

BOEC Update: May 2018

Significant Projects:

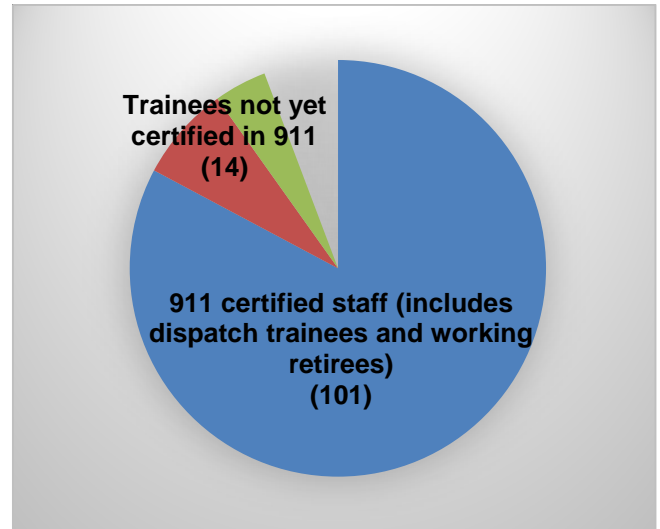
- **Strategic Planning:** Meeting with all BOEC employees, police and fire chiefs and other user board members.

Preliminary Strategic Initiatives:

1. *Performance Management tied to NENA Standards*
2. *Staffing and Recruitment*
3. *Quality Assurance/Improvement*
4. *Training Program Adjustments*
5. *BOEC Culture tied to Core Agency Values*
6. *Backup Capabilities and Resiliency*
7. *Weaving Equity and Inclusion throughout the strategic plan*

- **Dispatch Protocol:** Developing procurement and implementation path for integrated EMD, Fire and Law dispatch protocol. Slated to include call answering protocol and QA/QI program management.
- **User Agency IGA, Bylaws, and Charter Update:** Initiating discussions with user agencies to begin the update process. Current IGA was written in 1995.
- **Emergency Management Program Development:** Beginning job task analysis and recruitment for Program Analyst to oversee BOEC COOP planning, backup capabilities, and RDPO-related 911 tasks.

Dispatch Staffing:



- 70 Senior Dispatchers (911, Police, Fire certified)
- 2 Police Dispatchers (911, Police certified)
- 5 911 Certified only
- 6 Fire Dispatch Trainees (911, Police certified)
- 14 Police Dispatch Trainees (911 certified)
- 9 911 Trainees (not certified)
- 5 Academy Trainees
- 7 Vacancies/Leaves of Absence
- 4 Part-Time Working Retirees

“The heaviest load that you can possibly carry on your back is a pack of grudges.”

-John L. Mason

2017-2018 Budget to date: (FY 74.8% Complete)

-Expenditures: \$23,884,331 (revised)
\$17,372,343 (72.7% expended)
 \$ 6,511,988 (remaining)

-Revenue: \$23,594,257 (revised)
\$17,772,383 (75.3% collected)
 \$ 5,821,874 (remaining)

Dispatch Recruitment:

- Trainee recruitment netted 68 candidates
- Interviews scheduled in early May
- Goal to hire 10-12 trainees for a September academy

Call Answering: April 2018

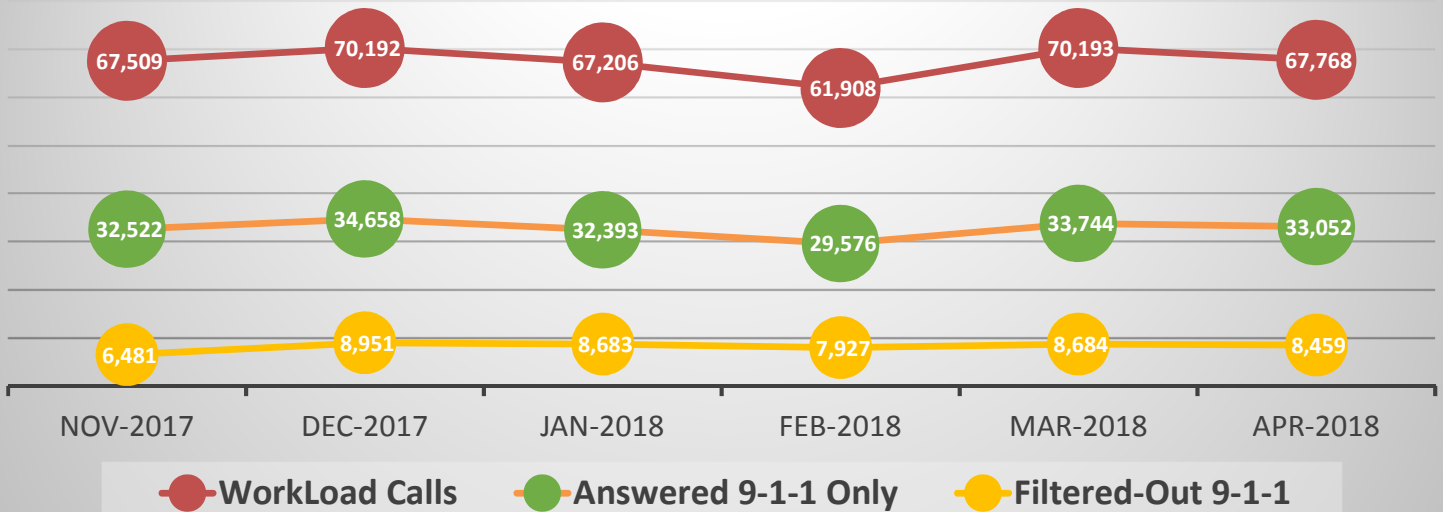
- 33,052 9-1-1 calls answered
- 14.17% within 10 seconds.
- 63.56% within 20 seconds

NENA Standard: 90% of all 911 calls shall be answered within ten seconds during the busy hour. 95% of all 911 calls should be answered within 20 seconds.

Call Taking Staff Trends



Call Volume Trends



Call Performance Trends

9-1-1 Only NENA Standards
 90% in 10 seconds at busy hour of day
 95% in 20 seconds

