BOEC Update: August 2026

Steve Mawdsley, Director
www.portland.gov/911

Strategic Plan Progress:

1. **Improve Public Safety Response Capabilities** – Finalizing steps to onboard Portland State University's Public Safety Office to the CAD system.
2. **Enhance Collaboration Internally, with Partner Agencies, and with the Community** – User Board Community Representative recruitment interviews were held; candidates advancing to the next step will be invited to visit and experience BOEC, first-hand.
3. **Increase Focus on the Overall Wellbeing of the Public Safety Workforce and System** – revised the feedback mechanism to obtain and evaluate responses for professional development opportunities.

"One can never change the past, only the hold it has on you, and while nothing in your life is reversible, you can reverse it nevertheless."

-Merle Shain

Training Department Updates:

- April 2026's Basic Academy trainees graduated from the DPSST Telecommunications Academy on 8/14.
- Offer letters are being sent for September 2026's Basic Academy hiring.
- For February 2027's Academy, 236 candidates passed the typing test, averaging 55 words per minute with 98% accuracy; 205 completed CritiCall with 63 people passing.
- The first session of the Accelerated Basic Fire Academy is complete; trainees will be ready to start their on-the-job training in Phase 3.

Technology Department Update:

•The **Non-Emergency Phone System** contract is ready to be signed, and we will soon begin implementation of the multi-lingual non-emergency triage system.
•Improved **Text to 9-1-1** options continue to be reviewed with the State that would include interpretation in multiple languages.
•**Next-Gen 9-1-1** is coming! Implementation will start over the summer, and statewide will take about two years. BOEC is in phase 1, and we expect to be on the new infrastructure by early 2027.
•**CAD in the Cloud** is currently under Technology Bureau review for an anticipated implementation in late 2028.

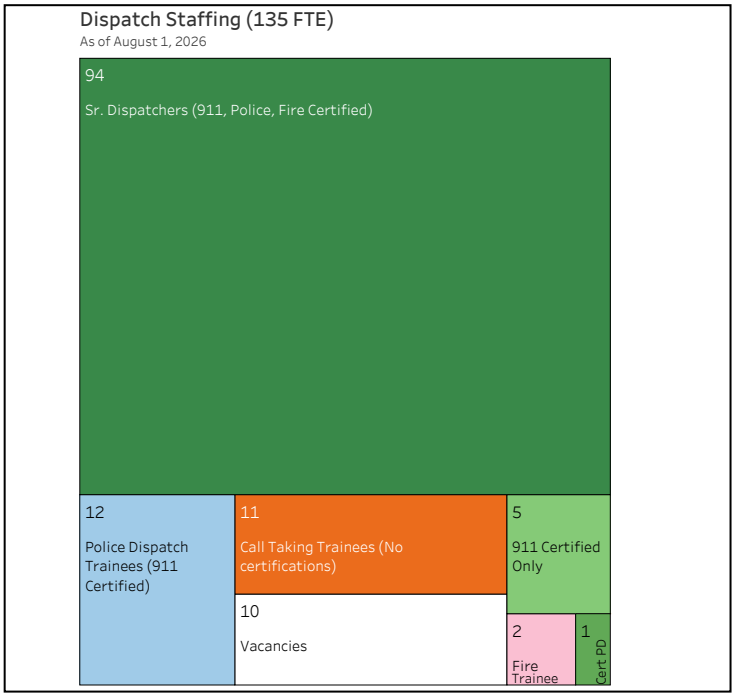
Quality Assurance Department Update:

BOEC triaged 6,094 medical calls and 3,078 fire calls through ProQA in July. The QA team reviewed 497 calls across both disciplines, which is over 5% of the call volume (APCO recommends at least 2%). More than 85% of the calls reviewed were high compliant or complaint. In EFD, only 3% of the reviewed calls were non-compliant, which is a new low (low is good). This demonstrates not just great performance but also knowledge of how to use the protocol effectively and efficiently. We are really proud of our overall performance!

Employee of the Month

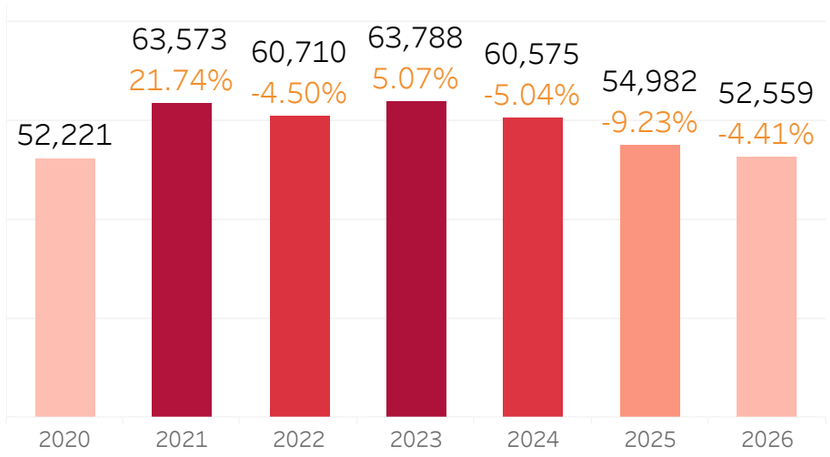
Core Values Spotlight – Competence

An employee demonstrated exceptional persistence, compassion, and professionalism by going above and beyond on an Apple watch fall detection 9-1-1 call with limited information. Through creative problem-solving and diligent follow-up, the caller's location was identified, and timely assistance was provided during a medical emergency.

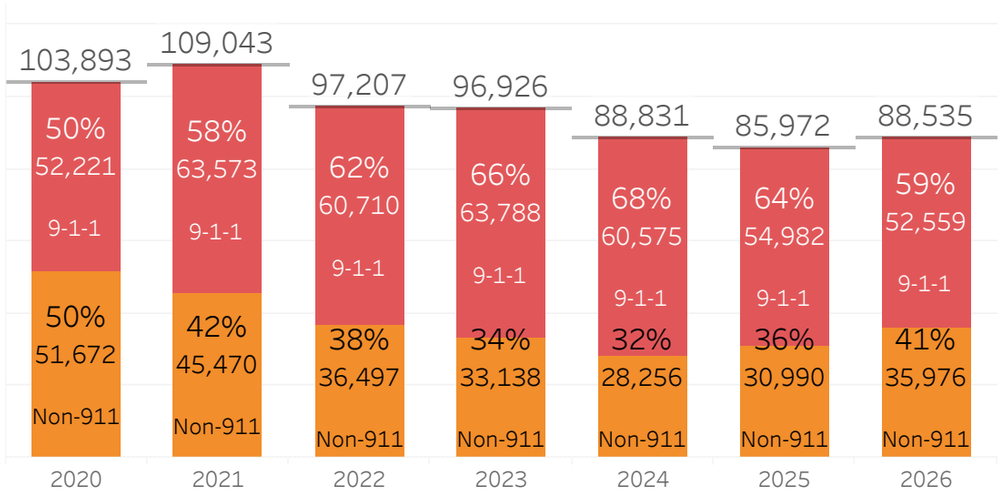


9-1-1 Call Volume in July

(Includes 911 caller-disconnected calls)

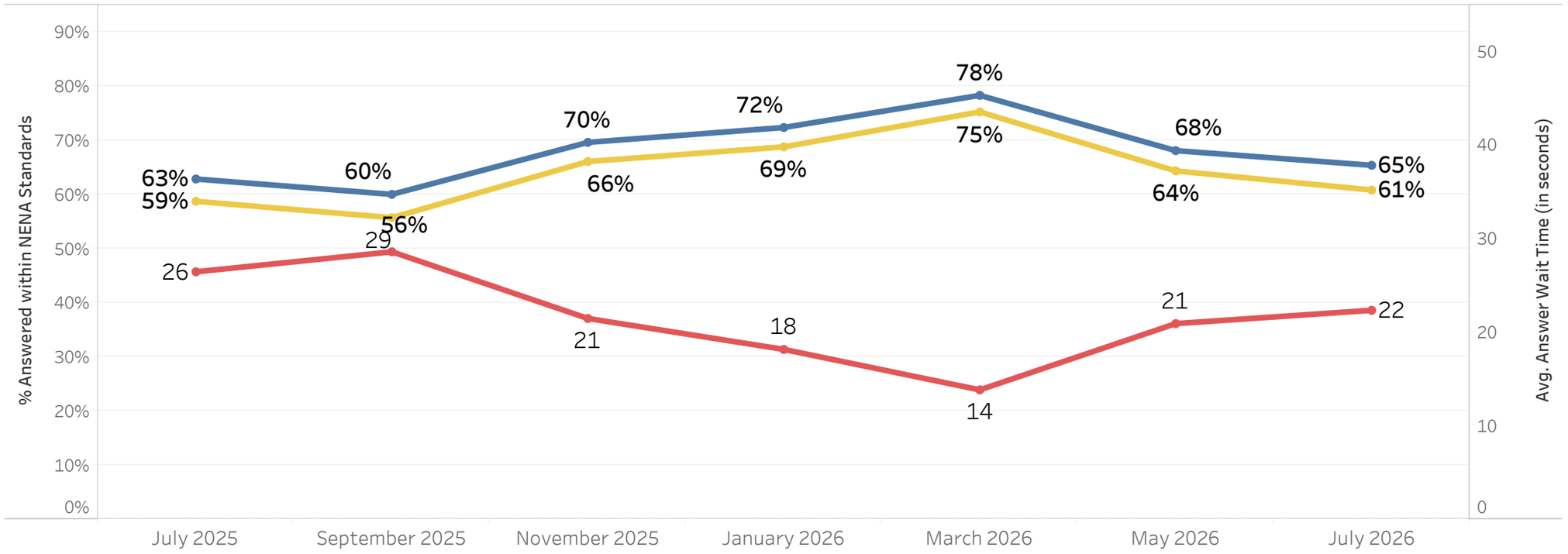


Total 9-1-1 & Non-911 Call Volume in July



9-1-1 Call Answering Performance and Average Wait-to-Answer Time Trends*

Month, Year of
Call Answering Performance
Multiple values



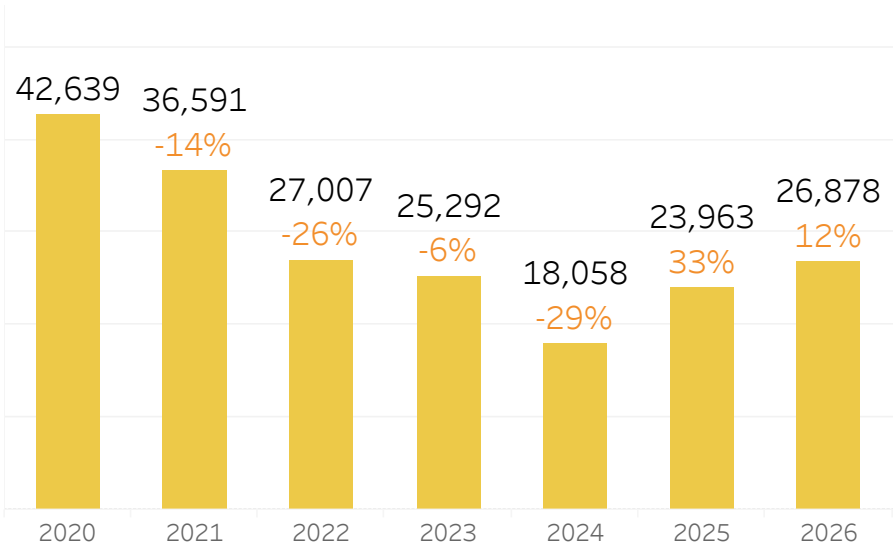
NENA Standards: 90% of all 911 calls shall be answered within 15 seconds;
95% of all 911 calls should be answered within 20 seconds

*Caller-disconnected calls are not included.

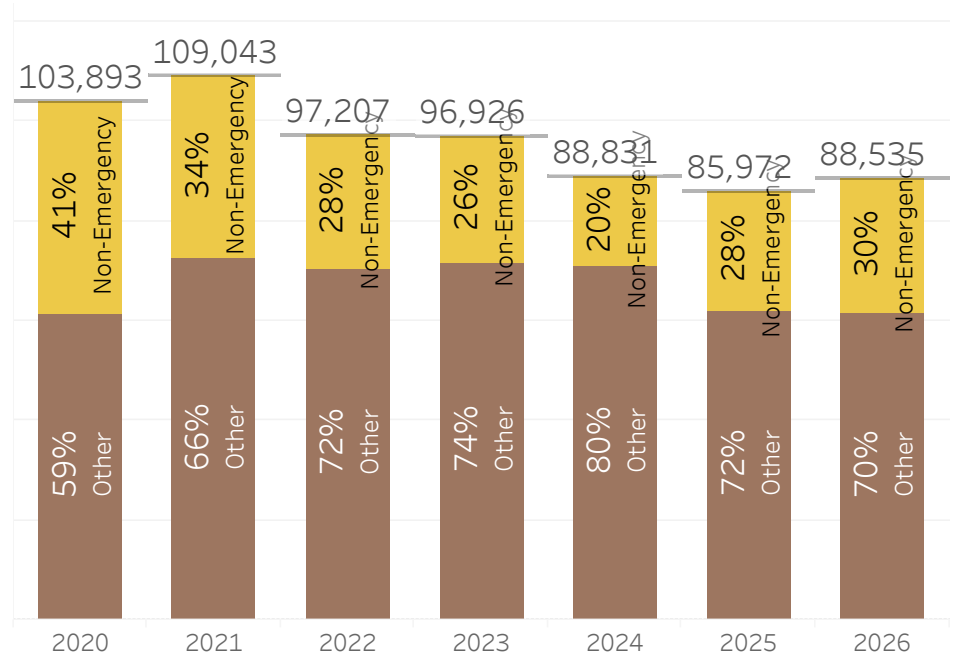
Within 20 Seconds
Within 15 Seconds

Average Wait- in Seconds

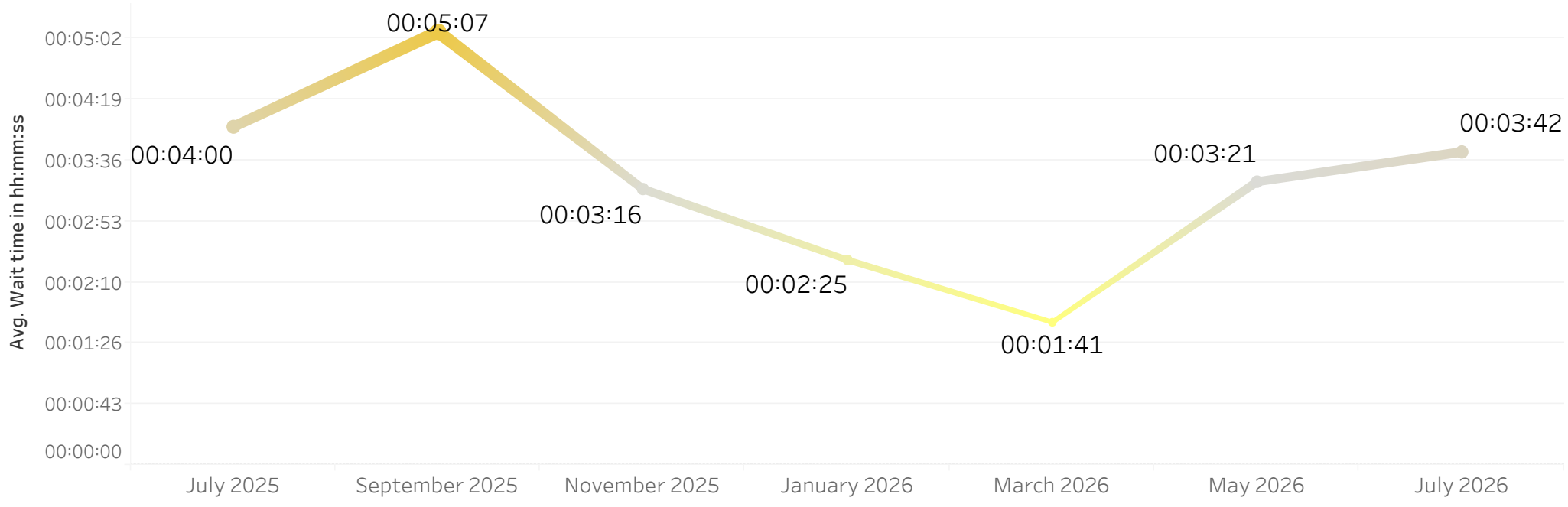
Non-Emergency Call Volume in July



Total Call Volume in July

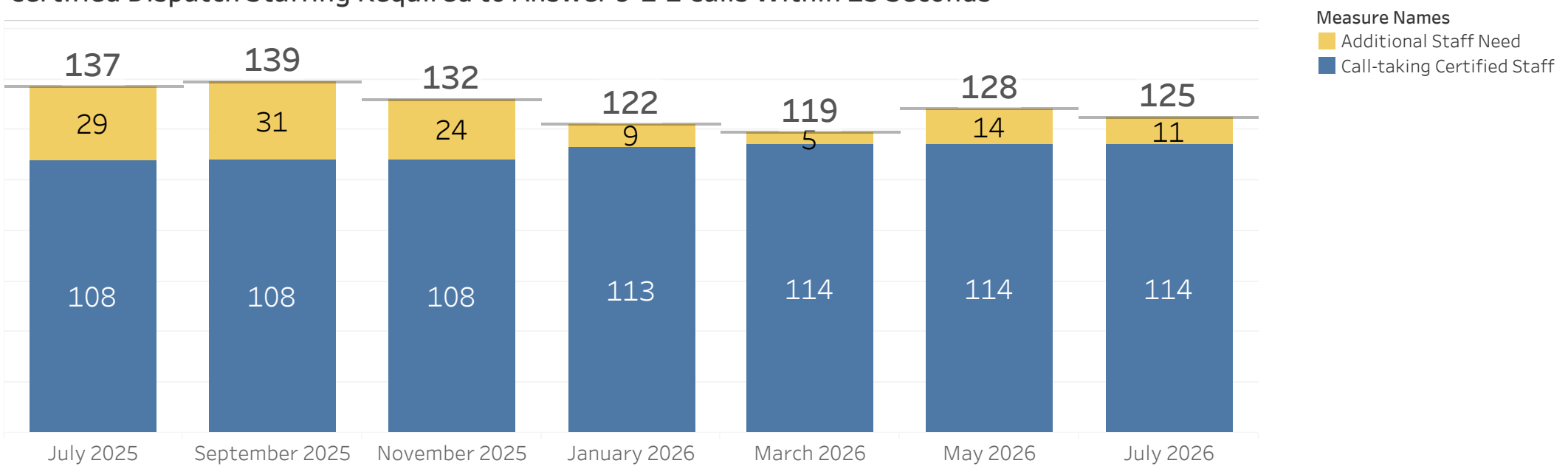


Non-Emergency Average Wait-to-answer Time Trends*



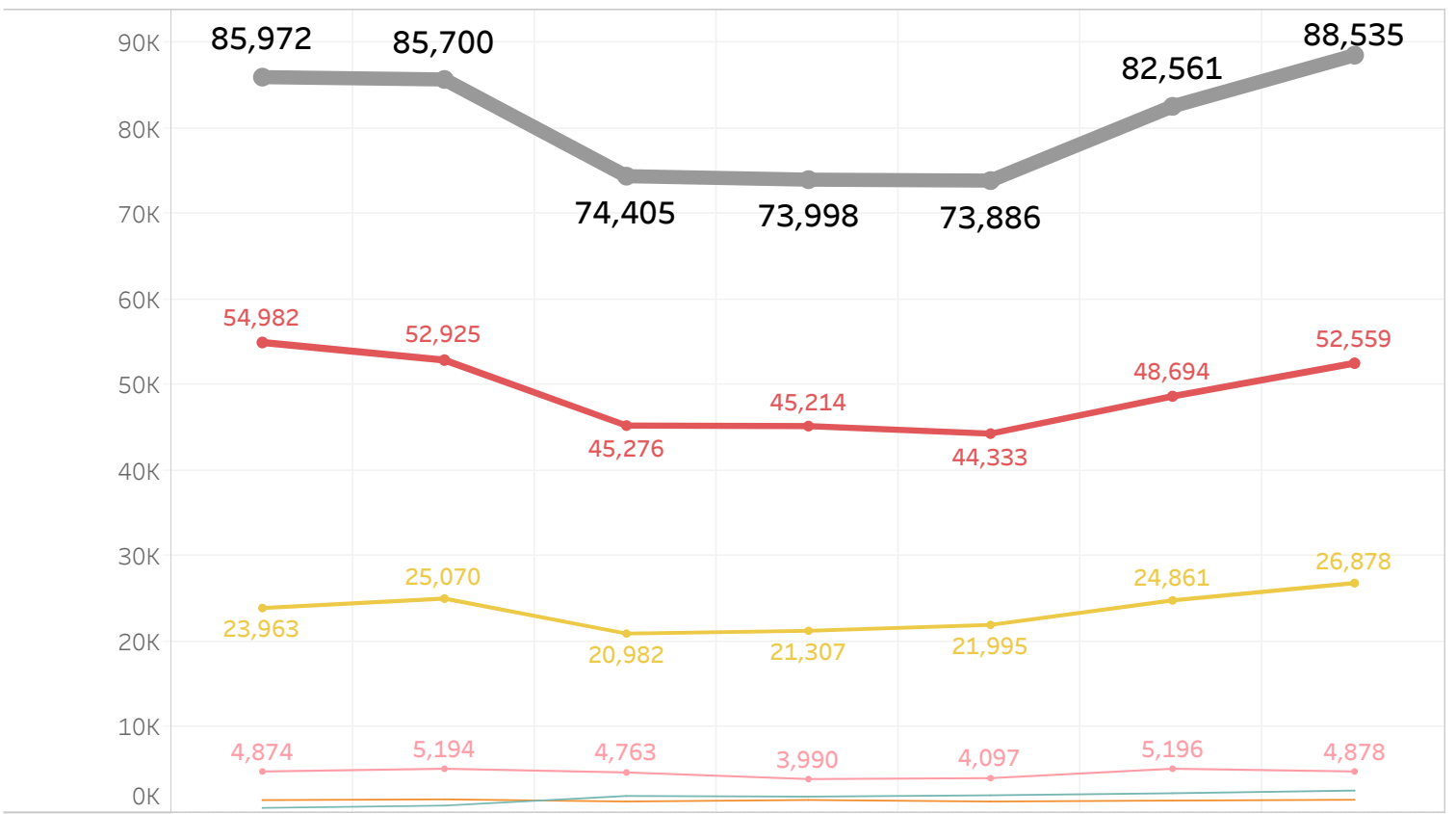
*Caller-disconnected calls are not included

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



*Varies by workload call volume and processing metrics.

BOEC Workload Call Volume



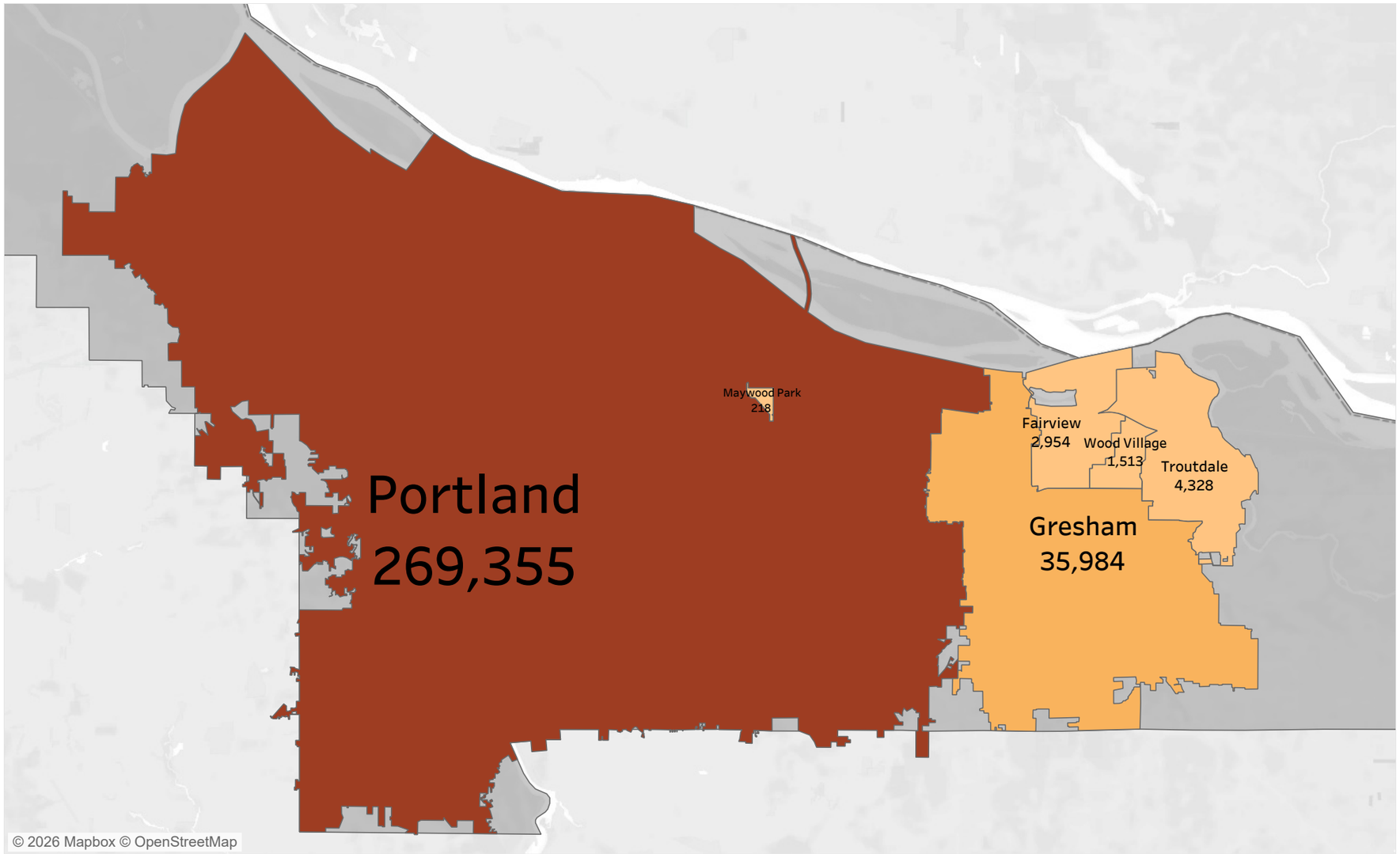
		July 2025	September 2025	November 2025	January 2026	March 2026	May 2026	July 2026
9-1-1	TTY	74	52	19	34	70	47	90
	Voice	54,908	52,873	45,257	45,180	44,263	48,647	52,469
Non-Emergency	TTY	1		4		2		
	Voice	23,962	25,070	20,978	21,307	21,993	24,861	26,878
Ten-digit Emergency	TTY		6					
	Voice	4,874	5,188	4,763	3,990	4,097	5,196	4,878
Admin	Voice	1,532	1,619	1,369	1,547	1,367	1,479	1,572
Other*	TTY			1				
	Voice	621	892	2,014	1,940	2,094	2,331	2,648
Workload Total		**85,972**	**85,700**	**74,405**	**73,998**	**73,886**	**82,561**	**88,535**

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

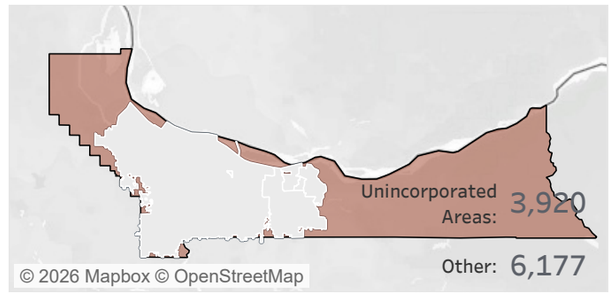
Multnomah County 9-1-1 Call Volume*

		2026							Grand Total
		January	February	March	April	May	June	July	
Multnomah County	Portland	37,852	33,243	36,825	37,179	40,379	40,574	43,303	269,355
	Gresham	4,922	4,346	4,927	4,943	5,497	5,465	5,884	35,984
	Troutdale	534	534	628	533	630	642	827	4,328
	Unincorporated Areas	442	357	467	593	620	637	804	3,920
	Fairview	355	406	438	421	412	437	485	2,954
	Wood Village	172	195	219	205	207	275	240	1,513
	Maywood Park	46	29	25	29	26	22	41	218
Other	Other Areas	891	725	804	792	923	1,067	975	6,177
Grand Total		45,214	39,835	44,333	44,695	48,694	49,119	52,559	324,449

Multnomah County 9-1-1 Call Volume by City



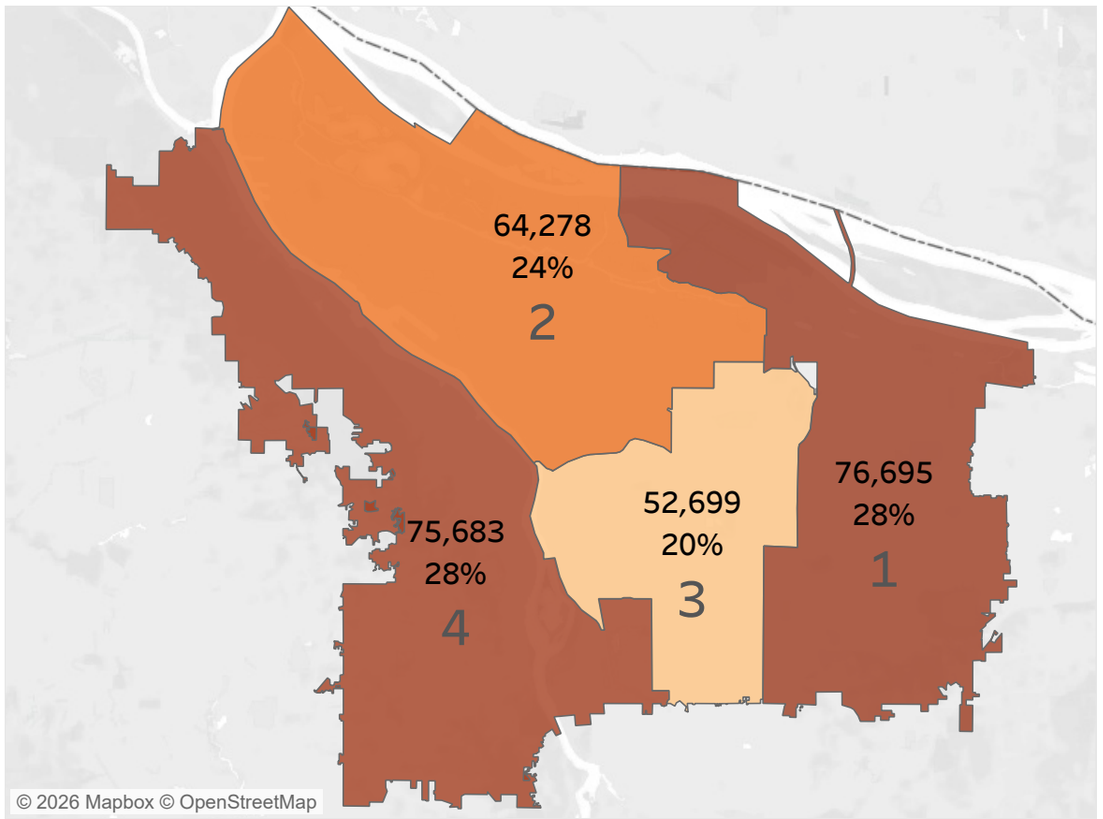
Multnomah County 9-1-1 Call Volume in Unincorporated Areas



*Data is sourced from an Automated Location Identification (ALI) system for call data. Unincorporated Areas may include parts of Lake Oswego; calls may be reflected as 'Other' when the ALI is not available or originated from outside Multnomah County.

Portland Council District 9-1-1 Call Volume*

January through July, 2026

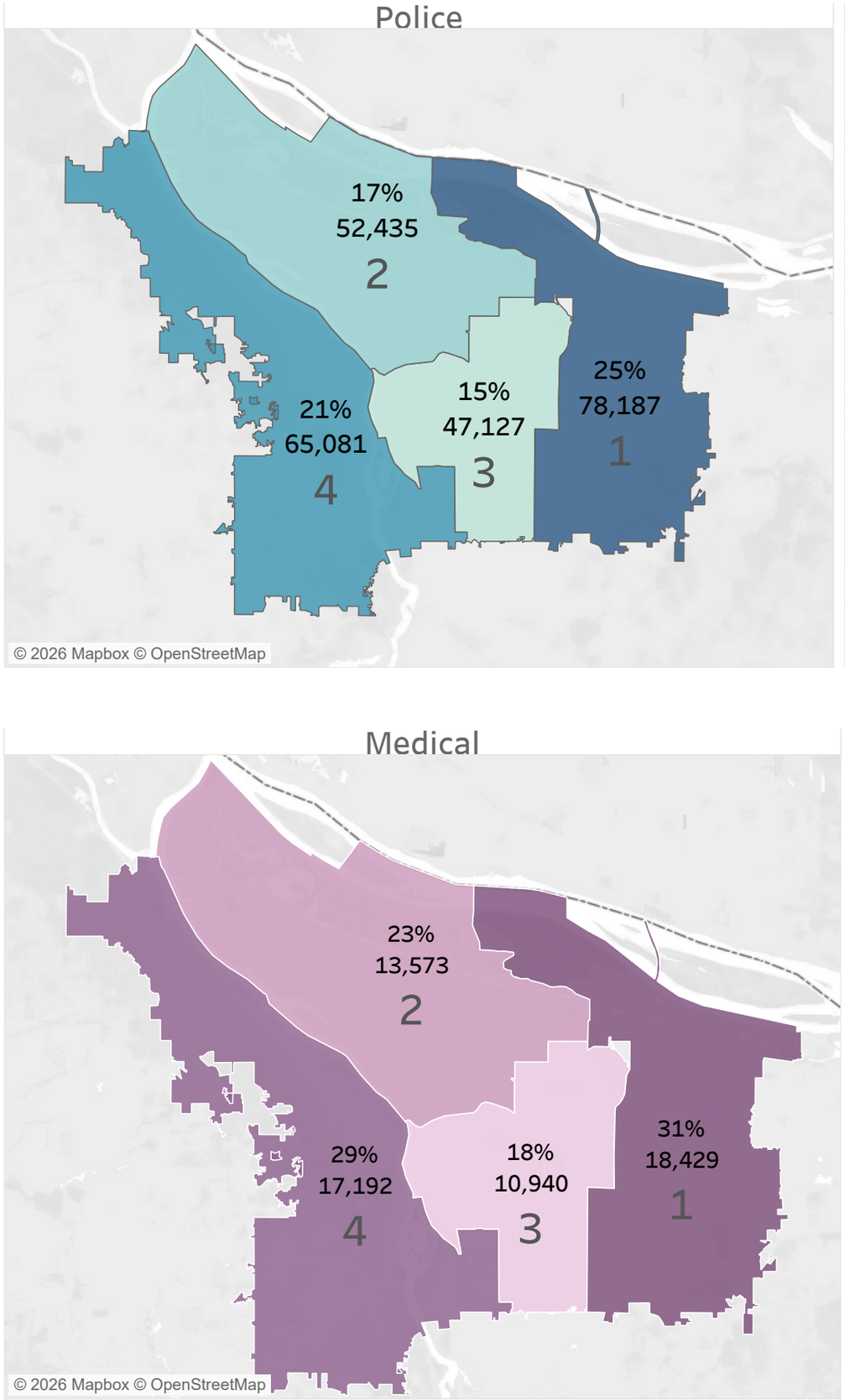


	2026				
	1	2	3	4	Grand Total
January	15% 11,866	14% 8,847	13% 6,991	13% 10,148	14% 37,852
February	13% 9,645	12% 7,681	13% 6,793	12% 9,124	12% 33,243
March	13% 10,277	14% 9,224	13% 6,971	14% 10,353	14% 36,825
April	14% 10,417	14% 8,922	14% 7,460	14% 10,380	14% 37,179
May	14% 11,091	15% 9,868	15% 7,903	15% 11,517	15% 40,379
June	15% 11,572	15% 9,578	15% 7,797	15% 11,627	15% 40,574
July	15% 11,827	16% 10,158	17% 8,784	17% 12,534	16% 43,303
Grand Total	100% 76,695	100% 64,278	100% 52,699	100% 75,683	100% 269,355

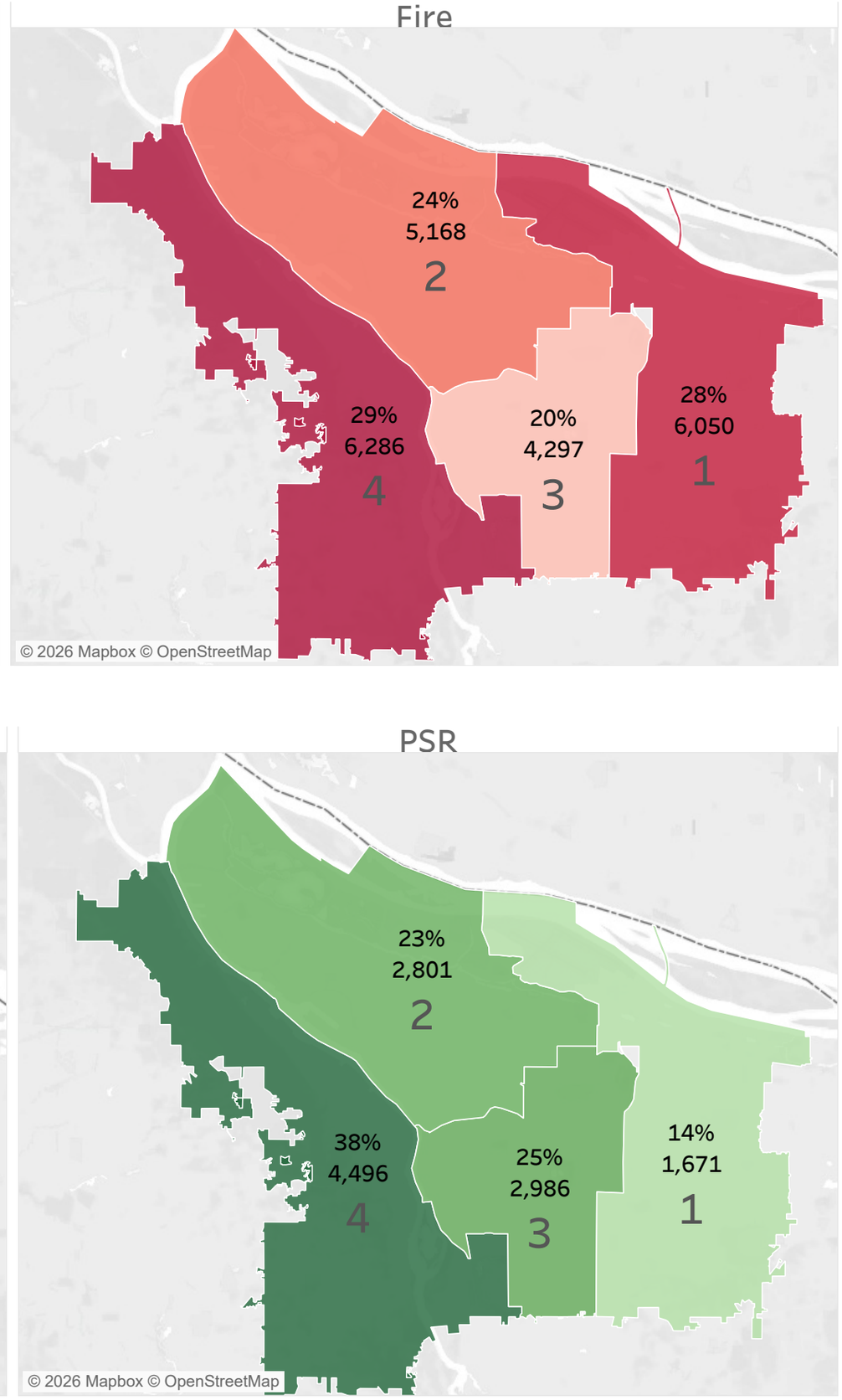
Portland Council District Dispatch Workload by Discipline*

January through July, 2026

Police



Fire



2026

- ✔ January
- ✔ February
- ✔ March
- ✔ April
- ✔ May
- ✔ June
- ✔ July

47,127 — 78,187

4,297 — 6,286

Medical

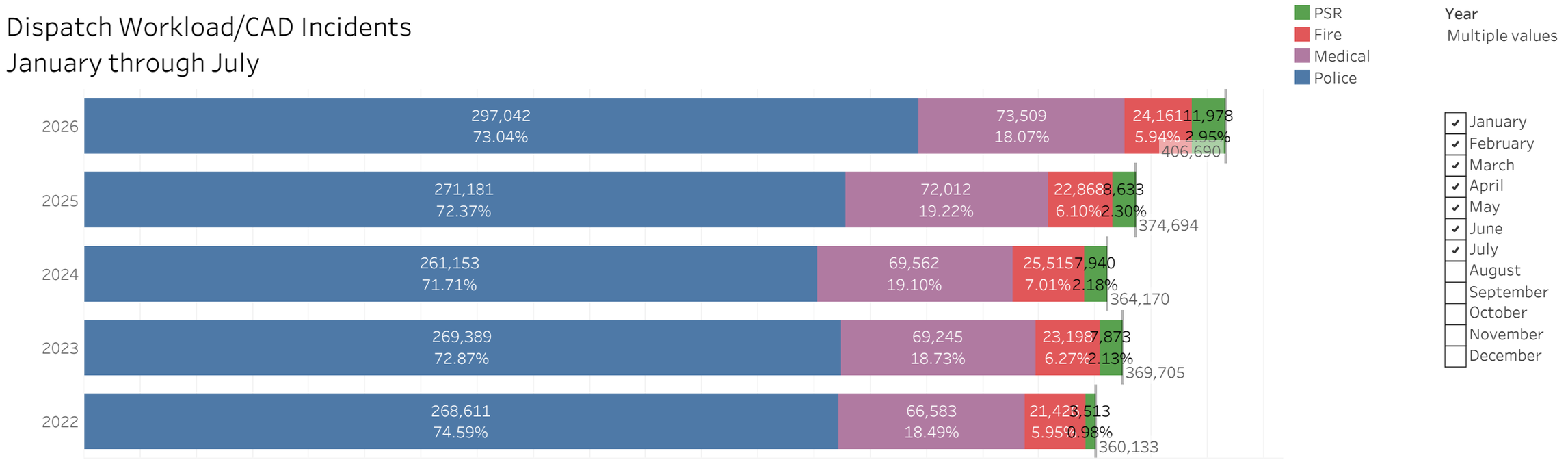
PSR

10,940 — 18,429

1,671 — 4,496

*Data is sourced from an Automated Location Identification (ALI) system for call data and from calle..

Dispatch Workload/CAD Incidents
January through July



Dispatch Workload/CAD Incidents - Police
July

	2022	2023	2024	2025	2026
Portland Police	76.62% 30,345	74.99% 28,573	74.64% 29,364	77.36% 32,497	73.31% 32,766
Multnomah County Sheriffs Office	12.85% 5,088	13.47% 5,132	13.33% 5,245	11.71% 4,918	14.38% 6,429
Gresham Police Department	10.53% 4,172	11.54% 4,399	12.03% 4,734	10.93% 4,593	12.31% 5,500
Grand Total	100.00% 39,605	100.00% 38,104	100.00% 39,343	100.00% 42,008	100.00% 44,695

Dispatch Workload/CAD Incidents - Fire/Medical/PSR
July

		2022	2023	2024	2025	2026
Portland Fire and Rescue	Fire	20.07% 2,863	20.76% 3,128	20.78% 3,231	19.83% 3,173	19.08% 3,272
	Medical	59.73% 8,518	54.56% 8,221	53.75% 8,359	55.12% 8,821	52.78% 9,051
	PSR	3.15% 449	9.07% 1,366	9.72% 1,511	9.52% 1,523	12.35% 2,117
Gresham Fire Department	Fire	3.47% 495	3.42% 516	3.56% 554	2.97% 476	2.95% 506
	Medical	12.31% 1,756	10.97% 1,653	11.27% 1,752	11.44% 1,831	11.77% 2,018
Mutual Aid	Fire	0.55% 79	0.62% 94	0.28% 43	0.52% 83	0.48% 82
	Medical	0.11% 16	0.13% 20	0.06% 10	0.07% 11	0.06% 11
Sauvie Island Fire	Fire	0.06% 9	0.03% 4	0.08% 13	0.06% 10	0.06% 11
	Medical	0.09% 13	0.05% 8	0.08% 12	0.04% 7	0.05% 9
Corbett Fire	Fire	0.20% 28	0.16% 24	0.23% 35	0.19% 31	0.15% 26
	Medical	0.25% 36	0.22% 33	0.20% 31	0.24% 38	0.23% 40
Portland Street Response	PSR					0.02% 4
Grand Total		100.00% 14,262	100.00% 15,067	100.00% 15,551	100.00% 16,004	100.00% 17,147

	2022	2023	2024	2025	2026
All Disciplines Grand Total	53,867	53,171	54,894	58,012	61,842