



Regional Consolidated Dispatch October 2016 Report

Office of Regional Communications and Technology

Executive Summary

This report provides an overview of the performance of Broward County's Regional Consolidated E-911 System for the month of October 2016. Operational Review Team meetings with Fire Rescue and Law Enforcement, and Quality Improvement Meetings continue at regular intervals. These meetings provide forums to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes toward improvement of the Regional Consolidated Dispatch System.

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

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

Consultant's Report

Broward County released phase one of a two-phase consultant's report on Regional 911 on August 29th, 2016. The consultant's study was conducted by Fitch & Associates, a national firm specializing in consulting for local government services including emergency medical services, fire, communications, and technology. The goal of the study, requested by Broward County, was to assess stakeholder perceptions about the performance of the Regional Consolidated Communications System (E-911), and benchmark current operations and performance metrics against national best practices. After release of the phase one report, Fitch & Associates re-engaged stakeholders to assess and explore policy options on how to best address major findings from phase one. Final recommendations are currently being developed by Fitch & Associates, with an expected delivery in December. Once received, performance metric recommendations will be presented to participating municipalities to be considered for adoption.

Call Volume and Calls for Service

In October 2016, there were a total of 178,127 incoming calls for the Regional System, consisting of 108,096 emergency 911 calls; 53,903 non-emergency calls; and 16,128 alarm calls. There were 27,615 outgoing calls. Outgoing calls are randomly reviewed to ensure calls are of a work relevant nature, as part of the quality check process conducted by BSO.

The PSAPs dispatched a total of 147,227 calls to Law Enforcement and Fire Rescue disciplines combined. Of this amount, 24,685 were Fire Rescue calls.

The Operator Agreement defines specific performance requirements for the time to dispatch, referred to as P2/P3 performance. The time to dispatch is the amount of time from when a call is answered at the PSAP until a unit is dispatched. This performance measurement is calculated for every incident for which both the call answer time and the call dispatch time are known. This approach follows NFPA standards.

Of the 24,685 of Fire Rescue dispatched calls for the month, both of these data points are known for 15,556 calls, representing 63.02% of the population of Fire Rescue dispatched calls during the month. **These 15,556 calls are the basis for the P2/P3 performance measurement.**

Note: 63.02% of the number of Fire Rescue-dispatched calls for the month contain data for both the call answer time and call dispatch time, and are the basis for the P2/P3 performance measure.

Of the 15,556 calls for service that form the basis for the P2/P3 performance measurements in October, 14,701 are measured against the NFPA standard that allows for additional time to dispatch an emergency call, the 90/90 and 99/120 standards (see Note 2). This represents 94.5% of the total number of calls for service that are measured for P2/P3 in October. The remaining 855 calls are measured against the 80/60 and 90/64 NFPA standard, which represents 5.49% of the total number of calls for service that are measured for P2/P3 in October.

Various factors contribute to the unavailability of the call answer time data point for the remaining Fire Rescue dispatched calls. ORCAT has identified the following contributing factors for this issue:

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

Calls from alarm/non-emergency/admin lines do not contain answer time data because they are not processed for ANI/ALI, which is required for the answer time data to be transmitted to CAD. ORCAT completed a number of tests with ANI/ALI processing for calls that come in on non-911 phone lines (i.e. alarm and non-emergency), with a measure of success. However, AT&T will not authorize ANI / ALI processing using the ATT location query process for calls that come in on non-911 phone lines. ORCAT is currently researching other options, with existing equipment vendors, to send a unique call identifier from the VIPER Phone System to CAD on all incoming calls (i.e. 911, alarm, non-emergency and administrative lines) for P2/P3 reporting purposes.

A subcommittee of the Broward County Consolidated Communications Committee (4C) was established to review methods to report Fire Rescue dispatch call processing times using a substitute data field. This was initially requested by the Fire Chief's Association. A number of meetings were held with the intent to clarify and put forth final recommendations regarding the request. The team discussed reporting what was termed P2a/P3 emergency call processing time.

P2a/P3 call process time was defined as starting when the address verification window is presented to the call taker, and ending when the call is dispatched (unit assignment). There was general consensus among the attendees to report this under the section of the monthly report that makes reference to performance measurements that are not in the Operator Agreement, and is reported in the section below titled *Other Non-Contract Performance Measures*.

Call Transfers

For the month of October 2016, call transfers represent .75% 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 (293) and Plantation (770) Public Safety Answering Points (PSAPs). These totals represent 5.96% and 14.73% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

The Cities of Coral Springs and Plantation participated in planning meetings for the implementation and development of the County's new Computer Aided Dispatch (CAD) system, and they are aware of the progress of the project. Coral Springs has contracted to implement a new CAD solution using a system different from the County's.

Quality Improvement Team Update

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

P1 Performance

There continues to be significant improvement in the achievement of the P1 performance standard for the regional system. The standard for the system is a higher standard, which was adopted by participants in the regional system.

ORCAT met with the Operator to review performance metrics and compare PSAP countermeasures. Forms were provided to the Operator to analyze the days that missed the busy hour daily performance target. The form includes reviews of staffing levels, forecasted vs actual call volumes and free form areas to list actionable countermeasures to address items within the Operator's control.

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

- Regional Consolidated Dispatch: 23 days (out of a total of 29 days)

As a result of a high volume of 911 calls received from the call back number 111-111-1111, the busy hours for October 13, 2016 and October 16, 2016 were mitigated. These calls were generated by faulty AT&T network equipment, and incoming calls with the same number were represented as abandoned calls. AT&T and West Safety Systems remedied the issue by

replacing the faulty equipment and by making a configuration change on the internal phone system to eliminate the presentation of such incoming calls tagged as abandoned calls.

P2/P3 Performance

A number of training initiatives were conducted by BSO (the Operator) to address P2/P3 performance, and continuous efforts in this area are ongoing. Though still shy of the current performance target benchmarks, an improvement trend in P2/P3 performance has been demonstrated.

CONTRACT-BASED PERFORMANCE MEASURES (Operator’s Agreement, Exhibit “D”)		
	GOAL	Regional Consolidated Dispatch System
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ¹	29	23
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	98.22%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs. ²	90%	81.19%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. ²	99%	88.46%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. ²	80%	41.40%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. ²	95%	78.48%
Emergency Medical Dispatch 95% Case Entry Compliance Rate ³	95%	SEE NOTE 3
Emergency Medical Dispatch 90% Total Compliance Rate ³	90%	SEE NOTE 3
Emergency Medical Dispatch 1% Quality Assurance Case Review ³	1%	SEE NOTE 3

Other Non-Contract Performance Measures		
	GOAL	Regional Consolidated Dispatch System
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	96.41%
P2.x/P3* - Percent of Fire/EMS calls processed within 90 seconds	N/A	89.18%

1 This represents the performance on the busiest hour of the day performance target, which is a performance standard for the regional system. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is evaluated for compliance. The number reported represents the number of days in the month that met the performance target benchmark.

2 NFPA defines specific call types that are measured against a standard that allows for additional time to dispatch an emergency call, the 90/90 and 99/120 P2/P3 Standards. The call types measured against the 90/90 and 99/120 standards are: 1) Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions; 2) Calls requiring language translation; 3) Calls requiring the use of a TTY/TDD device or audio/ video relay services; 4) Calls of criminal activity that require information vital to emergency responder safety prior to dispatching units; 5) Hazardous materials incidents; and 6) Technical rescue. The Office of Regional Communications and Technology and the Operator established a processes in order to better categorize calls into the appropriate data sets. Each of these six call types are being measured against the 90/90 and 99/120 standards. The National Fire Protection Association (NFPA) has released new P2/P3 standards that are included in the 2016 version of NFPA standard 1221: Standard for the Installation, Maintenance, and Use of Use of Emergency Services Communications Systems. The modification changes the call processing time standard for emergency alarm calls from 80% of the time in 60 seconds to 90% in 64 seconds. The starting point on measuring this standard begins once the call is answered as indicated in NFPA standards. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff solicited feedback regarding this change from the operational committees and the Operator (BSO), and will provide a recommendation regarding this change to the County Administrator.

3 The International Academies of Emergency Medical Dispatch (standard creating organization for these measures) has released new Standards of Accreditation that change the way that these measures are reported for the purpose of accreditation. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff solicited feedback regarding this change from the operational committees and the Operator (BSO), and will provide a recommendation regarding this change to the County Administrator.

Incident Management Tracking System

The incident management tracking system continues to be the primary method for users of the regional system to provide input regarding service delivery concerns or the identification of improvement opportunities. For the month of October, there were 17 new PSAP-related incidents placed in the tracking system. This is a decrease of 17 compared to September 2016. The numbers of incidents reported by municipality/agency is shown in the graph on page 14. In October 2016, the Regional System handled 178,127 incoming calls.

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

Incident tracking information reflected on pages 13-14 illustrates the disposition of tickets opened during the month of October 2016.

Financial Management

A template for the gathering and reporting of key financial metrics is in development. The reporting of the financial information will resume, including reporting periods missed, in January 2017.

Staffing Level

Data provided by the Operator shows that at the conclusion of the month of October there were 422 full time employees and 3 part time employees on their payroll. The number of employees budgeted during this time period was 447. This is a vacancy rate of approximately 4.92%. The majority of the vacancies are Communication Operator positions.

BSO Self-Reported Information

BSO has submitted information regarding their initiatives (pages 17 - 22).

Conclusion

Broward County's Regional Communications System operates in an open and transparent environment. Prior to consolidation, there was no overall performance data countywide that could be used to evaluate operations. In addition, information in most Public Safety Answering Points was not openly shared for comparison purposes, nor was it as transparent as it is today.

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

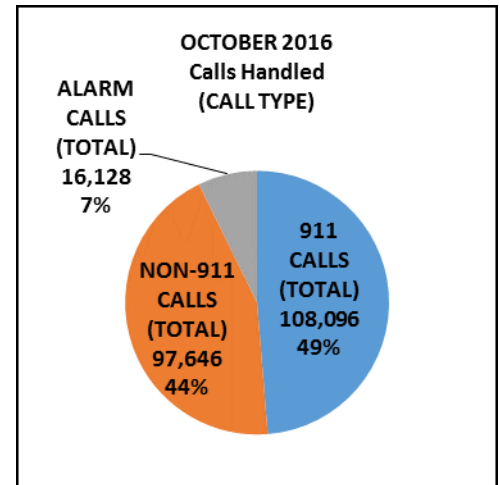
Additional information on Broward County's Regional Communications System can be found online at the following website: www.broward.org/communicationstechnology.

APPENDIX

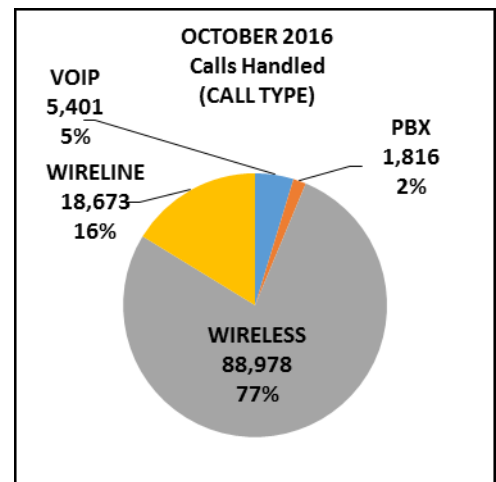
Monthly Call/Call for Service Volume

The tables and pie charts below illustrate the number of calls handled by the Regional Consolidated System for the month of October 2016.

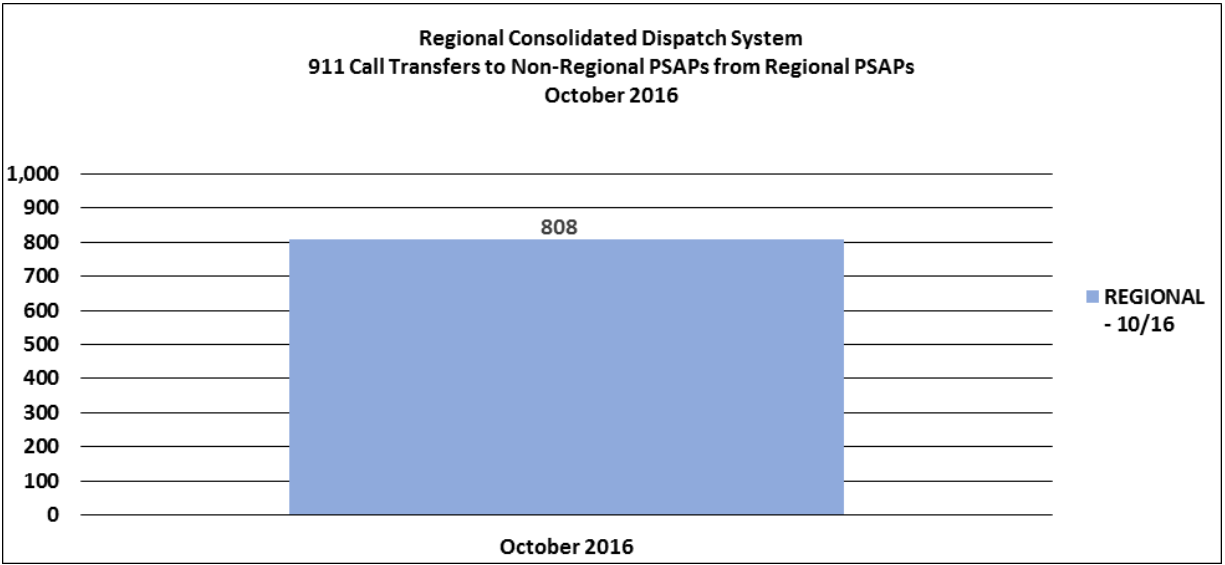
CALL VOLUME	
	Regional Consolidated Dispatch System
<i>9-1-1 Calls Answered</i>	108,096
<i>Non 9-1-1 Calls Answered</i>	70,031
TOTAL INCOMING CALLS	178,127
<i>Alarm Calls Answered</i>	16,128
<i>Incoming Non-Emergency Calls</i>	53,903
TOTAL NON-911 CALLS ANSWERED	97,646
TOTAL OUTGOING CALLS	27,615



CALLS FOR SERVICE	
	Regional Consolidated Dispatch System
<i>Fire Rescue/EMS (911 Only)</i>	24,685
<i>Law Enforcement (911 Only)</i>	122,542
TOTAL 911 CFS	147,227
<i>Fire Rescue/EMS CFS (measured against 90/90 and 99/120 standards)</i>	14,701
<i>Fire Rescue/EMS CFS (measured against 80/60 and 95/106 standards)</i>	855
<i>Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	15,556
<i>Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	63.02%



Call Transfers



911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	293	770	1,063
Percentage of 911 Calls	5.96%	14.73%	10.75%

CONTRACT PERFORMANCE MEASURES

P1 Daily Busy Hour

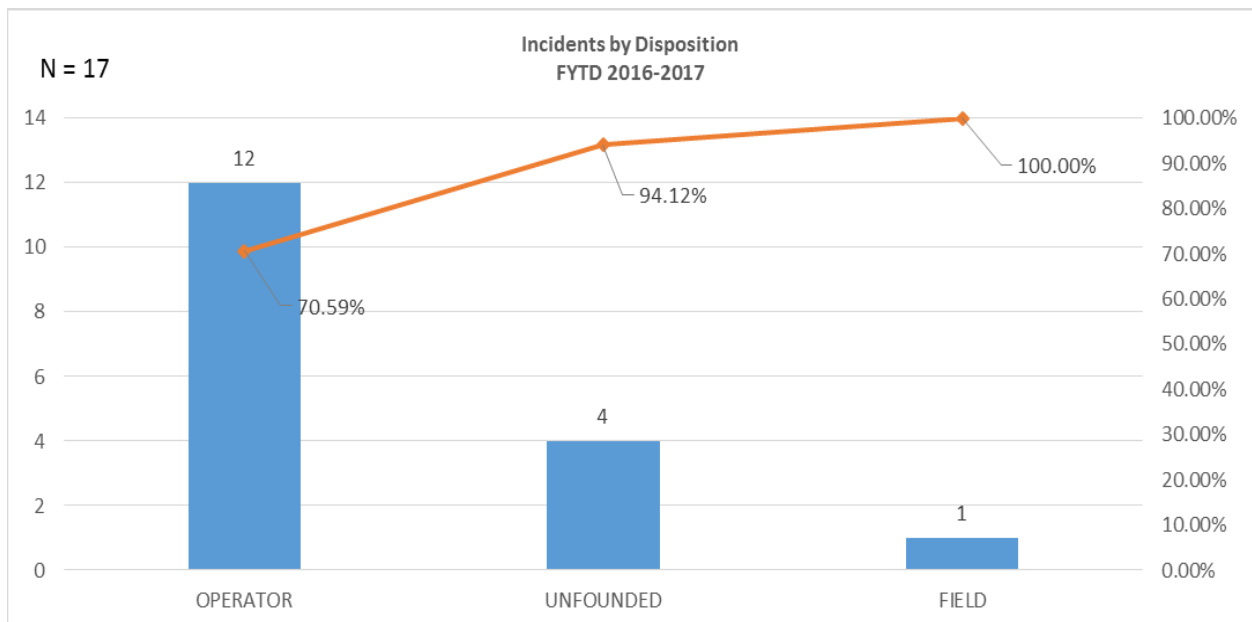
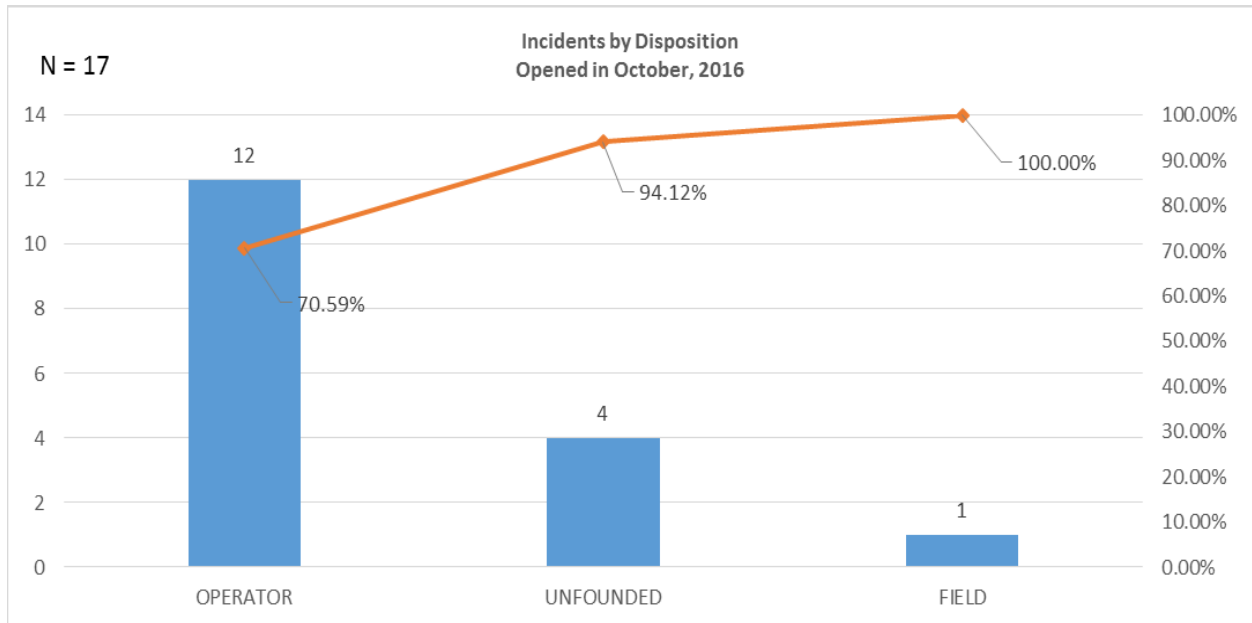
P1 measures the time it takes a Call Taker to answer an incoming E911 call. The P1 standard is a daily standard, and each day is evaluated for compliance. The charts below represent the Operator's attainment of the busy hour for each day. As part of the review of the performance, call volume, call-taker performance, staffing scheduling and other factors are evaluated. The QI Team, consisting of both County staff and BSO, will continue to review factors that impact performance.

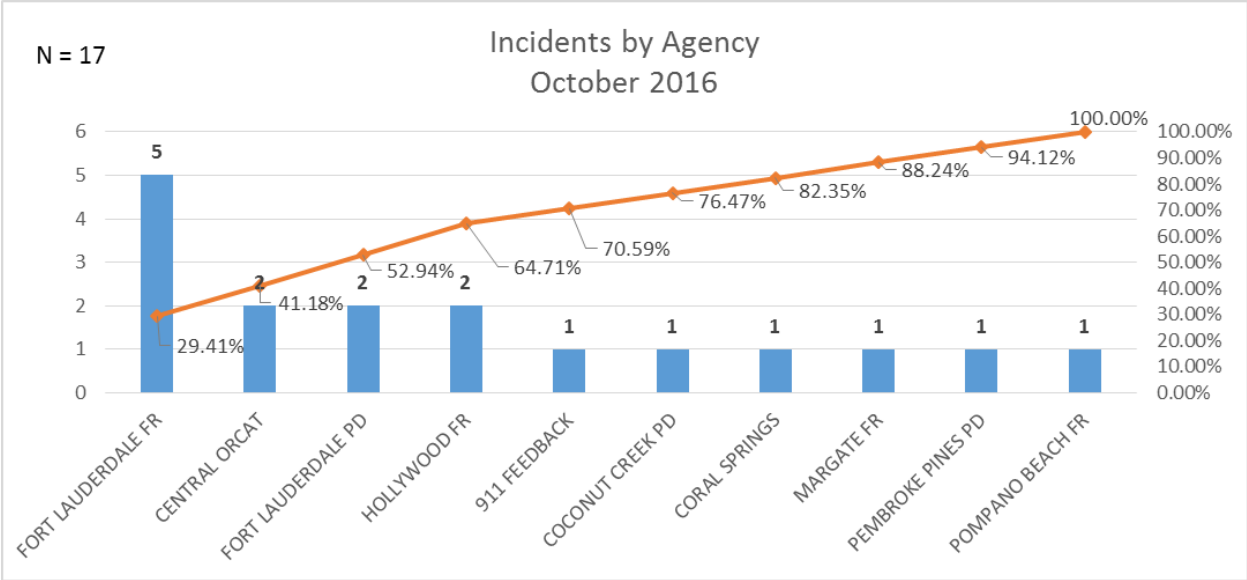
Daily Busy Hour		
MONTH	GOAL	REGIONAL CONSOLIDATED DISPATCH SYSTEM
October 2016	29	23

As a result of a high volume of 911 calls received from the call back number 111-111-1111, the busy hours for October 13, 2016 and October 16, 2016 were mitigated. These calls were generated by faulty AT&T network equipment, and incoming calls with the same number were represented as abandoned calls. AT&T and West Safety Systems remedied the issue by replacing the faulty equipment and by making a configuration change on the internal phone system to eliminate the presentation of such incoming calls tagged as abandoned calls.

OPERATOR REVIEWS/PROCESS IMPROVEMENTS/OPPORTUNITIES

The following Pareto Chart illustrates the number of tickets opened and assigned a disposition in the tracking system. During the month of October 2016, 178,127 incoming calls were answered by Broward County's Regional Communications System. To date, there have been 178,127 incoming calls answered by the Broward County Regional Communications system in the current fiscal year. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.





Dispositions:

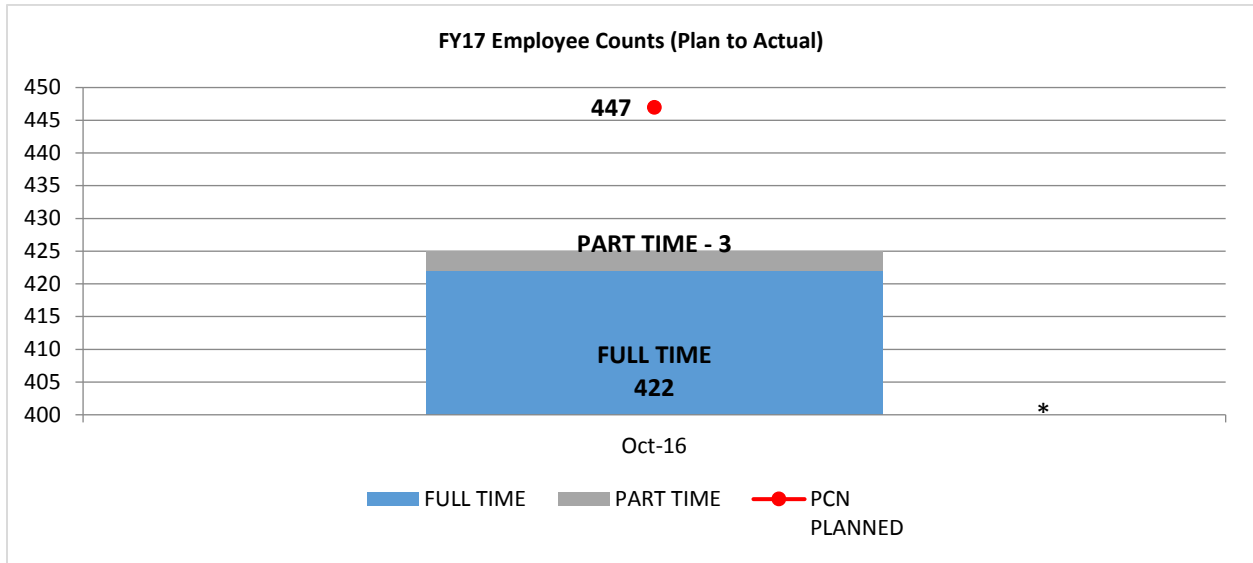
- Process Improvement – identified by ORCAT, BSO and submitting agency as an opportunity to refine and improve operating processes
- Operator - identified by ORCAT, BSO and submitting agency as an error made by a call taker/dispatcher
- Unfounded - identified by ORCAT, BSO and submitting agency as an unfounded concern
- 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

A template for the gathering and reporting of key financial metrics is in development. The reporting of the financial information will resume, including reporting periods missed, in January 2017.

PERSONNEL COUNTS

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



BSO SELF-REPORTED INFORMATION

October 2016

BSO's Training Division

The Regional Communications Training Division accomplished the following in the month of October: Completed academies 24 and 25. We began training academies 26 and 27 and completed customer service and ethics training. Academy Test 1 was administered. The following training bulletins were issued; Using Resources to Locate Addresses, Pick Pocketing vs Robberies, Classification S25CF vs S25RS, Criminal History Dissemination, Multi-Selecting and Patching, Duty Officer Emergency Responsibilities, Special Detail Radio Assignment and TERT Training.

Audio Evidence Unit

The Audio Evidence Unit began October with 62 pending request to be completed from the previous month. During October the unit received 533 requests for audio evidence from the law and fire agencies served by the Operators Contract as well as Public Records Requests. An additional 432 requests for Domestic Violence duplications for the State Attorney's Office and/or the reporting police departments were received. In total, the audio evidence unit completed 891 total requests, leaving **136 pending requests** to carry over into November 2016.

EMDQ Unit

The Broward Sheriff's Office Regional Communications Division is an Accredited Center of Excellence (ACE) with the International Academy of Emergency Dispatch (IAED). In order to maintain our accredited status a strong quality assurance process must be in place. The Emergency Medical Dispatch Quality Improvement Unit (EMD Q Unit) is responsible for conducting random reviews on every operator. Each operator is met with one-on-one to go over their monthly review. There are 8 EMD Q's that conducted two reviews on each employee or about 4.15% of the total call volume. During the month of October 2016, the Broward Sheriff's Office received 13,473 medical calls for service. The EMD Q Unit reviewed 559 of these calls for a total of 284 operators. 93 operators were in 100% compliance of their calls. 13 operators have 3 months of 100% compliance and received a bronze lapel pin as recognition. 12 operators have 6 months of 100% compliance and received a gold lapel pin as recognition. 2 operators have 9 months of 100% compliance and received a gold lapel pin as recognition. 32 operators were non-compliant on their calls. No operators received 1 hour of remedial training in areas specific to them being non-compliant. No operators received 4 hours of remedial training. The EMD Q Unit has seen a steady improvement in Case Entry. Some of the trending issues for October were Chief Complaint, PAI instructions and following the correct DLS link. Trending patterns are also addressed in The EMD Exchange, a monthly newsletter distributed to each operator.

BSO's Quality Assurance Unit

For the Month of October, the reviewing of 911 calls that failed P2 remained a focus for the Quality Assurance Unit. In the past four weeks we reviewed 230 calls that failed the P2 threshold, however, 89% were mitigated. Examples of mitigation would include; a caller that speaks a foreign language, a caller that does not know their location, a location that sits on a jurisdictional boundary, or a caller that is simply not forthcoming with all required information. All mitigated reviews require the call taker to use additional resources in determining the location to enter a call for service. QA will continue to review these failed P2 events in the months ahead.

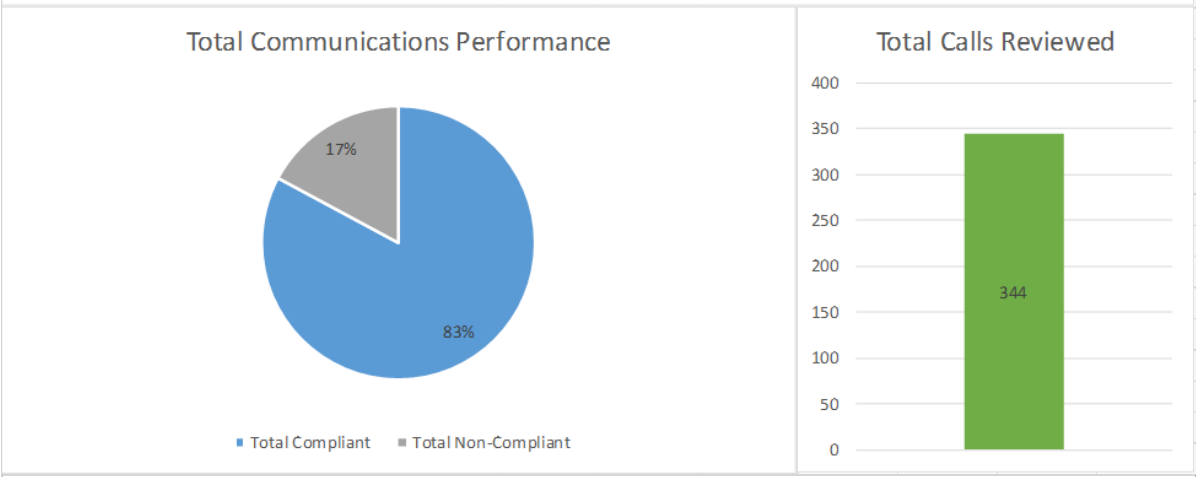
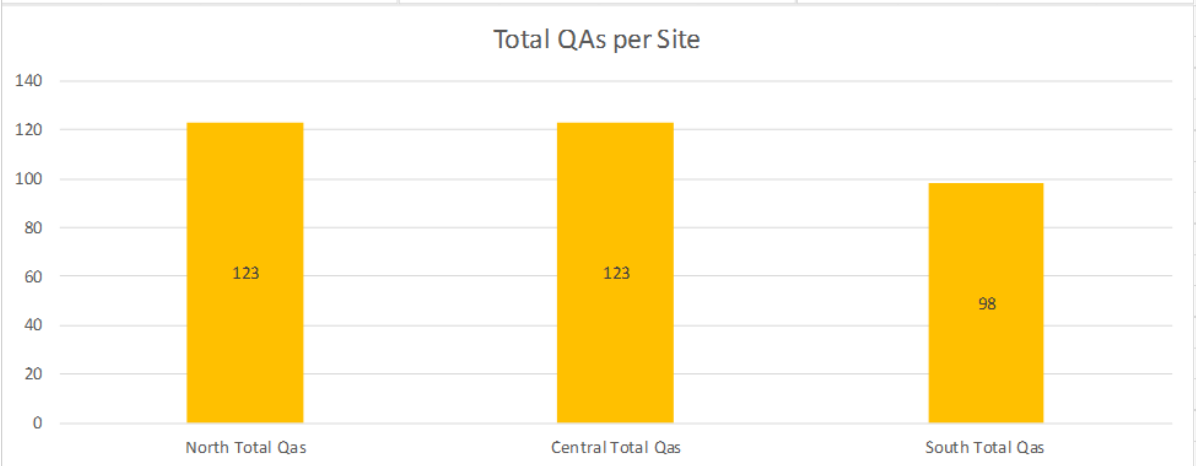
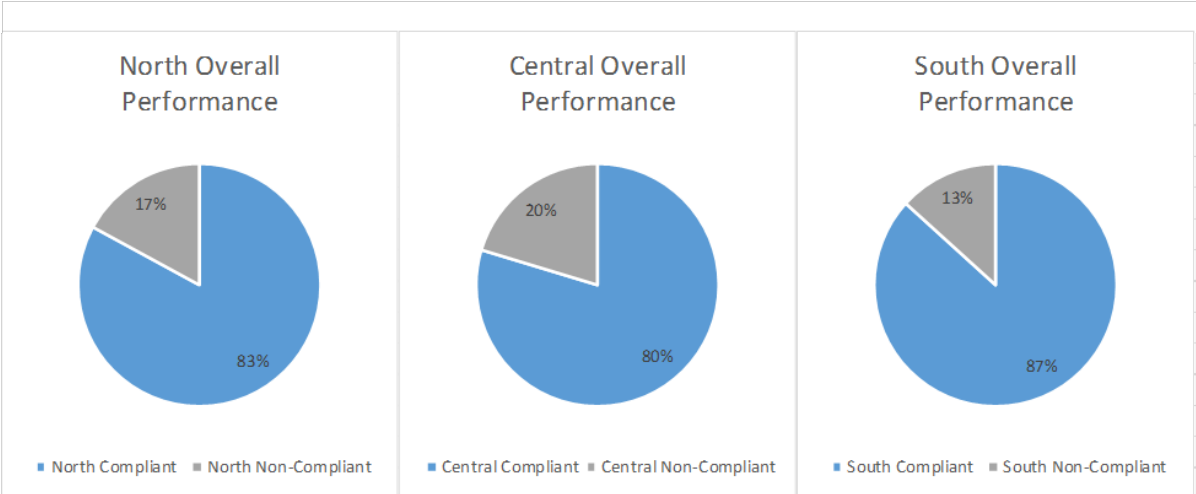
For the Service Categories we have seen an increase in the category of "Event Creation" due to a focus on P2. In addition to Event Creation, the category of "Addressing" continues to be an issue addressed by the QA Unit. Training Bulletins and Roll Call reminders have been distributed to address these topics. We anticipate the addressing and location issues to diminish after P1 CAD goes live.

As 2016 slowly comes to an end, the Quality Assurance Unit will continue to meet with all employees to review their Quarterly Summary Reports.



Regional Communications Quality Assurance Unit's Monthly Report - October

Random = Qas pulled at Random by QA Team, Internal Reviews = Qas done as request by Admin						
Totals		The total amount of Quality Assurance Reviews completed. The method in how they were received as well as outcome of investigations.				
Totals QAAs and Total for Each Source						
Total QAs Completed	344	Via Random	297	Via Internal Review	32	
QA Review Forms	324	Via Ticket System	11	Via Misc/Other Requests	4	
Total Reviews Completed for Each Discipline						
Call Taking Reviews	177	PD Dispatch Reviews	104	Fire Dispatch Reviews	60	
Teletype Reviews	3					
Compliant vs. Non-Compliant for Each Source						
Compliant Random QAAs	273	Non-Compliant Random QAAs	24	Compliant Rating	92%	
Compliant Internal Reviews	10	Non-Compliant Internal Reviews	22	Compliant Rating	31%	
Compliant Ticket Reviews	2	Non-Compliant Ticket Reviews	9	Compliant Rating	18%	
Compliant Misc Reviews	0	Non-Compliant Misc Reviews	4	Compliant Rating	0%	
Total Compliancy for this Month						
Total Compliant (from all sources)	285	Total Non-Compliant	59	Compliant Rating	83%	
Counseling, Internal Affairs, Commendations, and Remedial						
Total Counselings	0	Counseling from Random	0	Counseling from Internal or Ticket	0	
Total Internal Affairs Cases	0	Internal Affairs from Random	0	Internal Affairs Ticket or Internal	0	
Total Commendations	2	Remedial	0	Remedial can be from a 1 hour session all the way up to a full multi-week training academy		



Total Call Volume for Month: 189,467	Percentage of the Total Calls Reviewed for Month: <0.1%
Calls Reviewed Compliant Percentage: 83%	Call Reviewed Non-Compliant Percentage: 17%



Regional Communications - Quality Assurance Service Category Monthly Report - October

Violations for this Month Only	64	via Internal or Other source	26
Addressing	19	Addressing	1
Event Classification	3	Event Classification	2
Event Creation	21	Event Creation	18
Holding Call Management	1	Holding Call Management	0
Event Interrogation	4	Event Interrogation	2
Interposition Communications	1	Interposition Communications	0
Verbalizing Event Detail	2	Verbalizing Event Detail	0
Field Requests Follow Up	0	Field Requests Follow Up	0
Radio Management	1	Radio Management	0
Unit Assignment	2	Unit Assignment	1
Field Status Updates	2	Field Status Updates	0
Time Checks	2	Time Checks	0
Event Management	1	Event Management	1
Service Knowledge	0	Service Knowledge	0
Regional Knowledge	0	Regional Knowledge	0
Equipment Use	0	Equipment Use	0
Verbal Communication	3	Verbal Communication	0
Dispatcher Relief	0	Dispatcher Relief	0
Caller Follow-Up	1	Caller Follow-Up	0
Call Handling	1	Call Handling	1
Random this Month	28	Ticket this Month	10
Addressing	14	Addressing	4
Event Classification	1	Event Classification	0
Event Creation	2	Event Creation	1
Holding Call Management	1	Holding Call Management	0
Event Interrogation	1	Event Interrogation	1
Interposition Communications	0	Interposition Communications	1
Verbalizing Event Detail	2	Verbalizing Event Detail	0
Field Requests Follow Up	0	Field Requests Follow Up	0
Radio Management	0	Radio Management	1
Unit Assignment	1	Unit Assignment	0
Field Status Updates	0	Field Status Updates	2
Time Checks	2	Time Checks	0
Event Management	0	Event Management	0
Service Knowledge	0	Service Knowledge	0
Regional Knowledge	0	Regional Knowledge	0
Equipment Use	0	Equipment Use	0
Verbal Communication	3	Verbal Communication	0
Dispatcher Relief	0	Dispatcher Relief	0
Caller Follow-Up	1	Caller Follow-Up	0
Call Handling	0	Call Handling	0



**Regional Communications - Quality Assurance
Performance Category Monthly Report - October**

Violations for this Month Only	64	via Internal or Other source this Month	26
Initial Call Creation (Addressing/Signal)	40	Initial Call Creation (Addressing/Signal)	22
Call Interrogation and Processing of CAD Event	7	Call Interrogation and Processing of CAD Event	1
General Policy Knowledge	3	General Policy Knowledge	0
Equipment Knowledge and Appropriate Use	0	Equipment Knowledge and Appropriate Use	0
Customer Service and Communications Quality	4	Customer Service and Communications Quality	1
Pending and Active Event Procedures	5	Pending and Active Event Procedures	1
Field Assignment and Priority Event Procedures	3	Field Assignment and Priority Event Procedures	1
Field Request Management	2	Field Request Management	0
Random this Month	28	Ticket this Month	10
Initial Call Creation (Addressing/Signal)	16	Initial Call Creation (Addressing/Signal)	2
Call Interrogation and Processing of CAD Event	2	Call Interrogation and Processing of CAD Event	4
General Policy Knowledge	3	General Policy Knowledge	0
Equipment Knowledge and Appropriate Use	0	Equipment Knowledge and Appropriate Use	0
Customer Service and Communications Quality	2	Customer Service and Communications Quality	1
Pending and Active Event Procedures	3	Pending and Active Event Procedures	1
Field Assignment and Priority Event Procedures	2	Field Assignment and Priority Event Procedures	0
Field Request Management	0	Field Request Management	2

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