



mbudsman
Rose City Watchdog

Ombudsman Report: Problem with City's Emergency Communications System

December 2016

Mary Hull Caballero
Auditor

Margie Sollinger
Ombudsman

Portland City Auditor
Portland, Oregon



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911 Hold Times Longer Than Reported

June 2017

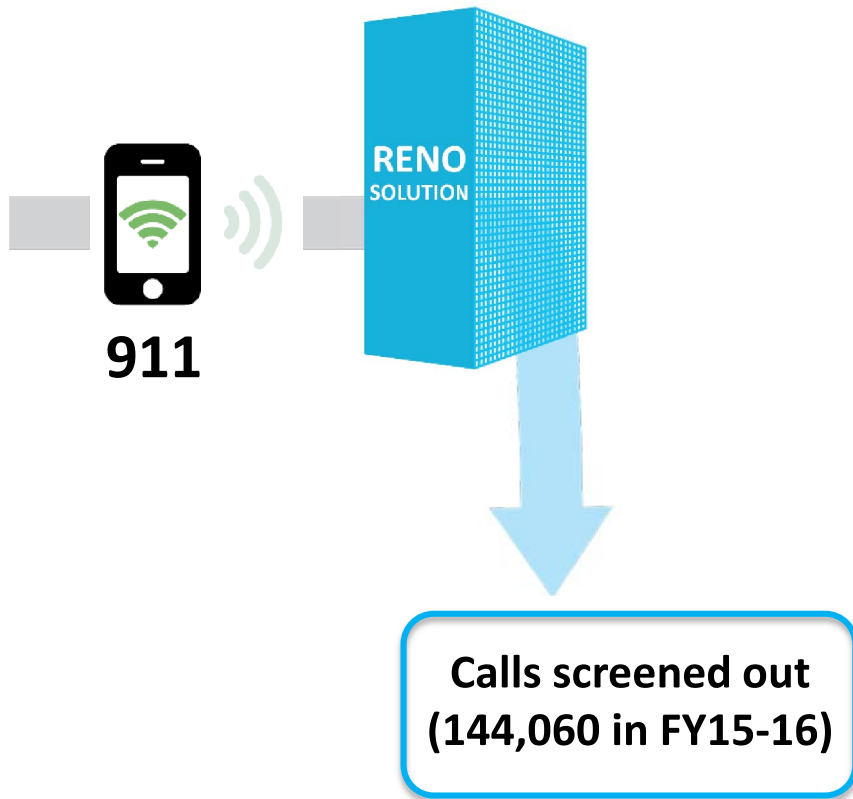
Mary Hull Caballero
Auditor

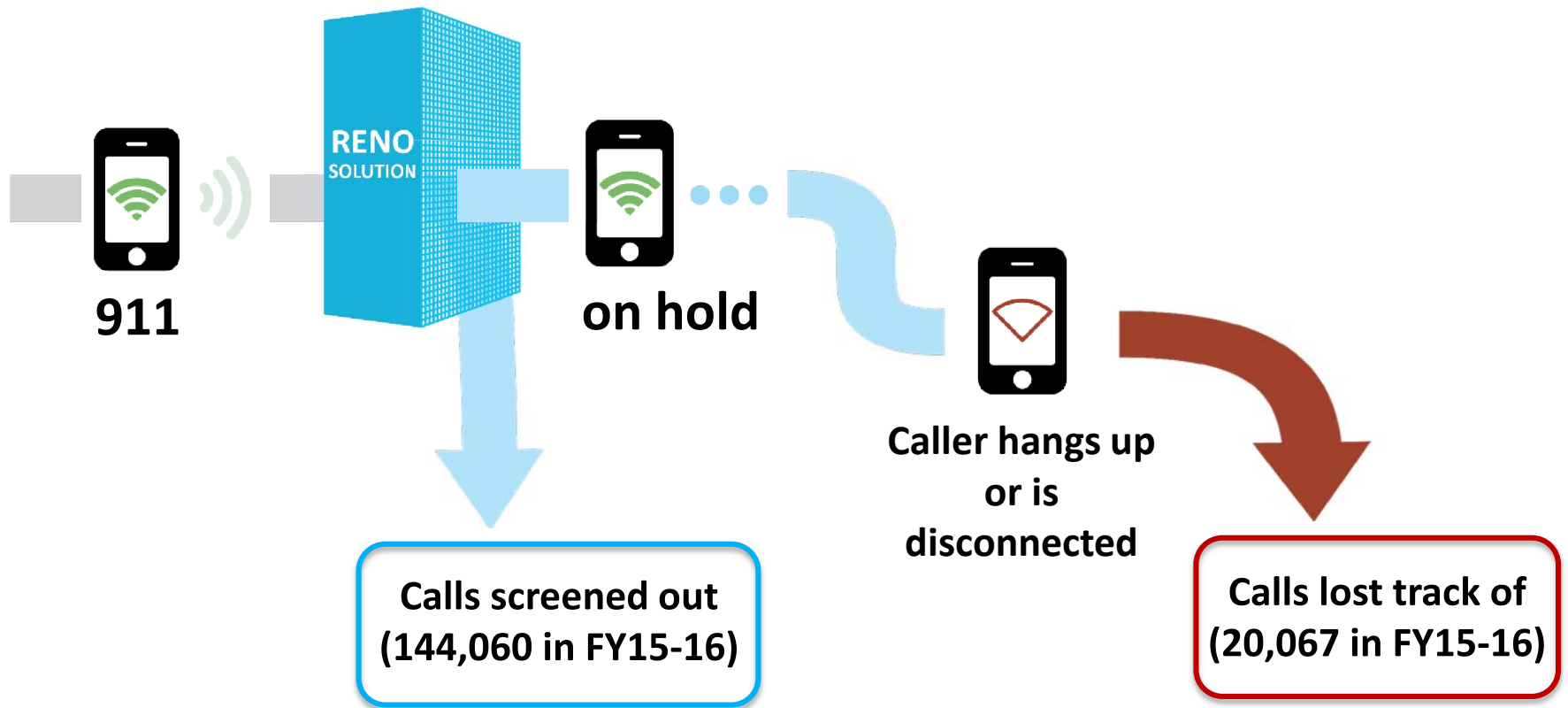
Margie Sollinger
Ombudsman

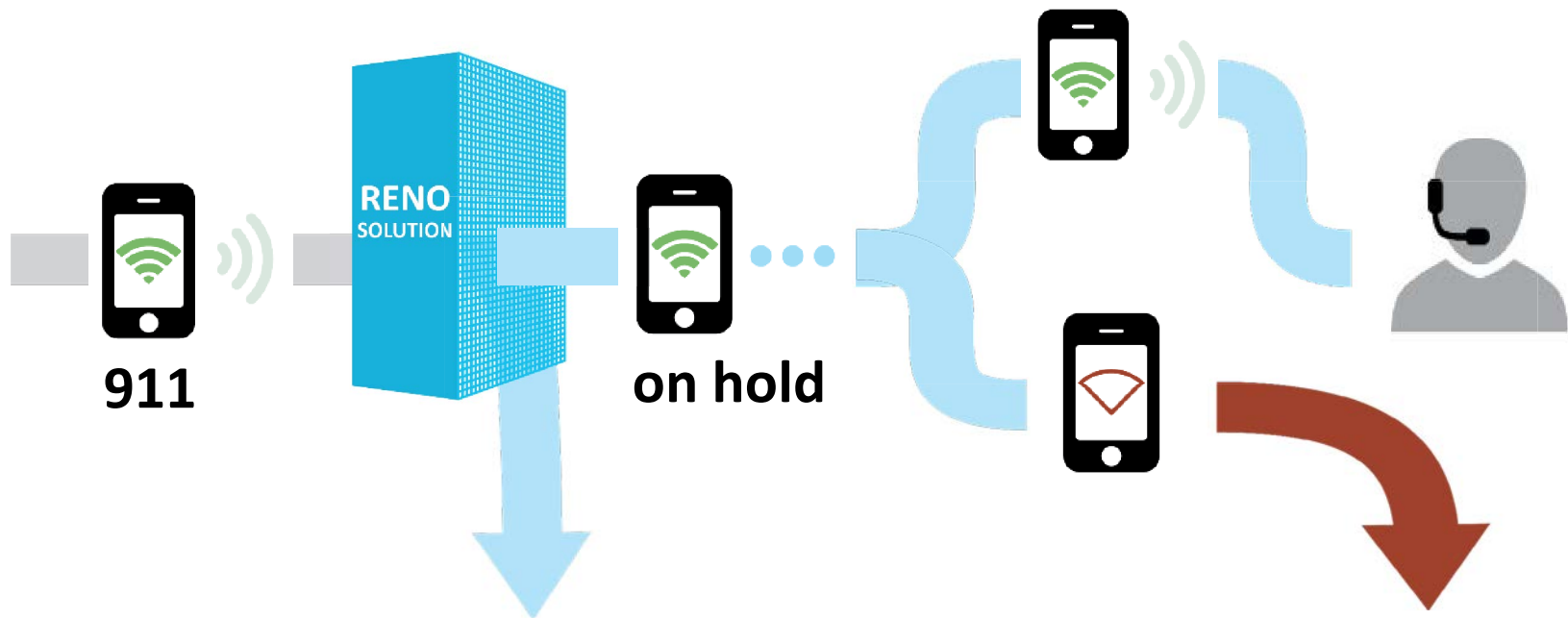
Portland City Auditor
Portland, Oregon



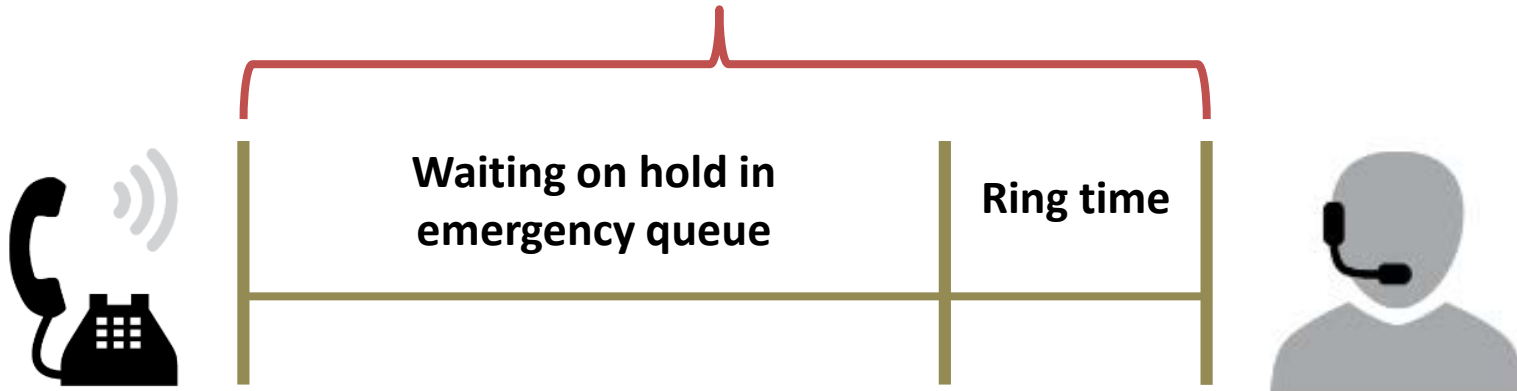
Screening Device



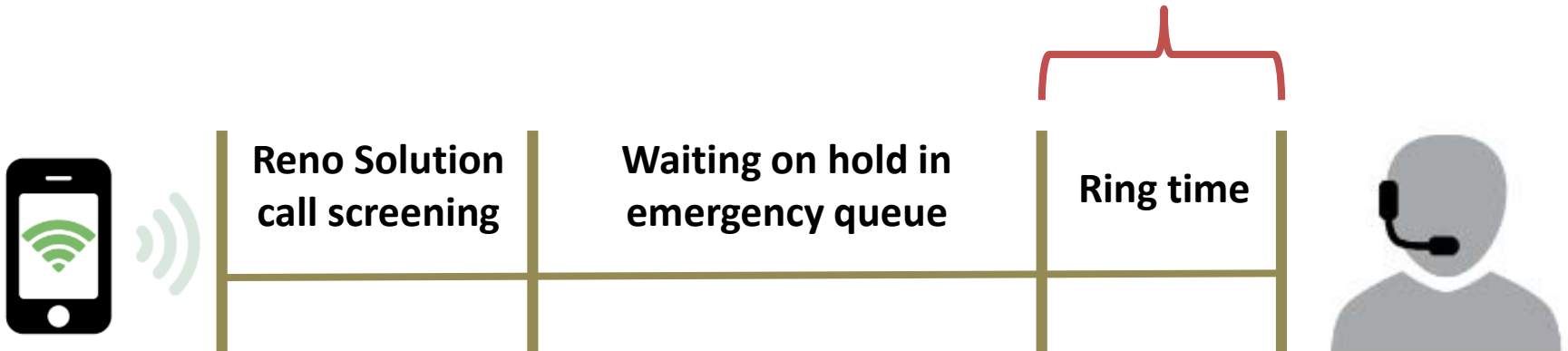




Counted as “time to answer 911 call”



Counted as “time to answer 911 call”



= 8 minutes 17 seconds



**Waiting on hold in
emergency queue**

8 minutes 16 seconds

Ring time

1 second



= 1 second



**Reno Solution
call screening**

29 seconds

**Waiting on hold in
emergency queue**

8 minutes 16 seconds

Ring time

1 second





CITY OF PORTLAND

BUREAU OF EMERGENCY COMMUNICATIONS

Ted Wheeler, Mayor
Amanda Fritz, Commissioner

Lisa Turley, Director
Post Box 1927
Portland, Oregon 97207
503.823.0911
FAX 503.823.4630
www.portlandonline.com/911

January 30, 2017

To: Mayor Ted Wheeler
Commissioner Chloe Eudaly
Commissioner Nick Fish
Commissioner Amanda Fritz
Commissioner Dan Saltzman
Auditor Mary Hull Caballero

Re: FY 1718 Budget Submission

Dear Mayor Wheeler and Commissioners Eudaly, Fish, Saltzman, and Auditor Caballero:

The City of Portland has expressed the desire to be a safe, resilient, and peaceful community. BOEC is central to Council and community emergency management, and is central to emergency shelter safety management for the residents and emergency response. Providing 9-1-1 services is costly, and

Call performance measures have been met by our staff and by using increasing the actual number of certified staff continues to now surpassed its capacity, as staff

BOEC management is intensely seeking an effort to prevent or slow performance levels. While this is not the ideal approach accepted by our public safety partners, our training approach, look at optional service provision parameters for possible significant changes to service provision introduced.

The City funding and operational changes BOEC certified call taker/dispatch staff are anticipated.

- Certified call taker/dispatch staff aggressively recruits, hires, and

Competence – Integrity –

Please notify the City of Portland no less than 503-823-0911, by the City's TTY at 503-823-0911.
An Equal

“Call performance measures have been met in recent years through the extraordinary efforts of our staff”

Bureau of Emergency Communications Public Safety Service Area

Key Performance Indicators

Percentage of emergency calls answered within 20 seconds
Percentage of calls answered within 120 seconds
Percentage of calls answered within 180 seconds
Percentage of calls answered within 240 seconds
Percentage of calls answered within 300 seconds
Percentage of calls answered within 360 seconds
Percentage of calls answered within 420 seconds
Percentage of calls answered within 480 seconds
Percentage of calls answered within 540 seconds
Percentage of calls answered within 600 seconds
Percentage of calls answered within 660 seconds
Percentage of calls answered within 720 seconds
Percentage of calls answered within 780 seconds
Percentage of calls answered within 840 seconds
Percentage of calls answered within 900 seconds
Percentage of calls answered within 960 seconds
Percentage of calls answered within 1020 seconds
Percentage of calls answered within 1080 seconds
Percentage of calls answered within 1140 seconds
Percentage of calls answered within 1200 seconds

Effectiveness

Average time to answer

Efficiency

Number of over the phone transfers
Percent of new calls

Workload

Total number of emergency telephone line calls	526,243	530,343
Total number of nonemergency telephone line calls	299,007	318,916
Number of calls per emergency communications operator	7,502	7,937
Number of calls per capita	1.10	1.00

“BOEC’s first key performance measure is the percent of emergency calls answered within 20 seconds. Performance . . . has been slowly but steadily increasing, from 86% in FY03-04 to 99.6% in FY15-16. . . . In FY15-16, the average time to answer an emergency call was 1.2 seconds.”

Performance Measure	Bureau's Numbers (FY15-16)	Corrected Numbers (Dec. 2016 – Apr. 2017)*
90% of emergency 911 calls answered within 20 seconds	99.6%	67.8%
Average time to answer emergency 911 calls	1 second	23 seconds

*The Bureau of Technology Services calculated five months with complete data at the Ombudsman's request.

National Industry Standard	Corrected Numbers (Dec. 2016 – Apr. 2017)
90% of emergency 911 calls answered within 10 seconds (during the busy hour)	29.6%



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