BERTHA W. HENRY, County Administrator
115 S. Andrews Avenue, Room 409 • Fort Lauderdale, Florida 33301 • 954-357-7362 • FAX 954-357-7360

July 9, 2015

Donald DiPetrillo, President
Fire Chief's Association of Broward County
Fire Chief/Director Seminole Tribe of Florida
Fire Rescue Department
3105 North State Road 7
Hollywood, Florida 33021

Dear Chief DiPetrillo:

I am looking forward to us getting together soon but, until that time, please allow me to respond to your letter dated June 19, 2015. Hopefully, it presents greater clarity in how the system works or helps to shape the discussion when we meet. In your letter, you raised specific concerns that have been reviewed by County staff. The responses to each are outlined below:

Concern #1: 2nd paragraph: 2nd sentence: "Currently, one type of CAD data point for E-911 calls is captured by BSO which identifies the actual time a call is first received as "call initiate / call create" time (or P2 time)."

County Response: *The Regional Computer Aided Dispatch (CAD) System captures ALL 911 calls (wireline and wireless) answered in the Regional Consolidated Communications (Regional) System. As you are aware, not all calls generate a call for service. The 911 calls (both wireline and wireless) are captured in a CAD database table called the E911 Call Log. When an incident is created from a 911 call, that specific 911 call in the E911 Call Log table is correlated to an incident number in another CAD Database table called the Incident Table. The definition of P1, P2, P3, P4 and P5 is best answered in the image depicted on the attached Exhibit 1, which was discussed during the inception of the Regional System. The P2 timestamp commences when the 911 call is answered and the ANI/ALI information is sent to the CAD display. P2 ends when the call taker initiates the call for service by pressing F12 as the incident is then moved to a dispatcher console.*

Concern #2: 2nd paragraph: 3rd sentence: "This one data point catalogs only calls originating from hardwired telephones on Automatic Number Identifier / Automatic Location Identifier equipment (ANI/ALI); representing 55% of total calls processed by countywide E-911 Communications Centers."

County Response: *CAD captures calls for service generated from 911 calls (wireline and wireless), non-911 calls, field initiated CFS, and MDT initiated CFS. ANI/ALI is transmitted from the E-911 system to the Regional CAD system for wireline and wireless calls. A P2 "receive" time (time the call is answered and ANI/ALI is transmitted) is captured by the Regional CAD System for wireline and wireless 911 calls that generate a call for service. These 911 calls for service are used in the P2/P3 Performance Standard. Non-911 calls (i.e. calls received on 10 digit numbers) currently do not transmit ANI/ALI information to the Regional CAD System; therefore, a P2 "receive" timestamp for these calls (initially considered non-emergency as they are not dialing 911) is not captured. Therefore, the non-911 calls are not used in the P2/P3 Performance Standard.*

Concern #3: 2nd paragraph: 4th and 5th sentences: "The remainder or 45% of total calls are received via wireless cellphones or other various means which bypass the ANI/ALI data equipment. Therefore, E-911 operators must manually enter this data point into the CAD system – which is not always the practice."

County Response: *Calls for service generated from 911 wireline and wireless callers are currently being captured and used in the P2/P3 Performance Standard. ANI/ALI is transmitted from the E-911 System to the Regional CAD system for all 911 calls. Upon receipt of the 911 call, the ANI/ALI is automatically populated on the operator's screen. The receipt of ANI/ALI from the 911 caller also places a point on the call taker's map display so they can obtain a graphical representation of the caller should there be a need for location clarification. Historically, as outlined in the monthly report, wireless calls make up approximately 80% of 911 calls received by the Regional System.*

Concern #4: 5th paragraph: 2nd and 3rd sentence: "FCABC members are the sole Authority Having Jurisdiction (AHJ) for each of their respective communities, and have historically used all data points to maintain full compliance with the respective reporting agencies listed herein. Therefore, the FCABC membership requests these data points be restored to those set forth in National Fire Protection Association Standard (NFPA) No. 1221, the "Standard for Installation for Installation, Maintenance, and Use of Emergency Services Communications – Edition 2013."

County Response: *We would like to better understand how the FCABC "used all data points to maintain full compliance." Please provide information as to how information was previously obtained for call pickup or receive times for non-911 calls so we can evaluate and implement changes, as appropriate. As mentioned above, the Regional CAD system is not designed to capture, receive or pickup times for non-911 calls. Internally, we are discussing ways to better educate the public on the proper use of E911 versus the non-emergency number.*

To summarize, all E-911 (wireless and wireline) response data is currently reported per NFPA standards. I have attached a copy of a letter that was sent to Sheriff Israel on this subject (Exhibit 2).

To our knowledge, there is no standard that requires an E-911 Communication Center to answer non-911 calls within a specified timeframe as non-911 calls are considered non-emergency. If there is a desire to treat non-911 calls as potential emergencies, standards should be developed and vetted as to its impact on the system and operations of your respective fire/EMS departments.

We welcome further dialogue with you on the matter and look forward to the meeting.

Sincerely,

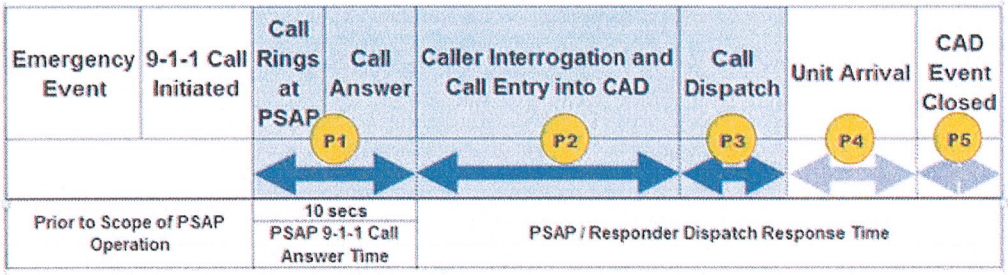
Bertha W. Henry
County Administrator

Attachments

cc: Sheriff Scott Israel, Broward Sheriff's Office
Alphonso Jefferson, Jr., Assistant County Administrator
Rick Carpani, Director, Office of Regional Communications and Technology

EXHIBIT 1

CAD Process Lifecycle/Timeline
Processing of an E911 call



(P2) Receive to Initiate – the receive timestamp starts when the call is answered by the call taker and the ALI/ANI information is populated on the IDM display. The information population or "painting" takes two to three seconds so there is a two to three second difference between when the call is recognized by the phone equipment and when it's logged in CAD. The call taker will be communicating with the caller while the information is in the process of displaying. The call is initiated when the call taker presses the F12 key which creates the incident and sends it to the dispatcher. This time interval tracks the time between when the call has registered as received by the CAD system to when the call taker presses F12 to create the call.

(P3) Initiate to Dispatch – The call taker initiates the call and it's received by the dispatcher. The dispatcher views the call and dispatches the appropriate unit or units. The dispatch time is when the dispatcher presses the F12 key to send the appropriate unit or units. Units that are equipped with mobile data are first placed in a DI (dispatched) status and are then changed to EN (EnRoute) once they acknowledge receipt of the dispatch information. Units without mobile data are placed in an EN status. This time interval tracks the time between when the call was created by the call taker pressing F12 to when the dispatcher presses F12 to send units.

(P4) Dispatch to Arrival – The units acknowledge arrival on scene. Units with mobile data can acknowledge their arrival using the arrival button in the PMDC software. Units without mobile data notify the dispatcher by radio transmission. This time interval tracks the time between when the call is dispatched to the units to when the first unit arrives on scene.

(P5) Arrival to Close – the close time is when the primary unit advises the dispatcher to close the call. The dispatcher assigns a disposition code and makes any units still assigned to the call available. The primary unit must be the last unit cleared. This time interval tracks the time between when the first unit arrives on the scene to when the primary unit clears the call.

EXHIBIT 2

BERTHA W. HENRY, County Administrator
115 S. Andrews Avenue, Room 409 • Fort Lauderdale, Florida 33301 • 954-357-7362 • FAX 954-357-7360

April 6, 2015

Sheriff Scott Israel
Broward County Sheriff's Office
2601 West Broward Boulevard
Fort Lauderdale, FL 33312

Dear Sheriff Israel:

I would like to thank you for providing the requested information to understand your staffing forecast and the proposed changes to the NFPA Standards. I am in receipt of your March 2, 2015 letter that outlines some items associated with your Staffing Forecast and NFPA 1221. I am providing a response to the items that were included in your letter.

Staffing Forecast

Analyzing various components of scheduled staffing is essential to ensure the right staff to call ratio is being deployed to achieve the desired performance results of the Consolidated Communications System. As a result, County staff is currently undertaking a study to analyze and determine the efficiency and productivity of Call Takers, along with the scheduled staffing to call volume. This study is intended to gather the necessary data to properly develop strategies to improve the performance of the system. As we have discussed, there is room for improvement in the performance of the system, and I am encouraged that this study will provide some additional insight on approaches that can be utilized to continue to see improvement in the system.

NFPA Standards

At the March 12, 2015 Broward County Consolidated Communications Committee (4C) meeting, County staff presented findings from their review of the proposed changes to the NFPA 1221 standards. In your letter, you pointed some specific references associated with the approval of this proposed standard. As a result, I am providing you with a response to the items that you have pointed out.

Item #1: Memorandum via NFPA Technical Committee on Public Emergency Service Communication dated January 7, 2015. This document outlines the revision presented for committee vote focusing upon the amendments to Section A 7.4.1 Diagrams (a) and (b). The voting period concludes as of January 14, 2015.

Response #1: *The aforementioned NFPA Memorandum, which is titled "Supplemental Letter Ballot on Revised Section A.7.4.1 Figure (a) and (b)" is referencing a change to the Second*

Sheriff Scott Israel
April 6, 2015

Draft revised diagram, which incorrectly included the "time varies" for the location verification and the standard measurement beginning at the creation of the call for service. This memorandum was in response to the Technical Committee conference call held on January 6, 2015, where the incorrect timeline was discussed. Please see the below info, explaining the events that took place and the results of those actions.

- *Attachment 1- Second Draft Ballot for A7.4.1(a), showing the timeline that includes "time varies" under address verification and the standard beginning at "creates a call for service." Please note the responses from the committee members, indicating the timeline revision does not correlate with the intended 7.4.2 standard language.*
- *Attachment 2- Meeting minutes for the Technical Committee conference held on January 6, 2015. The minutes show that a motion was carried out to remove "time varies" from the timeline and ensure that the standard (90%<=64 seconds and 95% <= 106 seconds) covers from Alarm Answer to Dispatch Start time.*
- *Attachment 3- Supplemental Letter Ballot #1 explaining reason for re-balloting (to correct the issues on the timeline).*
- *Attachment 4- Supplemental Letter Ballot #2 with addition change to <= symbol and statement that additional votes are needed.*
- *Attachment 5- Revised timeline sent with Supplemental Letter Ballot #2 showing new timeline, with "time varies" removed and standard measurement including Alarm answer time until Dispatch.*
- *Attachment 6- Supplemental Ballot results memorandum, dated January 15, 2015, showing ballot passed as affirmative—meaning corrections to the timeline were accepted by the Technical Committee.*

Item #2: Diagram A.7.4.1 .(a) - identifying the Alarm Processing time to begin at "Call Create" – this diagram is specific to Primary PSAPs (host 911 centers that answer incoming 911 calls).

***Response #2**: The diagram attached to this memo is not the timeline referred to in the Supplemental Ballot vote. See attachment 5 for correct timeline that received an affirmative vote by the technical committee. As demonstrated, the timeline will remain the same—beginning at the time the call is answered.*

Item #3: Diagram A.7.4.1 (b) - Identifying the Alarm Process time to begin at "Call Create" – this diagram is specific to Secondary PSAPs (dispatch centers that do not receive incoming 911 calls but are provided 911 calls via call transfer from a Primary PSAP).

***Response #3:** As call transfer times are not currently measured or evaluated for compliance with the NFPA standard by Broward County, this item does not apply.*

Sheriff Scott Israel
April 6, 2015

Item #4: Memorandum via NFPA Technical Committee on Public Emergency Service Communicated dated January 15, 2015. This document reflects that the voting reflected an approval and acceptance of the proposed changes - thereby passing the amendment.

Response #4: *As stated above, the affirmative vote was to remove the time varies and extend the measurement to cover from Answer time to Dispatch. As demonstrated, the timeline will remain the same—beginning at the time the call is answered.*

Item #5: NFPA 1221 revision as forwarded by NFPA Administrator and author of the ballot process, Colleen Kelly.

Response #5: As demonstrated above, the proposed changes to NFPA 1221 will not include a change to when alarm processing (emergency call processing) begins.

As you may be aware, the NFPA standard revisions must be formally approved by the Standards Council prior to promulgation. In accordance with the 2015 Annual Revision Cycle, the Standards Council issuance date is May 26, 2015 for consent standards and August 20, 2015 for Certified Amending Motions. Therefore, no change to any NFPA standard during the 2015 revision cycle has been implemented or has yet received an effective date.

We continue to look forward with the Participating Municipalities and Operator (BSO) in making the necessary improvements to the Consolidated Communications System that will benefit all residents, visitors and businesses in Broward County.

Very truly yours,

Alphonso Jefferson, Jr.
Assistant County Administrator

Cc: Bertha Henry, County Administrator
Rick Carpani, Director, Office of Regional Communications and Technology
Broward County Consolidated Communications Committee

ATTACHMENT #1

Second Revision No. 18-NFPA 1221-2014 [Section No. A.7.4.1]

A.7.4.1

Statistical analysis for performance measurement should be completed over a period of 1 month as shown in Figure A.7.4.1(a) and Figure A.7.4.1(b).

Figure A.7.4.1(a) Alarm Time Line Where Primary PSAP Is Communications Center.

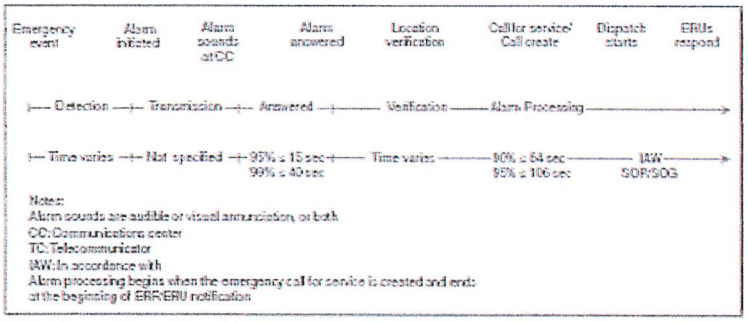
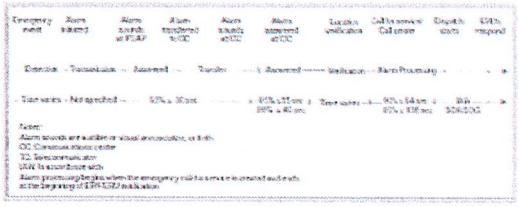


Figure A.7.4.1(b) Alarm Time Line Where Primary PSAP Is Other Than Communications Center.



Supplemental Information

File Name	Description
Staff_use_only_A_7.4.1.docx	

Submitter Information Verification

Submitter Full Name: Curt Floyd
Organization: [Not Specified]
Street Address:
City:

State:
Zip:
Submittal Date: Sat Oct 25 17:20:24 EDT 2014

Committee Statement

Committee Statement: TC updated Annex to reflect changes to times for alarm processing
Response Message:

Ballot Results

✓ **This item has passed ballot**

22 Eligible Voters
1 Not Returned
10 Affirmative All
8 Affirmative with Comments
3 Negative with Comments
0 Abstention

Not Returned
Stauffer, Jr., Evan E.

Affirmative All
Ambrefe, William
Berdan, Charles M.
Dibernardo, Thomas
Domseif, III, Jay
Fox, Debbie
Krizik, Mark
Link, Jr., Kenneth J.
Milan, Carolina Y
Simpkins, Keith D.
Wooten, Ty

Affirmative with Comment
Conroy, Patrick J.
As per Steve Verbil's request
Eisner, Jerry
need to make sure all drawings and tables are aligned with the text in all sections.
Leese, Steve
Additional language may conflict with standards in development.
Lheureux, Scott
Agreed
McClure, III, Nathan D.
ok. Need language cleanup
Parrish, Thomas J.
agree with S. Verbil's comments
Sari, Toivo
Drawing flawed.
Verbil, Stephen
Voting in the affirmative so that this can be re-balloted. The time line text changes to 90% in 64 seconds is

correct, but the addition of the column titled "location verification" with "time varies" as the performance metric is not what the committee agreed to, and effectively neuters the requirement.

Negative with Comment

Aiken, Douglas M.

The added location verification segments in the timeline charts render the requirement meaningless as no time constraints are imposed.

Lombard, Christopher H.

Location verification is NOT a new part of the time line - 7.4 allows for exceptions where a location is difficult to determine, but this was NOT intended to apply for all call types.

Strickland, III, Rex

Drawing flawed.

ATTACHMENT #2

NFPA 1221 Technical Committee Meeting Notes
Conference Call 1/6/15, 3:30 hours EST

- Called to order at 3:34 pm EST
- Berdan was asked to take notes.
- Principals Present: Tom Dibernardo, Steve Verbil, Toivo Sari, Jay Dornseif, Chuck Berdan, Jerry Eisner, Mark Krizik, Steve Leese, Chris Lombard
- NFPA Representative: Curt Floyd
- Guest: John Facella
- Floyd briefed on the purpose of the call. There are issues with Appendix material related to call timeline.
- Discussion on A 7.4.1 timeline. We can't add new material, but can remove and/or fix the graph to match 7.4.1.
- Berdan motioned to remove "Time Varies" from the third line of the graph, and extend the "90% <= 64 seconds" and "95% <=106 seconds" to cover from Alarm Answer to Dispatch Start time marks. Dornseif second. Eisner called the question. Motion carried unanimously.
- Call adjourned at 4:20 pm EST

ATTACHMENT #3

National Fire Protection Association

1 Batterymarch Park, Quincy, MA 02169-7471
Phone: 617-770-3000 • Fax: 617-770-0700 • www.nfpa.org

MEMORANDUM

TO: NFPA Technical Committee on Public Emergency Service Communication

FROM: Colleen Kelly, *Administrator, Technical Projects*

DATE: January 7, 2015

SUBJECT: NFPA 1221 (A15) Supplemental Letter Ballot on Revised Section A.7.4.1 Figure (a) and (b)

Supplemental Letter Ballot to revise Section A.7.4.1 Figures (a) and (b), in the 2016 Edition of NFPA 1221.

Attached you will find the revised figures / text. The words "Time Varies" were removed from the timeline, 3rd line, of both Figures (a) and (b), and the percentage/time numbers centered. This clarification of intent and resulting change was approved at the tele-meeting held January 6, 2015. An "Affirmative" vote means that you agree with the changes, a "Negative" vote means you disagree with the changes.

Please be advised that if this balloted change fails, Section A.7.4.1 Figures (a) and (b) will remain as appeared in SR - 18.

Please complete and return your ballot as soon as possible but no later than **Sunday, January 11, 2015**. As noted on the ballot form, please return the ballot to Colleen Kelly either via e-mail to ckelly@nfpa.org or via fax to 617-770-0700.

Note: Please remember that the return of ballots is required by the Regulations Governing the Development of NFPA Standards.

ATTACHMENT #4

National Fire Protection Association

1 Batterymarch Park, Quincy, MA 02169-7471
Phone: 617-770-3000 • Fax: 617-770-0700 • www.nfpa.org

MEMORANDUM

TO: NFPA Technical Committee on Public Emergency Service Communication

FROM: Colleen Kelly, *Administrator, Technical Projects*

DATE: January 12, 2015

SUBJECT: NFPA 1221 (A15) Supplemental Letter Ballot on **additional Revision** for Section A.7.4.1 Figure (a) and **(b)**

Supplemental Letter Ballot to revise Section A.7.4.1 Figures (a) and (b), in the 2016 Edition of NFPA 1221.

Attached you will find the revised figures / text. In addition to the words "Time Varies" removed from the timeline, 3rd line, of both Figures (a) and (b), and the percentage/time numbers centered, Figure (b) as This clarification of intent and resulting change was approved at the tele-meeting held January 6, 2015 This change was balloted as a supplemental ballot on January 7, 2015, but failed to receive the necessary 12 votes for a simple majority; only 6 votes were recorded total, and were all affirmative.

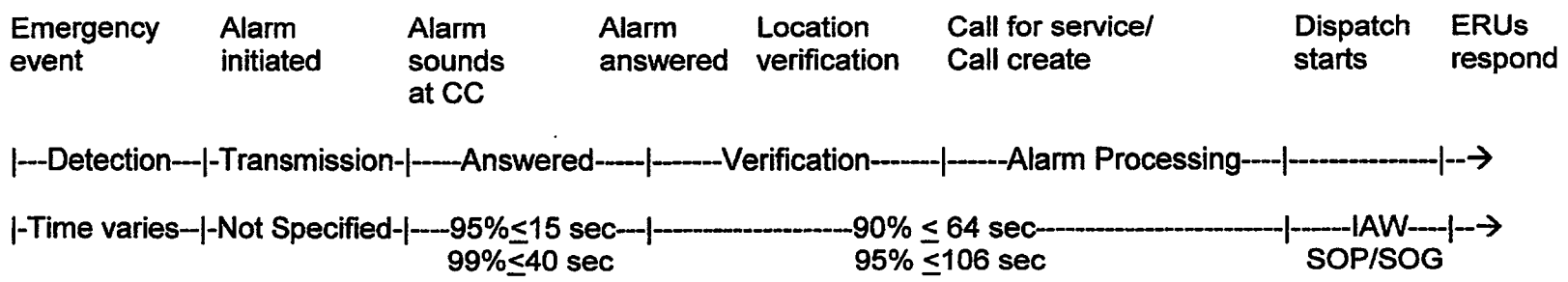
This is an additional Supplemental ballot for the committee to 1) obtain more votes on the issue, and 2) to add the ≤ to figure (b). The first ballot figure (b) incorrectly had the symbols shown as <.

Please be advised that if this balloted change fails, Section A.7.4.1 Figures (a) and (b) will revert to the First Draft Versions of these tables.

Please complete and return your ballot as soon as possible but no later than **Wednesday, January 14, 2015 at 11:59 PM.** As noted on the ballot form, please return the ballot to Colleen Kelly either via e-mail to ckelly@nfpa.org or via fax to 617-770-0700.

Note: Please remember that the return of ballots is required by the Regulations Governing the Development of NFPA Standards.

Figure A 7.4.1(a)



Notes:

Alarm sounds are audible or visual annunciation, or both.
CC: Communications Center
TC: Telecommunicator
IAW: In Accordance With
Alarm processing begins when the emergency call for service is created and ends at the beginning of the ERF/ERU notification.

A.7.4.1(b)

Emergency event	Alarm initiated	Alarm sounds at PSAP	Alarm transferred to CC	Alarm sounds at CC	Alarm answered at CC	Location verification	Call for service/ Call create	Dispatch starts	ERUs respond

|---Detection--|-Transmission-|-Answered-|-----Transfer-------|-Answered----|-Verification-|-Alarm Processing-|-------------|-->

|-Time varies-|-Not Specified-|----------95%≤30 sec----------|-95%≤15 sec-|----------90% ≤ 64 sec----------|----IAW----|-->
99%≤ 40 sec 95% ≤106 sec SOP/SOG

Notes:

Alarm sounds are audible or visual annunciation, or both.
CC: Communications Center
TC: Telecommunicator
IAW: In Accordance With
Alarm processing begins when the emergency call for service is created and ends at the beginning of the ERF/ERU notification.

ATTACHMENT #6

National Fire Protection Association

1 Batterymarch Park, Quincy, MA 02169-7471
Phone: 617-770-3000 • Fax: 617-770-0700 • www.nfpa.org

MEMORANDUM

To: **NFPA Technical Committee on Public Emergency Service Communication**

From: **Colleen Kelly, *Administrator, Technical Projects***

Date: **January 15, 2015**

Subject: **NFPA 1221 (A2015) Supplemental Letter Ballot (*SR-18*) Results**

According to the final ballot results, the ballot item received the necessary affirmative votes to pass ballot.

22	**Members Eligible to Vote**
7	**Not Returned** *(Conroy, Fox, Leese, Link Jr, Stauffer Jr, Strickland III, Wooten)*
15	**Affirmative**
0	**Affrimative with Comment**
0	**Negative**
0	**Abstentions**

There were no negative votes, nor any affirmative with comment, or abstaining votes.

There are two criteria necessary to pass ballot: (1) simple majority and (2) affirmative $^2/_3$ vote. The **mock examples** below show how the calculations are determined.

(1) Example for Simple Majority: Assuming there are 20 vote eligible committee members, 11 affirmative votes are required to pass ballot. (Sample calculation: 20 members eligible to vote ÷ 2 = 10 + 1 = 11)

(2) Example for Affirmative $^2/_3$: Assuming there are 20 vote eligible committee members and 1 member did not return their ballot and 2 members abstained, the number of affirmative votes required would be 12. (Sample calculation: 20 members eligible to vote – 1 not returned – 2 abstentions = 17 x 0.66 = 11.22 = 12)

As always please feel free to contact me if you have any questions.