

BOEC Update: January 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
 - c. Delivering effective, timely, high-quality service that meets or exceeds national standards
2. **Training, technology, and quality assurance programs that improve processes and support employee development**
 - a. Efficient and timely trainee certifications
 - b. Established career and leadership development, mentorship, and succession planning programs
 - c. Develop remote call answering framework
 - d. Leverage cloud storage capabilities for CAD
 - e. Participate in and guide state NG911 planning
3. **Embody and normalize a culture of inclusion, equity, and anti-racism** *(under development)*
4. **Collaboration with community members and partner agencies** *(under development)*
5. **Secure, efficient, and resilient primary and backup facilities** *(under development)*

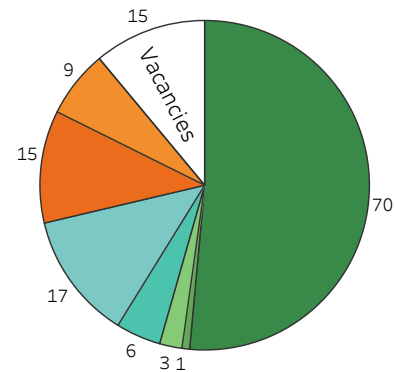
*“Don’t fight back. Fight forward.”
-Sam Obisanya’s dad from Ted Lasso*

Technology Updates:

- **Case Service** – We are continuing to work with the vendor on the latency issues experienced, we will be implementing a new update in the coming weeks that will hopefully help with the problem. *An average of 30 – 35% of non-emergency calls are referred to 311, online reporting, or other resources.*
- **Portable GPS** – Provides the ability to request GPS location of portable radios. *Testing is complete!* BOEC will be working with partner agencies to establish operational policies and a go-live date.
- **Ops floor computer replacement** – We will be replacing the CAD and OA computers on the dispatch operations floor, increasing the storage and RAM to make them more robust for our 24/7 use. *Scheduled for March 2024*
- **Vesta 911 Phone Upgrade** – The 911 phone system hardware is nearing the end of life and is due for an upgrade. *Scheduling 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 January 1, 2024



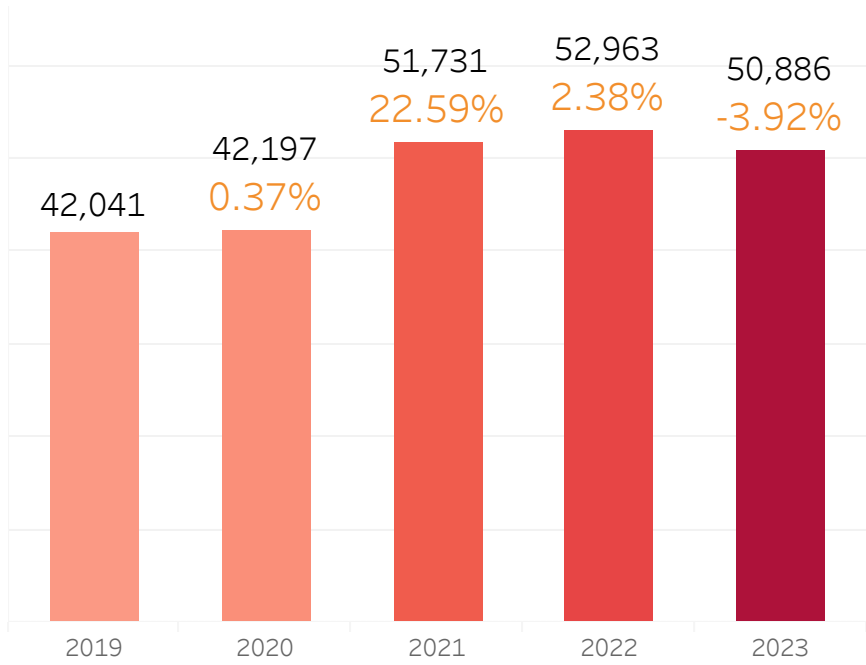
Sr. Dispatchers (911, Police, Fire Certified)	70
Certified Police Dispatchers	1
911 Certified Only	3
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	17
Call Taking Trainees (No certifications)	15
Academy Trainees (No certifications)	9
Vacancies	15
Total	136

Call Answering: December, 2023

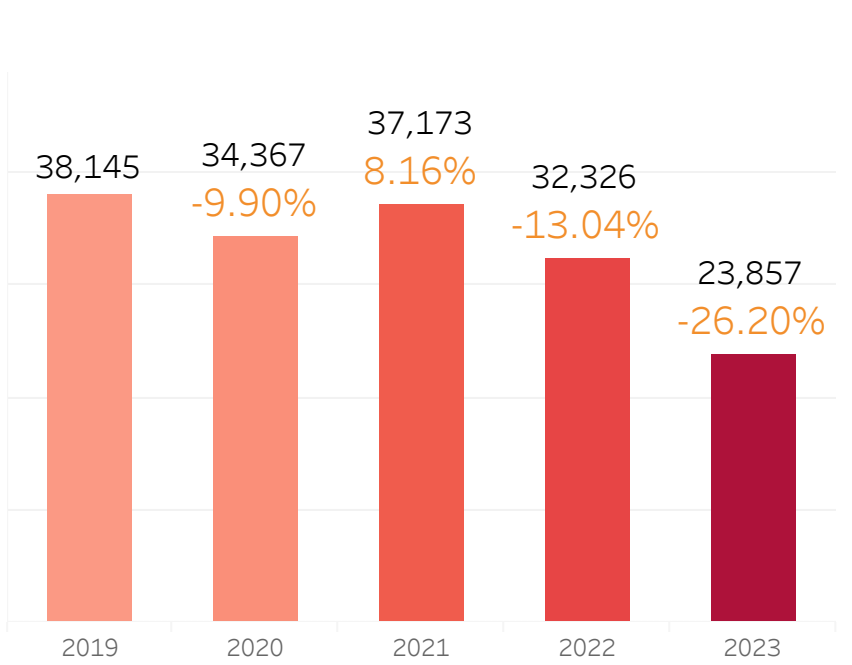
- 43,836 9-1-1 calls answered
- 52% within 15 seconds
- 55% within 20 seconds

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

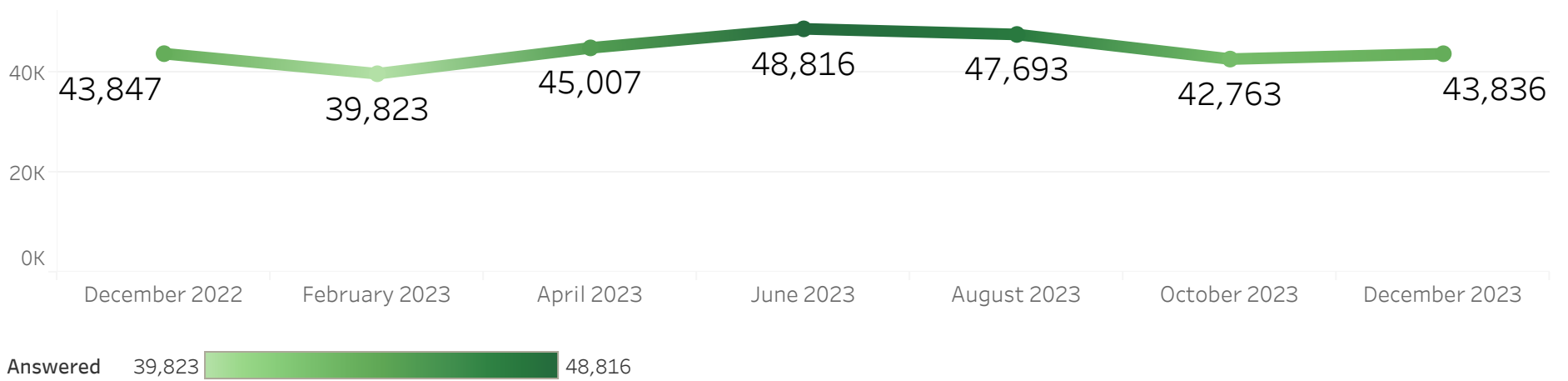
December Total 911 Call Volume (Includes 911 caller-disconnected calls)



December Non-911 Call Volume

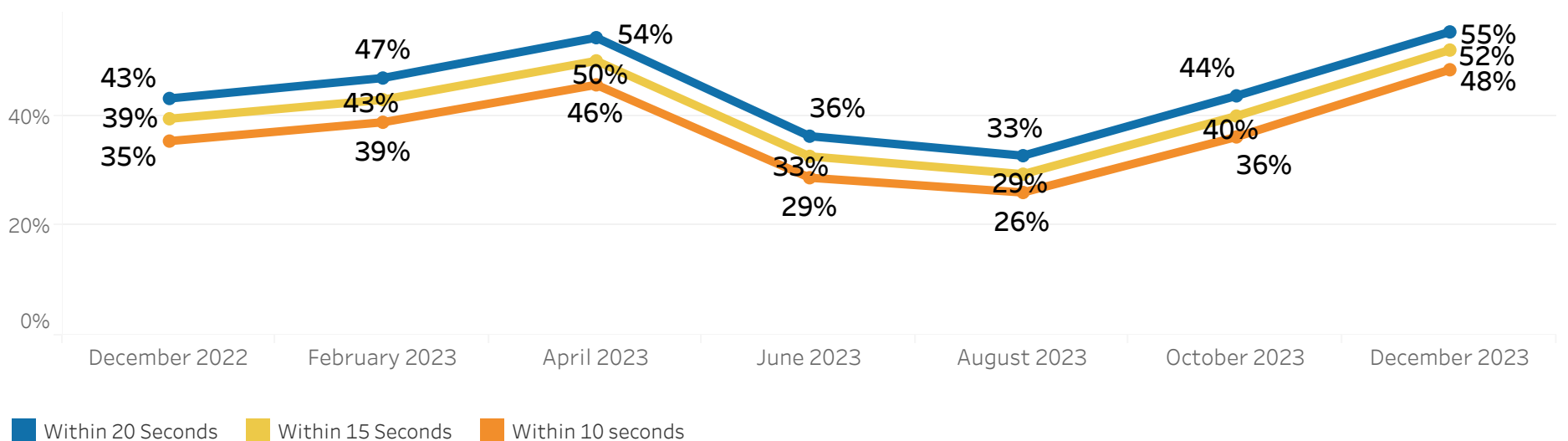


9-1-1 Calls Answered



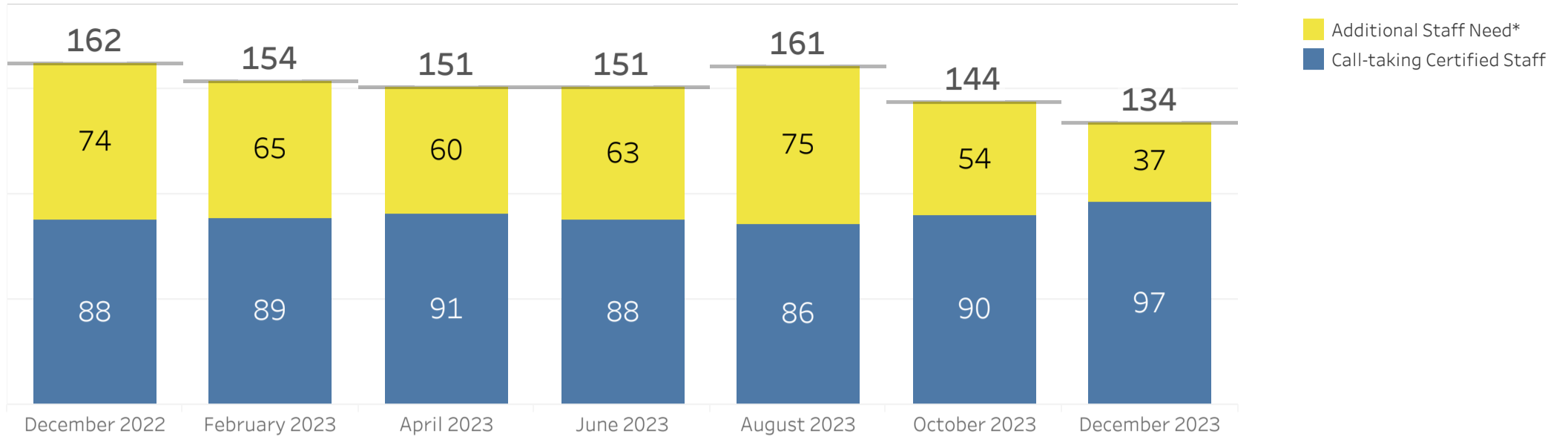
9-1-1 Call Answering Performance Trends*

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



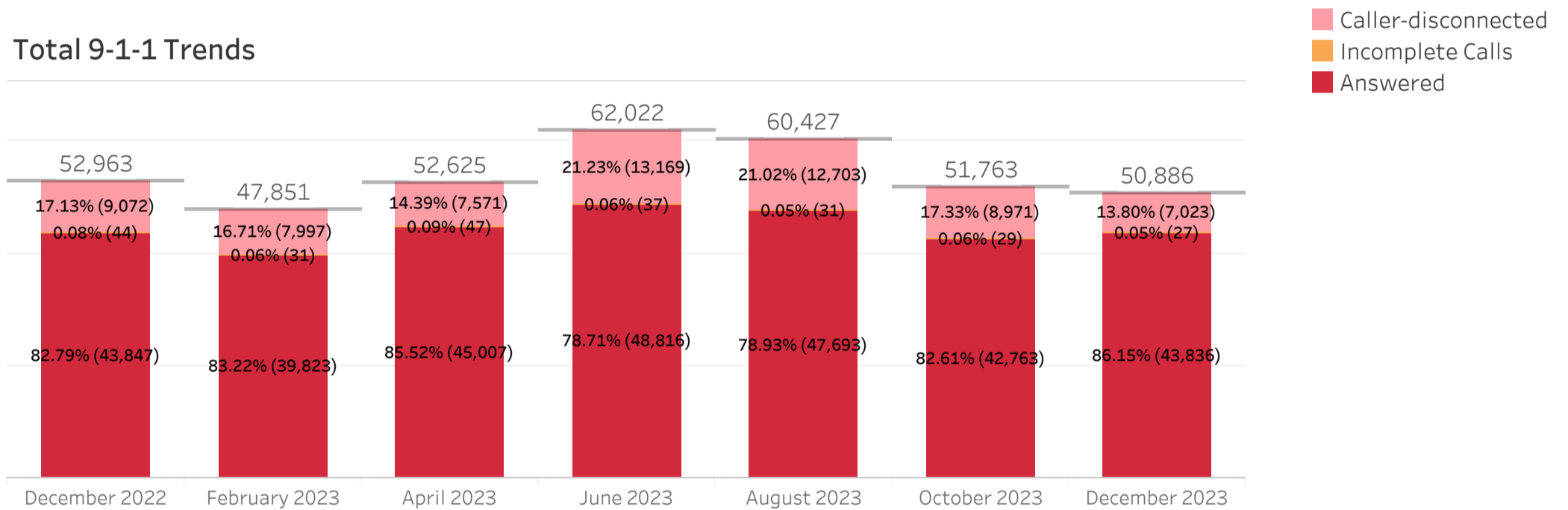
*Caller-disconnected calls are not included.

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



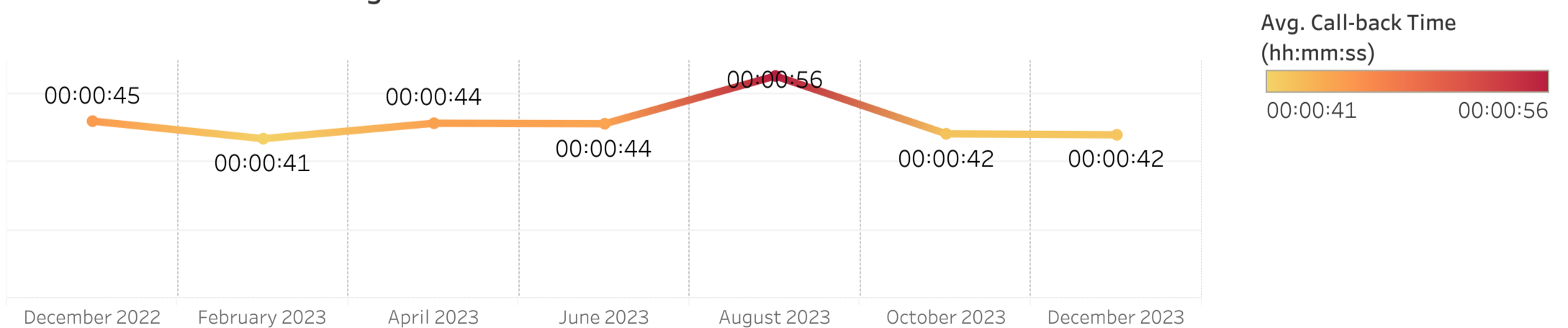
*Varies by workload call volume and processing metrics.

Total 9-1-1 Trends



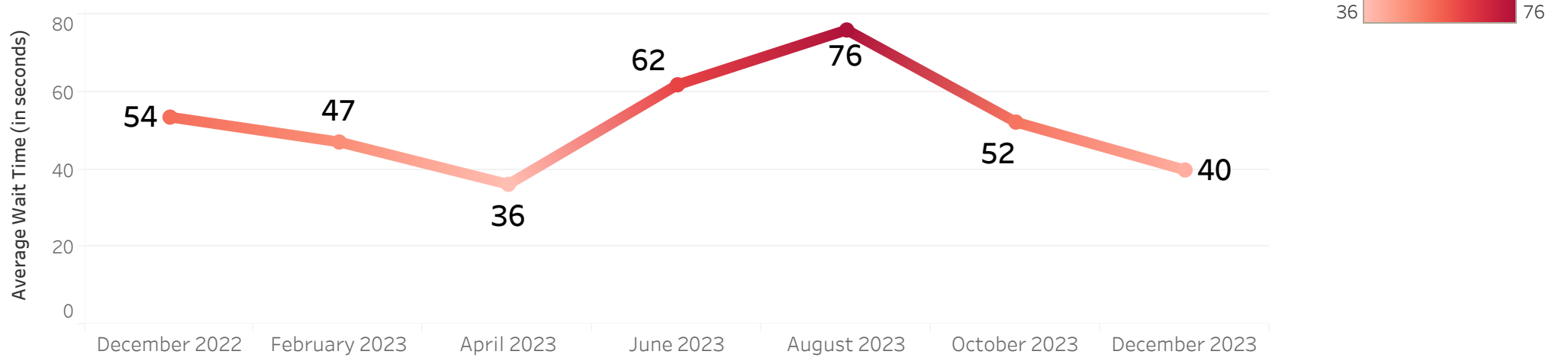
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



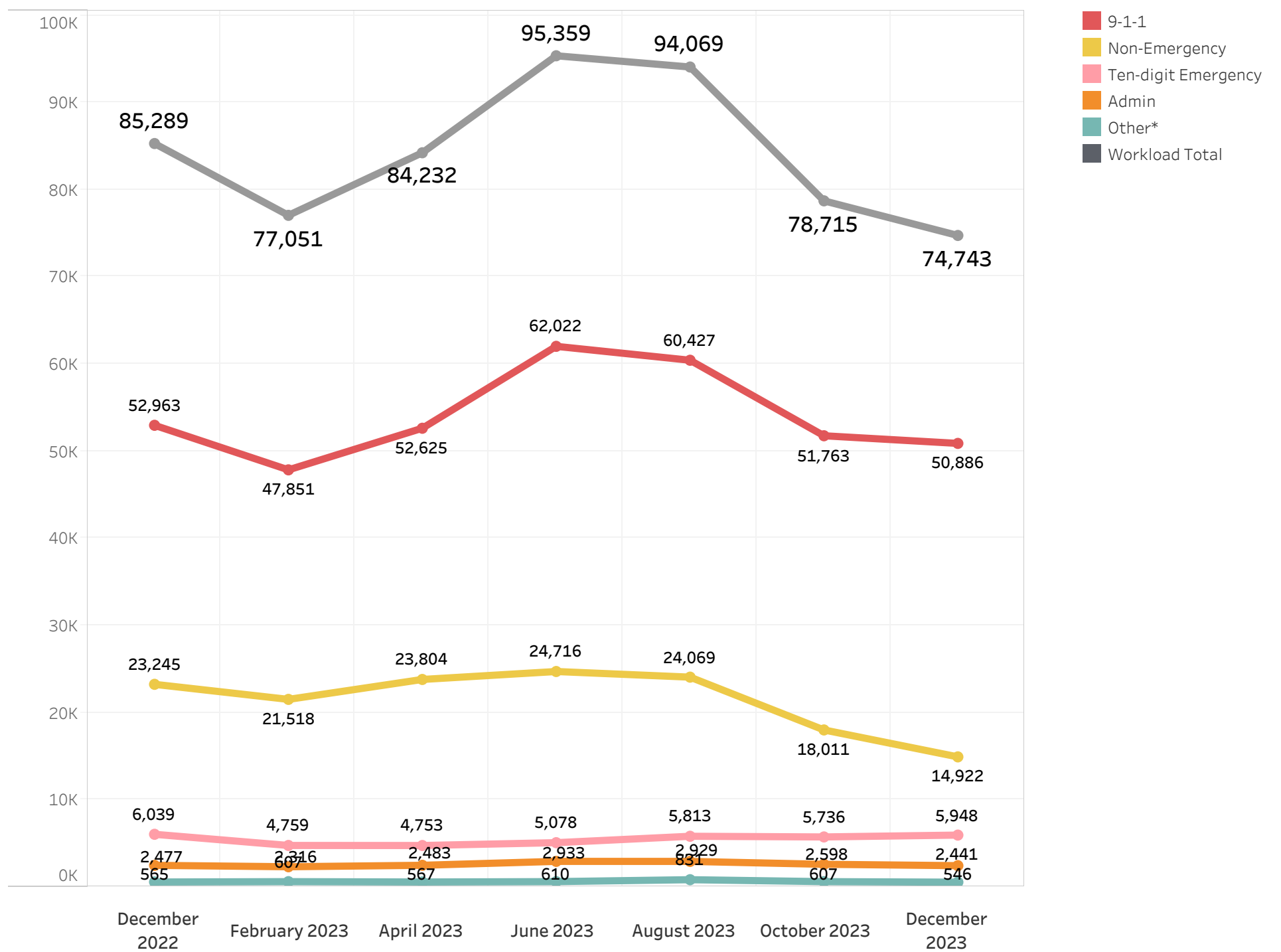
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

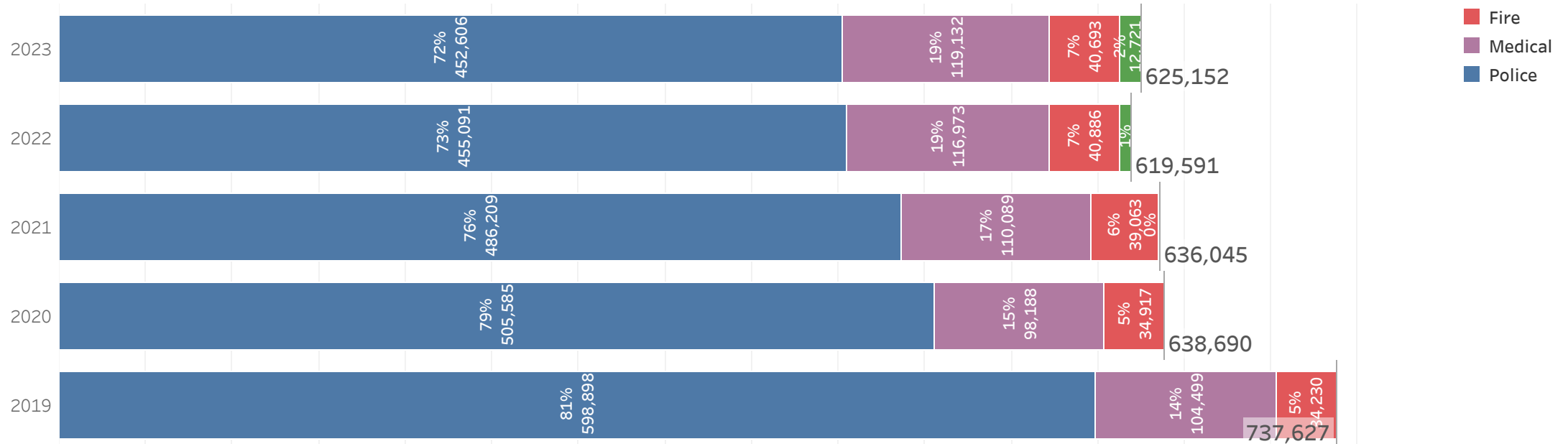


	December 2022	February 2023	April 2023	June 2023	August 2023	October 2023	December 2023
9-1-1	52,963	47,851	52,625	62,022	60,427	51,763	50,886
Non-Emergency	23,245	21,518	23,804	24,716	24,069	18,011	14,922
Ten-digit Emergency	6,039	4,759	4,753	5,078	5,813	5,736	5,948
Admin	2,477	2,316	2,483	2,933	2,929	2,598	2,441
Other*	565	607	567	610	831	607	546
Workload Total	85,289	77,051	84,232	95,359	94,069	78,715	74,743

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

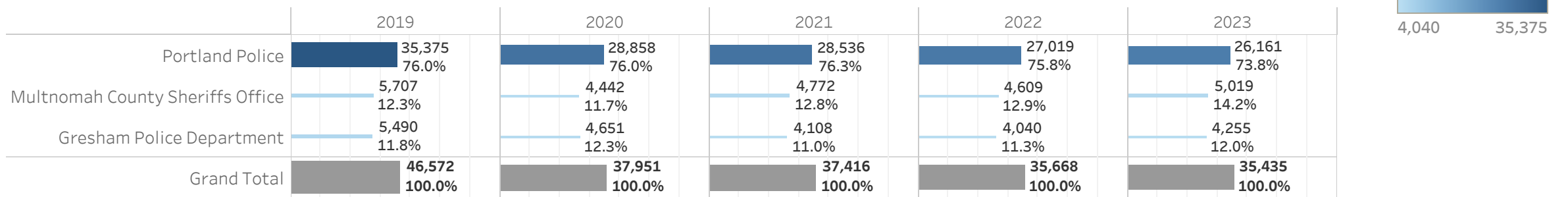
County Wide Dispatch Workload/CAD Incidents

January through December



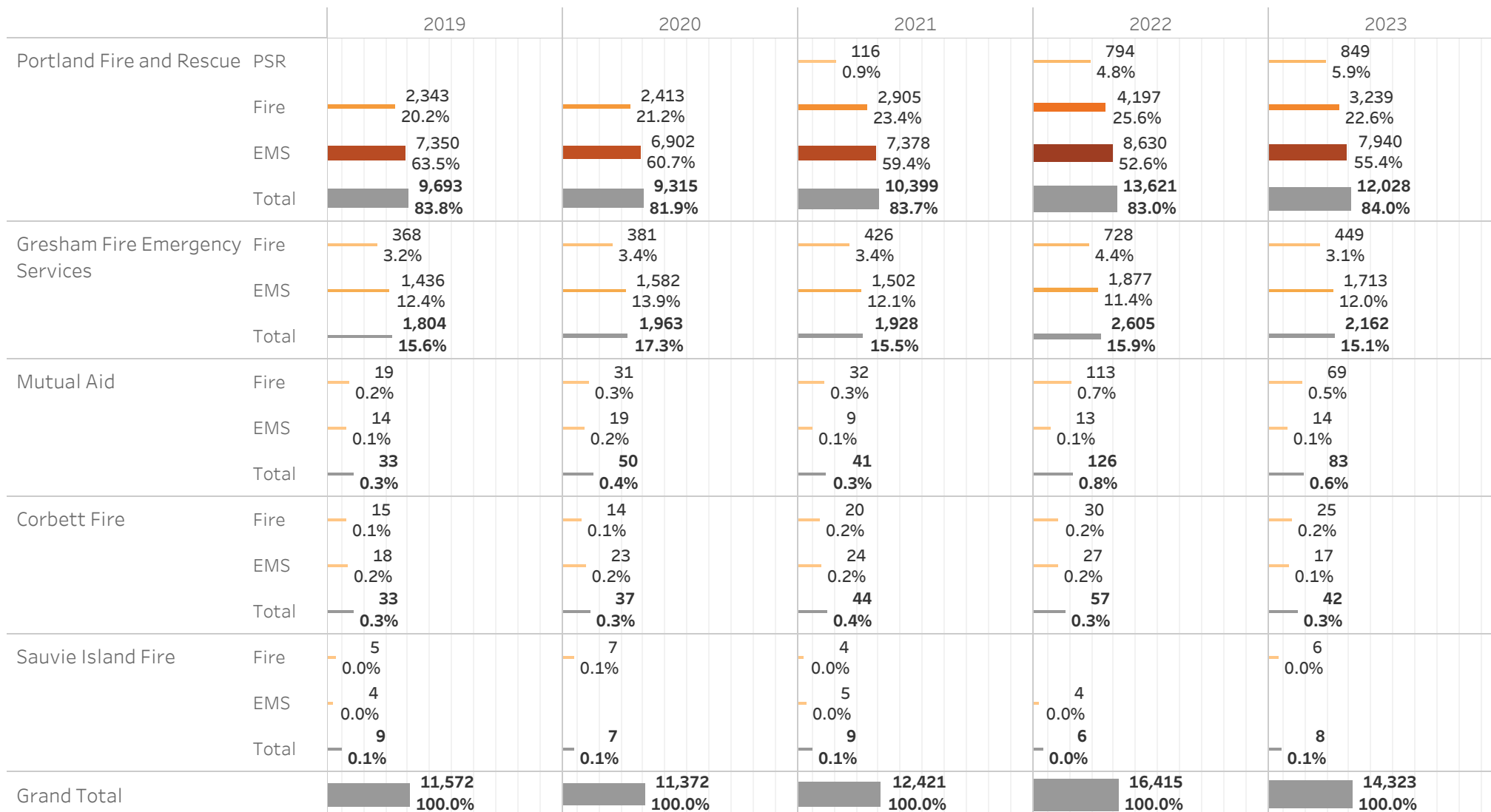
Dispatch Workload/CAD Incidents by Jurisdiction

December



Dispatch Workload/CAD Incidents by Jurisdiction

December



All Disciplines Grand Total	2019	2020	2021	2022	2023
	58,144	49,323	49,837	52,083	49,758