

# BOEC Update: June 2023

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork



*“Success in someone else’s life does not hurt the chances for success in yours.”*

*-John L. Mason*

## Strategic Plan Progress:

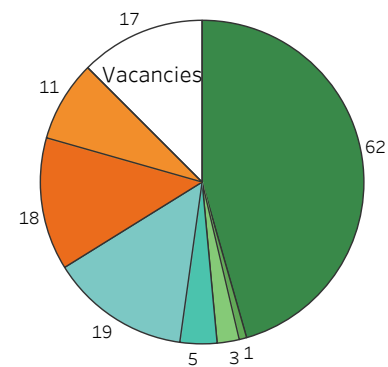
- Adequately staffed 911 workforce** – BOEC has over 50 trainees! Eleven just started the BOEC academy. The August academy has 16 candidates under consideration, and the recent recruitment for a December academy netted 408 applicants.
- Effective and timely 911 call answering meeting national call answering standards at all times** – Non-emergency, alarm, mutual aid, etc. calls to BOEC have decreased by approximately 18.7% over the past two years, likely tied to 311 and ASAP-to-PSAP implementation. This positively impacts 911 call answering times.
- Collaboration with community members and partner agencies** – BOEC participated in the East County Safety meeting to better partner with rural Multnomah County community members and is engaging with Portland neighborhood associations.
- Training and quality assurance programs that improve processes and support employee development** – Two BOEC employees recently graduated the City’s Path to Leadership program. Congratulations Rachel and Caitlin!
- Embody and normalize a culture of equity and anti-racism** – Telecommunicator Katie Grindland was awarded the “City of Portland Fabulous Wonder Woman” award for her equitable call handling. National 911 disability technology expert, Richard Ray, visited BOEC to share current and future trends in improving 911 service for deaf and speech-disabled callers. BOEC hosted an accessible gathering for the deaf and hard of hearing community at deaf-owned restaurant, “Pah!”.

## Technology Updates:

- CAD 7.6 Upgrade** – *Went live on May 16!* All critical issues have been resolved, and the tech team continues to work on minor issues.
- Case Service** – Testing was paused for CAD upgrade and has resumed. Utilizing an equity lens in platform development and still planning a *slow roll-out to the public this month.*
- Logging Recorder Replacement** – Project kicked-off this month with *anticipated completion by the end of 2023.*

## Dispatch Staffing

As of June 1, 2023



Sr. Dispatchers (911, Police, Fire Certified)	62
Certified Police Dispatchers	1
911 Certified Only	3
Fire Dispatch Trainees (911, Police Certified)	5
Police Dispatch Trainees (911 Certified)	19
Call Taking Trainees (No certifications)	18
Academy Trainees (No certifications)	11
Vacancies	17
<b>Total</b>	<b>136</b>

## 2022-23 Budget to date: (FY 91.7% Complete)

Expenditures	\$ 36,469,367	Budgeted	
	\$ 27,807,940	Expended	76.3%
	\$ 8,661,427	Remaining	

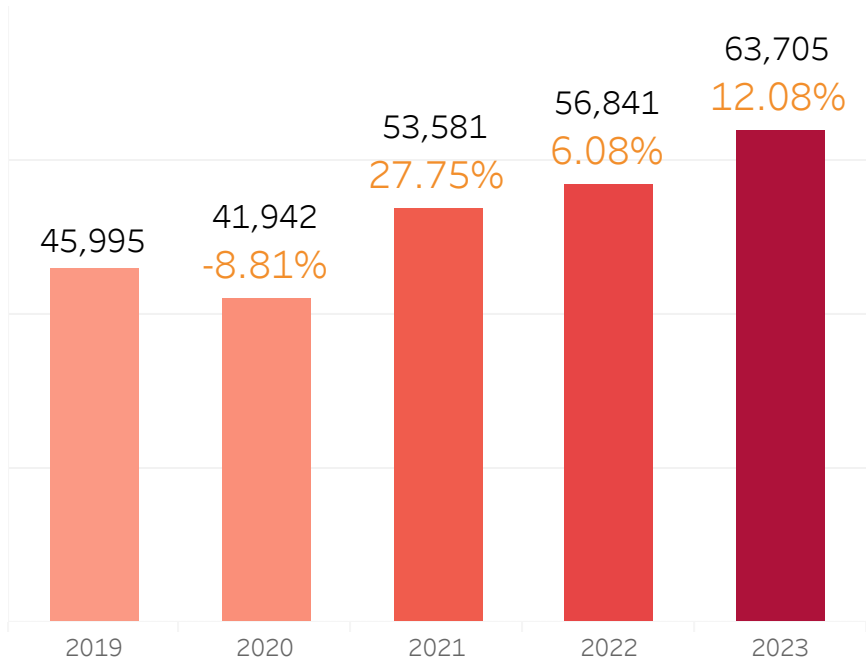
Revenue	\$ 36,469,367	Budgeted	
	\$ 28,361,108	Collected	77.8%
	\$ 8,108,259	Remaining	

## Call Answering: May, 2023

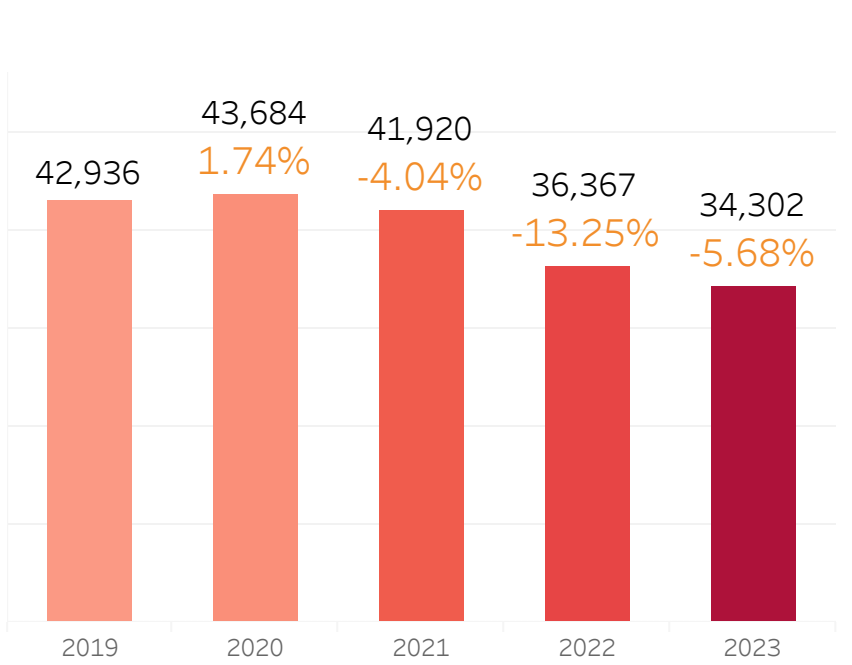
- 51,593 9-1-1 calls answered
- 38% within 15 seconds
- 42% within 20 seconds

**NENA Standard:** 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

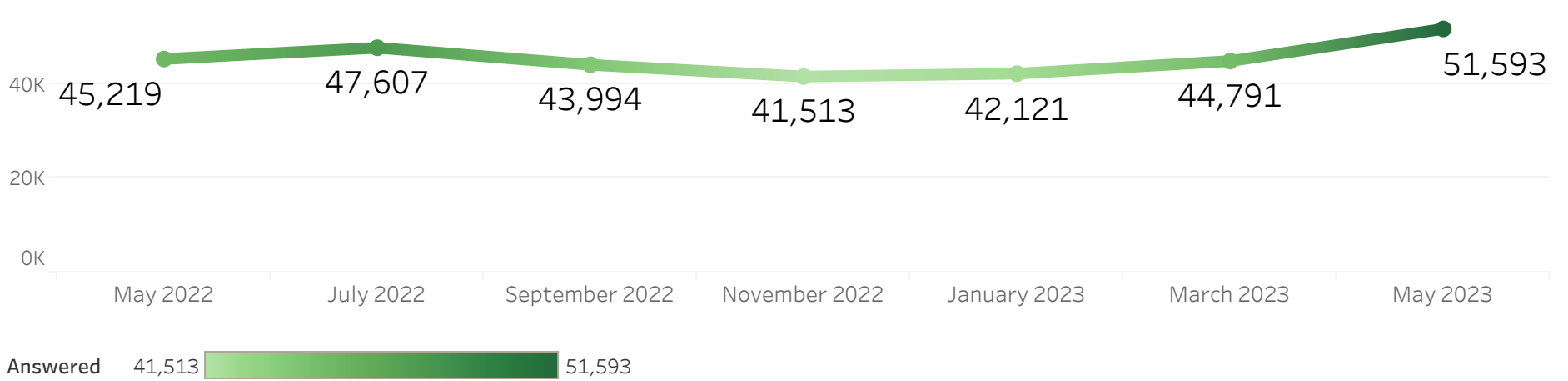
### May Total 911 Call Volume (Includes 911 caller-disconnected calls)



### May Non-911 Call Volume

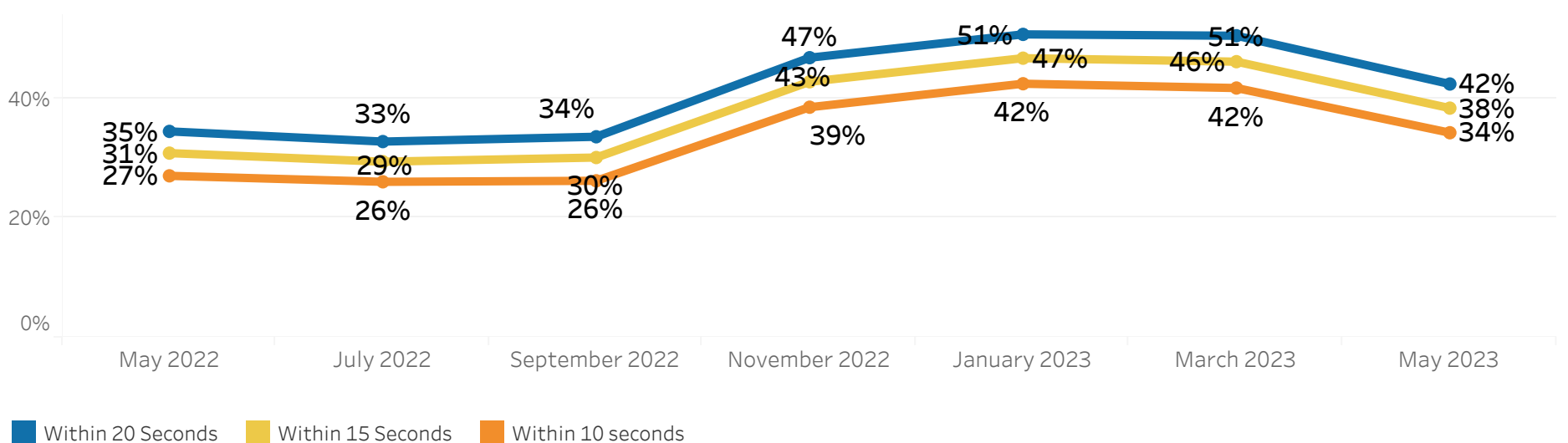


### 9-1-1 Calls Answered



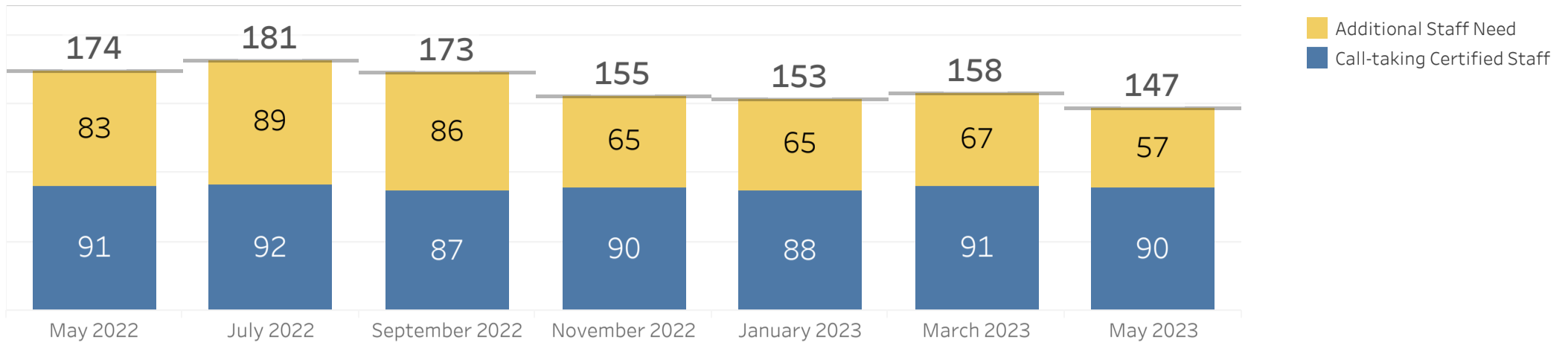
### 9-1-1 Call Answering Performance Trends\*

NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds



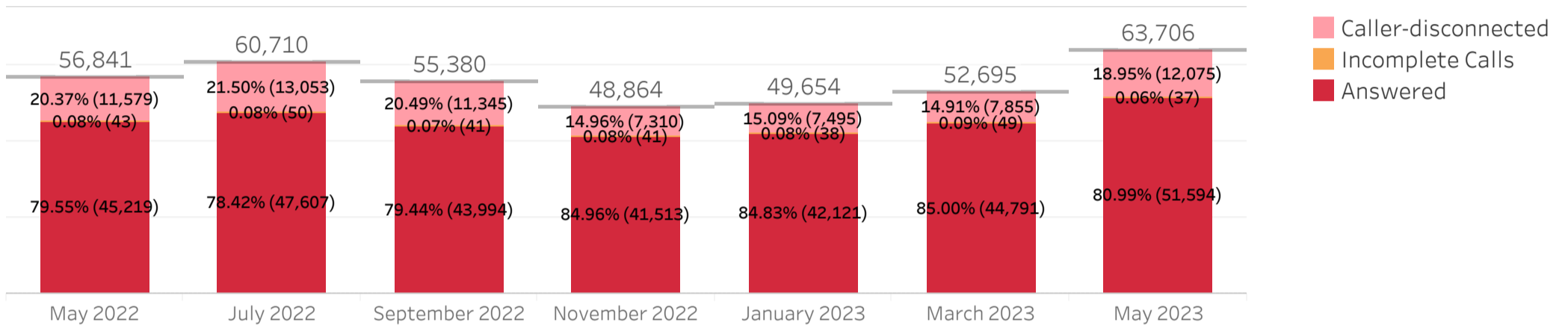
\*Caller-disconnected calls are not included.

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



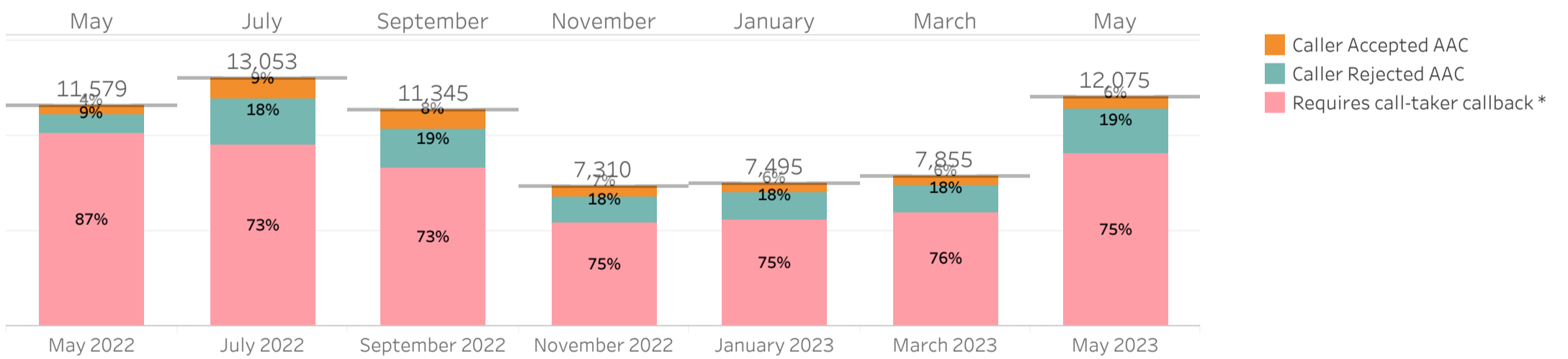
\*Varies by workload call volume and processing metrics.

### Total 9-1-1 Trends



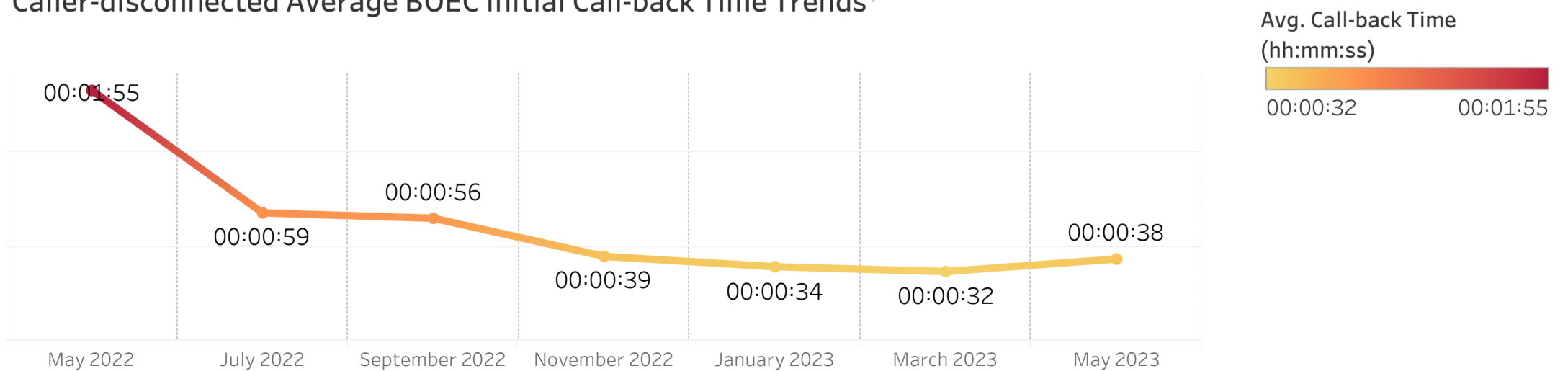
\*Incomplete calls: calls with no talk-time, which require call-taker callback.

### 9-1-1 Automated Abandoned (AAC) Call Groups



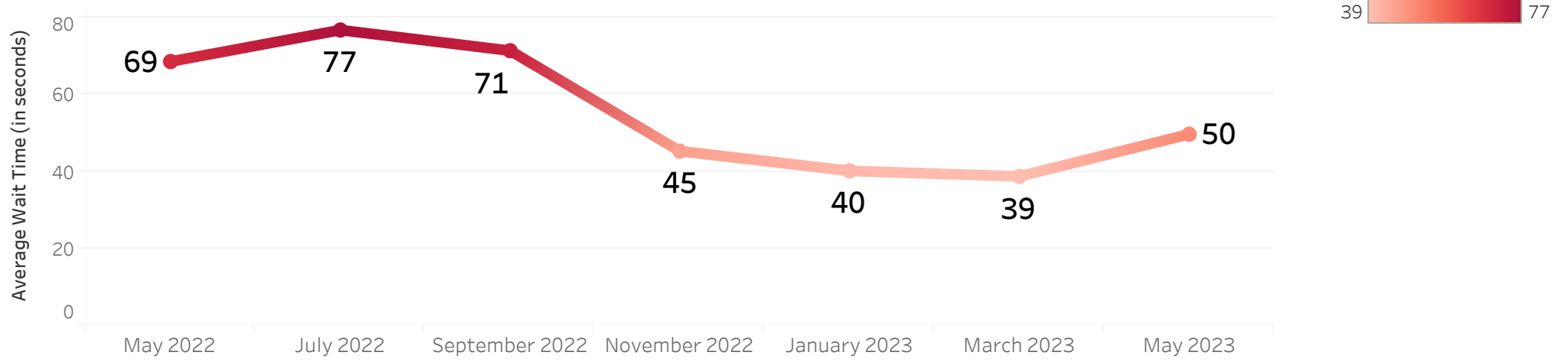
\*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

### Caller-disconnected Average BOEC Initial Call-back Time Trends\*



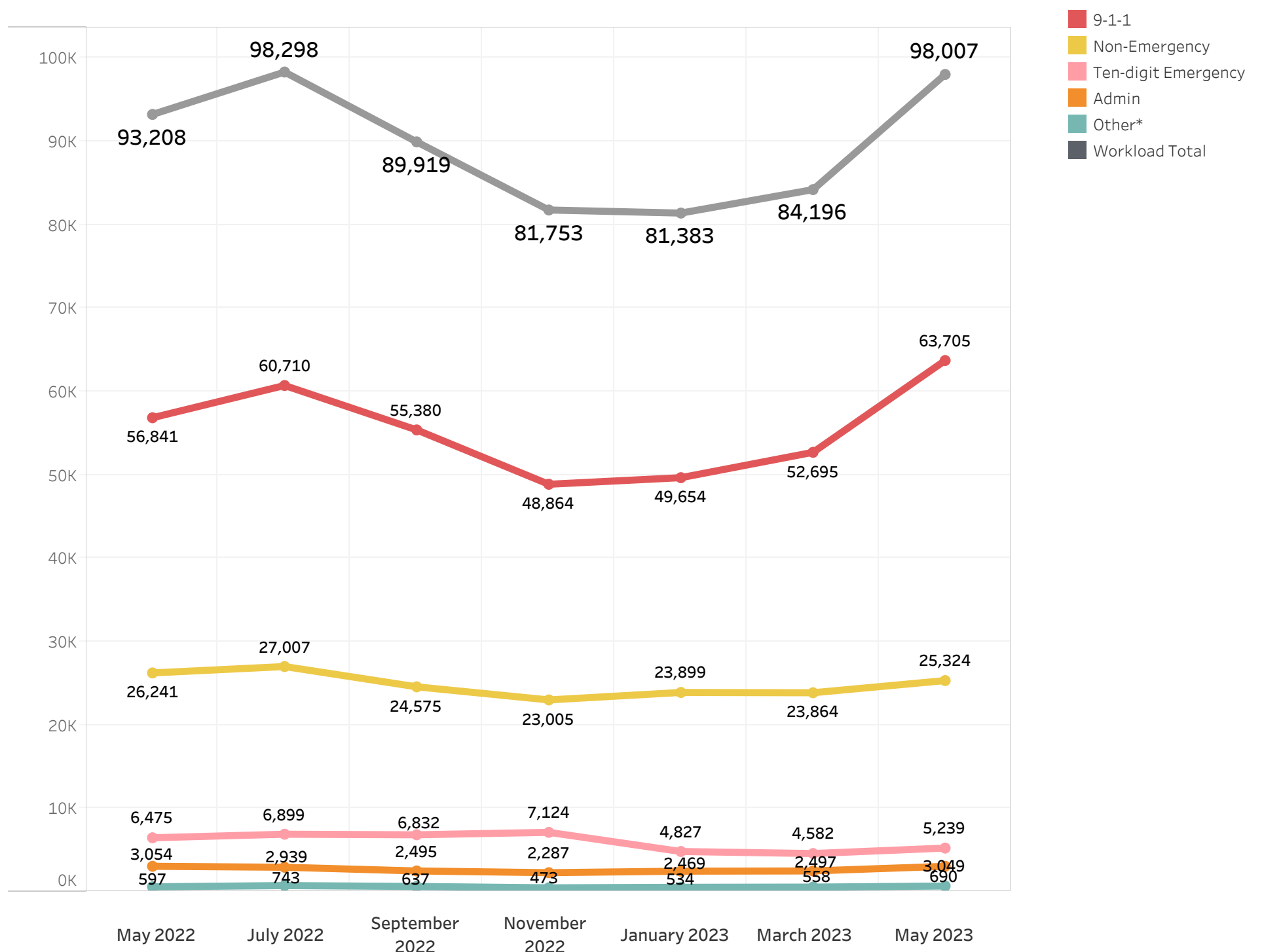
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

## 9-1-1 Average Wait-to-answer Time Trends\*



\*Caller-disconnected calls are not included.

## BOEC Workload Call Volume

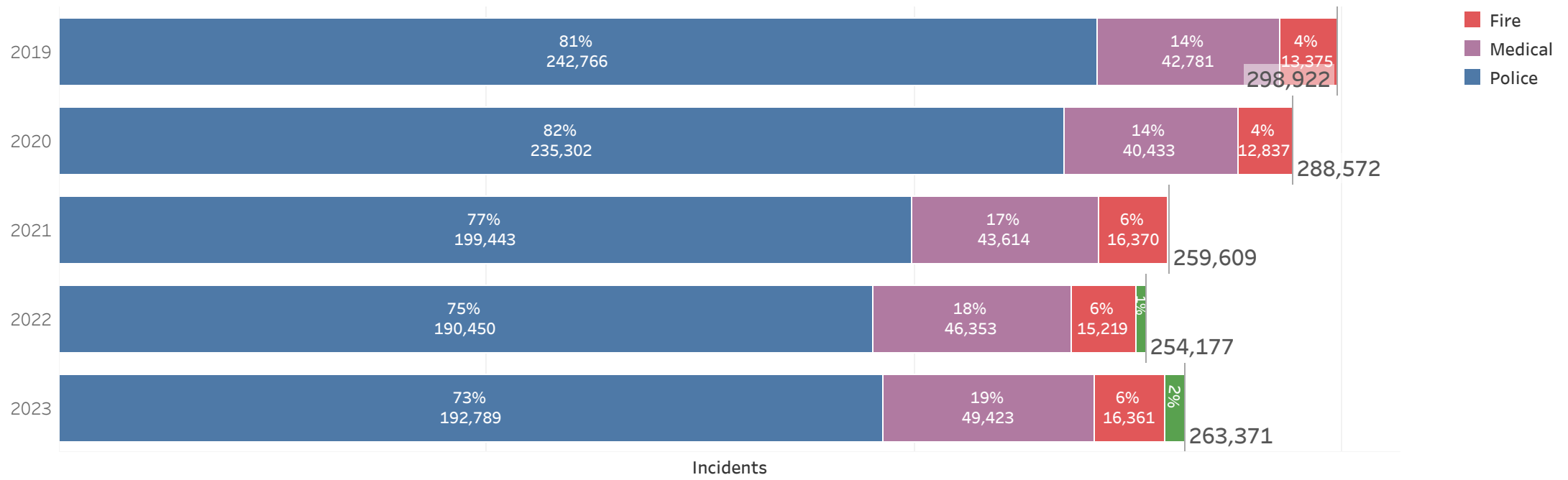


	May 2022	July 2022	September 2022	November 2022	January 2023	March 2023	May 2023
9-1-1	56,841	60,710	55,380	48,864	49,654	52,695	63,705
Non-Emergency	26,241	27,007	24,575	23,005	23,899	23,864	25,324
Ten-digit Emergency	6,475	6,899	6,832	7,124	4,827	4,582	5,239
Admin	3,054	2,939	2,495	2,287	2,469	2,497	3,049
Other*	597	743	637	473	534	558	690
<b>Workload Total</b>	<b>93,208</b>	<b>98,298</b>	<b>89,919</b>	<b>81,753</b>	<b>81,383</b>	<b>84,196</b>	<b>98,007</b>

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

## Dispatch Workload/CAD Incidents

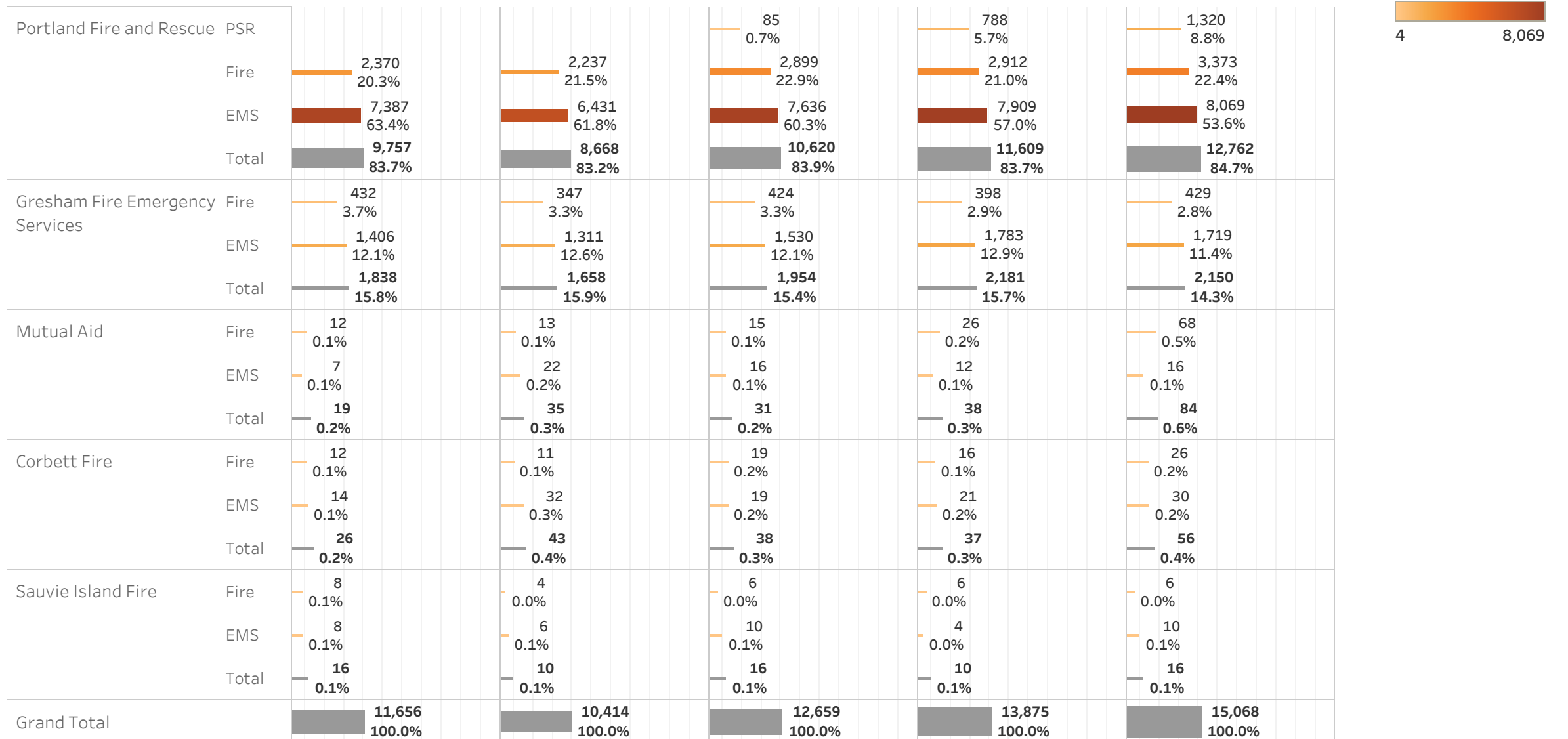
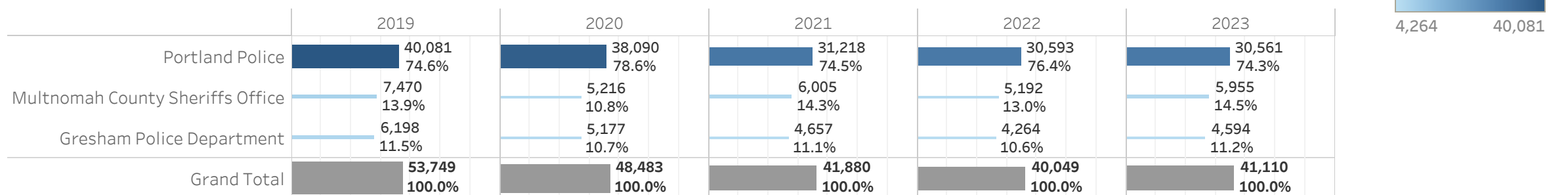
January through May



Incidents

## Dispatch Workload/CAD Incidents by Jurisdiction

May



All Disciplines Grand Total

65,405

58,897

54,539

53,924

56,178