



## Office of Regional Communications and Technology Regional Consolidated PSAP Monthly Report - October 2014

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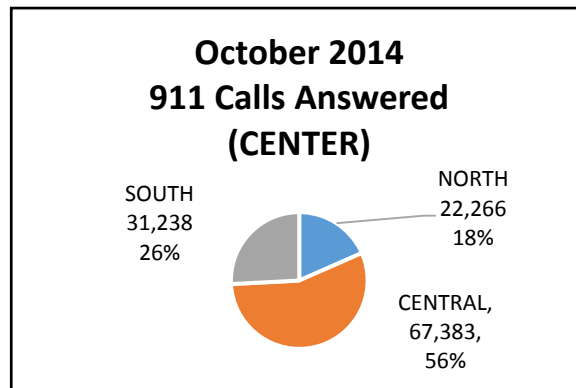
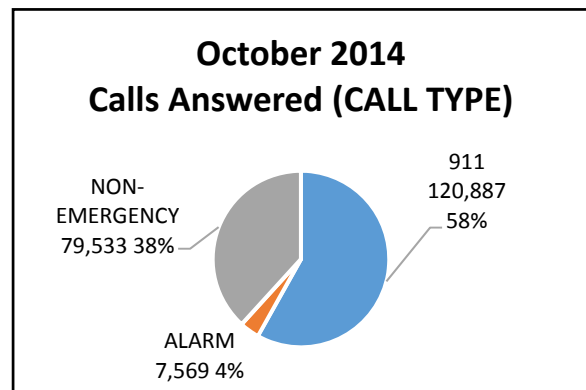
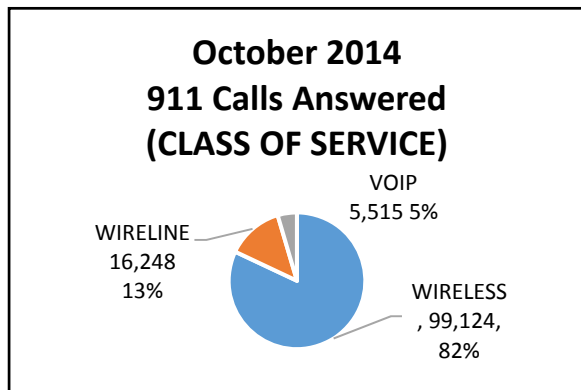
### Executive Summary

- October 1<sup>st</sup>, 2014 marked the completion of the consolidation phase of Broward County's Public Safety Answering Points (PSAPs) into three (3) Broward County Regional Consolidated PSAPs. *(NOTE: this does not include the Cities of Plantation or Coral Springs, who have not agreed to join the Regional System.)*
- The Office of Regional Communications and Technology (ORCAT) is now shifting focus toward improving the operational effectiveness and efficiency of the Consolidated Centers through quality improvement processes.
- One of the major drivers for consolidation was to reduce the quantity of 911 calls being transferred between PSAP's. For the month of October the number of 911 calls transferred out of the Regional Consolidated Centers was less than 1% of the total 911 calls handled in the Regional Centers.
- Office of Regional Communications and Technology (ORCAT) staff is in process of completing lower priority items such as locker installation, security system upgrades, office reconfigurations and audio visual system expansions at each Regional Center.
- October 2014 marked the first full month of operation for the automated operational incident reporting for Participating Agencies. During the month of October, one hundred fifteen (115) law enforcement and fire rescue/emergency medical service incidents were submitted for review and analysis. Sixty-six (66) of the one hundred fifteen (115) incidents were evaluated, assigned a corresponding root cause and closed by the submitting agency.
- The Operator has been allocated 443 FTEs for fiscal year 2014-15; currently all 443 positions are filled.
- Operational Review Team meetings for the Participating Agencies in each of the Regional Centers have been moved from biweekly to monthly.
- Office of Regional Communications and Technology (ORCAT) is in the process of placing an E911 Communication Manager at each Regional Center to provide direct County oversight; the position will also function as the County liaison between the Regional Center and Participating Agencies.
- Office of Regional Communications and Technology (ORCAT) has issued the Operator a Notice of Noncompliance on December 4, 2014 for failure to meet October performance targets. The Operator's Agreement requires a response to identify extenuating circumstances, if applicable and a mitigation plan.

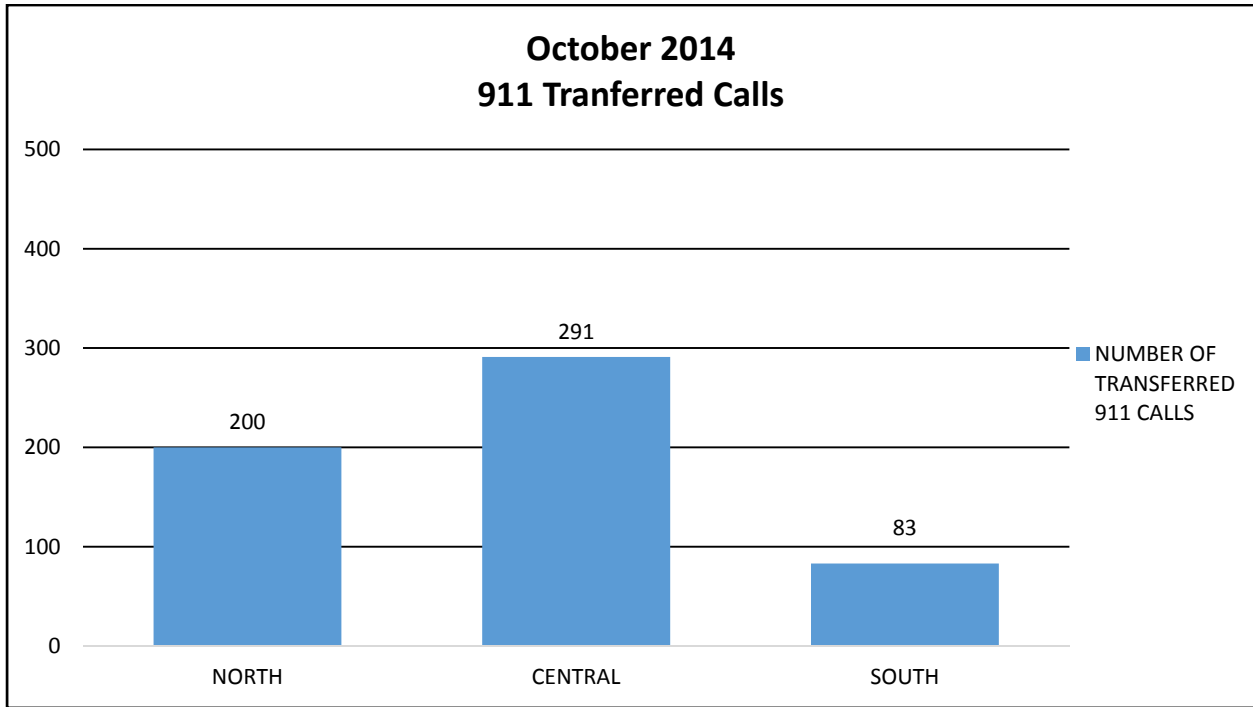
## Monthly Call Volume

- Calls Answered - 207,989
  - 911 Calls - 120,887
  - Alarm Calls - 7,569
  - Non-Emergency Calls - 79,533

| 911 Calls Answered (Class of Service) |               |     |               |     |              |    |              |
|---------------------------------------|---------------|-----|---------------|-----|--------------|----|--------------|
|                                       | Wireless      |     | Wireline      |     | VOIP         |    | <u>TOTAL</u> |
| North                                 | 17,919        |     | 3,550         |     | 797          |    | 22,266       |
| Central                               | 55,778        |     | 8,072         |     | 3,533        |    | 67,383       |
| South                                 | 25,427        |     | 4,626         |     | 1,185        |    | 31,238       |
| <b>TOTAL</b>                          | <b>99,124</b> | 82% | <b>16,248</b> | 13% | <b>5,515</b> | 5% | 120,887      |

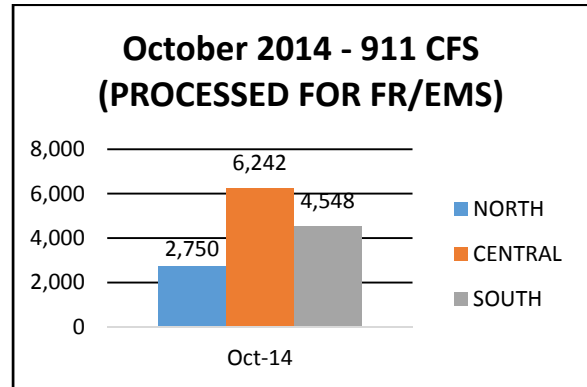
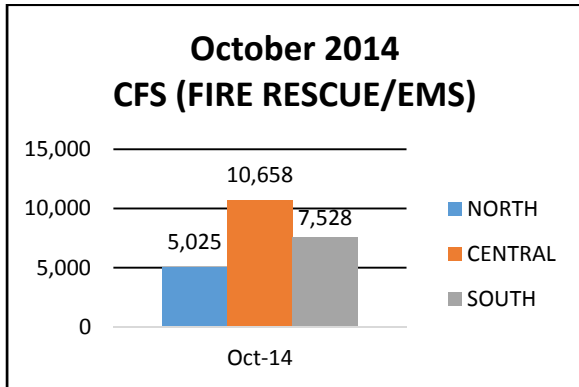
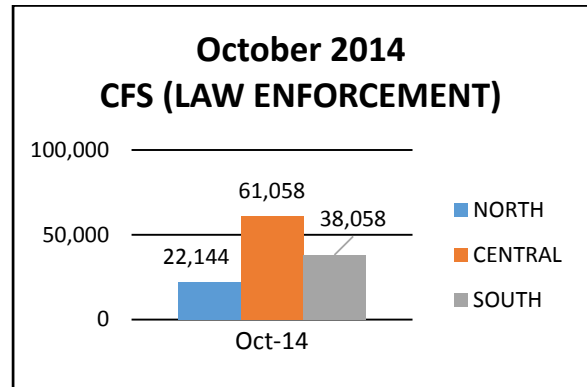
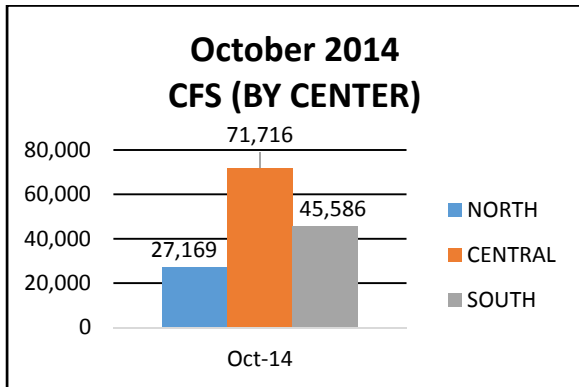


- 911 Calls Transferred - 574
  - North = 200 (.90% of Center's 911 call volume)
  - Central = 291 (.243% of Center's 911 call volume)
  - South = 83 (.27% of Center's 911 call volume)

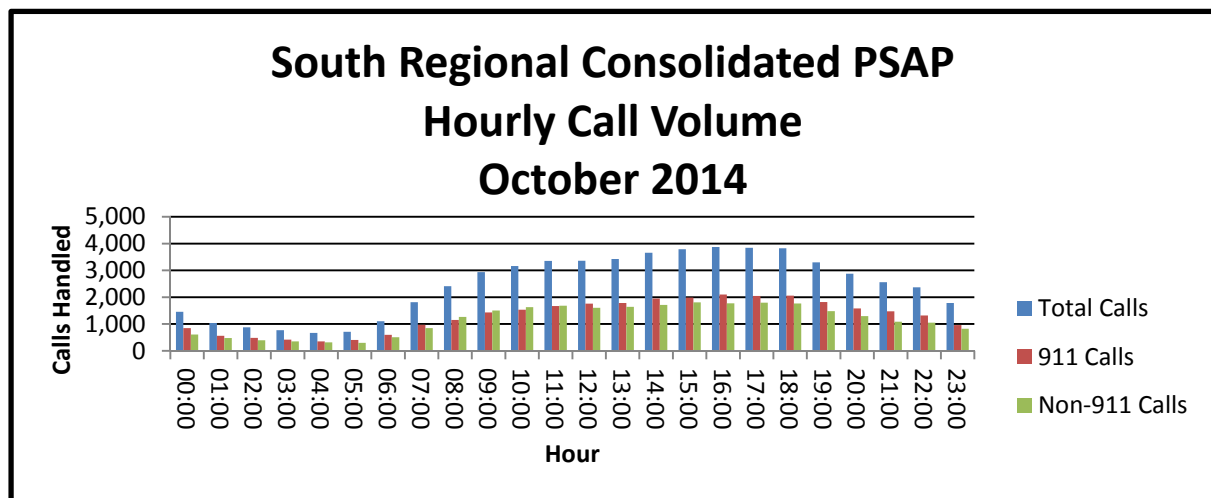
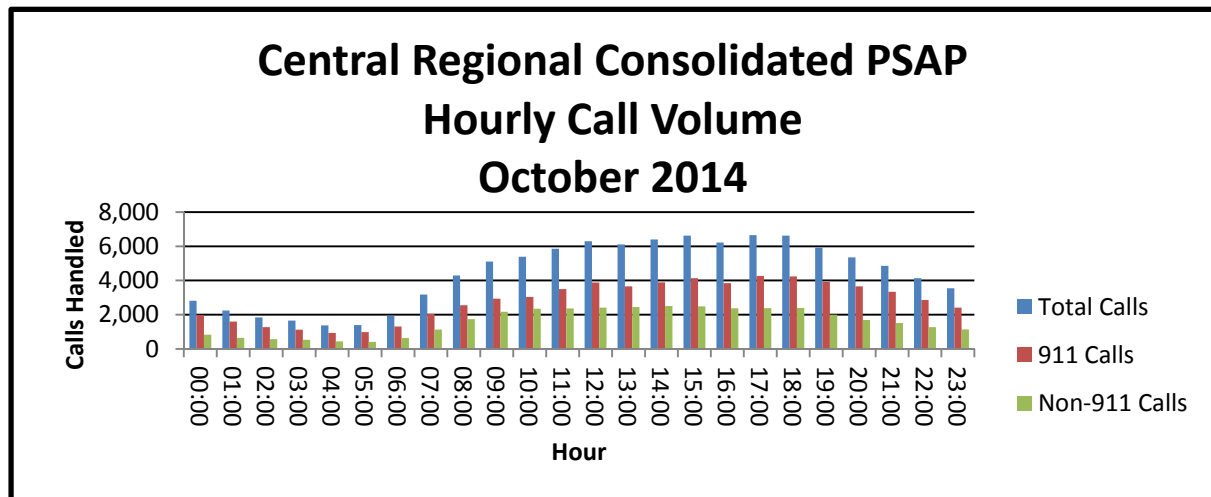
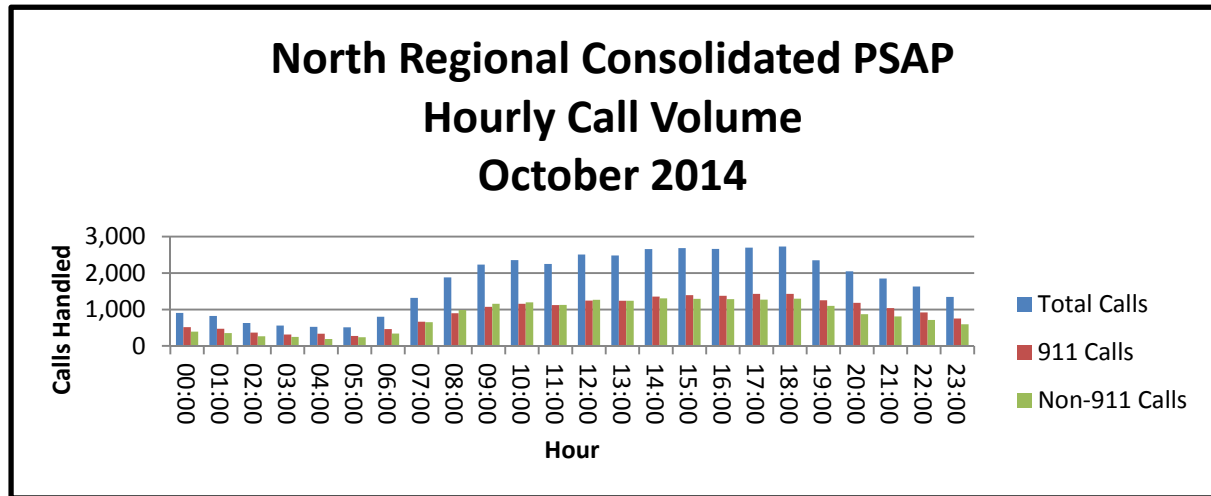


## Calls For Service

- Total Calls For Service Processed - 144,471
  - Law Enforcement Calls - 121,260
    - North = 22,144
    - Central = 61,058
    - South = 38,058
  - Fire/EMS Calls - 23,211
    - North = 5,025
    - Central = 10,658
    - South = 7,528
  - 911 Calls For Service Processed for Fire/EMS - 13,540
    - North = 2,750
    - Central = 6,242
    - South = 4,548

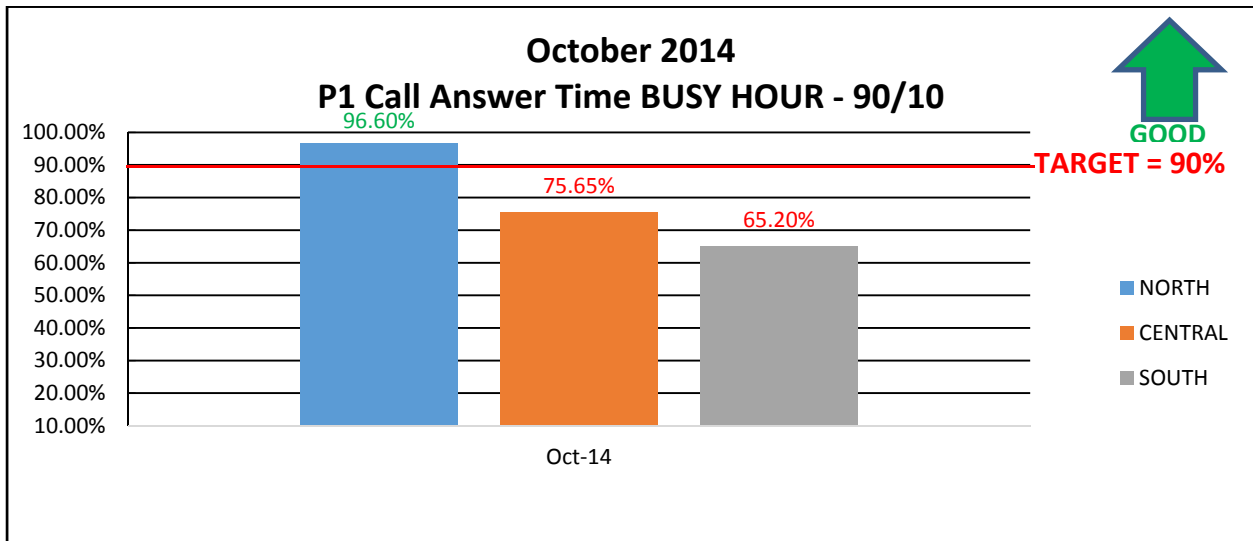


Hourly Call Volume

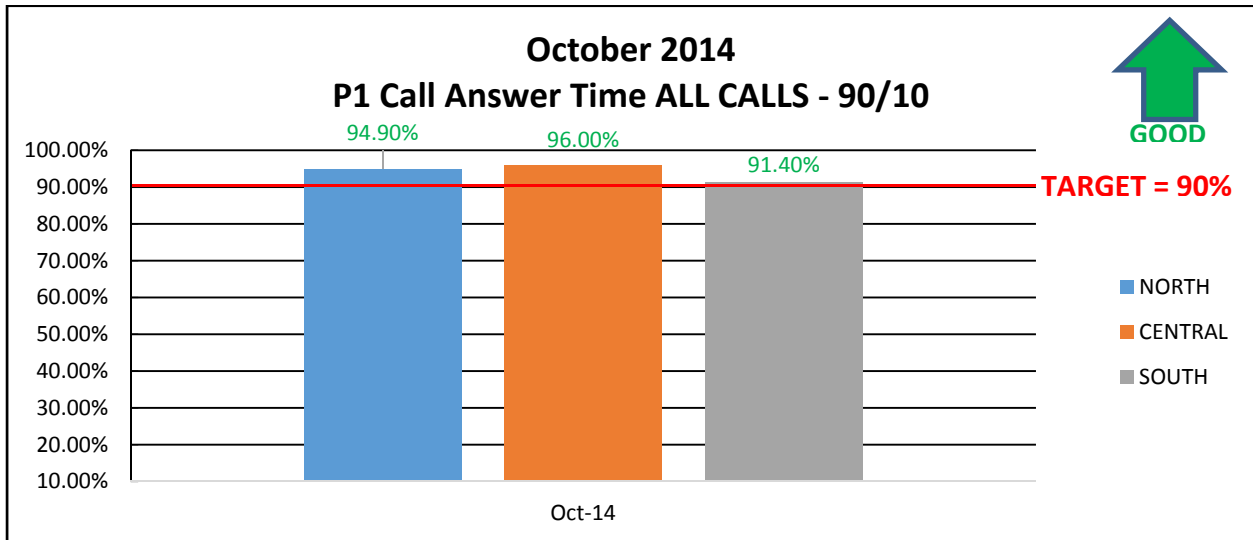


**Process Indicator – P1 Call Answer Time**

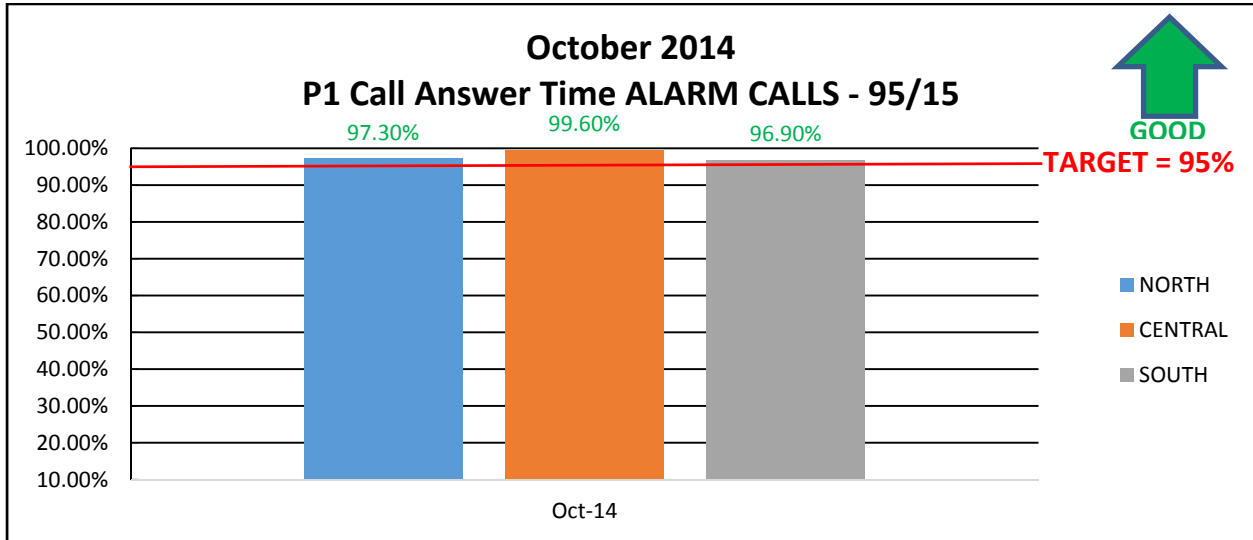
- P1 911 Call Answer Time (**BUSY HOUR**)
  - Target = Answer 90% within 10 Seconds
    - North = 96.6%, 10/15/14 15:00hrs (86 answered/89 received)
    - Central = 83.3%, 10/22/14 17:00hrs (161 answered/193 received)
    - = 75.65%, 10/31/14 15:00hrs (146 answered/193 received)
    - South = 65.2%, 10/10/14 17:00hrs (75 answered/115 received)



- P1 911 Call Answer Time (**TOTAL**)
  - Target = Answer 90% within 10 Seconds Systemwide Performance = 94.6%

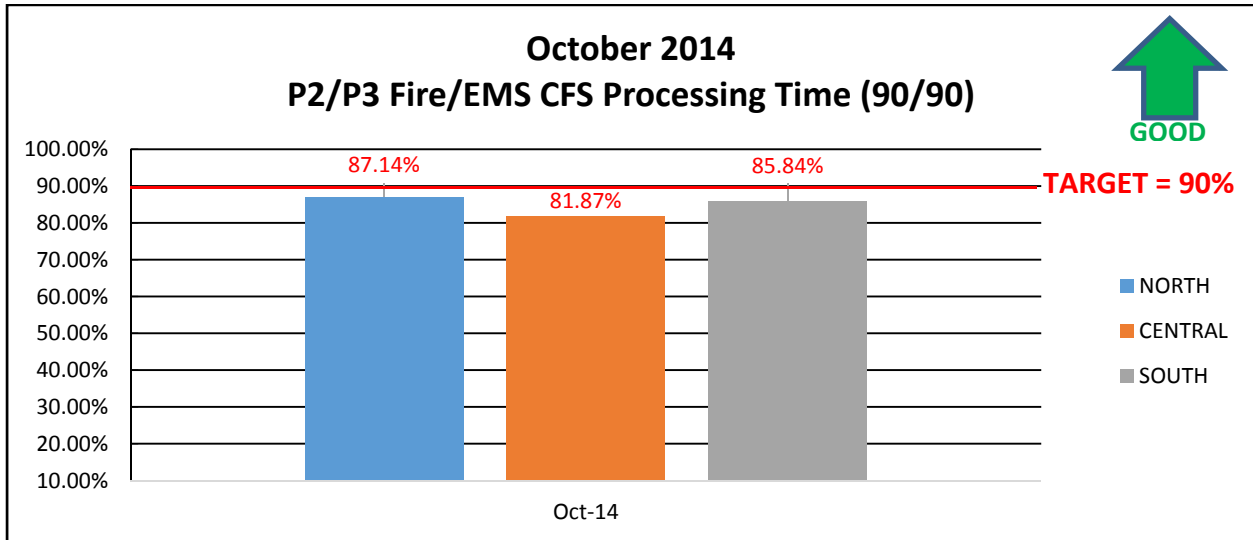


- P1 911 Call Answer Time (**ALARM CALLS**)
  - Alarm Calls: Target = Answer 95% within 15 Seconds Systemwide Performance = 97.3%

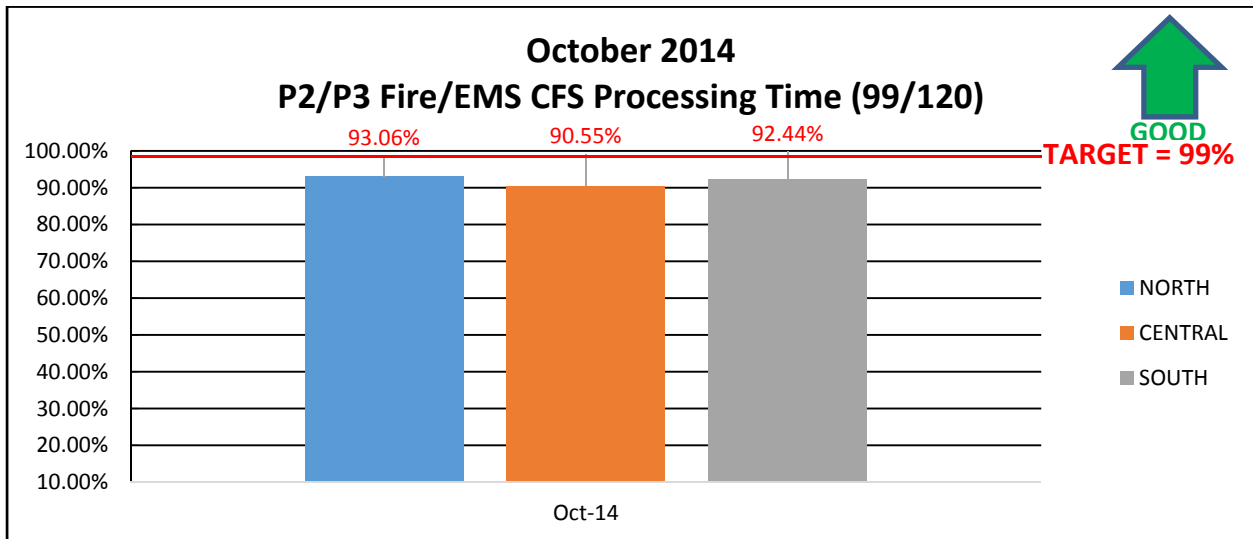


**Process Indicator – P2/P3 Fire/EMS CFS Processing Time**

- Fire/EMS 911 CFS: Target = Dispatch 90% within 90 Seconds

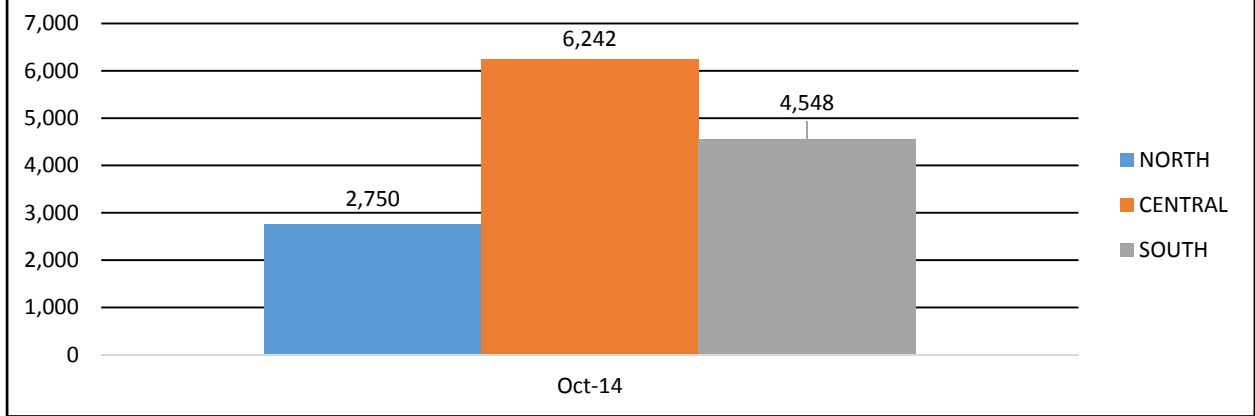


- Fire/EMS 911 CFS: Target = Dispatch 99% within 120 Seconds

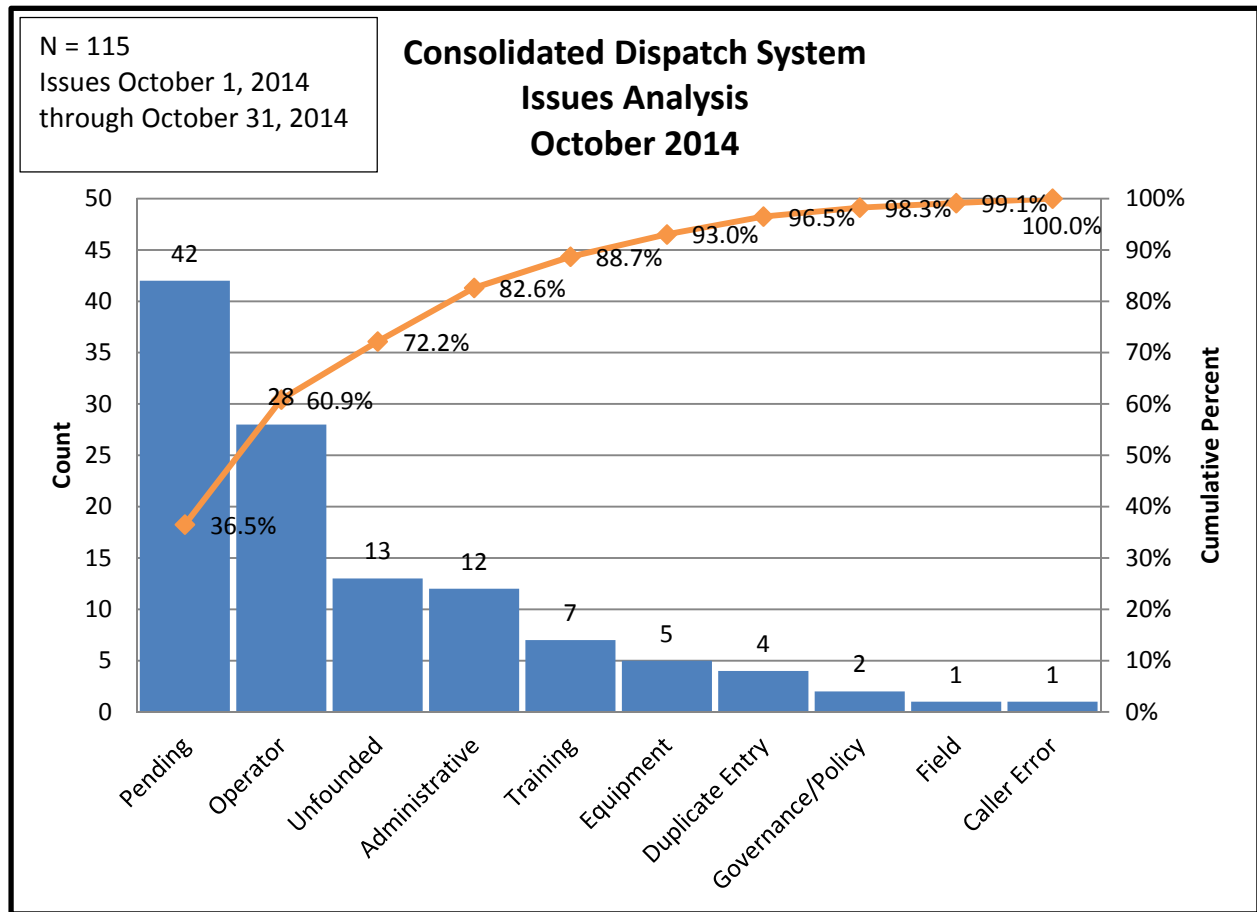




**October 2014  
911 CFS Processed for Fire/EMS**



Operator Reviews/Process Improvement/Opportunities



- Number of Tickets Closed: 66
  - Law Enforcement Number of Tickets Closed: 45
  - Fire Rescue/EMS Number of Tickets Closed: 21