BOEC Update: June 2026

Steve Mawdsley, Director
www.portland.gov/911

Strategic Plan Progress:

1. **Improve Public Safety Response Capabilities** – Increasing accessibility to the online fireworks reporting form by translating into multiple languages.

2. **Enhance Collaboration Internally, with Partner Agencies, and with the Community** – BOEC's Audit, "*Emergency Communications has dramatically improved 911 staffing and call wait times; further efforts could help avoid setbacks*" was published.

3. **Increase Focus on the Overall Wellbeing of the Public Safety Workforce and System** – the Leadership Team reviewed the Stay Survey results and discussed workplace culture and organizational health.

"Coming together is a beginning; keeping together is progress; working together is success." -Henry Ford

Training Department Updates:

- Our Basic Academy trainees take their **finals** next week.
- The next **recruitment opens** on Monday, July 6th and will be open through Friday, July 10th.
- First session of the **Community Skills Lab** was held on Wednesday, June 24th. This event invited people from the community to learn what it takes to be a successful trainee. Participants learned about basic call taking, took calls with the CommsCoach simulator, practiced typing, and learned about geography! Another Skills Lab will be scheduled for this Fall.

Technology Department Update:

•**EFD call type conversion** is wrapping up, and we'll move to all EFD call types within the next month.
•The **Non-Emergency Phone System** received final approval from BTS, and we are working to finalize a contract with implementation over the summer and go-live early in the 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! The State met with PSAP leaders in early June and will begin implementation next month at the state test lab with PSAPs following over the next year. 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.

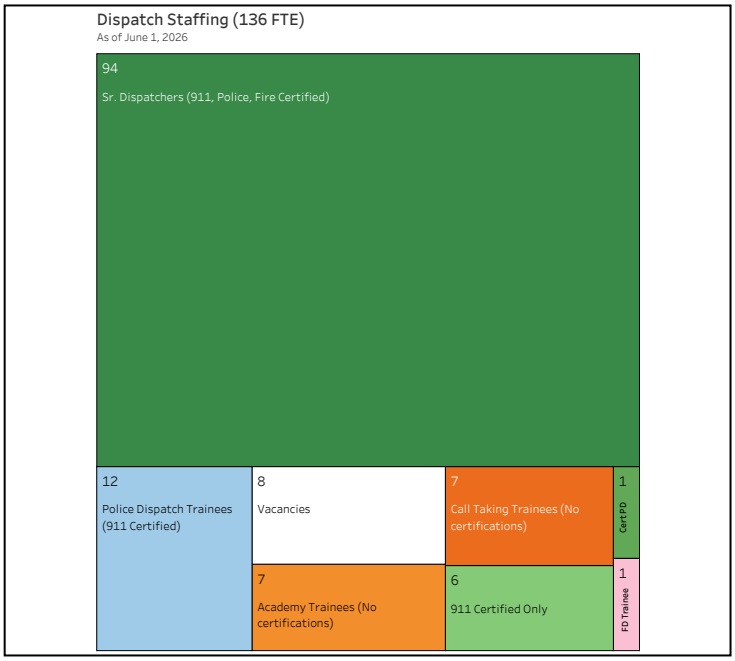
Quality Assurance Department Update:

The QA and IAED Quality Performance Review (QPR) teams conducted almost **500** call reviews in the past month. In addition to required random reviews, the team evaluated extra **EFD incidents** to help support call takers and dispatchers in reaching EFD (Fire) Accreditation performance level. Call Takers are correctly selecting **Chief Complaints**, and our primary areas of support are **Post-Dispatch Instructions** and **Key Questions**.

Employee of the Month

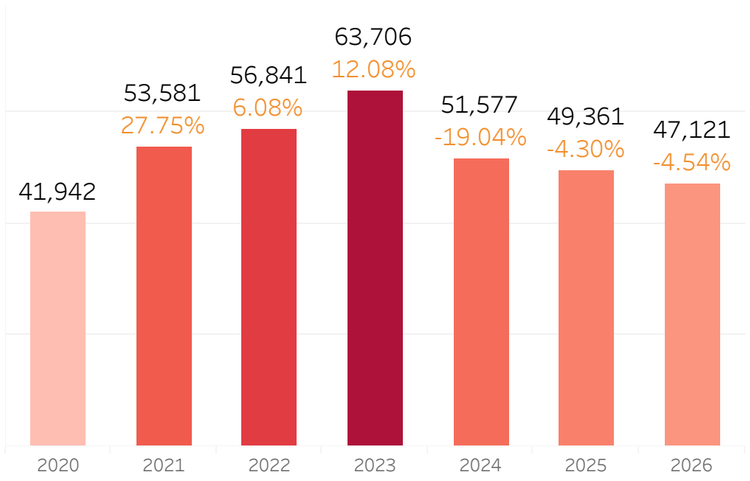
Core Values Spotlight – Competence

An employee was recognized for outstanding dedication and critical thinking during a prolonged open-line 911 call, using every available resource to help responders locate a potential patient in distress. Their professionalism exemplifies the service our employees provide every day.

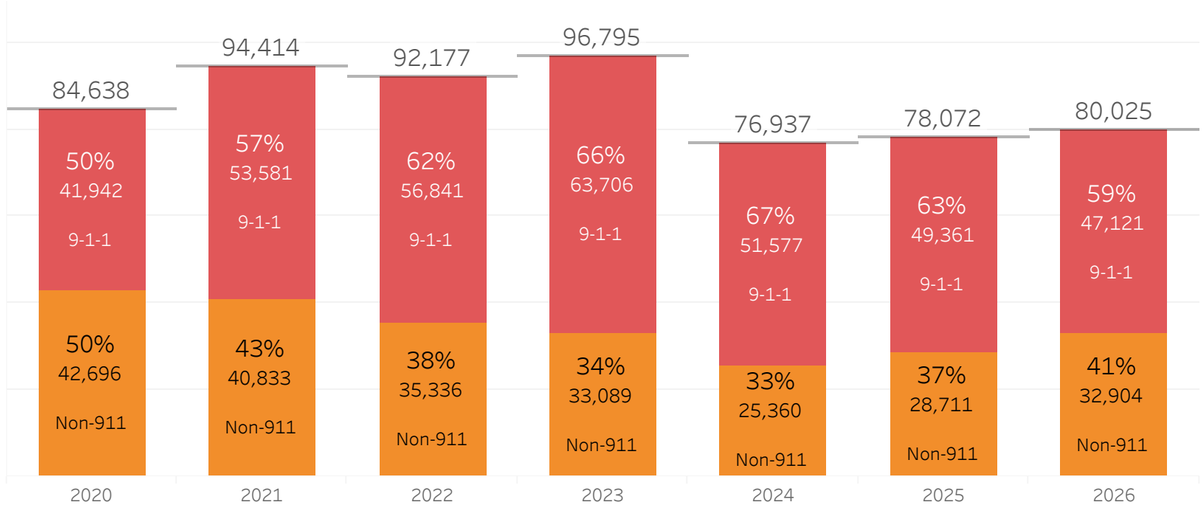


9-1-1 Call Volume May

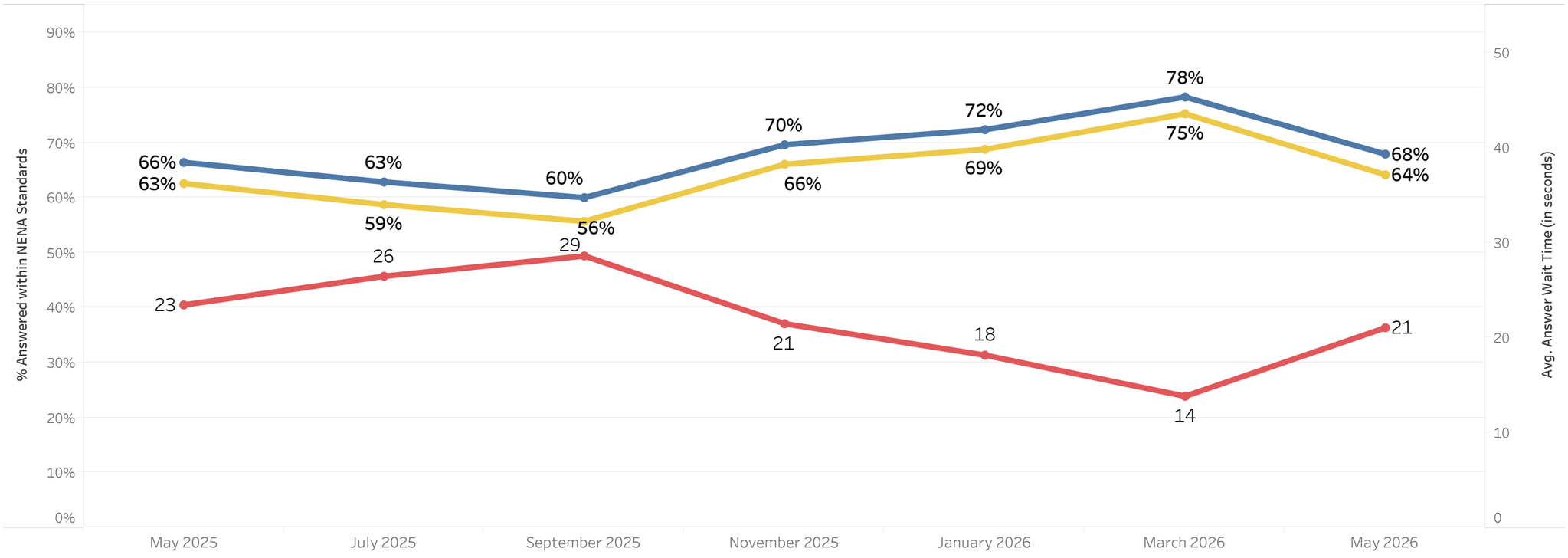
(Includes 911 caller-disconnected calls)



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



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



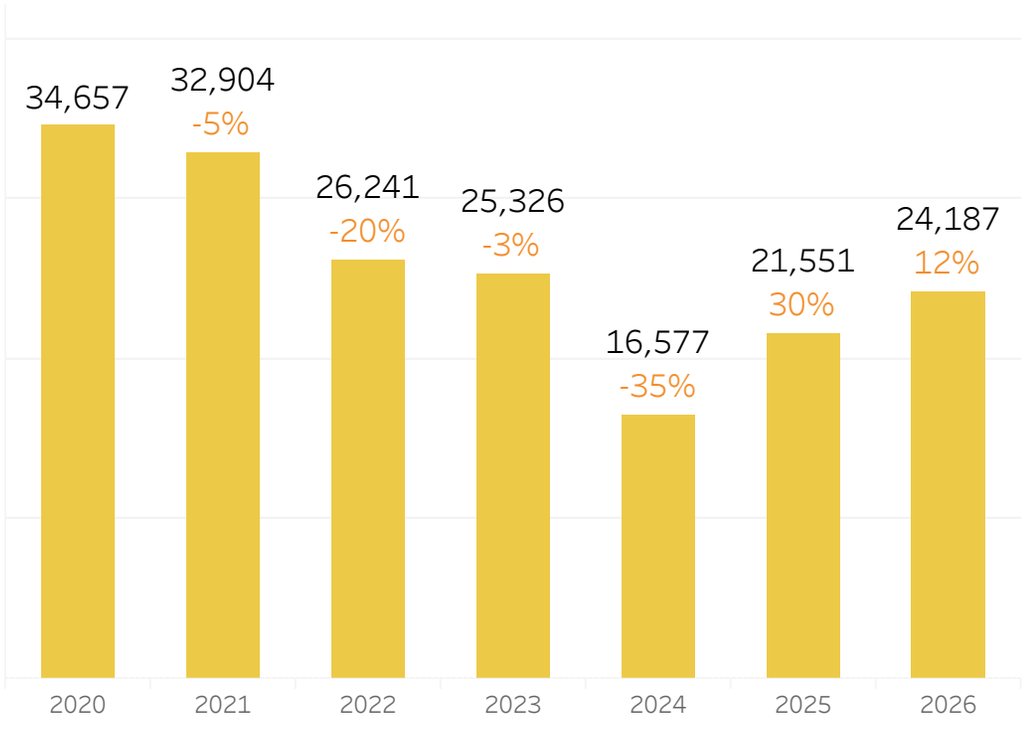
NENA Standards: 90% of all 911 calls shall be answered within 15 seconds; 95% of all 911 calls should be answered within 20 seconds

*Caller-disconnected calls are not included.

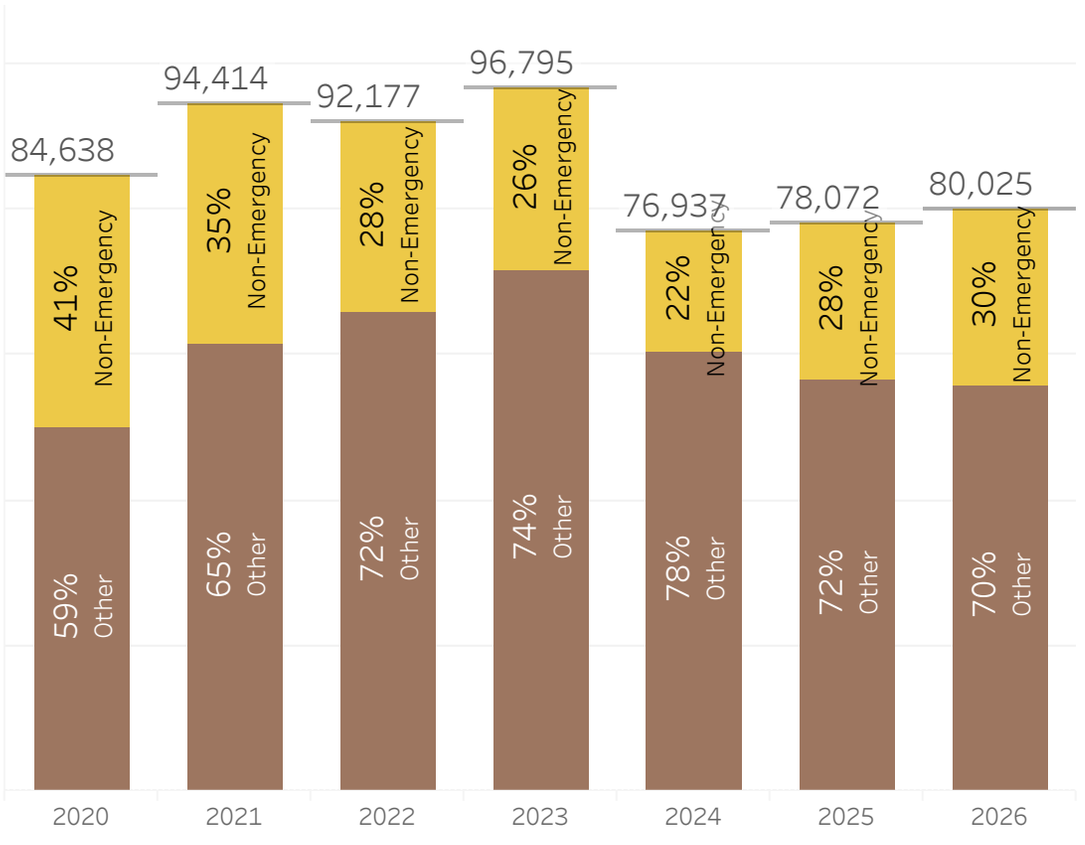
Within 20 Seconds
Within 15 Seconds

Average Wait- in Seconds

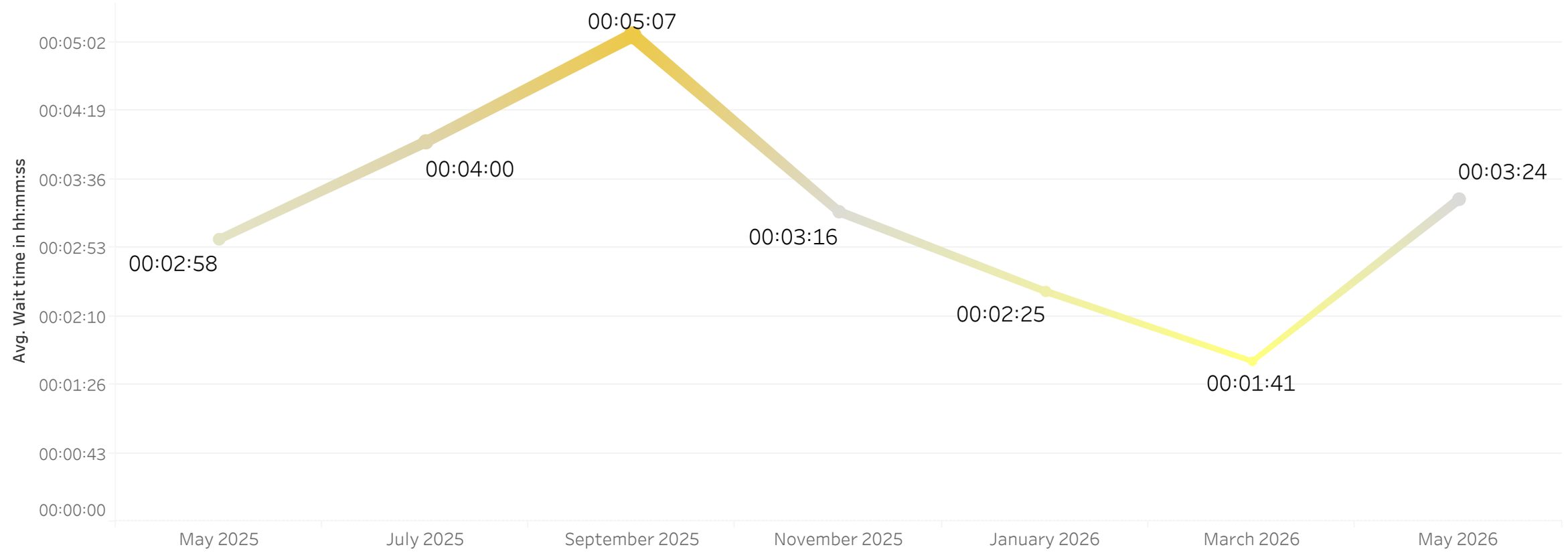
Non-Emergency Call Volume in May



Total Call Volume in May

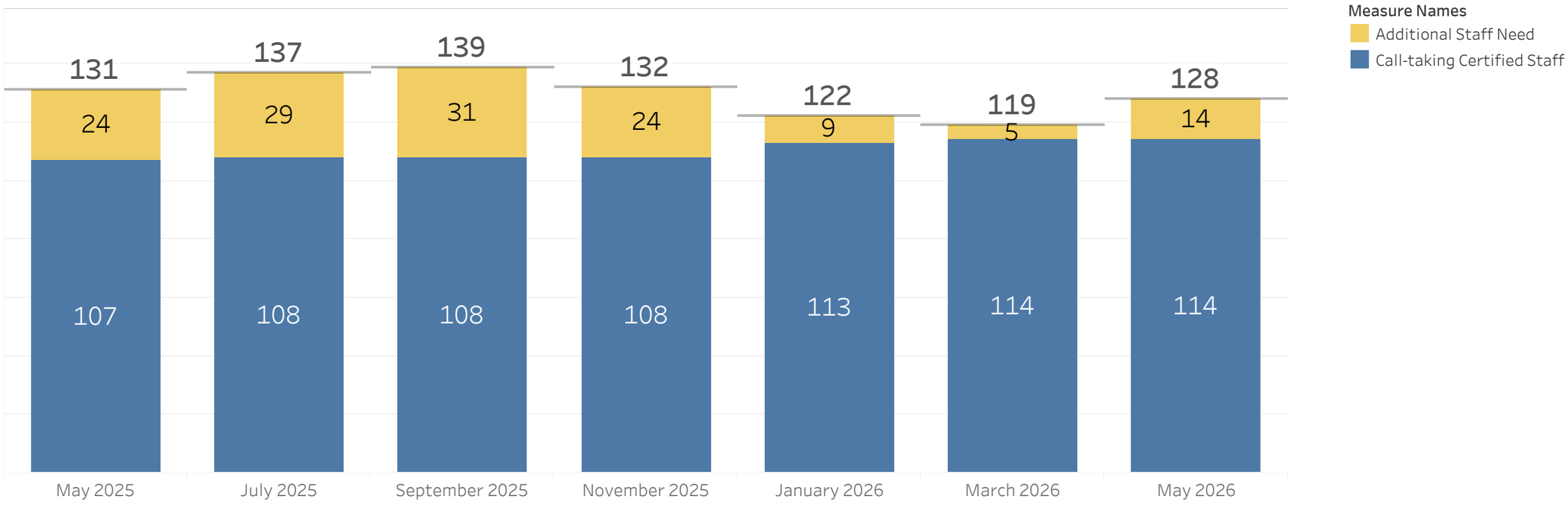


Non-Emergency Average Wait-to-answer Time Trends*



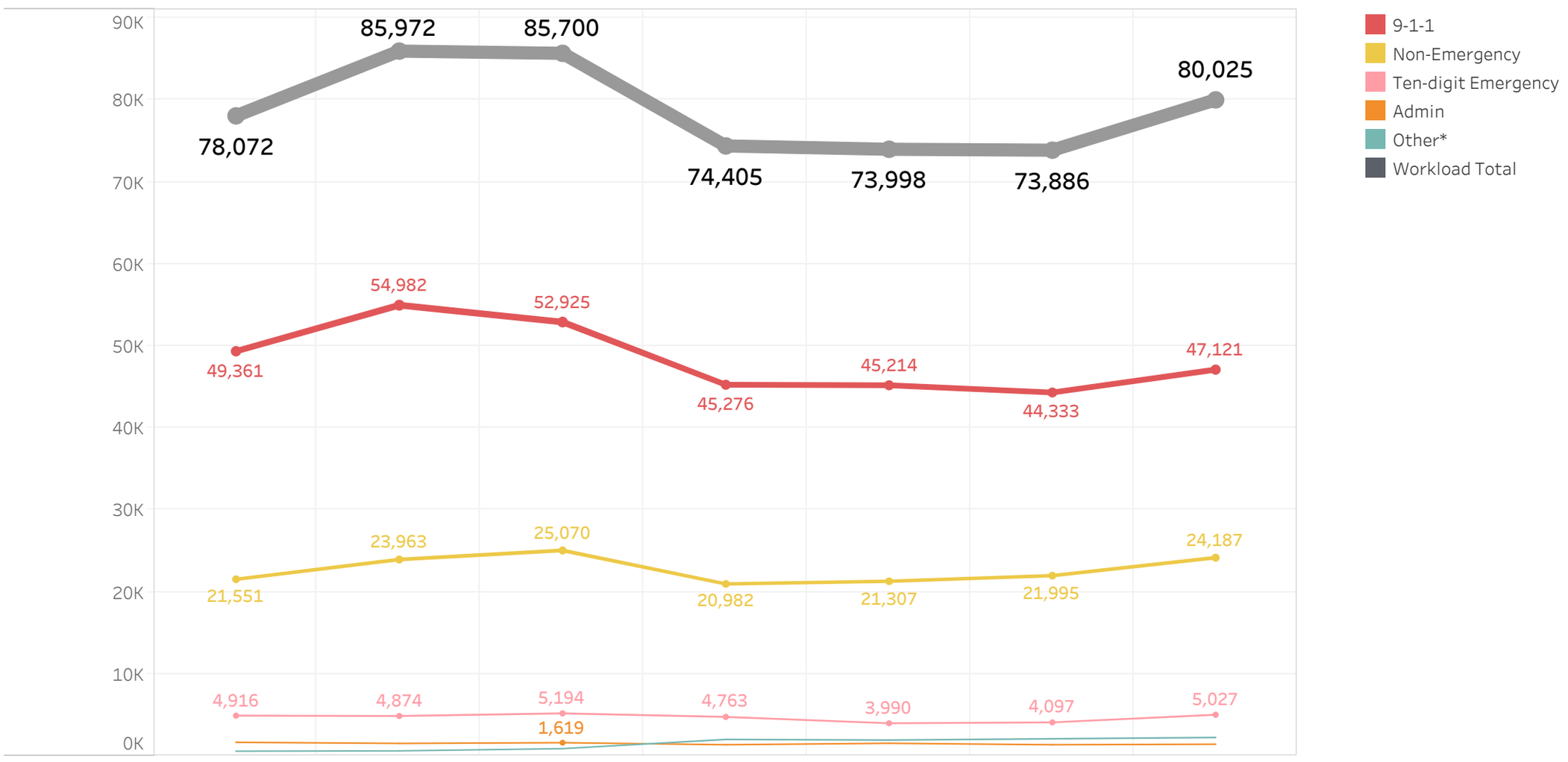
*Caller-disconnected calls are not included

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



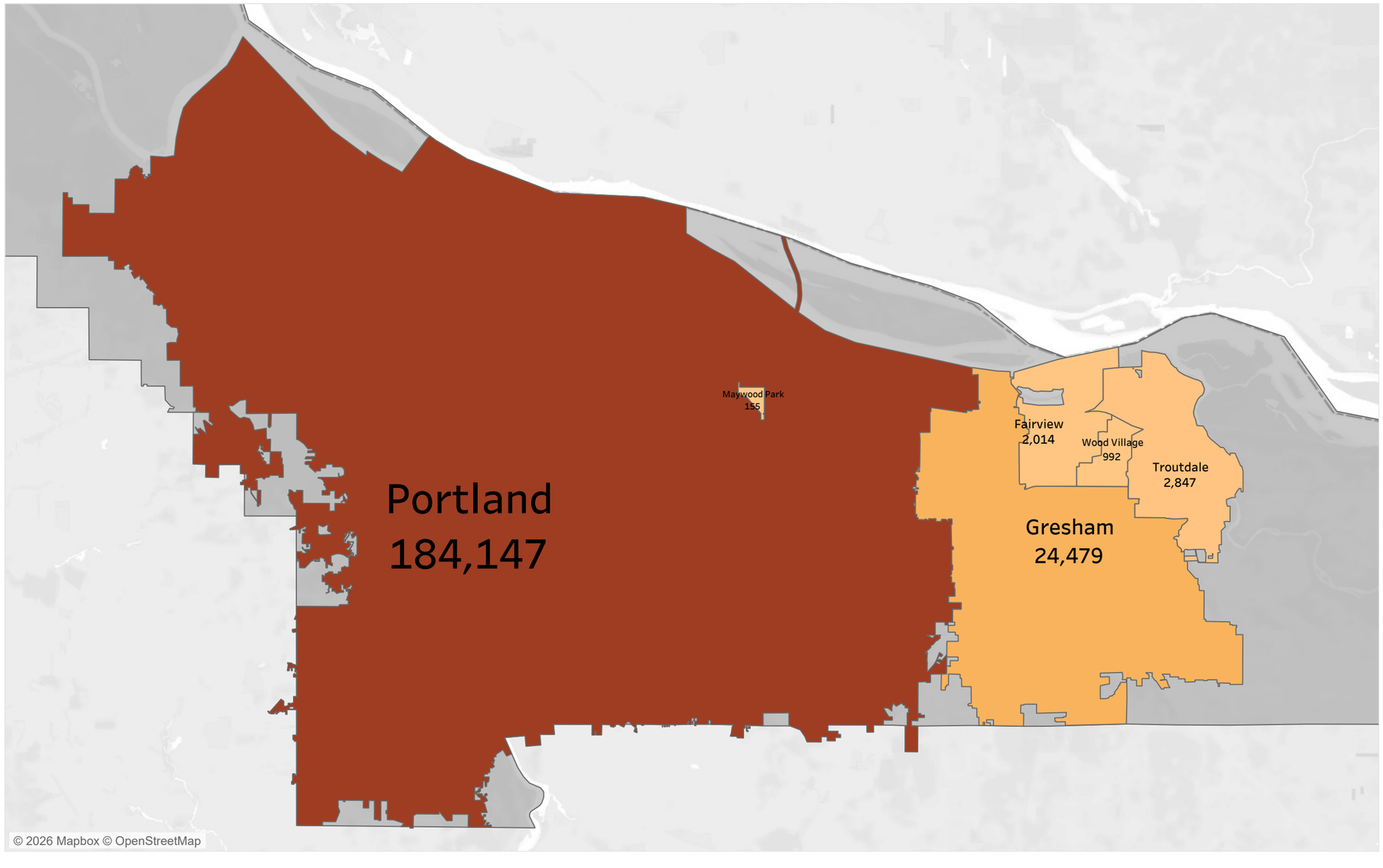
		May 2025	July 2025	September 2025	November 2025	January 2026	March 2026	May 2026
9-1-1	TTY	54	74	52	19	34	70	45
	Voice	49,307	54,908	52,873	45,257	45,180	44,263	47,076
Non-Emergency	TTY	1	1		4		2	
	Voice	21,550	23,962	25,070	20,978	21,307	21,993	24,187
Ten-digit Emergency	TTY			6				
	Voice	4,916	4,874	5,188	4,763	3,990	4,097	5,027
Admin	Voice	1,665	1,532	1,619	1,369	1,547	1,367	1,433
Other*	TTY				1			
	Voice	579	621	892	2,014	1,940	2,094	2,257
Workload Total		**78,072**	**85,972**	**85,700**	**74,405**	**73,998**	**73,886**	**80,025**

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

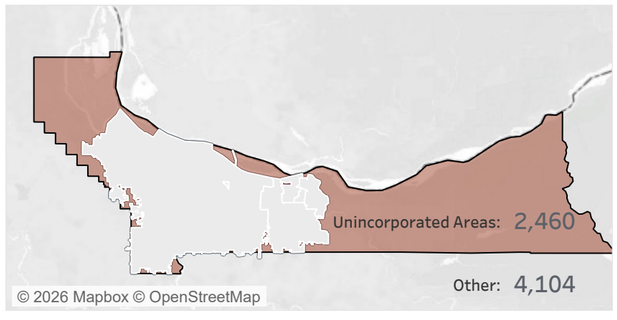
Multnomah County 9-1-1 Call Volume*

		2026					Grand Total
		January	February	March	April	May	
Multnomah County	Portland	37,852	33,243	36,825	37,179	39,048	184,147
	Gresham	4,922	4,346	4,927	4,943	5,341	24,479
	Troutdale	534	534	628	533	618	2,847
	Unincorporated Areas	442	357	467	593	601	2,460
	Fairview	355	406	438	421	394	2,014
	Wood Village	172	195	219	205	201	992
	Maywood Park	46	29	25	29	26	155
Other	Other Areas	891	725	804	792	892	4,104
Grand Total		45,214	39,835	44,333	44,695	47,121	221,198

Multnomah County 9-1-1 Call Volume by City



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

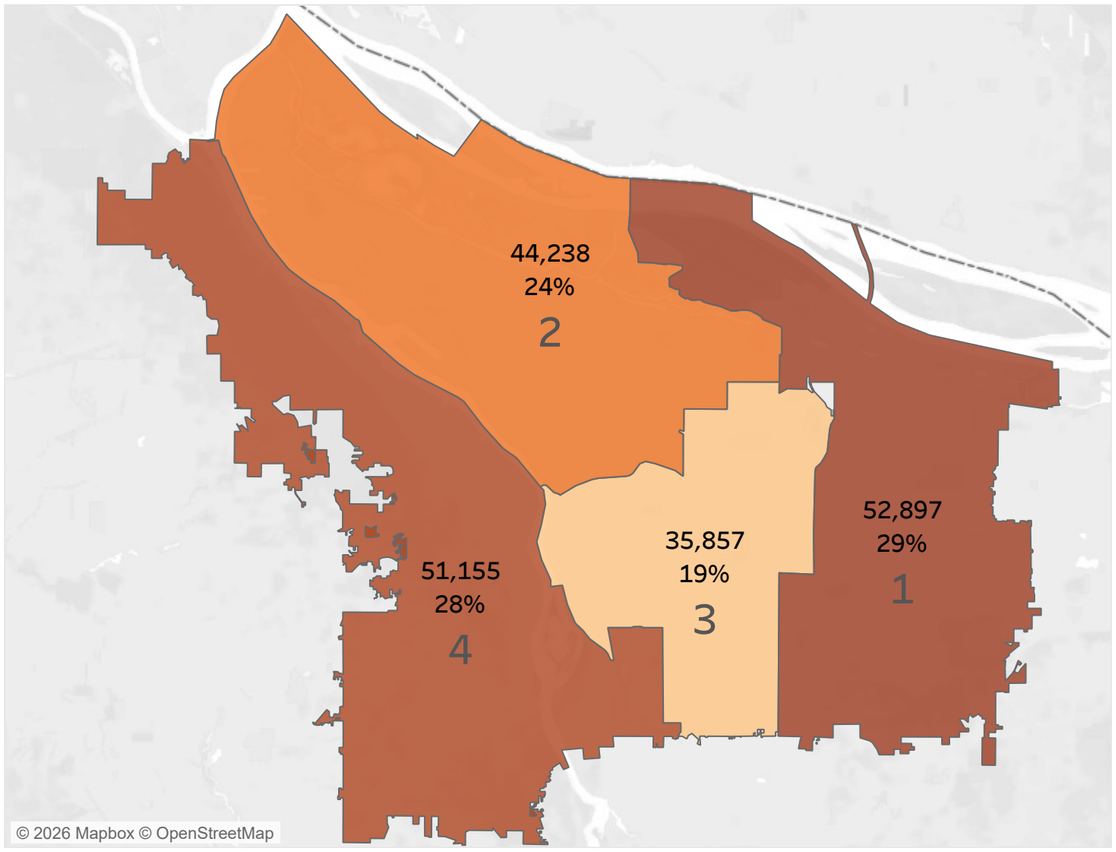


*Data is sourced from an Automated Location Identification (ALI) system for call data. Unincorporated Areas may include parts of Lake Oswego; calls may be reflected as 'Other' when the ALI is not available or originated from outside Multnomah County.

155 184,147

Portland Council District 9-1-1 Call Volume*

January through May



	2026				
	1	2	3	4	Grand Total
January	22% 11,866	20% 8,847	19% 6,991	20% 10,148	21% 37,852
February	18% 9,645	17% 7,681	19% 6,793	18% 9,124	18% 33,243
March	19% 10,277	21% 9,224	19% 6,971	20% 10,353	20% 36,825
April	20% 10,417	20% 8,922	21% 7,460	20% 10,380	20% 37,179
May	20% 10,692	22% 9,564	21% 7,642	22% 11,150	21% 39,048
Grand Total	100% 52,897	100% 44,238	100% 35,857	100% 51,155	100% 184,147

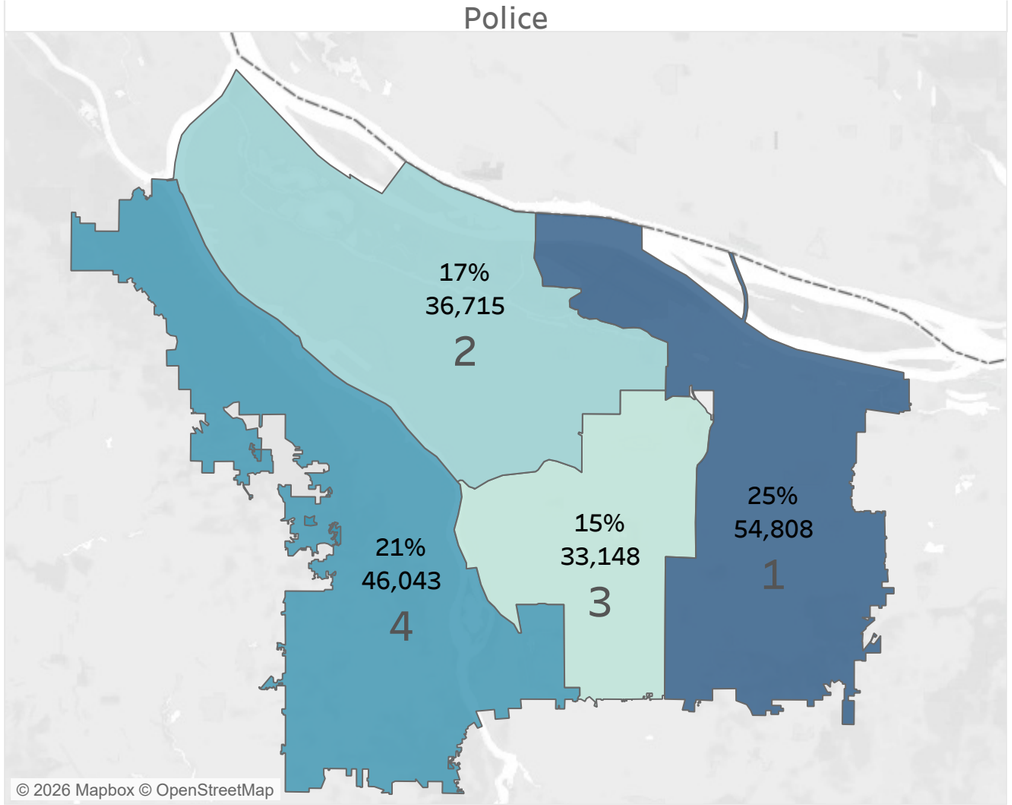
Portland Council District Dispatch Workload by Discipline*

January through May, 2026

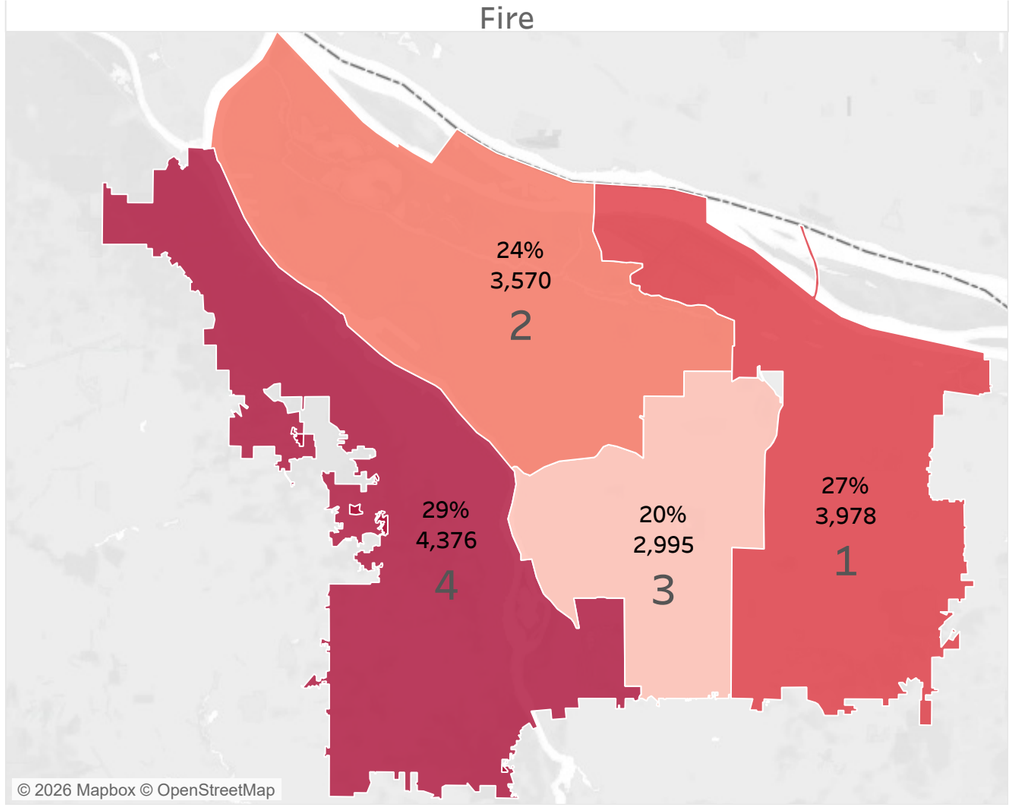
2026

- [x] January
- [x] February
- [x] March
- [x] April
- [x] May

Police



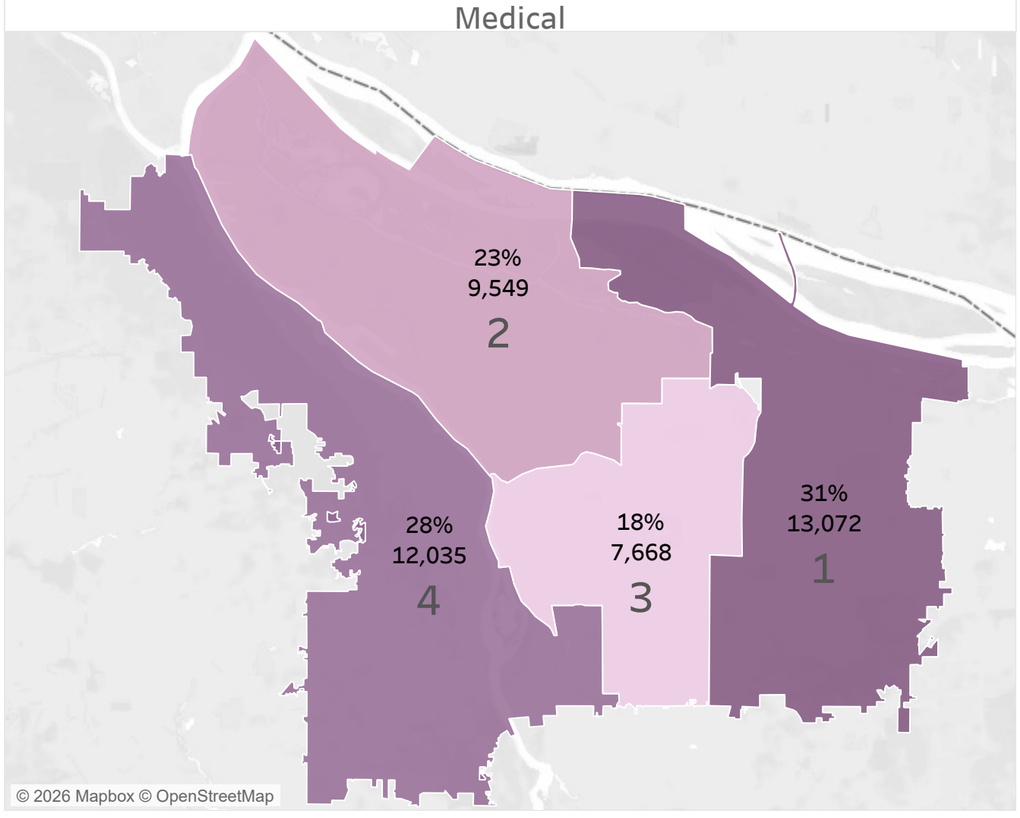
Fire



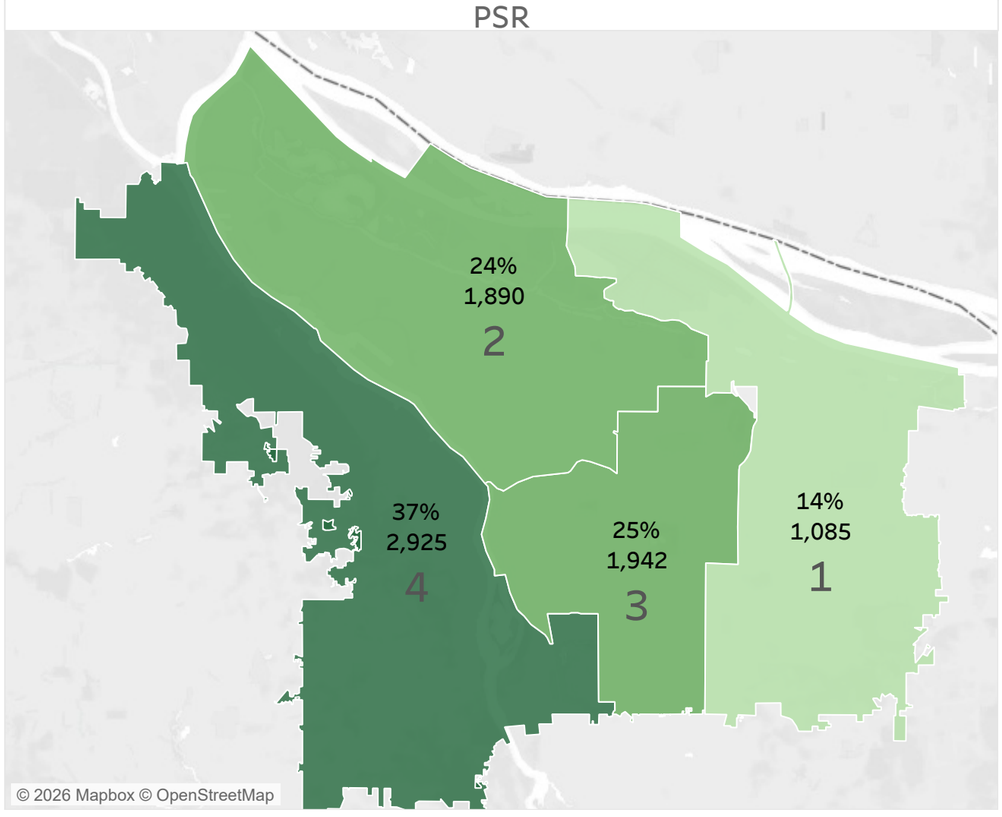
33,148 54,808

2,995 4,376

Medical



PSR

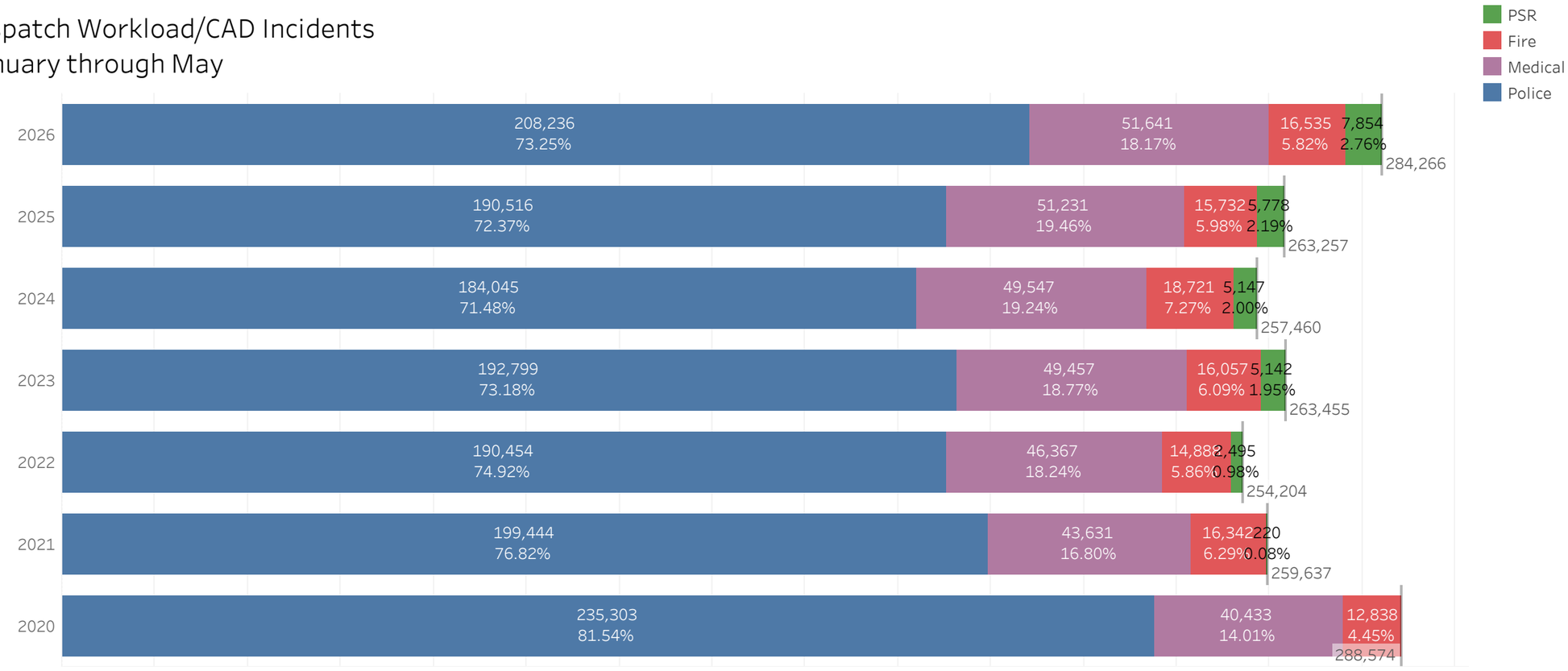


7,668 13,072

1,085 2,925

*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 not be reflected in the total count.

Dispatch Workload/CAD Incidents
January through May



Dispatch Workload/CAD Incidents - Police
May

	2020	2021	2022	2023	2024	2025	2026
Portland Police	78.56% 38,090	74.54% 31,219	76.39% 30,594	74.33% 30,565	72.89% 27,356	76.65% 31,741	74.81% 32,117
Multnomah County Sheriffs Office	10.76% 5,216	14.34% 6,005	12.96% 5,192	14.50% 5,961	14.59% 5,475	11.75% 4,865	12.92% 5,548
Gresham Police Department	10.68% 5,177	11.12% 4,657	10.65% 4,264	11.17% 4,594	12.53% 4,702	11.61% 4,807	12.27% 5,268
Grand Total	100.00% 48,483	100.00% 41,881	100.00% 40,050	100.00% 41,120	100.00% 37,533	100.00% 41,413	100.00% 42,933

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

		2020	2021	2022	2023	2024	2025	2026
Portland Fire and Rescue	Fire	21.48% 2,237	21.38% 2,711	18.06% 2,507	19.13% 2,888	17.45% 2,502	16.98% 2,543	17.78% 2,790
	Medical	61.75% 6,431	61.76% 7,833	58.96% 8,183	55.91% 8,442	57.80% 8,287	58.11% 8,701	54.18% 8,504
	PSR		0.78% 99	6.64% 921	9.67% 1,460	8.55% 1,226	9.13% 1,367	12.26% 1,924
Gresham Fire Department	Fire	3.33% 347	3.15% 399	2.53% 351	2.52% 381	2.98% 427	2.68% 402	2.80% 440
	Medical	12.59% 1,311	12.26% 1,555	13.19% 1,830	11.74% 1,773	12.28% 1,761	12.00% 1,797	11.98% 1,880
Mutual Aid	Fire	0.12% 13	0.12% 15	0.18% 25	0.44% 66	0.47% 67	0.53% 79	0.48% 76
	Medical	0.21% 22	0.13% 16	0.10% 14	0.12% 18	0.08% 11	0.15% 22	0.08% 13
Sauvie Island Fire	Fire	0.04% 4	0.05% 6	0.04% 6	0.04% 6	0.02% 3	0.04% 6	0.06% 9
	Medical	0.06% 6	0.08% 10	0.03% 4	0.07% 10	0.03% 5	0.07% 10	0.07% 11
Corbett Fire	Fire	0.11% 11	0.15% 19	0.12% 16	0.17% 26	0.15% 22	0.12% 18	0.12% 19
	Medical	0.31% 32	0.15% 19	0.15% 21	0.20% 30	0.18% 26	0.19% 29	0.18% 29
Portland Street Response	PSR							0.01% 1
Grand Total		100.00% 10,414	100.00% 12,682	100.00% 13,878	100.00% 15,100	100.00% 14,337	100.00% 14,974	100.00% 15,696

	2020	2021	2022	2023	2024	2025	2026
All Disciplines Grand Total	58,897	54,563	53,928	56,220	51,870	56,387	58,629