



# **Regional Consolidated Dispatch March 2015 Report**

**Office of Regional Communications and Technology**

## Executive Summary

March 2015 represents the sixth month of full consolidation. The Regional System, the Operator and users continue to work together to ensure the system meets or exceeds expectations. 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 make recommendations for changes based upon group consensus.

### **Broward County Consolidated Communications Committee (4C)**

The 4C met on April 9, 2015. County staff presented information regarding call taker performance and productivity as understanding this information is essential to ensure that appropriate staffing is available to properly answer and dispatch calls. The committee has decided to meet every other month to allow for additional analysis related to performance to gain a better understanding of issues adversely affecting performance and that appropriate remedial actions for improvement are instituted. Finally, the Committee requested continued updates on the results from the countermeasures proposed by the QIT with anticipated timeframes for these measures to affect change in performance.

### **Call Volume and Calls for Service**

In March 2015, there were a total of 221,433 incoming calls for the Regional system consisting of 125,336 emergency 911 calls; 80,879 non-emergency calls; and 15,218 alarm calls.

The Centers dispatched 153,970 calls to both Law Enforcement and Fire Rescue. Of this amount, 25,605 were Fire Rescue calls, which were received on either the E911 lines or non-emergency number. It is important to note of the 25,605 Fire Rescue dispatched calls, only 15,284 are included in the P2/P3 performance calculation. This is due to the lack of Automatic Number Identification/Automatic Location Information (ANI/ALI), which is necessary to create the record in CAD with a time stamp. The ORCAT Team is exploring options to collect the time stamp data for calls received on the non-emergency line. If a solution is found, all calls for service will be included in the performance measures, as opposed to only 911 calls.

Additionally, an initial review has indicated that there is the ability for call takers to send a 911 call to the non-emergency line thus impacting the ability for the call to be tracked as a 911 incident. There may be a need operational to have this ability; however, necessary protocols must be established ensuring that legitimate 911 calls are processed appropriately. County staff is working with the Operator to ensure appropriate protocols are in place.

In March, there were 34,487 outgoing calls experienced in the dispatch centers. A review and analysis of outgoing calls will be conducted to determine the type of calls that are generated from an outgoing call.

## **Call Transfers**

For the month of March 2015, call transfers continue to represent less than 1% 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 (329) and Plantation (789) Public Safety Answering Points (PSAPs). These totals represent 5.71% and 14.44% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

County staff met with Coral Springs on March 10, 2015 and Plantation on March 20, 2015. Both cities have agreed to participate in the workgroup on the development of the new Computer Aided Dispatch (CAD) system. By joining the County's common CAD platform, both cities can maintain their independence while reducing or eliminating call transfers. In the past, both cities have been involved in the discussions with the implementation of the Consolidated Regional System, and their continued involvement is necessary to develop a system that is beneficial to all of Broward County's residents, visitors and businesses.

Until such time both Cities decide to join the Consolidated Regional System or adopt the County's Computer Aided Dispatch (CAD) system, call transfers will continue to take place.

## **Quality Improvement Team Update**

The Quality Improvement Team (QIT) continues to capture and analyze data. The QIT is evaluating the results of the countermeasures identified below to determine what, if any, impact was produced as a result. The following are the countermeasures that were implemented:

1. Time check procedures sent to the centers in "Information Tips and Guidelines" memos and read at roll calls.
2. Implemented change control process to ensure no changes are made without proper notification.
3. Trending patterns memo, including instructions for operators to verbalize all CAD flags, was sent to read at roll calls.

The QIT continues their task to reduce both the quantity and frequency of errors made during the call taking and dispatch process, which they have determined the causes to primarily be the following: deviations from established policies; inadequate information dissemination; and inadequate information gathering.

## Contract Performance Measures<sup>1</sup>

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. <sup>2</sup>	90%	54.84%	64.52%	48.39%
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	95.46%	96.93%	95.76%
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%	89.69%	84.67%	85.51%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	95.67%	92.23%	92.91%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	47.66%	39.00%	43.13%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	83.40%	79.67%	81.30%

<sup>1</sup> There are two standards not reported as follows: P2/P3 Law Call for Service Indicator, driven by PD Agency having Jurisdiction; and Financial Reports Cost/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 agreement.

<sup>2</sup> This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 14-16 for the busiest hour of each day.

## Other Performance Measures<sup>3</sup>

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	91.62%	93.65%	91.09%

<sup>3</sup> This performance standard is not included in the agreement for the regional system. See page 20 for all calls.

Although not included as a contractual performance metric, all three centers answered all 911 calls within 10 seconds more than 90% of the time.

On May 8, 2015, the Operator submitted a response related to the measures not in compliance. County staff will meeting with the Operator to review response and determine appropriate steps to be undertaken, if necessary, to bring performance into compliance. Any extenuating circumstance that affected the achievement of performance standards by the Operator will be evaluated and validated.

## Call Taker Performance

A study was undertaken to evaluate Call Taker production to determine the efficiency and effectiveness of the Call Takers and their current schedule. The study is also evaluating what improvements can be realized by adding a swing shift, which would provide additional personnel when needed based upon call volume. This study was completed March 31<sup>st</sup>, and information related to the study was shared with the 4C to provide a better understanding of activities being reviewed.

The following initial observations and prospective countermeasures were made in the review of the February busy hour for all Regional sites:

1. **Observations:** Inconsistent use of phone system “Not Ready” statuses and “Log Off” function.

**Countermeasure:** *Simplify phone system “Not Ready” statuses that signify the exact reason for using the status (Break, Lunch, Follow Up, Restroom, Relief, Training); On April 1, 2015, new log in/log out procedures will be implemented and all personnel will receive roll call training and be quizzed on the correct use of statuses.*

2. **Observations:** Non-emergency calls not being “parked” to answer incoming 911 lines and significant periods of time being spent processing non-emergency calls.

**Countermeasure:** *911 ACD Monitors in the Regional Centers that alert when no call takers are available for incoming 911 calls was evaluated to ensure they alert at the onset of the call ringing into the Center. Current policy on parking non-emergency calls will be evaluated as part of the SOP revision process taking place over the next few months. The Operator has tasked personnel with monitoring MIS reports on a daily basis to identify any areas of concern, including extended periods of time spent processing calls. Over the next few months, ORCAT will be meeting with the Operator to review future Productivity and Scheduling reporting requirements.*

3. **Observations:** Non-emergency calls arriving on 911 lines are being immediately transferred to the non-emergency line. This process minimizes average call handling times and results in calls being transferred back to the same personnel processing 911 calls.

**Countermeasure:** *Evaluate current process of transferring callers to the non-emergency line if they do not have an emergency. Placing callers in a “parked” status would allow more opportunity to effectively measure and process incoming calls. It has been determined that the new procedure will be tested upon completion of the upcoming Power 911 upgrade to allow for a more controlled testing environment. An updated marketing campaign detailing when to use 911 is being developed to educate the public in the proper use of the emergency number.*

4. **Observations:** Significantly reduced call takers logged in during shift change.

**Countermeasure:** *The Operator will be reviewing these requirements with the applicable management personnel to ensure line supervisors are aware of potential issues of having minimal personnel logged into the phone system. Should this issue not improve, additional countermeasures may need to be implemented to include swing shifts or slightly staggered shift start/end times.*

## Month to Month Data Comparison

To better depict and analyze trend data associated with the Regional Communications System, a month to month data comparison has been included in this report (pages 21 - 26). This trend data allows for additional analyses to be conducted to better predict activities that impact the regional system. In future reports, additional analyses will be conducted to better understand trend data and impacts.

## Incident Tracking

The incident tracking system continues to be the primary method for users of the regional system to provide input regarding unintended consequences or the identification of improvement opportunities. For the month of March, there were 61 new call center-related incidents placed in the tracking system. This is an increase of eight compared to February 2015. The Operational Review Team, consisting of representatives from the County, the Operator and Participating Municipalities, continue to meet on a regular basis to review incidents, disposition and mitigation strategies, if applicable. Incident tracking information, reflected on page 27, illustrates the closed disposition tickets. The issues reported by the Operator's personnel are not reflected in the numbers above. The incident tracking Pareto graph on page 27 reflects past incidents from employees under the "Administrative" category. County staff is performing further evaluation and stratification of incidents by employees to better reflect the information that is being reported. These items will be reported in future reports.

To increase the efficiency and consistency of the Operators response to incidents, ORCAT has developed standard Regional 911 Incident Response Forms. These new forms were formally introduced to the Participating Agencies in March 2015 and have been implemented in the operation of the regional centers.

## Financial Management

Financial data provided by the Operator shows expenditures continue to remain in excess of the budget. After completing the first six months of consolidation, there is a projected overage of \$334,937. This is a \$70,923 or 27%, increase over the estimate included in the February report. The Operator confirmed that the financial data does not reflect expenditures associated with the teletype service that was provided for the City of Fort Lauderdale under a contract with the County.

To address budget overages, the Operator has indicated modifications to staffing allocations and the limited use of time pools will contribute to bringing the budget back in line. In addition, training resources from EMD Q, Audio Evidence and Quality Assurance units are being allocated to the Central PSAP, the largest call volume location, to reduce the use of overtime. This also includes administrative support team members that will be rotated into the Central PSAP on a daily basis to assist. The Operator has indicated that there were holidays and training activities that occurred in the 1<sup>st</sup> and 2<sup>nd</sup> quarters of the fiscal year that should not have the same impact in the remaining quarters.

To date, the financial action plan implemented by the Operator has not had a material effect in reducing the budget gap to date. The County will be meeting with the Operator to discuss and develop additional steps to bring costs into compliance.

### **Future Report Outs**

As part of the monthly report, the following updates are being provided. These are major initiatives that are underway that have been discussed at the 4C meetings. As additional information becomes available, regular updates will be provided.

- 1) **Proposed NFPA standards** – As requested by the 4C, County staff submitted a written response regarding implementation of the NFPA standards. The NFPA standard revisions must be formally approved by the Standards Council prior to promulgation. In accordance with the 2015 Annual Revision Cycle, the Standards Council issuance date is May 25, 2016 for consent standards and August 20, 2015 for Certified Amending Motions. Therefore, no change to any NFPA standard during the 2015 revision cycle has been implemented as of yet. Additional discussions will occur after determinations from the Standards Council.
- 2) **Ability to time stamp non-emergency calls** - The ORCAT Team is exploring options to collect the time stamp data for calls received on the non-emergency line. If a solution is found, all calls for service will be included in the performance measures, as opposed to only 911 calls.
- 3) **Automatic call distribution** – Currently, the system was designed with the appropriate number of personnel at each site to handle the call volume for each center location. Automatic call distribution or ACD is currently being designed and will allow incoming calls to be dispersed to an availability call taker regardless of their location and dispatched within the center. ACD is scheduled for implementation in the latter part of September instead of June 2015 due to delays in finalizing the agreement with the AT&T. The Operator has indicated that personnel are prepared and ready for the implementation of ACD.
- 4) **New CAD implementation** – The Next Generation CAD Core Team continues to make steady progress. The Core Team is scheduled to meet with several business analysts from Motorola Solutions and perform an in-depth evaluation of our public safety workflows and operational procedures. The Core Team continues to vet and make decisions surrounding Provisioning Topics and Interfaces. The next set of provisioning topics will

be distributed in early May are Premise Entries (Officer Safety Flags), Street Aliases, and GIS Common Places. The team is also evaluating opportunities to improve interfaces into the Regional Records Management Systems (FireRMS and LawRMS) and changes are expected. The project schedule has been shared with the Core Team and respective stakeholders.

5) **Radio interference issues** – County staff has been monitoring frequency band and have found that there is an interfering signal that is affecting the 806-815MHz band. County staff has notified specific Cities and the School Board regarding the need to perform preventive maintenance on their subscriber units. In addition, the County has subcontracted with Bird Technologies to evaluate and perform field sweeps to mitigate interfering signals. Bird Technologies is scheduled to be in Broward County on 4/20/2015 to begin the field sweeps. On 4/21/2015, we are meeting with Bird Technologies, Palm Beach County, Miami Dade County, State of Florida, City of Fort Lauderdale, City of Plantation and Motorola to jointly develop mitigation strategies for the interfering signals that have impacted all radio systems in Broward County.

These initiatives play a role in the success of the regional system and frequent updates will provide an understanding of the progress addressing each item.

#### **BSO Information**

As discussed with County staff and approved by the 4C, BSO has submitted information on their Quality Assurance initiative and EMD standards (page 30). This information has not been reviewed or validated by County staff.

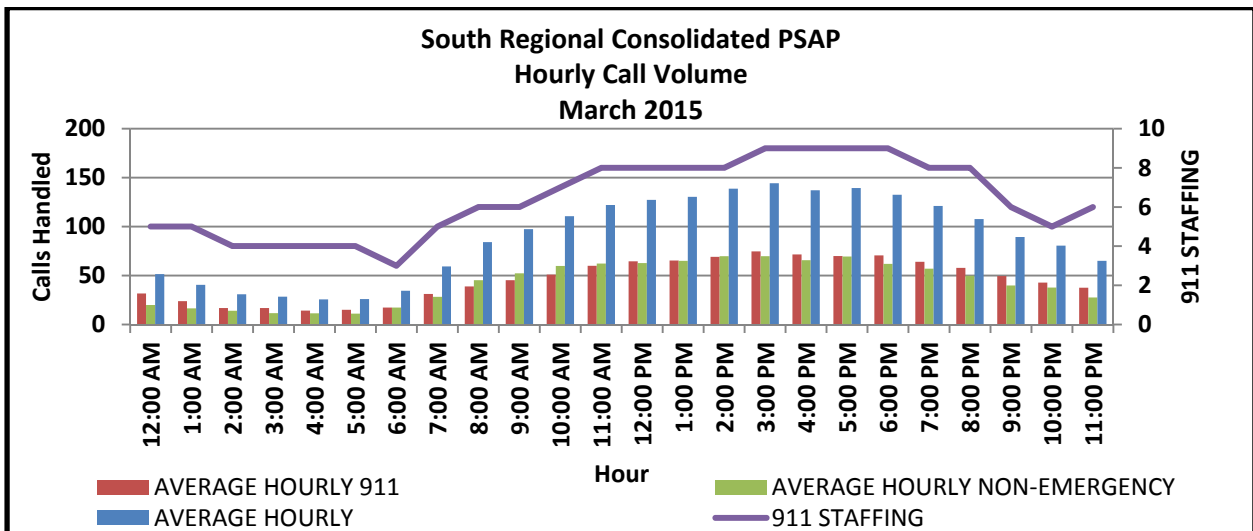
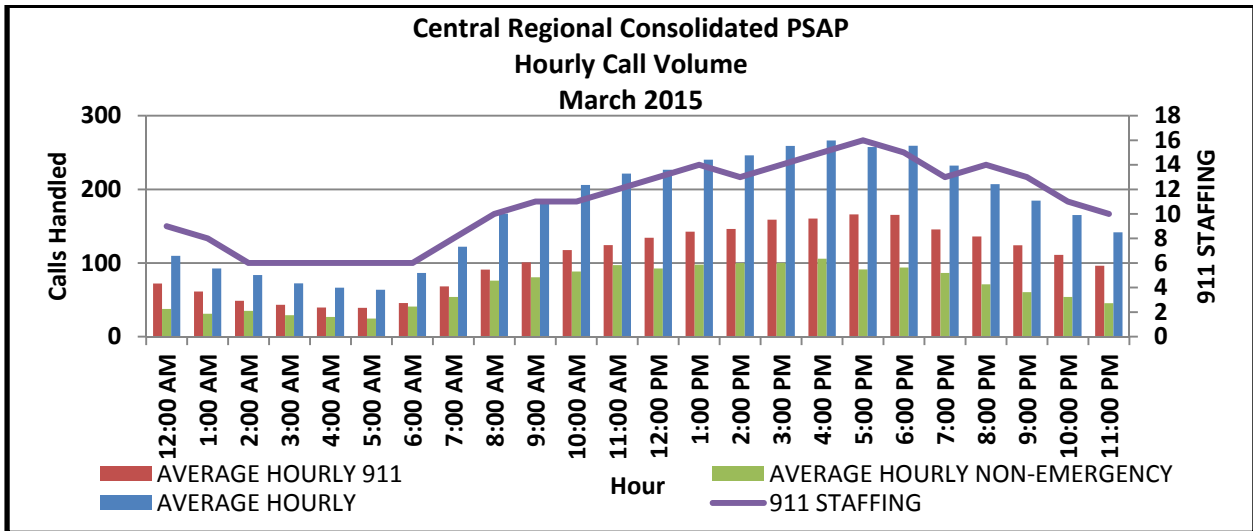
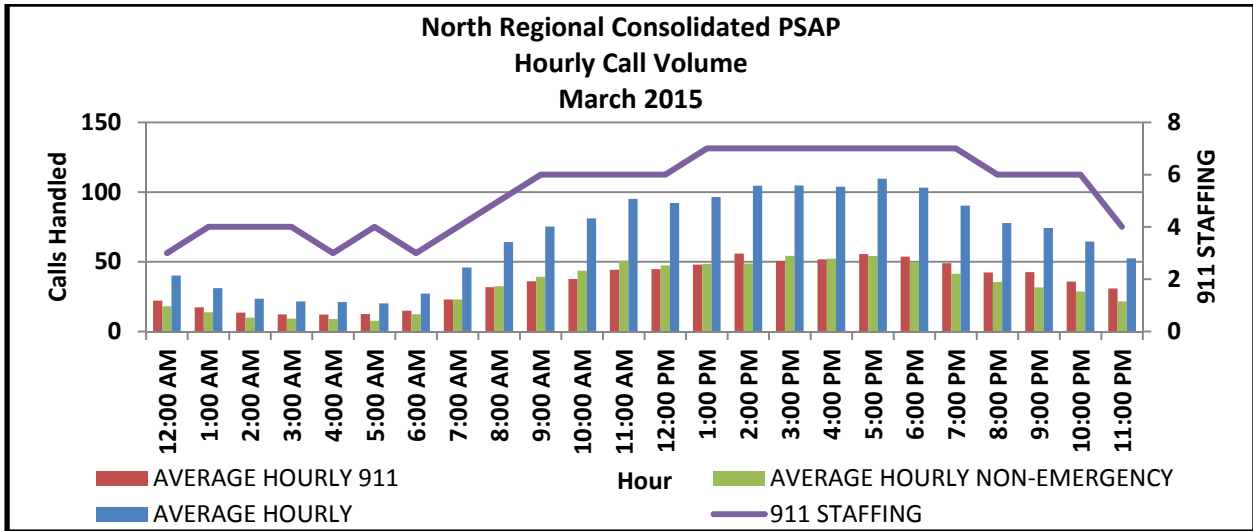
#### **Conclusion**

The County, Operator and Participating Municipalities remain focused on efforts to update the Standard Operating Practices to ensure they align with the goals of regionalization and the adoption of best practices across the County.



# APPENDIX

### Call Volume, by Hour of Day (with Total Staffing)

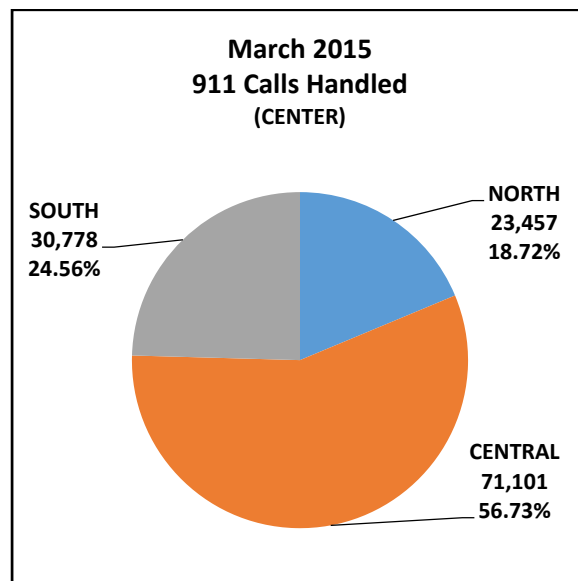
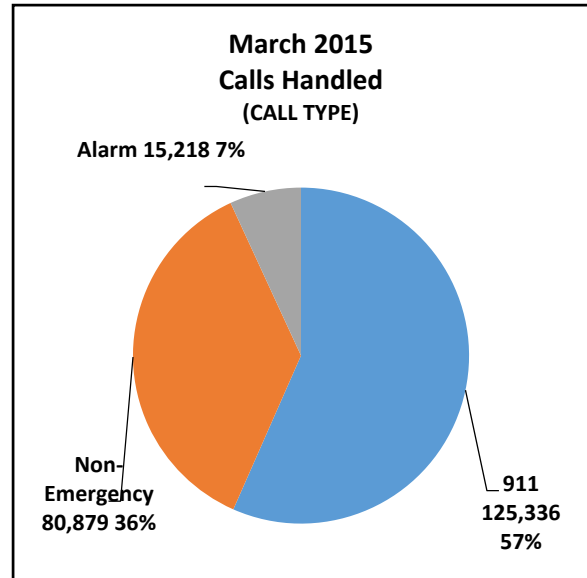
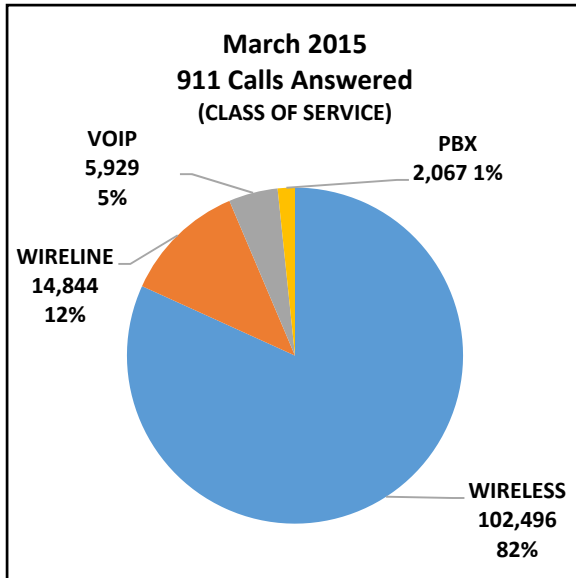


## Monthly Call Volume

### Class, Type and Regional Center

During the month of March the Regional Consolidated System handled 221,433 incoming calls:

- 911 Calls - 125,336
- Alarm Calls - 15,218
- Non-Emergency Calls - 80,879



## Calls For Service (CFS)

The Regional Consolidated System processed 153,970 calls for service in March. The call quantity by discipline is outlined below.

Law Enforcement Calls = 128,365

North = 21,454

Central = 66,824

South = 40,087

Fire Rescue Calls = 25,605

North = 5,628

Central = 11,997

South = 7,980

911 Calls For Service Processed for Fire Rescue\* - 15,284

North = 3,250

Central = 7,246

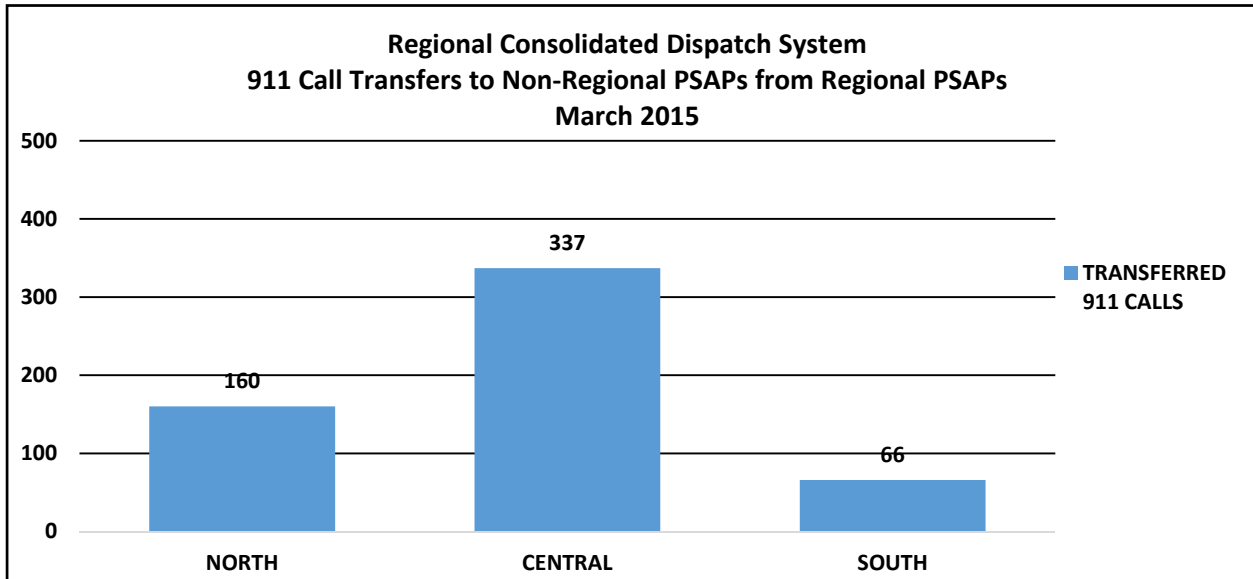
South = 4,788

*\*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 due to activity on the non-emergency lines.*

### Call Transfers (To Non-Regional Centers from Regional PSAPs)

A total of 563 E911 calls were transferred from the Regional Dispatch Centers to Coral Springs and Plantation’s non-regional PSAPs. The breakdown by each Center is represented below:

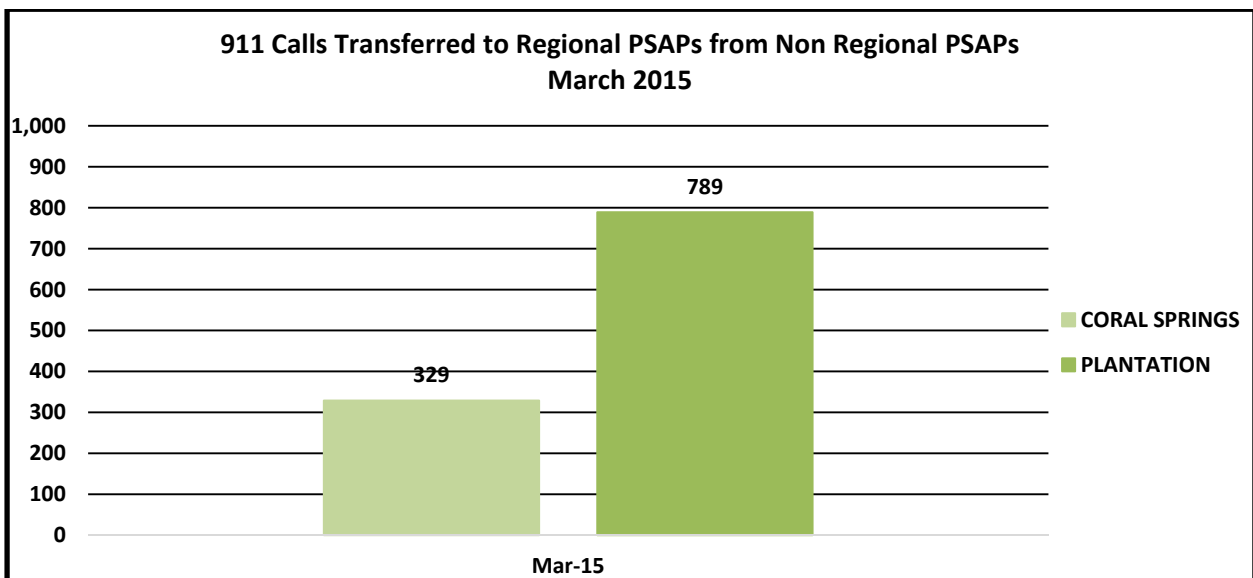
- North Dispatch Center = 160 (Represents 0.68% of Center’s E911 call volume)
- Central Dispatch Center = 337 (Represents 0.47% of Center’s E911 call volume)
- South Dispatch Center = 66 (Represents 0.21% of Center’s E911 call volume)



### Call Transfers (To Regional Centers from Non Regional PSAPs)

The breakdown of E911 calls (1,118 transferred from Coral Springs and Plantation) is as follows:

- Coral Springs = 329 (Represents 5.71% of Coral Springs E911 call volume)
- Plantation = 789 (Represents 14.44% of Plantation E911 call volume)



## CONTRACT PERFORMANCE MEASURES

### P1 Daily Busy Hour (percentage of days during the month the Operator achieved answering 90% of calls within 10 seconds during the busy hour)

P1 measures the time it takes a Call Taker to answer an incoming E911 call. The chart below represents the Operator's monthly percentage of attainment of the busy hour for each day and provides a summary by each center over the last six months. In addition, information from non-regional PSAPs in Coral Springs and Plantation have been included for comparison purposes. 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.

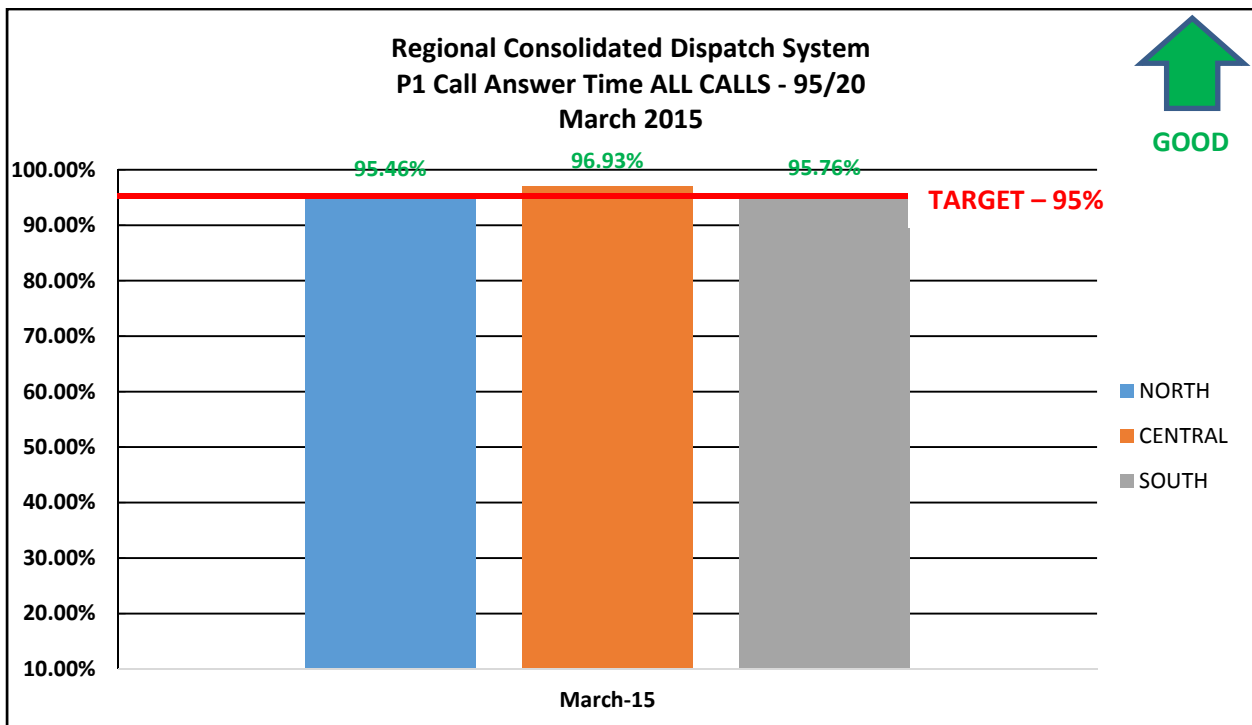
DAILY BUSY HOUR						
MONTH	GOAL	NORTH	CENTRAL	SOUTH	CORAL SPRINGS	PLANTATION
October 2014	90%	67.74%	70.97%	61.29%	58.06%	45.16%
November 2014	90%	66.67%	66.67%	36.67%	70.00%	36.67%
December 2014	90%	67.74%	48.39%	70.97%	61.29%	22.58%
January 2015	90%	70.97%	58.06%	61.29%	77.42%	61.29%
February 2015	90%	42.86%	78.57%	39.29%	46.43%	50.00%
March 2015	90%	54.84%	64.52%	48.39%	54.84%	48.39%

March 2015 NORTH Daily Busy Hour									
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	1:00 PM	61	69	NO	03/17/2015	5:00 PM	57	61	YES
03/02/2015	8:00 AM	43	65	NO	03/18/2015	3:00 PM	58	65	NO
03/03/2015	2:00 PM	48	59	NO	03/19/2015	11:00 AM	53	60	NO
03/04/2015	7:00 PM	54	57	YES	03/20/2015	1:00 PM	66	68	YES
03/05/2015	5:00 PM	56	67	NO	03/21/2015	12:00 PM	45	50	YES
03/06/2015	2:00 PM	54	59	YES	03/22/2015	6:00 PM	52	53	YES
03/07/2015	7:00 PM	60	62	YES	03/23/2015	6:00 PM	69	76	YES
03/08/2015	4:00 PM	47	47	YES	03/24/2015	2:00 PM	54	63	NO
03/09/2015	5:00 PM	60	66	YES	03/25/2015	11:00 AM	39	58	NO
03/10/2015	7:00 PM	52	65	NO	03/26/2015	6:00 PM	45	46	YES
03/11/2015	4:00 PM	58	64	YES	03/27/2015	5:00 PM	48	107	NO
03/12/2015	2:00 PM	72	78	YES	03/28/2015	3:00 PM	46	46	YES
03/13/2015	3:00 PM	58	65	NO	03/29/2015	5:00 PM	47	47	YES
03/14/2015	2:00 PM	50	56	NO	03/30/2015	2:00 PM	45	66	NO
03/15/2015	2:00 PM	58	62	YES	03/31/2015	2:00 PM	57	60	YES
03/16/2015	5:00 PM	58	69	NO	<b>54.84%</b>				
<b>PERCENTAGE OF DAYS PASSING</b>									

March 2015 CENTRAL Daily Busy Hour									
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	7:00 PM	165	173	YES	03/17/2015	3:00 PM	178	201	NO
03/02/2015	5:00 PM	110	154	NO	03/18/2015	2:00 PM	139	158	NO
03/03/2015	4:00 PM	147	157	YES	03/19/2015	6:00 PM	138	150	YES
03/04/2015	6:00 PM	153	158	YES	03/20/2015	2:00 PM	128	174	NO
03/05/2015	6:00 PM	144	156	YES	03/21/2015	4:00 PM	153	156	YES
03/06/2015	5:00 PM	154	172	NO	03/22/2015	5:00 PM	147	154	YES
03/07/2015	2:00 PM	155	162	YES	03/23/2015	4:00 PM	133	145	YES
03/08/2015	12:00 PM	128	139	YES	03/24/2015	7:00 PM	114	130	NO
03/09/2015	5:00 PM	163	177	YES	03/25/2015	6:00 PM	139	193	NO
03/10/2015	4:00 PM	148	161	YES	03/27/2015	6:00 PM	122	268	NO
03/11/2015	6:00 PM	177	185	YES	03/26/2015	3:00 PM	148	153	YES
03/12/2015	6:00 PM	153	165	YES	03/28/2015	5:00 PM	127	147	NO
03/13/2015	4:00 PM	182	192	YES	03/29/2015	6:00 PM	140	143	YES
03/14/2015	6:00 PM	159	165	YES	03/30/2015	4:00 PM	122	167	NO
03/15/2015	5:00 PM	173	184	YES	03/31/2015	5:00 PM	151	157	YES
03/16/2015	3:00 PM	161	187	NO	<b>64.52%</b>				
<b>PERCENTAGE OF DAYS PASSING</b>									

March 2015 SOUTH Daily Busy Hour									
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	6:00 PM	67	69	YES	03/17/2015	4:00 PM	86	93	YES
03/02/2015	5:00 PM	82	83	YES	03/18/2015	2:00 PM	66	79	NO
03/03/2015	5:00 PM	75	85	NO	03/19/2015	3:00 PM	80	87	YES
03/04/2015	4:00 PM	78	80	YES	03/20/2015	1:00 PM	57	85	NO
03/05/2015	12:00 PM	66	74	NO	03/21/2015	1:00 PM	50	73	NO
03/06/2015	2:00 PM	65	80	NO	03/22/2015	7:00 PM	60	84	NO
03/07/2015	3:00 PM	56	75	NO	03/23/2015	3:00 PM	86	89	YES
03/08/2015	4:00 PM	67	70	YES	03/24/2015	1:00 PM	58	73	NO
03/09/2015	4:00 PM	77	82	YES	03/25/2015	4:00 PM	88	97	YES
03/10/2015	4:00 PM	65	77	NO	03/26/2015	7:00 PM	59	66	NO
03/11/2015	5:00 PM	69	84	NO	03/27/2015	6:00 PM	67	108	NO
03/12/2015	5:00 PM	75	85	NO	03/28/2015	12:00 PM	56	62	YES
03/13/2015	4:00 PM	81	87	YES	03/29/2015	4:00 PM	66	69	YES
03/14/2015	2:00 PM	71	78	YES	03/30/2015	6:00 PM	69	78	NO
03/15/2015	3:00 PM	66	68	YES	03/31/2015	12:00 PM	55	70	NO
03/16/2015	3:00 PM	72	75	YES	<b>48.39%</b>				
<b>PERCENTAGE OF DAYS PASSING</b>									

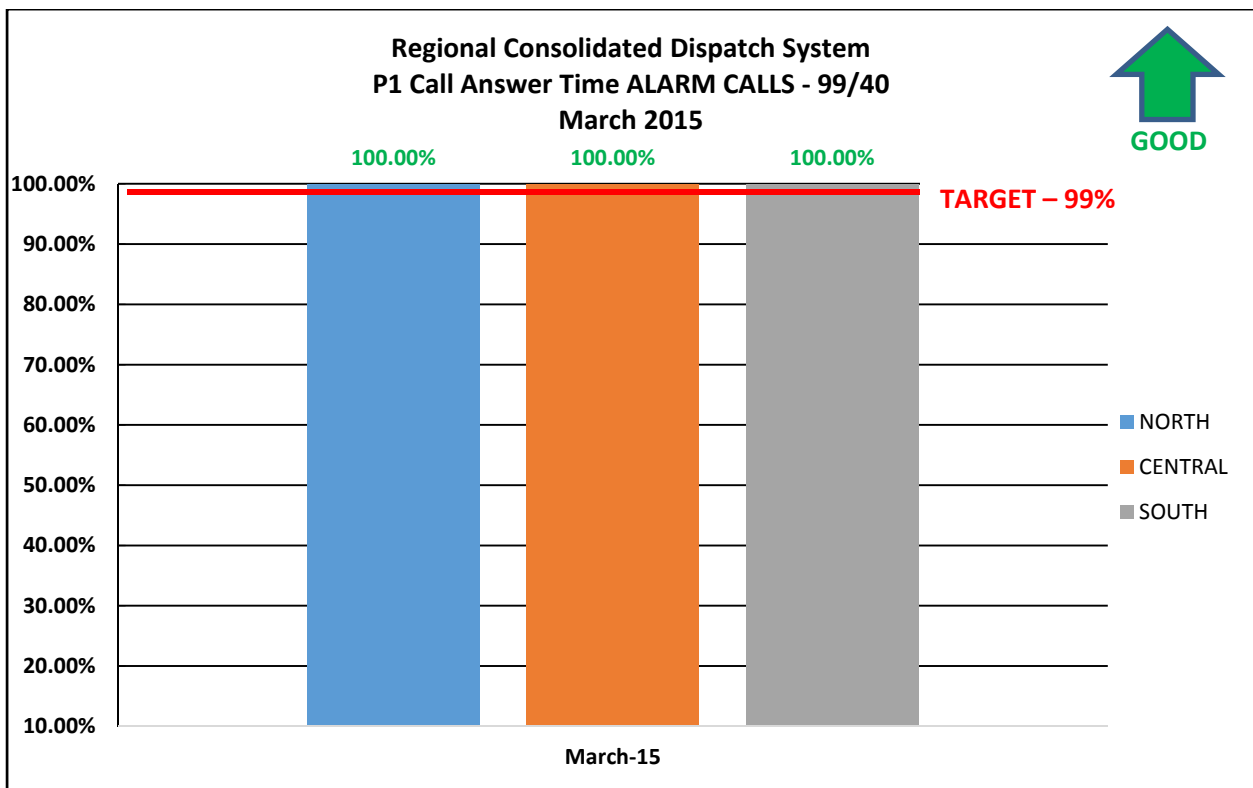
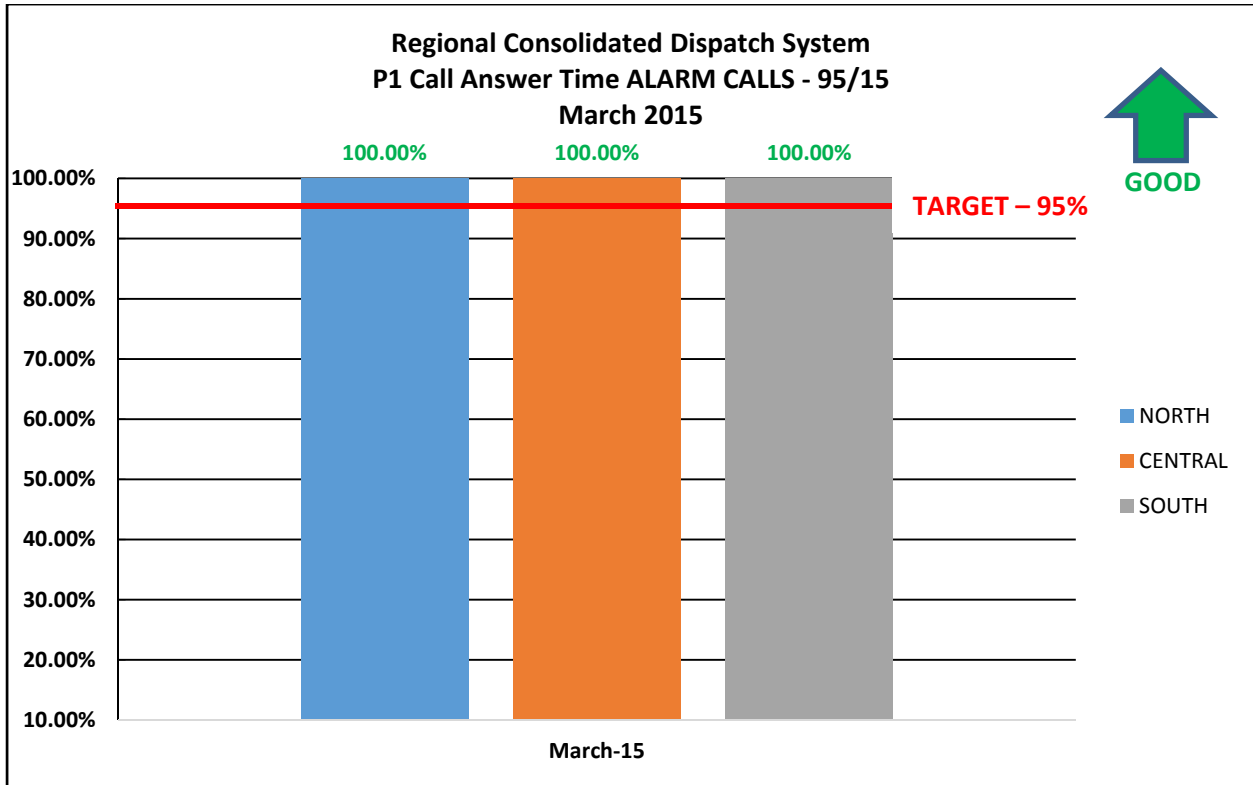
**P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.**



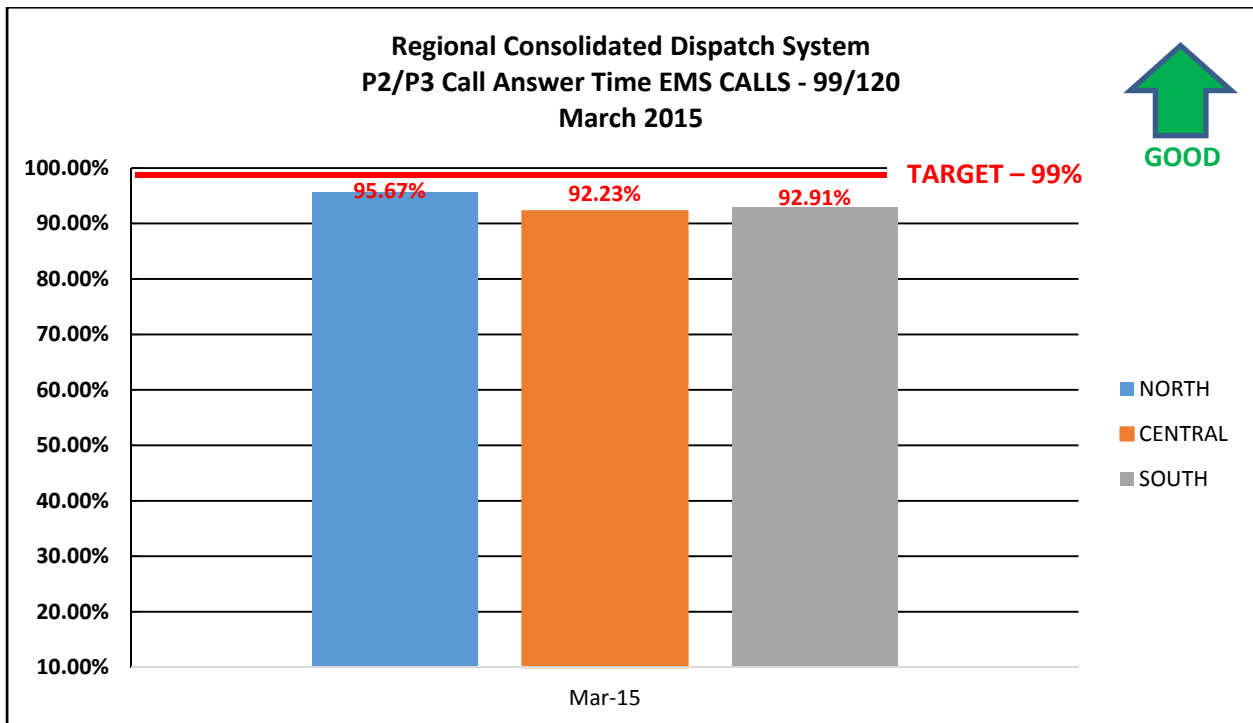
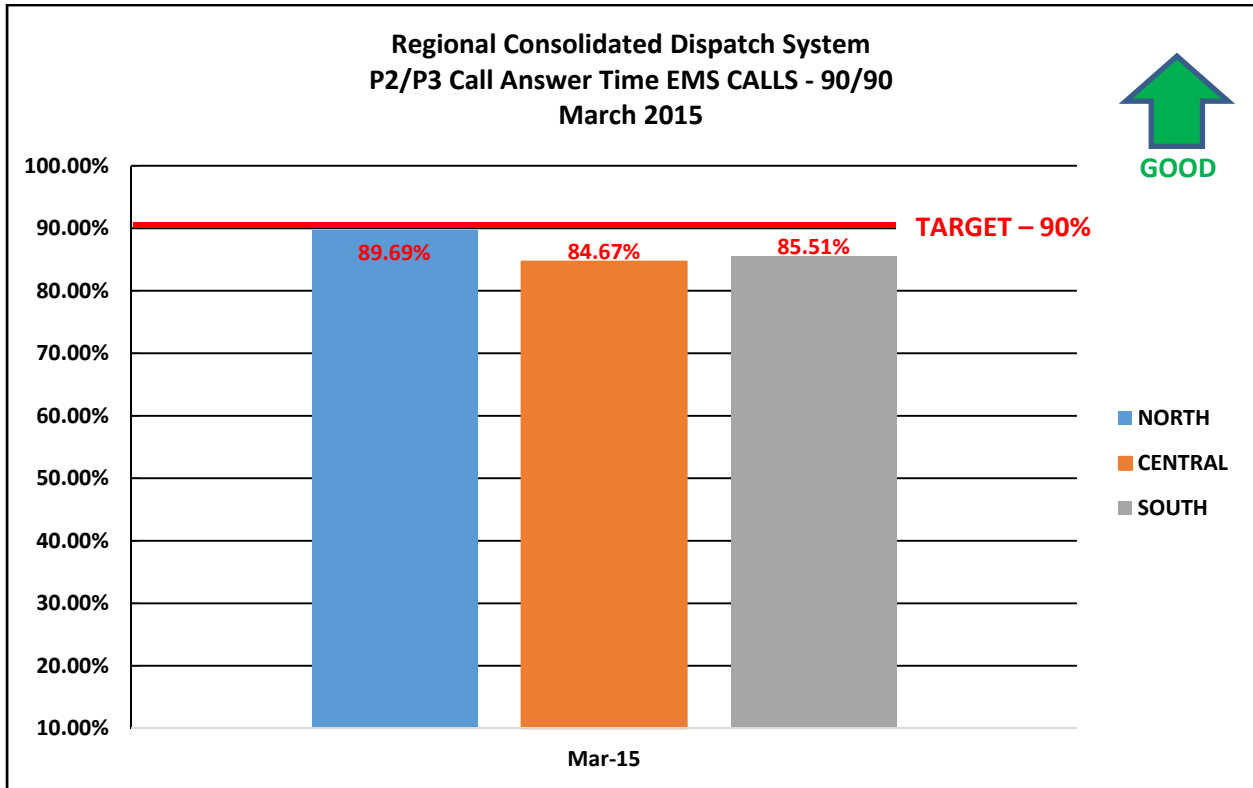


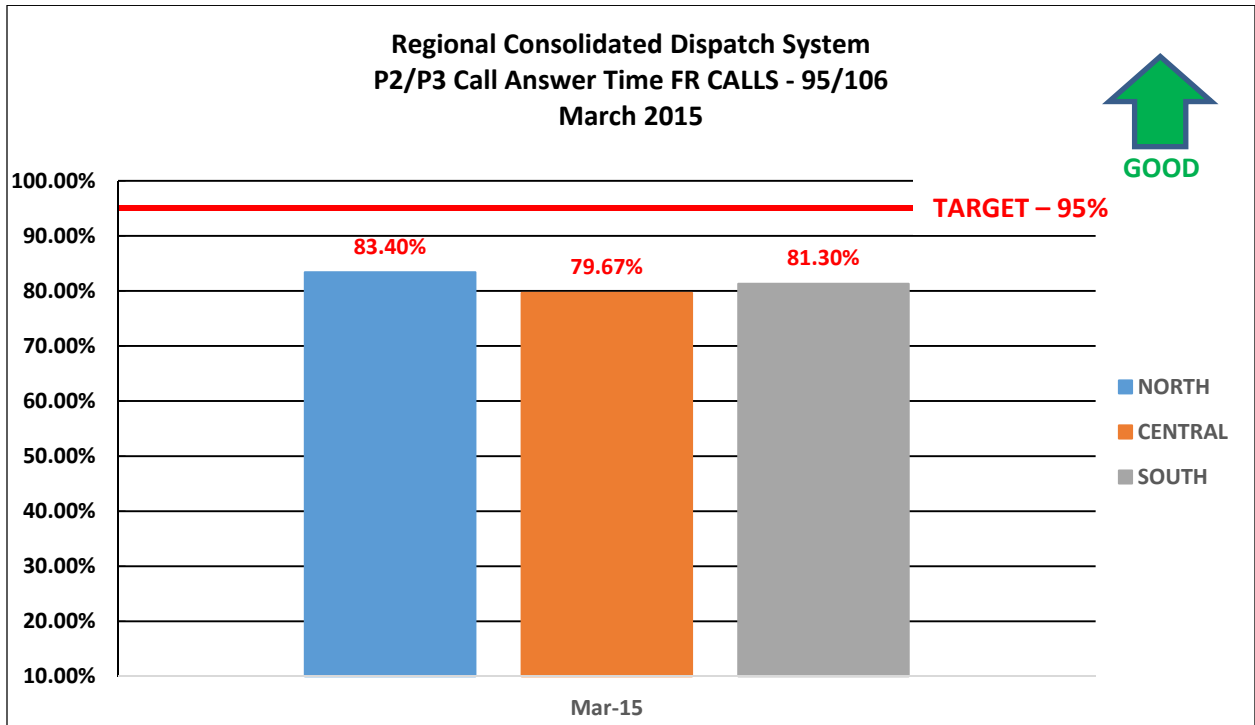
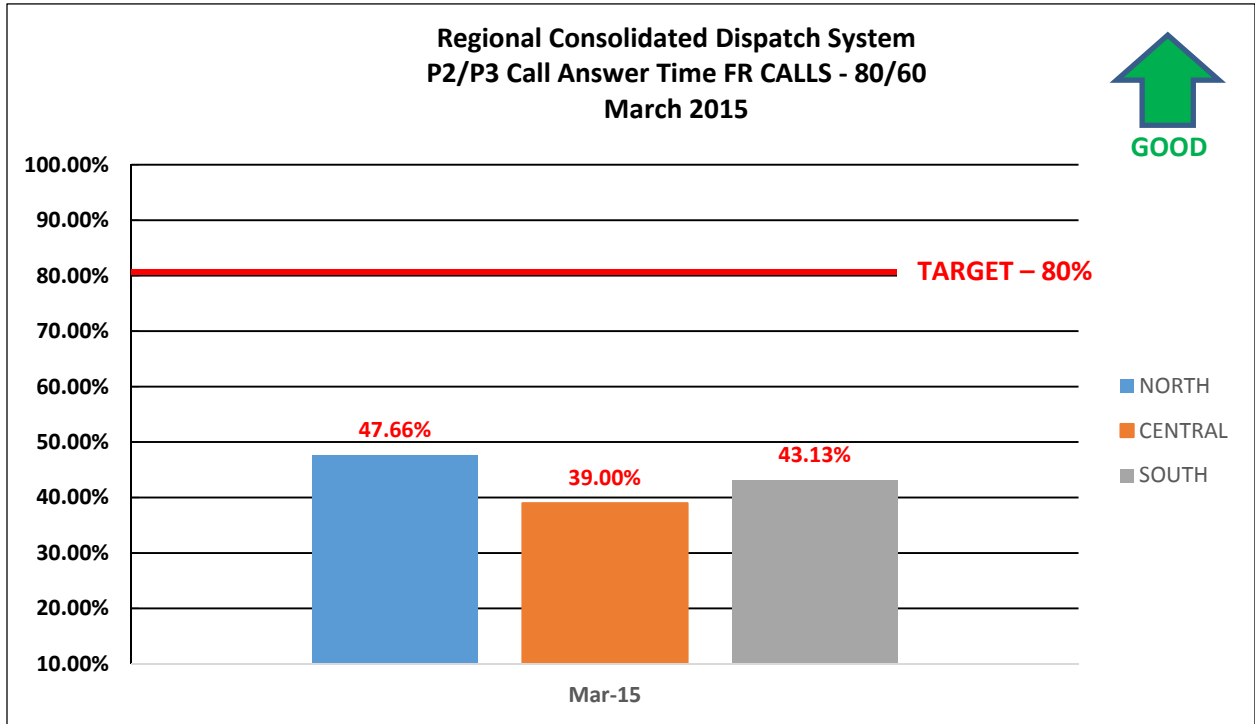
## P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.



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

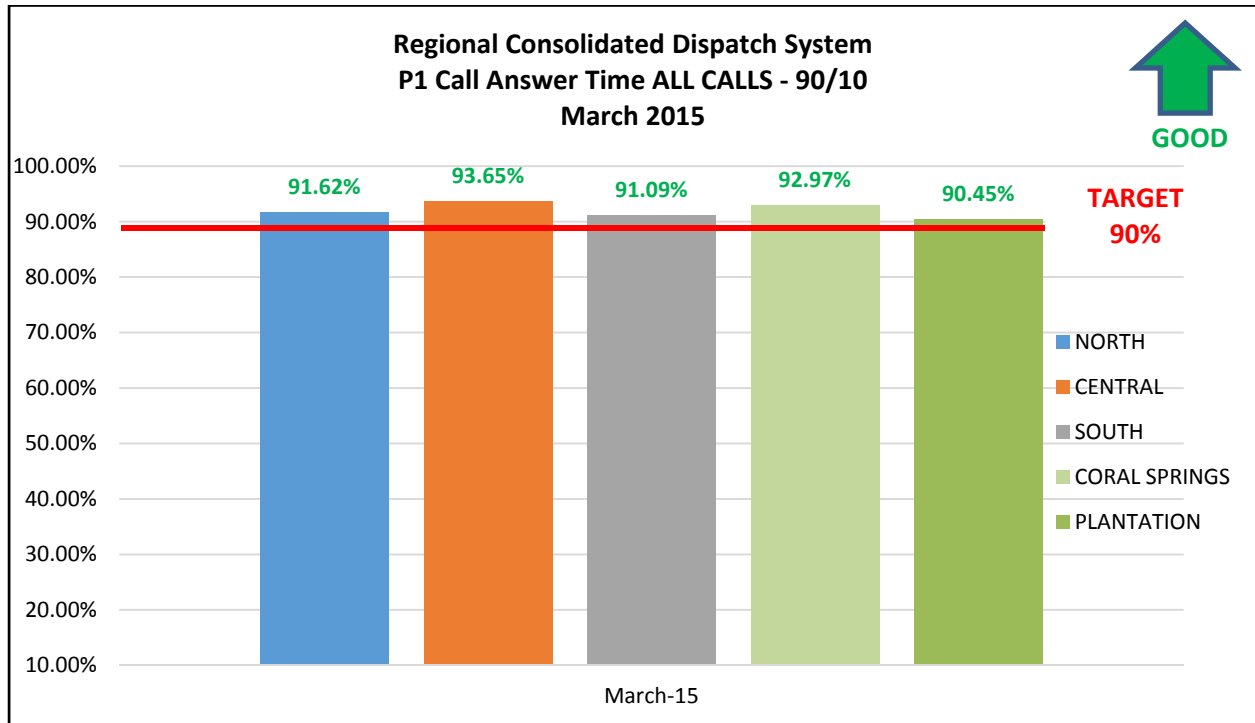




## OTHER PERFORMANCE MEASURES

### **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. In addition, information from Coral Springs and Plantation non-regional PSAPs has been included for comparison purposes.



## YTD DATA – CALL VOLUME

This data will be evaluated to determine trend patterns or seasonal influences on staffing ratios and which centers appear to be most impacted.

### Total Incoming Calls

	10/14	11/14	12/14	1/15	2/15	3/15
<b>NORTH</b>	42,455	40,738	42,856	43,192	43,128	45,360
<i>% Change</i>	N/A	-4.04%	5.20%	0.78%	-0.15%	5.18%
<b>CENTRAL</b>	106,594	97,814	107,223	102,263	97,614	116,572
<i>% Change</i>	N/A	-8.24%	9.62%	-4.63%	-4.55%	19.42%
<b>SOUTH</b>	58,940	58,354	58,913	56,199	51,247	69,636
<i>% Change</i>	N/A	-0.99%	0.96%	-4.61%	-8.81%	35.88%
<b>TOTAL</b>	207,989	196,906	208,992	201,654	191,989	231,568
<i>% Change</i>	N/A	-5.33%	6.14%	-3.51%	-4.79%	20.62%

### 911 Calls

	10/14	11/14	12/14	1/15	2/15	3/15
<b>NORTH</b>	22,266	22,030	24,346	24,144	23,915	23,457
<i>% Change</i>	N/A	-1.06%	10.51%	-0.83%	-0.95%	-1.92%
<b>CENTRAL</b>	67,383	63,411	69,340	65,251	61,369	71,101
<i>% Change</i>	N/A	-5.89%	9.35%	-5.90%	-5.95%	15.86%
<b>SOUTH</b>	31,238	28,803	31,053	30,129	26,967	30,778
<i>% Change</i>	N/A	-7.79%	7.81%	-2.98%	-10.49%	14.13%
<b>TOTAL</b>	120,887	114,244	124,739	116,524	112,251	125,336
<i>% Change</i>	N/A	-5.50%	9.19%	-6.59%	-3.67%	11.66%

### Non 911 Calls

	10/14	11/14	12/14	1/15	2/15	3/15
<b>NORTH</b>	29,882	26,013	26,680	27,791	26,866	29,432
<i>% Change</i>	N/A	-12.95%	2.56%	4.16%	-3.33%	9.55%
<b>CENTRAL</b>	57,170	51,685	55,551	53,760	50,560	62,294
<i>% Change</i>	N/A	-9.59%	7.48%	-3.22%	-5.95%	23.21%
<b>SOUTH</b>	38,268	39,324	38,516	36,166	33,191	38,858
<i>% Change</i>	N/A	2.76%	-2.05%	-6.10%	-8.23%	17.07%
<b>TOTAL</b>	125,320	117,022	120,747	117,717	110,617	130,584
<i>% Change</i>	N/A	-6.62%	3.18%	-2.51%	-6.03%	18.05%

## YTD DATA - TRANSFERS

### 911 Call Transfers to Non-Regional PSAPs from Regional System

	10/14	11/14	12/14	1/15	2/15	3/15
<b>NORTH</b>	170	166	213	194	179	160
<i>% Change</i>	N/A	-2.35%	28.31%	-8.92%	-7.73%	-10.61%
<b>CENTRAL</b>	264	288	291	310	321	337
<i>% Change</i>	N/A	9.09%	1.04%	6.53%	3.55%	4.98%
<b>SOUTH</b>	59	67	76	65	52	66
<i>% Change</i>	N/A	13.56%	13.43%	-14.47%	-20.00%	26.92%
<b>TOTAL</b>	493	521	580	569	552	563
<i>% Change</i>	N/A	5.68%	11.32%	-1.90%	-2.99%	1.99%

### 911 Call Transfers to Regional PSAPs from Non Regional PSAPs

	10/14	11/14	12/14	1/15	2/15	3/15
<b>CORAL SPRINGS</b>	346	295	352	337	333	329
<i>% Change</i>	N/A	-14.74%	19.32%	-4.26%	-1.19%	-1.20%
<b>PLANTATION</b>	718	731	782	760	730	789
<i>% Change</i>	N/A	1.81%	6.98%	-2.81%	-3.95%	8.08%
<b>TOTAL</b>	1,060	1,026	1,134	1,097	1,063	1,118
<i>% Change</i>	N/A	-3.21%	10.53%	-3.26%	-3.10%	5.17%

## CONTRACT PERFORMRANCE MEASURES

### YTD Data – P1

#### P1 Call Answer Time (Busiest Hour of the Day) – percentage of days answering 90% of calls within 10 seconds during busiest hour of the day

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>
<b>GOAL</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>
<b>NORTH</b>	67.74%	66.67%	67.74%	70.97%	42.86%	54.84%
% Change	N/A	-1.58%	1.60%	4.77%	-39.61%	27.95%
<b>CENTRAL</b>	70.97%	66.67%	48.39%	58.06%	78.57%	64.52%
% Change	N/A	-6.06%	-27.42%	19.98%	35.33%	-17.88%
<b>SOUTH</b>	61.29%	36.67%	70.97%	61.29%	39.29%	48.39%
% Change	N/A	-40.17%	93.54%	-13.64%	-35.89%	23.16%

#### P1 Call Answer Time (All Calls) – 95% of calls answered within 20 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>
<b>GOAL</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>
<b>NORTH</b>	97.59%	96.85%	97.38%	96.79%	96.17%	95.46%
% Change	N/A	-0.76%	0.55%	-0.61%	-0.64%	-0.74%
<b>CENTRAL</b>	98.77%	98.01%	97.25%	96.73%	97.54%	96.93%
% Change	N/A	-0.77%	-0.78%	-0.53%	0.84%	-0.63%
<b>SOUTH</b>	96.33%	95.40%	97.51%	96.53%	96.77%	95.76%
% Change	N/A	-0.97%	2.21%	-1.01%	0.25%	-1.04%

#### P1 Call Answer Time (Alarm Calls) – 95% of calls answered within 15 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>
<b>GOAL</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>
<b>NORTH</b>	97.32%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	2.75%	0%	0%	0%	0.00%
<b>CENTRAL</b>	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0%	0%	0%	0.00%
<b>SOUTH</b>	96.91%	100.00%	100.00%	100.00%	99.98%	100.00%
% Change	N/A	3.19%	0.00%	0.00%	-0.02%	0.02%

**P1 Call Answer Time (Alarm Calls) – 99% of calls answered within 40 seconds**

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>
<b>GOAL</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>
<b>NORTH</b>	99.49%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.51%	0.00%	0.00%	0.00%	0.00%
<b>CENTRAL</b>	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0.00%	0.00%	0.00%	0.00%
<b>SOUTH</b>	99.45%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.55%	0.00%	0.00%	0.00%	0.00%



## YTD DATA – P2/P3

### P2/P3 CFS Call Processing Time (EMS Calls) – 90% of EMS calls dispatched within 90 seconds

	10/14	11/14	12/14	1/15	2/15	3/15
<b>GOAL</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>
<b>NORTH</b>	88.02%	90.24%	89.87%	89.19%	89.62%	89.72%
% Change	N/A	2.52%	-0.41%	-0.76%	0.48%	0.11%
<b>CENTRAL</b>	82.76%	83.81%	85.08%	85.72%	85.01%	84.79%
% Change	N/A	1.27%	1.52%	0.75%	-0.83%	-0.26%
<b>SOUTH</b>	86.22%	88.23%	88.44%	88.60%	86.79%	85.51%
% Change	N/A	2.33%	0.24%	0.18%	-2.04%	-1.47%

### P2/P3 CFS Call Processing Time (EMS Calls) – 99% of EMS calls dispatched within 120 seconds

	10/14	11/14	12/14	1/15	2/15	3/15
<b>GOAL</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>
<b>NORTH</b>	93.59%	94.51%	94.82%	95.17%	95.13%	95.70%
% Change	N/A	0.98%	0.33%	0.37%	-0.04%	0.60%
<b>CENTRAL</b>	91.15%	91.85%	92.16%	92.96%	92.33%	92.35%
% Change	N/A	0.77%	0.34%	0.87%	-0.68%	0.02%
<b>SOUTH</b>	92.56%	94.09%	93.97%	94.24%	93.25%	92.91%
% Change	N/A	1.65%	-0.13%	0.29%	-1.05%	-0.36%

### P2/P3 CFS Call Processing Time (Fire Calls) – 80% of Fire-specific calls dispatched within 60 seconds

	10/14	11/14	12/14	1/15	2/15	3/15
<b>GOAL</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>
<b>NORTH</b>	42.74%	68.00%	71.67%	53.15%	51.97%	50.00%
% Change	N/A	59.10%	5.40%	-25.84%	-2.22%	-3.79%
<b>CENTRAL</b>	32.67%	61.56%	63.64%	39.45%	43.50%	39.11%
% Change	N/A	88.43%	3.38%	-38.01%	10.27%	-10.09%
<b>SOUTH</b>	44.67%	68.38%	75.55%	41.76%	46.97%	43.13%
% Change	N/A	53.08%	10.49%	-44.73%	12.48%	-8.18%

**P2/P3 CFS Call Processing Time (Fire Calls) – 95% of Fire-specific calls dispatched within 106 seconds**

	10/14	11/14	12/14	1/15	2/15	3/15
<b>GOAL</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>99%</b>
<b>NORTH</b>	73.50%	84.00%	86.67%	83.22%	92.13%	84.62%
<i>% Change</i>	N/A	14.29%	3.18%	-3.98%	10.71%	-8.15%
<b>CENTRAL</b>	70.96%	78.55%	80.35%	77.37%	78.85%	79.89%
<i>% Change</i>	N/A	10.70%	2.29%	-3.71%	1.91%	1.32%
<b>SOUTH</b>	84.77%	81.62%	85.59%	78.16%	84.34%	81.30%
<i>% Change</i>	N/A	-3.72%	4.86%	-8.68%	7.91%	-3.60%

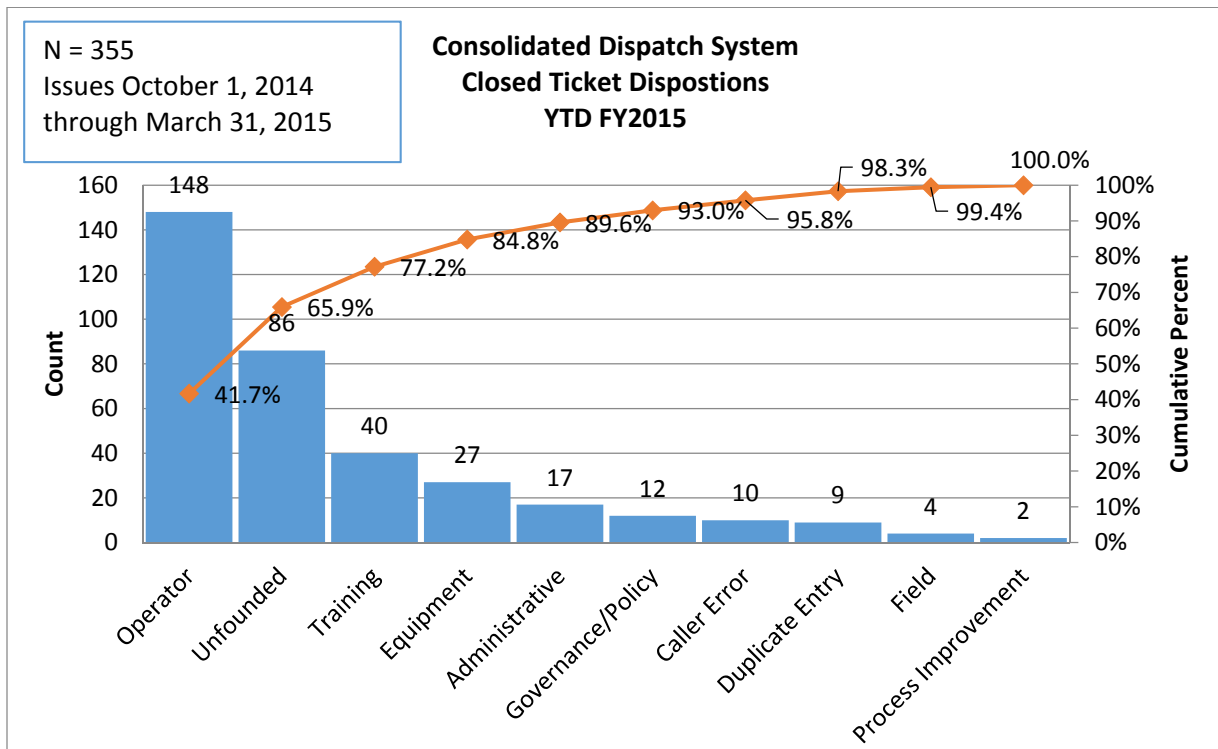
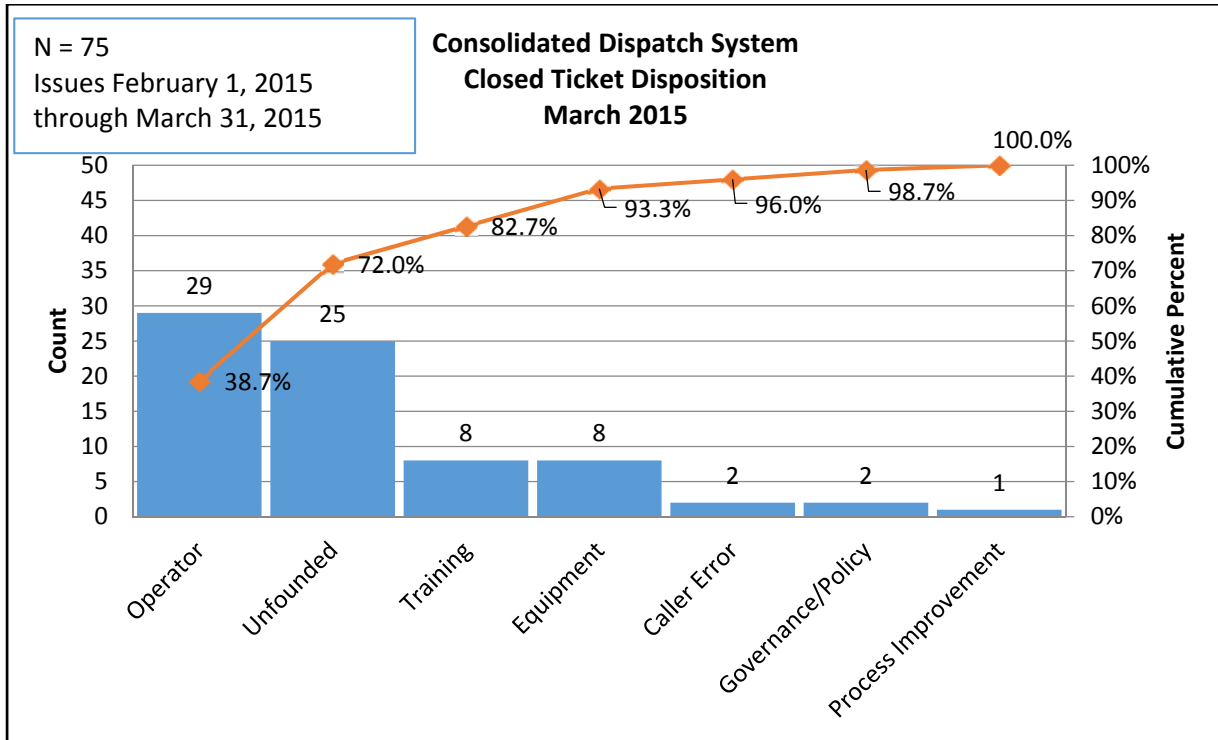
**OTHER PERFORMANCE MEASURES**

**P1 Call Answer Time (All Calls) – 90% of calls answered within 10 seconds**

	10/14	11/14	12/14	1/15	2/15	3/15
<b>GOAL</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>
<b>NORTH</b>	94.90%	94.91%	95.74%	94.64%	92.62%	91.62%
<i>% Change</i>	N/A	0.01%	0.87%	-1.15%	-2.13%	-1.08%
<b>CENTRAL</b>	95.96%	95.51%	93.05%	92.34%	94.10%	93.65%
<i>% Change</i>	N/A	-0.47%	-2.58%	-0.76%	1.91%	-0.48%
<b>SOUTH</b>	91.35%	90.77%	94.39%	92.55%	92.72%	91.09%
<i>% Change</i>	N/A	-0.63%	3.99%	-1.95%	0.18%	-1.76%

**OPERATOR REVIEWS/PROCESS IMPROVMENTS/OPPORTUNITIES**

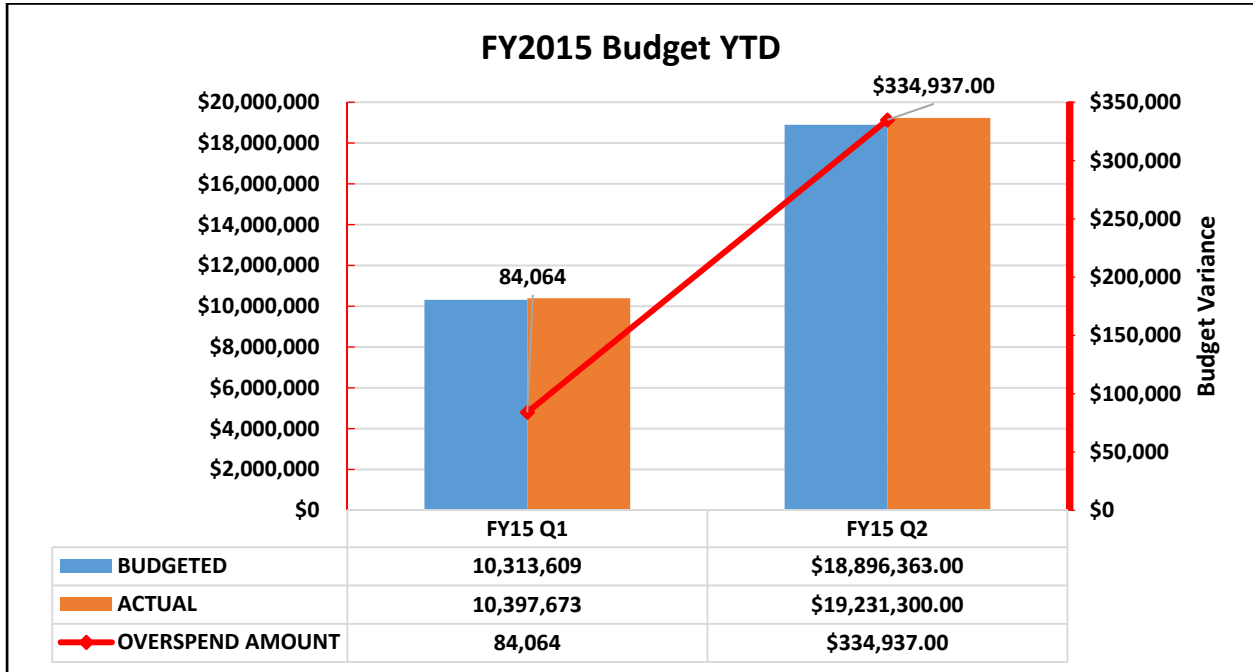
The following Pareto Charts illustrate the number of closed issues in the tracking system. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.



## **Dispositions:**

- Process Improvement – identified by ORCAT, BSO and submitting agency as an opportunity to refine and improve operating processes
- 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
- Administrative (YTD Only) - non-operational issue raised by BSO Regional Communications and FOPE members such as broken chairs, arm rests etc.
- 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

**FINANCIAL**



The Operator has confirmed that expenditures associated the City of Fort Lauderdale for performing a teletype service is not included in the data provided. The County and City of Fort Lauderdale entered into an agreement for the regional system to temporarily provide teletype service until the City was ready to operate teletype through the end of December 2014. The City requested another month of service to adequately transition the teletype service. The cost of providing the service was provided by the Operator. The regional system no longer provides this service for the City since January 31, 2015. The County is responsible for this cost for providing the service, and initial funds of approximately \$335,000 has been appropriated to the Operator. As part of the agreement there is a reconciliation process to address actual costs incurred. The County has been working with the Operator since the end of December 2014 on the submission of proper financial numbers to submit invoices to the City. Initial invoices submitted to the City had to be revised based on corrected information submitted by Operator.

**BSO SELF-REPORTED INFORMATION**

**MARCH 2015**

Quality Assurance Unit

Total QA reviews	394
Random	305
Internal Reviews	31
Ticket Generated	57
Other	1

Total – Outcome of 394 QA Reviews

Sustained	57
Sustained w/Counseling Report	4
Sustained w/Internal Affairs Case	0
Termination	1
Not Sustained	7
Exonerated	13
Unfounded	4
Commendable	1
Complaint	238
Non Complaint	67
Remedial Recommendation	1
Pending	1

NAEMD Scores (National Academy of Emergency Medical Dispatch)

Total calls:	15,486
Total calls evaluated:	370
Percentage of calls evaluated:	2.39
Total # operators reviewed:	313
Total # operators 100% complaint:	167
Total # operators non-complaint:	36
Employees in remediation	4 for a total of 280 hours
Counseling's for Non Compliance	1
Internal Affairs Investigation	1

## 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