BOEC Update: *Nov 2019*

Significant Projects:

Bargaining update: Meetings scheduled into November.

Strategic Plan Update:

Call Performance and Staffing: Trainee academy began November 4; Recruitment for spring academy runs for two weeks starting 11/11.

Consistent, Efficient, and Effective Call Triage: Priority Dispatch kickoff is complete. Initiating detailed call response configuration and server set-up. Portland Street Response pilot planning is underway.

Public Information and Outreach: Coordinating with PBEM on Public Alerts; Implementing Portland Oregon Website Replacement (POWR) project;

Partner Agency Collaboration: BOEC Finance Committee vetting potential funding models/options. Monthly Finance Committee meetings are scheduled through April. Applicants for community representatives on BOEC User Board and Budget Advisory Committee will meet with board members; expected appointment in January.

Equity: BOEC Equity Committee meetings ongoing, scheduled monthly. Developing ground rules, and scope of committee work. Continuing work on the BOEC Racial Equity Plan.

Training and Quality Assurance: New Daily Observation Report system is implemented. Developing call taking standards in line with ProQA.

Career and Leadership Development: Developing action items from the recent Employee Satisfaction Survey, including providing greater access to continuing education, and providing more career development opportunities.

Technology Systems: Windows 10 upgrade is in progress with expected completion by mid-November.

Administration Processes: Department manager training of internal and external budget processes is underway.

Secure, Efficient, and Resilient Facility: City-wide long-term facility plan under development. Investigating potential funding options for renovation or new facility.

Integrity

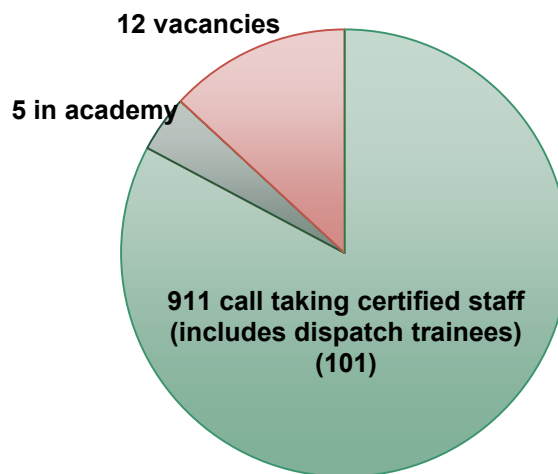**Respect**

Competence

Compassion

Responsibility

Teamwork

"If you want something you've never had, you must be willing to do something you've never done."

Dispatch Staffing 118 FTE:

12 vacancies

5 in academy

911 call taking certified staff (includes dispatch trainees) (101)

2019-2020 Budget to date: (FY 33% Complete)

-Expenditures:
$27,238,203 (budgeted)
$ 7,251,963 (26.6% expended)
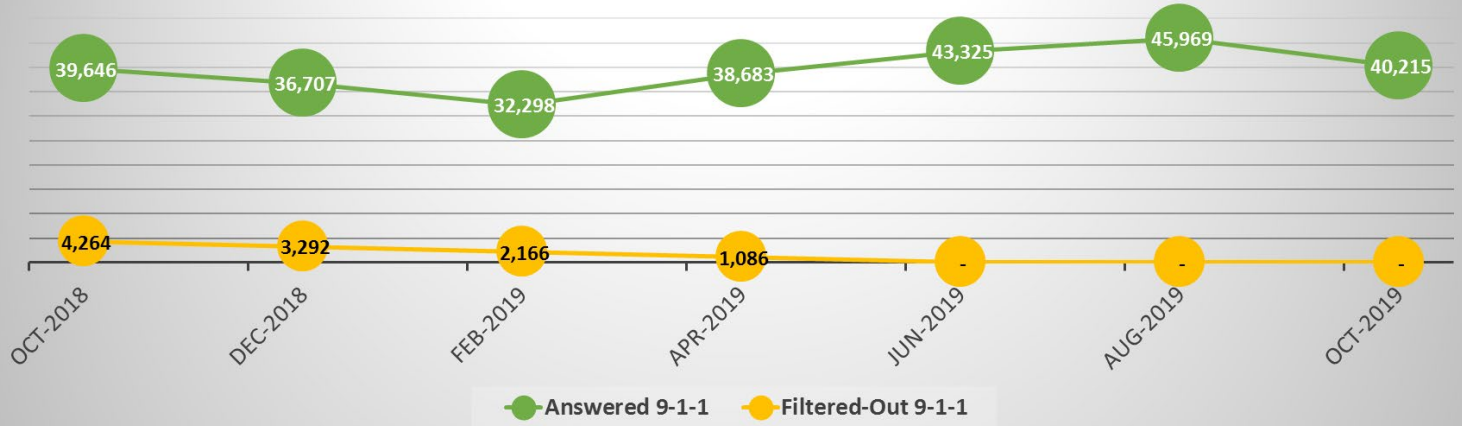$19,986,240 (remaining)

-Revenue:
$27,238,203 (budgeted)
$ 7,466,883 (27.4% collected)
$19,771,320 (remaining)

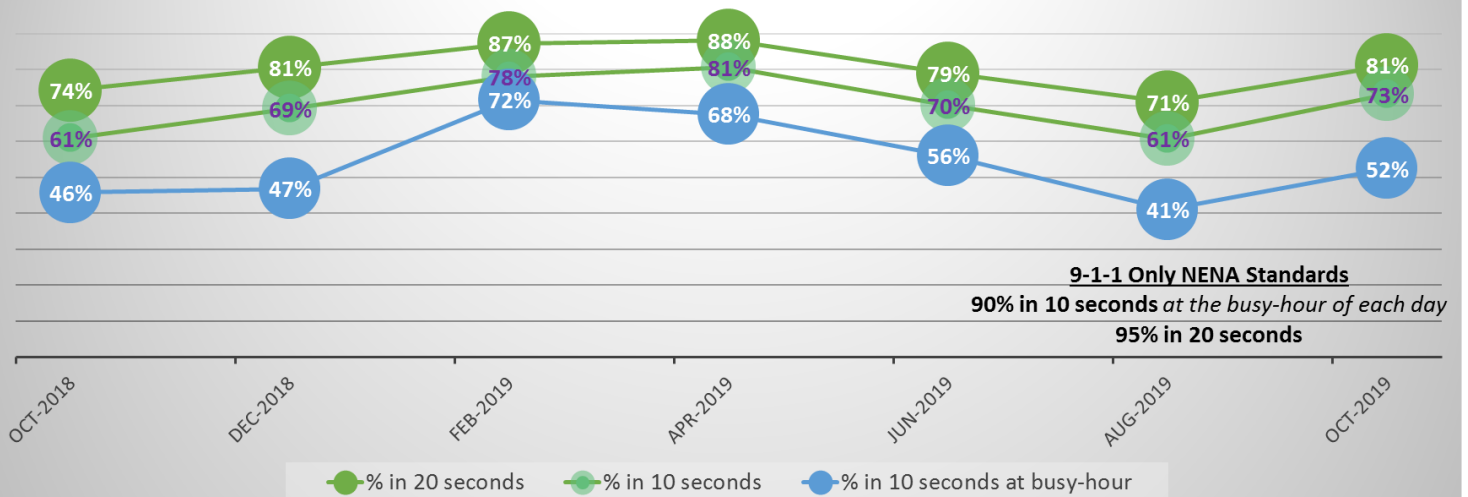## Call Answering: October, 2019

- 40,215 9-1-1 calls answered
- 52% within 10 seconds
- 81% 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

	OCT-2018	DEC-2018	FEB-2019	APR-2019	JUN-2019	AUG-2019	OCT-2019
Answered 9-1-1	39,646	36,707	32,298	38,683	43,325	45,969	40,215
Filtered-Out 9-1-1	4,264	3,292	2,166	1,086	-	-	-

- ● Answered 9-1-1
- ● Filtered-Out 9-1-1

Call Answering Performance Trends

	OCT-2018	DEC-2018	FEB-2019	APR-2019	JUN-2019	AUG-2019	OCT-2019
% in 20 seconds	74%	81%	87%	88%	79%	71%	81%
% in 10 seconds	61%	69%	78%	81%	70%	61%	73%
% in 10 seconds at busy-hour	46%	47%	72%	68%	56%	41%	52%

9-1-1 Only NENA Standards
90% in 10 seconds *at the busy-hour of each day*
95% in 20 seconds

- ● % in 20 seconds
- ● % in 10 seconds
- ● % in 10 seconds at busy-hour

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

	OCT-2018	DEC-2018	FEB-2019	APR-2019	JUN-2019	AUG-2019	OCT-2019
time in seconds	15	12	8	8	13	18	11

- ■ time in seconds
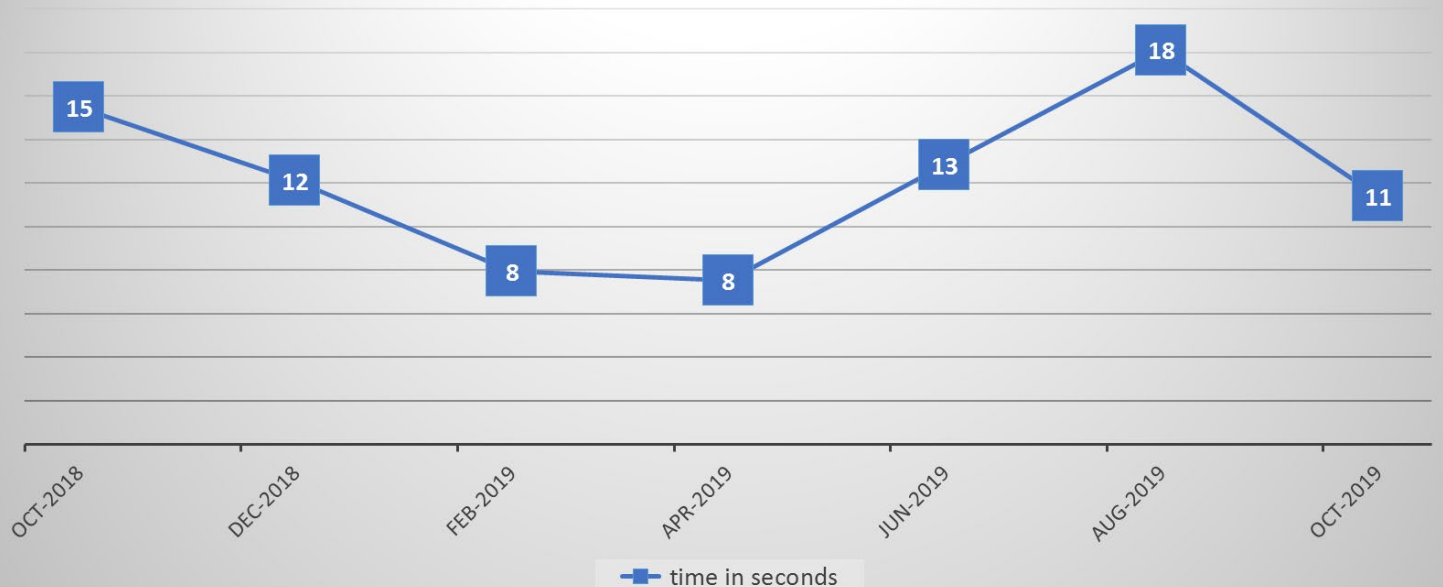
Call Taking and Dispatching Staff Trends

Certified at Call Taking: 103, 103, 105, 108, 105, 103, 101
Working Retirees: 3, 3, 3, 3, 3, 2, 2

OCT-2018, DEC-2018, FEB-2019, APR-2019, JUN-2019, AUG-2019, OCT-2019

● Certified at Call Taking   ● Working Retirees
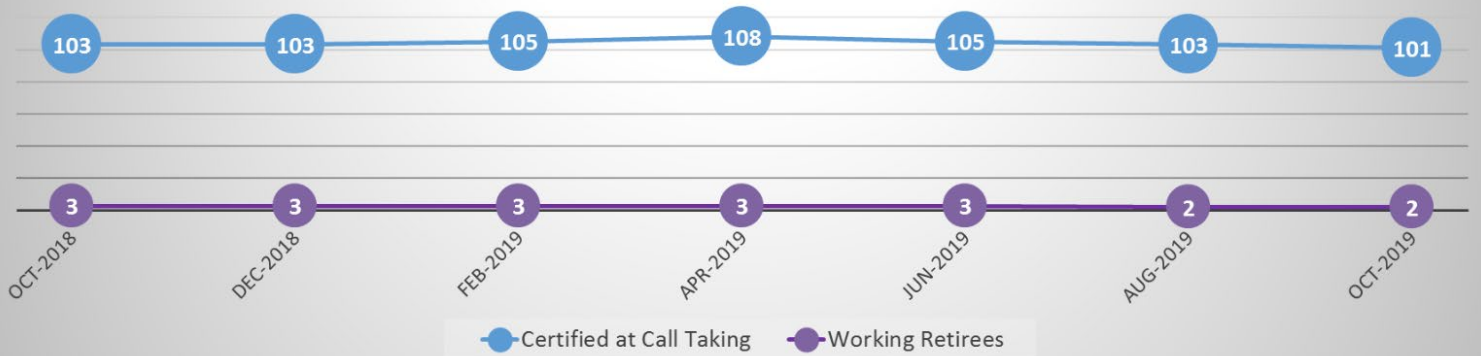
HOLIDAY CALL VOLUMES (9-1-1)

2018 | 2019

Holiday	2018	2019
NEW YEARS EVE	1,119	1,241
NEW YEAR'S DAY	1,228	1,327
PRESIDENTS' DAY	1,020	1,204
ST. PATRICKS DAY	990	1,411
MEMORIAL DAY	1,085	1,280
INDEPENDENCE DAY	1,545	1,798
LABOR DAY	1,289	1,318
HALLOWEEN	1,257	1,396
THANKSGIVING DAY	1,142	
BLACK FRIDAY	1,124	
CHRISTMAS DAY	949	
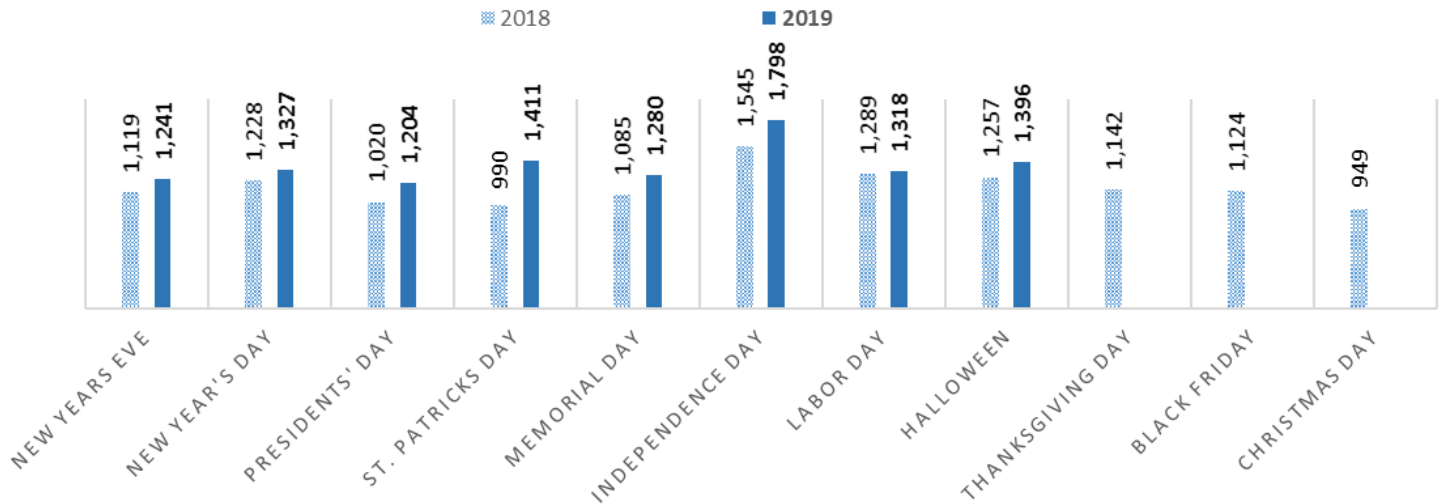
BOEC Call Answering Workload

Call Volume

	Oct-2018	Dec-2018	Feb-2019	Apr-2019	Jun-2019	Aug-2019	Oct-2019
Combined Workload	81,150	73,530	64,922	77,465	87,533	95,697	81,986
911	39,646	36,707	32,298	38,683	43,325	45,969	40,215
Non-emergency	32,252	27,939	25,201	30,040	33,197	37,020	30,771
Ten-digit Emergency	6,466	6,512	5,676	6,098	6,212	6,714	6,714
Other	2,786	2,372	1,747	2,644	4,799	5,994	4,286
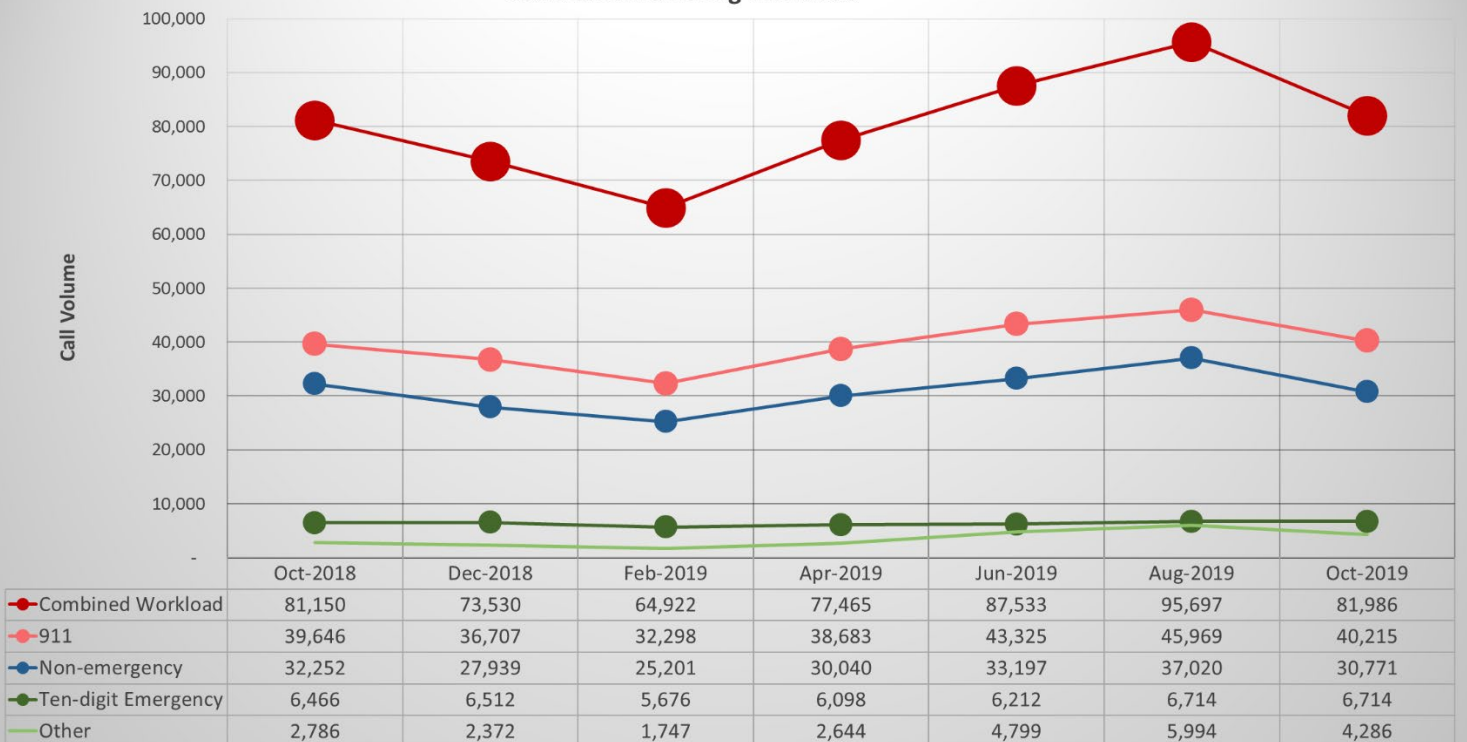
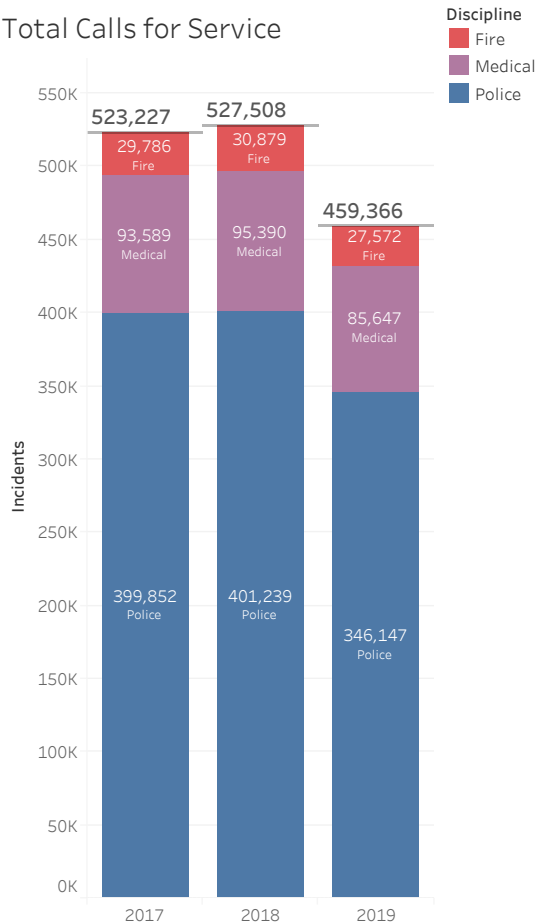*Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted, 9-1-1 Abandoned Callback*

Total Calls for Service
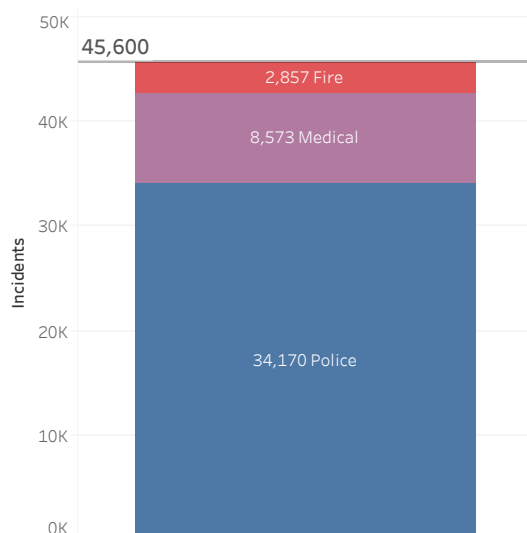

Homeless-Related Calls for Service

	Homeless-Related			% Homeless-Related *		
	2017	2018	2019	2017	2018	2019
Medical	980	1,018	957	1.05%	1.07%	1.12%
Fire	1,286	1,827	1,939	4.32%	5.92%	7.03%
Police	28,353	30,270	25,714	7.09%	7.54%	7.43%
Total	30,619	33,115	28,610	5.85%	6.28%	6.23%

* % Homeless-Related from Total Calls for Service

Portland Homeless-Related Calls for Service

	Homeless-Related Portland			% Homeless-Related Portland		
	2017	2018	2019	2017	2018	2019
Medical	919	936	879	93.78%	91.94%	91.85%
Fire	1,204	1,715	1,822	93.62%	93.87%	93.97%
Police	25,899	27,453	23,207	91.34%	90.69%	90.25%
Total	28,022	30,104	25,908	91.52%	90.91%	90.56%

Total Calls for Service
October 2019

Homeless-Related Calls for Service
October 2019

	Homeless-Related	% Homeless-Related *
Medical	104	1.21%
Fire	268	9.38%
Police	2,377	6.96%
Total	2,749	6.03%

* % Homeless-Related from Total Calls for Service

Portland Homeless-Related Calls for Service
October 2019

	Homeless-Related Portland	% Homeless-Related Portland
Medical	92	88.46%
Fire	256	95.52%
Police	2,167	91.17%
Total	2,515	91.49%

Homeless-Related Calls for Service

	Homeless-Related			% Homeless-Related by Discipline		
	2017	2018	2019	2017	2018	2019
Medical	980	1,018	957	3.20%	3.07%	3.34%
Fire	1,286	1,827	1,939	4.20%	5.52%	6.78%
Police	28,353	30,270	25,714	92.60%	91.41%	89.88%
Grand Total	30,619	33,115	28,610	100.00%	100.00%	100.00%

Medical

	2017	2018	2019	2017	2018	2019
SICK/ALS	52	46	59	5.31%	4.52%	6.17%
UNKNOWN/ALS	57	55	47	5.82%	5.40%	4.91%
TRAUMA/ALS	62	57	46	6.33%	5.60%	4.81%
UNCONSCIOUS/ALS	72	71	69	7.35%	6.97%	7.21%
ASSAULT/ALS	73	78	83	7.45%	7.66%	8.67%
OVERDOSE/ALS	96	90	77	9.80%	8.84%	8.05%
SICK/CODE 1 EMS ONLY	93	89	98	9.49%	8.74%	10.24%
BEHAVIOR/CODE 1 EMS ONLY	130	150	128	13.27%	14.73%	13.38%
Other	345	382	350	35.20%	37.52%	36.57%
Total	980	1,018	957	100.00%	100.00%	100.00%

Fire

	2017	2018	2019	2017	2018	2019
SMOKE IN AREA- OUTSIDE	93	127	172	7.23%	6.95%	8.87%
Other	267	285	265	20.76%	15.60%	13.67%
UNKNOWN TYPE FIRE PROBLEM	283	396	444	22.01%	21.67%	22.90%
ILLEGAL BURN	643	1,019	1,058	50.00%	55.77%	54.56%
Total	1,286	1,827	1,939	100.00%	100.00%	100.00%

Police

	2017	2018	2019	2017	2018	2019
WELFARE CHECK	2,076	1,864	1,850	7.32%	6.16%	7.19%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,209	2,131	1,756	7.79%	7.04%	6.83%
Other	10,370	10,999	9,689	36.57%	36.34%	37.68%
UNWANTED PERSON	13,698	15,276	12,419	48.31%	50.47%	48.30%
Total	28,353	30,270	25,714	100.00%	100.00%	100.00%

Homeless-Related Hours of Work (CAD incident open to close)
October 2019

	Day Average	Month Total
Fire	2.81	87.12
Medical	2.68	82.93
Police	60.17	1,865.31
Total	**65.66**	**2,035.35**

Discipline
- Medical
- Fire
- Police
- Grand Total