

## Strategic Plan Progress:

New strategic planning is currently underway. Until complete, reports on the existing plan will continue.

- 1. Call Performance and Staffing:** Nine trainees completed academy January 5 and six trainees started academy on January 10. Twenty-five candidates are invited for second interviews for a May academy.
- 2. Consistent, Efficient, and Effective Call Triage:** Informing 311 program work group; Case Service integration planning is underway.
- 3. Public Information and Outreach:** Responding to numerous media inquiries and public records requests. Continuing migration to BOEC's new Portland.gov website.
- 4. Partner Agency Collaboration:** Finance Committee supporting BOEC's FY22/23 budget request. Seeking additional support from user board representatives, mayors, and policy makers in budget support.
- 5. Equity:** Bureau equity lens has been reviewed by the Leadership Team being put into practice in BOEC's recruitment process.
- 6. Training and Quality Assurance:** ProQA trends are demonstrating consistent improvement bureau-wide; recruitment process underway for QA Analyst positions; Emergency Communication Nurse System (ECNS) framework is being developed.
- 7. Career and Leadership Development:** Program framework is complete and beginning implementation planning.
- 8. Technology Systems:** Working through connectivity issues on the Automated alarm protocol (ASAP-to-PSAP) project. Automated Abandoned Callback project system review underway, anticipated completion in mid-March. Procurement process has begun for CaseService.
- 9. Administration Processes:** FY 22/23 Budget preparation underway.
- 10. Secure, Efficient, and Resilient Facility:** Console replacement project ahead of schedule. Collaborating with public safety partners regarding backup location and capabilities.

## 2021-2022 Budget to date: (FY 54.5% Complete)

-Expenditures: \$33,389,228 (revised budgeted)  
\$14,639,215 (43.8% expended)  
 \$18,750,013 (remaining)

-Revenue: \$33,389,228 (revised budgeted)  
\$14,794,703 (44.3% collected)  
 \$18,594,525 (remaining)

# BOEC Update: January 2022

Integrity

Respect

Competence

Compassion

Responsibility

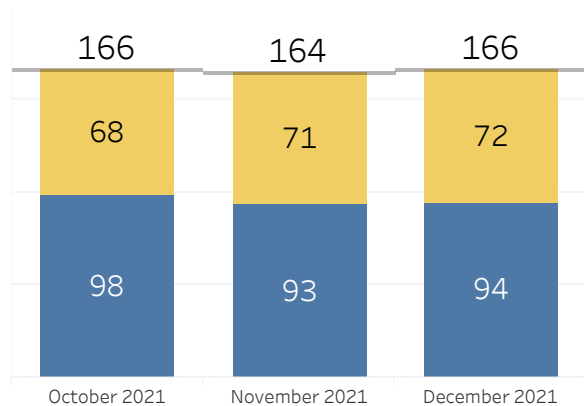
Teamwork



*"We must learn to live together as brothers or perish together as fools."*

*-Dr. Martin Luther King, Jr.*

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



\*Varies by call volume

Additional Staff Need  
 Call-taking Certified Staff

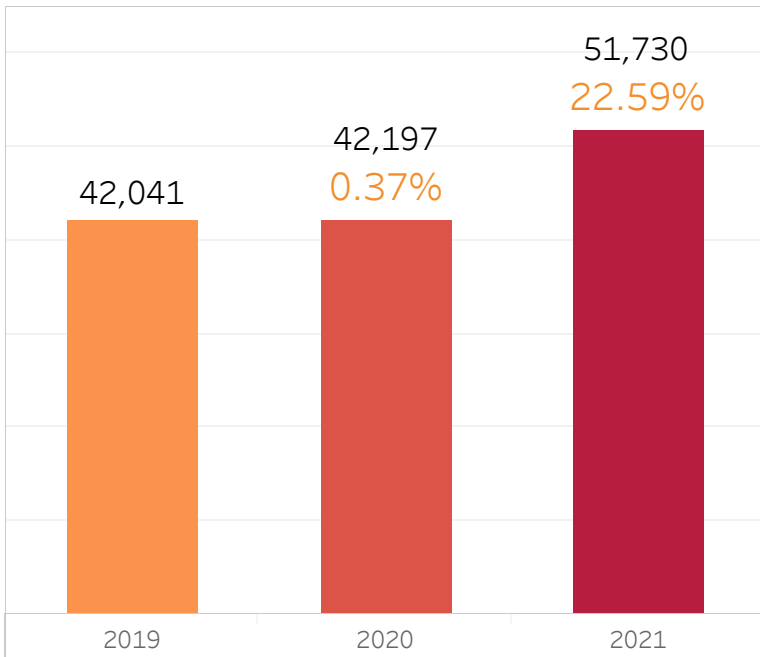
(131 FTE Currently Authorized)

## Call Answering: December, 2021

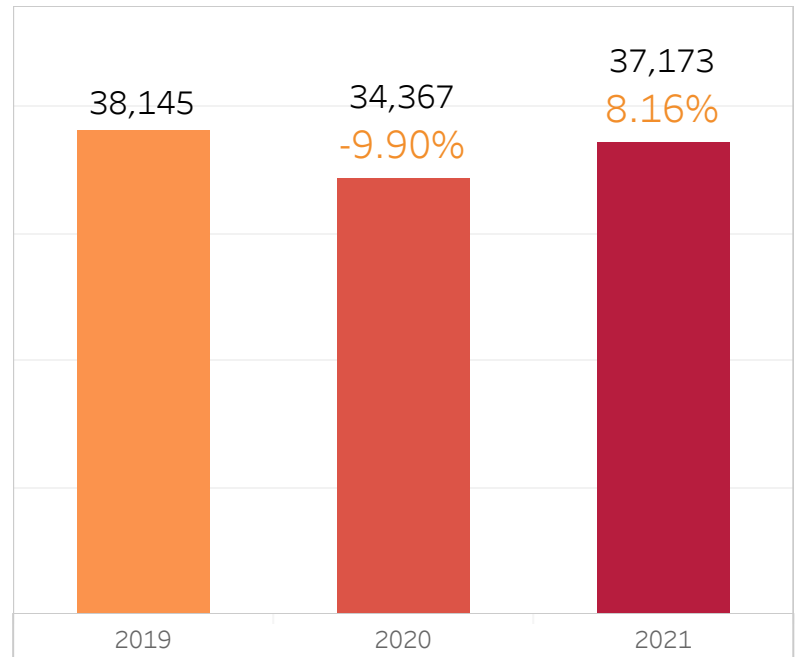
- 40,489 9-1-1 calls answered
- 34% within 15 seconds
- 38% within 20 seconds

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

### December 911 Call Volume (2019 through 2021 Comparison)



### December Non-911 Call Volume (2019 through 2021 Comparison)

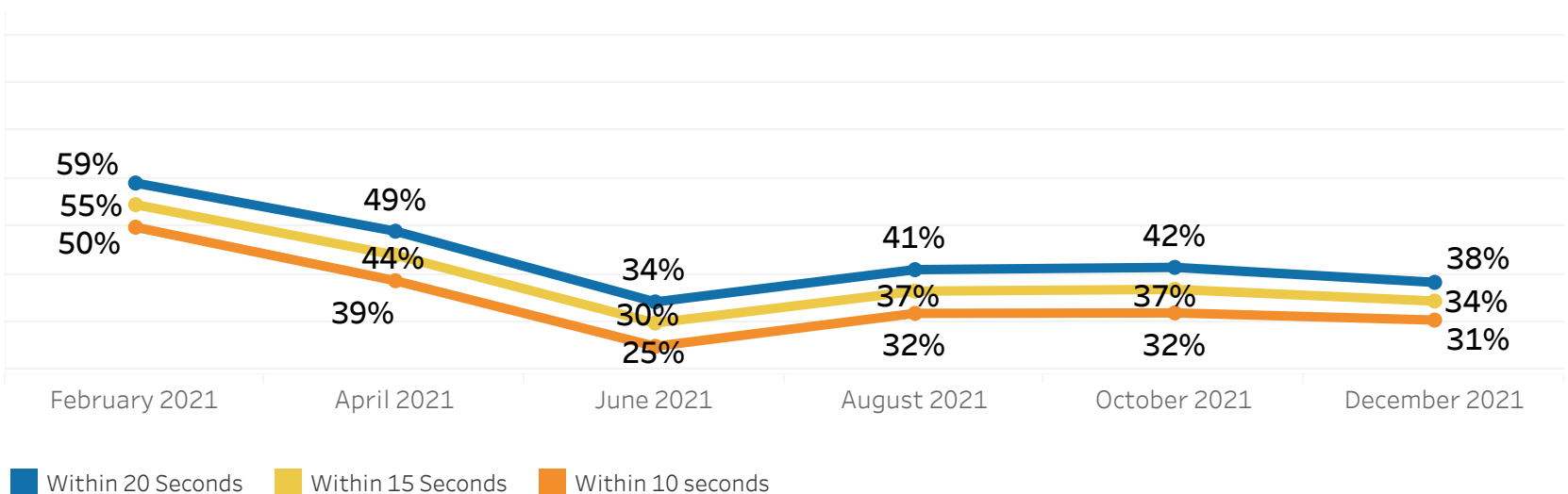


### 9-1-1 Call Volume Trends\*



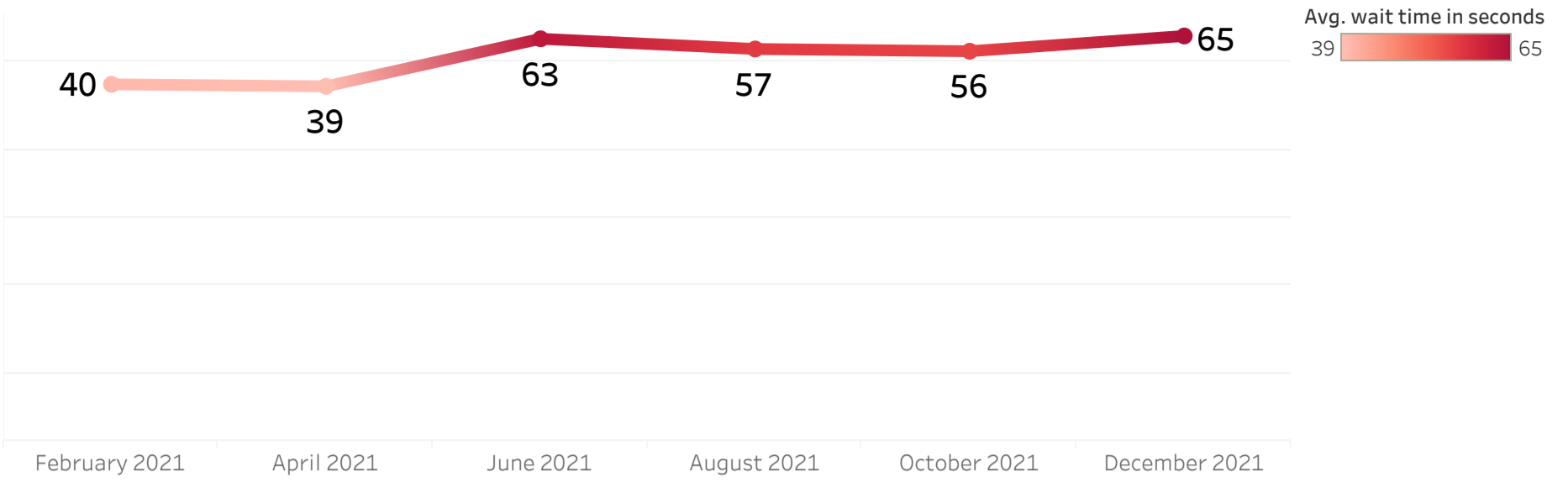
### 9-1-1 Call Answering Performance Trends\*

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



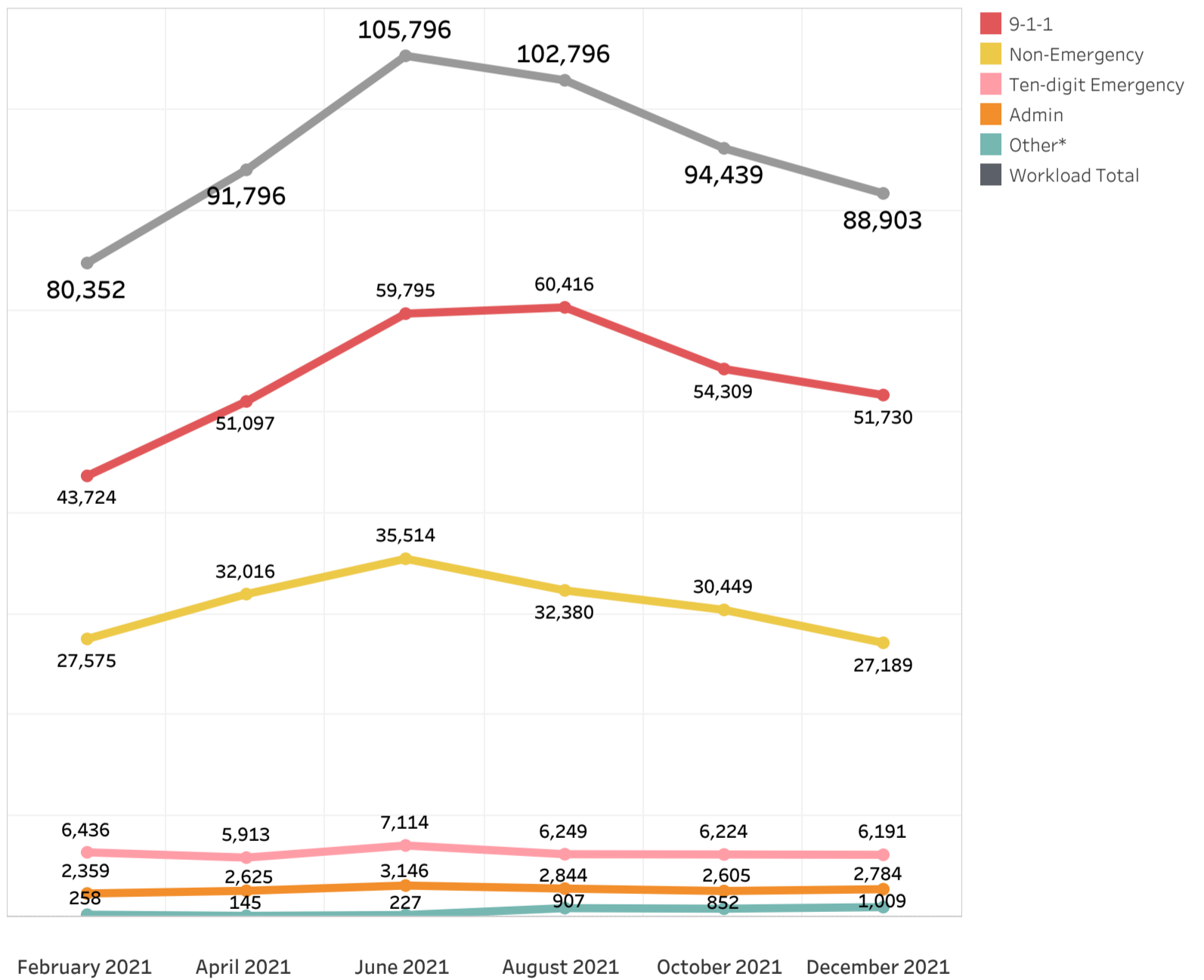
\*Caller-disconnected calls are not included.

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



\*Caller-disconnected calls are not included.

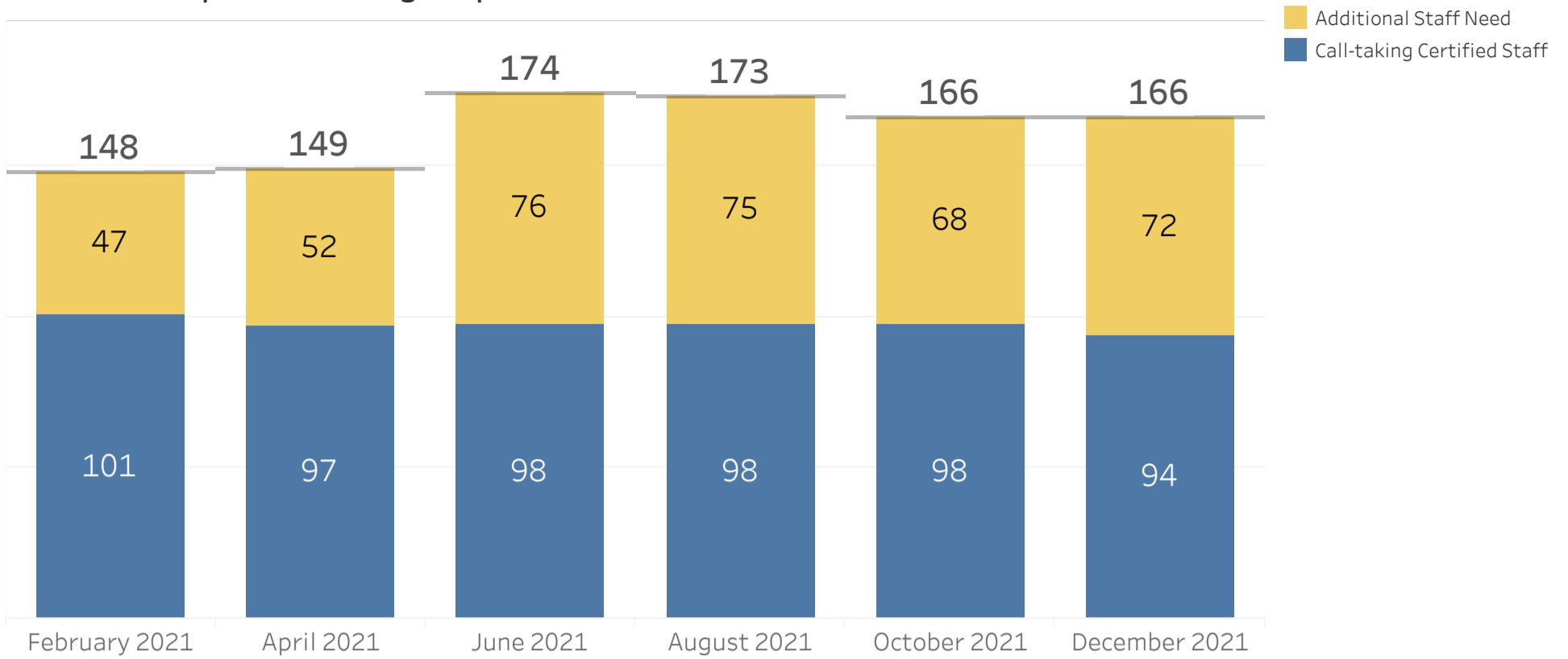
### BOEC Workload Call Volume



	February 2021	April 2021	June 2021	August 2021	October 2021	December 2021
9-1-1	43,724	51,097	59,795	60,416	54,309	51,730
Non-Emergency	27,575	32,016	35,514	32,380	30,449	27,189
Ten-digit Emergency	6,436	5,913	7,114	6,249	6,224	6,191
Admin	2,359	2,625	3,146	2,844	2,605	2,784
Other*	258	145	227	907	852	1,009
<b>Workload Total</b>	<b>80,352</b>	<b>91,796</b>	<b>105,796</b>	<b>102,796</b>	<b>94,439</b>	<b>88,903</b>

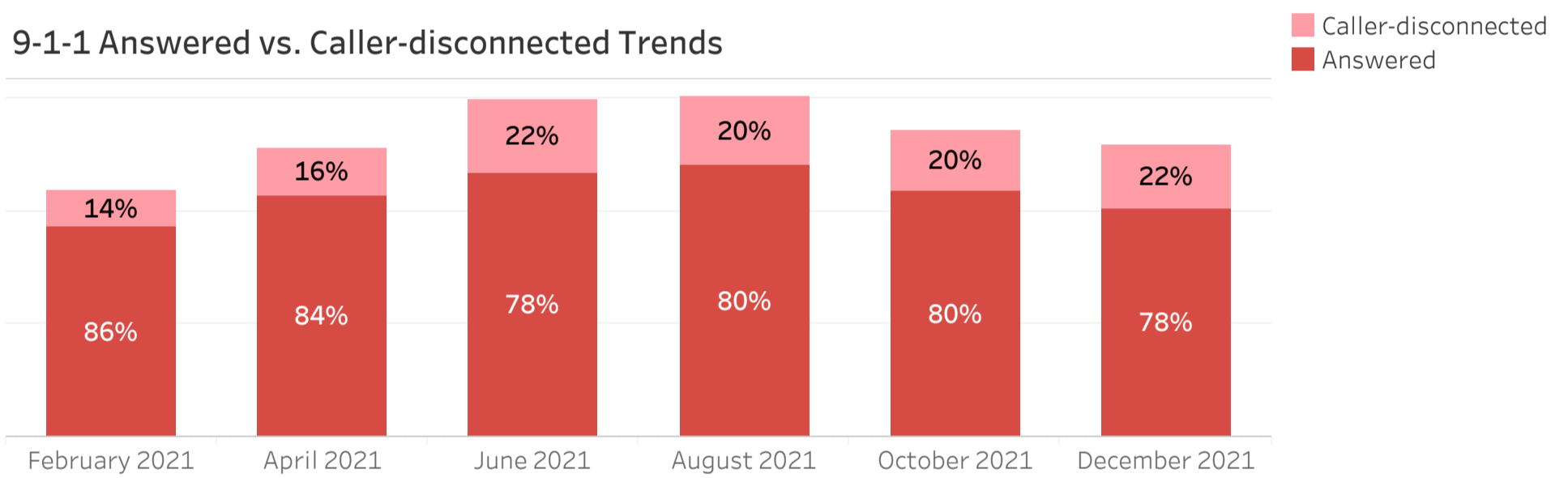
\* Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted

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

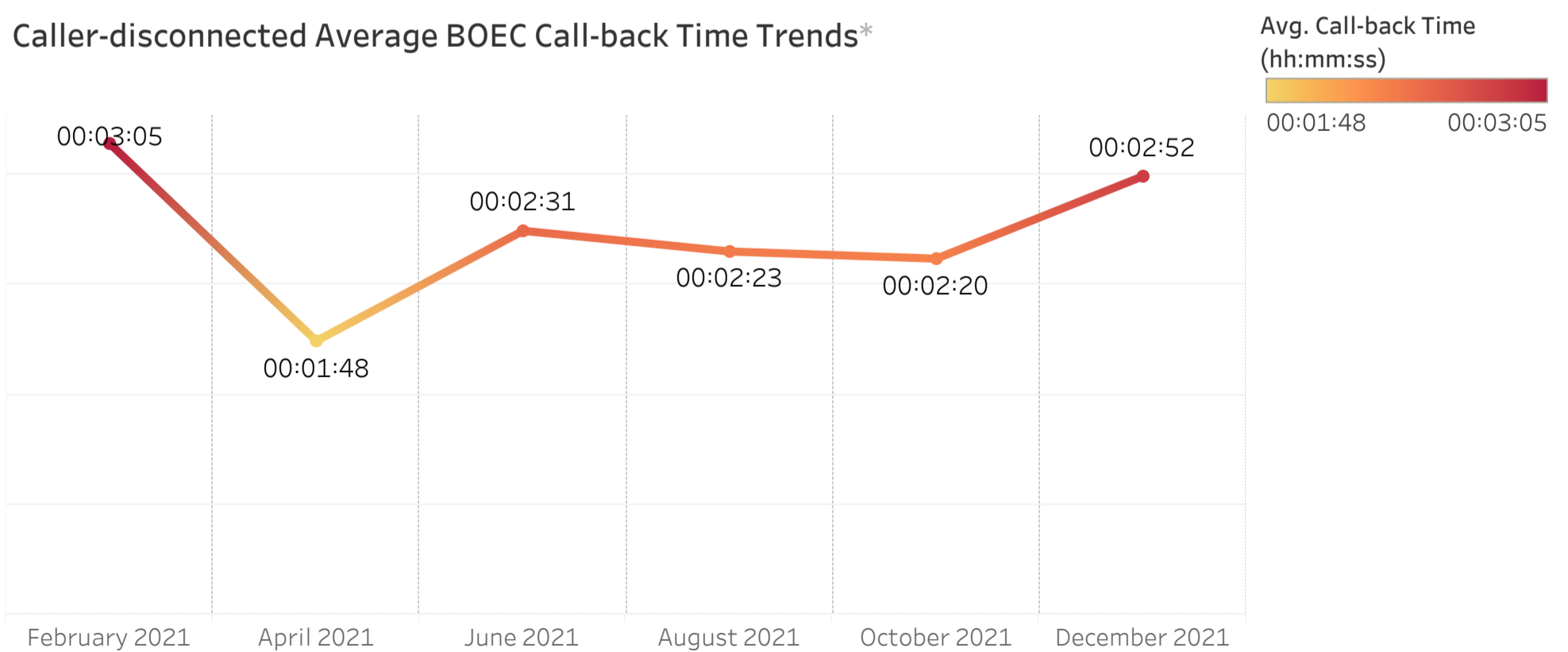


\*Varies by call volume and processing metrics.

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



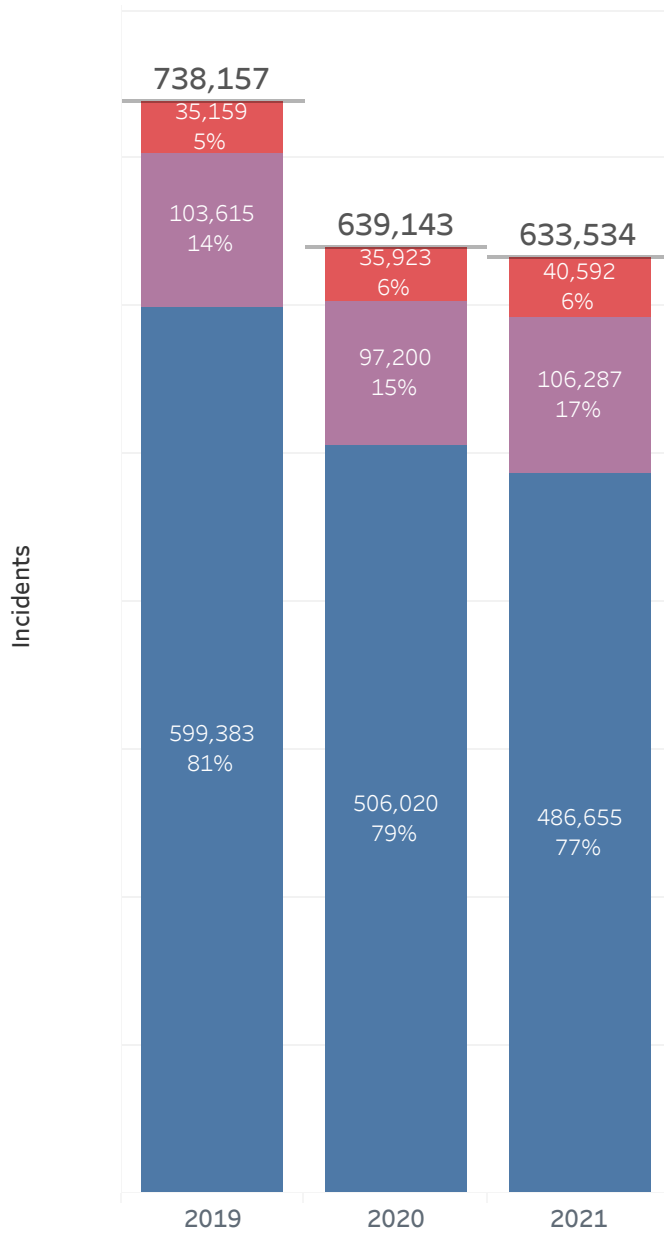
### Caller-disconnected Average BOEC Call-back Time Trends\*



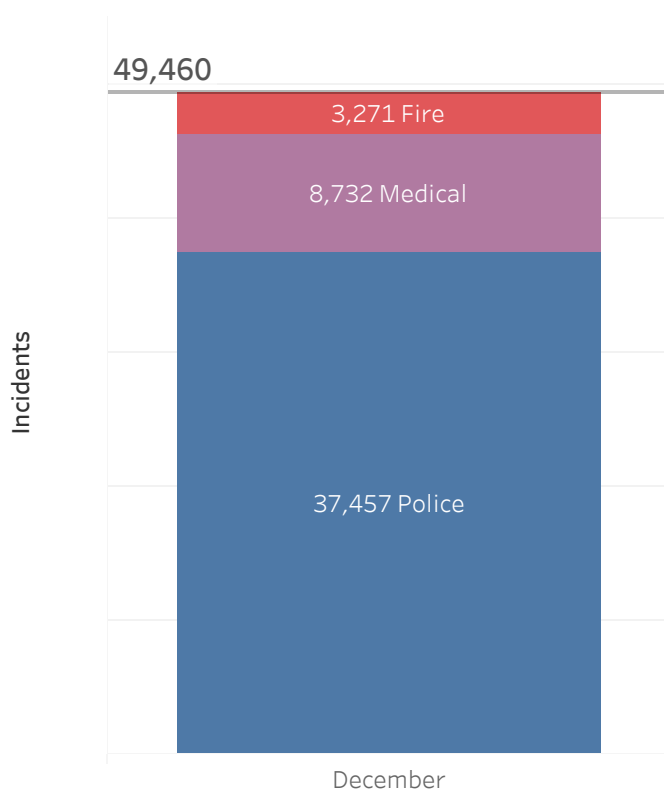
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC.

## Dispatch Workload/CAD Incidents

**Discipline**  
■ Fire  
■ Medical  
■ Police



## Dispatch Workload/CAD Incidents December 2021



## Dispatch Workload/CAD Incidents December 2021

Discipline	Priority-Description	Count	Percentage
Police	1 - Occurring/Imminent Danger to Life	618	2%
	2 - Occurring/Potential Threat to Person	6,892	18%
	3 - Occurring/ Potential Threat to Property	3,142	8%
	4 - Expedited Response (Active Situation)	10,927	29%
	5 - Expedited Response (Escalated from 6)	85	0%
	6 - Routine Response	5,391	14%
	7 - As Available Response	9,500	25%
	9 - User Agency Administrative Priority	902	2%
	<b>Total</b>		<b>37,457</b>

Fire and Medical Incidents will be included in future reports.