

BOEC Update: May 2021

Strategic Plan Progress:

- 1. Call Performance and Staffing:** Eight trainees begin academy on May 17. New trainee recruitment netted 60 candidates and interviews are being scheduled. Additional dispatch FTE approved in FY21/22 budget allowing 128 budgeted dispatch FTEs with 3 additional limited term trainee “pipeline” positions (13 position increase).
- 2. Consistent, Efficient, and Effective Call Triage:** Beginning to outline potential nurse triage program and beginning early vetting of Emergency Police Protocol.
- 3. Public Information and Outreach:** Addressing media inquiries.
- 4. Partner Agency Collaboration:** User Board will begin vetting chair and vice chair positions. West side user board representative candidate being reviewed.
- 5. Equity:** Equity Coordinator has been selected and begins in June.
- 6. Training and Quality Assurance:** Medical and fire triage training and computer integration (ProQA) training are complete. ProQA go-live delayed to May 18 and is on track. Go-Live Action Plan is being distributed to staff and stakeholders.
- 7. Career and Leadership Development:** AOM beginning work on bureau-wide career and leadership development programs.
- 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:** Budget process complete.
- 10. Secure, Efficient, and Resilient Facility:** Paint and carpet replacement project complete. New Consoles being ordered with anticipated installation during summer, 2021. Developing “Future Needs Assessment” with Facilities, to include potential remodel and back-up center plan.

Integrity

Respect

Competence

Compassion

Responsibility

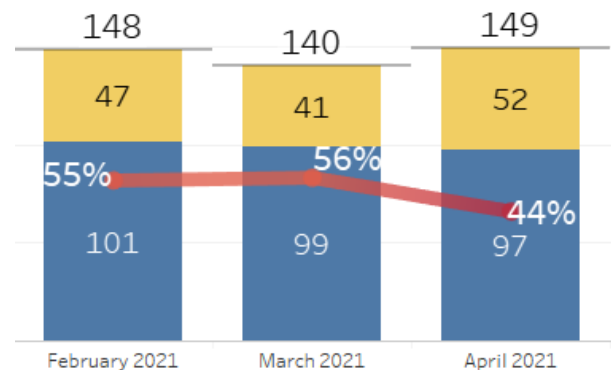
Teamwork



“Your life story is not written with a pen, but with your actions.”

- John L. Mason

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 44% ■ 100%

(123 FTE Currently Authorized)

2020-2021 Budget to date: (FY 87.5% Complete)

-Expenditures: \$30,515,636 (budgeted)
 \$21,451,072 (70.3% expended)
 \$ 9,064,564 (remaining)

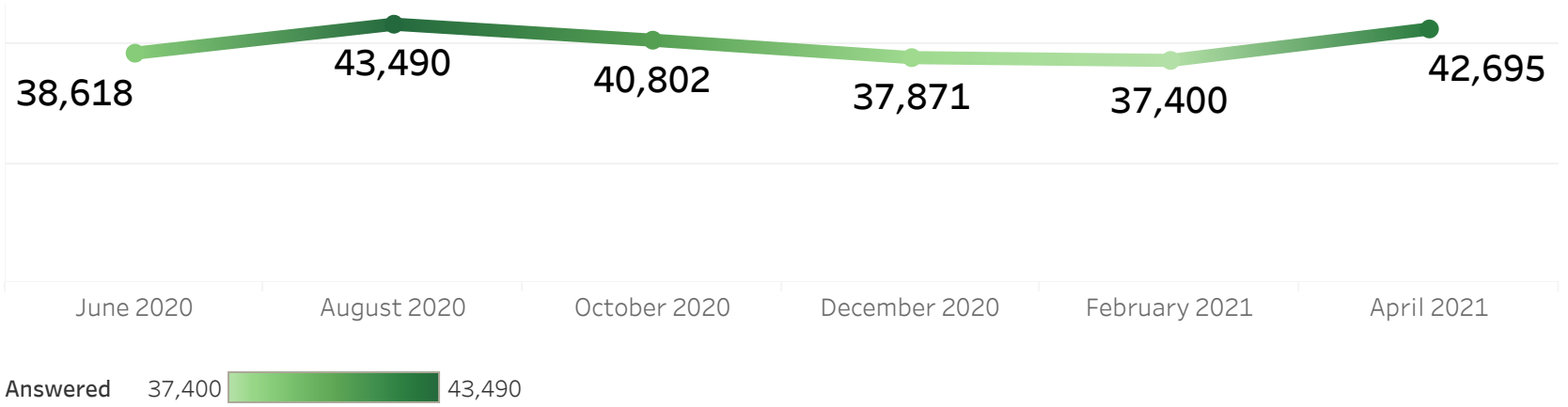
-Revenue: \$30,515,636 (budgeted)
 \$23,984,468 (78.6% collected)
 \$ 6,531,168 (remaining)

Call Answering: April 2021

- 42,695 9-1-1 calls answered
- 44% within 15 seconds
- 49% within 20 seconds

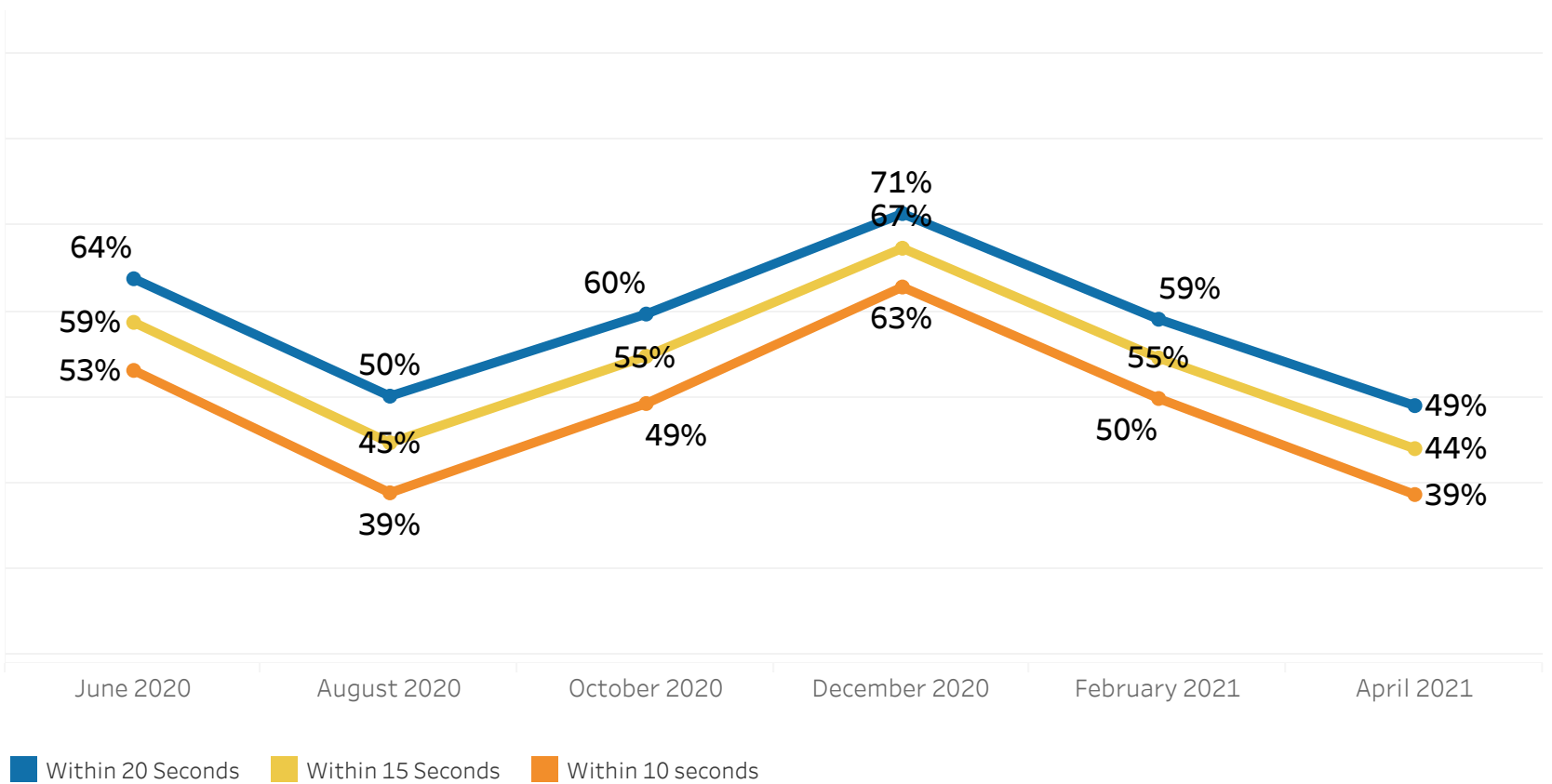
NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends*

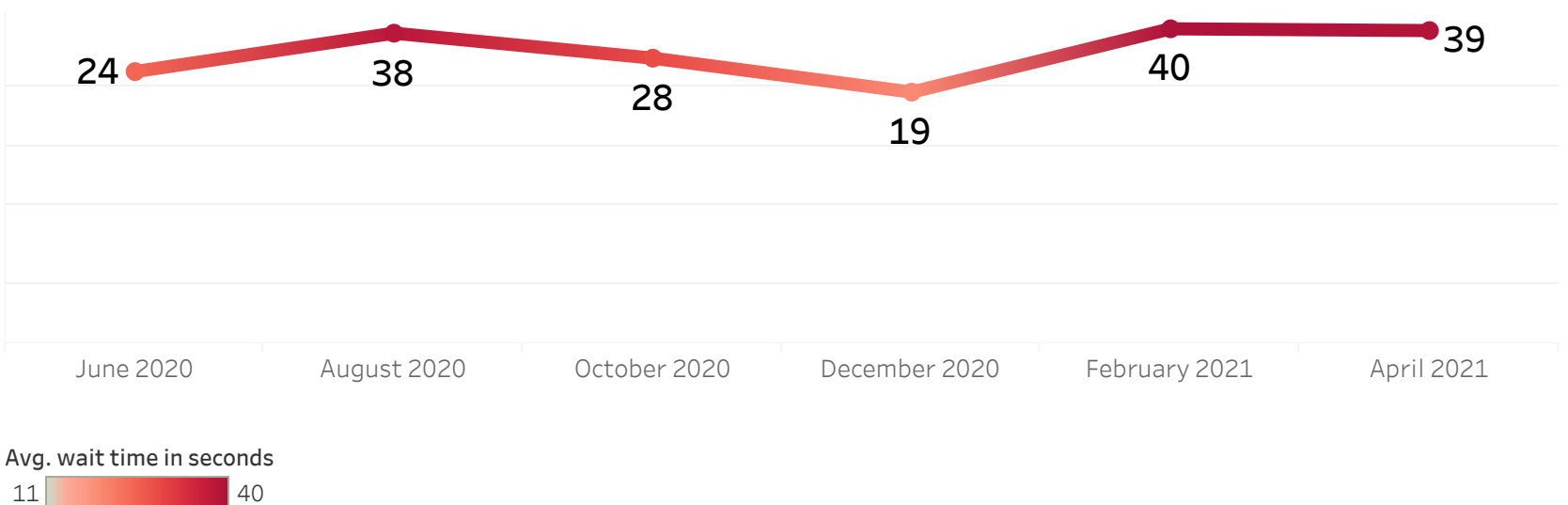


9-1-1 Call Answering Performance Trends*

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

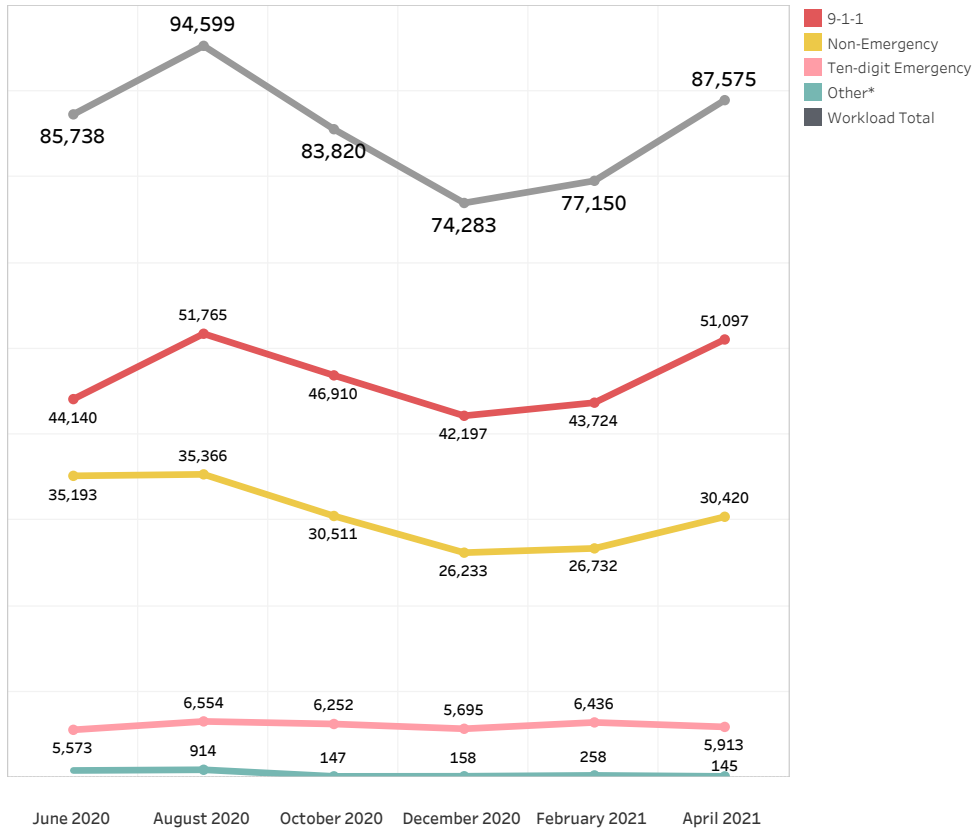


9-1-1 Average Wait-to-answer Time Trends*



*Caller-disconnected calls are not included.

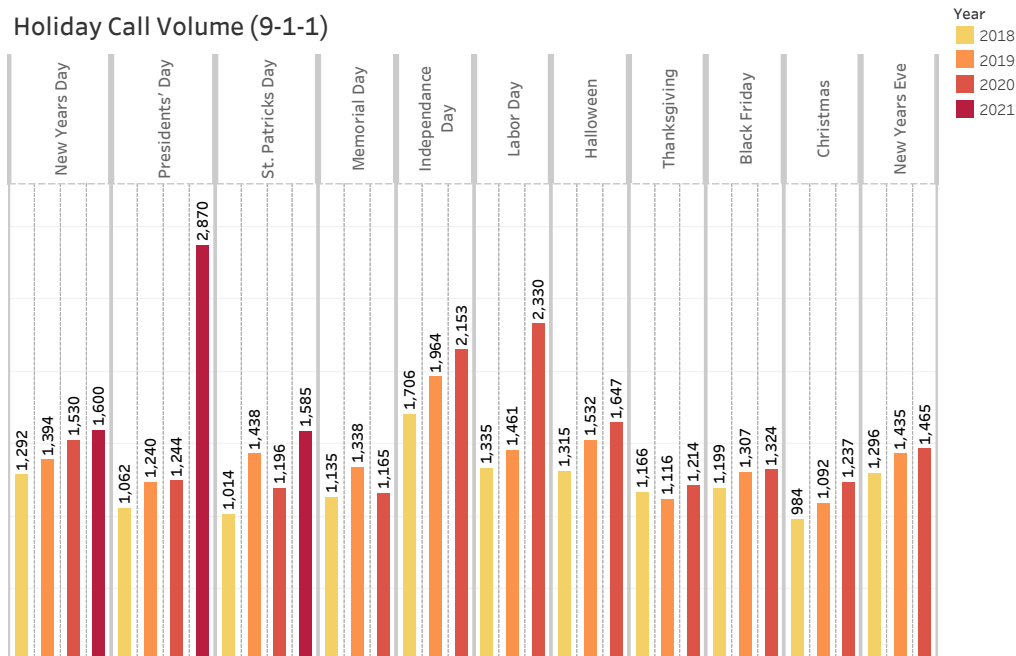
BOEC Workload Call Volume



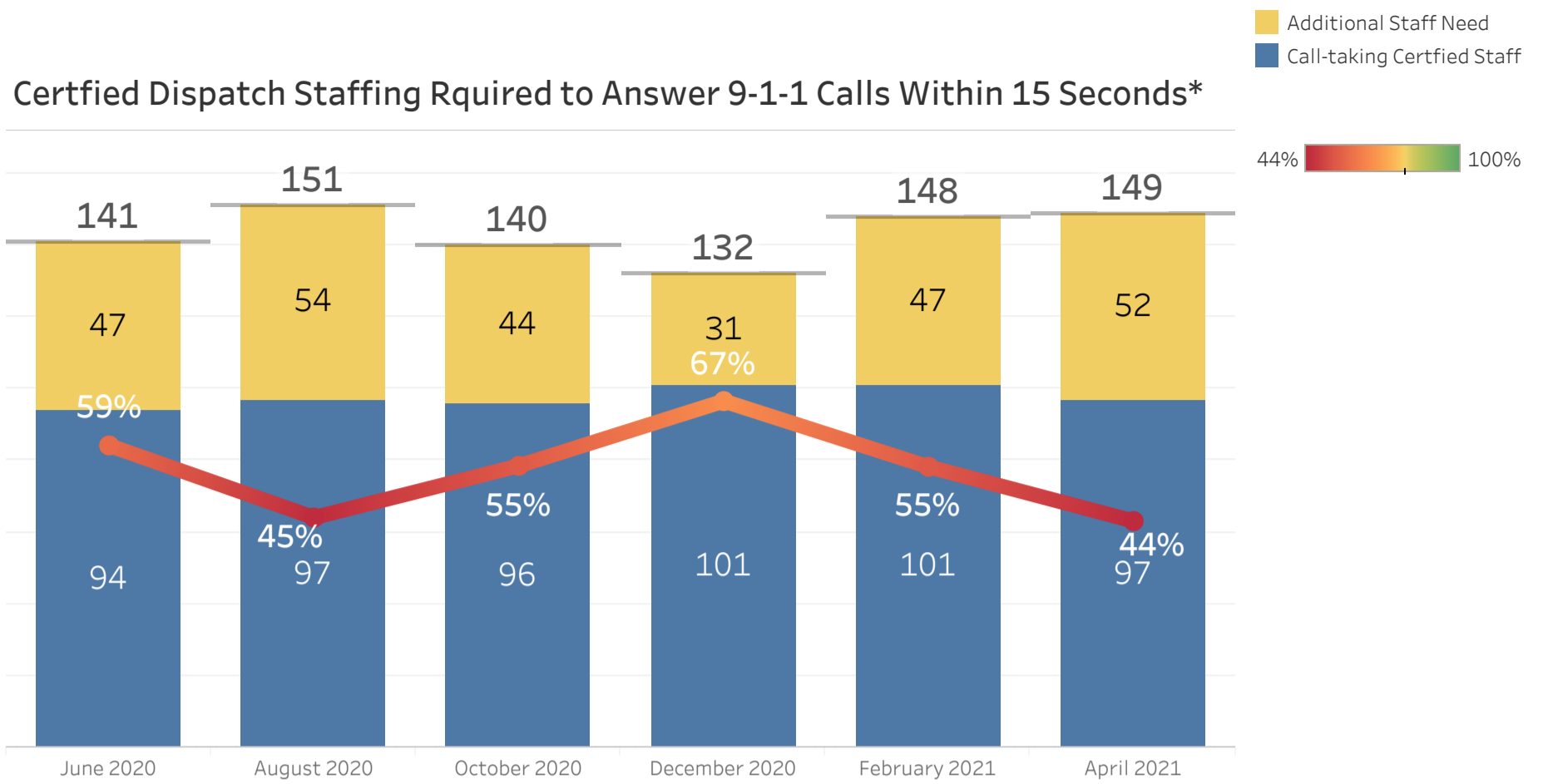
	June 2020	August 2020	October 2020	December 2020	February 2021	April 2021
9-1-1	44,140	51,765	46,910	42,197	43,724	51,097
Non-Emergency	35,193	35,366	30,511	26,233	26,732	30,420
Ten-digit Emergency	5,573	6,554	6,252	5,695	6,436	5,913
Other*	832	914	147	158	258	145
Workload Total	85,738	94,599	83,820	74,283	77,150	87,575

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

Holiday Call Volume (9-1-1)

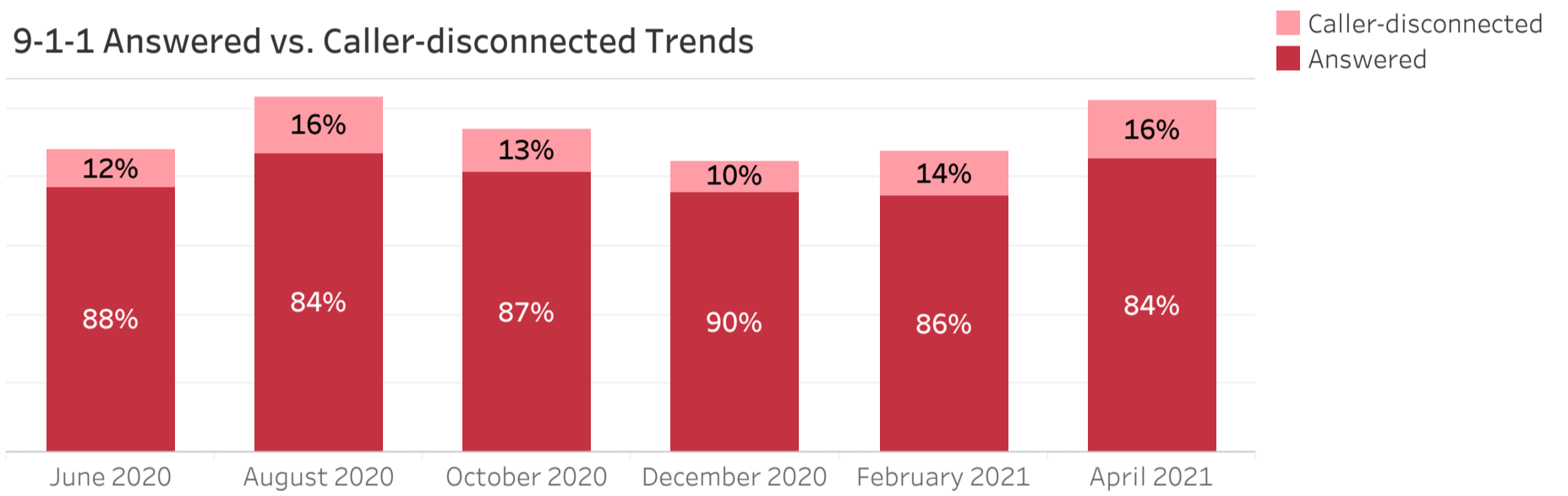


Certified Dispatch Staffing Rquired to Answer 9-1-1 Calls Within 15 Seconds*

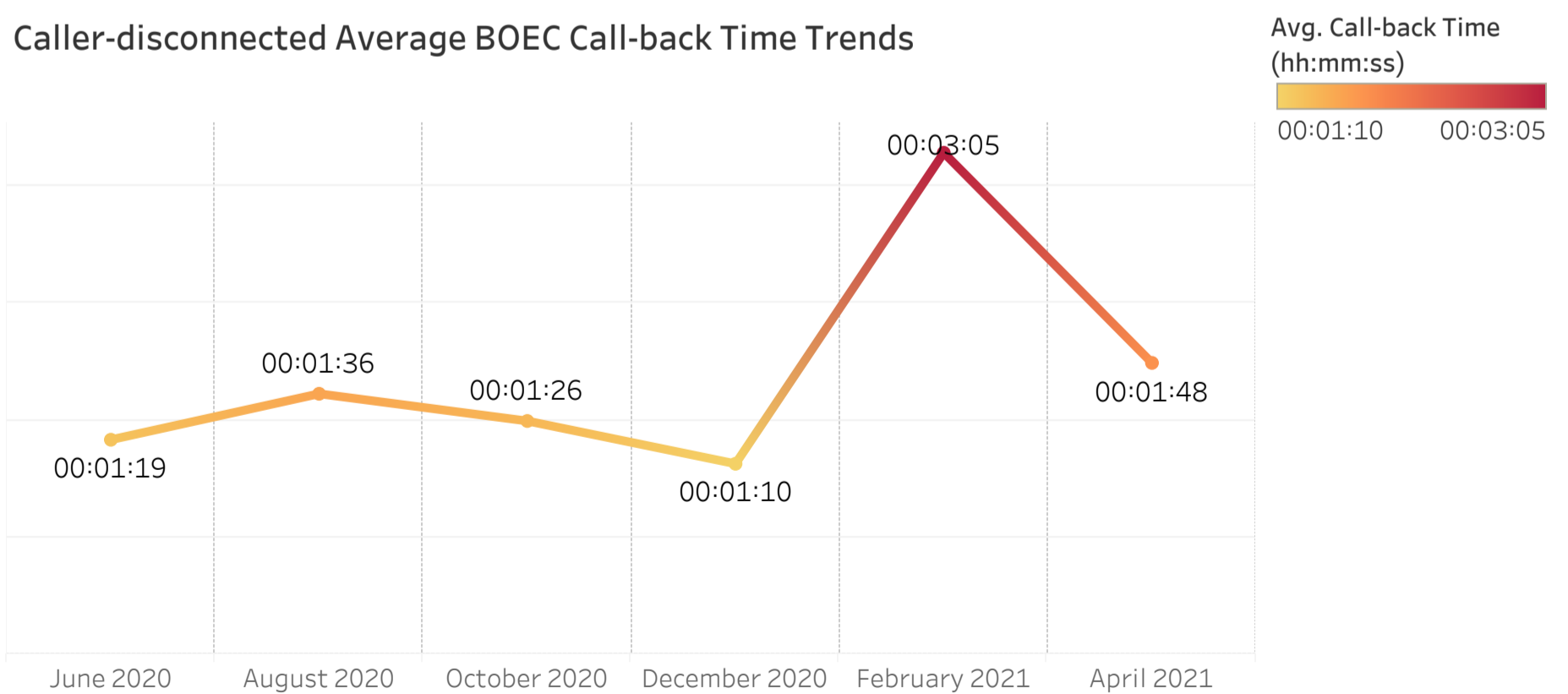


*Varies by call volume and processing metrics.

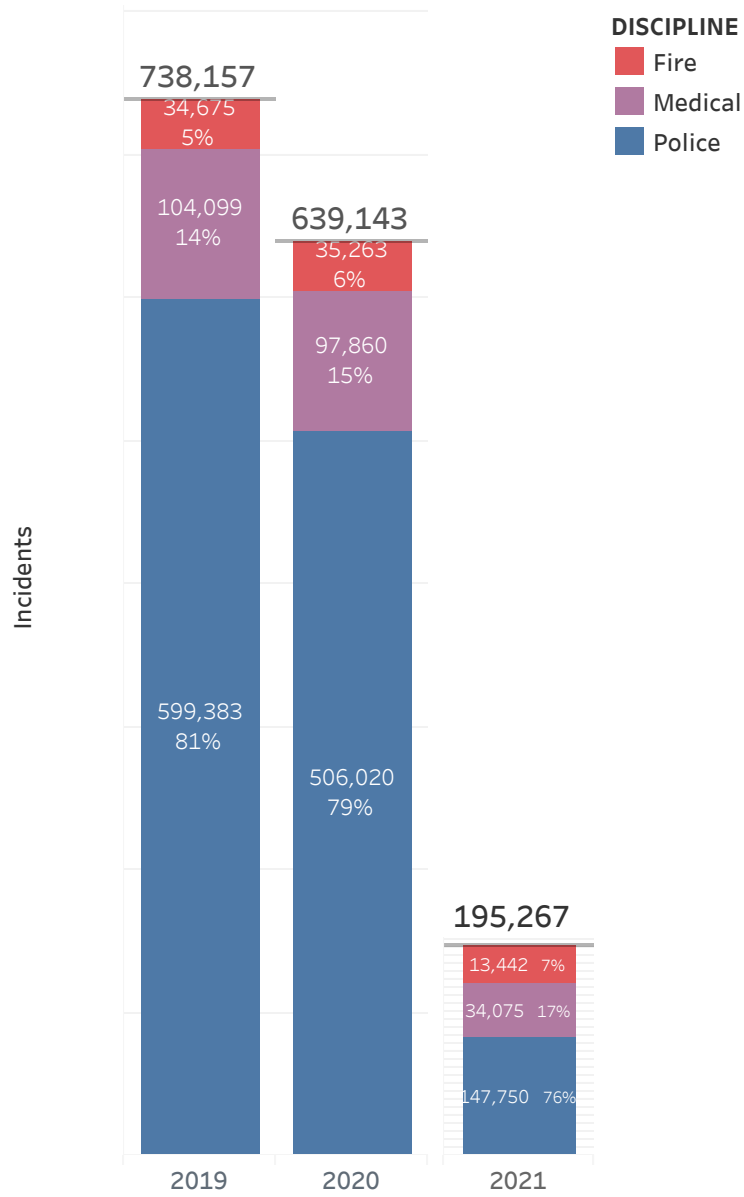
9-1-1 Answered vs. Caller-disconnected Trends



Caller-disconnected Average BOEC Call-back Time Trends



Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

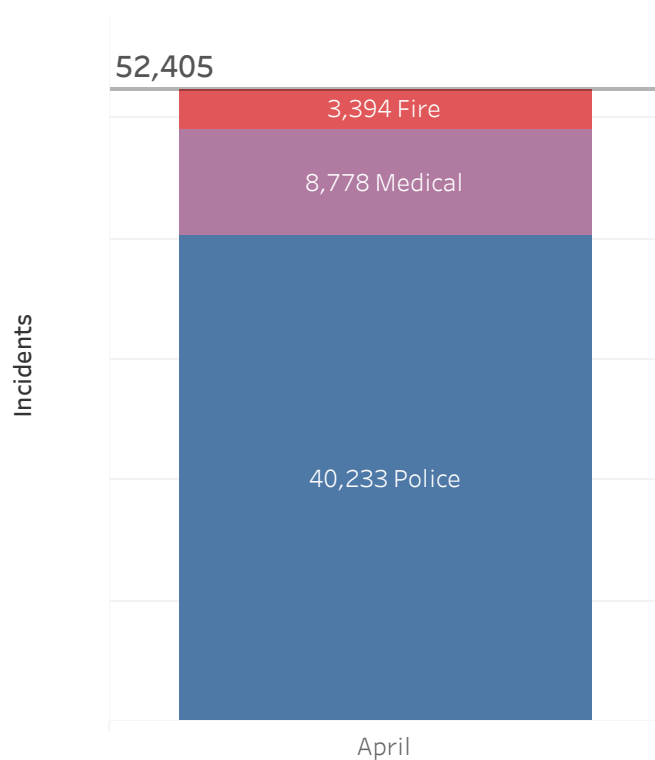
	Homeless-Related			% Homeless-Related *		
	2019	2020	2021	2019	2020	2021
Fire	2,426	3,141	1,318	7.00%	8.91%	9.81%
Medical	1,152	1,373	537	1.11%	1.40%	1.58%
Police	30,210	25,961	7,681	5.04%	5.13%	5.20%
Grand Total	33,788	30,475	9,536	4.58%	4.77%	4.88%

* % 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	1,287	94.60%	96.50%	97.65%
Medical	1,053	1,282	494	91.41%	93.37%	91.99%
Police	27,024	22,983	6,954	89.45%	88.53%	90.54%
Grand Total	30,372	27,296	8,735	89.89%	89.57%	91.60%

Dispatch Workload/CAD Incidents April 2021



Homeless-Related Dispatch Workload/CAD Incidents April 2021

	Homeless-Related	% Homeless-Related *
Fire	347	10.22%
Medical	120	1.37%
Police	2,017	5.01%
Grand Total	2,484	4.74%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents April 2021

	Homeless-Related Portland	% Homeless-Related Portland
Fire	341	98.55%
Medical	106	88.33%
Police	1,805	90.34%
Grand Total	2,252	91.40%

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	1,318	7.18%	10.31%	13.82%
Medical	1,152	1,373	537	3.41%	4.51%	5.63%
Police	30,210	25,961	7,681	89.41%	85.19%	80.55%
Grand Total	33,788	30,475	9,536	100.00%	100.00%	100.00%

Police

	2019	2020	2021	2019	2020	2021
UNWANTED PERSON	14,296	10,560	2,992	47.32%	40.68%	38.95%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,039	1,759	543	6.75%	6.78%	7.07%
WELFARE CHECK	2,159	1,846	641	7.15%	7.11%	8.35%
Other	11,716	11,796	3,505	38.78%	45.44%	45.63%
Total	30,210	25,961	7,681	100.00%	100.00%	100.00%

Fire

	2019	2020	2021	2019	2020	2021
ILLEGAL BURN	1,370	1,739	589	56.47%	55.36%	44.69%
UNKNOWN TYPE FIRE PROBLEM	534	762	476	22.01%	24.26%	36.12%
SMOKE IN AREA- OUTSIDE	211	225	89	8.70%	7.16%	6.75%
Other	311	415	164	12.82%	13.21%	12.44%
Total	2,426	3,141	1,318	100.00%	100.00%	100.00%

Medical

	2019	2020	2021	2019	2020	2021
BEHAVIOR/CODE 1 EMS ONLY	160	188	89	13.89%	13.69%	16.57%
OVERDOSE/ALS	96	86	33	8.33%	6.26%	6.15%
SICK/CODE 1 EMS ONLY	114	138	54	9.90%	10.05%	10.06%
ASSAULT/ALS	99	115	30	8.59%	8.38%	5.59%
UNCONSCIOUS/ALS	80	114	34	6.94%	8.30%	6.33%
UNKNOWN/ALS	57	68	39	4.95%	4.95%	7.26%
Other	546	664	258	47.40%	48.36%	48.04%
Total	1,152	1,373	537	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	3.47	104.00
Medical	3.00	89.89
Police	62.01	1,860.41
Grand Total	68.48	2,054.31

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