

**Strategic Plan Progress:**

- Adequately staffed 911 workforce** – Three trainees starting November 14; Fifteen trainees slated for February Academy with additional candidates available from the recruitment.
- Effective and timely 911 call answering meeting national call answering standards at all times** – Automated Abandoned Callback is averaging over 43 hours of work saved per month, totaling 194 hours through September; other technology updates (below).
- Collaboration with community members and partner agencies** – BOEC Finance Committee/Budget Advisory Committee kicking off budget planning. Director presenting at Gresham City Council on November 1.
- Training and quality assurance programs that lead toward agency accreditation and employee development** – QA team has been conducting in-service training; the new feedback process will be implemented November 1 with more face-to-face and personalized support/education for dispatchers; this process has been well-received during in-service training.
- Embody and normalize a culture of equity and anti-racism** – BOEC participated in the 29<sup>th</sup> Annual Northwest Public Employees Diversity Conference with fifteen attendees; Non-rep performance evaluation process includes at least one anti-racism goal.

**Technology Updates:**

- ASAP-to-PSAP** – Alarm company computer system interface with BOEC CAD; in testing phase for police, fire, and medical alarms. **Estimated implementation December/January.**
- Case Service** – Versaterm has completed the architecture of the artificial intelligence technology; BOEC testing scheduled in October with **initial implementation in 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 February 22, 2023.**

**2022-23 Budget to date: (FY 25% Complete)**

Expenditures	\$33,744,161	Budgeted	
	\$ 8,405,890	Expended	24.9%
	<u>\$25,338,271</u>	Remaining	
Revenue	\$33,780,438	Budgeted	
	\$ 6,051,535	Collected	17.9%
	<u>\$27,728,903</u>	Remaining	

# BOEC Update: October 2022

Integrity

Respect

Competence

Compassion

Responsibility

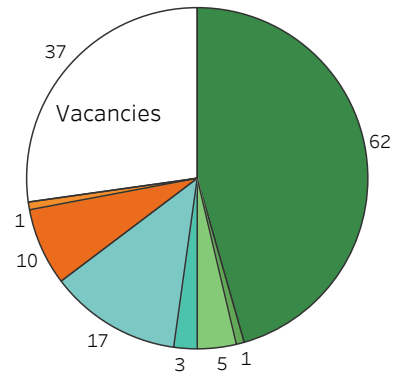
Teamwork



*“Whoever watches the wind will not plant; whoever looks at the clouds will not reap.”  
(In other words, “If you wait for perfect conditions, you will never get anything done.”) - Ancient Proverb*

**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)	17
Call Taking Trainees (No certifications)	10
Academy Trainees (No certifications)	1
Vacancies	37
<b>Total</b>	<b>136</b>

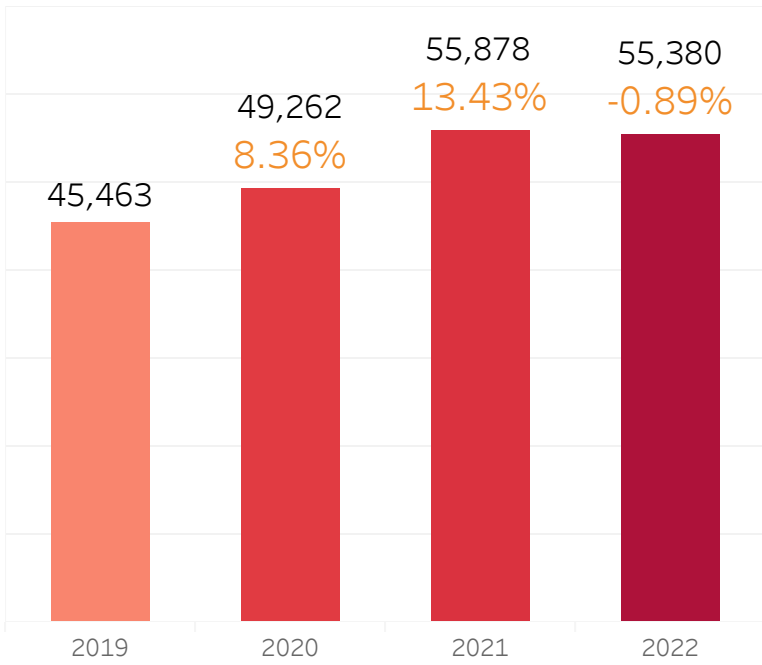
**Call Answering: September, 2022**

- 43,994 9-1-1 calls answered
- 30% within 15 seconds
- 34% within 20 seconds

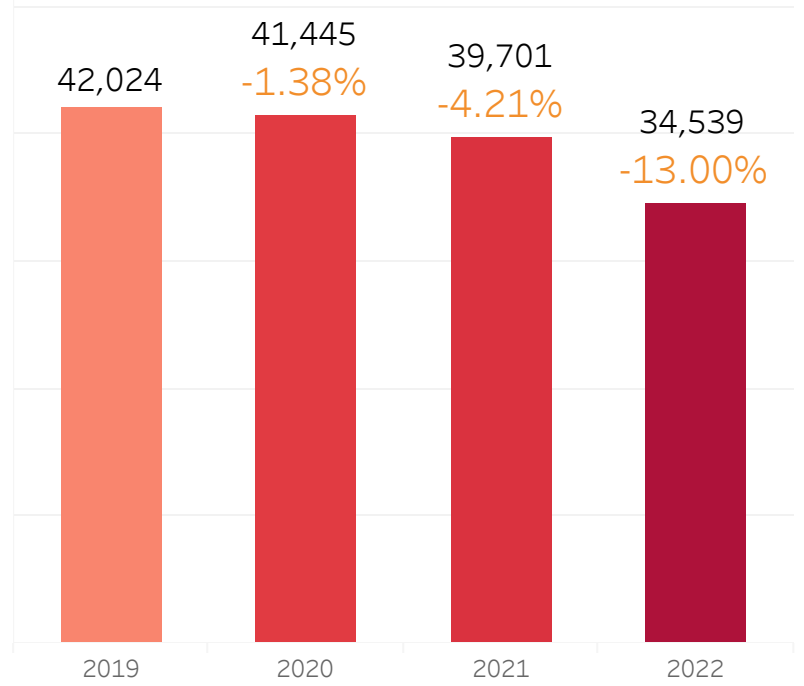
**NEA Standard:** 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

## September Total 911 Call Volume

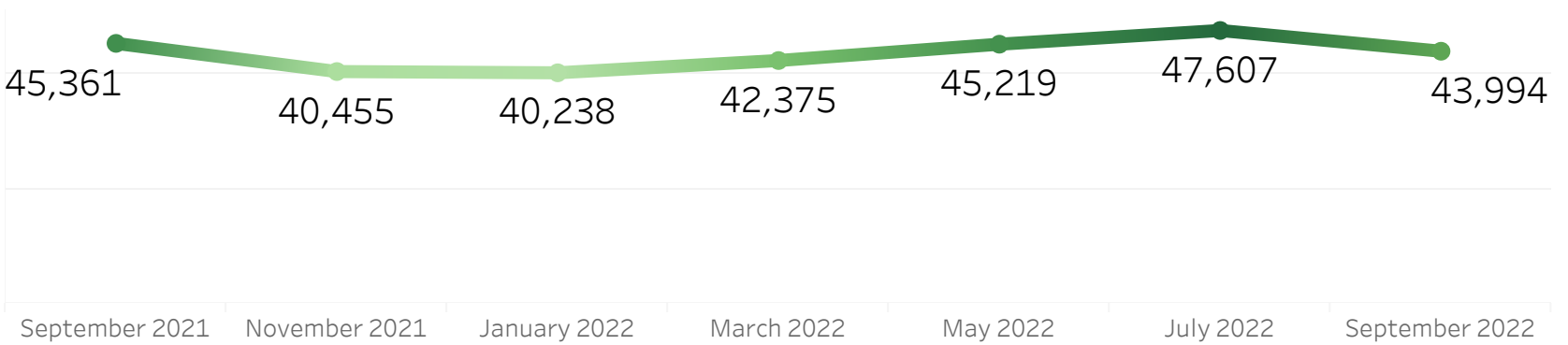
(Includes 911 caller-disconnected calls)



## September Non-911 Call Volume



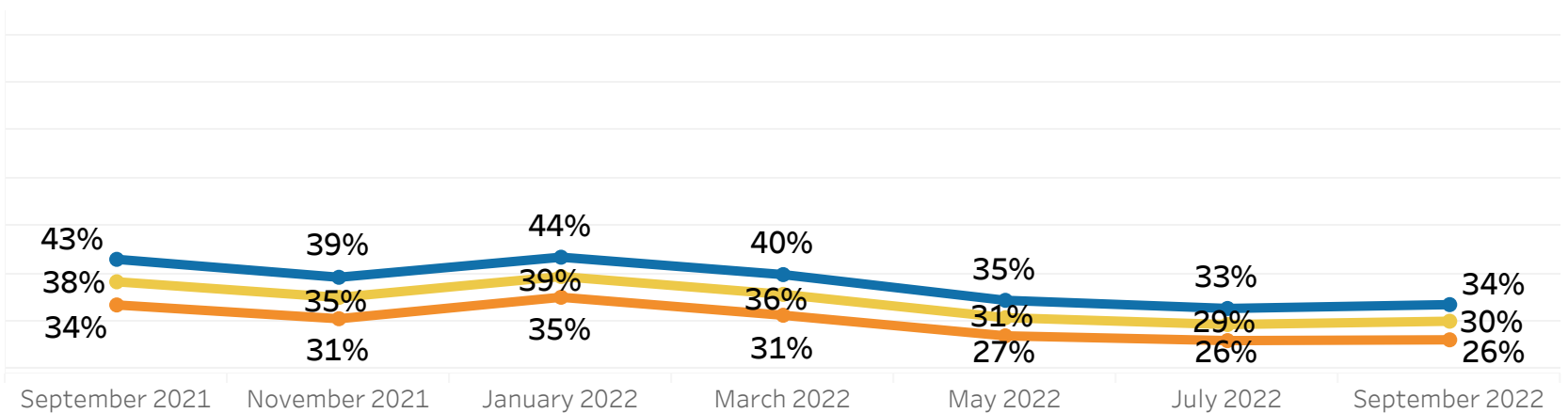
## 9-1-1 Calls Answered



Answered 40,238 47,607

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

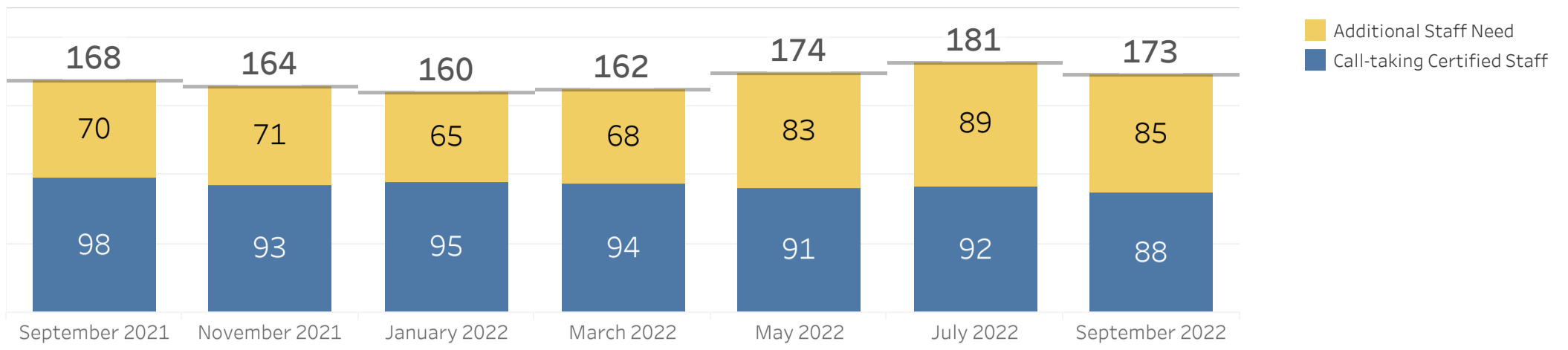
NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds



■ Within 20 Seconds 
 ■ Within 15 Seconds 
 ■ Within 10 seconds

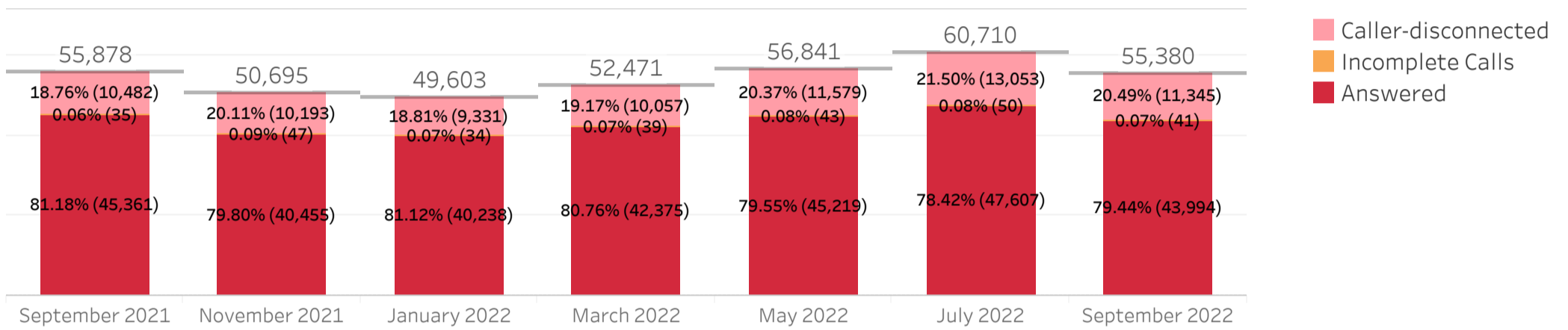
\*Caller-disconnected calls are not included.

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



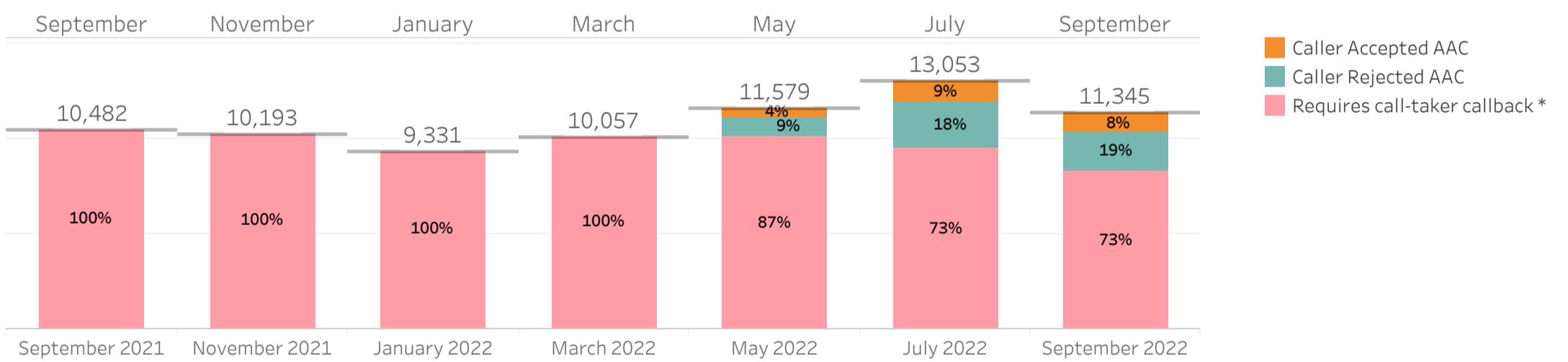
\*Varies by call volume and processing metrics.

### Total 9-1-1 Trends



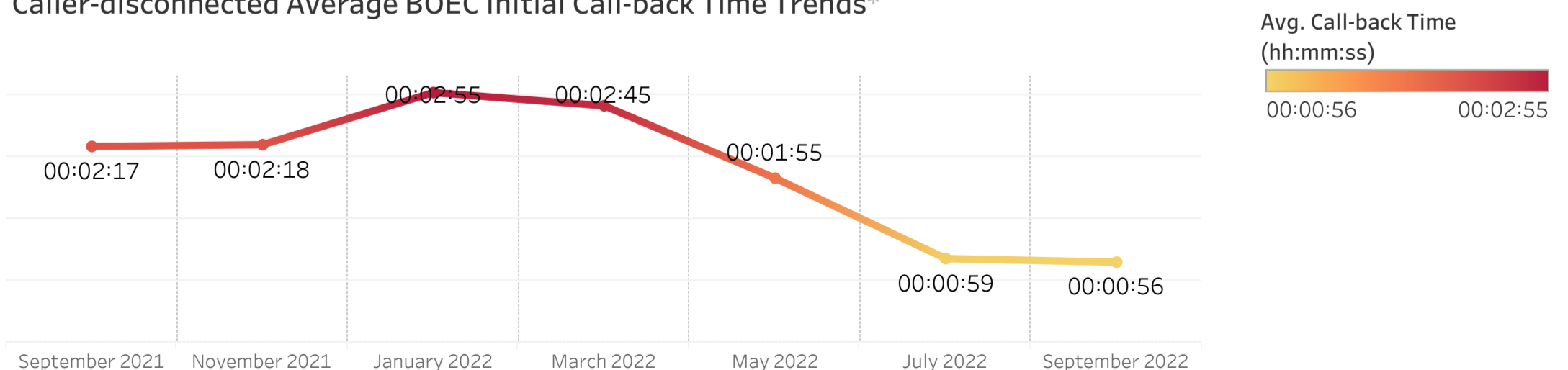
\*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



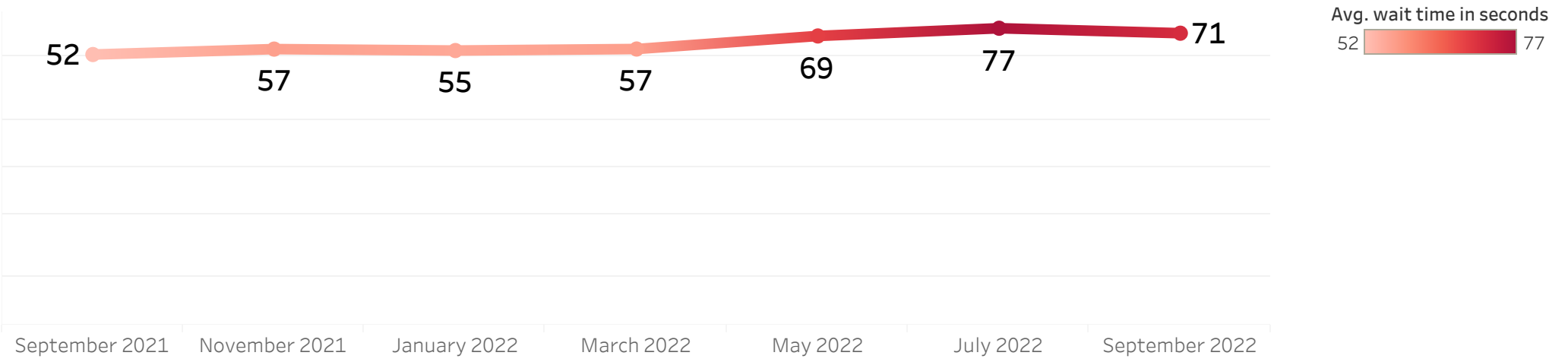
\*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

### 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.

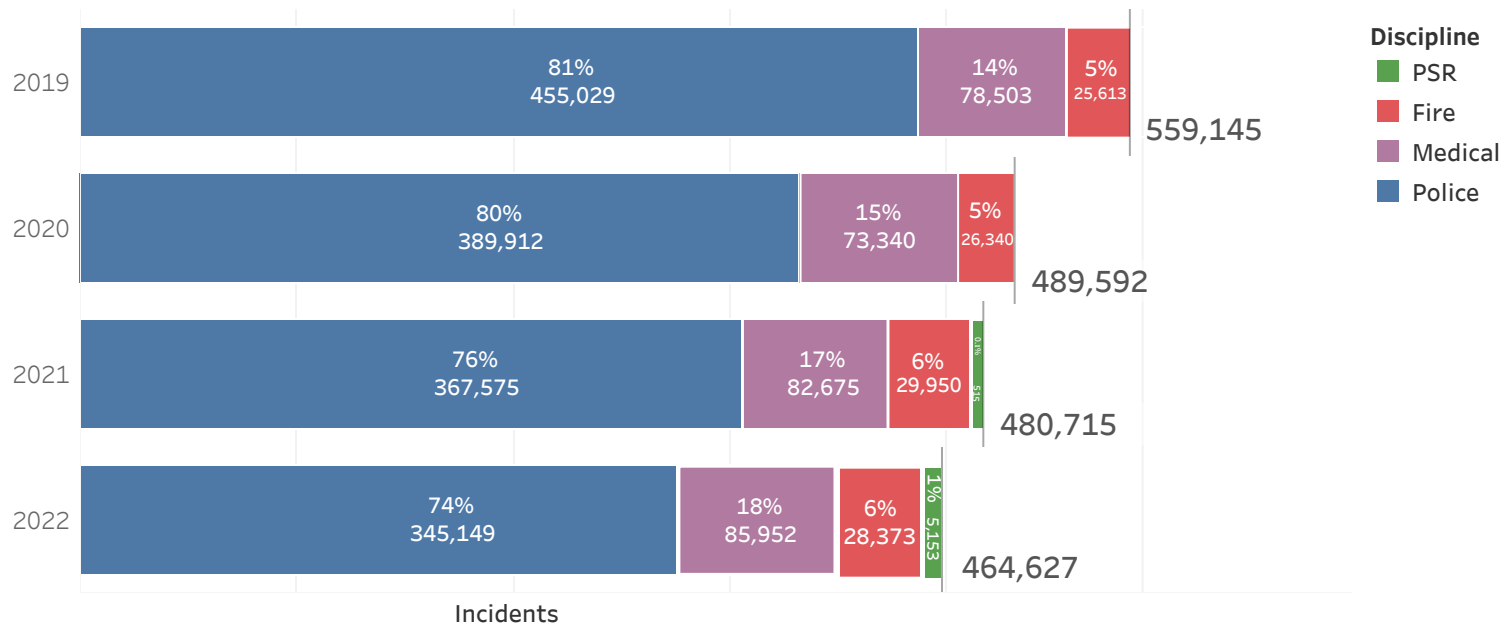
### BOEC Workload Call Volume



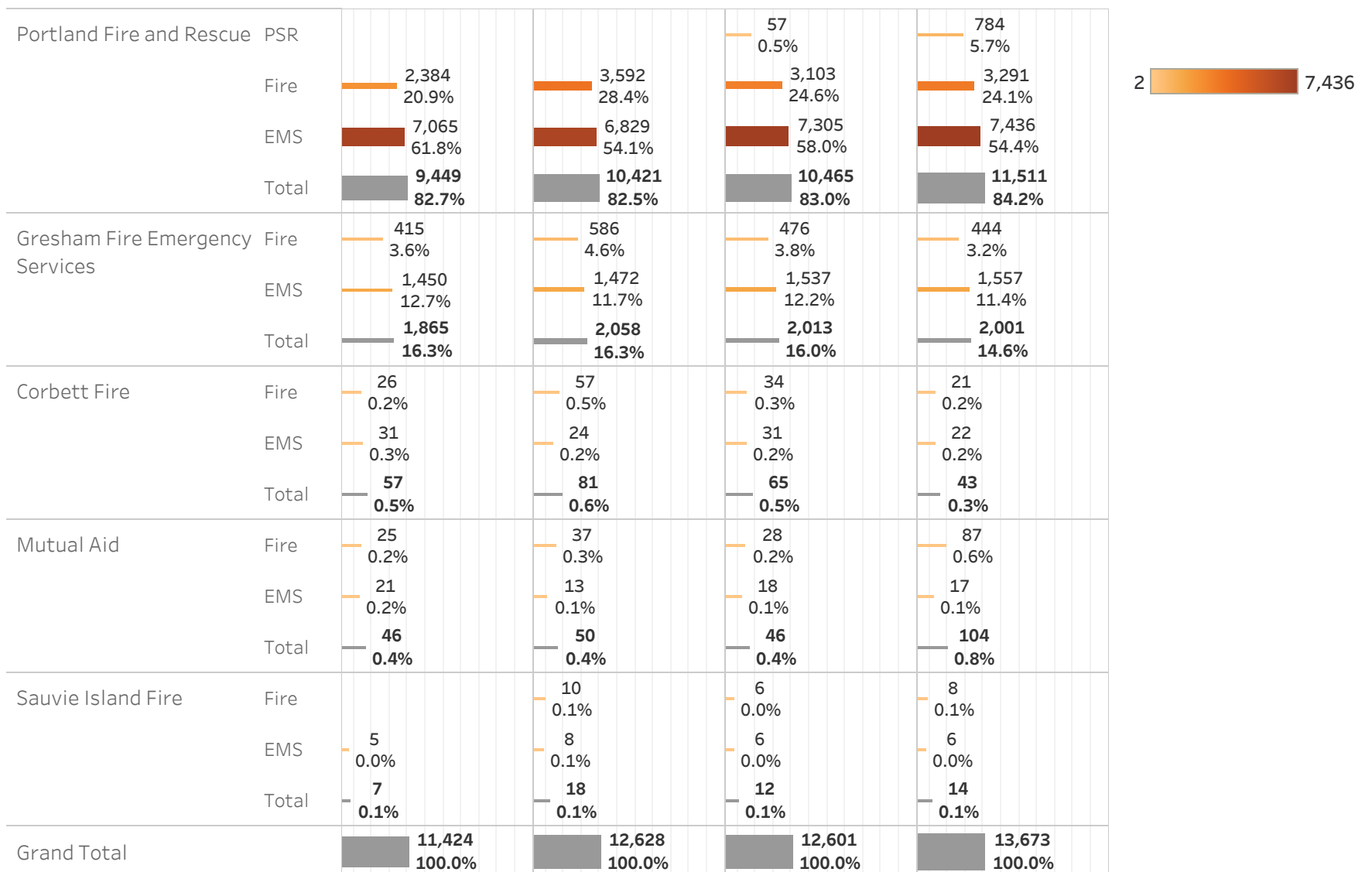
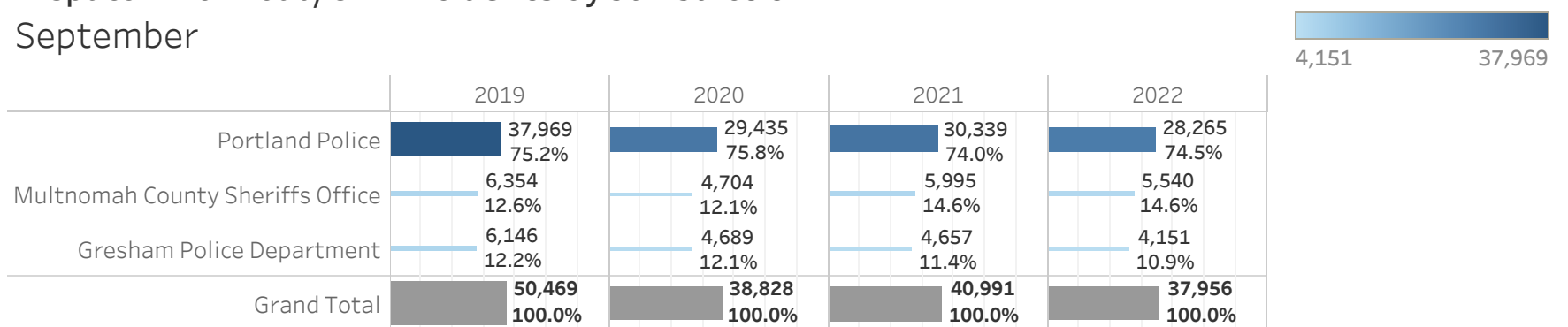
	September 2021	November 2021	January 2022	March 2022	May 2022	July 2022	September 2022
9-1-1	55,878	50,695	49,603	52,471	56,841	60,710	55,380
Non-Emergency	30,409	27,718	26,965	27,341	26,241	27,007	24,575
Ten-digit Emergency	5,762	5,820	5,838	5,984	6,475	6,899	6,832
Admin	2,677	2,924	2,722	3,050	3,054	2,939	2,495
Other*	853	995	643	623	597	743	637
<b>Workload Total</b>	<b>95,579</b>	<b>88,152</b>	<b>85,771</b>	<b>89,469</b>	<b>93,208</b>	<b>98,298</b>	<b>89,919</b>

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

## Dispatch Workload/CAD Incidents January through September



## Dispatch Workload/CAD Incidents by Jurisdiction September



All Disciplines Grand Total	2019	2020	2021	2022
	<b>65,722</b>	<b>51,411</b>	<b>55,649</b>	<b>53,285</b>