BROWARD COUNTY’S REGIONAL COMMUNICATIONS SYSTEM

February 28, 2017 – City of Wilton Manors
CREATION OF CONSOLIDATED DISPATCH

Consolidated Regional Communications System

Eight Major Goals Proposed 4C Committee and I-Board and Adopted by the County Commission (January 2013):

- Improve service
- Employ the best technology available to expedite emergency response
- Establish consistent performance metrics
- (Eliminate) Delay 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 taxpayers’ dollars

Aligns with voters approved amendment to County charter to facilitate Closest Unit Response (CUR) in 2002
There have been improvements to the system, though more work is needed and continues...

- The I-Board’s answer time target of 90% of all calls during the busiest hour of each day is improving.

- The Regional System is currently exceeding the State requirement for 9-1-1 call answer time (90% of all calls are to be answered within 10 seconds), and answer time performance exceeds levels prior to consolidation.

- Call Transfers have been virtually eliminated within the regional system.
SOME COUNTY’S STRATEGIC INITIATIVES

- Radio Replacement - up to $45.0M
- Consolidated Dispatch System Operator Contract - $41.3M
- Computer Aided Dispatch System - $4.3M
- Local Government Radio System - $1.3M
- Fire Station Alerting System – $1.4M
- Alphanumeric Paging System - $1.0M
- 700 MHz Radio Overlay System - $348,000
- Consolidated E911 Program Assessment - $125,000
- PSAP Facilities Assessment - $150,000
- Law Records Management System Replacement - $100,000
- Automatic Call Distribution - $46,000
CONSOLIDATED E911 SYSTEM PERFORMANCE OVERVIEW

Broward County Regional Consolidated E-911 System Performance Overview

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

$113 million invested
- Including BSO dispatching services contract and equipment replacement

88% 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

90% of all calls answered in 10 seconds – consistently exceeding state minimum standard and outperforming independent dispatch centers

95% reduction
- in call transfers compared to pre-consolidation numbers

Maintained 84%
- Performance processing EMS calls for service within 90 seconds

21% reduction
- in total call volume FY2016 compared to FY2013 (removed municipal related calls from the system)

Higher Standards

Then:
- No Countywide Dispatch Call Processing performance standards or protocols
- State minimum call answering standard

Then:
- No Countywide reporting of quantitative performance
- No Countywide reporting of qualitative performance and tracking of reported incidents
- Reports kept internal by dispatch centers

Now:
- Established stakeholder approved countywide standardized protocols and practices

Now:
- Implemented stakeholder approved highest and best standards for call answering and processing
- Open and transparent Countywide performance reporting; Incident Management Tracking and Quality Improvement Program in place
Fitch & Associates retained to evaluate and provide recommendations

Final Report provided December 22, 2016

Report includes observational findings and 21 recommendations (technology, governance & oversight, performance measures, and effectiveness & efficiency)

Some recommendations already implemented or are currently underway

Plans being formulated for all remaining recommendations
▪ Discussions have been ongoing for over 15 years; voters approved amendment to County charter to facilitate Closest Unit Response (CUR) in 2002

▪ County has invested millions to achieve CUR

▪ Pilot program proven successful (Sunrise, Davie, Tamarac, Lauderhill and North Lauderdale)

▪ Technology is in place and works

▪ Countywide plan to implement CUR is needed (SOPs and operational policies)

▪ Municipalities required to adopt auto-aid agreements
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