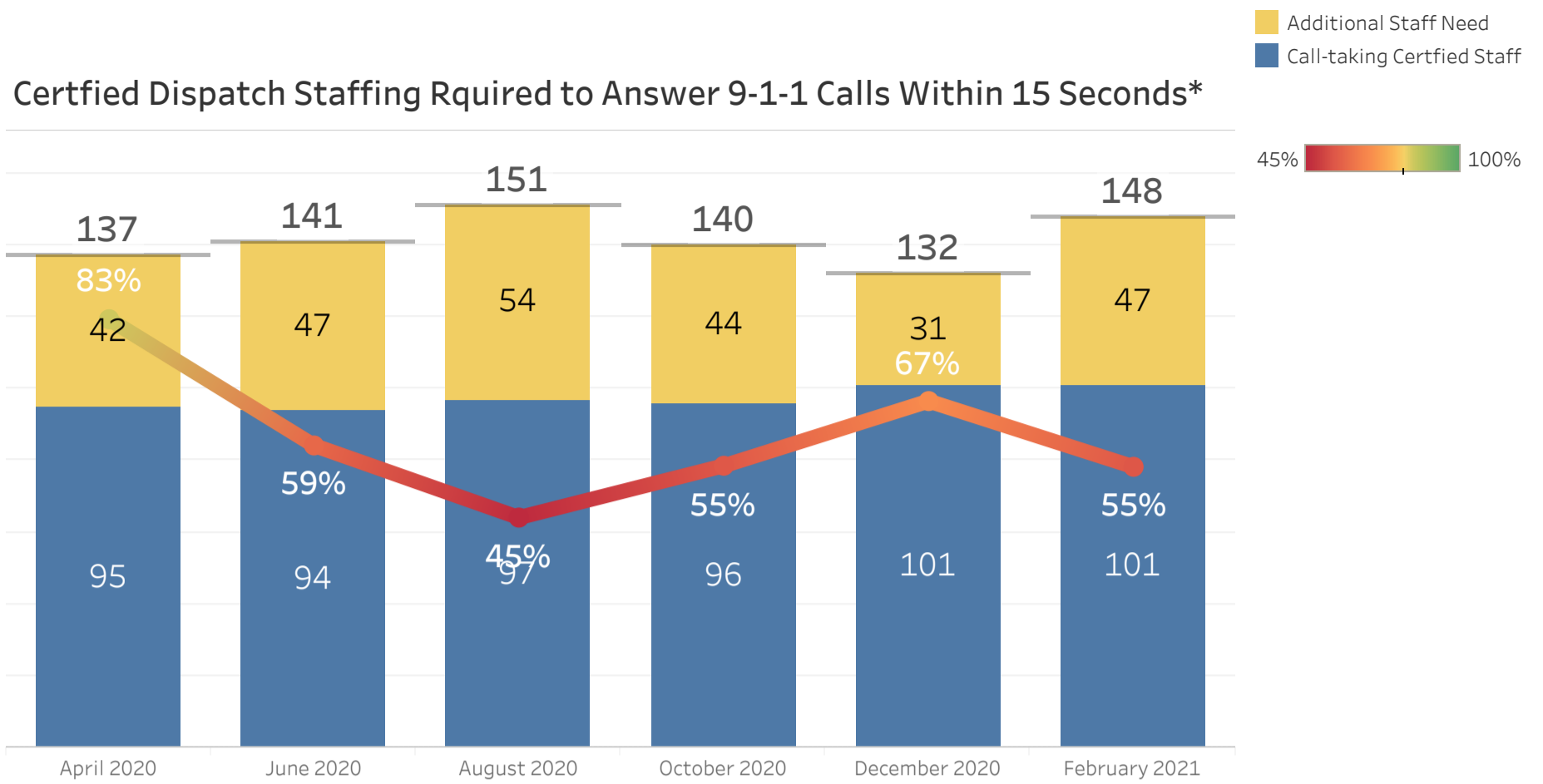
	April 2020	June 2020	August 2020	October 2020	December 2020	February 2021
9-1-1	35,900	44,140	51,765	46,910	42,197	43,724
Non-Emergency	30,507	35,193	35,366	30,511	26,233	26,732
Ten-digit Emergency	4,658	5,573	6,554	6,252	5,695	6,436
Other*	787	832	914	147	158	258
<b>Workload Total</b>	<b>71,852</b>	<b>85,738</b>	<b>94,599</b>	<b>83,820</b>	<b>74,283</b>	<b>77,150</b>

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

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

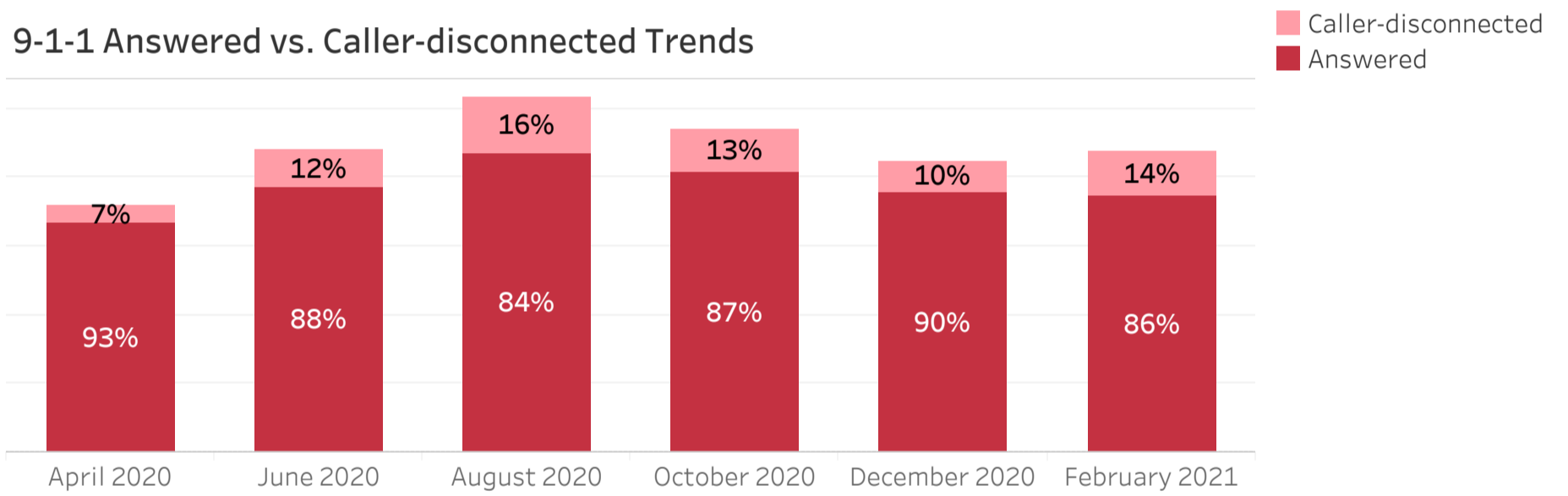


### Certified Dispatch Staffing Rquired to Answer 9-1-1 Calls Within 15 Seconds\*

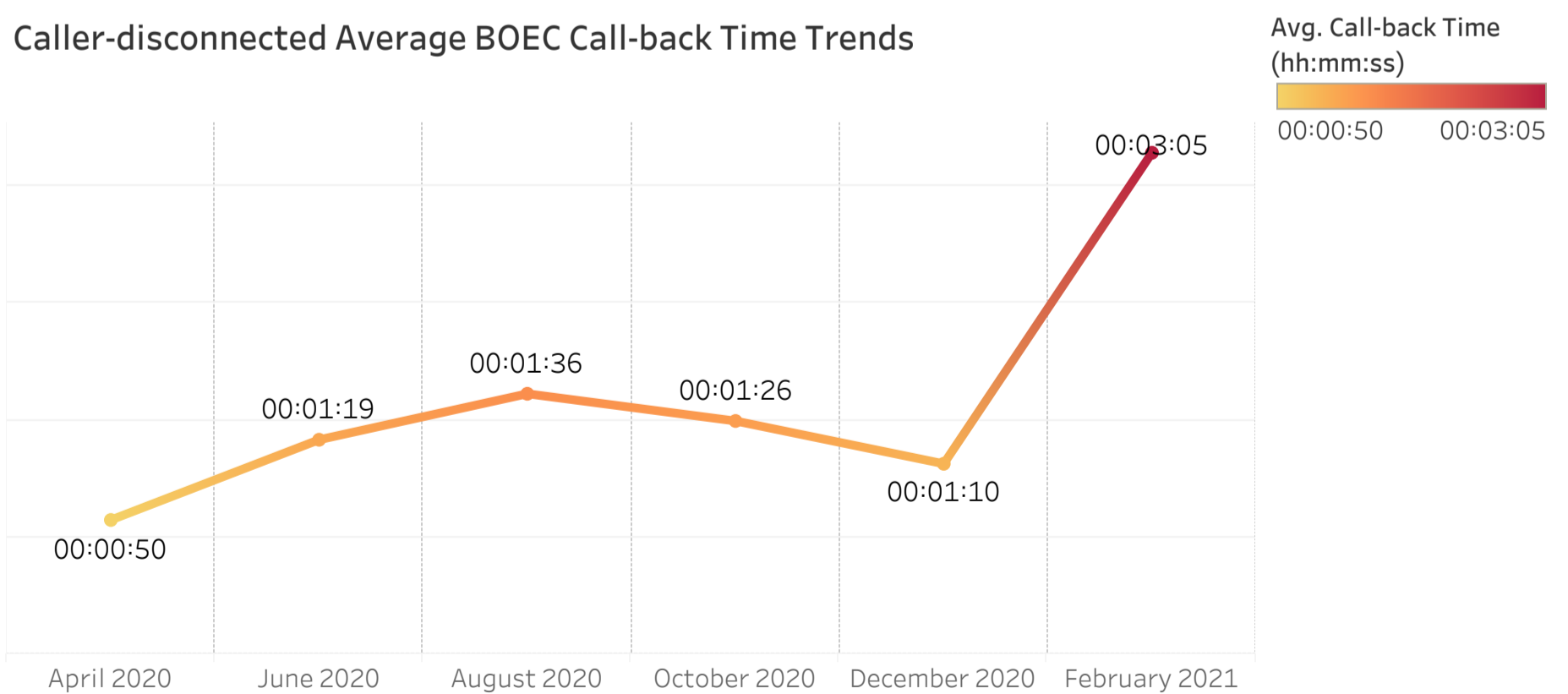


\*Varies by call volume and processing metrics.

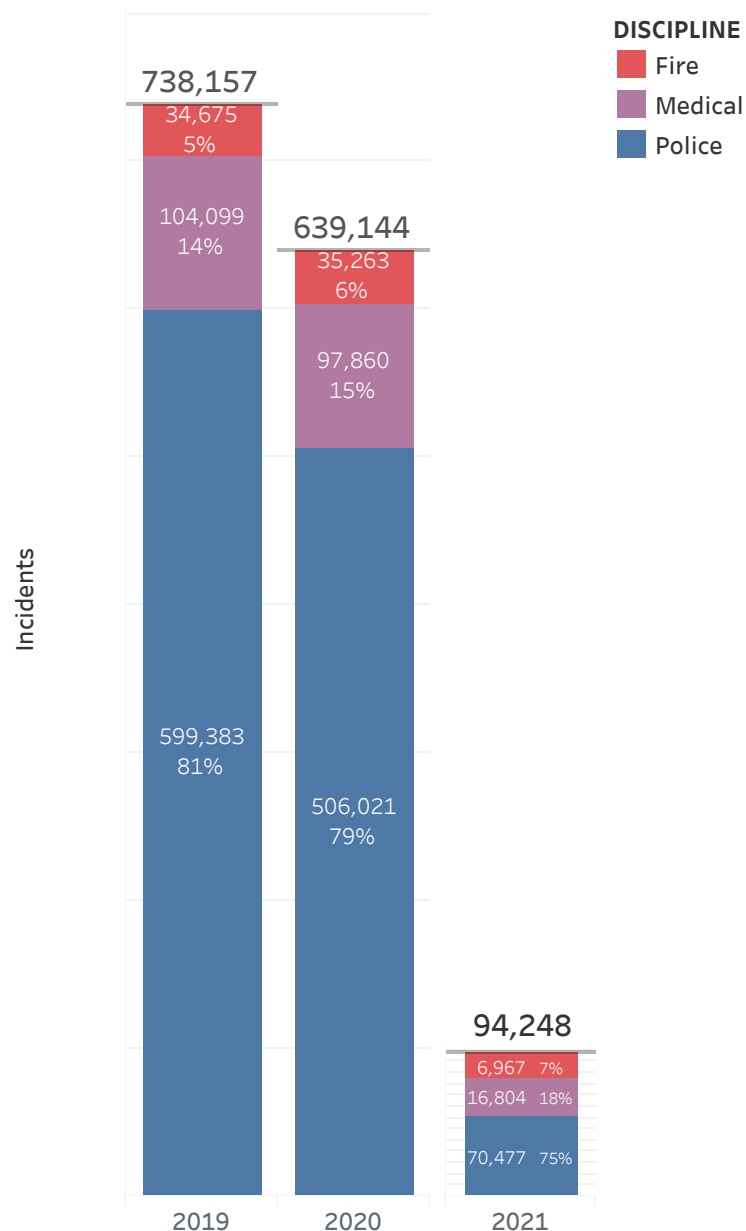
### 9-1-1 Answered vs. Caller-disconnected Trends



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



## Dispatch Workload/CAD Incidents



## Homeless-Related Dispatch Workload/CAD Incidents

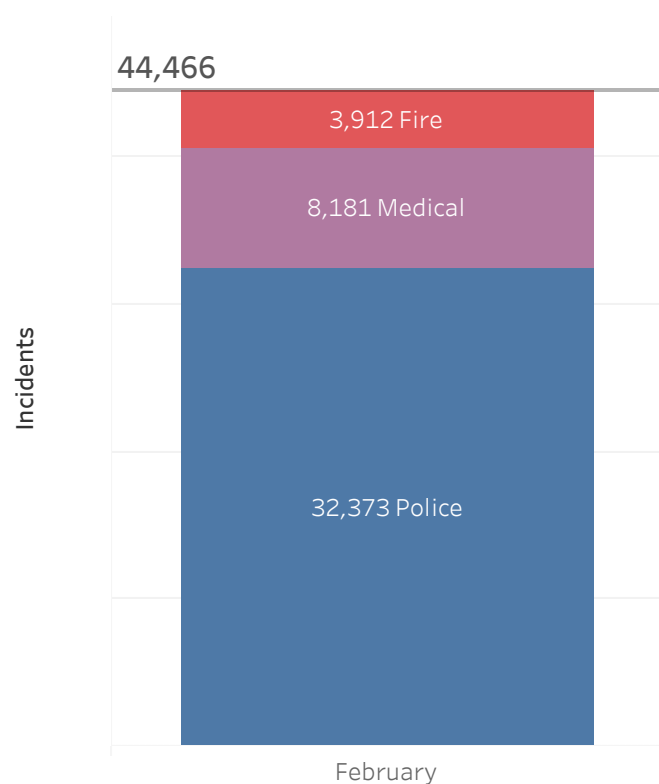
	Homeless-Related			% Homeless-Related *		
	2019	2020	2021	2019	2020	2021
Fire	2,426	3,141	571	7.00%	8.91%	8.20%
Medical	1,152	1,373	285	1.11%	1.40%	1.70%
Police	30,210	25,961	3,604	5.04%	5.13%	5.11%
Grand Total	33,788	30,475	4,460	4.58%	4.77%	4.73%

\* % 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	554	94.60%	96.50%	97.02%
Medical	1,053	1,282	269	91.41%	93.37%	94.39%
Police	27,024	22,983	3,263	89.45%	88.53%	90.54%
Grand Total	30,372	27,296	4,086	89.89%	89.57%	91.61%

## Dispatch Workload/CAD Incidents February 2021



## Homeless-Related Dispatch Workload/CAD Incidents February 2021

	Homeless-Related	% Homeless-Related *
Fire	279	7.13%
Medical	145	1.77%
Police	1,703	5.26%
Grand Total	2,127	4.78%

\* % Homeless-Related with respect to discipline

## Portland Homeless-Related Dispatch Workload/CAD Incidents February 2021

	Homeless-Related Portland	% Homeless-Related Portland
Fire	270	97.12%
Medical	138	95.17%
Police	1,547	92.41%
Grand Total	1,955	93.23%

## 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	571	7.18%	10.31%	12.80%
Medical	1,152	1,373	285	3.41%	4.51%	6.39%
Police	30,210	25,961	3,604	89.41%	85.19%	80.81%
Grand Total	33,788	30,475	4,460	100.00%	100.00%	100.00%

### Police

	2019	2020	2021	2019	2020	2021
UNWANTED PERSON	14,297	10,578	1,445	47.33%	40.75%	40.09%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,055	1,776	245	6.80%	6.84%	6.80%
WELFARE CHECK	2,137	1,831	341	7.07%	7.05%	9.46%
Other	11,721	11,776	1,573	38.80%	45.36%	43.65%
Total	30,210	25,961	3,604	100.00%	100.00%	100.00%

### Fire

	2019	2020	2021	2019	2020	2021
ILLEGAL BURN	1,362	1,741	257	56.14%	55.43%	45.01%
UNKNOWN TYPE FIRE PROBLEM	550	782	218	22.67%	24.90%	38.18%
SMOKE IN AREA- OUTSIDE	209	220	32	8.62%	7.00%	5.60%
Other	305	398	64	12.57%	12.67%	11.21%
Total	2,426	3,141	571	100.00%	100.00%	100.00%

### Medical

	2019	2020	2021	2019	2020	2021
BEHAVIOR/CODE 1 EMS ONLY	158	194	40	13.72%	14.13%	14.04%
OVERDOSE/ALS	95	91	16	8.25%	6.63%	5.61%
SICK/CODE 1 EMS ONLY	117	141	21	10.16%	10.27%	7.37%
ASSAULT/ALS	99	116	14	8.59%	8.45%	4.91%
UNCONSCIOUS/ALS	81	113	16	7.03%	8.23%	5.61%
UNKNOWN/ALS	60	72	23	5.21%	5.24%	8.07%
Other	542	646	155	47.05%	47.05%	54.39%
Total	1,152	1,373	285	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	3.87	108.34
Medical	3.85	107.90
Police	54.13	1,515.70
Grand Total	61.86	1,731.94