Strategic Plan Progress:

1. **Adequately staffed 911 workforce** – Six trainees in academy; Nine candidates for August academy in psych eval phase; Fifteen candidates for November academy invited to second interviews; 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); Working with the 311 program to hand-off specific referrals and call types.

3. **Collaboration with community members and partner agencies** – working with Community Safety Division to transition Business Operations from BOEC.

4. **Training and quality assurance programs that lead toward agency accreditation and employee development** – Identifying key training topics and implementing plans to allow additional training time for employees.

5. **Embody and normalize a culture of equity and anti-racism** – Participating with other public safety bureaus in a diversity-centered "Summer Works" youth internship program; Equity lens being applied in program areas; working with a Spatial Equity expert to understand how spaces impact and influence equity outcomes.

Technology Updates:

- **Automated Abandoned Callback** – AAC allows BOEC phone systems to automatically call back on 911 hang-ups to verify if an emergency exists. *Implemented and gathering data.*

- **ASAP-to-PSAP** – Allows alarm companies' computer systems to interface directly with BOEC CAD. Connectivity issues at the State level has slowed the project down. *ETA for completion – delayed until 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 scheduled to begin in August.*

2021-2022 Budget to date: (FY 95.8% Complete)

-Expenditures:	$33,389,228 (revised budgeted)
	$25,265,528 (75.7% expended)
	$ 8,123,700 (remaining)
-Revenue:	$33,389,228 (revised budgeted)
	$26,857,201 (80.4% collected)
	$ 6,532,027 (remaining)

BOEC Update:
June 2022
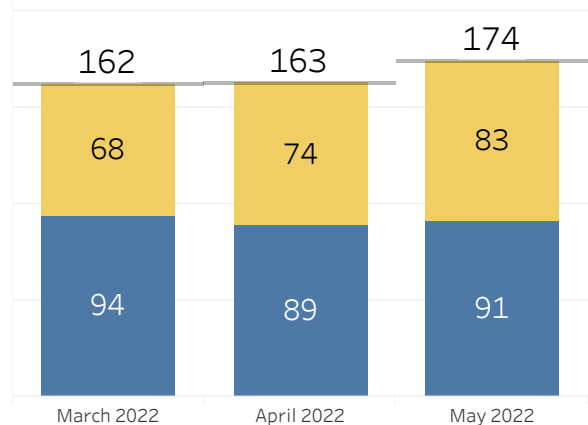
Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

"How old is your attitude?"
–John L. Mason

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

	March 2022	April 2022	May 2022
Total	162	163	174
Additional Staff Need	68	74	83
Call-taking Certified Staff	94	89	91

*Varies by call volume

🟨 Additional Staff Need
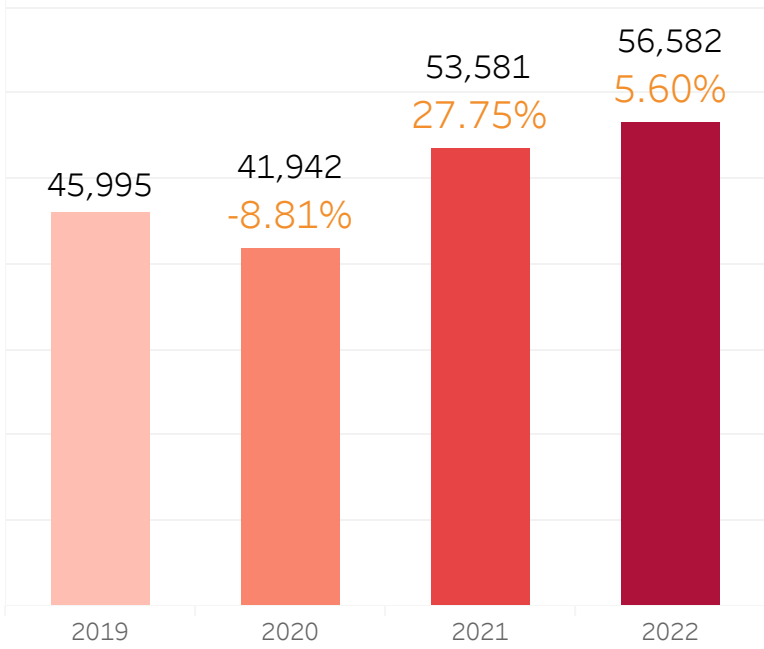🟦 Call-taking Certified Staff

(131 FTE Currently Authorized)

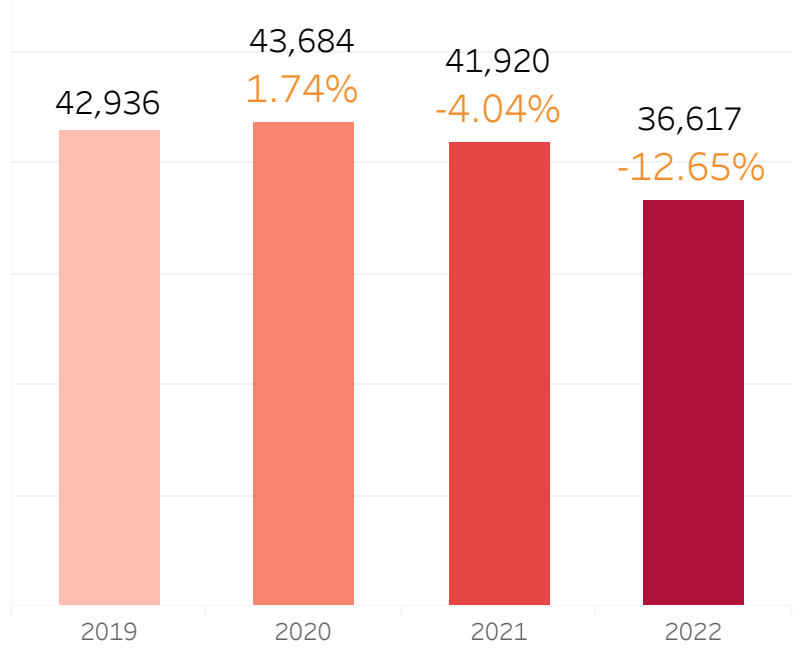**Call Answering: May, 2022**

- 45,216 9-1-1 calls answered
- 31% within 15 seconds
- 35% 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.
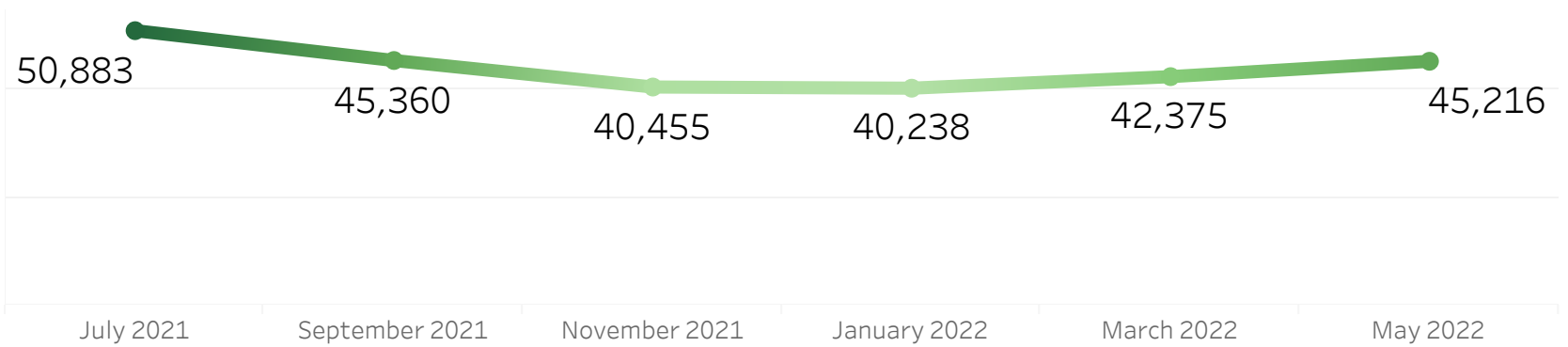
May 911 Call Volume
(2019 through 2022 Comparison)

2019 45,995

2020 41,942 -8.81%

2021 53,581 27.75%

2022 56,582 5.60%

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

2019 42,936

2020 43,684 1.74%

2021 41,920 -4.04%

2022 36,617 -12.65%

9-1-1 Call Volume Trends*

July 2021	September 2021	November 2021	January 2022	March 2022	May 2022
50,883	45,360	40,455	40,238	42,375	45,216

Answered 40,238 ▬▬▬▬ 50,883

9-1-1 Call Answering Performance Trends*
NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds

	July 2021	September 2021	November 2021	January 2022	March 2022	May 2022
Within 20 Seconds	39%	43%	39%	44%	40%	35%
Within 15 Seconds	35%	38%	35%	39%	36%	31%
Within 10 seconds	30%	34%	31%	35%	31%	27%
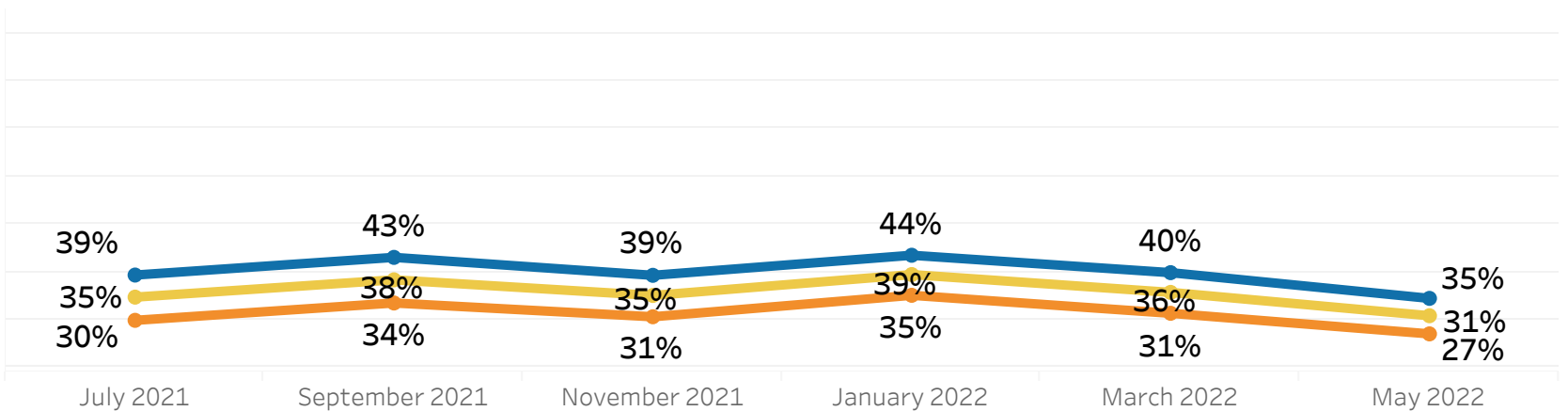
■ Within 20 Seconds   ■ Within 15 Seconds   ■ Within 10 seconds

*Caller-disconnected calls are not included.

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

Legend:
- Additional Staff Need
- Call-taking Certified Staff

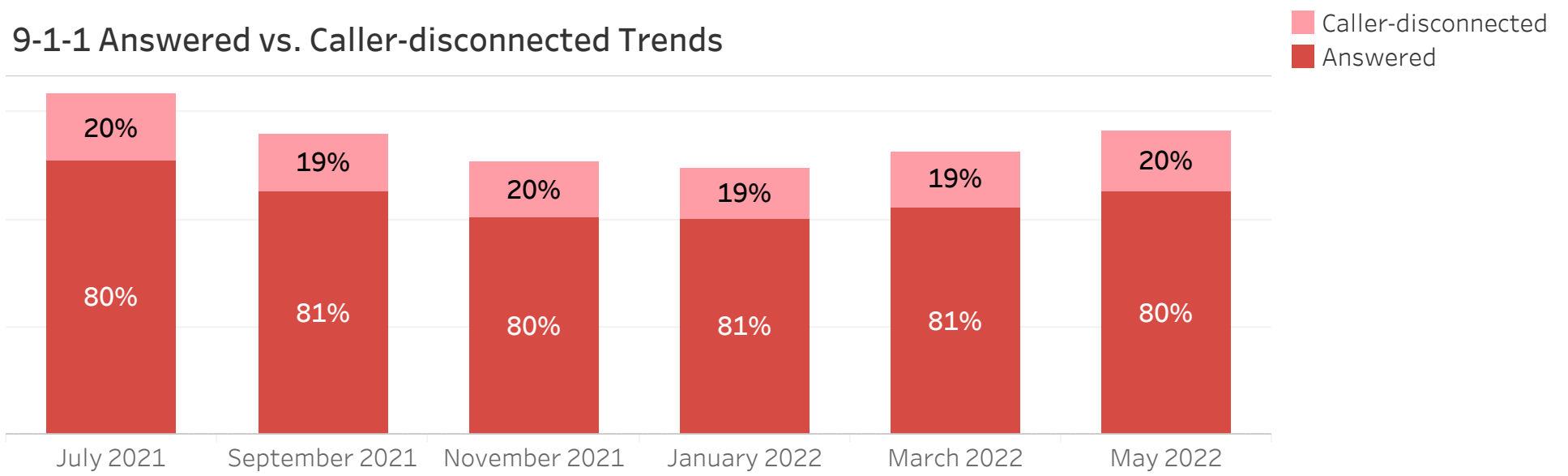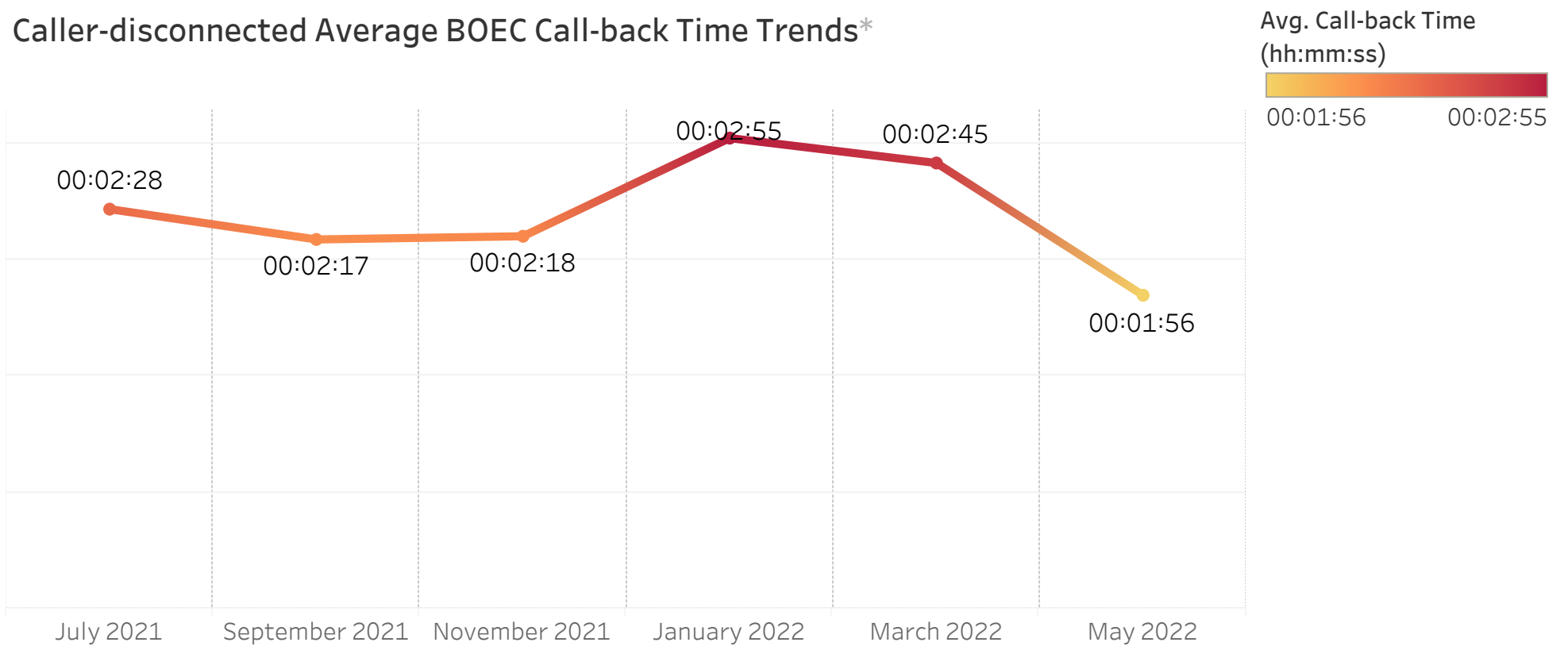| Month	Additional Staff Need	Call-taking Certified Staff	Total
July 2021	76	100	176
September 2021	70	98	168
November 2021	71	93	164
January 2022	65	95	160
March 2022	68	94	162
May 2022	83	91	174
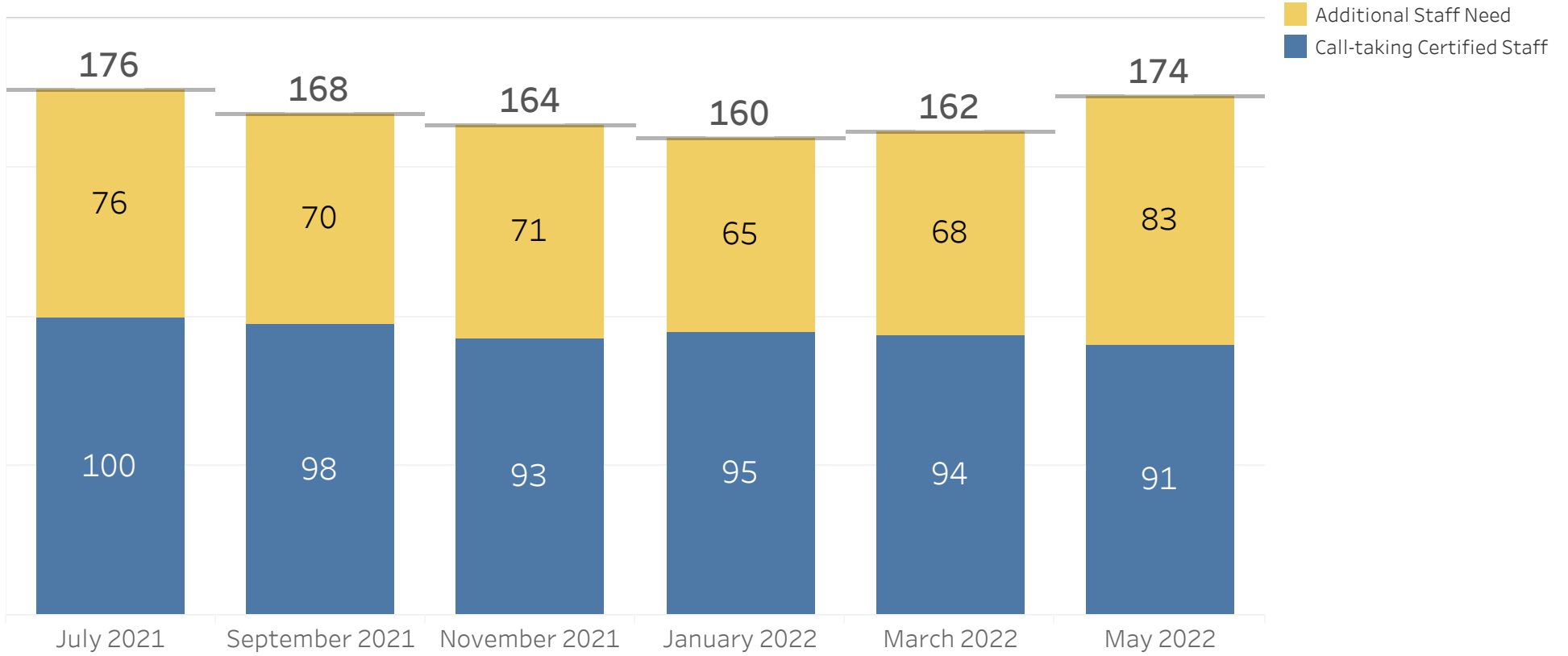
*Varies by call volume and processing metrics.

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

Legend:
- Caller-disconnected
- Answered

Month	Caller-disconnected	Answered
July 2021	20%	80%
September 2021	19%	81%
November 2021	20%	80%
January 2022	19%	81%
March 2022	19%	81%
May 2022	20%	80%

Caller-disconnected Average BOEC Call-back Time Trends*

Avg. Call-back Time (hh:mm:ss): 00:01:56 – 00:02:55

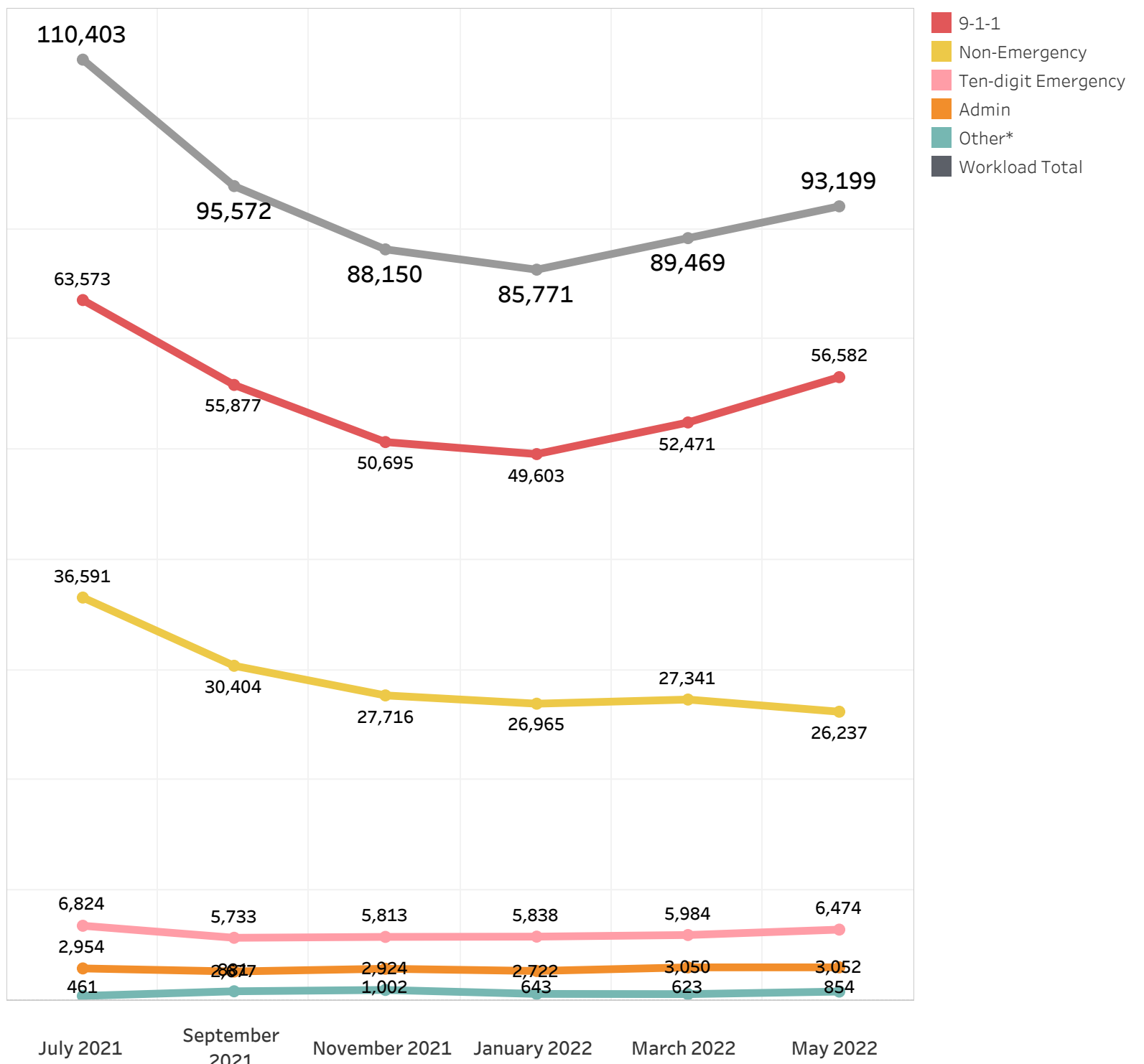| Month	Avg. Call-back Time
July 2021	00:02:28
September 2021	00:02:17
November 2021	00:02:18
January 2022	00:02:55
March 2022	00:02:45
May 2022	00:01:56

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

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

56
52
57
55
57
69

July 2021   September 2021   November 2021   January 2022   March 2022   May 2022
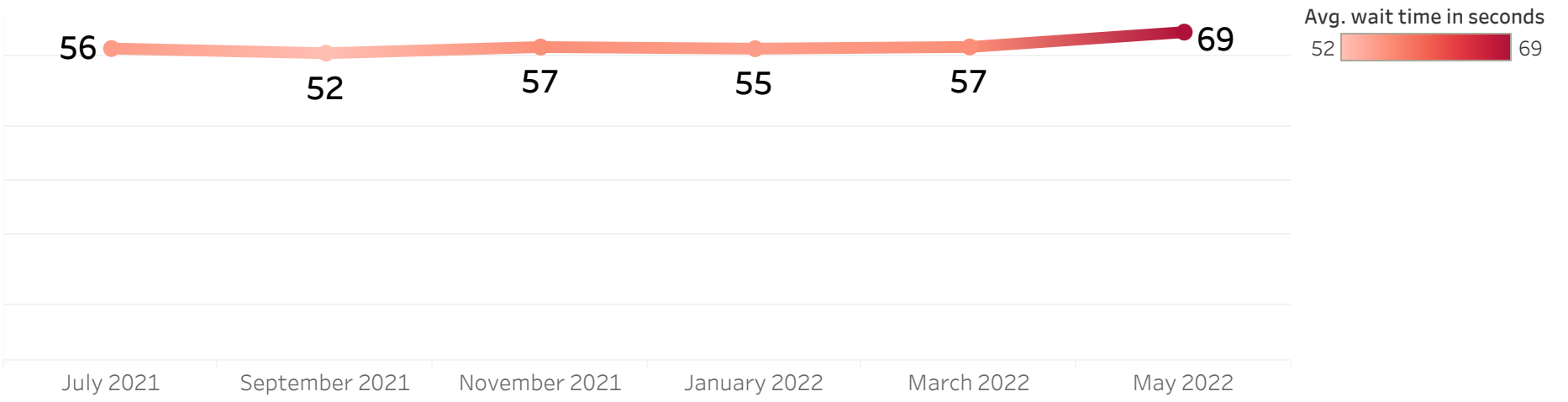
*Caller-disconnected calls are not included.

BOEC Workload Call Volume

Legend:
- 9-1-1
- Non-Emergency
- Ten-digit Emergency
- Admin
- Other*
- Workload Total

110,403
95,572
88,150
85,771
89,469
93,199

63,573
55,877
50,695
49,603
52,471
56,582

36,591
30,404
27,716
26,965
27,341
26,237

6,824
5,733
5,813
5,838
5,984
6,474

2,954
2,677
2,924
2,722
3,050
3,052

461
881
1,002
643
623
854

	July 2021	September 2021	November 2021	January 2022	March 2022	May 2022
9-1-1	63,573	55,877	50,695	49,603	52,471	56,582
Non-Emergency	36,591	30,404	27,716	26,965	27,341	26,237
Ten-digit Emergency	6,824	5,733	5,813	5,838	5,984	6,474
Admin	2,954	2,677	2,924	2,722	3,050	3,052
Other*	461	881	1,002	643	623	854
Workload Total	110,403	95,572	88,150	85,771	89,469	93,199

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

Dispatch Workload/CAD Incidents

Year	Total	Fire	Medical	Police
2019	738,134	4.64% 34,222	14.16% 104,539	81.20% 599,373
2020	639,139	5.46% 34,918	15.36% 98,202	79.17% 506,019
2021	636,507	6.25% 39,751	17.30% 110,105	76.46% 486,651
2022	254,401	6.83% 17,374	18.22% 46,361	74.95% 190,666

Dispatch Workload/CAD Incidents
May 2022

53,971

7.09% (3,824) Fire

18.62% (10,052) Medical

74.29% (40,095) Police
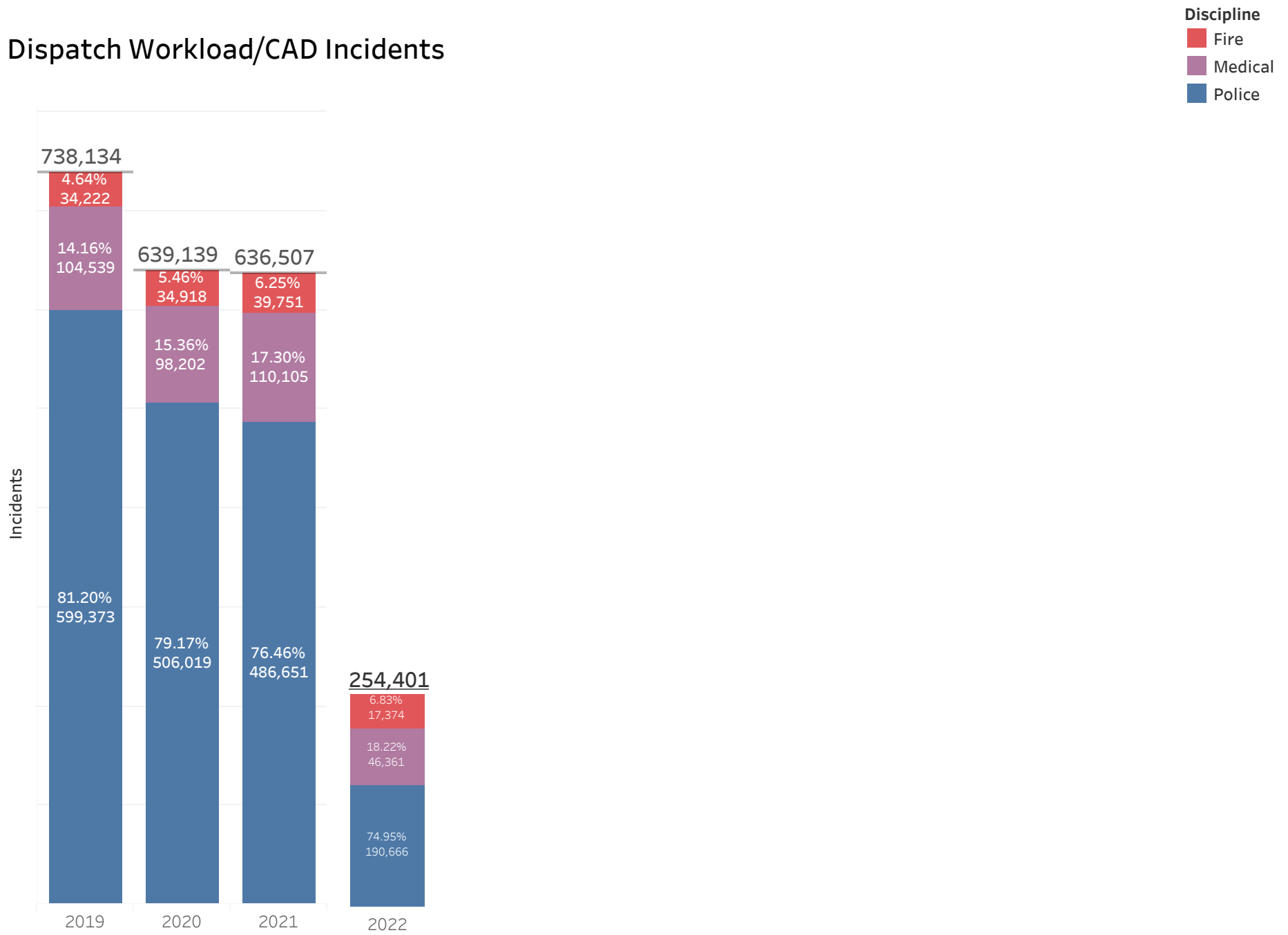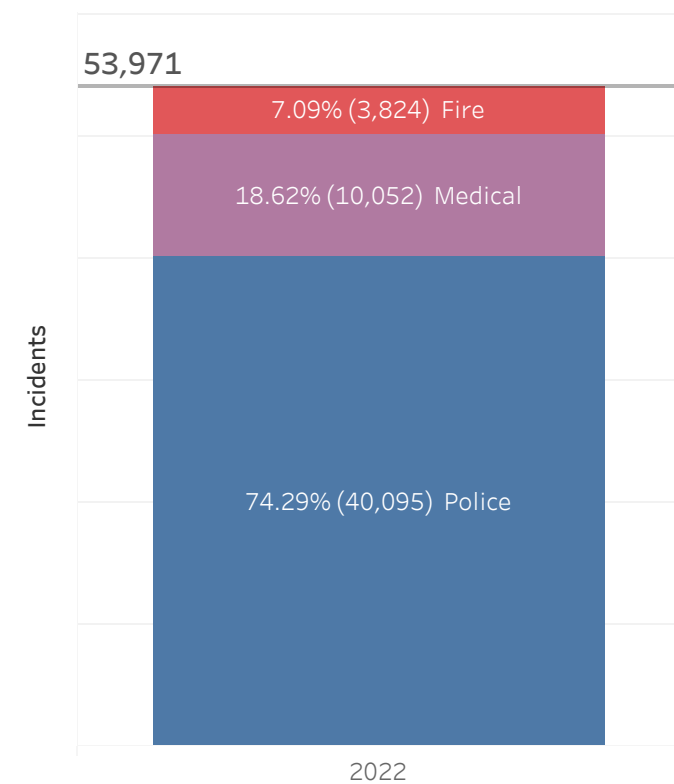
2022

Dispatch Workload/CAD Incidents
May 2022

Discipline	Priority-Description	Incidents	% by Priority
Police	1 - Occurring/Imminent Danger to Life	842	2.10%
	2 - Occurring/Potential Threat to Person	9,057	22.59%
	3 - Occurring/ Potential Threat to Property	3,228	8.05%
	4 - Expedited Response (Active Situation)	11,434	28.52%
	5 - Expedited Response (Escalated from 6)	133	0.33%
	6 - Routine Response	5,474	13.65%
	7 - As Available Response	8,961	22.35%
	8 - User Agency Administrative Priority	1	0.00%
	9 - User Agency Administrative Priority	965	2.41%
	Total	40,095	100.00%

Fire and Medical Incidents will be included in future reports.