

BOEC Update: December 2023



Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

Strategic Plan Progress:

- Adequately staffed 911 workforce** – Eight trainees graduated from the academy, and nine new candidates started academy training on December 11. All permanently funded Senior Dispatcher positions are filled!
- Effective and timely 911 call answering meeting national call answering standards at all times** – Improvements in staffing and implementation of Case Service has positively impacted workload. Compared to last November, 911 call answering times improved by 13%.
- Collaboration with community members and partner agencies** – BOEC Director is scheduled to present at Corbett Fire District Board and Troutdale City Council meetings in January.
- Training and quality assurance programs that improve processes and support employee development** – The QA team is developing EMD and EFD advanced training and will attend CTO meetings in January to provide updates and in-person Q&A.
- Embody and normalize a culture of equity and anti-racism** – Nakita Thomas has been selected as Equity Manager and will begin her new role on January 4. Congratulations, Nakita!

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

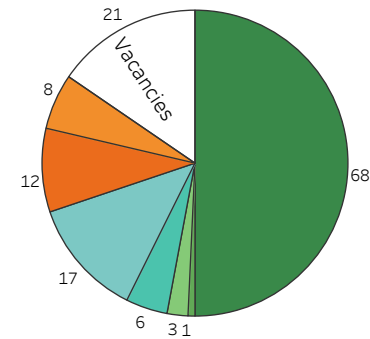
-John L. Mason

Technology Updates:

- Case Service** – *Now live!* In November, 22% of non-emergency calls were referred to 311, online reporting, or other resources. *This should increase in future months as Case Service was turned off for a few days due to technical issues.*
- Logging Recorder Replacement** – *Now Live!* Over the next 2 months, additional components will be implemented, including a program that analyzes call and radio traffic to propose ideal scheduling options, QA software to automate phone and radio traffic research, and speech analytics to allow keyword searches.
- Portable GPS** – Provides the ability to request GPS location of portable radios. *Testing is complete!* BOEC will be working with partner agencies to establish operational policies.
- Non-Emergency Caller ID** – Conversion to Case Service disconnected caller-ID. An upgrade to non-emergency infrastructure is needed, and our work is being scheduled. *Estimated completion: Summer 2024.*
- Vesta 911 Phone Upgrade** – The 911 phone system hardware is nearing the end of life and is due for an upgrade. *Scheduling in Fall 2024.*
- Non-Emergency Calls** – In addition to using Case Service for triage, we are researching other potential options for reporting police non-emergency incidents, such as online or mobile app options. *Send ideas to the tech team!*

Dispatch Staffing

As of December 1, 2023



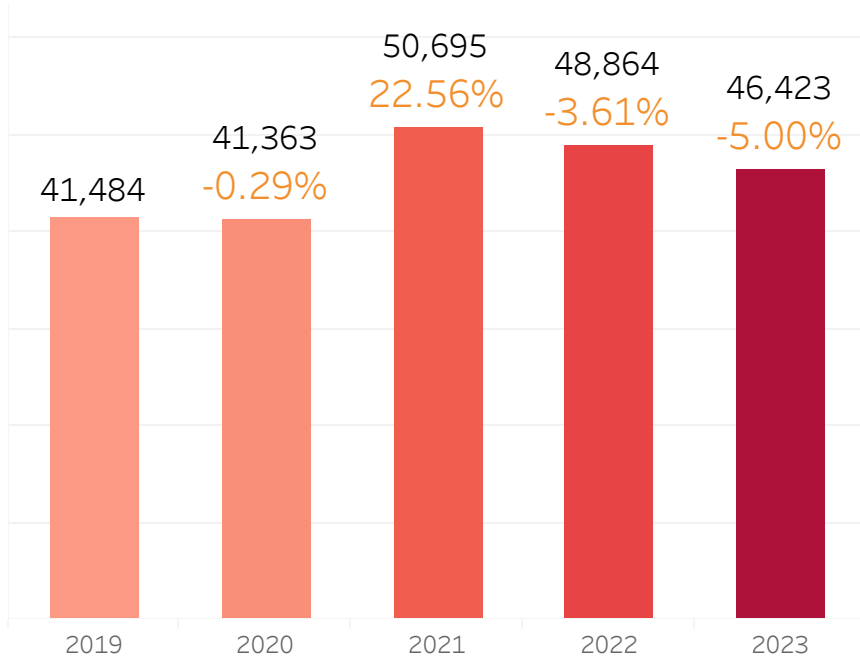
Sr. Dispatchers (911, Police, Fire Certified)	68
Certified Police Dispatchers	1
911 Certified Only	3
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	17
Call Taking Trainees (No certifications)	12
Academy Trainees (No certifications)	8
Vacancies	21
Total	136

Call Answering: November, 2023

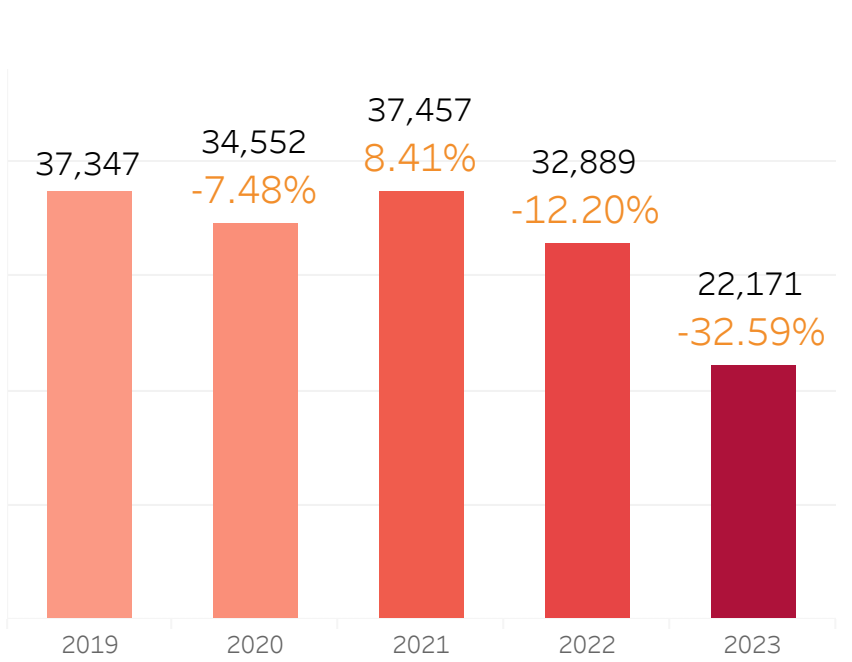
- 40,005 9-1-1 calls answered
- 51% within 15 seconds
- 55% within 20 seconds

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

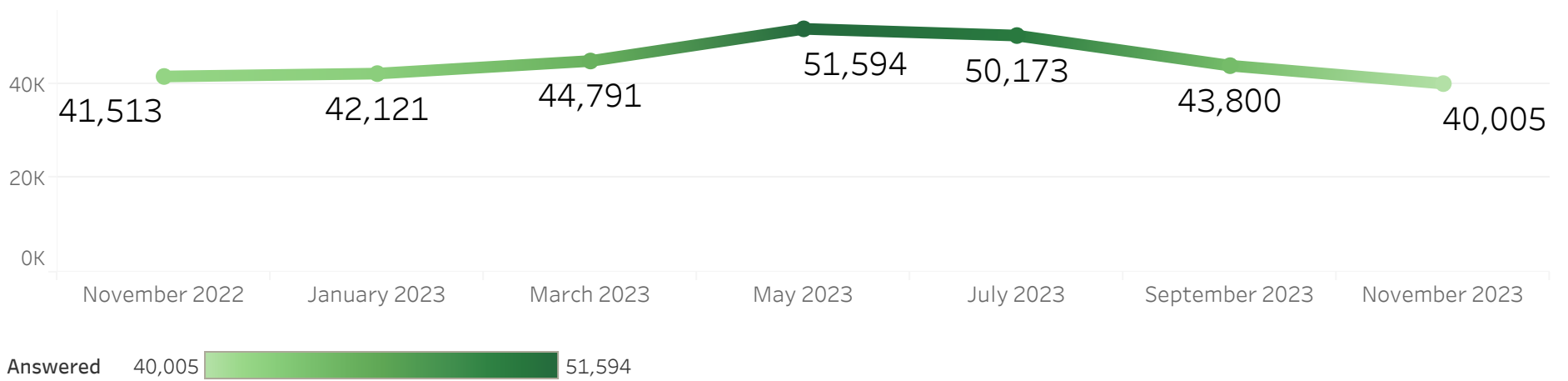
November Total 911 Call Volume (Includes 911 caller-disconnected calls)



November Non-911 Call Volume

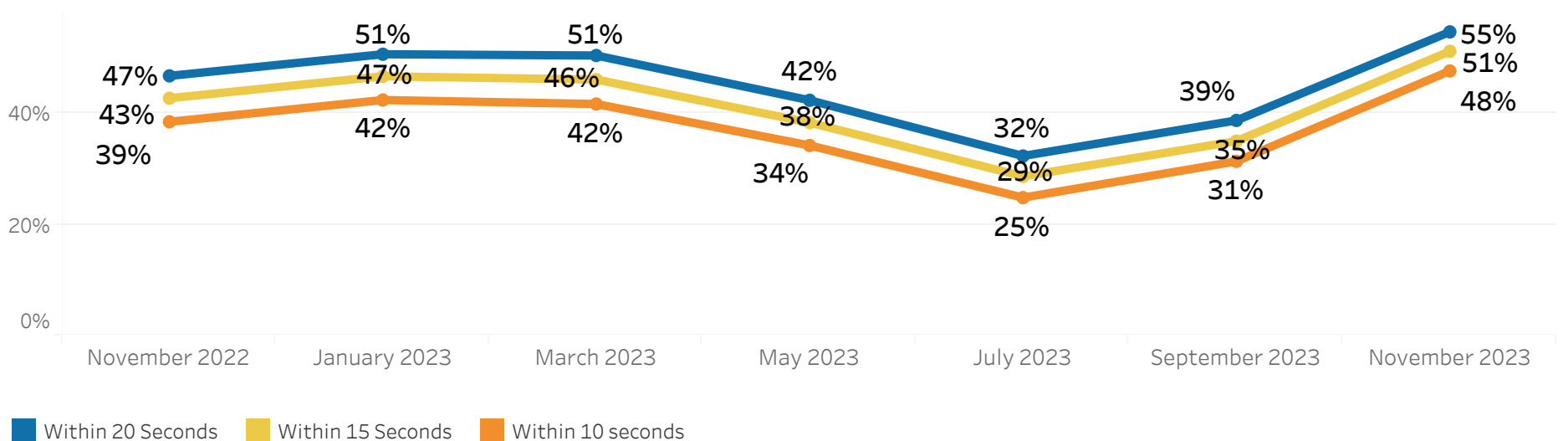


9-1-1 Calls Answered



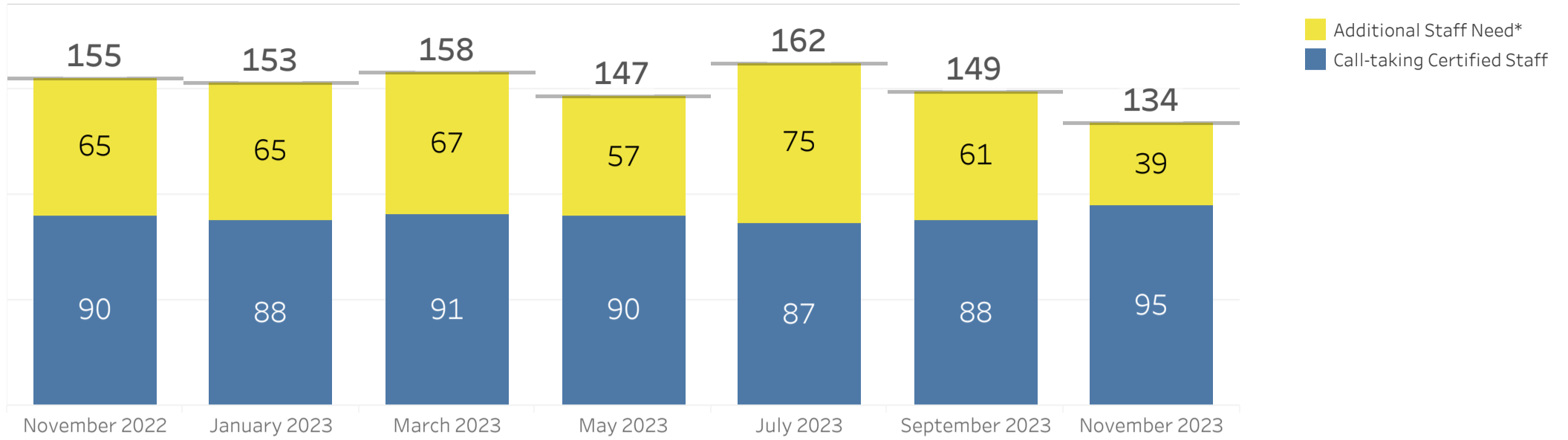
9-1-1 Call Answering Performance Trends*

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



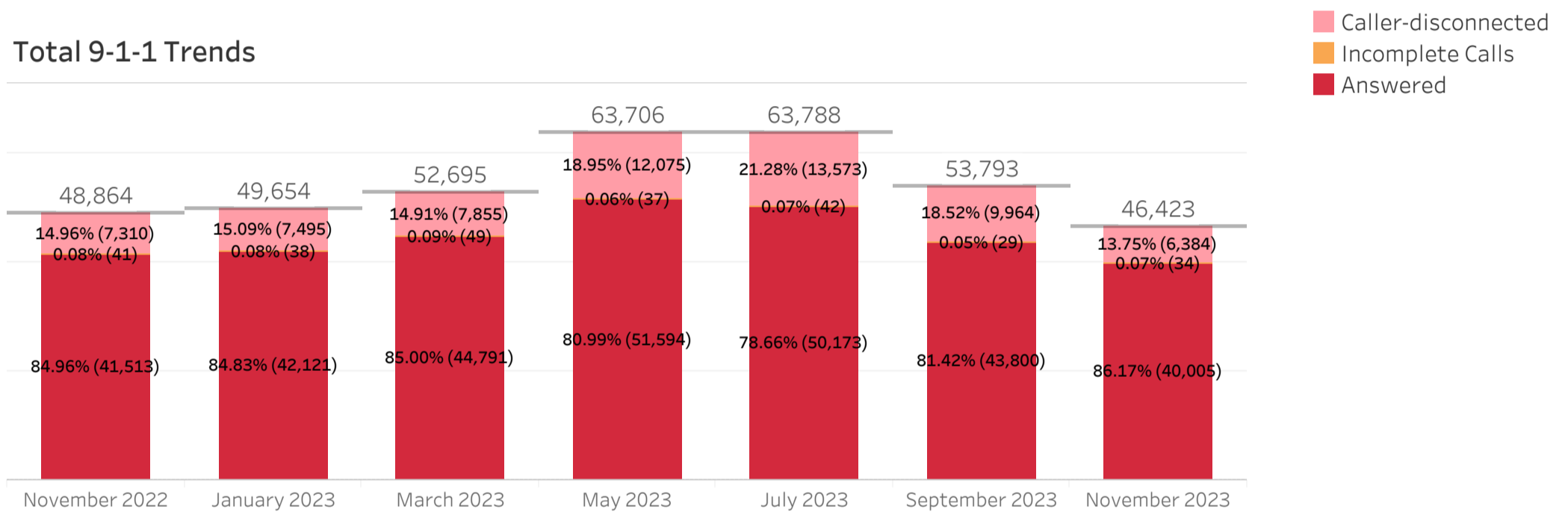
*Caller-disconnected calls are not included.

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



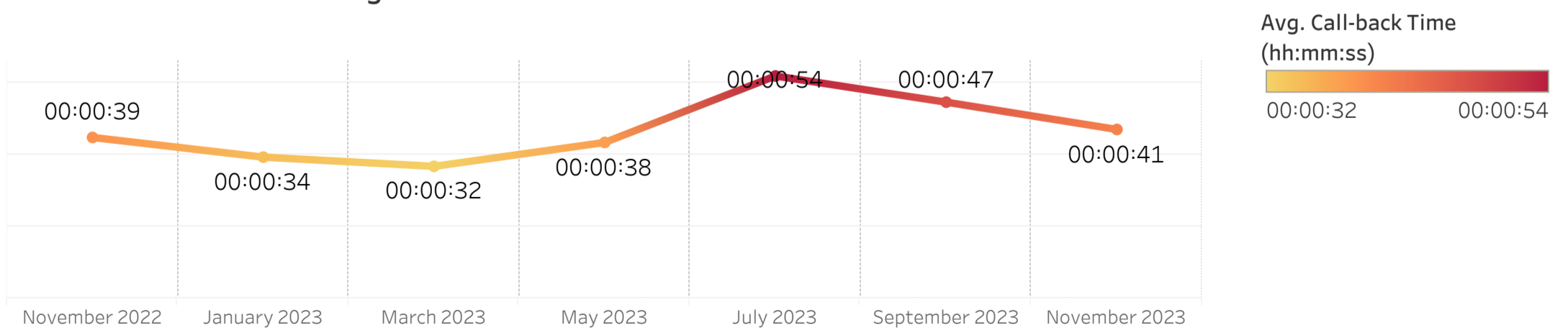
*Varies by workload call volume and processing metrics.

Total 9-1-1 Trends



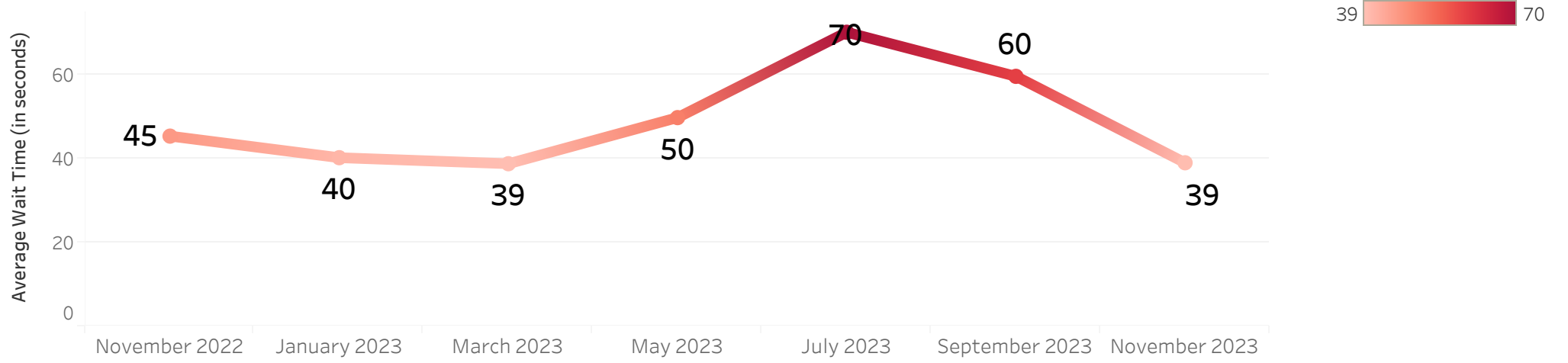
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



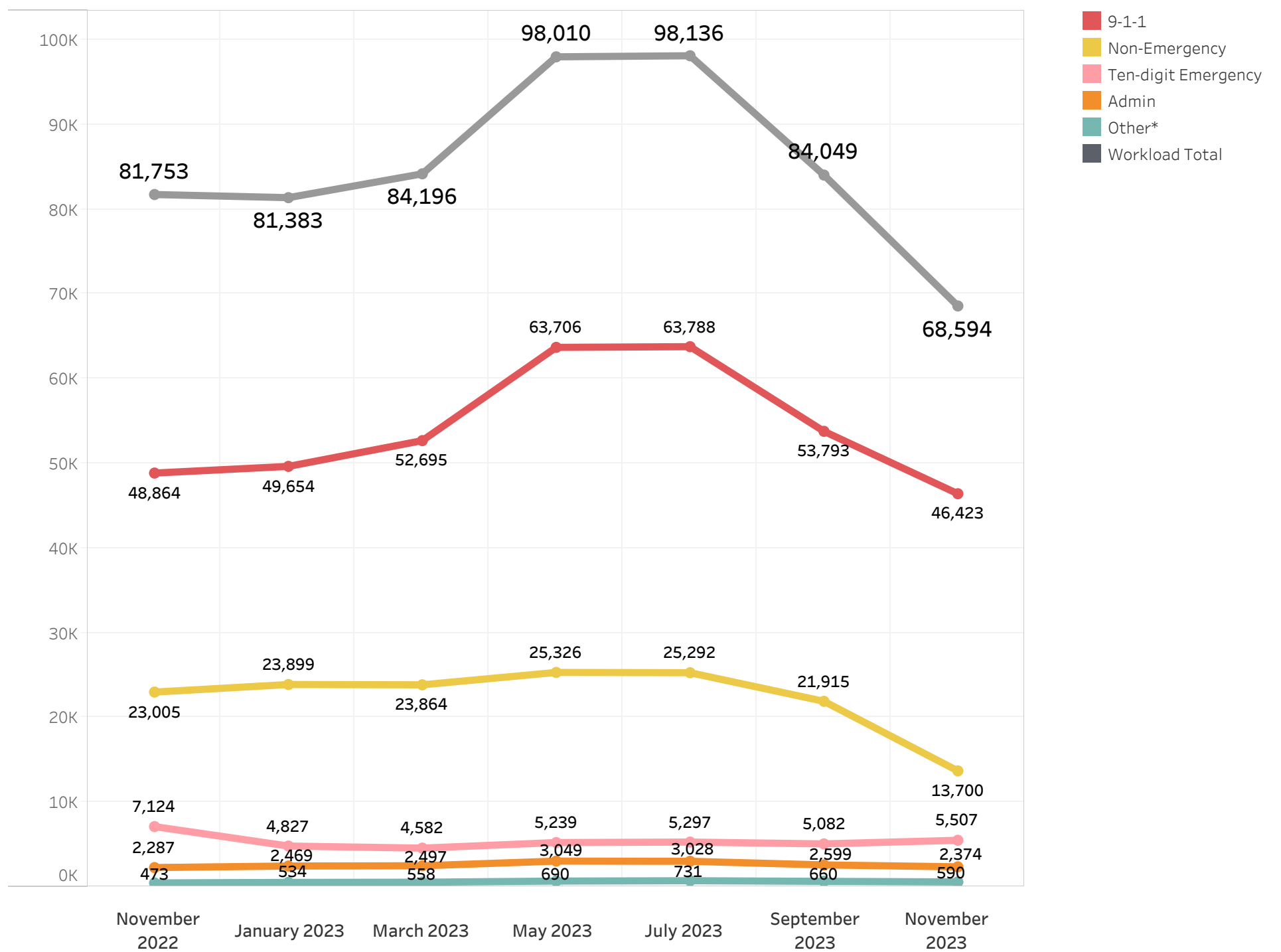
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

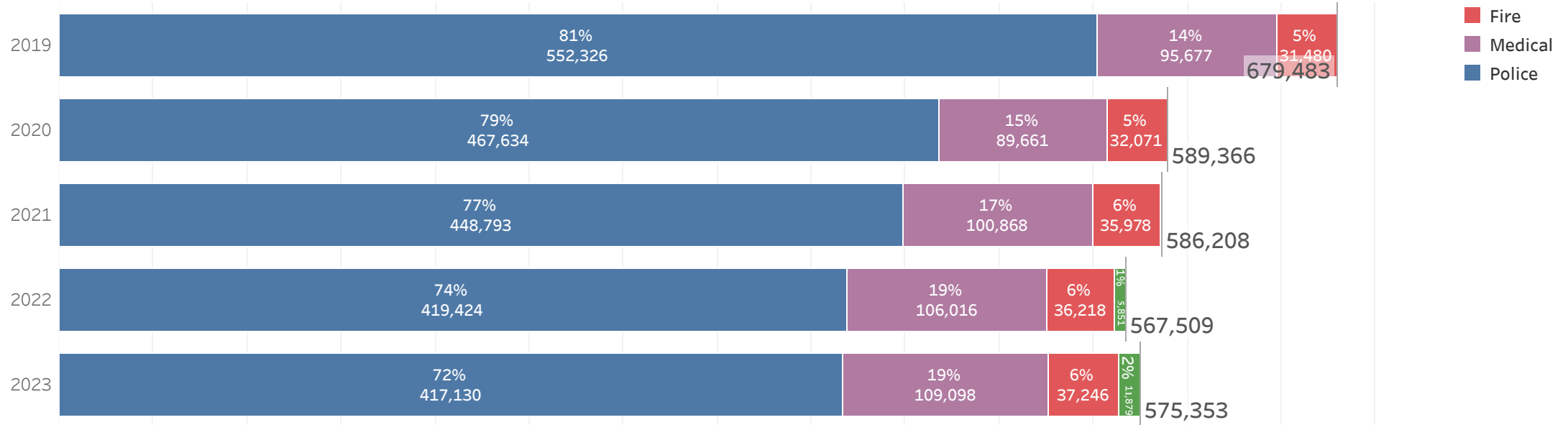


	November 2022	January 2023	March 2023	May 2023	July 2023	September 2023	November 2023
9-1-1	48,864	49,654	52,695	63,706	63,788	53,793	46,423
Non-Emergency	23,005	23,899	23,864	25,326	25,292	21,915	13,700
Ten-digit Emergency	7,124	4,827	4,582	5,239	5,297	5,082	5,507
Admin	2,287	2,469	2,497	3,049	3,028	2,599	2,374
Other*	473	534	558	690	731	660	590
Workload Total	81,753	81,383	84,196	98,010	98,136	84,049	68,594

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

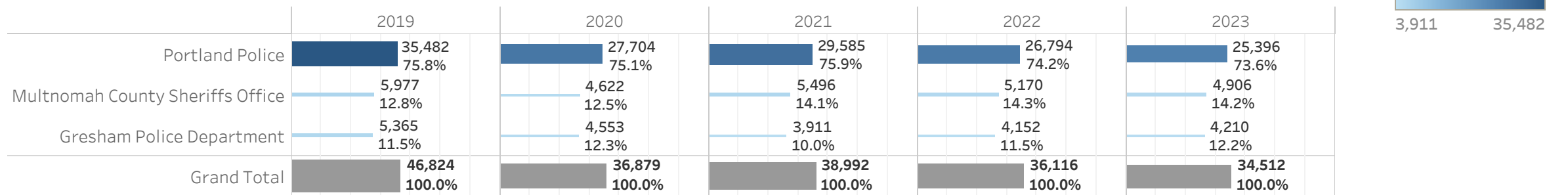
Dispatch Workload/CAD Incidents

January through November

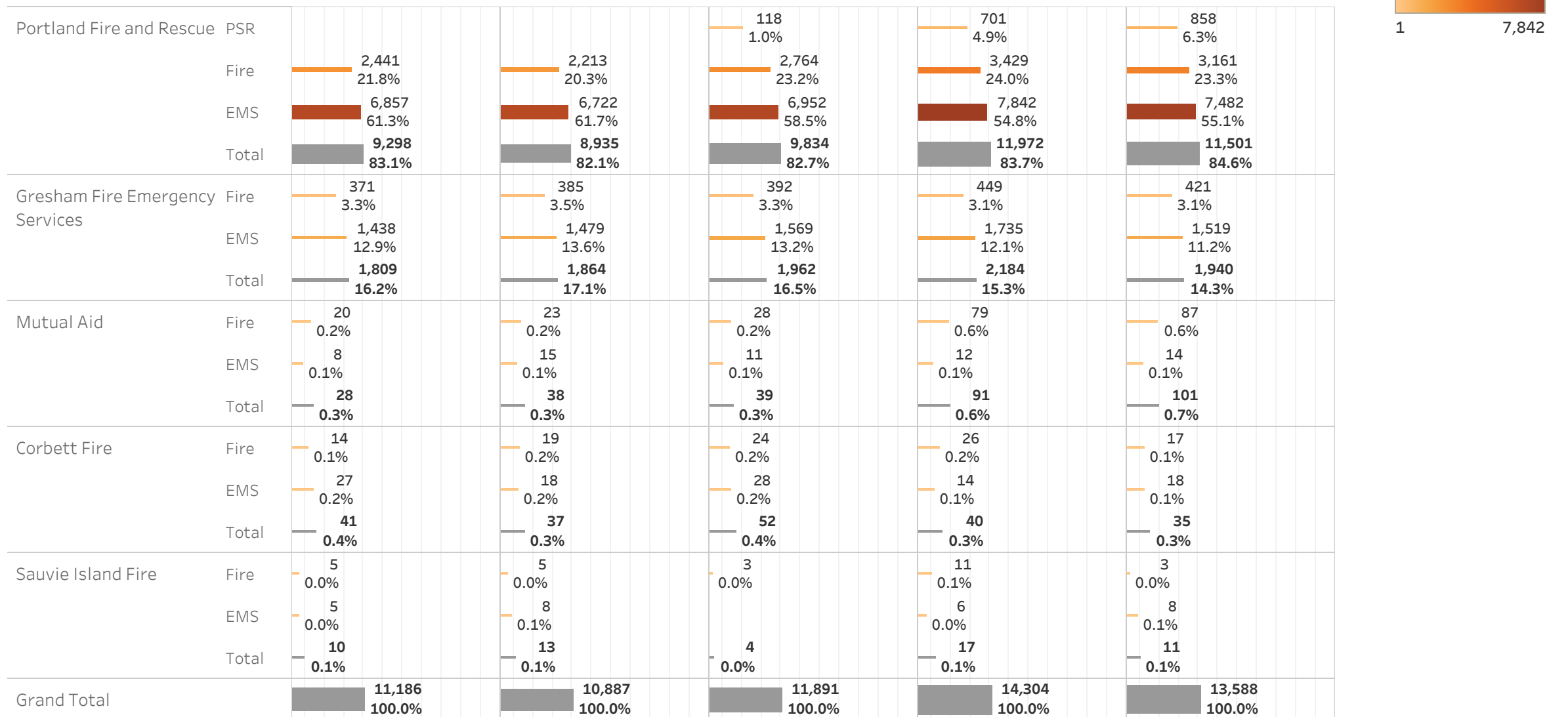


Dispatch Workload/CAD Incidents by Jurisdiction

November



Dispatch Workload/CAD Incidents by Jurisdiction
November



All Disciplines Grand Total	2019	2020	2021	2022	2023
	58,010	47,766	50,883	50,420	48,100