

Strategic Plan Progress:

- 1. Adequately staffed 911 workforce** – Five trainees in academy; Five trainees scheduled to start August 8; Eight candidates slated for background checks for November academy; February 2023 academy recruitment opens July 25
- 2. Effective and timely 911 call answering meeting national call answering standards at all times** – Technology updates (below); The 311 Program has expanded hours and is finalizing their public education campaign, which will help alleviate BOEC’s non-emergency call volume
- 3. Collaboration with community members and partner agencies** – Business Operations transition to the Community Safety Division is underway and a service level agreement is being reviewed
- 4. Training and quality assurance programs that lead toward agency accreditation and employee development** – Streamlining training processes to remove duplicate requirements; expanding QA performance reviews to provide additional call answering feedback
- 5. Embody and normalize a culture of equity and anti-racism** – Shared best practices for 911 equity at the national Transform911 meeting in New Orleans; participated in “Good in the Hood” and hosted a BOEC tour with Kukatonon: <https://www.kukatonon.org/>

Technology Updates:

- **ASAP-to-PSAP** – Allows alarm companies’ computer systems to interface directly with BOEC CAD. Testing is underway. **ETA for completion – Fall, 2022**
- **Case Service** – Replaces the BOEC phone tree with artificial intelligence (AI) to process non-emergency calls more efficiently. Versaterm is analyzing data through their AI technology based on BOEC policies and audio recordings. **Testing to begin in August**
- **CAD 7.6 Upgrade** – New features include: ability to recommend fire/EMS units to higher priority calls, adds and prefills 911 calls with a single command, queries phone numbers from the command line, and displays active calls with no units assigned in the queued calls window, and more! **ETA for implementation – Fall, 2022**

2021-2022 Budget to date: (FY 100% Complete)

-Expenditures:	\$33,389,228 (revised budgeted) <u>\$27,578,922 (82.6% expended)</u> \$ 5,810,306 (remaining)
-Revenue:	\$33,389,228 (revised budgeted) <u>\$29,119,290 (87.2% collected)</u> \$ 4,269,938 (remaining)

**BOEC Update:
July 2022**

Integrity

Respect

Competence

Compassion

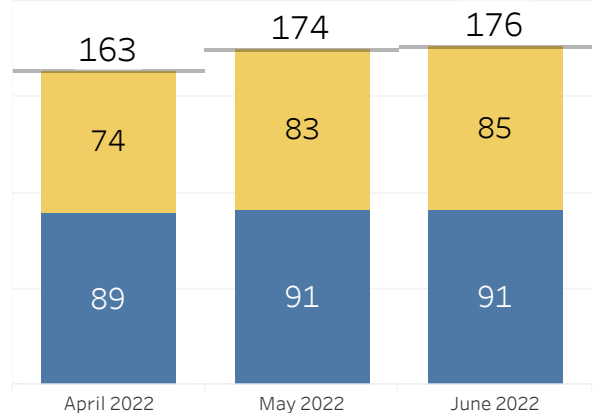
Responsibility

Teamwork



“An old man was asked what had robbed him of joy in his life. His reply was, *‘Things that never happened.’*”
- Dale Carnegie

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



*Varies by call volume

■ Additional Staff Need
■ Call-taking Certified Staff

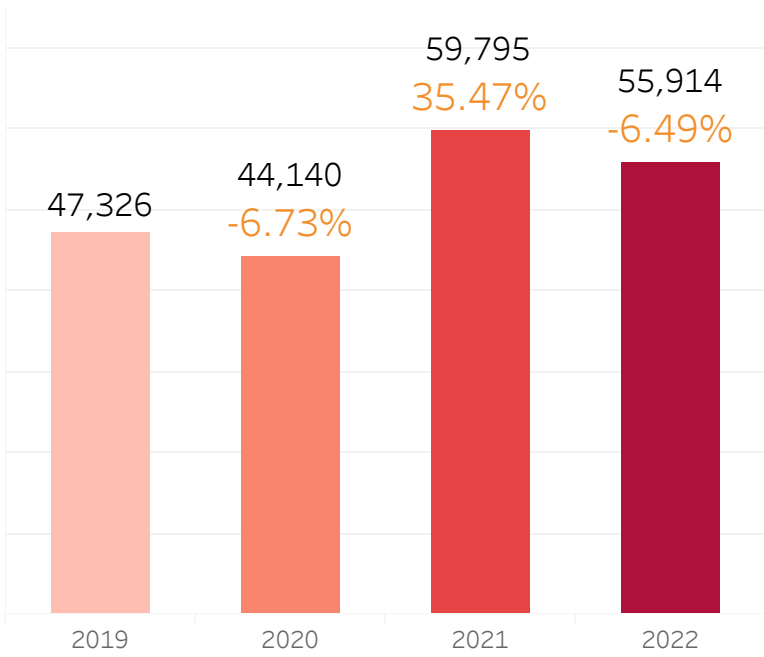
(131 FTE Currently Authorized)

Call Answering: June, 2022

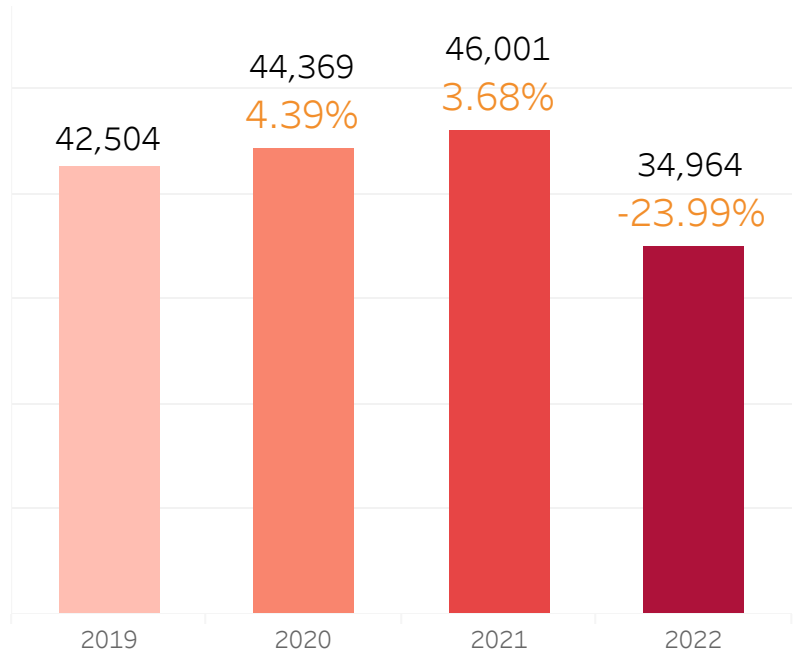
- 44,431 9-1-1 calls answered
- 30% within 15 seconds
- 33% within 20 seconds

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

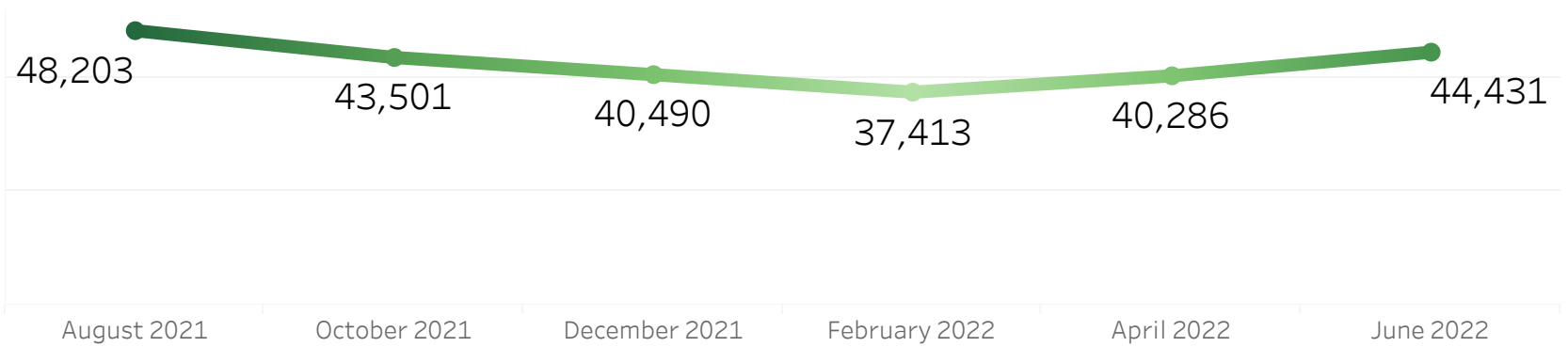
June 911 Call Volume (2019 through 2022 Comparison)



June Non-911 Call Volume (2019 through 2022 Comparison)



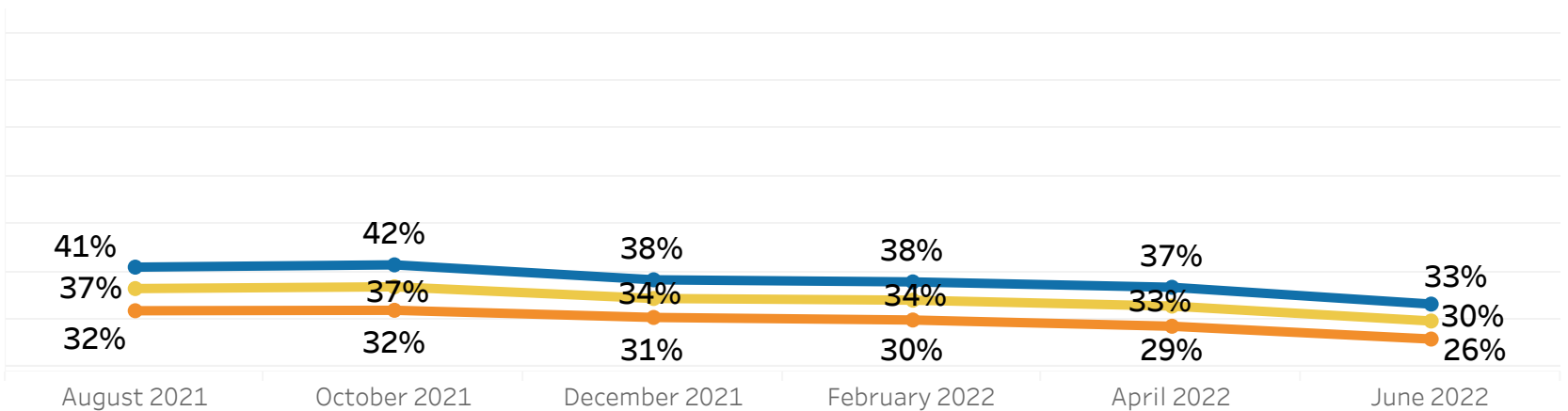
9-1-1 Call Volume Trends*



Answered 37,413 48,203

9-1-1 Call Answering Performance Trends*

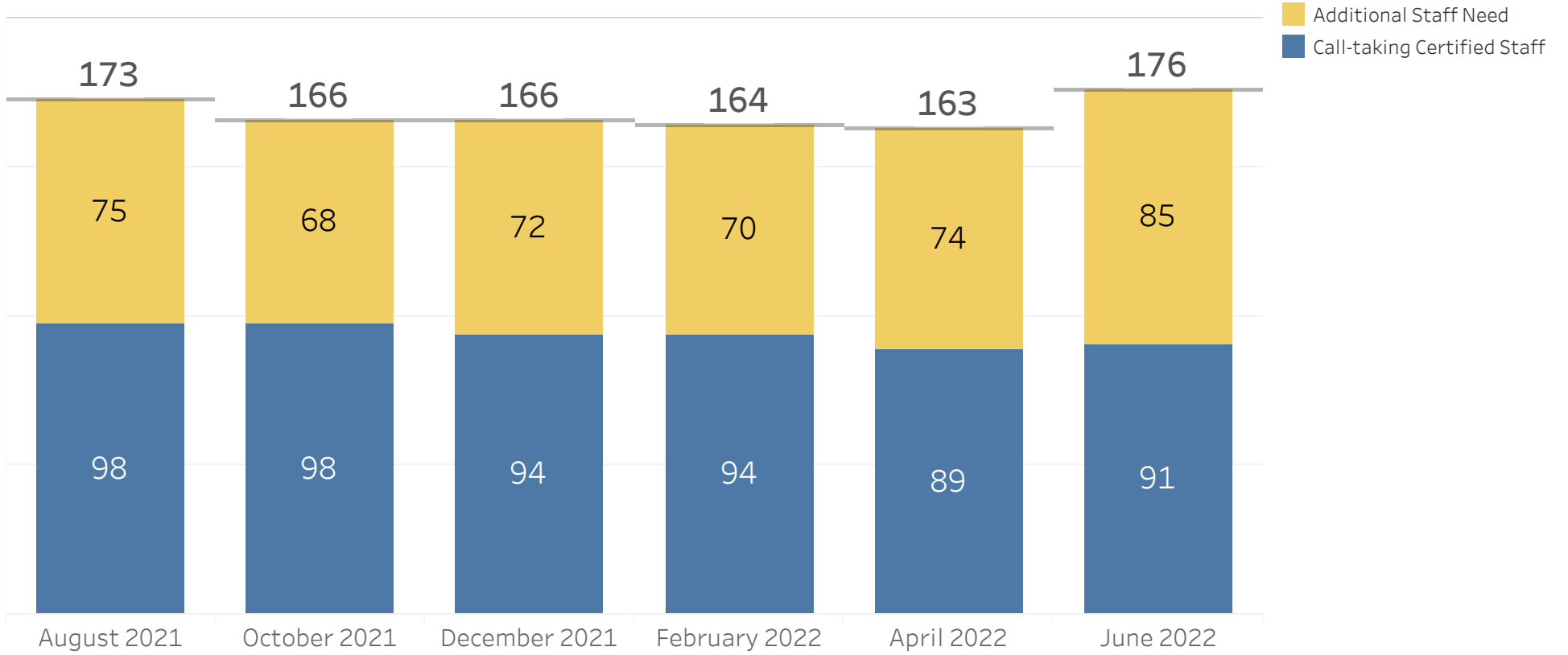
NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds



Within 20 Seconds Within 15 Seconds Within 10 seconds

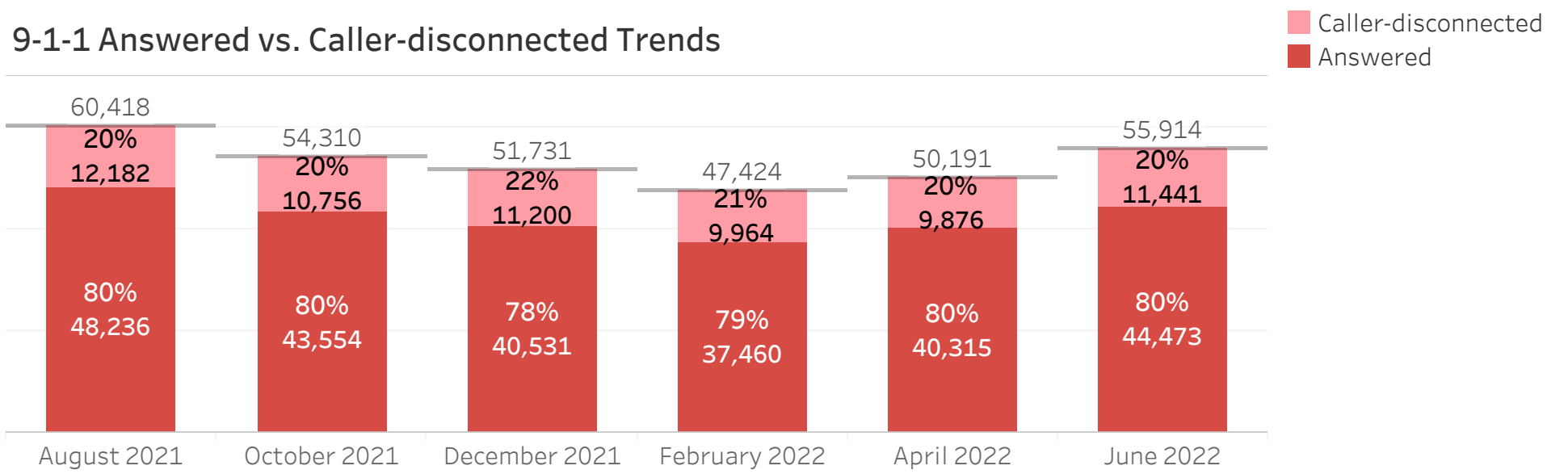
*Caller-disconnected calls are not included.

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

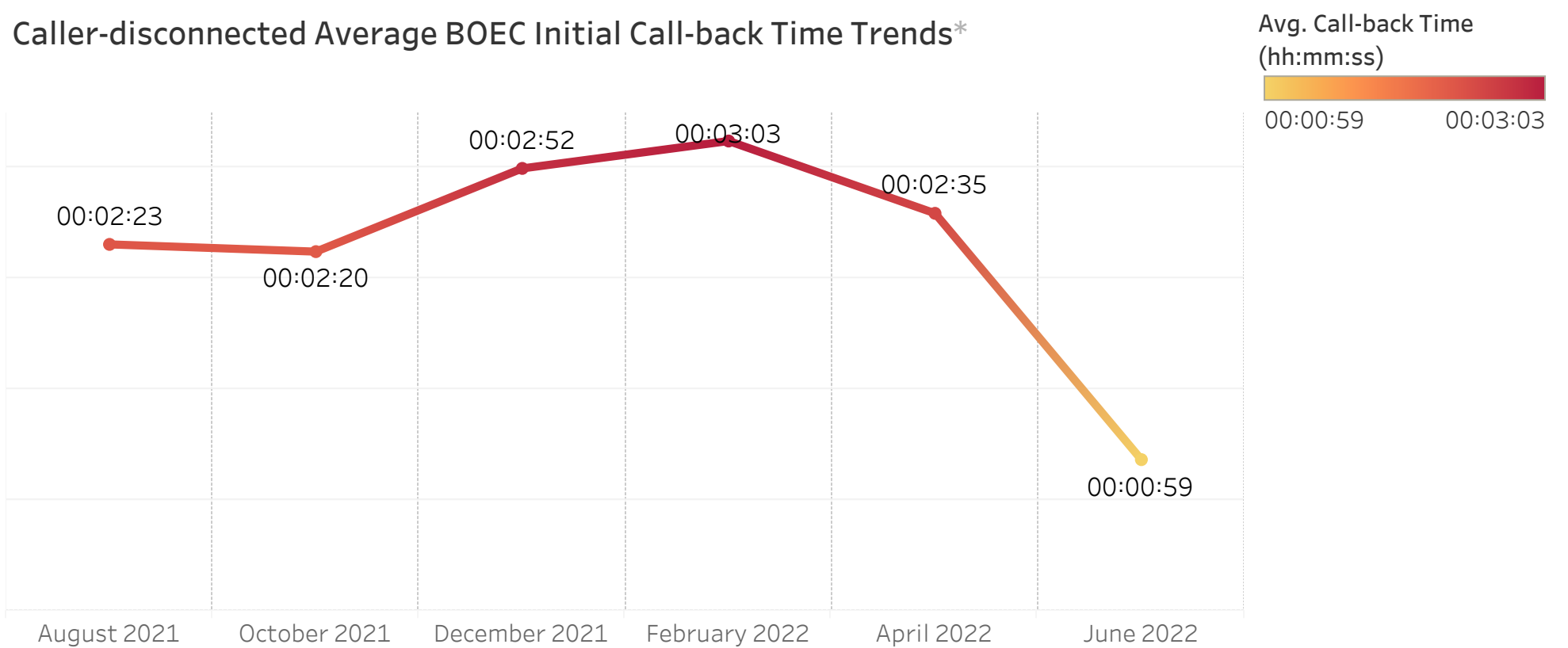


*Varies by call volume and processing metrics.

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

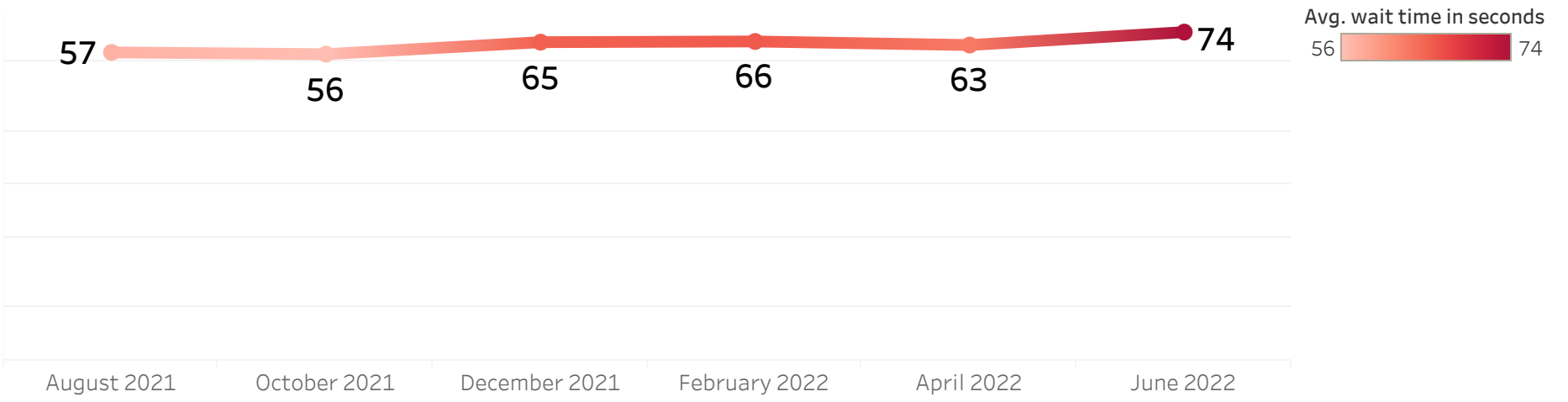


Caller-disconnected Average BOEC Initial Call-back Time Trends*



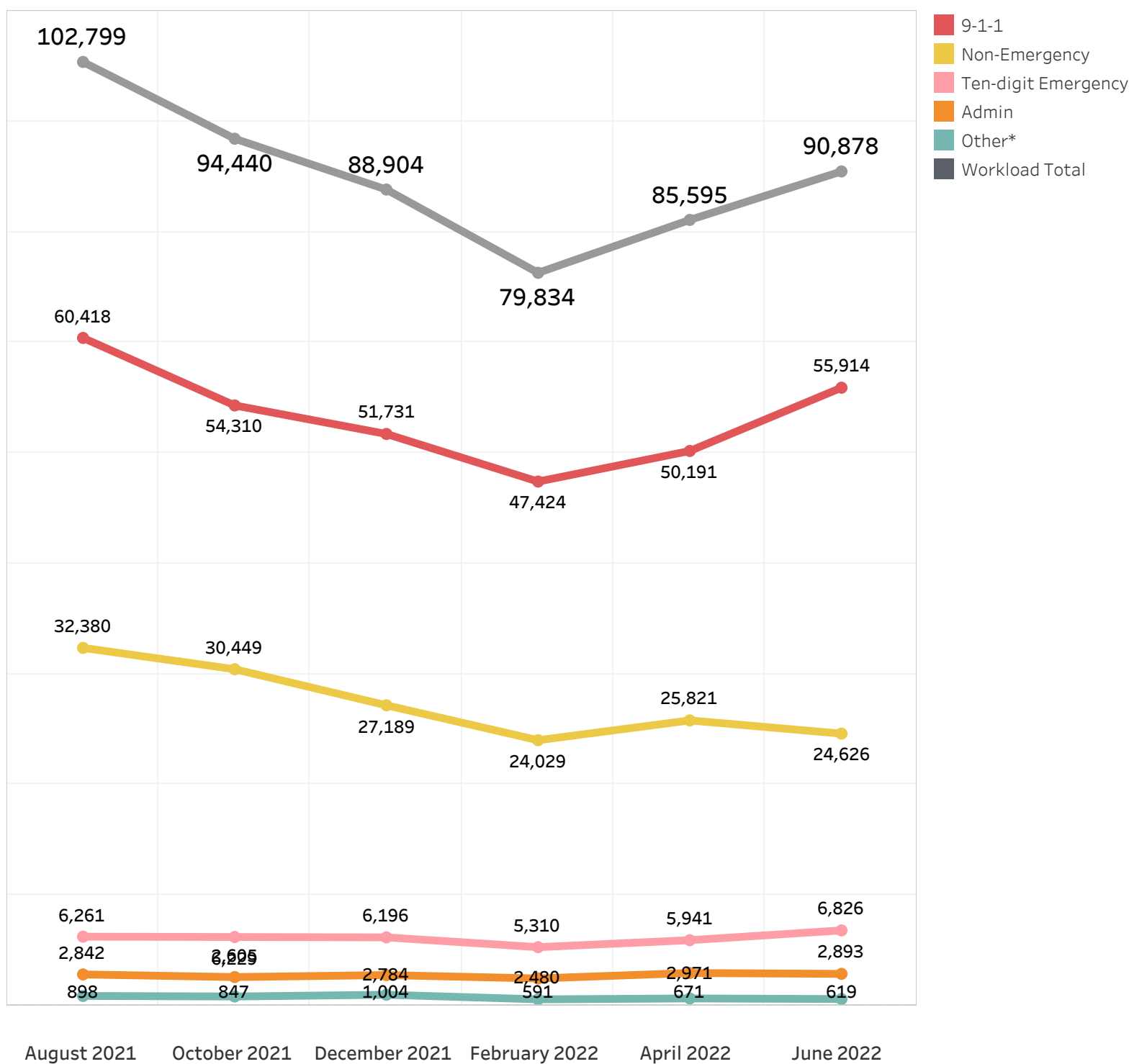
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC AAC system.

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



*Caller-disconnected calls are not included.

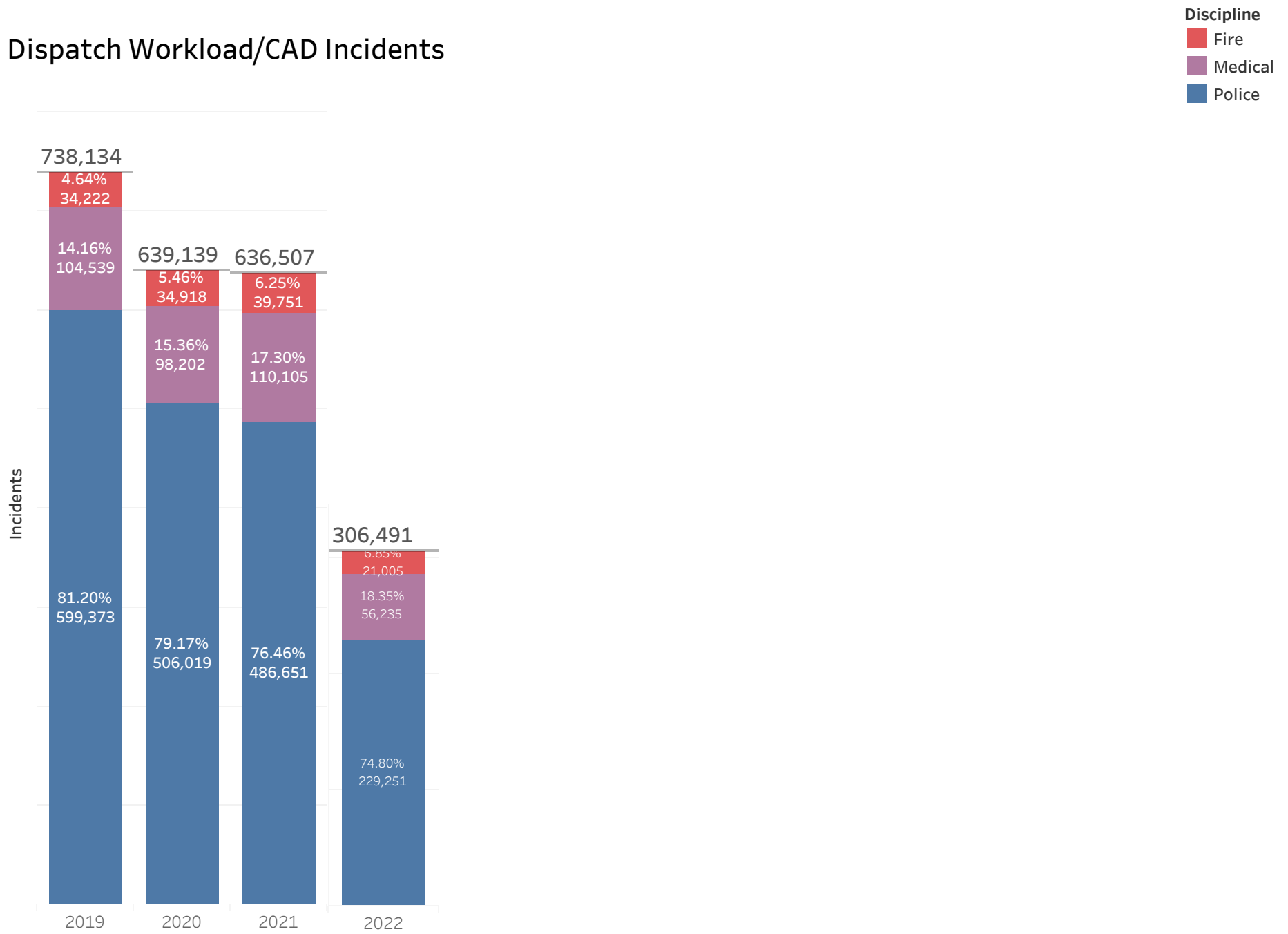
BOEC Workload Call Volume



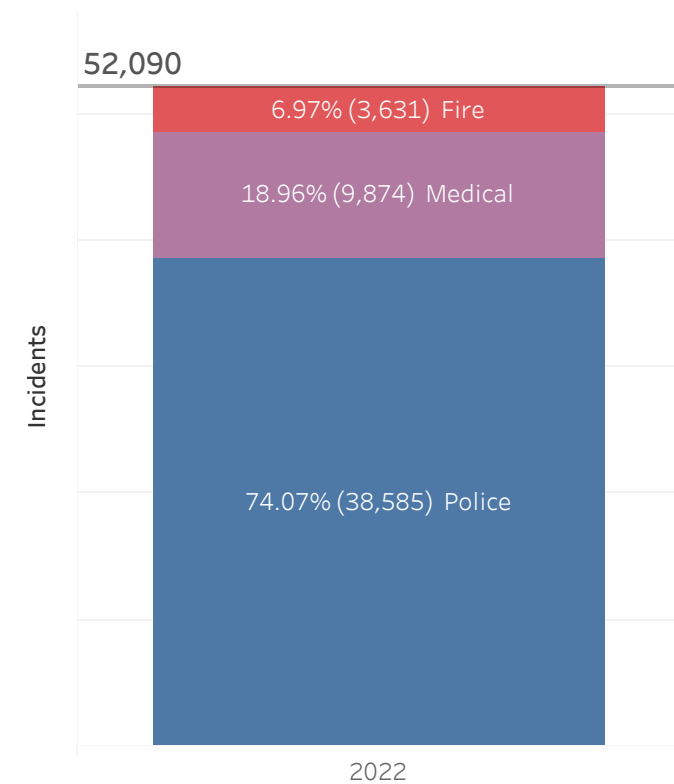
	August 2021	October 2021	December 2021	February 2022	April 2022	June 2022
9-1-1	60,418	54,310	51,731	47,424	50,191	55,914
Non-Emergency	32,380	30,449	27,189	24,029	25,821	24,626
Ten-digit Emergency	6,261	6,229	6,196	5,310	5,941	6,826
Admin	2,842	2,605	2,784	2,480	2,971	2,893
Other*	898	847	1,004	591	671	619
Workload Total	102,799	94,440	88,904	79,834	85,595	90,878

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

Dispatch Workload/CAD Incidents



Dispatch Workload/CAD Incidents June 2022



Dispatch Workload/CAD Incidents June 2022

Discipline	Priority-Description	Incidents	% by Priority
Police	1 - Occurring/Imminent Danger to Life	847	2.20%
	2 - Occurring/Potential Threat to Person	8,414	21.81%
	3 - Occurring/ Potential Threat to Property	3,047	7.90%
	4 - Expedited Response (Active Situation)	11,439	29.65%
	5 - Expedited Response (Escalated from 6)	97	0.25%
	6 - Routine Response	5,348	13.86%
	7 - As Available Response	8,480	21.98%
	8 - User Agency Administrative Priority	4	0.01%
	9 - User Agency Administrative Priority	909	2.36%
	Total		38,585

Fire and Medical Incidents will be included in future reports.