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
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,

[Signature]

Alphonso Jefferson, Jr.  
Assistant County Administrator

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

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Supplemental Information

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<tr>
<th>File Name</th>
<th>Description</th>
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<tr>
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<td></td>
</tr>
</tbody>
</table>

Submitter Information Verification

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

1/7/2015 3:45 PM
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
Dornseif, Ill, 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, Ill, Nathan D.
ok. Need language cleanup
Parish, 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.
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
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 ckelley@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.
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 ckelley@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)

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

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

|-- Time varies--|-- Not Specified--|-- 95% ≤ 15 sec--|-- 90% ≤ 64 sec--|-- 99% ≤ 40 sec--| 95% ≤ 106 sec--|-- IAW---|-- 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.
A.7.4.1(b)

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

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

|-- Time varies |-- Not Specified |-- | 95% ≤ 30 sec |-- 95% ≤ 15 sec |-- 90% ≤ 64 sec |-- 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.
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 Affirmative 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 \(\frac{2}{3}\) 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 \(\div 2 = 10 + 1 = 11\))

(2) Example for Affirmative \(\frac{2}{3}\): 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 \(= 17 \times 0.66 = 11.22 = 12\))

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