

## Strategic Plan Progress:

- Adequately staffed 911 workforce** – BOEC training academy currently has eight trainees, and 27 candidates are in backgrounds for December 2023 and April 2024 academies. The next recruitment is slated to open in March 2024.
- Effective and timely 911 call answering meeting national call answering standards at all times** – BOEC is celebrating nearly weekly certifications! 911 call answering times are improving weekly, by as much as 25% compared to last year!
- Collaboration with community members and partner agencies** – BOEC participated in the North Portland Townhall to engage with Portland neighborhood associations.
- Training and quality assurance programs that improve processes and support employee development** – The QA team is working on best ways to support staff in reaching agency accreditation levels.
- Embody and normalize a culture of equity and anti-racism** – Equity Manager, Jacq Tjaden was recruited by Commissioner Mapps' office in a Senior Staff Representative role. BOEC wishes her the very best – Congratulations, Jacq – we will all miss you! Recruitment to fill the vacant Equity Manager position opens Monday, September 18.

## Technology Updates:

- Case Service** – *Testing continues weekly!* We are currently on our fifth and final test, this time running for one full week. We continue to see roughly 25% of calls being referred to 311, online reporting, or other resources. *Full time use is expected to begin early to mid-October 2023.*
- Logging Recorder Replacement** – The new system includes a scheduling platform that analyzes call and radio traffic to propose ideal scheduling options. It also has QA software and speech analytics that will allow keyword search to quickly find recordings. *The first set of servers are currently being installed and prepped for configuration; the project is scheduled to be completed in November 2023.*
- Portable GPS** – Provides the ability to request GPS location of portable radios. *Testing is underway and BOEC will be working with partner agencies to establish operational policies. Implementation to Production is expected to be completed in December 2023.*
- Non-Emergency Calls** – *Caller ID is now available* for non-emergency calls, providing the call-taker with the name and phone number if the caller information is public. We have also *increased the number of non-emergency lines from 28 to 34.*

# BOEC Update: September 2023

Integrity

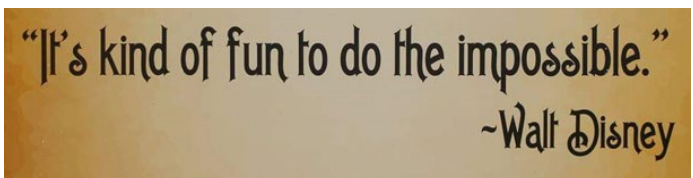
Respect

Competence

Compassion

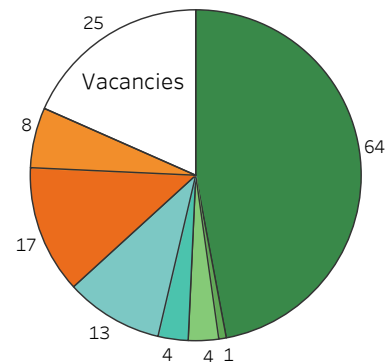
Responsibility

Teamwork



## Dispatch Staffing

As of September 1, 2023



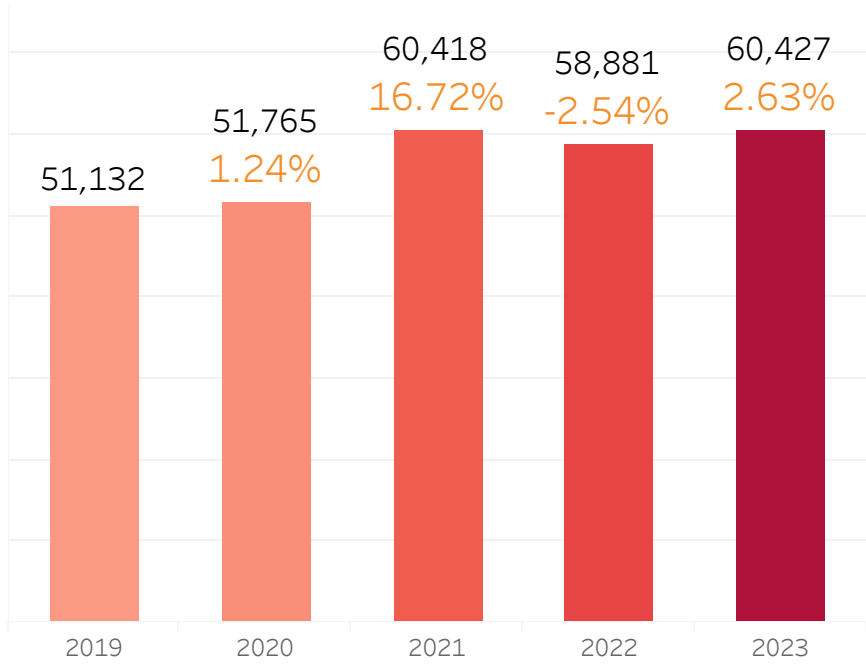
Sr. Dispatchers (911, Police, Fire Certified)	64
Certified Police Dispatchers	1
911 Certified Only	4
Fire Dispatch Trainees (911, Police Certified)	4
Police Dispatch Trainees (911 Certified)	13
Call Taking Trainees (No certifications)	17
Academy Trainees (No certifications)	8
Vacancies	25
<b>Total</b>	<b>136</b>

## Call Answering: August, 2023

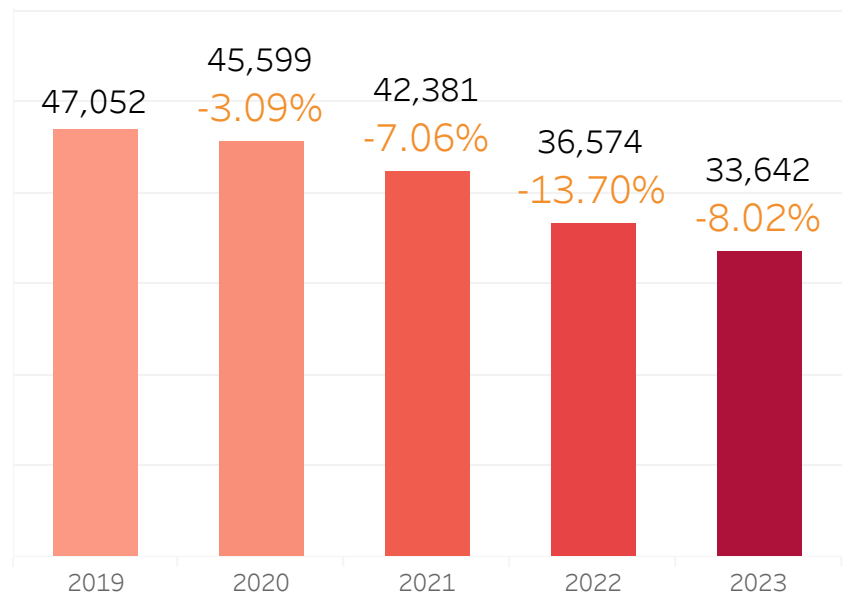
- 47,693 9-1-1 calls answered
- 29% within 15 seconds
- 39% within 20 seconds

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

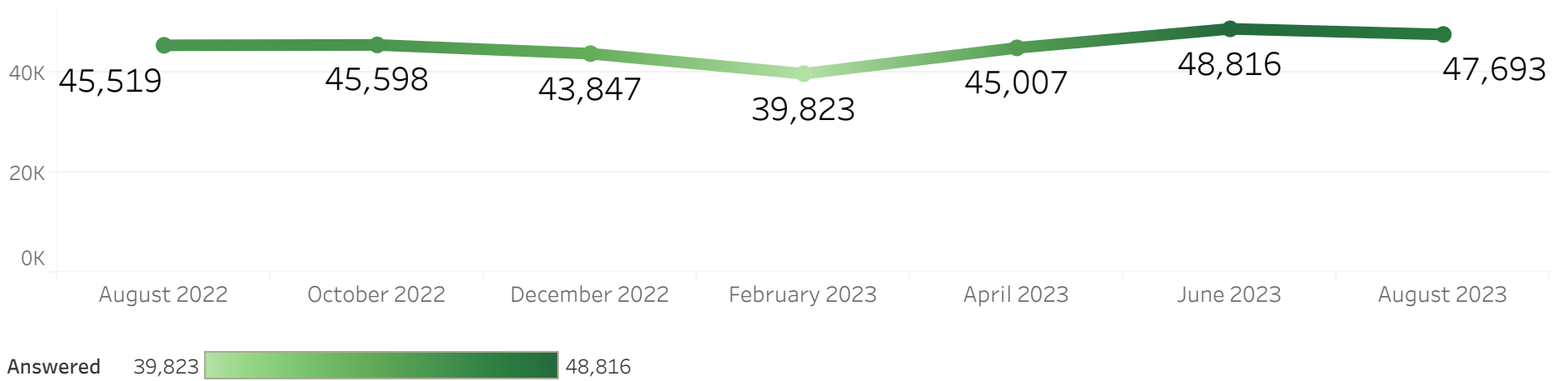
### August Total 911 Call Volume (Includes 911 caller-disconnected calls)



### August Non-911 Call Volume

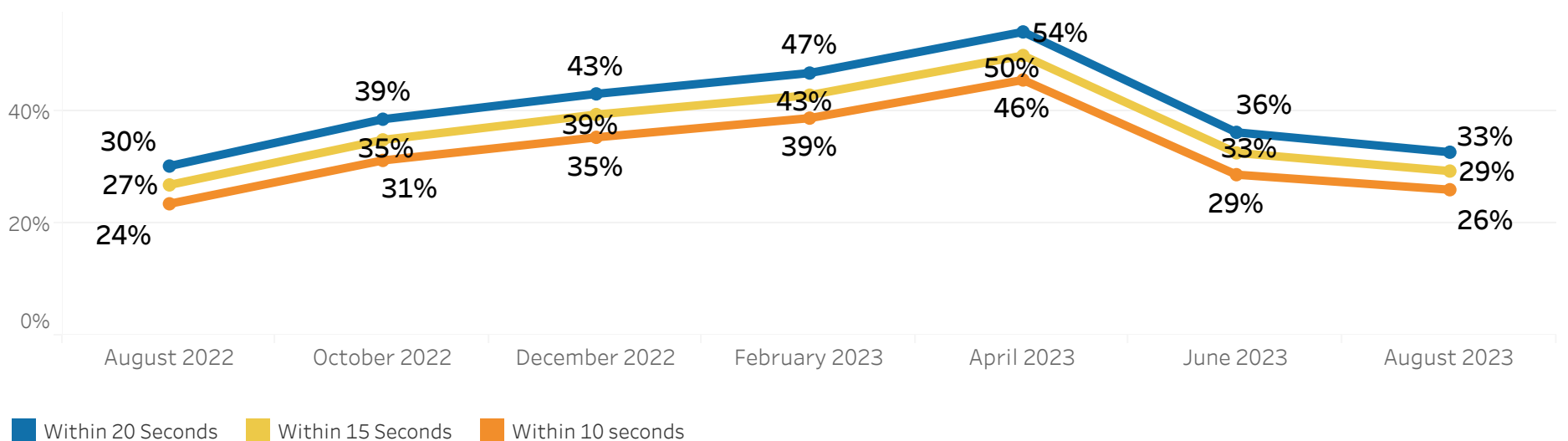


### 9-1-1 Calls Answered



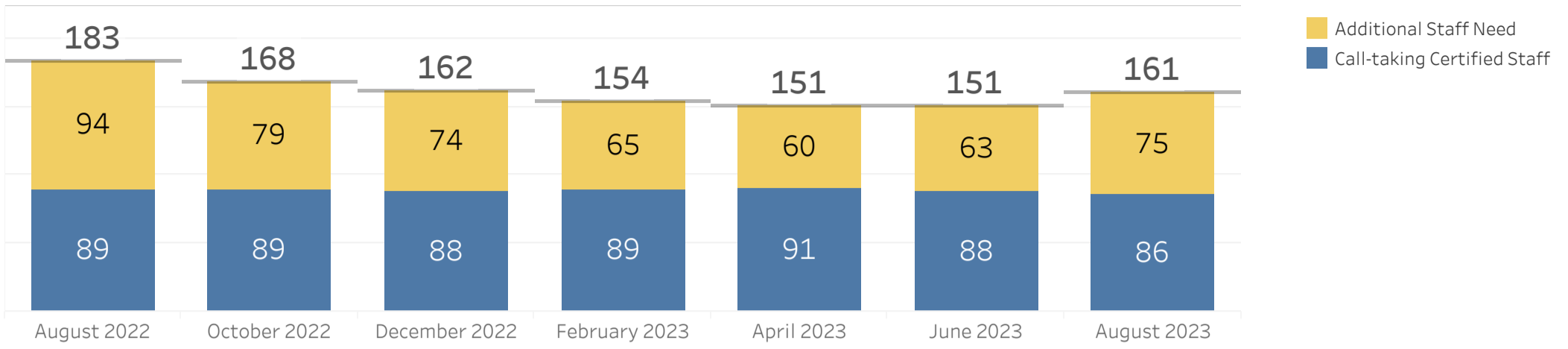
### 9-1-1 Call Answering Performance Trends\*

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



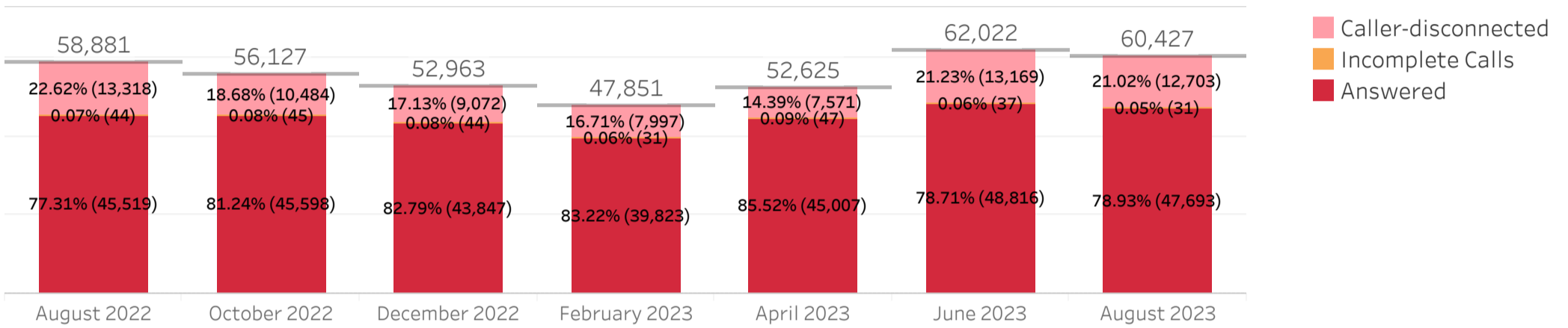
\*Caller-disconnected calls are not included.

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



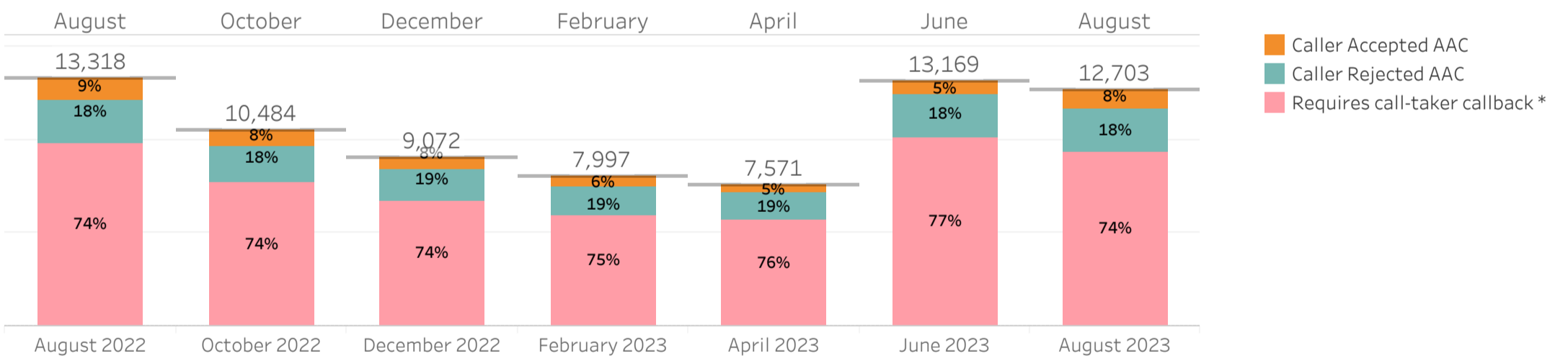
\*Varies by workload call volume and processing metrics.

### Total 9-1-1 Trends



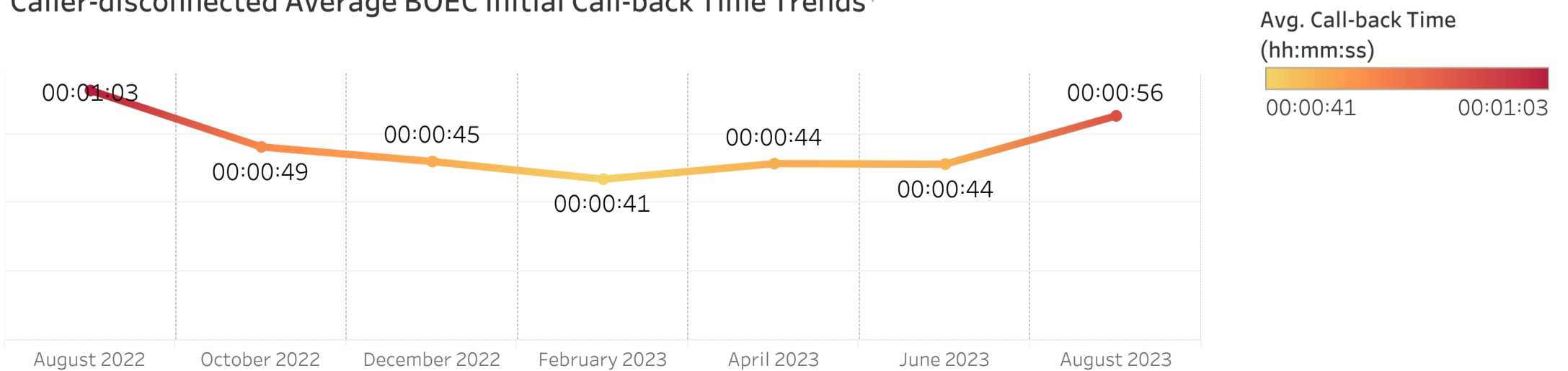
\*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



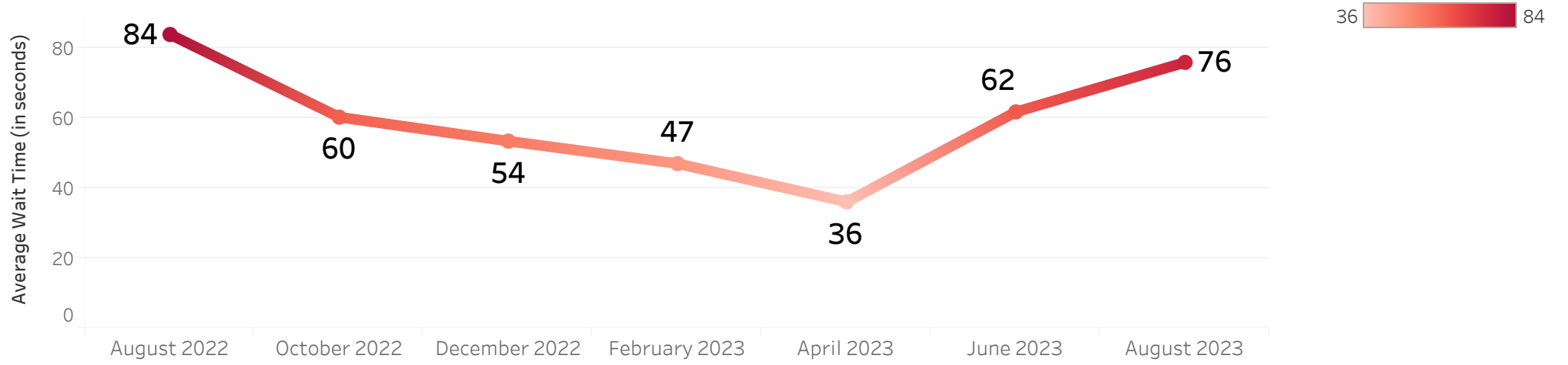
\*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



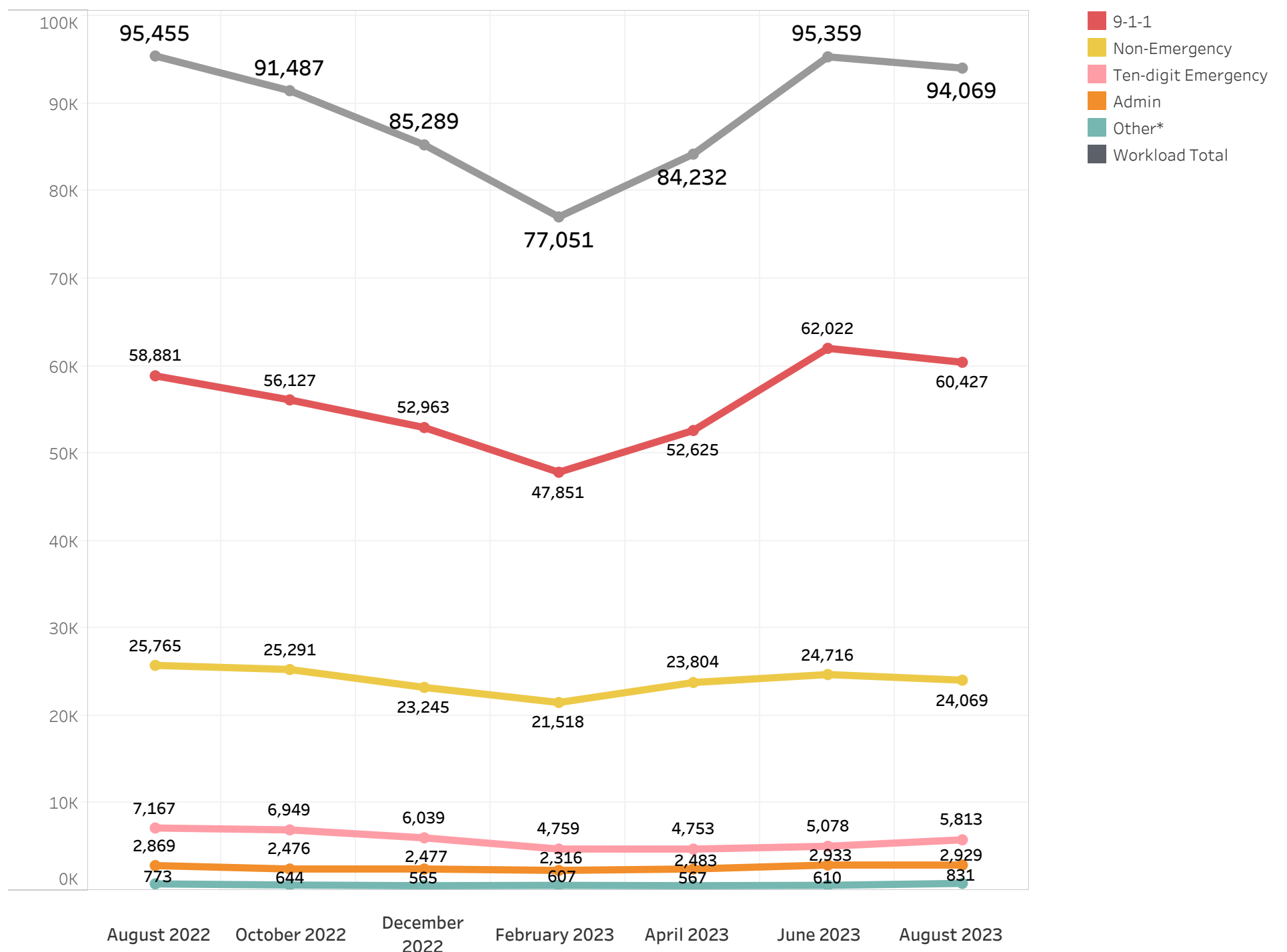
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



\*Caller-disconnected calls are not included.

### BOEC Workload Call Volume

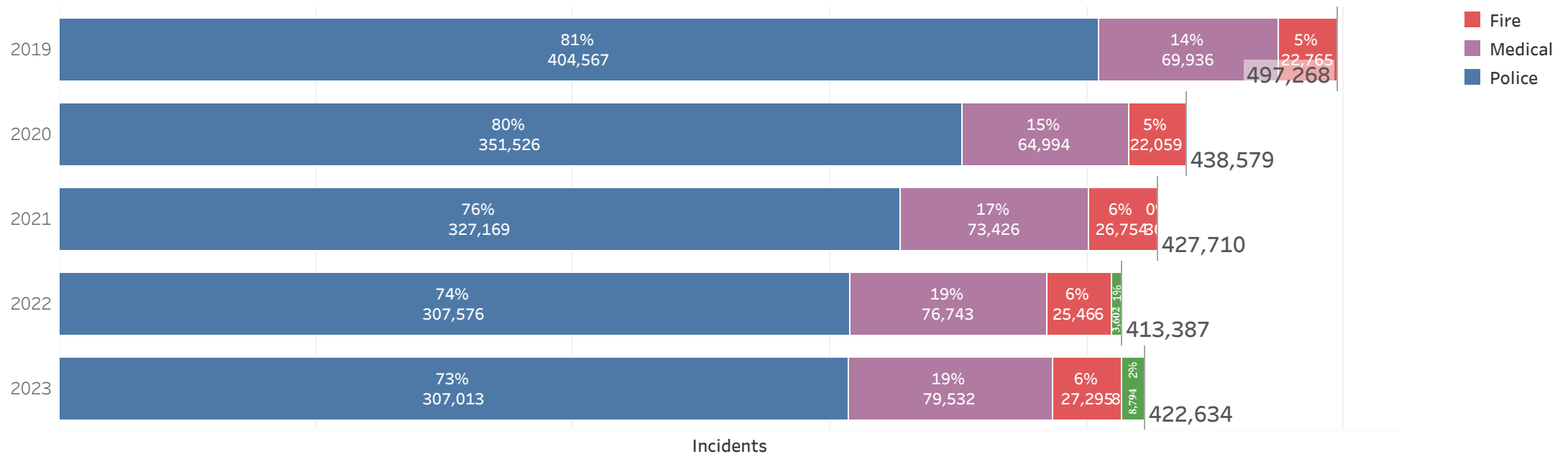


	August 2022	October 2022	December 2022	February 2023	April 2023	June 2023	August 2023
9-1-1	58,881	56,127	52,963	47,851	52,625	62,022	60,427
Non-Emergency	25,765	25,291	23,245	21,518	23,804	24,716	24,069
Ten-digit Emergency	7,167	6,949	6,039	4,759	4,753	5,078	5,813
Admin	2,869	2,476	2,477	2,316	2,483	2,933	2,929
Other*	773	644	565	607	567	610	831
<b>Workload Total</b>	<b>95,455</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>

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

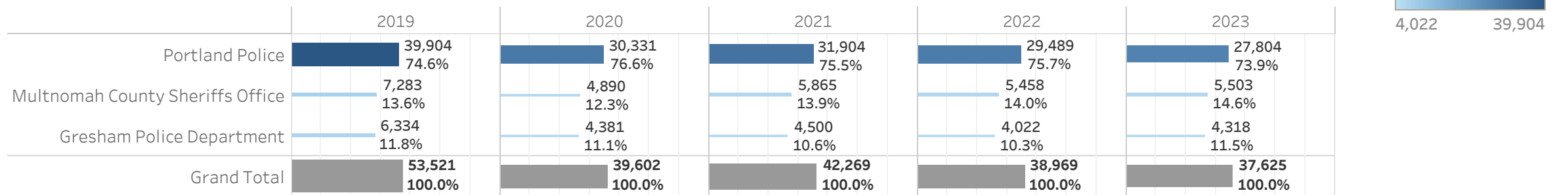
# Dispatch Workload/CAD Incidents

January through August

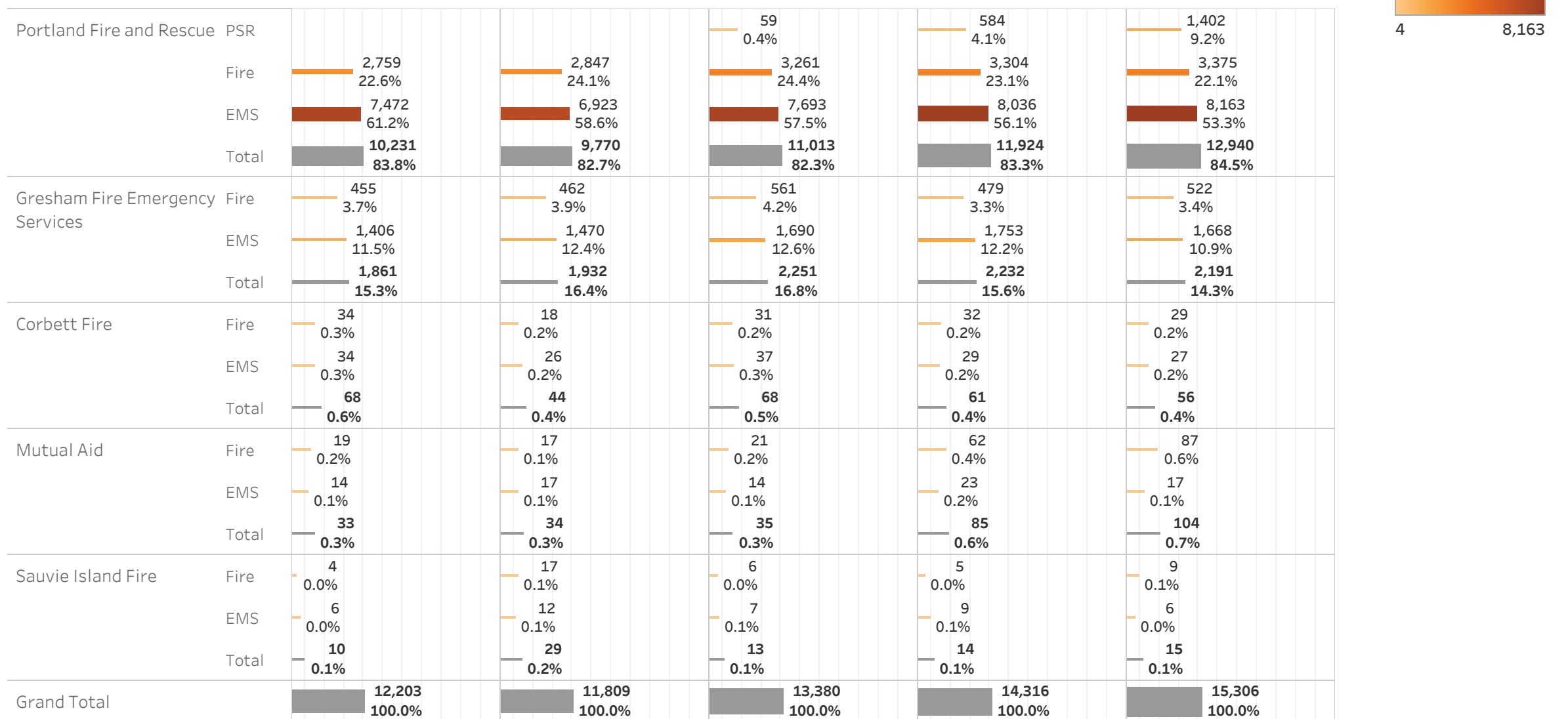


# Dispatch Workload/CAD Incidents by Jurisdiction

August



Dispatch Workload/CAD Incidents by Jurisdiction August



All Disciplines Grand Total	<b>65,724</b>	<b>51,411</b>	<b>55,649</b>	<b>53,285</b>	<b>52,931</b>
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