Step/Notes	Pembroke Pines Independent PSAP Model	Exhibit "F" Call-Taking Process	Current BSO Practice	911 Call Handling Process Flow Model-Revision 1 - Exhibit F	Does current BSO Practice correspond with Exhibit "F"?	Does current BSO Practice correspond with Pembroke Pines Model?	If current BSO Practice is not consistent with Exhibit "F", why not? Can the current step be changed to be consistent with Exhibit "F"?
1	**ADDRESS** Call-taker answers call **[point of P1 measurement]** and determines location of emergency: *"911, what is the address of your emergency?"*	**ADDRESS** Call-taker answers call **[point of P1 measurement]** and determines location of emergency: *"911, what is the address of your emergency?"*	**NATURE OF EMERGENCY** Call-taker answers call **[point of P1 measurement]** to determine signal (general purpose) of emergency: *"911, what is your emergency?"* If caller indicates patient is a juvenile the call-taker asks the age of the patient. ==*There is a possibility that additional clarifying questions can be used.*== ==*If the individual is a Juvenile, BSO asks the age of the Juvenile prior to the address.*==	**ADDRESS** Call-taker answers call **[point of P1 measurement]** to determine location of emergency: *"911, what is the address of your emergency?"*	NO	NO	Exhibit "F" aims to determine the location of the emergency before identifying the "nature of the emergency", while the current BSO Practice is to first focus on the "nature of the emergency". In order for this step to be consistent with the Exhibit "F" it would have to follow Exhibit "F".
2	**NATURE OF EMERGENCY, then <F12>** Call-taker identifies "nature of the emergency" and then the call is transmitted to dispatch <F12>. **[point of P2 measurement]**	**NATURE OF EMERGENCY, then <F12>** Call-taker identifies "nature of the emergency". If call requires a medical response the call-taker initiates the Emergency Medical Dispatch (EMD) Protocol. If call requires a fire or police response only the call is submitted to dispatch <F12>. **[point of P2 measurement]**	**ADDRESS, then <F12>** Determine address of the emergency: *"What is the address of your emergency?"* If caller is on cell phone or if address does not match displayed ANI/ALI address must be confirmed. Once address is confirmed the call is transmitted to dispatch. <F12>. **[point of P2 measurement].** ==*This step also includes the validation of the City, and will ask the caller to verify address if there is no ANI/ALI information.*==	**NATURE OF EMERGENCY, then <F12>** Call-taker identifies "nature of the emergency" and then the call is transmitted to dispatch <F12> **[point of P2 measurement].**	NO	NO	Exhibit "F" places the greatest amount of importance into determining the address of the emergency as the first piece of information gathered by the call taker. Current BSO Practice places more importance into determining the "nature of the emergency" as a primary objective. In order for this step to be consistent with Exhibit "F" it would have follow Exhibit "F".
3	**CALL DISPATCHED** **CONTINUE INTERROGATION AND PROVIDE UPDATES** Dispatcher dispatches per prescribed policy **[point of P3 measurement].** Call-taker continues questioning to obtain further information and updates the incident as necessary.	**CALL DISPATCHED** **CONTINUE INTERROGATION AND PROVIDE UPDATES AND INITIATE EMD WHEN REQUIRED** Dispatcher dispatches per prescribed policy **[point of P3 measurement].** Call-taker continues questioning to obtain further information and updates the incident as necessary.	**CALL DISPATCHED** **CONTINUE INTERROGATION AND PROVIDE UPDATES AND INITIATE EMD WHEN REQUIRED** Dispatcher dispatches per prescribed policy **[point of P3 measurement].** Call-taker continues questioning to obtain further information and updates the incident as necessary. Determine whether there is a medical component to the call: *"OK, tell me exactly what happened?"* If a Rescue response is required, call	**CALL DISPATCHED** **CONTINUE INTERROGATION AND PROVIDE UPDATES AND INITIATE EMD WHEN REQUIRED** Dispatcher dispatches per prescribed policy **[point of P3 measurement].** Call-taker continues questioning to obtain further information.	YES	YES	Once call is assigned to dispatcher and dispatched per prescribed policy, BSO's process is consistent with the Exhibit "F" and the Pembroke Pines Model.

Step/Notes	Pembroke Pines Independent PSAP Model	Exhibit "F" Call-Taking Process	Current BSO Practice	911 Call Handling Process Flow Model-Revision 1 - Exhibit F	Does current BSO Practice correspond with Exhibit "F"?	Does current BSO Practice correspond with Pembroke Pines Model?	If current BSO Practice is not consistent with Exhibit "F", why not? Can the current step be changed to be consistent with Exhibit "F"?
			taker follows NAEMD Standards. If Police is required, call taker follows BSO-Standard Operating Procedures.				
4	**TRANSFER TO BSO FOR EMD, IF NECESSARY**	**N/A**	**N/A**	**N/A**	YES	NO, because Pembroke Pines did not perform EMD.	Currently, the Regional Dispatch System handles EMD calls internally, therefore there is no need to transfer calls.
5	**End 911 Call** Unless updates are still being provided	**End 911 Call** Unless updates are still being provided	**End 911 Call** Unless updates are still being provided Further Information Obtained by BSO Call Taker: Determine phone number of caller: *"What's the phone number you're calling from?"* If there is no ANI/ALI display or if the phone number does not match the ANI/ALI displayed phone number must be verified.	**End 911 Call** Unless updates are still being provided	YES; however, Exhibit F does not identify the questions used to attain updates.	YES; however, Pembroke Pines did not perform EMD.	Exhibit "F" identifies a step whereby updates to the incident are obtained from the caller by the call taker which was the same process used by P. Pines and currently used by BSO. This row and subsequent rows are intended to codify the questions BSO is asking the caller; whereas, we are not sure of the questions Pembroke Pines used to ask to attain updates. Pembroke Pines did not perform EMD.

Step/Notes	Pembroke Pines Independent PSAP Model	Exhibit "F" Call-Taking Process	Current BSO Practice	911 Call Handling Process Flow Model-Revision 1 - Exhibit F	Does current BSO Practice correspond with Exhibit "F"?	Does current BSO Practice correspond with Pembroke Pines Model?	If current BSO Practice is not consistent with Exhibit "F", why not? Can the current step be changed to be consistent with Exhibit "F"?
Notes	The Pembroke Pines Model took into account various components to include call answering and processing, training, hiring, discipline, teamwork, culture, etc. This information was shared by Police and Fire Representatives from Pembroke Pines. There is no "apples to apples" comparisons on the different approaches taken by BSO compared to Pembroke Pines. Unfortunately, representatives were unable to determine whether additional questions or tasks were being asked prior to the call being processed.	Exhibit F is part of the Operator Agreement. The Exhibit was developed and approved with the Regional Partners. County staff have identified steps in the model that need to be modified to achieve the Quick In and Quick Out method and provide clarification on when the EMD protocol should occur. The revisions will be presented to the Police and Fire Chiefs' Associations.	BSO's current practice does not follow some aspects of the Pembroke Pines model or Exhibit F in the Operator Agreement. There is no "apples to apples" comparisons on the different approaches taken by BSO compared to Pembroke Pines.	Exhibit F should be modified to clearly indicate that EMD should occur after the call is transmitted. This item aligns with the Pembroke Pines model and will be discussed with the ORT to determine if the Regional Partners prefer this item to be implemented.			