

**National Public Safety Telecommunicator Week:
April 10-16, 2022**

Thank you to our BOEC Telecommunicators!

Technology Updates:

- ASAP-to-PSAP** – This project allows alarm companies’ computer systems to interface with BOEC CAD, reducing the need for telephone calls. Connectivity issues at the State level has slowed the project down and testing is resuming. **ETA for completion – by Memorial Day.**
- Automated Abandoned Callback** – AAC allows BOEC phone systems to automatically call back on 911 hang-ups to verify if an emergency exists. Outbound call testing and system review determined a need for a new interface to optimize performance and allow simultaneous calls. Necessary parts are ordered and arriving mid-April. **Implementation before Memorial Day.**
- Case Service** – This project replaces the BOEC phone tree with artificial intelligence and capacity to process non-emergency calls more efficiently. The procurement process has begun with **implementation by July 1** and beta testing through the end of 2022.
- 311 Integration** – The 311 program is reaching out to the community to begin testing service areas county-wide.

Strategic Plan Progress: *The revised strategic plan is nearly complete. An overview is being provided during in-service training and new initiatives include:*

- Adequately staffed 911 workforce**
- Effective and timely 911 call answering meeting national call answering standards at all times**
- Collaboration with community members and partner agencies**
- Training and quality assurance programs that lead toward agency accreditation and employee development**
- Embody and normalize a culture of equity and anti-racism**

2021-2022 Budget to date: (FY 77.5% Complete)

-Expenditures: \$33,389,228 (revised budgeted)
 \$20,879,440 (62.5% expended)
 \$12,509,788 (remaining)

-Revenue: \$33,389,228 (revised budgeted)
 \$21,080,852 (63.1% collected)
 \$12,308,376 (remaining)

**BOEC Update:
April 2022**

Integrity

Respect

Competence

Compassion

Responsibility

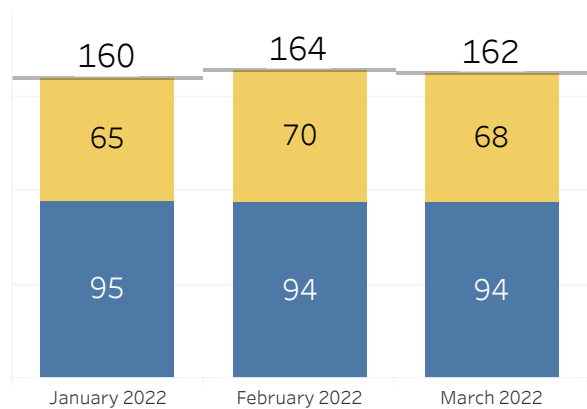
Teamwork



*“You are a hero behind the headset.
Regardless of your tenure in this industry,
you’ve made a difference in someone’s life.
Every time you look in the mirror, please
reflect and remember that.”*

-APCO President, Jason E. Kern

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



*Varies by call volume

■ Additional Staff Need
■ Call-taking Certified Staff

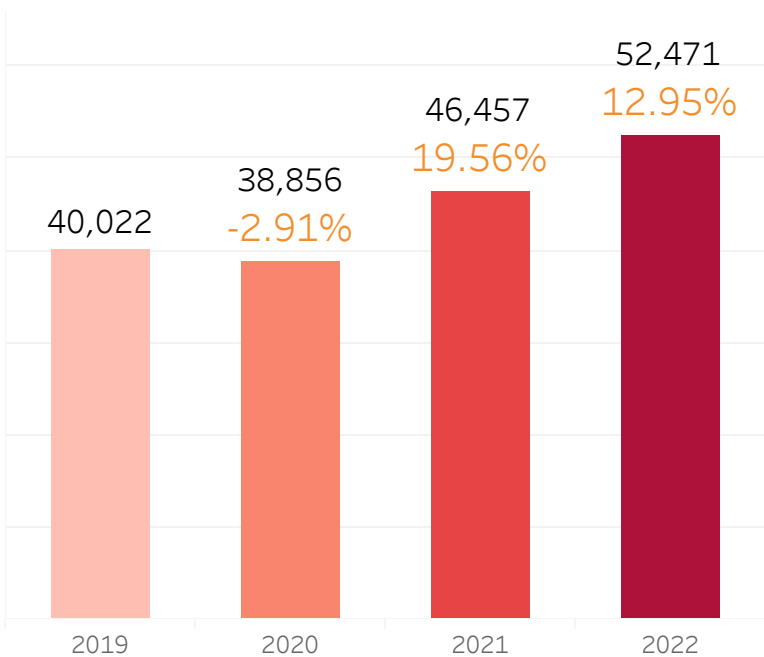
(131 FTE Currently Authorized)

Call Answering: March, 2022

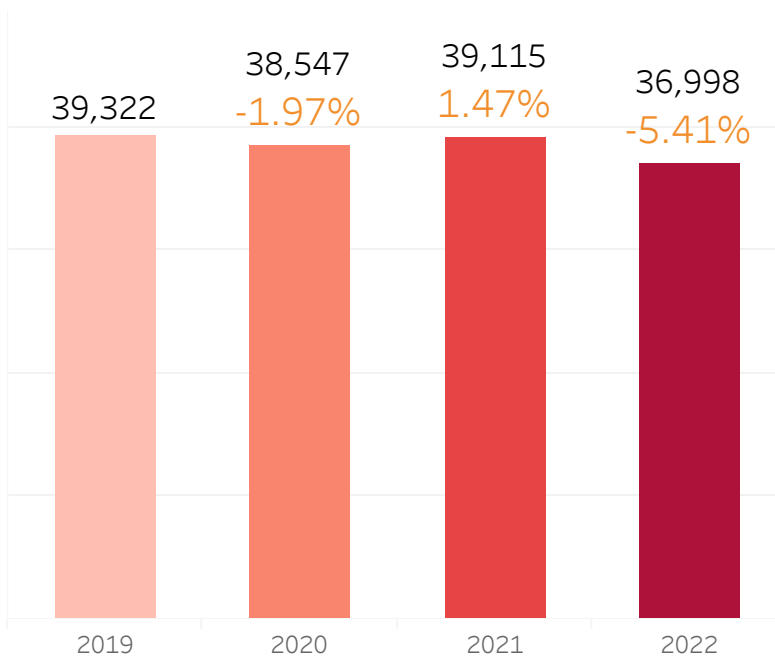
- 42,375 9-1-1 calls answered
- 36% within 15 seconds
- 40% within 20 seconds

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

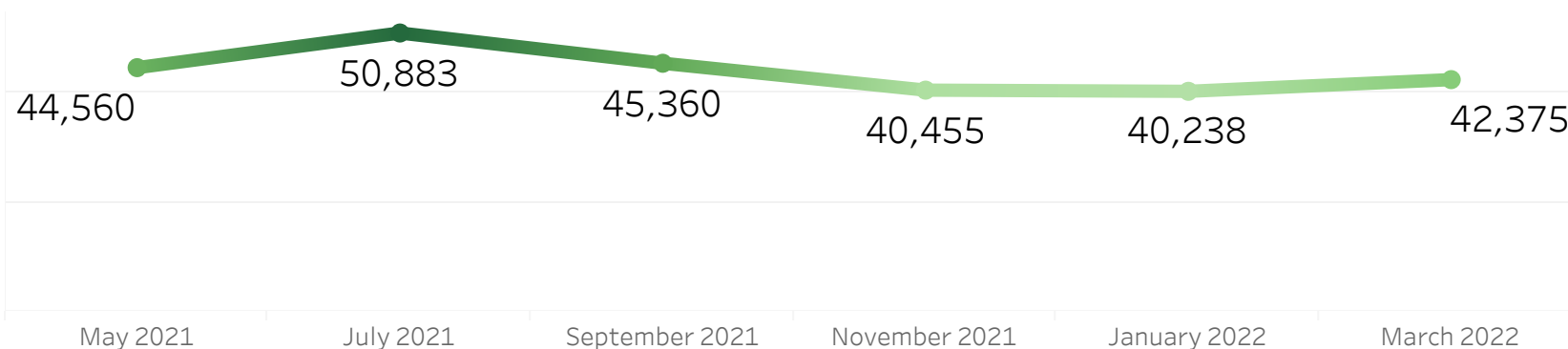
March 911 Call Volume (2019 through 2022 Comparison)



March Non-911 Call Volume (2019 through 2022 Comparison)



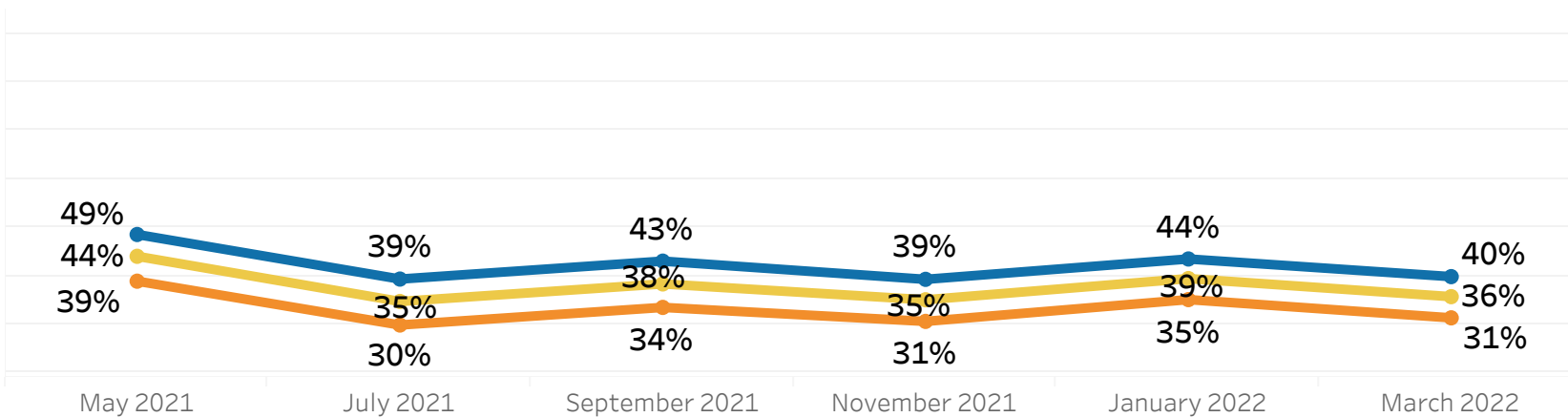
9-1-1 Call Volume Trends*



Answered 40,238 50,883

9-1-1 Call Answering Performance Trends*

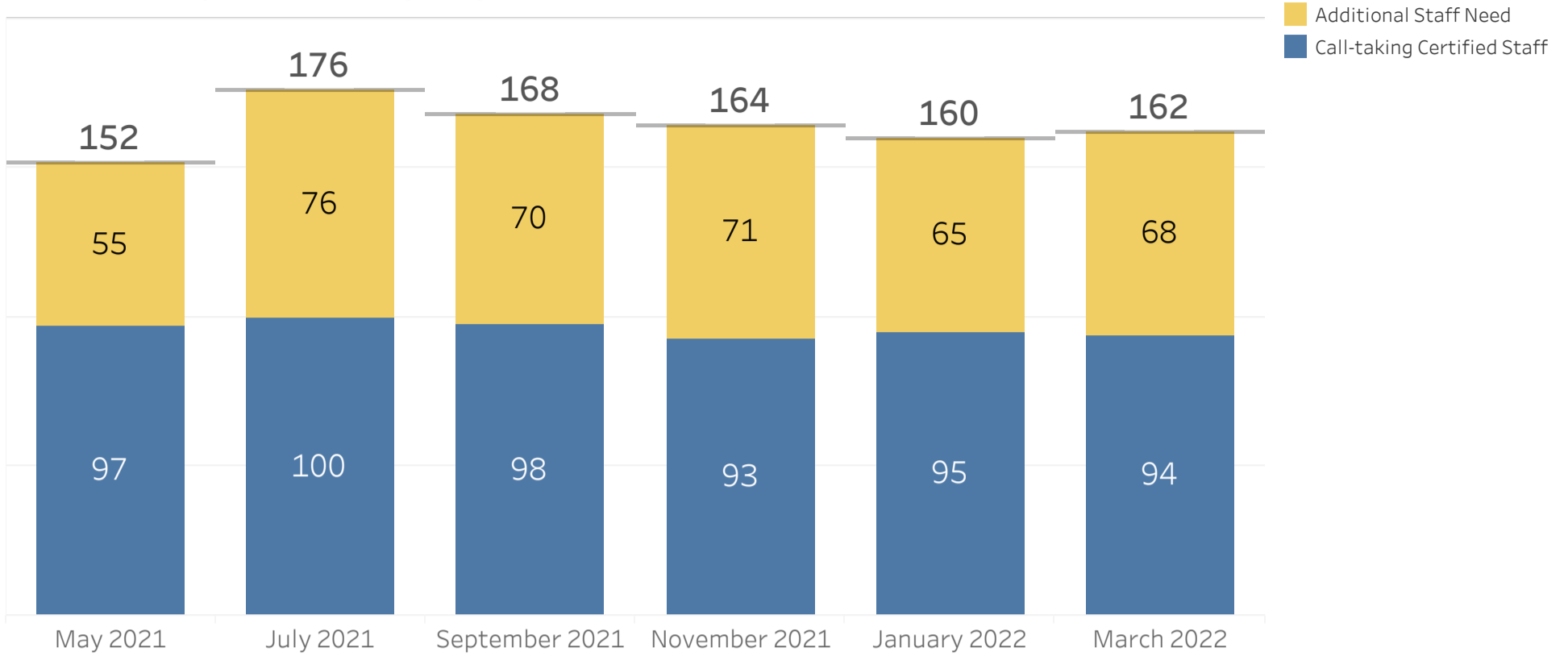
NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds



Within 20 Seconds Within 15 Seconds Within 10 seconds

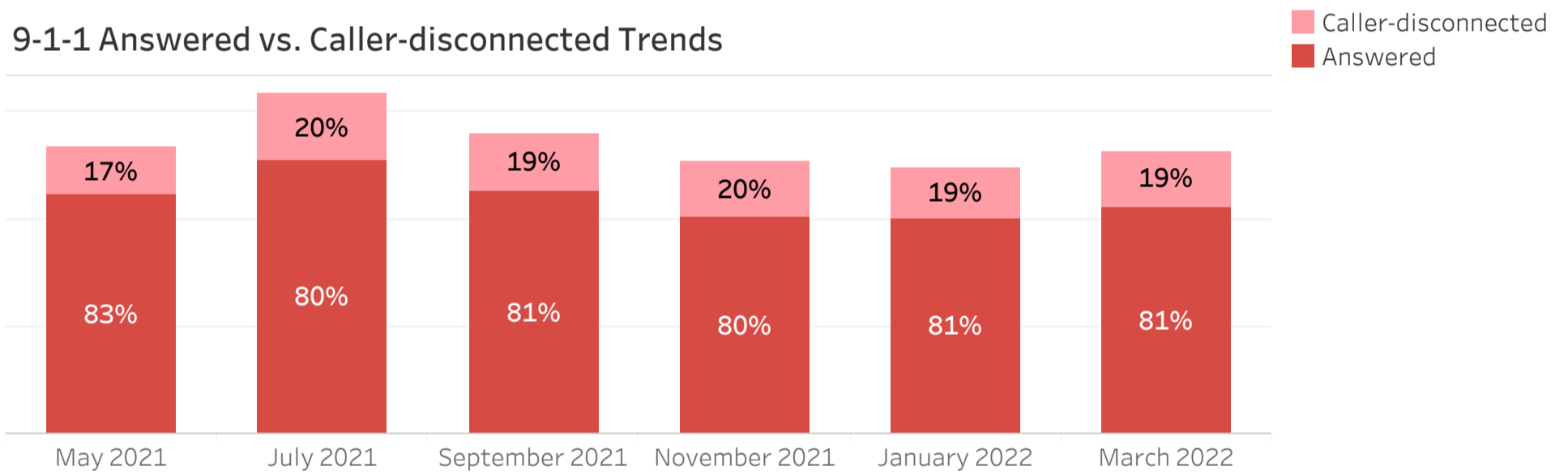
*Caller-disconnected calls are not included.

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

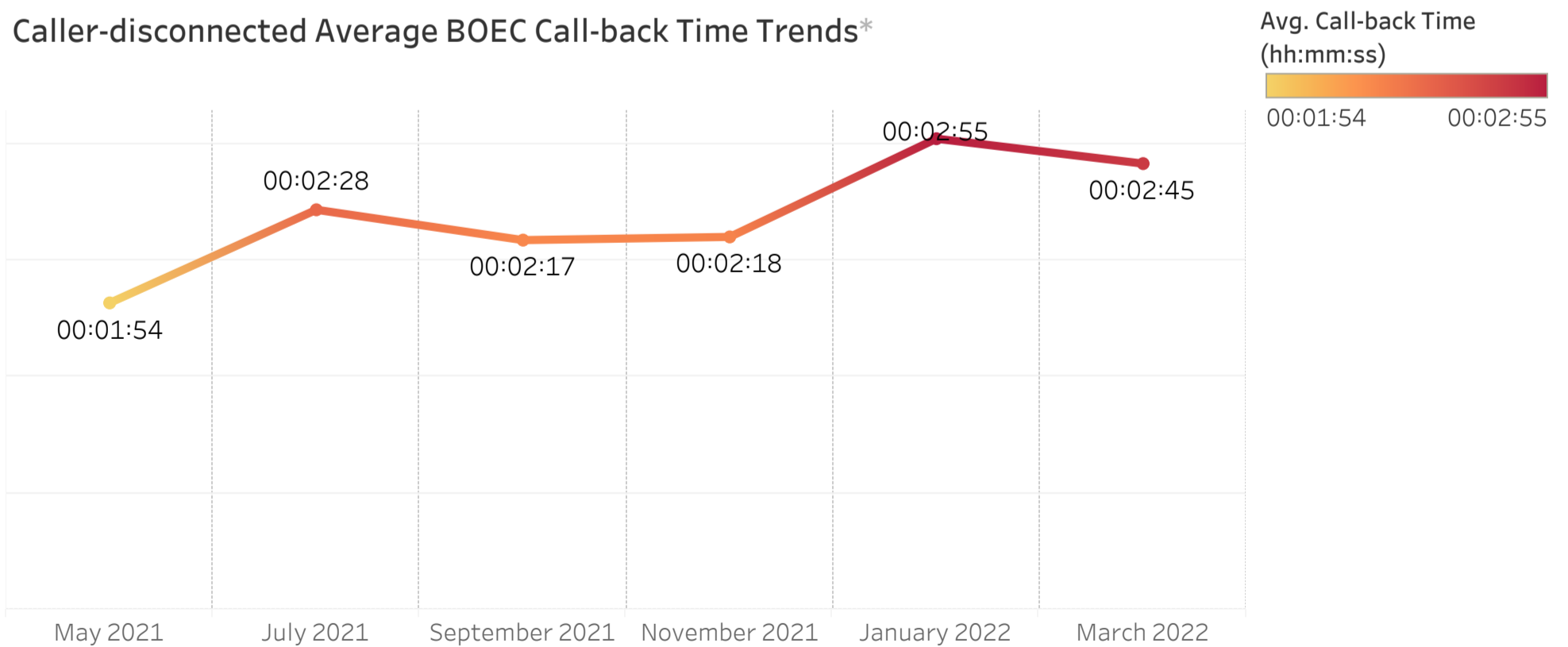


*Varies by call volume and processing metrics.

9-1-1 Answered vs. Caller-disconnected Trends

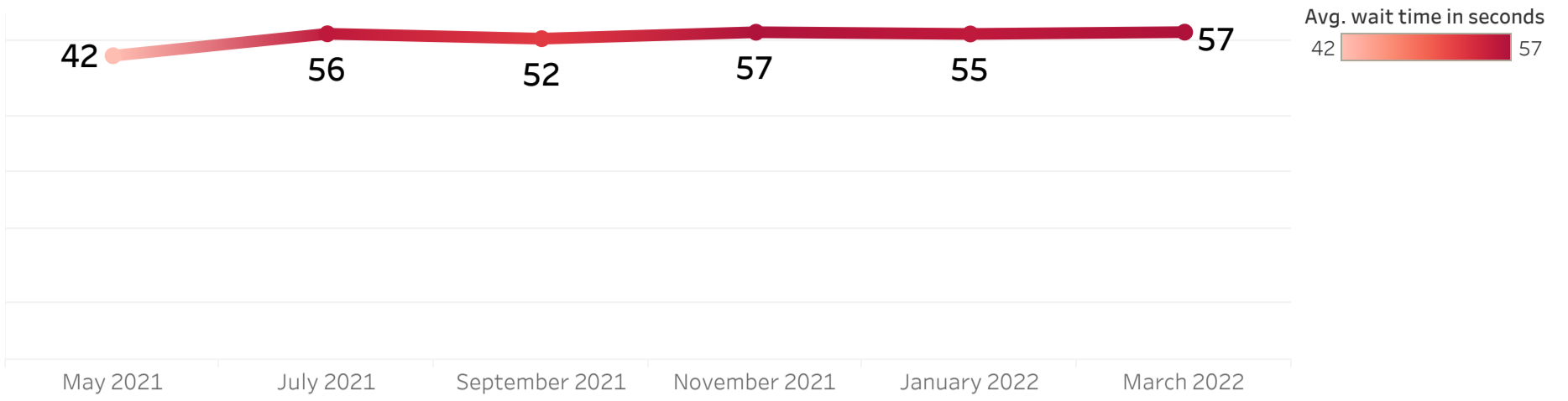


Caller-disconnected Average BOEC Call-back Time Trends*



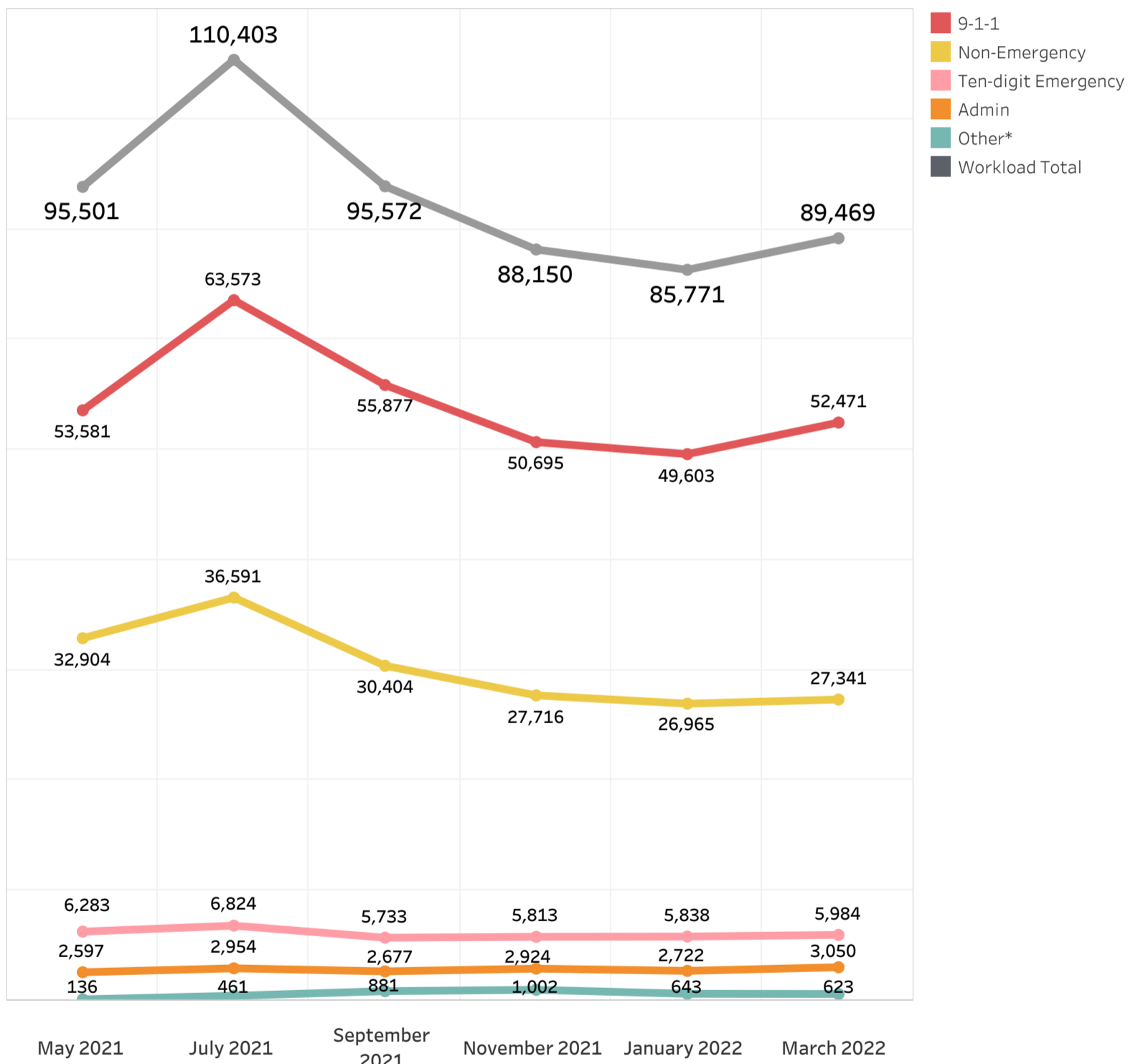
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC.

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



*Caller-disconnected calls are not included.

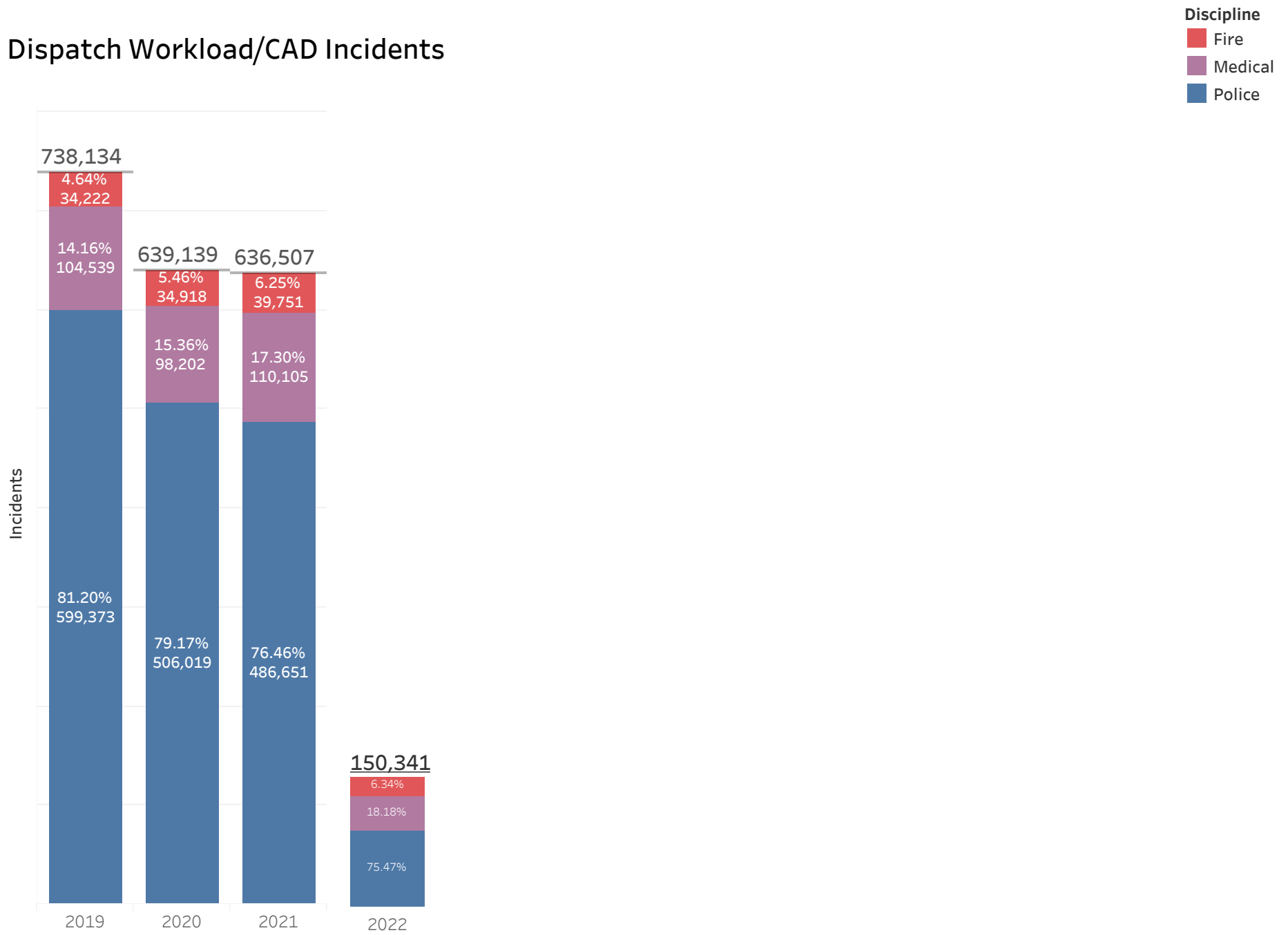
BOEC Workload Call Volume



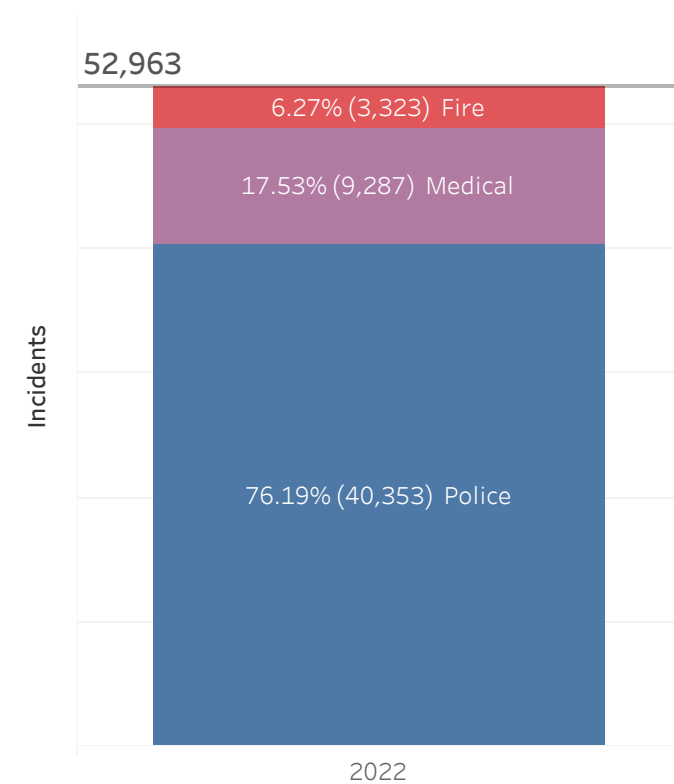
	May 2021	July 2021	September 2021	November 2021	January 2022	March 2022
9-1-1	53,581	63,573	55,877	50,695	49,603	52,471
Non-Emergency	32,904	36,591	30,404	27,716	26,965	27,341
Ten-digit Emergency	6,283	6,824	5,733	5,813	5,838	5,984
Admin	2,597	2,954	2,677	2,924	2,722	3,050
Other*	136	461	881	1,002	643	623
Workload Total	95,501	110,403	95,572	88,150	85,771	89,469

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

Dispatch Workload/CAD Incidents



Dispatch Workload/CAD Incidents March 2022



Dispatch Workload/CAD Incidents March 2022

Discipline	Priority-Description	Incidents	% by Priority
Police	1 - Occurring/Imminent Danger to Life	721	1.79%
	2 - Occurring/Potential Threat to Person	7,406	18.35%
	3 - Occurring/ Potential Threat to Property	3,097	7.67%
	4 - Expedited Response (Active Situation)	11,589	28.72%
	5 - Expedited Response (Escalated from 6)	165	0.41%
	6 - Routine Response	6,023	14.93%
	7 - As Available Response	10,298	25.52%
	9 - User Agency Administrative Priority	1,054	2.61%
	Total		40,353

Fire and Medical Incidents will be included in future reports.