

# BOEC Update: August 2023

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork



*“We’re good as a team because we’re good to each other.”*

*-Rob O’Neill (APCO National Conference Keynote Speaker)*

## Strategic Plan Progress:

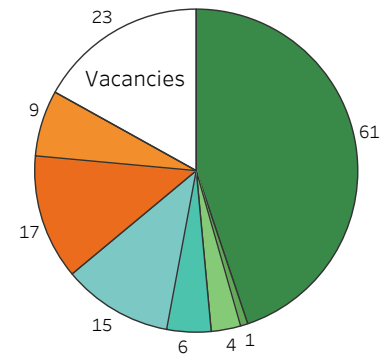
- Adequately staffed 911 workforce** – Eight trainees graduated from the BOEC academy. Nine candidates are slated to begin academy training on September 5<sup>th</sup> and 30 candidates are in backgrounds for December 2023 and April 2024 academies.
- Effective and timely 911 call answering meeting national call answering standards at all times** – Implementation of Case Service for non-emergency call handling is positively impacting 911 call processing.
- Collaboration with community members and partner agencies** – BOEC participated in the Central Northeast Neighborhood Southeast Uplift Neighbors Meeting to engage with Portland neighborhood associations.
- Training and quality assurance programs that improve processes and support employee development** – QA staff started floor rotations to improve communication. In-service training is under development to include new Version 14 protocols.
- Embody and normalize a culture of equity and anti-racism** – Working with an Equity Consultant to measure BOEC culture and plan in-service equity training.

## Technology Updates:

- CAD 7.6 Source Update** – *Completed August 9.* Now that the update is complete, the tech team is focusing on response recommendation times. Improvements should be noticed over the next couple of weeks.
- Case Service** – *Testing continues weekly!* We are currently on our fourth test, this time running for 72 hours. We continue to see roughly 22% of calls being referred to 311, online reporting, or other resources. Each call is being analyzed for accuracy and we find that roughly 93% of calls receive the intended outcome.
- Logging Recorder Replacement** – The new system will include a scheduling platform that analyzes call and radio traffic to propose ideal scheduling options, QA software and speech analytics that will allow research of keywords to quickly find recordings. *Hardware procurement is underway, and the project is on track for completion by the end of 2023.*
- Portable GPS** – Provides the ability to request GPS location of portable radios. *Testing is underway* and BOEC will be working with partner agencies to establish operational policies.
- Non-Emergency Calls** – In addition to using Case Service for triage, we are looking at other options to offer our community members for reporting non-emergency incidents that require a police officer response, such as online or mobile app options. *Have an idea, let the tech team know!*

## Dispatch Staffing

As of August 1, 2023



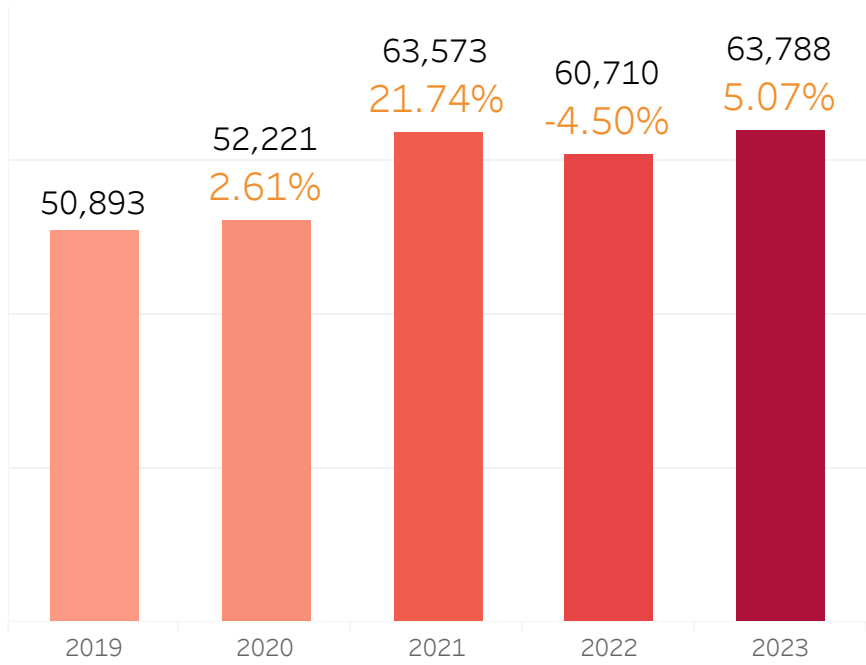
|  |            |
|--|------------|
| Sr. Dispatchers (911, Police, Fire Certified)  | 61         |
| Certified Police Dispatchers                   | 1          |
| 911 Certified Only                             | 4          |
| Fire Dispatch Trainees (911, Police Certified) | 6          |
| Police Dispatch Trainees (911 Certified)       | 15         |
| Call Taking Trainees (No certifications)       | 17         |
| Academy Trainees (No certifications)           | 9          |
| Vacancies                                      | 23         |
| <b>Total</b>                                   | <b>136</b> |

## Call Answering: July, 2023

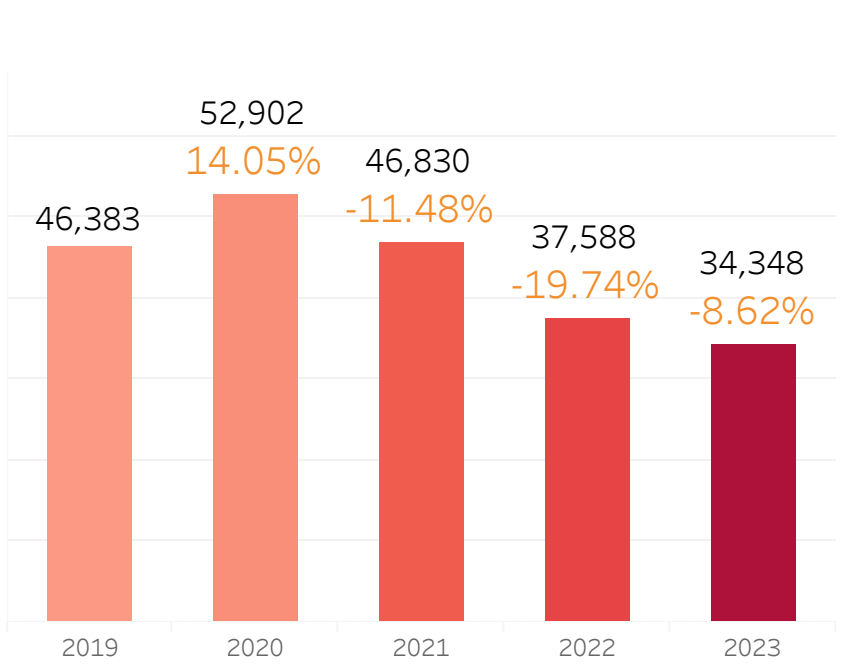
- 50,173 9-1-1 calls answered
- 29% within 15 seconds
- 32% within 20 seconds

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

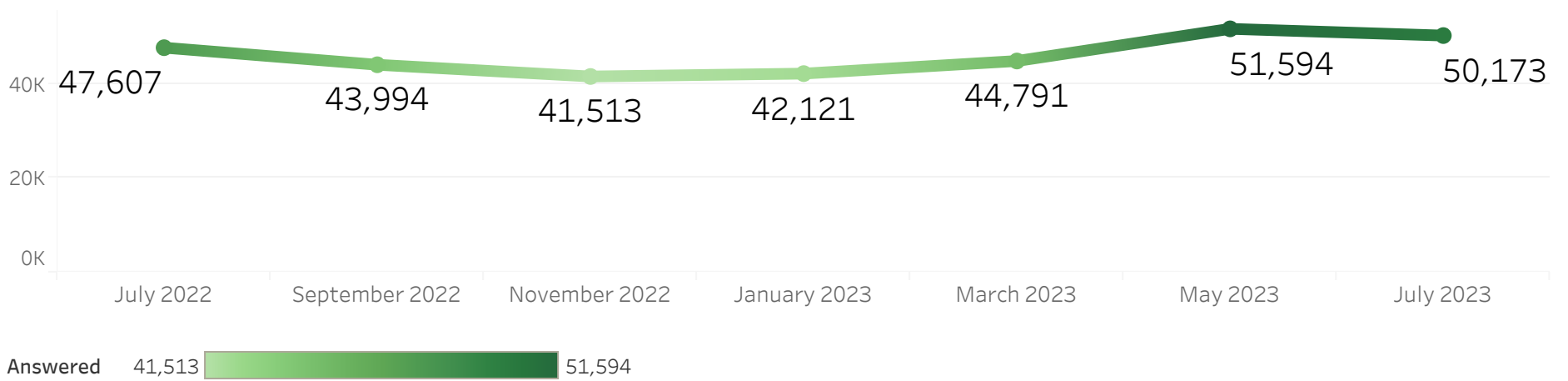
### July Total 911 Call Volume (Includes 911 caller-disconnected calls)



### July Non-911 Call Volume

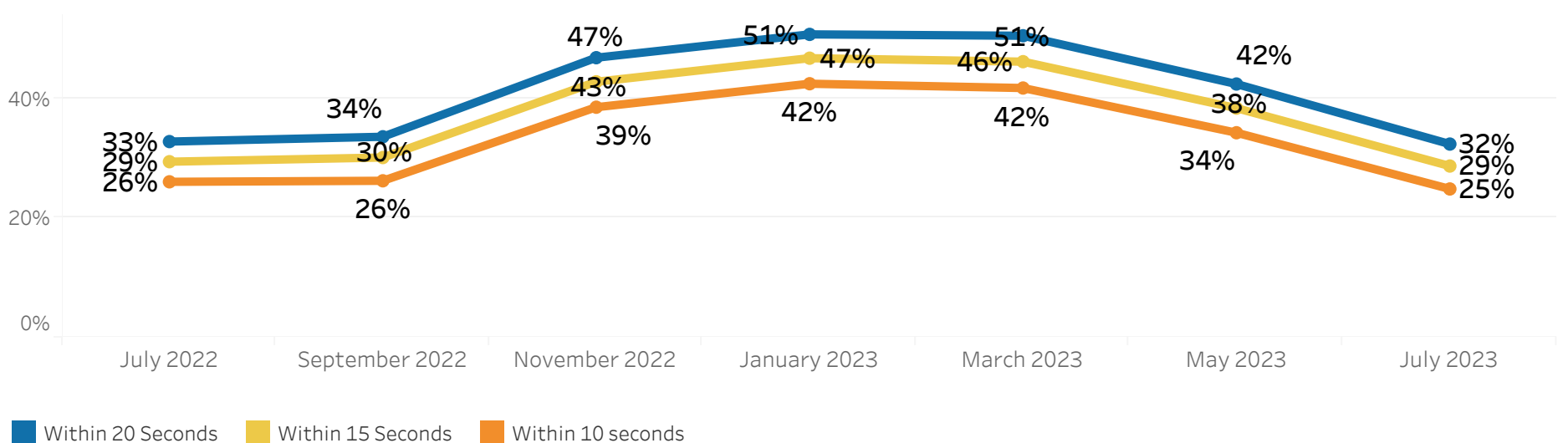


### 9-1-1 Calls Answered



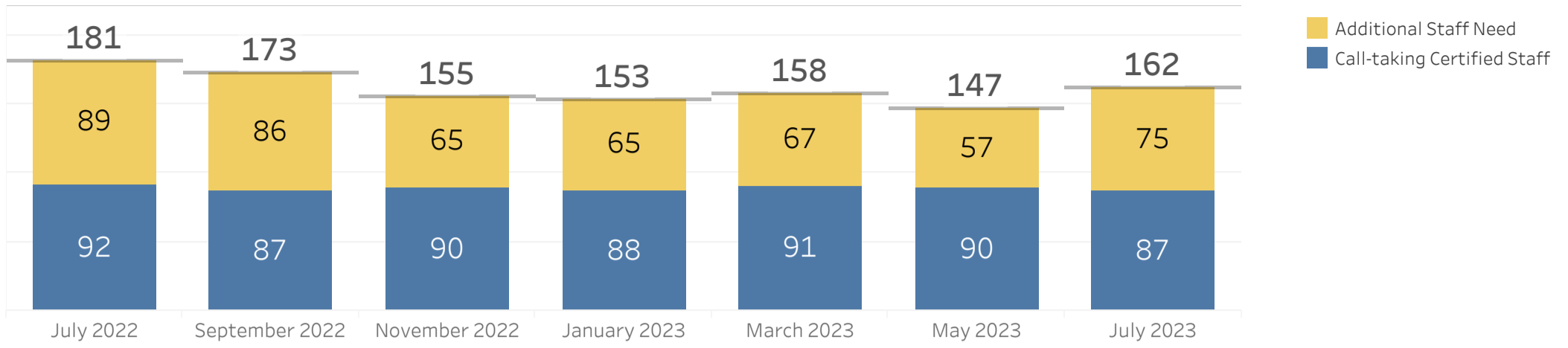
### 9-1-1 Call Answering Performance Trends\*

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



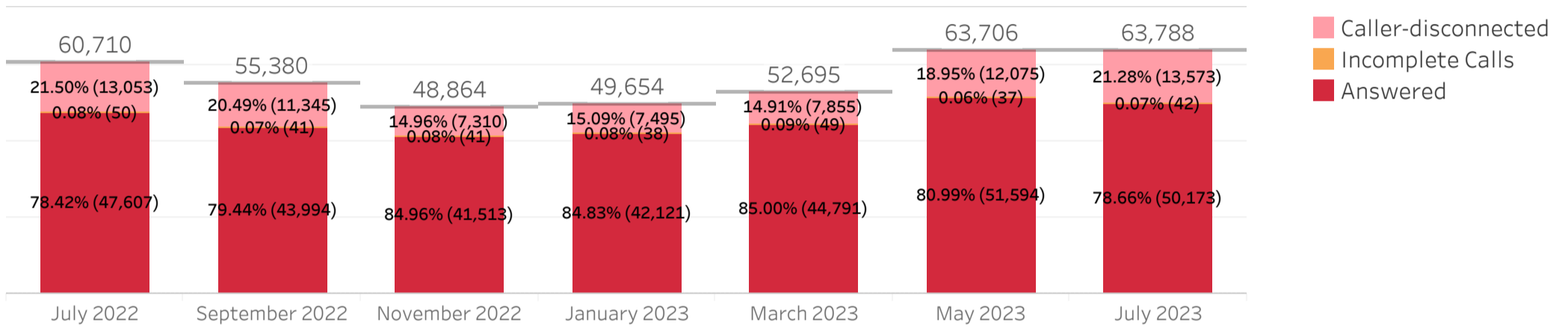
\*Caller-disconnected calls are not included.

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



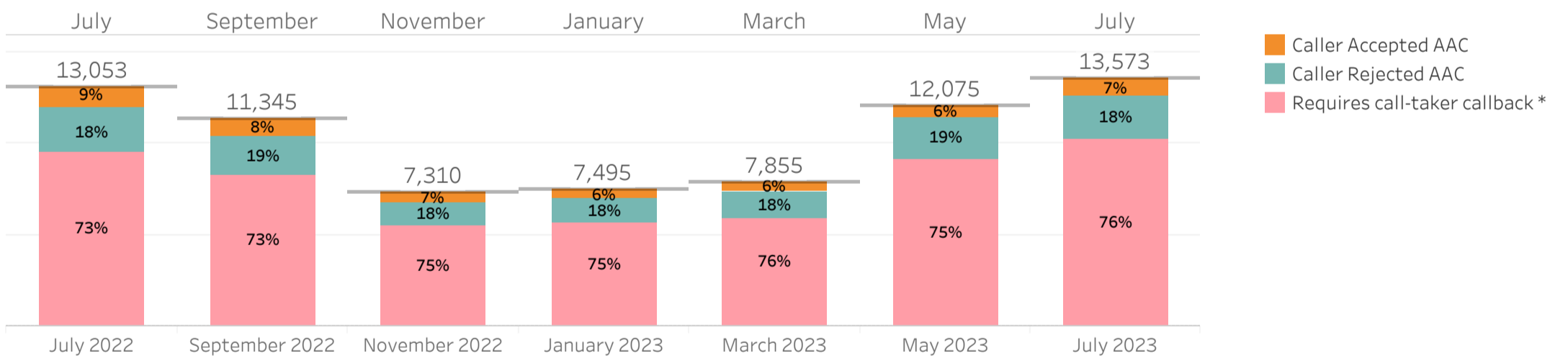
\*Varies by workload call volume and processing metrics.

### Total 9-1-1 Trends



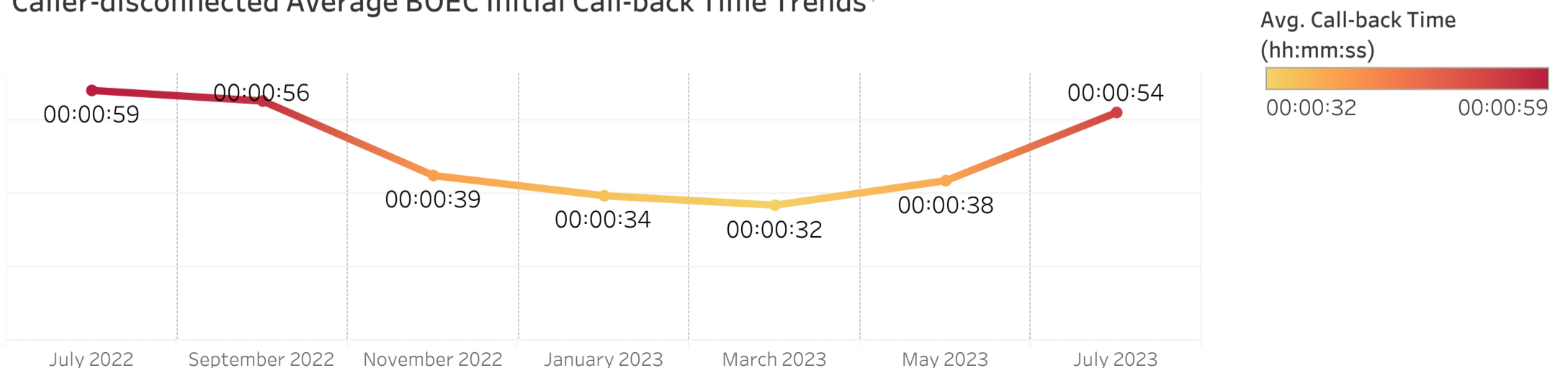
\*Incomplete calls: calls with no talk-time, which require call-taker callback.

### 9-1-1 Automated Abandoned (AAC) Call Groups



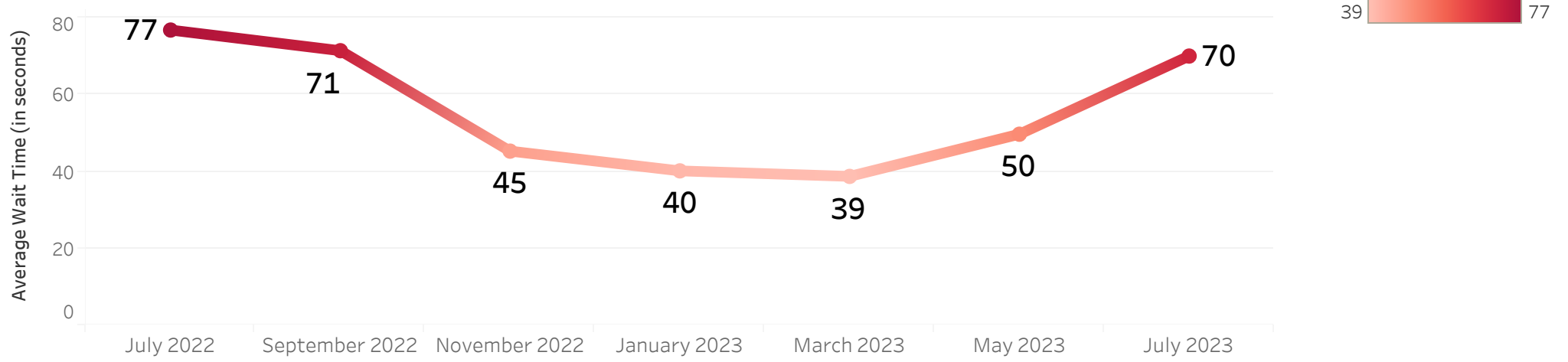
\*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



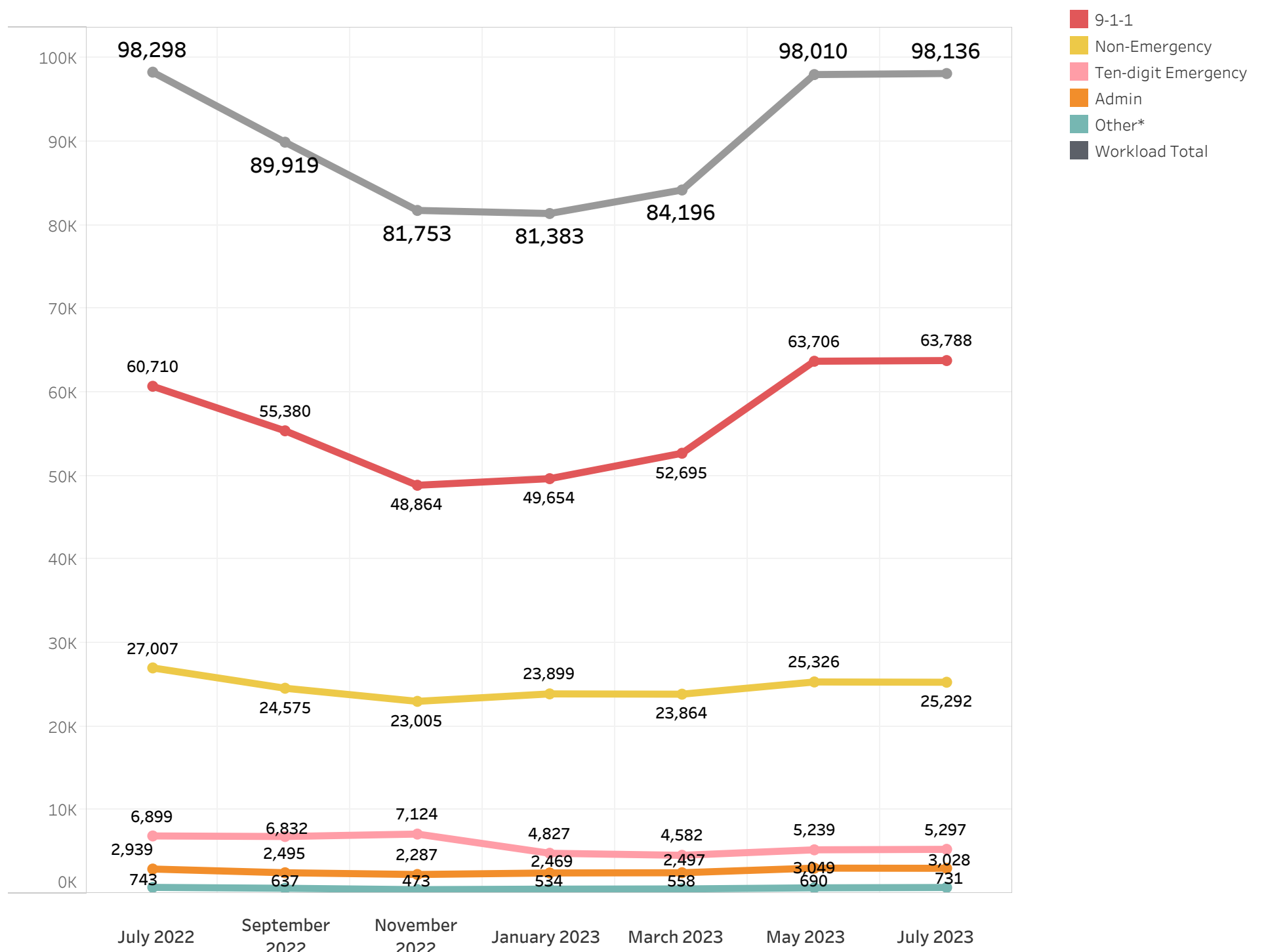
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



\*Caller-disconnected calls are not included.

## BOEC Workload Call Volume

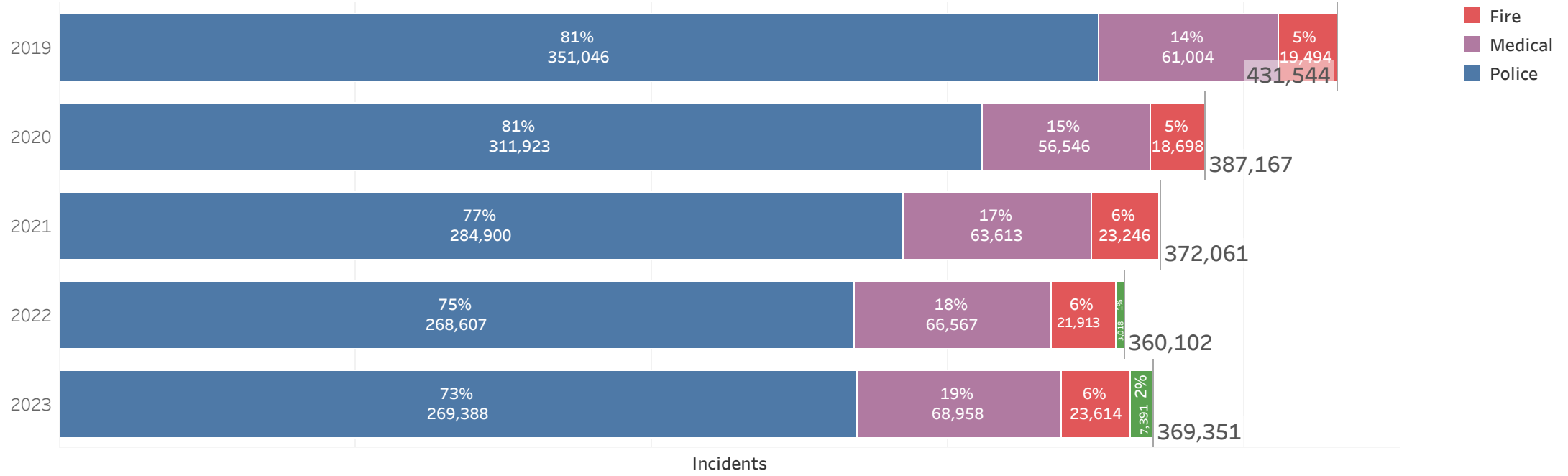


|                       | July 2022     | September 2022 | November 2022 | January 2023  | March 2023    | May 2023      | July 2023     |
|-----------------------|---------------|----------------|---------------|---------------|---------------|---------------|---------------|
| 9-1-1                 | 60,710        | 55,380         | 48,864        | 49,654        | 52,695        | 63,706        | 63,788        |
| Non-Emergency         | 27,007        | 24,575         | 23,005        | 23,899        | 23,864        | 25,326        | 25,292        |
| Ten-digit Emergency   | 6,899         | 6,832          | 7,124         | 4,827         | 4,582         | 5,239         | 5,297         |
| Admin                 | 2,939         | 2,495          | 2,287         | 2,469         | 2,497         | 3,049         | 3,028         |
| Other*                | 743           | 637            | 473           | 534           | 558           | 690           | 731           |
| <b>Workload Total</b> | <b>98,298</b> | <b>89,919</b>  | <b>81,753</b> | <b>81,383</b> | <b>84,196</b> | <b>98,010</b> | <b>98,136</b> |

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

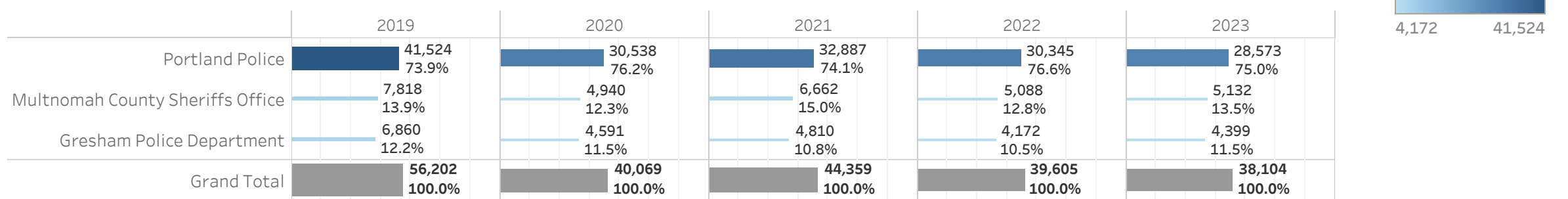
# Dispatch Workload/CAD Incidents

January through July



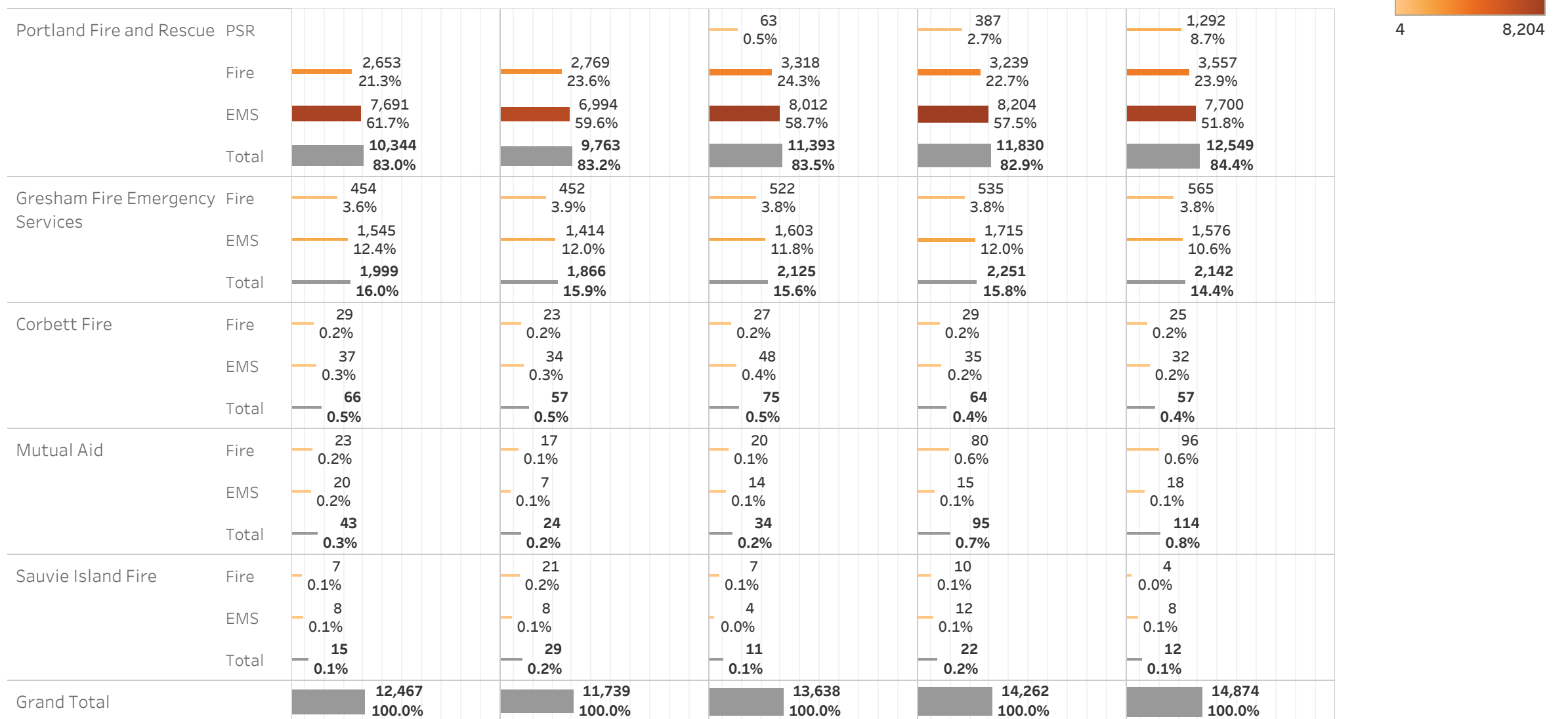
# Dispatch Workload/CAD Incidents by Jurisdiction

July



# Dispatch Workload/CAD Incidents by Jurisdiction

July



All Disciplines Grand Total: 68,669 (2019), 51,808 (2020), 57,997 (2021), 53,867 (2022), 52,978 (2023)