

## Significant Projects:

**Bargaining update:** Meetings scheduled into October.

**Addressing Organizational Drift:** Policy review, training, and community outreach.

## Strategic Plan Update:

**Call Performance and Staffing:** Trainee academy starting November 4; beginning recruitment for spring academy.

**Consistent, Efficient, and Effective Call Triage:**

Priority Dispatch official kickoff, week of 10/28 including user agencies and key stakeholders.

Portland Street Response pilot planning is underway.

**Public Information and Outreach:** Coordinating with PBEM on Public Alerts; Preparing to implement Portland Oregon Website Replacement (POWR) project;

**Partner Agency Collaboration:** BOEC Finance Committee vetting various funding models/options. Finance committee meetings being scheduled through April. Ten applications received for community members to serve on BOEC User Board and Budget Advisory Committee.

**Equity:** BOEC Equity Committee meetings are being scheduled; two members attending the Diversity Conference. 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:** Employee satisfaction survey has been vetted by management and supervisory teams. Scheduled for release this month.

**Technology Systems:** Completed BTS assessment and workstation review; Upgrading computers to Windows 10.

**Administration Processes:** Developing budget with specified managerial oversight and assignments, anticipated completion 10/31.

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

# BOEC Update: Oct 2019

Integrity

Respect

Competence

Compassion

Responsibility

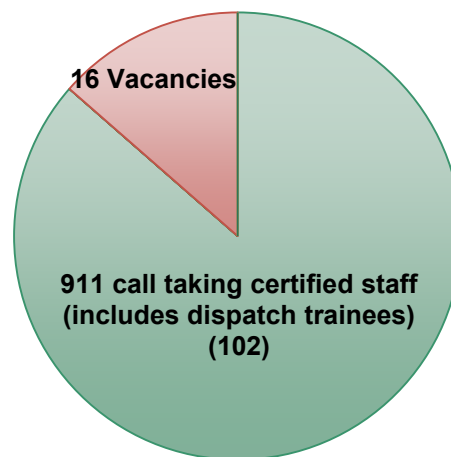
Teamwork



*“Things don’t have to be perfect to get change started.”*

*– BOEC Employee (Employee Satisfaction Survey)*

## Dispatch Staffing 118 FTE:



## Call Answering: September, 2019

- 41,299 9-1-1 calls answered
- 48% within 10 seconds
- 77% within 20 seconds

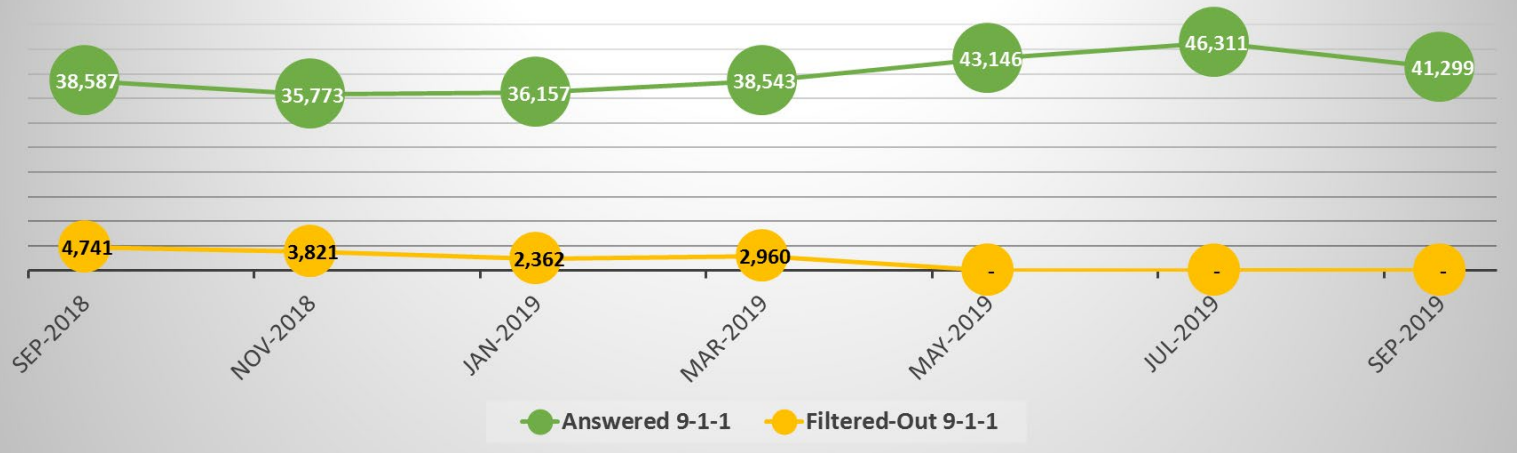
**NENA Standard:** 90% of all 911 calls shall be answered within ten seconds during the busy hour of the day. 95% of all 911 calls should be answered within 20 seconds.

## 2019-2020 Budget to date: (FY 25% Complete)

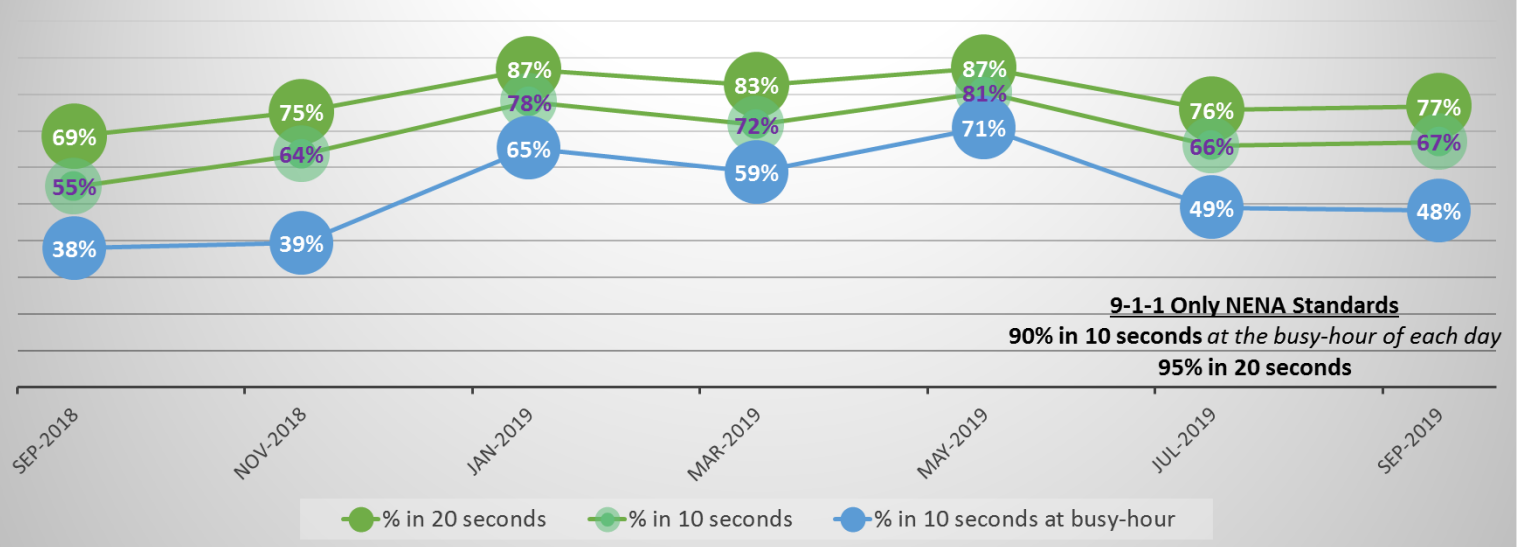
-Expenditures: \$27,238,203 (budgeted)  
\$ 5,665,066 (20.8% expended)  
\$21,573,137 (remaining)

-Revenue: \$27,238,203 (budgeted)  
\$ 5,561,029 (20.4% collected)  
\$21,677,174 (remaining)

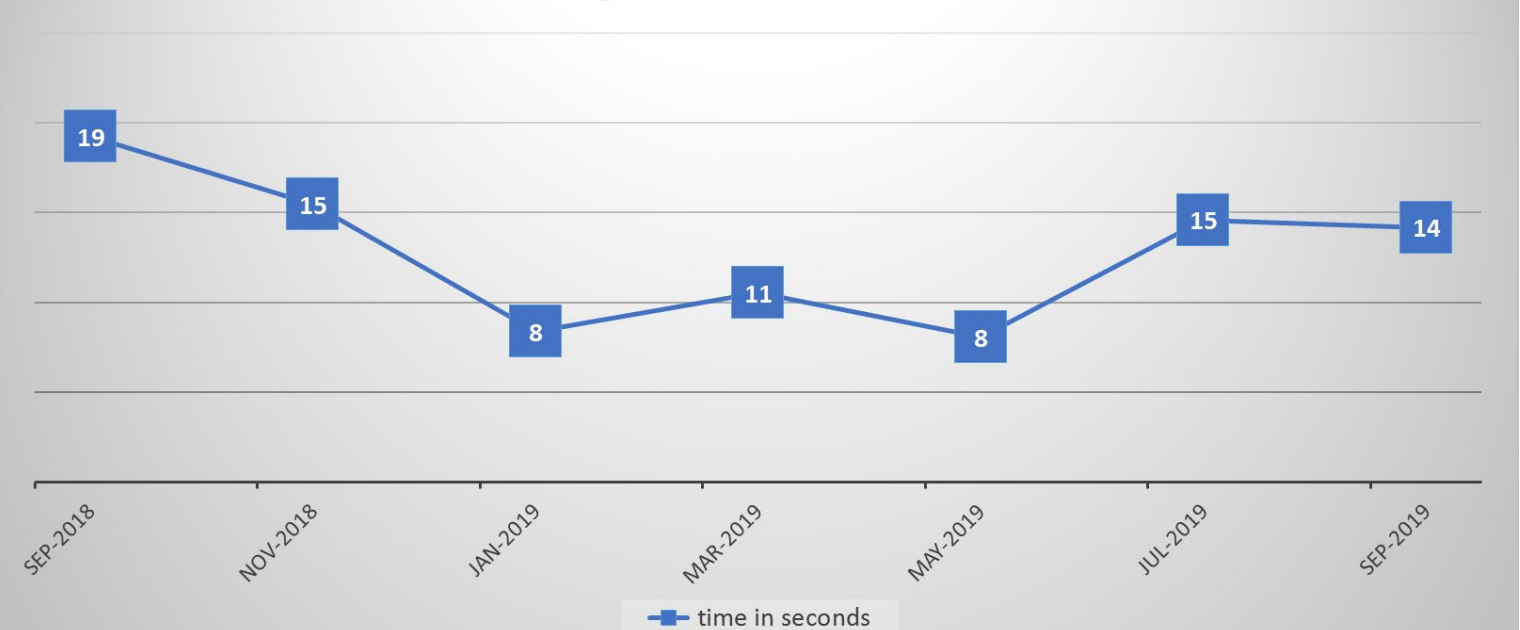
### 9-1-1 Call Volume Trends



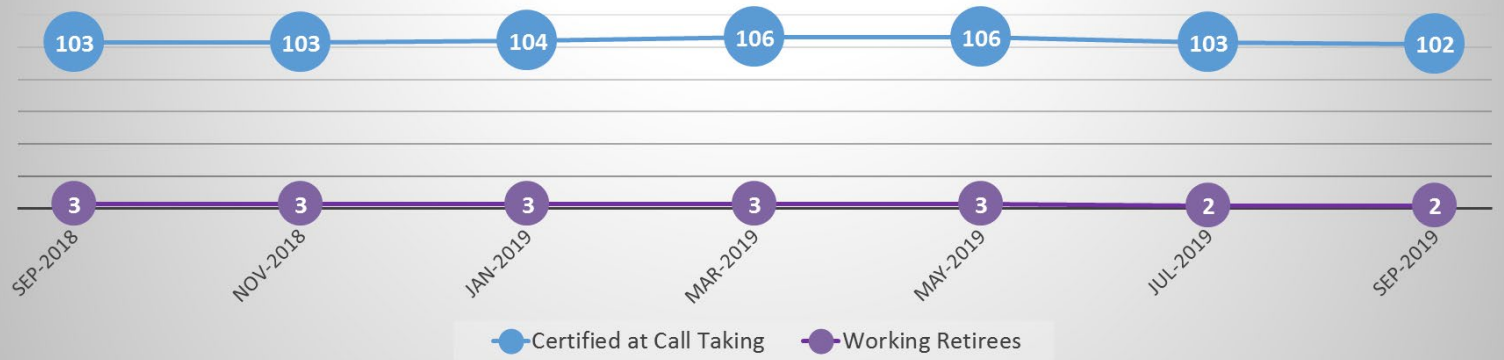
### Call Answering Performance Trends



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

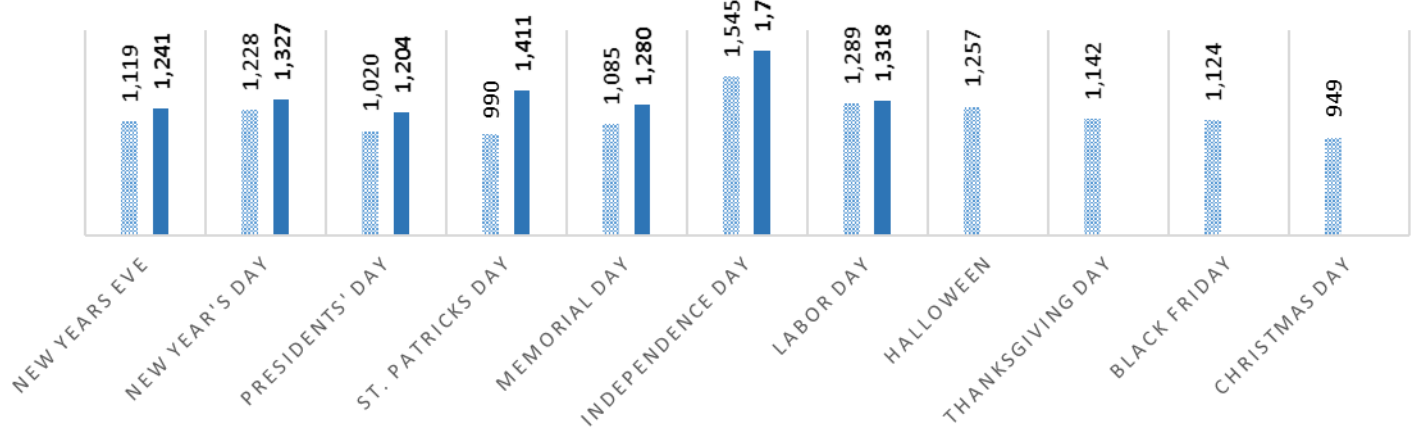


## Call Taking and Dispatching Staff Trends

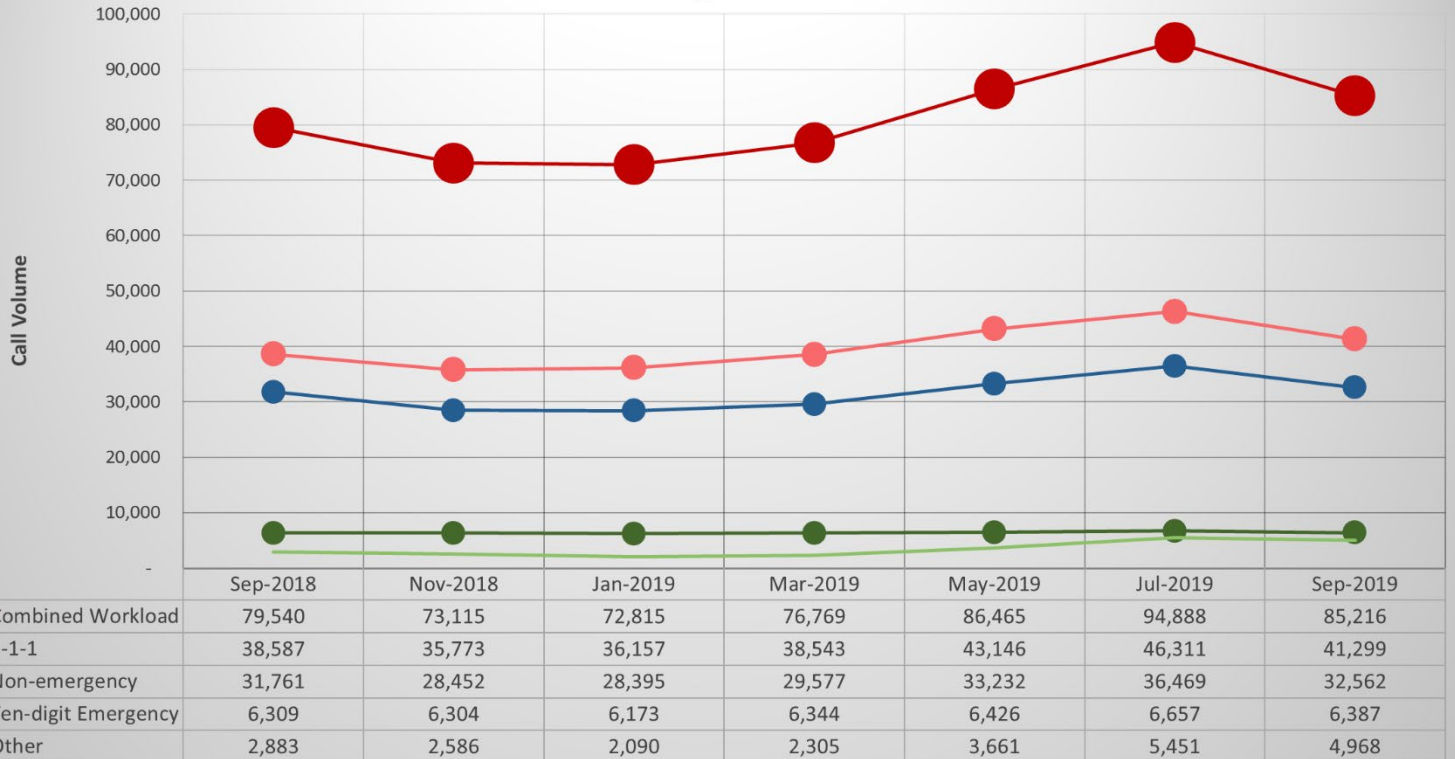


## HOLIDAY CALL VOLUMES (9-1-1)

2018 2019

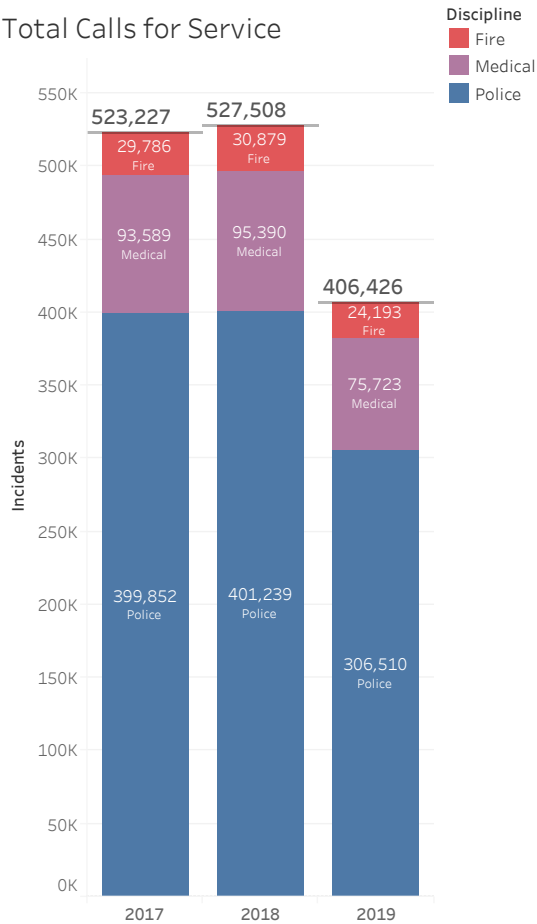


## BOEC Call Answering Workload



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

## Total Calls for Service



## Homeless-Related Calls for Service

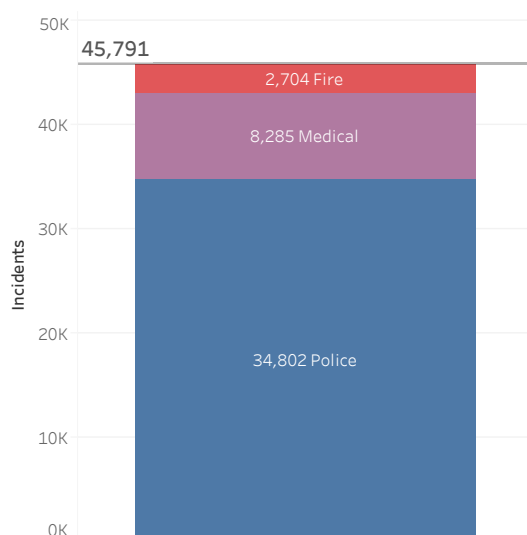
	Homeless-Related			% Homeless-Related *		
	2017	2018	2019	2017	2018	2019
Medical	691	665	572	0.74%	0.70%	0.76%
Fire	875	1,320	1,190	2.94%	4.27%	4.92%
Police	21,231	21,770	16,705	5.31%	5.43%	5.45%
Total	22,797	23,755	18,467	4.36%	4.50%	4.54%

% 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	651	630	528	94.21%	94.74%	92.31%
Fire	839	1,252	1,129	95.89%	94.85%	94.87%
Police	19,548	19,849	15,171	92.07%	91.18%	90.82%
Total	21,038	21,731	16,828	92.28%	91.48%	91.12%

## Total Calls for Service September 2019



## Homeless-Related Calls for Service September 2019

	Homeless-Related	% Homeless-Related *
Medical	65	0.78%
Fire	134	4.96%
Police	1,967	5.65%
Total	2,166	4.73%

% Homeless-Related from Total Calls for Service

## Portland Homeless-Related Calls for Service September 2019

	Homeless-Related Portland	% Homeless-Related Portland
Medical	57	87.69%
Fire	124	92.54%
Police	1,804	91.71%
Total	1,985	91.64%

## Homeless-Related Calls for Service

**Discipline**

- Medical
- Fire
- Police
- Grand Total

	Homeless-Related			% Homeless-Related by Discipline		
	2017	2018	2019	2017	2018	2019
Medical	691	665	572	3.03%	2.80%	3.10%
Fire	875	1,320	1,190	3.84%	5.56%	6.44%
Police	21,231	21,770	16,705	93.13%	91.64%	90.46%
Grand Total	22,797	23,755	18,467	100.00%	100.00%	100.00%

### Medical

	2017	2018	2019	2017	2018	2019
TRAUMA/ALS	46	35	22	6.66%	5.26%	3.85%
UNKNOWN/ALS	38	34	31	5.50%	5.11%	5.42%
SICK/ALS	40	31	45	5.79%	4.66%	7.87%
UNCONSCIOUS/ALS	48	43	49	6.95%	6.47%	8.57%
OVERDOSE/ALS	65	66	47	9.41%	9.92%	8.22%
ASSAULT/ALS	67	60	62	9.70%	9.02%	10.84%
SICK/CODE 1 EMS ONLY	72	73	62	10.42%	10.98%	10.84%
BEHAVIOR/CODE 1 EMS ONLY	86	75	66	12.45%	11.28%	11.54%
Other	229	248	188	33.14%	37.29%	32.87%
Total	691	665	572	100.00%	100.00%	100.00%

### Fire

	2017	2018	2019	2017	2018	2019
SMOKE IN AREA- OUTSIDE	68	96	114	7.77%	7.27%	9.58%
Other	160	195	158	18.29%	14.77%	13.28%
UNKNOWN TYPE FIRE PROBLEM	202	317	295	23.09%	24.02%	24.79%
ILLEGAL BURN	445	712	623	50.86%	53.94%	52.35%
Total	875	1,320	1,190	100.00%	100.00%	100.00%

### Police

	2017	2018	2019	2017	2018	2019
DISTURBANCE - PRIORITY	1,105	1,052	837	5.20%	4.83%	5.01%
WELFARE CHECK	1,604	1,366	1,221	7.55%	6.27%	7.31%
SUSPICIOUS SUBJ, VEH, CIRCUMST	1,877	1,644	1,189	8.84%	7.55%	7.12%
Other	6,865	7,213	5,749	32.33%	33.13%	34.41%
UNWANTED PERSON	9,780	10,495	7,709	46.06%	48.21%	46.15%
Total	21,231	21,770	16,705	100.00%	100.00%	100.00%

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

	Avg. Worked Hours/ Day	Month Total
Fire	1.43	42.90
Medical	1.21	36.30
Police	54.62	1,638.46
Total	57.26	1,717.65