

**FOR IMMEDIATE RELEASE
JUNE 7, 2017**



Portland City Auditor
Office of the Ombudsman

Auditor Mary Hull Caballero
Ombudsman Margie Sollinger



Portland's 911 Center is performing well below accepted standards, potentially jeopardizing public safety, according to a new report by the City Ombudsman.

Portland's 911 Center is responsible for providing the public with a seamless and reliable 911 service. One of the key measurements of the Bureau's performance is how quickly 911 operators answer emergency calls. The length of time on hold directly influences how rapidly paramedics, firefighters and police officers respond to individual emergencies and largescale disasters.

The Bureau of Emergency Communications has incorrectly reported for years that operators answer nearly 100 percent of calls within 20 seconds and that the average time to answer a 911 call is one second. Neither claim is correct because the Bureau failed to take into consideration cell phone call hold times, according to the report.

"The length of time an emergency call is on hold can be the difference between a life saved or a life lost," said Portland Ombudsman Margie Sollinger. "The Bureau of Emergency Communications is neither meeting accepted standards nor providing the public with an accurate picture of the state of our 911 system."

To read the full report, click on the report image or click [here](#).



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Established in 2001, the Office of the Ombudsman is an independent, impartial office, readily available to the public, responsible to the City Auditor, empowered to investigate the administrative acts of City agencies and to recommend appropriate changes toward the goals of safeguarding the rights of persons and promoting higher standards of competency, efficiency and justice in the provision of City services.

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