

BOEC Update: January 2023

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

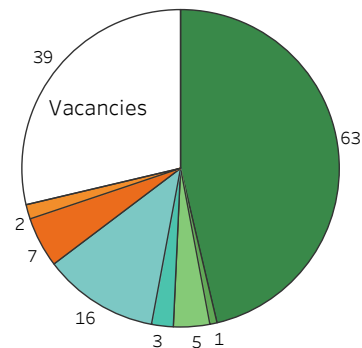


“The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.”

-Martin Luther King, Jr.

Dispatch Staffing

As of January 1, 2023



Sr. Dispatchers (911, Police, Fire Certified)	63
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	3
Police Dispatch Trainees (911 Certified)	16
Call Taking Trainees (No certifications)	7
Academy Trainees (No certifications)	2
Vacancies	39
Total	136

Strategic Plan Progress:

- Adequately staffed 911 workforce** – February Academy – 21 candidates in psych testing phase, anticipating a full academy of 16 trainees; May Academy – 90 candidates interviewed, also anticipating a full academy.
- Effective and timely 911 call answering meeting national call answering standards at all times** – ASAP-to-PSAP combined with Automated Abandoned Callback is gaining approximately two hours of call taker availability each day.
- Collaboration with community members and partner agencies** – Corbett Fire District is incorporating BOEC sit-alongs in Monday evening training and BOEC trainees are touring Corbett district during academy.
- Training and quality assurance programs that lead toward agency accreditation and employee development** – BOEC continues to improve its overall compliance levels with medical and fire protocols. Individual support sessions have resumed, and we are on track to achieve accreditation level compliance in EMD by the end of 2023.
- Embody and normalize a culture of equity and anti-racism** – Equity Committee and Training Division helped craft a BOEC letter to the State upholding equity and calling for anti-racist hiring practices. Facilities is updating ECC building to be more accessible to people with disabilities. The Equity Manager is assisting the Community Safety Division on strategic equity initiatives.

Technology Updates:

- ASAP-to-PSAP** – Alarm company computer system interface with BOEC CAD; implemented and is processing an average of 47% of alarm calls daily, saving about 45 minutes of work per day.
- Case Service** – Versaterm has been working on a few issues that were discovered in early testing and we expect to resume testing by early February. *Opportunities to participate in testing will be available soon.*
- CAD 7.6 Upgrade** – New features include: ability to recommend fire/EMS units to higher priority calls, ability to manually link fire and police calls, multiple requests for cross discipline calls (PR or FR), phone numbers queries from the command line, and more! *Go-Live is April 11.*

2022-23 Budget to date: (FY 50% Complete)

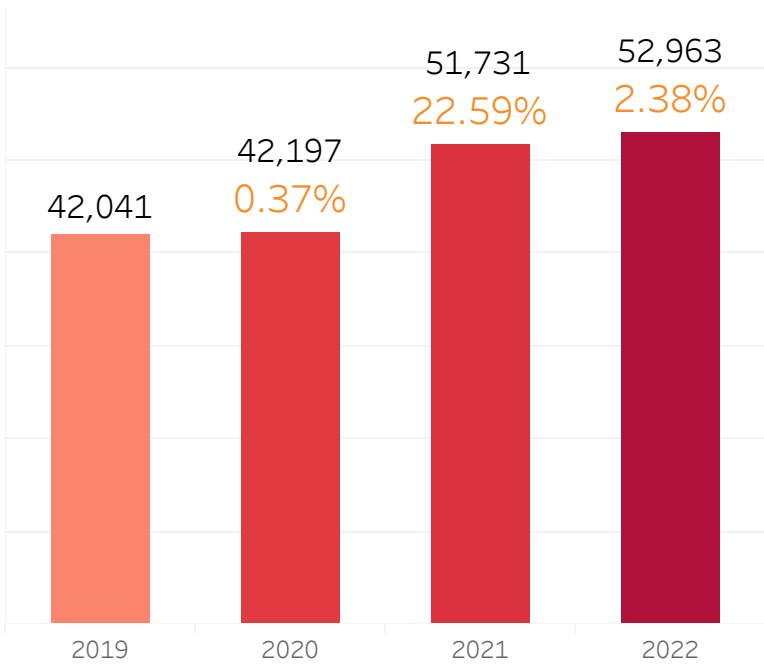
Expenditures	\$ 33,744,161	Budgeted	
	\$ 15,733,379	Expended	46.6%
	\$ 18,010,782	Remaining	
Revenue	\$ 33,780,438	Budgeted	
	\$ 14,178,499	Collected	42.0%
	\$ 19,601,939	Remaining	

Call Answering: December, 2022

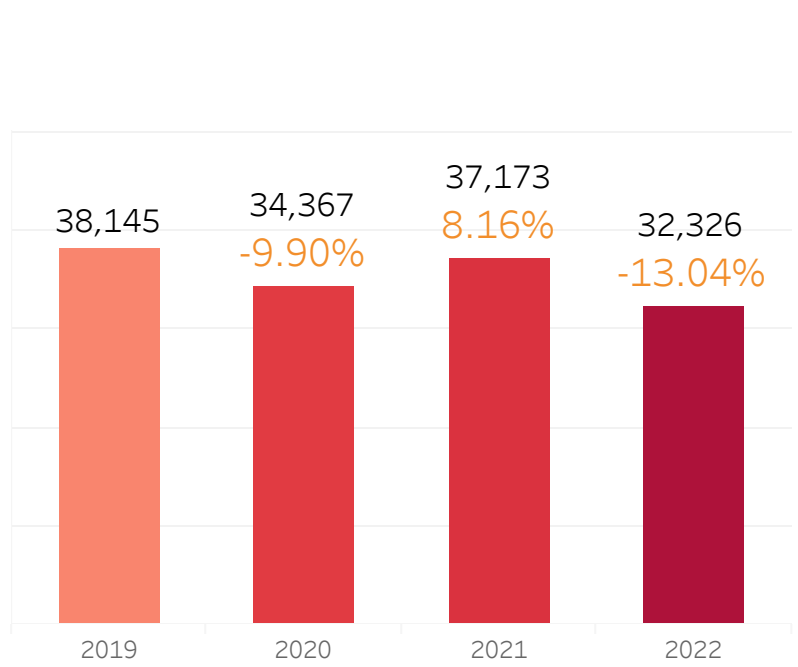
- 43,847 9-1-1 calls answered
- 39% within 15 seconds
- 43% within 20 seconds

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

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



December Non-911 Call Volume

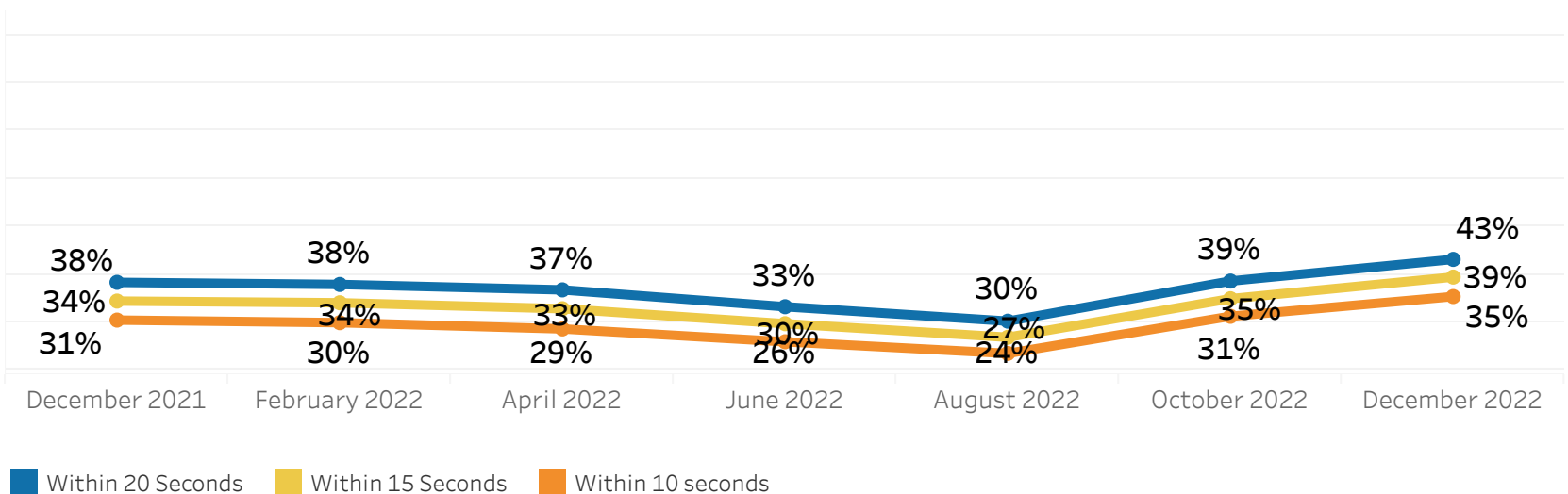


9-1-1 Calls Answered



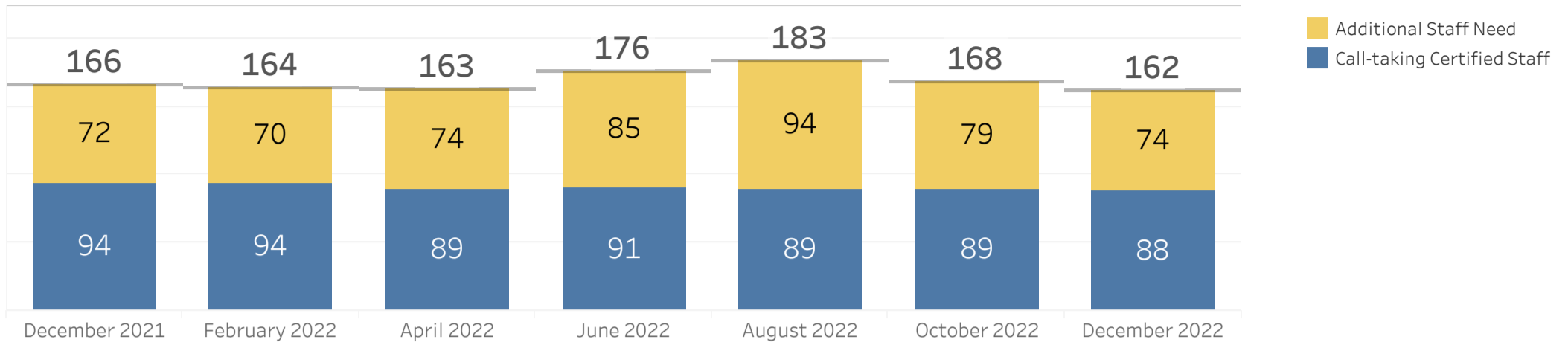
9-1-1 Call Answering Performance Trends*

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



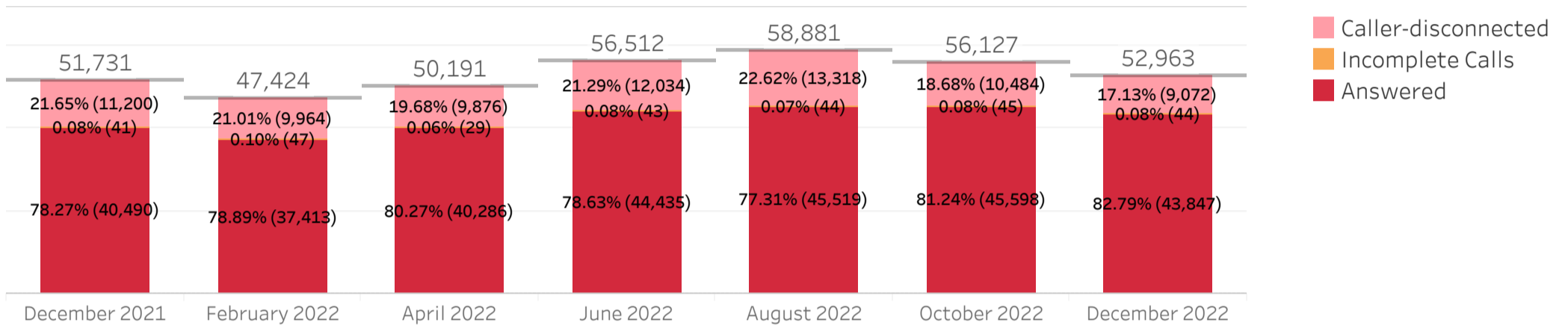
*Caller-disconnected calls are not included.

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



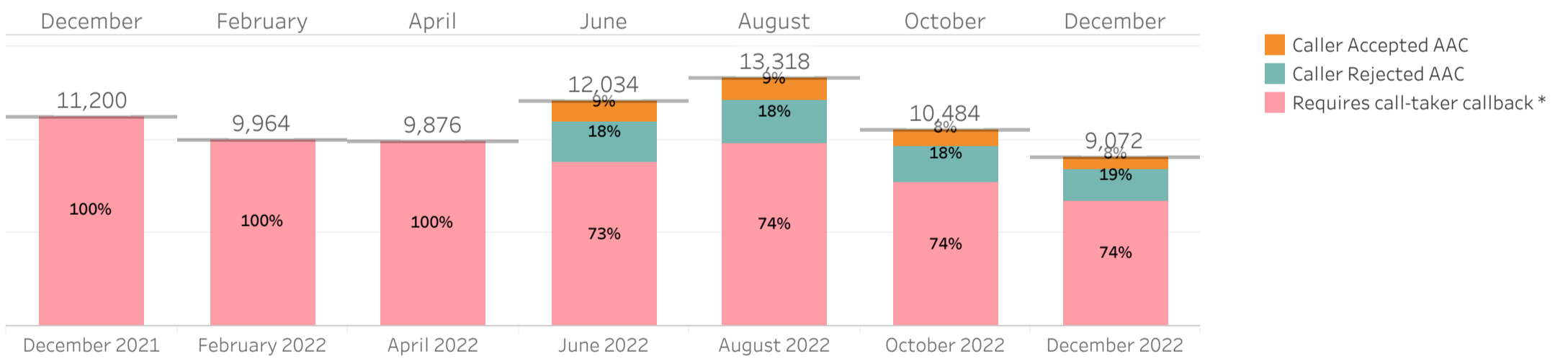
*Varies by call volume and processing metrics.

Total 9-1-1 Trends



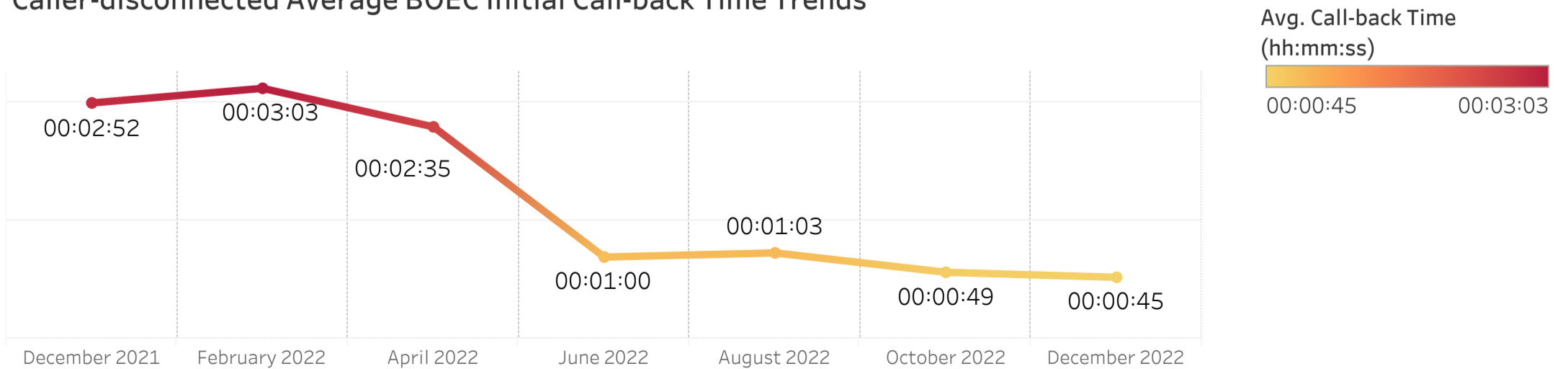
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



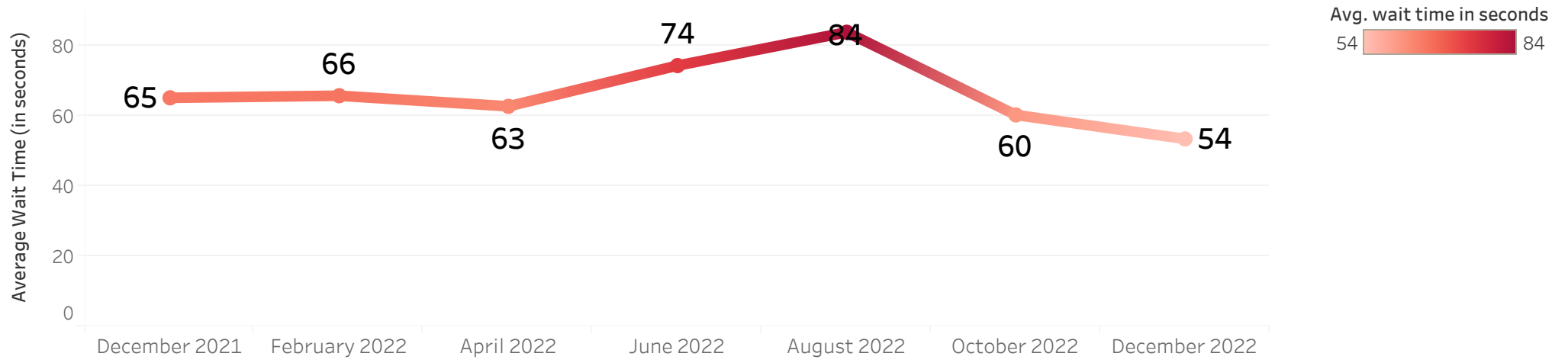
*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



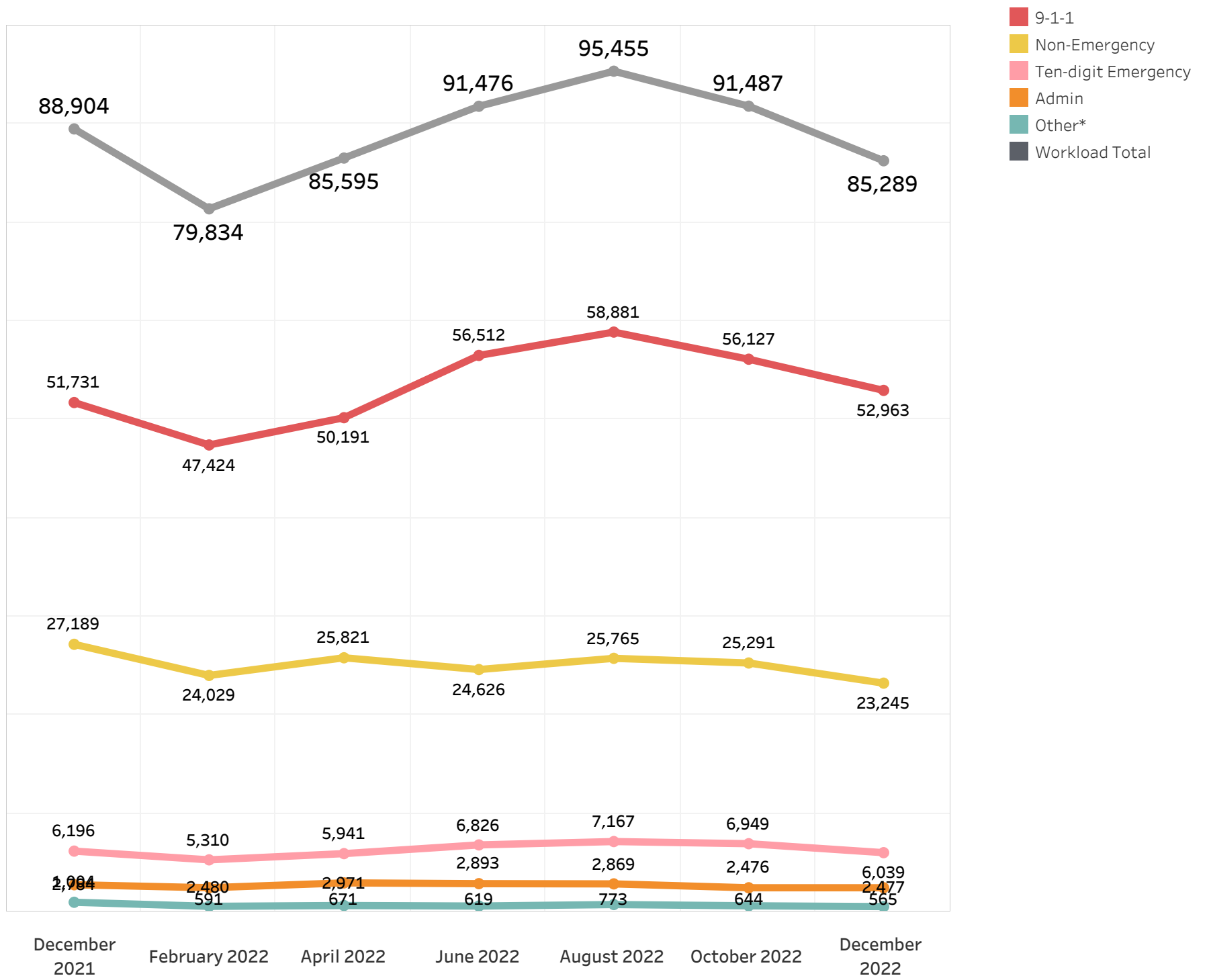
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

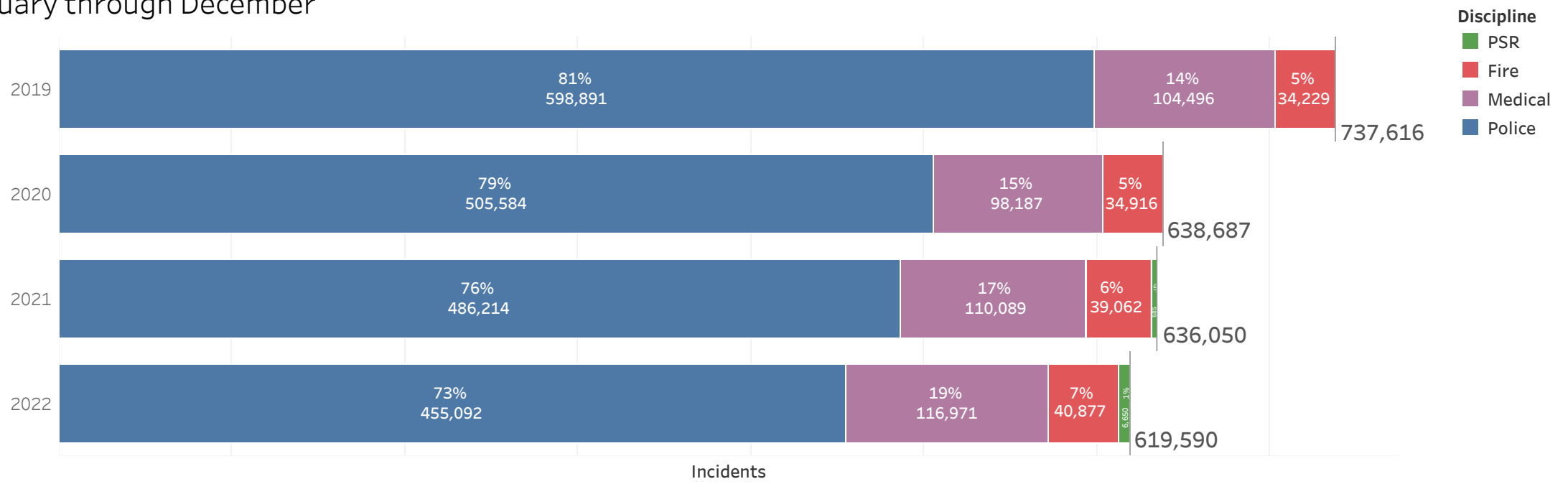


	December 2021	February 2022	April 2022	June 2022	August 2022	October 2022	December 2022
9-1-1	51,731	47,424	50,191	56,512	58,881	56,127	52,963
Non-Emergency	27,189	24,029	25,821	24,626	25,765	25,291	23,245
Ten-digit Emergency	6,196	5,310	5,941	6,826	7,167	6,949	6,039
Admin	2,784	2,480	2,971	2,893	2,869	2,476	2,477
Other*	1,004	591	671	619	773	644	565
Workload Total	88,904	79,834	85,595	91,476	95,455	91,487	85,289

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

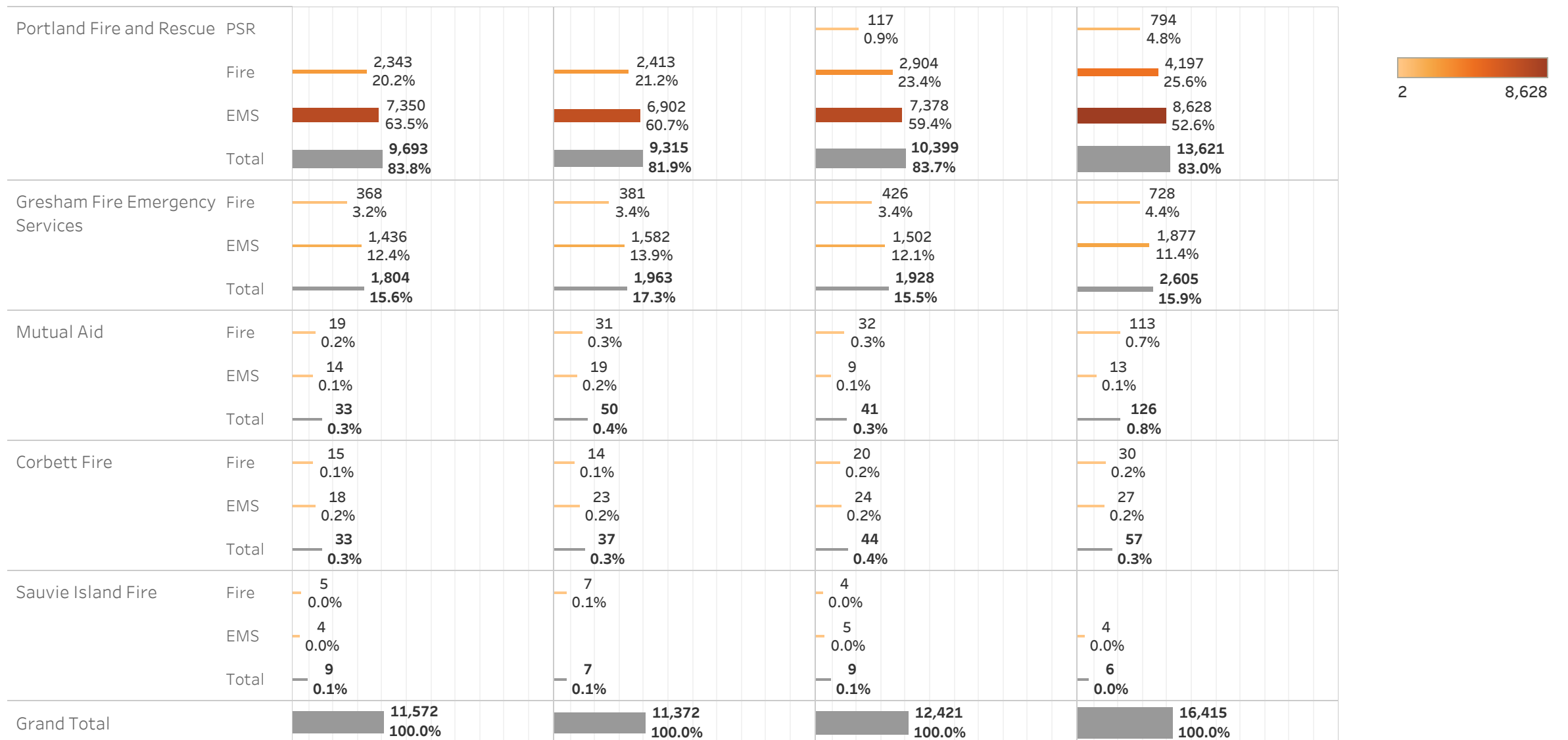
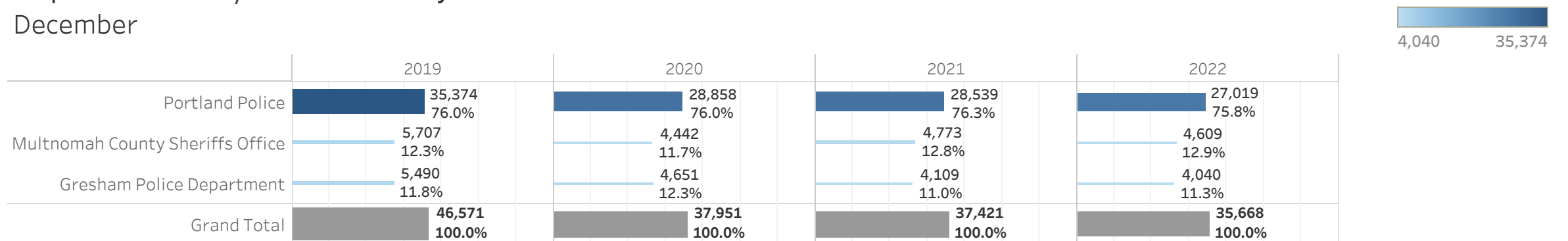
Dispatch Workload/CAD Incidents

January through December



Dispatch Workload/CAD Incidents by Jurisdiction

December



All Disciplines Grand Total	2019	2020	2021	2022
	58,143	49,323	49,842	52,083