

Strategic Plan Progress:

- Adequately staffed 911 workforce** – All nine trainees passed final exams and graduate on May 21. Twelve candidates are scheduled to begin academy on June 23.
- Programs that improve processes and support employee development** – This fall, BOEC plans to implement “Open Sesame,” a training program aimed at helping potential leaders step into new or influential roles.
- Embody and normalize a culture of inclusion, equity, and anti-racism** – BOEC equity program will be working closely with the Public Safety Service Area to expand equity initiatives across the service area.
- Collaboration with community members and partner agencies** – BOEC will begin recruiting for new User Board community representation for West Portland and East Portland regions.
- Secure, efficient, and resilient primary and backup facilities** – City Facilities is vetting potential sites for a new BOEC facility.

BOEC Update:

May 2025

www.portland.gov/911

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork



“To say, ‘impossible’ always puts you on the losing side.”

-John L. Mason

QA Updates: BOEC continues to be very near accreditation-level performance and met ACE levels in Medical in April!

IAED Accreditation Standard: 73% or better compliance/high compliance; ≤ 10% partial compliance; ≤ 10% low compliance; ≤ 7% non-compliance

3rd Quarter Goals:

- Maintain EMD & EFD Performance** – Inch a few more percentage points to get over the top and maintain ACE-level performance.
- Police QA Project** – Continue working with the Police QA workgroup, complete CommsCoach integration with CAD, and start AI training.
- Implement 2024 Medical ProQA Software** – The most recent version of Medical ProQA should be implemented prior to the 3rd Quarter.
- Fire Version 8 Workshop** – Fire users will continue to develop their response configurations, looking at a fall implementation.

Technology Updates:

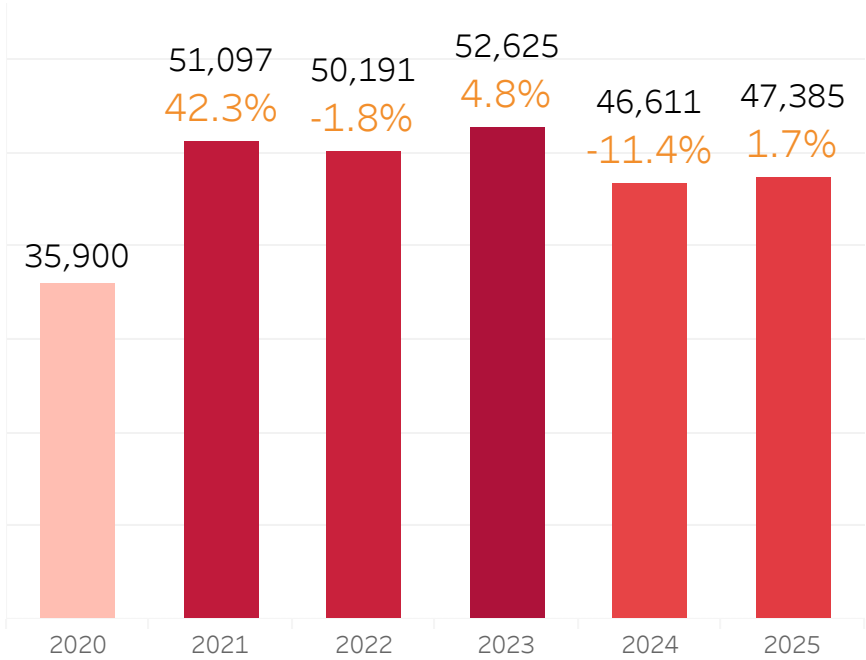
- Non-Emergency Triage** – Due to call lag issues, Case Service was permanently turned off on April 29. We are working with City Procurement on an RFP for a replacement solution. *Goal to implement this winter.*
- Vesta 911 Phone Upgrade** – Hardware has arrived, and engineering configuration is underway. *Scheduled for September 10, 2025.*
- Live 911** – Gresham Police Drone Unit can now review live police 911 calls within a specified radius.
- CAD Passwords** – BTS is currently working with Versaterm to convert user authentication to the city and other agency active directory (ROSE/OA) accounts so staff will no longer have to manage two different passwords. *Currently testing.*
- Pipeline Projects** – Several long-term projects, including integrated text to 911 with the new Vesta upgrade in *winter 2025*; remote call answering in *winter 2025*; Next-Gen 9-1-1 *2026-27*; CAD in the cloud *2027-28*.

Dispatch Staffing (136 FTE)

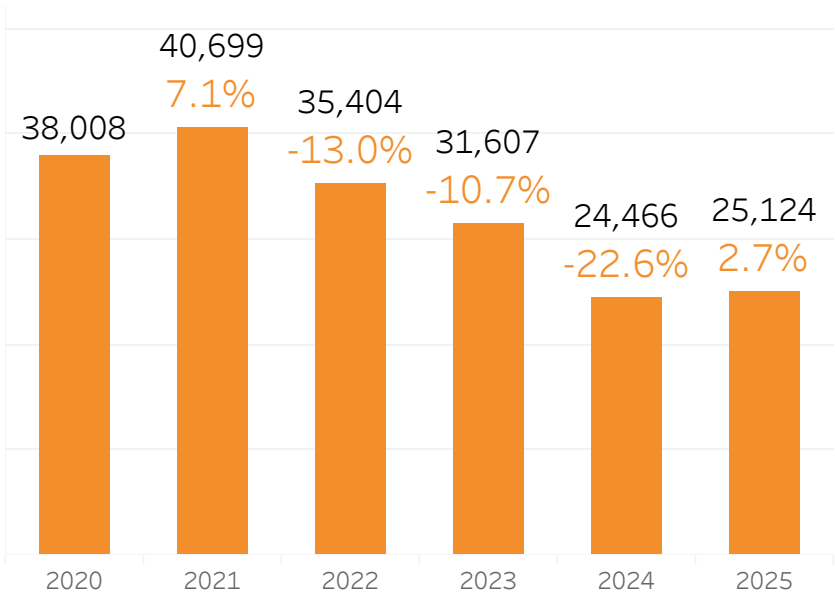
As of May 1, 2025



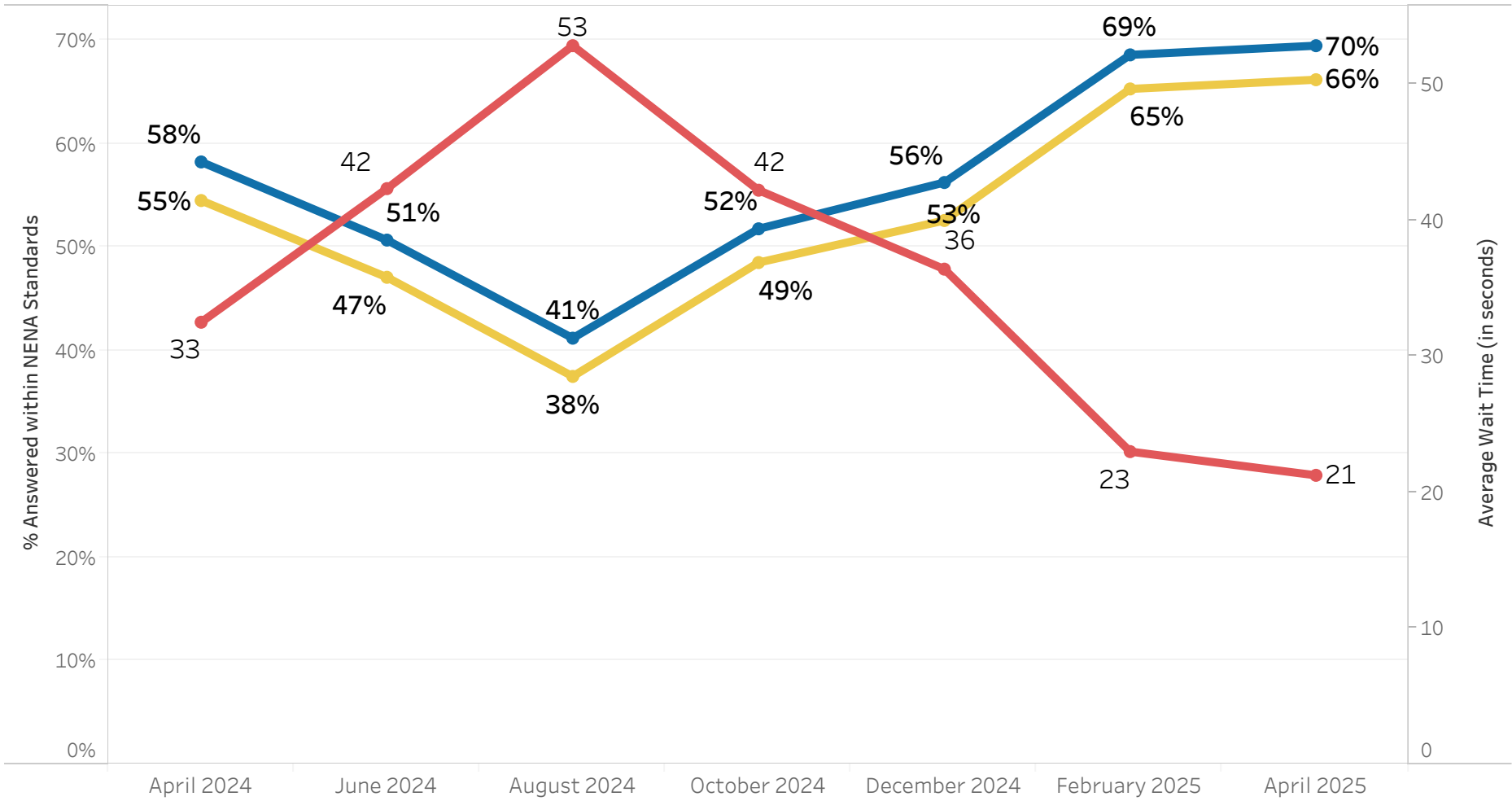
April Total 911 Call Volume
(Includes 911 caller-disconnected calls)



April Non-911 Call Volume



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

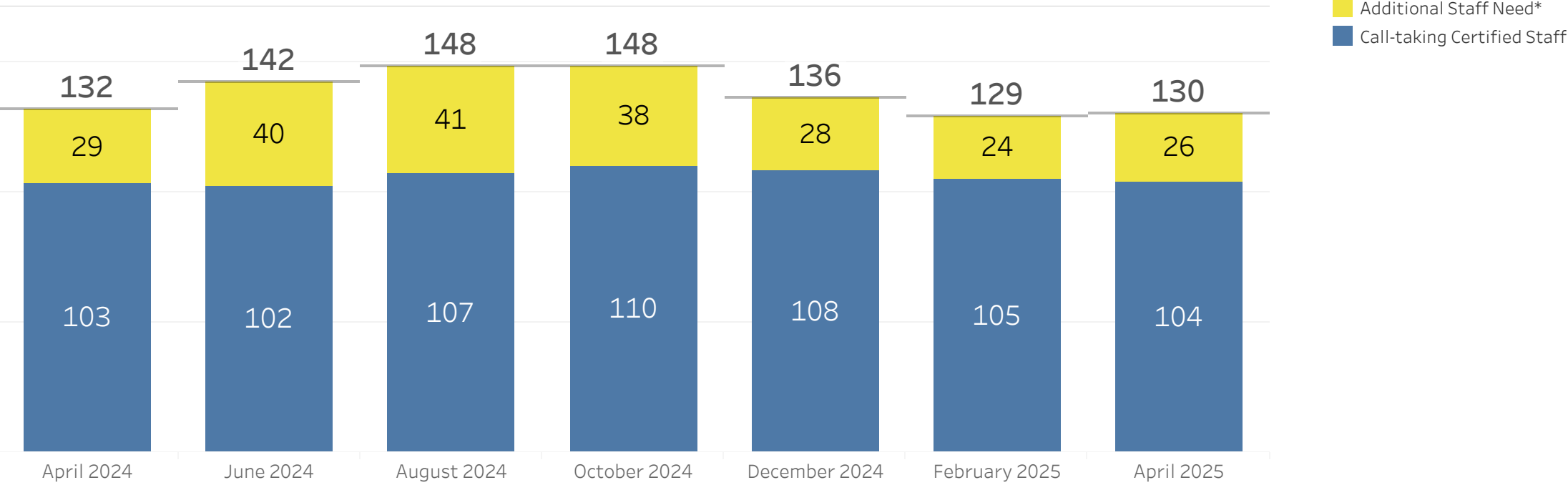


NENA Standards: 90% of all 911 calls shall be answered within 15 seconds; 95% of all 911 calls should be answered within 20 seconds

*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

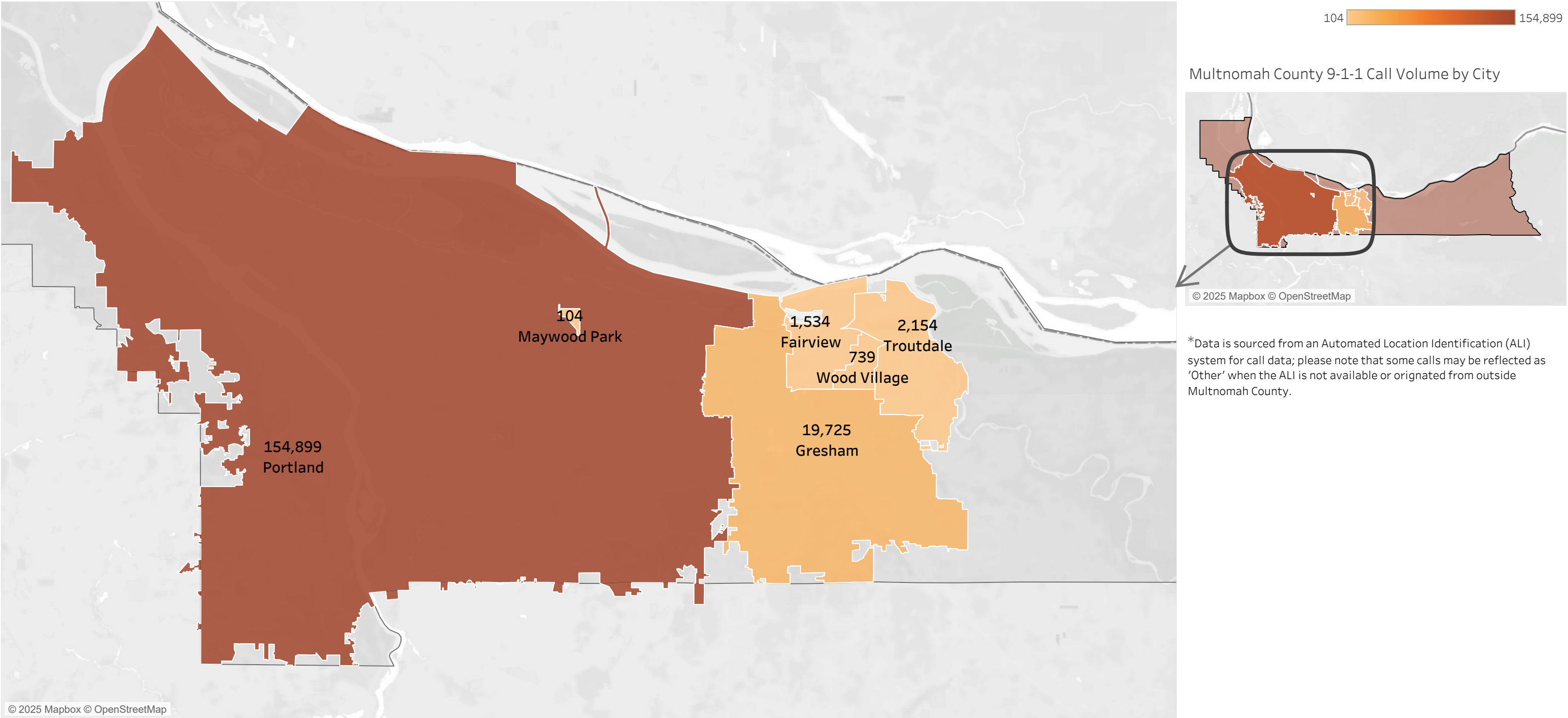


* Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted

Multnomah County 9-1-1 Call Volume*

		2025				Grand Total
		January	February	March	April	
Multnomah	Portland	39,432	36,626	39,192	39,649	154,899
	Gresham	4,874	4,727	5,065	5,059	19,725
	Troutdale	551	440	548	615	2,154
	Unincorporated Areas	395	454	448	383	1,680
	Fairview	350	348	434	402	1,534
	Wood Village	194	155	188	202	739
	Maywood Park	28	15	38	23	104
	Lake Oswego		3		2	5
Other	Other	1,222	970	1,109	1,050	4,351
Grand Total		47,046	43,738	47,022	47,385	185,191

Multnomah County 9-1-1 Call Volume by City

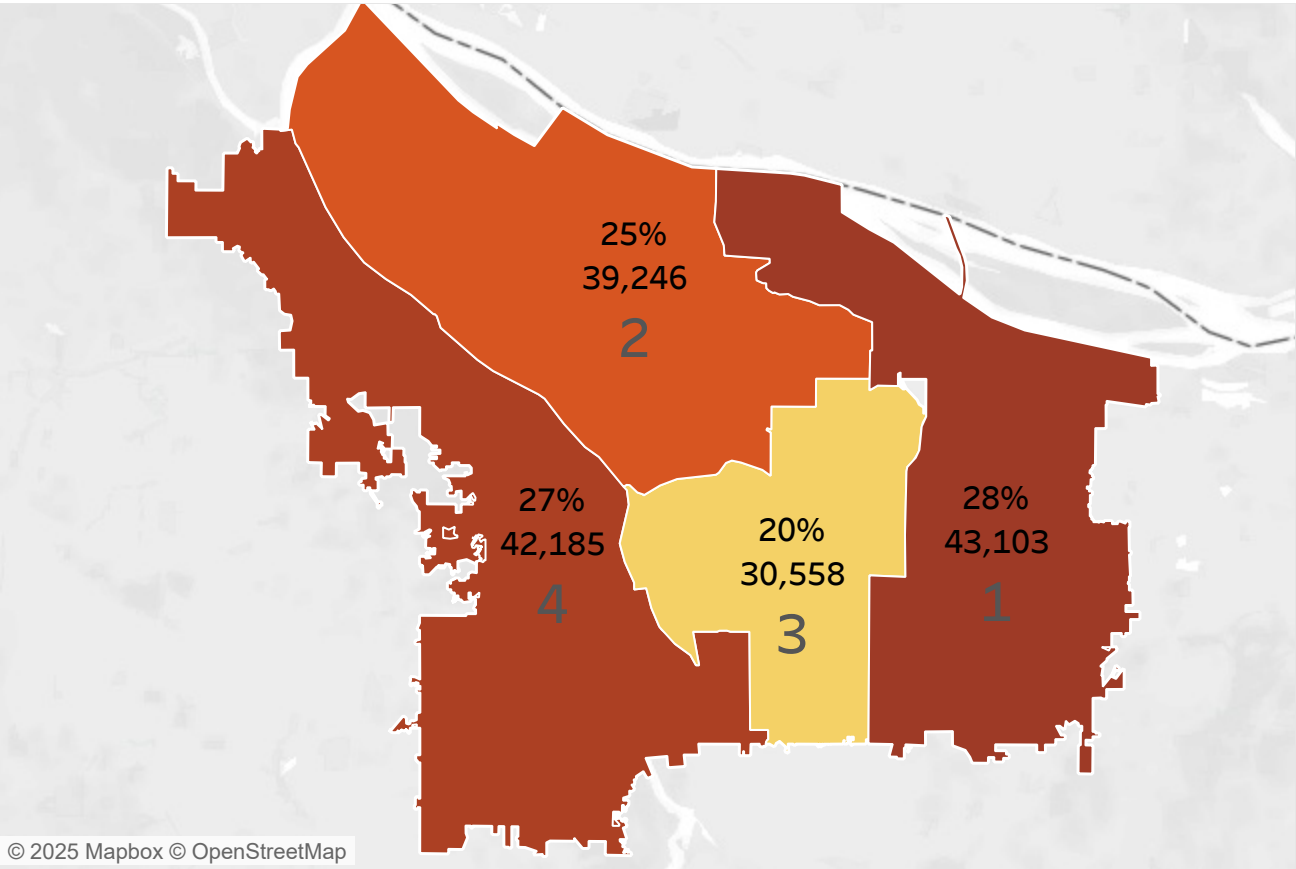


Portland Council District 9-1-1 Call Volume (map)*

January through April, 2025

January, February, March and 1 more, 2025,
data based on 911 caller automated location information(ALI)

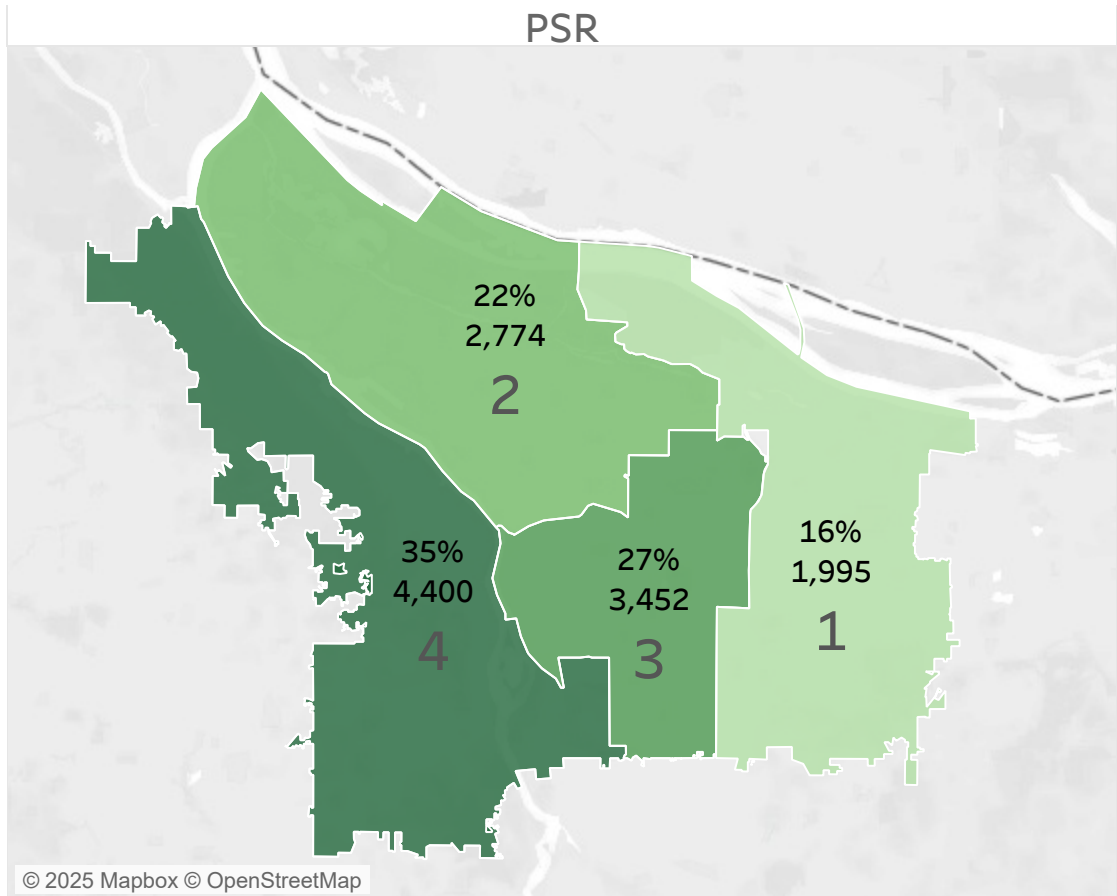
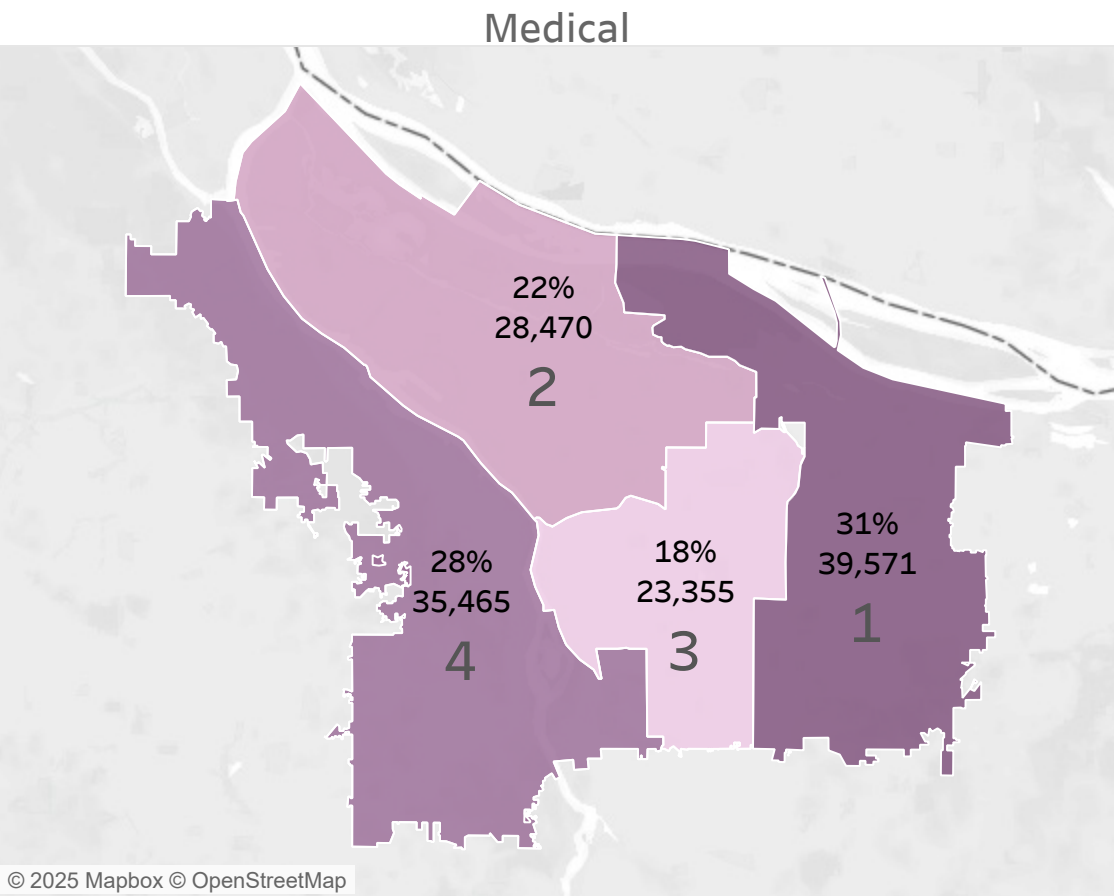
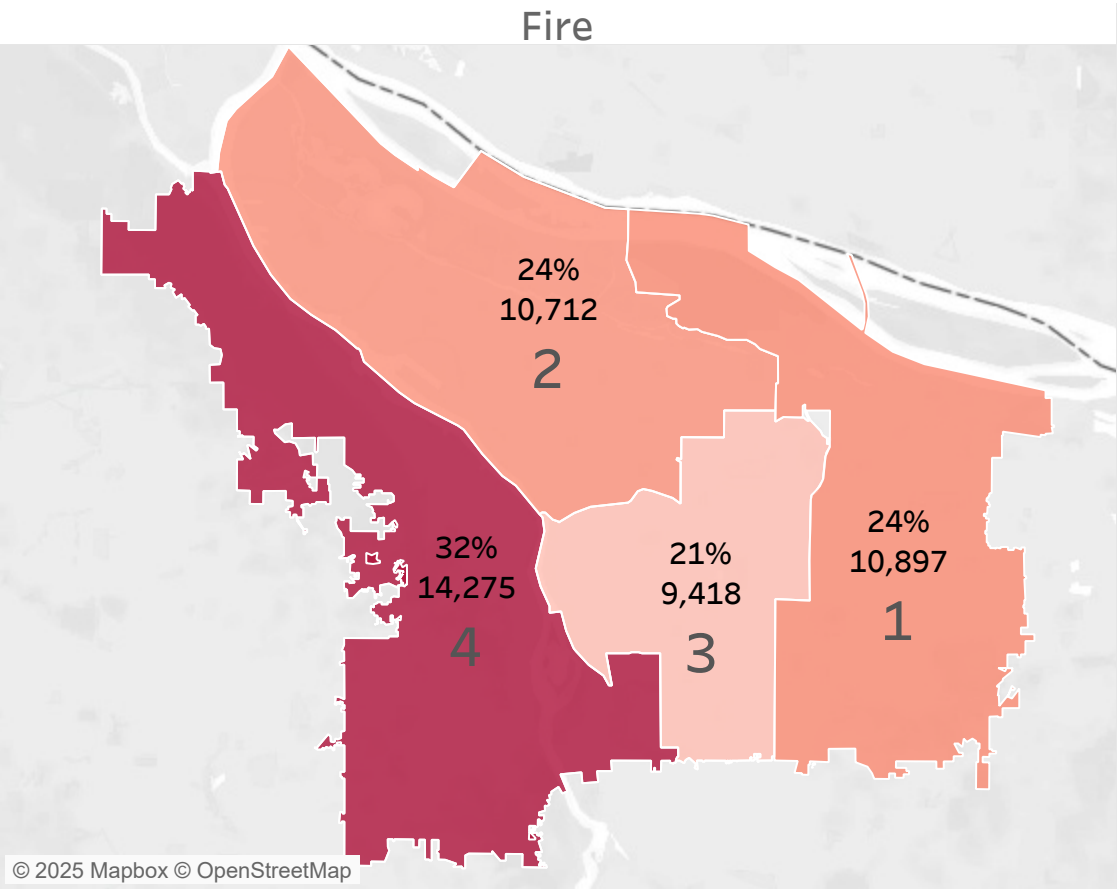
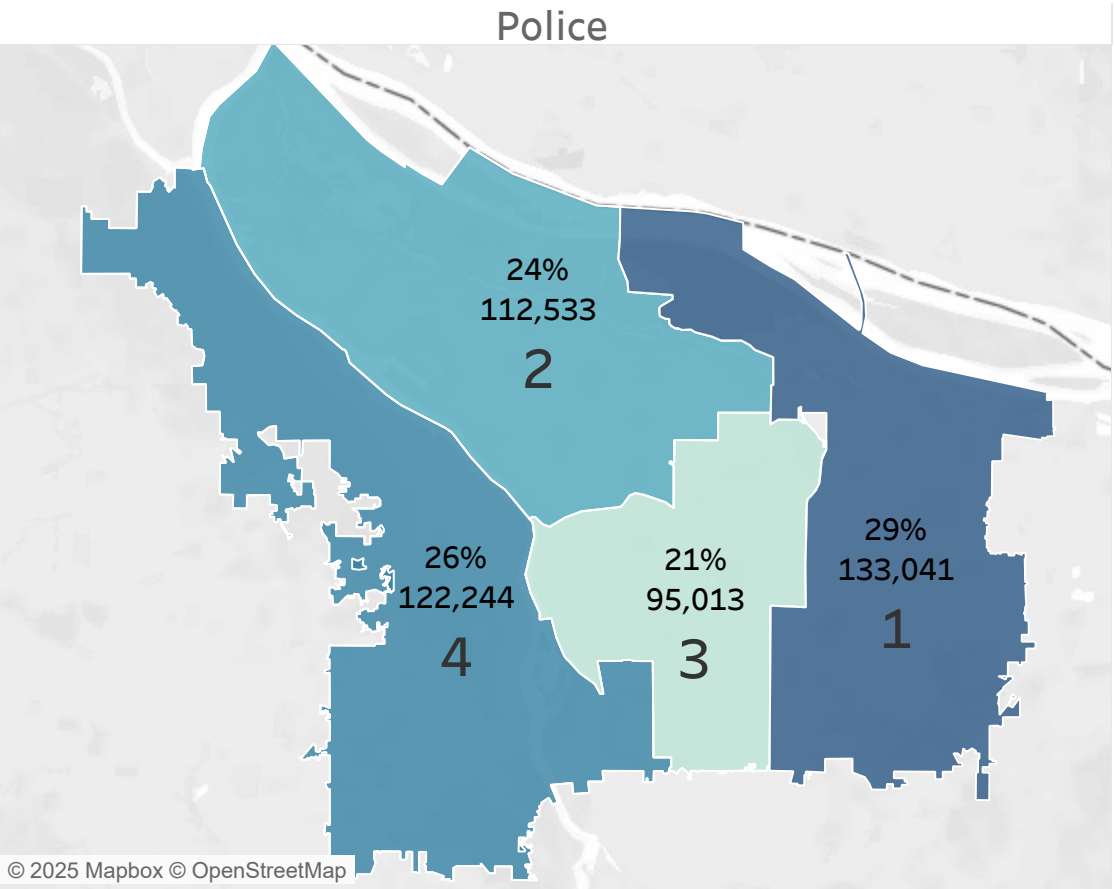
30,558 43,103



	2025				Grand Total
	January	February	March	April	
1	28% 11,025	28% 10,367	28% 10,793	28% 10,918	28% 43,103
2	26% 10,124	25% 9,336	24% 9,462	26% 10,324	25% 39,246
3	19% 7,593	19% 6,999	20% 7,980	20% 7,986	20% 30,558
4	27% 10,752	27% 9,963	28% 11,002	26% 10,468	27% 42,185
Total	100% 39,494	100% 36,665	100% 39,237	100% 39,696	100% 155,092

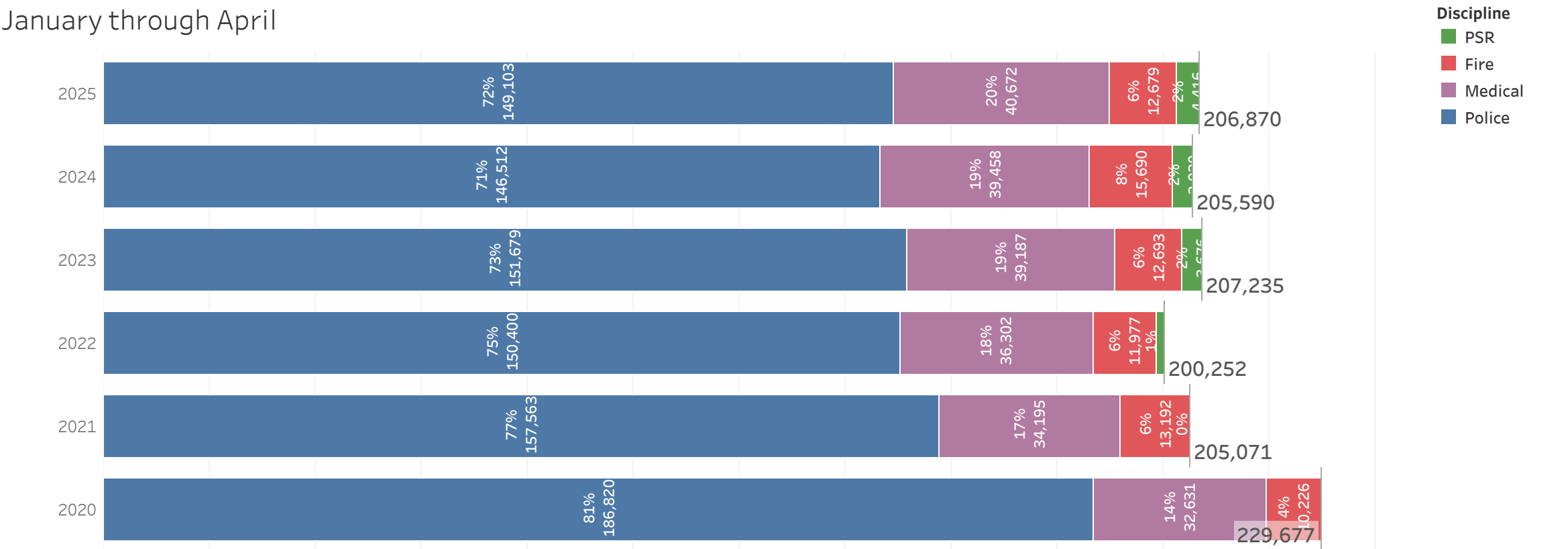
Portland Council District Dispatch Workload by Discipline*

January through April, 2025

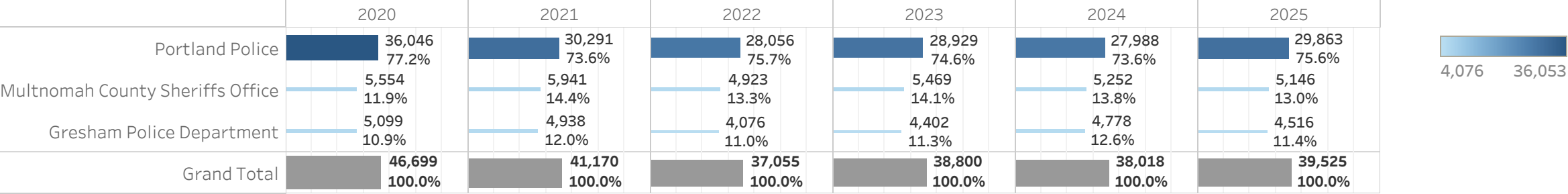


*Data is sourced from an Automated Location Identification (ALI) system for call data and from caller-provided location for CAD data. Please note that some calls may not be reflected in the total count.

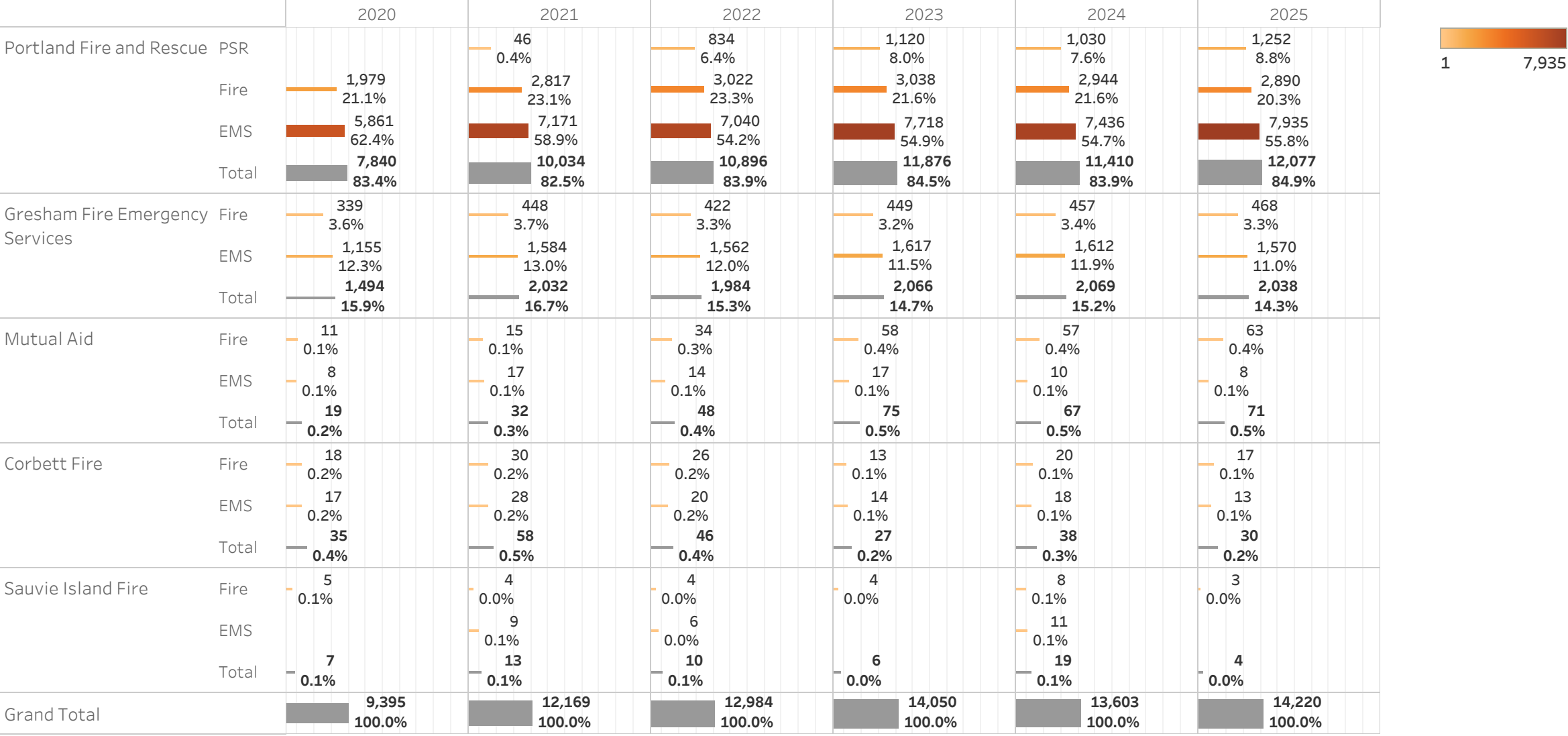
County Wide Dispatch Workload/CAD Incidents
January through April



Dispatch Workload/CAD Incidents by Jurisdiction
April



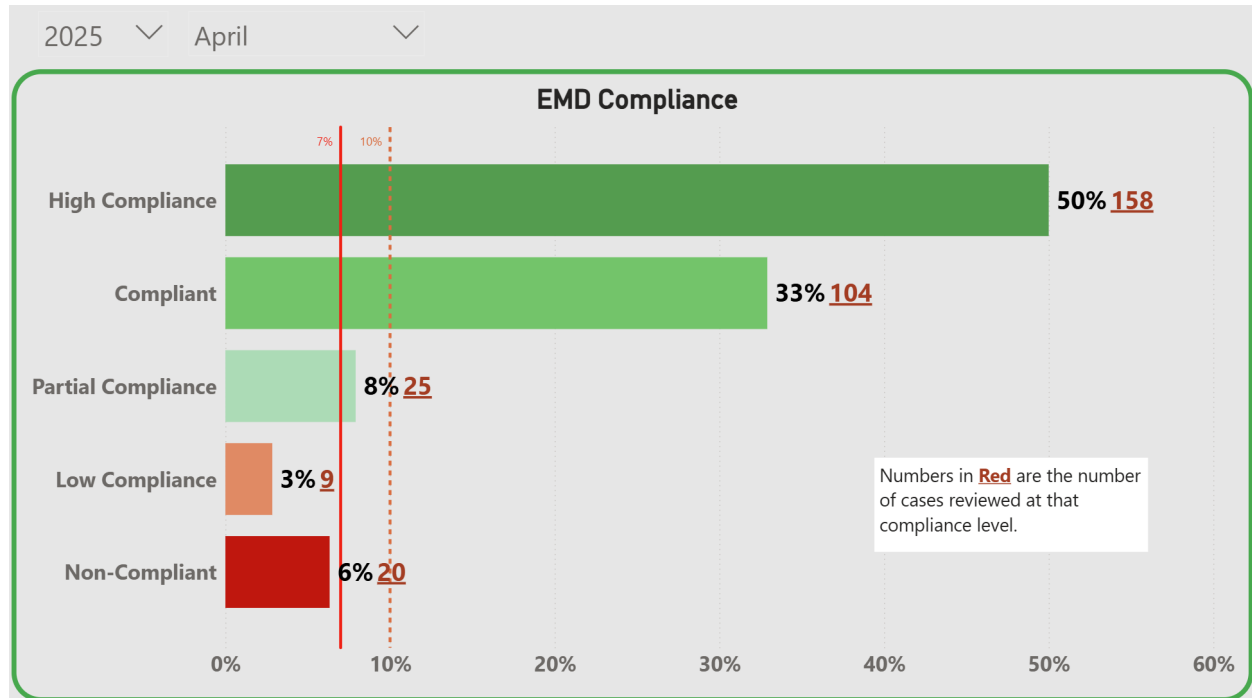
Dispatch Workload/CAD Incidents by Jurisdiction
April



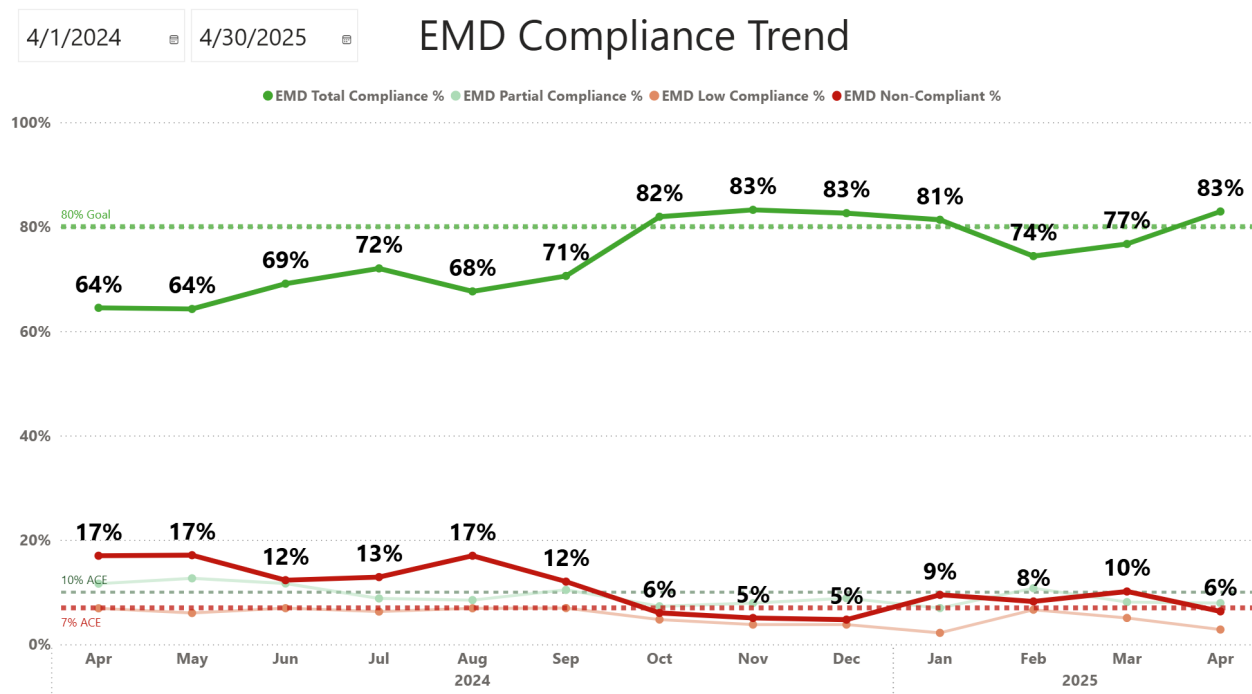
All Disciplines Grand Total	56,094	53,339	50,039	52,850	51,621	53,745
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EMD Overview

The graph below illustrates BOEC's ACE-level performance for the month of April.

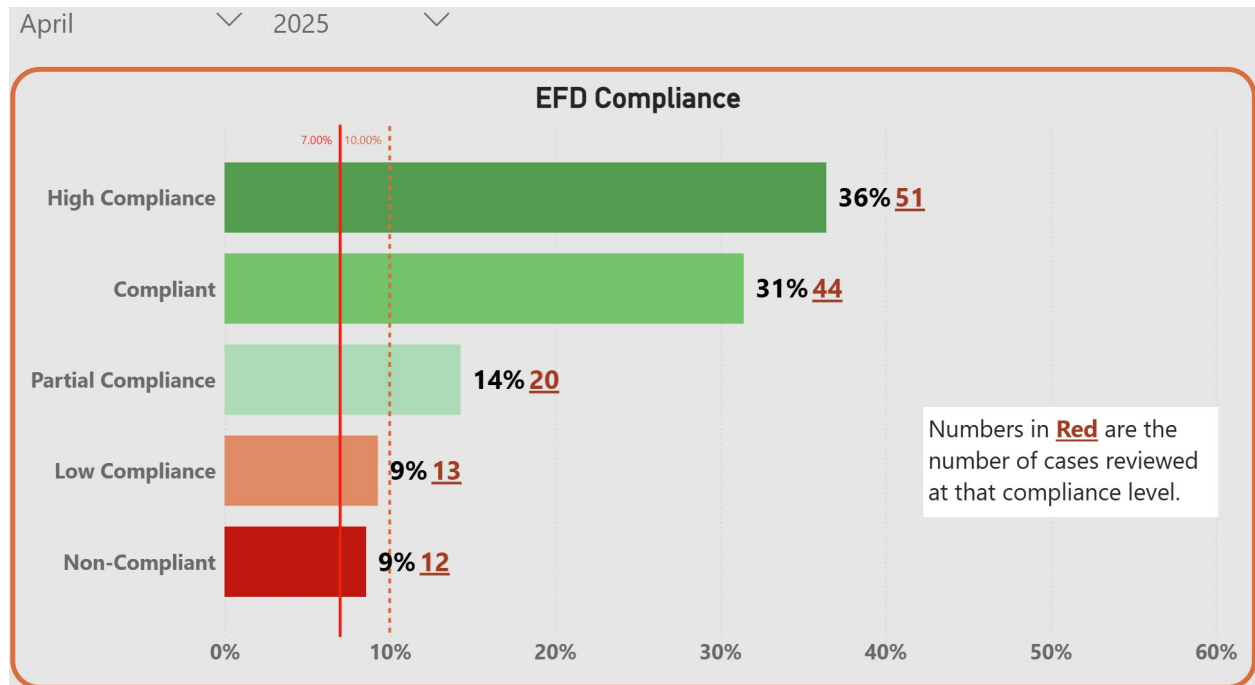


This graph illustrates our trend in EMD over the past year:



EFD Overview

We continue to perform at a very high level. Our non-compliance stayed at 9% and Partial reduced by 4%. The low increased slightly but remained below the benchmark. We are very close!



EFD PERFORMANCE TREND

We'd like to see the compliance trend go further in the opposite direction, as we've been in a bit of a downward trend for a few months, but overall performance is very good.

