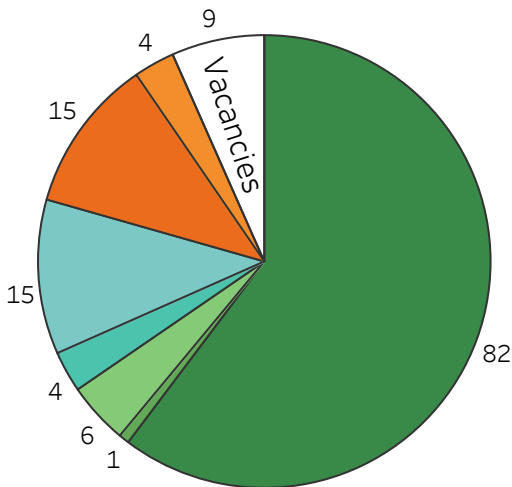


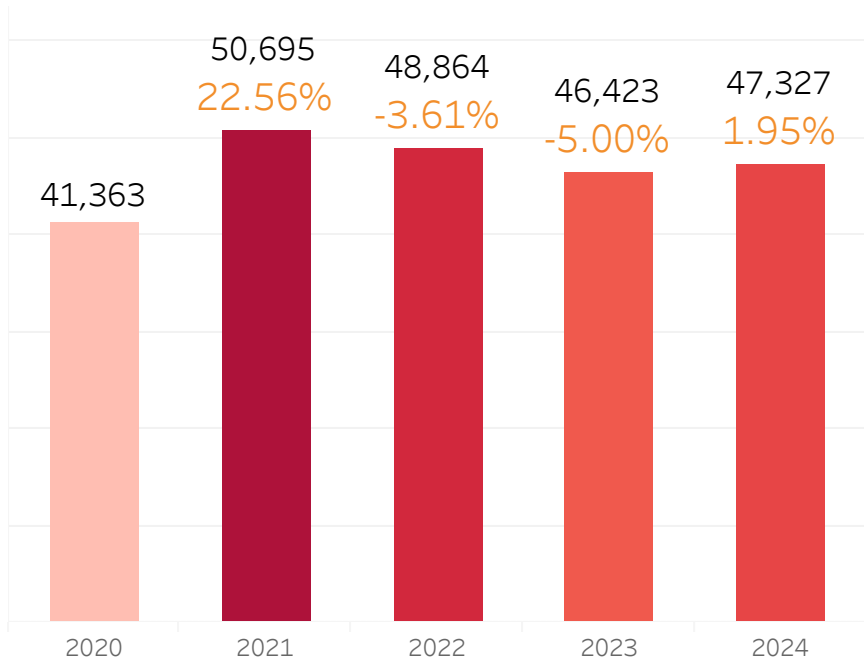
Dispatch Staffing

As of December 1, 2024

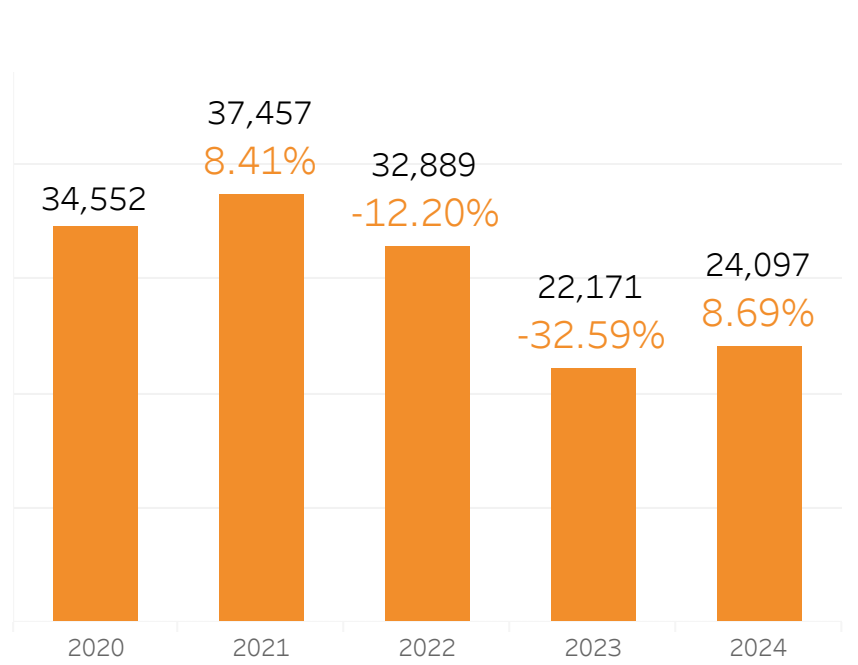


Sr. Dispatchers (911, Police, Fire Certified)	82
Certified Police Dispatchers	1
911 Certified Only	6
Fire Dispatch Trainees (911, Police Certified)	4
Police Dispatch Trainees (911 Certified)	15
Call Taking Trainees (No certifications)	15
Academy Trainees (No certifications)	4
Vacancies (eight limited term positions)	9
Total	136

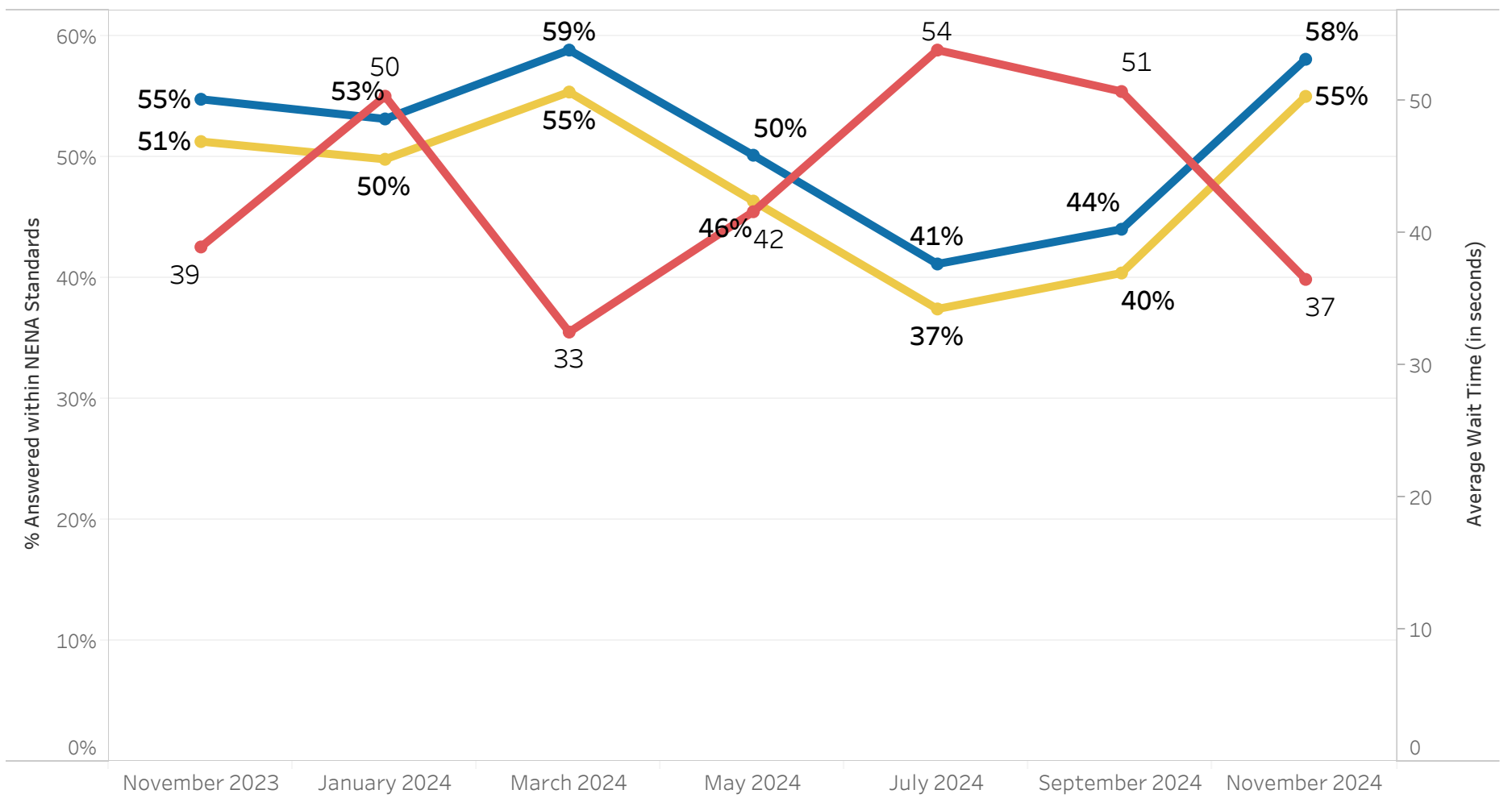
November Total 911 Call Volume (Includes 911 caller-disconnected calls)



November Non-911 Call Volume



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

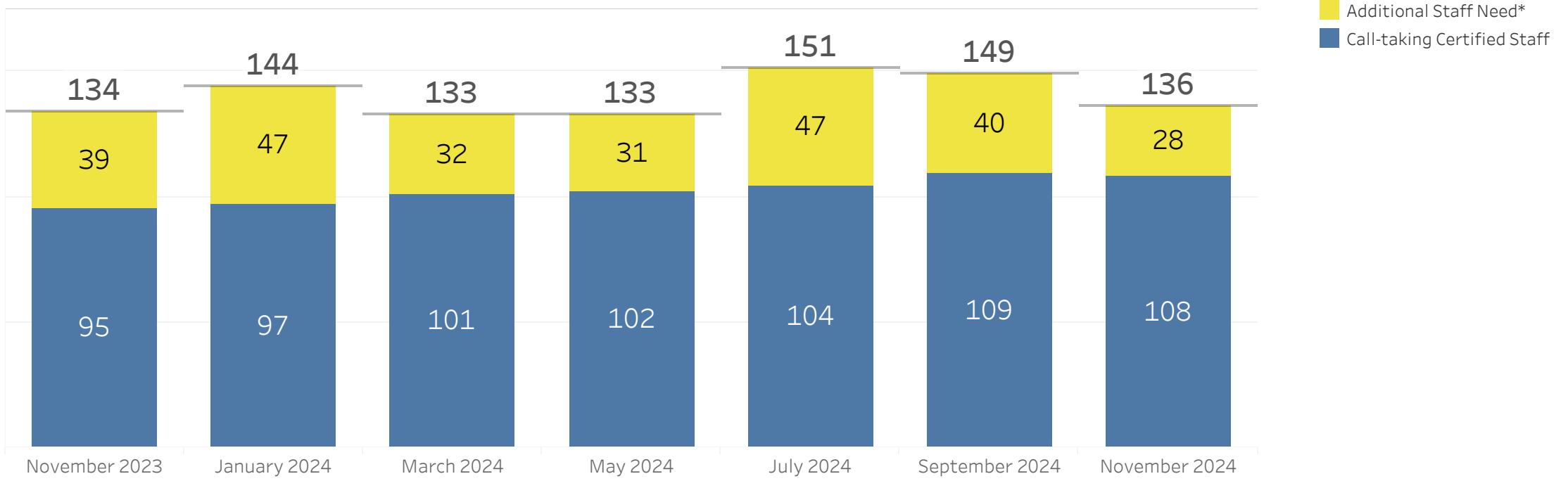


NENA Standards: 90% of all 911 calls shall be answered within 15 seconds; 95% of all 911 calls should be answered within 20 seconds

*Caller-disconnected calls are not included.

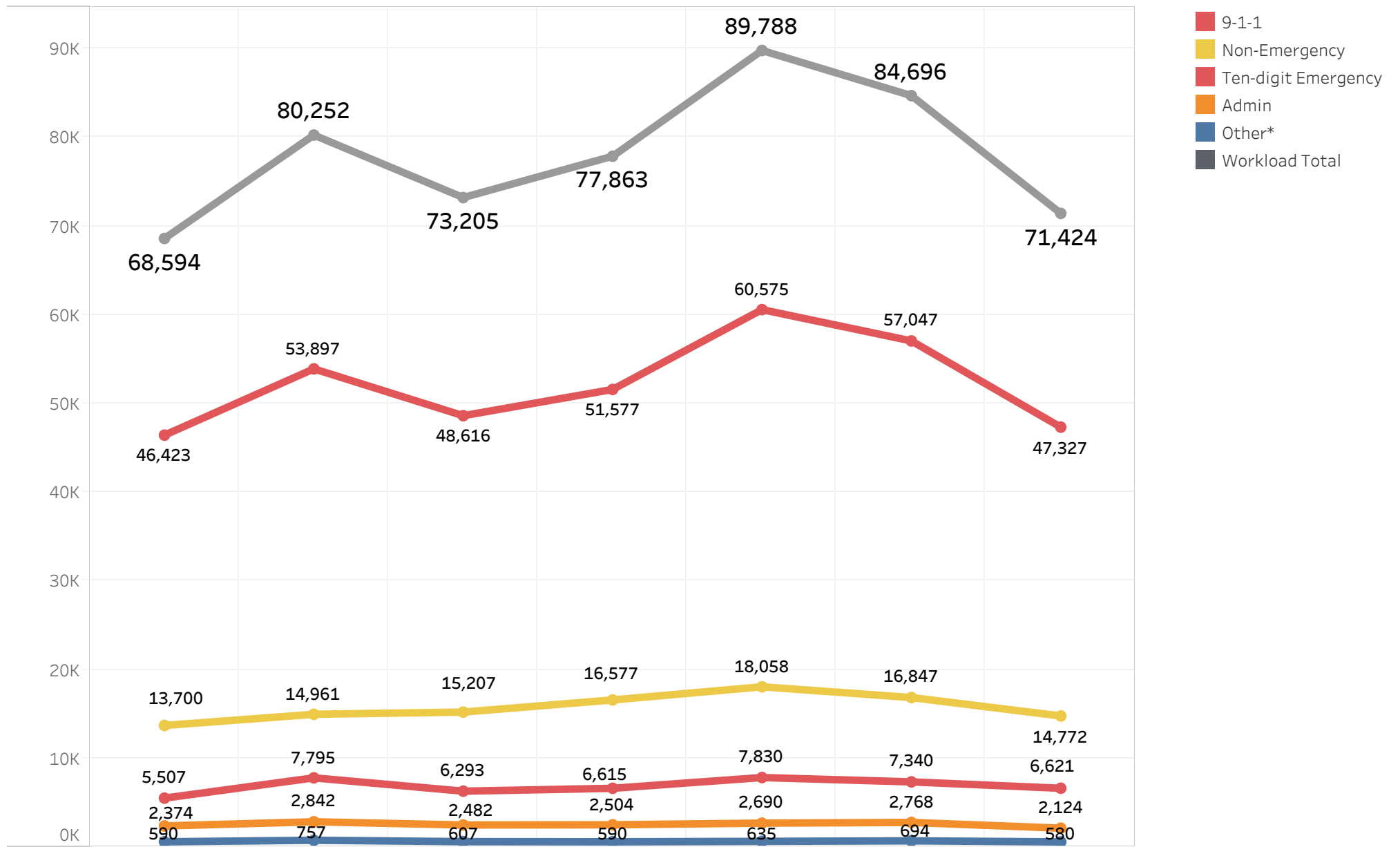
- Within 20 Seconds
- Within 15 Seconds
- Average Wait - in Seconds

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



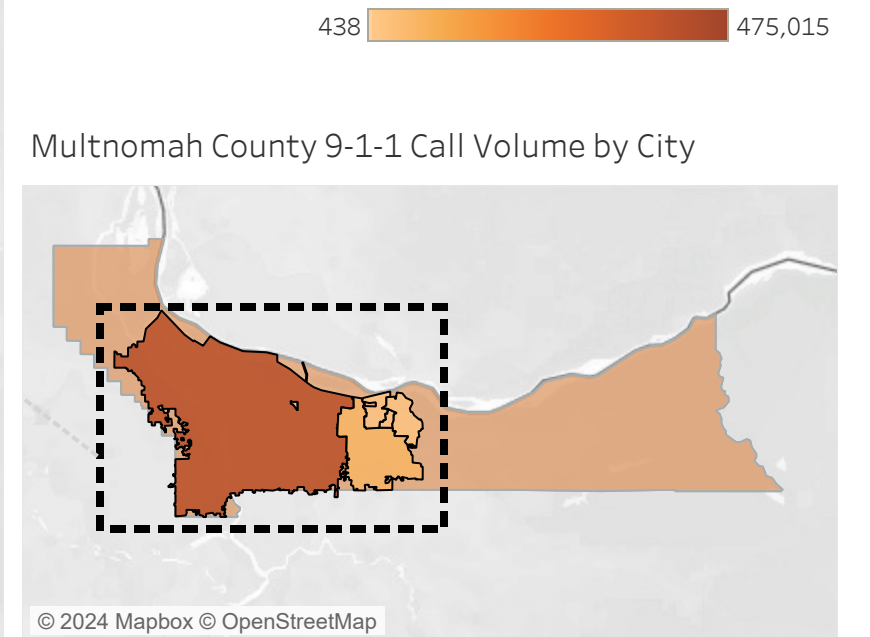
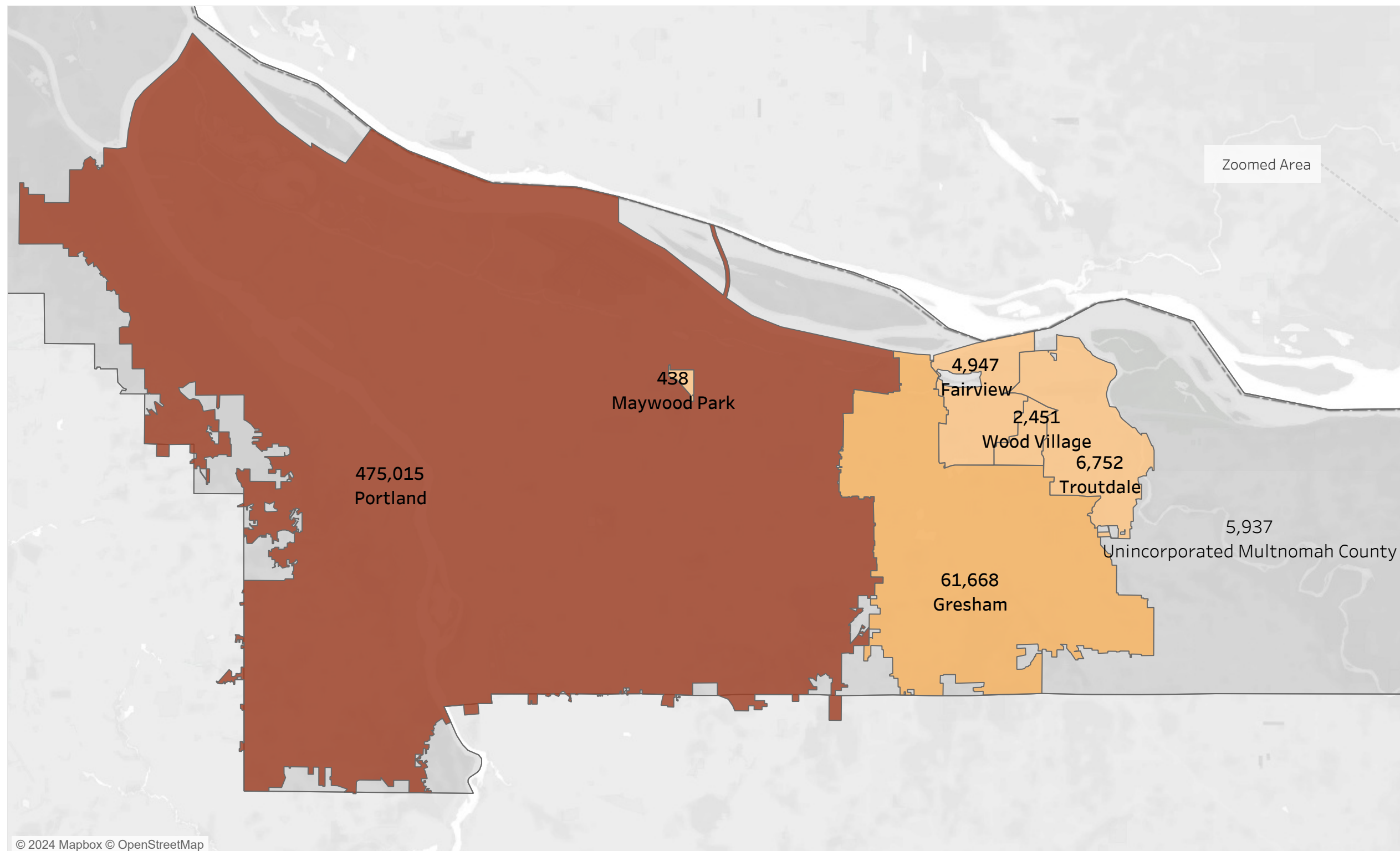
	November 2023	January 2024	March 2024	May 2024	July 2024	September 2024	November 2024
9-1-1	46,423	53,897	48,616	51,577	60,575	57,047	47,327
Non-Emergency	13,700	14,961	15,207	16,577	18,058	16,847	14,772
Ten-digit Emergency	5,507	7,795	6,293	6,615	7,830	7,340	6,621
Admin	2,374	2,842	2,482	2,504	2,690	2,768	2,124
Other*	590	757	607	590	635	694	580
Workload Total	68,594	80,252	73,205	77,863	89,788	84,696	71,424

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

Multnomah County 9-1-1 Call Volume*

		2024											Grand Total
		January	February	March	April	May	June	July	August	September	October	November	
Multnomah	Portland	43,567	36,844	40,370	38,464	42,503	43,155	50,452	48,682	48,166	43,604	39,208	475,015
	Gresham	6,444	4,922	5,253	5,232	5,686	5,559	6,257	6,282	5,748	5,418	4,867	61,668
	Troutdale	657	502	563	537	654	640	780	722	644	555	498	6,752
	Unincorporated Areas	596	367	419	434	520	594	755	684	591	554	423	5,937
	Fairview	471	352	370	458	480	497	564	569	426	403	357	4,947
	Wood Village	248	197	222	221	225	233	252	250	216	198	189	2,451
	Maywood Park	28	23	30	16	36	40	98	46	40	55	26	438
	Lake Oswego	24	6	7	3	3	3	2	3		3	1	55
Other	Other	1,862	1,373	1,382	1,246	1,470	1,261	1,415	1,212	1,216	1,384	1,758	15,579
Grand Total		53,897	44,586	48,616	46,611	51,577	51,982	60,575	58,450	57,047	52,174	47,327	572,842

Multnomah County 9-1-1 Call Volume by City

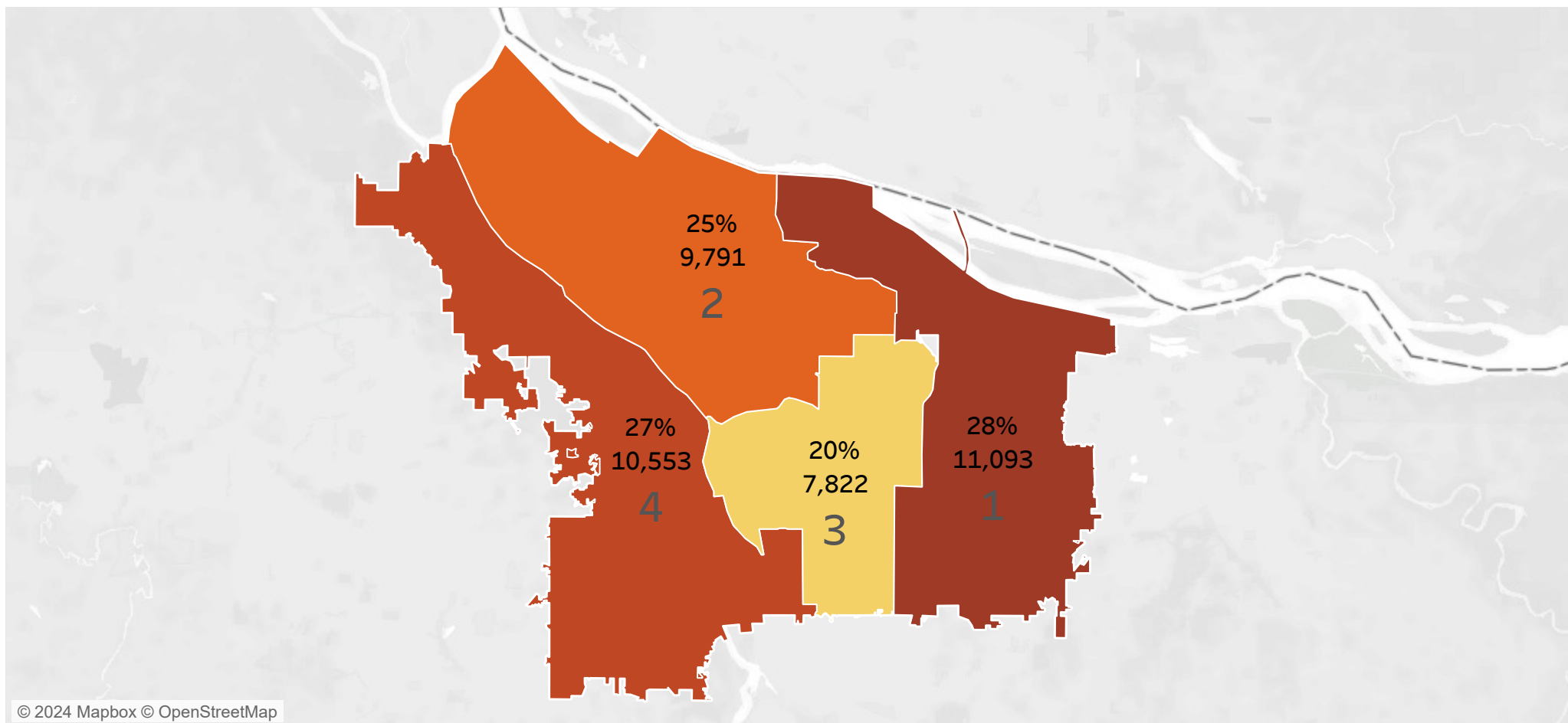


*Data is sourced from an Automated Location Identification (ALI) system for call data; please note that some calls may be reflected as 'Other' when the ALI is not available or originated from outside Multnomah County.

Portland Council District 9-1-1 Call Volume*

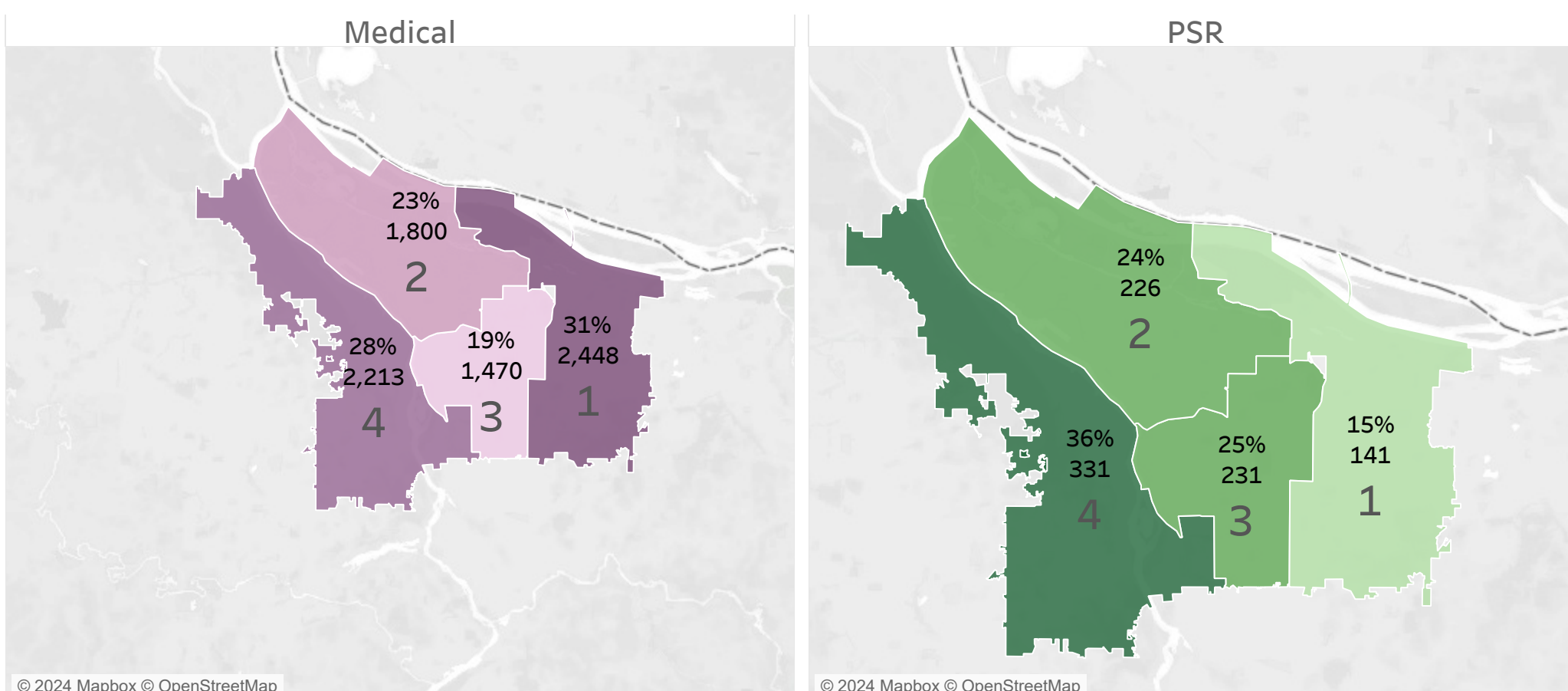
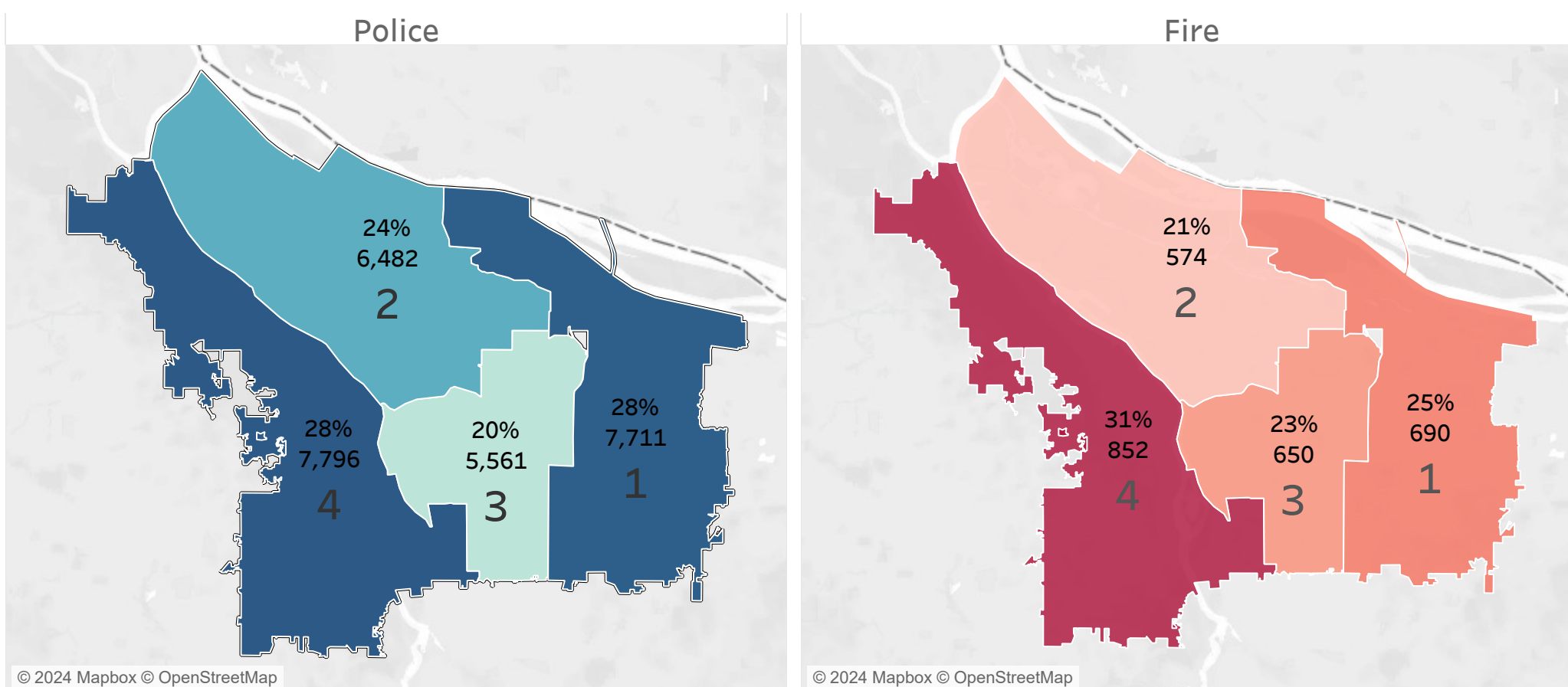
November, 2024, data based on 911 caller automated location information (ALI)

7,822  11,093



Portland Council District Dispatch Workload by Discipline*

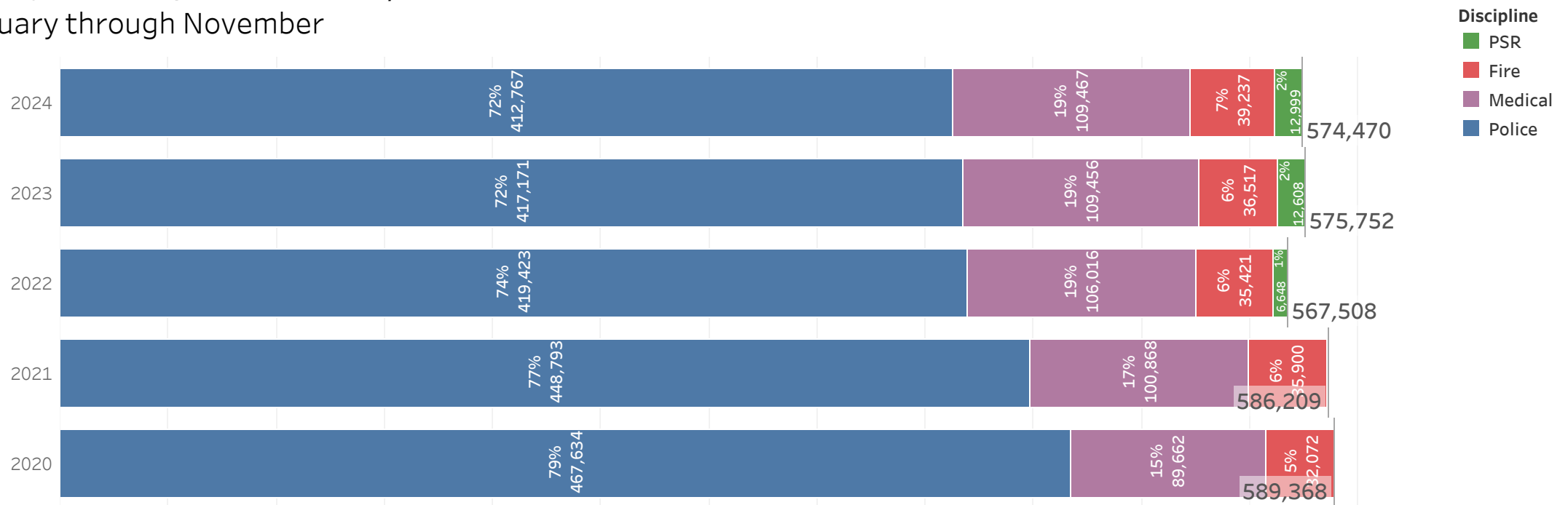
November, 2024



*Data is sourced from an Automated Location Identification (ALI) system for call data and from caller-provided locations for CAD data. Please note that some calls may not be reflected in the total count.

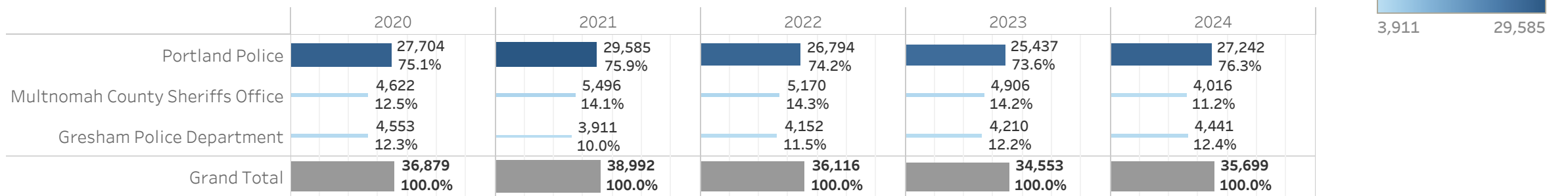
County Wide Dispatch Workload/CAD Incidents

January through November



Dispatch Workload/CAD Incidents by Jurisdiction

November



Dispatch Workload/CAD Incidents by Jurisdiction

November



All Disciplines Grand Total	2020	2021	2022	2023	2024
	47,766	50,883	50,420	48,337	49,742