Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

Strategic Plan Progress:

1. **Adequately staffed 911 workforce** – Six trainees in academy; candidates for August academy are in backgrounds; recruitment for November academy just closed; working with community organizations, including Urban League and David Douglas High School on outreach to BIPOC candidates.
2. **Effective and timely 911 call answering meeting national call answering standards at all times** – Technology updates (below); Working with the 311 program to hand-off specific referrals and call types.
3. **Collaboration with community members and partner agencies** – East Portland community representative selected by BOEC User Board – Welcome Nathan Williams! Working with Community Safety Division to transition Business Operations from BOEC.
4. **Training and quality assurance programs that lead toward agency accreditation and employee development** – Tracking EMD/EFD trends and quality assurance.
5. **Embody and normalize a culture of equity and anti-racism** – Equity initiatives, goals, and objectives are embedded in the revised BOEC Strategic Plan. BOEC now has its first ever Equity Plan and is beginning work immediately.

Technology Updates:

- **Automated Abandoned Callback** – AAC allows BOEC phone systems to automatically call back on 911 hang-ups to verify if an emergency exists. *Implementation May 17!*
- **ASAP-to-PSAP** – This project allows alarm companies' computer systems to interface directly with BOEC CAD. Connectivity issues at the State level has slowed the project down. *ETA for completion – delayed until Fall, 2022*.
- **Case Service** – This project replaces the BOEC phone tree with artificial intelligence to process non-emergency calls more efficiently. *Implementation mid-July* and beta testing through the end of 2022.

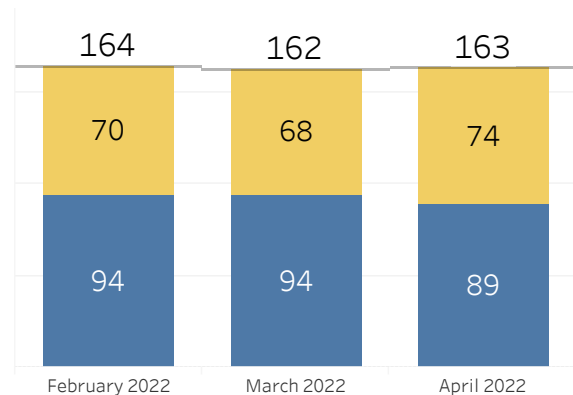*"The person who desires, but doesn't act, breeds stagnation. You should always expect poison from standing water."*
–John L. Mason

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

	164	162	163
Additional Staff Need	70	68	74
Call-taking Certified Staff	94	94	89
	February 2022	March 2022	April 2022

*Varies by call volume

🟨 Additional Staff Need
🟦 Call-taking Certified Staff

(131 FTE Currently Authorized)

2021-2022 Budget to date: (FY 77.5% Complete)

-Expenditures:	$33,389,228 (revised budgeted)
	$22,877,162 (68.5% expended)
	$10,512,066 (remaining)

-Revenue:	$33,389,228 (revised budgeted)
	$24,905,052 (74.6% collected)
	$ 8,484,176 (remaining)

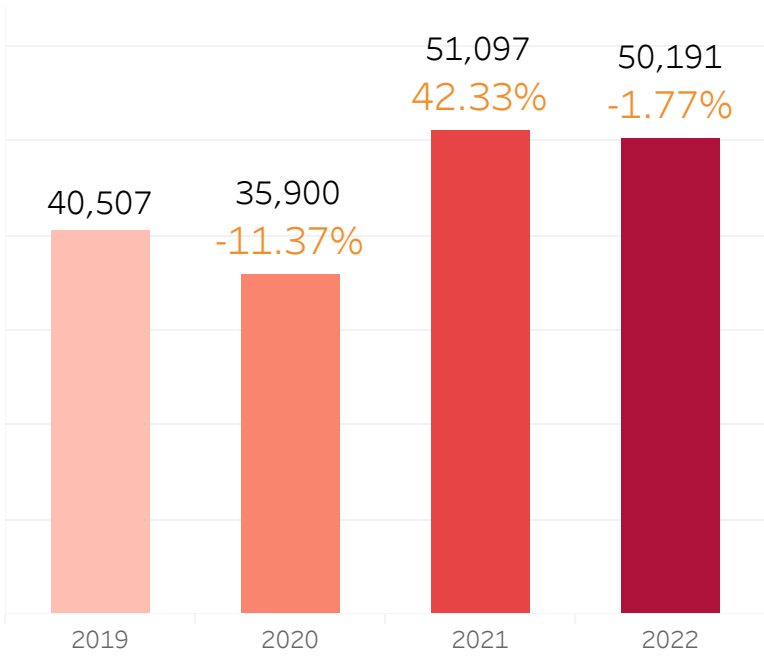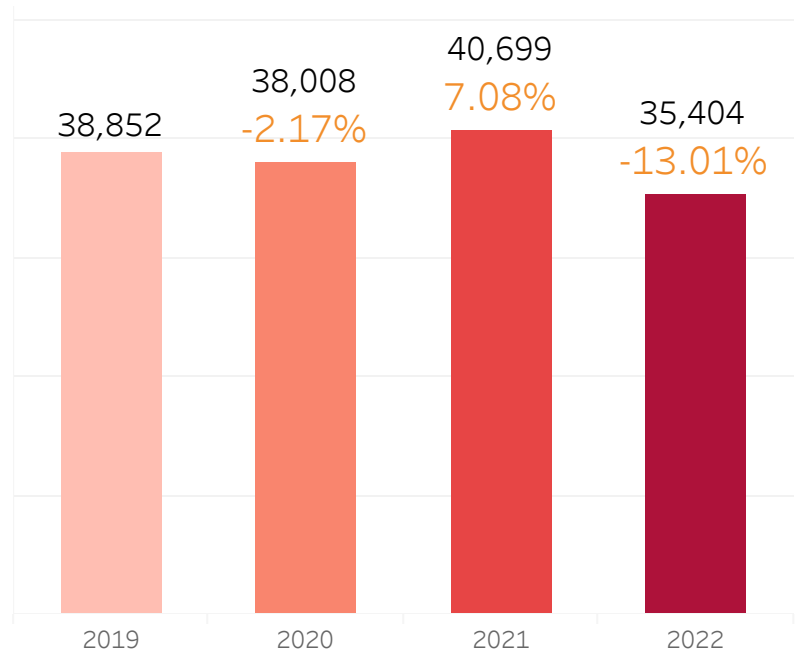## Call Answering: April, 2022
- 40,286 9-1-1 calls answered
- 33% within 15 seconds
- 37% within 20 seconds

NENA Standard: 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.
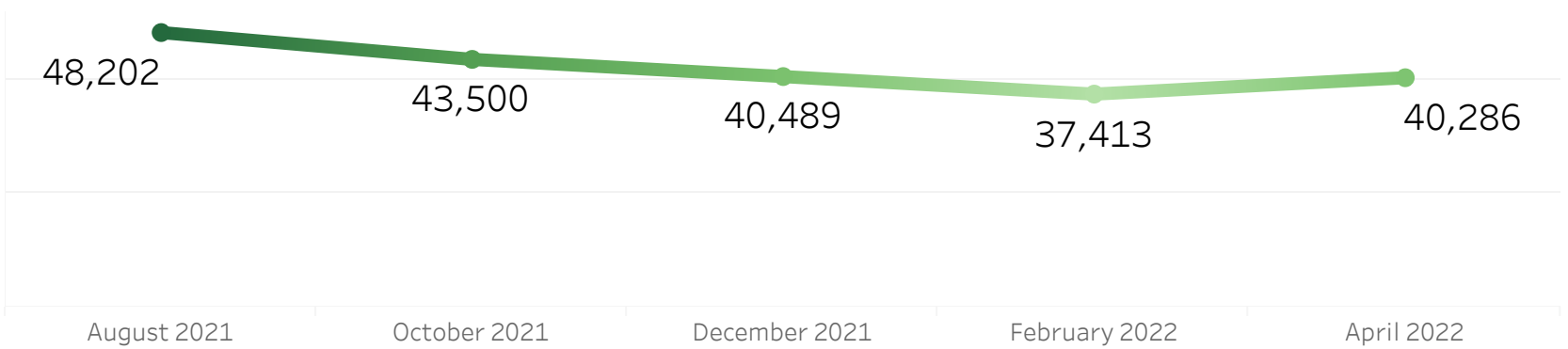
April 911 Call Volume
(2019 through 2022 Comparison)

40,507

35,900
-11.37%

51,097
42.33%

50,191
-1.77%

2019   2020   2021   2022

April Non-911 Call Volume
(2019 through 2022 Comparison)

38,852

38,008
-2.17%

40,699
7.08%

35,404
-13.01%

2019   2020   2021   2022

9-1-1 Call Volume Trends*

48,202

43,500

40,489

37,413

40,286

August 2021   October 2021   December 2021   February 2022   April 2022
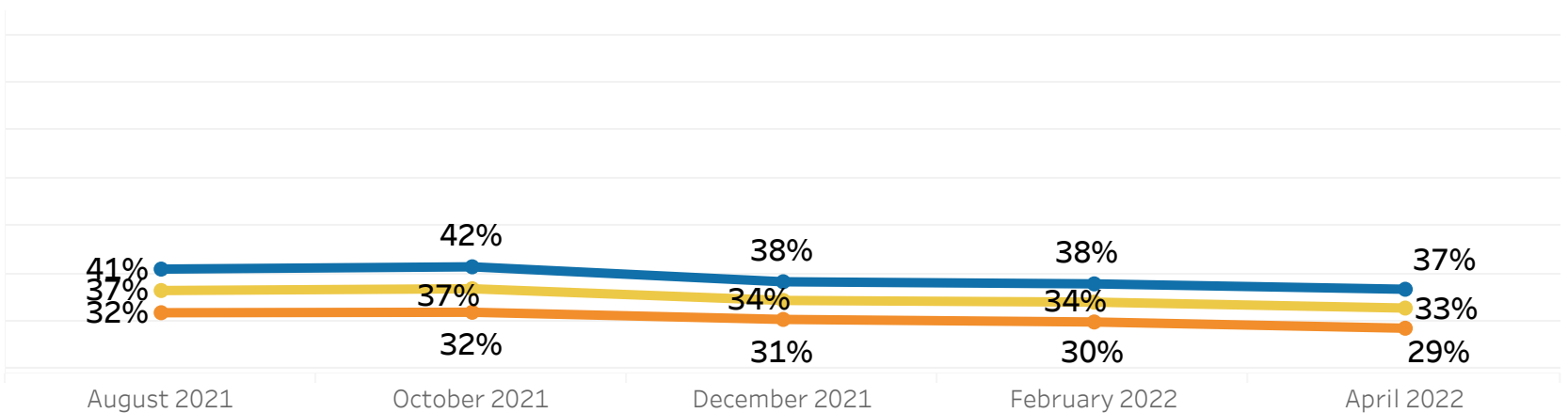
Answered   37,413   48,202

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

41%   42%   38%   38%   37%

37%   37%   34%   34%   33%

32%   32%   31%   30%   29%

August 2021   October 2021   December 2021   February 2022   April 2022

■ 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
- Call-taking Certified Staff

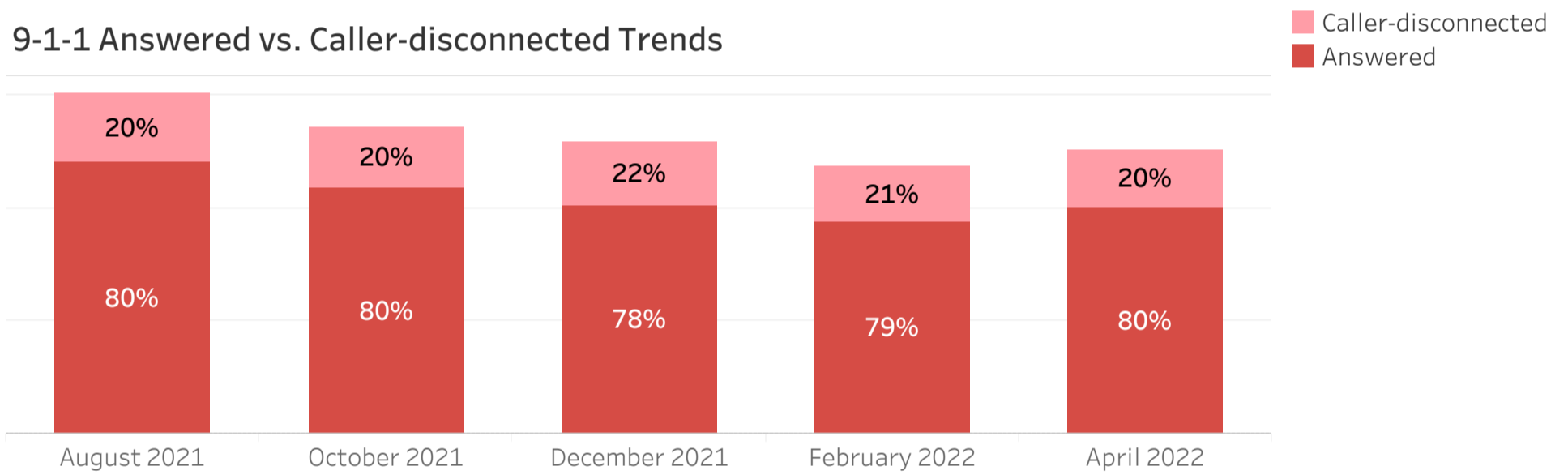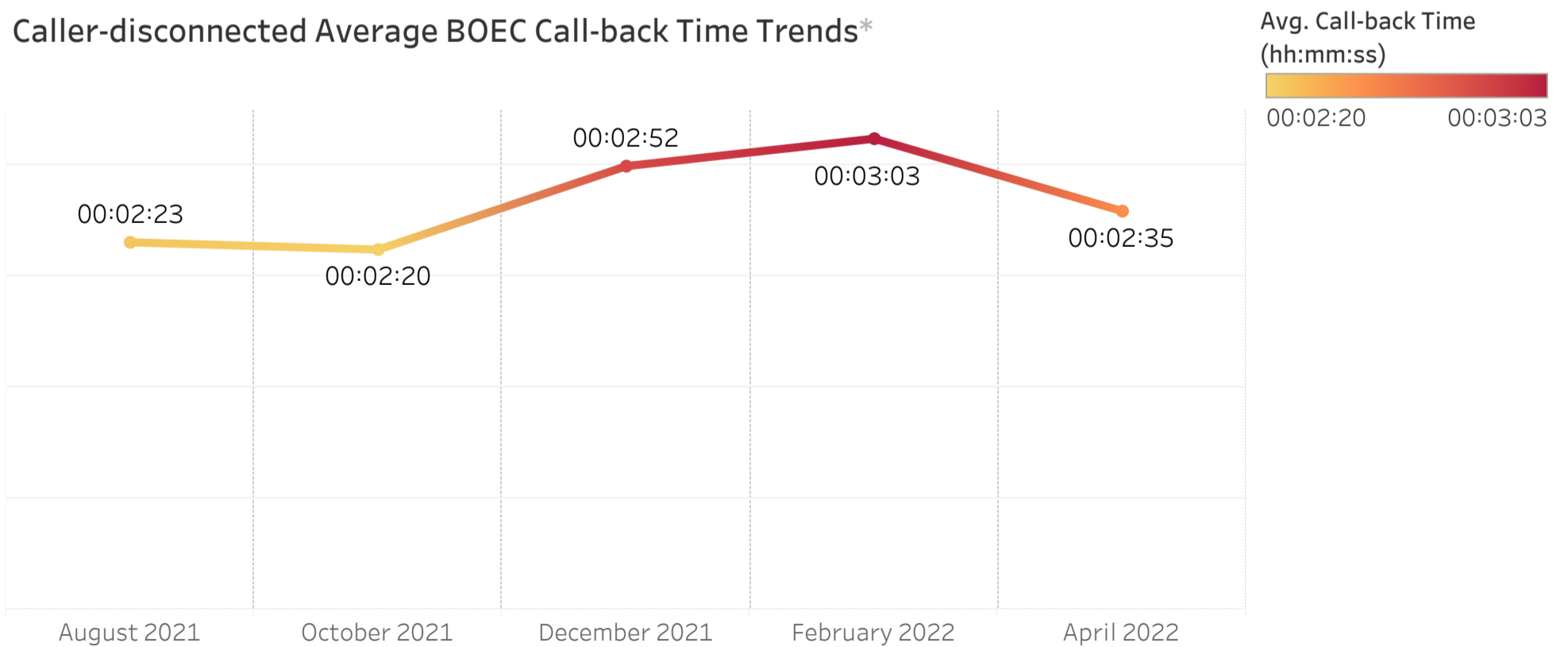| Month	Total	Additional Staff Need	Call-taking Certified Staff
August 2021	173	75	98
October 2021	166	68	98
December 2021	166	72	94
February 2022	164	70	94
April 2022	163	74	89
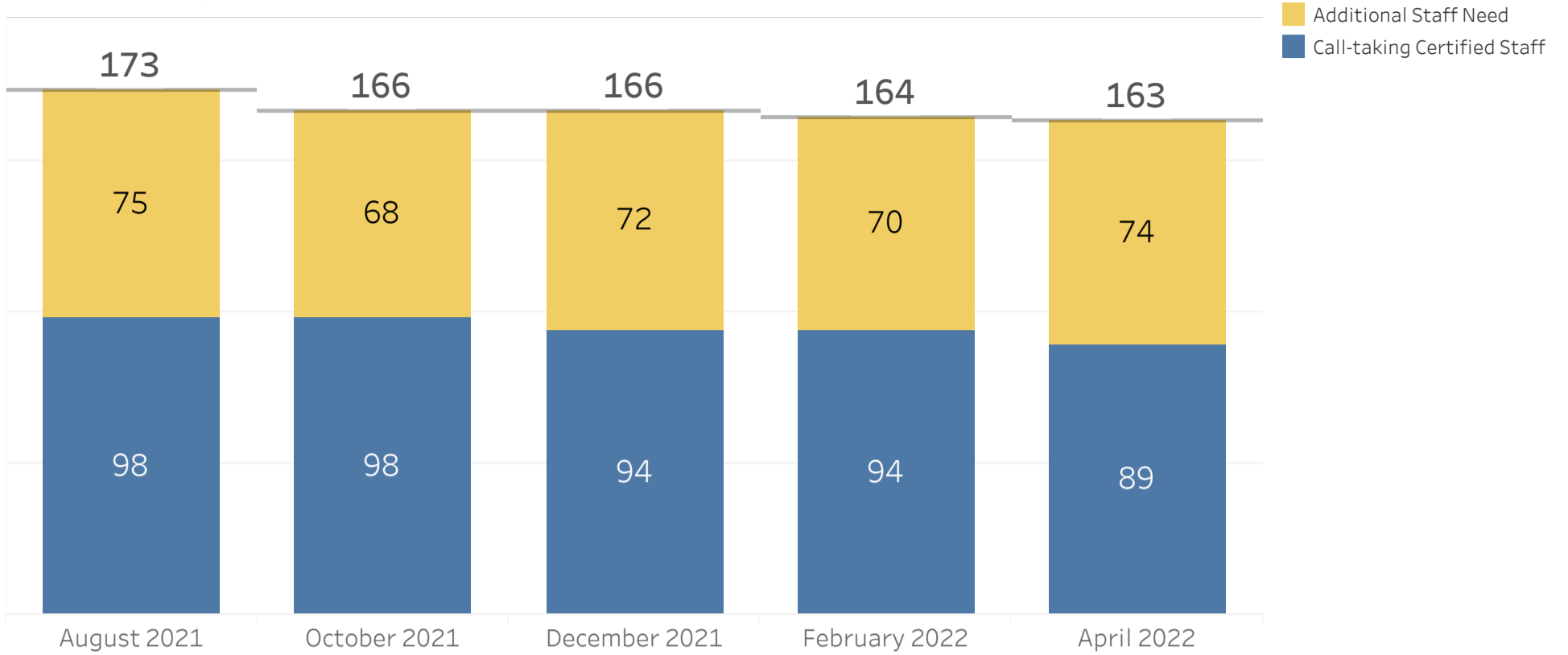
*Varies by call volume and processing metrics.

9-1-1 Answered vs. Caller-disconnected Trends

Legend:
- Caller-disconnected
- Answered

Month	Caller-disconnected	Answered
August 2021	20%	80%
October 2021	20%	80%
December 2021	22%	78%
February 2022	21%	79%
April 2022	20%	80%

Caller-disconnected Average BOEC Call-back Time Trends*

Avg. Call-back Time (hh:mm:ss): 00:02:20 — 00:03:03

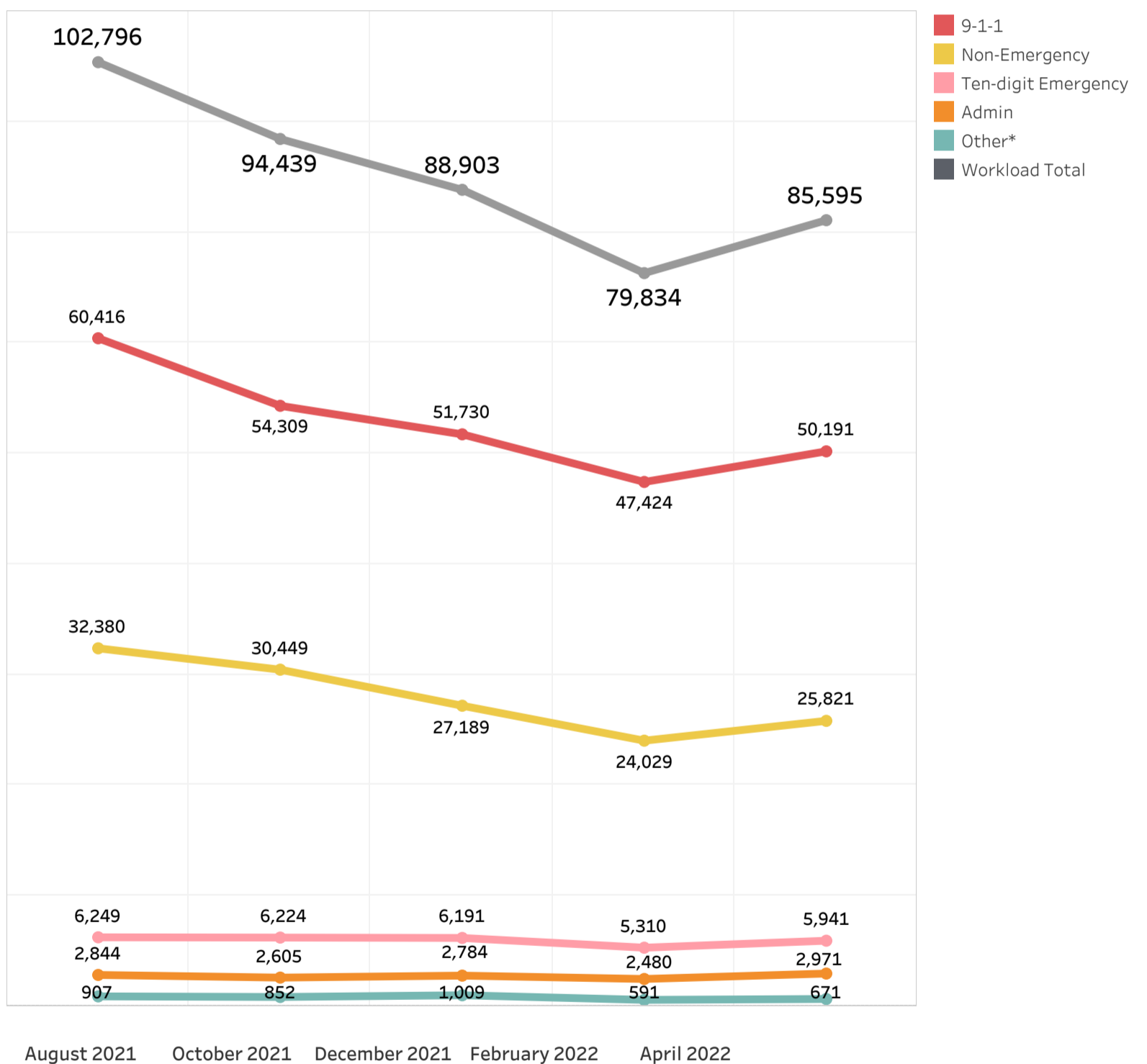| Month	Avg. Call-back Time
August 2021	00:02:23
October 2021	00:02:20
December 2021	00:02:52
February 2022	00:03:03
April 2022	00:02:35

*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC.

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

Avg. wait time in seconds
56 — 66

57
56
65
66
63

August 2021   October 2021   December 2021   February 2022   April 2022
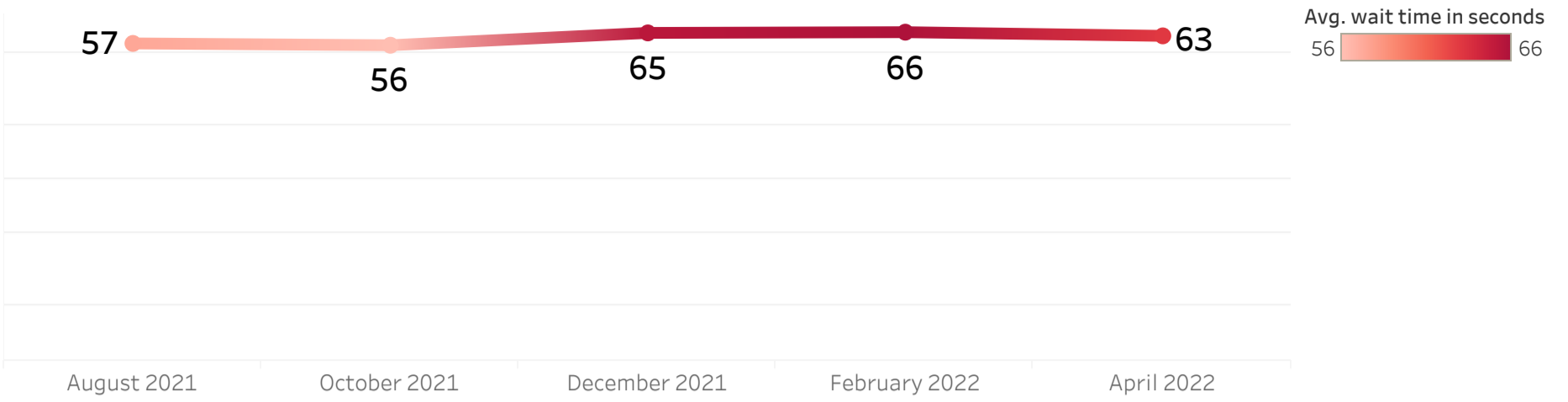
*Caller-disconnected calls are not included.

BOEC Workload Call Volume

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

102,796
94,439
88,903
79,834
85,595

60,416
54,309
51,730
47,424
50,191

32,380
30,449
27,189
24,029
25,821

6,249
6,224
6,191
5,310
5,941

2,844
2,605
2,784
2,480
2,971

907
852
1,009
591
671

	August 2021	October 2021	December 2021	February 2022	April 2022
9-1-1	60,416	54,309	51,730	47,424	50,191
Non-Emergency	32,380	30,449	27,189	24,029	25,821
Ten-digit Emergency	6,249	6,224	6,191	5,310	5,941
Admin	2,844	2,605	2,784	2,480	2,971
Other*	907	852	1,009	591	671
Workload Total	102,796	94,439	88,903	79,834	85,595

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

Dispatch Workload/CAD Incidents

738,134

2019
- 4.64% 34,222
- 14.16% 104,539
- 81.20% 599,373

639,139

2020
- 5.46% 34,918
- 15.36% 98,202
- 79.17% 506,019

636,507

2021
- 6.25% 39,751
- 17.30% 110,105
- 76.46% 486,651

200,430

2022
- 6.76%
- 18.12%
- 75.12%

Incidents

Dispatch Workload/CAD Incidents
April 2022

50,088

- 8.01% (4,012) Fire
- 17.92% (8,975) Medical
- 74.07% (37,101) Police
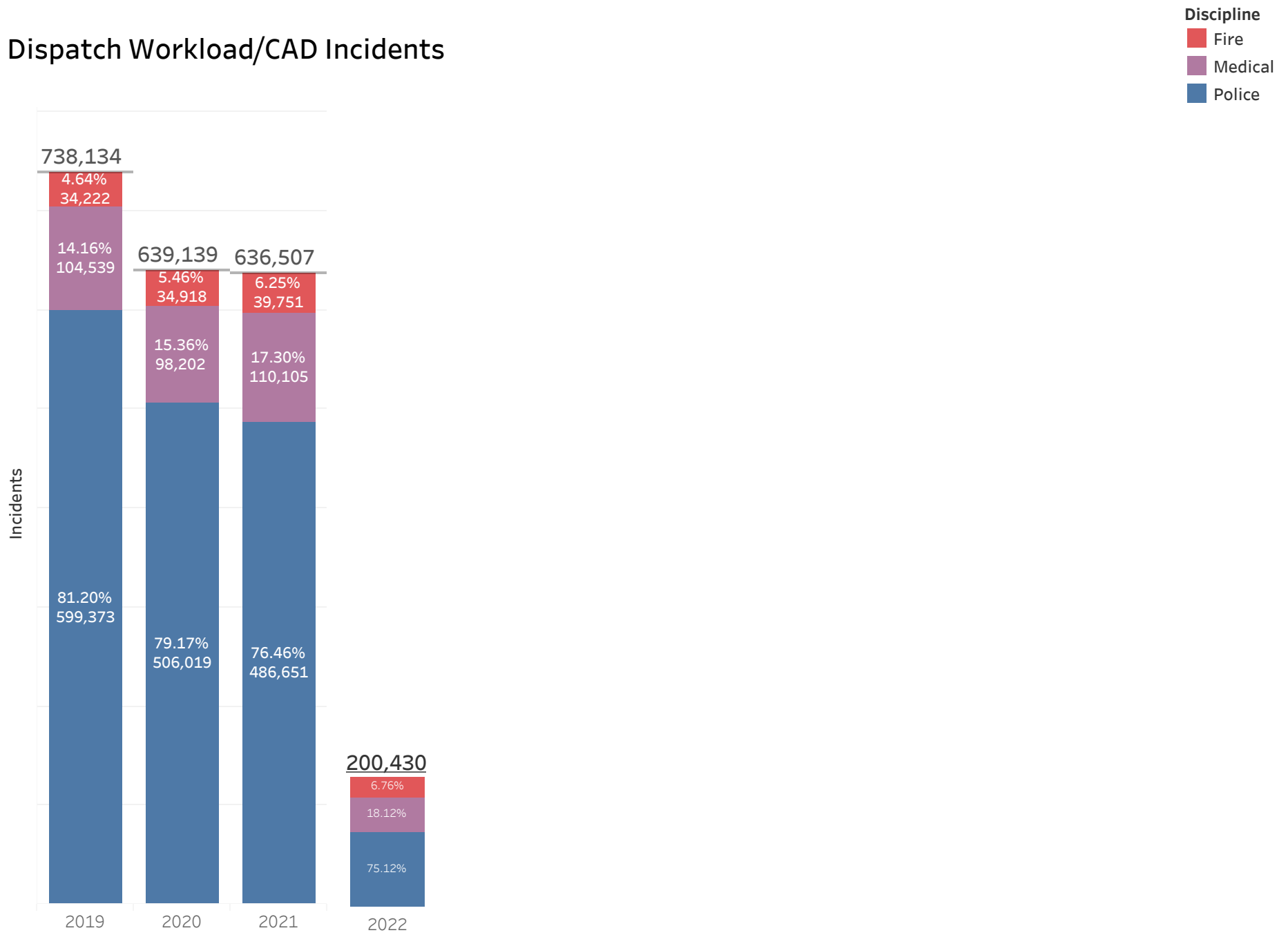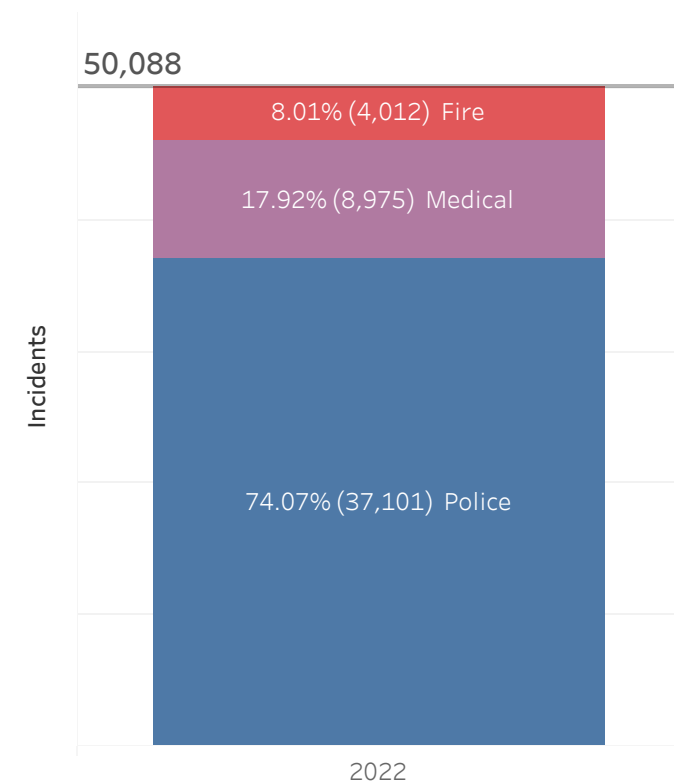
2022

Incidents

Dispatch Workload/CAD Incidents
April 2022

Discipline	Priority-Description	Incidents	% by Priority
Police	1 - Occurring/Imminent Danger to Life	712	1.92%
	2 - Occurring/Potential Threat to Person	7,483	20.17%
	3 - Occurring/ Potential Threat to Property	2,878	7.76%
	4 - Expedited Response (Active Situation)	10,719	28.89%
	5 - Expedited Response (Escalated from 6)	147	0.40%
	6 - Routine Response	5,356	14.44%
	7 - As Available Response	8,828	23.79%
	8 - User Agency Administrative Priority	1	0.00%
	9 - User Agency Administrative Priority	977	2.63%
	Total	37,101	100.00%

Fire and Medical Incidents will be included in future reports.