

BOEC Update: June 2021

Strategic Plan Progress:

1. **Call Performance and Staffing:** Eight trainees in academy. Nineteen candidates scheduled for interviews and another recruitment begins in July. 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 early vetting of Emergency Police Protocol.
3. **Public Information and Outreach:** Incorporating PIO duties into career and leadership development opportunities for interested staff.
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 begun work and is participating in Equity Committee and Leadership Team.
6. **Training and Quality Assurance:** ProQA go-live occurred on May 18. QA component delayed due to technology issues.
7. **Career and Leadership Development:** AOM reaching out to key bureau leaders to begin curriculum in career and leadership development programs.
8. **Technology Systems:** ProQA project is complete; making minor adjustments as needed. MDT 7.7 upgrade scheduled in July. Automated alarm protocol (ASAP-to-PSAP) project implementation expected in October. CAD upgrade scheduled for May 2022.
9. **Administration Processes:** Completing year-end and implementing pathway for new FY budget.
10. **Secure, Efficient, and Resilient Facility:** Paint and carpet replacement project complete. New Consoles being ordered with anticipated installation this summer. Developing “Future Needs Assessment” with Facilities, to include potential remodel and back-up center plan.

Integrity

Respect

Competence

Compassion

Responsibility

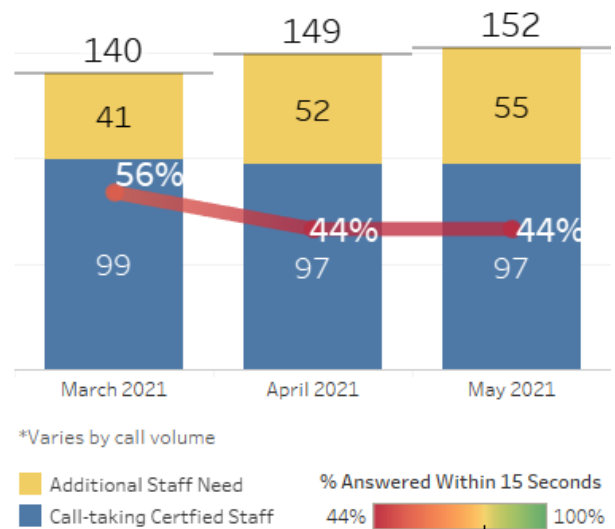
Teamwork



“Failure is the opportunity to begin again more intelligently.”

-Henry Ford

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



(123 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)

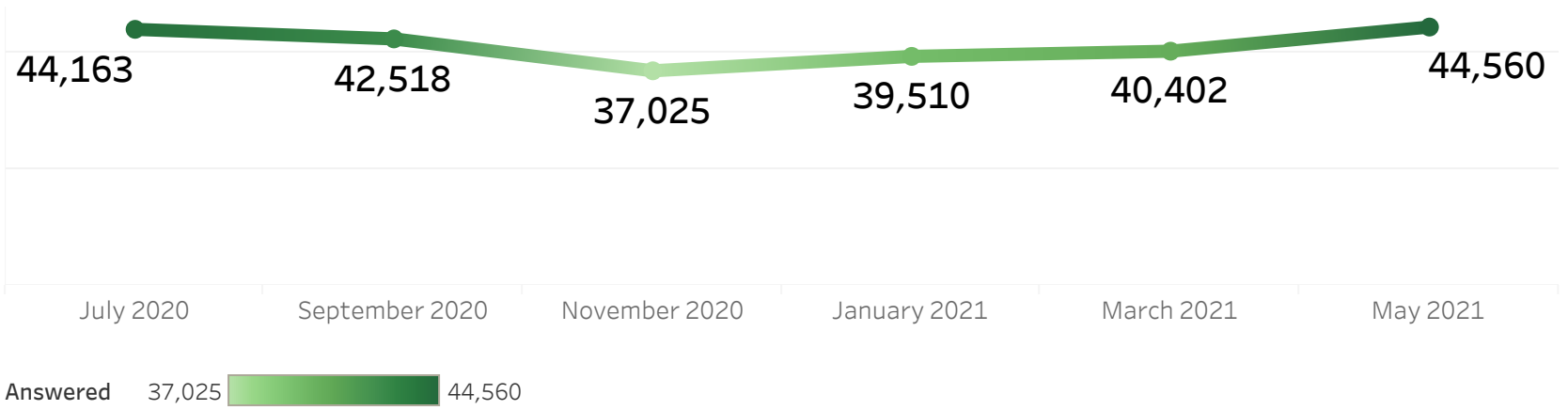
-Revenue: \$28,618,146 (revised budgeted)
\$20,021,012 (70.0% collected)
 \$ 8,597,134 (remaining)

Call Answering: May, 2021

- 44,560 9-1-1 calls answered
- 44% within 15 seconds
- 49% within 20 seconds

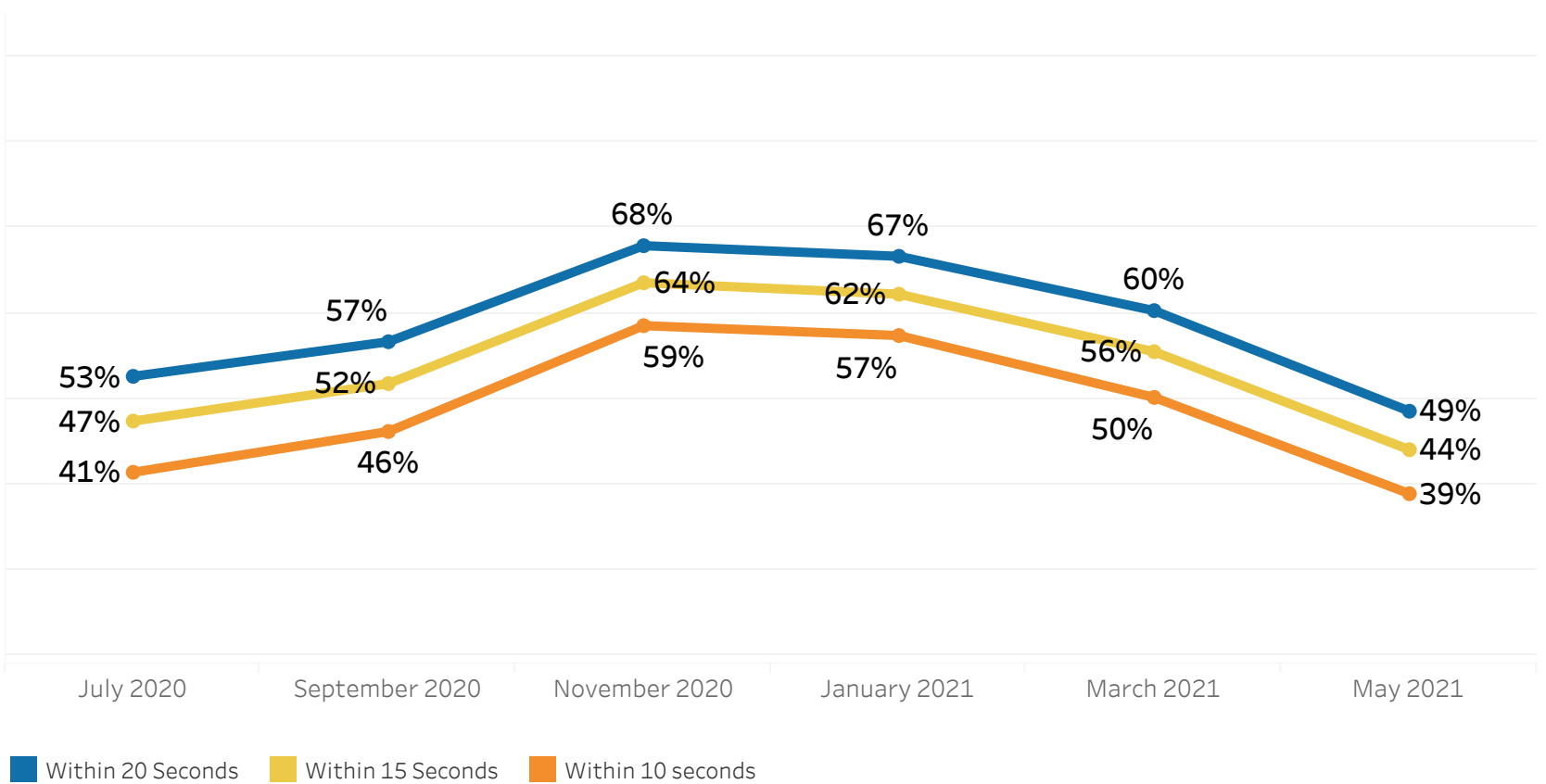
NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

9-1-1 Call Volume Trends*

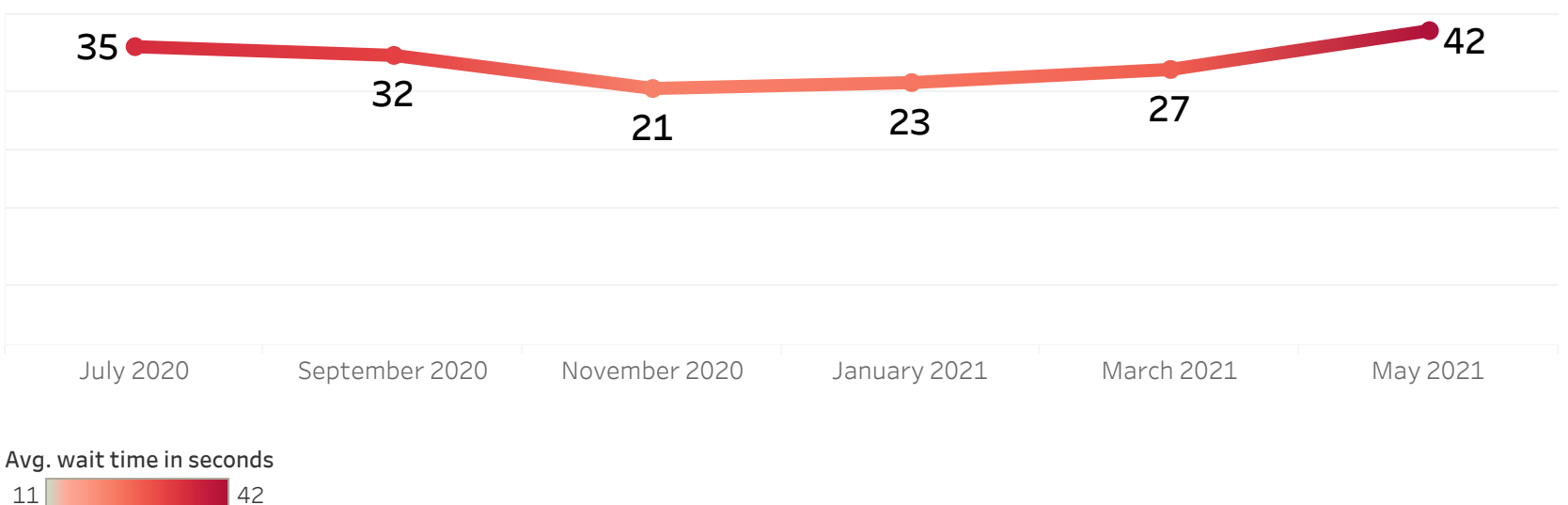


9-1-1 Call Answering Performance Trends*

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

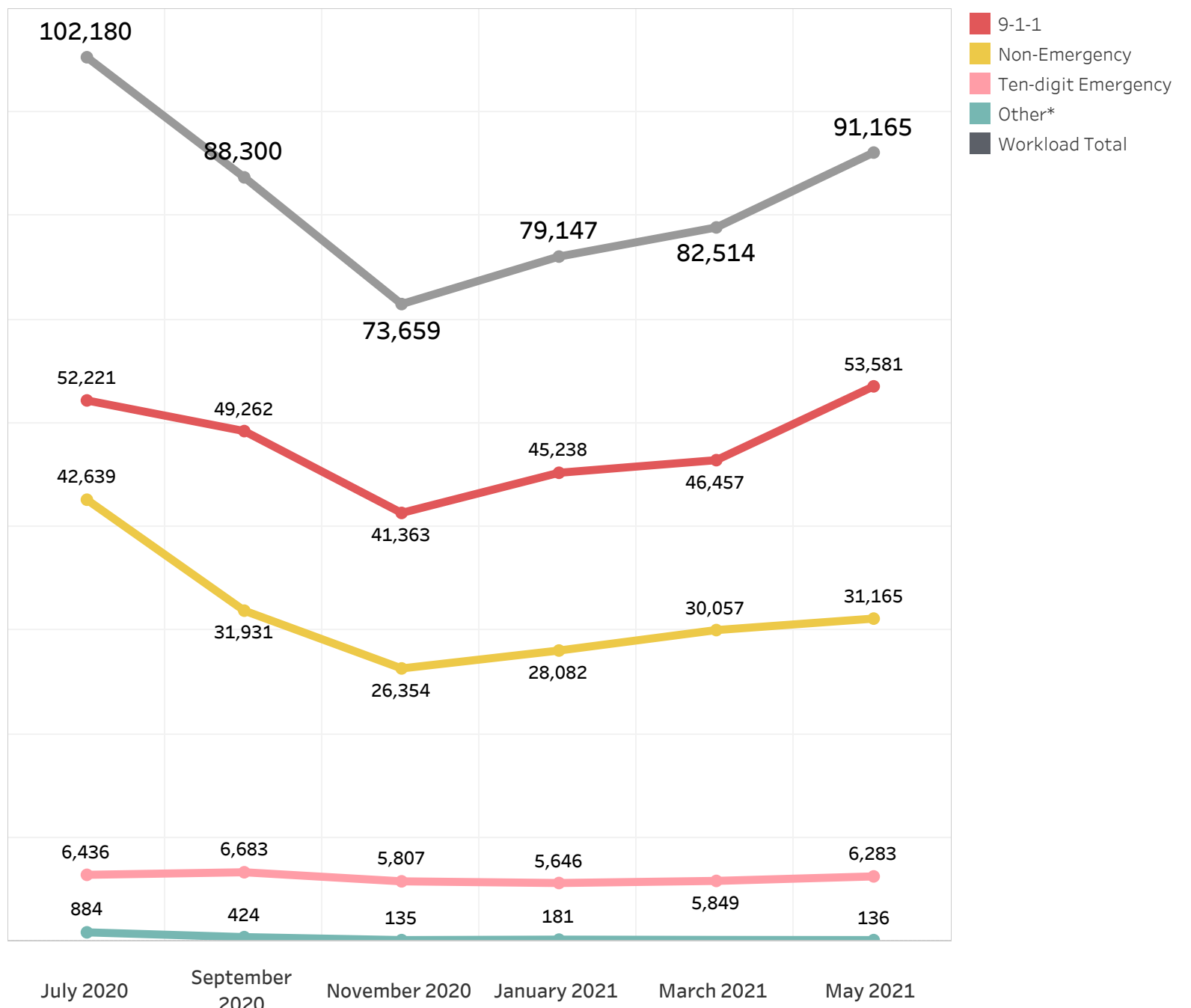


9-1-1 Average Wait-to-answer Time Trends*



*Caller-disconnected calls are not included.

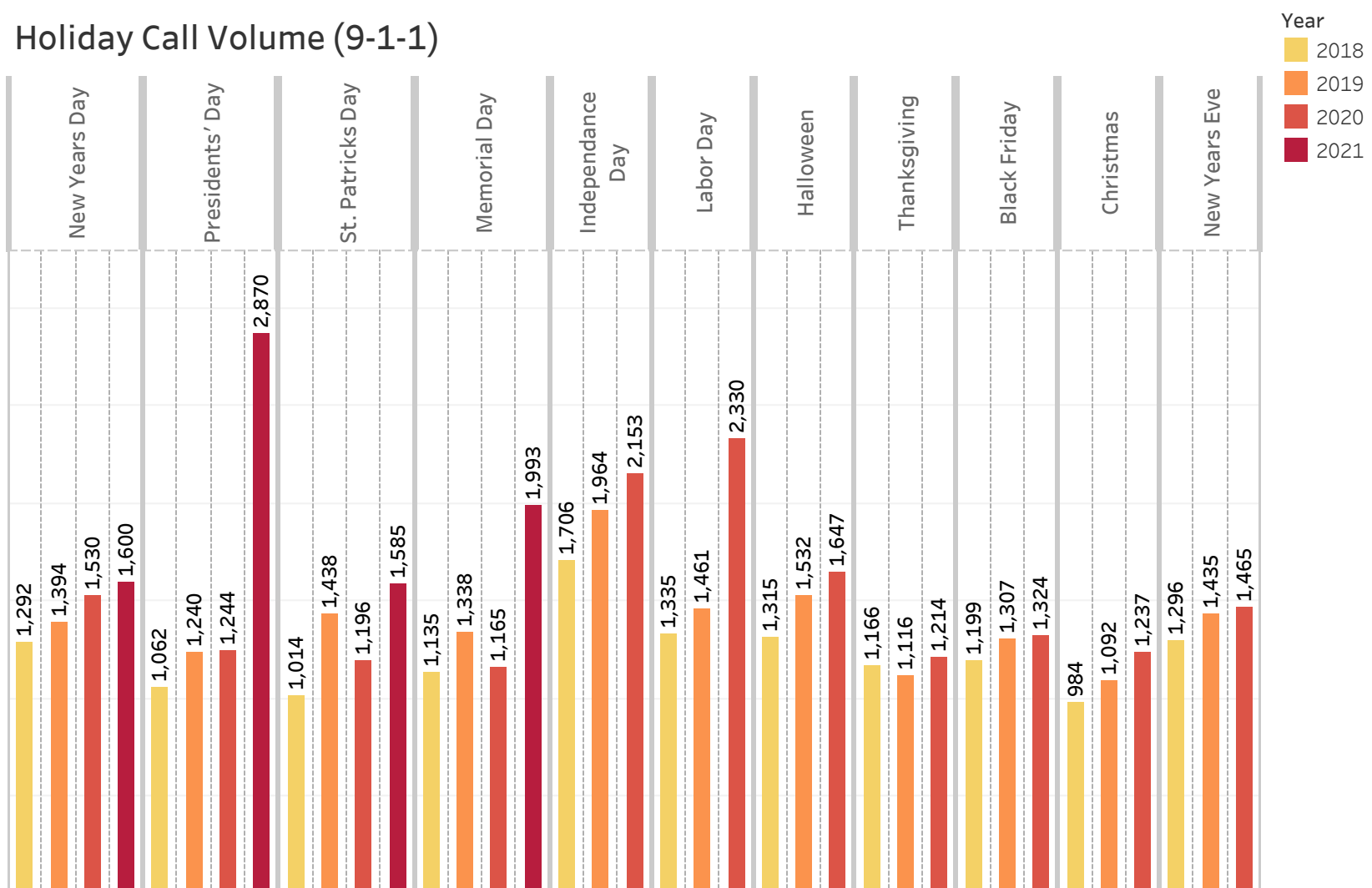
BOEC Workload Call Volume



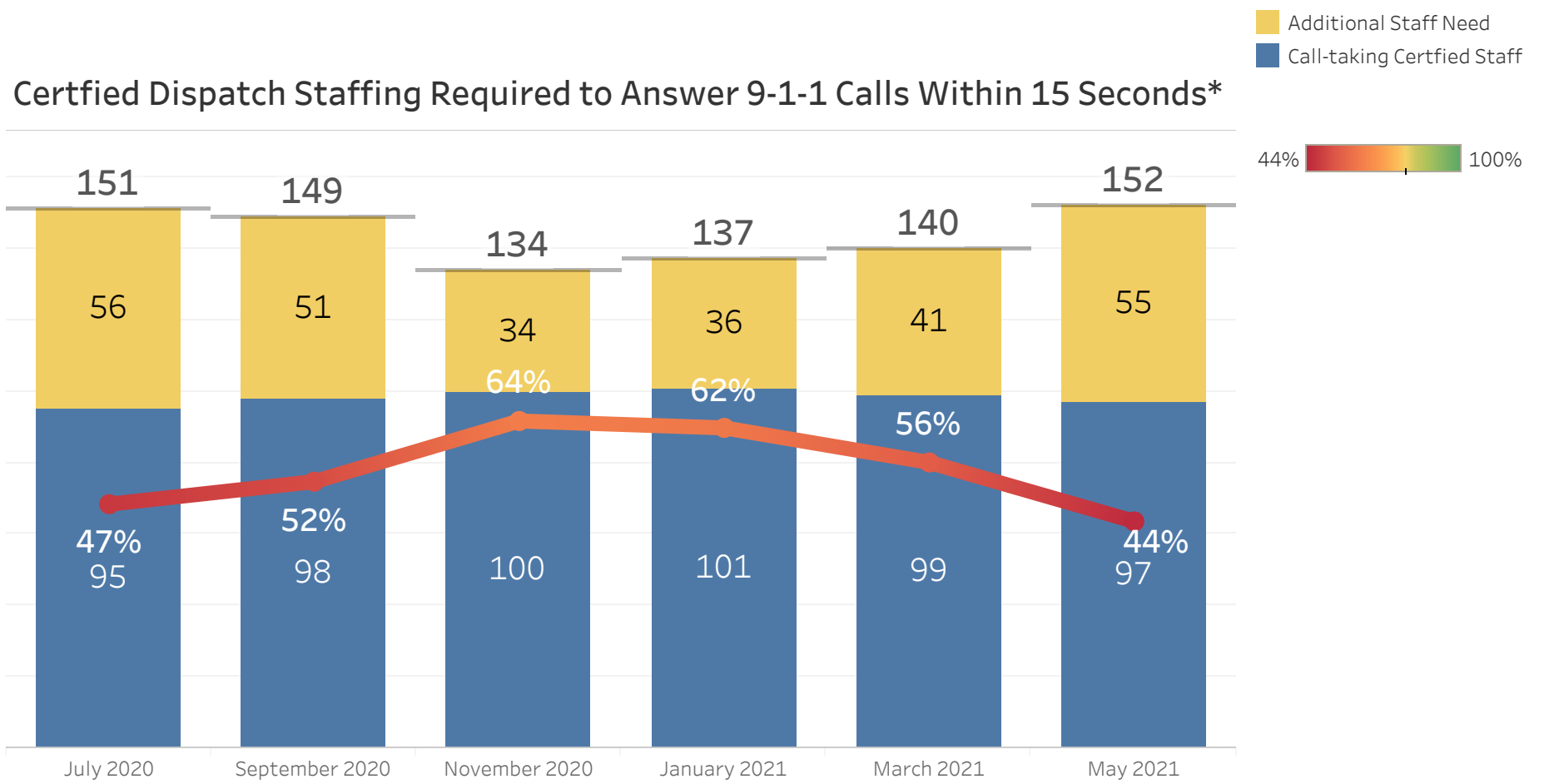
	July 2020	September 2020	November 2020	January 2021	March 2021	May 2021
9-1-1	52,221	49,262	41,363	45,238	46,457	53,581
Non-Emergency	42,639	31,931	26,354	28,082	30,057	31,165
Ten-digit Emergency	6,436	6,683	5,807	5,646	5,849	6,283
Other*	884	424	135	181	151	136
Workload Total	102,180	88,300	73,659	79,147	82,514	91,165

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

Holiday Call Volume (9-1-1)

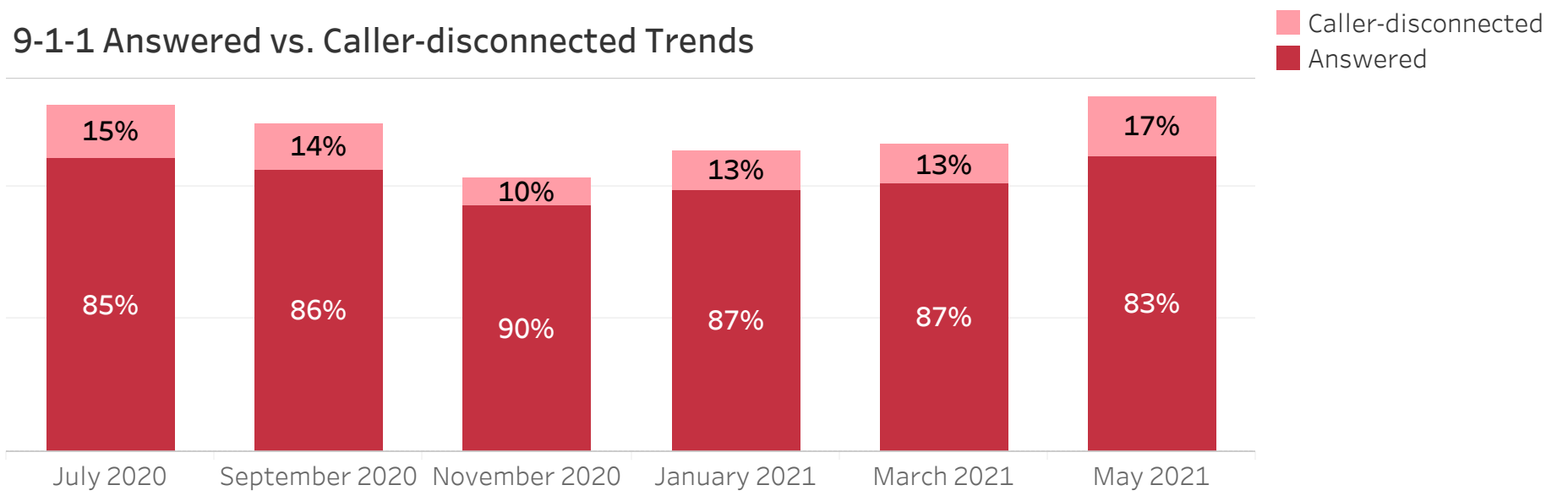


Certified Dispatch Staffing Required to Answer 9-1-1 Calls Within 15 Seconds*

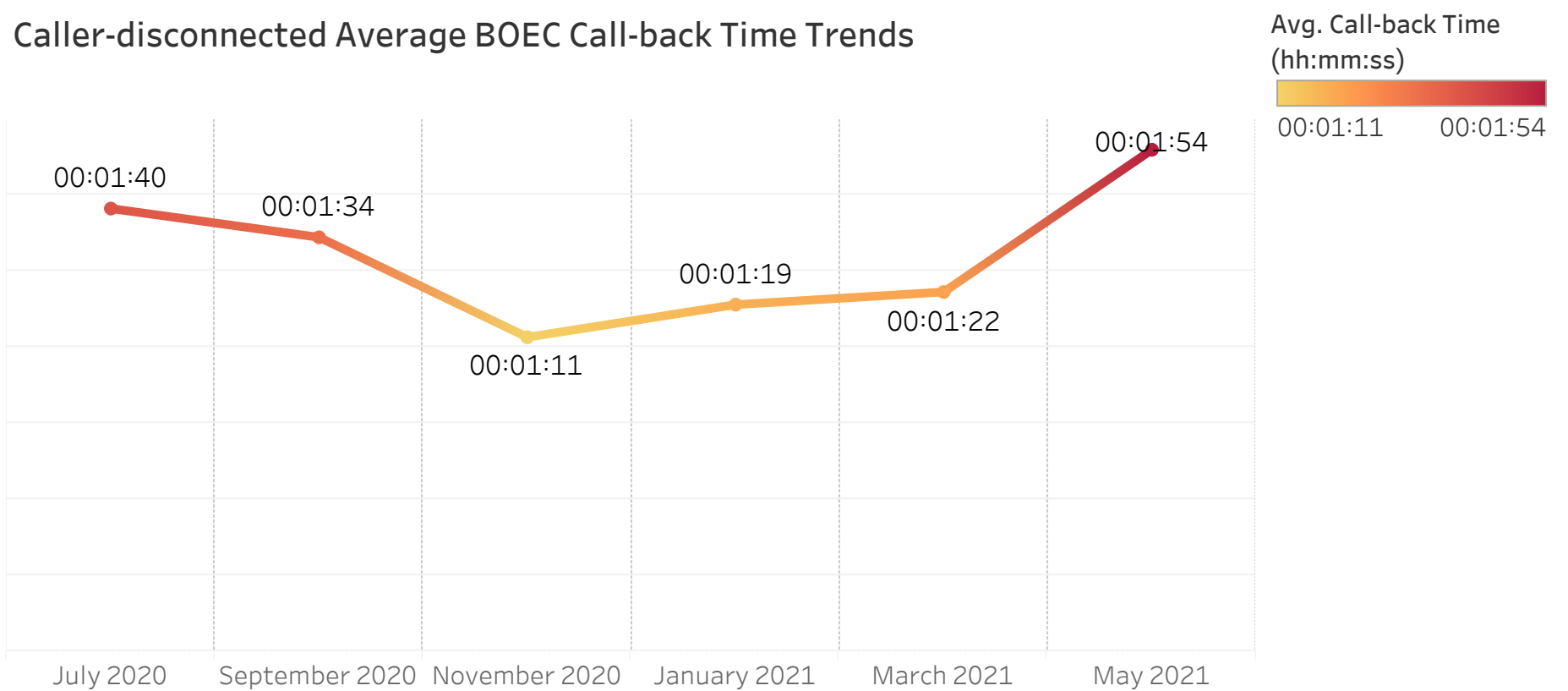


*Varies by call volume and processing metrics.

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



Caller-disconnected Average BOEC Call-back Time Trends



Homeless-Related Dispatch Workload/CAD Incidents

DISCIPLINE
■ Fire
■ Medical
■ Police
■ Grand Total

	Homeless-Related			% Homeless-Related		
	2019	2020	2021	2019	2020	2021
Fire	2,420	3,135	1,909	7.16%	10.29%	15.09%
Medical	1,158	1,379	785	3.43%	4.53%	6.21%
Police	30,210	25,961	9,956	89.41%	85.19%	78.70%
Grand Total	33,788	30,475	12,650	100.00%	100.00%	100.00%

Police

	2019	2020	2021	2019	2020	2021
UNWANTED PERSON	14,296	10,564	3,790	47.32%	40.69%	38.07%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,040	1,759	712	6.75%	6.78%	7.15%
WELFARE CHECK	2,162	1,847	813	7.16%	7.11%	8.17%
Other	11,712	11,791	4,641	38.77%	45.42%	46.62%
Total	30,210	25,961	9,956	100.00%	100.00%	100.00%

Fire

	2019	2020	2021	2019	2020	2021
ILLEGAL BURN	1,370	1,739	685	56.61%	55.47%	35.88%
UNKNOWN TYPE FIRE PROBLEM	534	762	711	22.07%	24.31%	37.24%
SMOKE IN AREA- OUTSIDE	211	225	114	8.72%	7.18%	5.97%
Other	305	409	399	12.60%	13.05%	20.90%
Total	2,420	3,135	1,909	100.00%	100.00%	100.00%

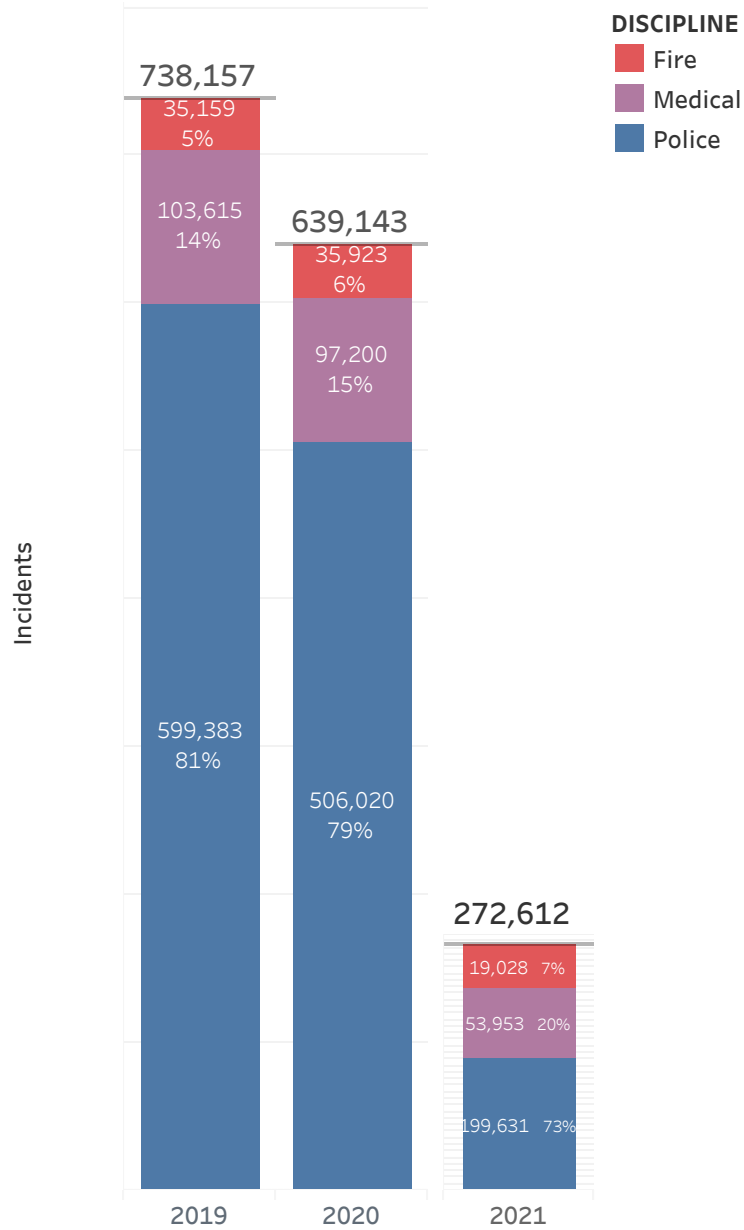
Medical

	2019	2020	2021	2019	2020	2021
BEHAVIOR/CODE 1 EMS ONLY	163	193	102	14.08%	14.00%	12.99%
OVERDOSE/ALS	97	88	35	8.38%	6.38%	4.46%
SICK/CODE 1 EMS ONLY	116	140	57	10.02%	10.15%	7.26%
ASSAULT/ALS	101	117	33	8.72%	8.48%	4.20%
UNCONSCIOUS/ALS	120	157	60	10.36%	11.39%	7.64%
Other	561	684	498	48.45%	49.60%	63.44%
Total	1,158	1,379	785	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Fire	6.99	216.69
Medical	5.30	164.39
Police	68.25	2,115.88
Grand Total	80.55	2,496.97

Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

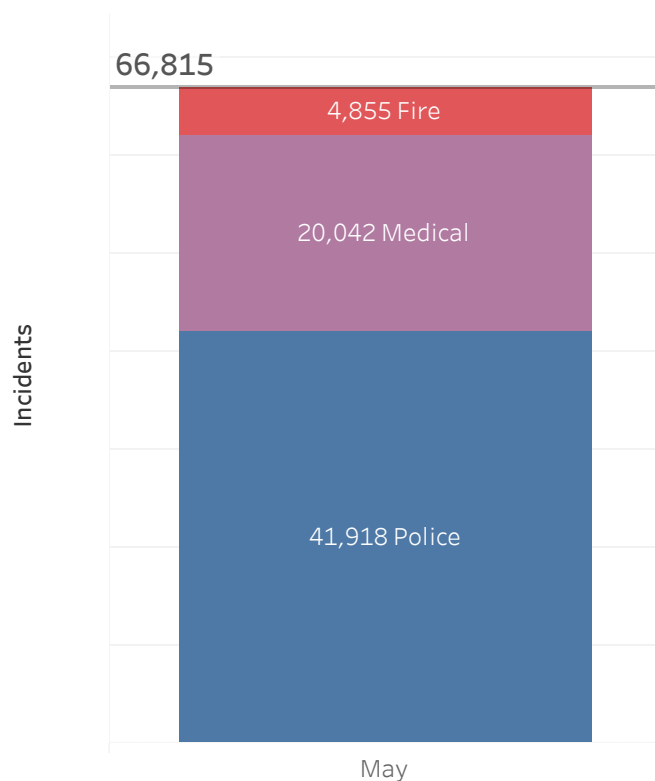
	Homeless-Related			% Homeless-Related *		
	2019	2020	2021	2019	2020	2021
Fire	2,420	3,135	1,909	6.88%	8.73%	10.03%
Medical	1,158	1,379	785	1.12%	1.42%	1.45%
Police	30,210	25,961	9,956	5.04%	5.13%	4.99%
Grand Total	33,788	30,475	12,650	4.58%	4.77%	4.64%

* % 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	2,290	3,025	1,871	94.63%	96.49%	98.01%
Medical	1,058	1,288	721	91.36%	93.40%	91.85%
Police	27,024	22,983	8,890	89.45%	88.53%	89.29%
Grand Total	30,372	27,296	11,482	89.89%	89.57%	90.77%

Dispatch Workload/CAD Incidents May 2021



Homeless-Related Dispatch Workload/CAD Incidents May 2021

	Homeless-Related	% Homeless-Related *
Fire	511	10.53%
Medical	253	1.26%
Police	2,166	5.17%
Grand Total	2,930	4.39%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents May 2021

	Homeless-Related Portland	% Homeless-Related Portland
Fire	504	98.63%
Medical	232	91.70%
Police	1,941	90.24%
Grand Total	2,677	91.84%