BOEC Update: *March 2020*

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

> *"The aim of an argument or discussion should not be victory, but progress."*
> *– Joseph Joubert*

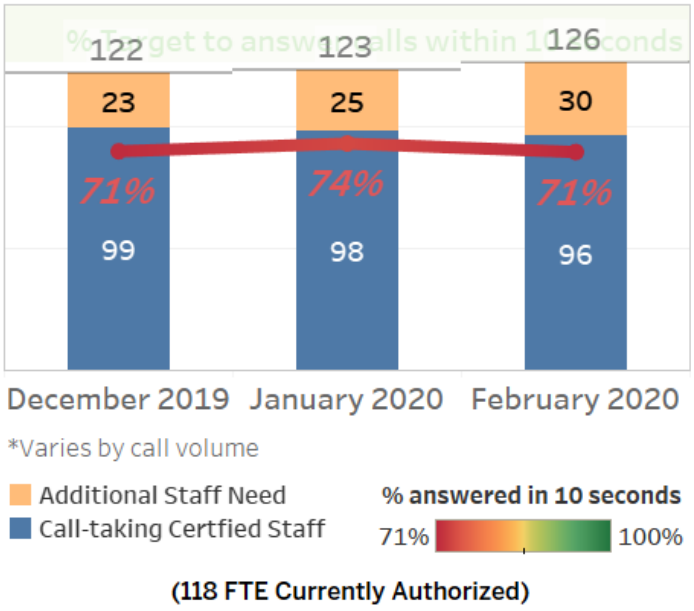
Significant Projects:

Bargaining update: Tentative agreement reached on March 11 with anticipated implementation in April/May.

Strategic Plan Progress:

1. Call Performance and Staffing: Incorporating 13-hour shifts. Dispatch Trainee Academies scheduled to begin April 20, and July 13 with the goal of filling all vacant positions.
2. Consistent, Efficient, and Effective Call Triage: Priority Dispatch server set-up and protocol development are underway. Training for Portland Street Response pilot with partner agencies is being developed while SOPs are being aligned between public safety bureaus.
3. Public Information and Outreach: Focusing on COVID-19 public messaging and responding to emerging 911 and media issues.
4. Partner Agency Collaboration: BOEC Finance Committee is developing a funding model recommendation for User Board. Community representatives for BOEC User Board/Budget Advisory Committee are being appointed.
5. Equity: Benchmarking equity lenses from other bureaus and agencies to learn best practices. Equity Committee is reviewing internal communications and documents to ensure correct messaging.
6. Training and Quality Assurance: In-service training with a focus on Portland Street Response and disaster planning. Quality assurance program planning is underway.
7. Career and Leadership Development: Training Department is reviewing potential leadership development tracks through Virtual Academy. Leadership Engagement and Development (LEAD) program is being leveraged to support employee development opportunities.
8. Technology Systems: Tracking progress of ProQA server installation currently underway.
9. Administration Processes: Developing training on managerial financial tracking models.
10. Secure, Efficient, and Resilient Facility: Reviewing dispatch furniture options, and determining funding opportunities for operations renovation and a new backup facility. Backup dispatch operations drill planned for in-service training.

Dispatch staffing required last month to answer 911 calls within 10 seconds*



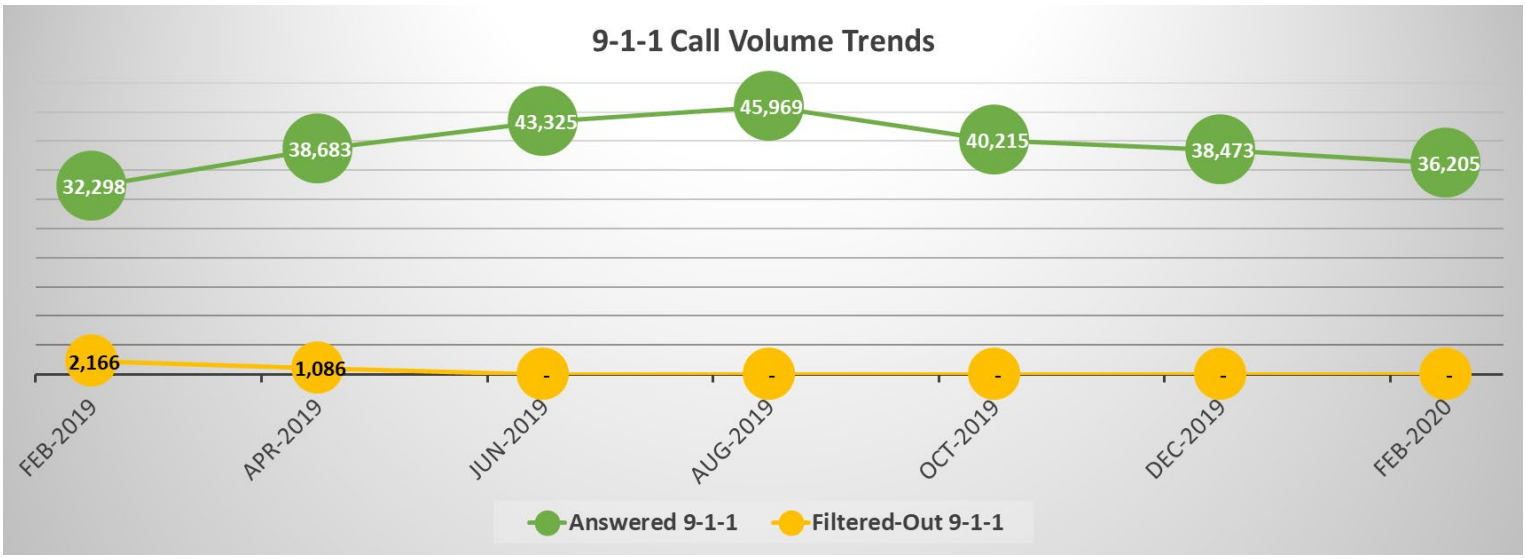
2019-2020 Budget to date: (FY 66.7% Complete)

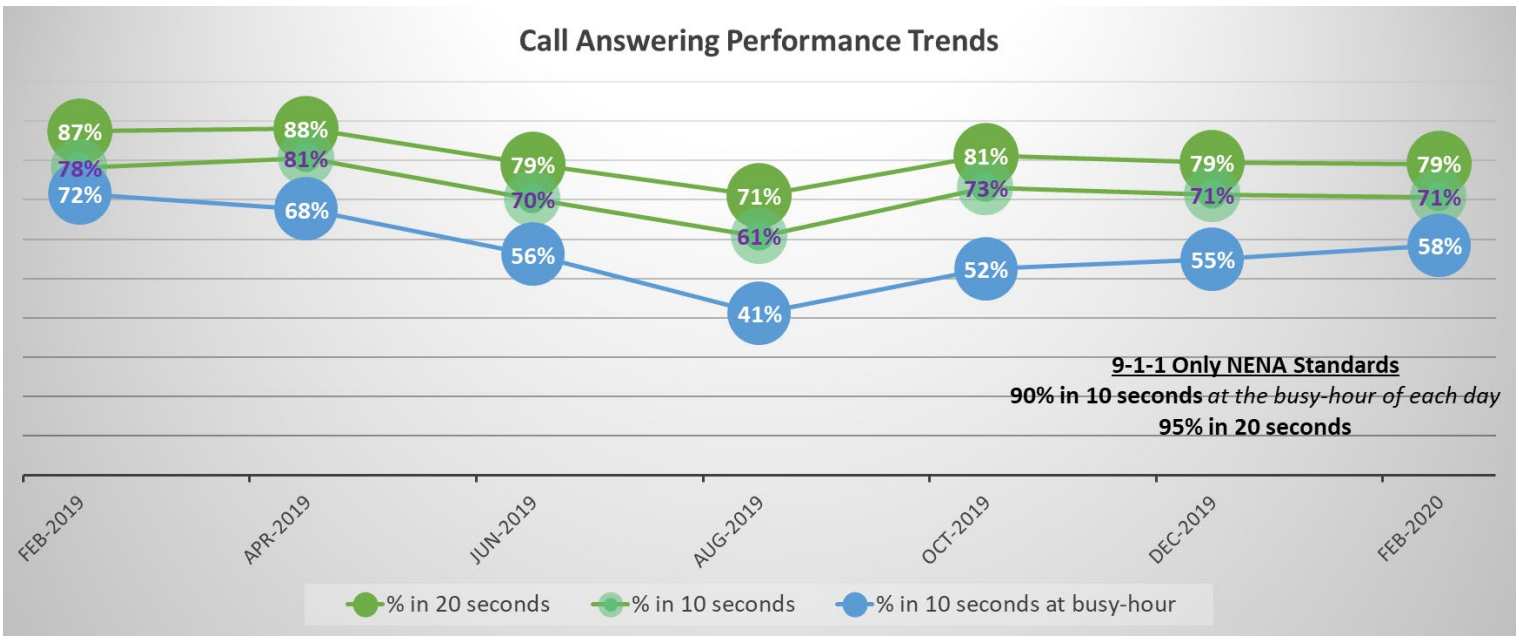
-Expenditures:	$27,238,203 (budgeted)	
	$15,218,518 (55.9% expended)	
	$12,019,685 (remaining)	
-Revenue:	$27,238,203 (budgeted)	
	$16,823,259 (61.8% collected)	
	$10,414,944 (remaining)	

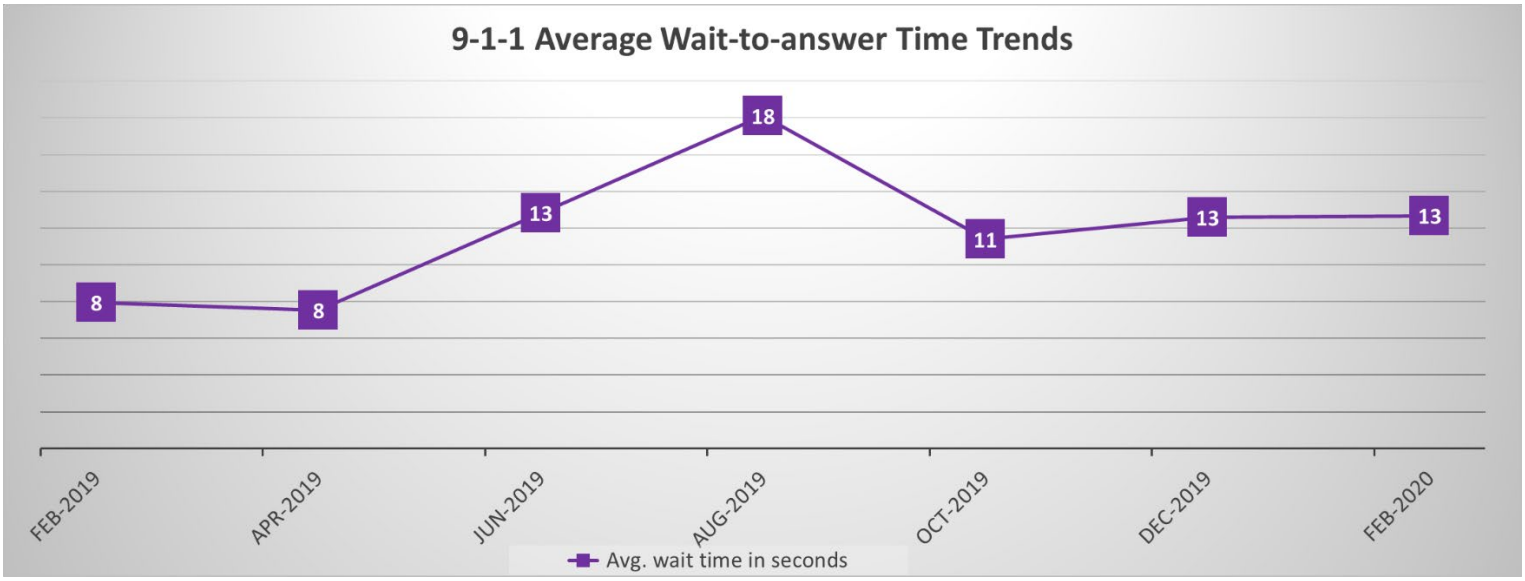
Call Answering: February 2019

- 36,205 9-1-1 calls answered
- 58% within 10 seconds
- 79% within 20 seconds

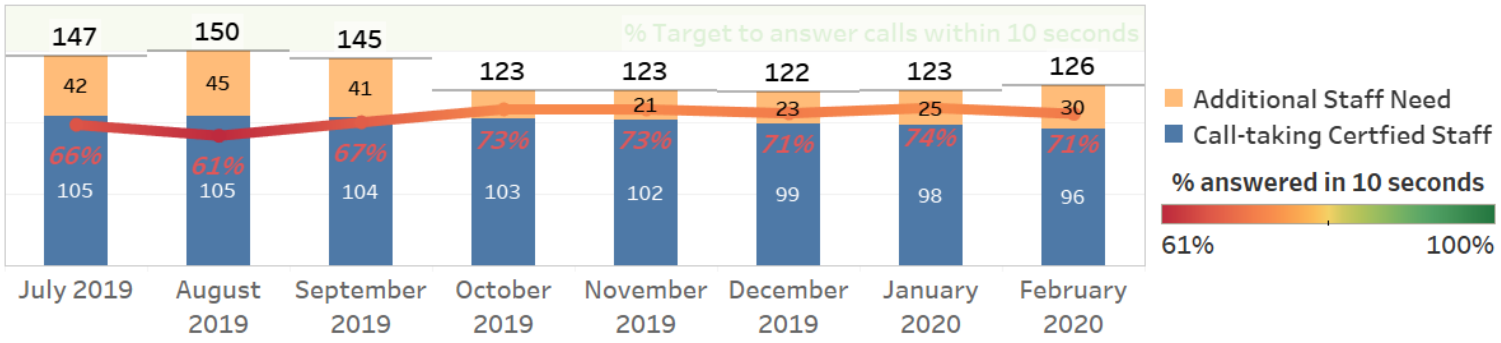
***NENA Standard**: 90% of all 911 calls shall be answered within ten seconds during the busy hour of the day. 95% of all 911 calls should be answered within 20 seconds.*


9-1-1 Call Volume Trends
32,298
38,683
43,325
45,969
40,215
38,473
36,205
2,166
1,086
-
-
-
-
-
FEB-2019
APR-2019
JUN-2019
AUG-2019
OCT-2019
DEC-2019
FEB-2020
Answered 9-1-1
Filtered-Out 9-1-1

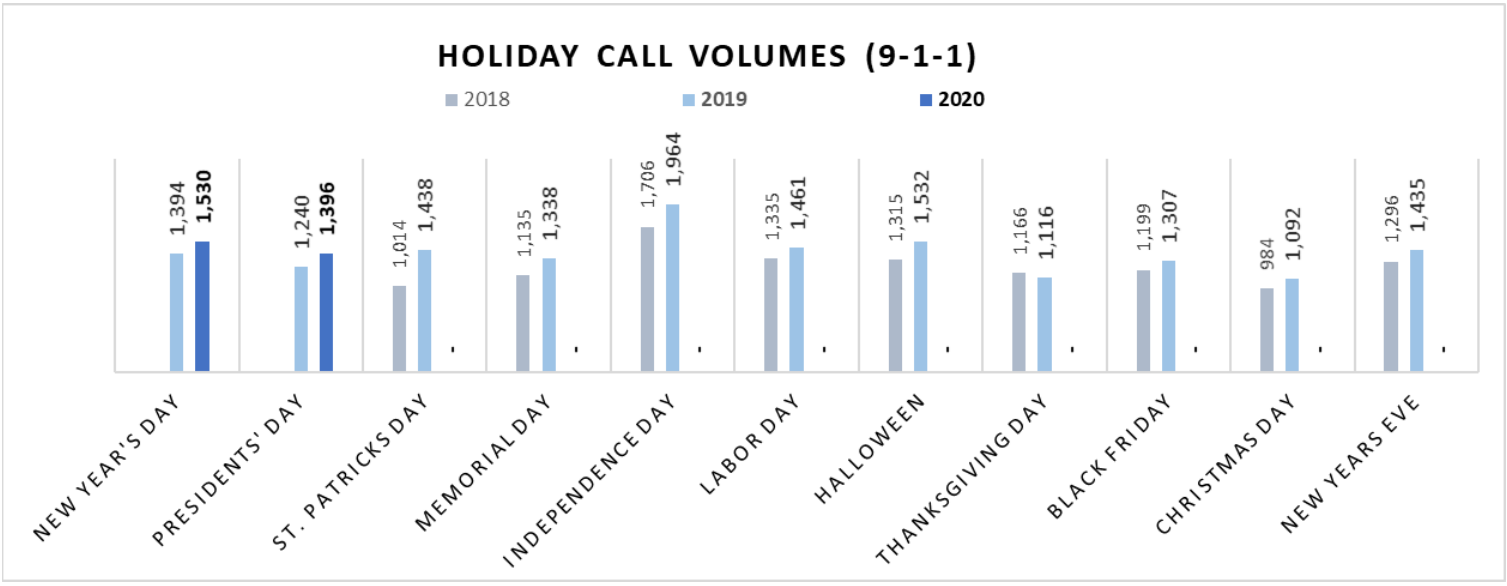

Call Answering Performance Trends
87%
88%
79%
71%
81%
79%
79%
78%
81%
70%
61%
73%
71%
71%
72%
68%
56%
41%
52%
55%
58%
9-1-1 Only NENA Standards
90% in 10 seconds at the busy-hour of each day
95% in 20 seconds
FEB-2019
APR-2019
JUN-2019
AUG-2019
OCT-2019
DEC-2019
FEB-2020
% in 20 seconds
% in 10 seconds
% in 10 seconds at busy-hour


9-1-1 Average Wait-to-answer Time Trends
8
8
13
18
11
13
13
FEB-2019
APR-2019
JUN-2019
AUG-2019
OCT-2019
DEC-2019
FEB-2020
Avg. wait time in seconds

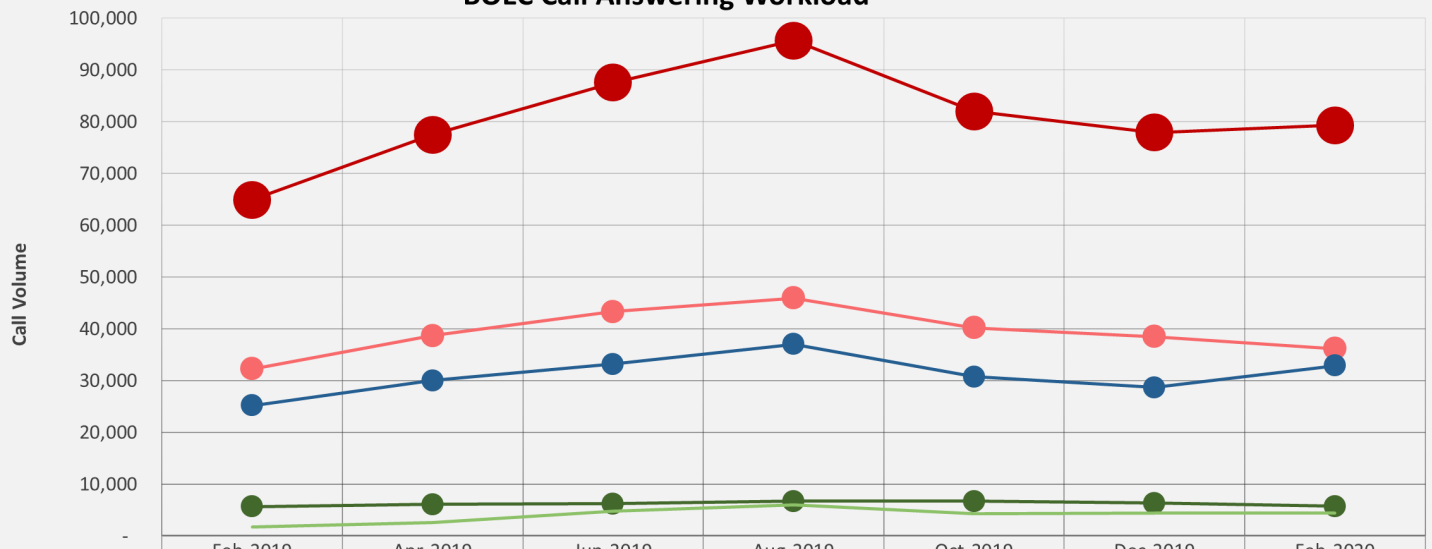
Dispatch Staffing Required to Answer 911 Calls Within 10 Seconds *



*Varies by call volume



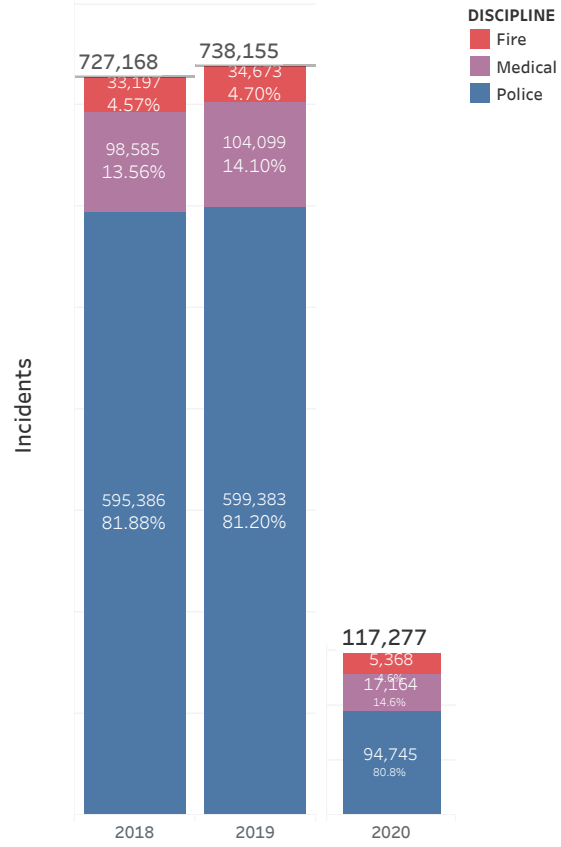
BOEC Call Answering Workload



	Feb-2019	Apr-2019	Jun-2019	Aug-2019	Oct-2019	Dec-2019	Feb-2020
Combined Workload	64,922	77,465	87,533	95,697	81,986	77,906	79,313
9-1-1	32,298	38,683	43,325	45,969	40,215	38,473	36,205
Non-emergency	25,201	30,040	33,197	37,020	30,771	28,655	32,887
Ten-digit Emergency	5,676	6,098	6,212	6,714	6,714	6,348	5,748
Other	1,747	2,644	4,799	5,994	4,286	4,430	4,473

Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted, 9-1-1 Abandoned Callback

Dispatch Workload/CAD Incidents



Homeless-Related Dispatch Workload/CAD Incidents

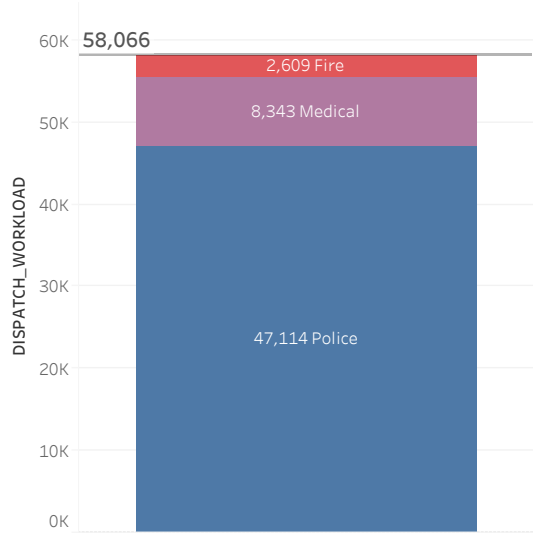
	Homeless-Related			% Homeless-Related *		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	523	5.54%	7.00%	9.74%
Medical	1,024	1,152	214	1.04%	1.11%	1.25%
Police	31,053	30,210	4,366	5.22%	5.04%	4.61%
Grand Total	33,915	33,788	5,103	4.66%	4.58%	4.35%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related Portland			% Homeless-Related Portland		
	2018	2019	2020	2018	2019	2020
Fire	1,728	2,291	509	94.07%	94.59%	97.32%
Medical	937	1,052	197	91.50%	91.40%	92.06%
Police	27,637	26,836	3,860	90.52%	90.08%	90.14%
Grand Total	30,302	30,179	4,566	90.74%	90.45%	90.97%

Dispatch Workload/CAD Incidents February 2020



Homeless-Related Dispatch Workload/CAD Incidents February 2020

	Homeless-Related	% Homeless-Related *
Fire	272	10.43%
Medical	111	1.33%
Police	2,306	4.89%
Grand Total	2,689	4.63%

* % Homeless-Related with respect to discipline

Portland Homeless-Related Dispatch Workload/CAD Incidents February 2020

	Homeless-Related Portland	% Homeless-Related Portland
Fire	260	95.59%
Medical	101	90.99%
Police	2,060	91.15%
Grand Total	2,421	91.60%

DISCIPLINE
- Fire
- Medical
- Police
- Grand Total

Homeless-Related Dispatch Workload/CAD Incidents

	Homeless-Related			% Homeless-Related by Discipline		
	2018	2019	2020	2018	2019	2020
Fire	1,838	2,426	523	5.42%	7.18%	10.25%
Medical	1,024	1,152	214	3.02%	3.41%	4.19%
Police	31,053	30,210	4,366	91.56%	89.41%	85.56%
Grand Total	33,915	33,788	5,103	100.00%	100.00%	100.00%

Police

	2018	2019	2020	2018	2019	2020
UNWANTED PERSON	15,382	14,297	2,045	49.53%	47.33%	46.84%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,157	2,055	329	6.95%	6.80%	7.54%
WELFARE CHECK	1,879	2,137	309	6.05%	7.07%	7.08%
Other	11,635	11,721	1,683	37.47%	38.80%	38.55%
Total	31,053	30,210	4,366	100.00%	100.00%	100.00%

Fire

	2018	2019	2020	2018	2019	2020
ILLEGAL BURN	1,025	1,362	333	55.77%	56.14%	63.67%
UNKNOWN TYPE FIRE PROBLEM	403	550	105	21.93%	22.67%	20.08%
SMOKE IN AREA- OUTSIDE	129	209	36	7.02%	8.62%	6.88%
Other	281	305	49	15.29%	12.57%	9.37%
Total	1,838	2,426	523	100.00%	100.00%	100.00%

Medical

	2018	2019	2020	2018	2019	2020
BEHAVIOR/CODE 1 EMS ONLY	152	158	24	14.84%	13.72%	11.21%
OVERDOSE/ALS	90	95	12	8.79%	8.25%	5.61%
SICK/CODE 1 EMS ONLY	90	117	34	8.79%	10.16%	15.89%
ASSAULT/ALS	78	99	15	7.62%	8.59%	7.01%
UNCONSCIOUS/ALS	71	81	5	6.93%	7.03%	2.34%
TRAUMA/ALS	57	53	9	5.57%	4.60%	4.21%
UNKNOWN/ALS	55	60	12	5.37%	5.21%	5.61%
SICK/ALS	46	73	20	4.49%	6.34%	9.35%
Other	385	416	83	37.60%	36.11%	38.79%
Total	1,024	1,152	214	100.00%	100.00%	100.00%

Homeless-Related Hours of Work (CAD incidents open to close) February 2020

	Day Average	Month Total
Fire	6.93	200.83
Medical	2.66	77.14
Police	60.38	1,751.03
Grand Total	69.97	2,028.99