BOEC Update: July 2026

Steve Mawdsley, Director
www.portland.gov/911

Strategic Plan Progress:

1. **Improve Public Safety Response Capabilities** – Enhancing 911 accessibility with two multilingual call takers participating in additional multilingual testing to certify in all disciplines!

2. **Enhance Collaboration Internally, with Partner Agencies, and with the Community** – The User Board survey is complete, and the Community Representative recruitment interviews are scheduled for mid-August.

3. **Increase Focus on the Overall Wellbeing of the Public Safety Workforce and System** – an employee implemented a voluntary walking/steps competition for employees to get up and active either on their lunch/breaks or personal time!

"You are not the work you do; you are the person you are."

-Toni Morrison

Training Department Updates:

- 423 applications were received for the February 2027 academy – the next step is the typing test
- Certification statistics for Fiscal Year 2025-2026:
  - 15 certified in call taking
  - 7 certified in police dispatch
  - 9 certified in resource dispatch

- **Outreach**: BOEC will be represented at three upcoming National Night Out events, including at Ed Benedict Park on Tuesday, August 4th.

Technology Department Update:

•**EFD call type conversion** from legacy to protocol-based is complete – a significant collaboration between BOEC and Partner Agencies!
•The **Non-Emergency Phone System** is pending final contract signatures, and implementation will start soon after, with go-live this fall.
•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.

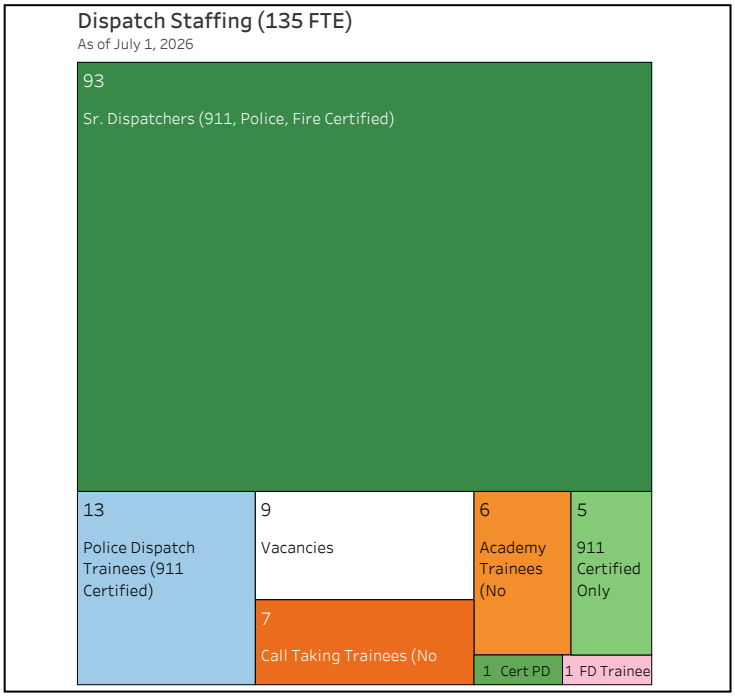
Quality Assurance Department Update:

BOEC's EMD and EFD performance was spectacular, with EMD solidly **within ACE levels** and EFD just 1% over on Partial Compliance and 1% over in Non-compliance. The team reviewed **648 calls** in June, with many additional calls being reviewed to help support dispatchers with EFD protocol use. Our focus continues to be improving **Key Question performance**. Ensuring that we are asking questions as written and not making any assumptions about answers will help get us past these last few percentage points!

Employee of the Month

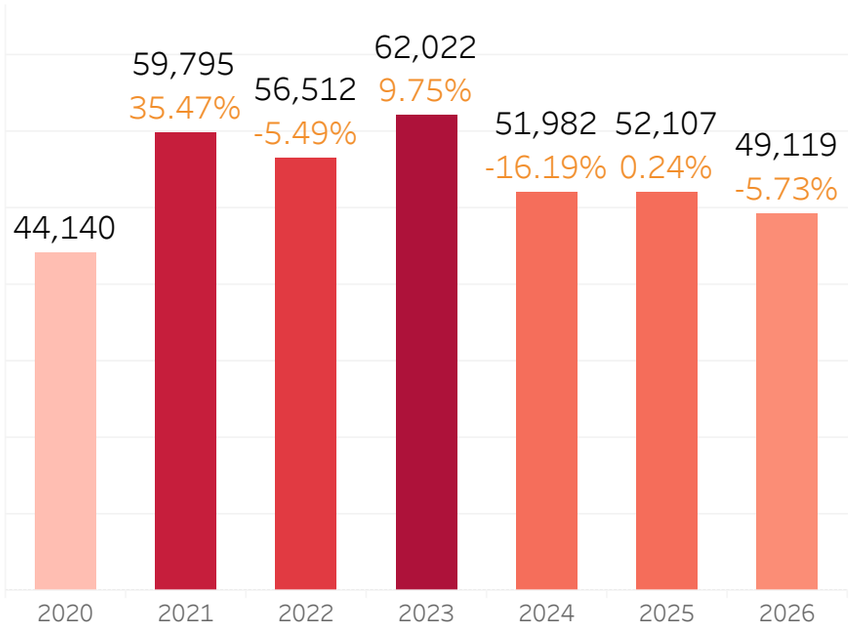
Core Values Spotlight – Competence

An employee was recognized for performing excellent work with a call involving a serious motor vehicle crash that closed traffic on a major roadway. The incident was setup quickly, and the real-time, relevant updates were provided to responders. Serving as a kind and compassionate lifeline, our employee responded with the utmost professionalism.

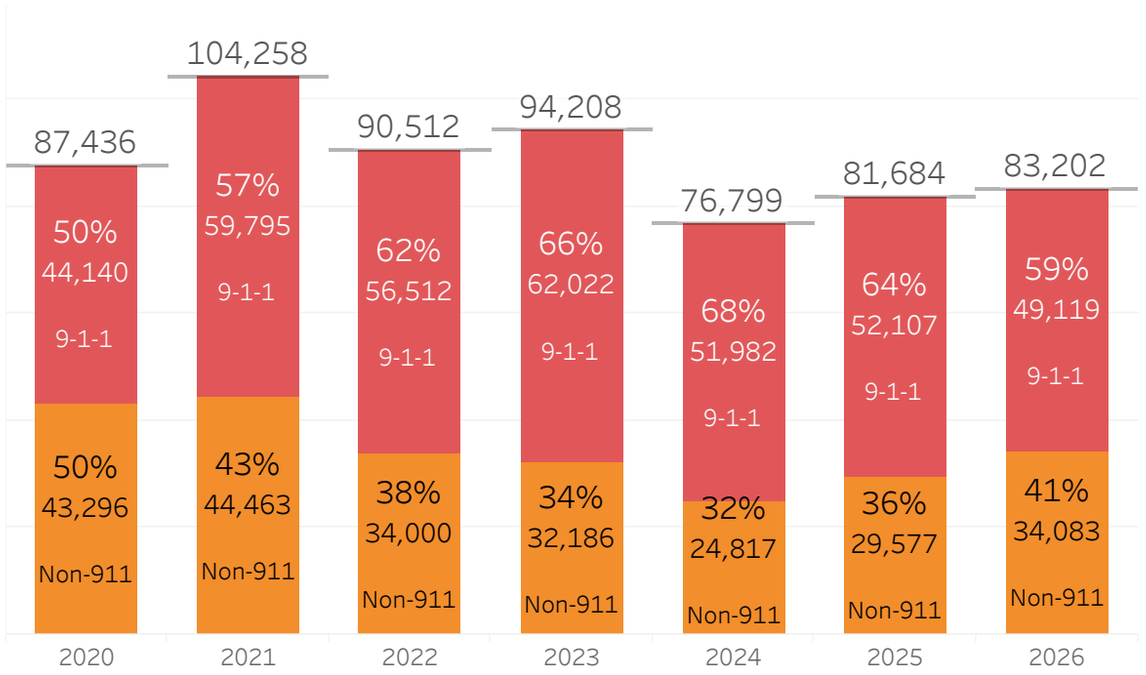


9-1-1 Call Volume in June

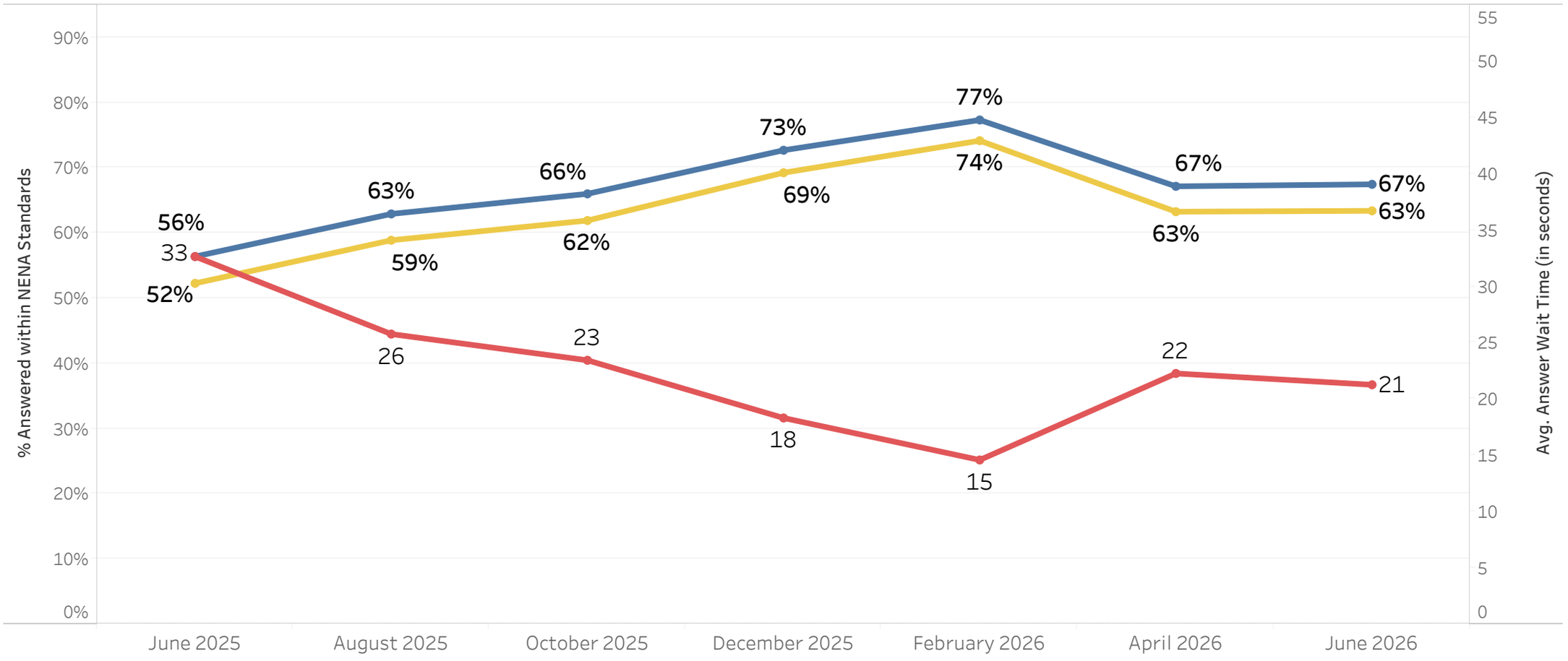
(Includes 911 caller-disconnected calls)



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



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



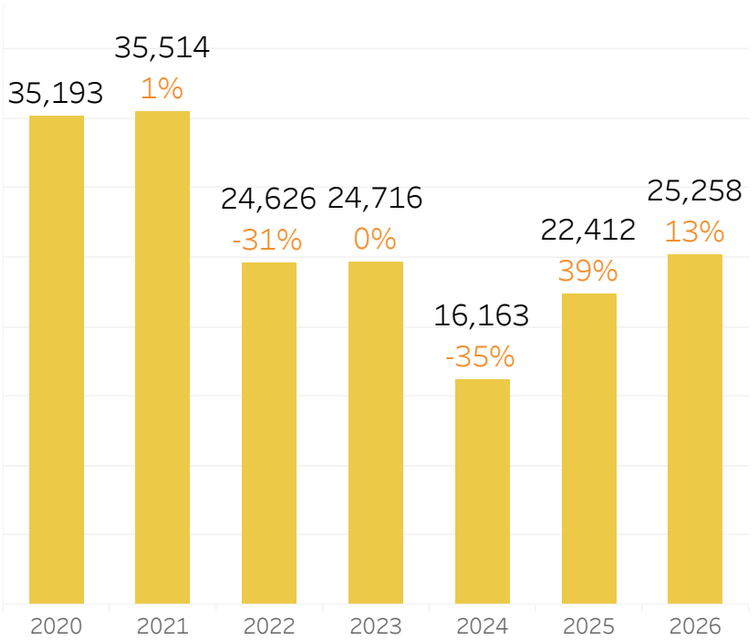
NENA Standards: 90% of all 911 calls shall be answered within 15 seconds;
95% of all 911 calls should be answered within 20 seconds

*Caller-disconnected calls are not included.

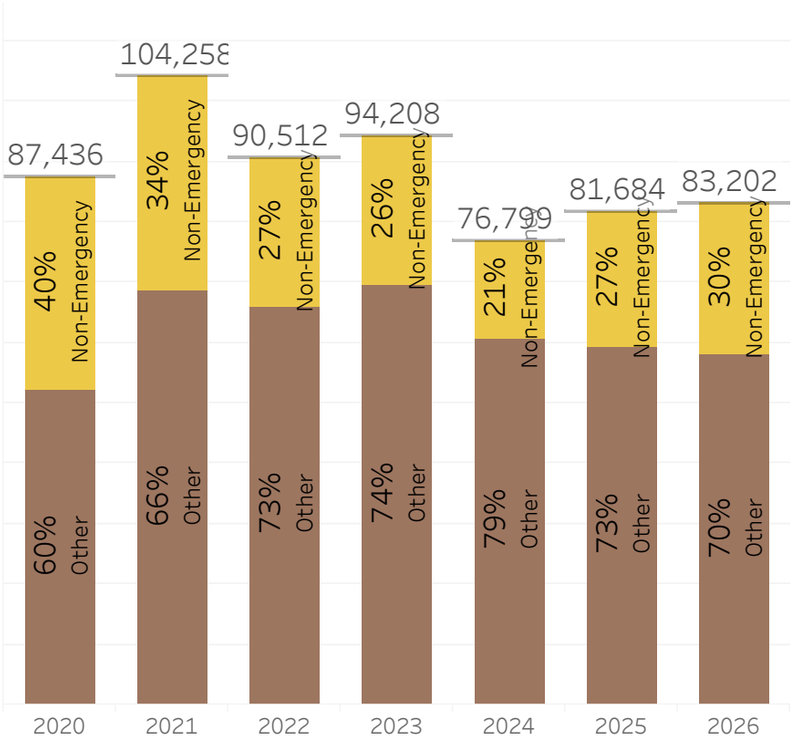
Within 20 Seconds
Within 15 Seconds

Average Wait- in Seconds

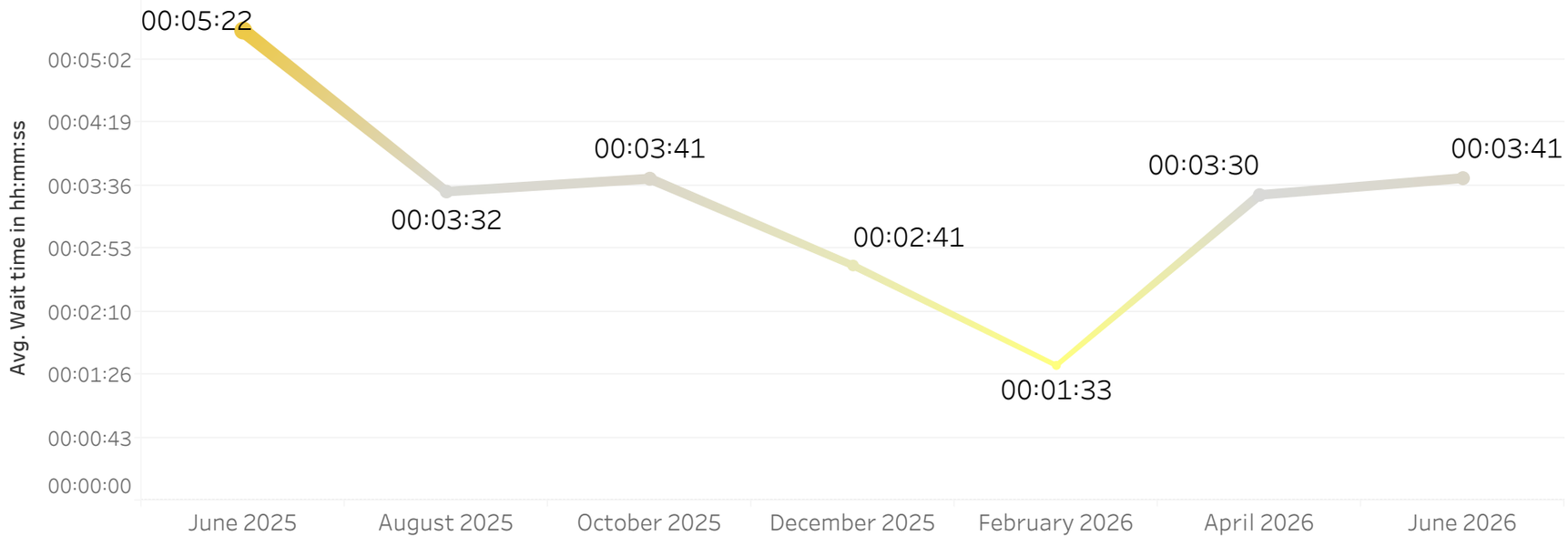
Non-Emergency Call Volume in June

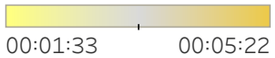


Total Call Volume in June



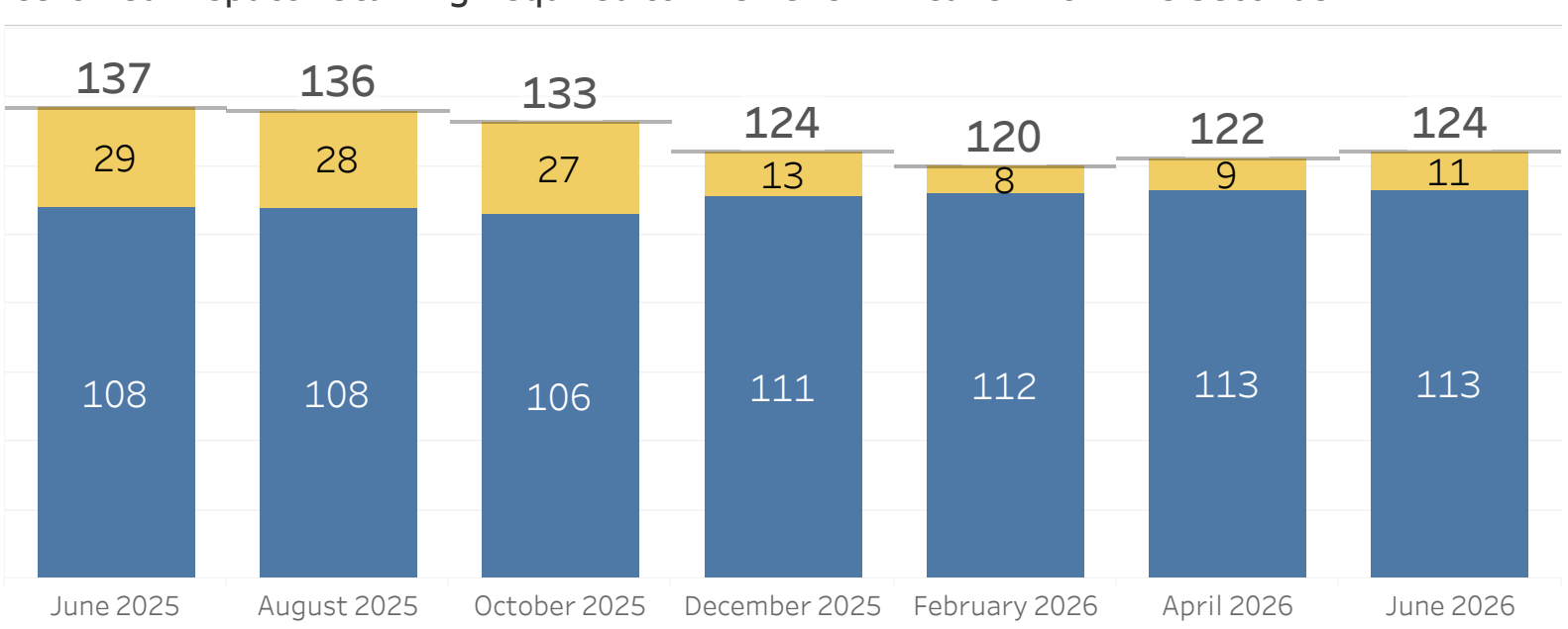
Non-Emergency Average Wait-to-answer Time Trends*

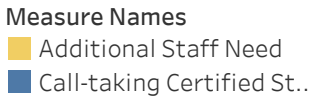




*Caller-disconnected calls are not included

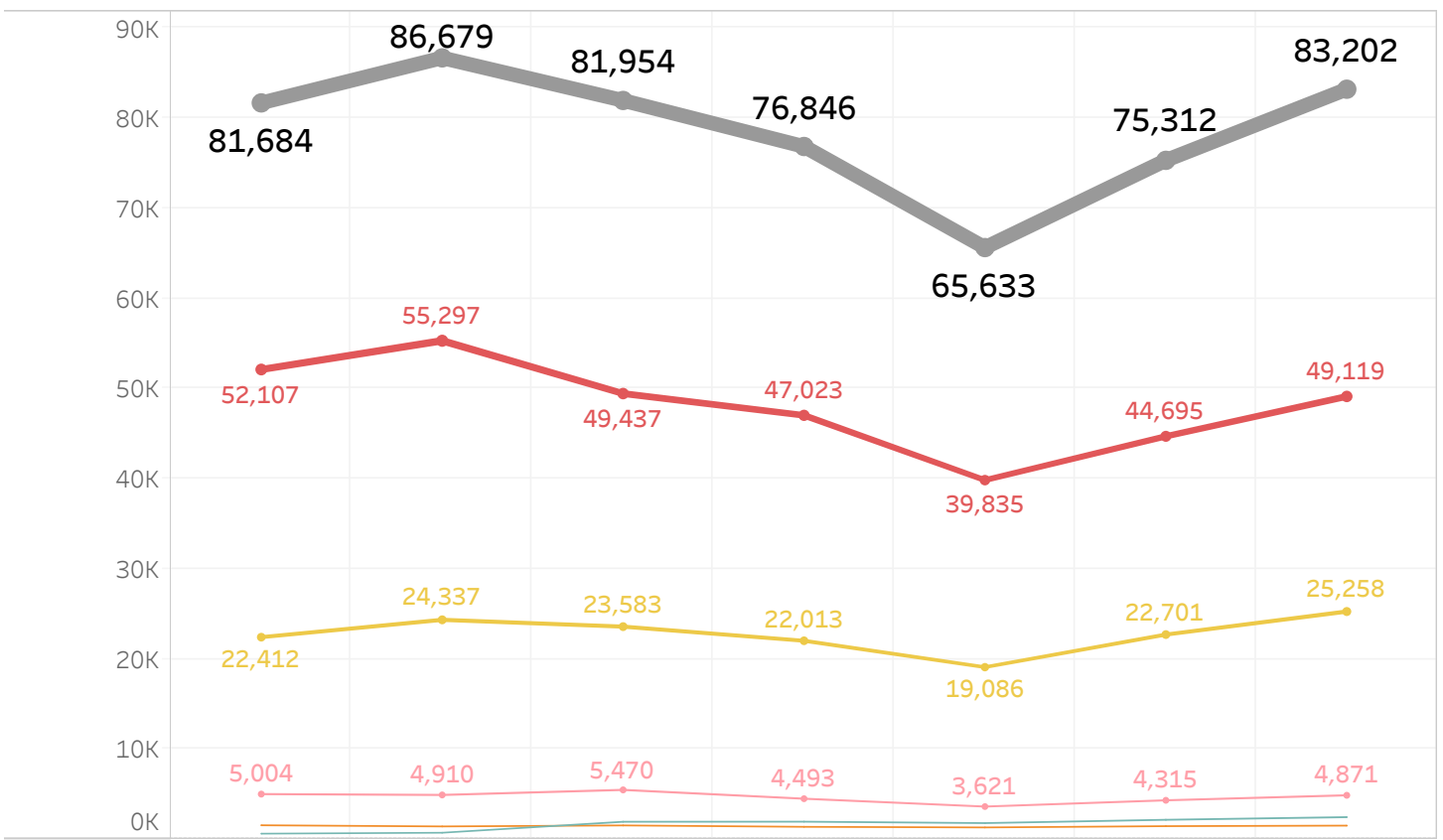
Certified Dispatch Staffing Required to Answer 9-1-1 Calls Within 15 Seconds*

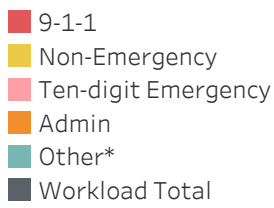




*Varies by workload call volume and processing metrics.

BOEC Workload Call Volume





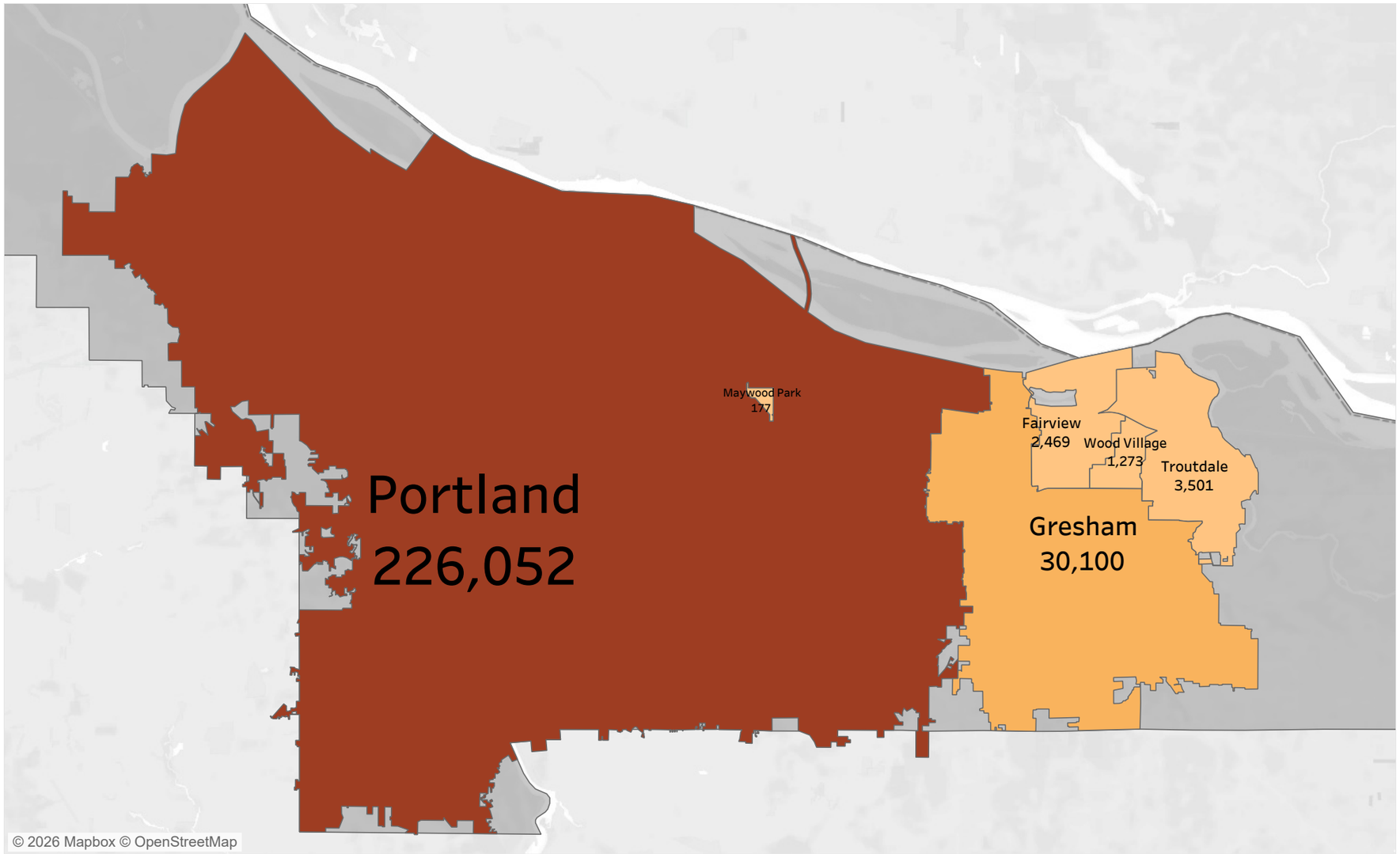
		June 2025	August 2025	October 2025	December 2025	February 2026	April 2026	June 2026
9-1-1	TTY	38	50	94	50	46	40	60
	Voice	52,069	55,247	49,343	46,973	39,789	44,655	49,059
Non-Emergen..	TTY					1		1
	Voice	22,412	24,337	23,583	22,013	19,085	22,701	25,257
Ten-digit Emergency	TTY		6	3				
	Voice	5,004	4,904	5,467	4,493	3,621	4,315	4,871
Admin	Voice	1,546	1,417	1,529	1,373	1,305	1,447	1,507
Other*	TTY						1	1
	Voice	615	718	1,935	1,944	1,786	2,153	2,446
Workload Total		**81,684**	**86,679**	**81,954**	**76,846**	**65,633**	**75,312**	**83,202**

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

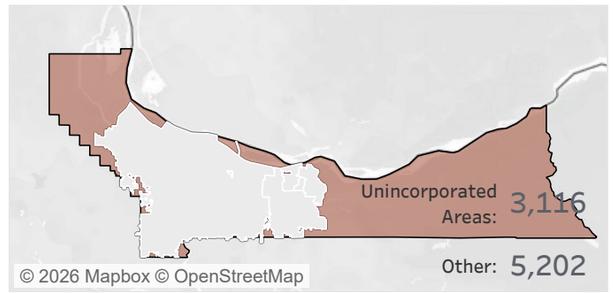
Multnomah County 9-1-1 Call Volume*

		2026						Grand Total
		January	February	March	April	May	June	
Multnomah County	Portland	37,852	33,243	36,825	37,179	40,379	40,574	226,052
	Gresham	4,922	4,346	4,927	4,943	5,497	5,465	30,100
	Troutdale	534	534	628	533	630	642	3,501
	Unincorporated Areas	442	357	467	593	620	637	3,116
	Fairview	355	406	438	421	412	437	2,469
	Wood Village	172	195	219	205	207	275	1,273
	Maywood Park	46	29	25	29	26	22	177
Other	Other Areas	891	725	804	792	923	1,067	5,202
Grand Total		45,214	39,835	44,333	44,695	48,694	49,119	271,890

Multnomah County 9-1-1 Call Volume by City



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

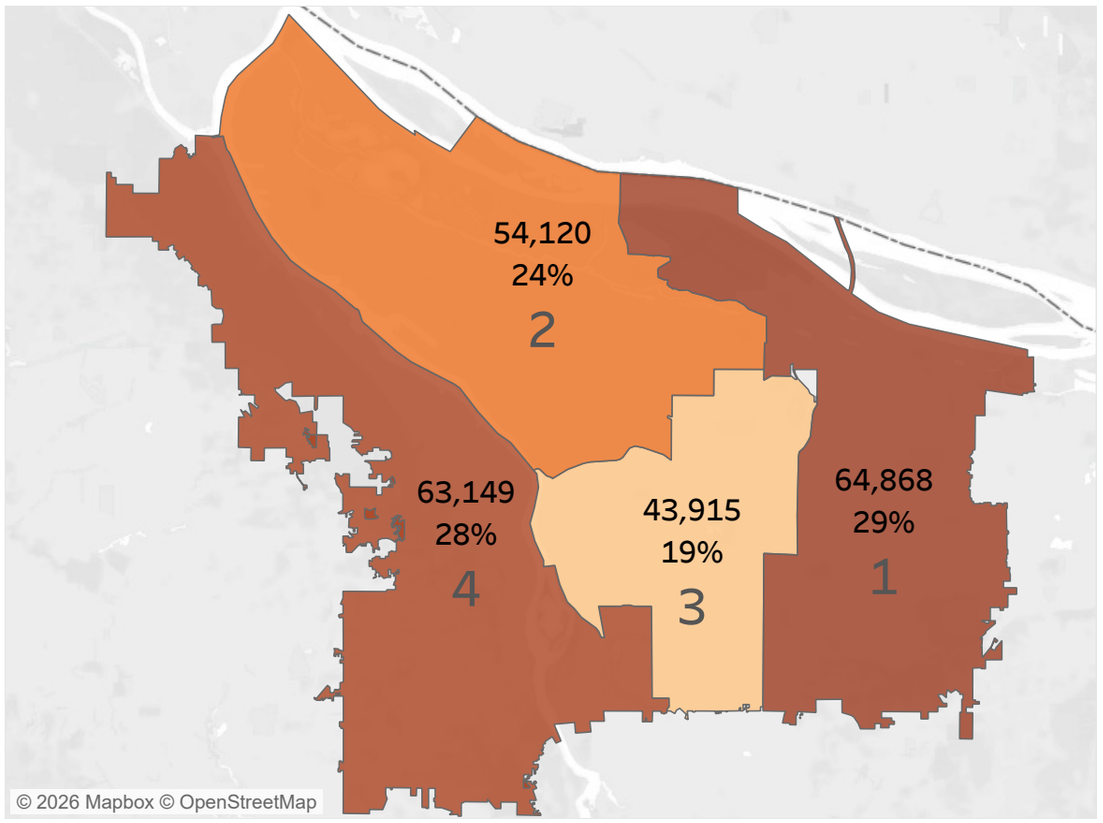


*Data is sourced from an Automated Location Identification (ALI) system for call data. Unincorporated Areas may include parts of Lake Oswego; calls may be reflected as 'Other' when the ALI is not available or originated from outside Multnomah County.

177 226,052

Portland Council District 9-1-1 Call Volume*

January through June

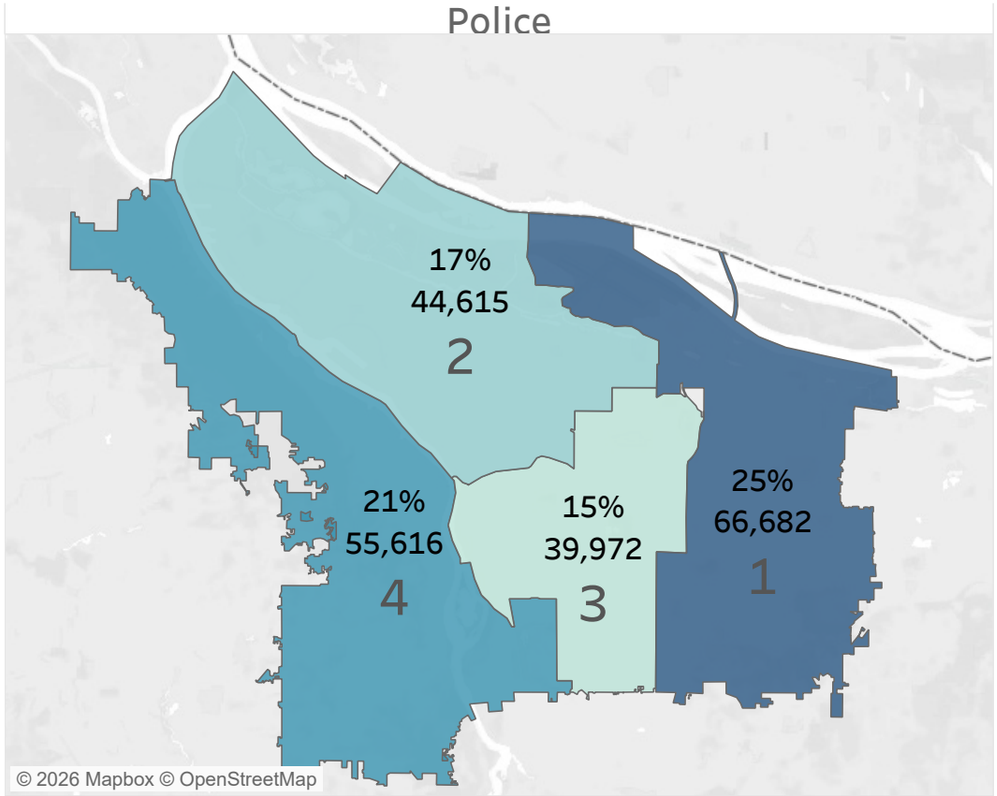


	2026				
	1	2	3	4	Grand Total
January	18% 11,866	16% 8,847	16% 6,991	16% 10,148	17% 37,852
February	15% 9,645	14% 7,681	15% 6,793	14% 9,124	15% 33,243
March	16% 10,277	17% 9,224	16% 6,971	16% 10,353	16% 36,825
April	16% 10,417	16% 8,922	17% 7,460	16% 10,380	16% 37,179
May	17% 11,091	18% 9,868	18% 7,903	18% 11,517	18% 40,379
June	18% 11,572	18% 9,578	18% 7,797	18% 11,627	18% 40,574
Grand Total	100% 64,868	100% 54,120	100% 43,915	100% 63,149	100% 226,052

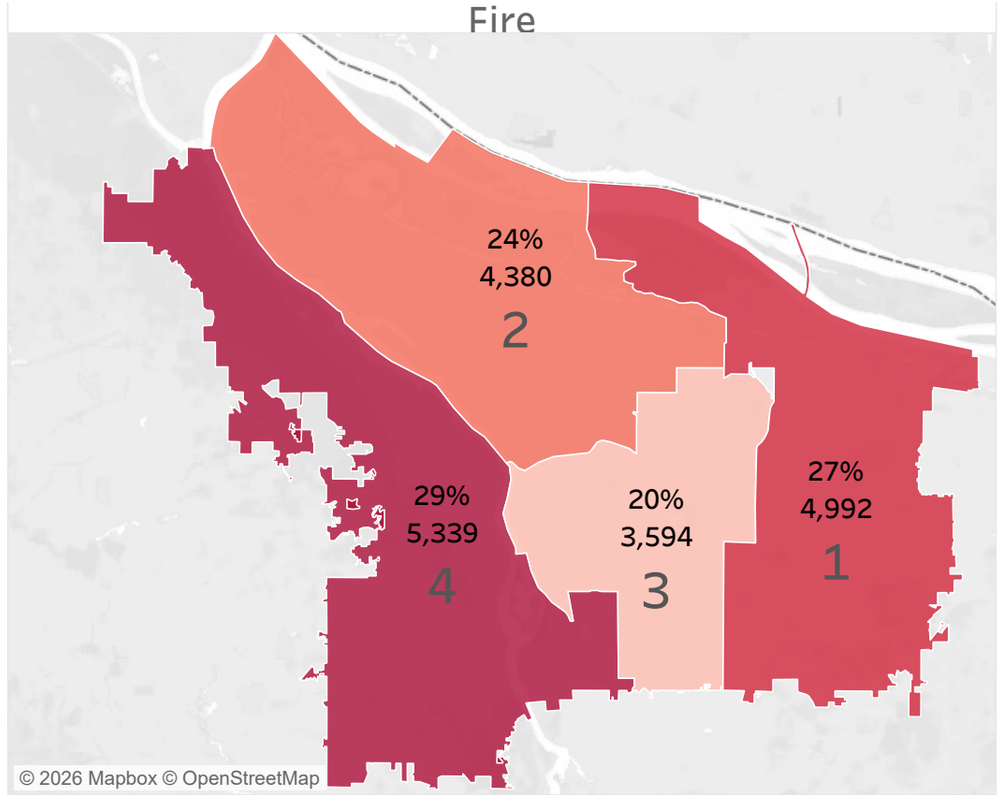
Portland Council District Dispatch Workload by Discipline*

January through June, 2026

Police



Fire



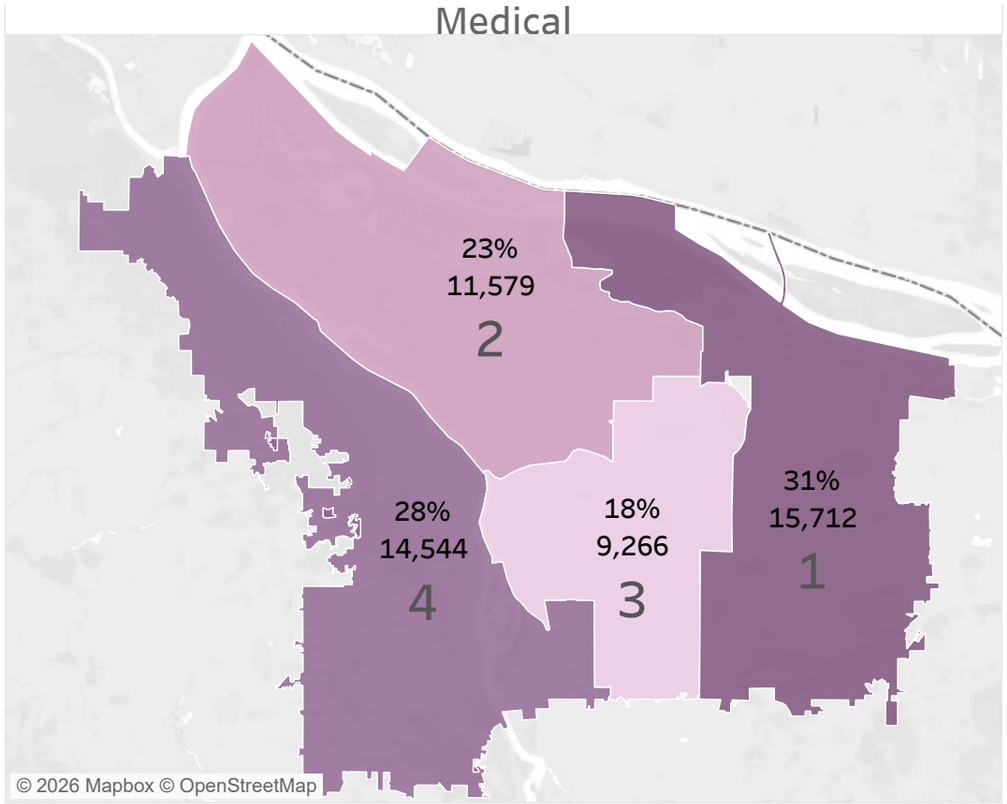
2026

- January
- February
- March
- April
- May
- June

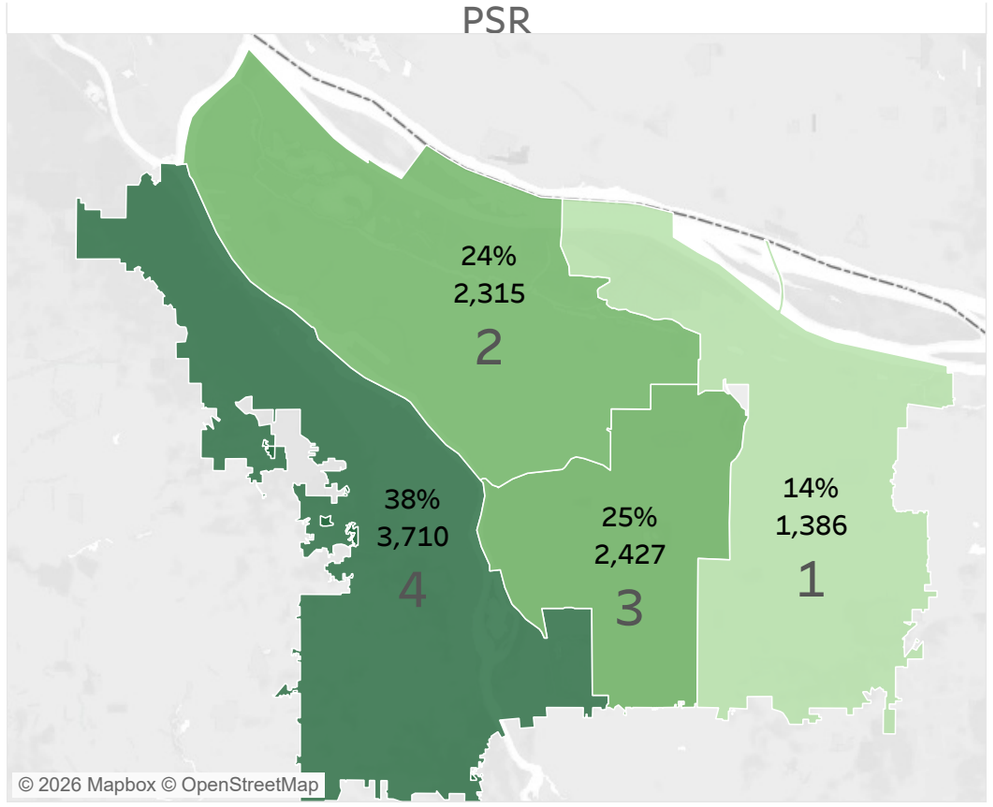
39,972 66,682

3,594 5,339

Medical



PSR

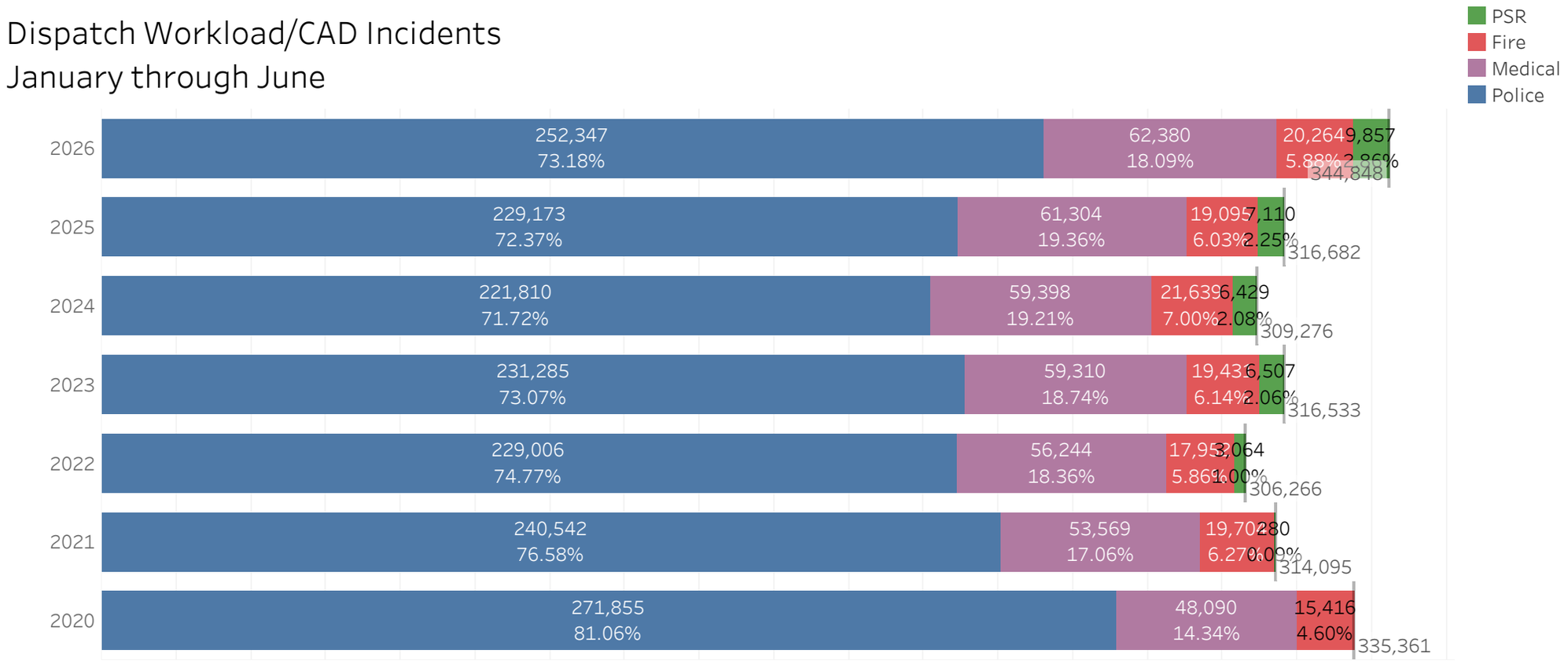


9,266 15,712

1,386 3,710

*Data is sourced from an Automated Location Identification (ALI) system for call data and from caller-provided location for CAD data. Note: Less than one percent of calls may n..

Dispatch Workload/CAD Incidents
January through June



Dispatch Workload/CAD Incidents - Police
June

	2020	2021	2022	2023	2024	2025	2026
Portland Police	77.48% 28,319	73.91% 30,375	76.35% 29,433	75.15% 28,922	74.19% 28,019	76.38% 29,526	74.29% 31,875
Multnomah County Sheriffs Office	10.76% 3,933	15.37% 6,315	13.03% 5,023	13.23% 5,093	13.82% 5,220	12.27% 4,745	13.48% 5,782
Gresham Police Department	11.76% 4,300	10.73% 4,408	10.62% 4,096	11.62% 4,471	11.98% 4,526	11.35% 4,386	12.23% 5,248
Grand Total	100.00% 36,552	100.00% 41,098	100.00% 38,552	100.00% 38,486	100.00% 37,765	100.00% 38,657	100.00% 42,905

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

		2020	2021	2022	2023	2024	2025	2026
Portland Fire and Rescue	Fire	21.42% 2,192	21.55% 2,879	19.23% 2,598	19.65% 2,868	17.39% 2,443	19.19% 2,834	19.01% 3,034
	Medical	61.78% 6,323	61.13% 8,167	60.00% 8,106	55.79% 8,141	57.42% 8,068	56.68% 8,370	53.32% 8,510
	PSR		0.45% 60	4.21% 569	9.35% 1,365	9.12% 1,282	9.02% 1,332	12.12% 1,934
Gresham Fire Department	Fire	3.48% 356	3.06% 409	2.99% 404	2.80% 409	2.77% 389	2.84% 419	3.11% 497
	Medical	12.72% 1,302	12.73% 1,701	12.66% 1,710	11.37% 1,659	12.27% 1,724	11.11% 1,640	11.42% 1,822
Mutual Aid	Fire	0.10% 10	0.19% 25	0.33% 45	0.39% 57	0.31% 43	0.44% 65	0.42% 67
	Medical	0.13% 13	0.13% 18	0.15% 20	0.12% 17	0.16% 22	0.16% 23	0.13% 20
Sauvie Island Fire	Fire	0.05% 5	0.07% 10	0.06% 8	0.05% 8	0.12% 17	0.14% 21	0.04% 7
	Medical	0.05% 5	0.06% 8	0.06% 8	0.08% 11	0.05% 7	0.07% 10	0.04% 6
Corbett Fire	Fire	0.15% 15	0.29% 39	0.07% 9	0.22% 32	0.19% 26	0.16% 24	0.09% 14
	Medical	0.14% 14	0.33% 44	0.24% 33	0.17% 25	0.21% 30	0.20% 30	0.21% 34
Portland Street Response	Medical							0.01% 1
	PSR							0.08% 13
Grand Total		100.00% 10,235	100.00% 13,360	100.00% 13,510	100.00% 14,592	100.00% 14,051	100.00% 14,768	100.00% 15,959

	2020	2021	2022	2023	2024	2025	2026
All Disciplines Grand Total	46,787	54,458	52,062	53,078	51,816	53,425	58,864