BOEC Update: *December 2022*

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

Strategic Plan Progress:

1. **Adequately staffed 911 workforce** – February Academy – 27 candidates in background phase, anticipating a full academy of 16 trainees; May Academy – over 400 applications received, also anticipating a full academy.
2. **Effective and timely 911 call answering meeting national call answering standards at all times** – Implemented ASAP-to-PSAP, which is processing approximately 50% of alarm calls.
3. **Collaboration with community members and partner agencies** – Finance Committee reviewing preliminary FY23/24 budget information; Director scheduled to present with Corbett Fire District Board in January.
4. **Training and quality assurance programs that lead toward agency accreditation and employee development** – Reached a new high point in overall medical compliance, exceeding 60% compliance by the end of the month. Minimum accreditation level is 73%, and BOEC is on a positive path toward that goal.
5. **Embody and normalize a culture of equity and anti-racism** – BOEC budget is being constructed through citywide equity lens. Creating a list of training opportunities for staff and beginning planning for spring in-service. Equity Manager and Equity Committee member engaged with national leaders in Community Safety on addressing institutional racism.

Technology Updates:
- **ASAP-to-PSAP** – Alarm company computer system interface with BOEC CAD; implemented and is processing between 44% - 57% of alarm calls daily, saving about 45 minutes of work per day.
- **Case Service** – Versaterm has completed the architecture of the artificial intelligence technology; Delivery to BOEC is expected late December and opportunities to participate in testing will be available soon.
- **CAD 7.6 Upgrade** – New features include: ability to recommend fire/EMS units to higher priority calls, ability to manually link fire and police calls, multiple requests for cross discipline calls (PR or FR), phone numbers queries from the command line, and more! *Implementation likely delayed until April.*

"Fear is what prevents us from talking to each other."

Dispatch Staffing
As of October 1, 2022
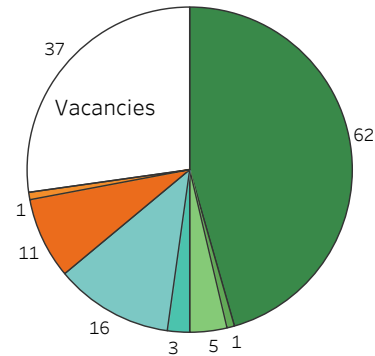
Sr. Dispatchers (911, Police, Fire Certified)	62
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	3
Police Dispatch Trainees (911 Certified)	16
Call Taking Trainees (No certifications)	11
Academy Trainees (No certifications)	1
Vacancies	37
Total	136

Call Answering: November, 2022
- 41,513 9-1-1 calls answered
- 43% within 15 seconds
- 47% 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.

2022-23 Budget to date: (FY 41.7% Complete)

Expenditures	$ 33,744,161	Budgeted	
	$ 13,479,189	Expended	39.9%
	$ 20,264,972	Remaining	
Revenue	$ 33,780,438	Budgeted	
	$ 12,066,432	Collected	35.7%
	$ 21,714,006	Remaining	

November Total 911 Call Volume
(Includes 911 caller-disconnected calls)

Year	Value	Change
2019	41,484	
2020	41,363	-0.29%
2021	50,695	22.56%
2022	48,864	-3.61%
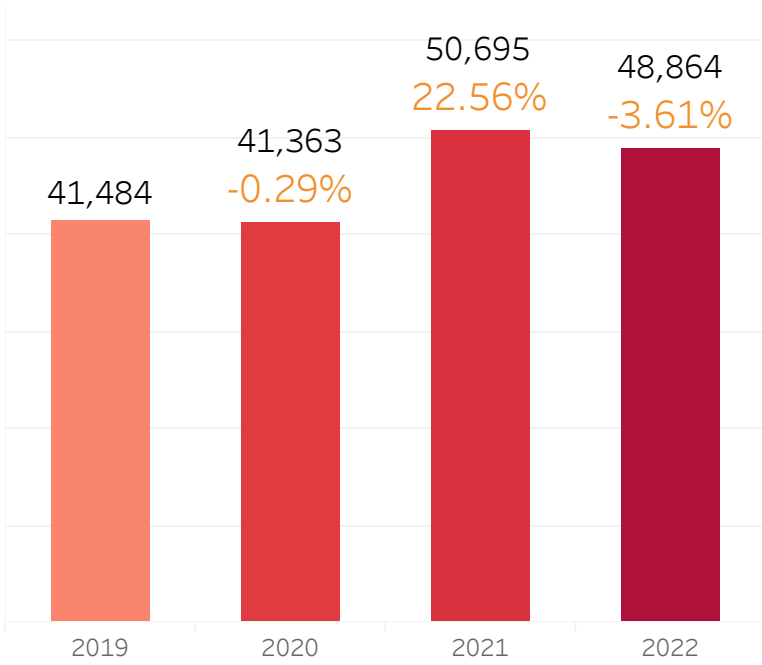
November Non-911 Call Volume

Year	Value	Change
2019	37,347	
2020	34,552	-7.48%
2021	37,457	8.41%
2022	32,889	-12.20%

9-1-1 Calls Answered

Month	Answered
November 2021	40,455
January 2022	40,238
March 2022	42,375
May 2022	45,219
July 2022	47,607
September 2022	43,994
November 2022	41,513
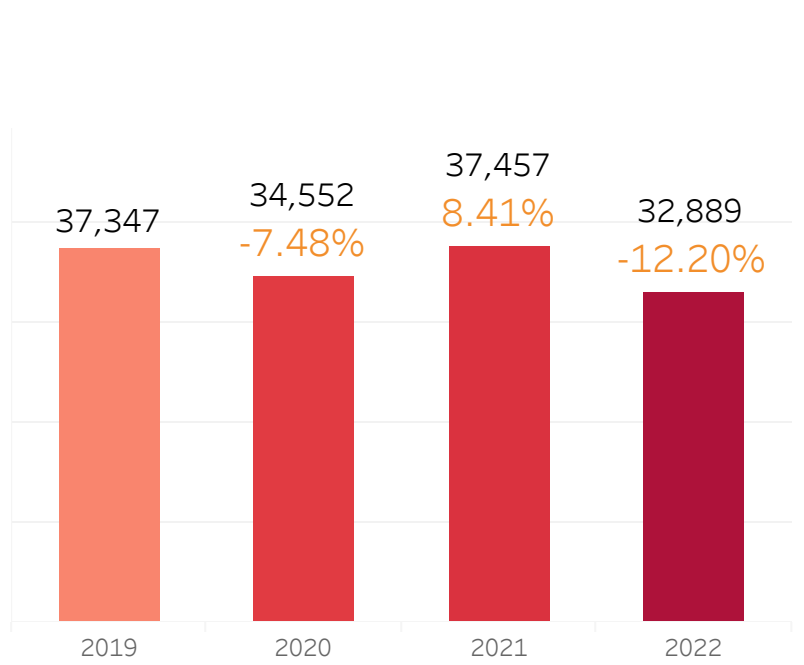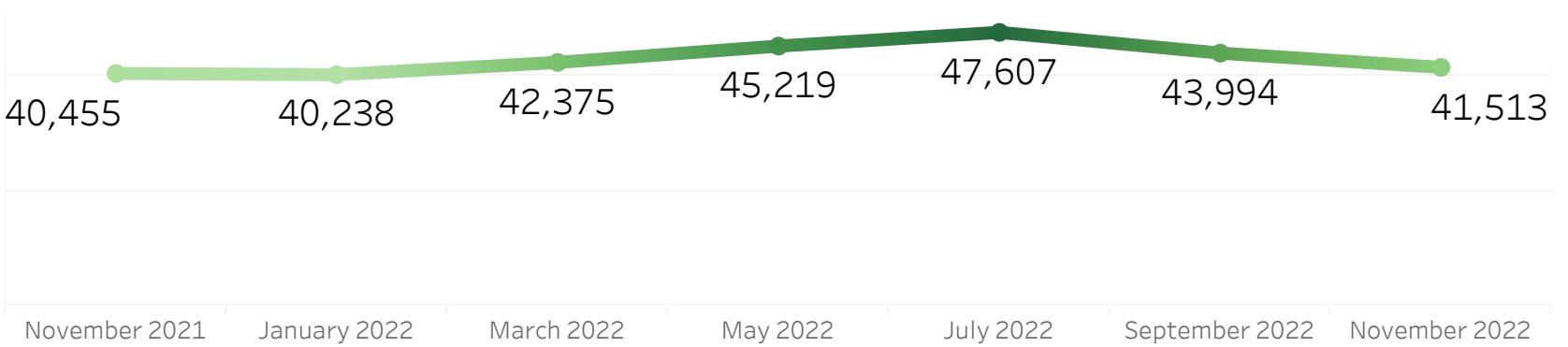
Answered   40,238 ▬▬▬▬ 47,607

9-1-1 Call Answering Performance Trends*
<u>NENA Standards:</u> 90% answered within 15 seconds; 95% answered within 20 seconds

Month	Within 20 Seconds	Within 15 Seconds	Within 10 seconds
November 2021	39%	35%	31%
January 2022	44%	39%	35%
March 2022	40%	36%	31%
May 2022	35%	31%	27%
July 2022	33%	29%	26%
September 2022	34%	30%	26%
November 2022	47%	43%	39%
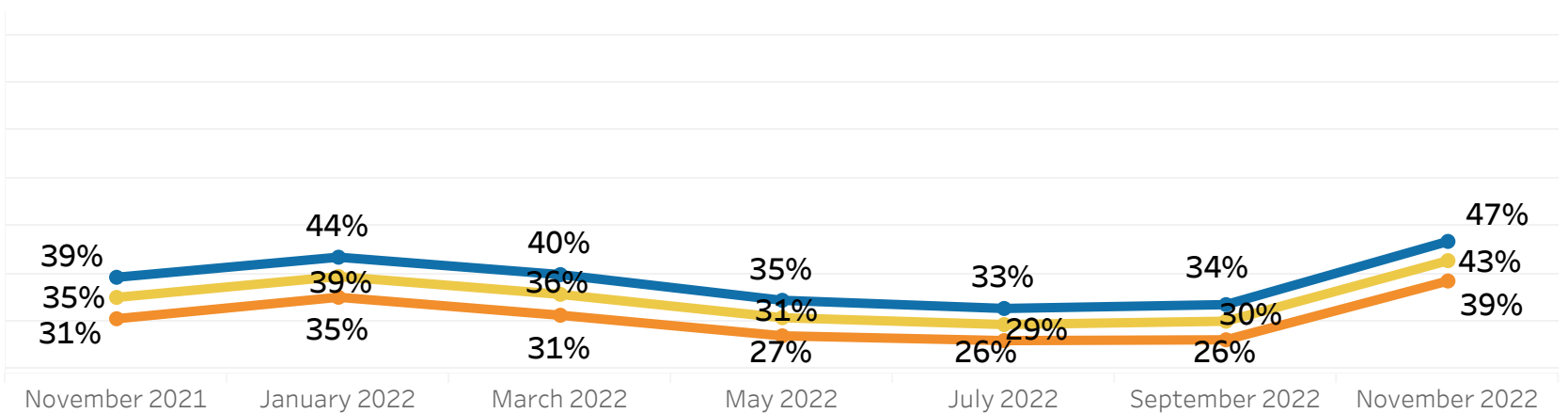
■ Within 20 Seconds   ■ Within 15 Seconds   ■ Within 10 seconds

*Caller-disconnected calls are not included.

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

Legend:
- Additional Staff Need (yellow)
- Call-taking Certified Staff (blue)

	November 2021	January 2022	March 2022	May 2022	July 2022	September 2022	November 2022
Total	164	160	162	174	181	173	155
Additional Staff Need	71	65	68	83	89	86	65
Call-taking Certified Staff	93	95	94	91	92	87	90
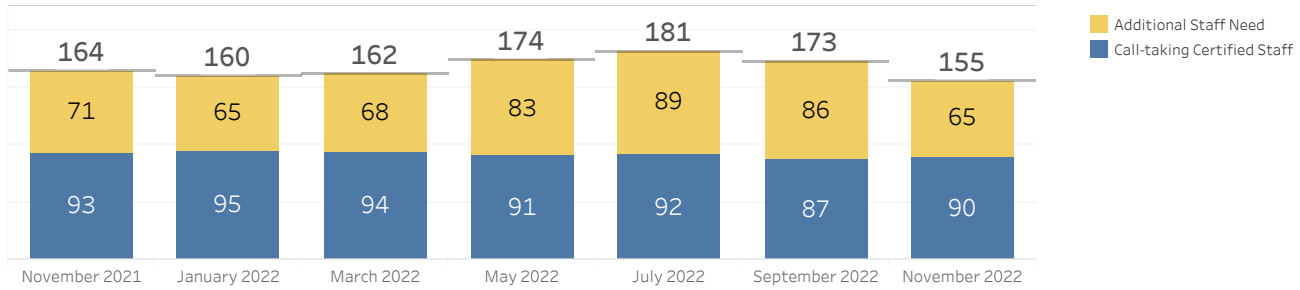
*Varies by call volume and processing metrics.

Total 9-1-1 Trends

Legend:
- Caller-disconnected (pink)
- Incomplete Calls (orange)
- Answered (red)

	November 2021	January 2022	March 2022	May 2022	July 2022	September 2022	November 2022
Total	50,695	49,603	52,471	56,841	60,710	55,380	48,864
Caller-disconnected	20.11% (10,193)	18.81% (9,331)	19.17% (10,057)	20.37% (11,579)	21.50% (13,053)	20.49% (11,345)	14.96% (7,310)
Incomplete Calls	0.09% (47)	0.07% (34)	0.07% (39)	0.08% (43)	0.08% (50)	0.07% (41)	0.08% (41)
Answered	79.80% (40,455)	81.12% (40,238)	80.76% (42,375)	79.55% (45,219)	78.42% (47,607)	79.44% (43,994)	84.96% (41,513)

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

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

November	January	March	May	July	September	November

Legend:
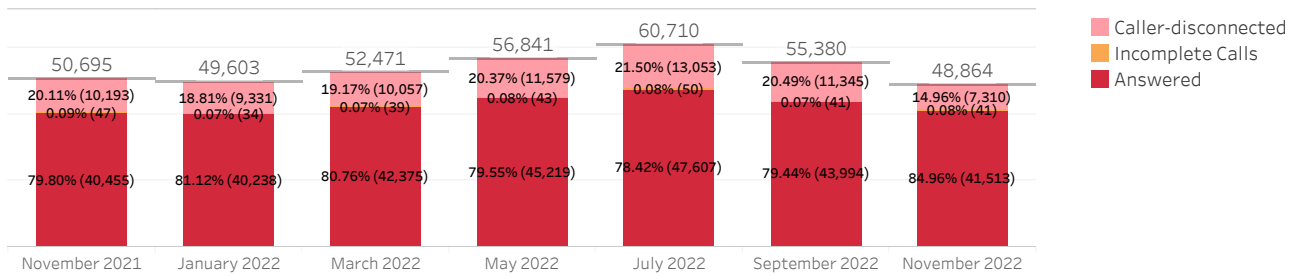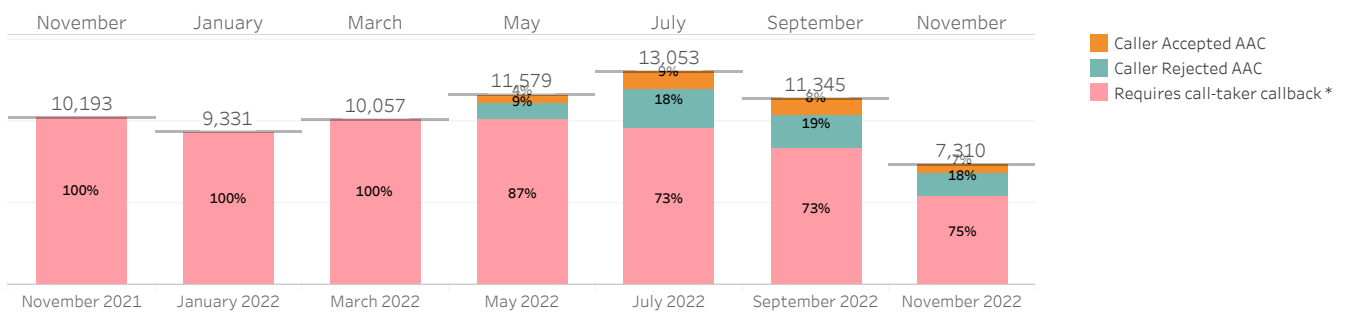- Caller Accepted AAC (orange)
- Caller Rejected AAC (teal)
- Requires call-taker callback * (pink)

	November 2021	January 2022	March 2022	May 2022	July 2022	September 2022	November 2022
Total	10,193	9,331	10,057	11,579	13,053	11,345	7,310
Caller Accepted AAC				4%	9%	8%	7%
Caller Rejected AAC				9%	18%	19%	18%
Requires call-taker callback	100%	100%	100%	87%	73%	73%	75%

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

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

Avg. Call-back Time (hh:mm:ss) — scale from 00:00:39 to 00:02:55

November 2021	January 2022	March 2022	May 2022	July 2022	September 2022	November 2022
00:02:18	00:02:55	00:02:45	00:01:55	00:00:59	00:00:56	00:00:39
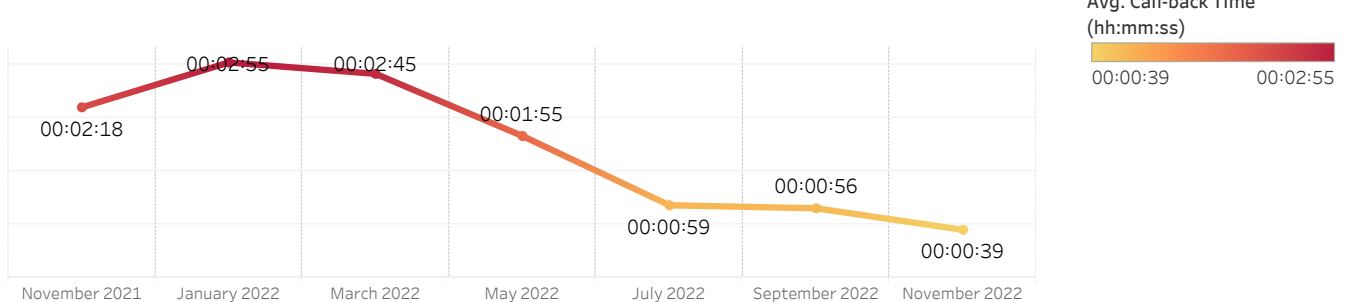
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC AAC system starting May 17, 2022.

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

57 55 57 69 77 71 45

November 2021   January 2022   March 2022   May 2022   July 2022   September 2022   November 2022
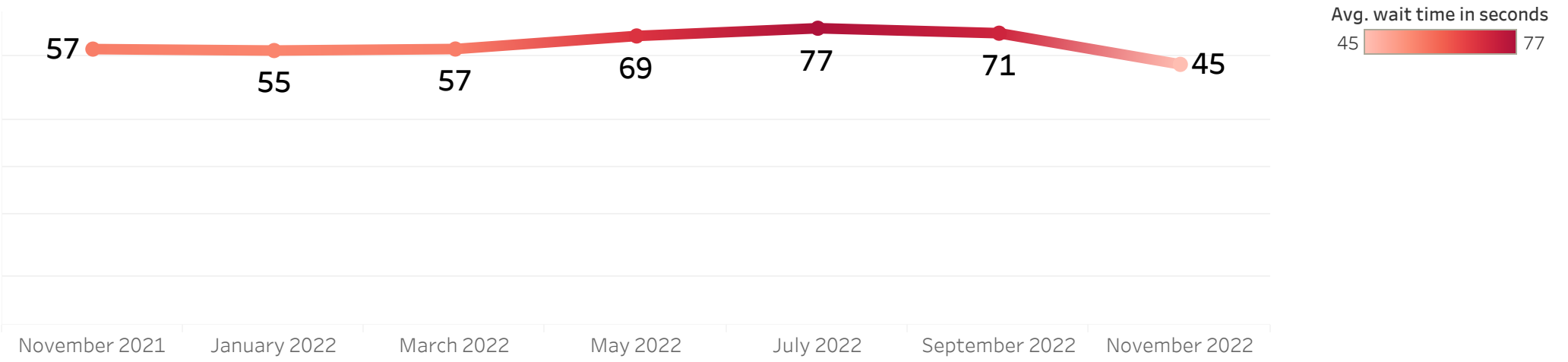
*Caller-disconnected calls are not included.

BOEC Workload Call Volume

Legend:
- 9-1-1
- Non-Emergency
- Ten-digit Emergency
- Admin
- Other*
- Workload Total

88,152   85,771   89,469   93,208   98,298   89,919   81,753

50,695   49,603   52,471   56,841   60,710   55,380   48,864

27,718   26,965   27,341   26,241   27,007   24,575   23,005

5,820   5,838   5,984   6,475   6,899   6,832   7,124

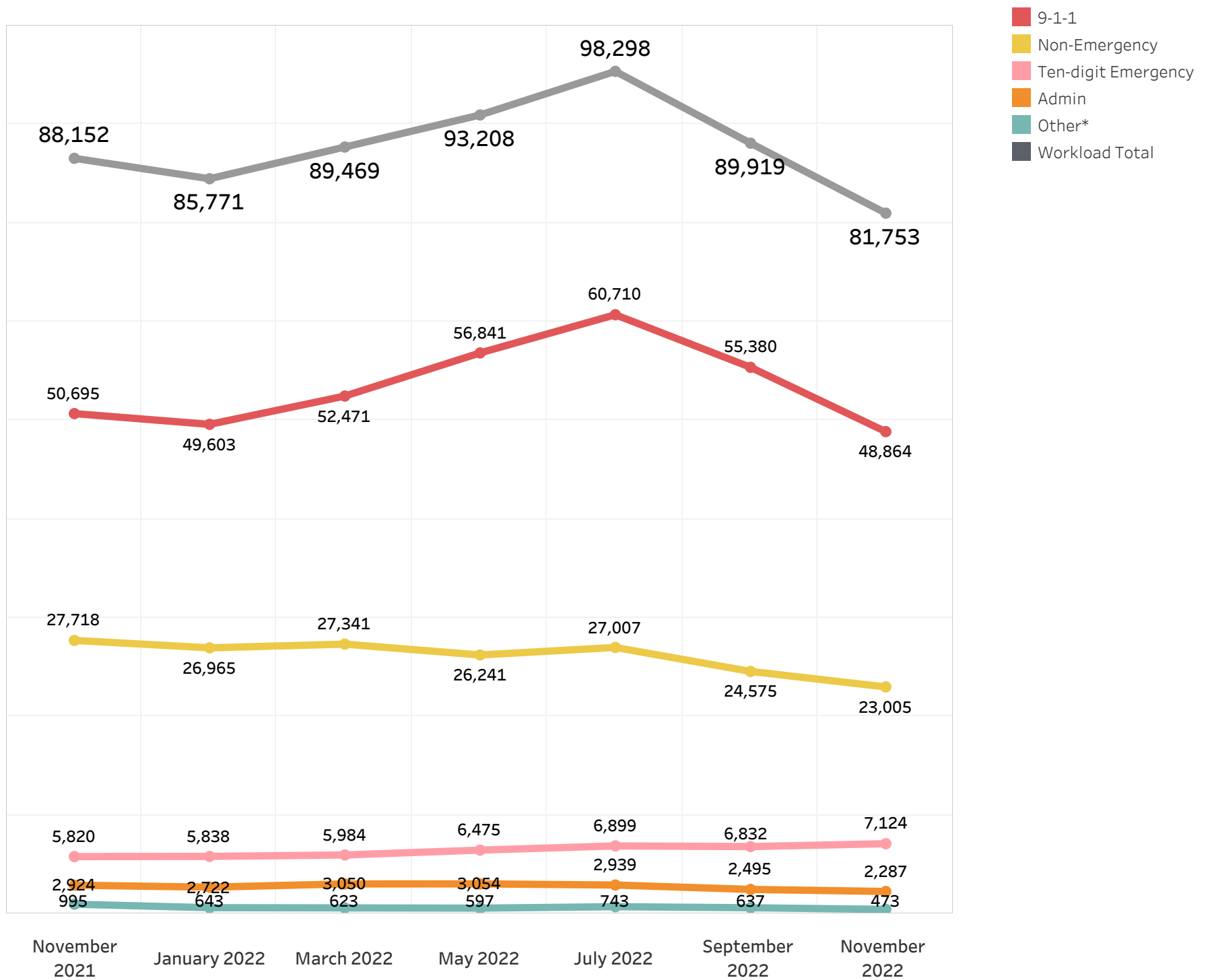2,924   2,722   3,050   3,054   2,939   2,495   2,287

995   643   623   597   743   637   473

	November 2021	January 2022	March 2022	May 2022	July 2022	September 2022	November 2022
9-1-1	50,695	49,603	52,471	56,841	60,710	55,380	48,864
Non-Emergency	27,718	26,965	27,341	26,241	27,007	24,575	23,005
Ten-digit Emergency	5,820	5,838	5,984	6,475	6,899	6,832	7,124
Admin	2,924	2,722	3,050	3,054	2,939	2,495	2,287
Other*	995	643	623	597	743	637	473
Workload Total	88,152	85,771	89,469	93,208	98,298	89,919	81,753

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

Dispatch Workload/CAD Incidents
January through November

Year	Police	Medical	Fire	PSR	Total
2019	81% 552,317	14% 95,674	5% 31,479		679,470
2020	79% 467,633	15% 89,661	5% 32,070		589,364
2021	77% 448,793	17% 100,868	6% 35,979	0.1% 566	586,208
2022	74% 419,422	19% 106,016	6% 36,213	1% 5,856	567,507

Discipline: PSR, Fire, Medical, Police
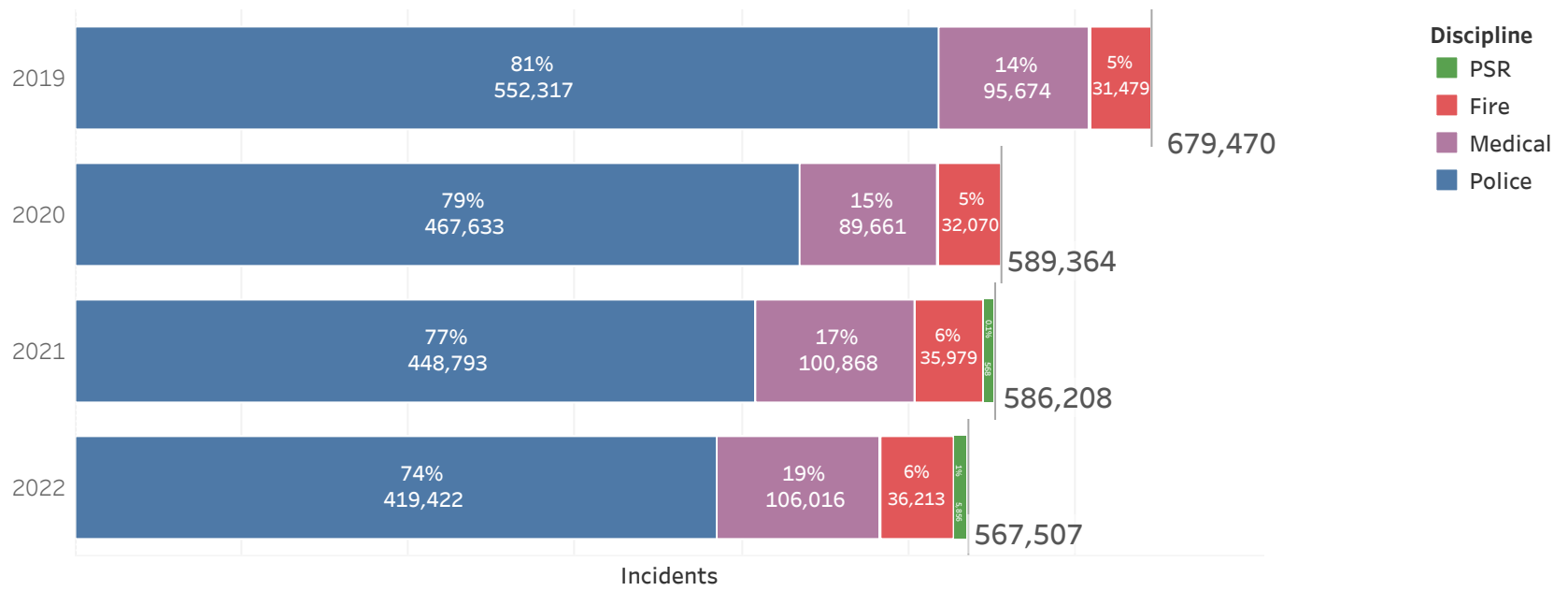
Dispatch Workload/CAD Incidents by Jurisdiction
November

Color scale: 3,911 — 35,481

	2019	2020	2021	2022
Portland Police	35,481 75.8%	27,704 75.1%	29,585 75.9%	26,792 74.2%
Multnomah County Sheriffs Office	5,977 12.8%	4,622 12.5%	5,496 14.1%	5,170 14.3%
Gresham Police Department	5,365 11.5%	4,553 12.3%	3,911 10.0%	4,152 11.5%
Grand Total	46,823 100.0%	36,879 100.0%	38,992 100.0%	36,114 100.0%

Color scale: 1 — 7,842

		2019	2020	2021	2022
Portland Fire and Rescue	PSR			118 1.0%	701 4.9%
	Fire	2,441 21.8%	2,213 20.3%	2,764 23.2%	3,429 24.0%
	EMS	6,857 61.3%	6,722 61.7%	6,952 58.5%	7,842 54.8%
	Total	9,298 83.1%	8,935 82.1%	9,834 82.7%	11,972 83.7%
Gresham Fire Emergency Services	Fire	371 3.3%	385 3.5%	393 3.3%	449 3.1%
	EMS	1,438 12.9%	1,479 13.6%	1,569 13.2%	1,735 12.1%
	Total	1,809 16.2%	1,864 17.1%	1,962 16.5%	2,184 15.3%
Mutual Aid	Fire	20 0.2%	23 0.2%	28 0.2%	79 0.6%
	EMS	8 0.1%	15 0.1%	11 0.1%	12 0.1%
	Total	28 0.3%	38 0.3%	39 0.3%	91 0.6%
Corbett Fire	Fire	14 0.1%	19 0.2%	24 0.2%	26 0.2%
	EMS	27 0.2%	18 0.2%	28 0.2%	14 0.1%
	Total	41 0.4%	37 0.3%	52 0.4%	40 0.3%
Sauvie Island Fire	Fire	5 0.0%	5 0.0%	3 0.0%	11 0.1%
	EMS	5 0.0%	8 0.1%		6 0.0%
	Total	10 0.1%	13 0.1%	4 0.0%	17 0.1%
Grand Total		11,186 100.0%	10,887 100.0%	11,891 100.0%	14,304 100.0%

	2019	2020	2021	2022
All Disciplines Grand Total	58,009	47,766	50,883	50,418