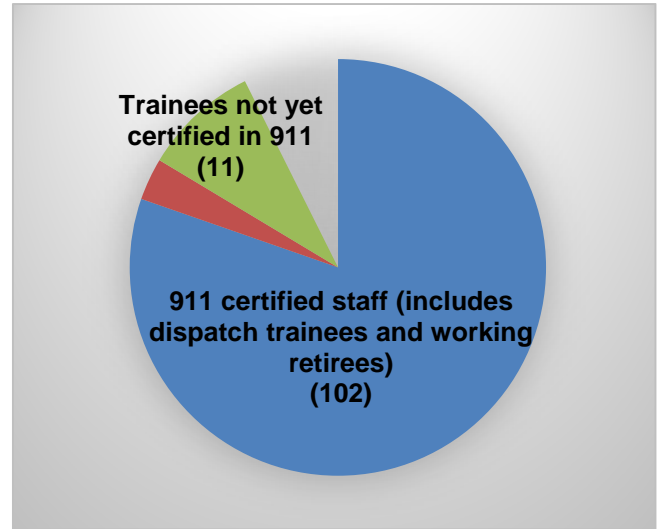


BOEC Update: July 2018

Significant Projects:

- **EAS Activation:** Root Cause Analysis being conducted regarding inadvertent activation.
- **State 911 Equipment Fund:** Engaging with the State 911 Advisory Committee in revising the equipment funding formula for PSAPs.
- **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. Payroll Process/System Upgrades
 4. Quality Assurance/Improvement
 5. SOP Vetting and Development
 6. Internal Communication
 7. Employee Performance Reviews
 8. Training Program Enhancements
 9. Tying Culture to Core Agency Values
 10. Cyber Security
 11. Backup Capabilities and Resiliency
 12. Weaving Equity and Inclusion throughout the strategic plan
- **Dispatch Protocol:** Initiating RFP process 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 in the User Board meeting in July 19.
- **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 COOP planning, backup capabilities, RDPO-related 911 tasks, and will act as the Citywide COOP liaison. Target hire date is early August.

Dispatch Staffing:



911 Certified:

- 70 Senior Dispatchers (911, Police, Fire certified)
- 3 Police Dispatchers (911, Police certified)
- 5 911 Certified only
- 6 Fire Dispatch Trainees (911, Police certified)
- 14 Police Dispatch Trainees (911 certified)
- 4 Part Time Working Retirees

Non-911 Certified:

- 11 911 Trainees (not certified)
- 9 Vacancies

“Just do once what others say you can’t do and you will never pay attention to their limitations again.” – John L. Mason

Dispatch Recruitment:

- 23 Candidates have been forwarded to backgrounds, with a goal of hiring 10-12 trainees for an August academy.
- New recruitment is currently open, with a goal of conducting academy training in December.

Call Answering: June 2018

- 36,885 9-1-1 calls answered
- 8.41% within 10 seconds
- 55.88% within 20 seconds

Cell phone filter test July 17. Goal of disconnecting the cell phone filter when 911 calls are not in queue.

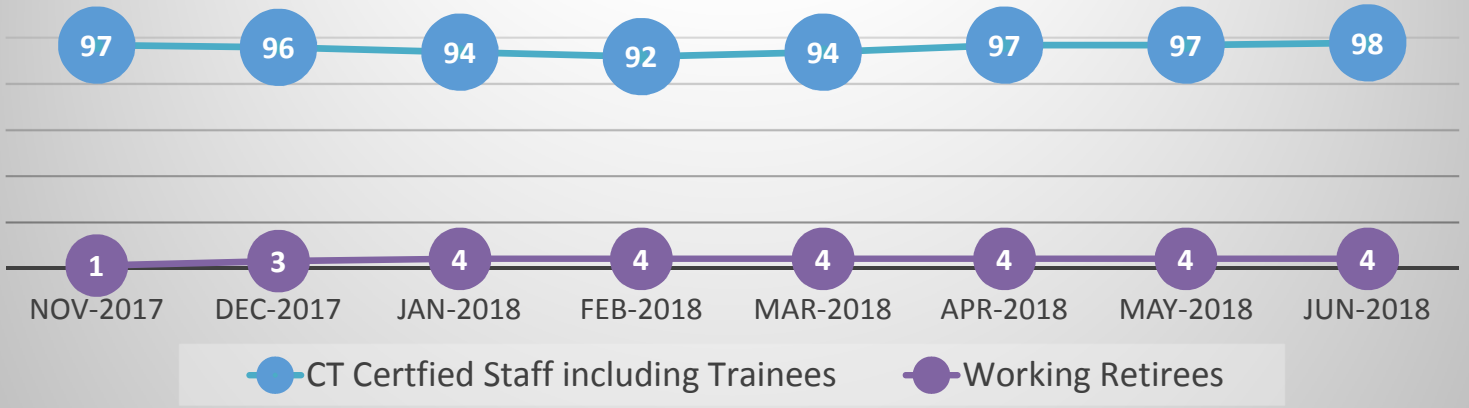
NENA Standard: 90% of all 911 calls shall be answered within ten seconds during the busy hour. 95% of all 911 calls should be answered within 20 seconds.

2017-2018 Budget to date: (FY 100% Complete*)

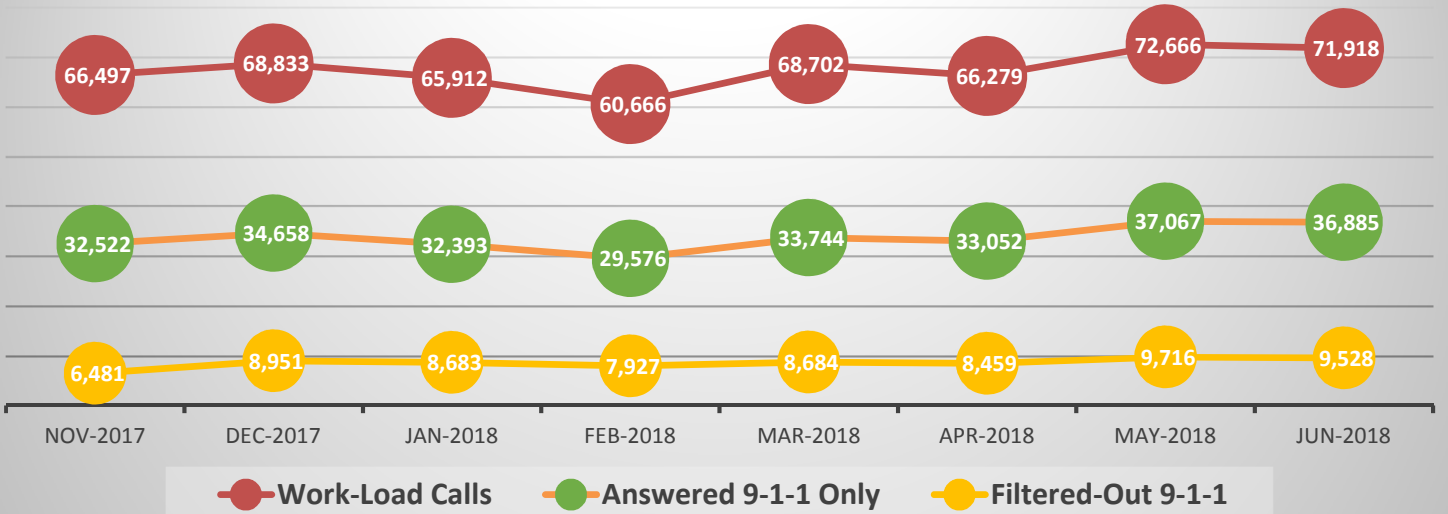
-Expenditures:	\$24,484,883 (revised) <u>\$24,095,400 (98.4% expended)</u> \$ 389,483 (remaining)
-Revenue:	\$24,484,883 (revised) <u>\$22,892,548 (93.5% collected)</u> \$ 1,592,335 (remaining)
-Overtime:	\$1,239,269 <u>\$1,153,017 (93.0% expended)</u> \$ 86,252 (remaining)

*Does not include final FY totals.

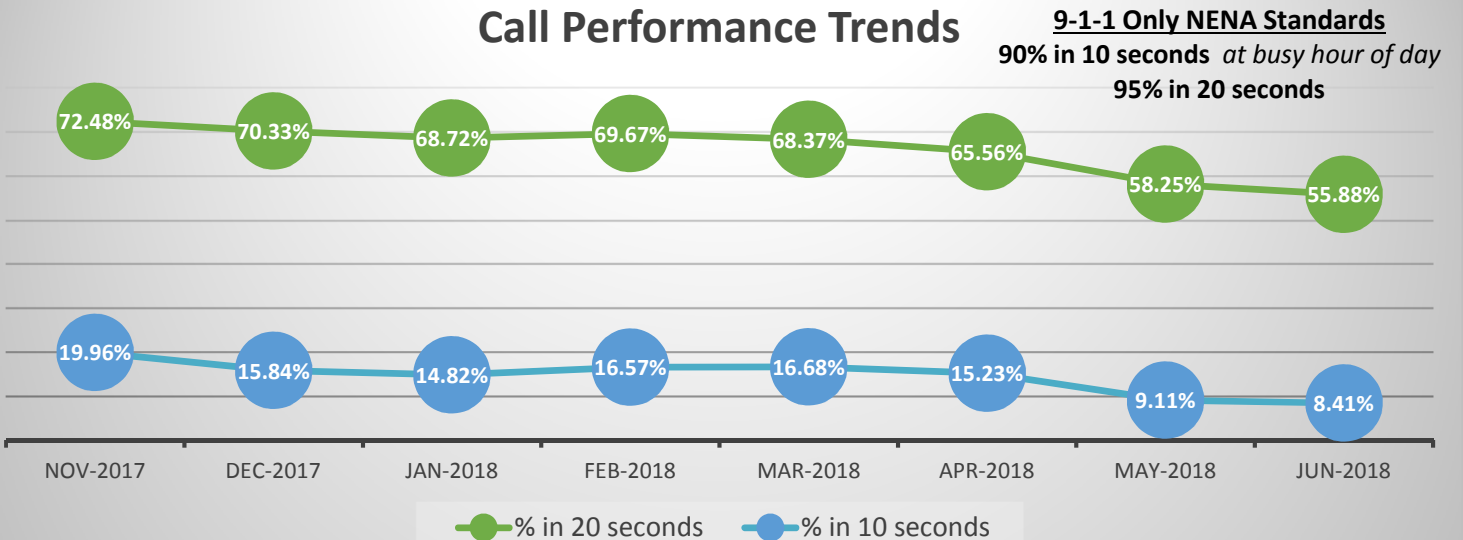
Call Taking Staff Trends



Call Volume Trends



Call Performance Trends



Busy Hour [% in 10 seconds] Metadata

