Report Outs

Regional Consolidated Dispatch System
  • Radio System Project Updates
  • Computer Aided Dispatch Project Update
  • ACD Project Update
  • PSAP Process Indicators: Misdirected Calls, P1, P2/P3 (Quantitative Performance)
  • PSAP Quality Indicators: Incident Management System, QI/QA (Qualitative Performance)

BSO Report on Address/Location Training Initiatives

P2/P3 Reporting (Update: P2/P3 Call Create Issues: Mayor Ryan’s Report)

Citizen Feedback System

Update on Regional Consolidated PSAP Program Assessment Report
Radio System Project Updates
County Commission (Board) Approved a number of procurement activities in February and March 2016

- **700MHz Interoperable Overlay System**
  - Agreement executed (Motorola) 3/11/16; Notice to Proceed sent 3/30/16.
  - Will be interoperable with Federal, State, and other municipalities and provide a level of backup capabilities.

- **P25 Public Safety Radio Replacement Project**
  - Fire and Law representation on the Evaluation/Selection Committee
  - Step 1 Pre Qualification of Vendors – Selection of Qualified Vendors 4/26/16
  - Board Approval of qualified vendors expected in May 2016
  - Demonstrations tentatively scheduled for September 2016
  - Evaluation Committee Mtgs tentatively scheduled for Sept and Nov 2016
  - Working toward an executed agreement, tentatively scheduled Jan 2017
  - Go-live expected in 2018
County Commission (Board) Approved a number of procurement activities in February and March 2016 (continued)

- **Alphanumeric Paging System**
  - Board approved and RFP published March 2016
  - Fire representation on the Evaluation Committee
  - ORCT requested an emergency procurement based on the current state of the existing system
  - Best and Final Offers requested of responding vendors, with an expectation to award a bid in May 2016

- **Fire Station Alerting System**
  - Fire representation on the Evaluation/Selection Committee
  - Board approved and RFP published in March 2016
  - Demonstrations tentatively scheduled for June and July 2016
  - Evaluation Committee Mtgs tentatively scheduled for May and July 2016
  - Go-live TBD
Radio System Updates

BDA Ruling by Board of Rules and Appeals

- On 4/10/2016, Broward County Board of Rules and Appeals (BORA) approved the amendment to the building code to establish county-wide requirements on the proper installation and configuration of bi-directional amplifiers (BDAs).
- Purpose is to lessen the possibility of impacting the County’s public safety radio system.
- The regulation went into effect for new installations on April 1st.
CAD System Project Update
CAD System Update

CAD Replacement Program – Scheduled go-live date: First Quarter 2017

- Core implementation team includes Police and Fire Chiefs’ Associations, Communications Union, BSO, Municipal Partners, and County
- Work with the core implementation team continues toward a go live in the first quarter of 2017.
- Working with BSO Communications to plan for call-taker and dispatcher training.
  - Scheduled to begin on August 29, 2016.
  - Each participant will receive 40 hours of training
  - Training will be conducted 24 hours/day M-F to cover all shifts.
  - Expected to be completed by December 1, 2016.
  - Post training exercises and video training aids will be provided to facilitate retention and proficiency.
- Working with Fire Rescue and Law Enforcement Core Team members to plan for Mobile CAD Train the Trainer classes:
  - For Law Enforcement (LE): tentatively scheduled for the week of July 25th.
  - For Fire Rescue (FR): tentatively scheduled for the week of September 26th.
  - Motorola will train up to 60 trainers from each discipline (LE and FR).
ACD Update
ACD Update

ACD (Automatic Call Distributor)

- Project currently scheduled for implementation: Postponed to a later date; TBD
- Project will allow calls to be answered from any of the three regional consolidated PSAPs, on a first in, first answered basis
- Current Activities include:
  - Operator Training for process improvements in:
    - Addressing, Mapping skills verification, Jurisdictional determination, and Update Window Alerting
  - Developing a comprehensive test plan
  - Working with the vendor to reschedule the implementation
Mobile Login Issue – March 31, 2016
Mobile Login Issue – March 31, 2016

- Some agencies briefly experienced issues logging into PMDC and other mobile apps that rely on NetMotion connectivity. (from 6:00 AM to 10:30AM)
- The issue affected new connections (existing connections remained uninterrupted)
- The affect was that new mobile users were not able to connect to Mobile CAD
- A total of five reports of login issues were received.
- Communication was emailed to users to advise them of the issue.
- The primary server became unresponsive, and went into a read only state.
- To temporarily restore services, the standby server was set to primary (at about 9:30am)
- The root cause was a Mobile Network Analytics Module overburdened the system. The module was removed from the server.
- Preventative measures were put in place to mitigate against any future occurrence.
Performance Metrics
Improvements

There have been notable performance improvements and more work is needed. Notable improvements include:

- The Regional System is currently exceeding the State requirement for 9-1-1 call answer time (90% of all calls are to be answered within 10 seconds), and answer time performance exceeds levels prior to consolidation.
- Call Transfers have been virtually eliminated within the regional system.
- The I-Board’s answer time target of 90% of all calls during the busiest hour of each day is improving.
Operator Achieved the target in February 2016 in the South Regional Consolidated PSAP!

**SOUTH REGIONAL CENTER – P1 Busiest Hour of the Day (90/10)**

### FEBRUARY 2016

#### SOUTH Daily Busy Hour

<table>
<thead>
<tr>
<th>DATE</th>
<th>HOUR</th>
<th>Calls Answered within 10 Secs</th>
<th>Calls Handled</th>
<th>Percentage</th>
<th>YES/NO</th>
<th>DATE</th>
<th>HOUR</th>
<th>Calls Answered within 10 Secs</th>
<th>Calls Handled</th>
<th>Percentage</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/01/16</td>
<td>3:00 PM</td>
<td>82</td>
<td>67</td>
<td>94.25%</td>
<td>YES</td>
<td>02/16/16</td>
<td>8:00 AM</td>
<td>134</td>
<td>134</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/02/16</td>
<td>12:00 PM</td>
<td>72</td>
<td>72</td>
<td>100.00%</td>
<td>YES</td>
<td>02/17/16</td>
<td>2:00 PM</td>
<td>54</td>
<td>54</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/03/16</td>
<td>5:00 PM</td>
<td>65</td>
<td>66</td>
<td>98.48%</td>
<td>YES</td>
<td>02/18/16</td>
<td>3:00 PM</td>
<td>81</td>
<td>87</td>
<td>93.10%</td>
<td>YES</td>
</tr>
<tr>
<td>02/04/16</td>
<td>4:00 PM</td>
<td>91</td>
<td>92</td>
<td>98.91%</td>
<td>YES</td>
<td>02/19/16</td>
<td>4:00 PM</td>
<td>71</td>
<td>71</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/05/16</td>
<td>5:00 PM</td>
<td>68</td>
<td>68</td>
<td>100.00%</td>
<td>YES</td>
<td>02/20/16</td>
<td>3:00 PM</td>
<td>63</td>
<td>69</td>
<td>100.00%</td>
<td>YES</td>
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<tr>
<td>02/06/16</td>
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<td>02/21/16</td>
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<td>59</td>
<td>100.00%</td>
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<td>02/07/16</td>
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<td>100.00%</td>
<td>YES</td>
<td>02/22/16</td>
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<td>93</td>
<td>97.89%</td>
<td>YES</td>
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<tr>
<td>02/08/16</td>
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<td>62</td>
<td>62</td>
<td>100.00%</td>
<td>YES</td>
<td>02/23/16</td>
<td>4:00 PM</td>
<td>69</td>
<td>69</td>
<td>100.00%</td>
<td>YES</td>
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<tr>
<td>02/09/16</td>
<td>6:00 PM</td>
<td>78</td>
<td>78</td>
<td>100.00%</td>
<td>YES</td>
<td>02/24/16</td>
<td>6:00 PM</td>
<td>58</td>
<td>58</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/10/16</td>
<td>5:00 PM</td>
<td>73</td>
<td>73</td>
<td>100.00%</td>
<td>YES</td>
<td>02/25/16</td>
<td>4:00 PM</td>
<td>93</td>
<td>93</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/11/16</td>
<td>5:00 PM</td>
<td>70</td>
<td>70</td>
<td>100.00%</td>
<td>YES</td>
<td>02/26/16</td>
<td>4:00 PM</td>
<td>86</td>
<td>86</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/12/16</td>
<td>3:00 PM</td>
<td>68</td>
<td>68</td>
<td>100.00%</td>
<td>YES</td>
<td>02/27/16</td>
<td>3:00 PM</td>
<td>79</td>
<td>79</td>
<td>100.00%</td>
<td>YES</td>
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<tr>
<td>02/13/16</td>
<td>2:00 PM</td>
<td>79</td>
<td>79</td>
<td>100.00%</td>
<td>YES</td>
<td>02/28/16</td>
<td>5:00 PM</td>
<td>68</td>
<td>68</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>02/14/16</td>
<td>13:00 AM</td>
<td>58</td>
<td>58</td>
<td>100.00%</td>
<td>YES</td>
<td>02/29/16</td>
<td>4:00 PM</td>
<td>69</td>
<td>69</td>
<td>100.00%</td>
<td>YES</td>
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<td>02/15/16</td>
<td>3:00 PM</td>
<td>72</td>
<td>72</td>
<td>100.00%</td>
<td>YES</td>
<td>02/30/16</td>
<td>4:00 PM</td>
<td>69</td>
<td>69</td>
<td>100.00%</td>
<td>YES</td>
</tr>
</tbody>
</table>

### FEBRUARY 2016

#### SOUTH Daily Busy Hour Distribution

- **N = 29 Days**
- Days: 0 to 30
- 90% - 100%
- 80% - 90%
- 70% - 80%
Improvements

Performance on P1 Call Answer Time on the Busiest Hour of each Day trending toward attainment!
Quantitative Performance Measures

Process Indicators

- **Misdirected Calls** – 911 Call transfers continue to track at less than 1% in Regional Consolidated PSAPs.
- **P1 (Answer Time) Performance** – Improvement, with progress being made toward meeting the I-Board’s answer time target of 90% of all calls during the busiest hour of each day.
- **P2/P3 (Dispatch Process Time) Performance** – Work in progress.
Opportunities for Improvement

Performance trend on P2/P3 Dispatch Process Time falling short of target.
Opportunities for Improvement

P2/P3 Performance

<table>
<thead>
<tr>
<th></th>
<th>GOAL</th>
<th>NORTH</th>
<th>CENTRAL</th>
<th>SOUTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.</td>
<td>90%</td>
<td>86.29%</td>
<td>80.59%</td>
<td>83.16%</td>
</tr>
<tr>
<td>P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.</td>
<td>99%</td>
<td>93.55%</td>
<td>90.30%</td>
<td>92.11%</td>
</tr>
<tr>
<td>P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.</td>
<td>80%</td>
<td>40.26%</td>
<td>29.75%</td>
<td>25.26%</td>
</tr>
<tr>
<td>P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.</td>
<td>95%</td>
<td>76.62%</td>
<td>72.45%</td>
<td>66.89%</td>
</tr>
</tbody>
</table>

• Corrective Actions

<table>
<thead>
<tr>
<th>BSO Initiatives</th>
<th>Imp Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Map and Resource Follow Up Training – Addressed based situational awareness of location of caller, using resource tools and by-pass features designed to enter a call timely and efficiently.</td>
<td>2/29</td>
<td>Completed</td>
</tr>
<tr>
<td>CAD Common Name Highway Training – Accident Classification – P2/P3 Training – designed to educate to the new highway, RR, and ICW programming in CAD to promote jurisdictional accuracy. Accident classifications were also highlighted as a signal based focus.</td>
<td>2/29</td>
<td>Completed</td>
</tr>
<tr>
<td>Multi-Select and AWW Update Window Training – Focusing upon the call announcement protocols and attention to update details as presented via the AWW Update window.</td>
<td>2/29</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Qualitative Performance Measures

Quality Indicators

- **Incidents Reported** – PSAP Issues are reported using the Incident Management System

- **Quality Improvement (QI) Team** – Common Root Causes are identified (using information from the Incident Management System), countermeasures are implemented, and the effectiveness is measured.

- **Quality Assurance (BSO QA)** – Common Root Causes are identified (using information from QA), and countermeasures are implemented.

- **QI and BSO QA** – Work toward merging the findings of QI and QA is in progress
Broward County Regional Consolidated PSAPs
Quality Deployment
Qualitative Improvement Process

PSAP Quality Indicators – Cause Categories
Incident Disposition Pareto

Incidents by Disposition
January, February, March 2016

<table>
<thead>
<tr>
<th>Category</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Cum %</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT911 - Operator</td>
<td>29</td>
<td>32</td>
<td>40</td>
<td>59.41%</td>
</tr>
<tr>
<td>OCT911 - UNFOUNDED</td>
<td>4</td>
<td>13</td>
<td>13</td>
<td>84.12%</td>
</tr>
<tr>
<td>OCT911 - Field</td>
<td>4</td>
<td>13</td>
<td>13</td>
<td>87.65%</td>
</tr>
<tr>
<td>OCT911 - Caller Error</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>91.18%</td>
</tr>
<tr>
<td>OCT911 - Gov-Policy</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>94.71%</td>
</tr>
<tr>
<td>OCT911 - EQUIPMENT</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>97.65%</td>
</tr>
<tr>
<td>OCT911 - Training</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>98.82%</td>
</tr>
<tr>
<td>OCT911 - ADMINISTRATIVE</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>99.41%</td>
</tr>
<tr>
<td>OCT911 - Process Improvement</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Total Incidents Submitted
January  51
February 58
March    61

N = 170
Dec / Jan / Feb N = 145
*During random spot-checks, BSO found 299 Addressing violations related to SOP rated as non-service affecting.

Source: BSO’s March 2016 – Addressing Reviews and Proficiency Exams.xlsx
## Cause Sub-categories

### Addressing

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>O/N/D</th>
<th>J/F/M</th>
<th>Corrective Action</th>
<th>Imp Date</th>
<th>Status</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Entry error of proper direction, address, or street type</td>
<td>4</td>
<td>7</td>
<td>Found to be typographical errors of data entry. Corrective action undertaken per operator through QA remediation sessions once identified. Multiple phases of address training completed. Administer final assessment of address comprehension and utilization of additional resource tools.</td>
<td>10/31</td>
<td>Monitoring incident levels and continued individual counseling</td>
<td><img src="up" alt="Up" /></td>
</tr>
<tr>
<td>Address Verification / Clarification</td>
<td>8</td>
<td>6</td>
<td>• Independent study given to Call Takers to improve situational awareness and using online resources</td>
<td>2/26</td>
<td>Completed</td>
<td><img src="down" alt="Down" /></td>
</tr>
<tr>
<td>Improper Jurisdictional Assignment</td>
<td>0</td>
<td>3</td>
<td>• Multiple phases of address training completed, including identifying appropriate jurisdiction through map, clarification, directional, etc. • Highway common names reformatted for consistent entry format. Common names added for Railroads, ICW</td>
<td>2/29</td>
<td>Completed</td>
<td><img src="up" alt="Up" /></td>
</tr>
<tr>
<td>Failure to use tools to locate caller, validate city, or identify location</td>
<td>3</td>
<td>16</td>
<td>• ATM Map training and assessment quiz completed, including using lat/long to identify caller location • Independent study given to Call Takers to improve situational awareness and using online resources • 11/30 • 2/26</td>
<td>11/30</td>
<td>Completed. Monitoring through QA process.</td>
<td><img src="up" alt="Up" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Complete</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Cause Sub-categories

### Unit Assignment

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Oct/N/D</th>
<th>Jan/F/M</th>
<th>Corrective Action</th>
<th>Imp Date</th>
<th>Status</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Fire units not assigned / sent</td>
<td>4</td>
<td>2</td>
<td>Will be handled on case by case basis for independent determination of root cause failure. All failed incidents will result in remedial training and QA Review with progressive action undertaken.</td>
<td>10/31</td>
<td>Will continue to monitor performance during random QA reviews and submitted tickets.</td>
<td></td>
</tr>
<tr>
<td>Did not notify multi Jurisdictions</td>
<td>1</td>
<td>1</td>
<td>Individual training review with each operator on the Multi-jurisdictional call announcement process</td>
<td>2/8</td>
<td>completed</td>
<td></td>
</tr>
<tr>
<td>Upgraded signal - additional units</td>
<td>0</td>
<td>2</td>
<td>FR Policy 2.4 implemented clarifying what details are to be verbalized initially and upon receiving updates.</td>
<td>1/15</td>
<td>Policy 2.4 modification implemented 1/15/16.</td>
<td></td>
</tr>
<tr>
<td>No High priority call announcement / tone alerting critical events</td>
<td>1</td>
<td>1</td>
<td>Individual training review with each operator on the Multi-jurisdictional call announcement process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriate Law units not assigned / sent</td>
<td>1</td>
<td>1</td>
<td>Will be handled on case by case basis for independent determination of root cause failure. All failed incidents will result in remedial training and QA Review with progressive action undertaken.</td>
<td>10/31</td>
<td>Will continue to monitor performance during random QA reviews and submitted tickets.</td>
<td></td>
</tr>
<tr>
<td>Failed to notify Sgt after priority assignment</td>
<td>1</td>
<td>0</td>
<td>Reiterated in divisional SOP review. Will be handled on case by case basis for independent determination of root cause failure. All failed incidents will result in remedial training and QA Review with progressive action undertaken.</td>
<td>10/31</td>
<td>Review of SOP completed in August, 2015. Will continue to monitor during random QA reviews.</td>
<td></td>
</tr>
<tr>
<td>Not Dispatching units timely</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Cause Sub-categories
### Verbalizing Event Detail

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Oct/N/D</th>
<th>Jan/F/M</th>
<th>Corrective Action</th>
<th>Imp Date</th>
<th>Status</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed to verbalize pertinent event comments or updates</td>
<td>2</td>
<td>5</td>
<td>• AWW Window update vs Send Message research and planning undertaken – corrective action plan expected by 12/30 which will drive firm policy on the process by which updates are recognized and responded by dispatch.</td>
<td>12/30</td>
<td>Technology options provided/ discussed 10/6-11/18. BSO review of technology options initiated on 11/19. Final determination of policy expected 12/30.</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• New directive requiring Dispatchers to review all event updates received in AWW. AWW Incident Update Window training currently in progress which focusing upon reviewing all updated information and verbalizing the event details.</td>
<td>2/29</td>
<td>Currently in progress.</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• FR Policy 2.4 implemented clarifying what details are to be verbalized initially and upon receiving updates.</td>
<td>1/15</td>
<td>Policy 2.4 modification implemented 1/15/16.</td>
<td>▼</td>
</tr>
<tr>
<td>Inaccurate information provided to field</td>
<td>4</td>
<td>3</td>
<td>AWW Window update vs Send Message research and planning undertaken – corrective action plan expected by 12/30</td>
<td>12/30</td>
<td>Final determination of policy – requiring CAD programming – expected 12/30</td>
<td>▼</td>
</tr>
<tr>
<td>Failed to read pertinent premise information (safety, general hazard)</td>
<td>5</td>
<td>0</td>
<td>Training bulletin reviewed outlining SOP in November and December, 2014. Occurrence resulted in remediation training and Quality Assurance review with operator involved.</td>
<td>10/31</td>
<td>Any future events will result in remediation training and progressive action.</td>
<td>▼</td>
</tr>
<tr>
<td>Failed to verbalize premise incident history</td>
<td>0</td>
<td>1</td>
<td>Training bulletin reviewed outlining SOP in November and December, 2014. Occurrence resulted in remediation training and Quality Assurance review with operator involved.</td>
<td>10/31</td>
<td>Any future events will result in remediation training and progressive action.</td>
<td>▲</td>
</tr>
</tbody>
</table>
## Cause Sub-categories

### Event Interrogation

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Oct/N/D</th>
<th>Jan/F/M</th>
<th>Corrective Action</th>
<th>Imp Date</th>
<th>Status</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accurately assessing nature/details of call</td>
<td>6</td>
<td>3</td>
<td>Initiatives to begin post One Queue implementation and all current training initiatives</td>
<td>TBD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Updating event with pertinent information</td>
<td>1</td>
<td>2</td>
<td>Eliminate process of communicating updates through messages. Event will be updated with all pertinent info. Dispatchers will utilize AWW to monitor all event updates. AWW Incident Update Window training currently in progress which focusing upon reviewing all updated information and verbalizing the event details.</td>
<td>2/29</td>
<td>Currently in progress.</td>
<td></td>
</tr>
<tr>
<td>EMD not completed properly</td>
<td>1</td>
<td>1</td>
<td>Will be handled by EMDQ on case by case basis for independent determination of root cause failure. All failed incidents will result in remedial training and QA Review with progressive action undertaken.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Interposition Communication

### High Impact ORT Item

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Oct/N/D</th>
<th>Jan/F/M</th>
<th>Corrective Action</th>
<th>Imp Date</th>
<th>Status</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information sent was unclear or inaccurate</td>
<td>0</td>
<td>1</td>
<td>Dispatcher to Dispatcher: Gold Elite radio to radio communication and face to face notification procedures outlined and training lesson plan completed.</td>
<td>12/7</td>
<td>Scheduled to begin 12/7– with an expected completion date of 12/30</td>
<td>↑</td>
</tr>
<tr>
<td>Did not use Gold Elite to communicate – New</td>
<td>4</td>
<td>2</td>
<td>Gold Elite radio to radio communication and face to face notification procedures outlined and training lesson plan completed.</td>
<td>1/29</td>
<td>Any future events will result in remediation training and progressive action.</td>
<td>↓</td>
</tr>
<tr>
<td>Did not acknowledge / take action on message</td>
<td>2</td>
<td>1</td>
<td>Dispatcher to Dispatcher: Gold Elite radio to radio communication and face to face notification procedures outlined and training lesson plan completed.</td>
<td>1/29</td>
<td>All training completed</td>
<td>↓</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Call Taker to Dispatcher: Eliminate process of communicating updates through messages. Dispatchers will utilize AWW to monitor all event updates.</td>
<td>2/29</td>
<td>AWW training and directive Initiated on January 5th, 2016 and is currently in progress.</td>
<td>↓</td>
</tr>
<tr>
<td>Did not send update</td>
<td>1</td>
<td>0</td>
<td>Dispatcher to Dispatcher: Gold Elite radio to radio communication and face to face notification procedures outlined and training lesson plan completed.</td>
<td>1/29</td>
<td>All training completed</td>
<td>↓</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Call Taker to Dispatcher: Eliminate process of communicating updates through messages. Dispatchers will utilize AWW to monitor all event updates.</td>
<td>2/29</td>
<td>AWW training and directive Initiated on January 5th, 2016 and is currently in progress.</td>
<td>↓</td>
</tr>
</tbody>
</table>
BSO Report on Address/Location Training Initiatives
P2/P3 Reporting
(Update: P2/P3 Call Create Issues: Mayor Ryan’s Report)
P2/P3 Reporting Request

- A follow-up Sunshine Meeting was scheduled on this topic for Monday April 4th, with the intent to clarify and put forth final recommendations.
- Consensus of the attendees was that final recommendations could not be formed without comment and input from the FCABC.
- A request for clarification was sent to FCABC on April 14th.
- If necessary, another Sunshine Meeting to discuss the subject will be scheduled.
- A recent upgrade (on Feb 24th 2016), and an Operator requested improvement to the regional CAD system adds to the discussion, as it affects “create time” and “transmit time” data fields.
Citizen Feedback System
Citizen Feedback System

Status Timeline

- Proof of Concept – Completed
- Prototype – Completed
- Process Flows – Completed
- Communications Plan – In Progress
- Stakeholder and Process Owner Input – In Progress
- Incorporate Changes – In Progress
- Implementation – In Progress
- Go-live – TBD

Work Flow

- Once submitted, an entry is made into the Incident Management System
- Regional Municipal Partner is notified by ORCT, and ticket is assigned to BSO for review and analysis.
- Once Analysis is completed it is forwarded to the Regional Municipal Partner, and the submitter (if they selected to be contacted with the results).
Consolidated Regional 911 User Feedback

The Broward County Commission welcomes feedback on your experience with the Consolidated Regional 9-1-1 System, as part of its ongoing commitment to SUNsational® Service for every Broward County resident, business and visitor. Please complete the information requested below, so that we can research your experience and respond. For more information, visit 911 Broward County for more information.

Please do not use this form to report a situation regarding a response from a public safety agency.

What is your first name? [ ]

What is your last name? [ ]

What phone number did you place the call from? [ ]

Approximate time you called the center: [ ]

Date of occurrence: [ ]

What was the location of the occurrence? [ ]

Coral Springs and PlantationPD don’t participate
If other: [ ]

Street Address of Occurrence: [ ]

Zip Code of Occurrence: [ ]

Please describe your experience: [ ]
Update on Broward County Regional Consolidated PSAP Program Assessment Report
Update on Regional Consolidated PSAP Program Assessment Report

- Fitch and Associates was retained by the County to review and evaluate the Regional Consolidated Dispatch Program.
- Will identify deficiencies and/or gaps between Best Practices and the County’s program.
- Plan will be developed with steps to remedy deficiencies or close any gaps in service delivery that are not in keeping with best practices.
- Phase I due by end of May 2016.
- Phase II due by September/October 2016.

Status

- In the months of January through April, the consultant:
  - Interviewed stakeholders, including County, BSO, Law, Fire, and Municipality representatives.
  - Collected PSAP performance data, and other related date.
  - Surveyed stakeholders.
- Consultant is preparing reports that are due as part of Phase I deliverable, which is due in May 2016.