

**Technology Updates:** *In order to address the significant increases in 911 calls, and resulting delays in call answering, the following technology solutions are currently underway:*

1. **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, but initial testing has been successful. ETA for completion – before summer.
2. **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. Likely implementation before Memorial Day.
3. **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 an implementation timeline by July 1 and beta testing through the end of the calendar year.
4. **311 Integration** – The 311 program is reaching out to the community to begin testing service areas county-wide.

**Strategic Plan Progress:** *The Leadership Team has started a full strategic plan revision process for 2022-2024. Although not yet complete, new initiatives include:*

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

*Strategic planning work continues with an expected completion this March.*

**2021-2022 Budget to date:** (FY 61.7% Complete)

-Expenditures:	\$33,389,228 (revised budgeted) <u>\$16,714,642 (50.1% expended)</u> \$16,674,586 (remaining)
-Revenue:	\$33,389,228 (revised budgeted) <u>\$17,286,708 (51.8% collected)</u> \$16,102,520 (remaining)

# BOEC Update: February 2022

Integrity

Respect

Competence

Compassion

Responsibility

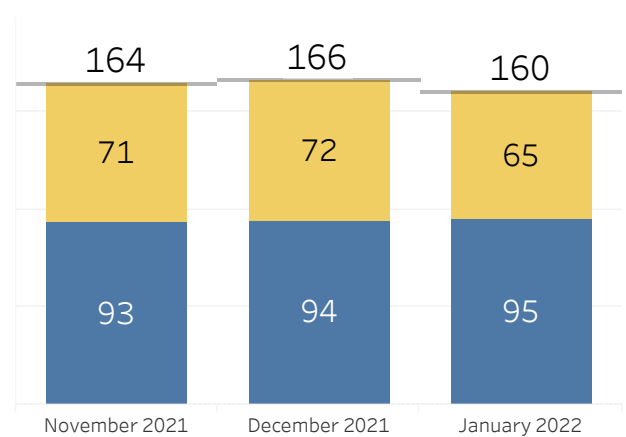
Teamwork



*“Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome.”*

*-Booker T. Washington*

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



\*Varies by call volume

■ Additional Staff Need  
■ Call-taking Certified Staff

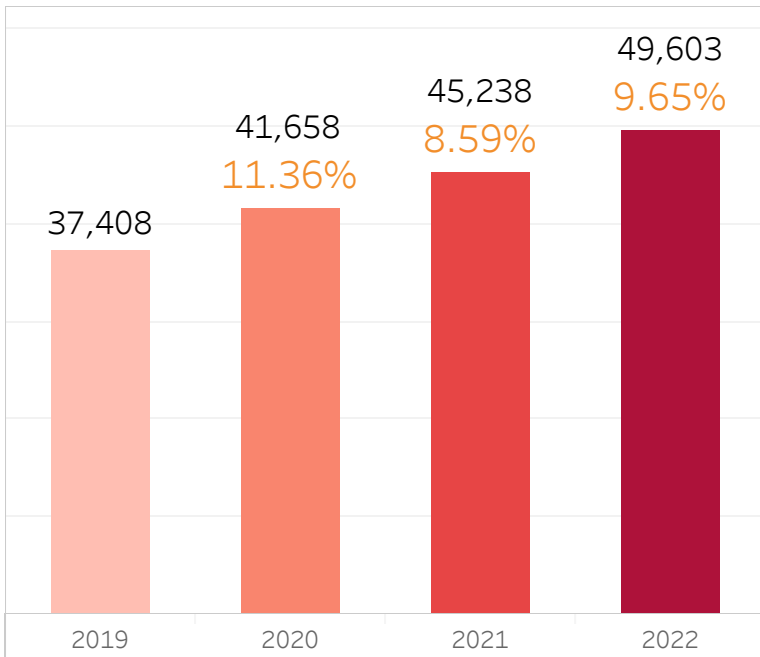
(131 FTE Currently Authorized)

**Call Answering: January, 2022**

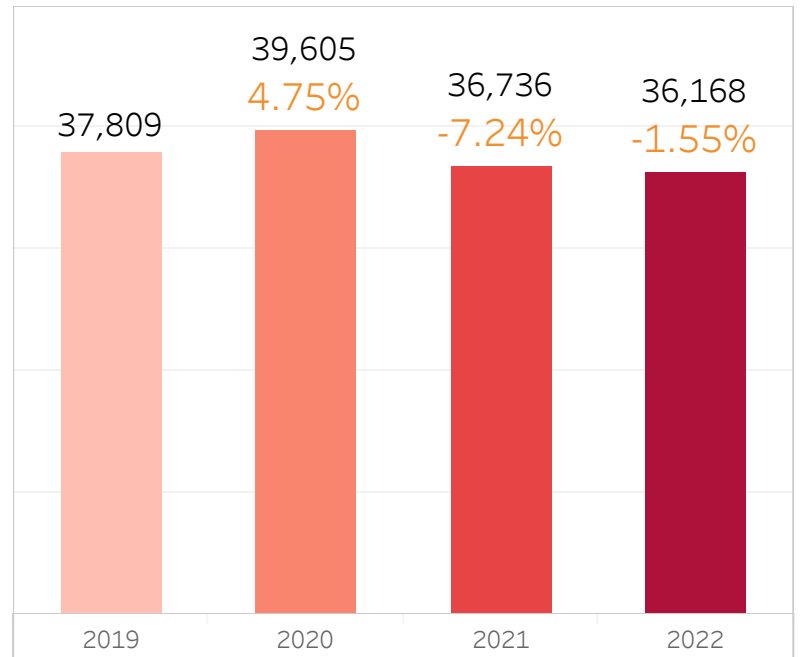
- 40,238 9-1-1 calls answered
- 39% within 15 seconds
- 44% within 20 seconds

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

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



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

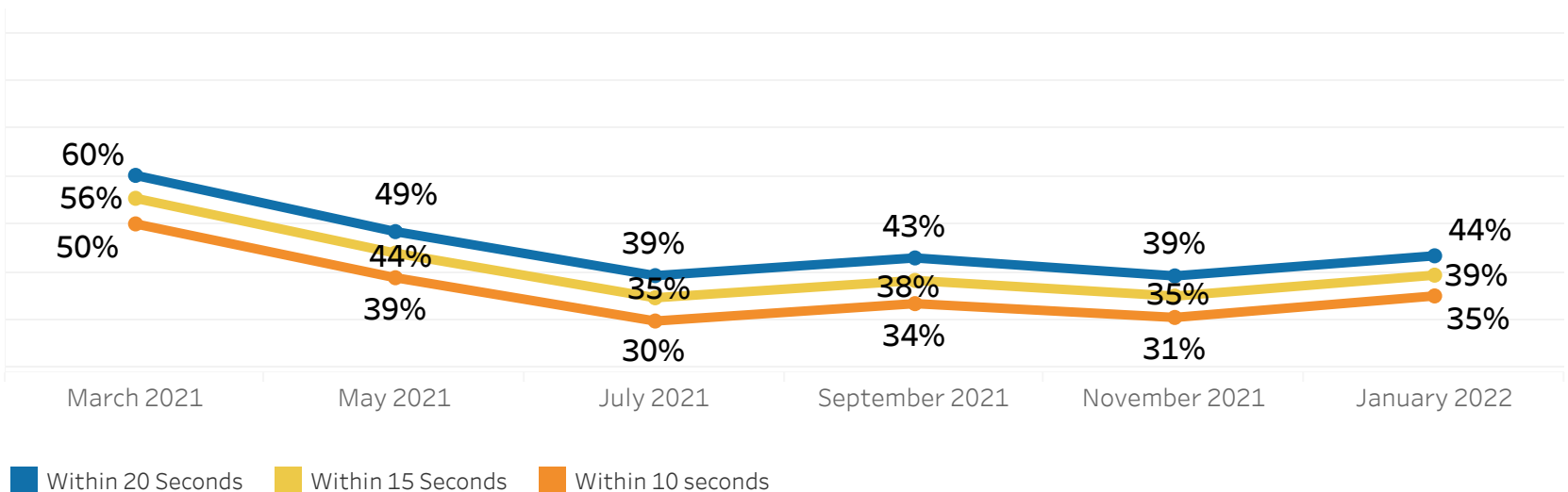


### 9-1-1 Call Volume Trends\*



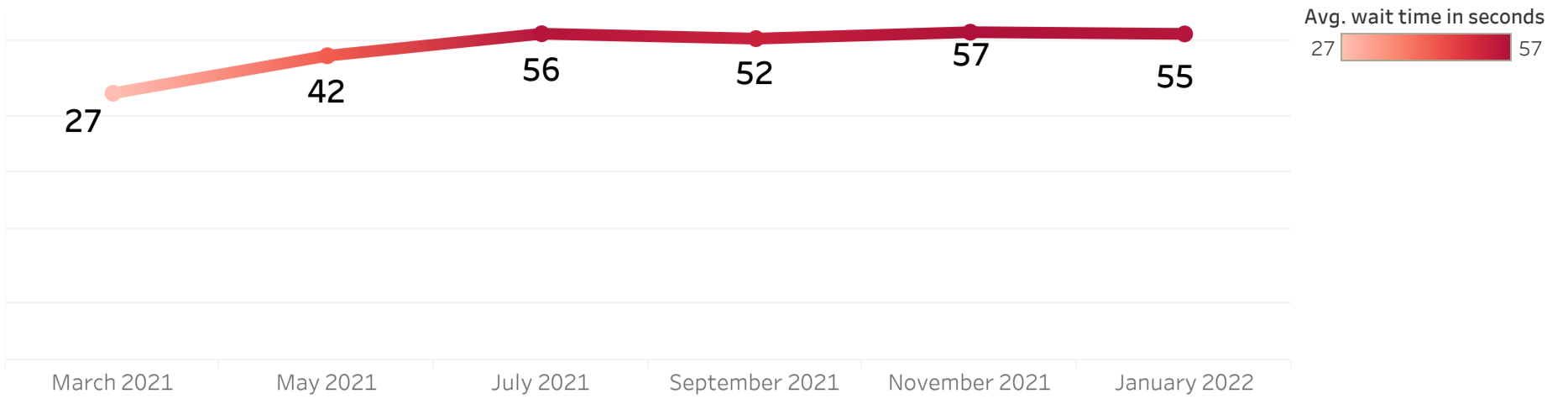
### 9-1-1 Call Answering Performance Trends\*

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



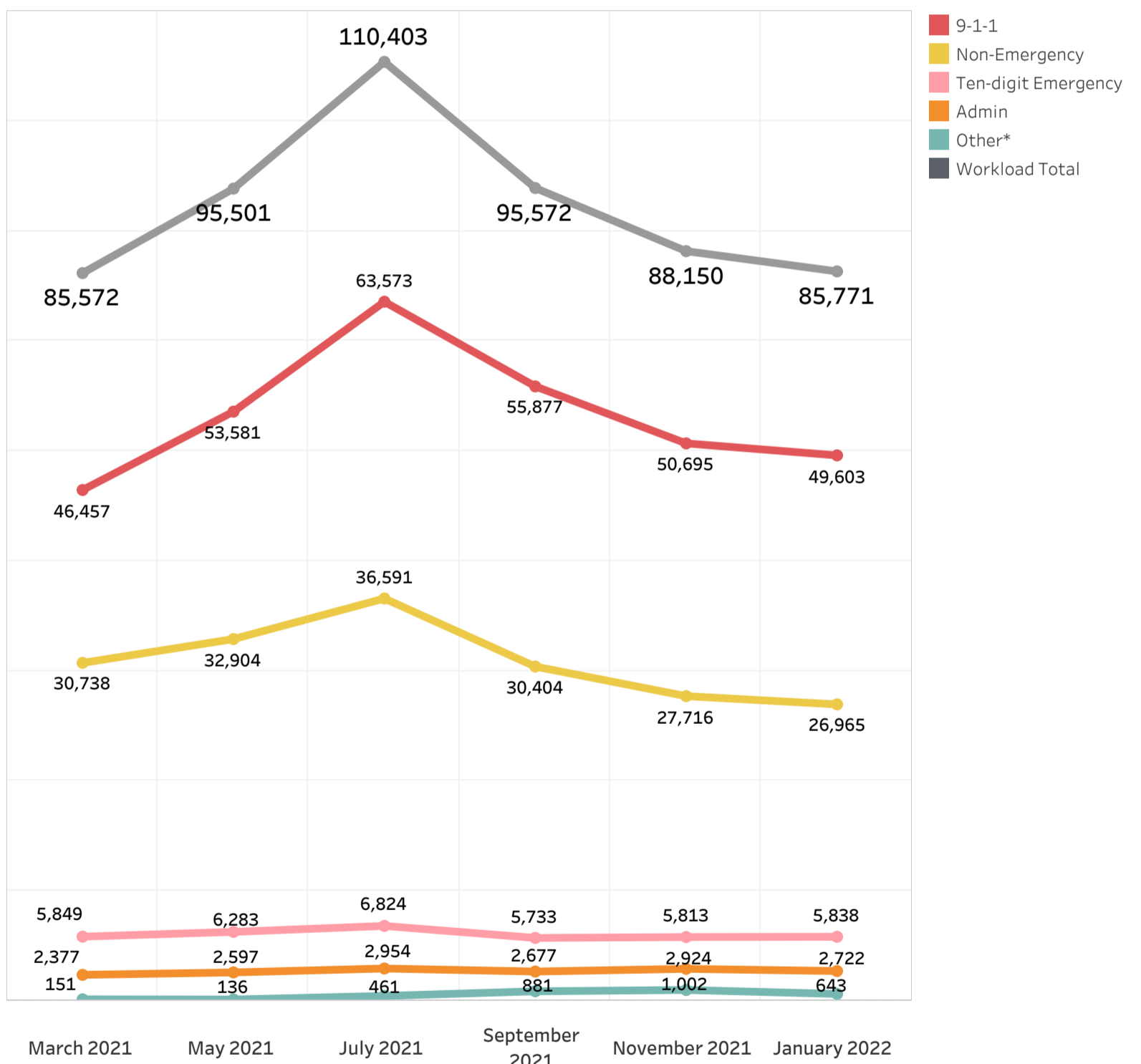
\*Caller-disconnected calls are not included.

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



\*Caller-disconnected calls are not included.

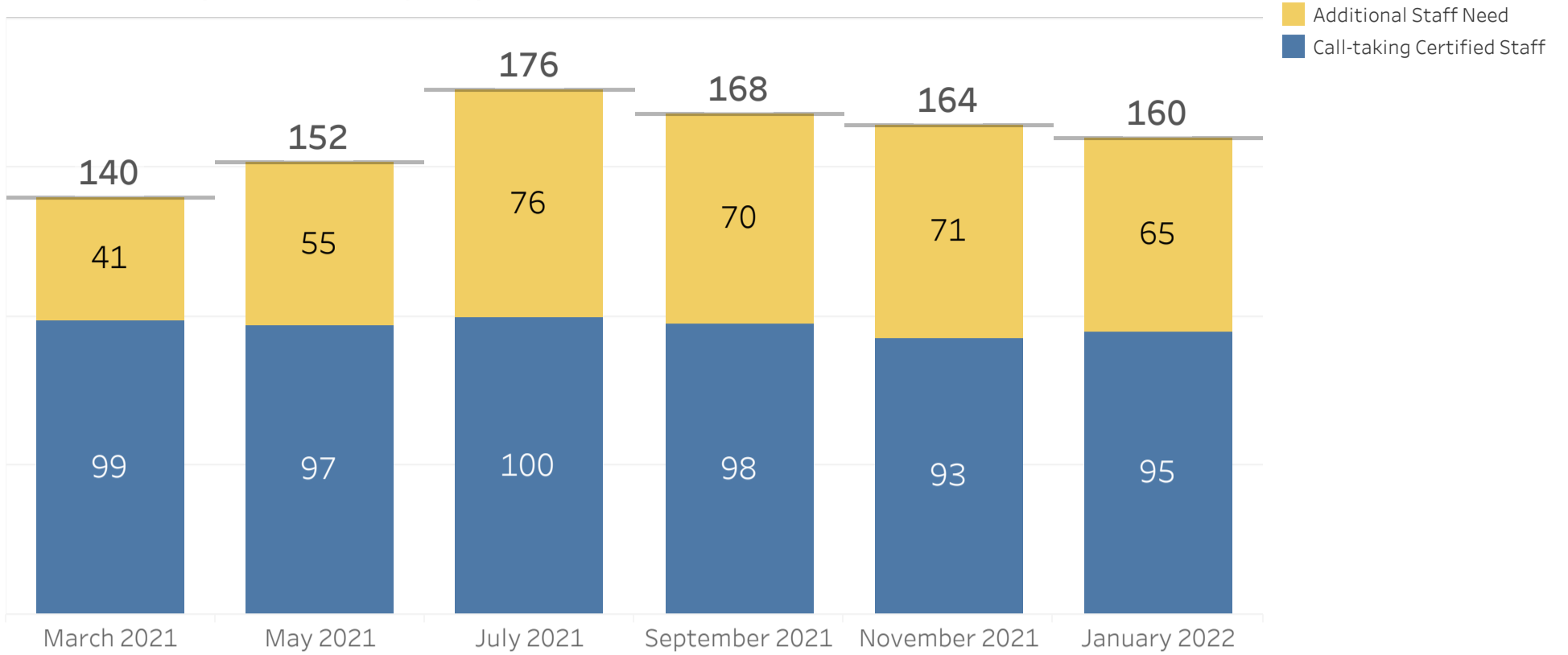
### BOEC Workload Call Volume



	March 2021	May 2021	July 2021	September 2021	November 2021	January 2022
9-1-1	46,457	53,581	63,573	55,877	50,695	49,603
Non-Emergency	30,738	32,904	36,591	30,404	27,716	26,965
Ten-digit Emergency	5,849	6,283	6,824	5,733	5,813	5,838
Admin	2,377	2,597	2,954	2,677	2,924	2,722
Other*	151	136	461	881	1,002	643
<b>Workload Total</b>	<b>85,572</b>	<b>95,501</b>	<b>110,403</b>	<b>95,572</b>	<b>88,150</b>	<b>85,771</b>

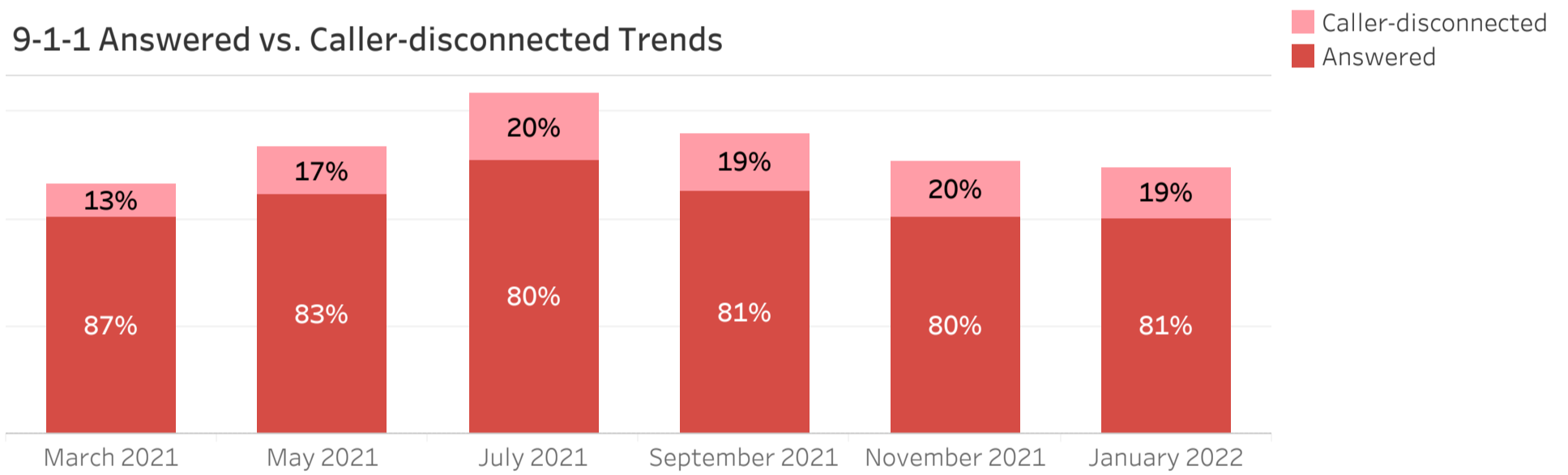
\* Other: Ringdowns, Alarm, Mutual Aid, TTY, Operator Assisted

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

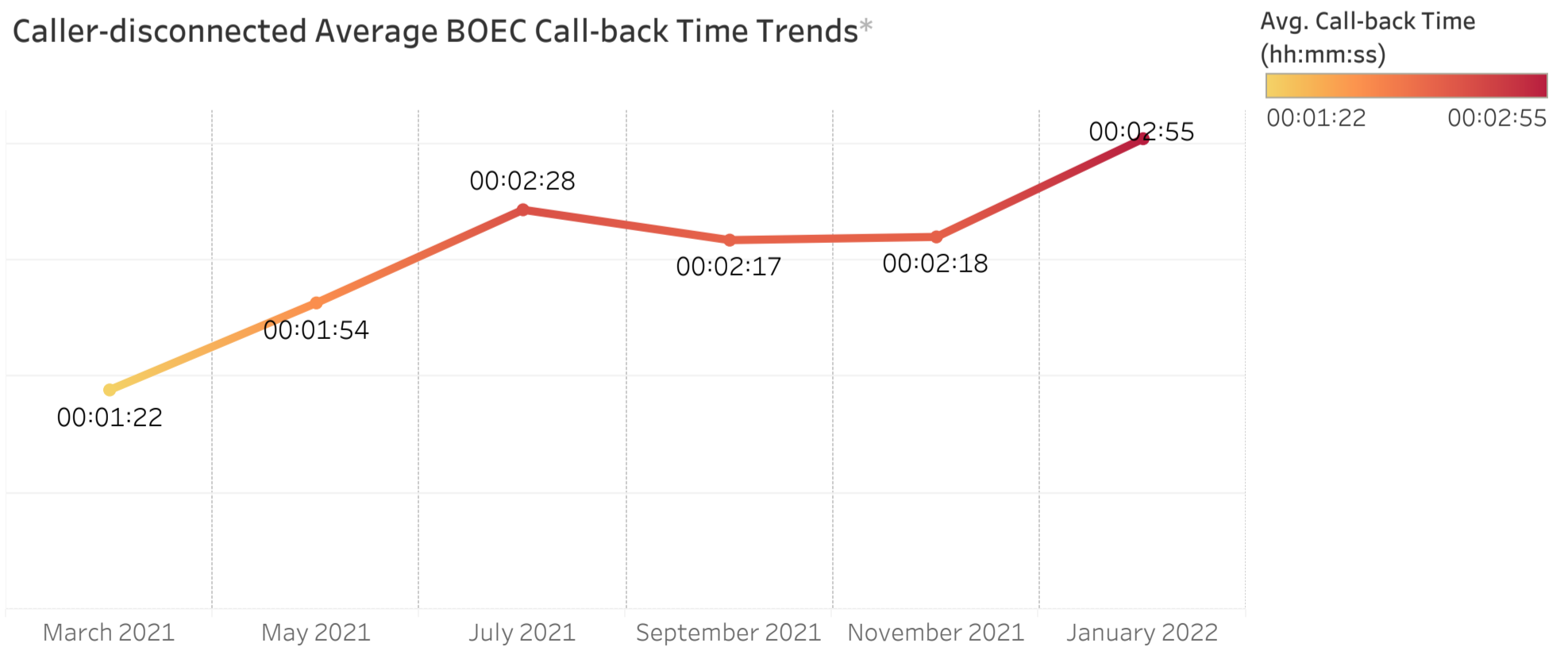


\*Varies by call volume and processing metrics.

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



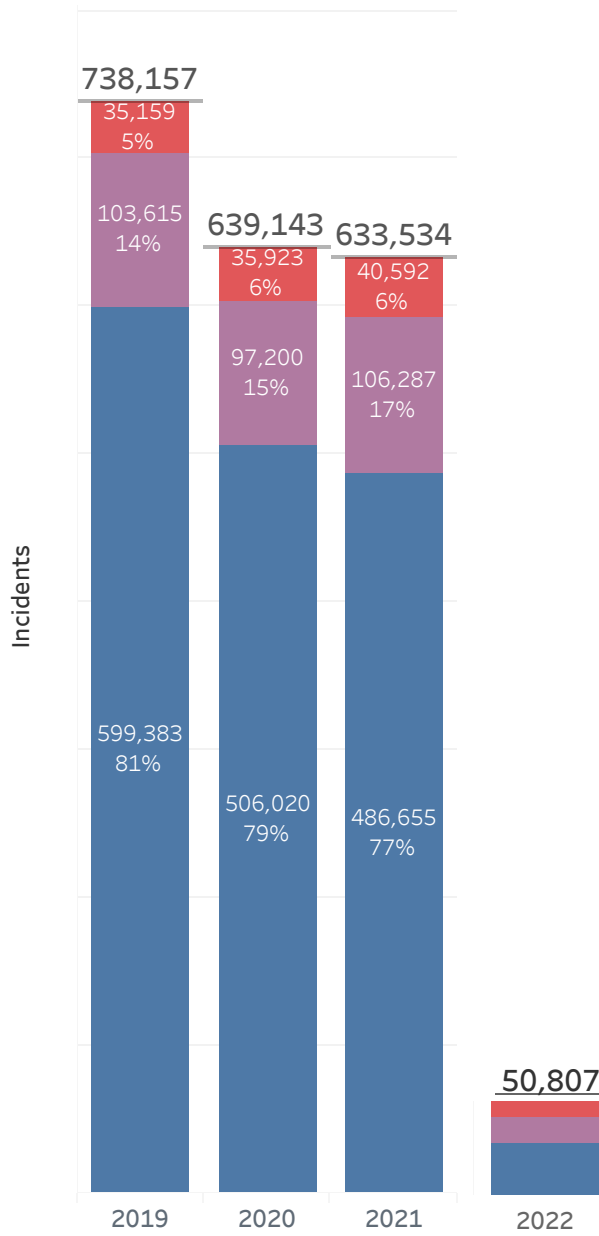
### Caller-disconnected Average BOEC Call-back Time Trends\*



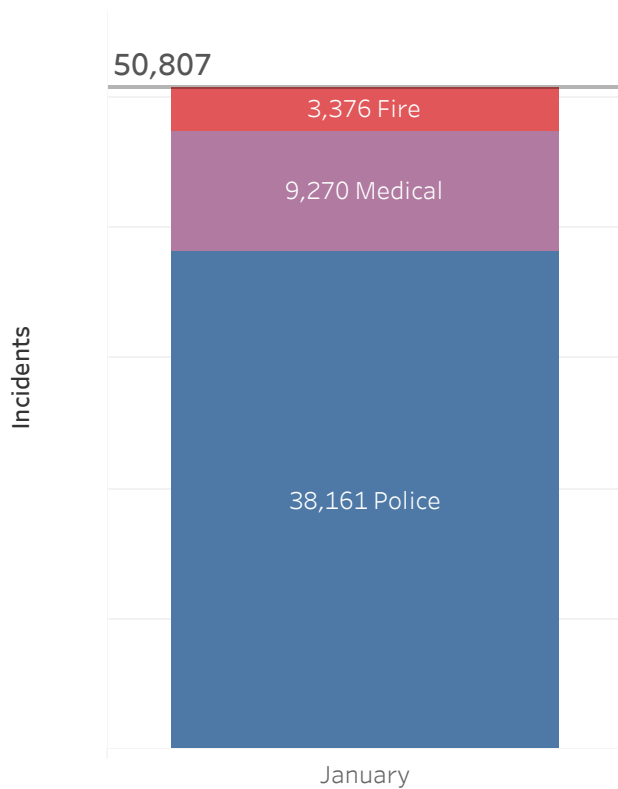
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC.

## Dispatch Workload/CAD Inciden..

**Discipline**  
■ Fire  
■ Medical  
■ Police



## Dispatch Workload/CAD Incidents January 2022



## Dispatch Workload/CAD Incidents January 2022

Discipline	Priority-Description	Count	Percentage
Police	1 - Occurring/Imminent Danger to Life	653	2%
	2 - Occurring/Potential Threat to Person	7,227	19%
	3 - Occurring/ Potential Threat to Property	3,102	8%
	4 - Expedited Response (Active Situation)	10,682	28%
	5 - Expedited Response (Escalated from 6)	106	0%
	6 - Routine Response	5,316	14%
	7 - As Available Response	10,202	27%
	8 - User Agency Administrative Priority	3	0%
	9 - User Agency Administrative Priority	870	2%
<b>Total</b>		<b>38,161</b>	<b>100%</b>

Fire and Medical Incidents will be included in future reports.