

# BOEC Update: April 2021

## Strategic Plan Progress:

1. **Call Performance and Staffing:** Eleven candidates passed background investigation phase and are scheduled for psychological testing. New trainee recruitment begins April 19 and will be open for three weeks. Assistant Operations Manager final interviews underway. 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 9-1-1 community education.
4. **Partner Agency Collaboration:** User Board Chair recently passed away, creating a necessity to begin chair nomination process; recruiting west side community representative.
5. **Equity:** Equity Coordinator interviews scheduled April 12 and 13. Analyzing potential bureau equity training opportunities.
6. **Training and Quality Assurance:** Medical and fire triage training and computer integration (ProQA) training are complete. ProQA go-live is on track for May 4.
7. **Career and Leadership Development:** Creating mechanism for Operations and Training to create program framework, which is tied-in to the AOM recruitment above.
8. **Technology Systems:** ProQA CAD integration configurations underway. Finalizing contract for new logging recording system and preparing for CAD upgrade next fiscal year.
9. **Administration Processes:** FY20/21 Spring BMP completed.
10. **Secure, Efficient, and Resilient Facility:** Coordinating paint and carpet replacement project, along with 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

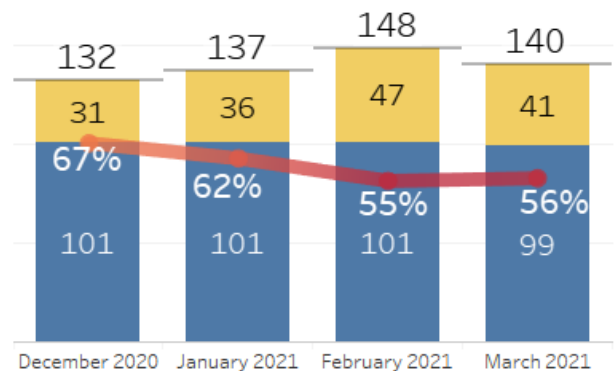
Teamwork



*"It takes as much energy to wish as it does to plan."*

- Eleanor Roosevelt

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 77.1% Complete)

-Expenditures:      \$28,618,146 (revised budgeted)  
                               \$19,445,704 (67.9% expended)  
                               \$ 9,172,442 (remaining)

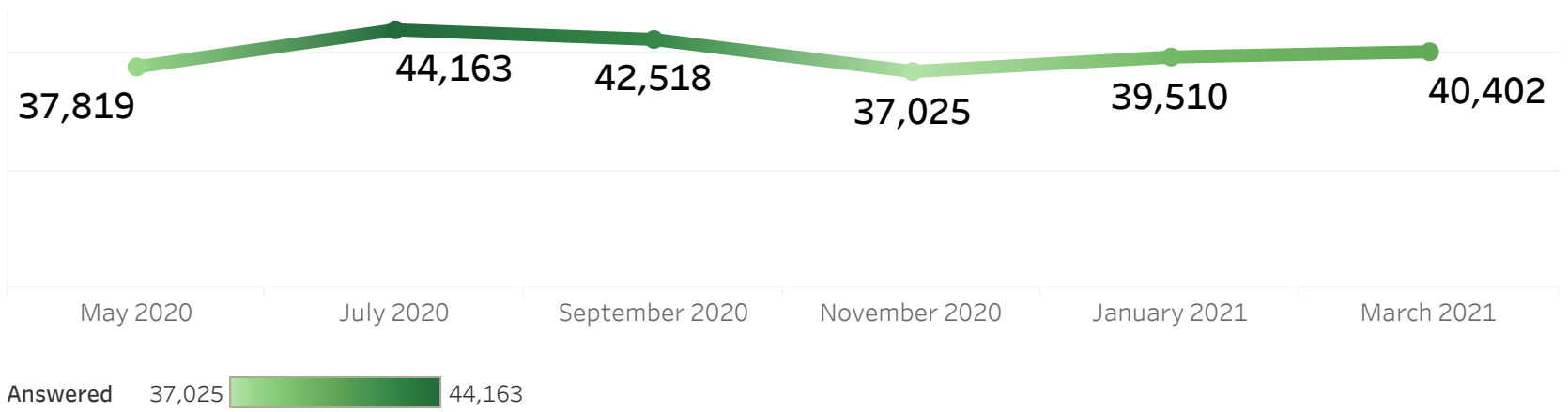
-Revenue:              \$28,618,146 (revised budgeted)  
                               \$20,021,012 (70.0% collected)  
                               \$ 8,597,134 (remaining)

## Call Answering: March 2021

- 40,402 9-1-1 calls answered
- 56% within 15 seconds
- 60% within 20 seconds

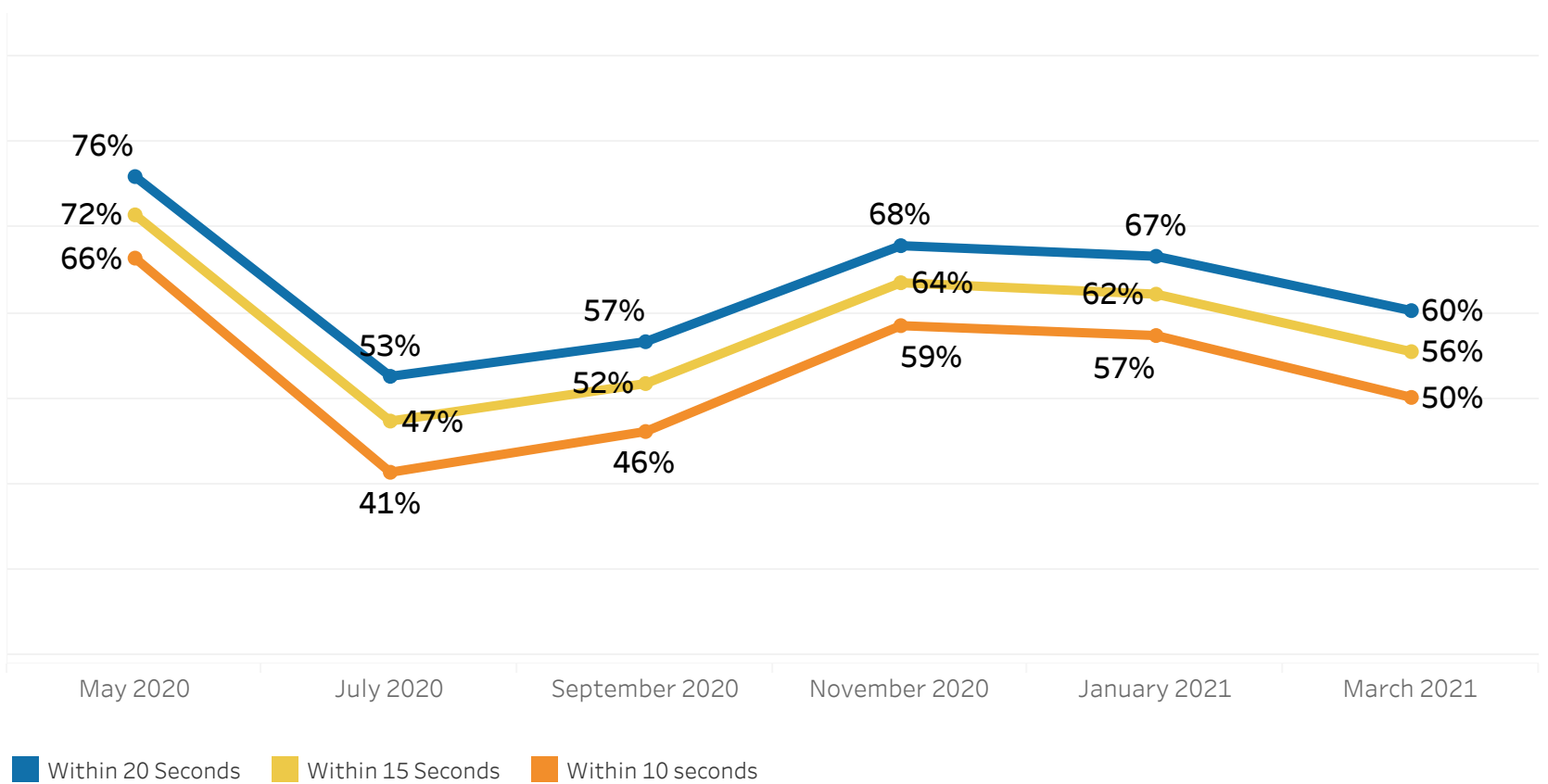
**NENA Standard:** 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 9-1-1 calls should be answered within 20 seconds.

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

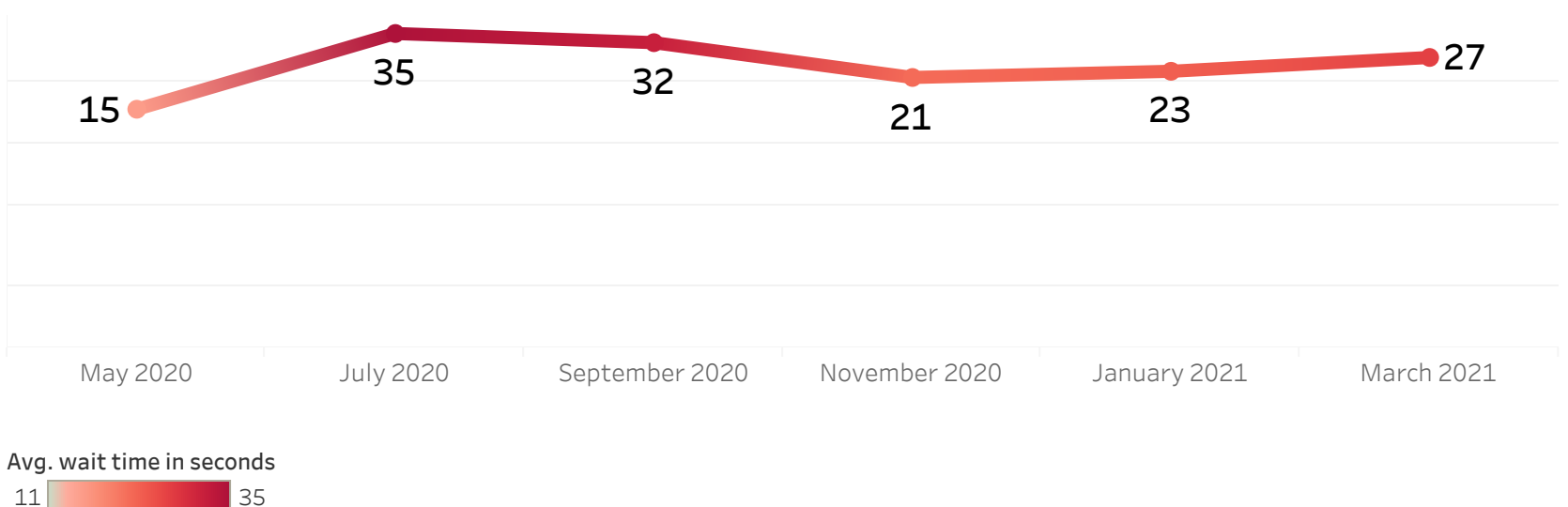


### 9-1-1 Call Answering Performance Trends\*

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

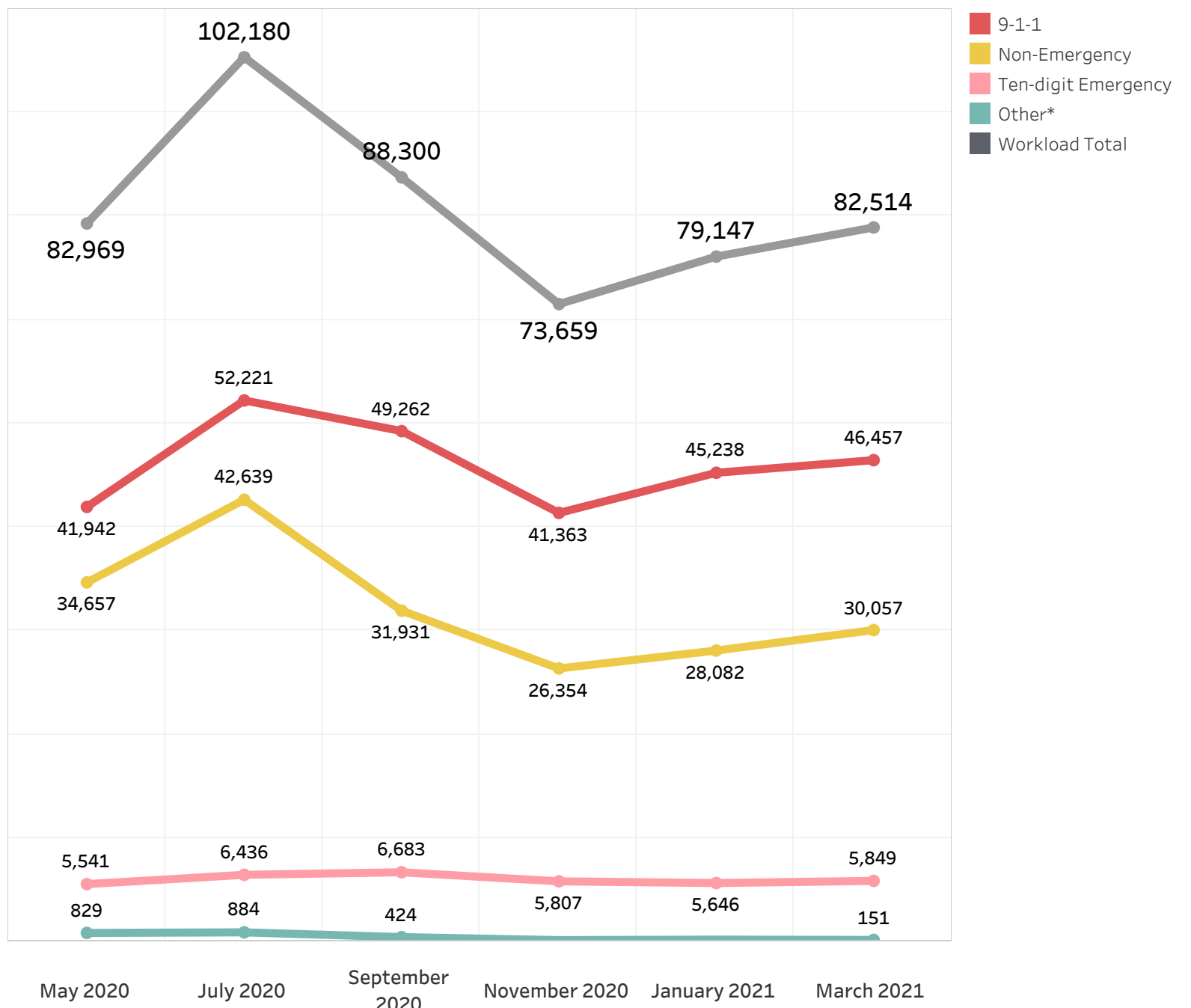


### 9-1-1 Average Wait-to-answer Time Trends\*



\*Caller-disconnected calls are not included.

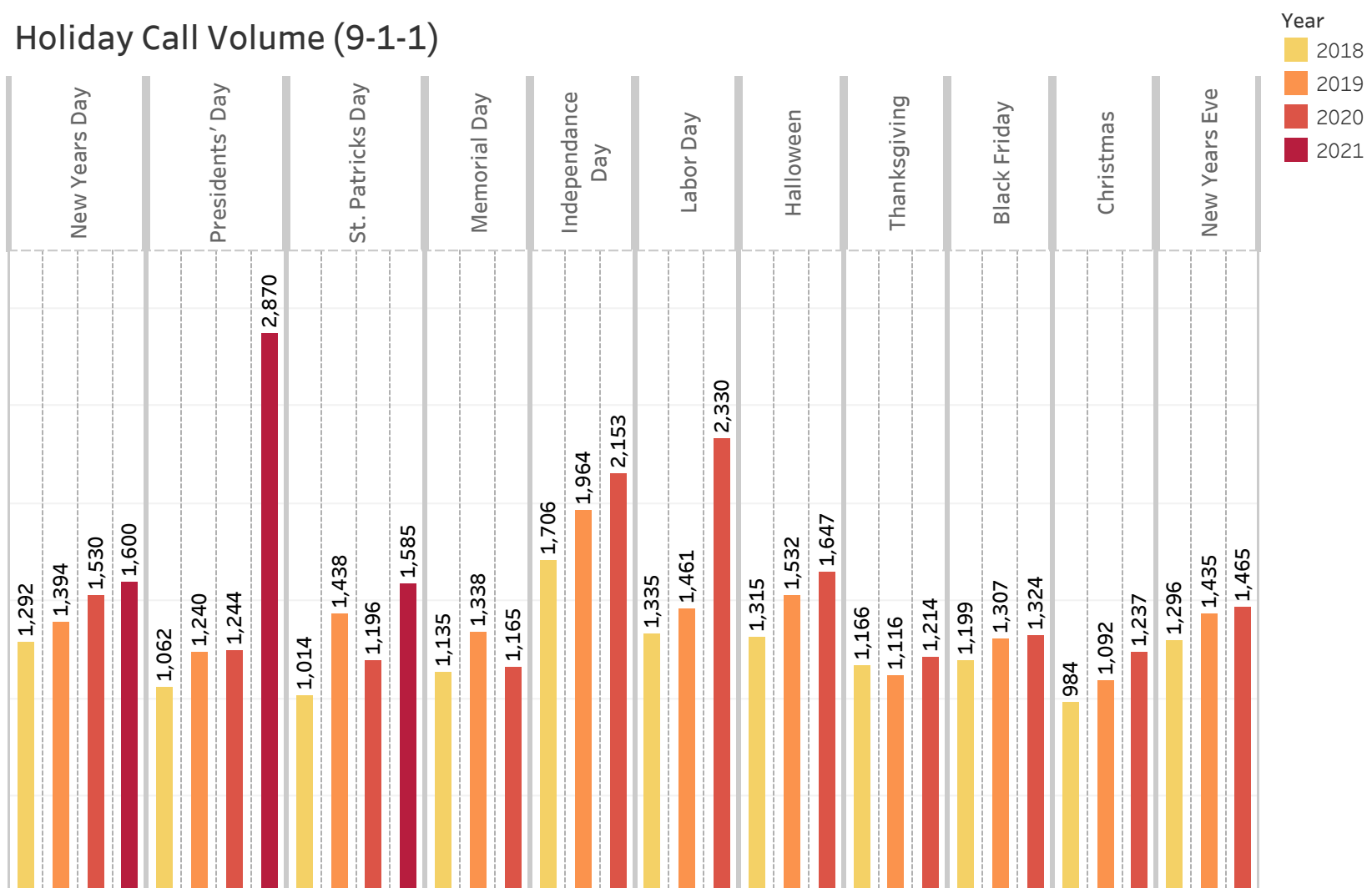
## BOEC Workload Call Volume



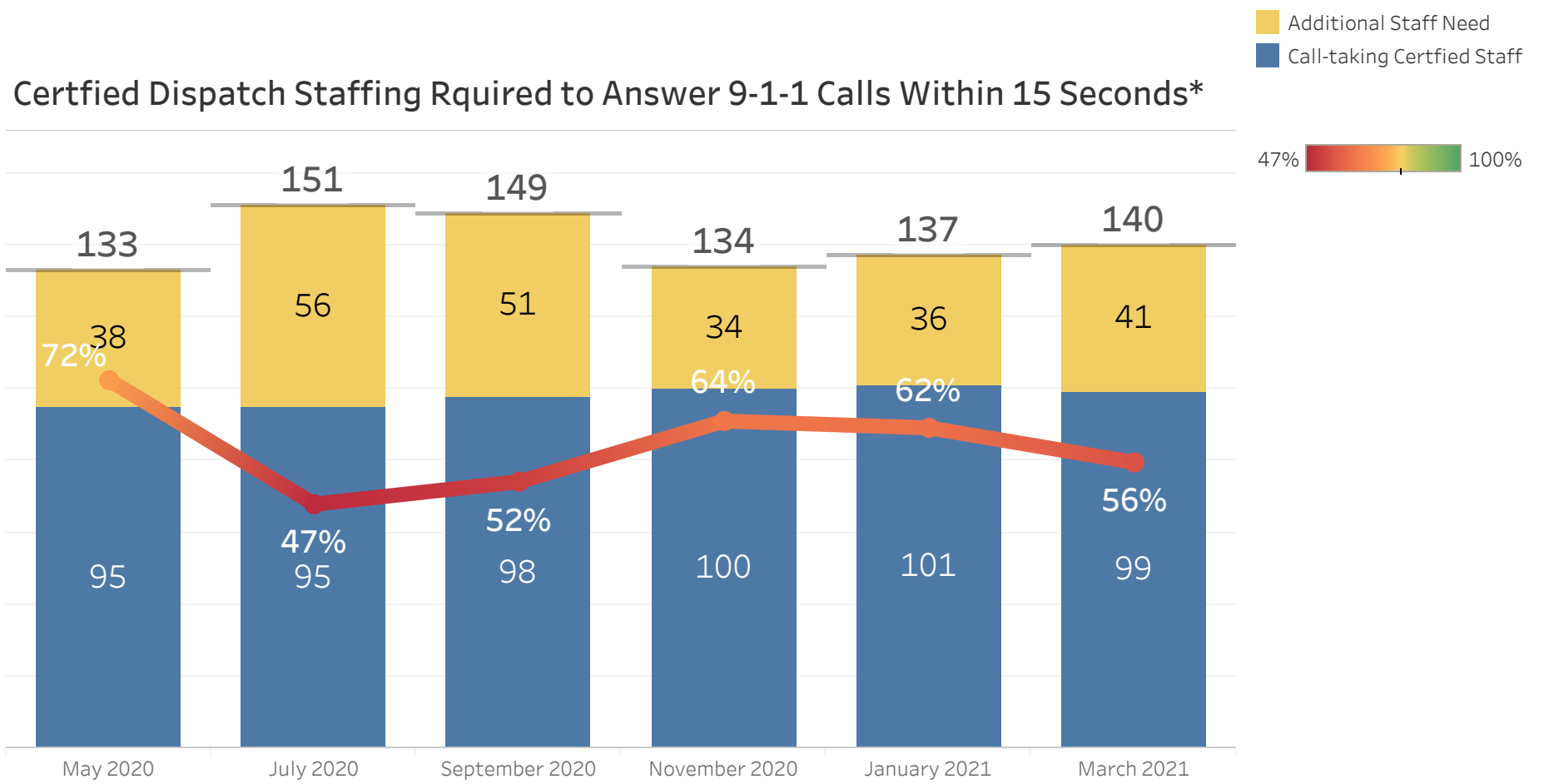
	May 2020	July 2020	September 2020	November 2020	January 2021	March 2021
9-1-1	41,942	52,221	49,262	41,363	45,238	46,457
Non-Emergency	34,657	42,639	31,931	26,354	28,082	30,057
Ten-digit Emergency	5,541	6,436	6,683	5,807	5,646	5,849
Other*	829	884	424	135	181	151
<b>Workload Total</b>	<b>82,969</b>	<b>102,180</b>	<b>88,300</b>	<b>73,659</b>	<b>79,147</b>	<b>82,514</b>

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

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

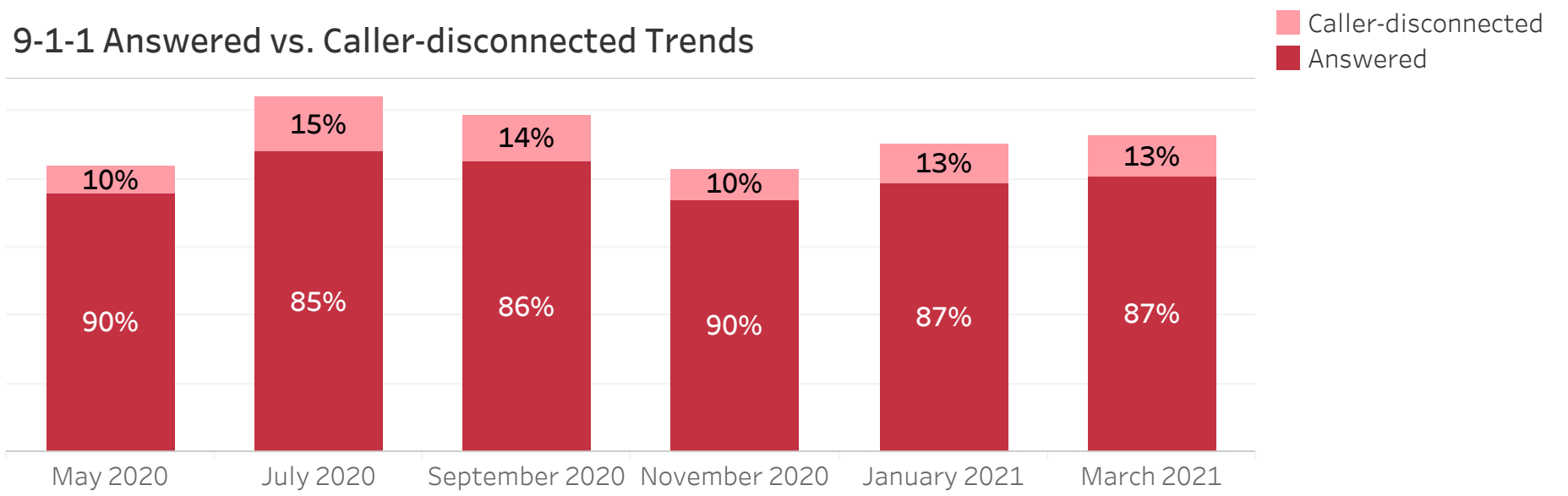


### Certified Dispatch Staffing Rquired to Answer 9-1-1 Calls Within 15 Seconds\*

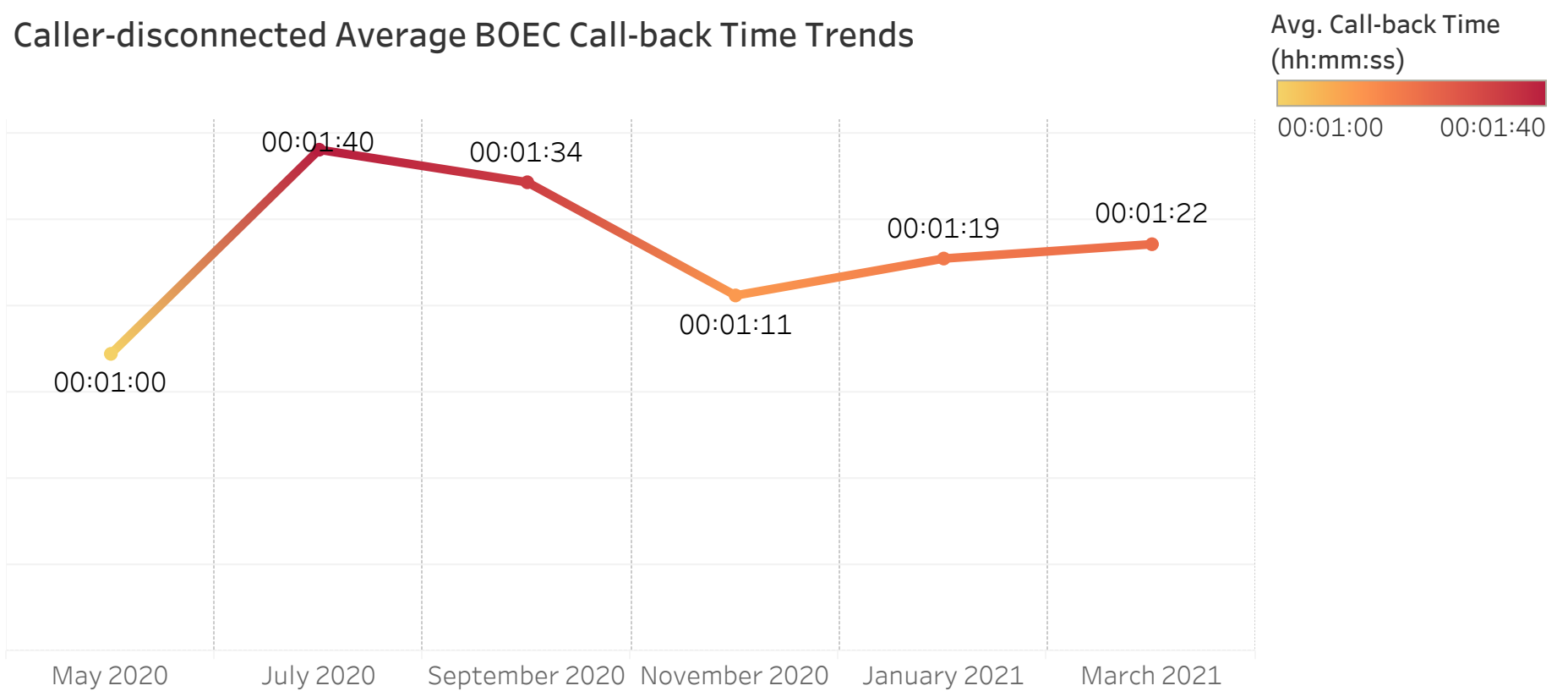


\*Varies by call volume and processing metrics.

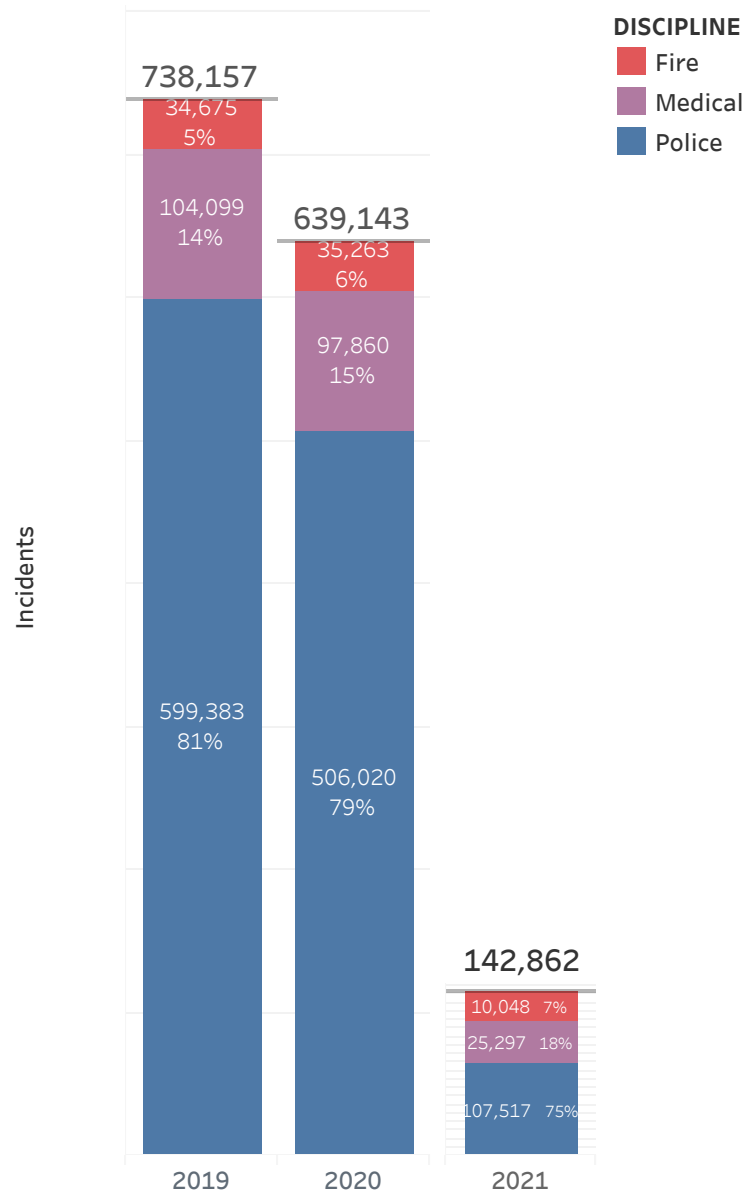
### 9-1-1 Answered vs. Caller-disconnected Trends



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



## Dispatch Workload/CAD Incidents



## Homeless-Related Dispatch Workload/CAD Incidents

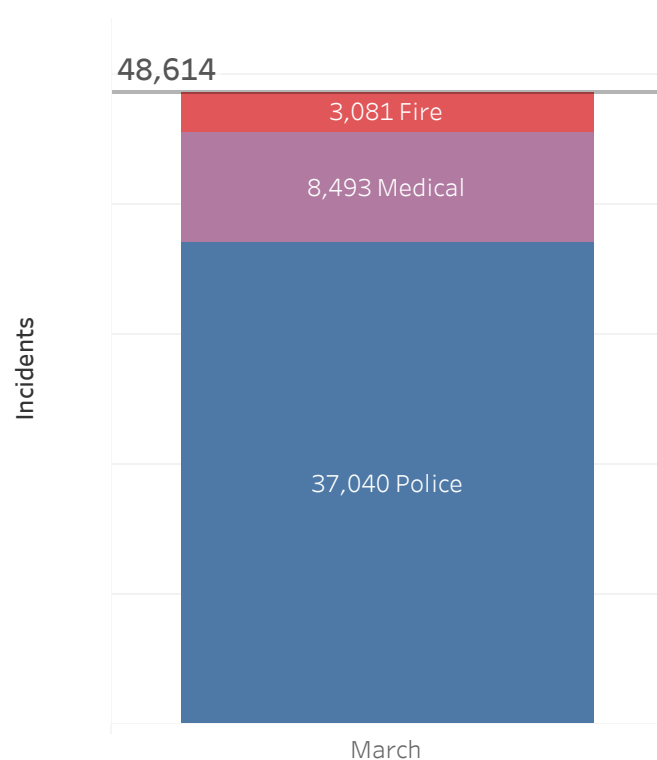
	Homeless-Related			% Homeless-Related *		
	2019	2020	2021	2019	2020	2021
Fire	2,426	3,141	971	7.00%	8.91%	9.66%
Medical	1,152	1,373	417	1.11%	1.40%	1.65%
Police	30,210	25,961	5,664	5.04%	5.13%	5.27%
<b>Grand Total</b>	<b>33,788</b>	<b>30,475</b>	<b>7,052</b>	<b>4.58%</b>	<b>4.77%</b>	<b>4.94%</b>

\* % 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	945	94.60%	96.50%	97.32%
Medical	1,053	1,282	388	91.41%	93.37%	93.05%
Police	27,024	22,983	5,141	89.45%	88.53%	90.77%
<b>Grand Total</b>	<b>30,372</b>	<b>27,296</b>	<b>6,474</b>	<b>89.89%</b>	<b>89.57%</b>	<b>91.80%</b>

## Dispatch Workload/CAD Incidents March 2021



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

	Homeless-Related	% Homeless-Related *
Fire	400	12.98%
Medical	132	1.55%
Police	2,060	5.56%
<b>Grand Total</b>	<b>2,592</b>	<b>5.33%</b>

\* % Homeless-Related with respect to discipline

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

	Homeless-Related Portland	% Homeless-Related Portland
Fire	390	97.74%
Medical	119	90.15%
Police	1,866	91.43%
<b>Grand Total</b>	<b>2,375</b>	<b>92.34%</b>

## 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	971	7.18%	10.31%	13.77%
Medical	1,152	1,373	417	3.41%	4.51%	5.91%
Police	30,210	25,961	5,664	89.41%	85.19%	80.32%
Grand Total	33,788	30,475	7,052	100.00%	100.00%	100.00%

### Police

	2019	2020	2021	2019	2020	2021
UNWANTED PERSON	14,296	10,560	2,279	47.32%	40.68%	40.24%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,039	1,759	406	6.75%	6.78%	7.17%
WELFARE CHECK	2,159	1,846	480	7.15%	7.11%	8.47%
Other	11,716	11,796	2,499	38.78%	45.44%	44.12%
Total	30,210	25,961	5,664	100.00%	100.00%	100.00%

### Fire

	2019	2020	2021	2019	2020	2021
ILLEGAL BURN	1,370	1,739	445	56.47%	55.36%	45.83%
UNKNOWN TYPE FIRE PROBLEM	534	762	346	22.01%	24.26%	35.63%
SMOKE IN AREA- OUTSIDE	211	225	66	8.70%	7.16%	6.80%
Other	311	415	114	12.82%	13.21%	11.74%
Total	2,426	3,141	971	100.00%	100.00%	100.00%

### Medical

	2019	2020	2021	2019	2020	2021
BEHAVIOR/CODE 1 EMS ONLY	160	188	64	13.89%	13.69%	15.35%
OVERDOSE/ALS	96	86	24	8.33%	6.26%	5.76%
SICK/CODE 1 EMS ONLY	114	138	39	9.90%	10.05%	9.35%
ASSAULT/ALS	99	115	24	8.59%	8.38%	5.76%
UNCONSCIOUS/ALS	80	114	24	6.94%	8.30%	5.76%
UNKNOWN/ALS	57	68	33	4.95%	4.95%	7.91%
Other	546	664	209	47.40%	48.36%	50.12%
Total	1,152	1,373	417	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	4.21	130.44
Medical	3.19	98.93
Police	57.84	1,793.13
Grand Total	65.24	2,022.51

Dispatch Workload/CAD Incidents data temporarily not available for MCSO.