BOEC Update: September 2026

Steve Mawdsley, Director
www.portland.gov/911

Strategic Plan Progress:

1. **Improve Public Safety Response Capabilities** –
   Increasing resiliency by testing remote call taking functionality to ensure operations continue if Center staff need to be moved to an alternate location during an evacuation or disaster situation.

2. **Enhance Collaboration Internally, with Partner Agencies, and with the Community** – The Outreach Committee engaged with the community at several events by educating community members on accessing 9-1-1 via text-to-911 and language interpretation services.

3. **Increase Focus on the Overall Wellbeing of the Public Safety Workforce and System** – Equity staff from BOEC and PPB are co-presenting at the Oregon State Independent Living Conference.

Training Department Updates:

-Our six **new academy** trainees started on 9/14.

-Since April 1st, the Training Department has been **soliciting feedback** about coaches from trainees twice a month. We've received 86 forms so far. Once we receive 3 or more forms for a coach, we share the highlights with them. This feedback is focused on strengths and abilities and recognizing coaches for their hard work.

-Twenty-three candidates are moving forward to the background investigation phase of the selection process for the **February 2027 Academy**.

"Storytelling…helps the next generation understand why we are the way we are and who we are asking them to become; stories should be heavy enough to make a memory but not so heavy that they put it down."

–Lauren Johnson, Fire Chief - Portland Fire and Rescue

Quality Assurance Department Update:

August performance was incredible for both EMD and EFD performance with BOEC **achieving ACE-level performance in both disciplines!**

The trends for EFD have been consistently improving over the past few months, and we're optimistic that EFD will continue at that level. The QA team has been meeting with people across shifts and we are seeing positive results across the board.

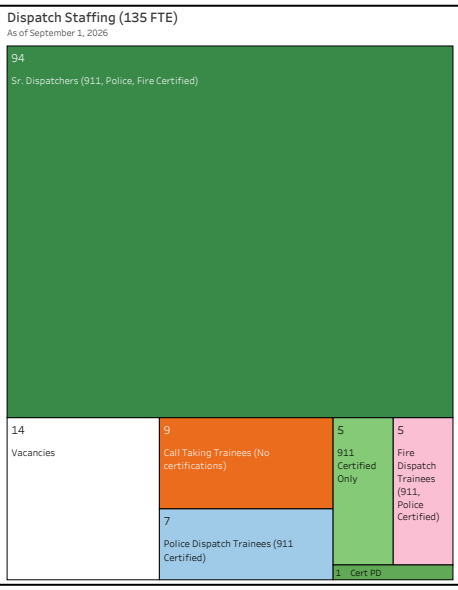
Technology Department Update:

The **Non-Emergency Phone System** has had some contractual delays; we are still targeting implementation for 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 of the first PSAPs has started, and statewide will take about two years. BOEC is in phase 1, and we expect to be on the new infrastructure by early 2027. Some benefits will be improved resiliency, better location accuracy, and more effective call routing including with Washington State PSAPs.

Employee of the Month

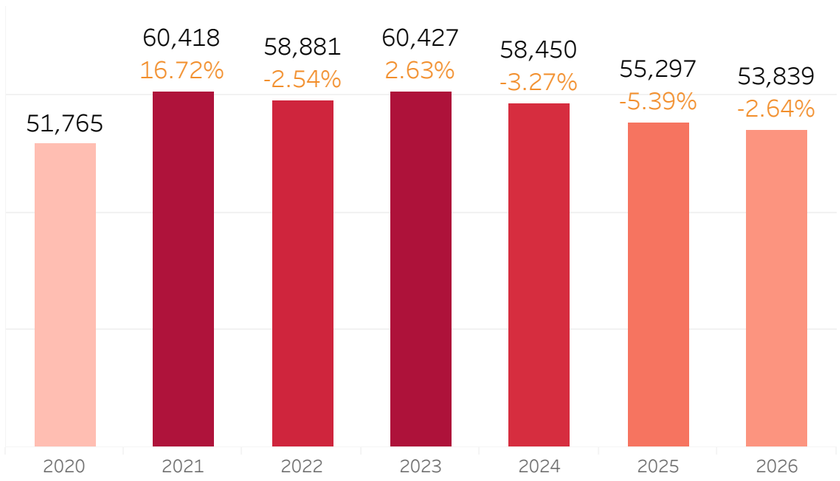
Core Values Spotlight – Teamwork

United in the work, a team of BOEC members were recognized for their collaboration, thoughtful feedback, and contributions to the CritiCall validation project. Their collective reviews helped support a more accurate and relevant pre-hire assessment process.

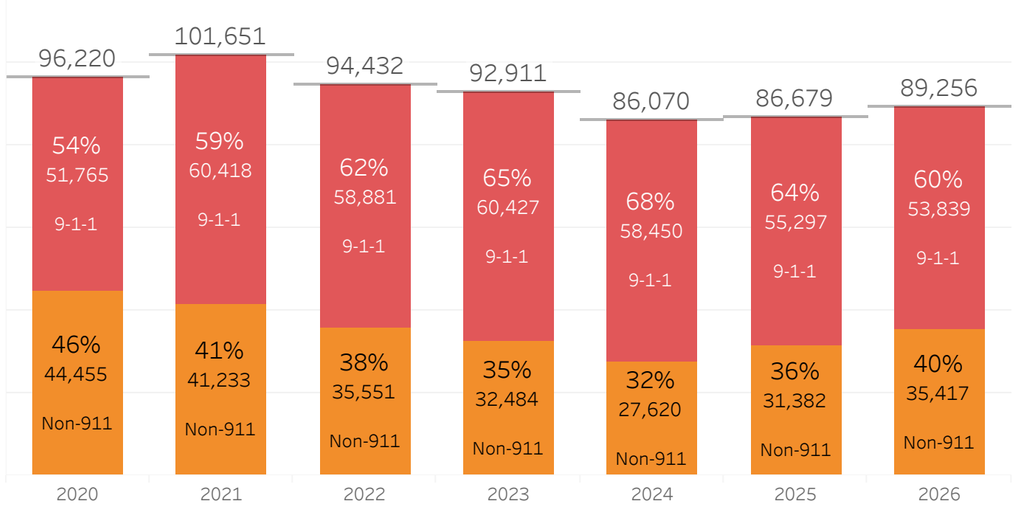


9-1-1 Call Volume in August

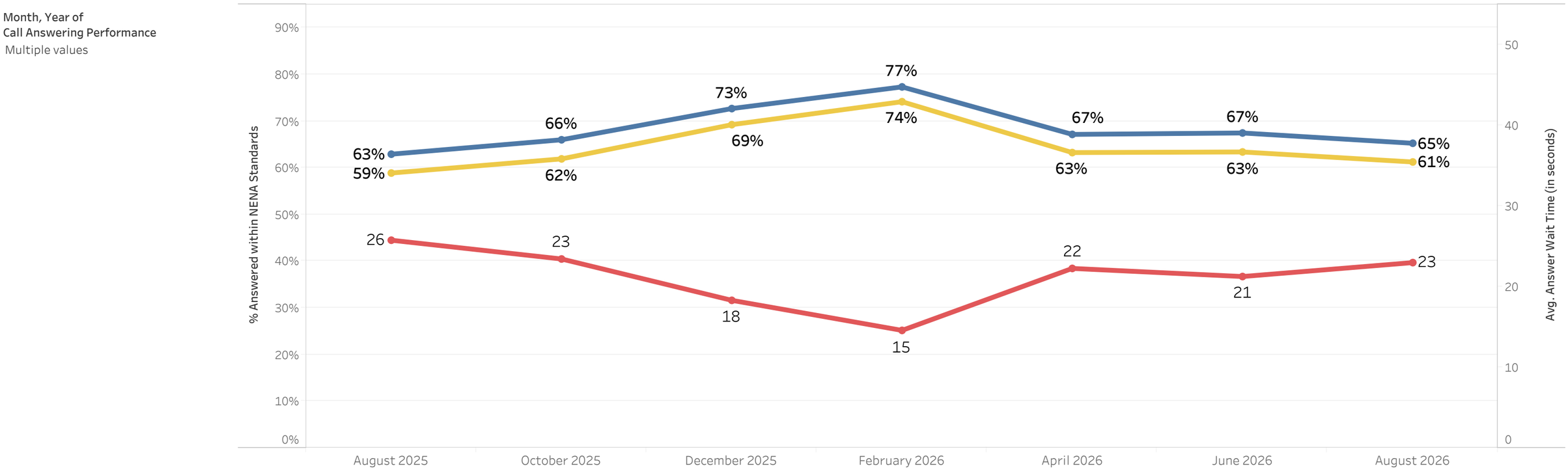
(Includes 911 caller-disconnected calls)



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



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



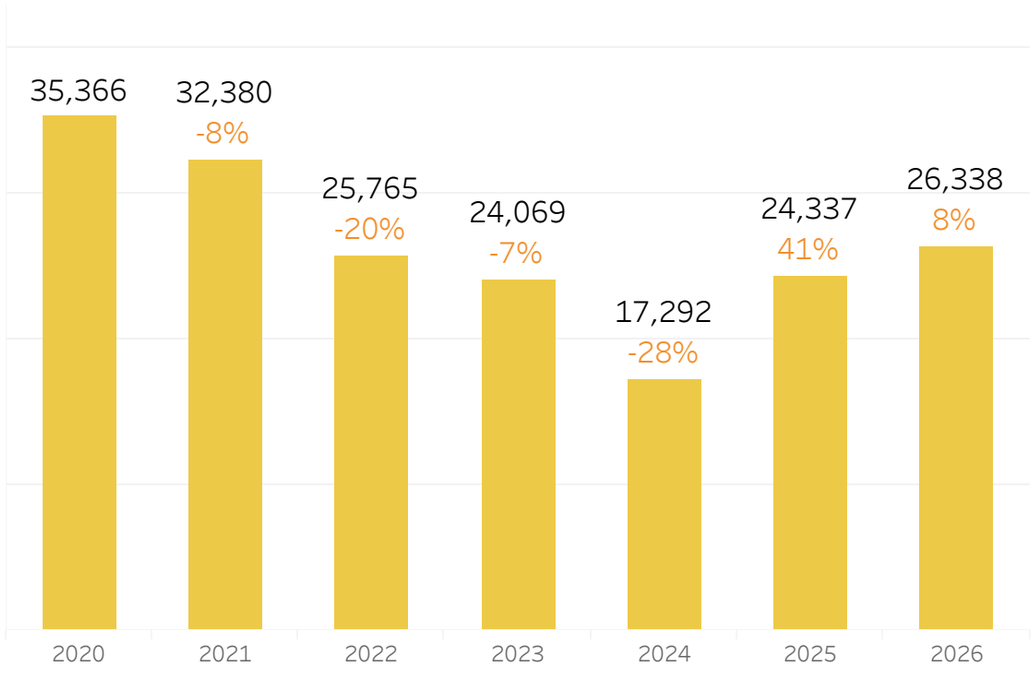
NENA Standards: 90% of all 911 calls shall be answered within 15 seconds; 95% of all 911 calls should be answered within 20 seconds

*Caller-disconnected calls are not included.

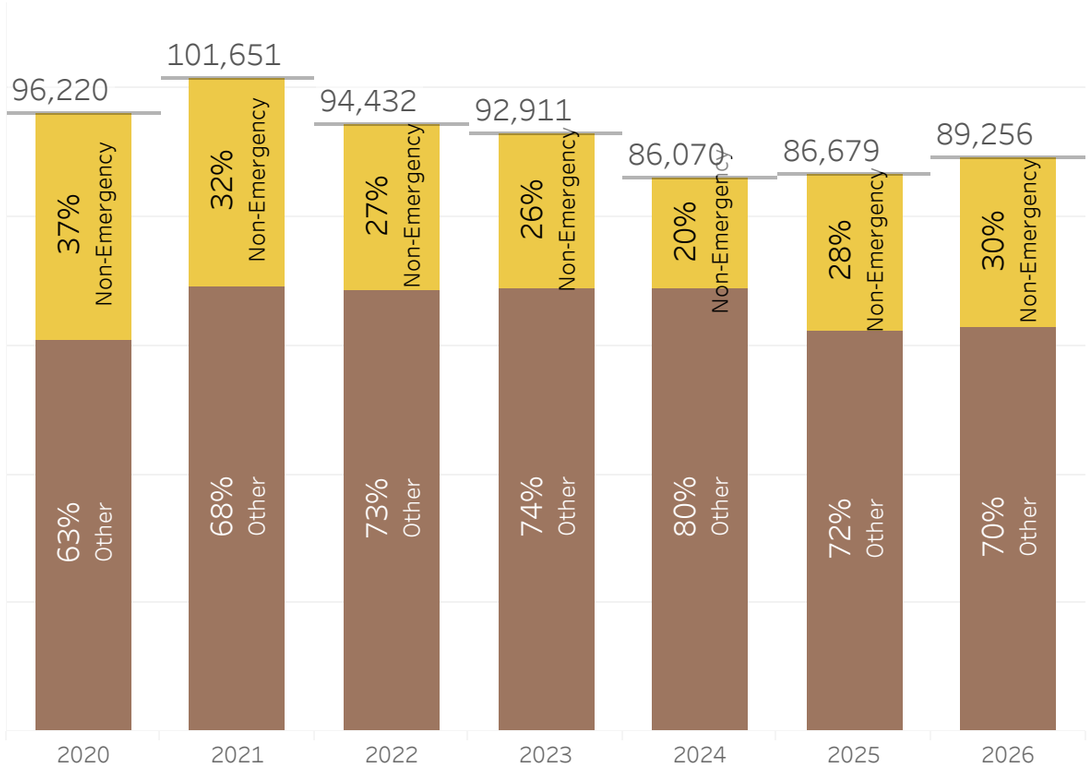
Within 20 Seconds
Within 15 Seconds

Average Wait- in Seconds

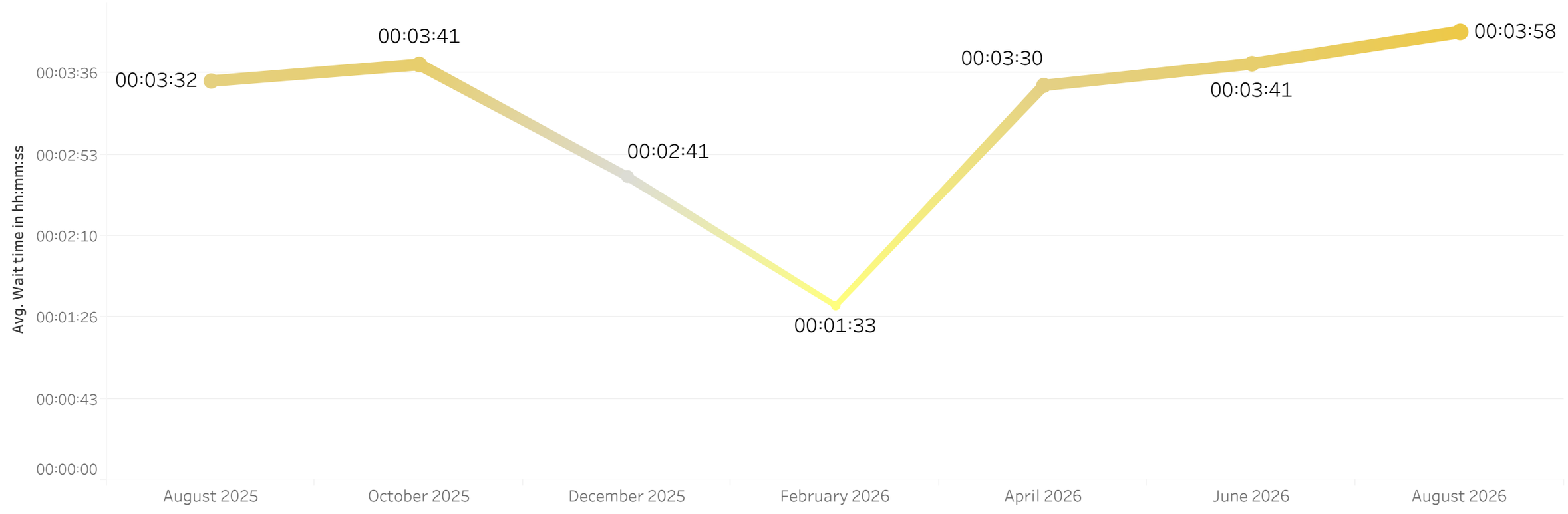
Non-Emergency Call Volume in August



Total Call Volume in August

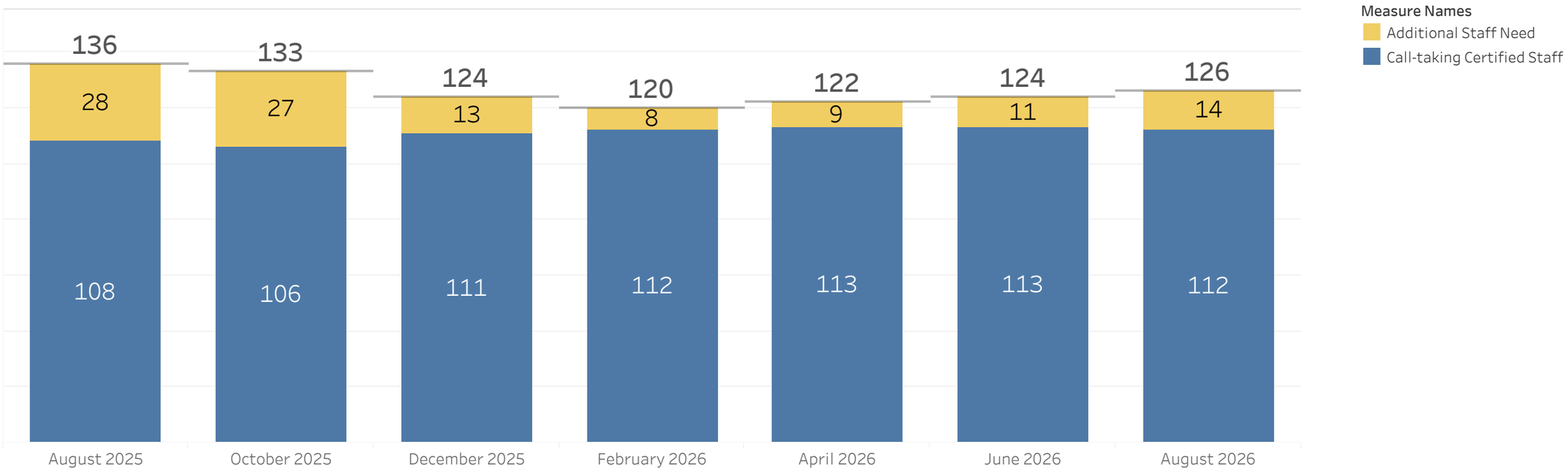


Non-Emergency Average Wait-to-answer Time Trends*



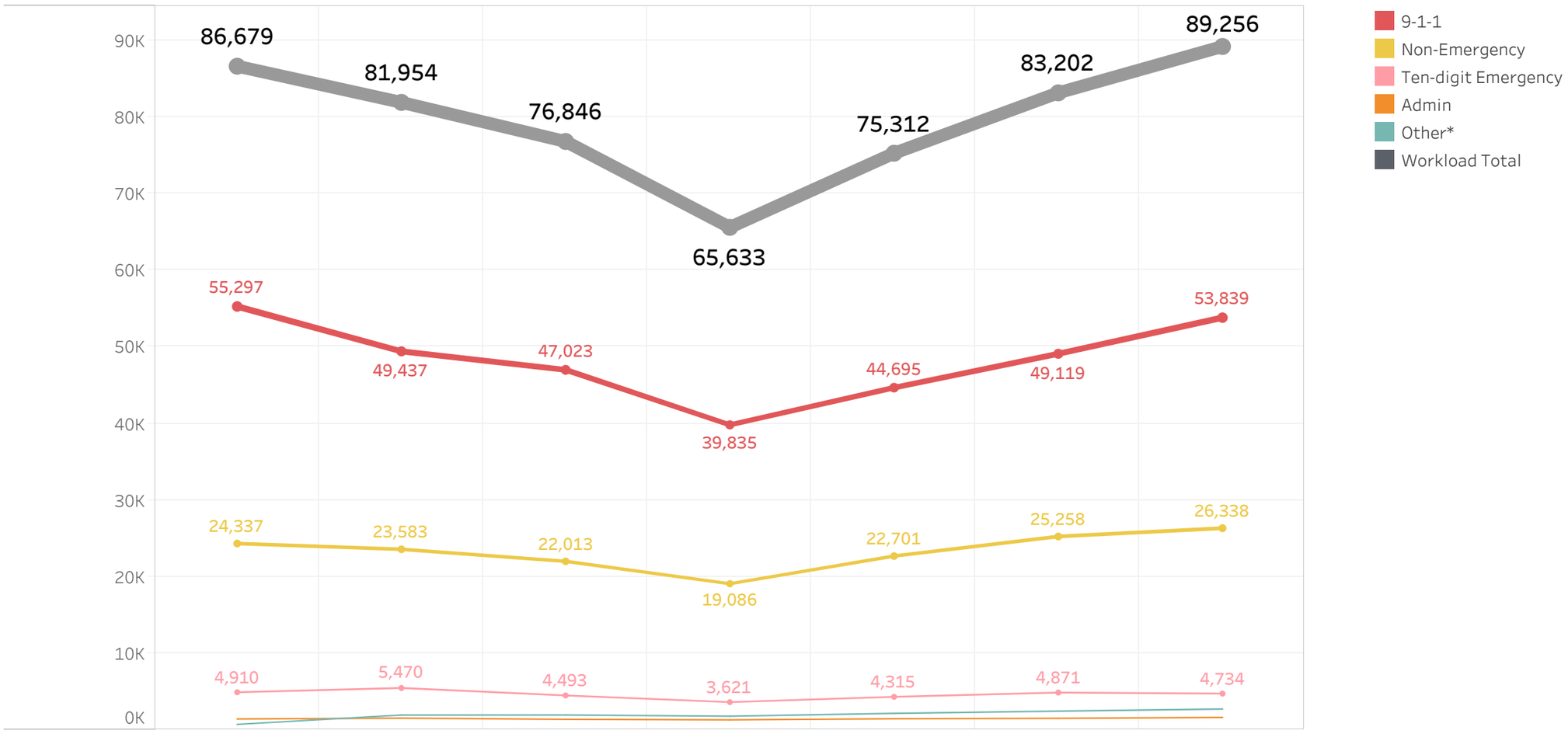
*Caller-disconnected calls are not included

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



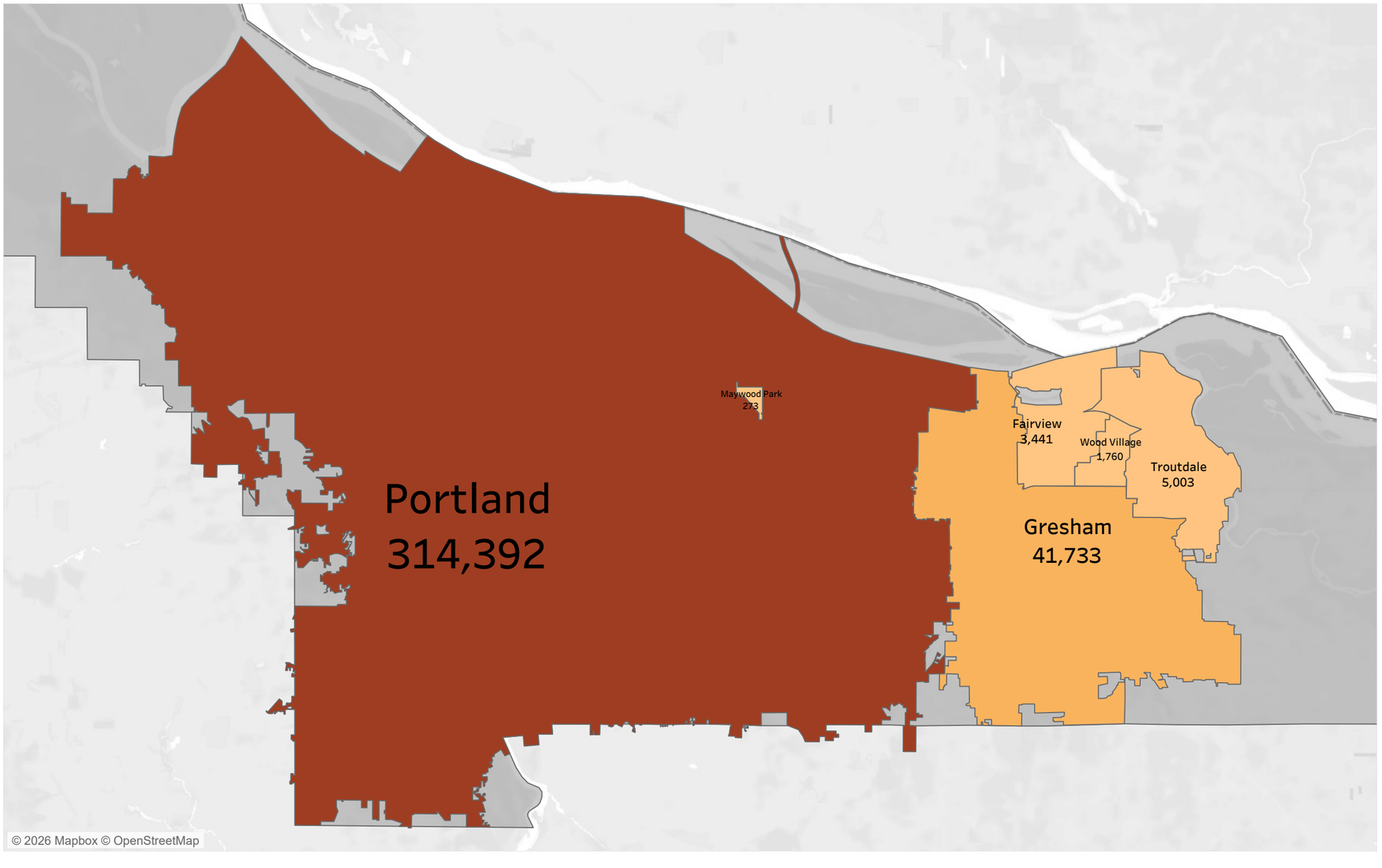
		August 2025	October 2025	December 2025	February 2026	April 2026	June 2026	August 2026
9-1-1	TTY	50	94	50	46	40	60	79
	Voice	55,247	49,343	46,973	39,789	44,655	49,059	53,760
Non-Emergency	TTY				1		1	
	Voice	24,337	23,583	22,013	19,085	22,701	25,257	26,338
Ten-digit Emergency	TTY	6	3					
	Voice	4,904	5,467	4,493	3,621	4,315	4,871	4,734
Admin	Voice	1,417	1,529	1,373	1,305	1,447	1,507	1,625
Other*	TTY					1	1	
	Voice	718	1,935	1,944	1,786	2,153	2,446	2,720
Workload Total		**86,679**	**81,954**	**76,846**	**65,633**	**75,312**	**83,202**	**89,256**

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

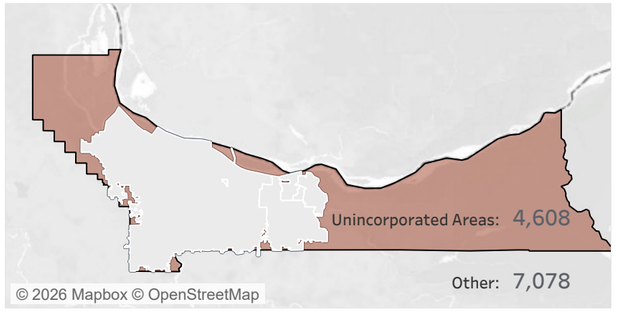
Multnomah County 9-1-1 Call Volume*

		2026								Grand Total
		January	February	March	April	May	June	July	August	
Multnomah County	Portland	37,852	33,243	36,825	37,179	40,379	40,574	43,303	45,037	314,392
	Gresham	4,922	4,346	4,927	4,943	5,497	5,465	5,884	5,749	41,733
	Troutdale	534	534	628	533	630	642	827	675	5,003
	Unincorporated Areas	442	357	467	593	620	637	804	688	4,608
	Fairview	355	406	438	421	412	437	485	487	3,441
	Wood Village	172	195	219	205	207	275	240	247	1,760
	Maywood Park	46	29	25	29	26	22	41	55	273
Other	Other Areas	891	725	804	792	923	1,067	975	901	7,078
Grand Total		45,214	39,835	44,333	44,695	48,694	49,119	52,559	53,839	378,288

Multnomah County 9-1-1 Call Volume by City



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

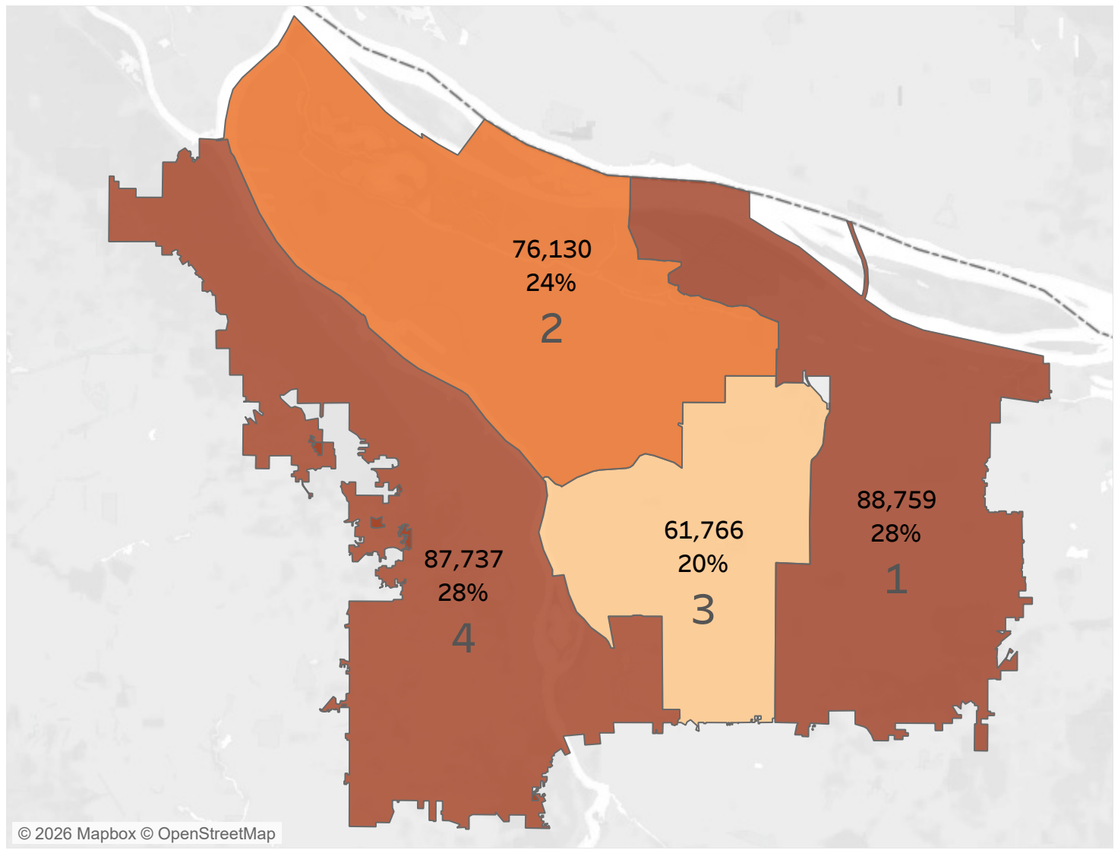


*Data is sourced from an Automated Location Identification (ALI) system for call data. Unincorporated Areas may include parts of Lake Oswego; calls may be reflected as 'Other' when the ALI is not available or originated from outside Multnomah County.

273 314,392

Portland Council District 9-1-1 Call Volume*

January through August, 2026

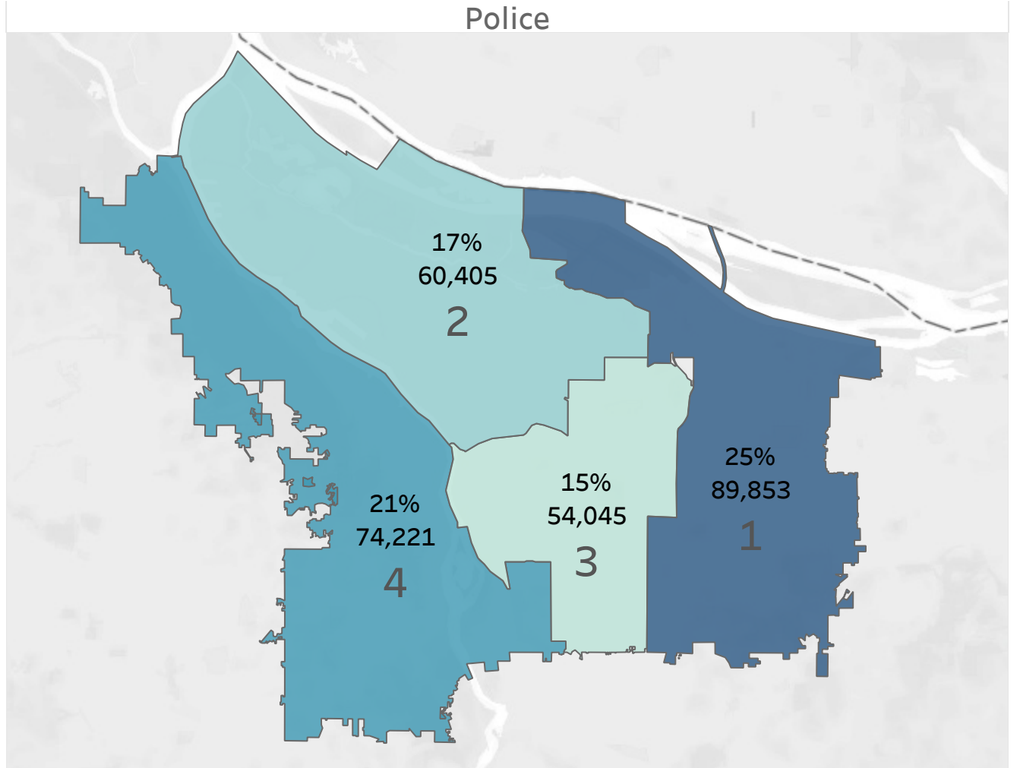


	2026				
	1	2	3	4	Grand Total
January	13% 11,866	12% 8,847	11% 6,991	12% 10,148	12% 37,852
February	11% 9,645	10% 7,681	11% 6,793	10% 9,124	11% 33,243
March	12% 10,277	12% 9,224	11% 6,971	12% 10,353	12% 36,825
April	12% 10,417	12% 8,922	12% 7,460	12% 10,380	12% 37,179
May	12% 11,091	13% 9,868	13% 7,903	13% 11,517	13% 40,379
June	13% 11,572	13% 9,578	13% 7,797	13% 11,627	13% 40,574
July	13% 11,827	13% 10,158	14% 8,784	14% 12,534	14% 43,303
August	14% 12,064	16% 11,852	15% 9,067	14% 12,054	14% 45,037
Grand Total	100% 88,759	100% 76,130	100% 61,766	100% 87,737	100% 314,392

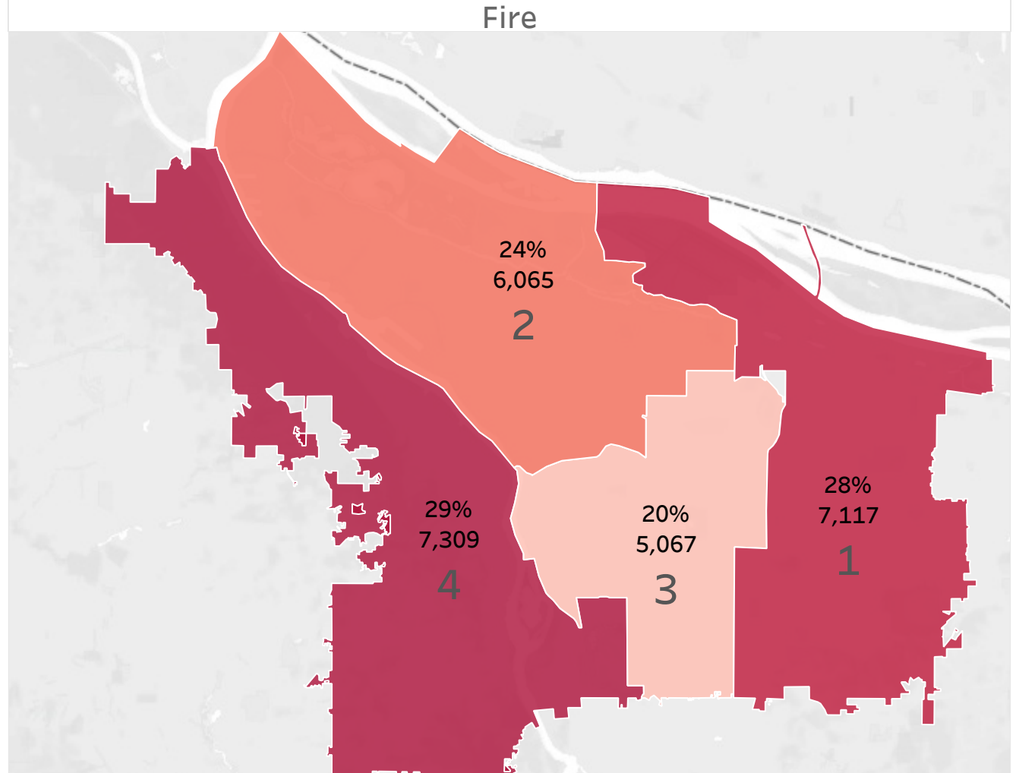
Portland Council District Dispatch Workload by Discipline*

January through August, 2026

Police



Fire



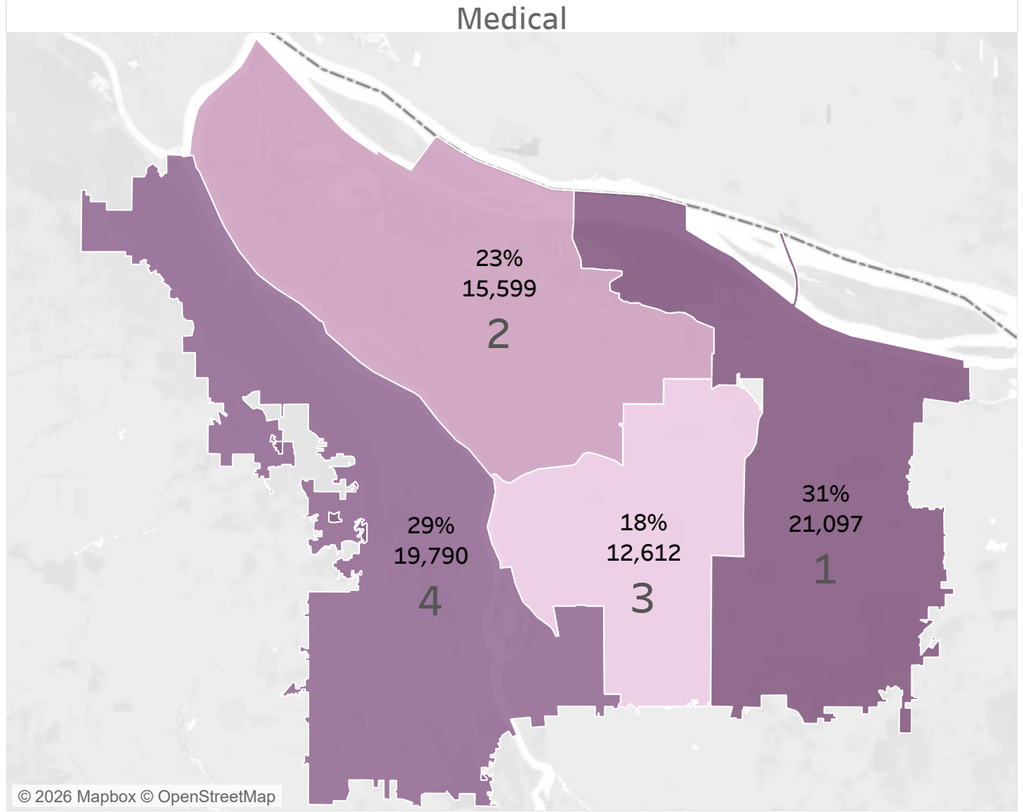
2026

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

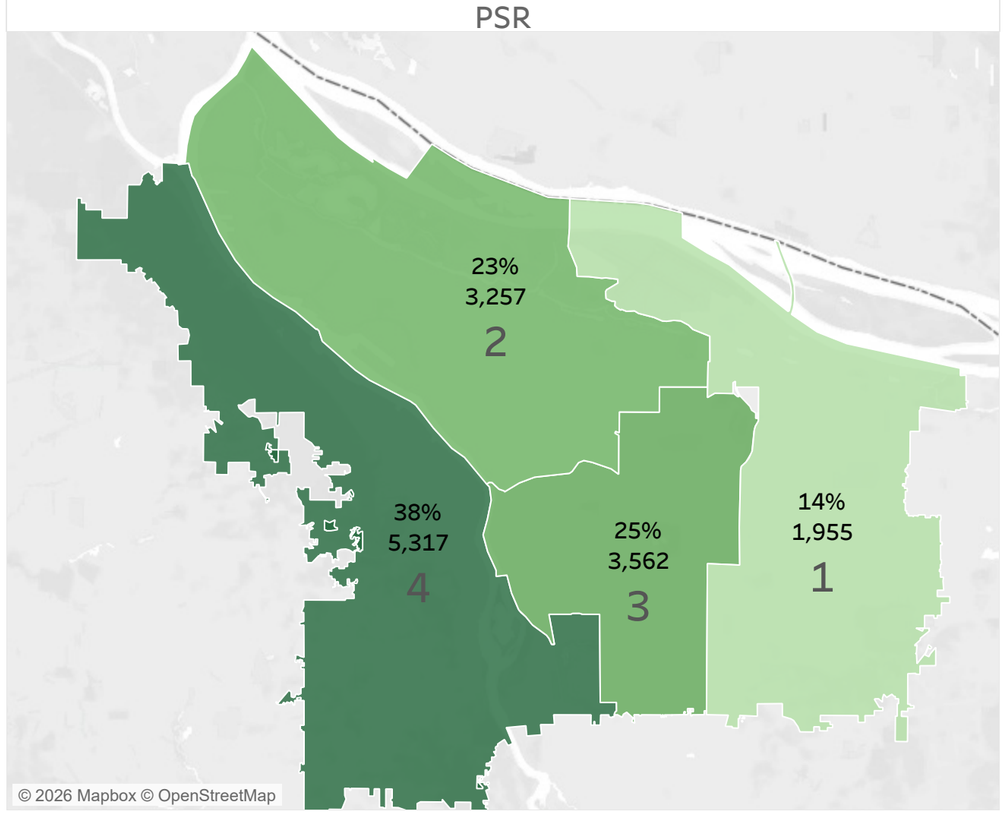
54,045 — 89,853

5,067 — 7,309

Medical



PSR

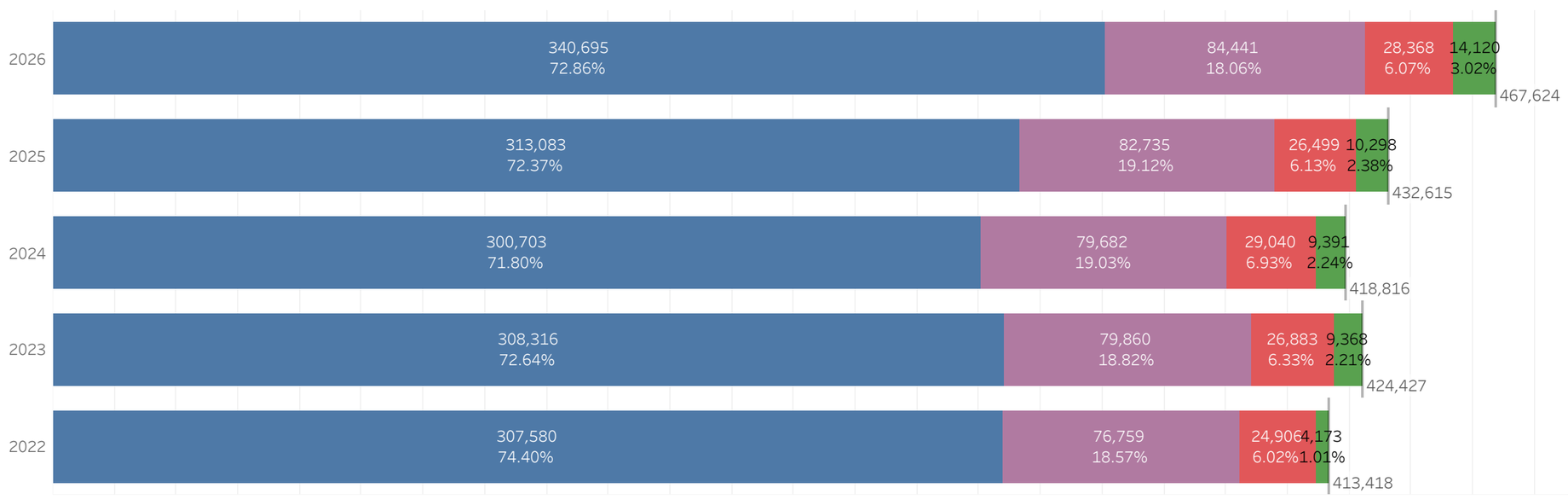


12,612 — 21,097

1,955 — 5,317

*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 August



PSR
Fire
Medical
Police

Year
Multiple values

- [x] January
- [x] February
- [x] March
- [x] April
- [x] May
- [x] June
- [x] July
- [x] August
- [ ] September
- [ ] October
- [ ] November
- [ ] December

Dispatch Workload/CAD Incidents - Police
August

	2022	2023	2024	2025	2026
Portland Police	75.67% 29,489	73.88% 28,761	76.05% 30,077	78.11% 32,728	74.24% 32,410
Multnomah County Sheriffs Office	14.01% 5,458	14.64% 5,698	11.99% 4,744	10.87% 4,556	13.74% 6,000
Gresham Police Department	10.32% 4,022	11.48% 4,468	11.96% 4,729	11.02% 4,618	12.01% 5,243
Grand Total	100.00% 38,969	100.00% 38,927	100.00% 39,550	100.00% 41,902	100.00% 43,653

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

		2022	2023	2024	2025	2026
Portland Fire and Rescue	Fire	20.65% 2,956	19.45% 3,072	19.53% 2,949	19.15% 3,068	20.37% 3,521
	Medical	58.03% 8,308	55.59% 8,780	54.82% 8,276	55.45% 8,882	51.92% 8,972
	PSR	4.61% 660	9.47% 1,495	9.61% 1,451	10.39% 1,665	12.38% 2,139
Gresham Fire Department	Fire	3.02% 432	3.05% 481	3.03% 458	2.84% 455	3.13% 541
	Medical	12.57% 1,800	11.30% 1,784	11.74% 1,773	11.14% 1,784	10.94% 1,891
Mutual Aid	Fire	0.40% 57	0.57% 90	0.49% 74	0.43% 69	0.56% 96
	Medical	0.20% 28	0.11% 17	0.13% 19	0.06% 9	0.06% 11
Sauvie Island Fire	Fire	0.03% 4	0.07% 11	0.09% 13	0.07% 11	0.12% 20
	Medical	0.07% 10	0.04% 6	0.07% 11	0.07% 12	0.08% 14
Corbett Fire	Fire	0.22% 31	0.18% 29	0.21% 31	0.17% 28	0.17% 29
	Medical	0.21% 30	0.18% 28	0.27% 41	0.22% 36	0.25% 44
Portland Street Response	PSR					0.02% 3
Grand Total		100.00% 14,316	100.00% 15,793	100.00% 15,096	100.00% 16,019	100.00% 17,281

August

	2022	2023	2024	2025	2026
All Disciplines Grand Total	53,285	54,720	54,646	57,921	60,934