

Strategic Plan Progress:

- 1. Call Performance and Staffing:** Nine trainees began academy on September 20. Sixteen candidates passed the second round of interviews and will begin the background process for a January academy.
- 2. Consistent, Efficient, and Effective Call Triage:** Informing the 311 program and vetting Case Service app to address non-emergency and referral call answering. Addressing ProQA integration hurdles.
- 3. Public Information and Outreach:** Community education media campaign slated to begin late, 2022.
- 4. Partner Agency Collaboration:** BOEC User Board Finance Committee reconvening October 13; Full User Board meeting October 21. Director presentation scheduled October 26 at Wood Village and Troutdale Council meetings.
- 5. Equity:** Monthly Equity Leadership Team work sessions have kicked-off. With Equity Coordinator's guidance, working with Equity Committee and the City's Equity Office to develop and move forward on initiatives.
- 6. Training and Quality Assurance:** ProQA trends demonstrate consistent improvement bureau-wide; seeking funding for Quality Assurance analysts and training-specific ECS positions.
- 7. Career and Leadership Development:** AOM reaching out to key bureau leaders to begin career and leadership development programs.
- 8. Technology Systems:** Automated alarm protocol (ASAP-to-PSAP) project is under development and testing will begin soon. Seeking funding for Automated Abandoned Callback; project starts shortly after budgetary approval later this month.
- 9. Administration Processes:** Fall Budget Monitoring Process (BMP) complete with technology and staffing decision packages.
- 10. Secure, Efficient, and Resilient Facility:** Console replacement project underway and ahead of schedule.

BOEC Update: October 2021

Integrity

Respect

Competence

Compassion

Responsibility

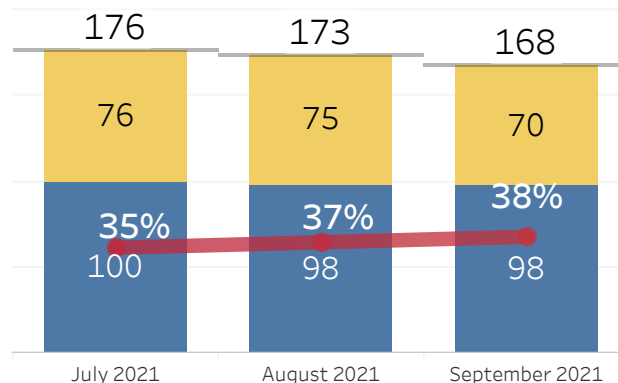
Teamwork



“Perfection is not attainable, but if we chase perfection, we can catch excellence.”

-Vince Lombardi

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 35% 100%

(131 FTE Currently Authorized)

2021-2022 Budget to date: (FY 27.1% Complete)

-Expenditures: \$30,080,291 (budgeted)
 \$ 5,893,070 (19.6% expended)
 \$24,187,221 (remaining)

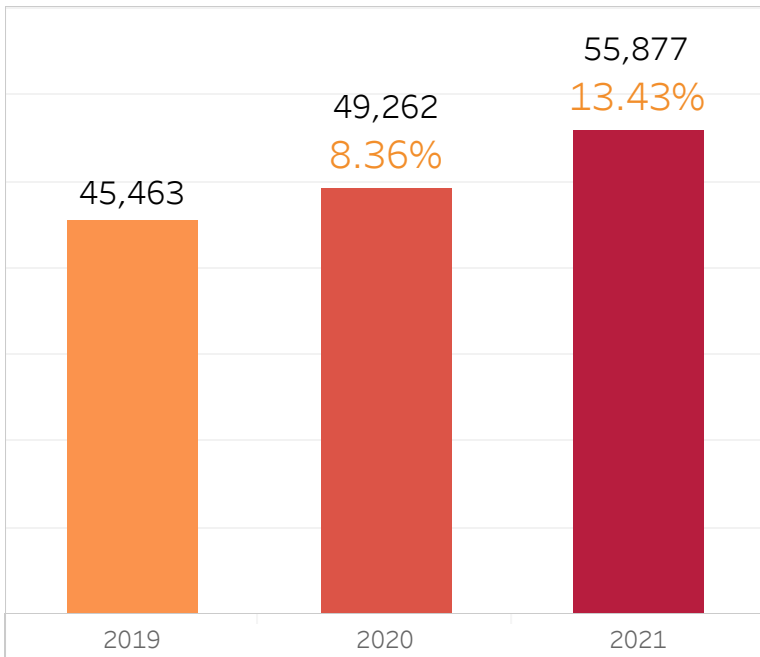
-Revenue: \$30,080,291 (revised budgeted)
 \$ 5,702,029 (19.0% collected)
 \$24,378,262 (remaining)

Call Answering: September, 2021

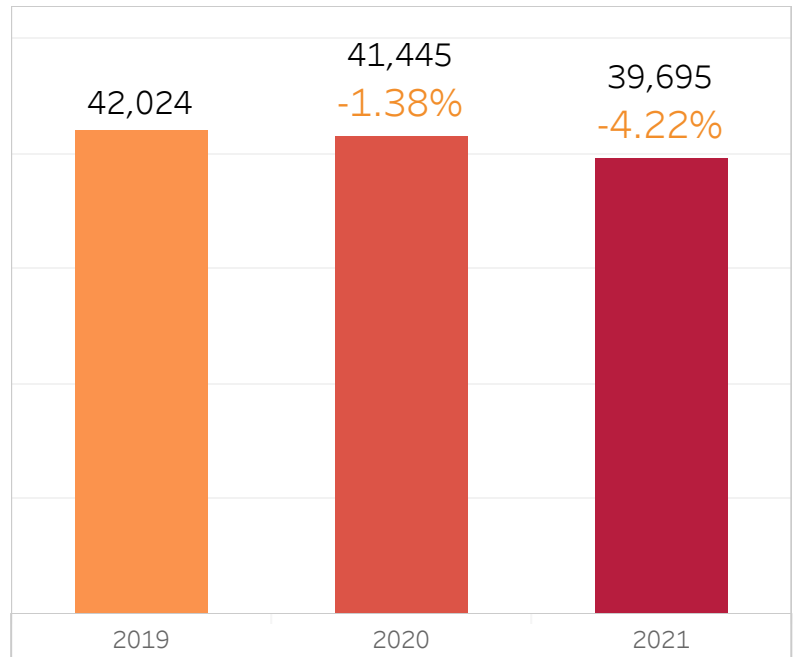
- 45,360 9-1-1 calls answered
- 38% within 15 seconds
- 43% within 20 seconds

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

September 911 Call Volume (2019 through 2021 Comparison)



September Non-911 Call Volume (2019 through 2021 Comparison)

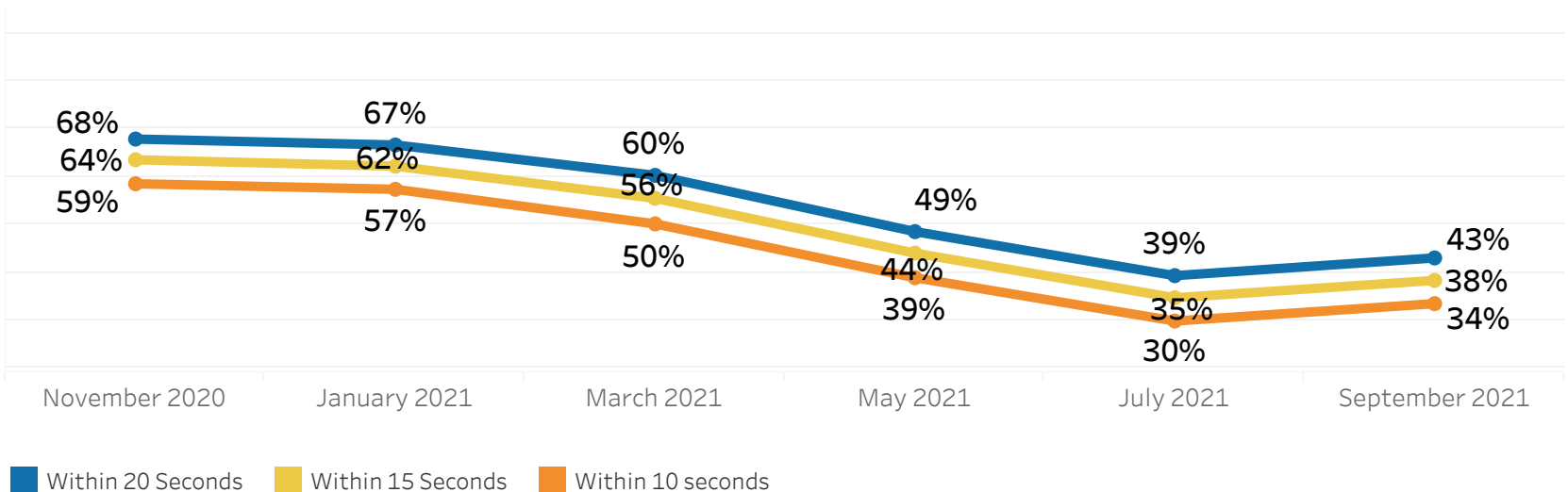


9-1-1 Call Volume Trends*



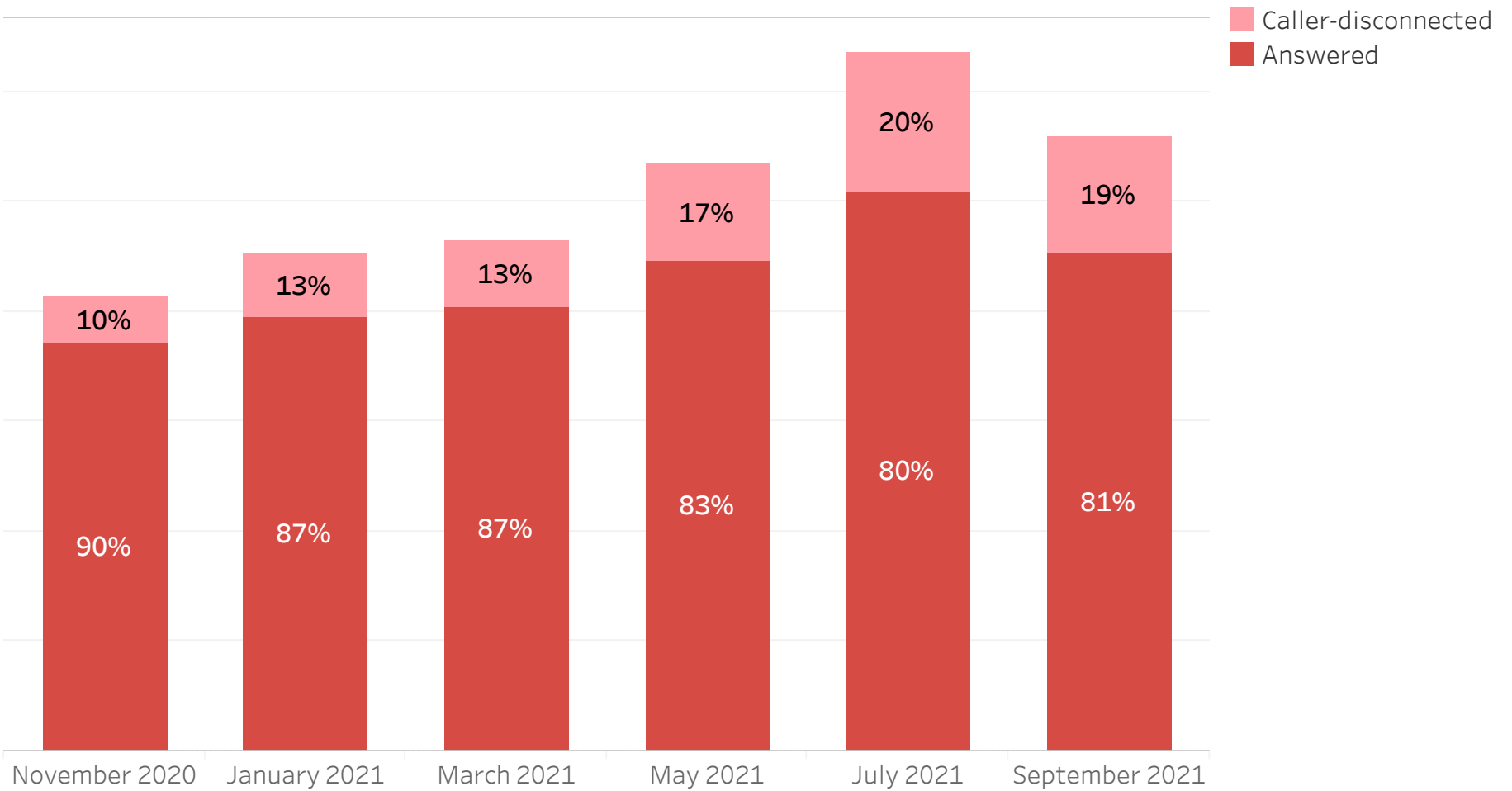
9-1-1 Call Answering Performance Trends*

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

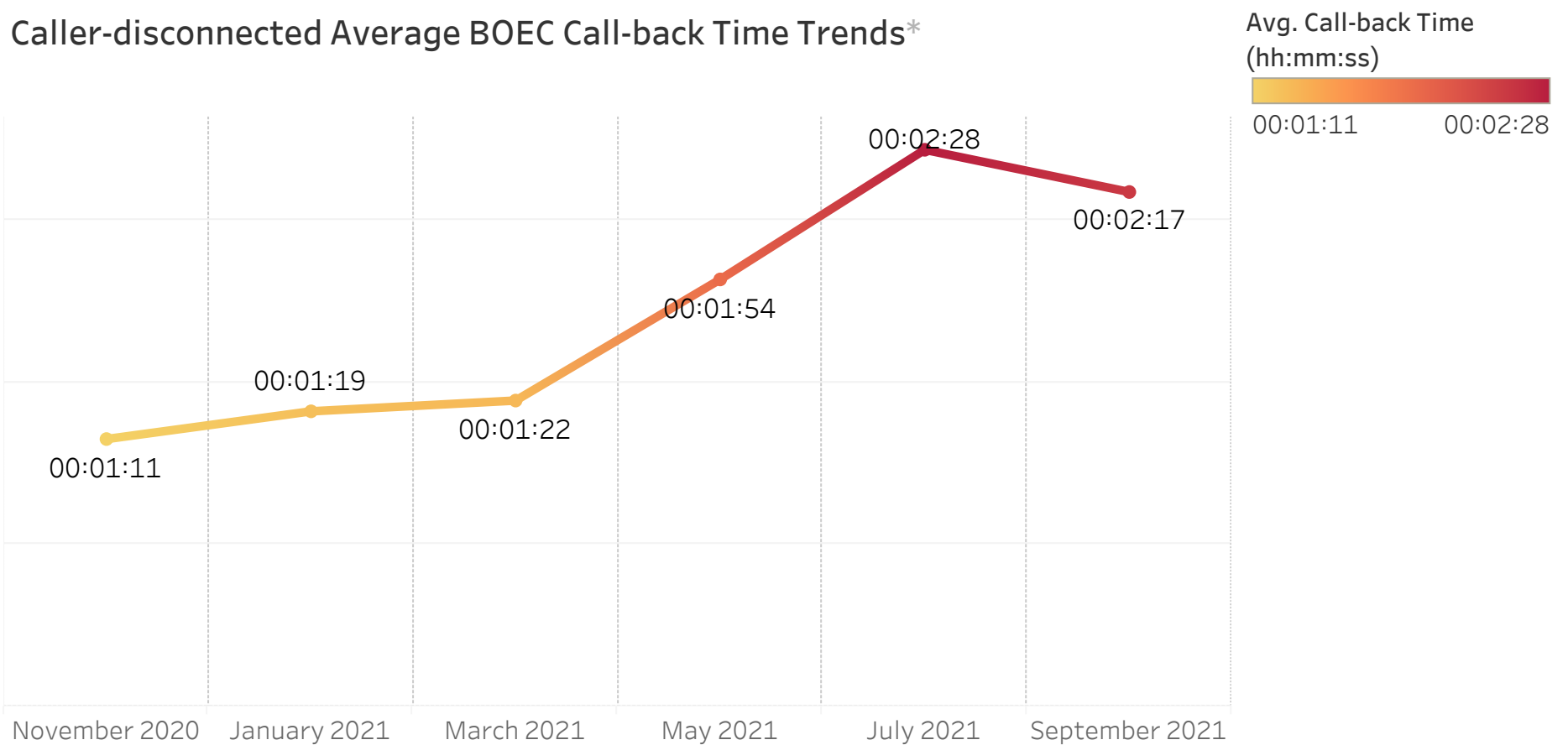


*Caller-disconnected calls are not included.

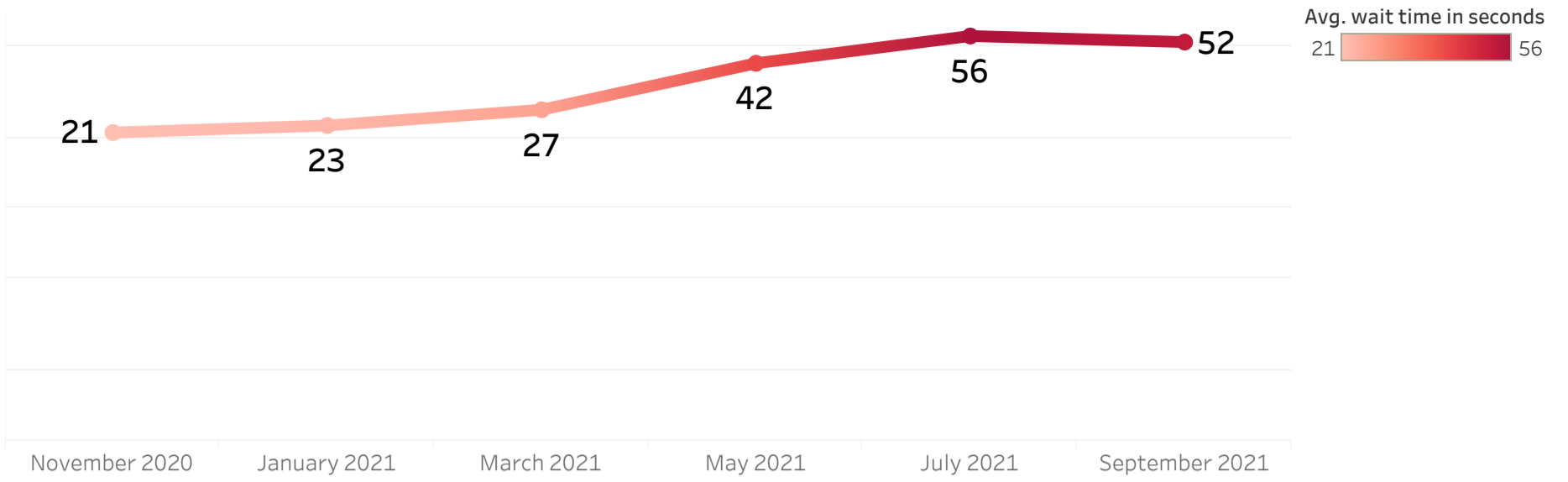
9-1-1 Answered vs. Caller-disconnected Trends



Caller-disconnected Average BOEC Call-back Time Trends*

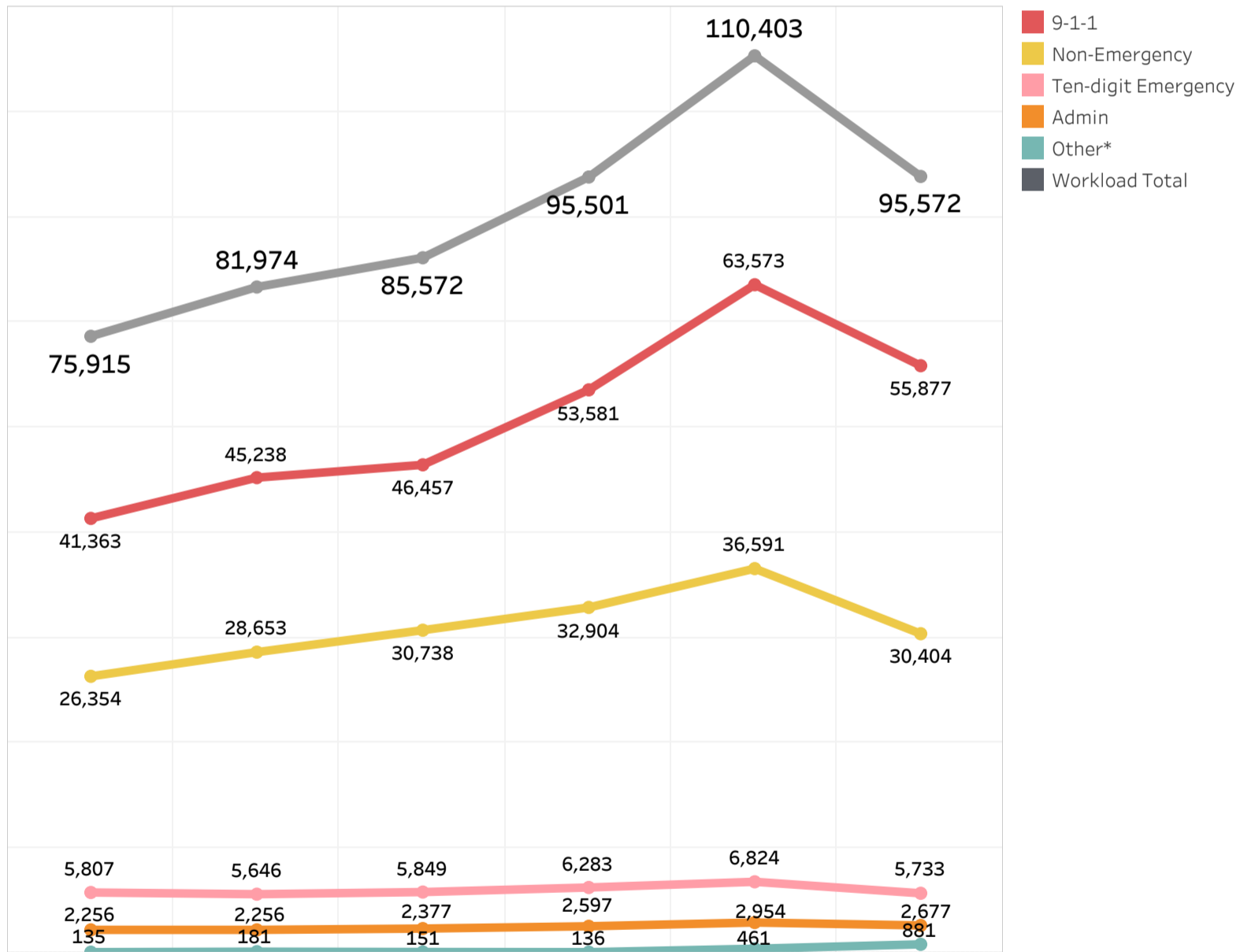


9-1-1 Average Wait-to-answer Time Trends*



*Caller-disconnected calls are not included.

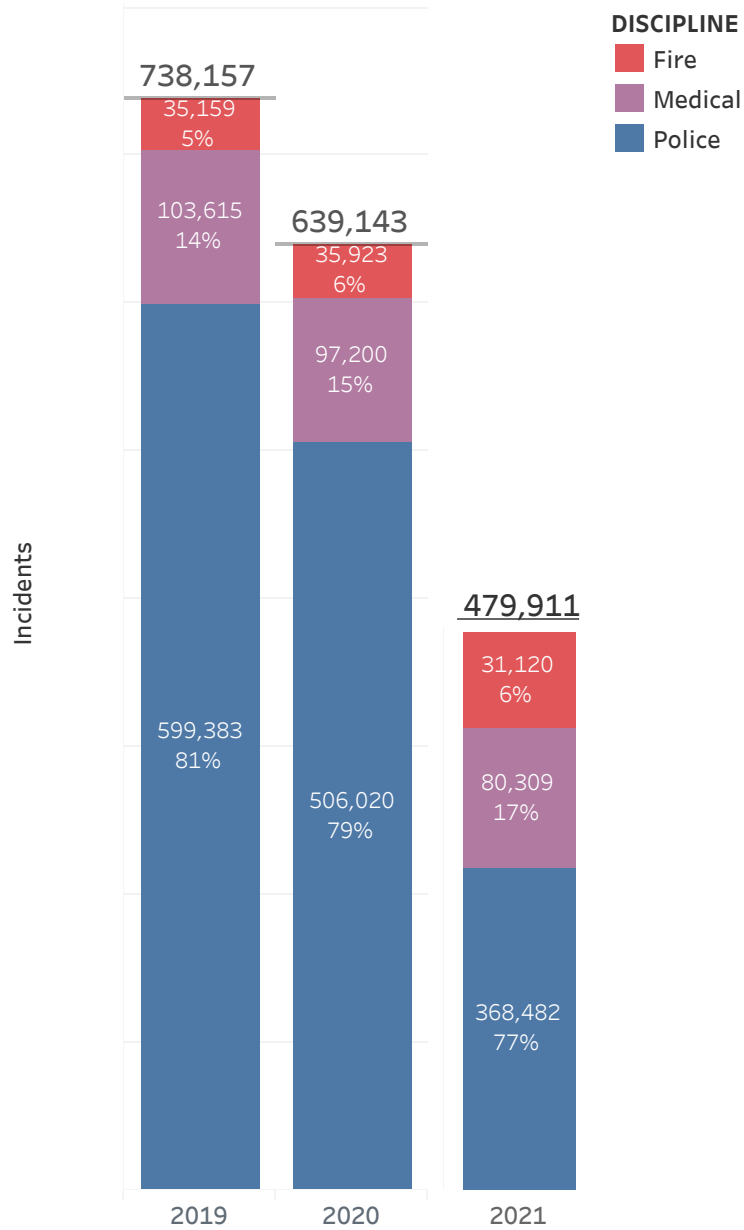
BOEC Workload Call Volume



	November 2020	January 2021	March 2021	May 2021	July 2021	September 2021
9-1-1	41,363	45,238	46,457	53,581	63,573	55,877
Non-Emergency	26,354	28,653	30,738	32,904	36,591	30,404
Ten-digit Emergency	5,807	5,646	5,849	6,283	6,824	5,733
Admin	2,256	2,256	2,377	2,597	2,954	2,677
Other*	135	181	151	136	461	881
Workload Total	75,915	81,974	85,572	95,501	110,403	95,572

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

Dispatch Workload/CAD Incidents



Houseless-Related Dispatch Workload/CAD Incidents

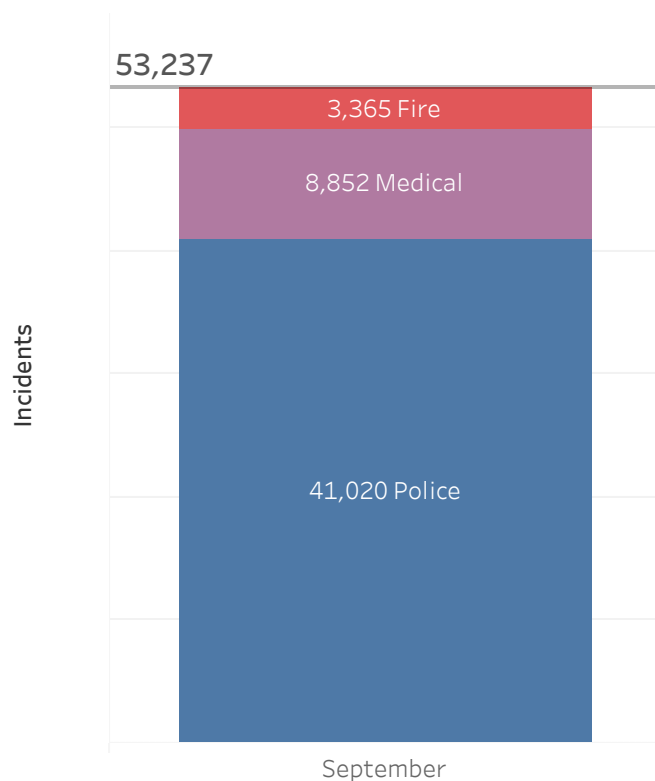
	Houseless-Related			Percentage *		
	2019	2020	2021	2019	2020	2021
Fire	2,420	3,135	2,945	6.88%	8.73%	9.46%
Medical	1,158	1,379	1,225	1.12%	1.42%	1.53%
Police	30,210	25,961	18,481	5.04%	5.13%	5.02%
Grand Total	33,788	30,475	22,651	4.58%	4.77%	4.72%

* % Houseless-Related by discipline

Portland Only

	Houseless-Related Portland			Percentage		
	2019	2020	2021	2019	2020	2021
Fire	2,290	3,025	2,842	94.63%	96.49%	96.50%
Medical	1,058	1,288	1,135	91.36%	93.40%	92.65%
Police	27,024	22,983	16,608	89.45%	88.53%	89.87%
Grand Total	30,372	27,296	20,585	89.89%	89.57%	90.88%

Dispatch Workload/CAD Incidents September 2021



Houseless-Related Dispatch Workload/CAD Incidents

	Houseless-Related	Percentage *
Fire	363	10.79%
Medical	149	1.68%
Police	2,159	5.26%
Grand Total	2,671	5.02%

* % Houseless-Related by discipline

Portland Only

	Houseless-Related Portland	Percentage
Fire	344	94.77%
Medical	140	93.96%
Police	1,955	90.55%
Grand Total	2,439	91.31%