

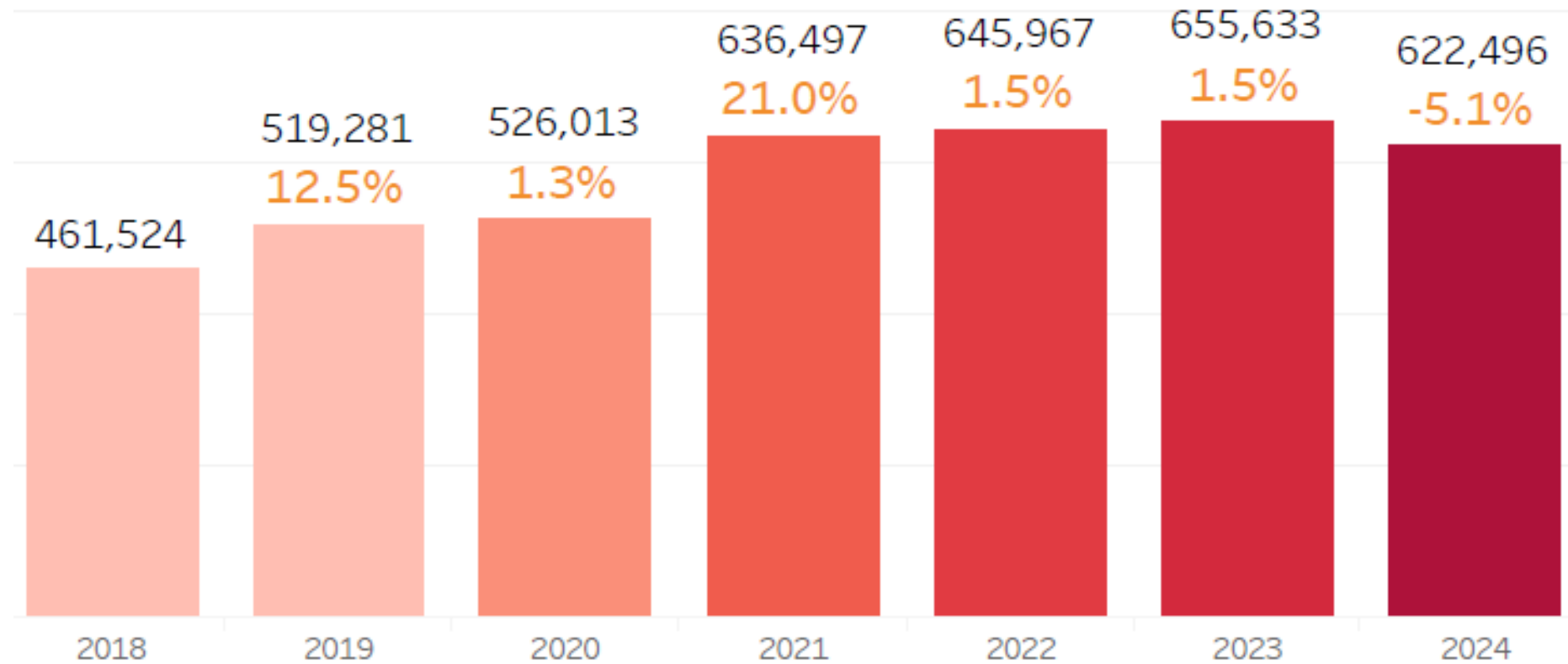
2024 BOEC

Year in Review

Bob Cozzie,
Director



911 Call Volume 2018-2024



5.1% decrease
the past year

35%
increase from
2018

Staffing – As of January 1, 2025

- Two years ago...
 - 62 Sr. Dispatchers
 - 90 certified in call taking
 - 99 total operations staff
 - 37 vacant positions

Today...

82

108

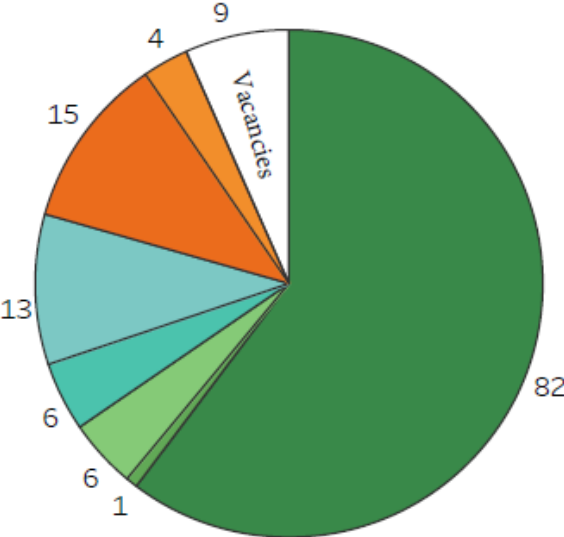
127

9

...and 14 candidates to fill vacancies in a February academy!

Dispatch Staffing

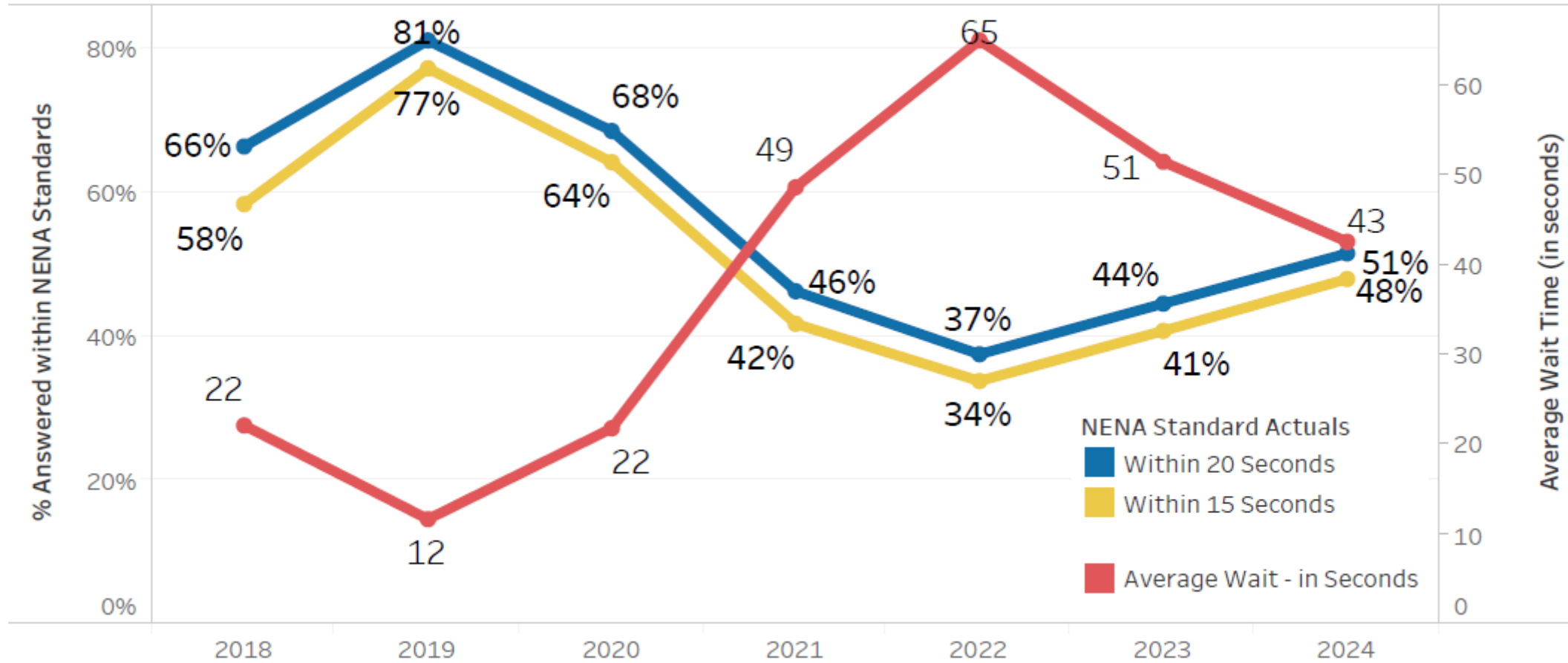
As of January 1, 2025



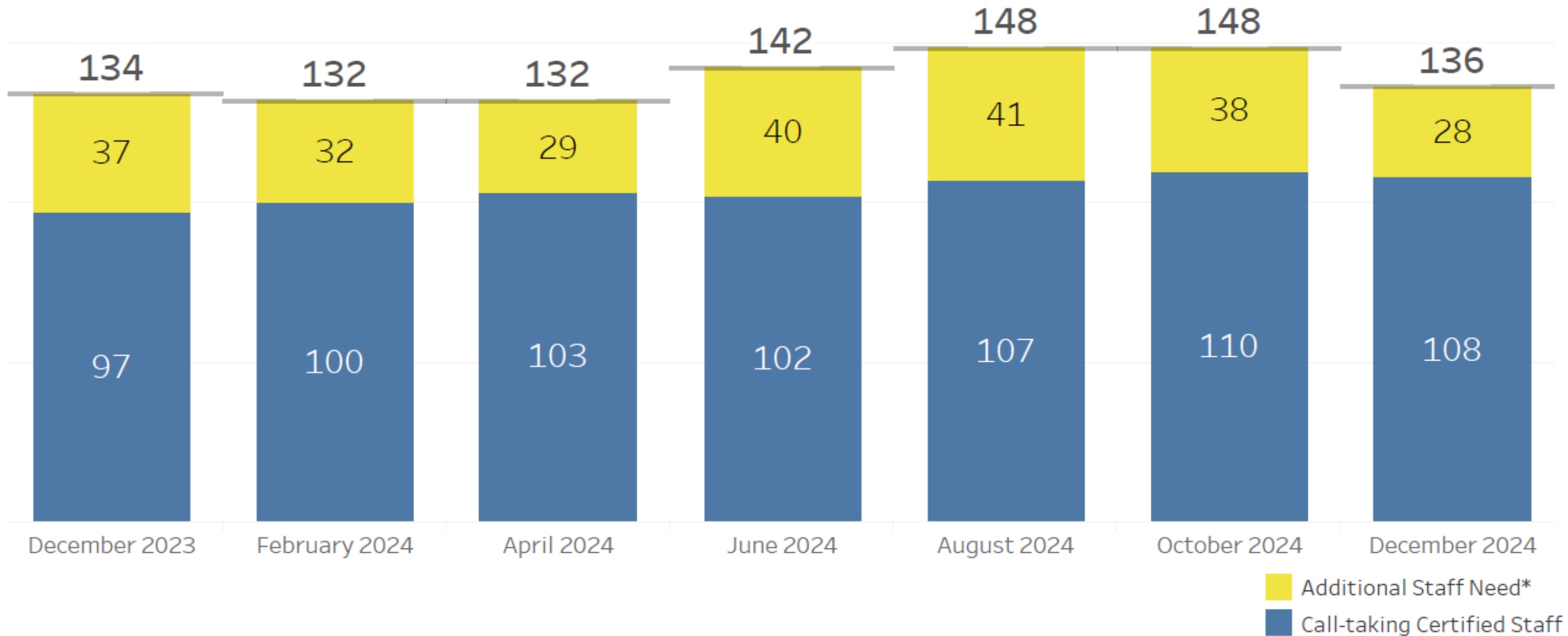
Sr. Dispatchers (911, Police, Fire Certified)	82
Certified Police Dispatchers	1
911 Certified Only	6
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	13
Call Taking Trainees (No certifications)	15
Academy Trainees (No certifications)	4
Vacancies	9
Total	136

911 call wait times continue to improve

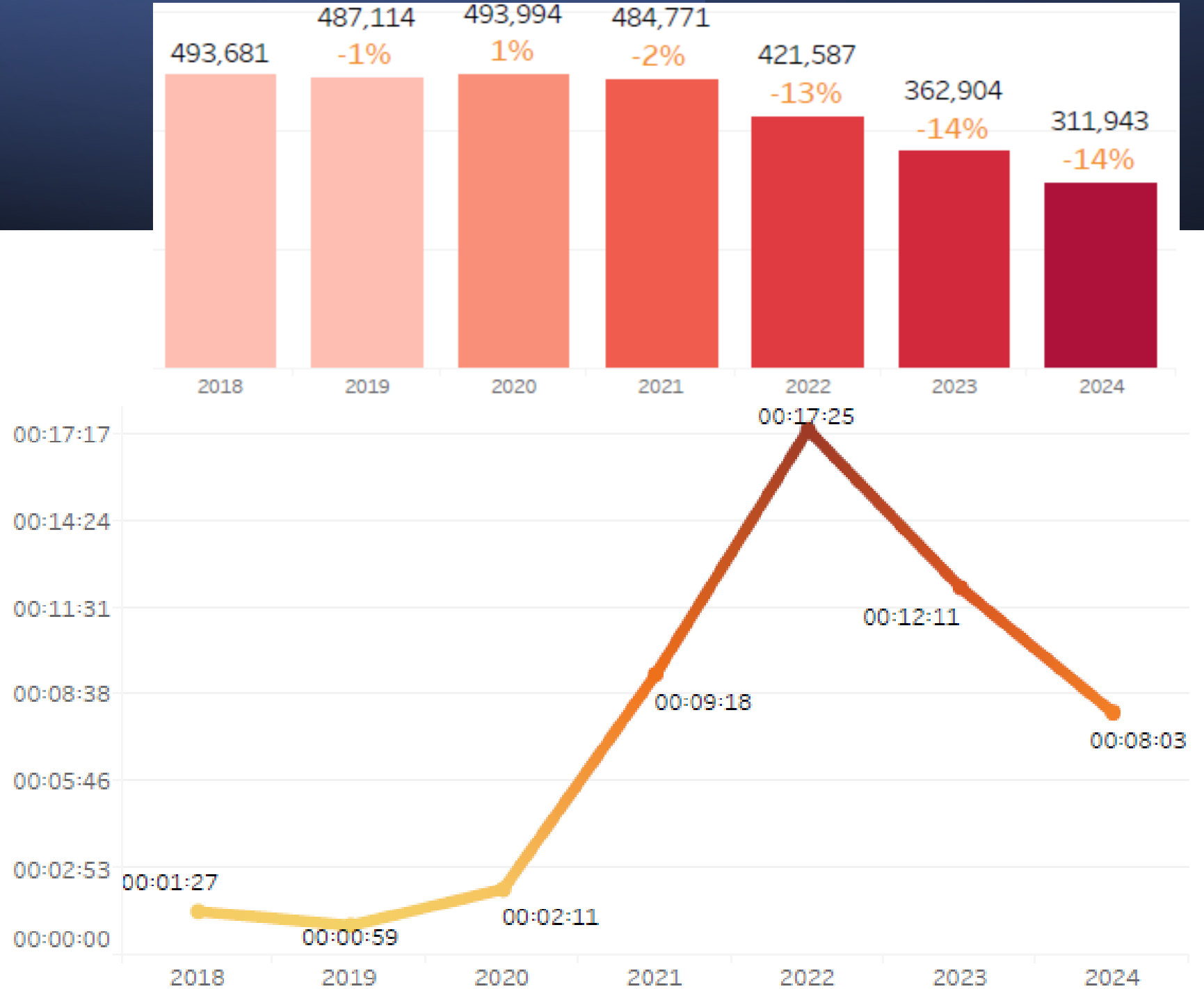
9-1-1 Call Answering Performance and Average Wait-to-Answer Time Trends* 2018 - 2024



Certified Staff Required to Answer 911 Calls Within 15 Seconds



Non-emergency call volume and trends

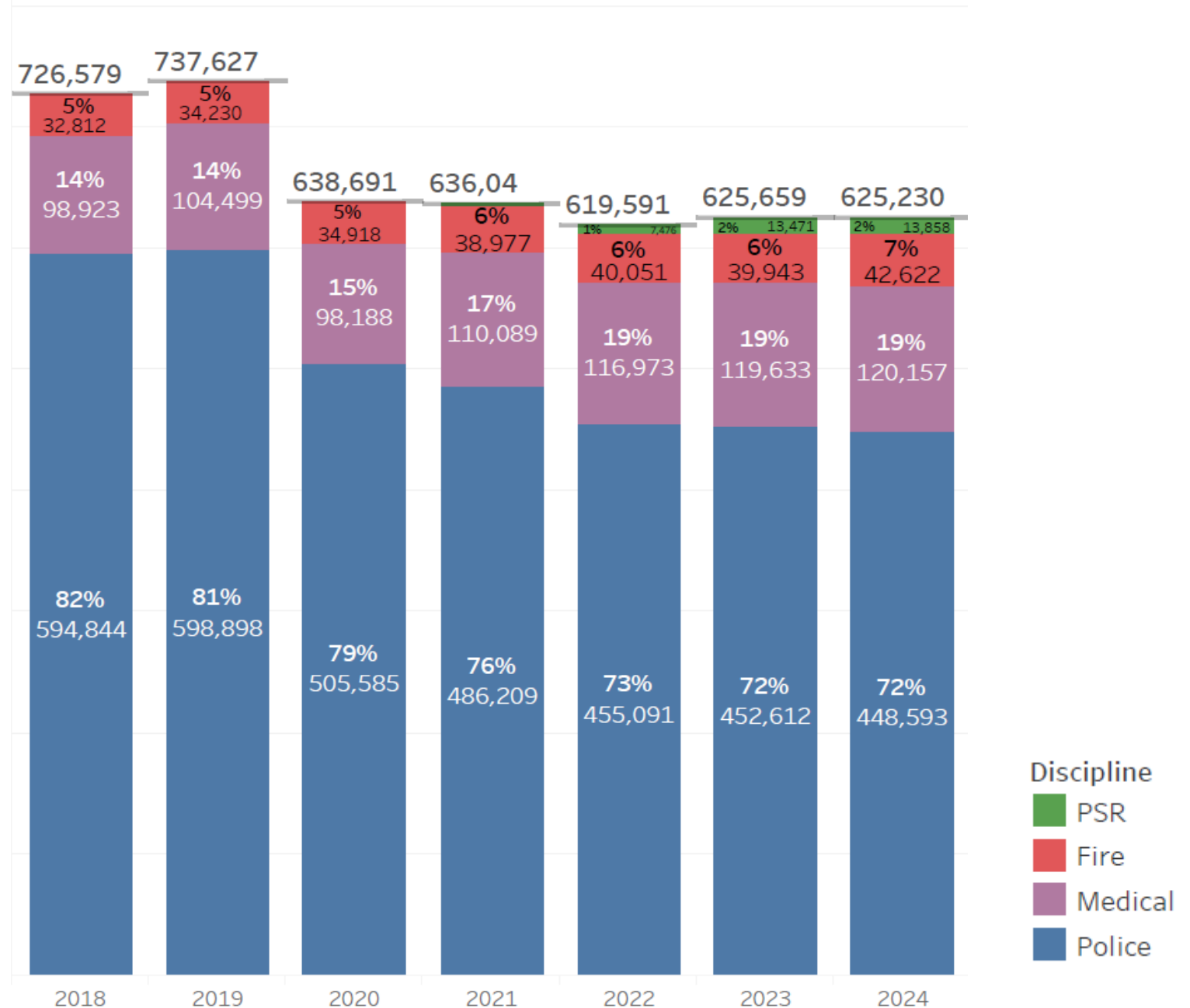


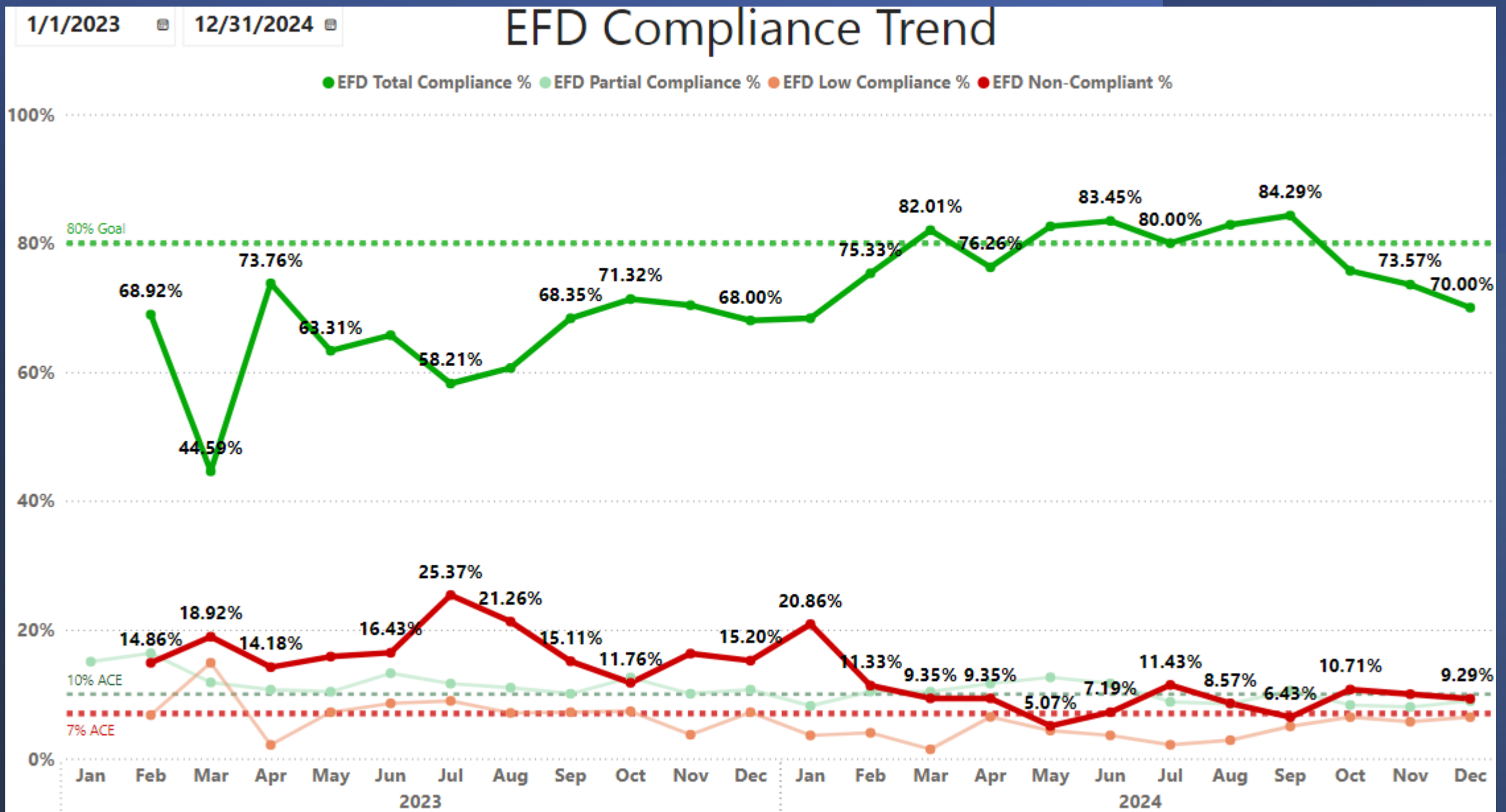
Yearly Dispatch Workload

2018 - 2024

Number of calls for service is stabilizing (except for fire)

- Slight increase in PSR calls
- 7% increase in fire calls
- Slight increase in medical calls
- Slight decrease in police calls



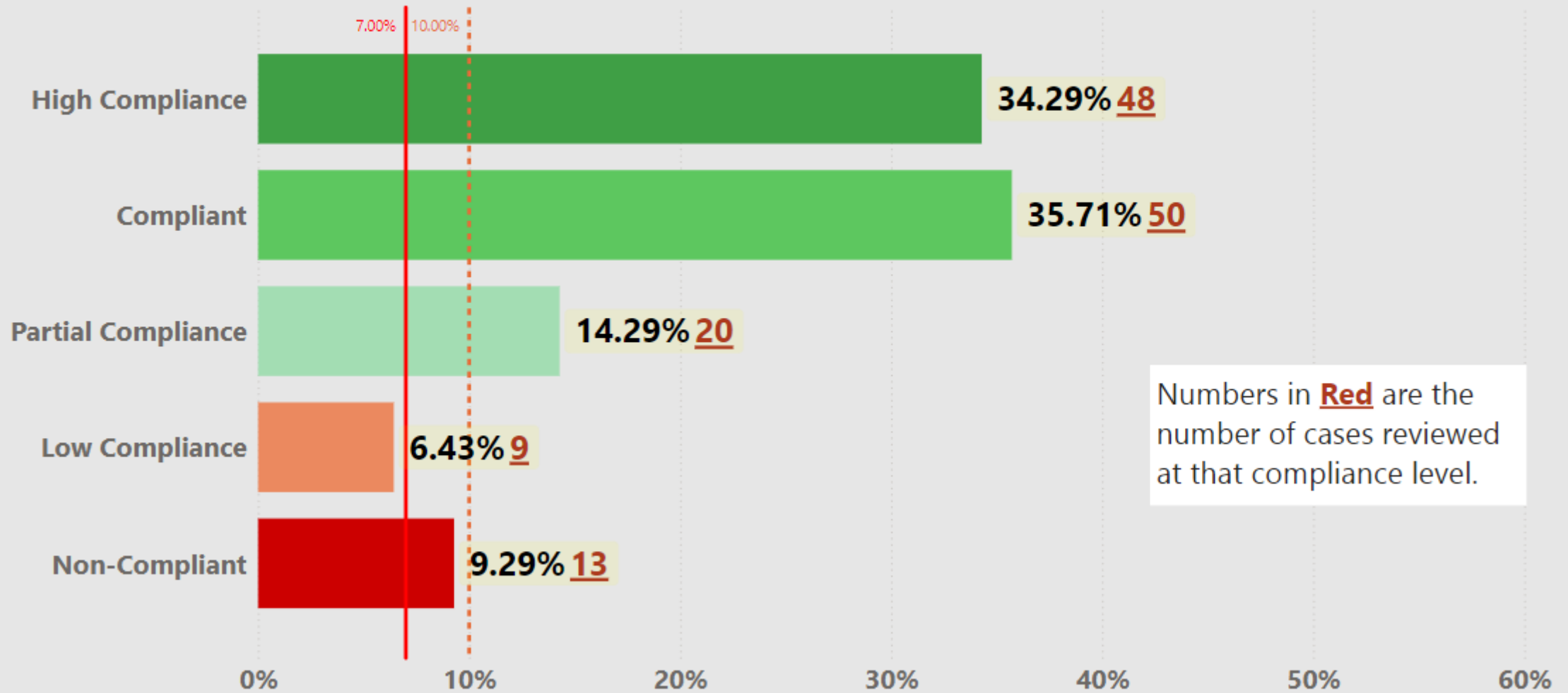


Accreditation Criteria: 73% compliance (min); ≤ 7% non-compliance; ≤ 10% partial compliance; ≤ 10% low compliance

December

2024

EFD Compliance



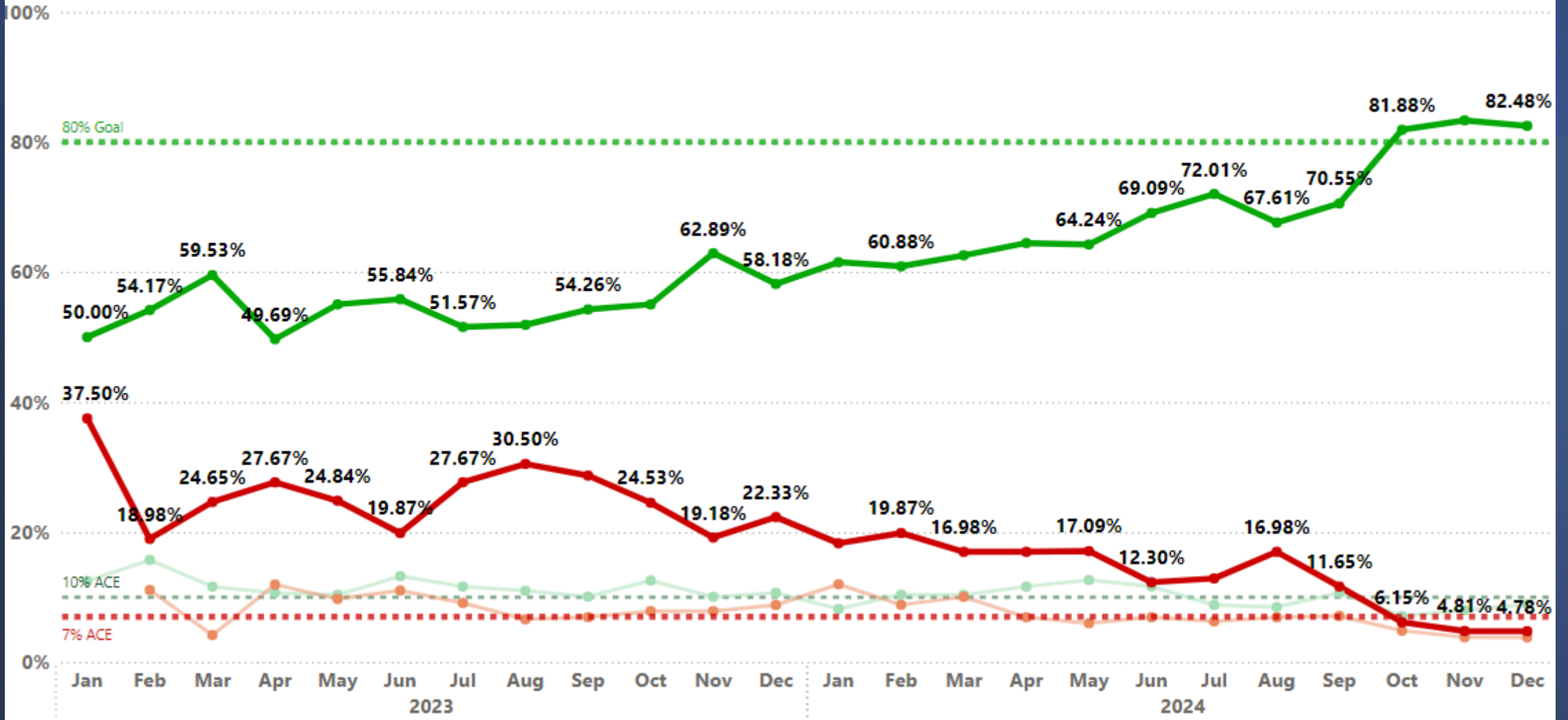
Accreditation Criteria: 73% compliance (min); ≤ 7% non-compliance; ≤ 10% partial compliance; ≤ 10% low compliance

1/1/2023

12/31/2024

EMD Compliance Trend

● EMD Total Compliance % ● EMD Partial Compliance % ● EMD Low Compliance % ● EMD Non-Compliant %



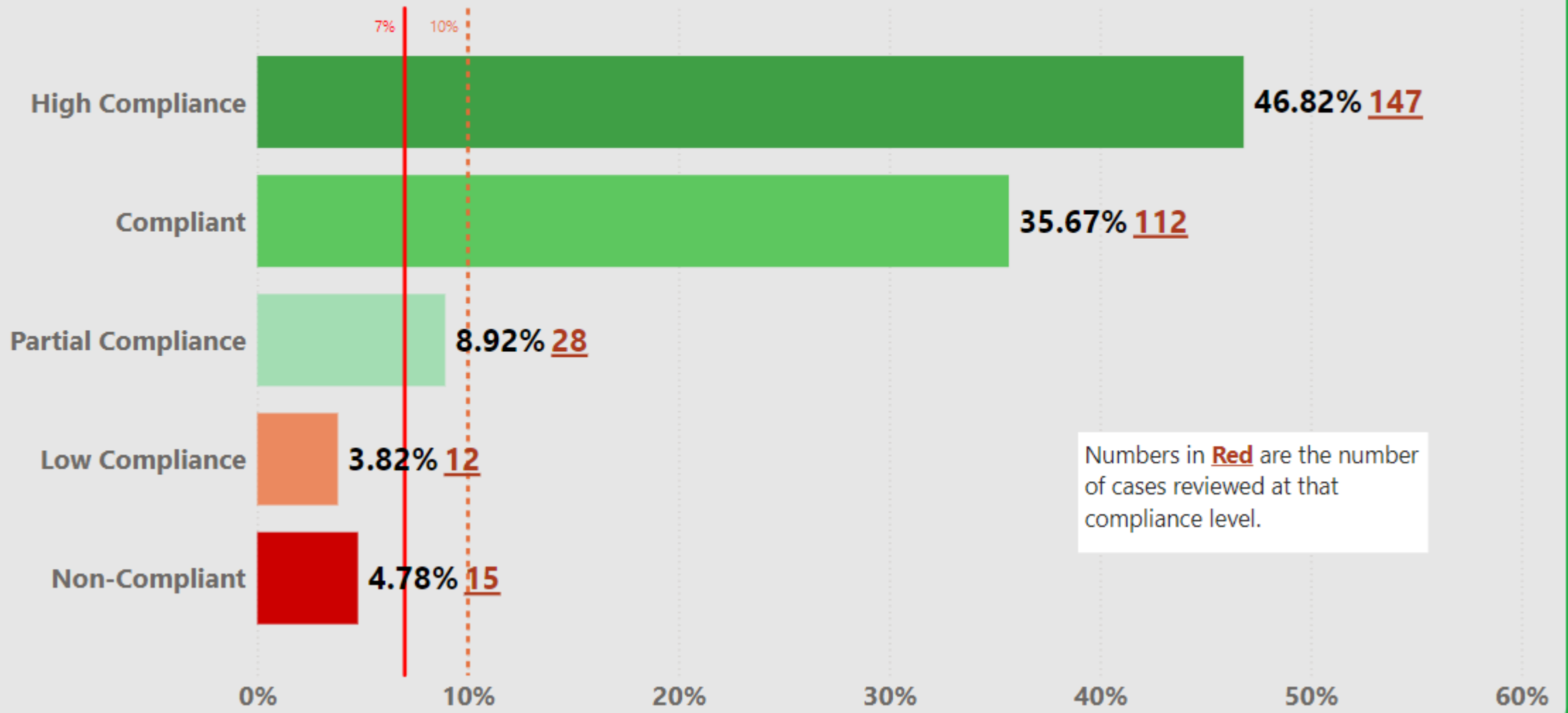
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December

2024



EMD Compliance



Accreditation Criteria: 73% compliance (min); ≤ 7% non-compliance; ≤ 10% partial compliance; ≤ 10% low compliance



2025 Focus Areas

- Fill all vacant positions
- Continuing to address call wait times
- Attain Accredited Center of Excellence (ACE)
- Employee wellness



Thank you!

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