Report Outs

Regional Consolidated Dispatch System
- Radio System Project Updates
- Computer Aided Dispatch Project Update
- ACD Project Update
- PSAP Performance Update

BSO Report on Address/Location Training and P2/P3 Improvement Initiatives

P2/P3 Reporting
- (Update: P2a/P3 Call Processing Time: Mayor Ryan’s Report)

Citizen Feedback System

Update on Regional Consolidated PSAP Program Assessment Report
Radio System Project Updates
Radio System Updates

- **700MHz Interoperable Overlay System**
  - $347K Project
  - System installed, and accepted on May 31, 2016
  - Three channel FDMA trunked system connected into the Lake County P25 core via the FIN (Florida Interoperable Network) backhaul network
  - Provides Federal, State, and Local users with wide area interoperability from Lake County through Broward County

- **P25 Public Safety Radio Replacement Project**
  - $45M Project (Estimated)
  - Board Approved Step 1: Pre Qualification of Vendors on 5/10/2016 (Harris and Motorola)
  - Site surveys with vendors were performed 5/17 to 5/20
  - Demonstrations tentatively scheduled for September 2016
  - Evaluation Committee Mtgs tentatively scheduled for Sept and Nov 2016
  - Working toward an executed agreement, tentatively scheduled Feb 2017
  - Go-live expected in 2018
Radio System Updates

- **Alphanumeric Paging System**
  - $500K Project (Estimated)
  - Emergency procurement based on the current state of the existing system
  - Sonik was awarded the contract based on Best and Final Offers provided by responding vendors
  - Detailed site surveys were performed 6/7-6/10
  - Sonik is finalizing the system design for County approval

- **Fire Station Alerting System**
  - $700K Project (Estimated)
  - Board approved and RFP published in March 2016
  - Initial Evaluation Committee meeting held June 20
  - Both Keylite (US Digital) and Motorola found responsive and responsible.
  - Demonstrations tentatively scheduled for July 2016
  - Final Evaluation Committee meeting tentatively scheduled for September 2016
  - Go-live TBD
CAD System Project Update
CAD System Update

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

- $4.2M Project
- $1M of additional training for PSAP employees added (includes $715K for BSO overtime)
- Core implementation team includes Police and Fire Chiefs’ Associations, Communications Union, BSO, Municipal Partners, and County
- Work 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 September 1, 2016 at the Motorola Facility in Plantation.
  - 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 12, 2016.
  - Planning to include AT&T to provide a brief presentation on Phase II wireless location.
  - 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): Scheduled to occur July 25 - 29, 2016 (LHPD).
  - For Fire Rescue (FR): Scheduled to occur October 4 – 6, 2016 (Davie FR HQ).
  - Motorola will train 75 trainers from LE and 45 trainers from FR.
ACD Update
ACD Update

ACD (Automatic Call Distributor)

- Project implementation is currently expected to be completed by the end of the fiscal year (by September 2016)
- A design enhancement will allow calls to be answered from any of the three regional PSAPs on a first in / first serve basis, with preference toward the local call taker
- A local call taking mode will be configured as a contingency in case of a CAD disruption
- Current Activities include:
  - Finalizing design requirements for call flow routing enhancements
  - The Operator is currently allowing call takers to share call answering responsibilities across geographical regions during busy periods
  - A Work Authorization and revised implementation schedule is in development with the vendor
Toning, Paging, and Alerting Issue on June 10, 2016
At approximately 8:12 AM, ORCAT was notified, and placed a call to Motorola Support regarding countywide issues with Fire Station Alerting, Unipage RF Paging, and Hiplink.

By 11:12 AM, the Fire Station Alerting and Unipage RF Paging service was restored through the restart of specific CAD Server classes.

At 2:42 PM, Hiplink was restored after removing a virtualized serial port application used to support and test the interface between the Next Generation CAD and Hiplink.

The root cause was due to a restart of CAD Server classes during CMR 2366. The CMR was planned and supported the relocation of power cables at the PSB in advance of planned electrical changes within the BSO data center. During the CMR and around 12:30 AM, CAD slowness was experienced at South and Central, for approximately 10-15 sec. The on-call Motorola technician unnecessarily restarted server classes which caused adverse affects for interfaces such as Station Alerting, Hiplink, and Unipage.

Communication was emailed to users to advise them of the issue.

Preventative measures such as additional training for the on-call Motorola Support Tech were put in place to mitigate against any future occurrence. Additional precaution is being taken as we continue to design and test our interfaces with the Next Generation Computer Aided Dispatch System.
Hiplink Paging Outage on June 18, 2016
Hiplink Paging System Outage – June 18, 2016

- At approximately 4:10 PM, ORCAT was notified, and placed a call into Hiplink Support regarding countywide issues with the Hiplink Paging System. (Fire Station Alerting and RF paging via UniPage (private paging) remained unaffected.)
- The Hiplink Paging System is considered a fourth mode of communication to deliver call for service notifications to command staff and first responder devices (ie: cell phones and commercial pagers) via text and email.
- By 5:50 PM, the Hiplink Paging service was restored.
- The root cause was due to an expired license key placed on the Hiplink server by the vendor during the installation of a new TAP Gateway, required to interface the Hiplink System to the Next Generation CAD. Instead of placing a temporary license key on the TAP Gateway module to allow for planned interface testing via CMR 2336 on 5/19/2016, the temporary license key was applied to the entire Hiplink System.
- Preventative measures, e.g. additional training for the Hiplink support staff were put in place to mitigate against any future occurrence.
North Regional PSAP Evacuation – June 11, 2016 to June 16, 2016

- The North PSAP reported an odor on the afternoon of June 11, 2016.
- Positive CO readings were found by Margate FR, and the PSAP was evacuated.
- Flee plans were initiated. Operations were maintained from posts at alternate PSAPs (the two remaining Regional Consolidated PSAPs).
- The Fire Marshall gave the all clear after June 12, 2016 morning air testing results.
- Air testing for re-occupancy was performed on June 13, 2016 by the Broward County Safety and Occupational Health Section.
- Full operations resumed at North PSAP on June 16 at 6:45am.
- The root cause was due to overheating of the UPS battery backup system in the adjacent equipment room. Failed HVAC contributed to the root cause.
- County met with the City of Coconut Creek to address the HVAC and UPS concerns. Corrective actions and preventative measures were identified and will be implemented.
- Assessments of HVAC and UPS at all three regional consolidated PSAPs to be conducted.

Note: Given that the Operator was conducting operations under flee-to conditions during the duration of this incident, any performance related occurrences during this time will be noted, and will be designated as mitigated in the performance report.
PSAP Performance Update
Operator Achieved the target in May 2016 in the Central Regional Consolidated PSAP!

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<th>Percentage</th>
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MAY 2016
CENTRAL Daily Busy Hour Distribution

N = 31 Days
Operator Achieved the target in May 2016 in the North Regional Consolidated PSAP!

**MAY 2016 NORTH Daily Busy Hour**

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<th>Calls Answered within 10 Secs</th>
<th>Calls Handled</th>
<th>Percentage</th>
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Improvements

Performance on P1 Call Answer Time on the Busiest Hour of each Day trending toward attainment!
# Outreach: Consolidated System Improvements

## Goals
- Improve service
- Employ the best technology available to expedite emergency response
- Establish consistent performance metrics
- Reduce delay (eliminate) in transfer of emergency calls
- Faster emergency response times
- Enhance interoperability and coordination amongst responding agencies
- Fewer errors due to standardized call handling and dispatch protocols
- Save significant amount of taxpayers’ dollars

## By the Numbers

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<th><strong>$113 million invested</strong></th>
<th><strong>90%</strong></th>
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<td>Including BSO dispatching services contract and equipment replacement</td>
<td>of all calls answered in 10 seconds – consistently exceeding state minimum standard and outperforming independent dispatch centers</td>
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**82% improvement**
- Answering calls during the busiest hour of each day compared to the number of days missed in FY 2015

**Exceeding**
- Performance standards for 95% of calls answered in 20 seconds, 95% of alarm calls answered in 15 seconds, and 99% of alarm calls answered in 40 seconds

**95% reduction**
- In call transfers compared to pre-consolidation numbers

**Maintained 85%**
- Performance processing calls within 90 seconds

**17% reduction**
- In total number of incoming calls FY2013 compared to FY2015 (removed municipal related calls from the system)

## Higher Standards

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<th><strong>Now:</strong></th>
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<td>No Countywide Dispatch Call Processing performance standard</td>
<td>Implemented stakeholder approved highest and best standards for call answering and processing</td>
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<td>State minimum call answering standard</td>
<td>Open and transparent Countywide performance reporting</td>
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<td>No Countywide reporting of quantitative performance</td>
<td>Open and transparent Systemwide Incident Management Tracking System and Quality Improvement Program in place</td>
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<td>No Countywide reporting of qualitative performance and tracking of reported incidents</td>
<td>Reports kept internal by dispatch centers</td>
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Opportunities for Improvement

Performance trend on P2/P3 Dispatch Process Time Standard

Broward County North PSAP

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Broward County Central PSAP

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<td>81.51%</td>
<td>81.51%</td>
</tr>
<tr>
<td>Jul-15</td>
<td>82.36%</td>
<td>82.36%</td>
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<td>80.59%</td>
</tr>
<tr>
<td>Sep-15</td>
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<td>80.35%</td>
</tr>
<tr>
<td>Oct-15</td>
<td>80.35%</td>
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</tr>
<tr>
<td>Nov-15</td>
<td>77.71%</td>
<td>77.71%</td>
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<td>Dec-15</td>
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<td>79.74%</td>
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<tr>
<td>Jan-16</td>
<td>80.24%</td>
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<td>81.31%</td>
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<td>82.94%</td>
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</tr>
<tr>
<td>May-16</td>
<td>84.47%</td>
<td>84.47%</td>
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</tbody>
</table>

Broward County South PSAP

<table>
<thead>
<tr>
<th>Month</th>
<th>Goal</th>
<th>South</th>
</tr>
</thead>
<tbody>
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<td>85.64%</td>
<td>83.32%</td>
</tr>
<tr>
<td>Jun-15</td>
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<td>Nov-15</td>
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<td>83.16%</td>
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<td>83.16%</td>
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<tr>
<td>Feb-16</td>
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<td>83.16%</td>
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<td>Mar-16</td>
<td>81.69%</td>
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<td>81.69%</td>
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</tr>
<tr>
<td>May-16</td>
<td>81.69%</td>
<td>83.16%</td>
</tr>
</tbody>
</table>
BSO Report on Address/Location Training and P2/P3 Improvement Initiatives
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

N = 135
Jan/Feb/Mar N = 170

Incidents by Disposition
March, April, May 2016

Total Incidents Submitted
March 61
April 43
May 31

OPERATOR 24
UNFOUNDED 20
EQUIPMENT 13
CALLER ERROR 8
FIELD 6
GOV-POLICY 2
TRAINING 2
PENDING 1

Mar Apr May Cum%
# Quality Improvement

## QI Cause Sub-Categories

March, April, May 2016

<table>
<thead>
<tr>
<th>Category</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
</tr>
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<tbody>
<tr>
<td>Addressing</td>
<td>16</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Unit Assignment</td>
<td>6</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Verbalizing Event Detail</td>
<td>6</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Event Creation</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Event Classification</td>
<td>4</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Field Status Updates</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Event Interrogation</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Holding Call Management</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Interception Communications</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Verbal Communication</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Radio Management</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Event Management</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Time Checks</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Call Handling</td>
<td>2</td>
<td>1</td>
<td>1</td>
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<tr>
<td>Equipment Use</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Service Knowledge</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Field Request Follow Up</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Regional Knowledge</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</table>

N = 110
## Cause Sub-categories
### Addressing

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>J/F/M</th>
<th>M/A/M</th>
<th>BSO 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>7</td>
<td>1</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>↓</td>
</tr>
<tr>
<td>Address Verification / Clarification</td>
<td>6</td>
<td>1</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>↓</td>
</tr>
<tr>
<td>Improper Jurisdictional Assignment</td>
<td>3</td>
<td>0</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>↓</td>
</tr>
<tr>
<td>Failure to use tools to locate caller, validate city, or identify location</td>
<td>16</td>
<td>3</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</td>
<td>11/30</td>
<td>• Completed. Monitoring through QA process.</td>
<td>↓</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2/26</td>
<td></td>
<td>• Complete</td>
<td>↑</td>
</tr>
<tr>
<td>Incorrect use of common names</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
</tr>
</tbody>
</table>
## Unit Assignment

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Imp Date</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Fire units not assigned / sent</td>
<td>10/31</td>
<td></td>
</tr>
<tr>
<td>Appropriate Law units not assigned / sent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failed to notify Sgt after priority assignment</td>
<td>10/31</td>
<td></td>
</tr>
<tr>
<td>Did not notify multi Jurisdictions</td>
<td>2/8</td>
<td>completed</td>
</tr>
<tr>
<td>No High priority call announcement / tone alerting critical events</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upgraded signal - additional units</td>
<td>1/15</td>
<td></td>
</tr>
<tr>
<td>Not Dispatching units timely</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failed to communicate pertinent event details to supervisor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Cause Sub-categories

### Verbalizing Event Detail

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Jan/F/M</th>
<th>M/A/M</th>
<th>Corrective Action</th>
<th>Imp Date</th>
<th>Status</th>
<th>Results</th>
</tr>
</thead>
</table>
| Failed to verbalize pertinent event comments or updates | 5/6 | 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.  
- 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.  
- FR Policy 2.4 implemented clarifying what details are to be verbalized initially and upon receiving updates. | 12/30 | Technology options provided/ discussed 10/6-11/18. BSO review of technology options initiated on 11/19. Final determination of policy expected 12/30. | ![Red Arrow] |
| Inaccurate information provided to field | 3/3 | AWW Window update vs Send Message research and planning undertaken – corrective action plan expected by 12/30 | 12/30 | Final determination of policy – requiring CAD programming – expected 12/30 | ![Blue Arrow] |
| Failed to read pertinent premise information (safety, general hazard) | 0/1 | Training bulletin reviewed outlining SOP in November and December, 2014. Occurrence resulted in remediation training and Quality Assurance review with operator involved. | 10/31 | Any future events will result in remediation training and progressive action. | ![Green Arrow] |
| Failed to verbalize premise incident history | 1/1 | |  | |  |
## Cause Sub-categories

### Event Interrogation

<table>
<thead>
<tr>
<th>Sub Category</th>
<th>Jan/F/M</th>
<th>M/A/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>3 5</td>
<td></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>2 1</td>
<td></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 0</td>
<td></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>
P2/P3 Reporting

(Update: P2a/P3 Call Processing Time: Mayor Ryan’s Report)
P2a/P3 Reporting Request

A follow-up Sunshine Meeting was held on this topic on June 9th, with the intent to clarify and put forth final recommendations.

The recommendation, pending confirmation by the FCABC, is to report the portion of the lifecycle of a call from the point in call processing when the address verification window is presented until the call is dispatched (unit assignment).

The recommendation is to report this under the section of the monthly report that makes reference to performance measurements that are not in the Operator Agreement.

### P2a/P3 Time

- **Total Number of Fire/EMS CFS**
  - Mar-16: 25,743
  - Apr-16: 24,411
  - May-16: 24,522

- **Total Number of Fire/EMS CFS that were dispatched**
  - Mar-16: 24,916
  - Apr-16: 23,683
  - May-16: 23,960

- **Number of Fire/EMS calls processed within 90 seconds from the start of P2a until dispatched**
  - Mar-16: 22,121
  - Apr-16: 20,991
  - May-16: 21,211

- **P2a/P3 - Percent of Fire/EMS calls processed within 90 seconds from the start of P2a until dispatched**
  - Mar-16: 88.78%
  - Apr-16: 88.63%
  - May-16: 88.53%

**P2a/P3 process time** is the elapsed time from the point in call processing when the address verification window is presented to the call taker (as they tab out of the City field) until the call is dispatched (unit assignment).

Notes:
- This measurement (P2a/P3 time) is not consistent with the NFPA Standard.
- All records evaluated against a 90 second P2a/P3 processing time.
- This measurement will be reviewed by Fitch & Associates.
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 and ORCT is notified.
- Regional Municipal Partner is notified by ORCT, and ticket is assigned to BSO for review and analysis within one business day.
- Once Analysis is completed it is forwarded to the Regional Municipal Partner, and the submitter (if they selected to be contacted with the results).
Citizen Feedback System - Update

- Mayor Ryan asked that once a ticket is generated, a notification be sent in real time to the Police & Fire Chiefs, and others designated by a municipality to receive notification.
- The request was researched. The current system does not allow for this type of notification.
- The current process provides for notification to municipalities within the next business day.
- Enhancements to provide real time notification to municipalities will be made (will require additional development).
**Update**

Disclaimers being added:
- HIPPA disclaimer
- Disclaimer that this is not to be used to report an emergency.
Update on Broward County Regional Consolidated PSAP Program Assessment Report
Regional Consolidated PSAP Program Assessment Report

- Fitch and Associates was retained by the County to review and evaluate the Regional Consolidated Dispatch Program.
- Report 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

Status Update

- Consultant is preparing reports related to Phase I deliverable.
- Phase I – July 2016
  - Phase Ia. – Components specific to Pembroke Pines concerns – Early July
  - Phase Ib. – Remaining program components – Mid July
- Phase II due by September/October 2016
Backup Slides
Quantitative Performance Measures
## 911 Calls Transferred Out to Non-Regional PSAPs

### North Regional Dispatch Center - 911 Transfers to Non-Regional PSAPs

<table>
<thead>
<tr>
<th></th>
<th>FY15 Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>YTD FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>2,010</td>
<td>154</td>
<td>165</td>
<td>186</td>
<td>189</td>
<td>165</td>
<td>203</td>
<td>212</td>
<td>162</td>
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<tr>
<td>PERCENTAGE TRANSFERRED</td>
<td>0.72%</td>
<td>0.67%</td>
<td>0.77%</td>
<td>0.85%</td>
<td>0.88%</td>
<td>0.87%</td>
<td>0.92%</td>
<td>0.88%</td>
<td>0.62%</td>
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</table>

### Central Regional Dispatch Center - 911 Transfers to Non-Regional PSAPs

<table>
<thead>
<tr>
<th></th>
<th>FY15 Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>YTD FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>3,816</td>
<td>362</td>
<td>361</td>
<td>363</td>
<td>357</td>
<td>333</td>
<td>402</td>
<td>347</td>
<td>385</td>
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<tr>
<td>PERCENTAGE TRANSFERRED</td>
<td>0.47%</td>
<td>0.54%</td>
<td>0.60%</td>
<td>0.55%</td>
<td>0.56%</td>
<td>0.55%</td>
<td>0.59%</td>
<td>0.59%</td>
<td>0.67%</td>
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### South Regional Dispatch Center - 911 Transfers to Non-Regional PSAPs

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<th>Dec-15</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>YTD FY16</th>
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<tbody>
<tr>
<td>South</td>
<td>775</td>
<td>61</td>
<td>61</td>
<td>66</td>
<td>41</td>
<td>39</td>
<td>47</td>
<td>40</td>
<td>69</td>
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<td>PERCENTAGE TRANSFERRED</td>
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<td>0.21%</td>
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### Regional Consolidated Dispatch System - 911 Transfers to Non-Regional PSAPs

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<th>Nov-15</th>
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<tr>
<td>System</td>
<td>6,601</td>
<td>577</td>
<td>587</td>
<td>615</td>
<td>587</td>
<td>537</td>
<td>652</td>
<td>599</td>
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<tr>
<td>PERCENTAGE TRANSFERRED</td>
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<td>0.48%</td>
<td>0.54%</td>
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<td>0.52%</td>
<td>0.51%</td>
<td>0.55%</td>
<td>0.54%</td>
<td>0.54%</td>
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</tbody>
</table>

- Common CAD platform negates the need to transfer calls
- Both Plantation and Coral Springs continue to participate on the CAD Core Implementation Team
# 911 Calls Transferred to Regional PSAPs

## Coral Springs - 911 Transfers to Regional PSAPs

<table>
<thead>
<tr>
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<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>YTD FY16</th>
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</thead>
<tbody>
<tr>
<td>Coral Springs</td>
<td>3,881</td>
<td>326</td>
<td>372</td>
<td>333</td>
<td>361</td>
<td>386</td>
<td>324</td>
<td>325</td>
<td>442</td>
<td>2,869</td>
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<tr>
<td>PERCENTAGE TRANSFERRED</td>
<td>5.67%</td>
<td>5.74%</td>
<td>6.62%</td>
<td>5.78%</td>
<td>6.63%</td>
<td>7.70%</td>
<td>5.90%</td>
<td>6.52%</td>
<td>8.73%</td>
<td>6.70%</td>
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</tbody>
</table>

## Plantation - 911 Transfers to Regional PSAPs

<table>
<thead>
<tr>
<th></th>
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<th>Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
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<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>YTD FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plantation</td>
<td>8,994</td>
<td>750</td>
<td>692</td>
<td>845</td>
<td>742</td>
<td>727</td>
<td>802</td>
<td>738</td>
<td>708</td>
<td>6,004</td>
</tr>
<tr>
<td>PERCENTAGE TRANSFERRED</td>
<td>13.74%</td>
<td>14.01%</td>
<td>13.44%</td>
<td>15.92%</td>
<td>15.26%</td>
<td>15.09%</td>
<td>15.08%</td>
<td>14.87%</td>
<td>13.34%</td>
<td>14.63%</td>
</tr>
</tbody>
</table>
Broward County Consolidated PSAPs
Percent of Days That Met Busy Hour P1 Requirement

Implemented Countermeasures

- March 2015: Modified ACD status codes
- April 2015: Trained operators on use of status codes
- June 2015: Redirected a larger percentage of Non-Emergency Calls to North Regional Center
- July 2015: Reassigned Teletype staff to call taker position
P1 Call Answer Time ALL 911 CALLS (90/10)

NORTH

<table>
<thead>
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<th>NORTH</th>
<th>Midpoint</th>
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CENTRAL

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SOUTH

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P1 Call Answer Time ALL 911 CALLS (95/20)
P2/P3 Fire Rescue CFS Processing Time (90/90)

NORTH

CENTRAL

SOUTH

GOAL  NORTH  MIDPOINT

GOAL  CENTRAL  MIDPOINT

GOAL  SOUTH  MIDPOINT

P2/P3 Fire Rescue CFS Processing Time (99/120)

**NORTH**

- Goal: 93.63%
- North: 91.52%
- Midpoint: 91.07%

**CENTRAL**

- Goal: 90.40%
- Central: 91.37%
- Midpoint: 91.12%

**SOUTH**

- Goal: 91.01%
- South: 92.66%
- Midpoint: 91.44%
## NORTH REGIONAL CENTER – P1 Busiest Hour of the Day (90/10)

### MAY 2016

#### NORTH Daily Busy Hour

<table>
<thead>
<tr>
<th>DATE</th>
<th>HOUR</th>
<th>Calls Answered within 10 Secs</th>
<th>Calls Answered within 10 Secs</th>
<th>Calls Answered within 10 Secs</th>
<th>Percentage</th>
<th>YES/NO</th>
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</tbody>
</table>

### MAY 2016

#### NORTH Daily Busy Hour Distribution

- **N = 31 Days**
- **Days**
- **Cumulative Percent**

![Graph showing cumulative percent distribution for May 2016 NORTH Daily Busy Hour.](image)

### Summary

- The busiest hour of the day was on May 21, 2016, with 100% of calls answered within 10 seconds.
- The lowest percentage of calls answered within 10 seconds was 96.83% on May 20, 2016.

---

*Note: The data and graph are indicative and may require actual data and chart for accurate representation.*
## MAY 2016
### CENTRAL Daily Busy Hour

<table>
<thead>
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<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>
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<td>123</td>
<td>100.00%</td>
<td>YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/30/2016</td>
<td>10:00 PM</td>
<td>96</td>
<td>96</td>
<td>100.00%</td>
<td>YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/31/2016</td>
<td>5:00 PM</td>
<td>138</td>
<td>139</td>
<td>99.28%</td>
<td>YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

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

### MAY 2016
#### CENTRAL Daily Busy Hour Distribution

- **N = 31 Days**
- **GOLD**
### SOUTH Regional Center – P1 Busiest Hour of the Day (90/10)

#### MAY 2016

<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>05/01/2016</td>
<td>12:00 PM</td>
<td>63</td>
<td>63</td>
<td>100.00%</td>
<td>YES</td>
<td>05/17/2016</td>
<td>5:00 PM</td>
<td>65</td>
<td>65</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>05/02/2016</td>
<td>12:00 PM</td>
<td>72</td>
<td>74</td>
<td>97.30%</td>
<td>YES</td>
<td>05/18/2016</td>
<td>2:00 PM</td>
<td>81</td>
<td>84</td>
<td>96.43%</td>
<td>YES</td>
</tr>
<tr>
<td>05/03/2016</td>
<td>3:00 PM</td>
<td>103</td>
<td>105</td>
<td>98.10%</td>
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<td>05/19/2016</td>
<td>6:00 PM</td>
<td>63</td>
<td>65</td>
<td>96.92%</td>
<td>YES</td>
</tr>
<tr>
<td>05/04/2016</td>
<td>5:00 PM</td>
<td>89</td>
<td>90</td>
<td>98.89%</td>
<td>YES</td>
<td>05/20/2016</td>
<td>4:00 PM</td>
<td>73</td>
<td>73</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>05/05/2016</td>
<td>4:00 PM</td>
<td>78</td>
<td>80</td>
<td>97.50%</td>
<td>YES</td>
<td>05/21/2016</td>
<td>9:00 PM</td>
<td>59</td>
<td>70</td>
<td>84.29%</td>
<td>NO</td>
</tr>
<tr>
<td>05/06/2016</td>
<td>5:00 PM</td>
<td>65</td>
<td>66</td>
<td>98.48%</td>
<td>YES</td>
<td>05/22/2016</td>
<td>2:00 PM</td>
<td>63</td>
<td>63</td>
<td>100.00%</td>
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<tr>
<td>05/07/2016</td>
<td>8:00 PM</td>
<td>84</td>
<td>84</td>
<td>100.00%</td>
<td>YES</td>
<td>05/23/2016</td>
<td>5:00 PM</td>
<td>63</td>
<td>65</td>
<td>96.92%</td>
<td>YES</td>
</tr>
<tr>
<td>05/08/2016</td>
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<td>97</td>
<td>97</td>
<td>100.00%</td>
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<td>05/24/2016</td>
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<td>100.00%</td>
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</tr>
<tr>
<td>05/09/2016</td>
<td>5:00 PM</td>
<td>69</td>
<td>69</td>
<td>100.00%</td>
<td>YES</td>
<td>05/25/2016</td>
<td>11:00 AM</td>
<td>74</td>
<td>74</td>
<td>100.00%</td>
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</tr>
<tr>
<td>05/10/2016</td>
<td>2:00 PM</td>
<td>65</td>
<td>70</td>
<td>92.86%</td>
<td>YES</td>
<td>05/26/2016</td>
<td>6:00 PM</td>
<td>68</td>
<td>73</td>
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</tr>
<tr>
<td>05/11/2016</td>
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<td>69</td>
<td>100.00%</td>
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<td>05/27/2016</td>
<td>12:00 PM</td>
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<td>73</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>05/12/2016</td>
<td>5:00 PM</td>
<td>73</td>
<td>73</td>
<td>100.00%</td>
<td>YES</td>
<td>05/28/2016</td>
<td>7:00 PM</td>
<td>66</td>
<td>67</td>
<td>98.51%</td>
<td>YES</td>
</tr>
<tr>
<td>05/13/2016</td>
<td>5:00 PM</td>
<td>74</td>
<td>80</td>
<td>92.50%</td>
<td>YES</td>
<td>05/29/2016</td>
<td>8:00 PM</td>
<td>77</td>
<td>77</td>
<td>100.00%</td>
<td>YES</td>
</tr>
<tr>
<td>05/14/2016</td>
<td>7:00 PM</td>
<td>89</td>
<td>92</td>
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<td>05/30/2016</td>
<td>2:00 PM</td>
<td>58</td>
<td>58</td>
<td>100.00%</td>
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</tr>
<tr>
<td>05/15/2016</td>
<td>9:00 PM</td>
<td>79</td>
<td>82</td>
<td>96.34%</td>
<td>YES</td>
<td>05/31/2016</td>
<td>5:00 PM</td>
<td>73</td>
<td>73</td>
<td>100.00%</td>
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<tr>
<td>05/16/2016</td>
<td>5:00 PM</td>
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<td>103</td>
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<td>30/31/2016</td>
<td>9:00 PM</td>
<td>100</td>
<td>100</td>
<td>100.00%</td>
<td>YES</td>
</tr>
</tbody>
</table>

### MAY 2016

**SOUTH Daily Busy Hour Distribution**

- **N = 31 Days**
- **GOOD**
- **Cumulative Percent**
- **Days**
- **90% - 100%**
- **80% - 90%**
- **70% - 80%**
- **60% - 70%**
- **0% - 10%**
P1 Call Answer Time DAILY BUSY HOUR (90/10)

North PSAP
90/10 Busiest Hour of the Day Attainment FY16 YTD

Central PSAP
90/10 Busiest Hour of the Day Attainment FY16 YTD

South PSAP
90/10 Busiest Hour of the Day Attainment FY16 YTD

N = 243 Days

Cumulative Percent

Days

0 20 40 60 80 100 120 140 160 180 200 220 240

North PSAP
North PSAP
North PSAP

Cumulative Percent

Days

0 20 40 60 80 100 120 140 160 180 200 220 240

Central PSAP
Central PSAP
Central PSAP

Cumulative Percent

Days

0 20 40 60 80 100 120 140 160 180 200 220 240

South PSAP
South PSAP
South PSAP

Cumulative Percent

Days

0 20 40 60 80 100 120 140 160 180 200 220 240

Good
Good
Good

P1 Call Answer Time DAILY BUSY HOUR (90/10)