

## Strategic Plan Progress:

- Adequately staffed 911 workforce** – BOEC training academy currently has eight trainees, and 11 candidates passed background checks for the December 2023 academy. The next recruitment is slated to open in March 2024.
- Effective and timely 911 call answering meeting national call answering standards at all times** – BOEC is anticipating numerous trainee certifications in call-taking and police dispatch by the end of the year, and 911 call answering times are improving weekly.
- Collaboration with community members and partner agencies** – BOEC is participating in the Call Allocation Study with partner agencies, sponsored by the Community Safety Division.
- Training and quality assurance programs that improve processes and support employee development** – The QA and Operations teams are working to enhance dispatcher education opportunities leading toward accreditation.
- Embody and normalize a culture of equity and anti-racism** – Equity Manager candidates are going through a vetting process and are being scheduled for panel interviews.

## Technology Updates:

- Case Service** – *Now live!* Approximately 30%-35% of non-emergency calls are being referred to 311, online reporting, or other resources.
- Logging Recorder Replacement** – The new system includes a scheduling platform that analyzes call and radio traffic to propose ideal scheduling options. It also has QA software and speech analytics that will allow key word search to quickly find recordings. *The PROJECT is DELAYED with a likely completion in January, 2024.*
- Portable GPS** – Provides the ability to request GPS location of portable radios. *Testing is underway,* and BOEC will be working with partner agencies to establish operational policies. *Implementation to Production is expected to be completed in December 2023.*
- Non-Emergency Calls** – *Caller ID is now available* for non-emergency calls, providing the call-taker with the name and phone number if the caller information is public. We have also *increased the number of non-emergency lines from 28 to 34.*

# BOEC Update: October 2023

Integrity

Respect

Competence

Compassion

Responsibility

Teamwork

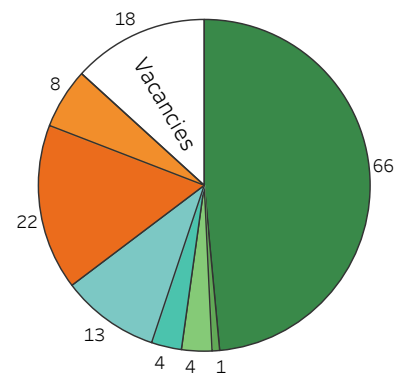


*“Everyone who got where he is had to begin where he was.”*

*-John L. Mason*

## Dispatch Staffing

As of October 1, 2023



Sr. Dispatchers (911, Police, Fire Certified)	66
Certified Police Dispatchers	1
911 Certified Only	4
Fire Dispatch Trainees (911, Police Certified)	4
Police Dispatch Trainees (911 Certified)	13
Call Taking Trainees (No certifications)	22
Academy Trainees (No certifications)	8
Vacancies	18
<b>Total</b>	<b>136</b>

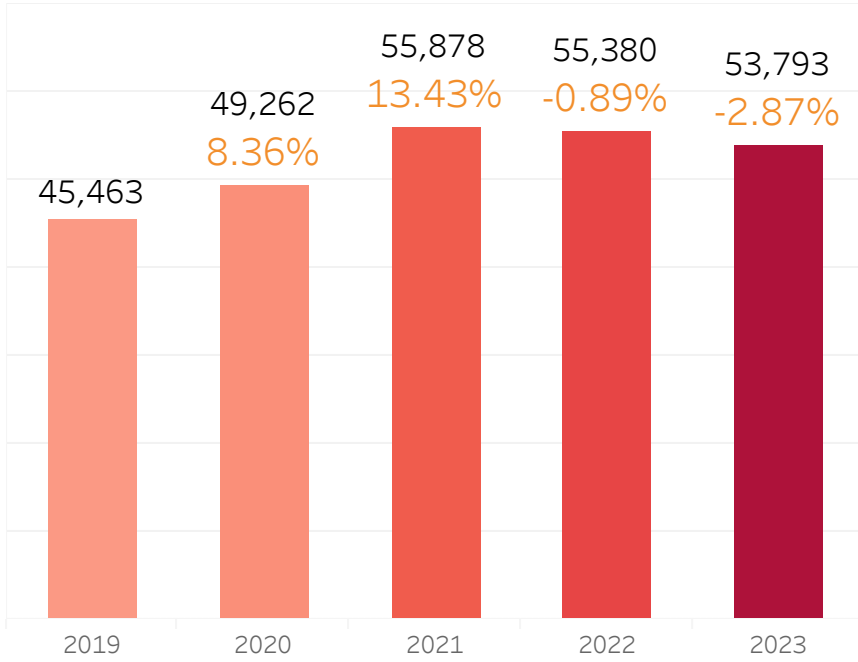
## Call Answering: September, 2023

- 43,800 9-1-1 calls answered
- 35% within 15 seconds
- 31% within 20 seconds

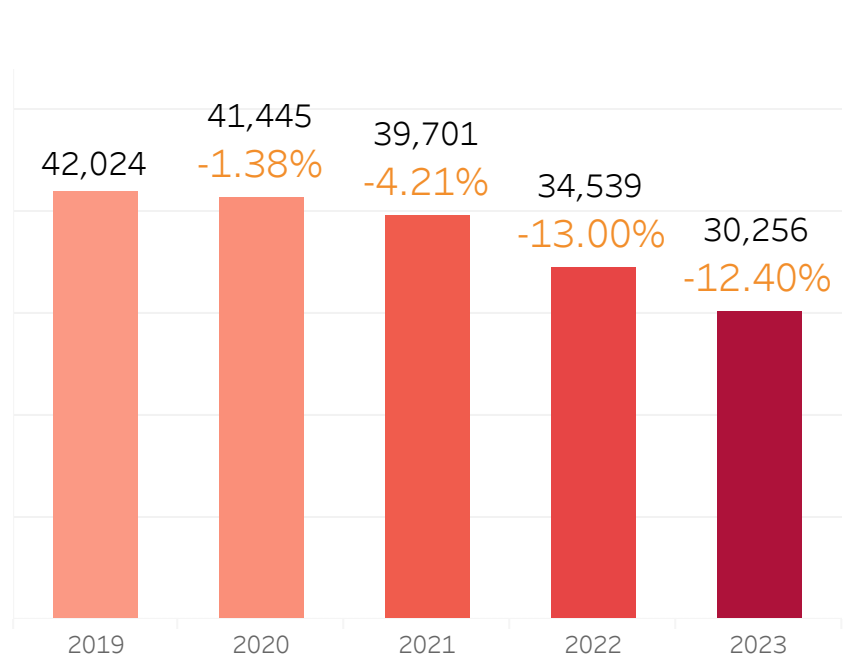
**NENA Standard:** 90% of all 911 calls shall be answered within fifteen seconds. 95% of all 911 calls should be answered within 20 seconds.

### September Total 911 Call Volume

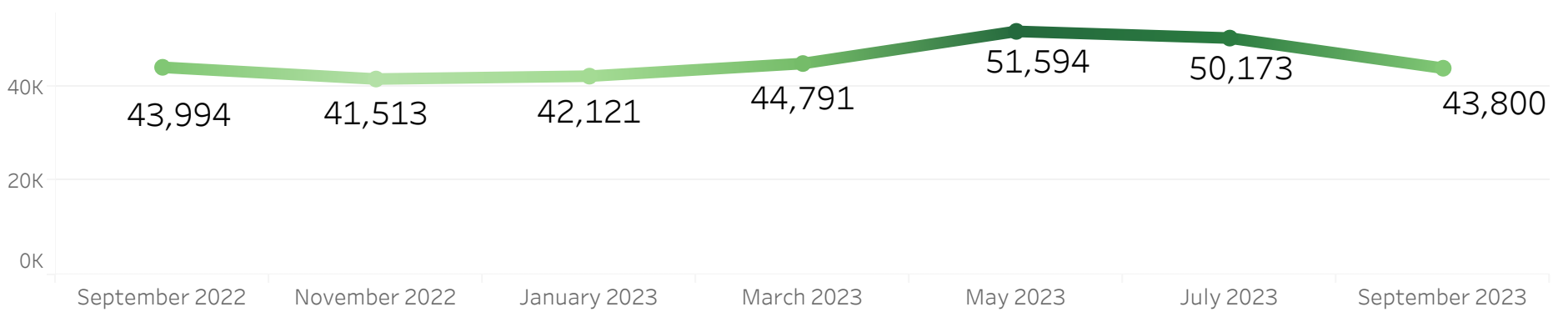
(Includes 911 caller-disconnected calls)



### September Non-911 Call Volume

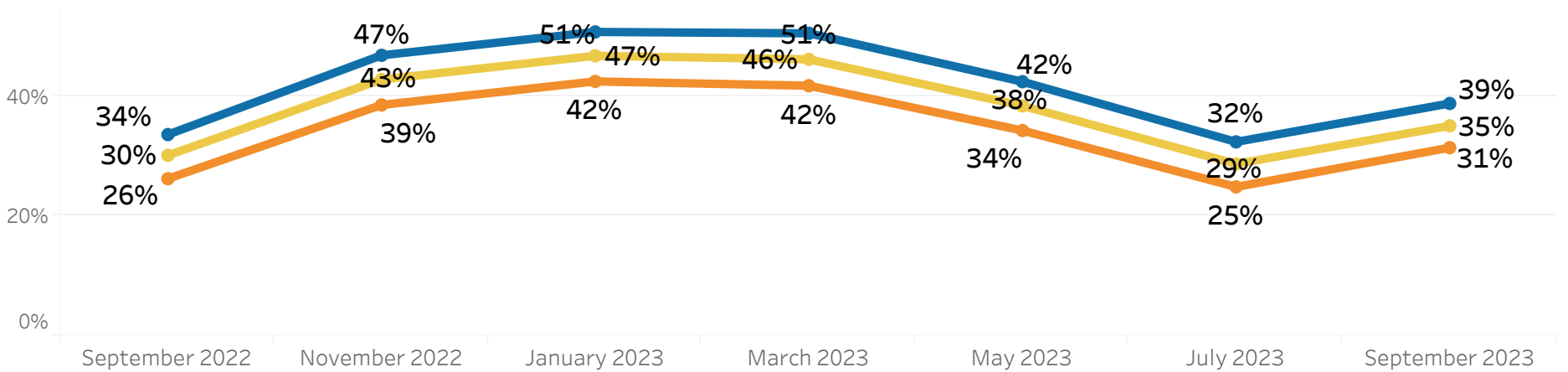


### 9-1-1 Calls Answered



### 9-1-1 Call Answering Performance Trends\*

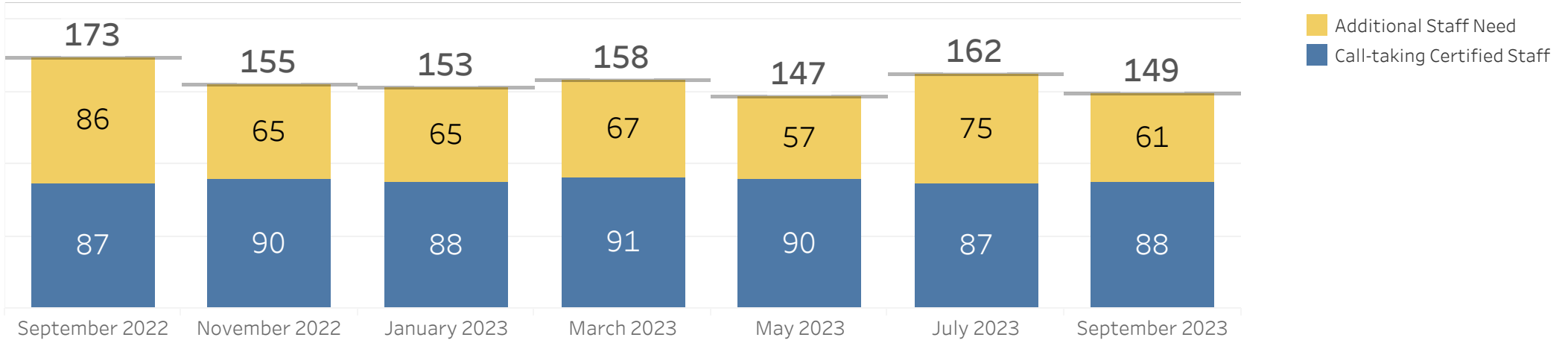
NENA Standards: 90% answered within 15 seconds; 95% answered within 20 seconds



■ Within 20 Seconds   ■ Within 15 Seconds   ■ Within 10 seconds

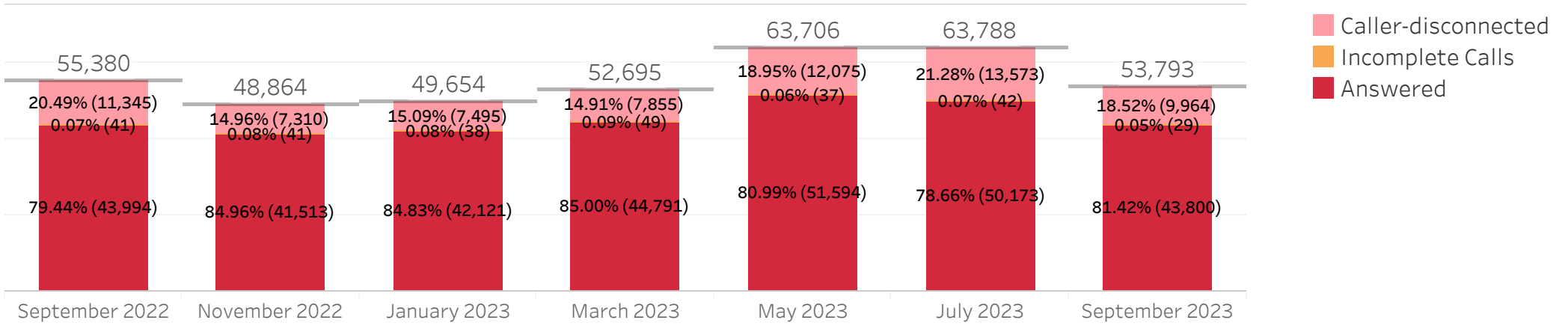
\*Caller-disconnected calls are not included.

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



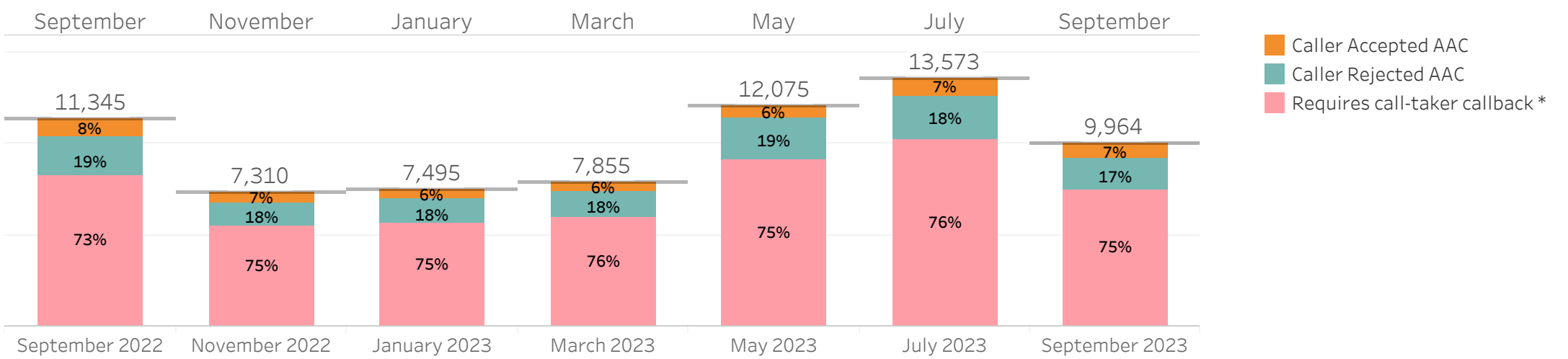
\*Varies by workload call volume and processing metrics.

### Total 9-1-1 Trends



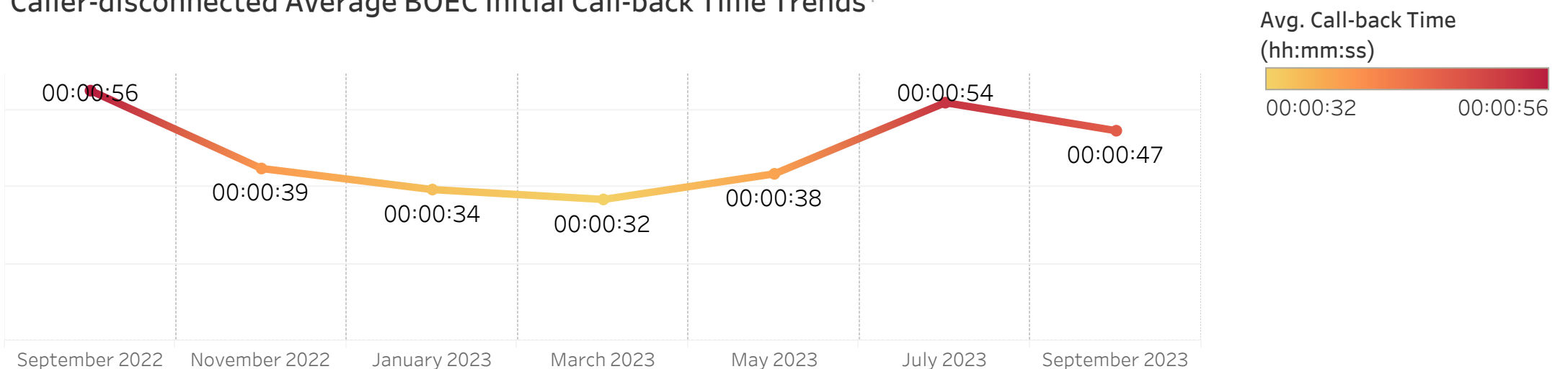
\*Incomplete calls: calls with no talk-time, which require call-taker callback.

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



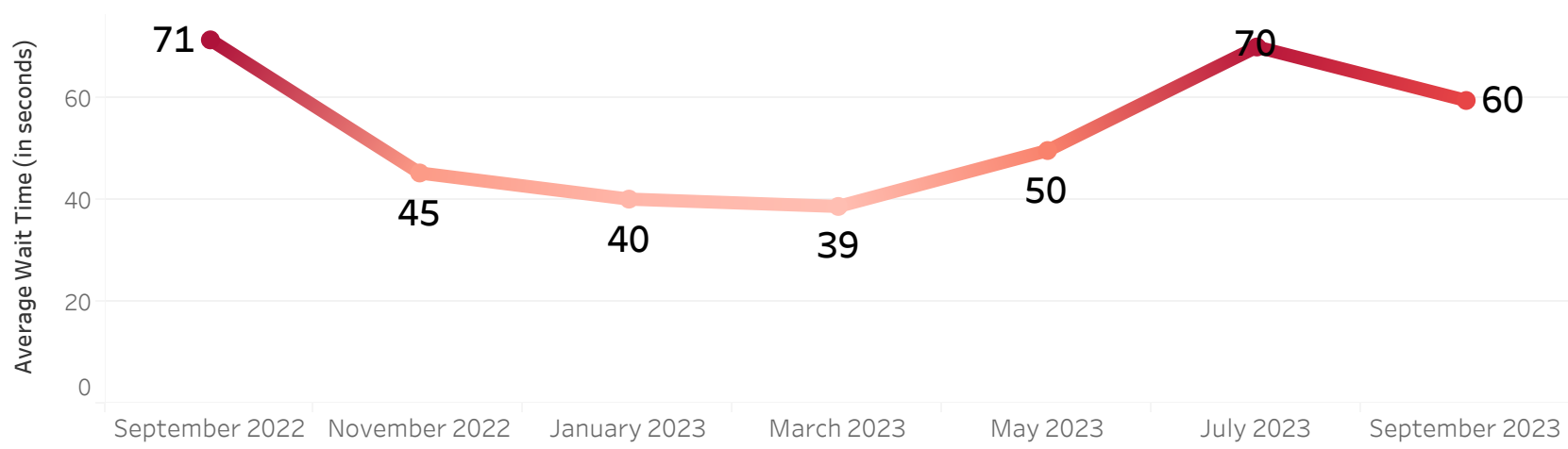
\*Requires call-taker callback: Caller-ignored or was not-reached resulting in call-taker callback.

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



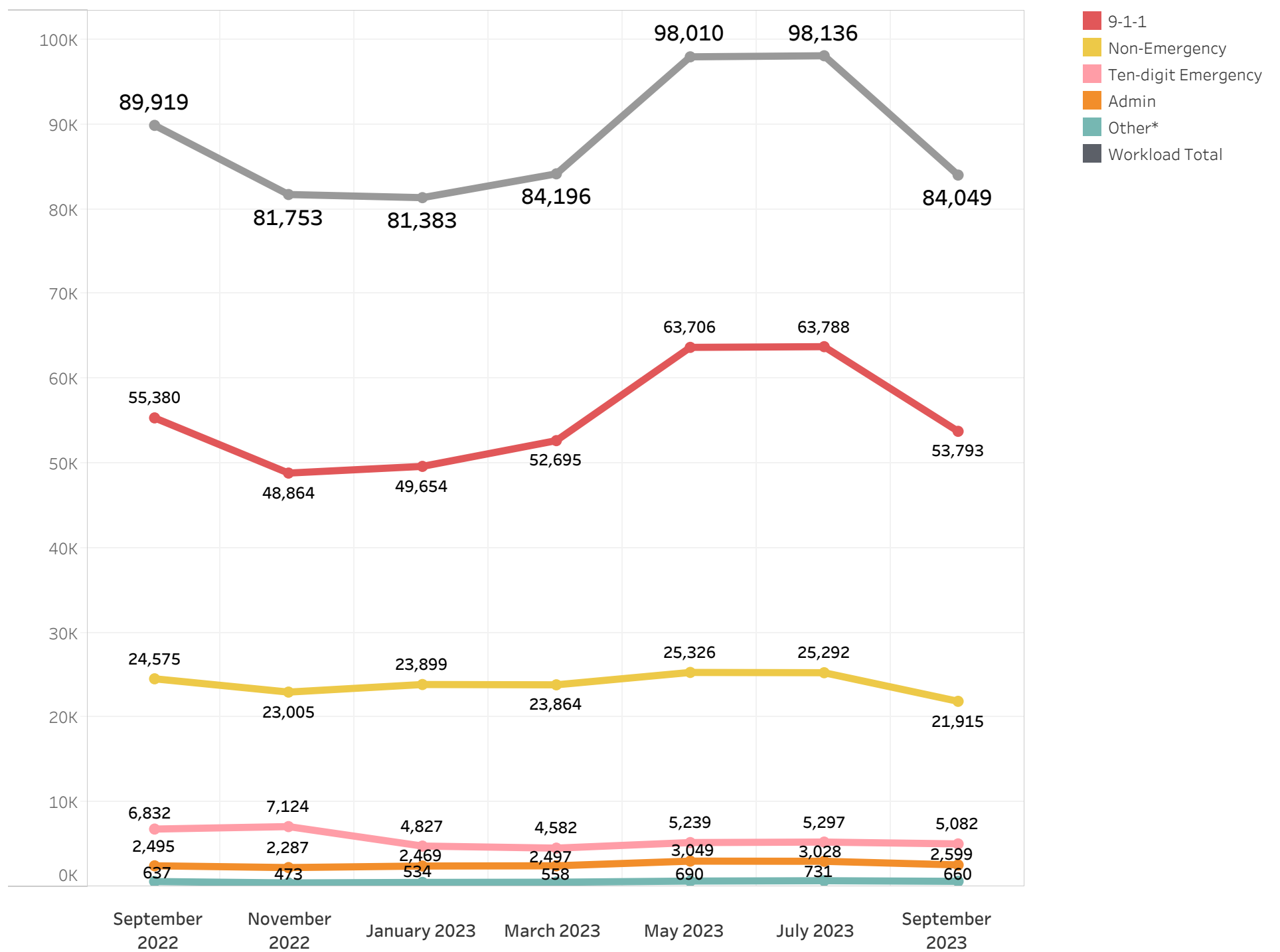
\*Call-back time is measured from when the call was identified by the BOEC phone system to the first call-back attempt by the BOEC AAC system starting May 17, 2022.

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



\*Caller-disconnected calls are not included.

## BOEC Workload Call Volume

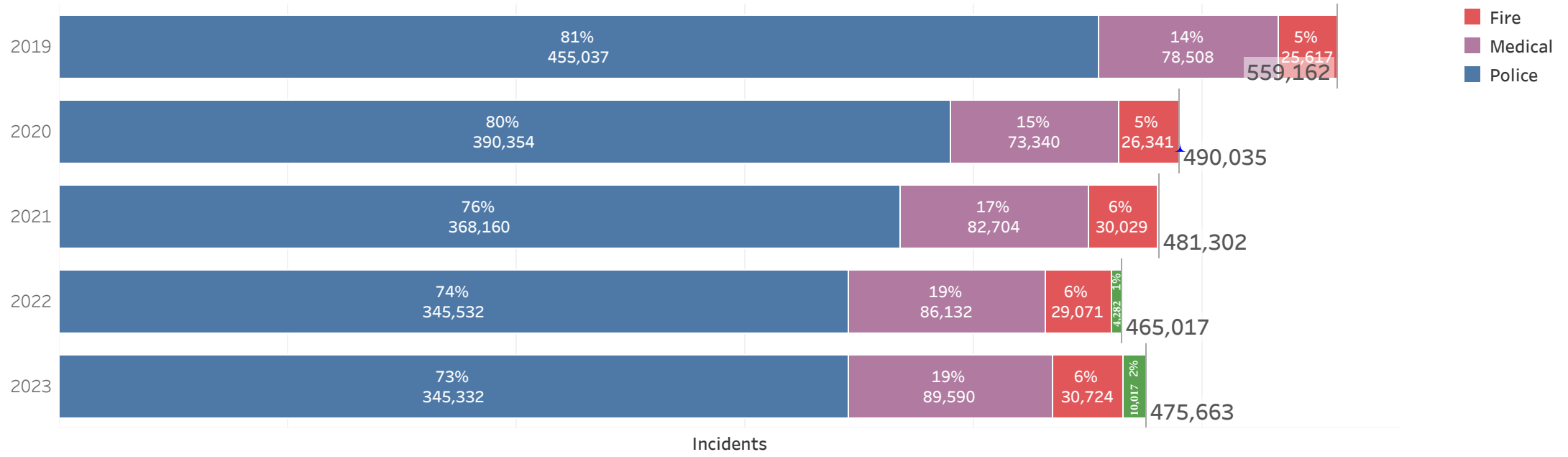


	September 2022	November 2022	January 2023	March 2023	May 2023	July 2023	September 2023
9-1-1	55,380	48,864	49,654	52,695	63,706	63,788	53,793
Non-Emergency	24,575	23,005	23,899	23,864	25,326	25,292	21,915
Ten-digit Emergency	6,832	7,124	4,827	4,582	5,239	5,297	5,082
Admin	2,495	2,287	2,469	2,497	3,049	3,028	2,599
Other*	637	473	534	558	690	731	660
<b>Workload Total</b>	<b>89,919</b>	<b>81,753</b>	<b>81,383</b>	<b>84,196</b>	<b>98,010</b>	<b>98,136</b>	<b>84,049</b>

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

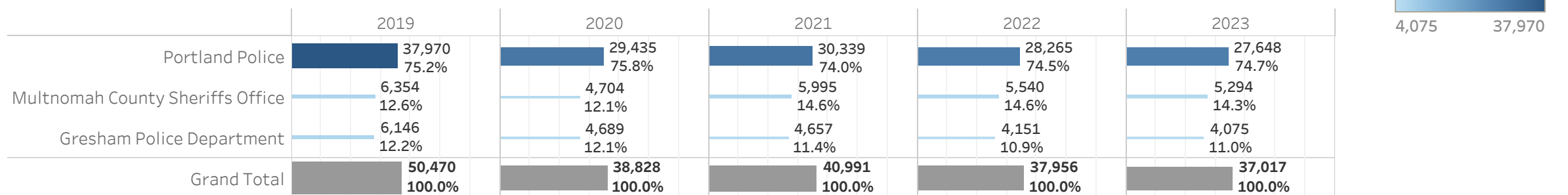
# Dispatch Workload/CAD Incidents

January through September



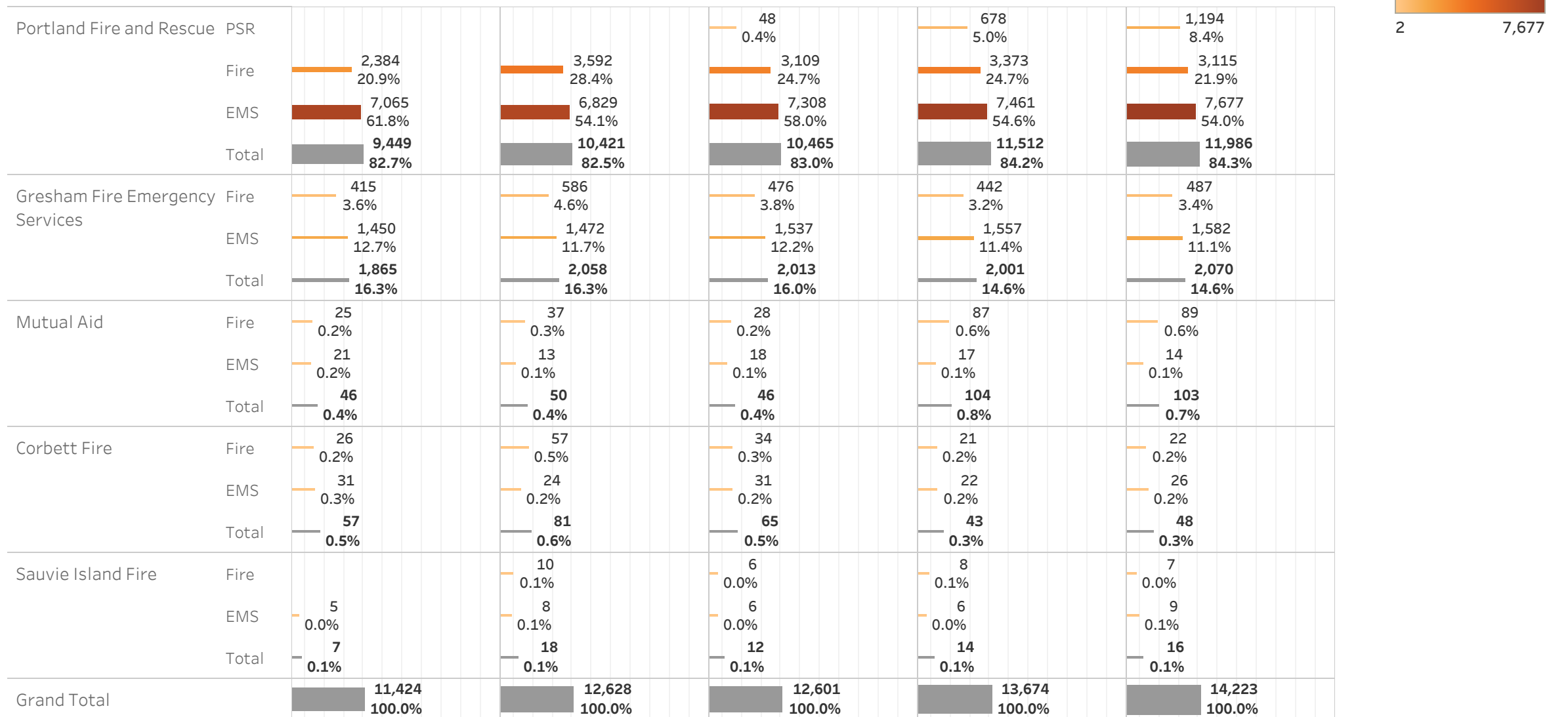
# Dispatch Workload/CAD Incidents by Jurisdiction

September



# Dispatch Workload/CAD Incidents by Jurisdiction

September



All Disciplines Grand Total	2019	2020	2021	2022	2023
	<b>61,894</b>	<b>51,456</b>	<b>53,592</b>	<b>51,630</b>	<b>51,240</b>