

Strategic Plan Progress:

- Adequately staffed 911 workforce** – Three trainees started November 14; At least fifteen trainees slated for February Academy; May academy recruitment open until December 4.
- Effective and timely 911 call answering meeting national call answering standards at all times** – Collaborating with the 311 program in media and multi-lingual outreach. Investigating options for BOEC backup capabilities.
- Collaboration with community members and partner agencies** – Director presented at Gresham City Council on November 1 and is scheduled with Corbett Fire District Board in January.
- Training and quality assurance programs that lead toward agency accreditation and employee development** – October had the highest level of compliance to date! The new online feedback and face-to-face feedback processes started November 1. The Quality Assurance Unit has a goal of meeting with five dispatchers per week to provide supportive feedback and education.
- Embody and normalize a culture of equity and anti-racism** – BOEC equity committee is reviewing bureau budgetary needs for equity and anti-racism. Creating a list of training opportunities for staff and beginning planning for spring in-service.

Technology Updates:

- ASAP-to-PSAP** – Alarm company computer system interface with BOEC CAD; in testing phase for police, fire, and medical alarms. **Estimated implementation week of December 5.**
- Case Service** – Versaterm has completed the architecture of the artificial intelligence technology; **testing and initial implementation in late November.**
- CAD 7.6 Upgrade** – New features include: ability to recommend fire/EMS units to higher priority calls, adds and prefills 911 calls with a single command, queries phone numbers from the command line, and displays active calls with no units assigned in the queued calls window, and more! **Implementation likely delayed until March.**

2022-23 Budget to date: (FY 33.3% Complete)

Expenditures	\$ 33,744,161	Budgeted	
	\$ 10,884,940	Expended	32.3%
	\$ 22,859,221	Remaining	
Revenue	\$ 33,780,438	Budgeted	
	\$ 10,335,506	Collected	30.6%
	\$ 23,444,932	Remaining	

BOEC Update: November 2022

Integrity

Respect

Competence

Compassion

Responsibility

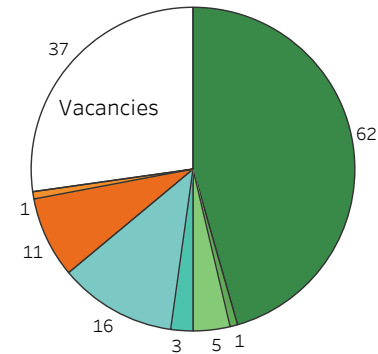
Teamwork



*What is hope?
It is the belief that good things lay ahead.
It is a combination of desire and expectation.
It is the confidence that
something wonderful is possible.
- Matthew Kelly*

Dispatch Staffing

As of October 1, 2022



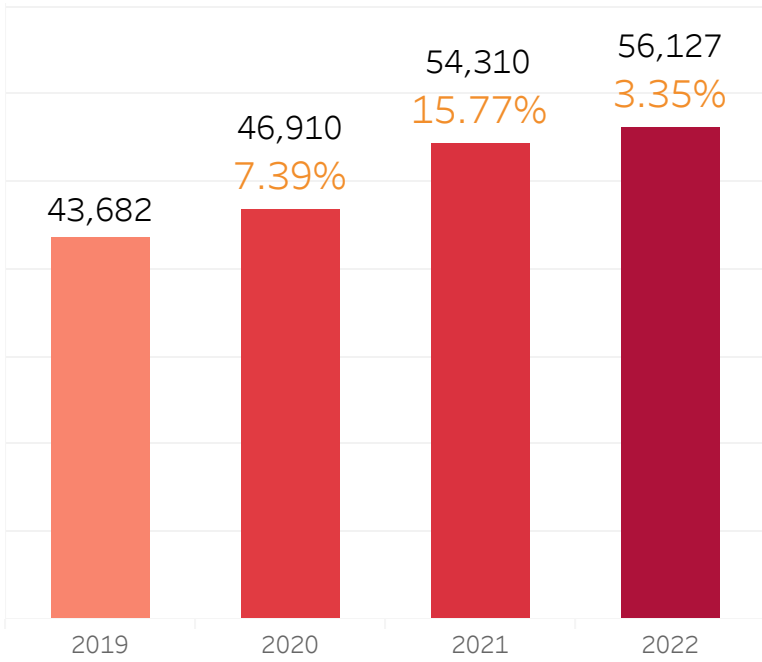
Sr. Dispatchers (911, Police, Fire Certified)	62
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	3
Police Dispatch Trainees (911 Certified)	16
Call Taking Trainees (No certifications)	11
Academy Trainees (No certifications)	1
Vacancies	37
Total	136

Call Answering: October, 2022

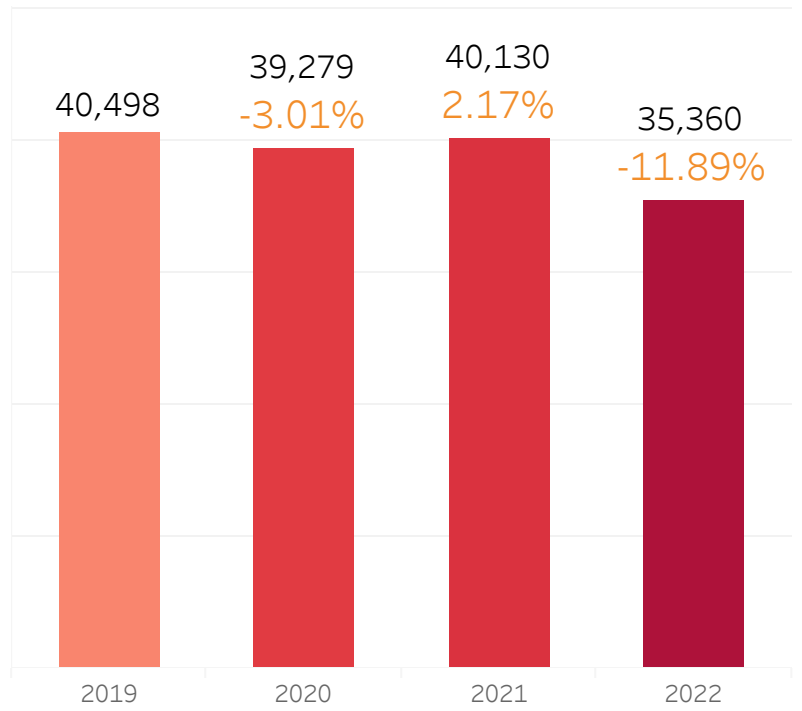
- 45,598 9-1-1 calls answered
- 35% within 15 seconds
- 39% within 20 seconds

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

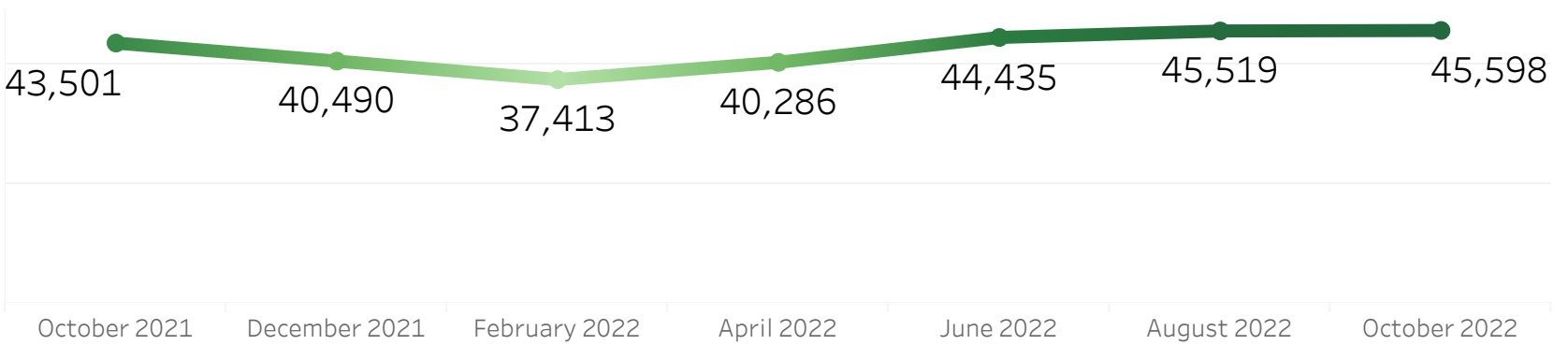
October Total 911 Call Volume (Includes 911 caller-disconnected calls)



October Non-911 Call Volume



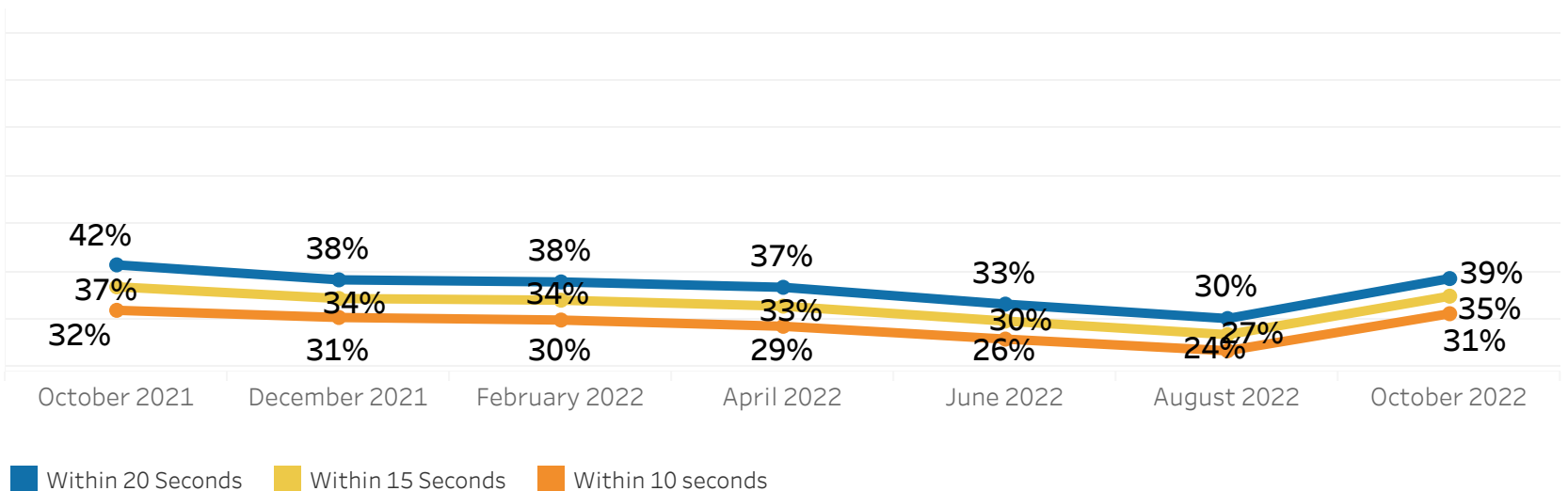
9-1-1 Calls Answered



Answered 37,413 45,598

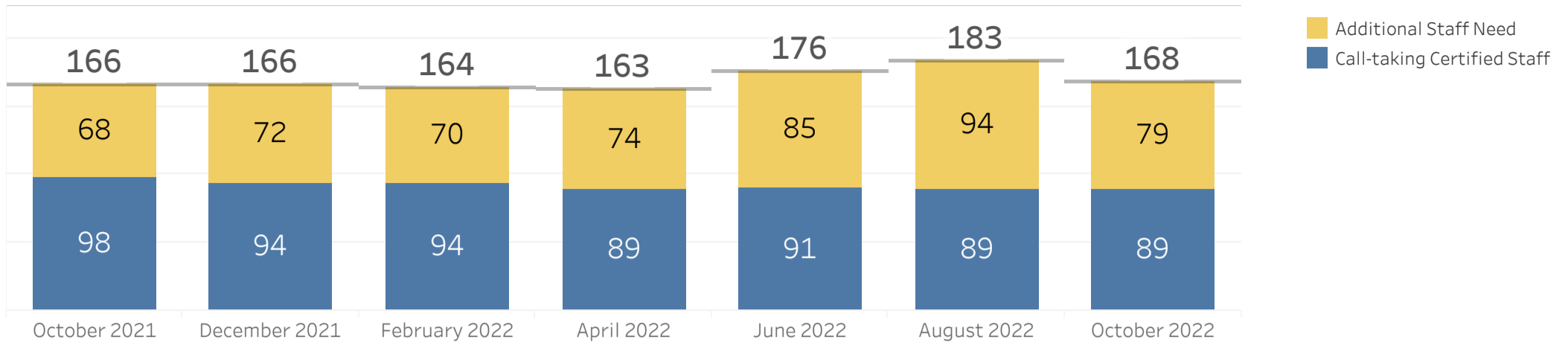
9-1-1 Call Answering Performance Trends*

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



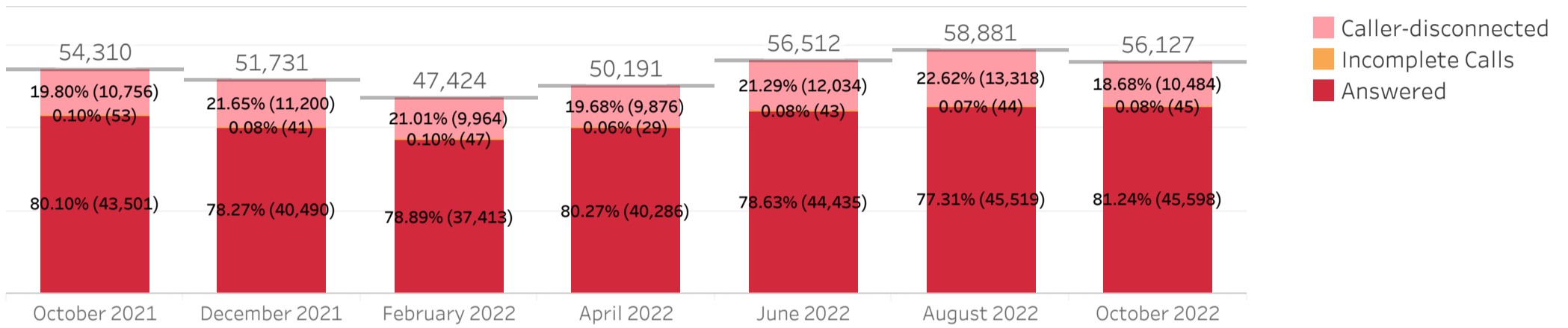
*Caller-disconnected calls are not included.

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



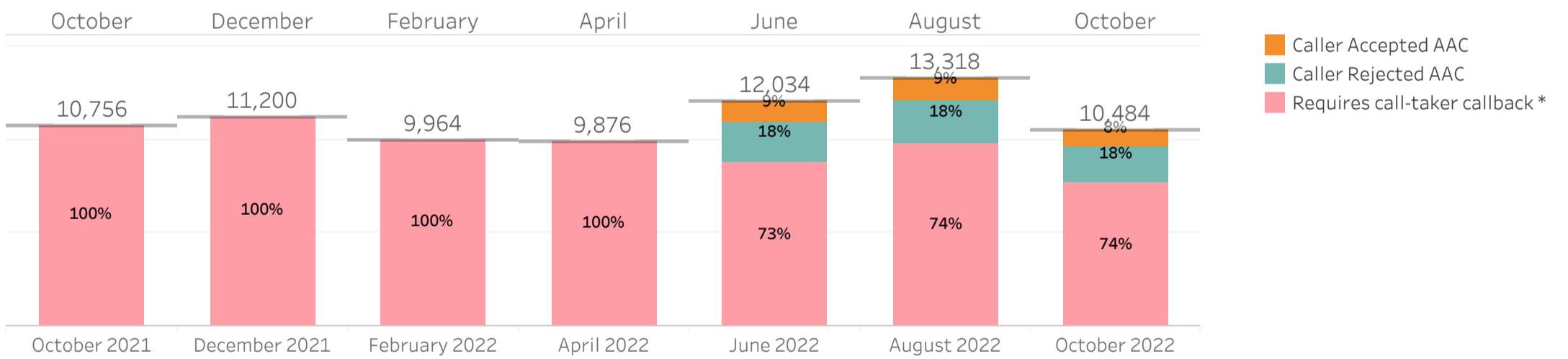
*Varies by call volume and processing metrics.

Total 9-1-1 Trends



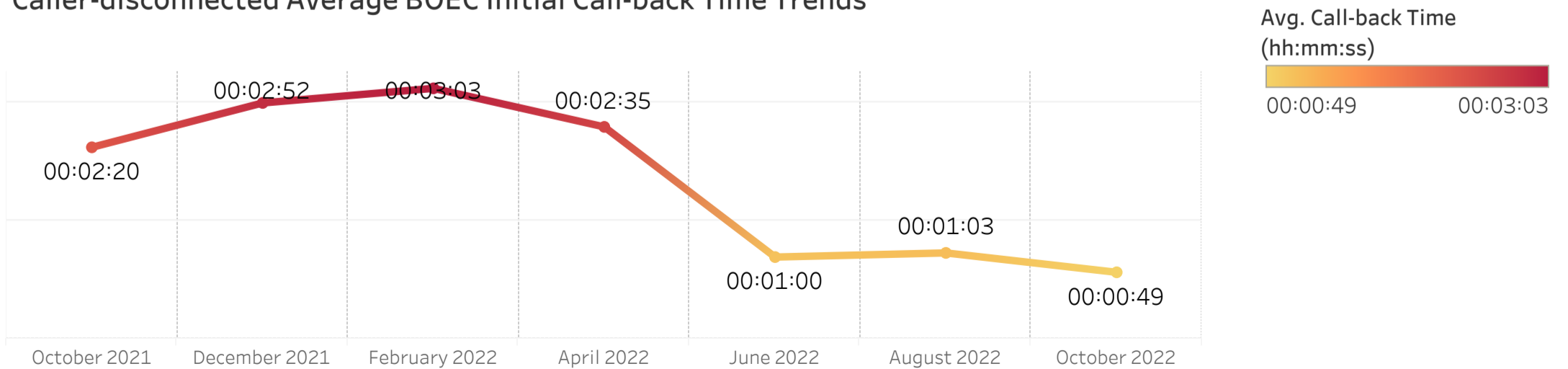
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



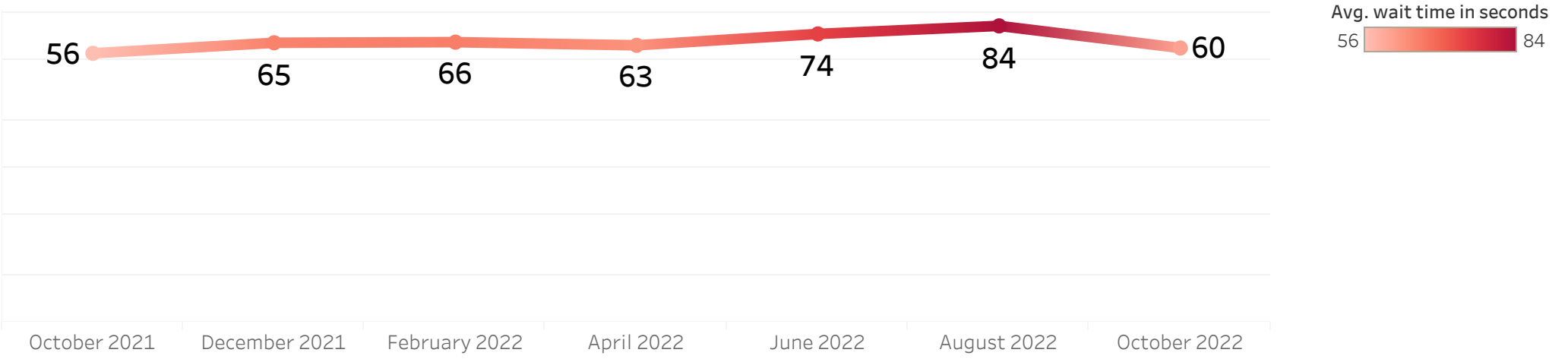
*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



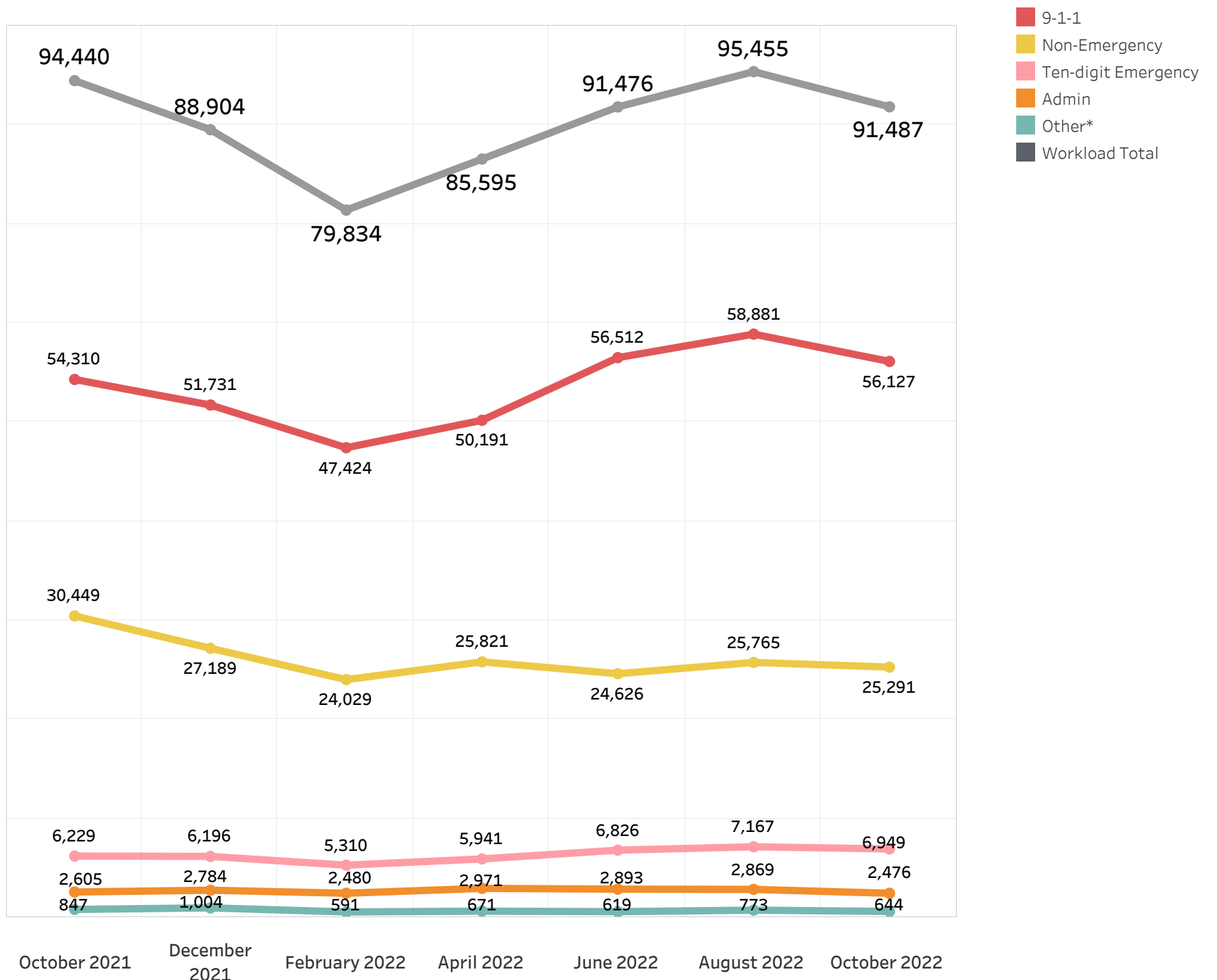
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

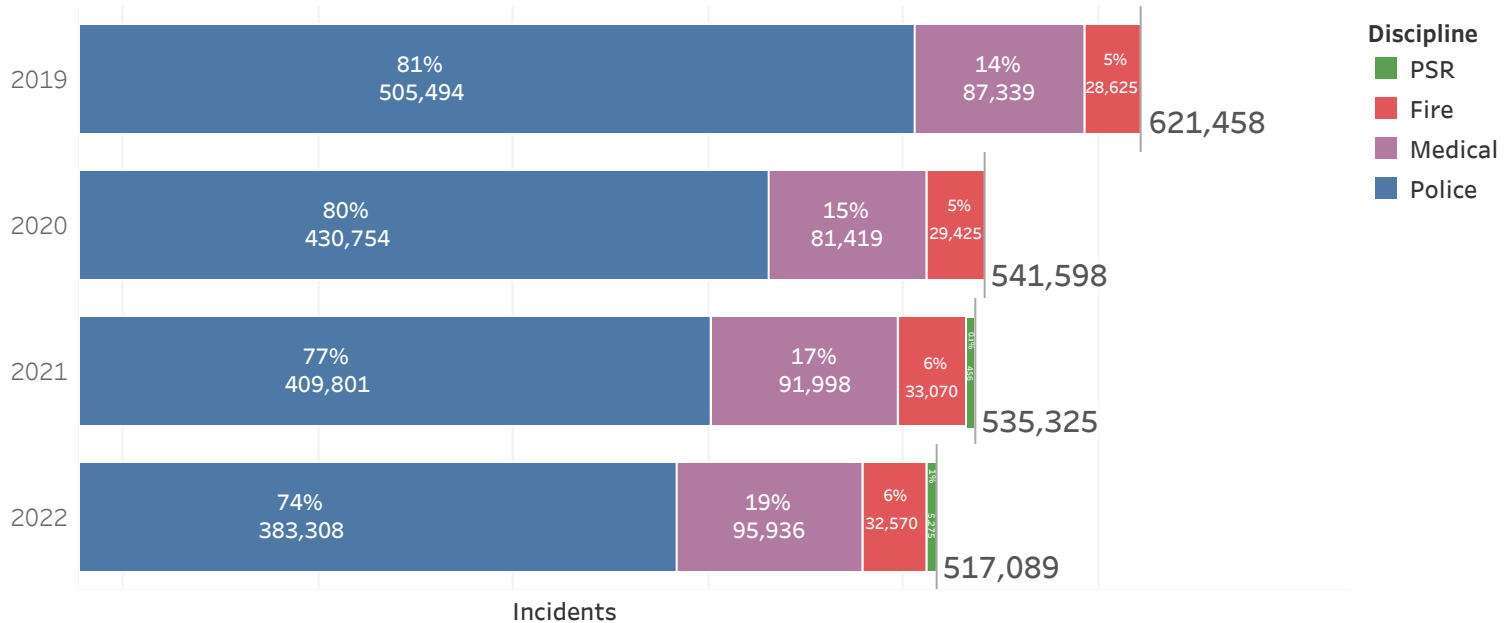


	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022	October 2022
9-1-1	54,310	51,731	47,424	50,191	56,512	58,881	56,127
Non-Emergency	30,449	27,189	24,029	25,821	24,626	25,765	25,291
Ten-digit Emergency	6,229	6,196	5,310	5,941	6,826	7,167	6,949
Admin	2,605	2,784	2,480	2,971	2,893	2,869	2,476
Other*	847	1,004	591	671	619	773	644
Workload Total	94,440	88,904	79,834	85,595	91,476	95,455	91,487

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

Dispatch Workload/CAD Incidents

January through October



Dispatch Workload/CAD Incidents by Jurisdiction

October

	2019	2020	2021	2022
Portland Police	37,438 74.2%	30,134 74.6%	31,478 75.6%	28,536 75.5%
Multnomah County Sheriffs Office	7,131 14.1%	4,996 12.4%	5,770 13.9%	5,141 13.6%
Gresham Police Department	5,894 11.7%	5,271 13.0%	4,393 10.5%	4,099 10.9%
Grand Total	50,463 100.0%	40,401 100.0%	41,641 100.0%	37,776 100.0%



Jurisdiction	Discipline	2019	2020	2021	2022
Portland Fire and Rescue	PSR	41 0.3%	888 6.2%	41 0.3%	888 6.2%
	Fire	2,569 21.7%	2,580 23.1%	2,918 23.6%	3,268 22.9%
	EMS	7,313 61.7%	6,580 58.9%	7,365 59.5%	7,910 55.3%
	Total	9,882 83.4%	9,160 82.0%	10,324 83.4%	12,066 84.4%
Gresham Fire Emergency Services	Fire	405 3.4%	459 4.1%	429 3.5%	472 3.3%
	EMS	1,473 12.4%	1,465 13.1%	1,525 12.3%	1,590 11.1%
	Total	1,878 15.9%	1,924 17.2%	1,954 15.8%	2,062 14.4%
Mutual Aid	Fire	18 0.2%	18 0.2%	19 0.2%	100 0.7%
	EMS	12 0.1%	9 0.1%	14 0.1%	18 0.1%
	Total	30 0.3%	27 0.2%	33 0.3%	118 0.8%
Corbett Fire	Fire	15 0.1%	20 0.2%	18 0.1%	23 0.2%
	EMS	28 0.2%	17 0.2%	23 0.2%	17 0.1%
	Total	43 0.4%	37 0.3%	41 0.3%	40 0.3%
Sauvie Island Fire	Fire	4 0.0%	8 0.1%	13 0.1%	5 0.0%
	EMS	7 0.1%	8 0.1%	17 0.1%	5 0.0%
	Total	11 0.1%	16 0.1%	30 0.2%	10 0.1%
Grand Total	11,844 100.0%	11,164 100.0%	12,382 100.0%	14,296 100.0%	



All Disciplines Grand Total	62,307	51,565	54,023	52,072
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