

# BOEC Update: November 2023



Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

## Strategic Plan Progress:

- Adequately staffed 911 workforce** – Nine candidates are starting the December BOEC training academy. With this hire group, all permanently funded positions will be filled and BOEC is beginning to fill a training pipeline.
- Effective and timely 911 call answering meeting national call answering standards at all times** – Improvements in staffing and implementation of Case Service have positively impacted workload. Compared to last October, 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** – BOEC is reaching near accreditation-level performance in fire call answering. Medical non-compliance levels have been reduced by nearly half.
- Embody and normalize a culture of equity and anti-racism** – Equity Manager candidates are going through a second round of panel interviews, and the top finalists will be scheduled for a director's interview.

*“My heart is bigger than this and I will not hold civility hostage.”*

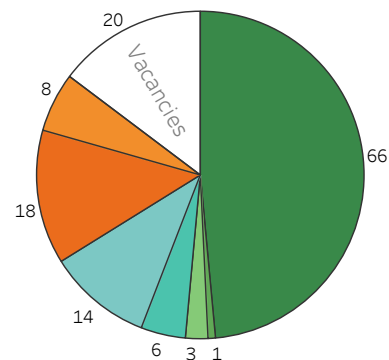
*-Danielle Allen*

## Technology Updates:

- Case Service** – *Now live!* In October, 32% of non-emergency calls were referred to 311, online reporting, or other resources.
- Logging Recorder Replacement** – *Now Live!* The new servers are recording all phone and radio channels. Over the next two months, additional components will be implemented, including a program that analyzes call and radio traffic to propose ideal scheduling options, QA software to automate pulling of phone and radio traffic, 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 pre-implementation.
- Non-Emergency Caller ID** – Conversion to Case Service disconnected caller-ID. An upgrade to non-emergency infrastructure is needed and we are working with vendors to schedule work. *Estimated completion before Summer 2024.*

## Dispatch Staffing

As of November 1, 2023



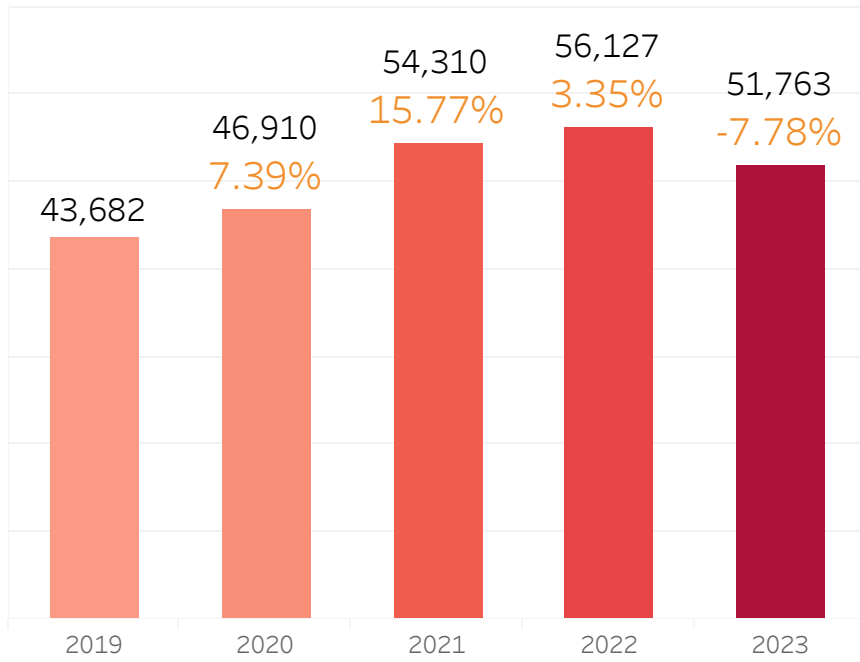
Sr. Dispatchers (911, Police, Fire Certified)	66
Certified Police Dispatchers	1
911 Certified Only	3
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	14
Call Taking Trainees (No certifications)	18
Academy Trainees (No certifications)	8
Vacancies	20
<b>Total</b>	<b>136</b>

## Call Answering: October 2023

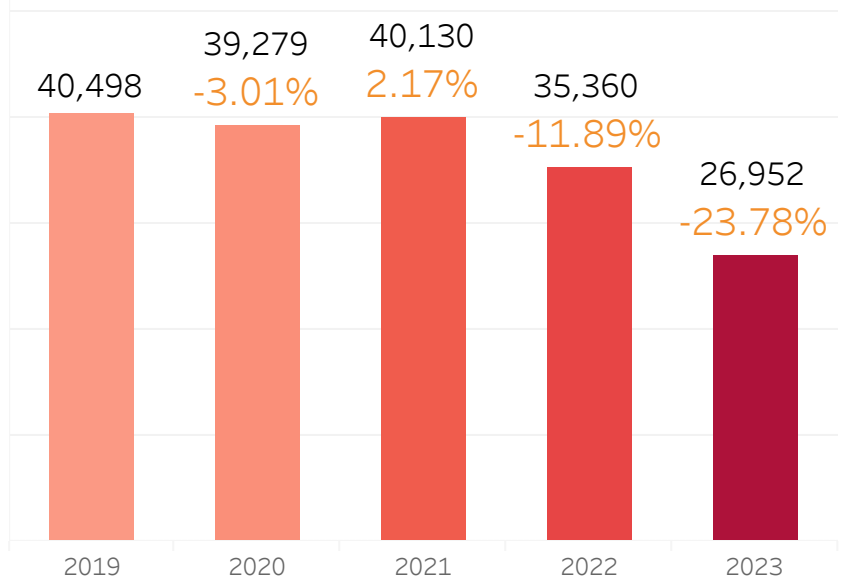
- 42,763 9-1-1 calls answered
- 40% within 15 seconds
- 44% within 20 seconds

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

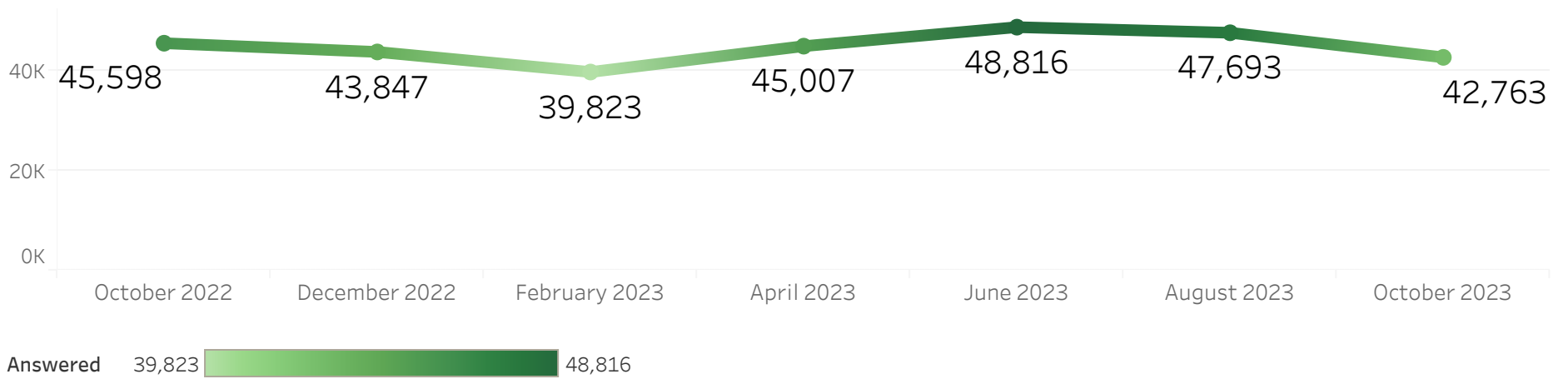
### October Total 911 Call Volume (Includes 911 caller-disconnected calls)



### October Non-911 Call Volume

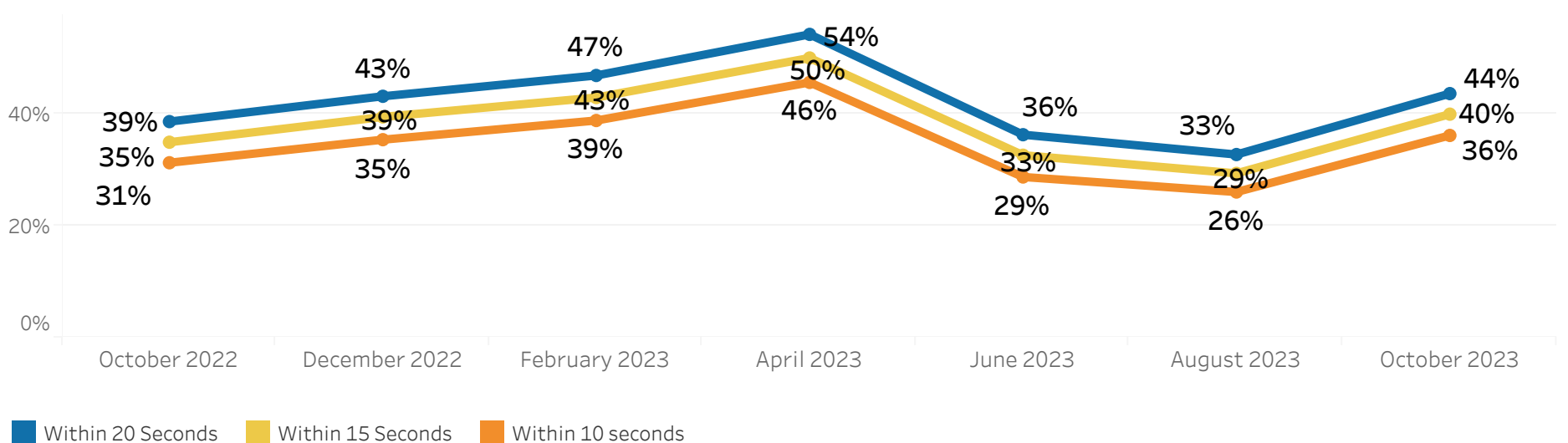


### 9-1-1 Calls Answered



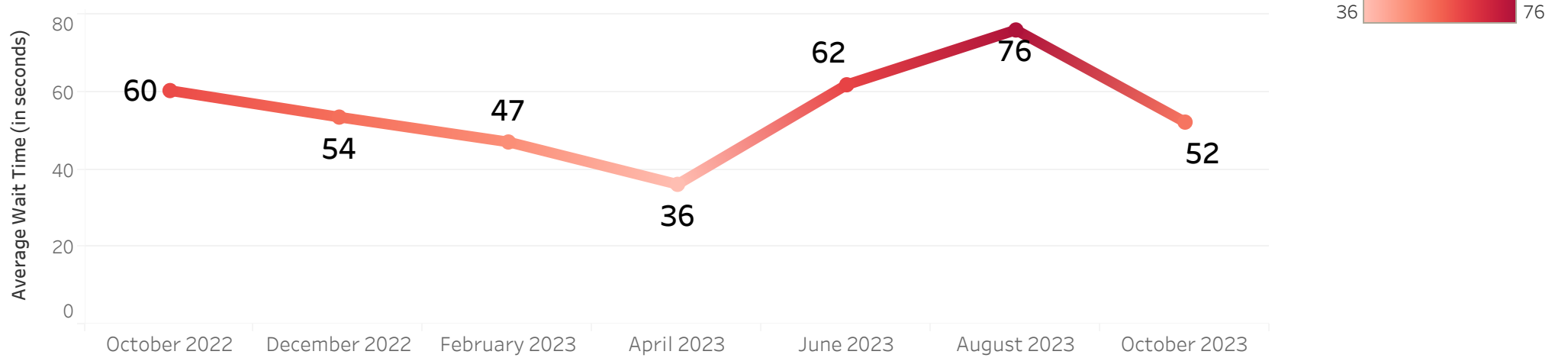
### 9-1-1 Call Answering Performance Trends\*

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



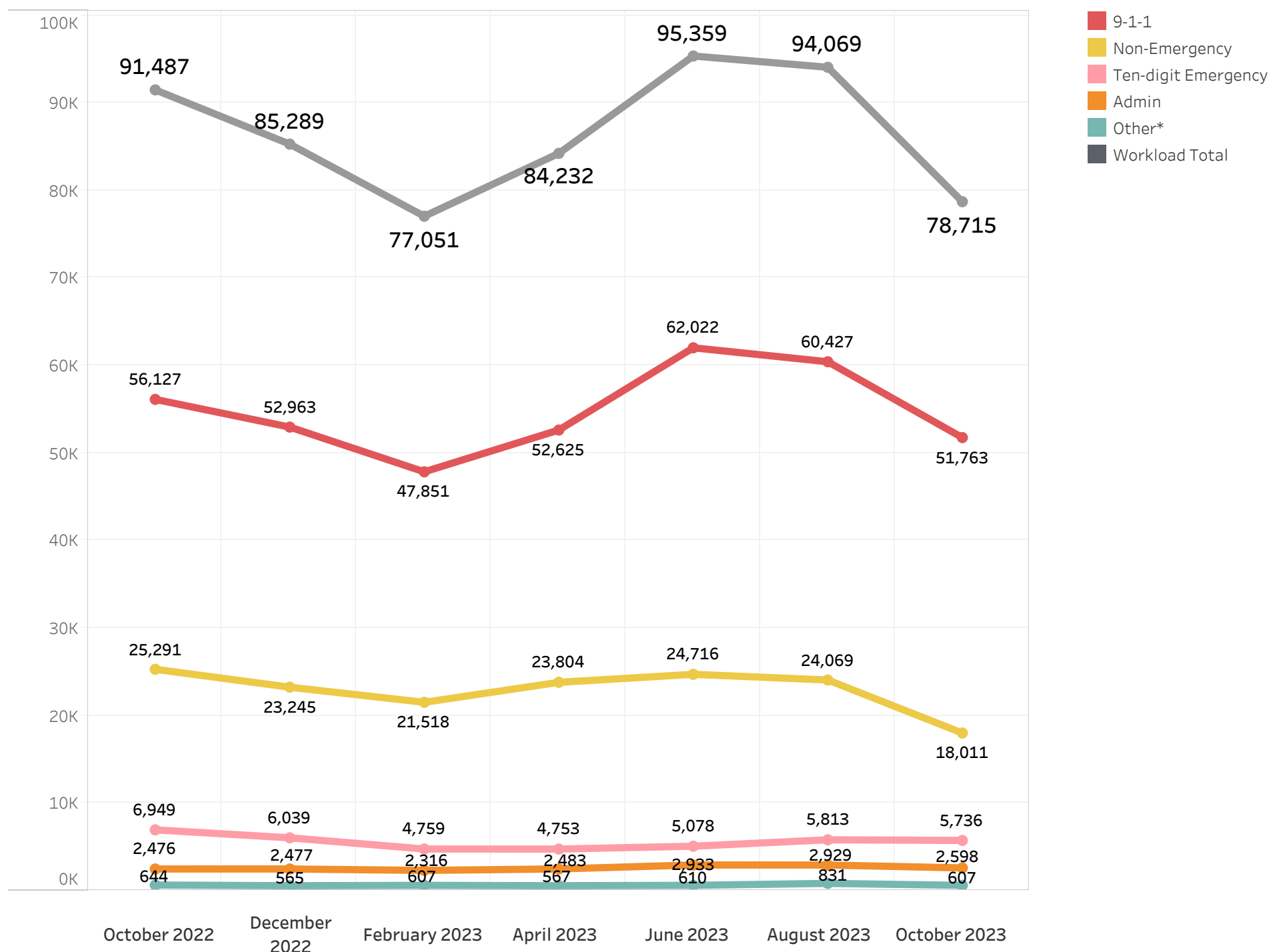
\*Caller-disconnected calls are not included.

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



\*Caller-disconnected calls are not included.

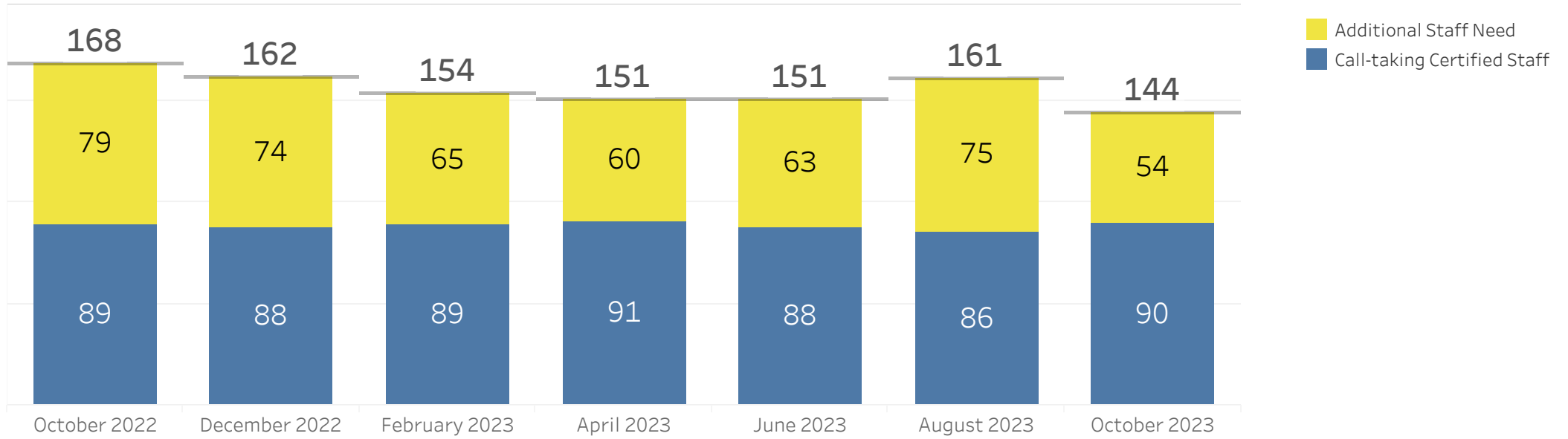
### BOEC Workload Call Volume



	October 2022	December 2022	February 2023	April 2023	June 2023	August 2023	October 2023
9-1-1	56,127	52,963	47,851	52,625	62,022	60,427	51,763
Non-Emergency	25,291	23,245	21,518	23,804	24,716	24,069	18,011
Ten-digit Emergency	6,949	6,039	4,759	4,753	5,078	5,813	5,736
Admin	2,476	2,477	2,316	2,483	2,933	2,929	2,598
Other*	644	565	607	567	610	831	607
<b>Workload Total</b>	<b>91,487</b>	<b>85,289</b>	<b>77,051</b>	<b>84,232</b>	<b>95,359</b>	<b>94,069</b>	<b>78,715</b>

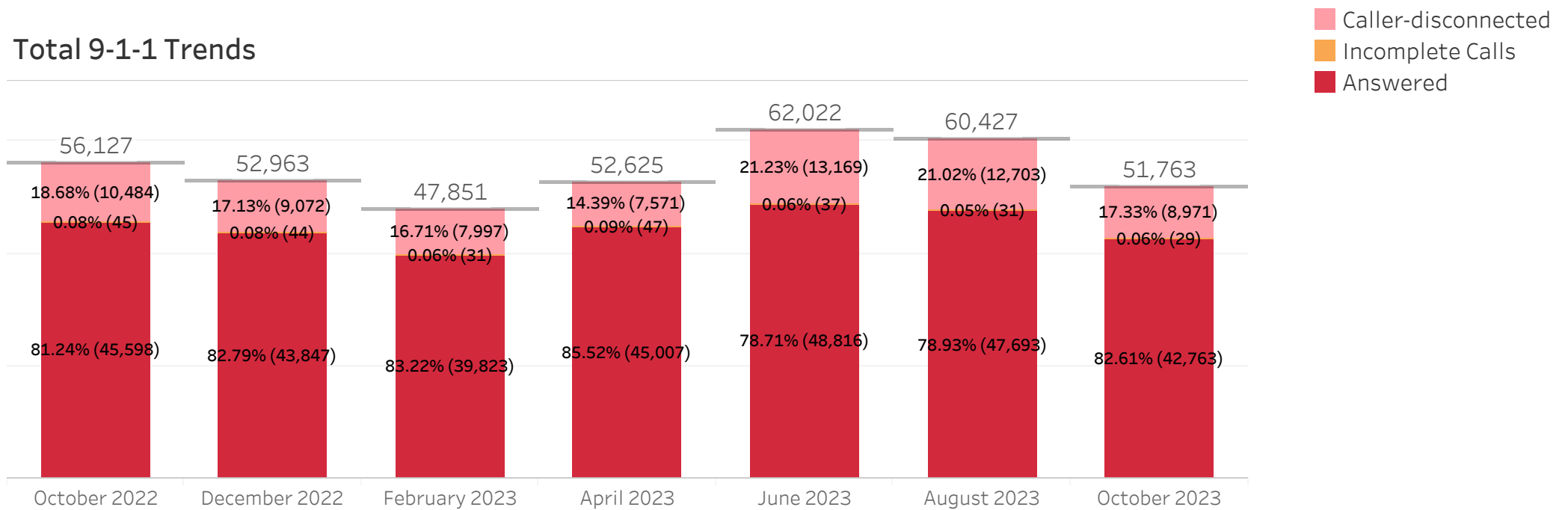
\* Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted

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



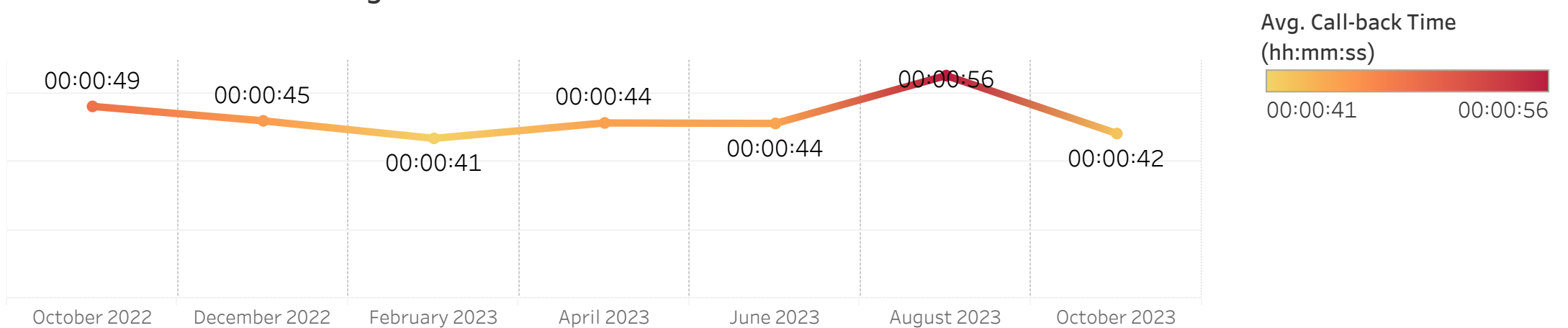
\*Varies by workload call volume and processing metrics.

### Total 9-1-1 Trends



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

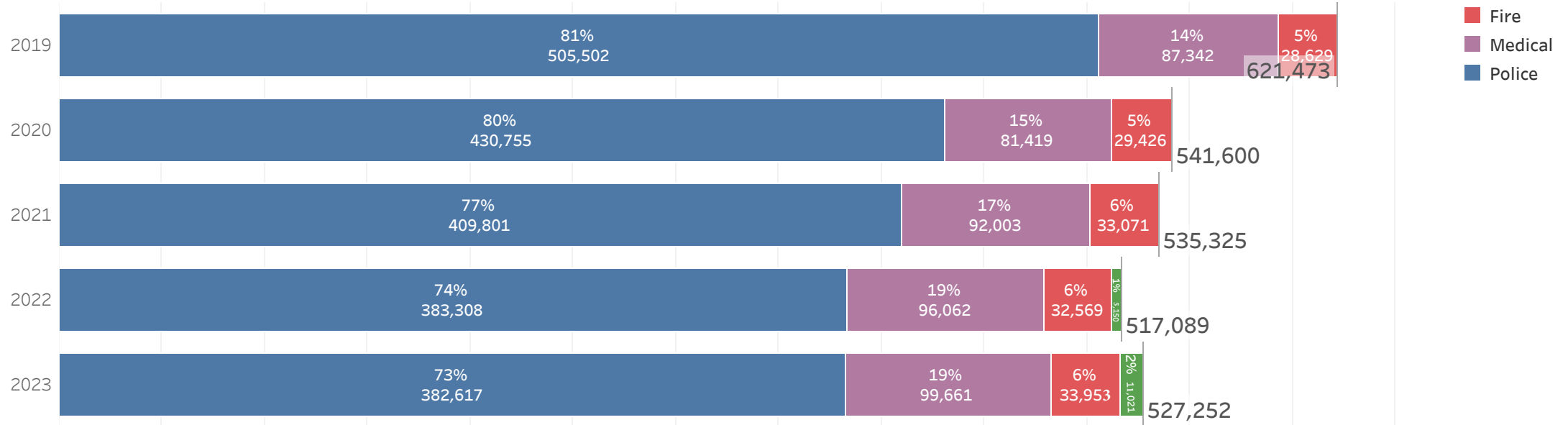
### Caller-disconnected Average BOEC Initial Call-back Time Trends\*



\*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.

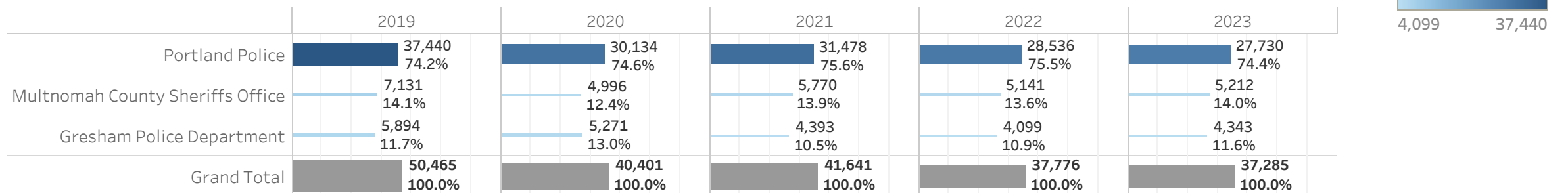
## Dispatch Workload/CAD Incidents

January through October



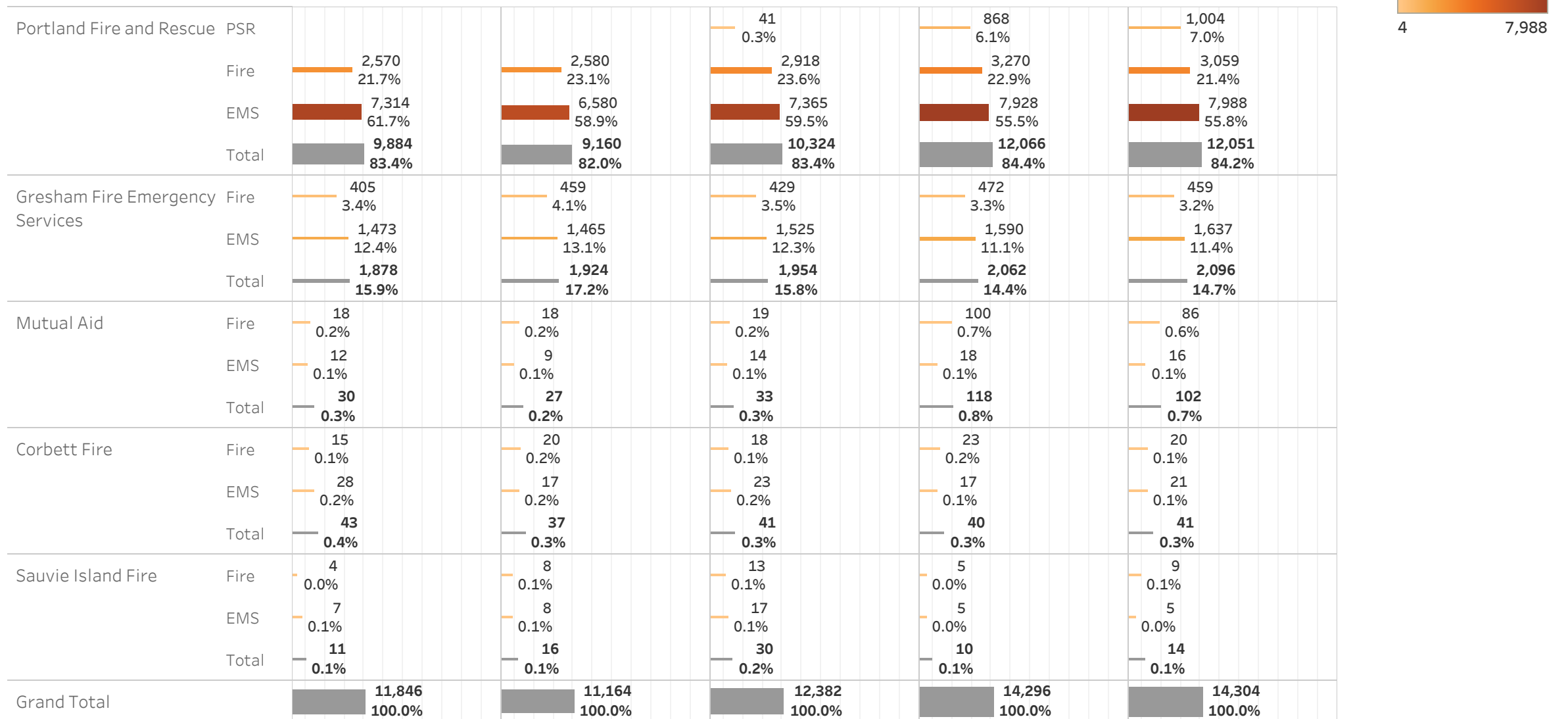
## Dispatch Workload/CAD Incidents by Jurisdiction

October



## Dispatch Workload/CAD Incidents by Jurisdiction

October



All Disciplines Grand Total

62,311

51,565

54,023

52,072

51,589