BOEC Update: June 2018

Significant Projects:

• **Strategic Planning**: Meeting with all BOEC employees, police and fire chiefs and other user board stakeholders.
  
  **Preliminary Strategic Initiatives:**
  1. **Performance Management tied to NENA Standards**
  2. **Staffing and Recruitment**
  3. **Quality Assurance/Improvement**
  4. **Employee Performance Reviews**
  5. **Training Program Adjustments**
  6. **BOEC Culture tied to Core Agency Values**
  7. **Cyber Security**
  8. **Backup Capabilities and Resiliency**
  9. **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**: Drafting updated documents and beginning the vetting process. Current IGA was written in 1995.

• **Joint PIO and Outreach**: Beginning initial discussions with PBEM on a shared position. Job description being developed.

• **Emergency Management Coordinator**: Position will oversee BOEC internal COOPPlanning, backup capabilities, and RDPO-related 911 tasks. 76 applicants, narrowed to 9 finalists. Interviews being scheduled for late June with a mid-July hire date.

2017-2018 Budget to date: (FY 83.3% Complete)

-Expenditures: $24,484,883 (revised)
  $19,292,827 (78.8% expended)
  $  5,192,056 (remaining)

-Revenue: $24,484,883 (revised)
  $20,818,510 (85.0% collected)
  $  3,666,373 (remaining)

-Overtime: $1,239,269
  $  860,380 (69.4% expended)
  $  378,889 (remaining)

Dispatch Staffing:

- 74 Senior Dispatchers (911, Police, Fire certified)
- 3 Police Dispatchers (911, Police certified)
- 5 911 Certified only
- 6 Fire Dispatch Trainees (911, Police certified)
- 13 Police Dispatch Trainees (911 certified)
- 9 911 Trainees (not certified)
- 4 Academy Trainees
- 8 Vacancies/Leaves of Absence
- 4 Part-Time Working Retirees

“I would rather be ‘annoyingly’ positive and optimistic than destructively negative and hateful. – Inspiration Network

Dispatch Recruitment:

- Recruitment complete; 2nd interviews complete and a goal to hire 10-12 trainees for a September academy.
- New recruitment slated to begin this month.

Call Answering: May 2018

- 37,067 9-1-1 calls answered
- 9.11% within 10 seconds.
- 58.25% 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.