Significant Projects:

Bargaining update: Mediation scheduled this month.

Strategic Plan Update:

Call Performance and Staffing: Trainee academy began November 4; Recruitment for spring academy complete; new academy scheduled to begin 5/4/20.

Consistent, Efficient, and Effective Call Triage: Priority Dispatch training and implementation is delayed; server set-up and protocol development are underway. Training for Portland Street Response pilot is being developed.

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 early 2020.

Equity: BOEC Equity Committee identifying changes in nomenclature of race identifiers and is updating pertinent SOPs. Continuing work on the BOEC Racial Equity Plan.

Training and Quality Assurance: Investigating quality assurance program options for next fiscal year.

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 complete.

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

Secure, Efficient, and Resilient Facility: City-wide long-term facility planning is underway. Investigating potential funding options for operations renovation and a new backup facility.

BOEC Update: *Dec 2019*

Integrity

Respect

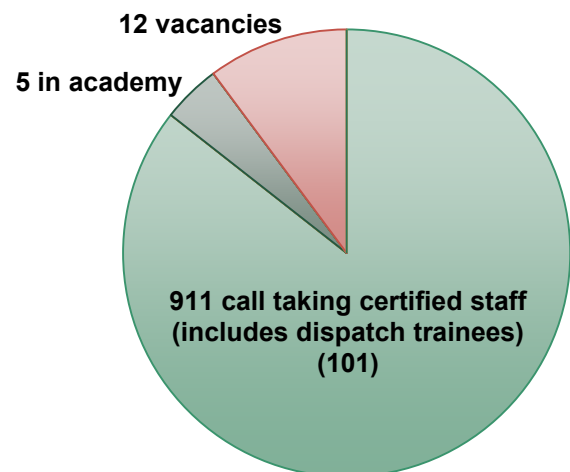**Competence**

Compassion

Responsibility

Teamwork

> *"We're not here to live down to people's expectations. We're here to live up to our fullest potential."*
>
> -PF&R Chief Sara Boone

Dispatch Staffing 118 FTE:

12 vacancies

5 in academy

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

2019-2020 Budget to date: (FY 41.7% Complete)

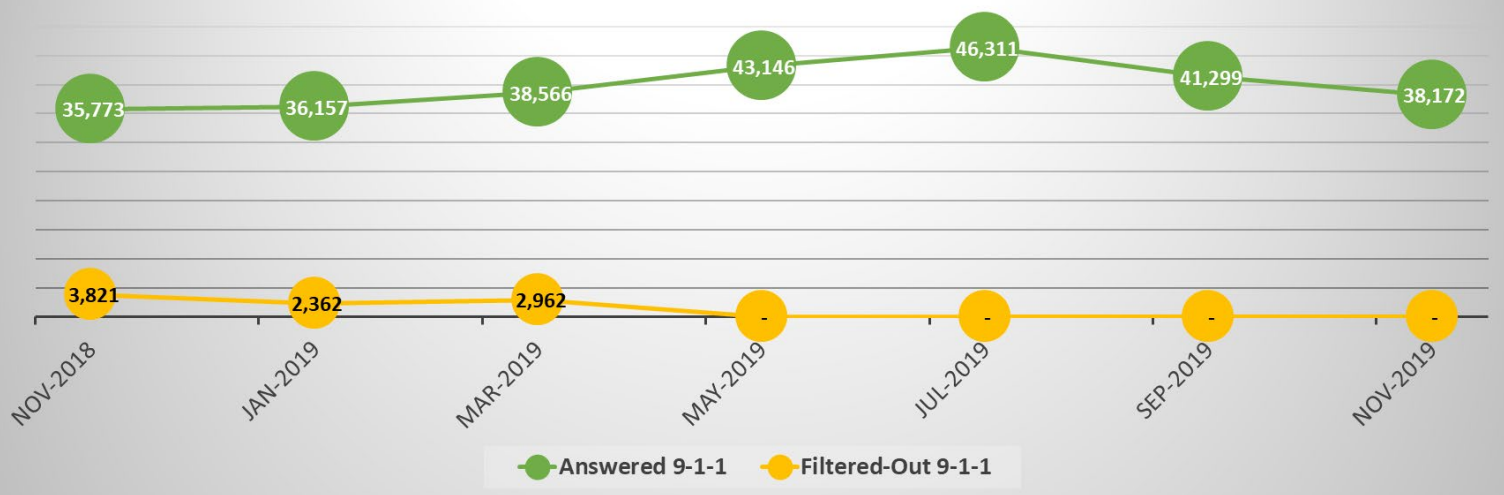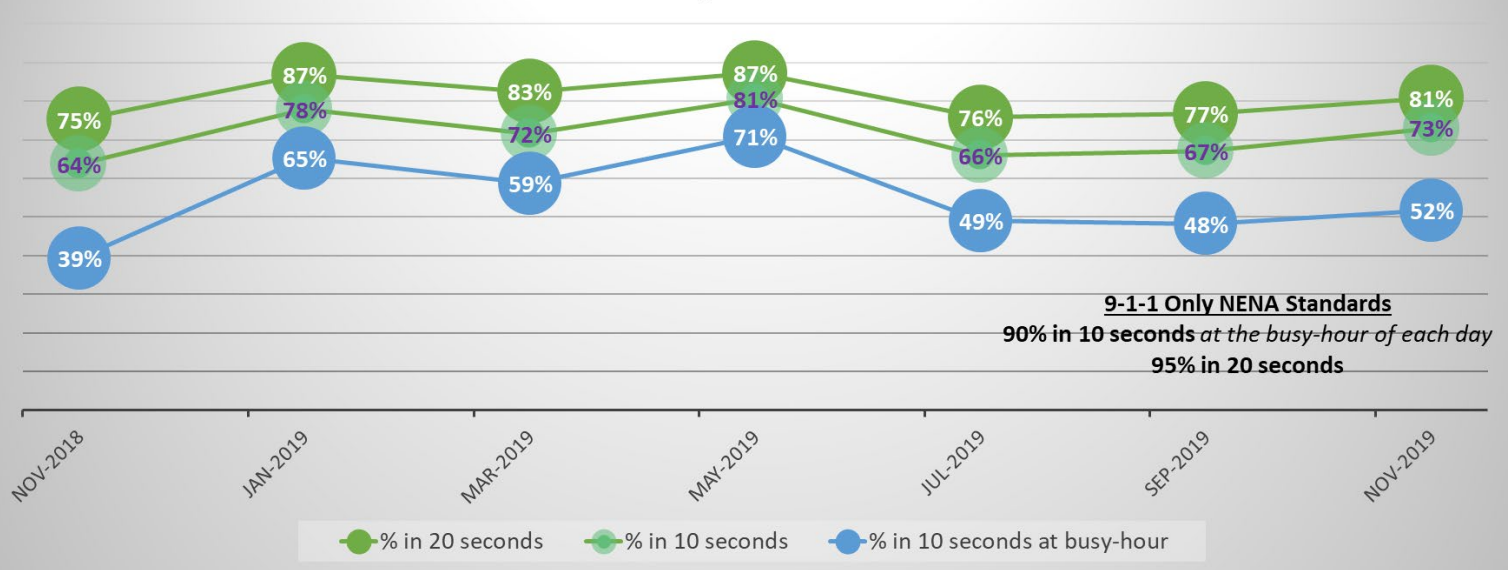|	
-Expenditures:	$27,238,203 (budgeted)
	$ 9,449,964 (34.7% expended)
	$17,788,239 (remaining)
-Revenue:	$27,238,203 (budgeted)
	$10,191,147 (37.4% collected)
	$17,047,056 (remaining)

Call Answering: November 2019

- 38,172 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.
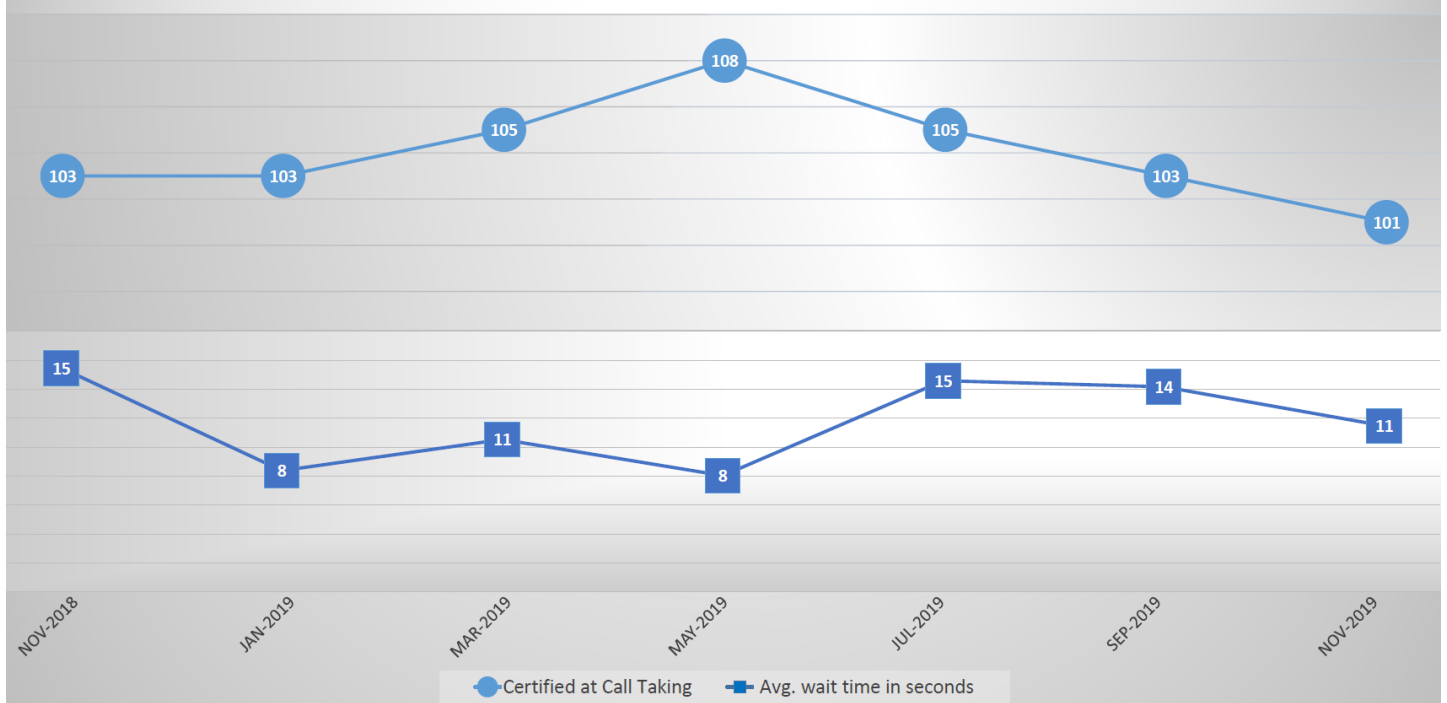
9-1-1 Call Volume Trends

	NOV-2018	JAN-2019	MAR-2019	MAY-2019	JUL-2019	SEP-2019	NOV-2019
Answered 9-1-1	35,773	36,157	38,566	43,146	46,311	41,299	38,172
Filtered-Out 9-1-1	3,821	2,362	2,962	-	-	-	-

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

Call Answering Performance Trends

	NOV-2018	JAN-2019	MAR-2019	MAY-2019	JUL-2019	SEP-2019	NOV-2019
% in 20 seconds	75%	87%	83%	87%	76%	77%	81%
% in 10 seconds	64%	78%	72%	81%	66%	67%	73%
% in 10 seconds at busy-hour	39%	65%	59%	71%	49%	48%	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

Certfied Staff and 911 Wait-to-answer Trends

	NOV-2018	JAN-2019	MAR-2019	MAY-2019	JUL-2019	SEP-2019	NOV-2019
Certified at Call Taking	103	103	105	108	105	103	101
Avg. wait time in seconds	15	8	11	8	15	14	11

- ● Certified at Call Taking
- ■ Avg. wait time in seconds

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	1,066
BLACK FRIDAY	1,124	1,193
CHRISTMAS DAY	949	
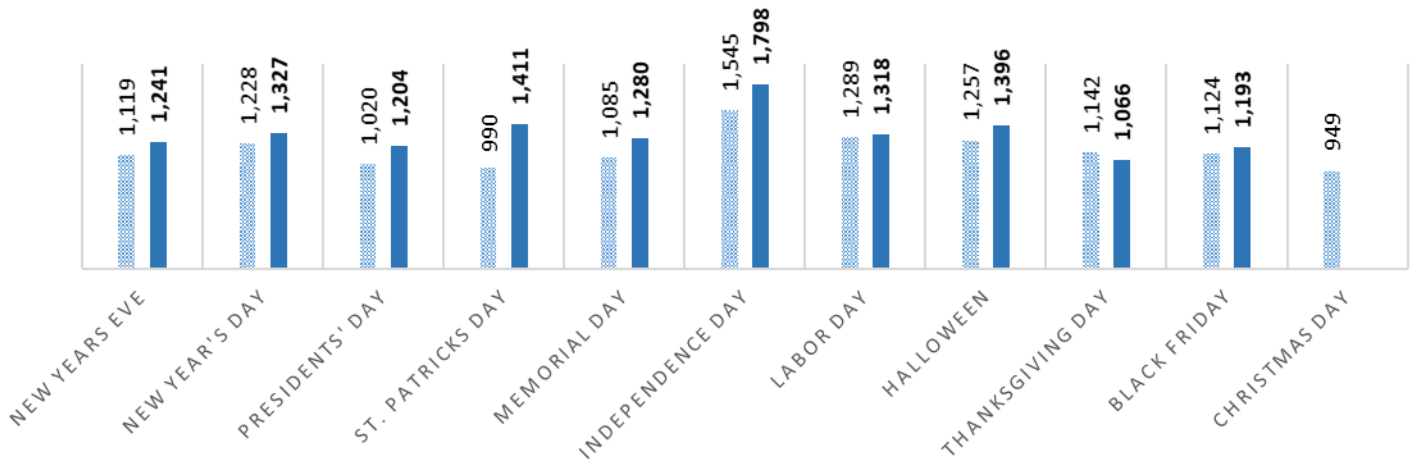
BOEC Call Answering Workload

|	Nov-2018	Jan-2019	Mar-2019	May-2019	Jul-2019	Sep-2019	Nov-2019
Combined Workload	73,115	72,815	76,823	86,465	94,888	85,216	76,860
9-1-1	35,773	36,157	38,566	43,146	46,311	41,299	38,172
Non-emergency	28,452	28,395	29,599	33,232	36,469	32,562	28,269
Ten-digit Emergency	6,304	6,173	6,349	6,426	6,657	6,387	6,320
Other	2,586	2,090	2,309	3,661	5,451	4,968	4,099
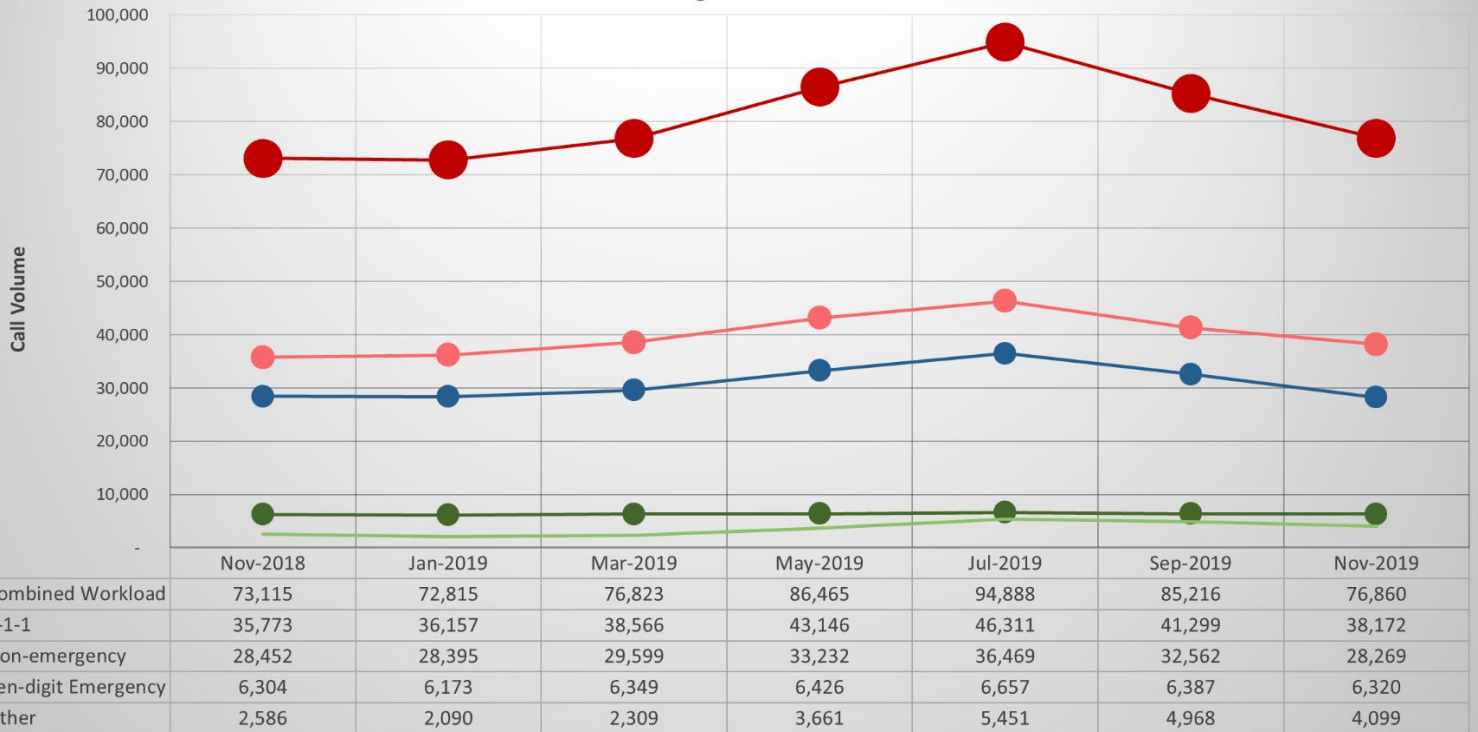
Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted, 9-1-1 Abandoned Callback
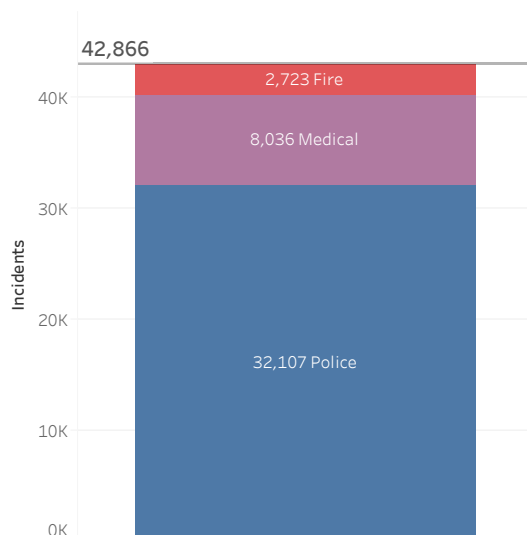
Total Calls for Service

Discipline
■ Fire
■ Medical
■ Police
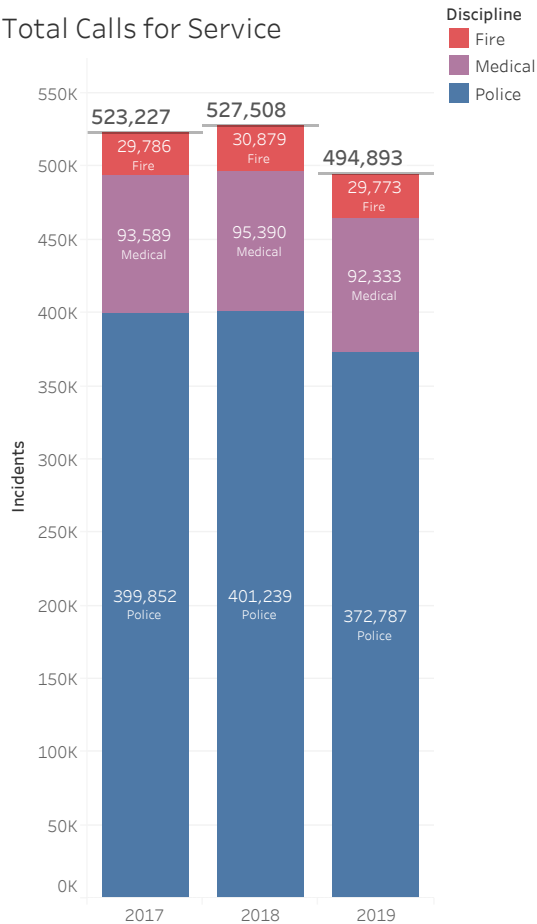
Homeless-Related Calls for Service

	Homeless-Related			% Homeless-Related *		
	2017	2018	2019	2017	2018	2019
Police	28,353	30,270	27,501	7.09%	7.54%	7.38%
Fire	1,286	1,827	2,173	4.32%	5.92%	7.30%
Medical	980	1,018	1,034	1.05%	1.07%	1.12%
Total	30,619	33,115	30,708	5.85%	6.28%	6.20%

* % 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
Police	25,899	27,453	24,837	91.34%	90.69%	90.31%
Fire	1,204	1,715	2,046	93.62%	93.87%	94.16%
Medical	919	936	948	93.78%	91.94%	91.68%
Total	28,022	30,104	27,831	91.52%	90.91%	90.63%

Total Calls for Service
November 2019

Homeless-Related Calls for Service
November 2019

	Homeless-Related	% Homeless-Related *
Police	2,182	6.80%
Fire	287	10.54%
Medical	95	1.18%
Total	2,564	5.98%

* % Homeless-Related from Total Calls for Service

Portland Homeless-Related Calls for Service
November 2019

	Homeless-Related Portland	% Homeless-Related Portland
Police	1,993	91.34%
Fire	274	95.47%
Medical	86	90.53%
Total	2,353	91.77%

Homeless-Related Calls for Service

	Homeless-Related			% Homeless-Related by Discipline		
	2017	2018	2019	2017	2018	2019
Police	28,353	30,270	27,501	92.60%	91.41%	89.56%
Fire	1,286	1,827	2,173	4.20%	5.52%	7.08%
Medical	980	1,018	1,034	3.20%	3.07%	3.37%
Grand Total	30,619	33,115	30,708	100.00%	100.00%	100.00%

Police

	2017	2018	2019	2017	2018	2019
UNWANTED PERSON	13,698	15,276	13,216	48.31%	50.47%	48.06%
SUSPICIOUS SUBJ, VEH, CIRCUMST	2,209	2,131	1,899	7.79%	7.04%	6.91%
WELFARE CHECK	2,076	1,864	1,971	7.32%	6.16%	7.17%
Other	10,370	10,999	10,415	36.57%	36.34%	37.87%
Total	28,353	30,270	27,501	100.00%	100.00%	100.00%

Fire

	2017	2018	2019	2017	2018	2019
ILLEGAL BURN	643	1,019	1,200	50.00%	55.77%	55.22%
UNKNOWN TYPE FIRE PROBLEM	283	396	498	22.01%	21.67%	22.92%
SMOKE IN AREA- OUTSIDE	93	127	187	7.23%	6.95%	8.61%
Other	267	285	288	20.76%	15.60%	13.25%
Total	1,286	1,827	2,173	100.00%	100.00%	100.00%

Medical

	2017	2018	2019	2017	2018	2019
BEHAVIOR/CODE 1 EMS ONLY	130	150	141	13.27%	14.73%	13.64%
OVERDOSE/ALS	96	90	85	9.80%	8.84%	8.22%
SICK/CODE 1 EMS ONLY	93	89	105	9.49%	8.74%	10.15%
ASSAULT/ALS	73	78	88	7.45%	7.66%	8.51%
UNCONSCIOUS/ALS	72	71	74	7.35%	6.97%	7.16%
TRAUMA/ALS	62	57	50	6.33%	5.60%	4.84%
UNKNOWN/ALS	57	55	50	5.82%	5.40%	4.84%
SICK/ALS	52	46	63	5.31%	4.52%	6.09%
Other	345	382	378	35.20%	37.52%	36.56%
Total	980	1,018	1,034	100.00%	100.00%	100.00%

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

	Day Average	Month Total
Police	60.14	1,804.06
Fire	2.70	80.95
Medical	2.20	66.05
Total	65.04	1,951.05