

BOEC Update: April 2023

Strategic Plan Progress:

- Adequately staffed 911 workforce** – BOEC currently has 41 trainees and 15 are currently attending academy training. May academy has 17 candidates being backgrounded, August academy has 17 candidates under consideration, and the next recruitment begins April 17 for a December academy.
- 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 19.5% 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 Finance Committee approved request to build a training pipeline using unspent funds. This was included in BOEC's budget request.
- Training and quality assurance programs that improve processes and support employee development** – To assist dispatch staff and supervisors in interpreting individual performance reviews, the QA team implemented updates to the "QA Corner" online tool.
- Embody and normalize a culture of equity and anti-racism** – Equity Committee is user-testing Case Service with a multicultural, multilingual, and disability lens to ensure equitable community access.

Technology Updates:

- Case Service** – Testing is open to all BOEC staff and being advertised to the BOEC User Board and other stakeholders. Testing will expand with a *slow roll-out to the public in May*
- CAD 7.6 Upgrade** – Due to unforeseen technical issues, the project is *delayed until mid-May*. The new academy is training on the platform.
- Technology Systems Analyst** – The vacant tech recruitment closed March 13 attracting 14 applicants. *Interviews are being scheduled for the end of April.*

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

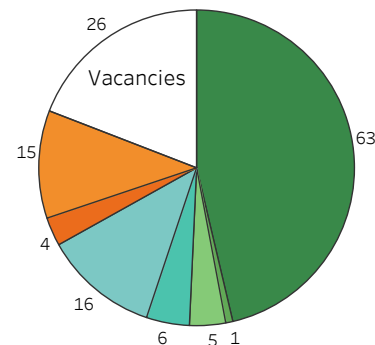


"We cannot solve our problems with the same thinking we used when we created them."

-Albert Einstein

Dispatch Staffing

As of April 1, 2023



Sr. Dispatchers (911, Police, Fire Certified)	63
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	16
Call Taking Trainees (No certifications)	4
Academy Trainees (No certifications)	15
Vacancies	26
Total	136

2022-23 Budget to date: (FY 75% Complete)

Expenditures	\$ 36,469,367	Budgeted	
	\$ 22,040,352	Expended	60.4%
	\$ 14,429,015	Remaining	

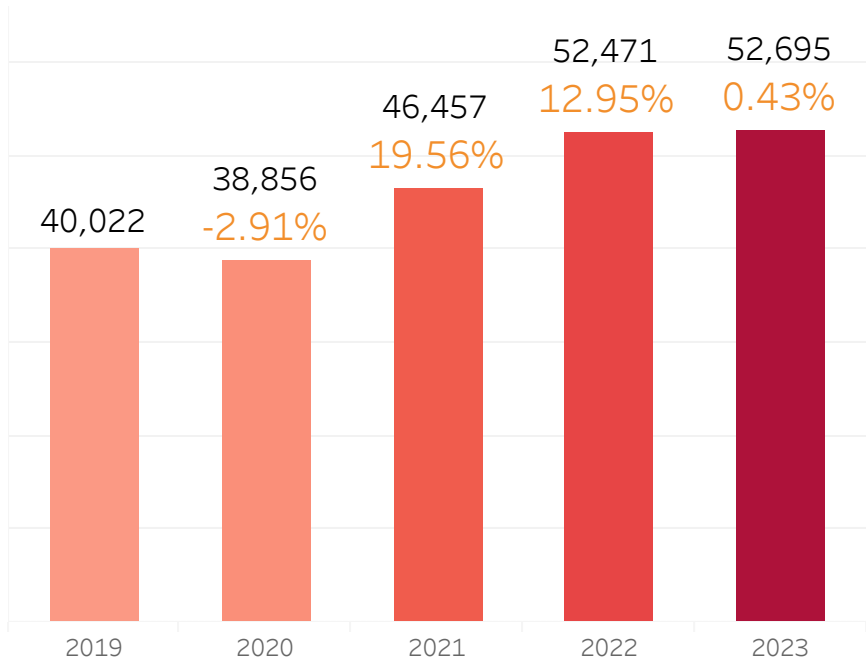
Revenue	\$ 36,469,367	Budgeted	
	\$ 22,172,410	Collected	60.8%
	\$ 14,296,957	Remaining	

Call Answering: March, 2023

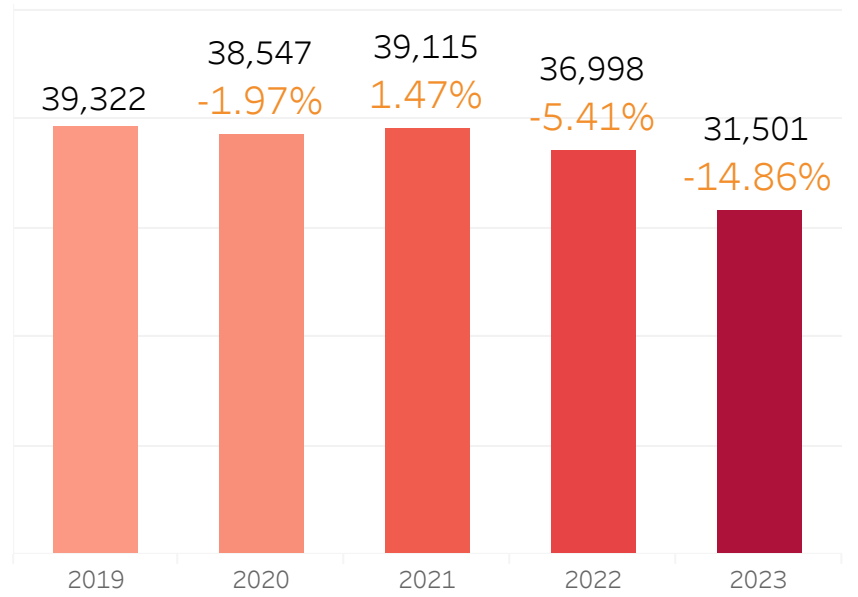
- 44,791 9-1-1 calls answered
- 46% within 15 seconds
- 51% within 20 seconds

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

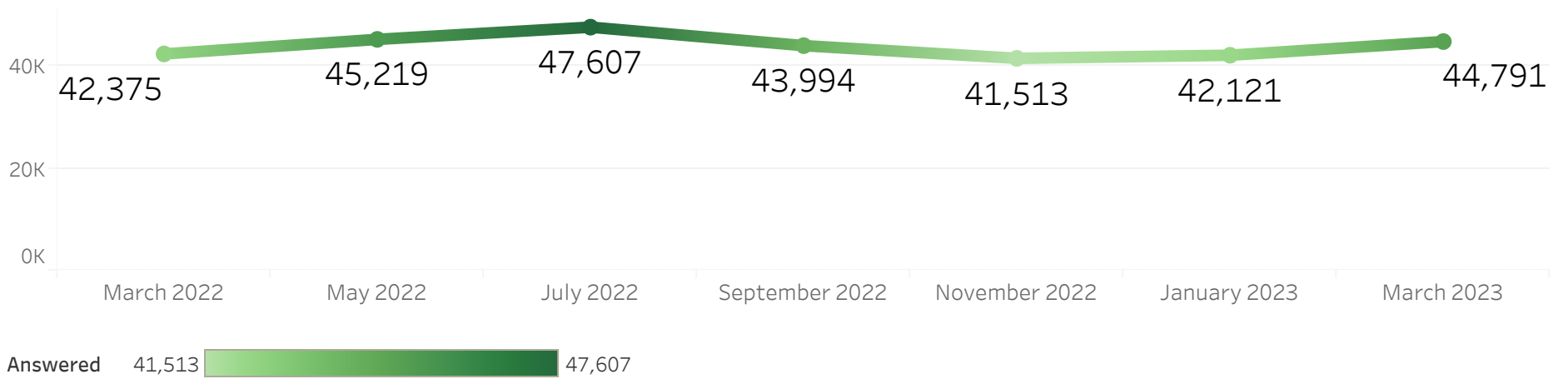
March Total 911 Call Volume (Includes 911 caller-disconnected calls)



March Non-911 Call Volume

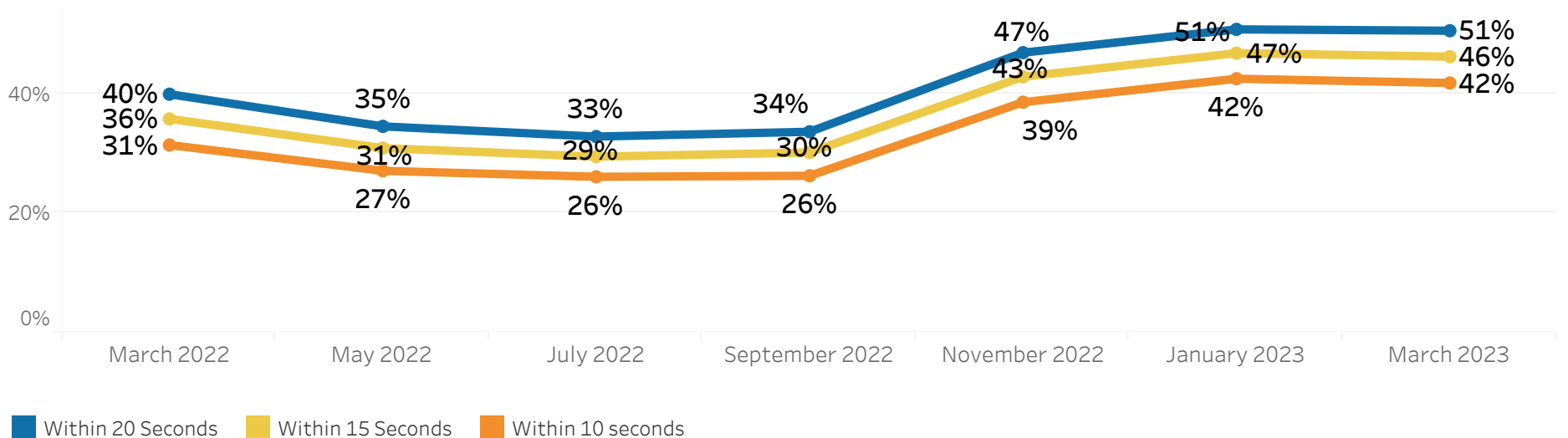


9-1-1 Calls Answered



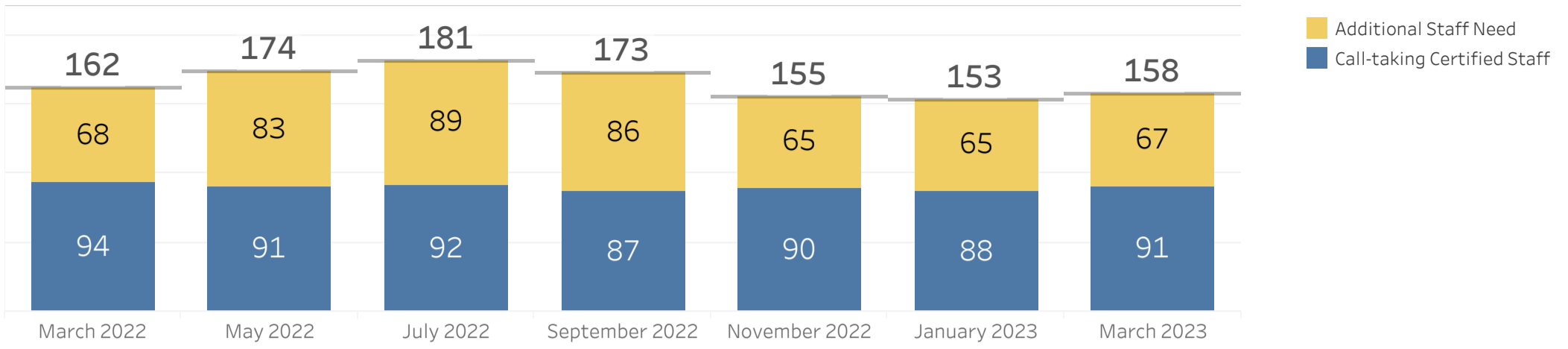
9-1-1 Call Answering Performance Trends*

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



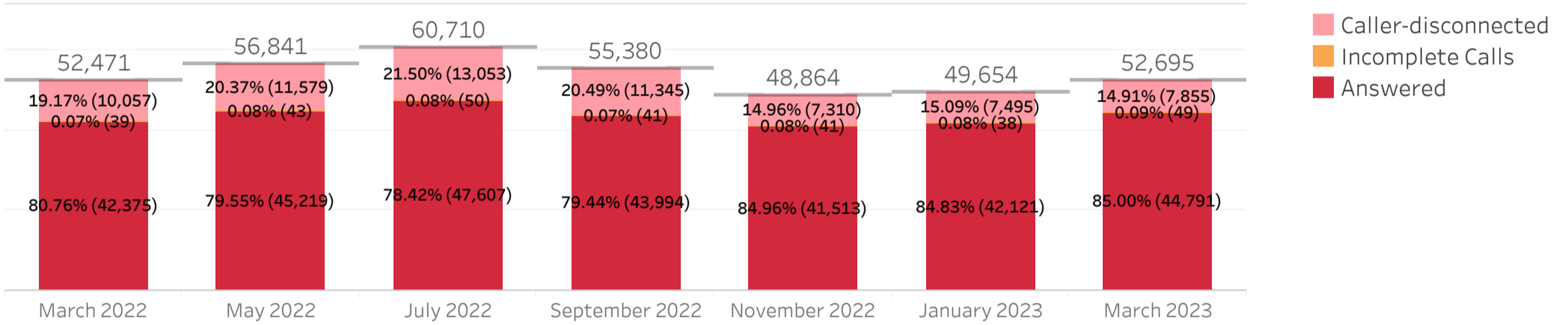
*Caller-disconnected calls are not included.

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



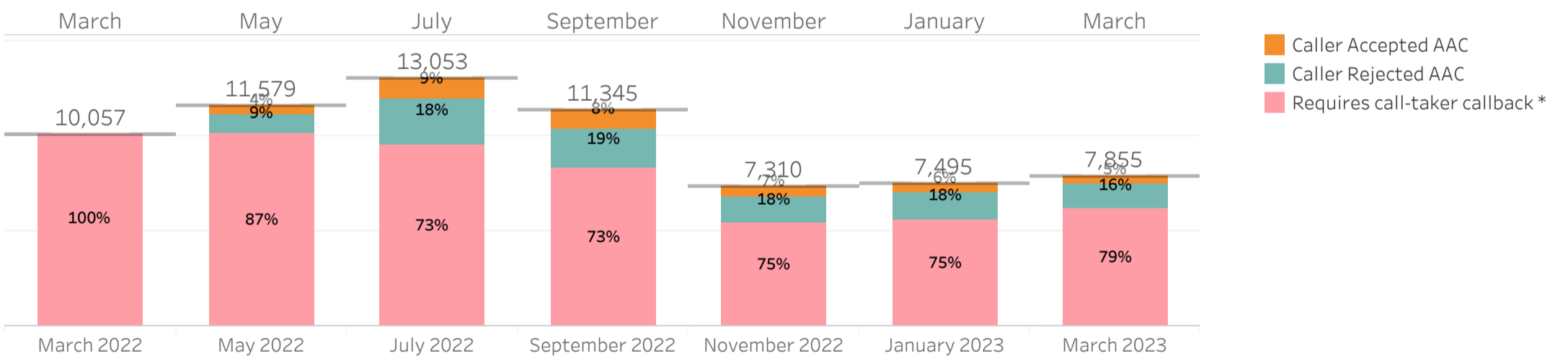
*Varies by workload call volume and processing metrics.

Total 9-1-1 Trends



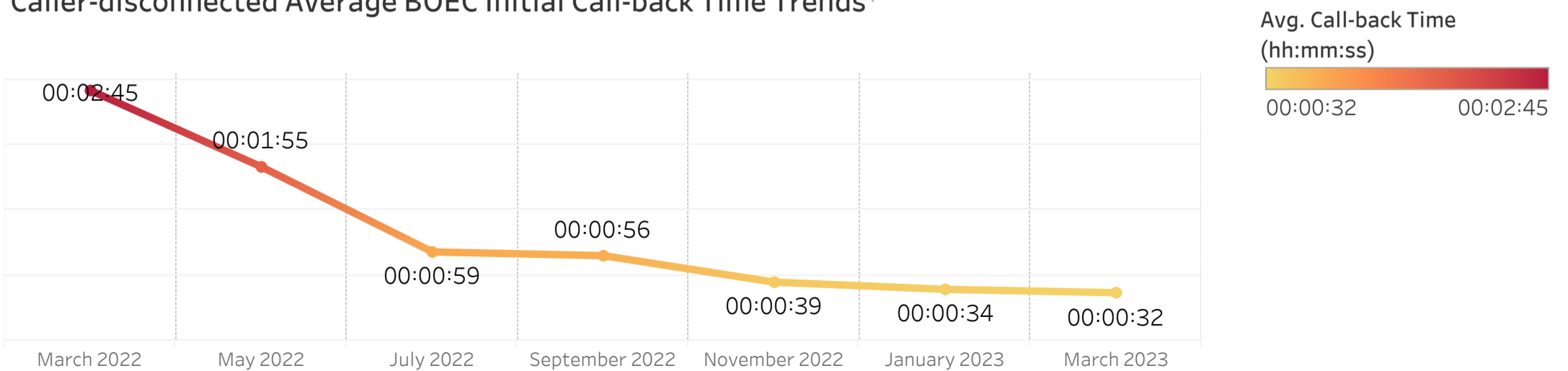
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



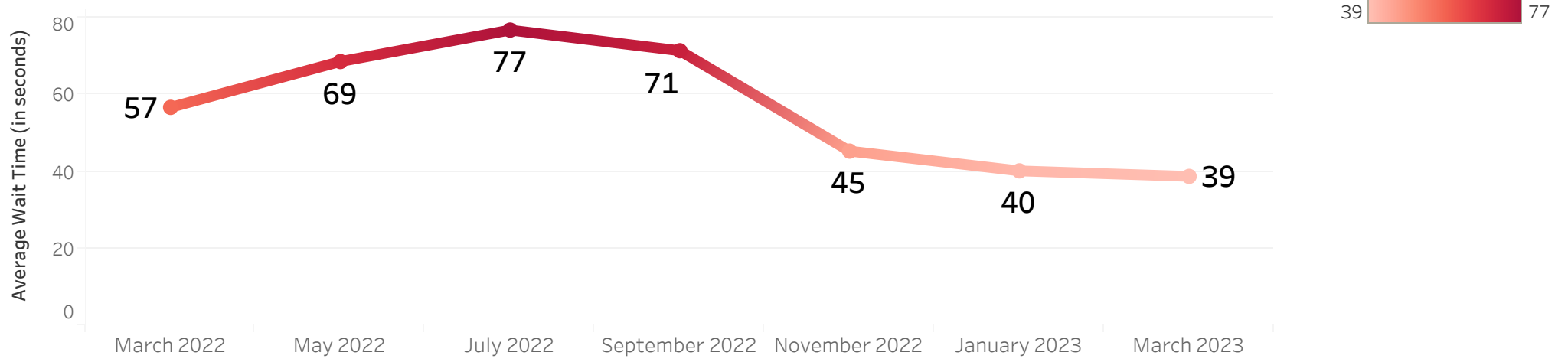
*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



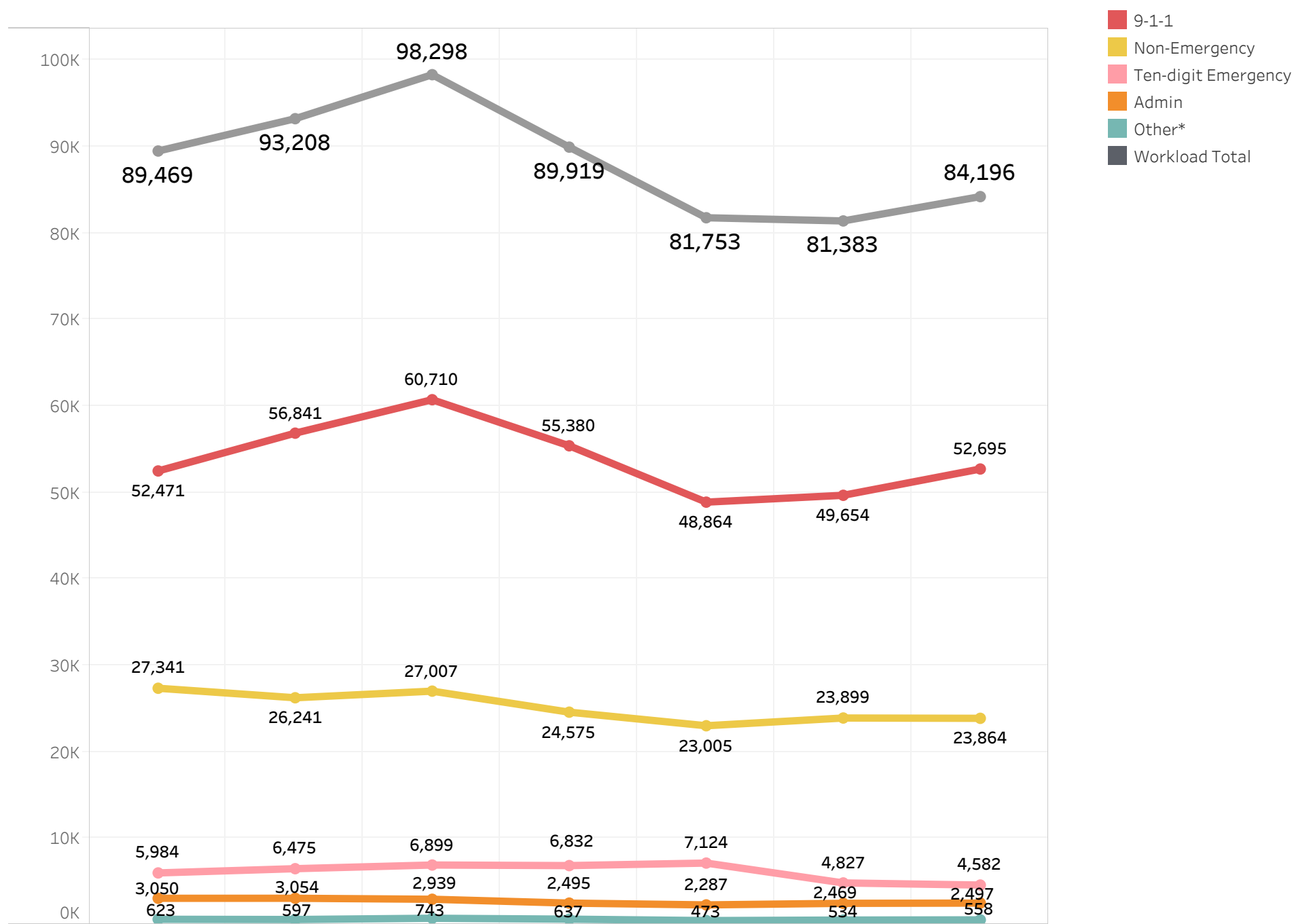
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

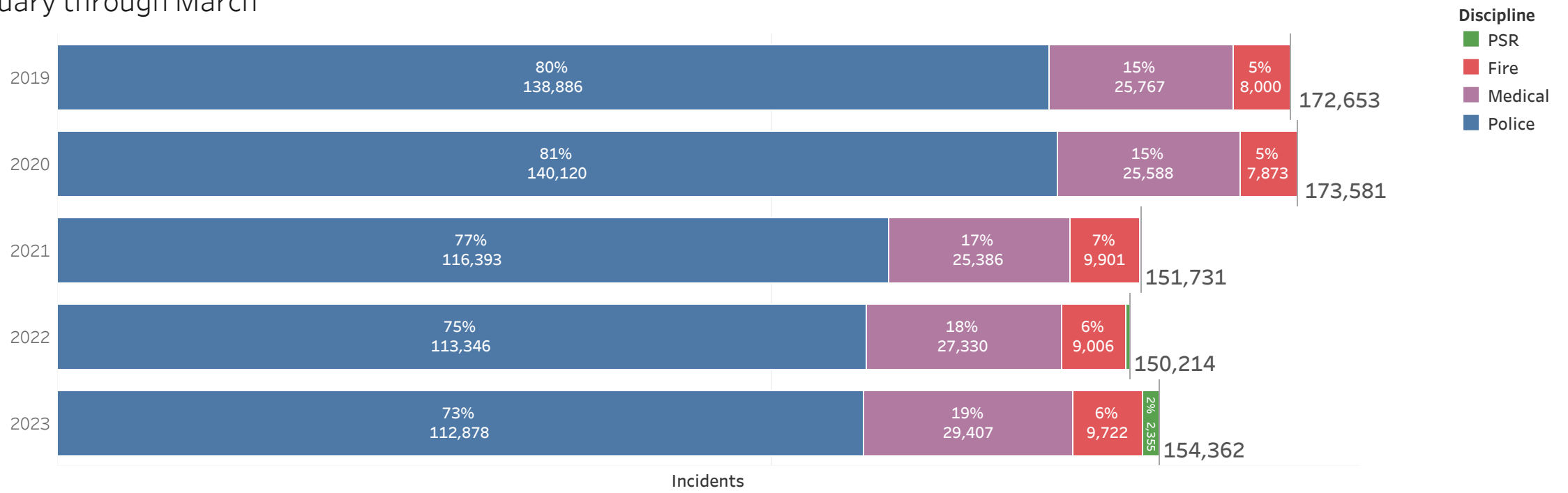


	March 2022	May 2022	July 2022	September 2022	November 2022	January 2023	March 2023
9-1-1	52,471	56,841	60,710	55,380	48,864	49,654	52,695
Non-Emergency	27,341	26,241	27,007	24,575	23,005	23,899	23,864
Ten-digit Emergency	5,984	6,475	6,899	6,832	7,124	4,827	4,582
Admin	3,050	3,054	2,939	2,495	2,287	2,469	2,497
Other*	623	597	743	637	473	534	558
Workload Total	89,469	93,208	98,298	89,919	81,753	81,383	84,196

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

Dispatch Workload/CAD Incidents

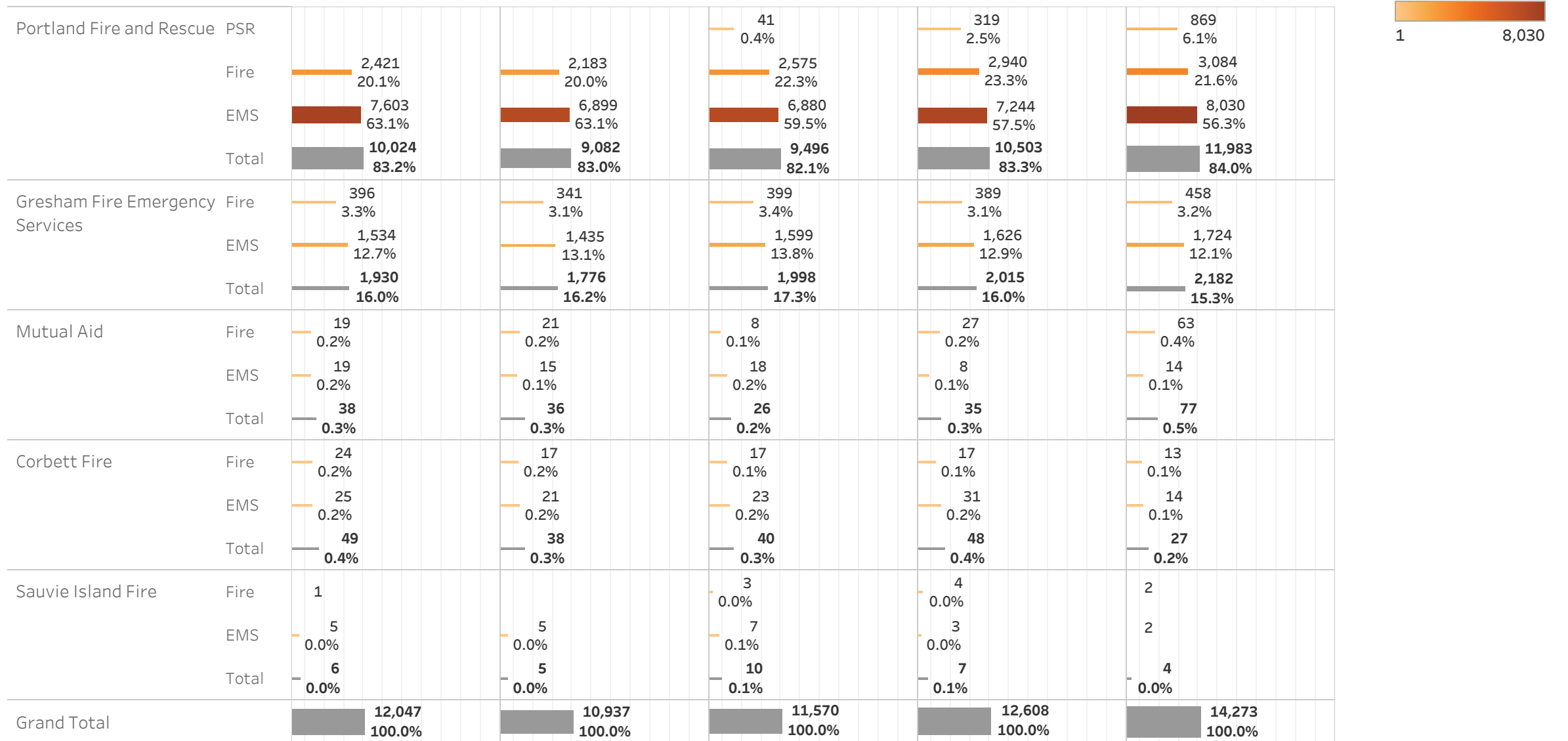
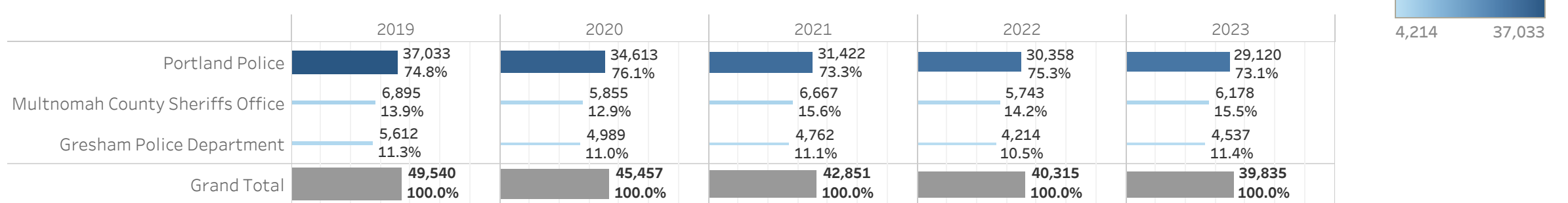
January through March



Incidents

Dispatch Workload/CAD Incidents by Jurisdiction

March



All Disciplines Grand Total

61,587

56,394

54,421

52,923

54,108