Strategic Plan Progress:

1. **Adequately staffed 911 workforce** – November Academy: four candidates in psych testing phase; February Academy: record-setting 73 candidates invited for interviews!

2. **Effective and timely 911 call answering meeting national call answering standards at all times** – Automated Abandoned Callback saved 46 hours of work time in August for a total of 182 hours, to date; other technology updates (below).

3. **Collaboration with community members and partner agencies** – BOEC Finance Committee/Budget Advisory Committee kicking off budget planning in October.

4. **Training and quality assurance programs that lead toward agency accreditation and employee development** – QA team is developing enhanced feedback and education processes, conducting more face-to-face meetings, and preparing for in-service training.

5. **Embody and normalize a culture of equity and anti-racism** – Partnering with City Facilities to provide greater building accessibility for people with disabilities; Equity Committee is identifying and evaluating racism in calls and texts to help develop anti-racism policies; Providing equity input to the Community Safety Division strategic planning effort; Represented BOEC at El Grito, "The largest celebration in the Northwest during Hispanic Heritage Month" (www.elgritoportland.com) to build relationships and represent women of color in the 911 career.

Technology Updates:

- **ASAP-to-PSAP** – Alarm company computer system interface with BOEC CAD; in testing phase for police, fire, and medical alarms. ETA for completion – January, 2023.

- **Case Service** – Versaterm has completed the architecture of the artificial intelligence technology; BOEC testing scheduled in October with *full implementation in November.*

- **CAD 7.6 Upgrade** – New features include: ability to recommend fire/EMS units to higher priority calls, adds and prefills 911 calls with a single command, queries phone numbers from the command line, and displays active calls with no units assigned in the queued calls window, and more! *Implementation February 22, 2023.*

Integrity

Respect

Competence

Compassion
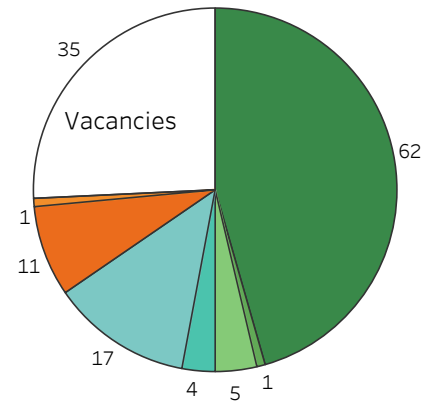
Responsibility

Teamwork

"All great achievements require time and tenacity... the last key on the ring may be the one that opens the door."
– John L. Mason

Dispatch Staffing
As of September 1, 2022

Sr. Dispatchers (911, Police, Fire Certified)	62
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	4
Police Dispatch Trainees (911 Certified)	17
Call Taking Trainees (No certifications)	11
Academy Trainees (No certifications)	1
Vacancies	35
Total	136

Call Answering: August, 2022

- 45,519 9-1-1 calls answered
- 27% within 15 seconds
- 30% 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.

2022-23 Budget to date:	(FY 16.7% Complete)			
Expenditures	$	33,780,438	Budgeted	
	$	4,994,686	Expended	14.8%
	$	28,785,752	Remaining	
Revenue	$	33,780,438	Budgeted	
	$	3,968,522	Collected	11.7%
	$	29,811,916	Remaining	

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

2019	2020	2021	2022
51,132	51,765	60,418	58,881
	1.24%	16.72%	-2.54%
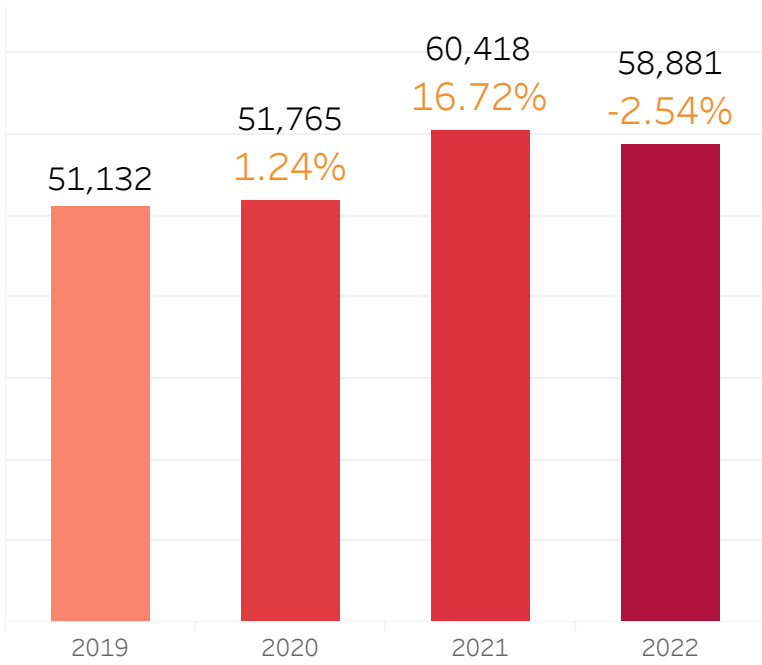
August Non-911 Call Volume

2019	2020	2021	2022
47,052	45,599	42,381	36,574
	-3.09%	-7.06%	-13.70%

9-1-1 Calls Answered

August 2021	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022
48,203	43,501	40,490	37,413	40,286	44,435	45,519
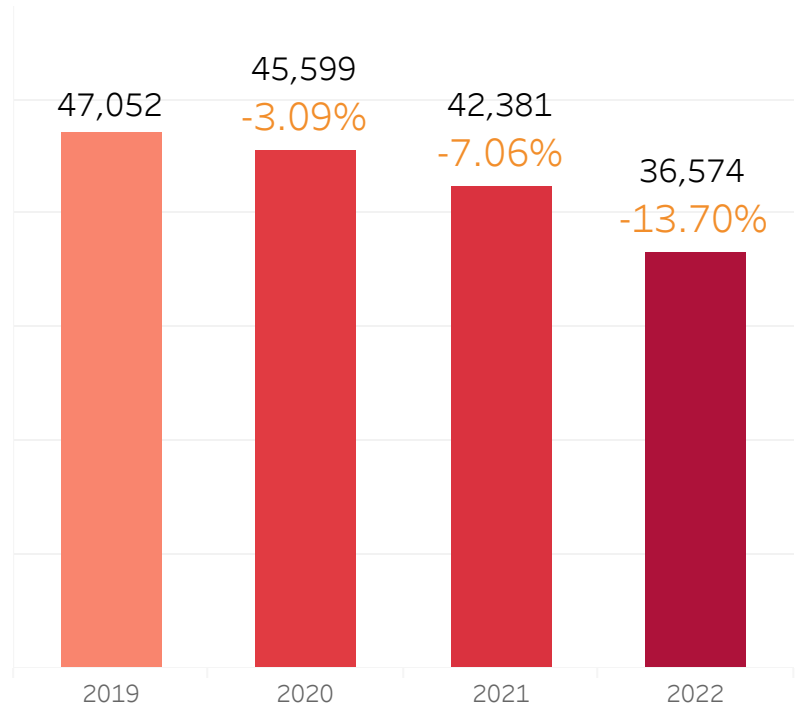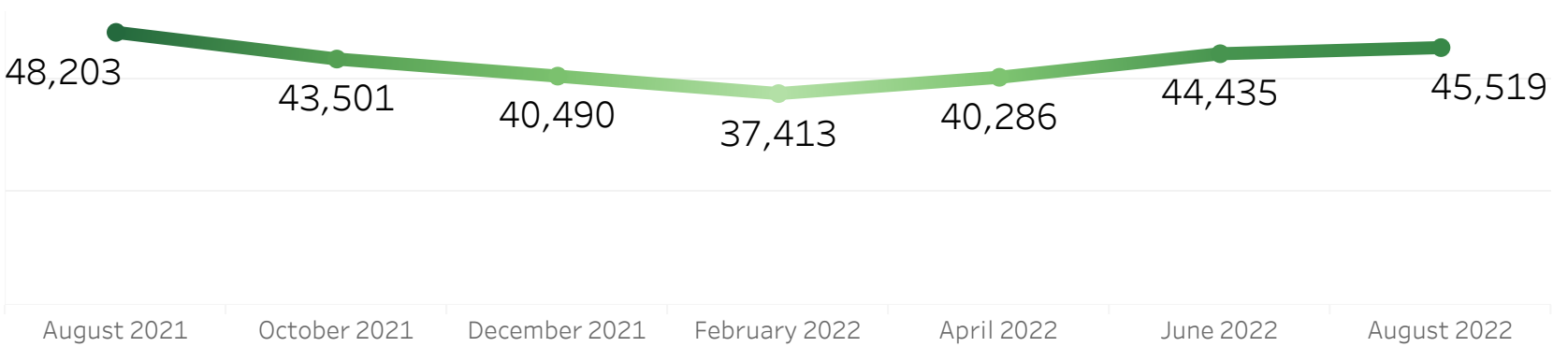
Answered   37,413   48,203

9-1-1 Call Answering Performance Trends*
<u>NENA Standards:</u> 90% answered within 15 seconds; 95% answered within 20 seconds

	August 2021	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022
Within 20 Seconds	41%	42%	38%	38%	37%	33%	30%
Within 15 Seconds	37%	37%	34%	34%	33%	30%	27%
Within 10 seconds	32%	32%	31%	30%	29%	26%	24%
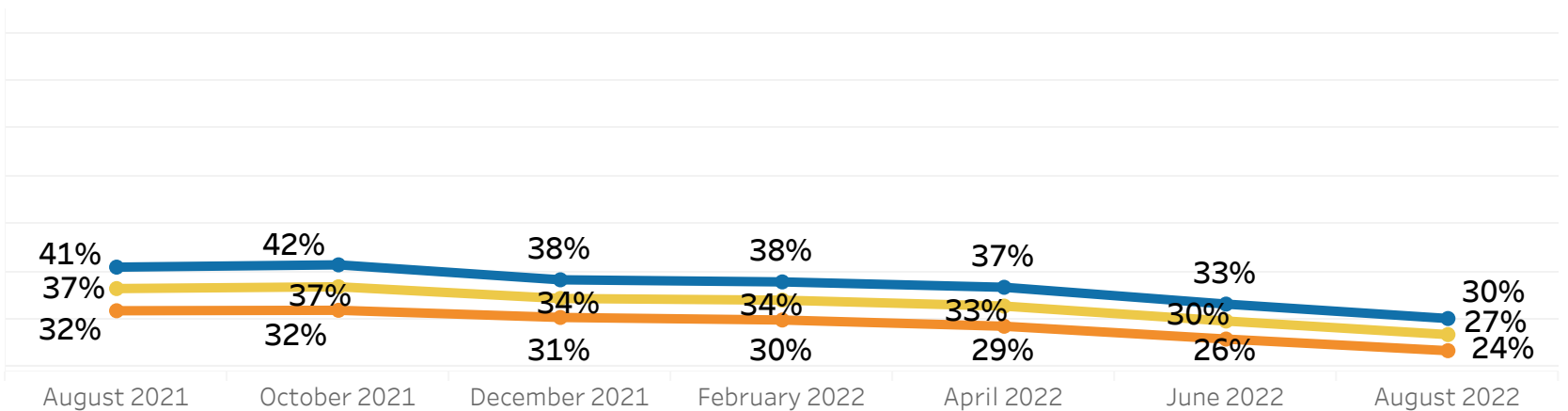
■ Within 20 Seconds   ■ Within 15 Seconds   ■ Within 10 seconds

*Caller-disconnected calls are not included.

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

	August 2021	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022
Total	173	166	166	164	163	176	183
Additional Staff Need	75	68	72	70	74	85	94
Call-taking Certified Staff	98	98	94	94	89	91	89

Legend:
- Additional Staff Need
- Call-taking Certified Staff
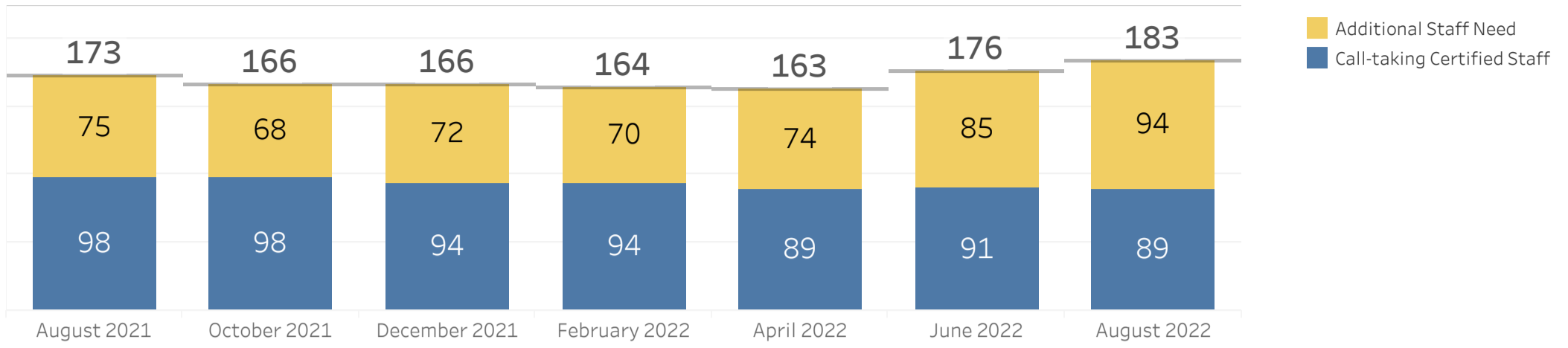
*Varies by call volume and processing metrics.

Total 9-1-1 Trends

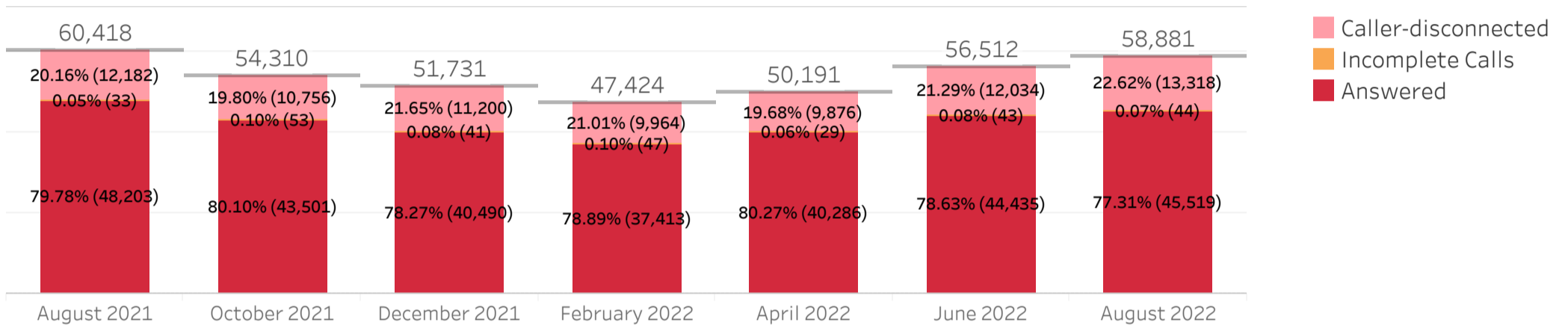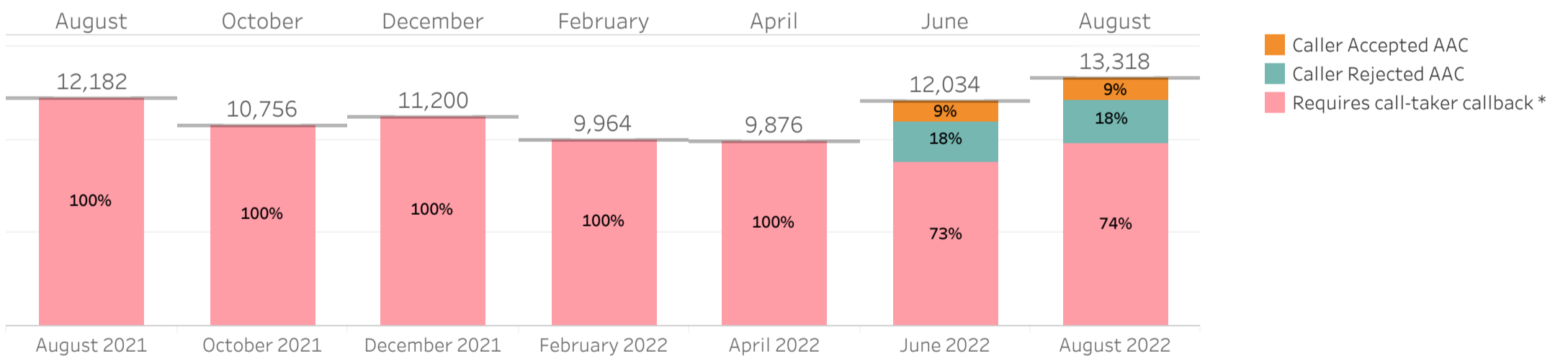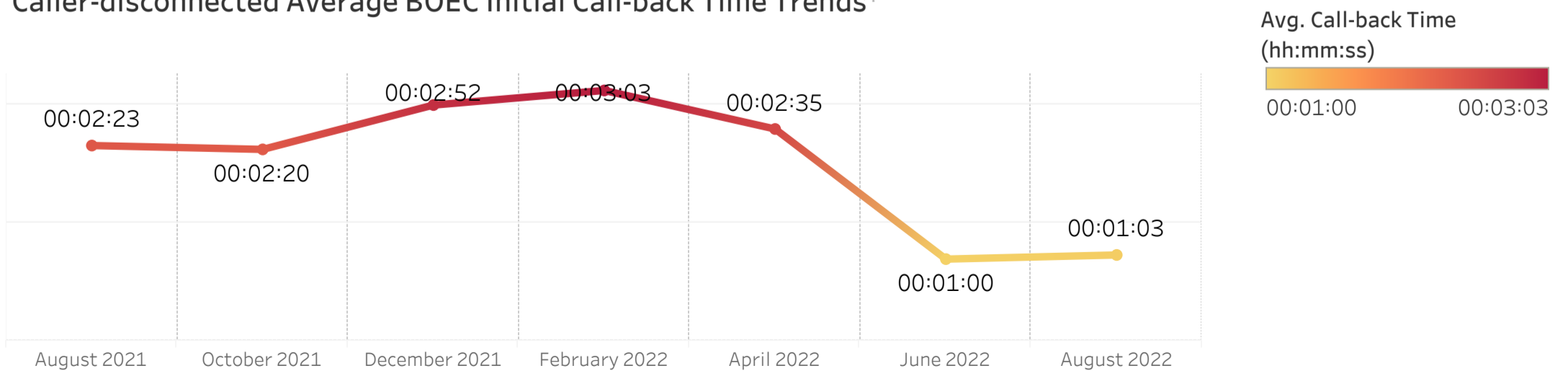|	August 2021	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022
Total	60,418	54,310	51,731	47,424	50,191	56,512	58,881
Caller-disconnected	20.16% (12,182)	19.80% (10,756)	21.65% (11,200)	21.01% (9,964)	19.68% (9,876)	21.29% (12,034)	22.62% (13,318)
Incomplete Calls	0.05% (33)	0.10% (53)	0.08% (41)	0.10% (47)	0.06% (29)	0.08% (43)	0.07% (44)
Answered	79.78% (48,203)	80.10% (43,501)	78.27% (40,490)	78.89% (37,413)	80.27% (40,286)	78.63% (44,435)	77.31% (45,519)

Legend:
- Caller-disconnected
- Incomplete Calls
- Answered

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

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

	August	October	December	February	April	June	August
Total	12,182	10,756	11,200	9,964	9,876	12,034	13,318
Caller Accepted AAC						9%	9%
Caller Rejected AAC						18%	18%
Requires call-taker callback *	100%	100%	100%	100%	100%	73%	74%

| August 2021 | October 2021 | December 2021 | February 2022 | April 2022 | June 2022 | August 2022 |

Legend:
- Caller Accepted AAC
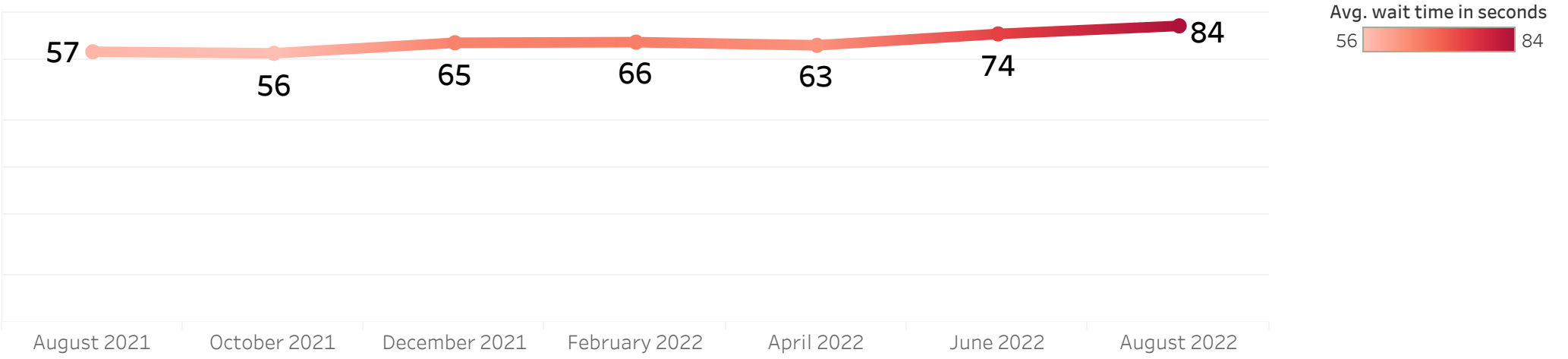- Caller Rejected AAC
- Requires call-taker callback *

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

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

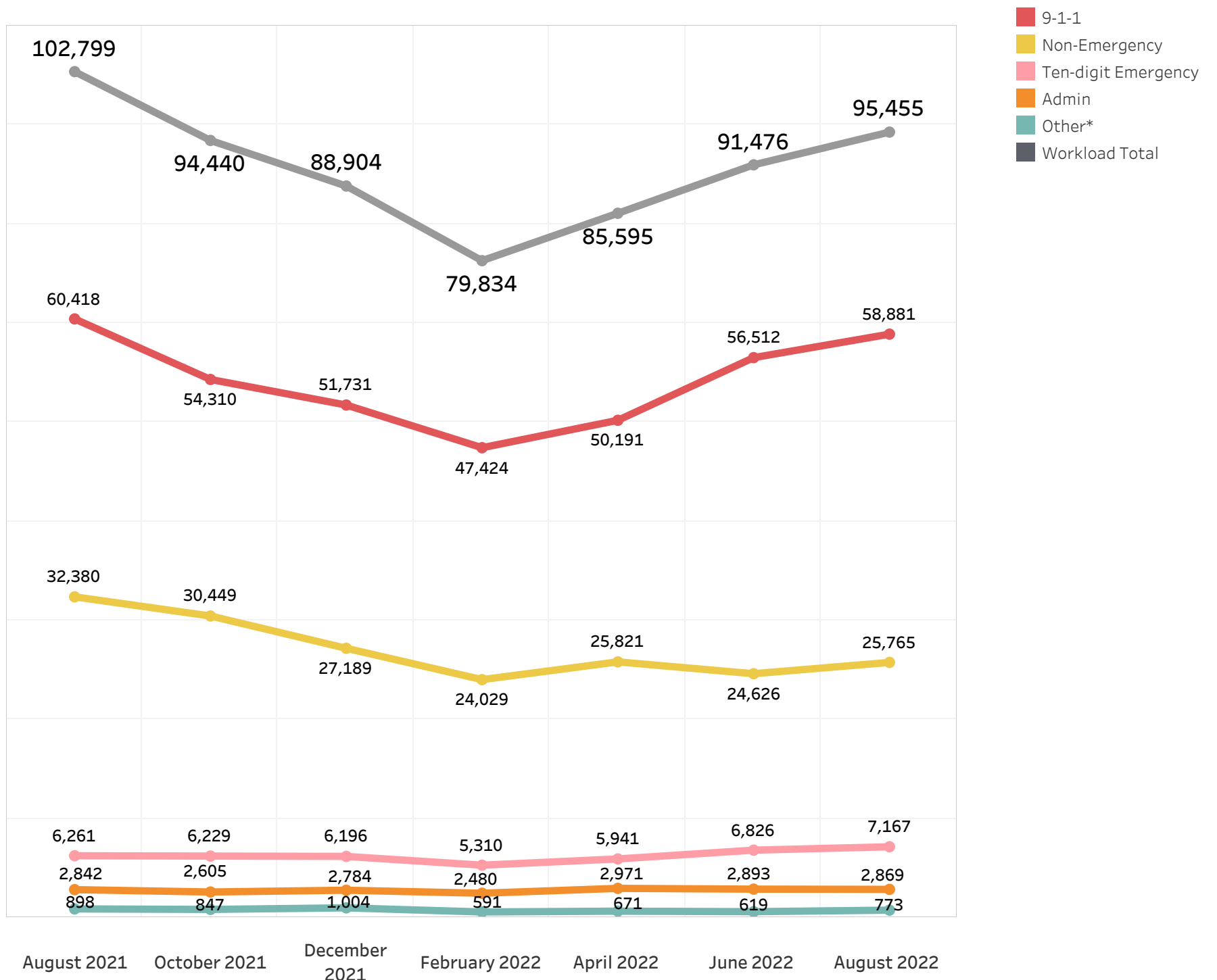| August 2021	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022
00:02:23	00:02:20	00:02:52	00:03:03	00:02:35	00:01:00	00:01:03

Avg. Call-back Time (hh:mm:ss)
00:01:00 — 00:03:03

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

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

56 ▮ 84

57
56
65
66
63
74
84

| August 2021 | October 2021 | December 2021 | February 2022 | April 2022 | June 2022 | August 2022 |

*Caller-disconnected calls are not included.

BOEC Workload Call Volume

- 9-1-1
- Non-Emergency
- Ten-digit Emergency
- Admin
- Other*
- Workload Total

102,799
94,440
88,904
79,834
85,595
91,476
95,455

60,418
54,310
51,731
47,424
50,191
56,512
58,881

32,380
30,449
27,189
24,029
25,821
24,626
25,765

6,261
6,229
6,196
5,310
5,941
6,826
7,167

2,842
2,605
2,784
2,480
2,971
2,893
2,869

898
847
1,004
591
671
619
773

	August 2021	October 2021	December 2021	February 2022	April 2022	June 2022	August 2022
9-1-1	60,418	54,310	51,731	47,424	50,191	56,512	58,881
Non-Emergency	32,380	30,449	27,189	24,029	25,821	24,626	25,765
Ten-digit Emergency	6,261	6,229	6,196	5,310	5,941	6,826	7,167
Admin	2,842	2,605	2,784	2,480	2,971	2,893	2,869
Other*	898	847	1,004	591	671	619	773
Workload Total	102,799	94,440	88,904	79,834	85,595	91,476	95,455

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

Dispatch Workload/CAD Incidents
January through August

Discipline: ■ Fire ■ Medical ■ Police

Year	Police	Medical	Fire	Total
2019	81% 404,561	14% 69,929	5% 22,761	497,251
2020	80% 351,525	15% 64,994	5% 22,058	438,577
2021	76% 327,169	17% 73,426	6% 27,115	427,710
2022	74% 307,573	19% 76,743	7% 29,068	413,384

Incidents

Dispatch Workload/CAD Incidents by Jurisdiction
August

4,022 — 39,904

	2019	2020	2021	2022
Portland Police	39,904 74.6%	30,331 76.6%	31,904 75.5%	29,486 75.7%
Multnomah County Sheriffs Office	7,282 13.6%	4,890 12.3%	5,865 13.9%	5,458 14.0%
Gresham Police Department	6,334 11.8%	4,381 11.1%	4,500 10.6%	4,022 10.3%
Grand Total	53,520 100.0%	39,602 100.0%	42,269 100.0%	38,966 100.0%

4 — 8,036

		2019	2020	2021	2022
Portland Fire and Rescue		2,784 22.8%	2,867 24.3%	3,320 24.8%	3,888 27.2%
	AMR	7,447 61.0%	6,903 58.5%	7,693 57.5%	8,036 56.1%
	Total	10,231 83.8%	9,770 82.7%	11,013 82.3%	11,924 83.3%
Gresham Fire Emergency Services		456 3.7%	463 3.9%	561 4.2%	479 3.3%
	AMR	1,404 11.5%	1,469 12.4%	1,690 12.6%	1,753 12.2%
	Total	1,860 15.2%	1,932 16.4%	2,251 16.8%	2,232 15.6%
Corbett Fire		34 0.3%	18 0.2%	31 0.2%	32 0.2%
	AMR	34 0.3%	26 0.2%	37 0.3%	29 0.2%
	Total	68 0.6%	44 0.4%	68 0.5%	61 0.4%
Mutual Aid		19 0.2%	17 0.1%	21 0.2%	62 0.4%
	AMR	14 0.1%	17 0.1%	14 0.1%	23 0.2%
	Total	33 0.3%	34 0.3%	35 0.3%	85 0.6%
Sauvie Island Fire		4 0.0%	17 0.1%	6 0.0%	5 0.0%
	AMR	6 0.0%	12 0.1%	7 0.1%	9 0.1%
	Total	10 0.1%	29 0.2%	13 0.1%	14 0.1%
Grand Total		12,202 100.0%	11,809 100.0%	13,380 100.0%	14,316 100.0%

	2019	2020	2021	2022
All Disciplines Grand Total	65,722	51,411	55,649	53,282