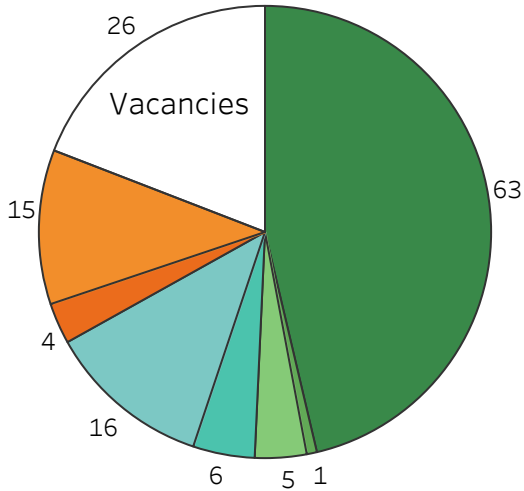


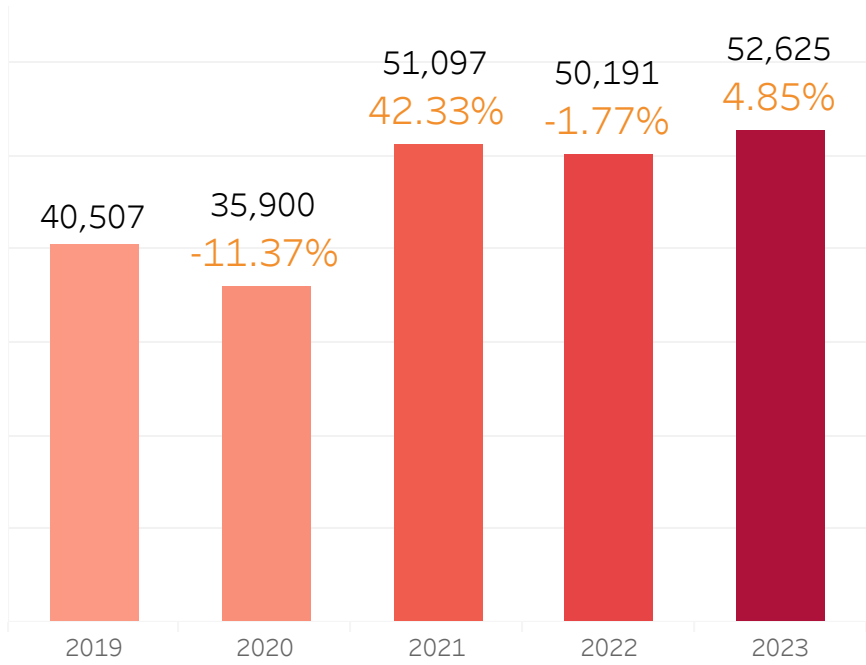
Dispatch Staffing

As of May 1, 2023

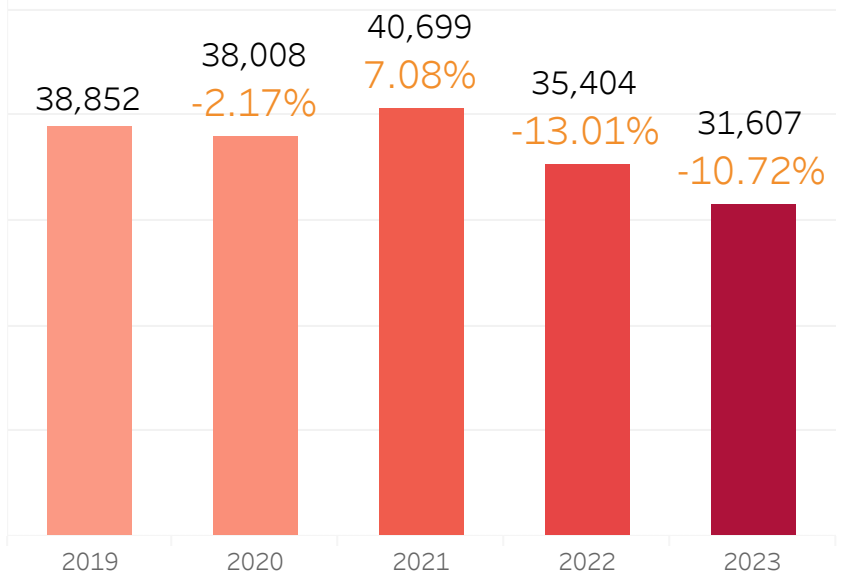


Sr. Dispatchers (911, Police, Fire Certified)	63
Certified Police Dispatchers	1
911 Certified Only	5
Fire Dispatch Trainees (911, Police Certified)	6
Police Dispatch Trainees (911 Certified)	16
Call Taking Trainees (No certifications)	4
Academy Trainees (No certifications)	15
Vacancies	26
Total	136

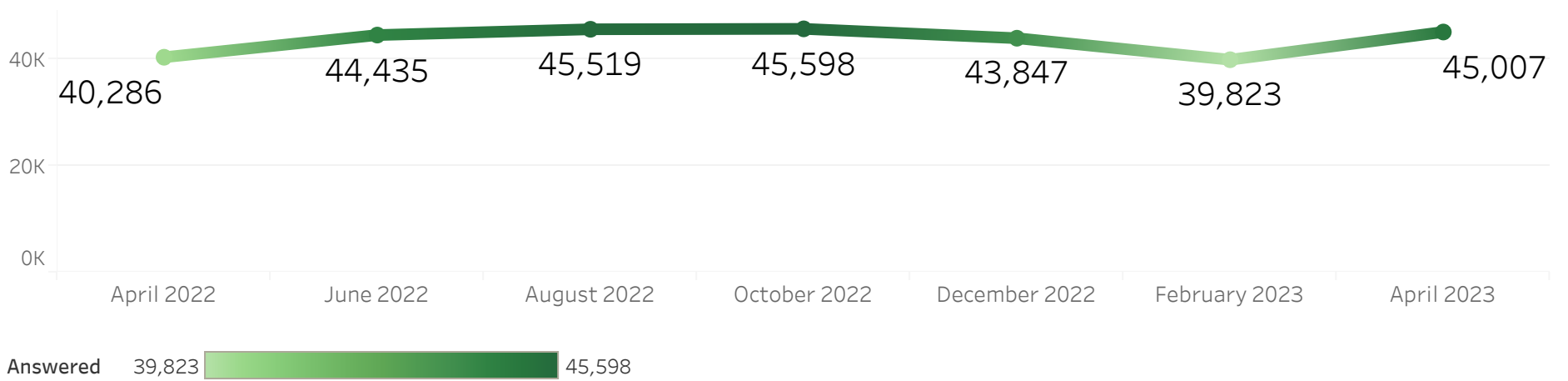
April Total 911 Call Volume (Includes 911 caller-disconnected calls)



April Non-911 Call Volume

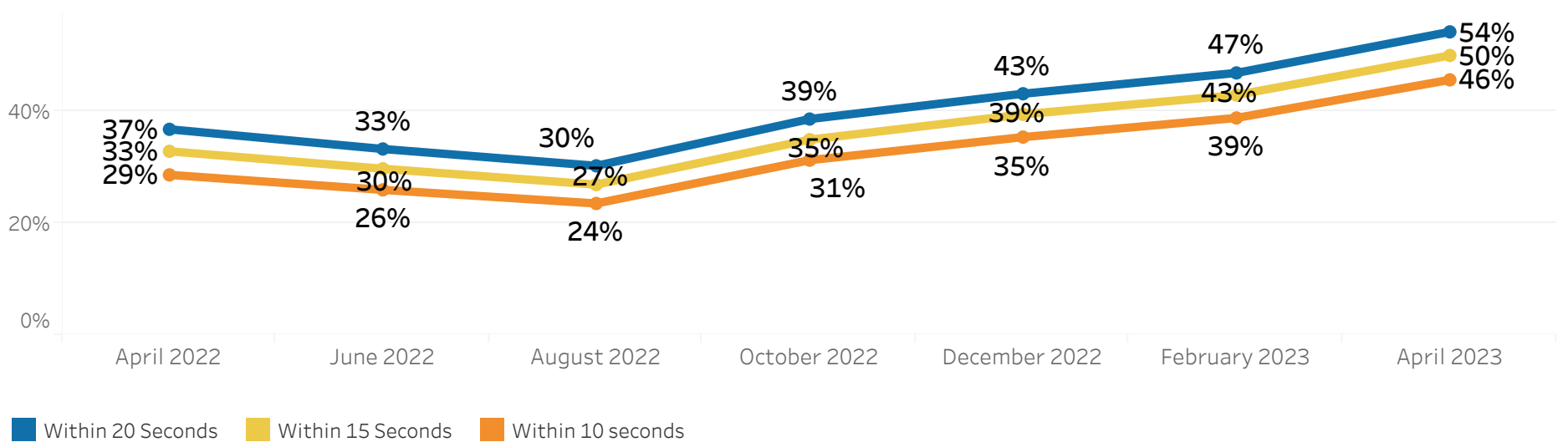


9-1-1 Calls Answered



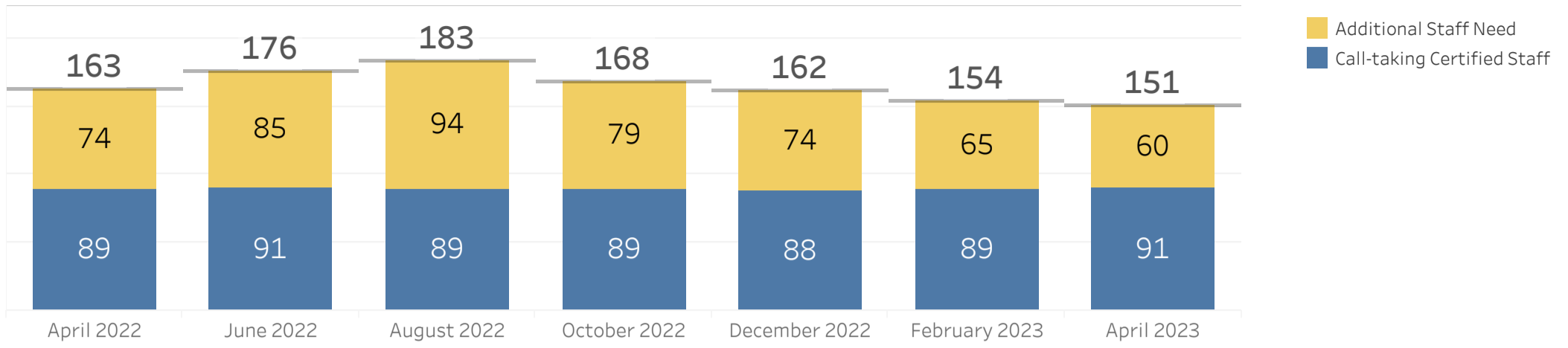
9-1-1 Call Answering Performance Trends*

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



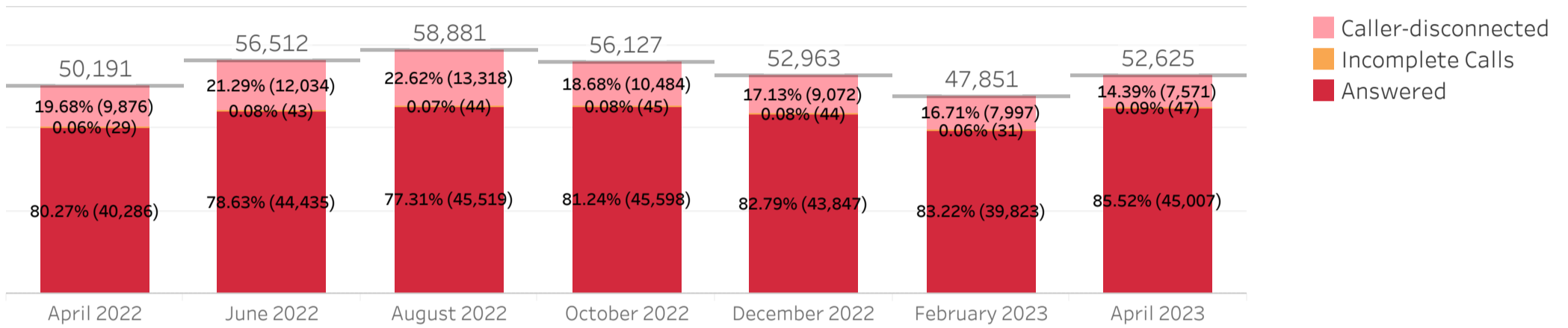
*Caller-disconnected calls are not included.

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



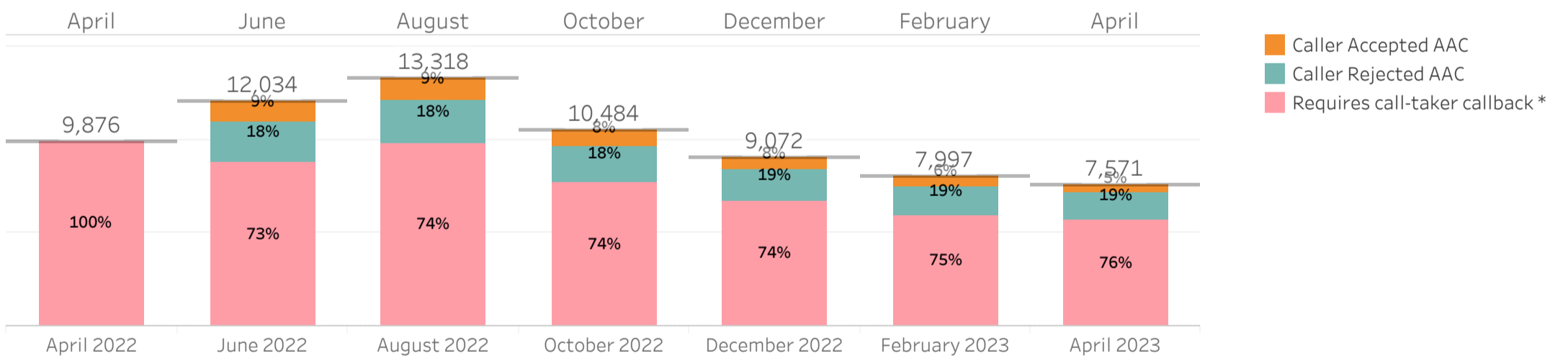
*Varies by workload call volume and processing metrics.

Total 9-1-1 Trends



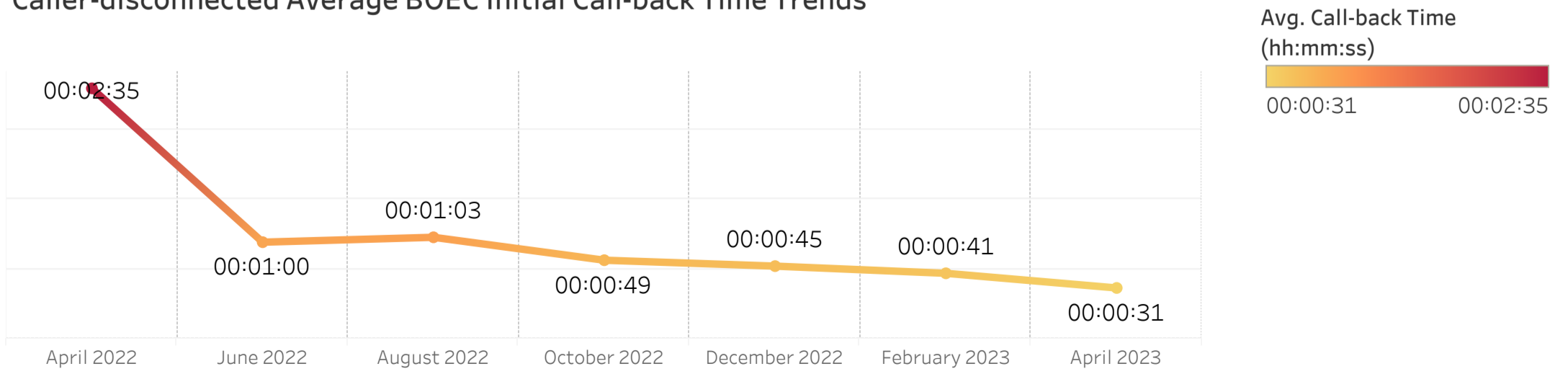
*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



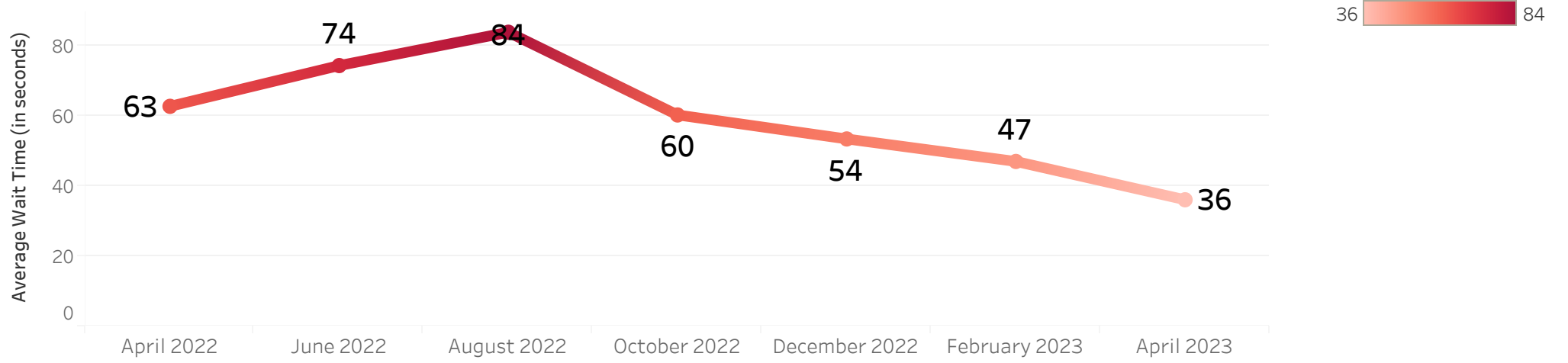
*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



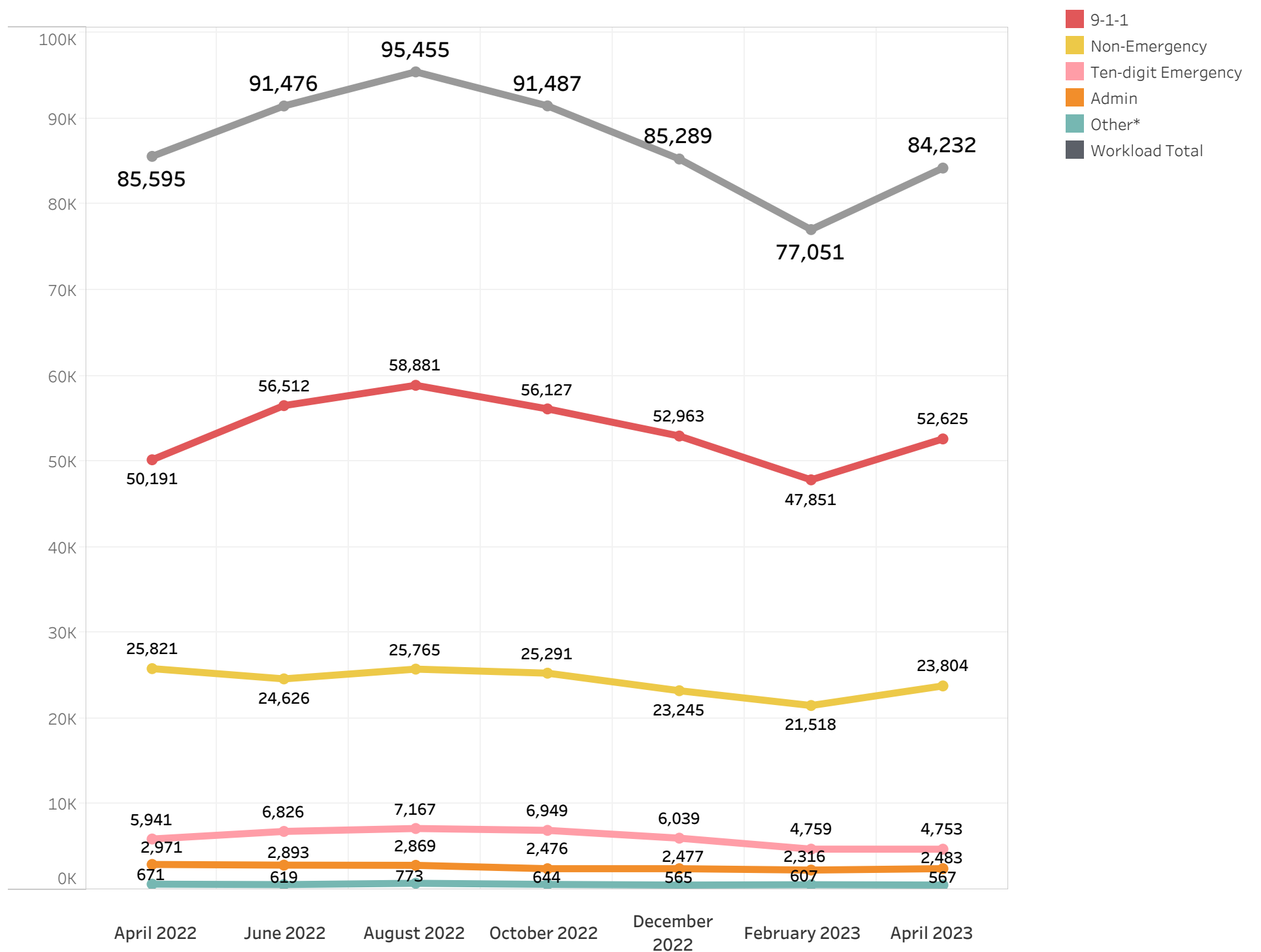
*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



*Caller-disconnected calls are not included.

BOEC Workload Call Volume

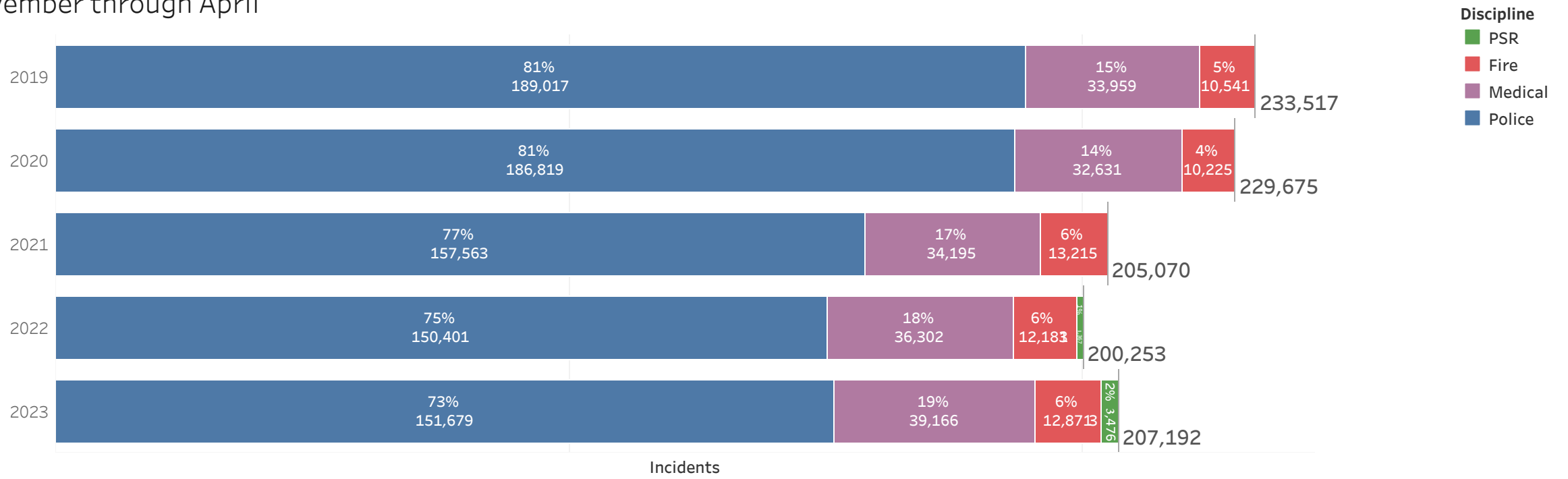


	April 2022	June 2022	August 2022	October 2022	December 2022	February 2023	April 2023
9-1-1	50,191	56,512	58,881	56,127	52,963	47,851	52,625
Non-Emergency	25,821	24,626	25,765	25,291	23,245	21,518	23,804
Ten-digit Emergency	5,941	6,826	7,167	6,949	6,039	4,759	4,753
Admin	2,971	2,893	2,869	2,476	2,477	2,316	2,483
Other*	671	619	773	644	565	607	567
Workload Total	85,595	91,476	95,455	91,487	85,289	77,051	84,232

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

Dispatch Workload/CAD Incidents

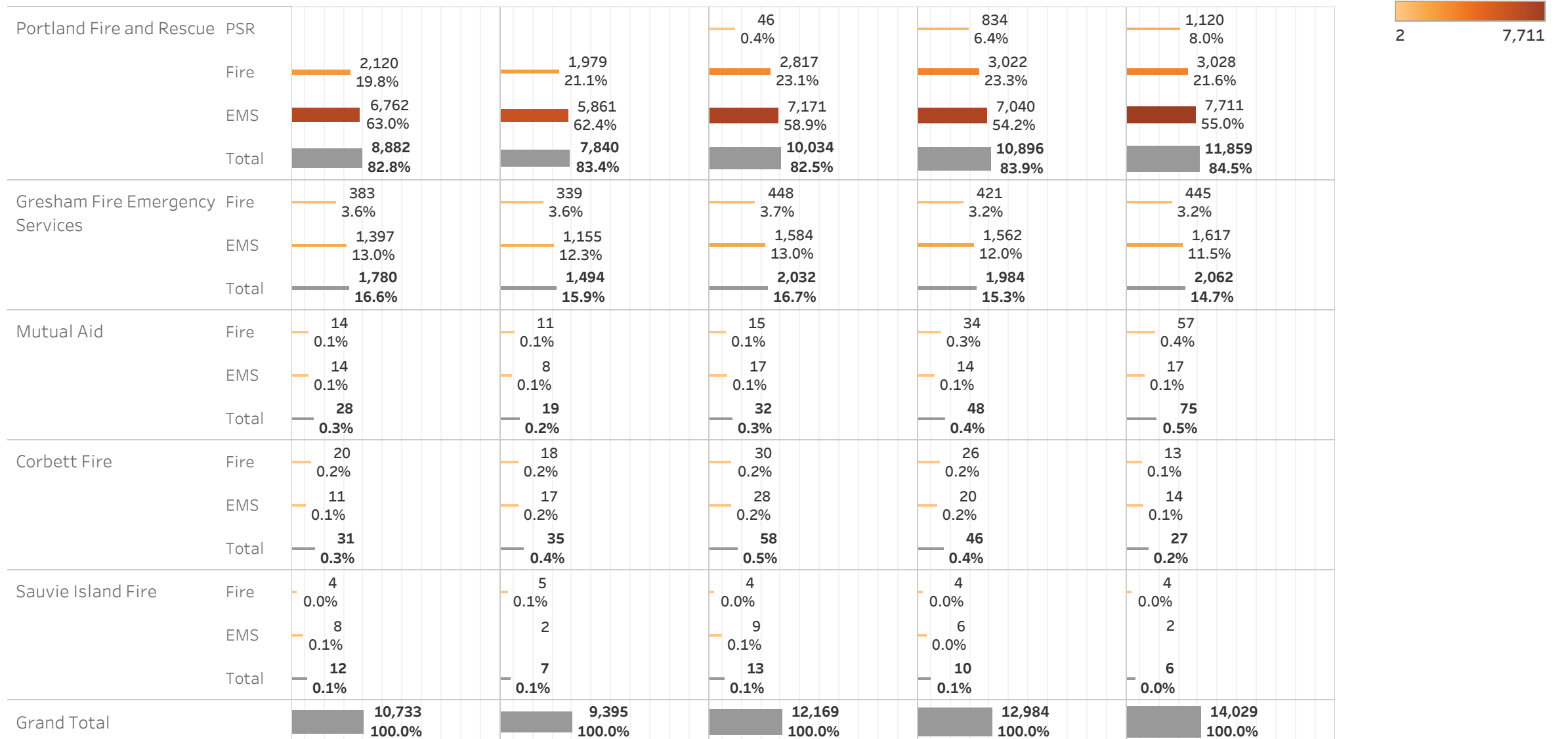
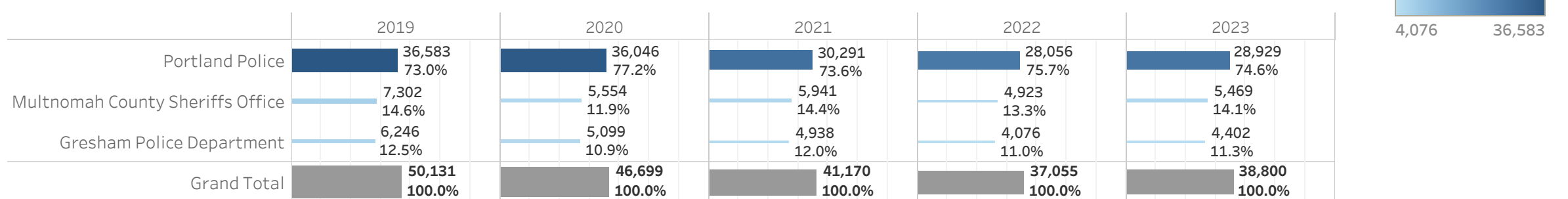
November through April



Incidents

Dispatch Workload/CAD Incidents by Jurisdiction

April



All Disciplines Grand Total

60,864

56,094

53,339

50,039

52,829