

## Strategic Plan Progress:

- 1. Call Performance and Staffing:** Eight trainees begin academy on September 20. Recruitment for January Academy underway.
- 2. Consistent, Efficient, and Effective Call Triage:** Informing the 311 program and vetting Case Service app to address non-emergency and referral call answering. Addressing ProQA integration hurdles.
- 3. Public Information and Outreach:** Working with local media to create community education campaign.
- 4. Partner Agency Collaboration:** BOEC User Board Finance Committee reconvening October 13; Full User Board meeting October 21.
- 5. Equity:** Updating 21/22 Equity Work Plan; Convening monthly Equity Leadership Team work sessions.
- 6. Training and Quality Assurance:** ProQA Quality Assurance component implemented; seeking funding for Quality Assurance analysts and dedicated training ECS positions.
- 7. Career and Leadership Development:** AOM reaching out to key bureau leaders to begin career and leadership development programs.
- 8. Technology Systems:** Automated alarm protocol (ASAP-to-PSAP) project implementation expected in November. Seeking funding for Automated Abandoned Callback to assist with 911 hang-ups. Expected implementation by end of 2021.
- 9. Administration Processes:** Fall Budget Monitoring Process (BMP) complete with technology and staffing requests.
- 10. Secure, Efficient, and Resilient Facility:** Console replacement project underway.

## 2021-2022 Budget to date: (FY 12.5% Complete)

-Expenditures:	\$30,080,291 (budgeted)
	<u>\$ 4,094,341 (13.6% expended)</u>
	\$25,985,950 (remaining)
-Revenue:	\$30,080,291 (revised budgeted)
	<u>\$ 3,810,982 (12.7% collected)</u>
	\$26,269,309 (remaining)

# BOEC Update: September 2021

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork



*“Do just once what others say you can’t do, and you will never pay attention to their limitations again.”*

*-John L. Mason*

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



\*Varies by call volume

■ Additional Staff Need      % Answered Within 15 Seconds  
■ Call-taking Certified Staff      30% ■ 100%

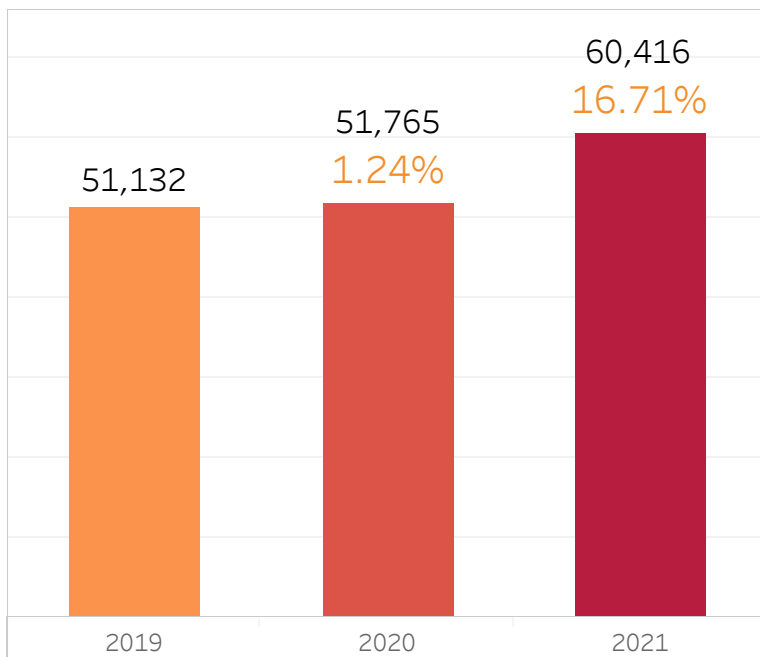
(131 FTE Currently Authorized)

## Call Answering: August, 2021

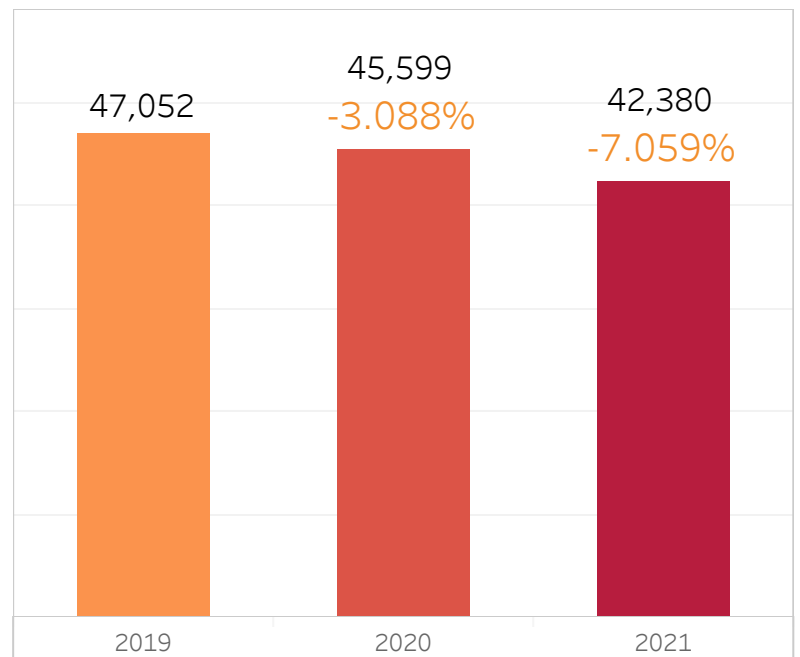
- 48,202 9-1-1 calls answered
- 37% within 15 seconds
- 41% within 20 seconds

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

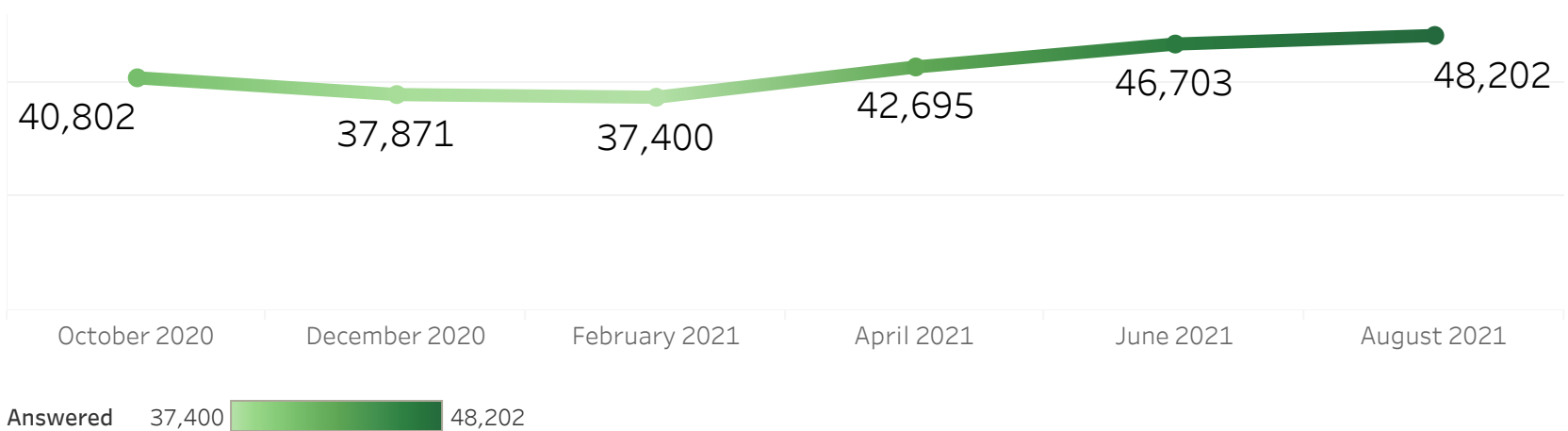
### August 911 Call Volume (2019 through 2021 Comparison)



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

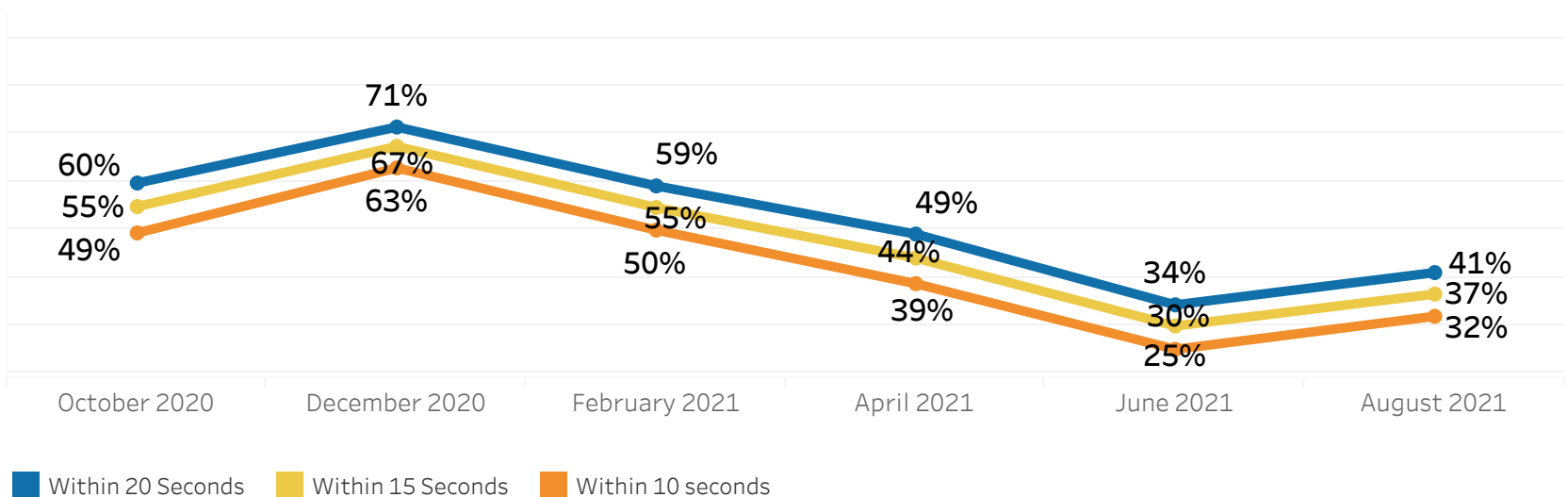


### 9-1-1 Call Volume Trends\*



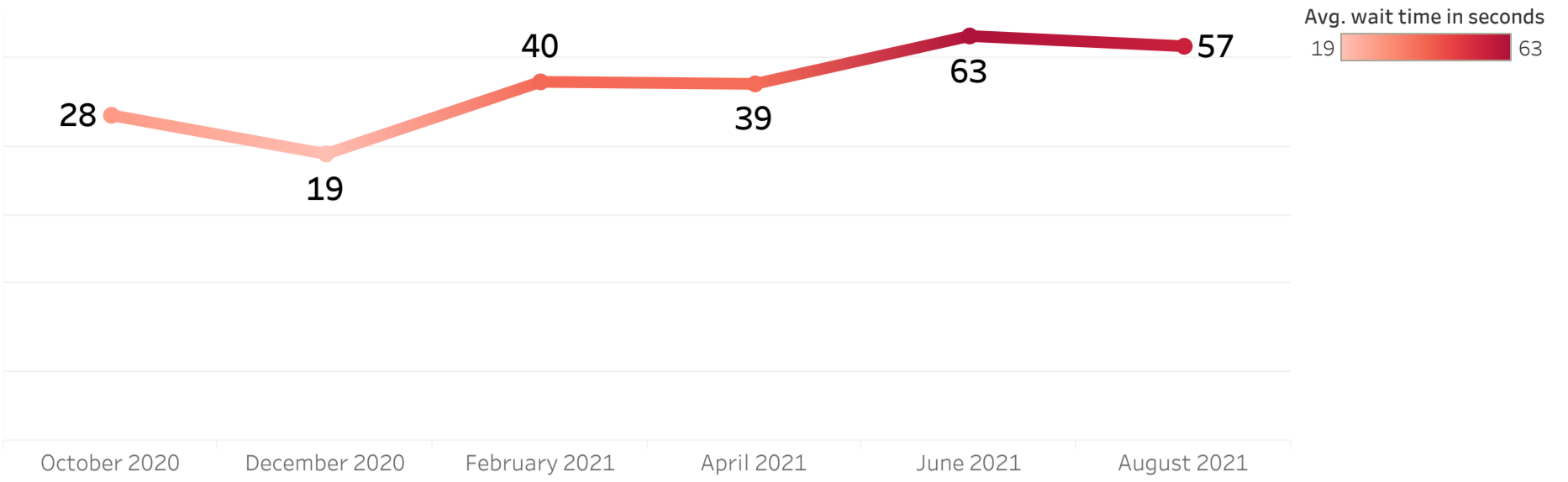
### 9-1-1 Call Answering Performance Trends\*

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



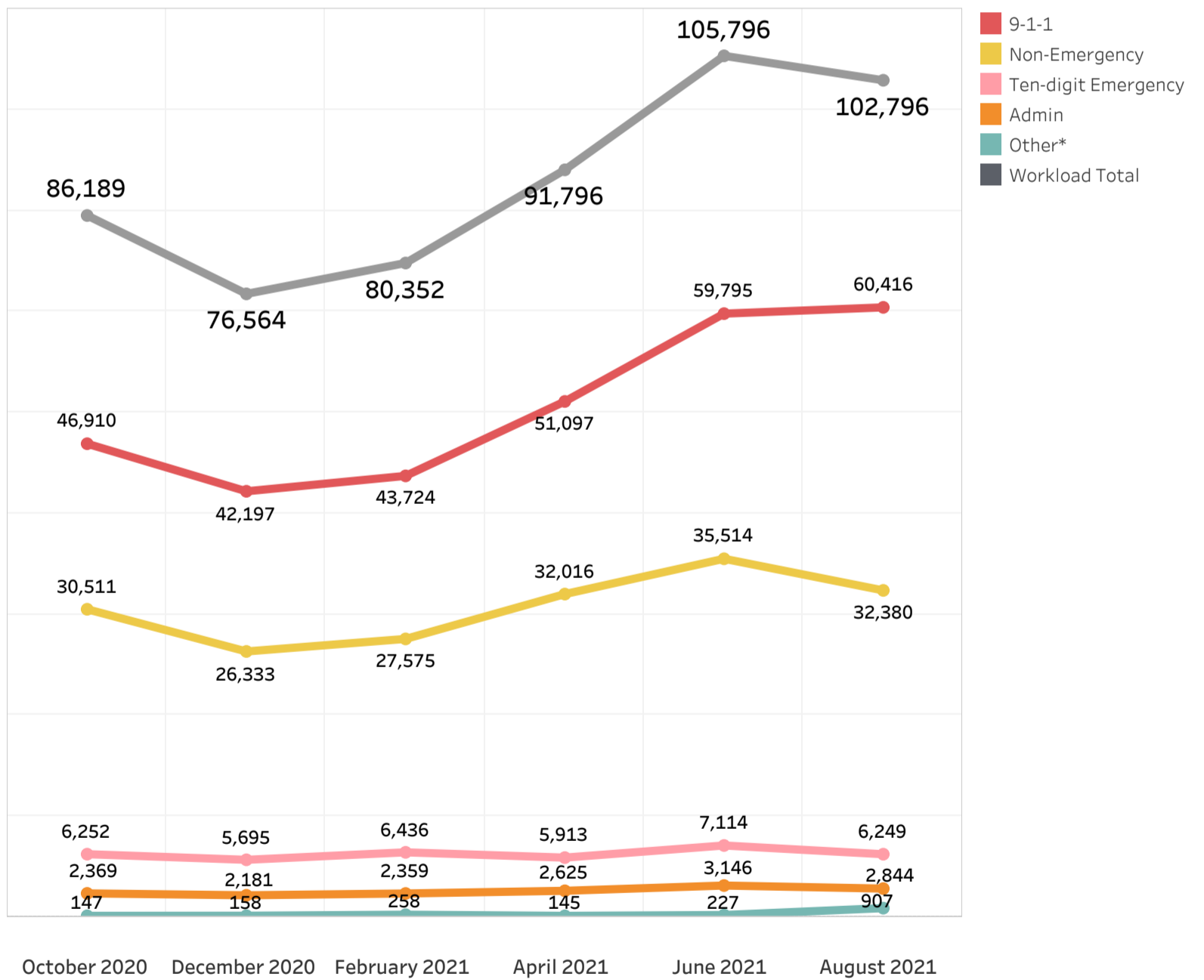
\*Caller-disconnected calls are not included.

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



\*Caller-disconnected calls are not included.

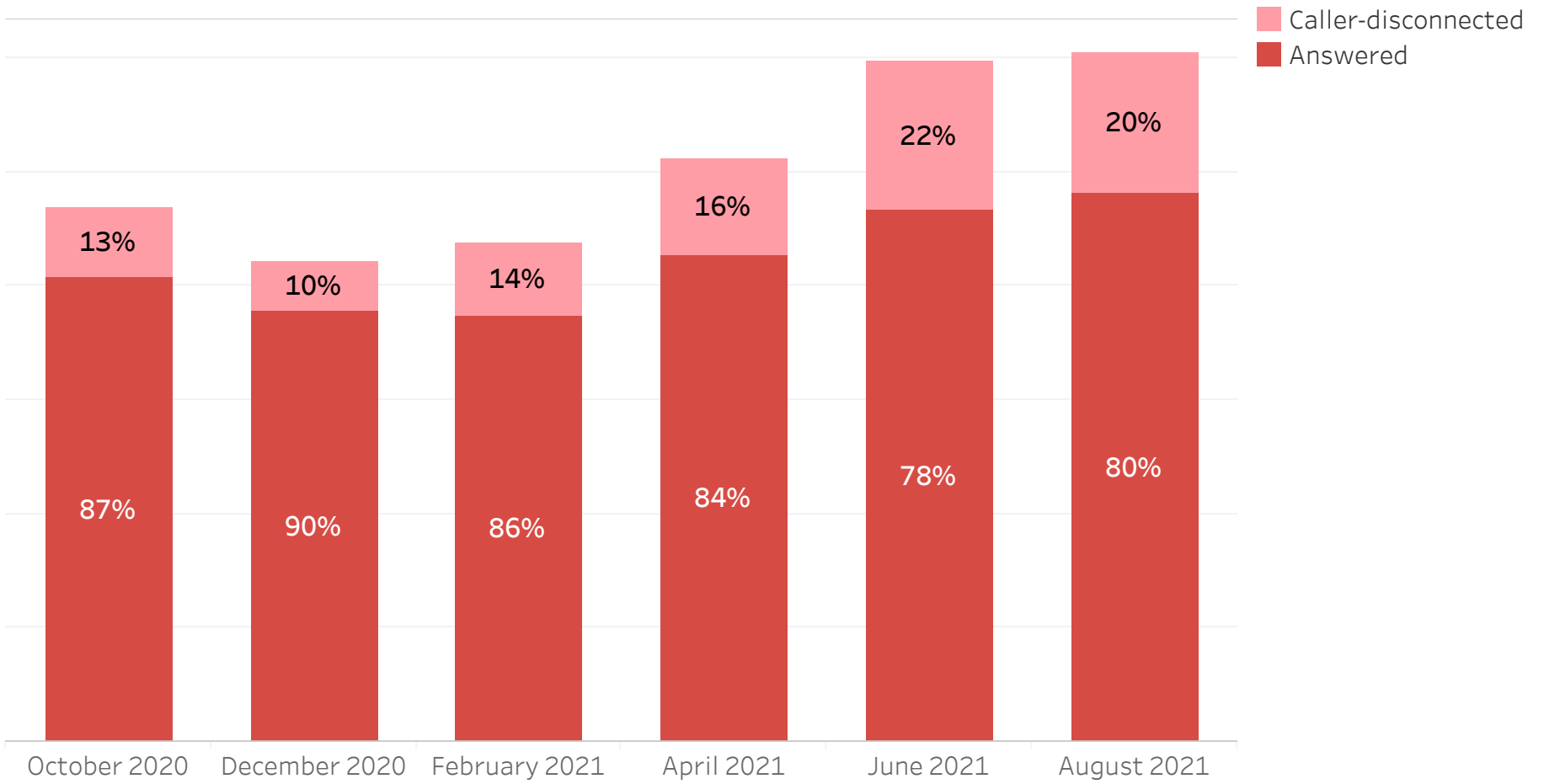
### BOEC Workload Call Volume



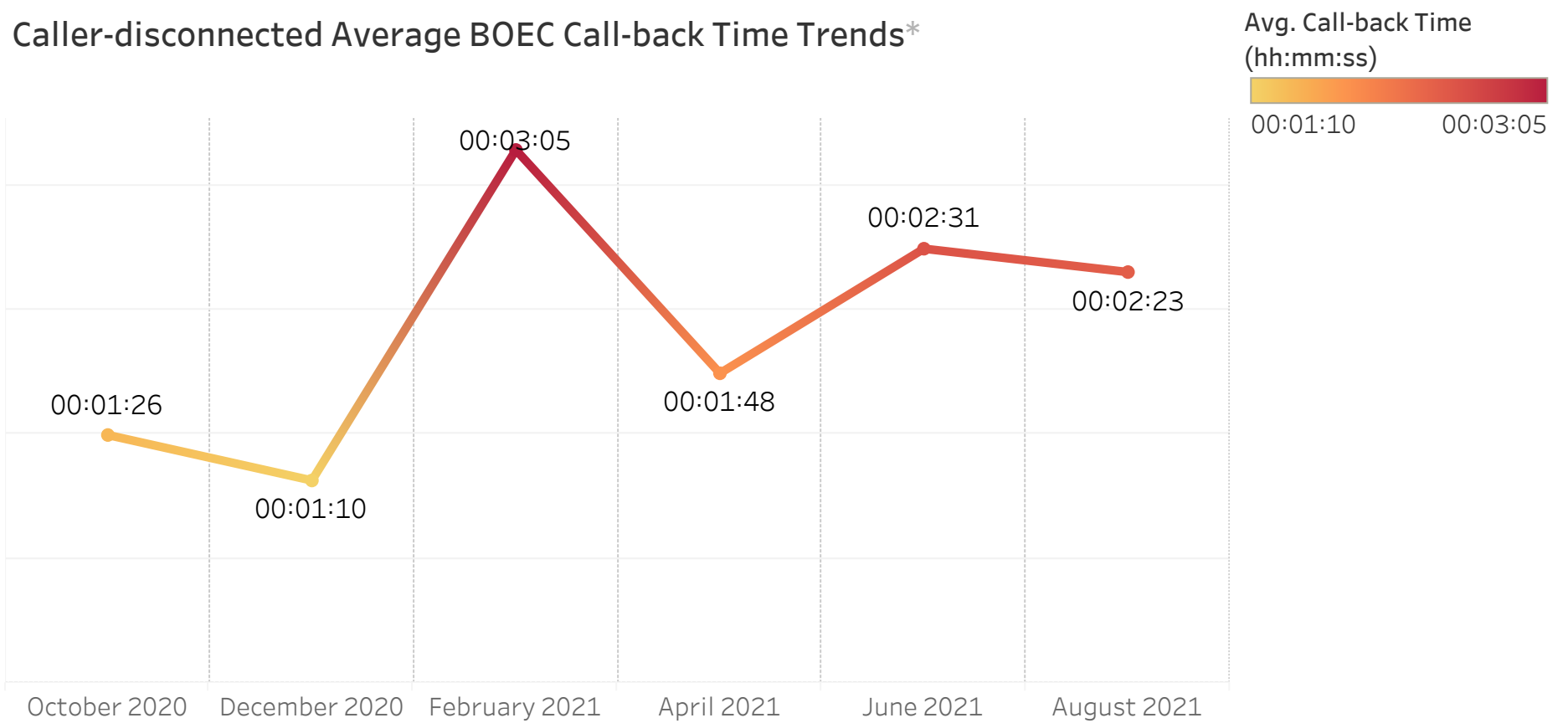
	October 2020	December 2020	February 2021	April 2021	June 2021	August 2021
9-1-1	46,910	42,197	43,724	51,097	59,795	60,416
Non-Emergency	30,511	26,333	27,575	32,016	35,514	32,380
Ten-digit Emergency	6,252	5,695	6,436	5,913	7,114	6,249
Admin	2,369	2,181	2,359	2,625	3,146	2,844
Other*	147	158	258	145	227	907
<b>Workload Total</b>	<b>86,189</b>	<b>76,564</b>	<b>80,352</b>	<b>91,796</b>	<b>105,796</b>	<b>102,796</b>

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

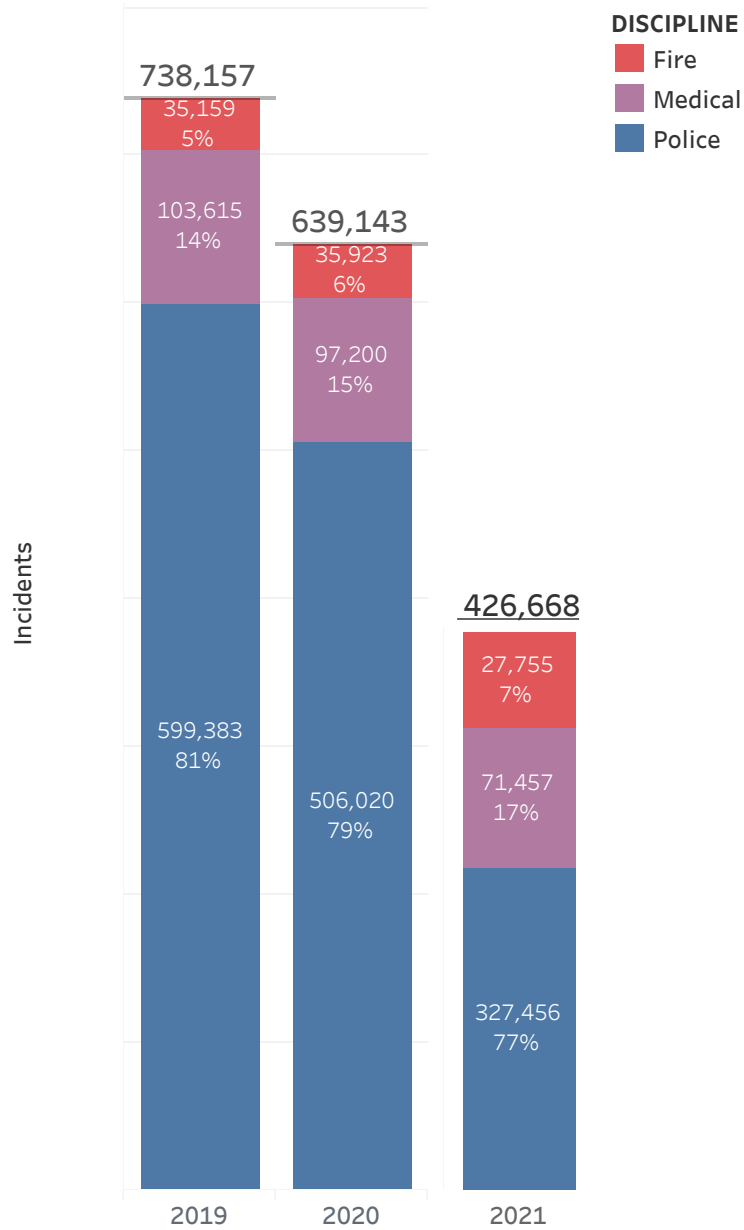
## 9-1-1 Answered vs. Caller-disconnected Trends



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



## Dispatch Workload/CAD Incidents



## Houseless-Related Dispatch Workload/CAD Incidents

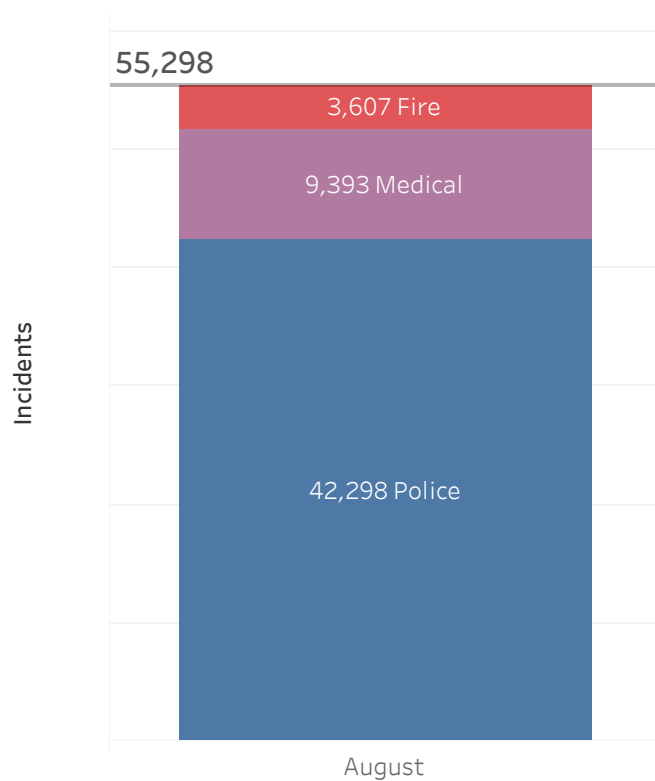
	Houseless-Related			Percentage *		
	2019	2020	2021	2019	2020	2021
Fire	2,420	3,135	2,582	6.88%	8.73%	9.30%
Medical	1,158	1,379	1,076	1.12%	1.42%	1.51%
Police	30,210	25,961	16,322	5.04%	5.13%	4.98%
<b>Grand Total</b>	<b>33,788</b>	<b>30,475</b>	<b>19,980</b>	<b>4.58%</b>	<b>4.77%</b>	<b>4.68%</b>

\* % Houseless-Related by discipline

## Portland Only

	Houseless-Related Portland			Percentage		
	2019	2020	2021	2019	2020	2021
Fire	2,290	3,025	2,498	94.63%	96.49%	96.75%
Medical	1,058	1,288	995	91.36%	93.40%	92.47%
Police	27,024	22,983	14,653	89.45%	88.53%	89.77%
<b>Grand Total</b>	<b>30,372</b>	<b>27,296</b>	<b>18,146</b>	<b>89.89%</b>	<b>89.57%</b>	<b>90.82%</b>

## Dispatch Workload/CAD Incidents August 2021



## Houseless-Related Dispatch Workload/CAD Incidents

	Houseless-Related	Percentage *
Fire	339	9.40%
Medical	137	1.46%
Police	2,094	4.95%
<b>Grand Total</b>	<b>2,570</b>	<b>4.65%</b>

\* % Houseless-Related by discipline

## Portland Only

	Houseless-Related Portland	Percentage
Fire	323	95.28%
Medical	129	94.16%
Police	1,886	90.07%
<b>Grand Total</b>	<b>2,338</b>	<b>90.97%</b>