Regional Consolidated Dispatch December 2015 Report

Office of Regional Communications and Technology

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **1** of **41**

Executive Summary

This report provides an overview of the performance of Broward County's Regional Consolidated E-911 System for the month of December 2015. Operational Review Team meetings with Fire Rescue and Law Enforcement continue at regular intervals. These meetings provide the forum to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes based upon group consensus.

There are eight major goals of the Consolidated Regional Communications System:

1. Improve service
2. Employ the best technology available to expedite emergency response
3. Establish consistent performance metrics
4. Delay (Eliminate) in transfer of emergency calls
5. Faster emergency response times
6. Enhance interoperability and coordination amongst responding agencies
7. Fewer errors due to standardized call handling and dispatch protocols
8. Save significant amount of taxpayers' dollars

Call Volume and Calls for Service

In December 2015, there were a total of 199,125 incoming calls for the Regional System, consisting of 115,509 emergency 911 calls; 67,928 non-emergency calls; and 15,688 alarm calls. There were 28,652 outgoing calls. Outgoing calls are randomly reviewed to ensure calls are of a work relevant nature, as part of the quality check process conducted by BSO.

The PSAPs dispatched a total of 146,472 calls to Law Enforcement and Fire Rescue disciplines combined. Of this amount, 25,073 were Fire Rescue calls. The Operator Agreement defines specific performance requirements for the time to dispatch, referred to as P2/P3 performance. The time to dispatch is the amount of time from when a call is answered at the PSAP until a unit is dispatched. This performance measurement is calculated for every incident for which both the call answer time and the call dispatch time are known. This approach follows NFPA standards.

Of the 25,073 Fire Rescue dispatched calls, both of these data points (call answer and call dispatch) are known for 15,513 of the calls. These 15,513 calls are the basis for the P2/P3 performance measurement. Various factors contribute to the unavailability of the call answer time data point for the remaining Fire Rescue dispatched calls. ORCAT has identified the following causes for this issue:

- Calls on non-emergency/admin lines (10-digit numbers)
- Duplicated screens used by Operator
- Cloned calls by Operator
- Field initiated requests

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **2** of **41**

ORCAT will be conducting additional tests from January 21 – February 5, 2016 to determine if the system has the ability to collect answer time data on non-emergency/admin calls in order to populate the appropriate field in the Computer Aided Dispatch (CAD) system logs.

Call Transfers

For the month of December 2015, call transfers represent less than .53% of the total E-911 calls into the regional centers. As stated in previous reports, 911 call transfers into the regional centers primarily come from the Coral Springs (333) and Plantation (845) Public Safety Answering Points (PSAPS). These totals represent 5.78% and 15.92% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

The Cities of Coral Springs and Plantation continue to participate in the implementation and development of the County's new Computer Aided Dispatch (CAD) system. If both cities decided to utilize the County's CAD, call transfers will be virtually eliminated.

Quality Improvement Team Update

The Quality Improvement Team (QIT)—which includes members from the County, Operator (BSO) and the Federation of Public Employees (FOPE) —continues to capture and analyze data.

1. **P1 Performance**

There continues to be significant improvement in the achievement of the P1 performance standard for the regional system, noting that this standard exceeds the state standard of 90% within 10 seconds for all calls.

ORCAT met with the Operator to review performance metrics and compare Call Center countermeasures. Forms were provided to the Operator to analyze the days missing the busy hour daily standard by reviewing staffing levels, forecasted vs actual call volumes and list actionable countermeasures to address items within the Operator's control.

For the month of December, the following data indicates the number of days the 90/10 busy hour daily standard was achieved:

- North: 30 days (increase of one day from November 2015.)
- Central: 26 Days (increase of one day from November 2015.)
- South: 30 days (increase of three days from November 2015.)

The Network ACD (One Queue) Project is in implementation phase which consists of System Setup, Training and Training Validation to be completed by end of February. This project is to further assist in improving the P1 performance standard. Measurement of Training Effectiveness, System Test and Call Taker Training are scheduled through March. Go Live is scheduled to be completed in early April.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **3** of **41**

2. **Incident Management Analysis Driven Initiatives**

TRAINING INITIATIVE – CAD COMMON NAME HIGHWAY/RAILROAD/INTRA-COASTAL WATERWAY ENTRIES

- **Reason for Training:** Incident Management identified addressing as an issue; this training initiative is in response. Training of all personnel to the correct usage of CAD pre-programmed locations along all major highways, the Intra-Coastal Waterway, and Railroad crossings *county-wide*. The CAD programming enables the operator to quickly focus upon a place of occurrence, choose an accurate selection, and generate the CAD event in a timely and accurate fashion. CAD Common Named programming further enables accuracy in determining municipal jurisdiction as well as zone/response.

- **Date of Training:**   December 28, 2015 – February 1, 2016

- **Status:** In progress

- **Training Objectives:**

  o Utilization of the CAD Common Name File for entry of Highway Events
  o Utilization of the CAD Common Name File for entry events on a Broward County Railroad
  o Utilization of the CAD Common Name File for entry of events on the ICW
  o Correct interrogation sequences to meet P2/P3 objectives
  o Correct signal classification determination based upon scenarios presented for incidents along highways, the railways, and the ICW
  o Visual awareness of CAD F8 "clock" which is presented at the 45 second interval of the CAD entry sequence

- **Training Method:**

  o All operators are being instructed individually by either the Site Manager or Assistant Site Manager.
  o Operators are seated at a CAD console, and educated *via visual and verbal direction* on the manner in which all highways, railroads, and the intra-coastal have been programmed into the CAD system.
  o Operators are presented with screenshot images to maintain as part of their personal training records. These screenshots are a visual presentation of the manner in which the CAD programming has been completed, and is meant to be maintained as a quick reminder in the event the operator needs further guidance on how to access these records.
  o Operators are given a proficiency examination in which they are challenged with simulating a call entry in which highways, railroad crossings, or the ICW are introduced as the location of occurrence. Operators are evaluated on their ability to

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **4** of **41**

simulate call entry correctly, gathering the correct city and zone response, and determine the correct signal type for the event.

o All training is documented and will be maintained as part of the employee's training file.

Additionally, other performance concerns as identified via random Quality Assurance review and Ticket Complaint submissions have resulted in the development of two other training initiatives designed to counter and address these specific issues. These initiatives are not necessarily specific to addressing concerns or CAD entry, however, assurance that staff can successfully perform these various tasks as required will be found to be important aspects of operator comprehension and compliance as we move into a single queue ACD system. The focus of these training initiatives are outlined below:

TRAINING INITIATIVE – GOLD ELITE RADIO TO RADIO COMMUNICATION TRAINING

- **Reason for Training:** Incident Management identified event detail as an issue; this training initiative is in response. Improve inter-positional communications between FR and DLE Dispatchers when working a single, critical event. This training demonstrated immediate interoperability between both dispatchers through the utilization of the Gold Elite Radio console, which will enable both dispatchers to immediately communicate via radio any critical updates or direction that must be shared between the dispatchers.

- **Date of Training:**   December 7, 2015 – December 30, 2015

- **Status:**   Completed by all dispatchers

TRAINING INITIATIVE – MULTI-SELECT BROADCAST AND ADVANCED WORK STATION FOR WINDOWS (AWW) UPDATE WINDOW TRAINING

- **Reason for Training:** Incident Management identified event detail as an issue; this training initiative is in response. This training addresses the requirement to call announce any critical events as outlined within SOP to all municipal partners sharing jurisdictional boundaries with the location of occurrence. Educate and demonstrate compliance to the verification of the AWW Update Window, which is presented to dispatchers whenever a working or pending case is amended for any purpose. Techniques were also outlined on how to prioritize the sequence of calls presented, as well as other techniques to assist in singling out a single working incident for immediate and real-time updates.

- **Date of Training:**   December 28, 2015 – January 25, 2016

- **Status:**   In progress

Contract Performance Measures (Operator's Agreement, Exhibit "D") [1]

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. [2] - (Daily Standard) Note: The numbers in the table represents the number of days achieving the daily standard.	31	30	26	30
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.02%	98.27%	98.44%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%	100.00%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%	100.00%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.	90%	86.55%	80.24%	82.88%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.26%	90.41%	91.85%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. [3]	80%	43.20%	32.19%	38.64%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	82.25%	68.87%	81.82%
Emergency Medical Dispatch 95% Case Entry Compliance Rate[4]	95%	96.93%	92.64%	96.49%
Emergency Medical Dispatch 90% Total Compliance Rate[4]	90%	98.34%	94.74%	98.10%
Emergency Medical Dispatch 1% Quality Assurance Case Review[4]	1%	3.14%	3.83%	3.03%

[1]   *There are two standards not reported, as follows: P2/P3 Law Call for Service Indicator, which is driven by PD Agency having Jurisdiction; and Cost per Call which is an annual, not monthly, measurement. All other standards, unless otherwise noted, are performance standards that are included in the Operator and Participating Municipalities agreements.*

[2]   *This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 14-18 for the busiest hour of each day. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a "pass" or "fail." Numbers in the table represents the number of days achieving the daily standard.*

[3]   *The National Fire Protection Association (NFPA) has released new P2/P3 standards that are included in the 2016 version of NFPA standard 1221: Standard for the Installation, Maintenance, and Use of Use of Emergency Services Communications Systems. The modification changes the standard of processing call answer time for emergency alarm calls from 80% of the time in 60 seconds to 90% in 64 seconds. The starting point on measuring this standard begins once the call is answered as indicated in NFPA standards. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff will be discussing this change with the operational committees and Operator (BSO) to provide a recommendation to the County to make this change.*

[4]   *Information was provided by the Broward Sheriff's Office. Information has not been validated by County staff.*

Other Non-Contract Performance Measures[5]

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	**90%**	**99.50%**	**99.03%**	**99.06%**

[5] *This performance standard is not included in the agreement for the regional system. See page 33-34 for all calls.*

Incident Management Tracking System

The incident management tracking system continues to be the primary method for users of the regional system to provide input regarding service delivery concerns or the identification of improvement opportunities. For the month of December, there were 36 new call center-related incidents placed in the tracking system. This is a decrease of 3 compared to November 2015. In December 2015, the Regional System handled 199,125 incoming calls.

The Operational Review Team, consisting of representatives from the County, the Operator and Participating Municipalities – Law and Fire personnel, continue to meet on a regular basis to review the incidents, their disposition and mitigation strategies. As part of the incident management tracking system process, user agencies address priority 1 incidents (determined by the user agency to be life/safety issues) directly with the Operator, and any protocol changes are directly approved by the Fire and Police Chiefs' associations.

Incident tracking information reflected on page 35 illustrates the disposition of tickets opened during the month of December 2015.

Financial Management

Financial data provided by the Operator shows their personnel expenditures are in excess of the budget; as of the end of last pay period completed during December there is an overspend of $278,415, or 3.05%, of the allocated budget of $9,125,643. BSO anticipates it will meet the established budget.

Staffing Level

Data provided by the Operator shows that during the month of December there was a low of 419 and a high of 423 employees on the payroll. The number of employees budgeted during this time period was 447. At the end of December 2015, there were 28 vacancies. This is a vacancy rate of approximately 6 percent. Majority of the vacancies are Communication Operator positions.

BSO Self-Reported Information

BSO has submitted information regarding their Quality Assurance initiative and EMD standards (page 39-40). This information has not been reviewed or validated by County staff.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **7** of **41**

Conclusion

Broward County's Regional Communications System operates in an open and transparent environment. Prior to consolidation, there was no overall performance data countywide that could be used to evaluate operations. In addition, information in most Public Safety Answering Points was not openly shared for comparison purposes and as transparent as it is today.

The County, Operator and Participating Municipalities remain focused on efforts to continue updating the standard operating practices to ensure they align with the goals of regionalization and with those of best practices.

Additional information on Broward County's Regional Communications System can be found online at the following website: www.broward.org/communicationstechnology.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **8** of **41**

APPENDIX

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **9** of **41**

Call Volume, by Hour of Day

North Regional Consolidated PSAP Hourly Call Volume December 2015

Central Regional Consolidated PSAP Hourly Call Volume December 2015

South Regional Consolidated PSAP Hourly Call Volume December 2015

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **10** of **41**
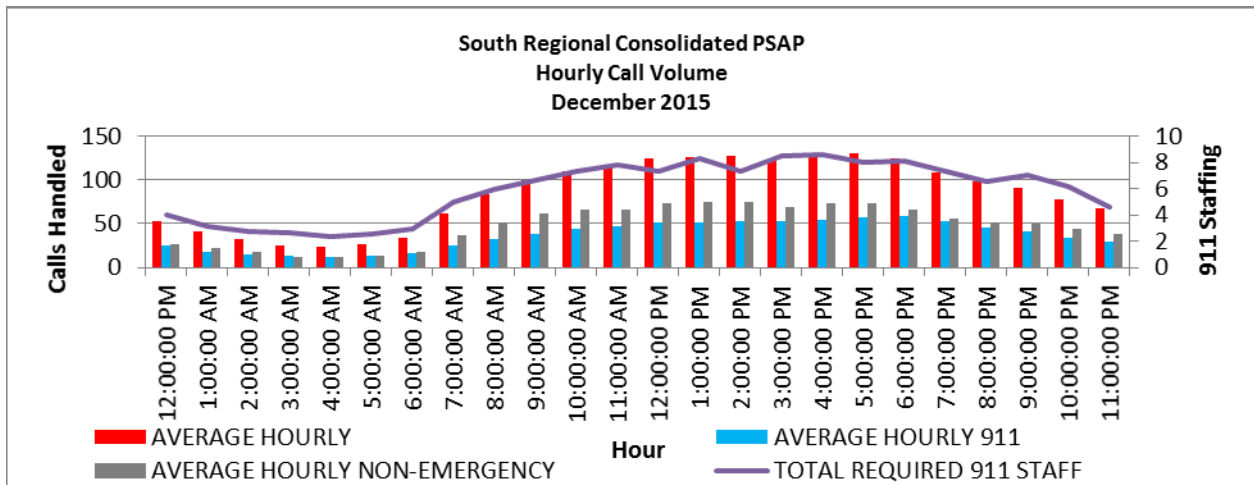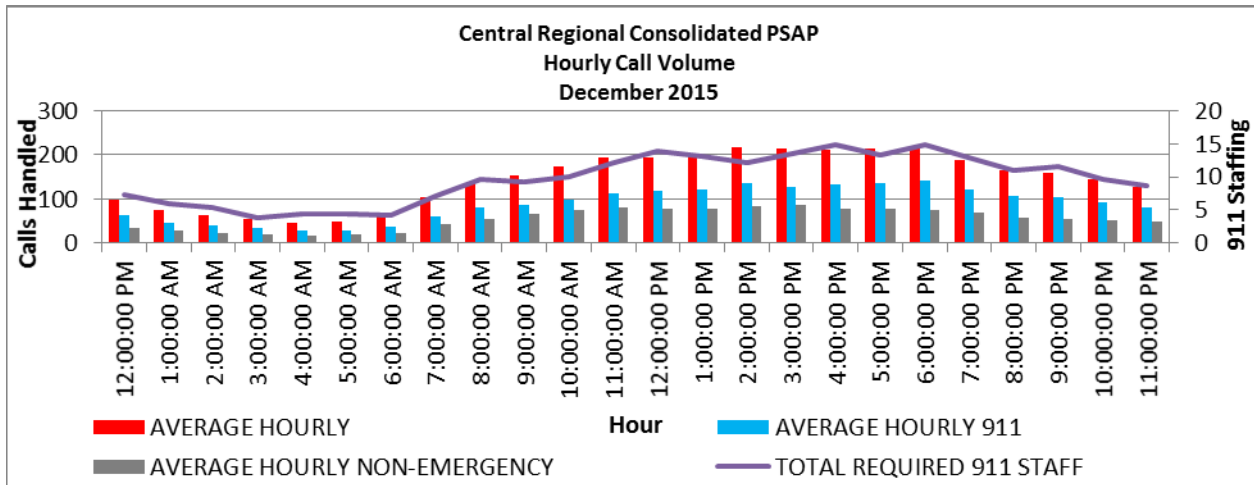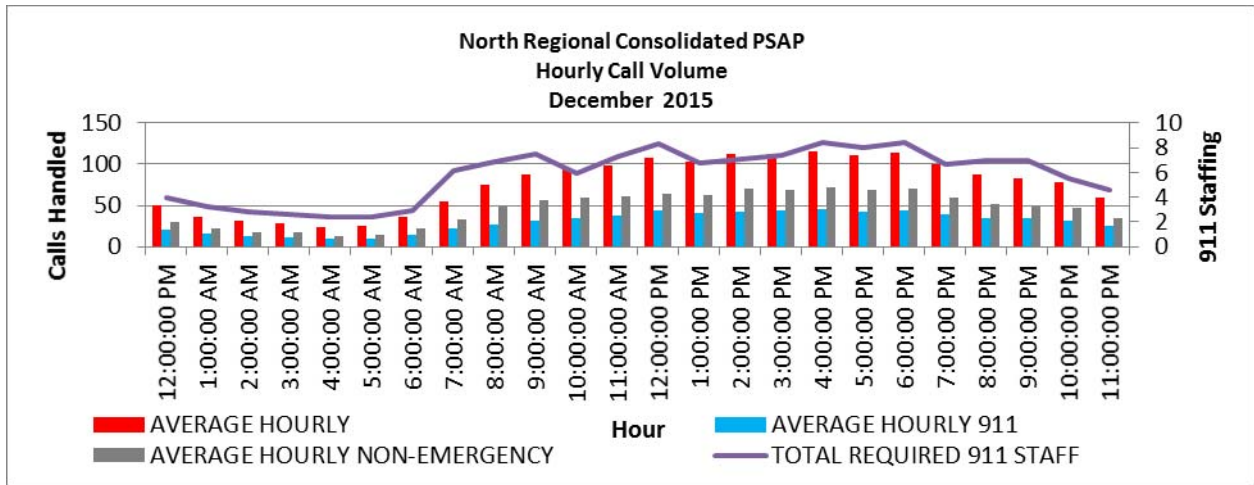
Monthly Call/Call for Service Volume

The tables and pie charts below illustrate the number of calls handled by the Regional Consolidated System for the month of December 2015.

CALL VOLUME				
	NORTH	**CENTRAL**	**SOUTH**	**TOTAL**
9-1-1 Calls Answered	*21,996*	*66,134*	*27,379*	*115,509*
Non 9-1-1 Calls Answered	*28,556*	*27,496*	*27,564*	*83,616*
TOTAL INCOMING CALLS	**50,552**	**93,630**	**54,943**	**199,125**
Incoming Alarm Calls	*2,888*	*7,445*	*5,355*	*15,688*
Incoming Non-Emergency Calls	*25,668*	*20,051*	*22,209*	*67,928*
TOTAL NON-911 CALLS ANSWERED	**28,556**	**27,496**	**27,564**	**83,616**
TOTAL OUTGOING CALLS	**5,972**	**13,519**	**8,674**	**28,165**
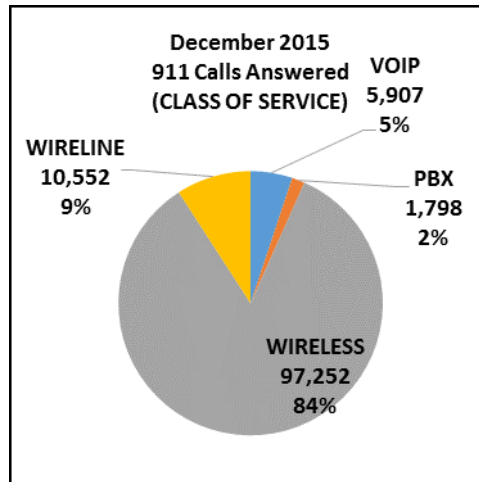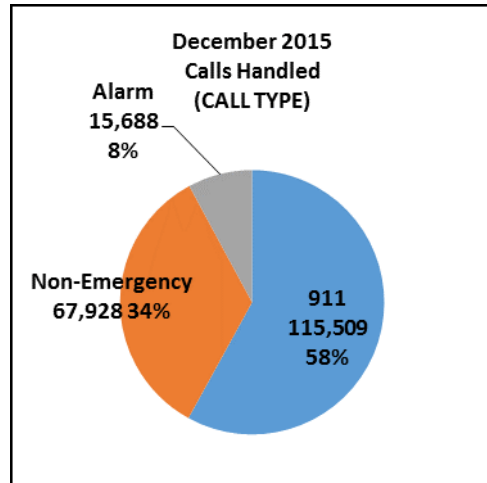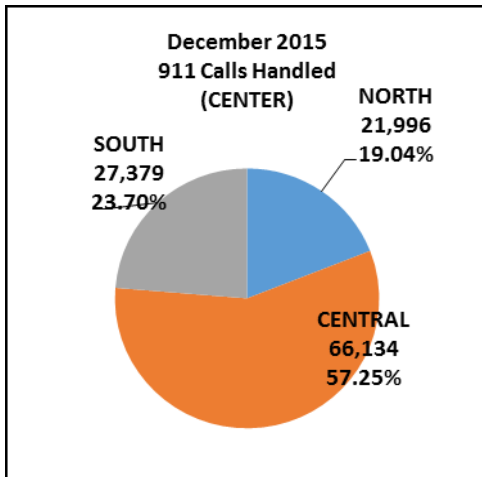
CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
Fire Rescue/EMS	5,453	12,153	7,467	25,073
Law Enforcement	23,205	58,683	39,511	121,399
TOTAL 911 CFS	28,658	70,836	46,978	146,472
Fire Rescue/EMS (911 Only - P2/P3 Applicable)*	3,299	7,480	4,734	15,513

*Calls for Service based upon E-911; only these calls are included in the P2/P3 indicator. These calls are a subset of the total Fire Rescue calls for service and do not represent the total calls received or the total calls for service.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **12** of **41**

Call Transfers

911 Call Transfers: Regional to Non-Regional				
	NORTH	**CENTRAL**	**SOUTH**	**TOTAL**
Transferred 911 Calls	186	363	66	615
Percentage of 911 Calls	0.85%	0.55%	0.24%	0.53%

Regional Consolidated Dispatch System
911 Call Transfers to Non-Regional PSAPs from Regional PSAPs
DECEMBER 2015
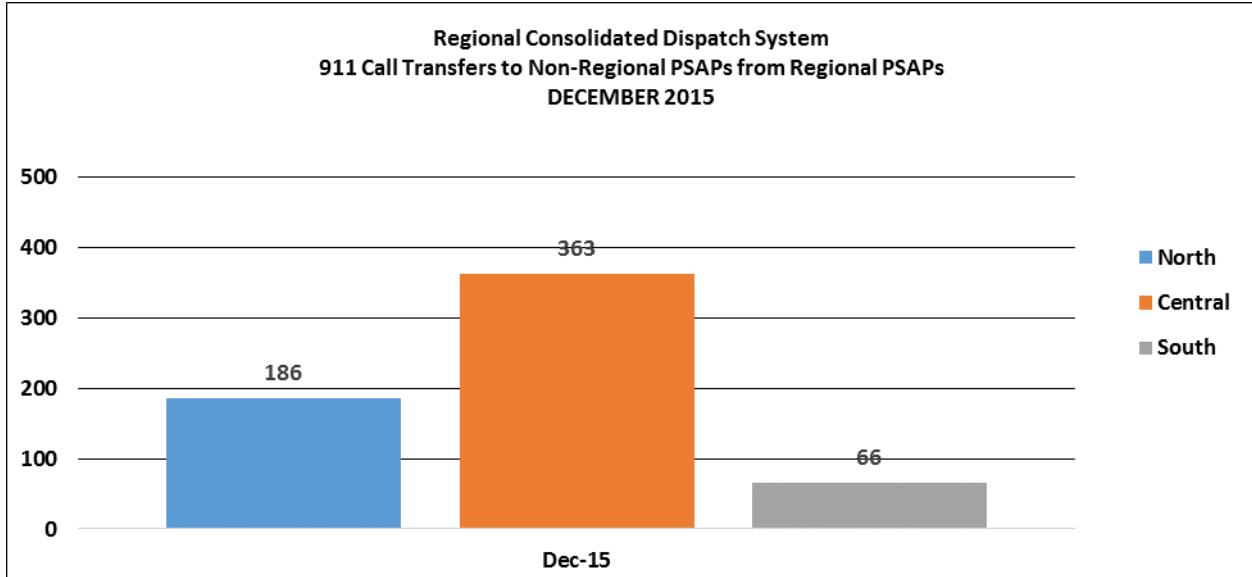
911 Call Transfers: Non-Regional to Regional			
	CORAL SPRINGS	**PLANTATION**	**TOTAL**
Transferred 911 Calls	333	845	1,178
Percentage of 911 Calls	5.78%	15.92%	10.64%

911 Calls Transferred to Regional PSAPs from Non Regional PSAPs
DECEMBER 2015

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **13** of **41**

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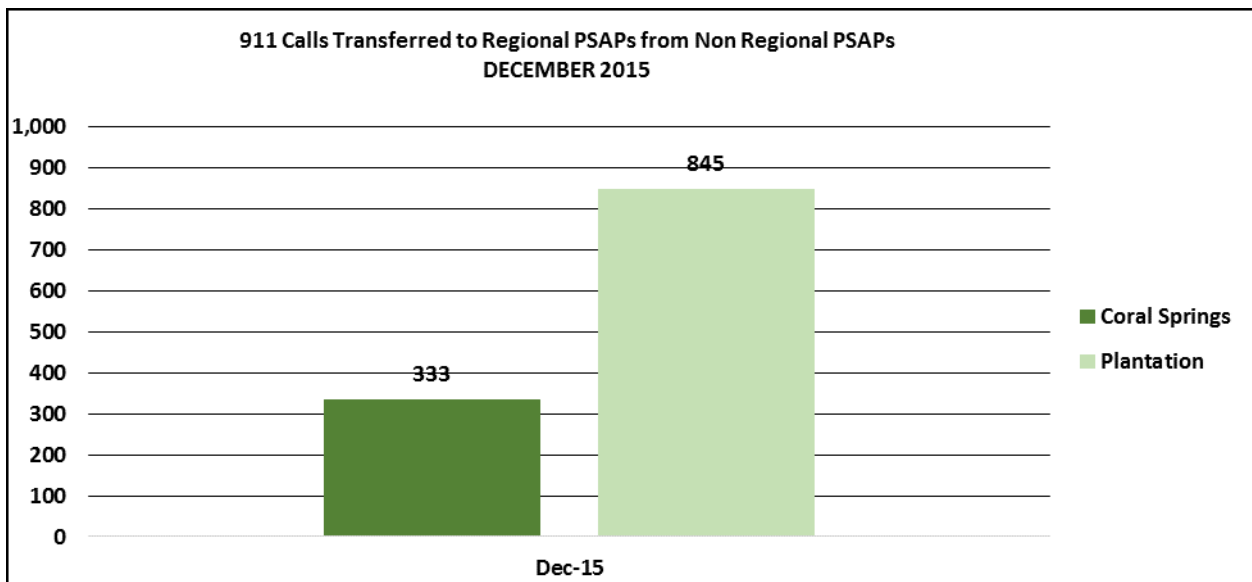
CONTRACT PERFORMANCE MEASURES

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P1 Daily Busy Hour

P1 measures the time it takes a Call Taker to answer an incoming E911 call. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a "pass" or "fail." The charts below represent the Operator's attainment of the busy hour for each day (daily standard) and provides a summary by each center. As part of the review of the performance standard, call volume, call-taker performance, staffing scheduling and other factors are evaluated. The QI Team will continue to review factors that impact performance standards.

DAILY BUSY HOUR				
MONTH	**GOAL**	**NORTH**	**CENTRAL**	**SOUTH**
October 2015	**31**	**30**	**30**	**21**
November 2015	**30**	**29**	**25**	**27**
December 2015	**31**	**30**	**26**	**30**

In previous reports, the standard for the cities of Plantation and Coral Springs statistics were included as a part of the regional report. County staff will be discussing with the standards used by these cities as it is believed that both utilize the State minimum standard for P1, which is 90/10 on all calls. This standard is different than the standard adopted by the participants of the Consolidated Regional System.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **14** of **41**

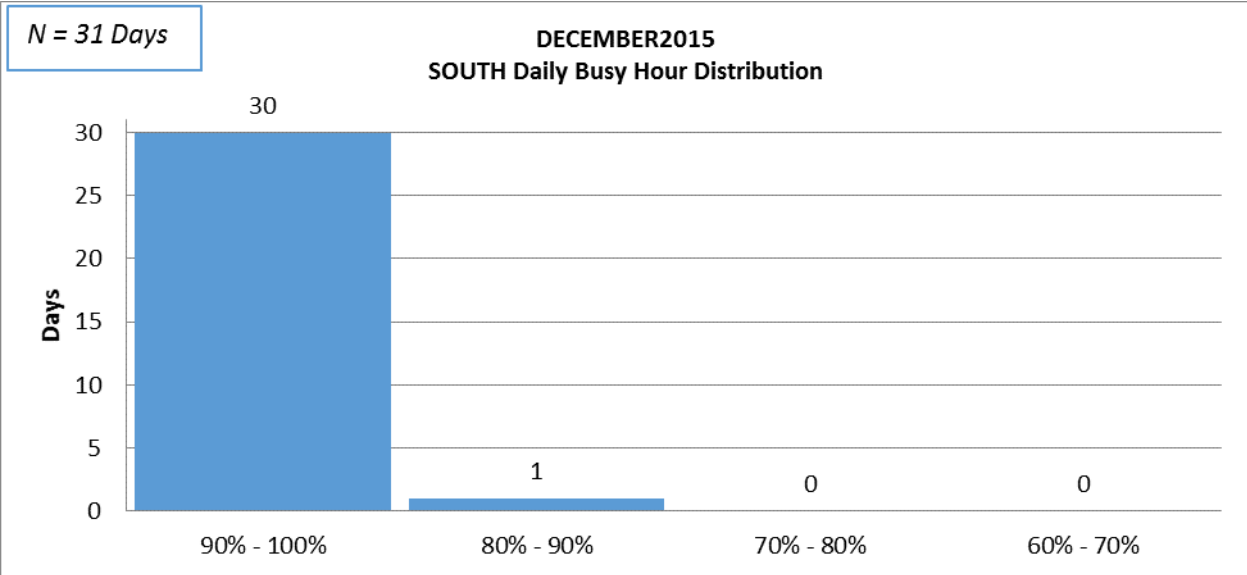|		DECEMBER 2015 NORTH Daily Busy Hour									
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2015	6:00 PM	61	61	100.00%	YES	12/17/2015	7:00 PM	47	50	94.00%	YES
12/02/2015	3:00 PM	49	49	100.00%	YES	12/18/2015	5:00 PM	60	60	100.00%	YES
12/03/2015	5:00 PM	56	56	100.00%	YES	12/19/2015	11:00 PM	44	46	95.65%	YES
12/04/2015	6:00 PM	55	55	100.00%	YES	12/20/2015	2:00 PM	42	42	100.00%	YES
12/05/2015	10:00 AM	49	53	92.45%	YES	12/21/2015	12:00 PM	185	185	100.00%	YES
12/06/2015	4:00 PM	51	51	100.00%	YES	12/22/2015	1:00 PM	48	50	96.00%	YES
12/07/2015	12:00 PM	45	46	97.83%	YES	12/23/2015	7:00 PM	62	62	100.00%	YES
12/08/2015	3:00 PM	52	53	98.11%	YES	12/24/2015	6:00 PM	78	80	97.50%	YES
12/09/2015	9:00 PM	54	57	94.74%	YES	12/25/2015	6:00 PM	50	53	94.34%	YES
12/10/2015	4:00 PM	71	71	100.00%	YES	12/26/2015	11:00 AM	47	47	100.00%	YES
12/11/2015	2:00 PM	54	55	98.18%	YES	12/27/2015	3:00 PM	48	48	100.00%	YES
12/12/2015	3:00 PM	60	60	100.00%	YES	12/28/2015	6:00 PM	48	48	100.00%	YES
12/13/2015	1:00 PM	54	54	100.00%	YES	12/29/2015	12:00 PM	54	54	100.00%	YES
12/14/2015	3:00 PM	79	79	100.00%	YES	12/30/2015	4:00 PM	53	53	100.00%	YES
12/15/2015	3:00 PM	47	48	97.92%	YES	12/31/2015	10:00 PM	66	66	100.00%	YES
12/16/2015	1:00 PM	53	65	81.54%	NO						

N = 31 Days

DECEMBER 2015
NORTH Daily Busy Hour Distribution

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **15** of **41**

DECEMBER 2015 CENTRAL Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2015	5:00 PM	169	169	100.00%	YES	12/17/2015	5:00 PM	162	162	100.00%	YES
12/02/2015	6:00 PM	154	155	99.35%	YES	12/18/2015	6:00 PM	158	158	100.00%	YES
12/03/2015	6:00 PM	172	180	95.56%	YES	12/19/2015	2:00 PM	145	152	95.39%	YES
12/04/2015	6:00 PM	184	184	100.00%	YES	12/20/2015	12:00 PM	113	129	87.60%	NO
12/05/2015	6:00 PM	152	152	100.00%	YES	12/21/2015	4:00 PM	146	146	100.00%	YES
12/06/2015	2:00 PM	134	134	100.00%	YES	12/22/2015	1:00 PM	142	167	85.03%	NO
12/07/2015	5:00 PM	157	157	100.00%	YES	12/23/2015	1:00 PM	151	159	94.97%	YES
12/08/2015	6:00 PM	130	130	100.00%	YES	12/24/2015	6:00 PM	142	143	99.30%	YES
12/09/2015	6:00 PM	152	153	99.35%	YES	12/25/2015	8:00 PM	128	131	97.71%	YES
12/10/2015	5:00 PM	150	150	100.00%	YES	12/26/2015	2:00 PM	132	159	83.02%	NO
12/11/2015	3:00 PM	163	163	100.00%	YES	12/27/2015	1:00 PM	103	137	75.18%	NO
12/12/2015	9:00 PM	130	145	89.66%	NO	12/28/2015	4:00 PM	155	155	100.00%	YES
12/13/2015	5:00 PM	138	138	100.00%	YES	12/29/2015	3:00 PM	145	145	100.00%	YES
12/14/2015	5:00 PM	162	163	99.39%	YES	12/30/2015	5:00 PM	152	155	98.06%	YES
12/15/2015	2:00 PM	189	191	98.95%	YES	12/31/2015	9:00 PM	153	155	98.71%	YES
12/16/2015	5:00 PM	167	167	100.00%	YES						

N = 31 Days

DECEMBER 2015
CENTRAL Daily Busy Hour Distribution

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **16** of **41**

DECEMBER 2015 SOUTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2015	3:00 PM	74	75	98.67%	YES	12/17/2015	4:00 PM	74	85	87.06%	NO
12/02/2015	5:00 PM	83	83	100.00%	YES	12/18/2015	6:00 PM	72	77	93.51%	YES
12/03/2015	6:00 PM	84	88	95.45%	YES	12/19/2015	2:00 PM	66	71	92.96%	YES
12/04/2015	6:00 PM	70	74	94.59%	YES	12/20/2015	7:00 PM	62	62	100.00%	YES
12/05/2015	2:00 PM	80	86	93.02%	YES	12/21/2015	12:00 PM	69	69	100.00%	YES
12/06/2015	6:00 PM	55	60	91.67%	YES	12/22/2015	11:00 AM	68	69	98.55%	YES
12/07/2015	4:00 PM	61	61	100.00%	YES	12/23/2015	2:00 PM	80	80	100.00%	YES
12/08/2015	3:00 PM	67	67	100.00%	YES	12/24/2015	1:00 PM	84	88	95.45%	YES
12/09/2015	6:00 PM	87	89	97.75%	YES	12/25/2015	5:00 PM	51	55	92.73%	YES
12/10/2015	5:00 PM	56	56	100.00%	YES	12/26/2015	5:00 PM	60	61	98.36%	YES
12/11/2015	4:00 PM	71	72	98.61%	YES	12/27/2015	7:00 PM	70	70	100.00%	YES
12/12/2015	2:00 PM	79	81	97.53%	YES	12/28/2015	6:00 PM	62	62	100.00%	YES
12/13/2015	6:00 PM	58	58	100.00%	YES	12/29/2015	7:00 PM	69	72	95.83%	YES
12/14/2015	6:00 PM	83	83	100.00%	YES	12/30/2015	5:00 PM	66	66	100.00%	YES
12/15/2015	12:00 PM	95	95	100.00%	YES	12/31/2015	4:00 PM	66	68	97.06%	YES
12/16/2015	5:00 PM	72	72	100.00%	YES						

N = 31 Days

DECEMBER 2015
SOUTH Daily Busy Hour Distribution

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **17** of **41**

Regional Consolidated Dispatch System
P1 Call Answer Time BUSIEST HOUR OF THE DAY - 90/10
NORTH
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time BUSIEST HOUR OF THE DAY - 90/10
CENTRAL
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time BUSIEST HOUR OF THE DAY - 90/10
SOUTH
12 Month Trend

P1 Call Answer Time - All Calls (911) 95% within 20 Secs.

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 95/20
NORTH
12 Month Trend

Data points (NORTH): Dec-14 97.38%, Jan-15 96.79%, Feb-15 96.17%, Mar-15 95.46%, Apr-15 95.71%, May-15 96.95%, Jun-15 96.99%, Jul-15 97.82%, Aug-15 98.10%, Sep-15 98.78%, Oct-15 99.14%, Nov-15 99.24%, Dec-15 99.02%

GOAL 95%

Legend: GOAL — NORTH — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 95/20
CENTRAL
12 Month Trend

Data points (CENTRAL): Dec-14 97.25%, Jan-15 96.73%, Feb-15 97.54%, Mar-15 96.93%, Apr-15 97.81%, May-15 97.32%, Jun-15 98.09%, Jul-15 97.65%, Aug-15 96.79%, Sep-15 98.13%, Oct-15 99.37%, Nov-15 98.05%, Dec-15 98.27%

GOAL 95%

Legend: GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 95/20
SOUTH
12 Month Trend

Data points (SOUTH): Dec-14 97.51%, Jan-15 96.53%, Feb-15 96.77%, Mar-15 95.76%, Apr-15 95.83%, May-15 96.14%, Jun-15 95.91%, Jul-15 96.69%, Aug-15 96.02%, Sep-15 98.01%, Oct-15 98.41%, Nov-15 97.99%, Dec-15 98.44%

GOAL 95%

Legend: GOAL — SOUTH — MIDPOINT

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **20** of **41**

P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **21** of **41**

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 95/15
NORTH
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 95/15
CENTRAL
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 95/15
SOUTH
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
DECEMBER 2015

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
NORTH
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

GOAL 99%

— GOAL —◆— NORTH - - - - MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
CENTRAL
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

GOAL 99%

— GOAL —◆— CENTRAL - - - - MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
SOUTH
12 Month Trend

100.00% 100.00% 99.98% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

GOAL 99%

— GOAL —◆— SOUTH - - - - MIDPOINT

P2/P3 Fire Rescue CFS Processing Time - Calls received on E-911 lines only

Regional Consolidated Dispatch System
P2/P3 Call Answer Time EMS CALLS - 90/90
DECEMBER 2015

GOOD

GOAL – 90%

86.55%
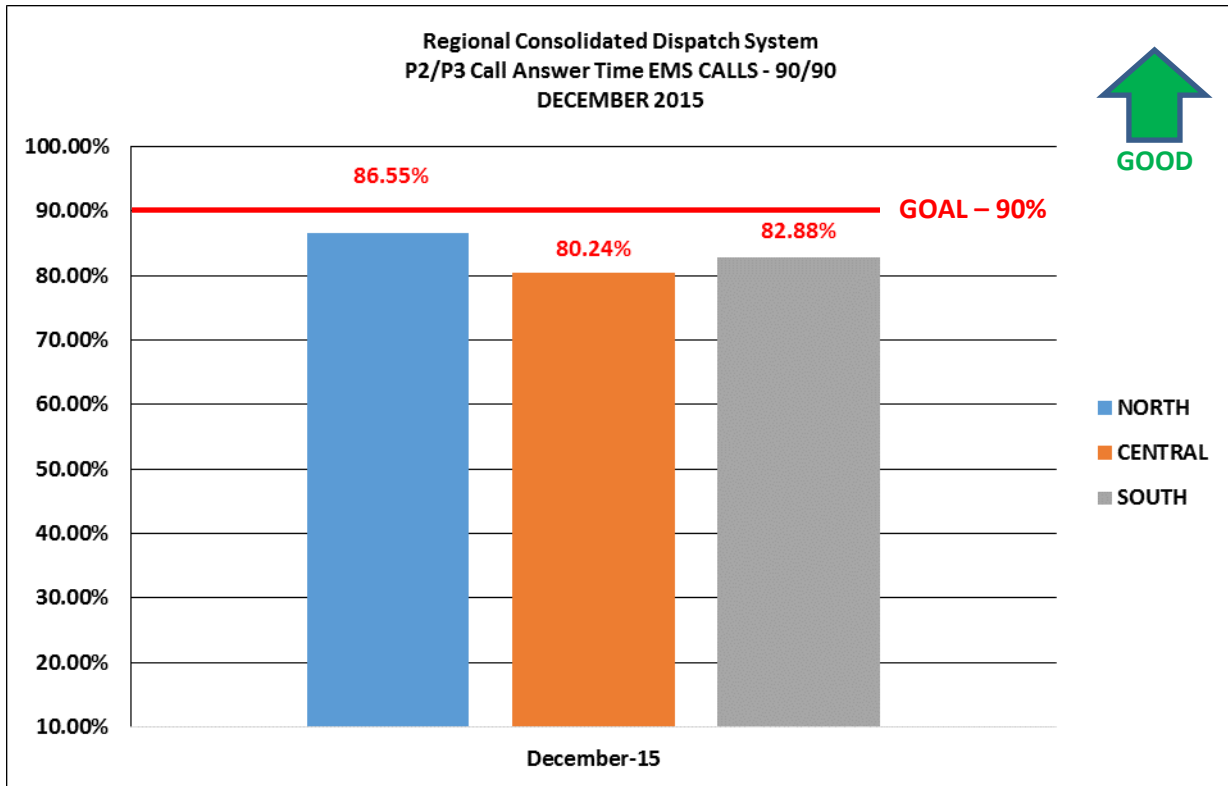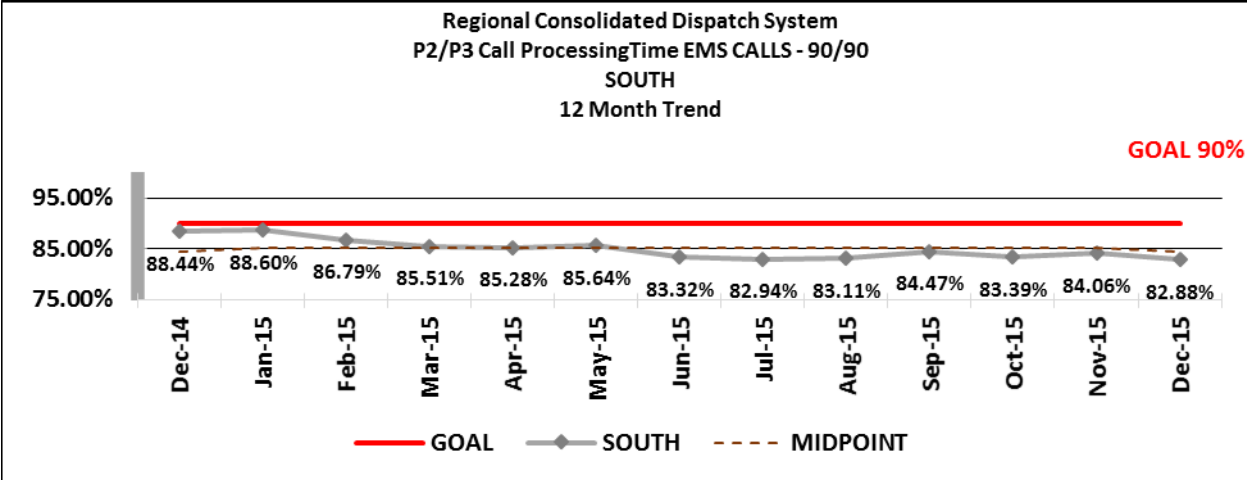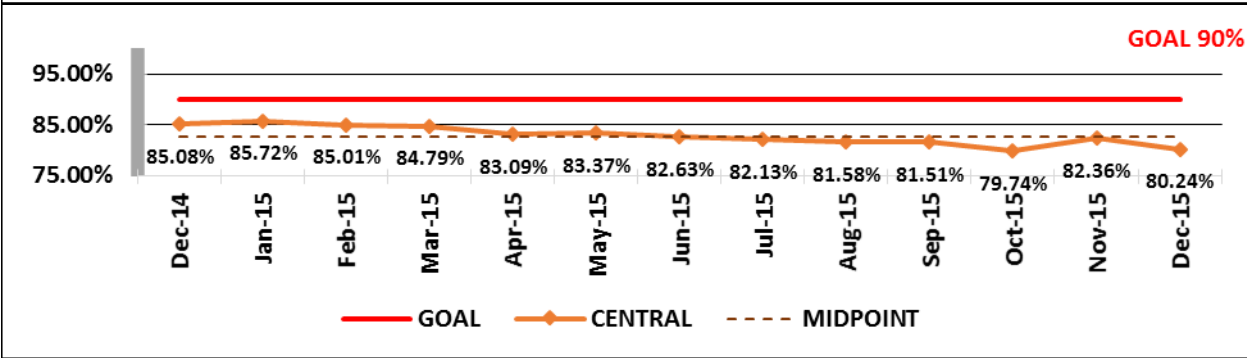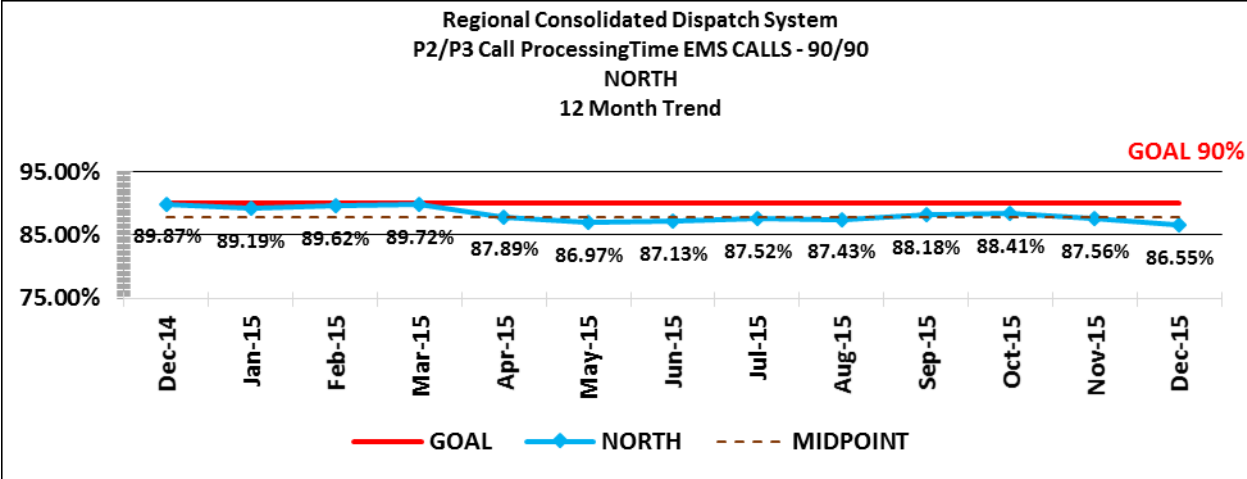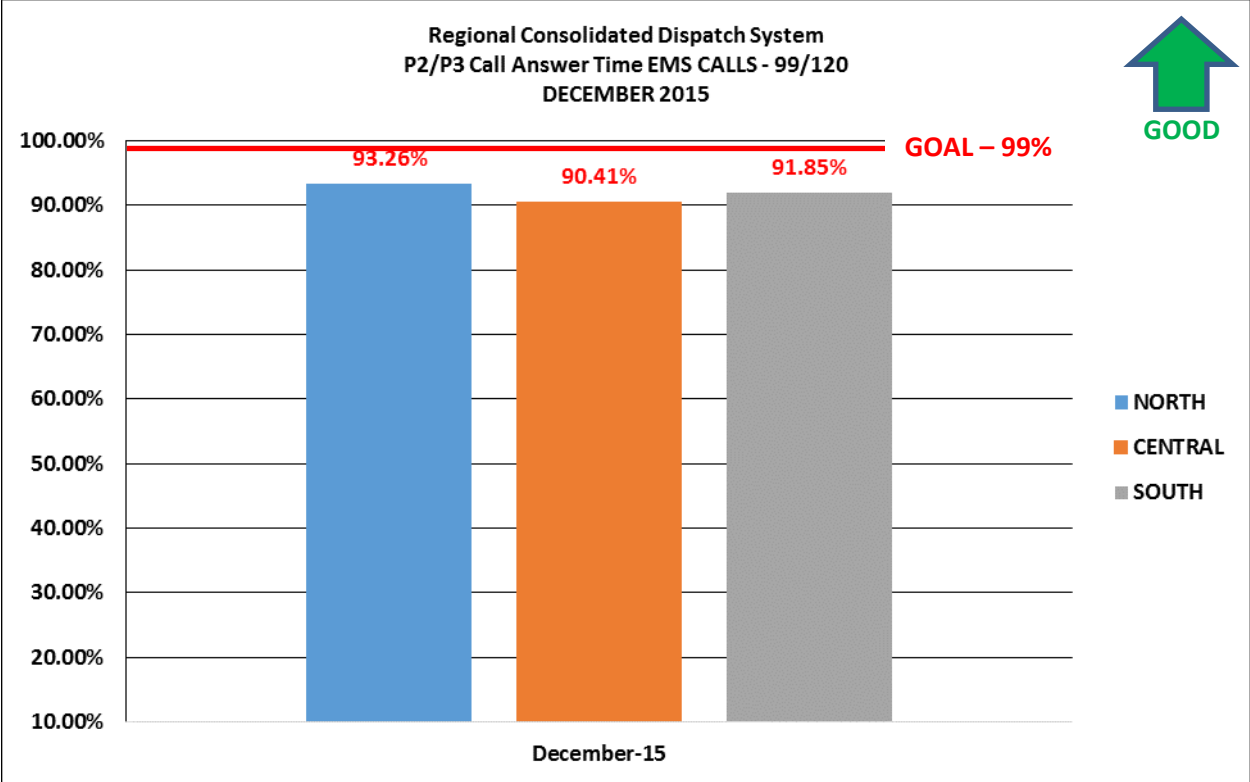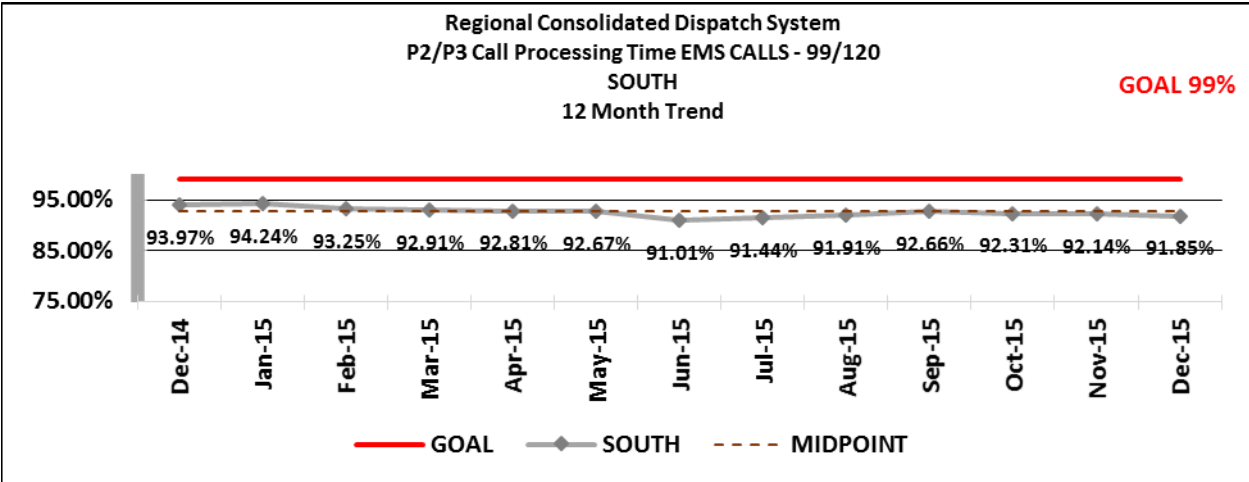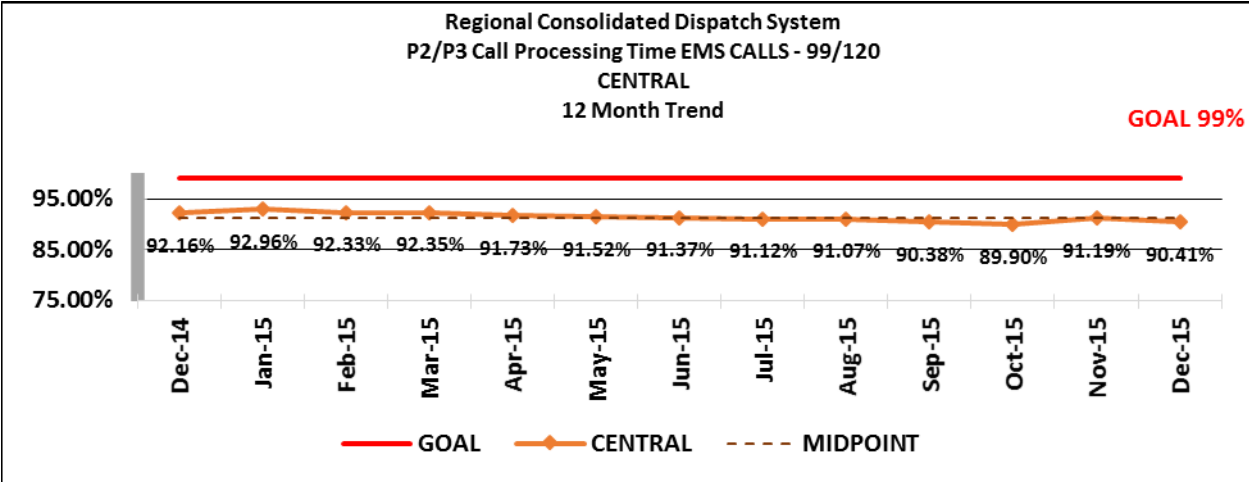80.24%
82.88%

NORTH
CENTRAL
SOUTH

December-15

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **25** of **41**

Regional Consolidated Dispatch System
P2/P3 Call ProcessingTime EMS CALLS - 90/90
NORTH
12 Month Trend

GOAL 90%

	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
NORTH	89.87%	89.19%	89.62%	89.72%	87.89%	86.97%	87.13%	87.52%	87.43%	88.18%	88.41%	87.56%	86.55%

GOAL — NORTH — MIDPOINT

GOAL 90%

	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
CENTRAL	85.08%	85.72%	85.01%	84.79%	83.09%	83.37%	82.63%	82.13%	81.58%	81.51%	79.74%	82.36%	80.24%

GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call ProcessingTime EMS CALLS - 90/90
SOUTH
12 Month Trend

GOAL 90%

	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
SOUTH	88.44%	88.60%	86.79%	85.51%	85.28%	85.64%	83.32%	82.94%	83.11%	84.47%	83.39%	84.06%	82.88%

GOAL — SOUTH — MIDPOINT

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **26** of **41**

Regional Consolidated Dispatch System
P2/P3 Call Answer Time EMS CALLS - 99/120
DECEMBER 2015

GOOD

GOAL – 99%

93.26% 90.41% 91.85%

NORTH
CENTRAL
SOUTH

December-15

Regional Consolidated Dispatch System
P2/P3 Call Processing TIme EMS CALLS - 99/120
NORTH
12 Month Trend
GOAL 99%

94.82% 95.17% 95.13% 95.70% 94.17% 93.53% 93.62% 94.08% 93.92% 94.13% 94.55% 94.69% 93.26%

GOAL   NORTH   MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 99/120
CENTRAL
12 Month Trend
GOAL 99%

92.16% 92.96% 92.33% 92.35% 91.73% 91.52% 91.37% 91.12% 91.07% 90.38% 89.90% 91.19% 90.41%

GOAL   CENTRAL   MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 99/120
SOUTH
12 Month Trend
GOAL 99%

93.97% 94.24% 93.25% 92.91% 92.81% 92.67% 91.01% 91.44% 91.91% 92.66% 92.31% 92.14% 91.85%

GOAL   SOUTH   MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Answer Time FR CALLS - 80/60
DECEMBER 2015

GOOD

GOAL – 80%

NORTH
CENTRAL
SOUTH

43.20%
32.19%
38.64%

December-15

Regional Consolidated Dispatch System
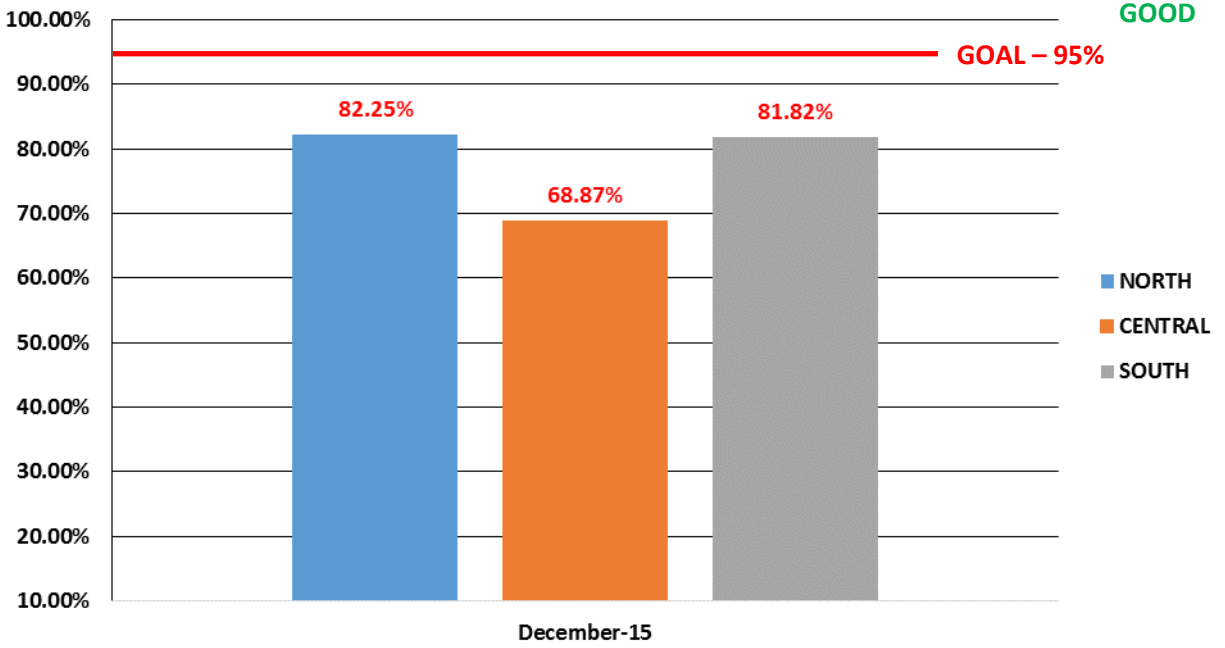P2/P3 Call Processing Time FR CALLS - 80/60
NORTH
12 Month Trend

GOAL 80%

71.67% 53.15% 51.97% 50.00% 45.81% 46.71% 43.48% 43.87% 48.81% 52.94% 43.51% 44.09% 43.20%

GOAL — NORTH — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 80/60
CENTRAL
12 Month Trend

GOAL 80%

63.64% 39.45% 43.50% 39.11% 35.69% 32.68% 33.04% 43.87% 29.41% 32.01% 30.22% 36.76% 32.19%

GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 80/60
SOUTH
12 Month Trend

GOAL 80%

75.55% 41.76% 46.97% 43.13% 39.57% 37.23% 39.38% 34.80% 34.60% 35.14% 39.00% 33.33% 38.64%

GOAL — SOUTH — MIDPOINT

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **30** of **41**

Regional Consolidated Dispatch System
P2/P3 Call Answer Time FR CALLS - 95/106
DECEMBER 2015

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **31** of **41**

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 95/106
NORTH
12 Month Trend

GOAL 95%

Values by month (Dec-14 through Dec-15):
86.67%, 83.22%, 92.13%, 84.62%, 81.29%, 82.89%, 81.88%, 80.00%, 88.10%, 85.62%, 82.47%, 86.61%, 82.25%

Legend: GOAL — NORTH — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 95/106
CENTRAL
12 Month Trend

GOAL 95%

Values by month (Dec-14 through Dec-15):
80.35%, 77.37%, 78.85%, 79.89%, 75.35%, 77.12%, 71.88%, 72.06%, 72.55%, 77.67%, 69.42%, 79.75%, 68.87%

Legend: GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 95/106
SOUTH
12 Month Trend

GOAL 95%

Values by month (Dec-14 through Dec-15):
85.59%, 78.16%, 84.34%, 81.30%, 81.70%, 78.79%, 80.53%, 78.04%, 74.14%, 79.54%, 75.00%, 80.51%, 75.52%
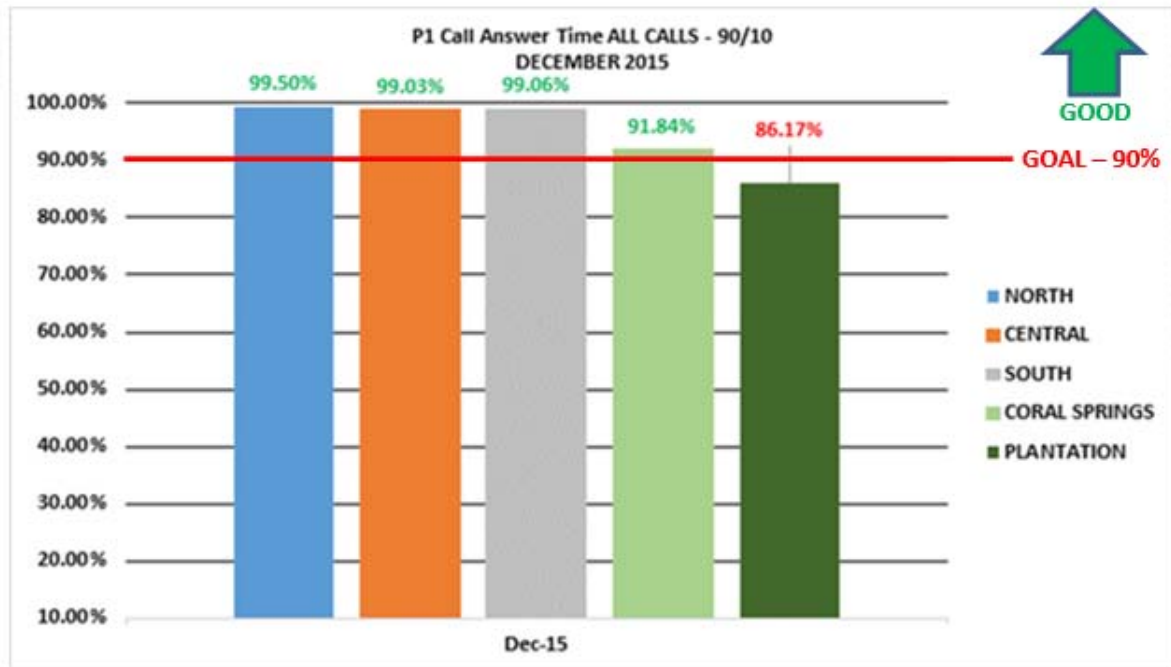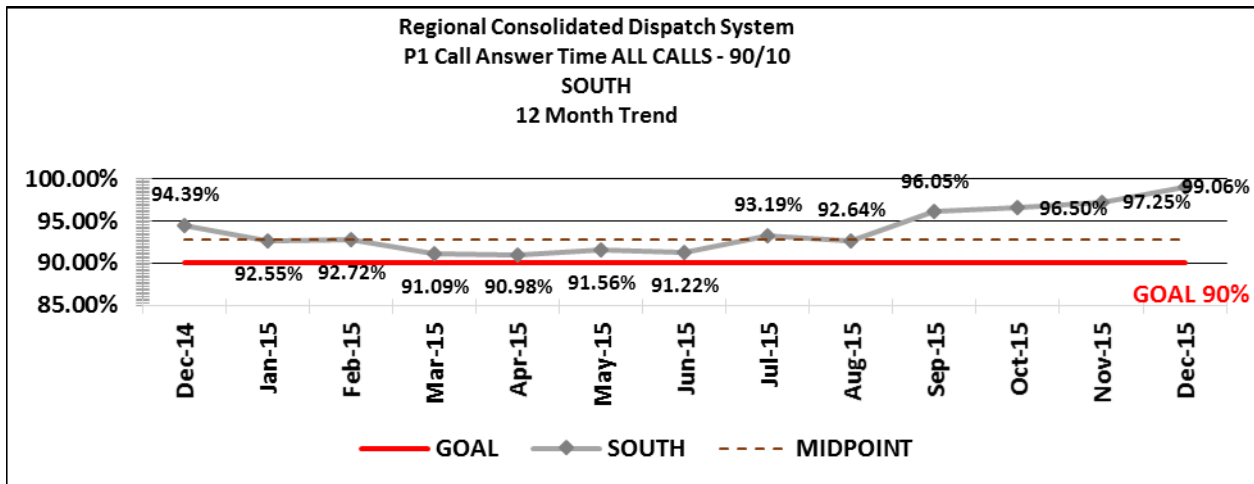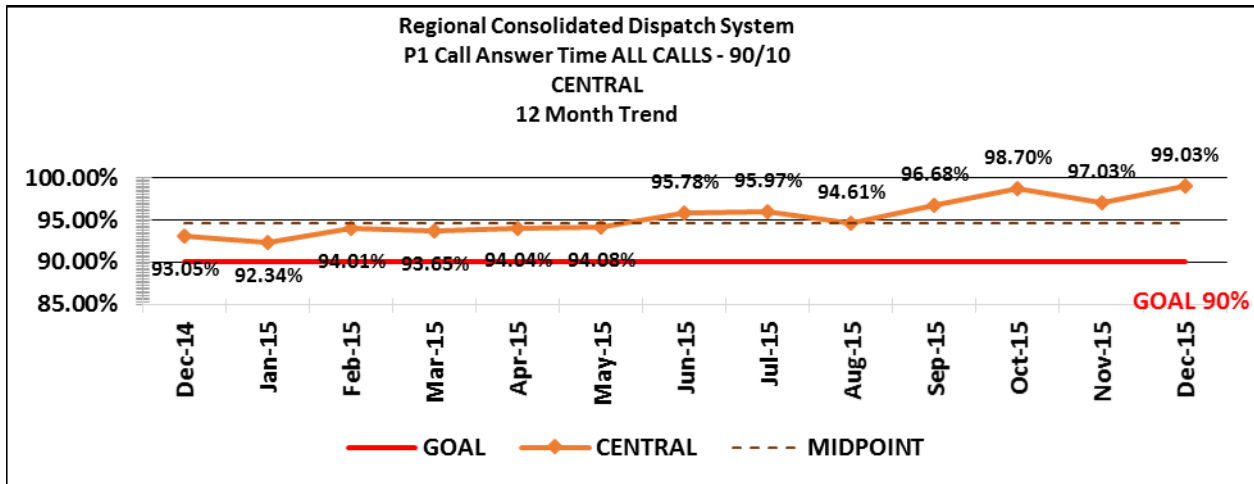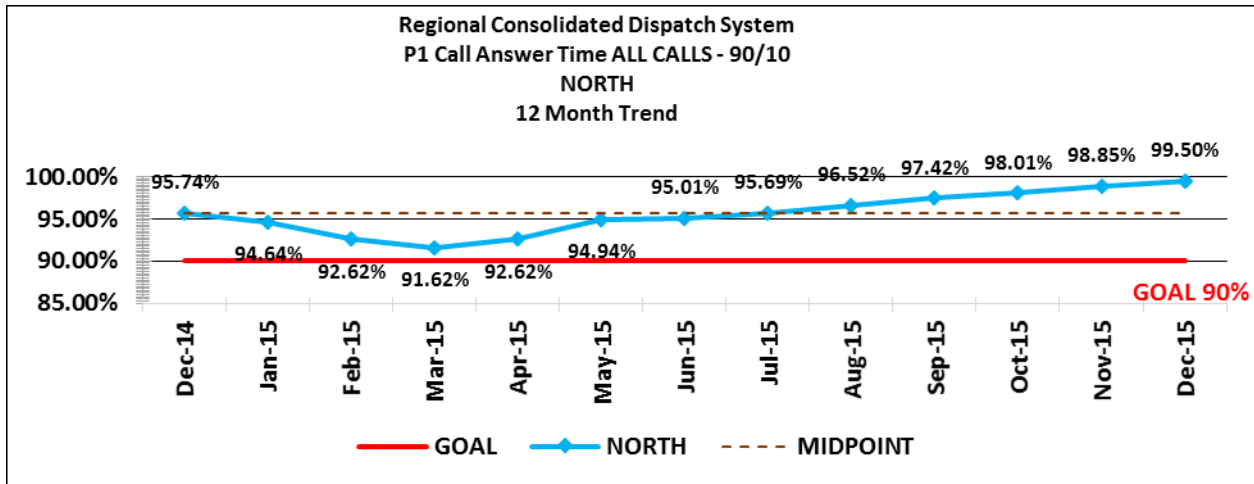
Legend: GOAL — SOUTH — MIDPOINT

NON-CONTRACT PERFORMANCE MEASURES

P1 Call Answer Time for all 911 Calls

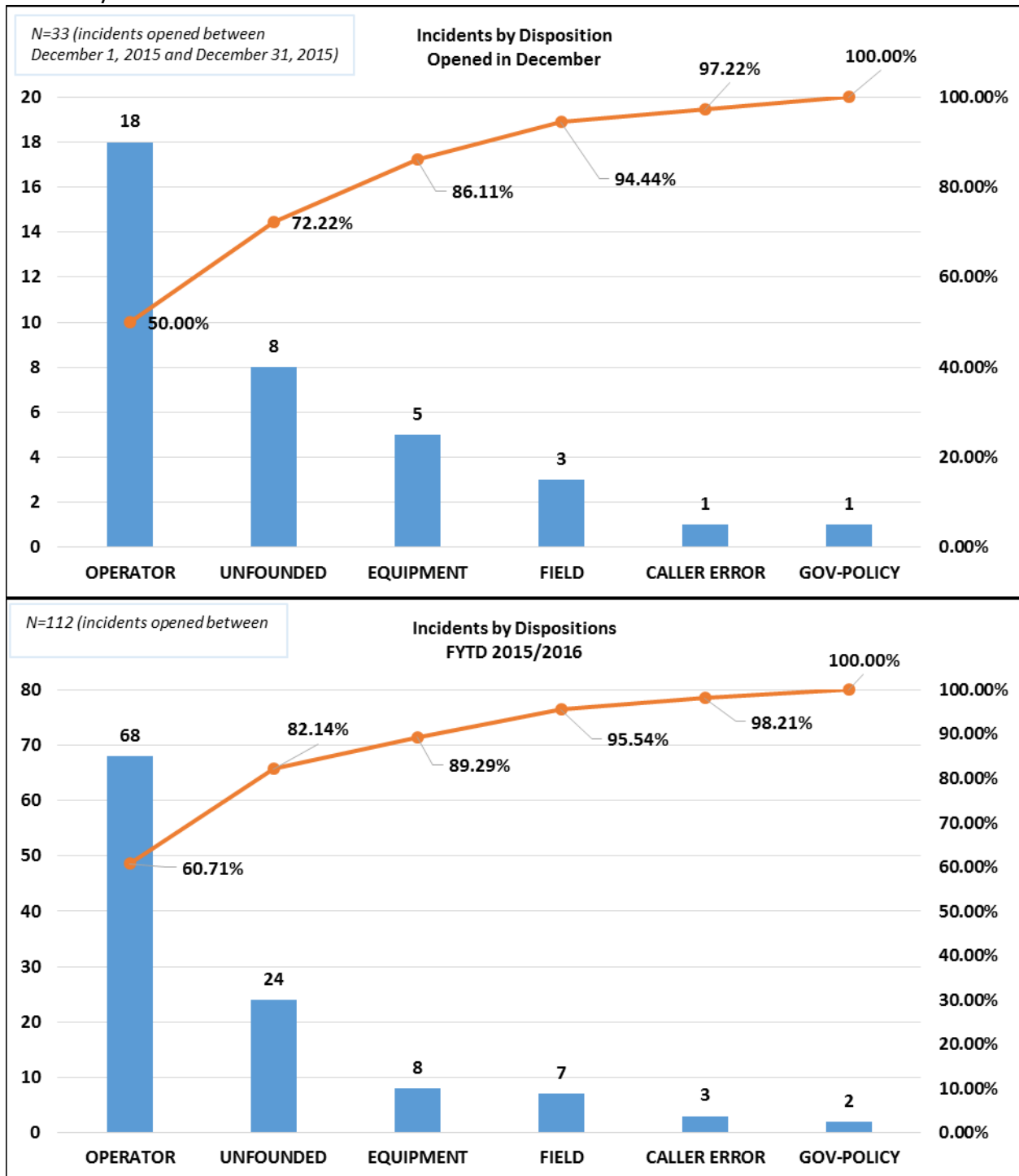This measure is a snapshot of the call answer time for all 911 calls. This standard is not part of the regional system agreements.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **33** of **41**

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 90/10
NORTH
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 90/10
CENTRAL
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 90/10
SOUTH
12 Month Trend

OPERATOR REVIEWS/PROCESS IMPROVEMENTS/OPPORTUNITIES

The following Pareto Chart illustrates the number of tickets opened and assigned a disposition in the tracking system. During the month of December 2015, 199,125 incoming calls were answered by Broward County's Regional Communications System. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.
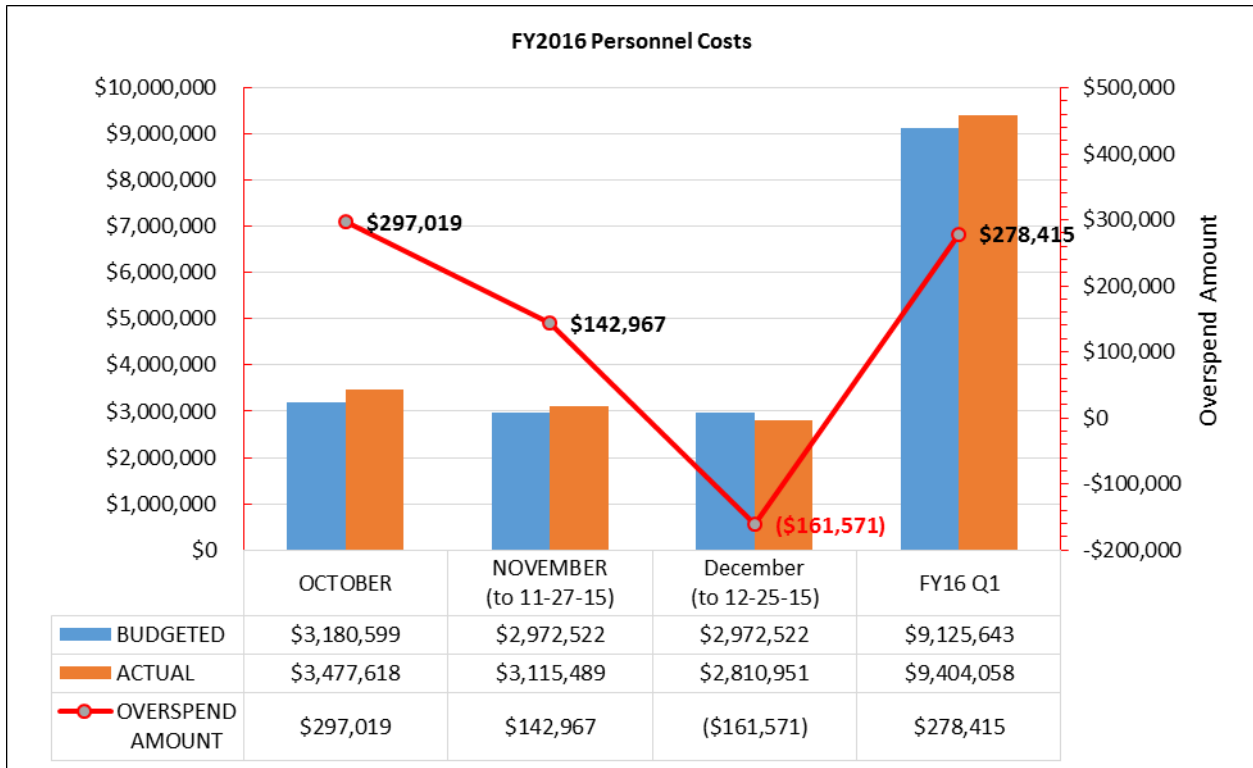
Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **35** of **41**

Dispositions:

- Operator - identified by ORCAT, BSO and submitting agency as an error made by a call taker/dispatcher

- Unfounded - identified by ORCAT, BSO and submitting agency as an unfounded concern

- Training - identified by ORCAT, BSO and submitting agency as a training opportunity for all call takers and/or dispatchers

- Equipment - identified by ORCAT, BSO and the submitting agency as a technical issue

- Duplicate Entry - incident submitted more than once

- Governance/Policy - issues raised by submitting agency that results in a potential change in governance and/or policies/procedures of the Regional Consolidated Communications System.

- Field - identified by ORCAT, BSO and the submitting agency as an error made by personnel in the field

- Caller Error: identified by ORCAT, BSO and the submitting agency as an error made by the individual calling the dispatch center
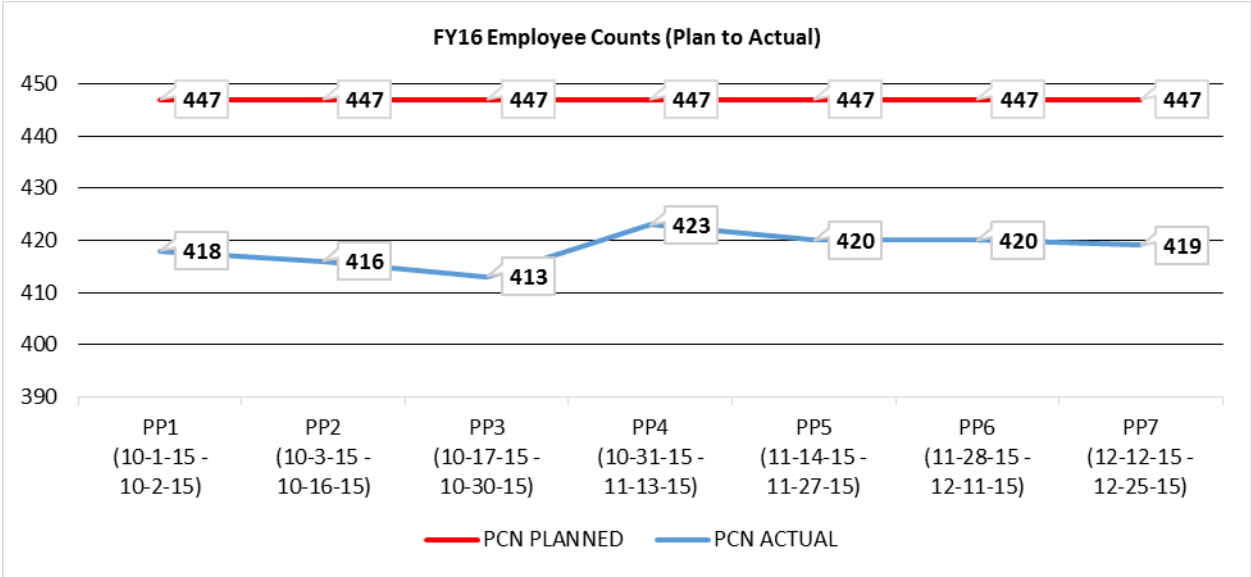
Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **36** of **41**

FINANCIAL

The following chart represents the payroll activity for the month of December 2015. In October 2015, a one-time payment of $206,688 for Workers Compensation occurred. BSO anticipates on meeting the established budget.

FY2016 Personnel Costs

	OCTOBER	NOVEMBER (to 11-27-15)	December (to 12-25-15)	FY16 Q1
BUDGETED	$3,180,599	$2,972,522	$2,972,522	$9,125,643
ACTUAL	$3,477,618	$3,115,489	$2,810,951	$9,404,058
OVERSPEND AMOUNT	$297,019	$142,967	($161,571)	$278,415

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **37** of **41**

PERSONNEL COUNTS

The following chart represents a comparison of the number of budgeted positions to the number of actual positions on payroll.

FY16 Employee Counts (Plan to Actual)

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **38** of **41**

BSO SELF-REPORTED INFORMATION
December 2015

IAED

The Broward Sheriff's Office Regional Communications Division is an Accredited Center of Excellence (ACE) with the National Academy of Emergency Medical Dispatch (NAEMD). In order to maintain our accredited status a strong quality assurance process must be in place. The Emergency Medical Dispatch Quality Improvement Unit (EMD Q Unit) is responsible for conducting random reviews on every operator. Each operator is met with one-on-one to go over their monthly review. There are 8 EMD Q's that conducted two reviews on each employee or about 4.54% of the total call volume. During the month of December 2015, the Broward Sheriff's Office received 13,408 medical calls for service. The EMD Q Unit reviewed 609 of these calls for a total of 305 operators. 83 operators were in 100% compliance of their calls. 6 operators have 3 months of 100% compliance and received a silver lapel pin as recognition. 11 operators have 6 months of 100% compliance and received a gold lapel pin as recognition. 3 operators have 9 months of 100% compliance and received a gold lapel pin as recognition. We have 3 operators who are currently in the running for the Doretta Walker Award for overall compliance in 2015. 44 operators were non-compliant on their calls. 1 operator received 1 hour of remedial training in areas specific to them being non-compliant. Some of the trending issues for December were Chief Complaint and PAI instructions. Each EMD Q reviewed these patterns during their one-on-one sessions. Trending patterns are also addressed in The EMD Exchange, a monthly newsletter distributed to each operator.

	GOAL	NORTH	CENTRAL	SOUTH	TOTAL
Emergency Medical Dispatch 95% Case Entry Compliance Rate	95%	96.93%	92.64%	96.49%	95.16%
Emergency Medical Dispatch 90% Total Compliance Rate	90%	98.34%	96.74%	98.10%	97.66%
Emergency Medical Dispatch 1% Quality Assurance Rate	1%	3.14%	3.83%	3.03%	4.54%

Training
The Regional Communications Training Unit accomplished the following in the month of December:

December 1 – 31, 2015 completed weeks 3 thru 7 of the Regional Communications Academy #20. All 11 new hires were successful in completing the following:

- Academy Test # 1
- Customer Service Training
- APCO Public Safety Telecommunicator Test 1
- APCO Fire Service Communications

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **39** of **41**

- Ethics Training
- Sheriff's Policy Manual Training
- Crisis intervention Training

Additionally, the Training Academy performed 150 hours of academy training per new hire employee, 290 hours of on hands remedial training of active PSAP staff, 247 hours of Fire Rescue and Law Enforcement upgrade training resulting in 2 additional Communications Operator II's and 7 dispatchers mastering an additional dispatch channel within their specific discipline. An additional 944 hours of training was dedicated to probationary staff currently working in a PSAP location. The following Roll Call Training Bulletins were issued by the Training Division for December: HazMAT Response for Fire Rescue, Disaster Contingency for Regional Communications, TDD (Telephone Deaf Device).

Quality Assurance
In the month of December, the Quality Assurance Unit handled two critical training initiatives. The QA Staff members met with employees in the PSAP locations to review the assessment quizzes administered for the ATM Map training. This review involved a one on one review between the QA Team member and staff to ensure they possess an operational knowledge of the ATM software and a review of any question(s) answered incorrectly on the initial quiz. Gold Elite training also commenced in the month of December. Hundreds of employees were met with regarding this initiative. This training is to ensure that the Dispatchers know when, why, and how to utilize their radios to improve responses between Fire Rescue and DLE.

The QA Unit completed a total of 238 reviews for the month. This included 136 Call Taking, 65 DLE Dispatch, 35 Fire Dispatch and 2 Teletype reviews. The reviews resulted in a total of 161 compliant and 77 non-compliant QA's for an overall 68% compliancy rating. A total of 4 counseling were administered to address policy violations, and one commendation letter was drafted. There were no remedial recommendations or Internal Affairs Cases generated.

The Quality Assurance unit is currently operating two below staff. Interviews will held in the month of January with the intent to select two additional staff members

Commendations
A total of 9 employees received a Letter of Commendation for the month of December and 3 employees (1 per PSAP) were selected as "Employee of the Month."

Recruitment/Hiring
The Regional Communications Division currently has an academy of 9 new hires in session scheduled to graduate in February. A second academy is scheduled to start on January 25, 2016 with 9 additional new hires. Human Resources recruited 69 candidates for the position of Regional Communications Operator in the month of December.

Broward County Office of Regional Communications and Technology
Regional Consolidated PSAP Monthly Report – December 2015

Page **40** of **41**

4C MEMBERSHIP

The 4C is comprised of members representing the following organizations:

- Broward County Board of County Commissioners

- Broward League of Cities

- Broward County City Managers Association

- Broward County Chiefs of Police Association

- Fire Chiefs' Association of Broward County

- Broward Sheriff's Office

- Broward County Trauma Management

- Broward County EMS Council

- Broward County Business Community (Greater Fort Lauderdale Alliance)

- Broward County Administration

GLOSSARY

Alarm call:	call received from alarm monitoring company
Busy Hour:	busy hour for each day with the greatest call volume
Call for Service (CFS):	when fire rescue/law enforcement personnel are dispatched as the result of a call into the dispatch center.
Busy Hour of the Month:	the busy hour that corresponds with the busiest hour in the month
Emergency Call:	call received on 911 trunk
Non-emergency call:	call received on County-wide non-emergency number 954-764-HELP (may result in a call for service request)
Public Safety Answering Point:	A facility in which 911 calls are received
VOIP call:	call received from an internet telephone provider such as Vonage
Wireless call:	call received from a cellular telephone
Wireline call:	call received from a landline telephone