

Technology Updates: *In order to address the significant increases in 911 calls, and resulting delays in call answering, the following technology solutions are currently underway:*

- 1. ASAP-to-PSAP** – This project allows alarm companies’ computer systems to interface with BOEC CAD, reducing the need for telephone calls. Connectivity issues at the State level has slowed the project down and testing is resuming. **ETA for completion – by Memorial Day.**
- 2. Automated Abandoned Callback** – AAC allows BOEC phone systems to automatically call back on 911 hang-ups to verify if an emergency exists. Outbound call testing and system review determined a need for a new interface to optimize performance and allow simultaneous calls. Necessary parts are ordered and arriving mid-April. **Implementation before Memorial Day.**
- 3. Case Service** – This project replaces the BOEC phone tree with artificial intelligence and capacity to process non-emergency calls more efficiently. The procurement process has begun with **implementation by July 1** and beta testing through the end of 2022.
- 4. 311 Integration** – The 311 program is reaching out to the community to begin testing service areas county-wide.

Strategic Plan Progress: *The Leadership Team is continuing to create a revised strategic plan. Specific goals will be presented and discussed during in-service training. Although not yet complete, new initiatives include:*

- 1. Adequately staffed 911 workforce**
- 2. Effective and timely 911 call answering meeting national call answering standards at all times**
- 3. Collaboration with community members and partner agencies**
- 4. Training and quality assurance programs that lead toward agency accreditation and employee development**
- 5. Embody and normalize a culture of equity and anti-racism**

2021-2022 Budget to date: (FY 70.8% Complete)

-Expenditures:	\$33,389,228 (revised budgeted) <u>\$18,863,370 (56.5% expended)</u> \$14,525,858 (remaining)
-Revenue:	\$33,389,228 (revised budgeted) <u>\$19,476,124 (58.3% collected)</u> \$13,913,104 (remaining)

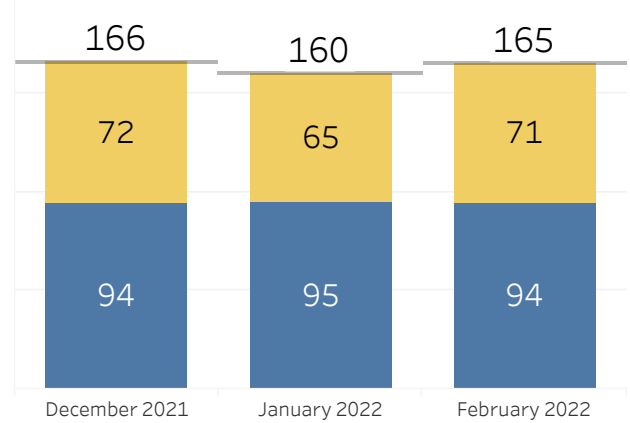
BOEC Update: March 2022

- Integrity
- Respect
- Competence
- Compassion
- Responsibility
- Teamwork



“In a time of destruction, create something.”
-Maxine Hong Kingston

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



*Varies by call volume
■ Additional Staff Need
■ Call-taking Certified Staff

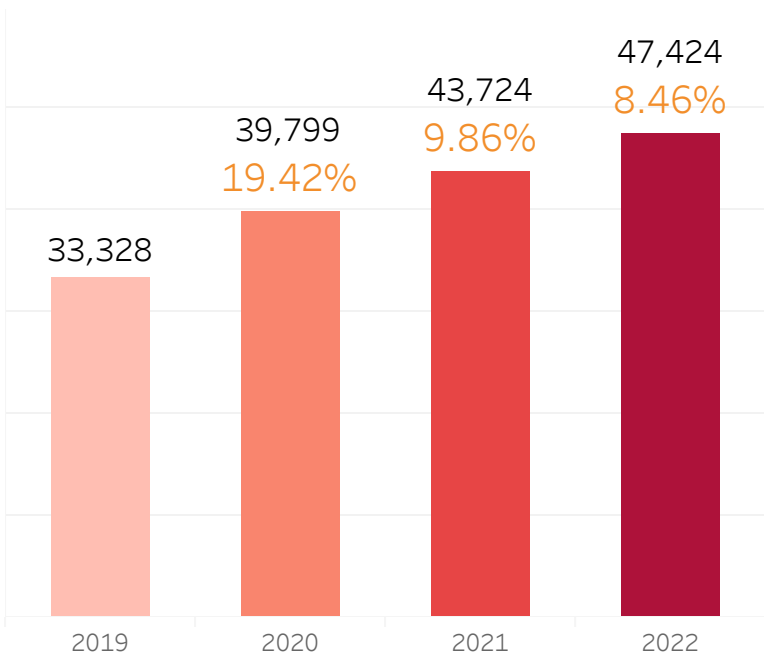
(131 FTE Currently Authorized)

Call Answering: February, 2022

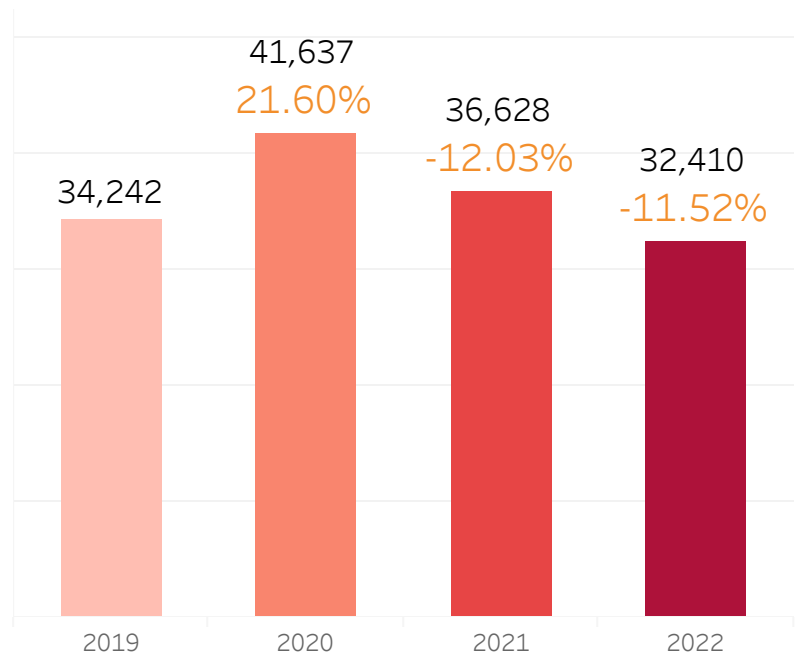
- 37,413 9-1-1 calls answered
- 34% within 15 seconds
- 38% within 20 seconds

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

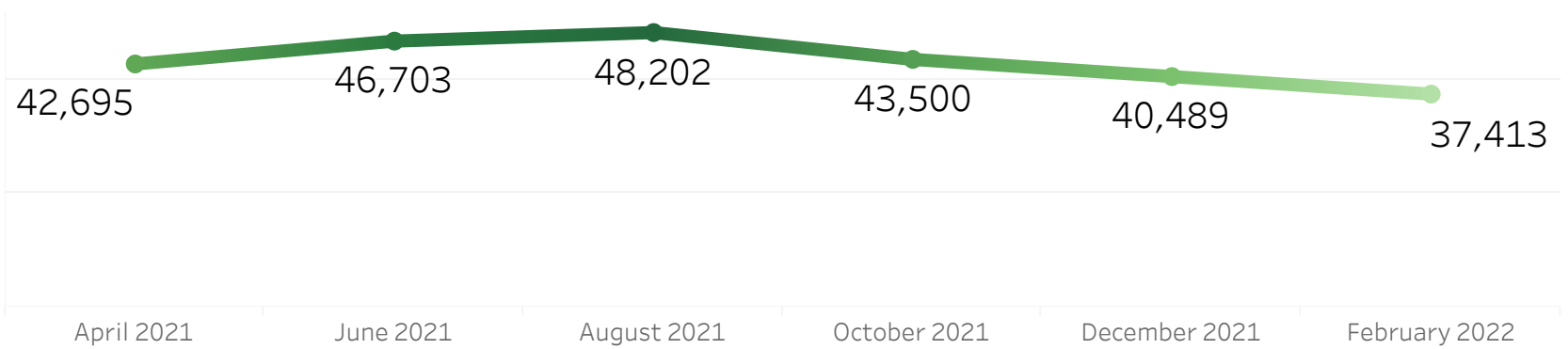
February 911 Call Volume (2019 through 2021 Comparison)



February Non-911 Call Volume (2019 through 2021 Comparison)



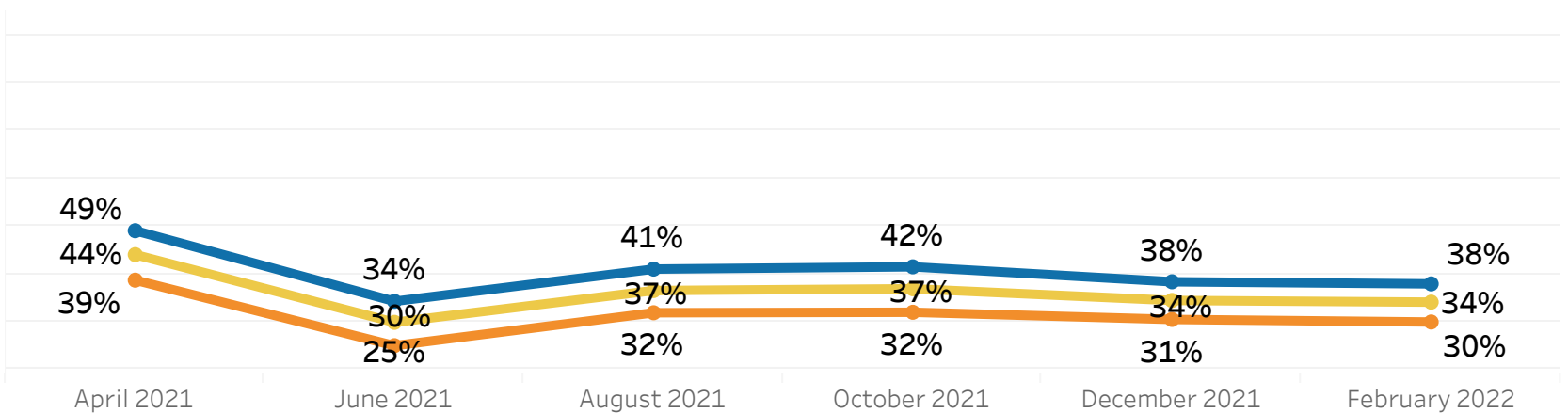
9-1-1 Call Volume Trends*



Answered 37,413 48,202

9-1-1 Call Answering Performance Trends*

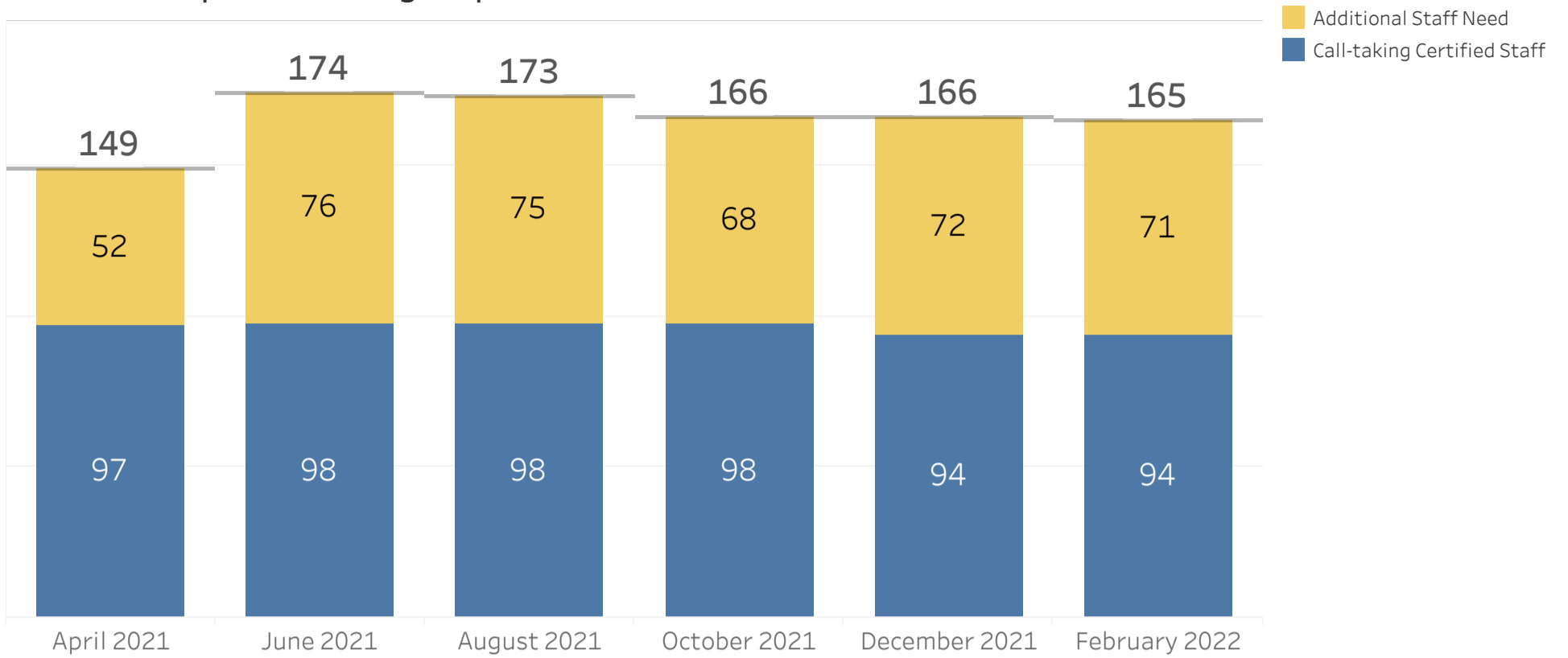
NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds



Within 20 Seconds Within 15 Seconds Within 10 seconds

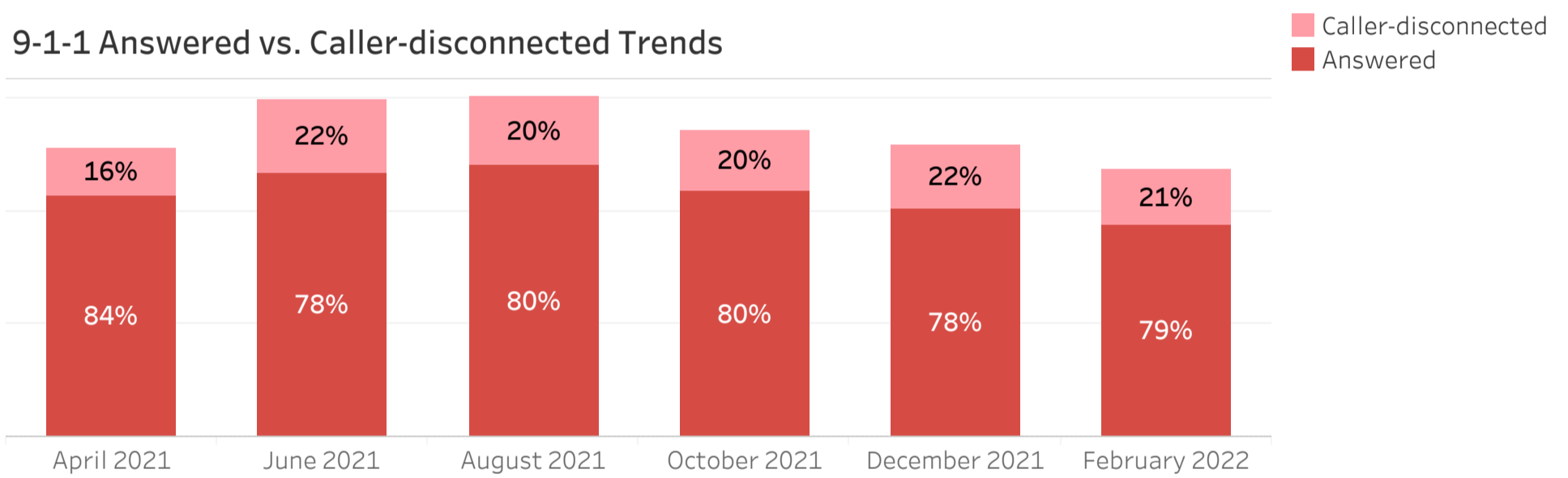
*Caller-disconnected calls are not included.

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

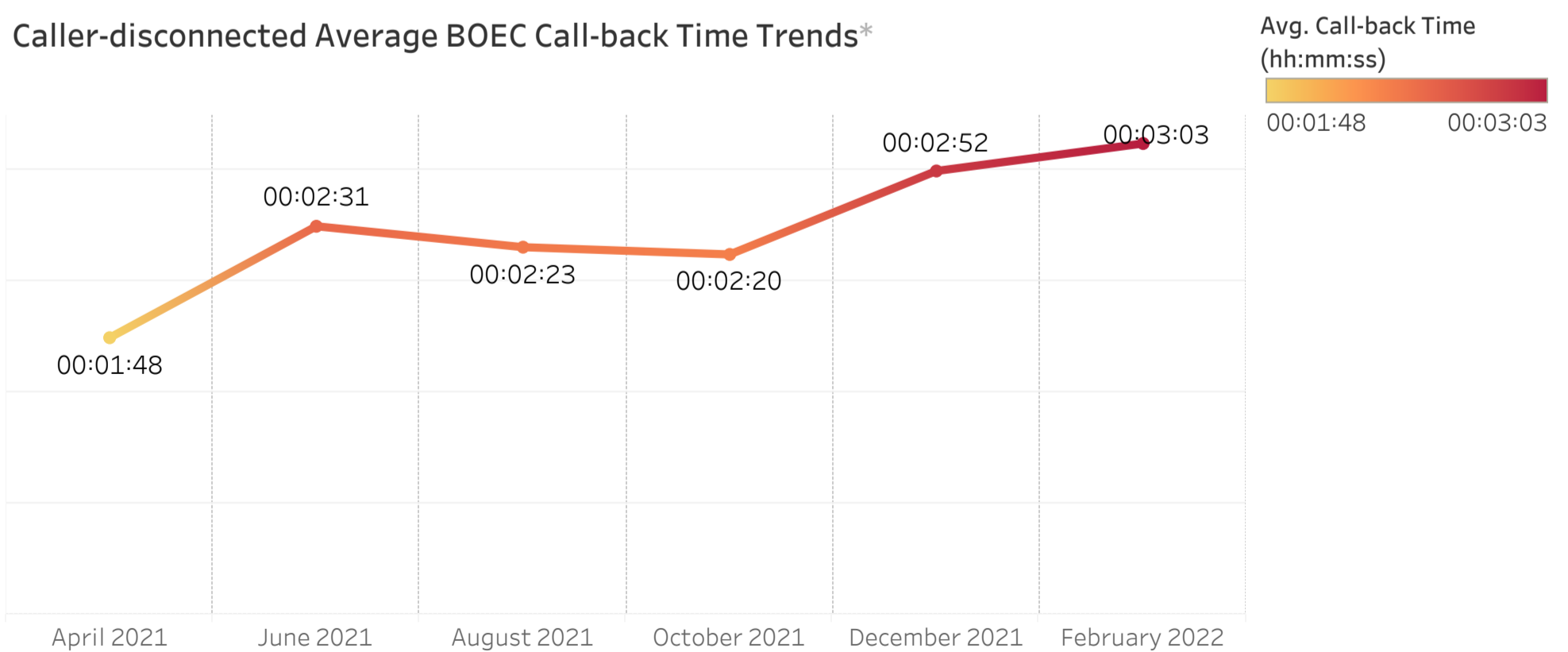


*Varies by call volume and processing metrics.

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

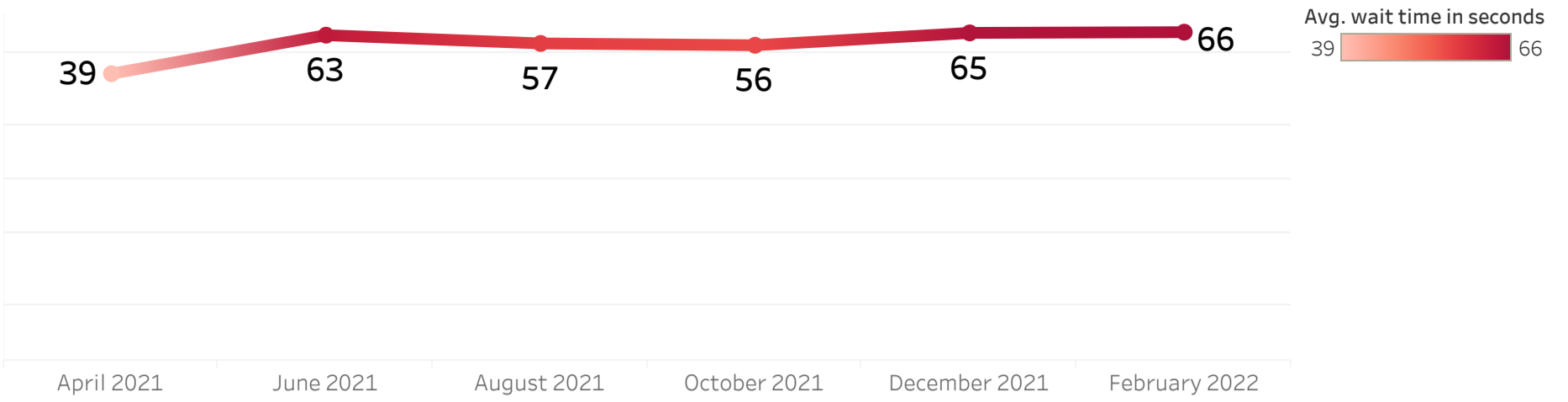


Caller-disconnected Average BOEC Call-back Time Trends*



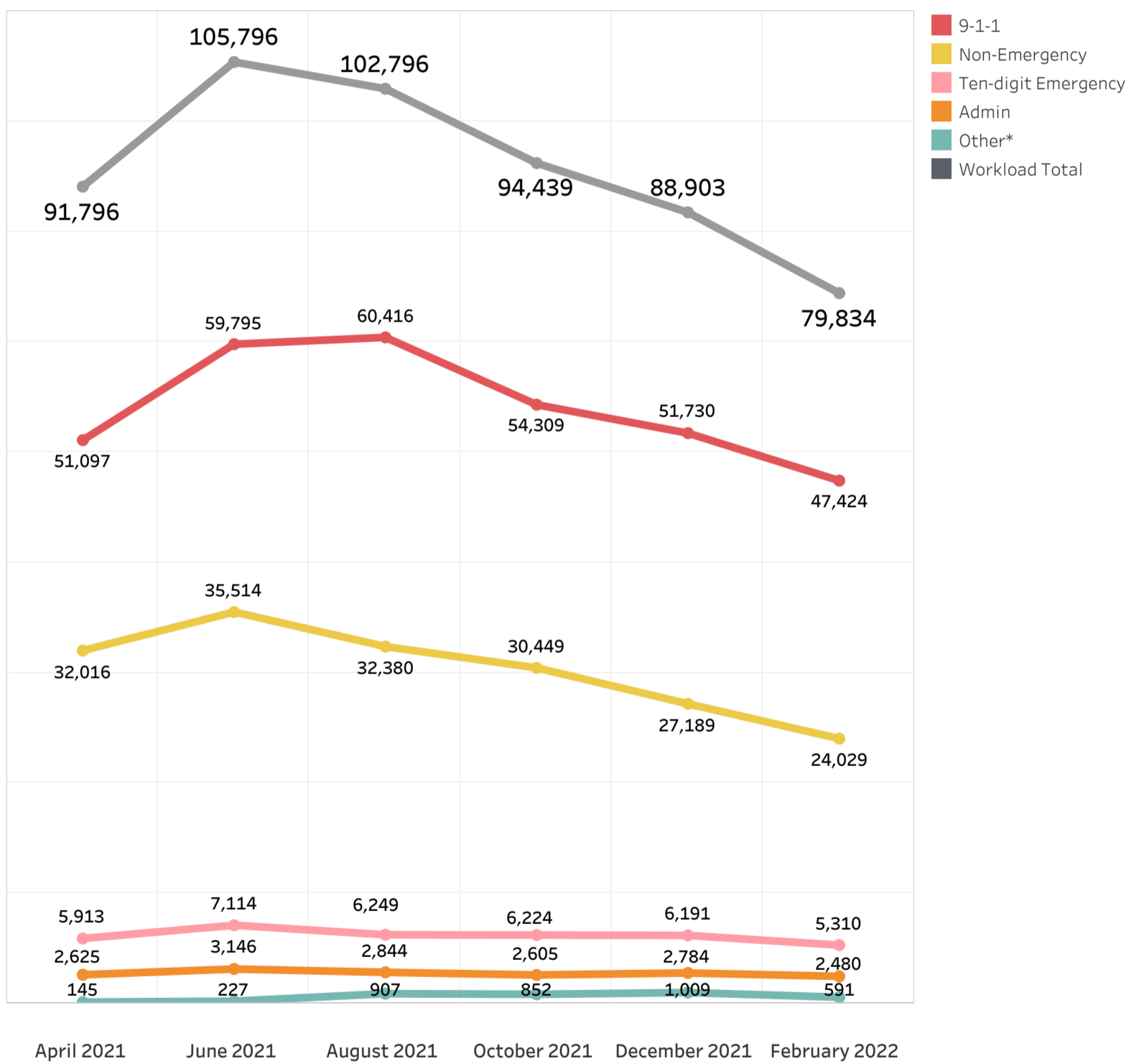
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by BOEC.

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



*Caller-disconnected calls are not included.

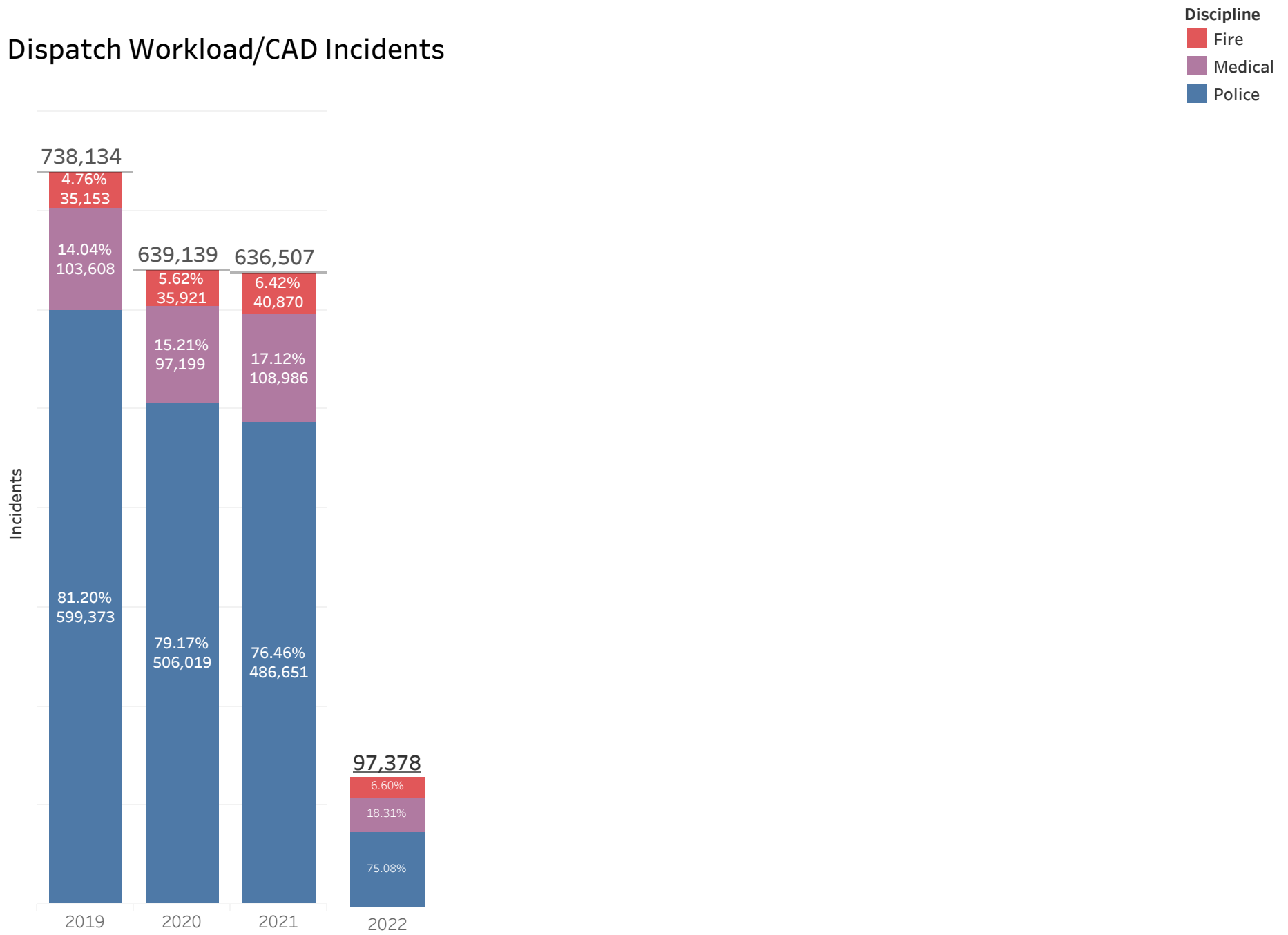
BOEC Workload Call Volume



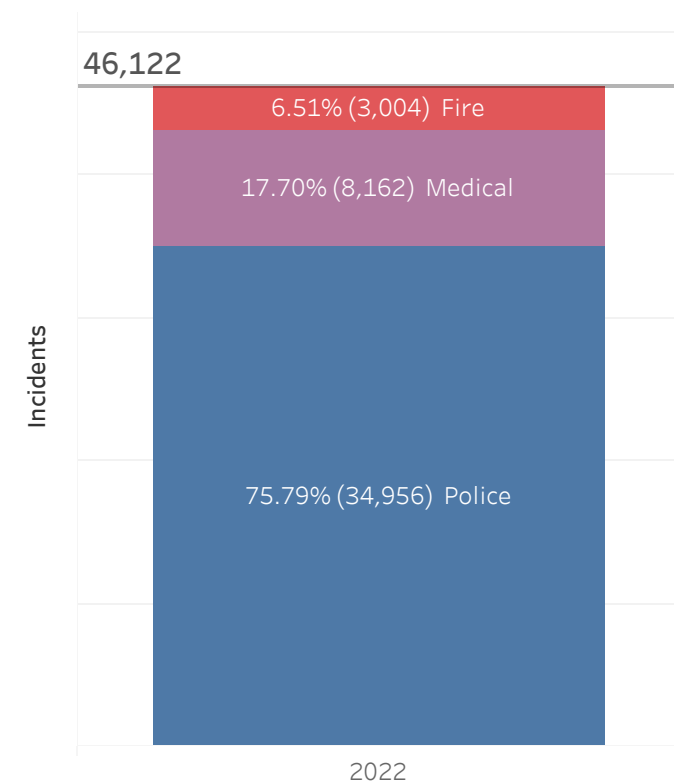
	April 2021	June 2021	August 2021	October 2021	December 2021	February 2022
9-1-1	51,097	59,795	60,416	54,309	51,730	47,424
Non-Emergency	32,016	35,514	32,380	30,449	27,189	24,029
Ten-digit Emergency	5,913	7,114	6,249	6,224	6,191	5,310
Admin	2,625	3,146	2,844	2,605	2,784	2,480
Other*	145	227	907	852	1,009	591
Workload Total	91,796	105,796	102,796	94,439	88,903	79,834

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

Dispatch Workload/CAD Incidents



Dispatch Workload/CAD Incidents February 2022



Dispatch Workload/CAD Incidents February 2022

Discipline	Priority-Description	Incidents	% by Priority
Police	1 - Occurring/Imminent Danger to Life	562	1.61%
	2 - Occurring/Potential Threat to Person	6,726	19.24%
	3 - Occurring/ Potential Threat to Property	2,911	8.33%
	4 - Expedited Response (Active Situation)	9,964	28.50%
	5 - Expedited Response (Escalated from 6)	86	0.25%
	6 - Routine Response	4,996	14.29%
	7 - As Available Response	8,762	25.07%
	8 - User Agency Administrative Priority	1	0.00%
	9 - User Agency Administrative Priority	948	2.71%
	Total	34,956	100.00%

Fire and Medical Incidents will be included in future reports.