

BOEC Update: March 2023

Strategic Plan Progress:

- Adequately staffed 911 workforce** – 16 trainees are currently attending academy training. 35 candidates are being backgrounded for May and August academies. Next recruitment begins April 17 for a December academy.
- Effective and timely 911 call answering meeting national call answering standards at all times** – BOEC recently certified three call takers and two police dispatchers. Trainee certifications are occurring almost weekly, which is helping to improve call answering performance.
- Collaboration with community members and partner agencies** – Director meeting with Sheriff Nicole Morrisey O'Donnell March 22 and BOEC is hosting community member tours.
- Training and quality assurance programs that improve processes and support employee development** – Protocol compliance continues to trend in a positive direction. A short video is being developed, which will help call takers better understand call reviews and feedback.
- Embody and normalize a culture of equity and anti-racism** – Equity team is researching call taking multilingual quality assurance and technology capabilities. Recently cultivated an equity-focused partnership with CCOM.

Technology Updates:

- Case Service** – Testing has reconvened, and we are working closely with Versaterm on issues as they are identified. Testing will expand to a broader group through March with a *slow roll-out to the public in early-mid April*.
- CAD 7.6 Upgrade** – New features include: recommend fire/EMS units to higher priority calls, manually link fire and police calls, multiple requests for cross discipline calls (PR or FR), phone number queries from the command line, and more! *The new academy is training on the platform, and BOEC go-Live is April 11.*
- Technology Systems Analyst** – The vacant tech recruitment closed March 13 attracting 14 applicants. Interviews are being scheduled in early April, and the position is slated to be filled in early May.

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

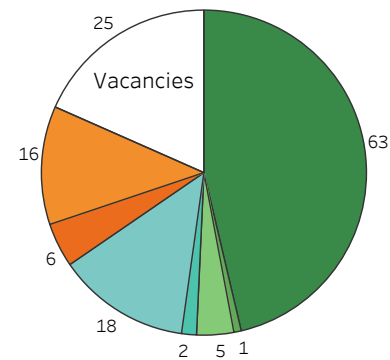


“It always seems impossible until it’s done.”

-Nelson Mandela

Dispatch Staffing

As of March 1, 2023



Sr. Dispatchers (911, Police, Fire Certified)	63
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	2
Police Dispatch Trainees (911 Certified)	18
Call Taking Trainees (No certifications)	6
Academy Trainees (No certifications)	16
Vacancies	25
Total	136

2022-23 Budget to date: (FY 66.7% Complete)

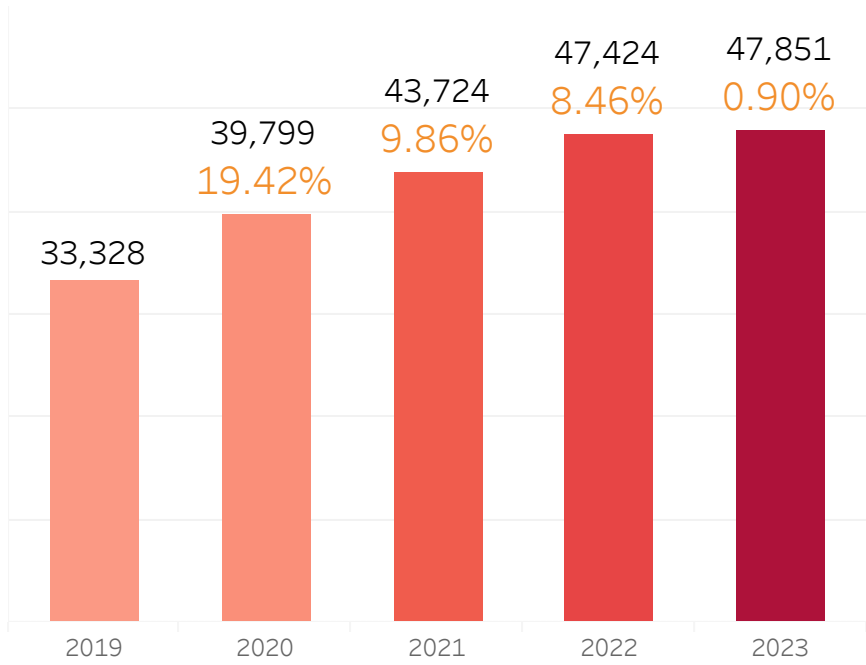
Expenditures	\$ 36,469,367	Budgeted	
	\$ 20,023,554	Expended	54.9%
	\$ 16,445,813	Remaining	
Revenue	\$ 36,469,367	Budgeted	
	\$ 20,473,839	Collected	56.1%
	\$ 15,995,528	Remaining	

Call Answering: February, 2023

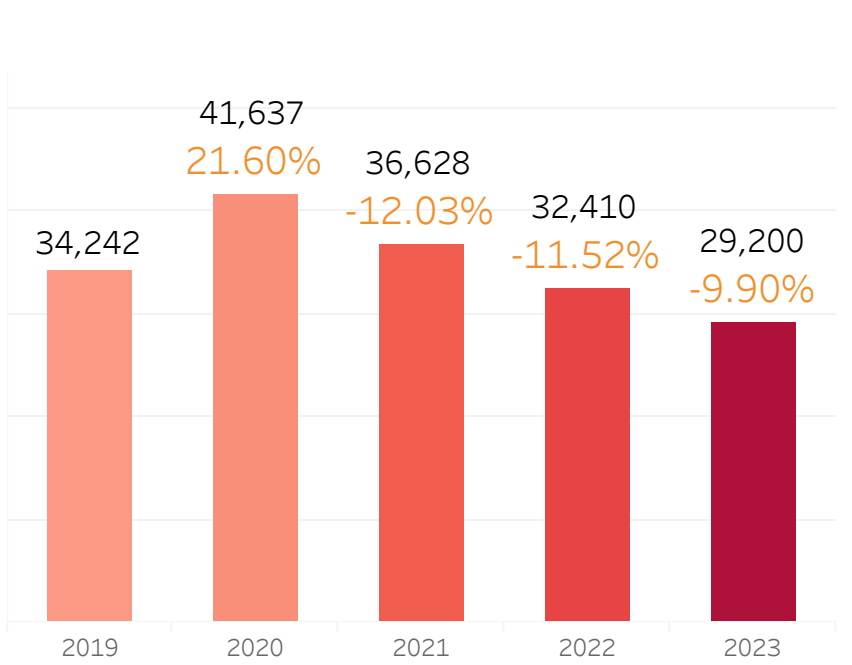
- 39,823 9-1-1 calls answered
- 43% within 15 seconds
- 47% within 20 seconds

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

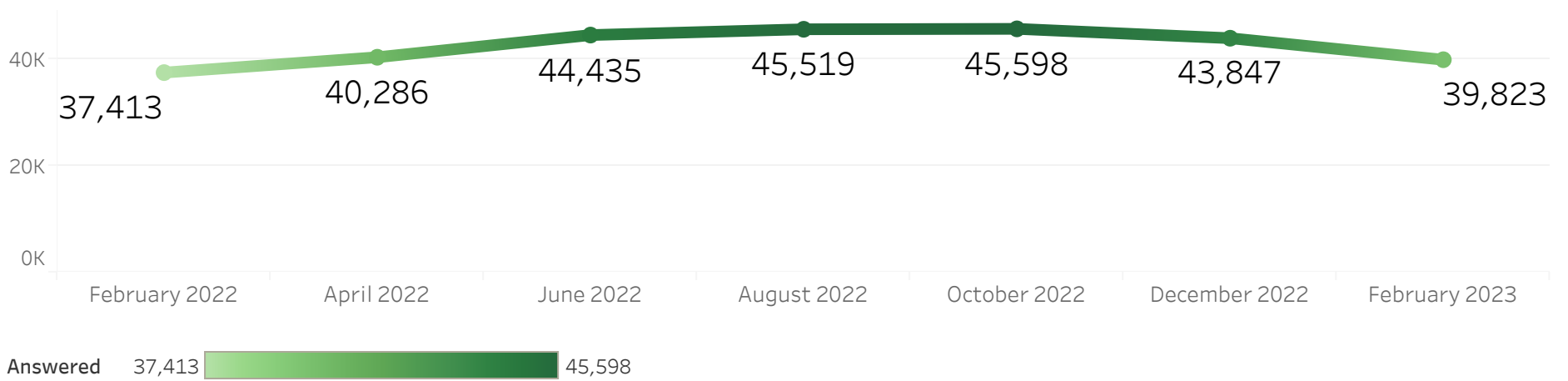
February Total 911 Call Volume (Includes 911 caller-disconnected calls)



February Non-911 Call Volume

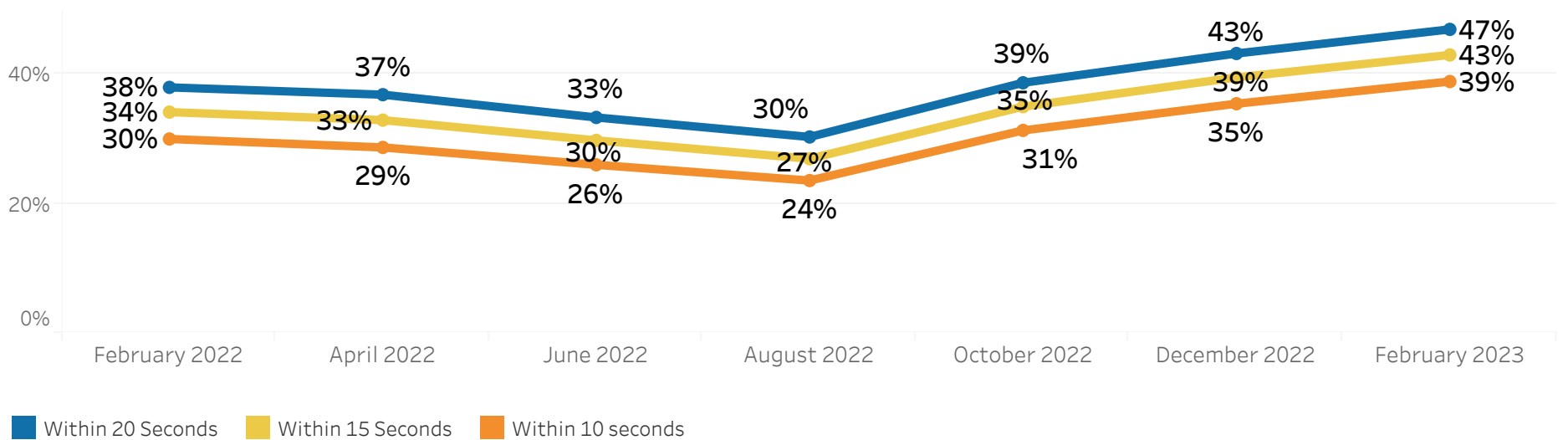


9-1-1 Calls Answered



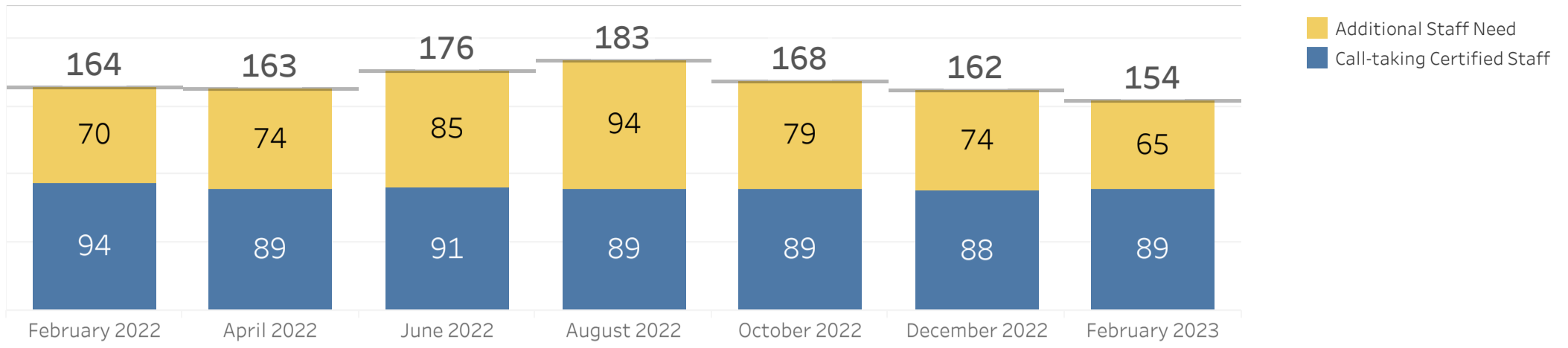
9-1-1 Call Answering Performance Trends*

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



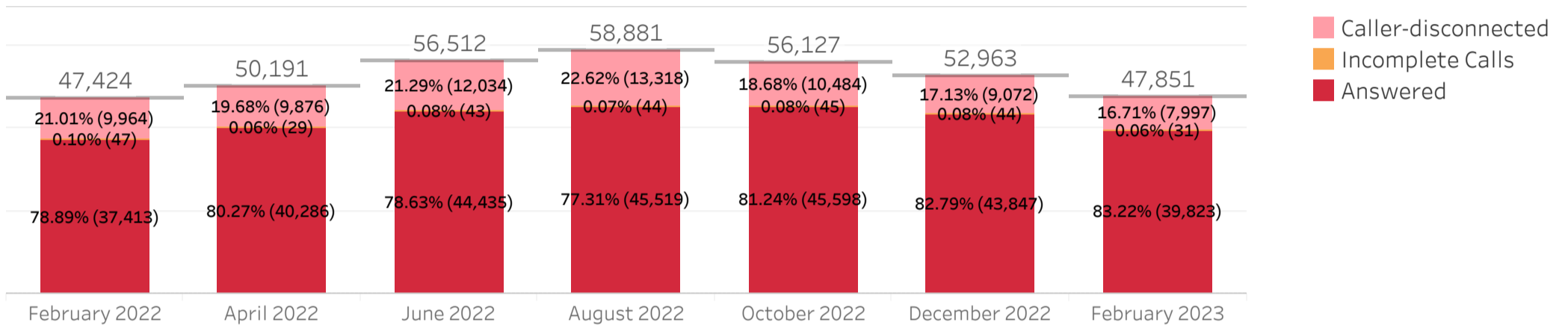
*Caller-disconnected calls are not included.

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



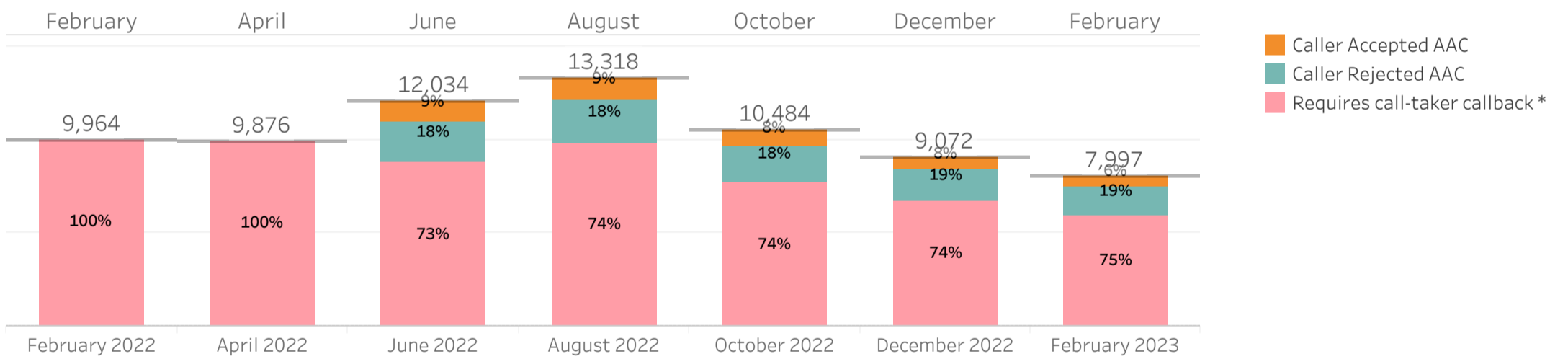
*Varies by workload call volume and processing metrics.

Total 9-1-1 Trends



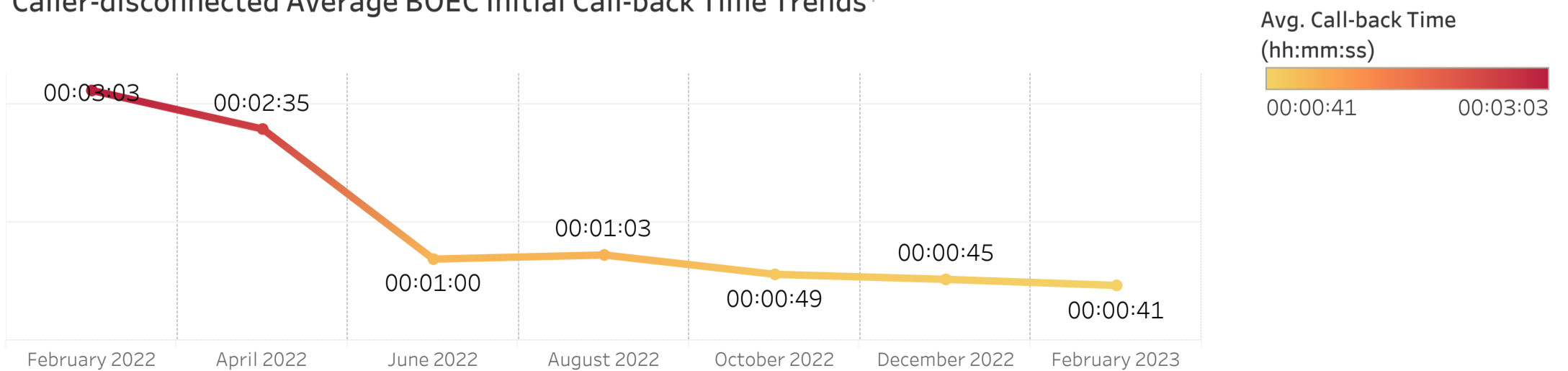
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



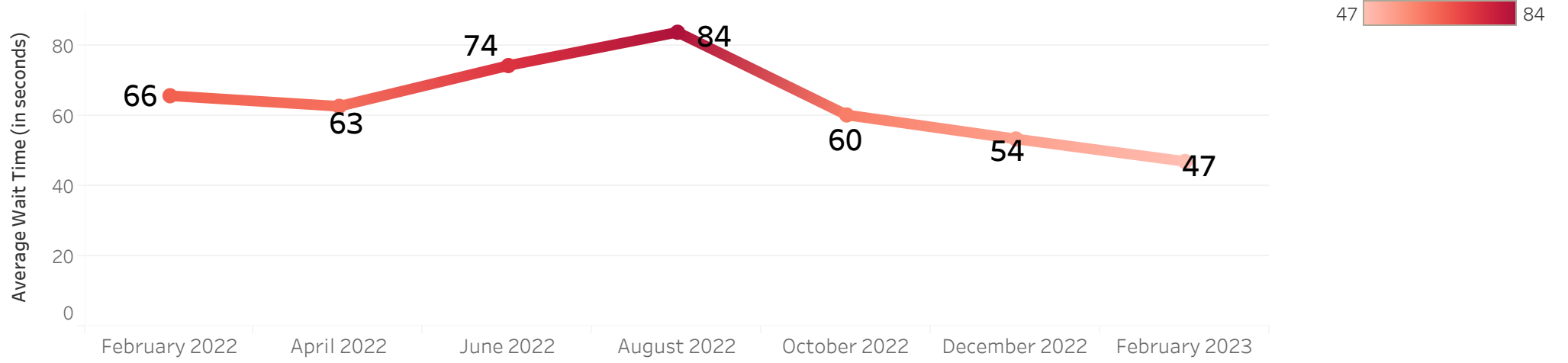
*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



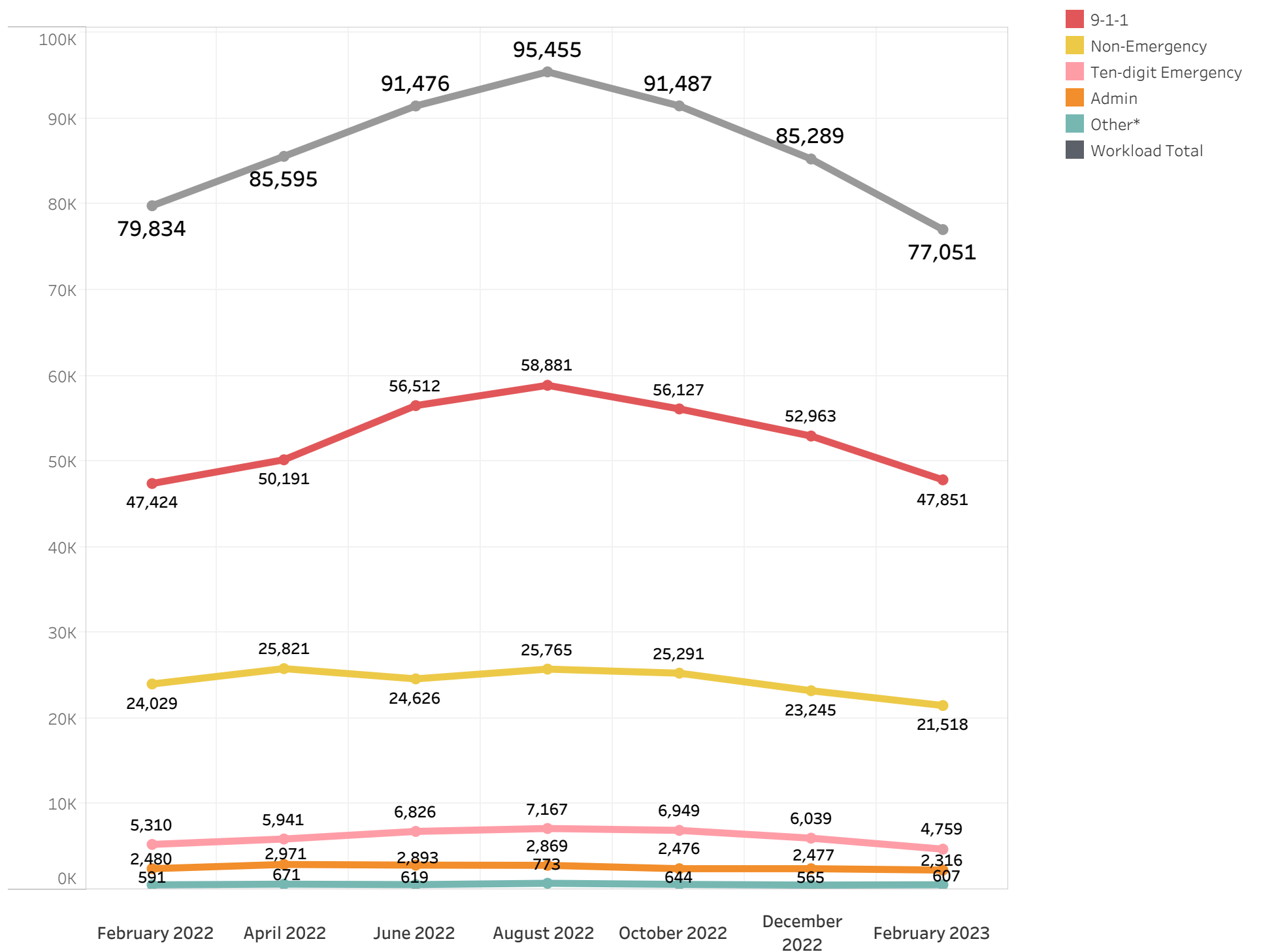
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

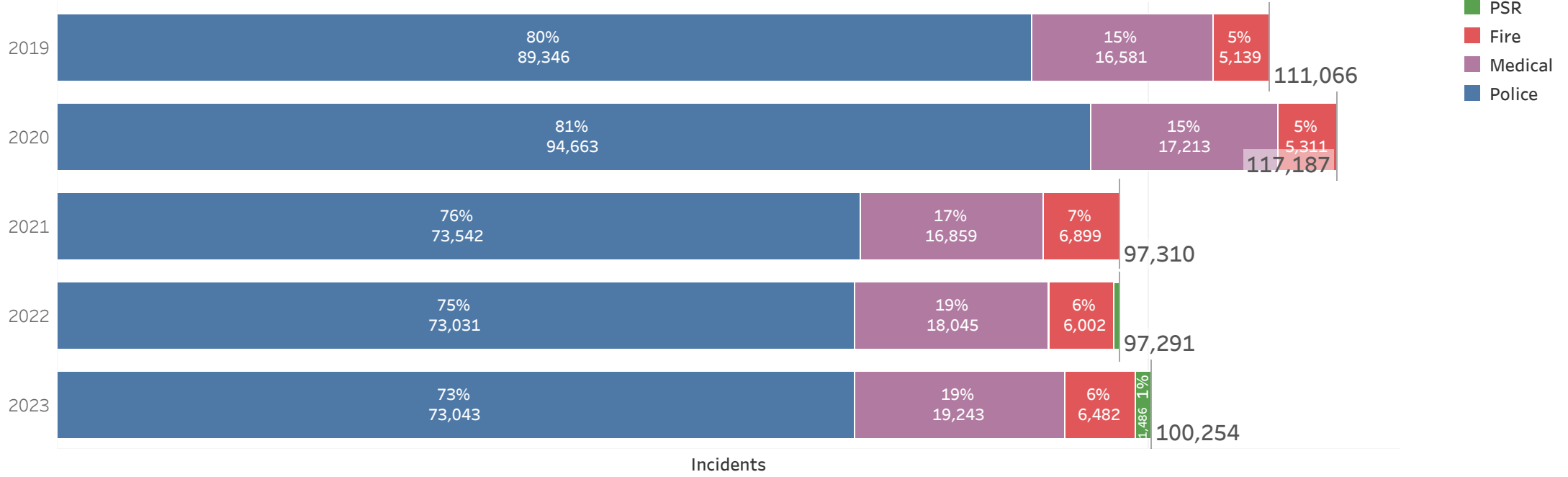


	February 2022	April 2022	June 2022	August 2022	October 2022	December 2022	February 2023
9-1-1	47,424	50,191	56,512	58,881	56,127	52,963	47,851
Non-Emergency	24,029	25,821	24,626	25,765	25,291	23,245	21,518
Ten-digit Emergency	5,310	5,941	6,826	7,167	6,949	6,039	4,759
Admin	2,480	2,971	2,893	2,869	2,476	2,477	2,316
Other*	591	671	619	773	644	565	607
Workload Total	79,834	85,595	91,476	95,455	91,487	85,289	77,051

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

Dispatch Workload/CAD Incidents

January through February



Dispatch Workload/CAD Incidents by Jurisdiction

February

	2019	2020	2021	2022	2023
Portland Police	30,450 73.7%	35,034 74.4%	26,113 73.6%	26,096 74.8%	25,095 75.0%
Multnomah County Sheriffs Office	5,629 13.6%	6,327 13.4%	5,125 14.4%	5,125 14.7%	4,467 13.3%
Gresham Police Department	5,212 12.6%	5,712 12.1%	4,242 12.0%	3,690 10.6%	3,902 11.7%
Grand Total	41,291 100.0%	47,073 100.0%	35,480 100.0%	34,911 100.0%	33,464 100.0%

Jurisdiction	Discipline	2019	2020	2021	2022	2023
Portland Fire and Rescue	PSR	0	0	10 0.1%	102 0.9%	751 5.7%
	Fire	2,075 19.5%	2,192 20.0%	3,321 27.5%	2,686 24.1%	2,937 22.1%
	EMS	6,733 63.4%	6,998 63.9%	6,734 55.7%	6,513 58.3%	7,425 56.0%
	Total	8,808 82.9%	9,190 83.9%	10,065 83.2%	9,301 83.3%	11,113 83.8%
Gresham Fire Emergency Services	Fire	319 3.0%	369 3.4%	507 4.2%	376 3.4%	403 3.0%
	EMS	1,418 13.3%	1,333 12.2%	1,433 11.9%	1,415 12.7%	1,620 12.2%
	Total	1,737 16.4%	1,702 15.5%	1,940 16.0%	1,791 16.0%	2,024 15.3%
Mutual Aid	Fire	18 0.2%	12 0.1%	12 0.1%	21 0.2%	70 0.5%
	EMS	15 0.1%	12 0.1%	19 0.2%	11 0.1%	10 0.1%
	Total	33 0.3%	24 0.2%	31 0.3%	32 0.3%	80 0.6%
Corbett Fire	Fire	19 0.2%	14 0.1%	30 0.2%	18 0.2%	17 0.1%
	EMS	20 0.2%	15 0.1%	15 0.1%	20 0.2%	18 0.1%
	Total	39 0.4%	29 0.3%	45 0.4%	38 0.3%	35 0.3%
Sauvie Island Fire	Fire	1 0.0%	3 0.0%	7 0.1%	0	11 0.1%
	EMS	5 0.0%	3 0.0%	3 0.0%	0	0
	Total	6 0.1%	6 0.1%	10 0.1%	4 0.0%	12 0.1%
Grand Total	10,623 100.0%	10,951 100.0%	12,091 100.0%	11,166 100.0%	13,264 100.0%	

All Disciplines Grand Total	51,914	58,024	47,571	46,077	46,728
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