

## Strategic Plan Progress:

1. **Call Performance and Staffing:** Nine trainees slated to complete academy in January. Eleven candidates for May academy passed backgrounds and are scheduled for psych testing.
2. **Consistent, Efficient, and Effective Call Triage:** Informing 311 program work group; Case Service integration planning is underway.
3. **Public Information and Outreach:** Participating in numerous media interviews and scheduling community education media campaign.
4. **Partner Agency Collaboration:** Director presentations at Maywood Park City Council on December 6 and Corbett Fire Board on December 8.
5. **Equity:** Monthly Equity Leadership Team work sessions are focusing on project prioritization. With Equity Coordinator's guidance, working with Equity Committee and the City's Equity Office to develop and move forward on initiatives.
6. **Training and Quality Assurance:** ProQA trends demonstrate consistent improvement bureau-wide; funding approved for Quality Assurance analysts and training-specific ECS positions. Beginning in January, 150 additional calls will be reviewed monthly to boost feedback and improve protocol compliance.
7. **Career and Leadership Development:** Program framework is complete and beginning implementation planning.
8. **Technology Systems:** Automated alarm protocol (ASAP-to-PSAP) project testing has begun. Automated Abandoned Callback project kicks-off mid-December, anticipated 90-day implementation. Backup phones being replaced Spring, 2022.
9. **Administration Processes:** FY 22/23 Budget preparation underway.
10. **Secure, Efficient, and Resilient Facility:** Console replacement project ahead of schedule. Collaborating with public safety partners regarding backup location and capabilities.

## 2021-2022 Budget to date: (FY 43% Complete)

-Expenditures: \$33,389,228 (revised budgeted)  
\$11,822,793 (35.4% expended)  
 \$21,566,435 (remaining)

-Revenue: \$33,389,228 (revised budgeted)  
\$11,271,187 (33.8% collected)  
 \$22,118,041 (remaining)

## BOEC Update: December 2021

Integrity

Respect

Competence

Compassion

Responsibility

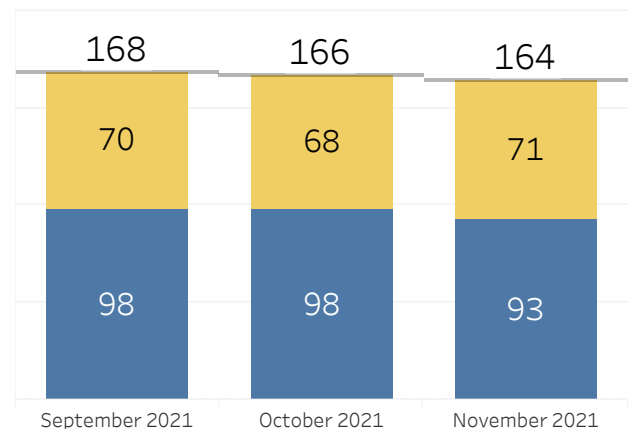
Teamwork



*“Kind words don’t cost much,  
yet they accomplish much.”*

*-John L. Mason*

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



\*Varies by call volume

Additional Staff Need  
 Call-taking Certified Staff

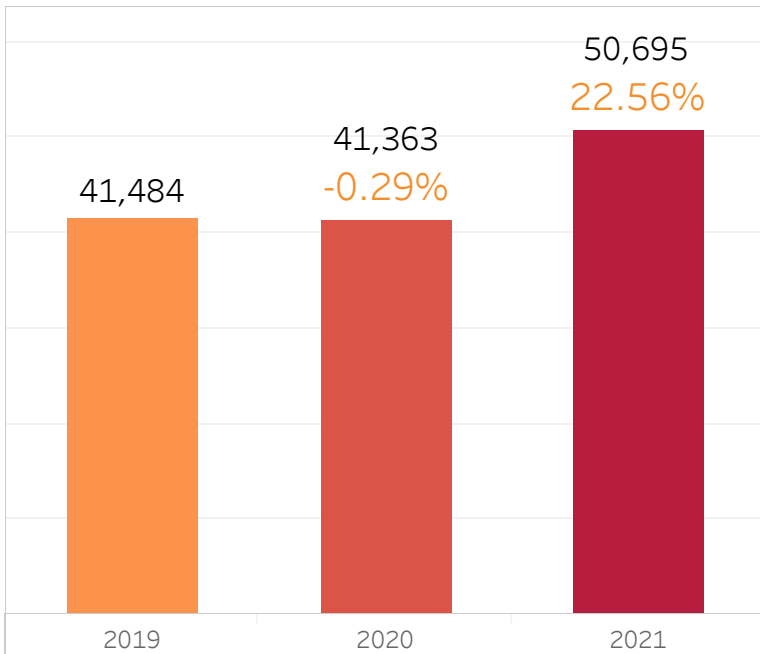
(131 FTE Currently Authorized)

### Call Answering: November, 2021

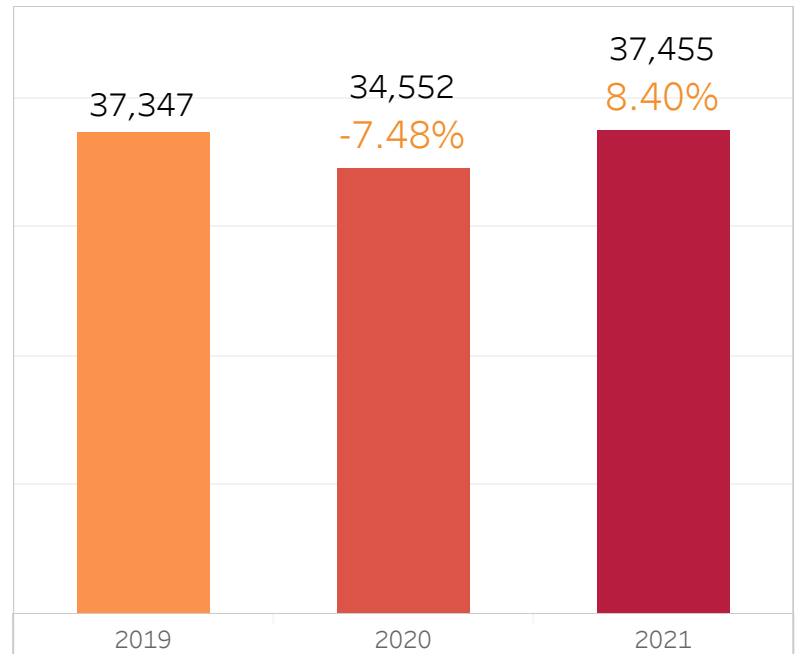
- 40,455 9-1-1 calls answered
- 35% within 15 seconds
- 39% within 20 seconds

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

### November 911 Call Volume (2019 through 2021 Comparison)



### November Non-911 Call Volume (2019 through 2021 Comparison)

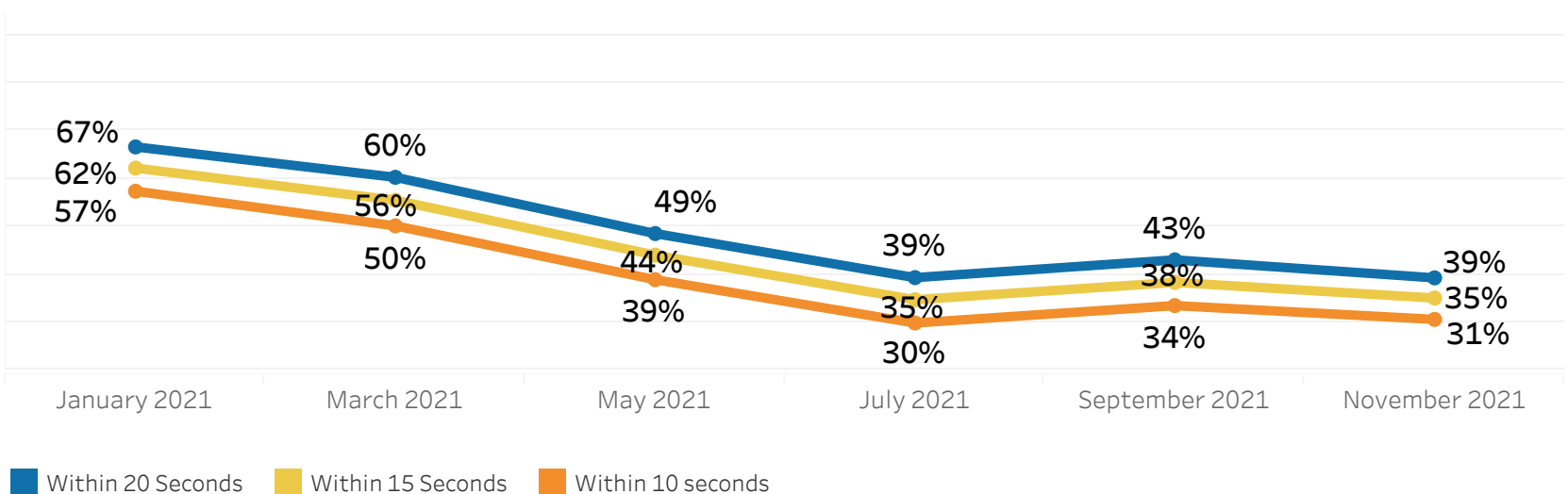


### 9-1-1 Call Volume Trends\*



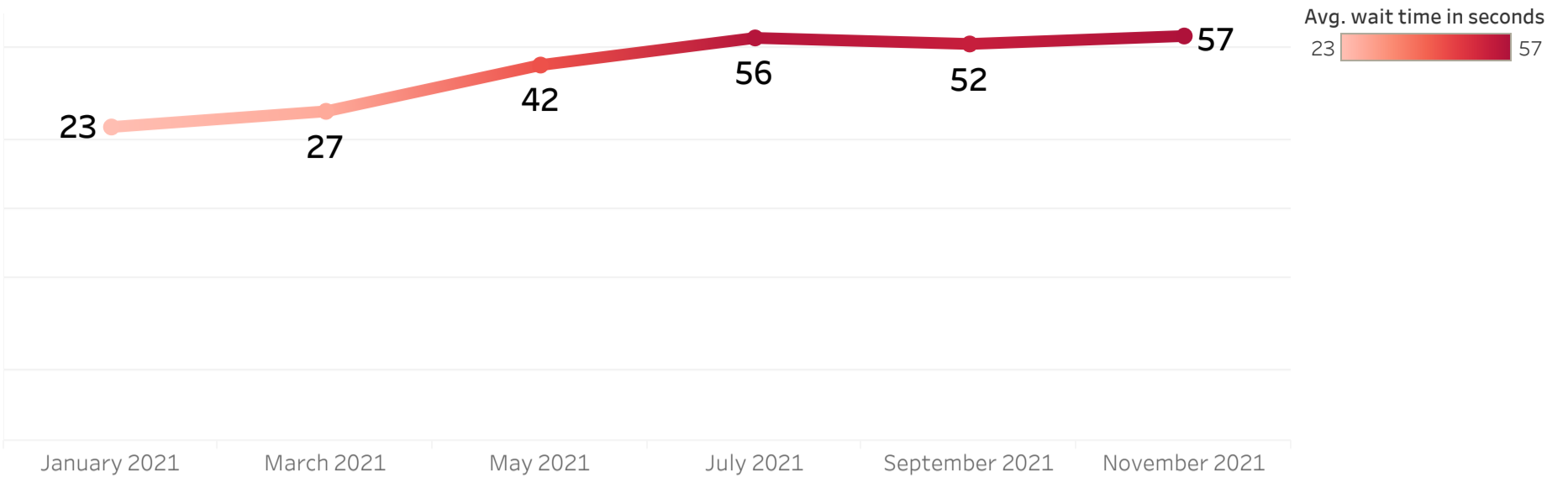
### 9-1-1 Call Answering Performance Trends\*

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



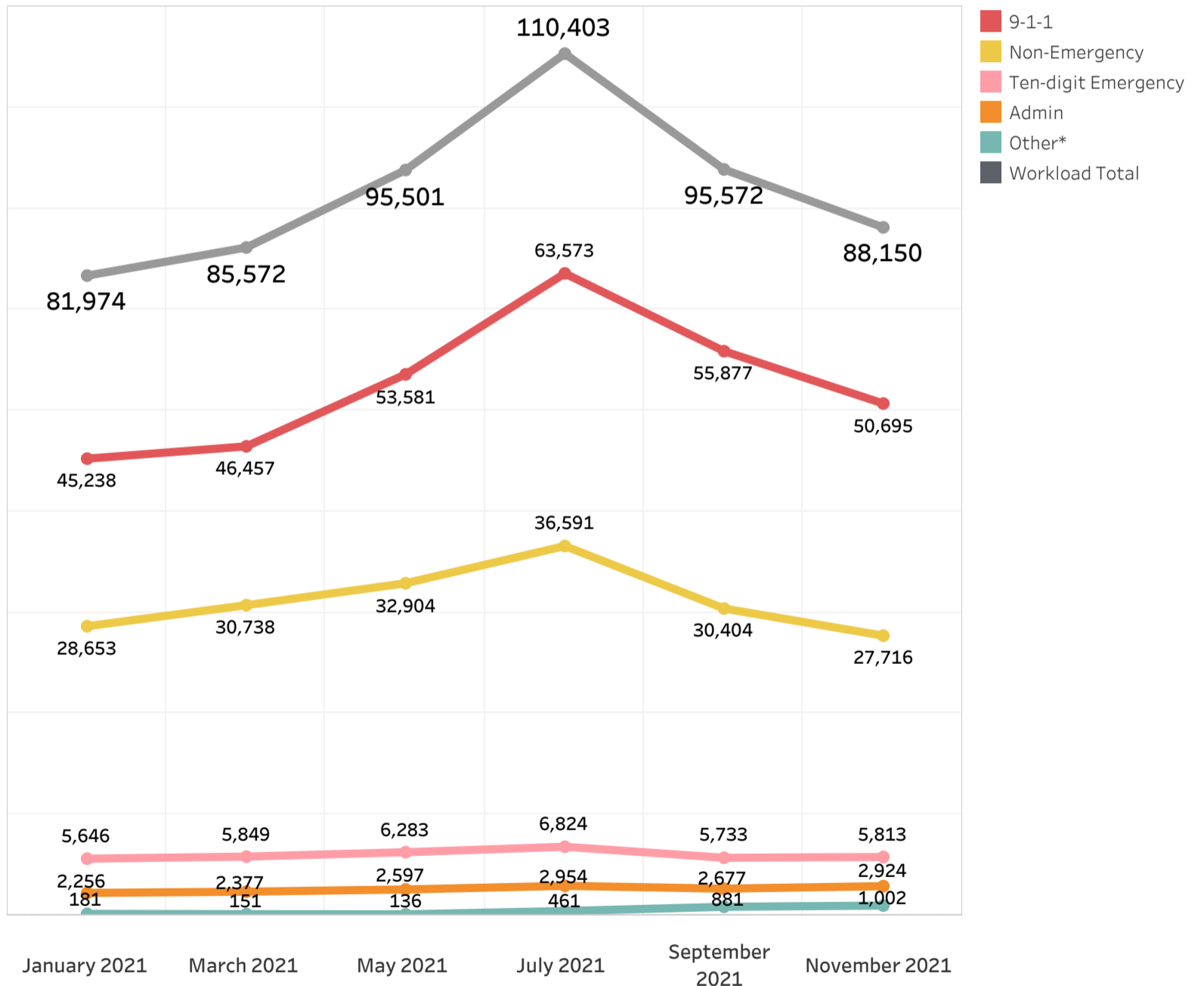
\*Caller-disconnected calls are not included.

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



\*Caller-disconnected calls are not included.

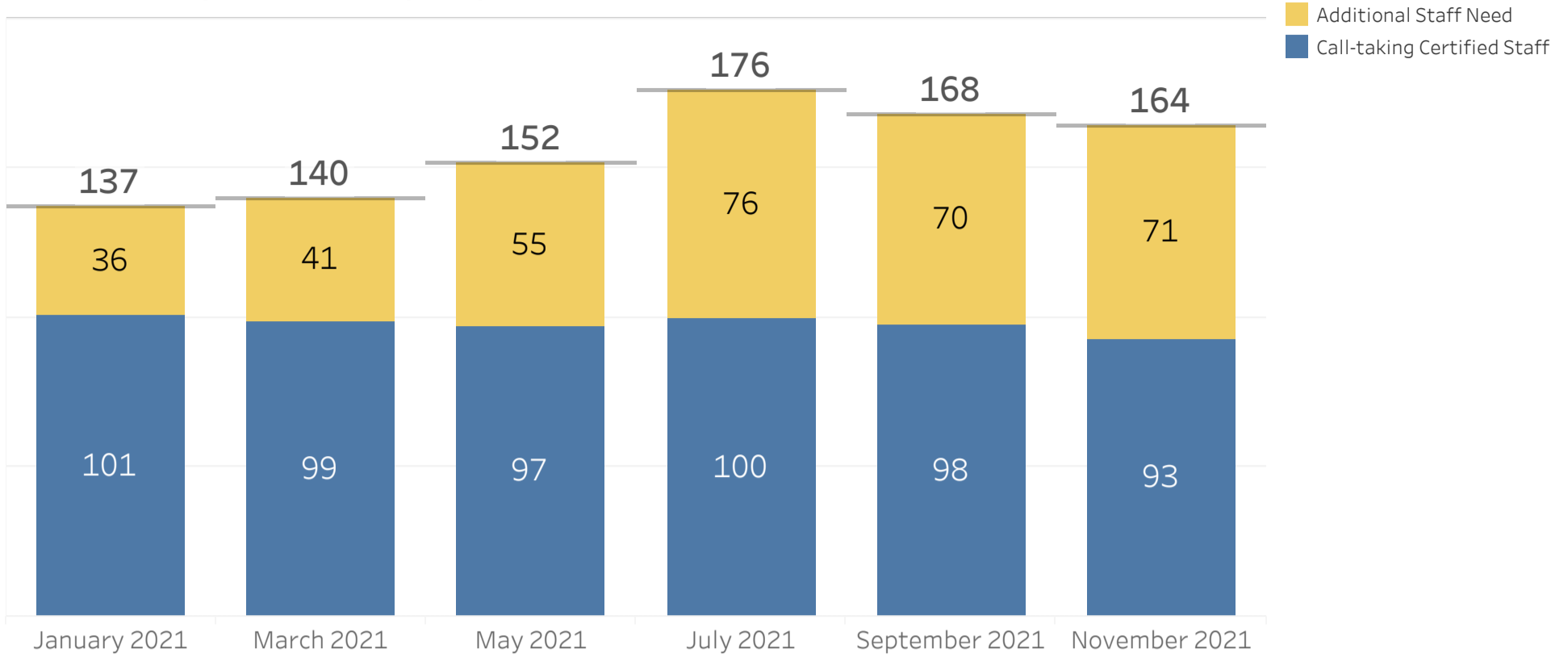
## BOEC Workload Call Volume



	January 2021	March 2021	May 2021	July 2021	September 2021	November 2021
9-1-1	45,238	46,457	53,581	63,573	55,877	50,695
Non-Emergency	28,653	30,738	32,904	36,591	30,404	27,716
Ten-digit Emergency	5,646	5,849	6,283	6,824	5,733	5,813
Admin	2,256	2,377	2,597	2,954	2,677	2,924
Other*	181	151	136	461	881	1,002
<b>Workload Total</b>	<b>81,974</b>	<b>85,572</b>	<b>95,501</b>	<b>110,403</b>	<b>95,572</b>	<b>88,150</b>

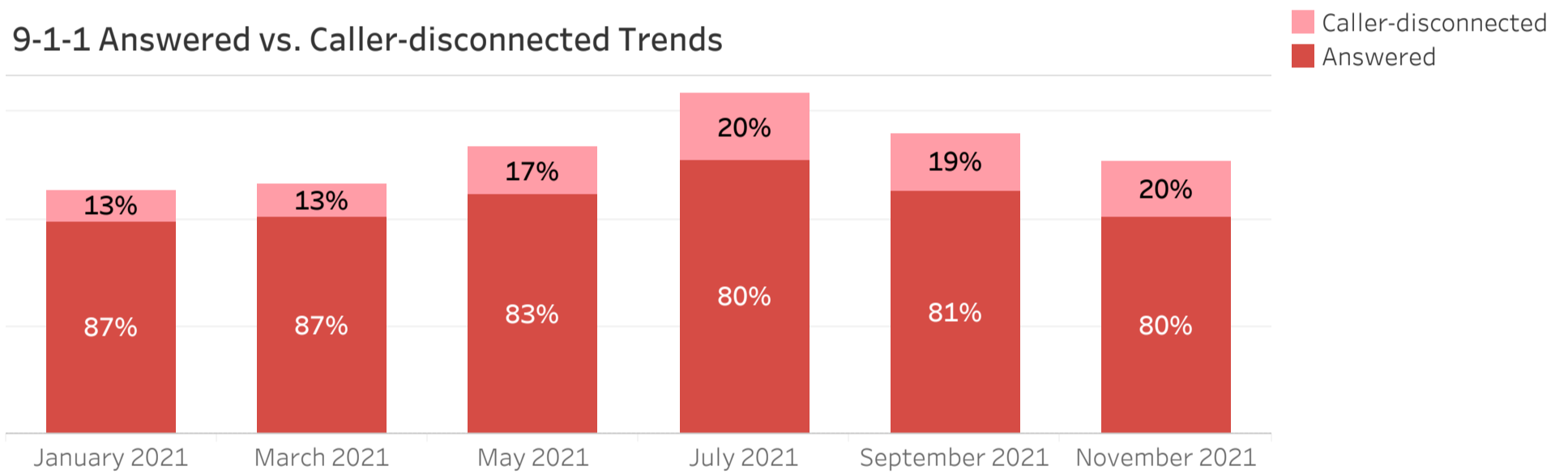
\* Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted

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

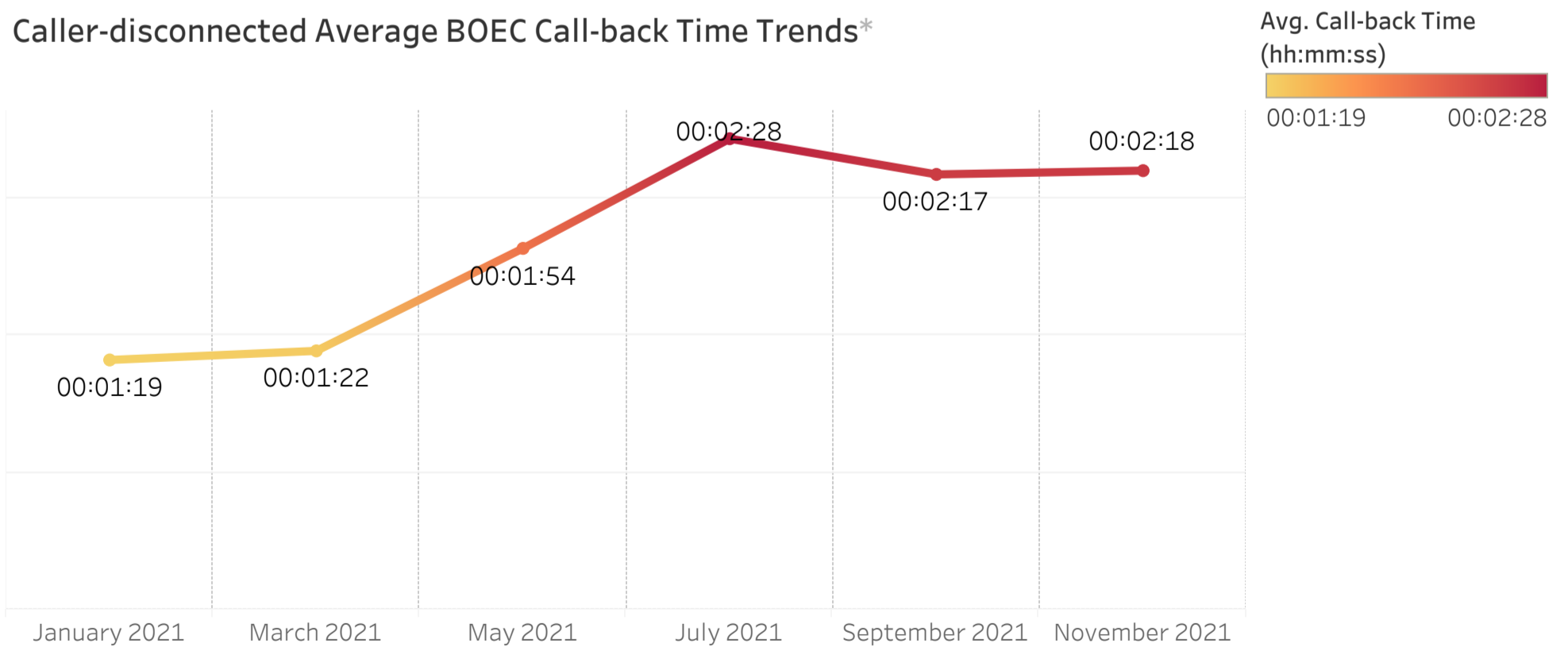


\*Varies by call volume and processing metrics.

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



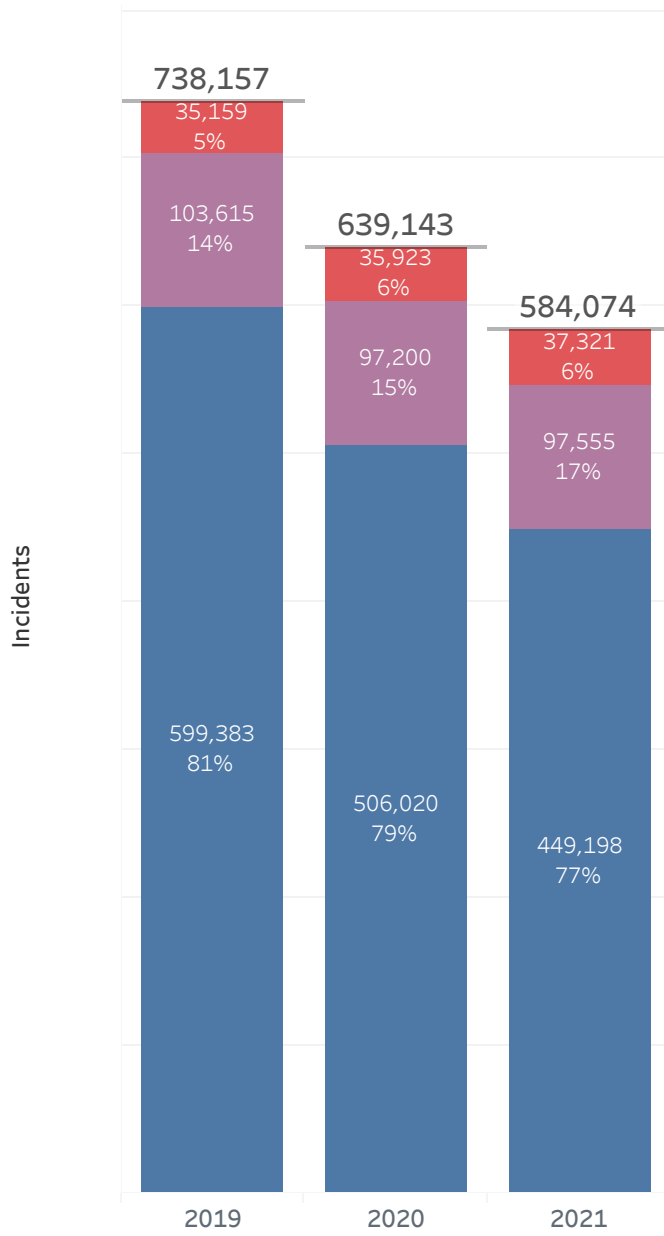
### Caller-disconnected Average BOEC Call-back Time Trends\*



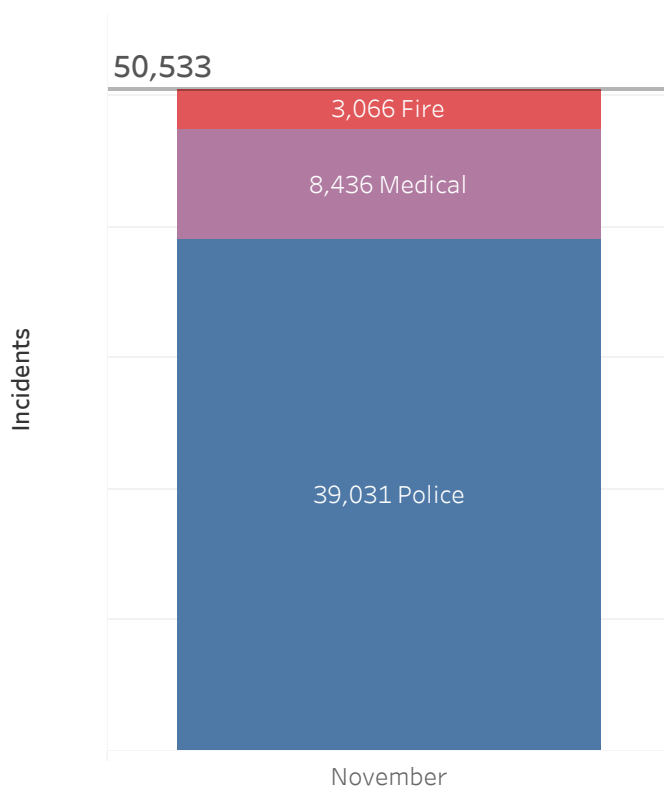
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC.

## Dispatch Workload/CAD Incidents

**Discipline**  
■ Fire  
■ Medical  
■ Police



## Dispatch Workload/CAD Incidents November 2021



## Dispatch Workload/CAD Incidents November 2021

Discipline	Priority-Description	Count	Percentage
Police	1 - Occurring/Imminent Danger to Life	649	2%
	2 - Occurring/Potential Threat to Person	7,468	19%
	3 - Occurring/ Potential Threat to Property	3,288	8%
	4 - Expedited Response (Active Situation)	10,983	28%
	5 - Expedited Response (Escalated from 6)	101	0%
	6 - Routine Response	5,534	14%
	7 - As Available Response	10,204	26%
	9 - User Agency Administrative Priority	804	2%
	<b>Total</b>	<b>39,031</b>	<b>100%</b>

Fire and Medical Incidents will be included in future reports.