

BOEC Update: February 2024



Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

Strategic Plan Revised and New Initiatives:

1. **Adequately staffed 911 workforce**
 - a. Improved employee health, well-being, engagement, and morale
 - b. Workforce that promotes belonging, accessibility, equity, and represents the community served
2. **Programs that improve processes and support employee development**
 - a. Delivering effective, timely, high-quality service that meets or exceeds national standards
 - b. Efficient and timely trainee certifications
 - c. Established career and leadership development, mentorship, and succession planning programs
 - d. Develop remote call answering framework
 - e. Leverage cloud storage capabilities for CAD
 - f. Participate in and guide state NG911 planning
 - g. Meeting IAED QA accreditation compliance levels
 - h. Expanded QA program
 - i. Recurring policy review and updates
3. **Embody and normalize a culture of inclusion, equity, and anti-racism**
 - a. Utilizing an equity lens in bureau decision-making processes
 - b. Employees who embrace inclusion, equity, and anti-racism
 - c. A community that trusts in the 911 system to equitably process requests for public safety response
 - d. BOEC Racial Equity Plan administration
4. **Collaboration with community members and partner agencies**
 - a. Sustained community involvement and relationship-building
 - b. Partner agency involvement leading to system improvement
5. **Secure, efficient, and resilient primary and backup facilities**
 - a. Building security 24/7
 - b. Long-range planning with City Facilities

"It is difficult to remain neutral or indifferent in the presence of a positive thinker."

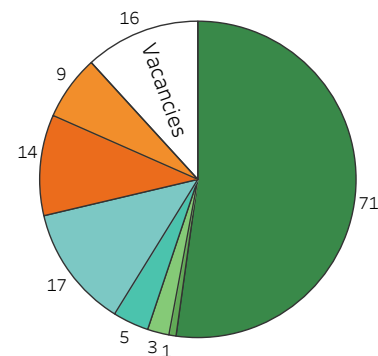
-Denis Waitley

Technology Updates:

- **Portable GPS** – Provides the ability to request portable radio GPS location. BOEC and partner agencies are establishing operational policies. *Go-live date TBD.*
- **Ops floor computer replacement** – CAD and OA computers are being replaced to increase storage and RAM. *Implementation in March.*
- **Vesta 911 Phone Upgrade** – The 911 phone system hardware will be upgraded in *Fall 2024.*
- **Non-Emergency Calls** – In addition to using Case Service for triage, we are researching other potential options for reporting police non-emergency incidents, such as online or mobile app options. *Send ideas to the tech team!*

Dispatch Staffing

As of February 1, 2024



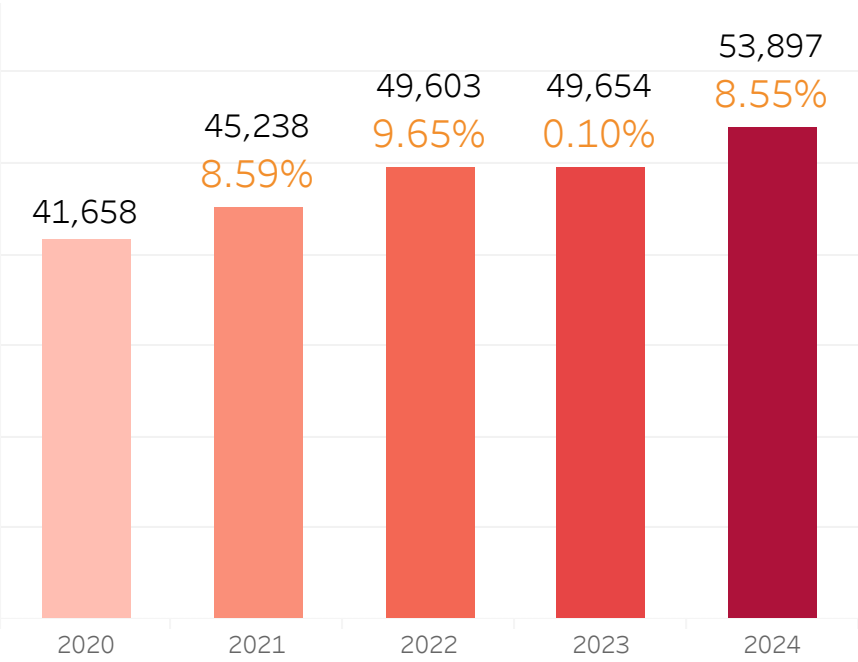
Sr. Dispatchers (911, Police, Fire Certified)	71
Certified Police Dispatchers	1
911 Certified Only	3
Fire Dispatch Trainees (911, Police Certified)	5
Police Dispatch Trainees (911 Certified)	17
Call Taking Trainees (No certifications)	14
Academy Trainees (No certifications)	9
Vacancies	16
Total	136

Call Answering: January, 2024

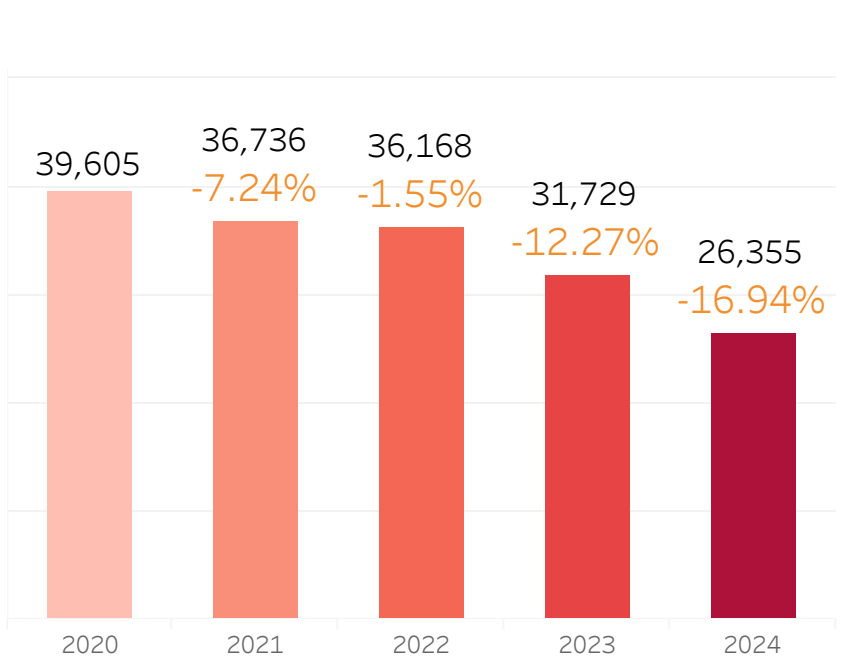
- 45,840 9-1-1 calls were answered
- 50% within 15 seconds
- 53% within 20 seconds

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

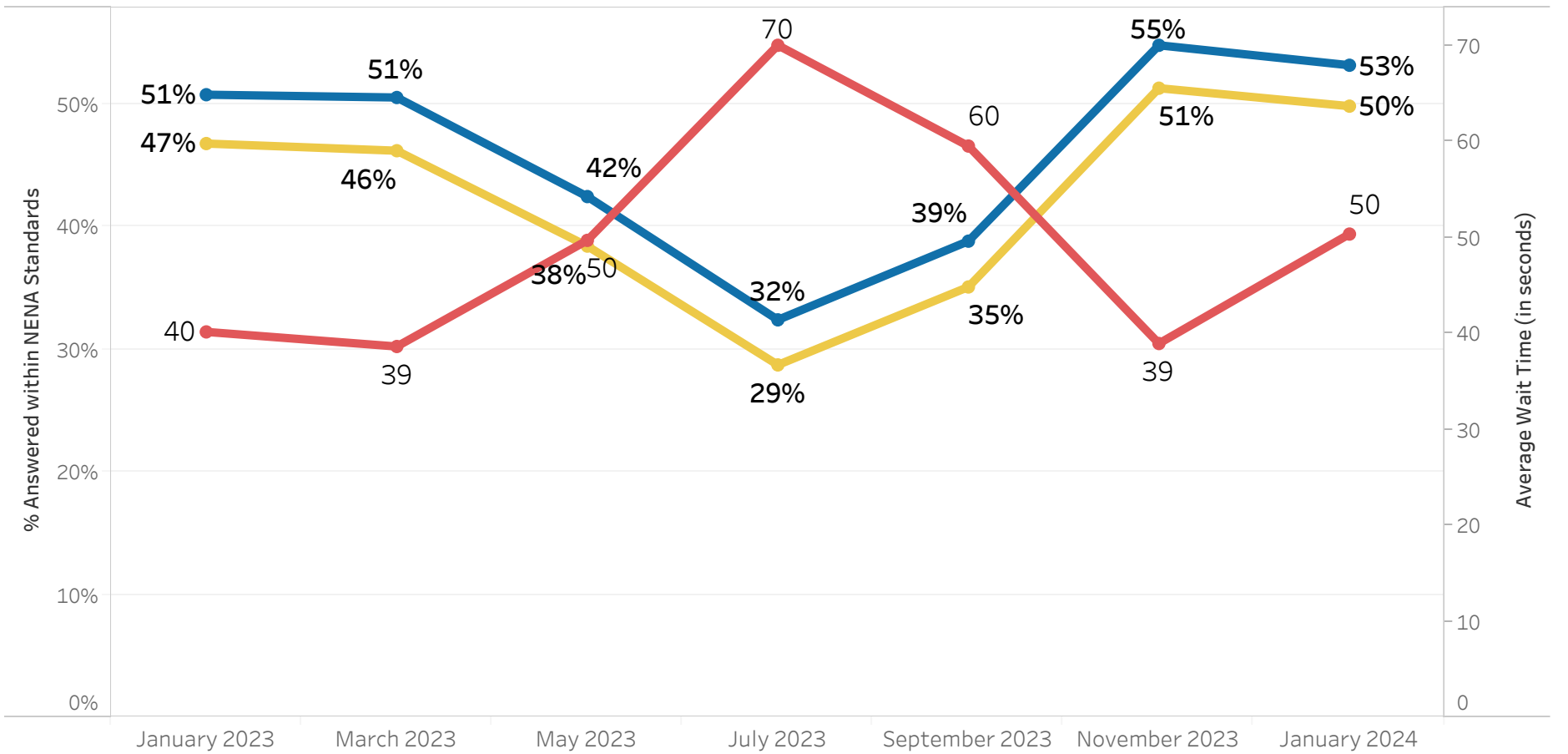
January Total 911 Call Volume (Includes 911 caller-disconnected calls)



January Non-911 Call Volume



9-1-1 Call Answering Performance and Average Wait-to-Answer Time Trends*

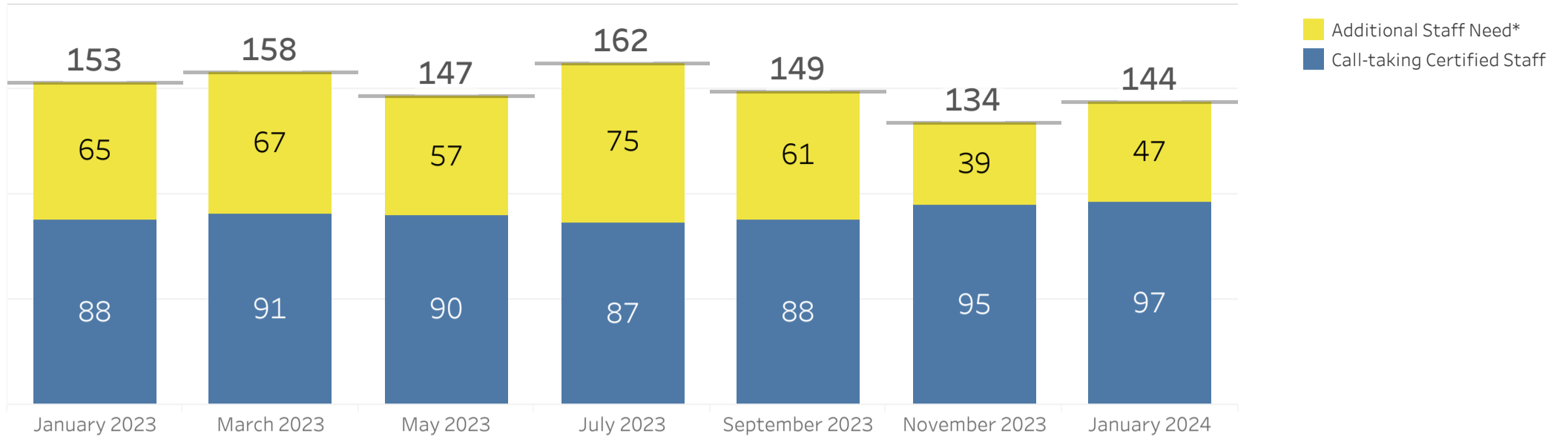


NENA Standards: 90% of all 911 calls shall be answered within 15 seconds; 95% of all 911 calls should be answered within 20 seconds

- Within 20 Seconds
- Within 15 Seconds
- Average Wait

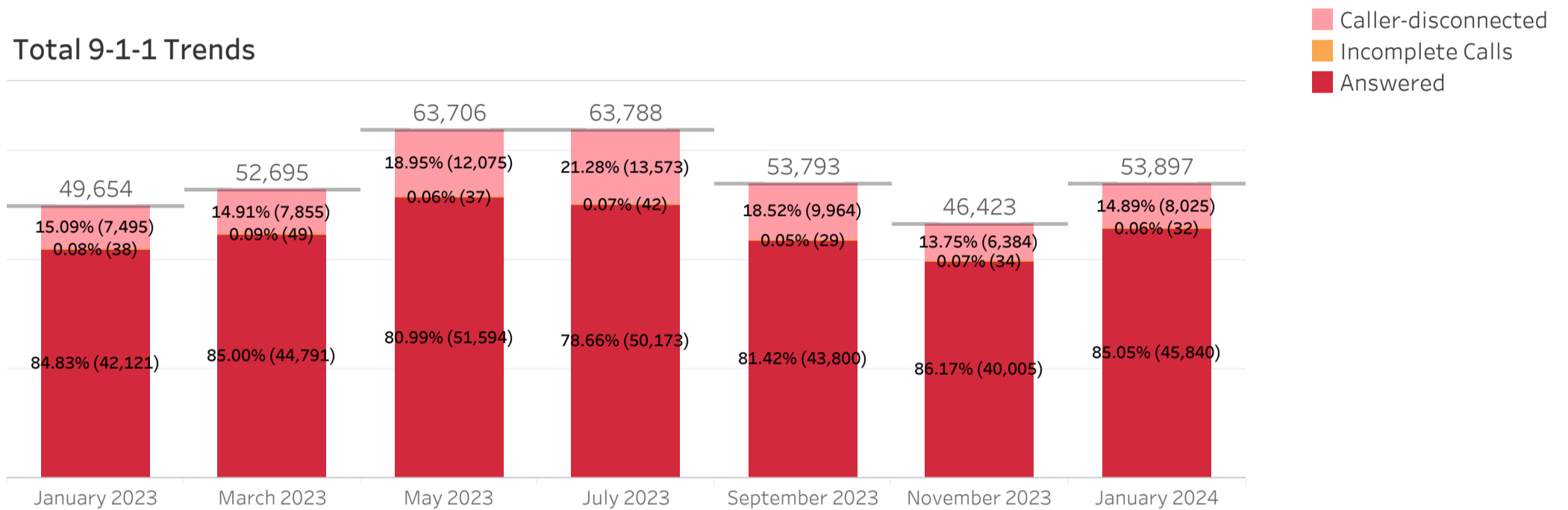
*Caller-disconnected calls are not included.

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



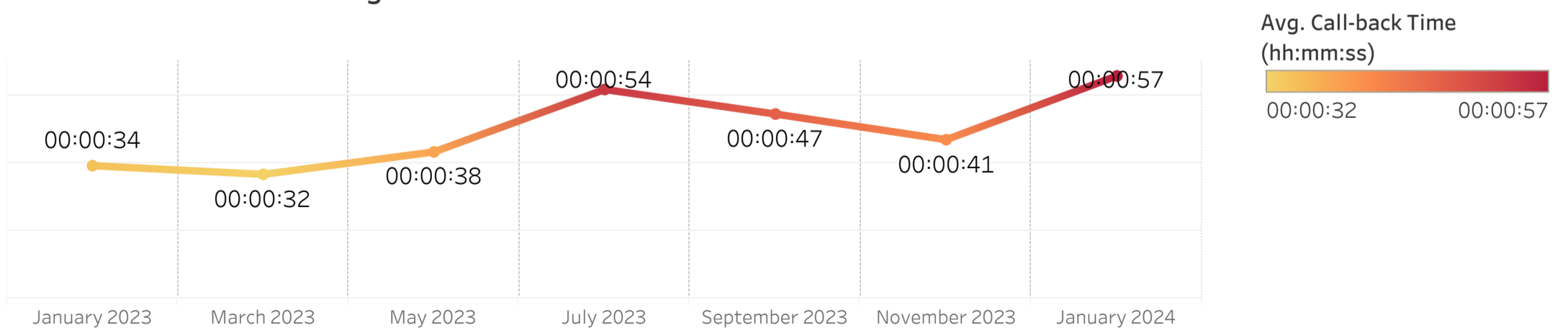
*Varies by workload call volume and processing metrics.

Total 9-1-1 Trends



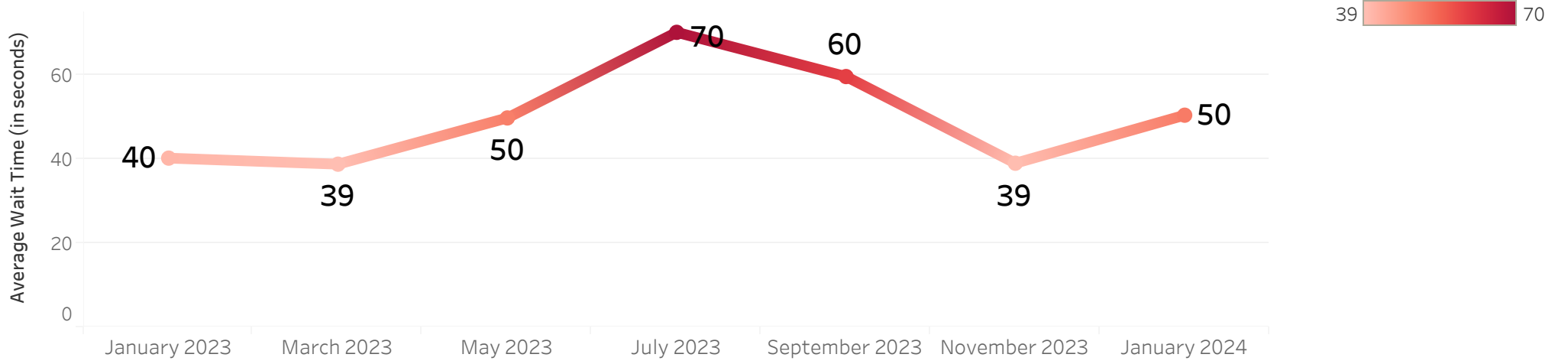
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



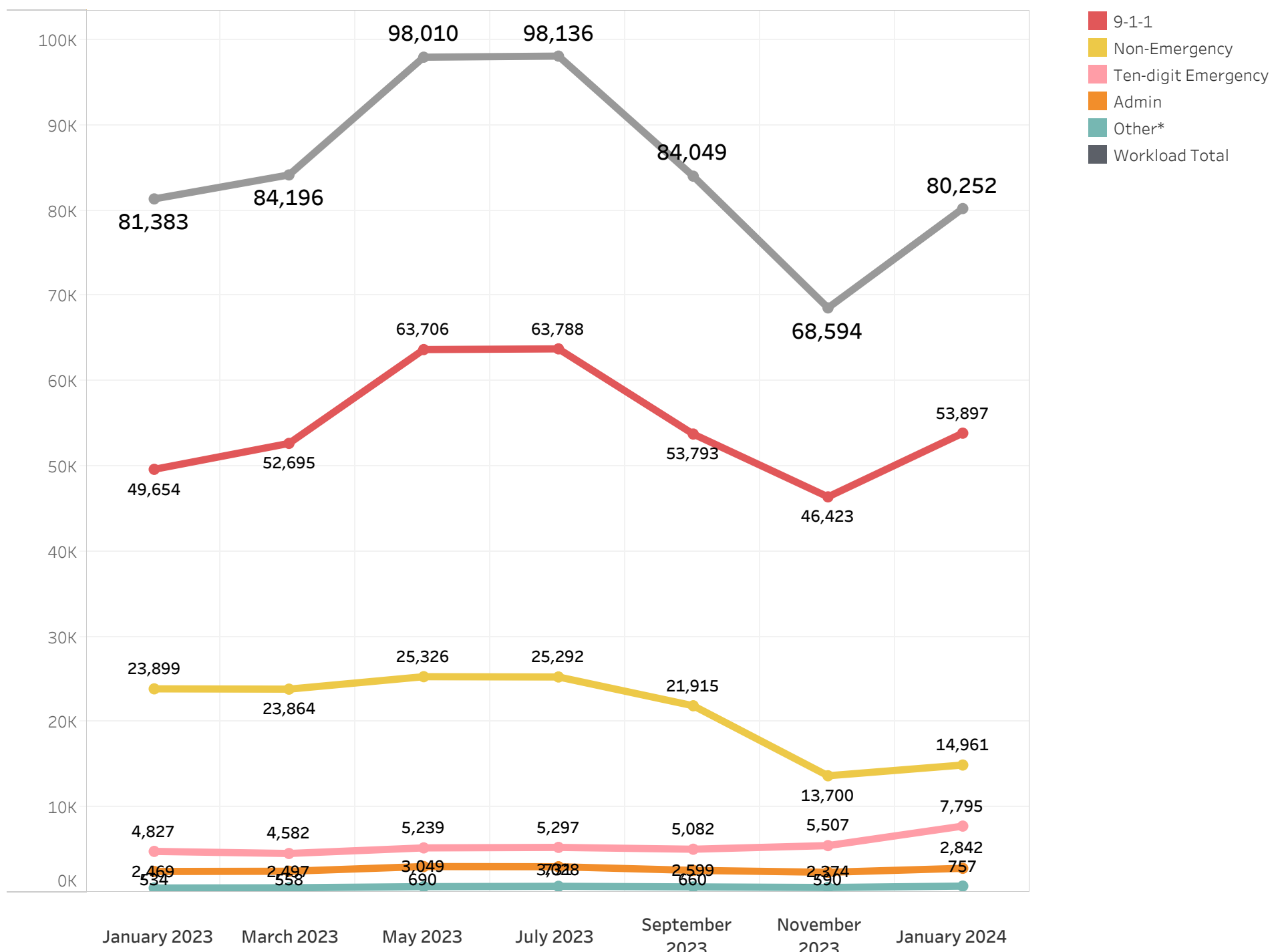
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

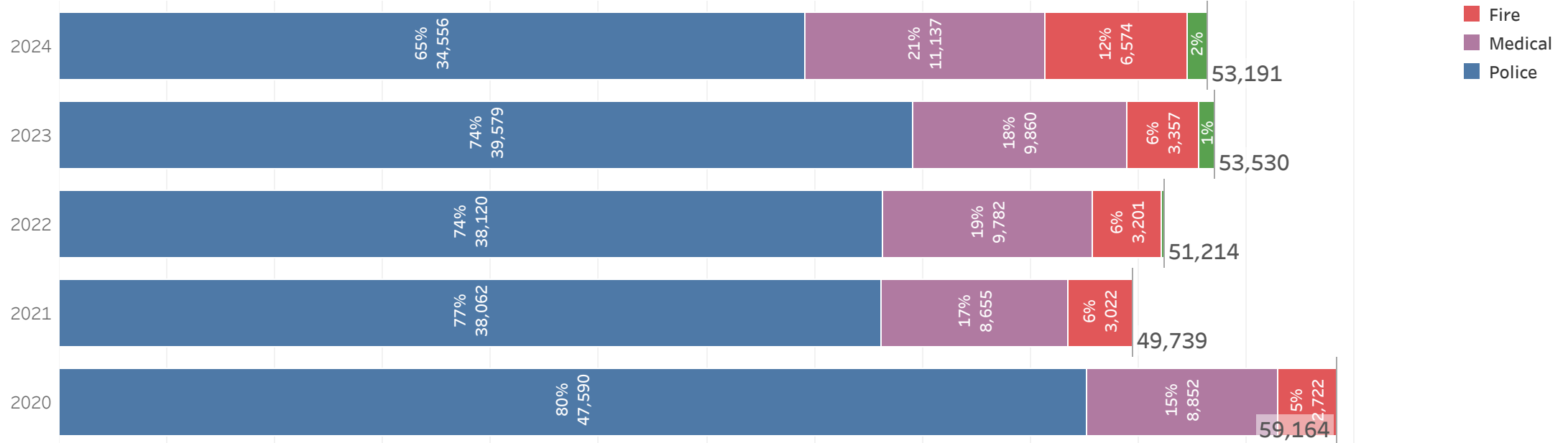


	January 2023	March 2023	May 2023	July 2023	September 2023	November 2023	January 2024
9-1-1	49,654	52,695	63,706	63,788	53,793	46,423	53,897
Non-Emergency	23,899	23,864	25,326	25,292	21,915	13,700	14,961
Ten-digit Emergency	4,827	4,582	5,239	5,297	5,082	5,507	7,795
Admin	2,469	2,497	3,049	3,028	2,599	2,374	2,842
Other*	534	558	690	731	660	590	757
Workload Total	81,383	84,196	98,010	98,136	84,049	68,594	80,252

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

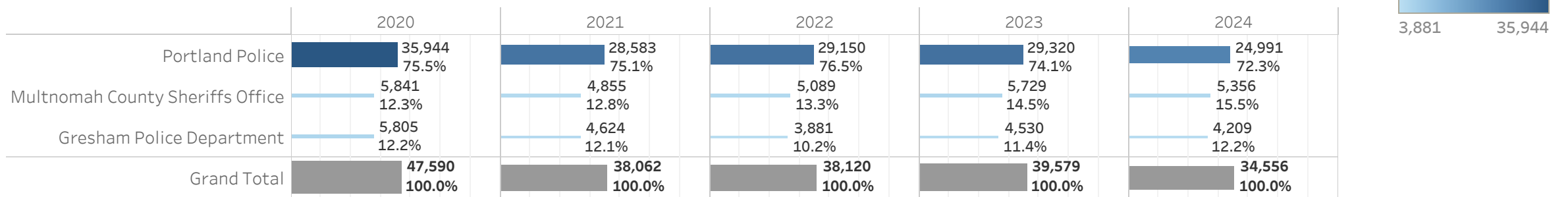
County Wide Dispatch Workload/CAD Incidents

January



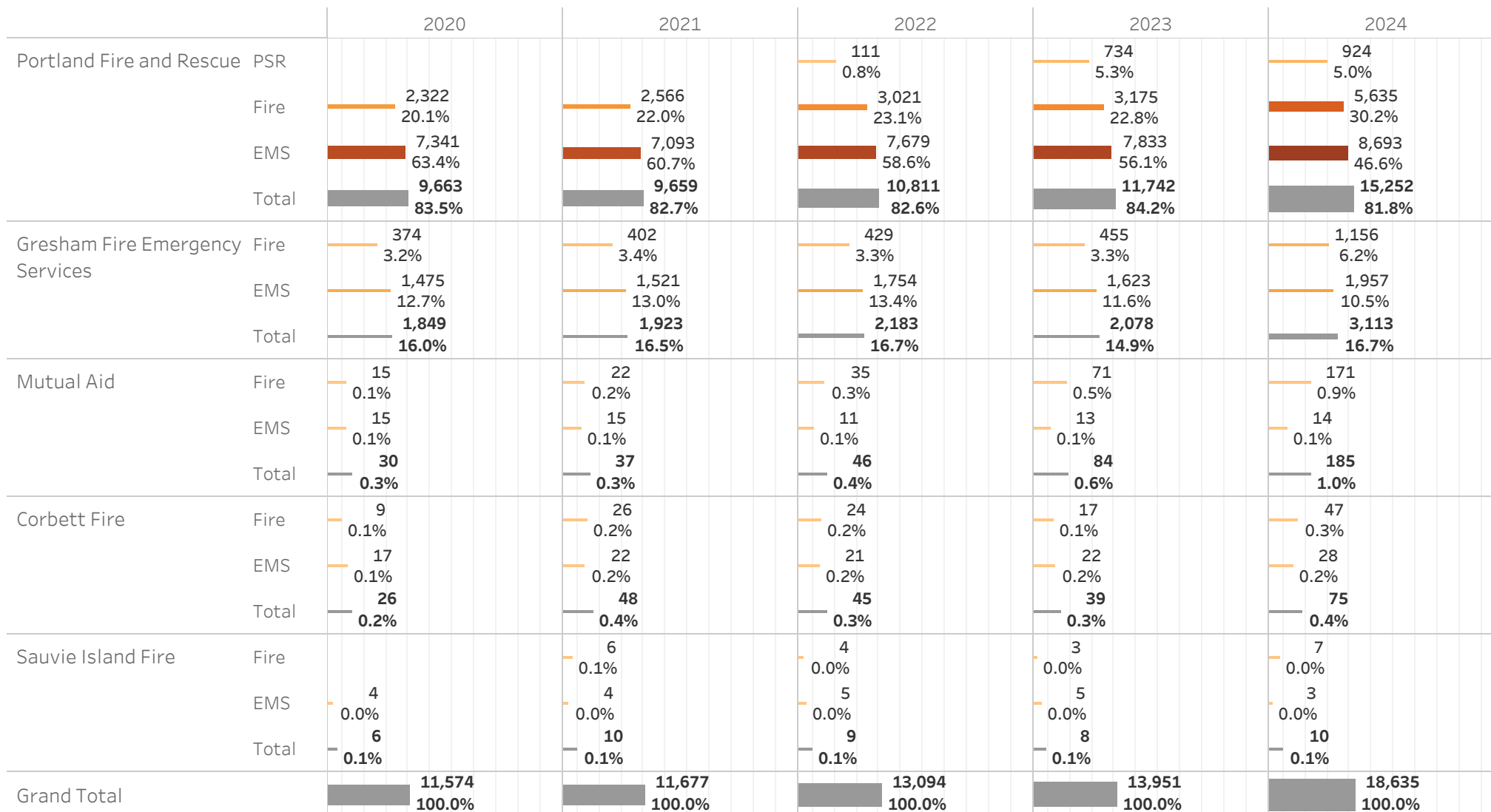
Dispatch Workload/CAD Incidents by Jurisdiction

January



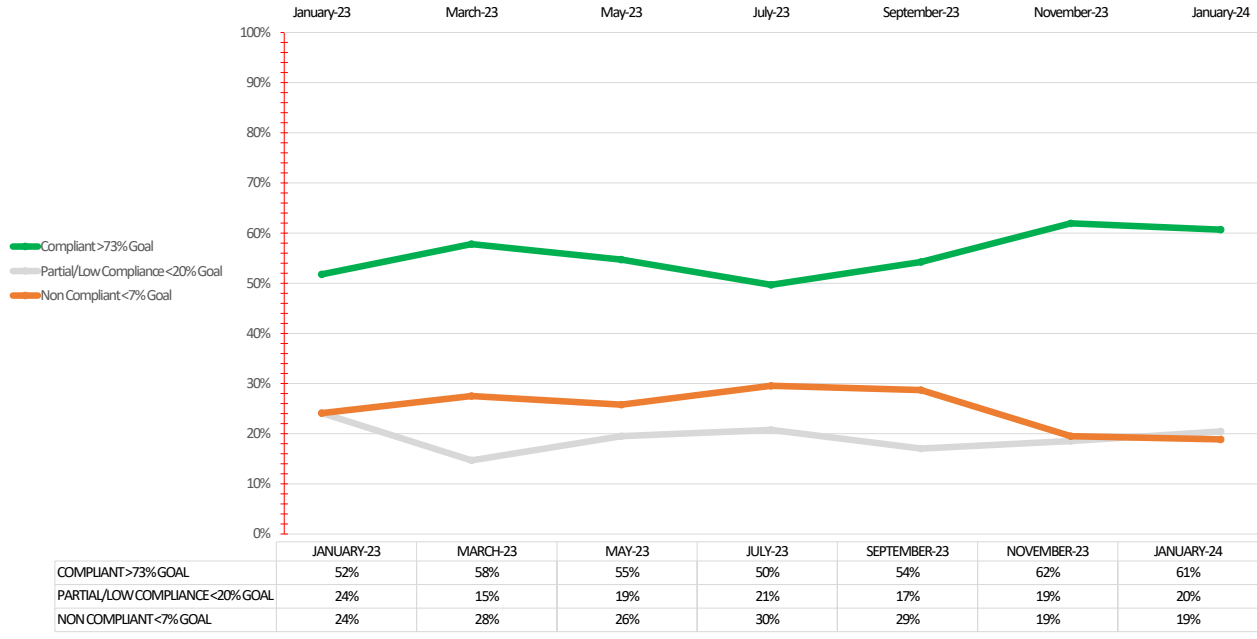
Dispatch Workload/CAD Incidents by Jurisdiction

January



All Disciplines Grand Total	59,164	49,739	51,214	53,530	53,191
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EMD Compliance Trend



EFD Compliance Trend

