



# **Regional Consolidated Dispatch November 2015 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 November 2015. Operational Review Team meetings with Fire Rescue and Law Enforcement continue at regular intervals. These meetings provide the forum to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes based upon group consensus.

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. Delay 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

### Call Volume and Calls for Service

In November 2015, there were a total of 186,262 incoming calls for the Regional System, consisting of 109,354 emergency 911 calls; 62,043 non-emergency calls; and 14,865 alarm calls. There were 28,652 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 141,742 calls to Law Enforcement and Fire Rescue disciplines combined. Of this amount, 23,522 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. Of the 23,522 Fire Rescue dispatched calls, both of these data points are known for 14,025 calls. These 14,025 calls are the basis for the P2/P3 performance measurement. Various factors contribute to the unavailability of the call answer time data point for the remaining Fire Rescue dispatched calls. ORCAT has identified that following causes for this issue:

- Calls from non-emergency lines
- Duplicated screens used by Operator
- Cloned calls by Operator
- Field initiated requests

ORCAT is currently running tests on collecting answer time data on non-emergency calls to populate it in Computer Aided Dispatch (CAD) system logs.

## **Call Transfers**

For the month of November 2015, call transfers continue to represent less than .5% 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 (372) and Plantation (692) Public Safety Answering Points (PSAPs). These totals represent 6.62% and 13.44% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

Until such time both Cities decide to join the Consolidated Regional System or adopt the County's Computer Aided Dispatch (CAD) system, call transfers will continue to take place.

## **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. The following is an update on the activities:

### **1. P1 Performance**

ORCAT met with the Operator in bi-weekly meetings to review performance metrics and compare Call Center countermeasures. Forms were provided to the Operator to analyze the days missing the busy hour daily standard by reviewing staffing levels, forecasted vs actual call volumes and list actionable countermeasures to address items within the Operator's control.

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

- North: 29 days (decrease of 1 day compared to October 2015)
- Central: 25 days (decrease of 5 days compared to October 2015)
- South: 27 days; 1 day has been mitigated as a result of the Center being impacted by the need for Central personnel to "flee to" the South Dispatch Center on November 15, 2015 (increase of 6 days compared to October 2015). Performance for the South Dispatch Center is only reviewed for 29 days rather than 30.

In comparison, the independent PSAPs in the Cities of Coral Springs and Plantation, achieved the daily standard 22 and 13 days, respectively.

### **2. Call Taker Performance**

To ensure Call Taker performance is adequately analyzed, ORCAT provided the Operator with training and specific calculations to measure Call Taker Productivity and Compliance to Schedule. These measures have provided ORCAT and the Operator with data to determine schedule and shift efficiencies and allow the Operator to adjust as

necessary to optimize their workforce. As a result of reviewing this data regularly, the Operator has been able to increase call taker availability to answer calls.

### **3. Incident Management Analysis Driven Initiatives**

In November, the number one issue identified through the Municipality generated incidents is addressing. Pending event management and proper event interrogation were also top issues reported by the Regional Partners. Regarding addressing, the Operator advised that supplemental training of all Call Takers, using the address training video, was conducted.

ORCAT met with the Operator's Management and Training team in October to discuss the effectiveness of the previously implemented addressing countermeasures. ORCAT requested BSO conduct an assessment of the Call Takers to determine where the Training team should focus their next efforts in order to reach the goal of improving their overall skill sets. The following summary, provided by BSO, is their assessment of the training and their next steps:

- **ATM Map Scenario Assessment Quiz – Completed 11/30/2015**

- a. Assessment review to determine effectiveness of the ATM map training initiative (which was completed 8/24/15).
- b. Assessment focused upon the following concepts:
  - i. ATM Map utilization and functionality
  - ii. LAT/LONG coordinate assessment
  - iii. Common name CAD programming
  - iv. Direction of travel and map grid conceptualization
  - v. SOP VIPER Tab map review
- c. All assessments were reviewed for pass/fail. The following data was revealed:
  - i. 9 of over 400 employees failed the assessment (scored below 80%). This group was remediated with one hour of direct training covering all aspects of the assessment concepts.
  - ii. Most frequent failed scenarios were identified. Independent study will now be implemented focusing upon this key element. This training is scheduled for 1/4 – 2/1.

Additional review of the P2/P3 performance was conducted by BSO: the following is a summary provided:

- **P2/P3 Data Analysis – Completed 11/30 – Initiation of Countermeasures – 12/21**
  - a. All signal types that failed P2/P3 timeframes were documented and analyzed focusing upon most frequent failed event type.
  - b. A single series of event types (accidents) were isolated as a common point of failure for P2/P3. These signals will be independently trained against CAD entry programming to demonstrate effective and timely strategies for call entry.
  - c. Training initiatives focusing upon specific countermeasures for this first batch of failed P2/P3 signal types will begin 12/21 – 1/18 (dependent on CAD highway programming). Please note that the request to change 1,114 common place names was made in mid-November, approved in the CMR Conference call on 11/19/15. The maintenance window was scheduled from 11/25/15 – 12/17/15; the work was completed on 12/17/15.

**Contract Performance Measures (Operator’s Agreement, Exhibit “D”) <sup>1</sup>**

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. <sup>2</sup> - (Daily Standard) Note: The numbers in the table represents the number of days achieving the daily standard.	30	29	25	27 <sup>3</sup>
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.24%	98.05%	97.99%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%	100.00%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%	100.00%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.	90%	87.56%	82.36%	84.06%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	94.69%	91.19%	92.14%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. <sup>4</sup>	80%	44.09%	36.76%	33.33%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	86.61%	79.75%	78.08%
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>5</sup>	95%	95.63%	94.69%	94.74%
Emergency Medical Dispatch 90% Total Compliance Rate <sup>5</sup>	90%	97.67%	96.93%	97.61%
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>5</sup>	1%	3.22%	3.74%	3.04%

<sup>1</sup> There are two standards not reported, as follows: P2/P3 Law Call for Service Indicator, which is driven by PD Agency having Jurisdiction; and Cost per Call which is an annual, not monthly, measurement. All other standards, unless otherwise noted, are performance standards that are included in the Operator and Participating Municipalities agreements.

<sup>2</sup> This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 14-18 for the busiest hour of each day. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a “pass” or “fail.” Numbers in the table represents the number of days achieving the daily standard.

<sup>3</sup> Performance on November 15, 2015 has been mitigated as a result of the Center being impacted by the need for Central personnel to “flee to” the South Dispatch Center. Performance for the South Dispatch Center is only reviewed for 29 days rather than 30.

<sup>4</sup> 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 standard of processing call answer time 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 will be discussing this change with the operational committees and Operator (BSO) to provide a recommendation to the County to make this change.

<sup>5</sup> Information was provided by the Broward Sheriff’s Office. Information has not been validated by County staff.

**Other Non-Contract Performance Measures<sup>6</sup>**

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.85%	97.03%	97.25%

<sup>6</sup> This performance standard is not included in the agreement for the regional system. See page 33 - 34 for all calls.

**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 November, there were 33 new call center-related incidents placed in the tracking system. This is a decrease of 10 compared to October 2015. In November 2015, the Regional System handled 208,455 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 page 35 illustrates the disposition of tickets opened during the month of November 2015. Non-operational issues reported by the Operator’s personnel are not reflected in the numbers above.

**Financial Management**

Financial data provided by the Operator shows their personnel expenditures are in excess of the budget; as of the end of last pay period completed during November there is an overspend of \$439,986, or 7.15%, of the allocated budget of \$6,153,121. In October 2015, a one-time payment of \$206,688 for Workers Compensation occurred. BSO anticipates on meeting the established budget.

**Staffing Level**

Data provided by the Operator shows that during the month of November there was a low of 420 and a high of 423 employees on the payroll; the number of employees budgeted during this time period was 447. Additional information has been requested from BSO on the number of vacant call-taker and dispatcher positions.

**BSO Self-Reported Information**

BSO has submitted information on their Quality Assurance initiative and EMD standards (page 38). This information has not been reviewed or validated by County staff.

## **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 and as transparent as it is today.

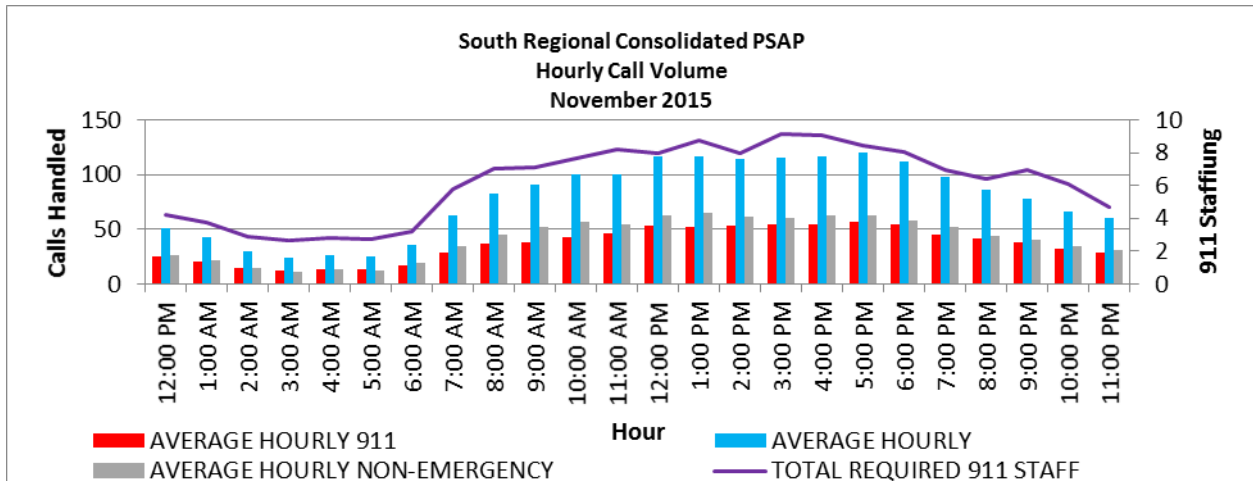
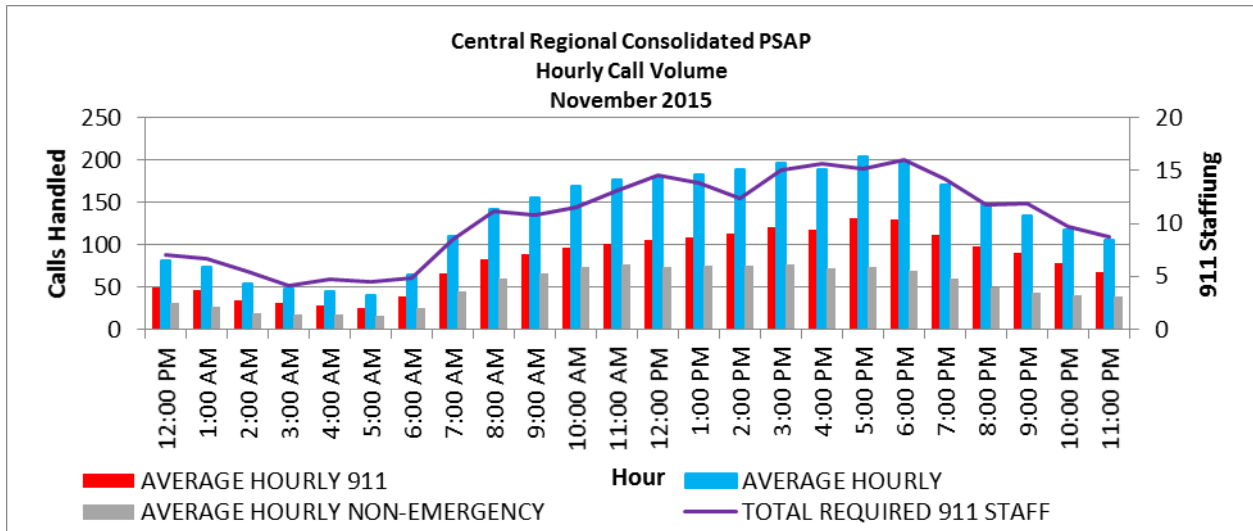
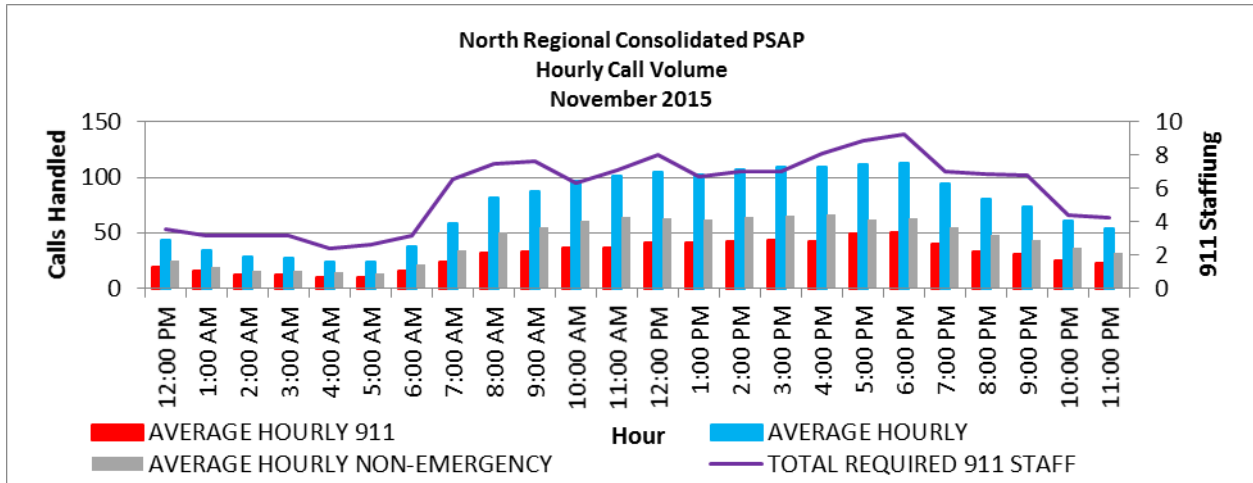
The County, Operator and Participating Municipalities remain focused on efforts to continue updating the standard operating practices to ensure they align with the goals of regionalization and with those of best practices.

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



# APPENDIX

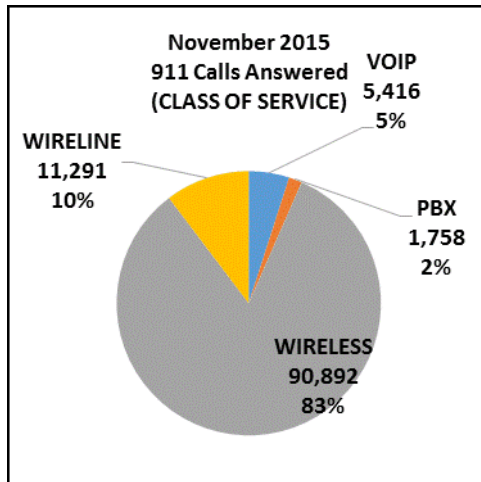
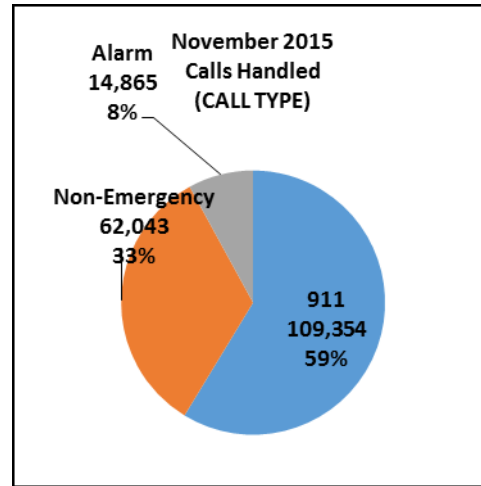
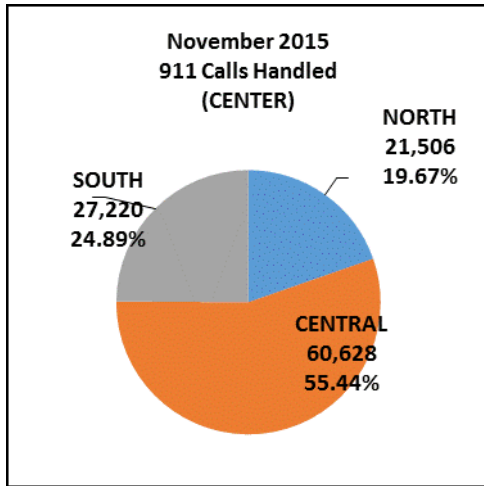
### Call Volume, by Hour of Day



### 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 November 2015.

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
9-1-1 Calls Answered	21,506	60,628	27,220	109,354
Non 9-1-1 Calls Answered	27,067	24,153	25,688	76,908
<b>TOTAL INCOMING CALLS</b>	<b>48,573</b>	<b>84,781</b>	<b>52,908</b>	<b>186,262</b>
Incoming Alarm Calls	2,837	6,646	5,382	14,865
Incoming Non-Emergency Calls	24,230	17,507	20,306	62,043
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>27,067</b>	<b>24,153</b>	<b>25,688</b>	<b>76,908</b>
<b>TOTAL OUTGOING CALLS</b>	<b>6,459</b>	<b>13,519</b>	<b>8,674</b>	<b>28,652</b>

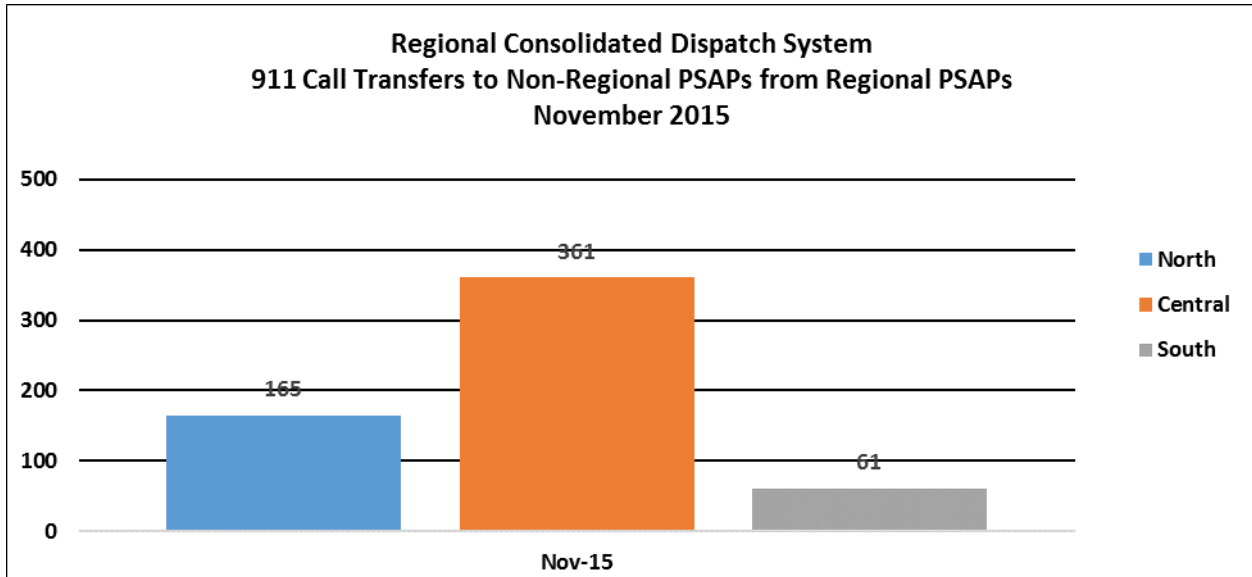


CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,165	11,396	6,961	23,522
<i>Law Enforcement (911 Only)</i>	22,019	56,362	39,839	118,220
<b>TOTAL 911 CFS</b>	<b>27,184</b>	<b>67,758</b>	<b>46,800</b>	<b>141,742</b>
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)*</i>	2,989	6,721	4,315	14,025

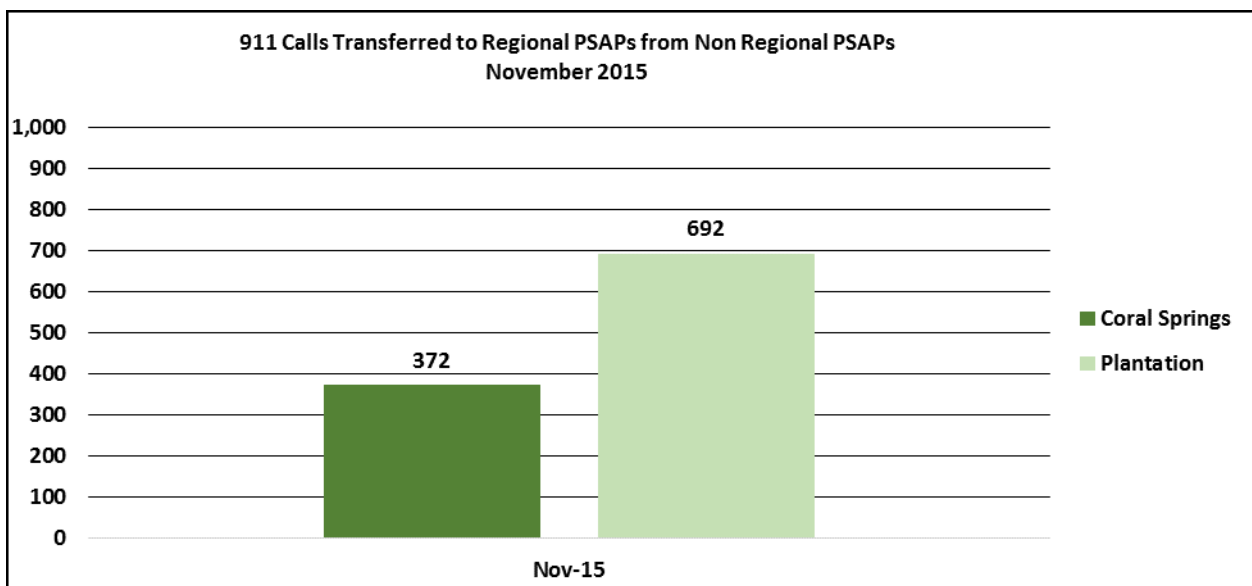
*\*Calls for Service based upon E-911; only these calls are included in the P2/P3 indicator. These calls are a subset of the total Fire Rescue calls for service and do not represent the total calls received or the total calls for service due to activity on the non-emergency lines.*

## Call Transfers

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	TOTAL
Transferred 911 Calls	165	361	61	587
Percentage of 911 Calls	0.77%	0.60%	0.22%	0.54%



911 Call Transfers: Non-Regional to Regional			
	CORAL SPRINGS	PLANTATION	TOTAL
Transferred 911 Calls	372	692	1,064
Percentage of 911 Calls	6.62%	13.44%	9.88%



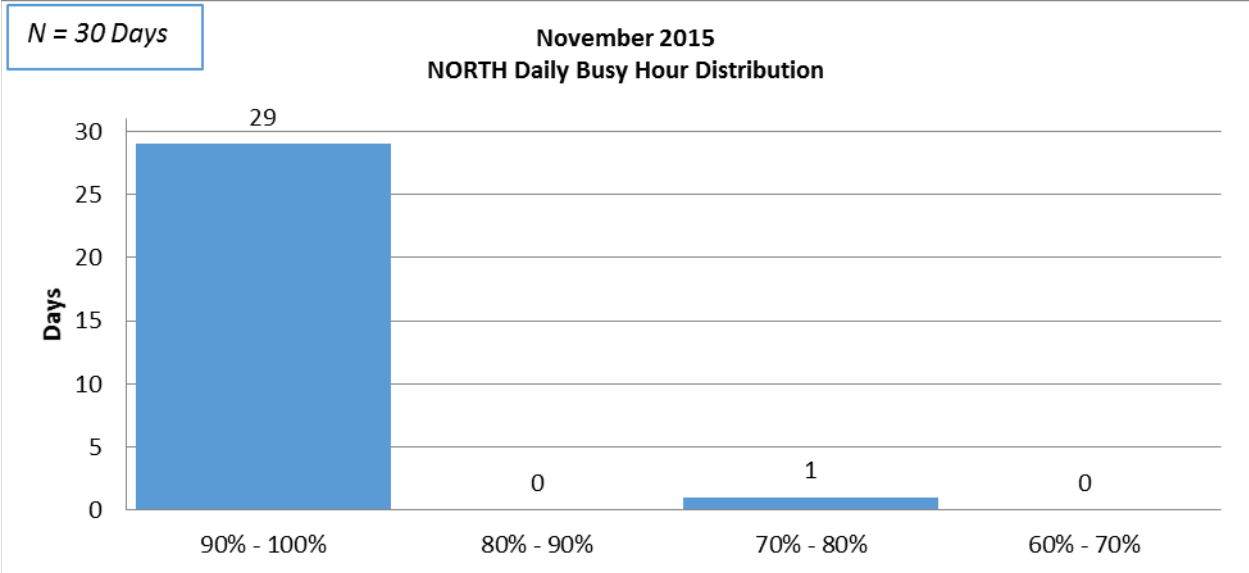
## CONTRACT PERFORMANCE MEASURES

### P1 Daily Busy Hour

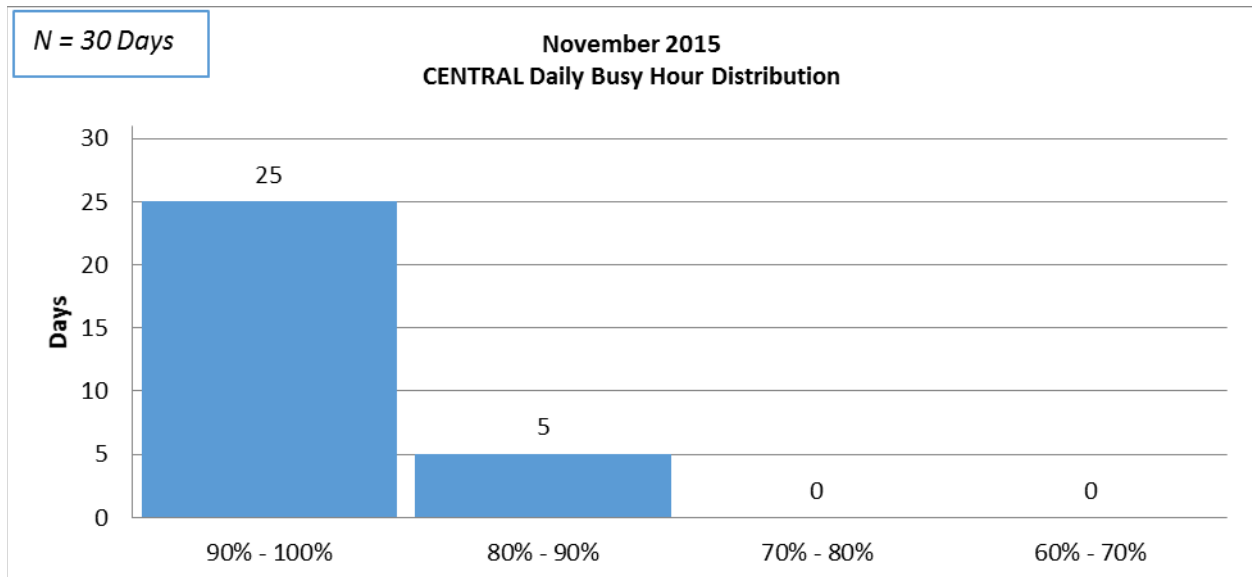
P1 measures the time it takes a Call Taker to answer an incoming E911 call. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a “pass” or “fail.” The charts below represent the Operator’s attainment of the busy hour for each day (daily standard) and provides a summary by each center. In addition, information from non-regional PSAPs in Coral Springs and Plantation have been included for comparison purposes. As part of the review of the performance standard, call volume, call-taker performance, staffing scheduling and other factors are evaluated. The QI Team will continue to review factors that impact performance standards.

DAILY BUSY HOUR						
MONTH	GOAL	NORTH	CENTRAL	SOUTH	CORAL SPRINGS	PLANTATION
October 2015	31	30	30	21	21	13
November 2015	30	29	25	27	22	13

November 2015 NORTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
11/1/2015	12:00 PM	66	69	95.65%	YES	11/16/2015	3:00 PM	57	57	100.00%	YES
11/2/2015	7:00 PM	65	69	94.20%	YES	11/17/2015	5:00 PM	59	63	93.65%	YES
11/3/2015	7:00 PM	66	66	100.00%	YES	11/18/2015	7:00 PM	63	63	100.00%	YES
11/4/2015	3:00 AM	97	97	100.00%	YES	11/19/2015	7:00 PM	55	55	100.00%	YES
11/5/2015	9:00 AM	45	50	90.00%	YES	11/20/2015	6:00 PM	78	78	100.00%	YES
11/6/2015	6:00 PM	71	71	100.00%	YES	11/21/2015	6:00 PM	59	59	100.00%	YES
11/7/2015	6:00 PM	54	54	100.00%	YES	11/22/2015	10:00 AM	48	48	100.00%	YES
11/8/2015	6:00 PM	54	54	100.00%	YES	11/23/2015	6:00 PM	68	68	100.00%	YES
11/9/2015	6:00 PM	61	61	100.00%	YES	11/24/2015	3:00 PM	57	57	100.00%	YES
11/10/2015	5:00 PM	83	84	98.81%	YES	11/25/2015	4:00 PM	52	52	100.00%	YES
11/11/2015	6:00 PM	53	53	100.00%	YES	11/26/2015	5:00 PM	56	77	72.73%	NO
11/12/2015	2:00 PM	64	64	100.00%	YES	11/27/2015	11:00 AM	42	43	97.67%	YES
11/13/2015	6:00 PM	51	54	94.44%	YES	11/28/2015	1:00 PM	53	54	98.15%	YES
11/14/2015	4:00 PM	43	43	100.00%	YES	11/29/2015	1:00 PM	71	74	95.95%	YES
11/15/2015	7:00 PM	62	62	100.00%	YES	11/30/2015	12:00 PM	52	52	100.00%	YES

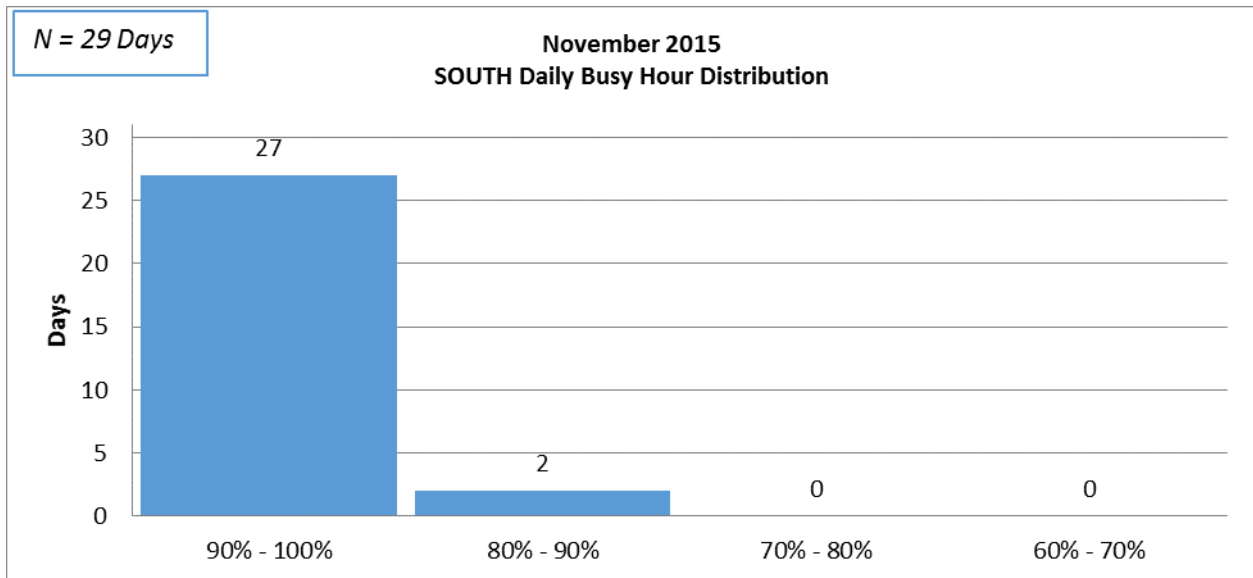


November 2015 CENTRAL Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
11/1/2015	1:00 AM	228	240	95.00%	YES	11/16/2015	6:00 PM	158	160	98.75%	YES
11/2/2015	3:00 PM	158	158	100.00%	YES	11/17/2015	5:00 PM	180	180	100.00%	YES
11/3/2015	5:00 PM	163	169	96.45%	YES	11/18/2015	5:00 PM	149	149	100.00%	YES
11/4/2015	5:00 PM	136	158	86.08%	NO	11/19/2015	2:00 PM	145	147	98.64%	YES
11/5/2015	4:00 PM	131	157	83.44%	NO	11/20/2015	6:00 PM	171	171	100.00%	YES
11/6/2015	6:00 PM	166	189	87.83%	NO	11/21/2015	6:00 PM	144	144	100.00%	YES
11/7/2015	4:00 PM	124	138	89.86%	NO	11/22/2015	1:00 PM	132	132	100.00%	YES
11/8/2015	5:00 PM	136	152	89.47%	NO	11/23/2015	6:00 PM	137	137	100.00%	YES
11/9/2015	6:00 PM	162	169	95.86%	YES	11/24/2015	6:00 PM	147	155	94.84%	YES
11/10/2015	5:00 PM	171	182	93.96%	YES	11/25/2015	6:00 PM	163	163	100.00%	YES
11/11/2015	2:00 PM	141	141	100.00%	YES	11/26/2015	12:00 PM	118	118	100.00%	YES
11/12/2015	5:00 PM	169	172	98.26%	YES	11/27/2015	5:00 PM	135	135	100.00%	YES
11/13/2015	2:00 PM	151	154	98.05%	YES	11/28/2015	7:00 PM	127	127	100.00%	YES
11/14/2015	11:00 AM	122	132	92.42%	YES	11/29/2015	8:00 PM	122	123	99.19%	YES
11/15/2015	4:00 PM	118	119	99.16%	YES	11/30/2015	3:00 PM	165	166	99.40%	YES

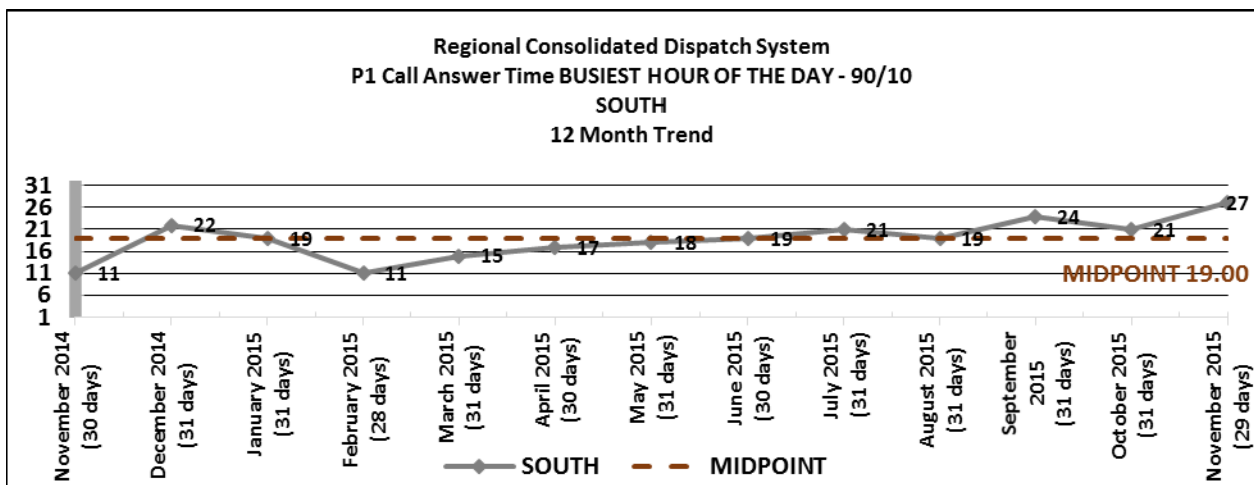
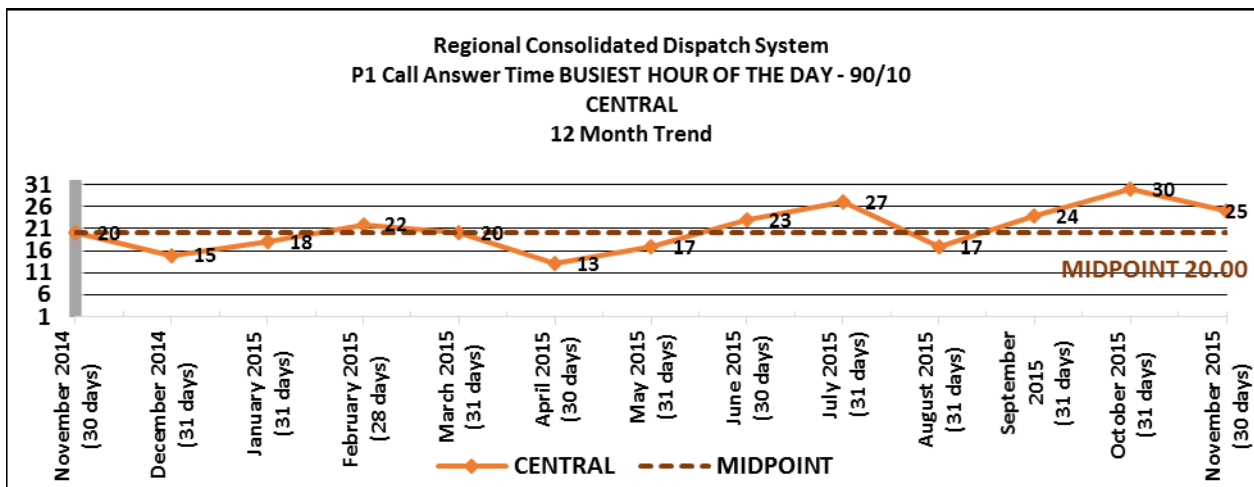
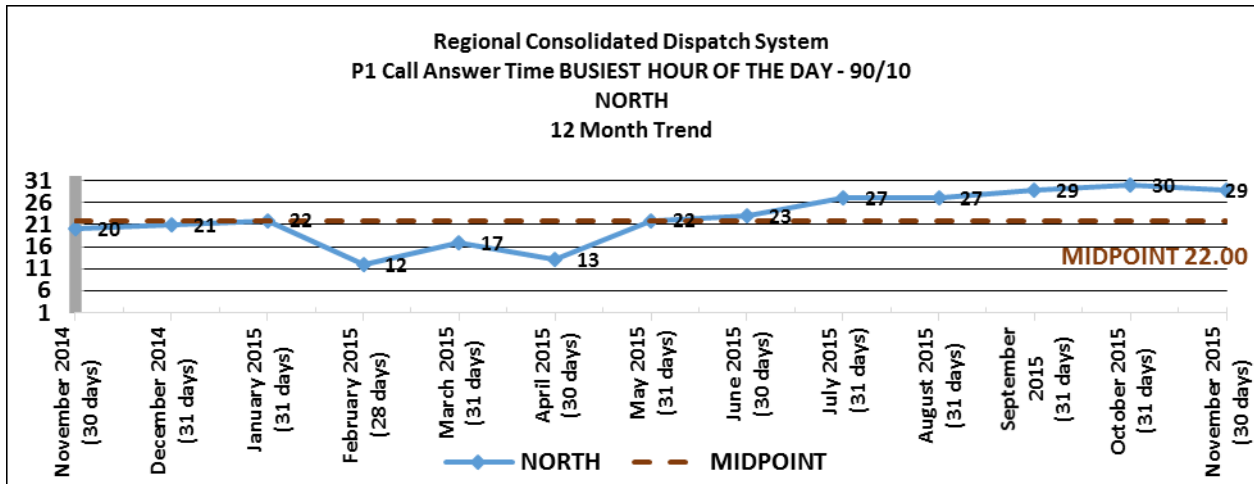




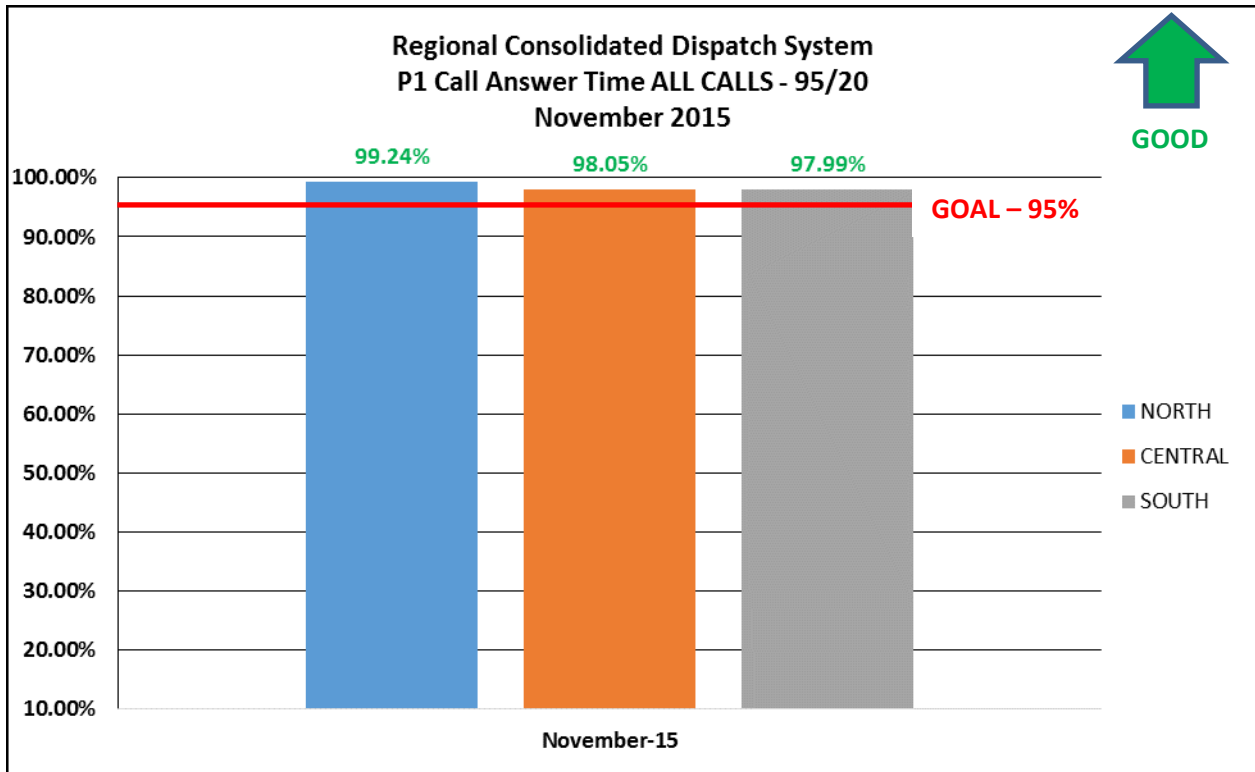
November 2015 SOUTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
11/1/2015	1:00 AM	86	90	95.56%	YES	11/16/2015	3:00 PM	75	84	89.29%	NO
11/2/2015	5:00 PM	73	73	100.00%	YES	11/17/2015	8:00 AM	61	65	93.85%	YES
11/3/2015	4:00 PM	73	74	98.65%	YES	11/18/2015	5:00 PM	69	69	100.00%	YES
11/4/2015	2:00 PM	75	75	100.00%	YES	11/19/2015	6:00 PM	65	71	91.55%	YES
11/5/2015	12:00 PM	71	72	98.61%	YES	11/20/2015	3:00 PM	67	67	100.00%	YES
11/6/2015	2:00 PM	68	71	95.77%	YES	11/21/2015	5:00 PM	78	78	100.00%	YES
11/7/2015	11:00 AM	70	72	97.22%	YES	11/22/2015	12:00 PM	70	70	100.00%	YES
11/8/2015	5:00 PM	59	59	100.00%	YES	11/23/2015	11:00 AM	70	72	97.22%	YES
11/9/2015	5:00 PM	66	67	98.51%	YES	11/24/2015	4:00 PM	75	75	100.00%	YES
11/10/2015	6:00 PM	75	75	100.00%	YES	11/25/2015	3:00 PM	89	90	98.89%	YES
11/11/2015	3:00 PM	82	82	100.00%	YES	11/26/2015	1:00 PM	49	49	100.00%	YES
11/12/2015	4:00 AM	78	78	100.00%	YES	11/27/2015	5:00 PM	50	61	81.97%	NO
11/13/2015	3:00 PM	78	81	96.30%	YES	11/28/2015	3:00 PM	56	56	100.00%	YES
11/14/2015	12:00 PM	63	64	98.44%	YES	11/29/2015	4:00 PM	58	58	100.00%	YES
11/15/2015	1:00 PM	17	64	26.56%	M	11/30/2015	12:00 PM	74	74	100.00%	YES

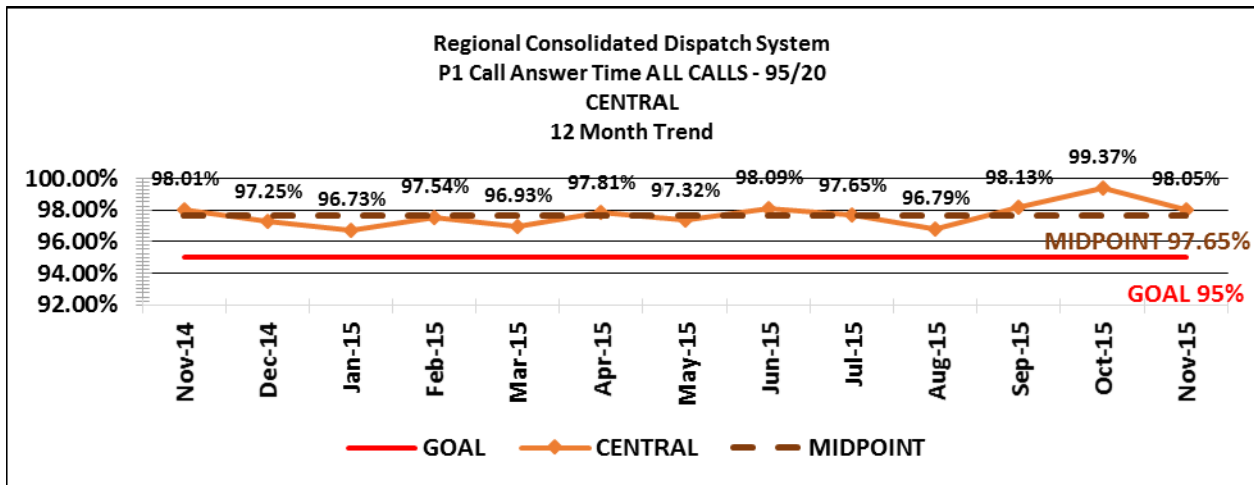
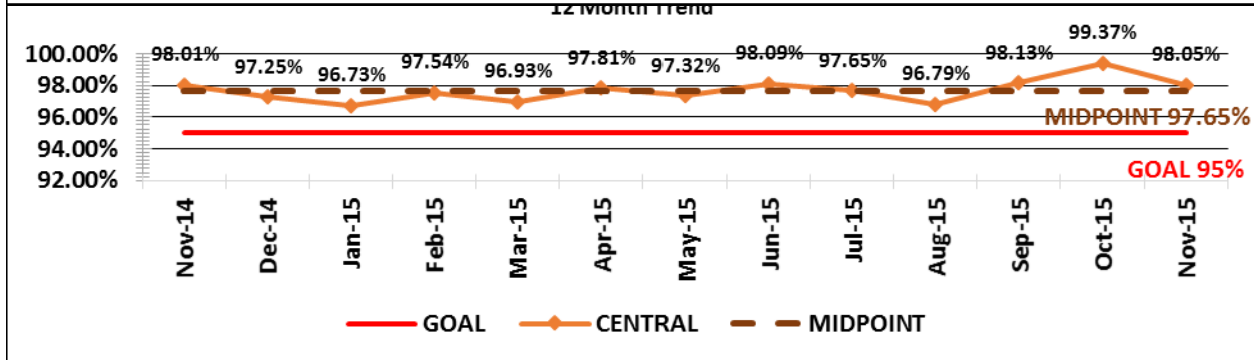
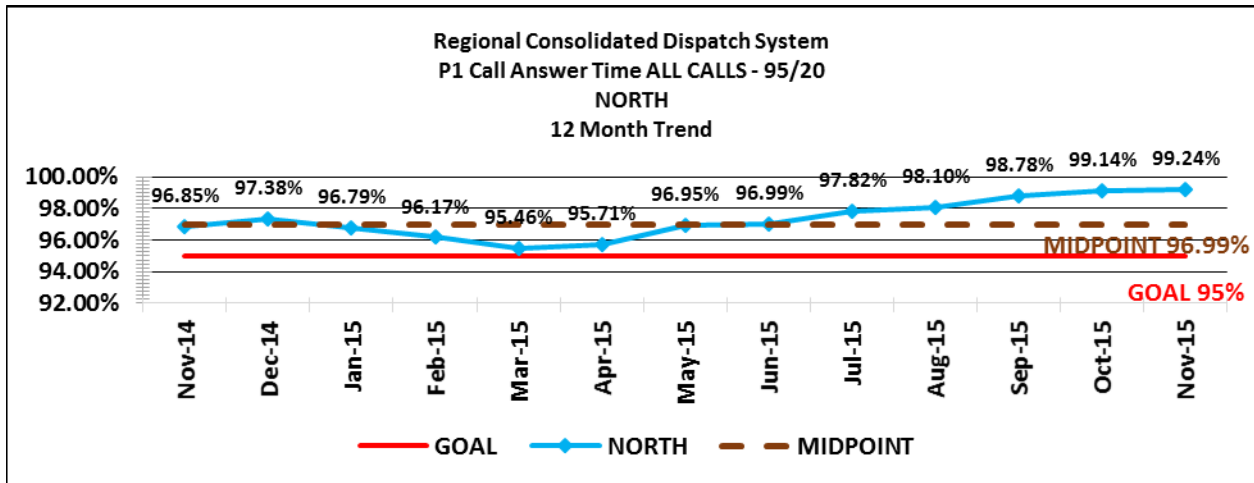


Performance on November 15, 2015 has been mitigated as a result of the Center being impacted by the need for Central personnel to “flee to” the South Dispatch. Performance for the South Dispatch Center is only reviewed for 29 days rather than 30.



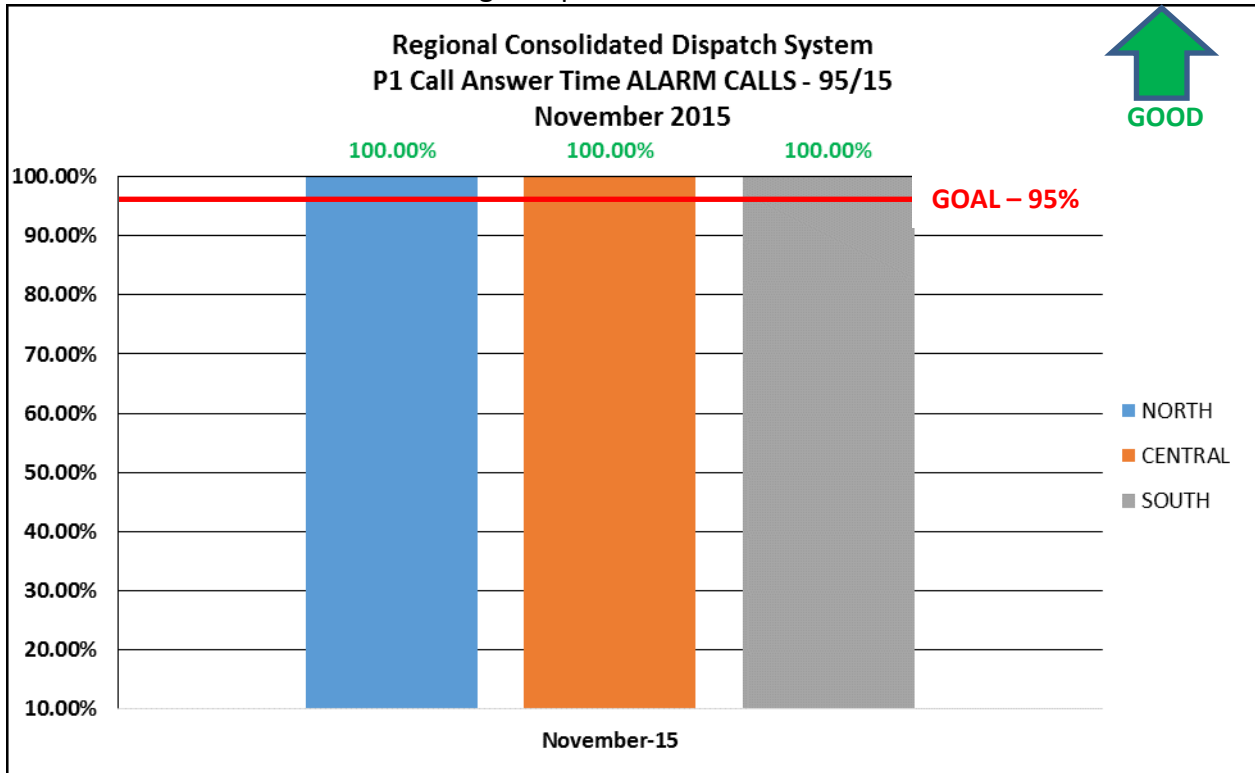
**P1 Call Answer Time - All Calls (911) 95% within 20 Secs.**

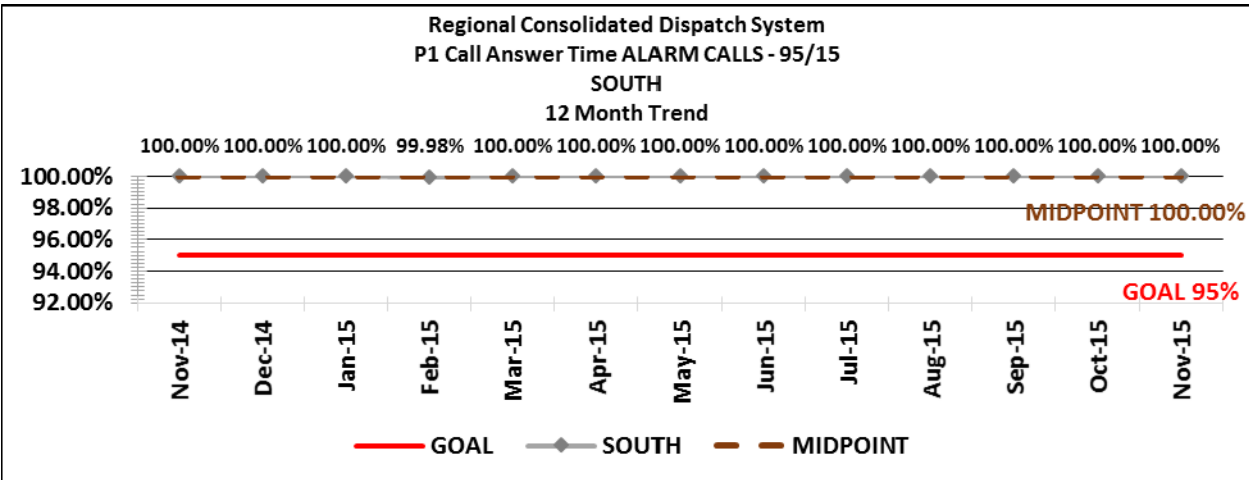
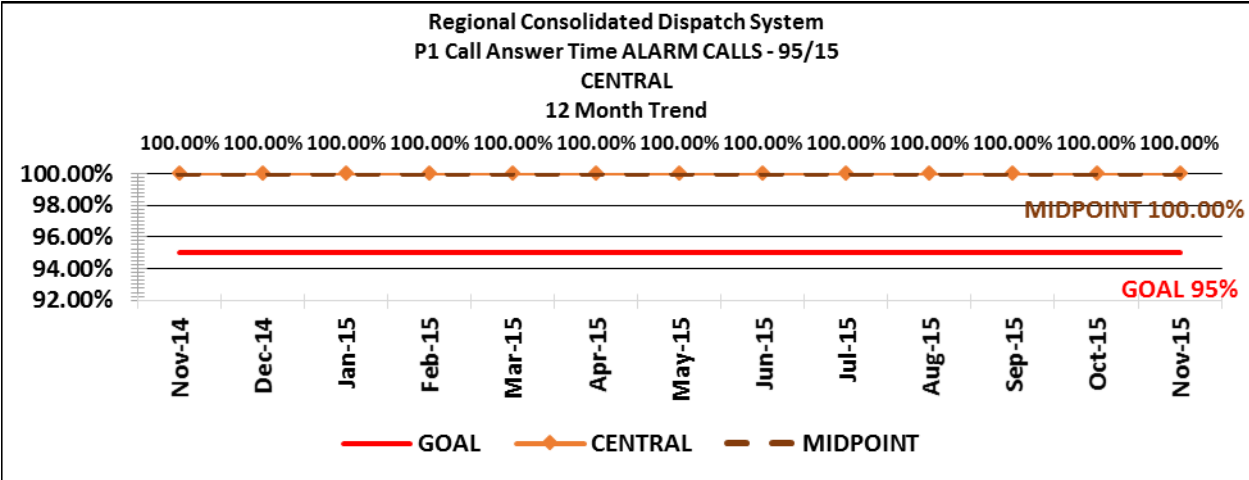
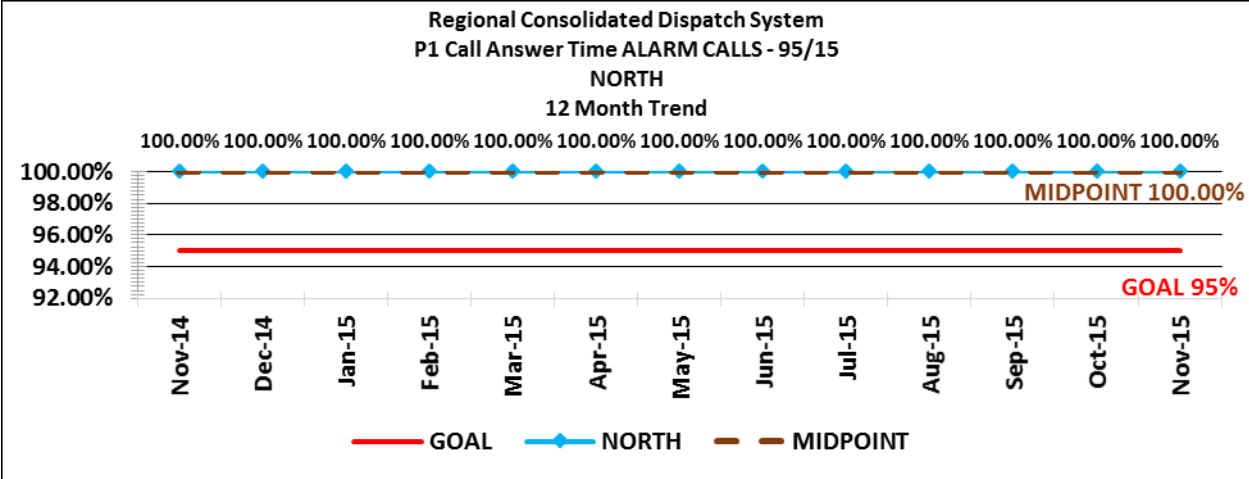




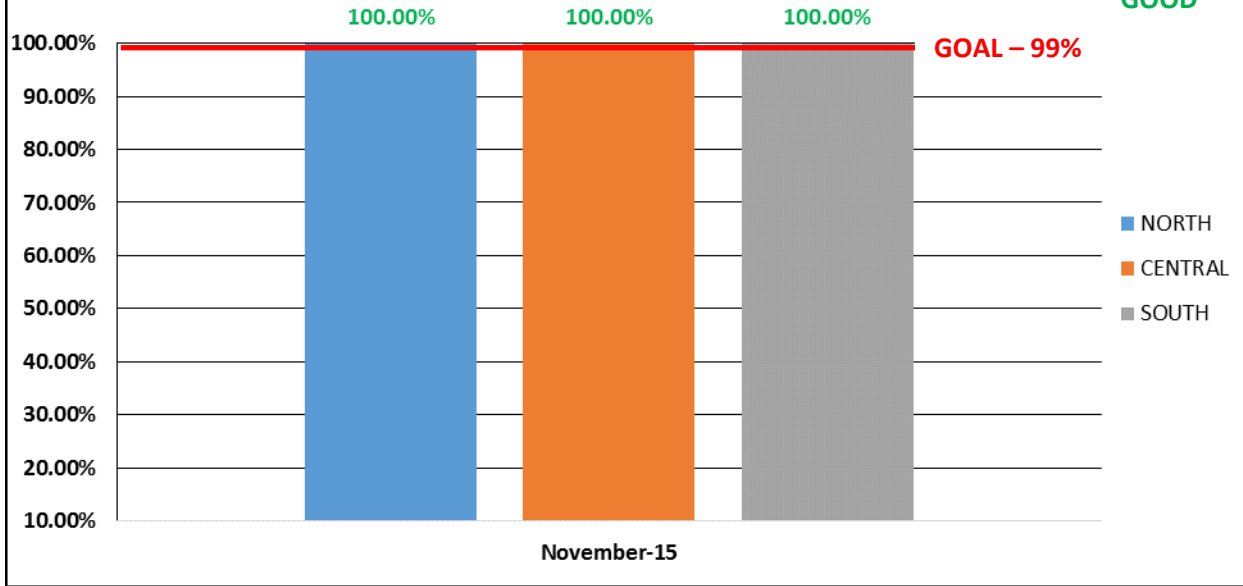
**P1 Alarm Call Specific**

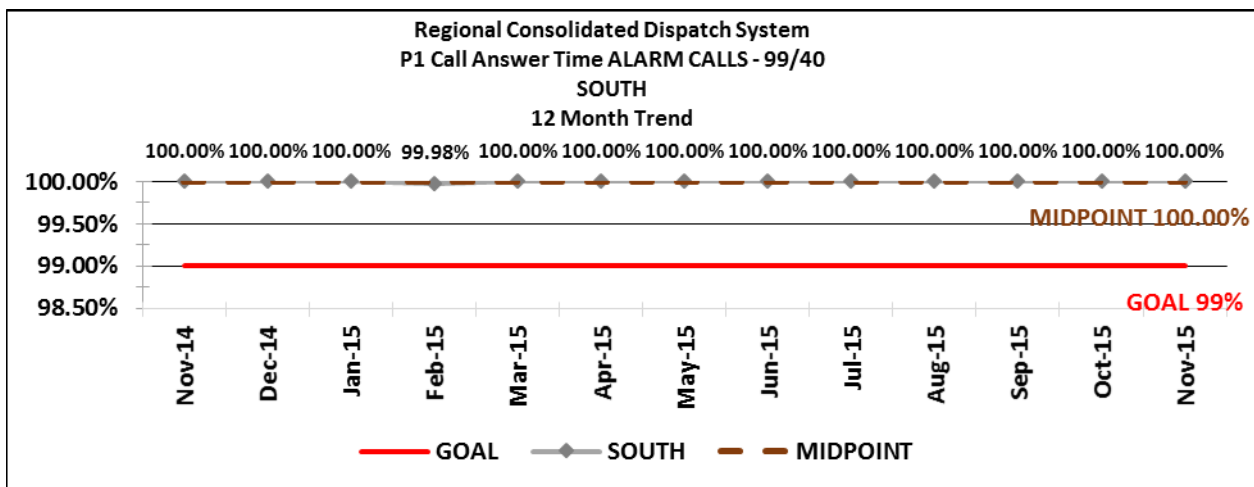
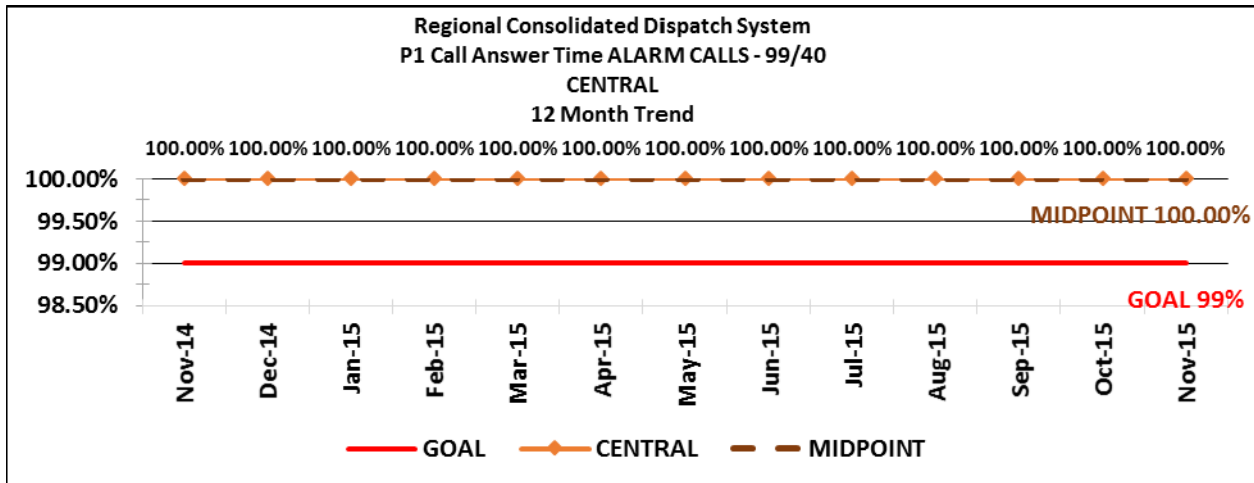
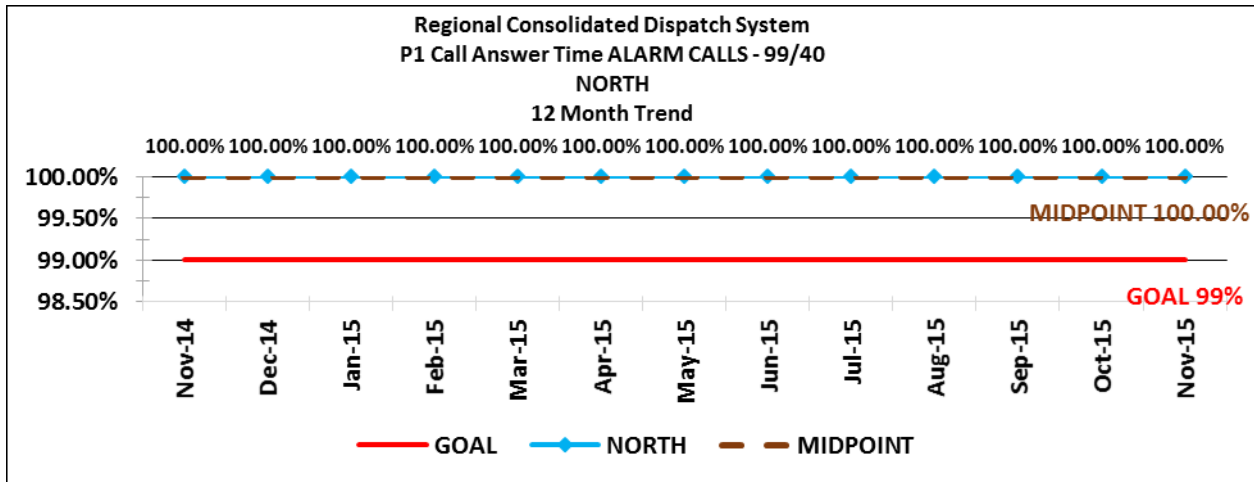
Calls received from Alarm Monitoring Companies.





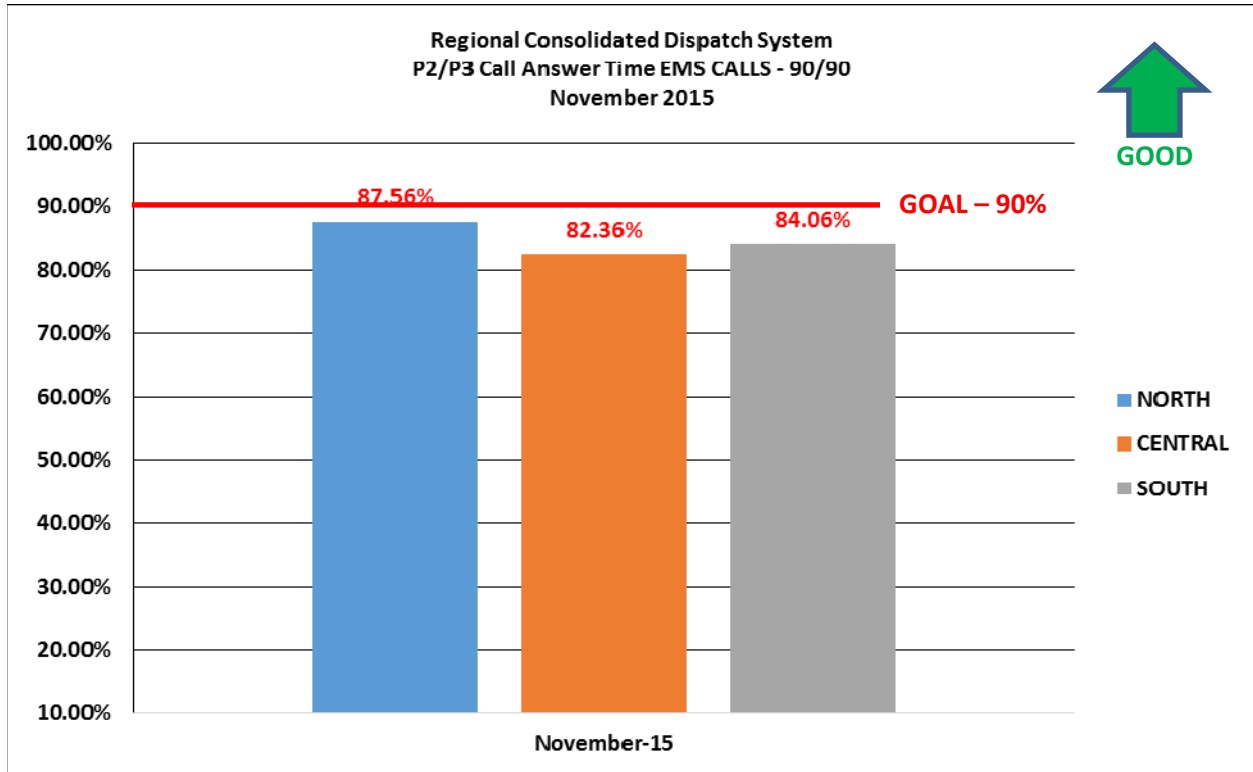
Regional Consolidated Dispatch System  
P1 Call Answer Time ALARM CALLS - 99/40  
November 2015

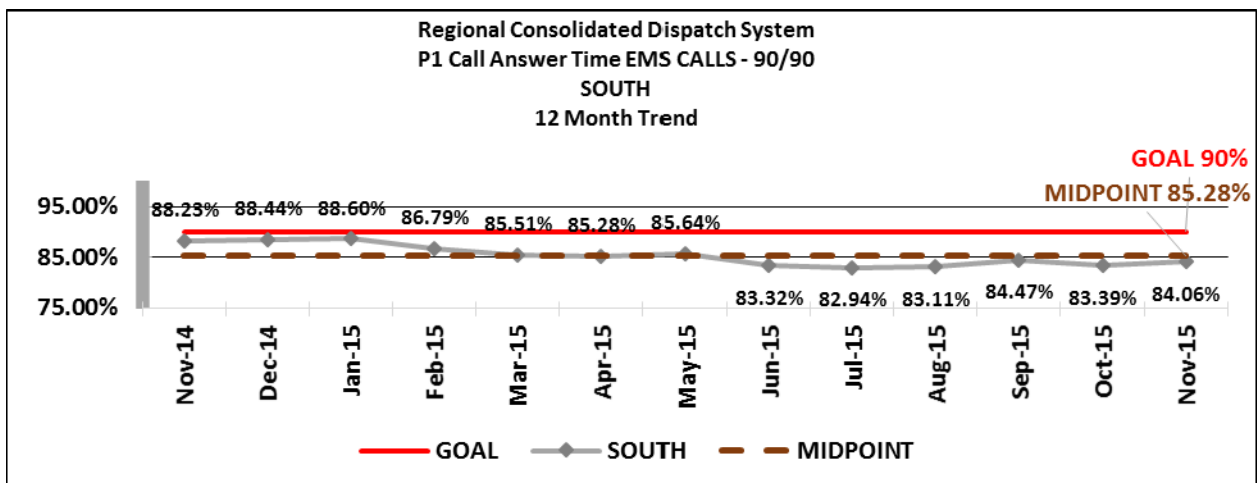
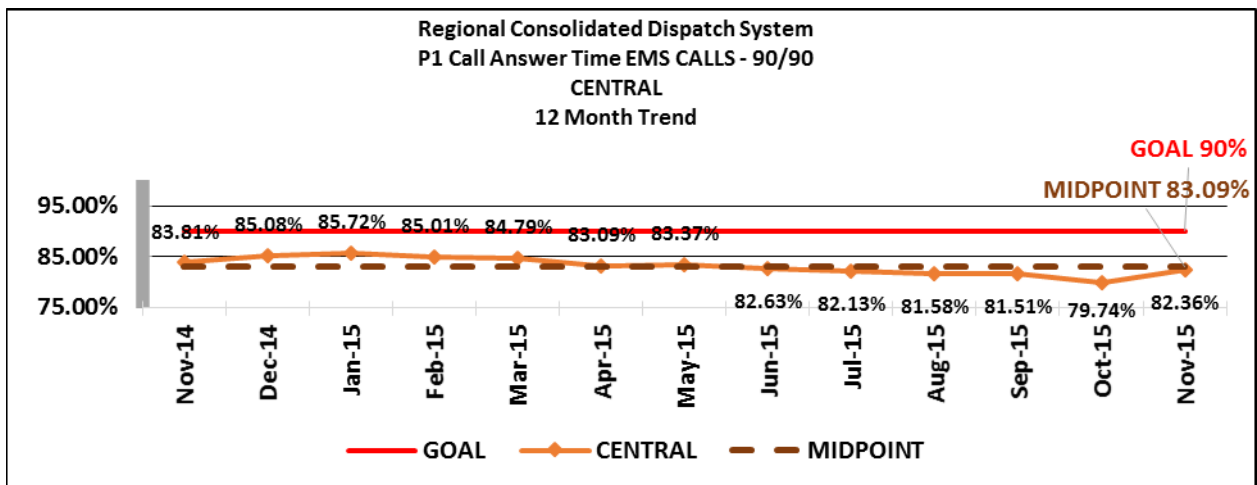
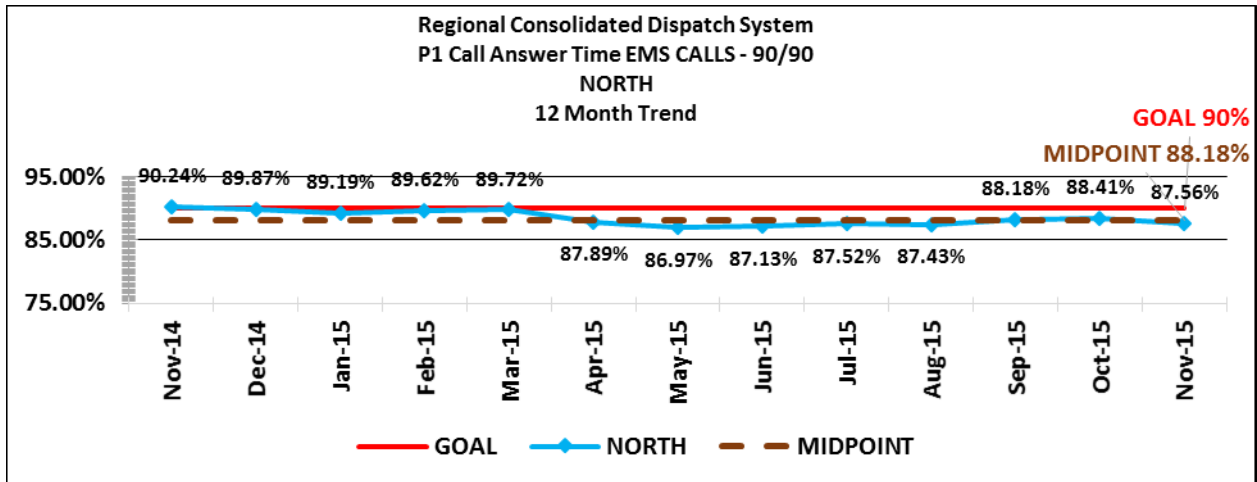


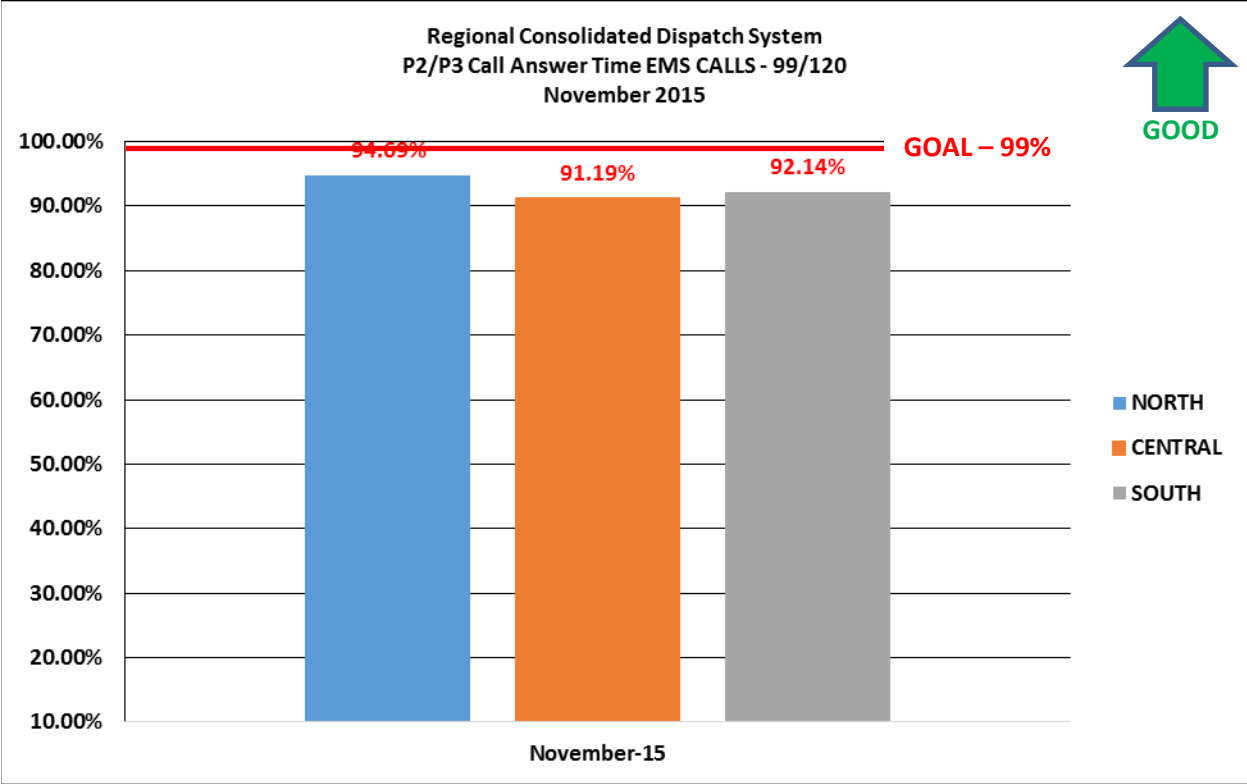


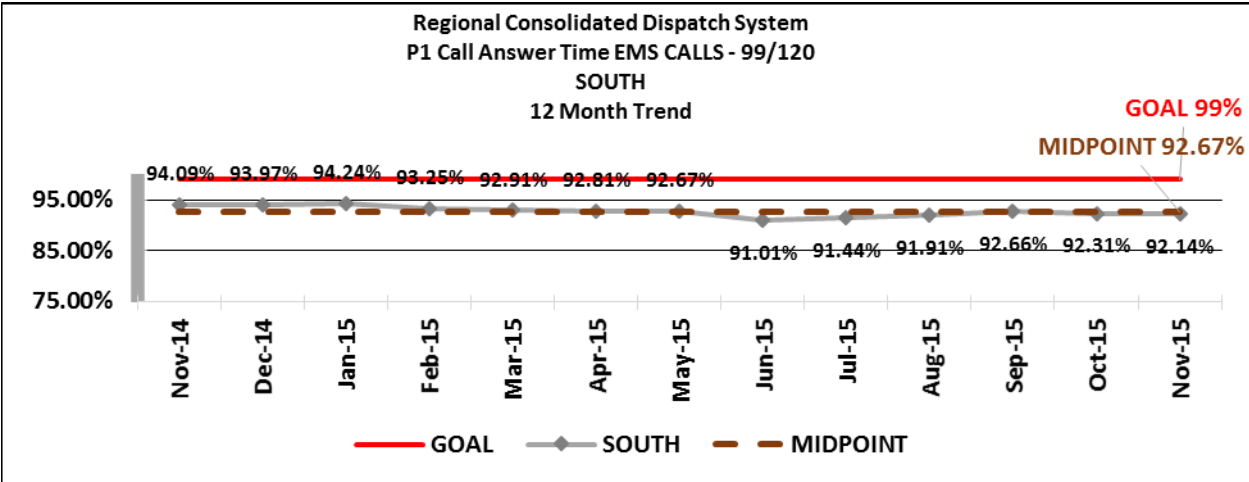
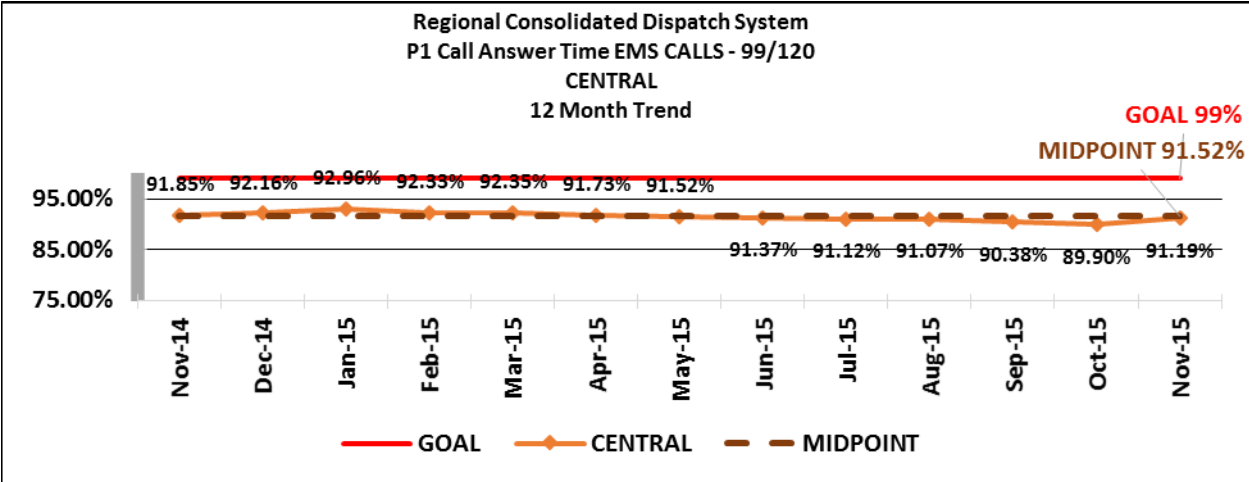
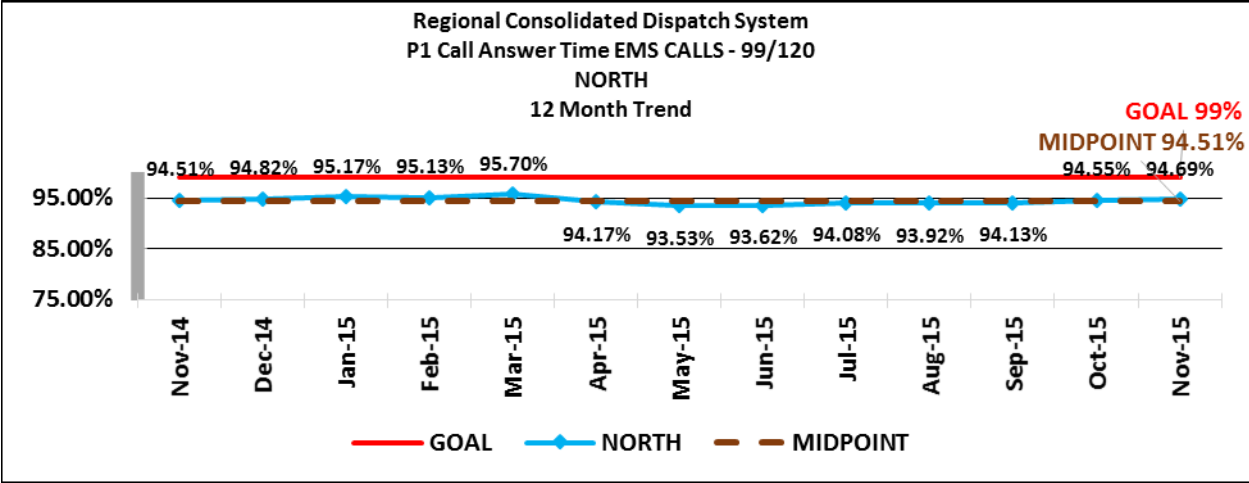


**P2/P3 Fire Rescue CFS Processing Time - Calls received on E-911 lines only**

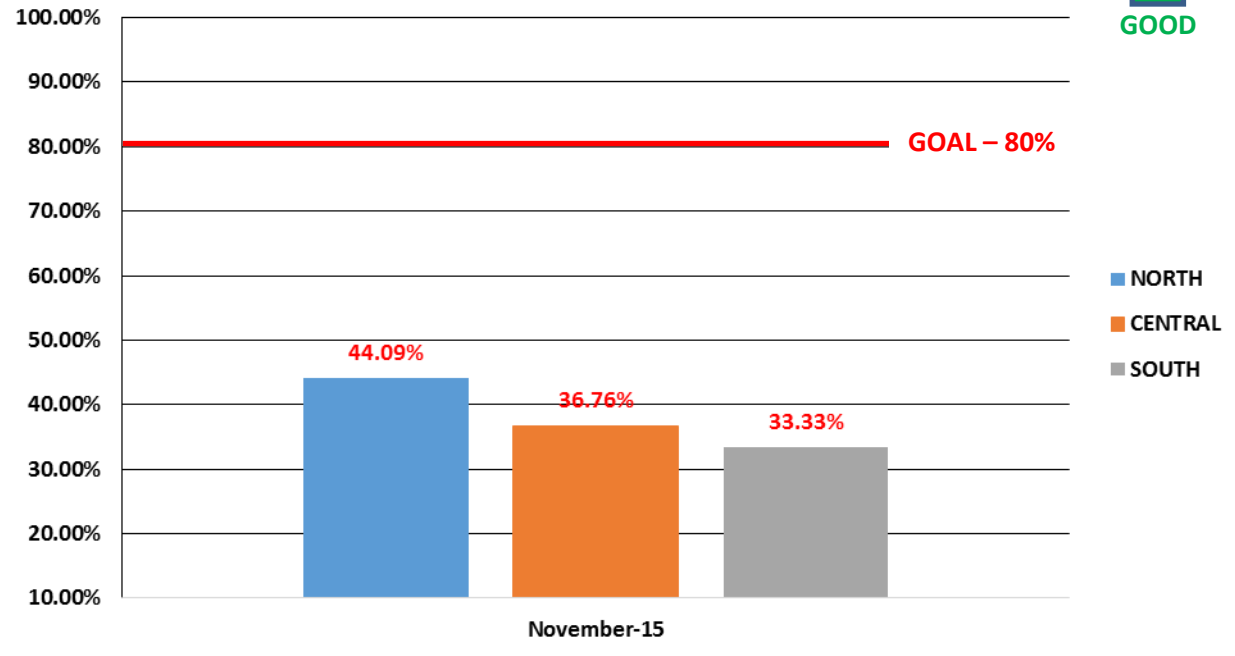


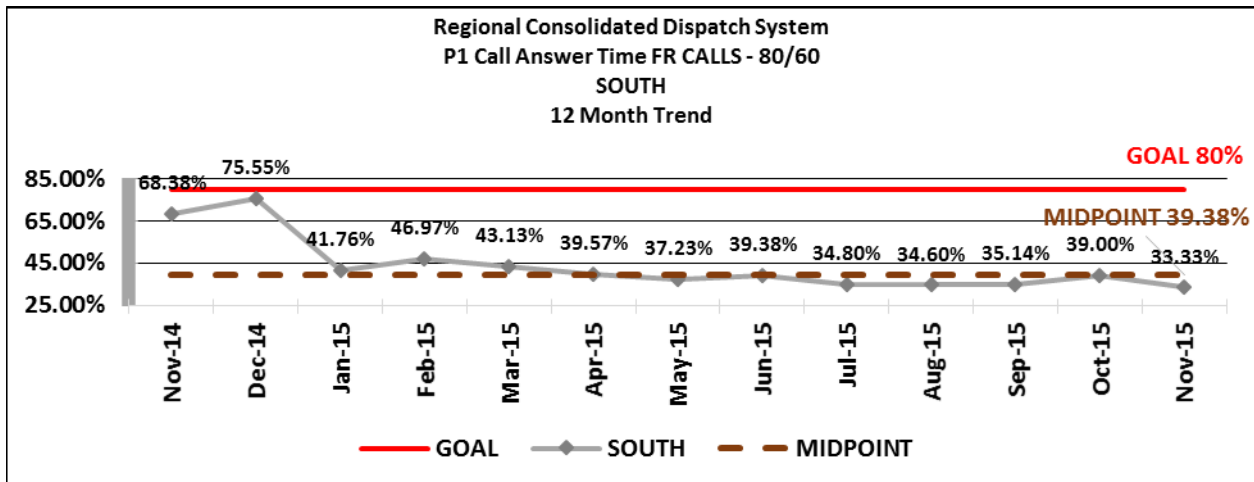
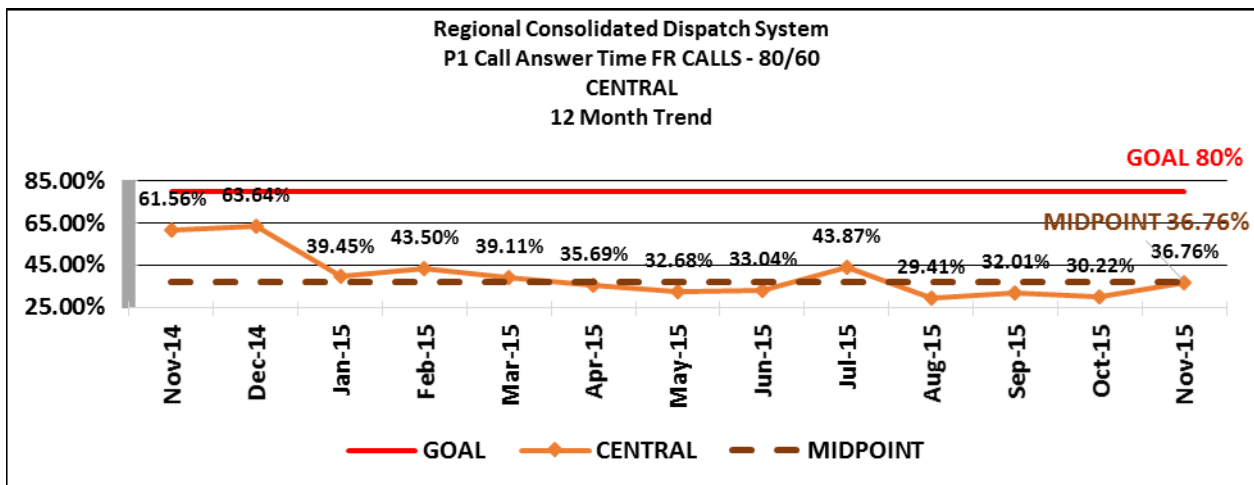
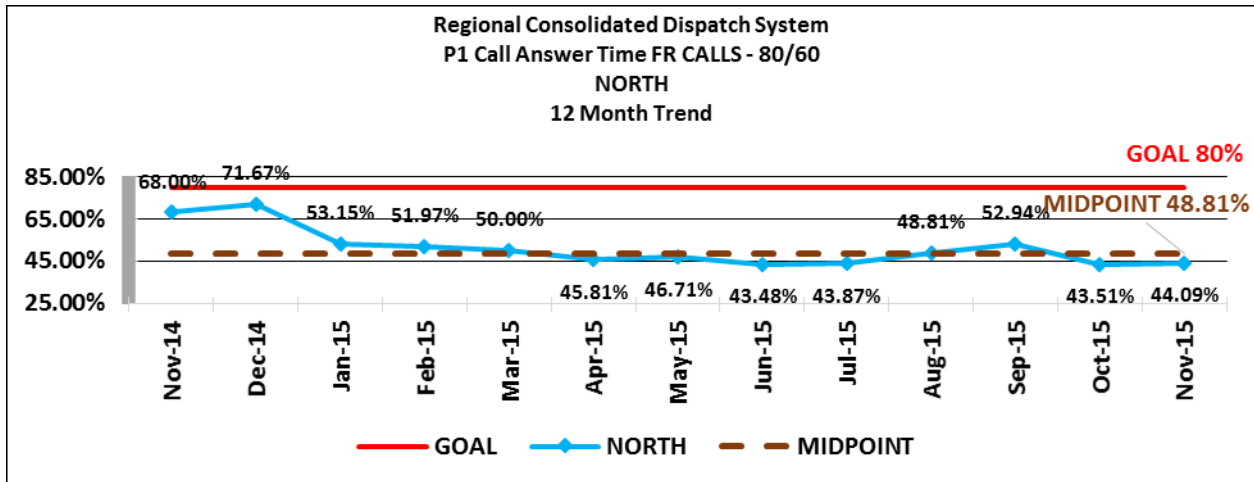




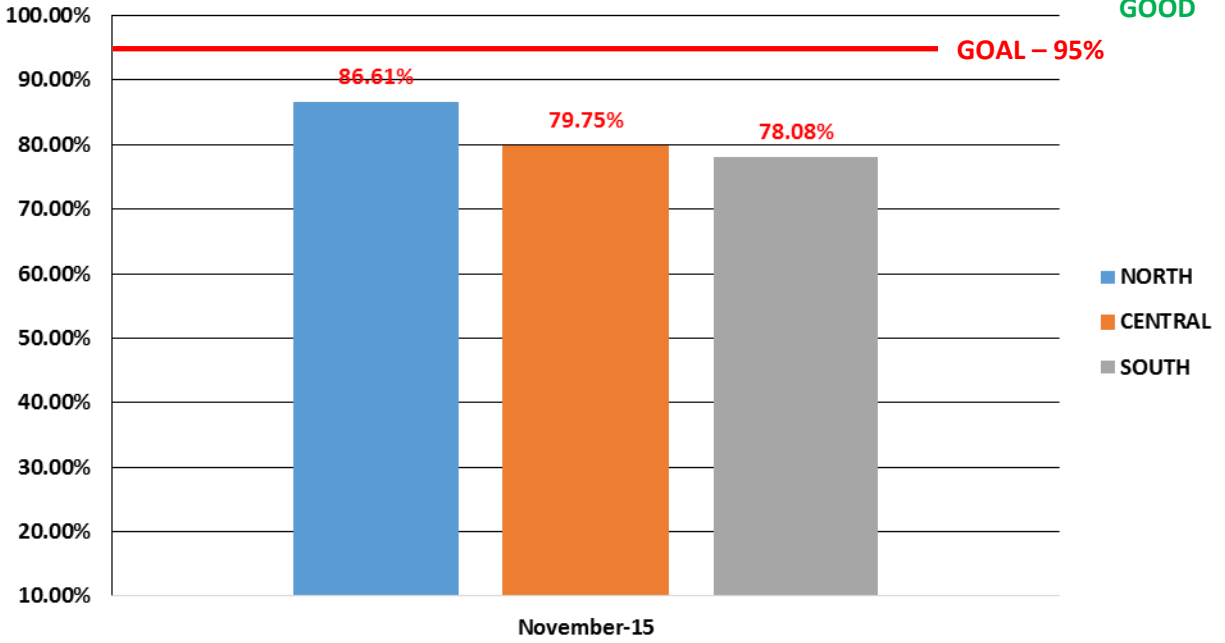


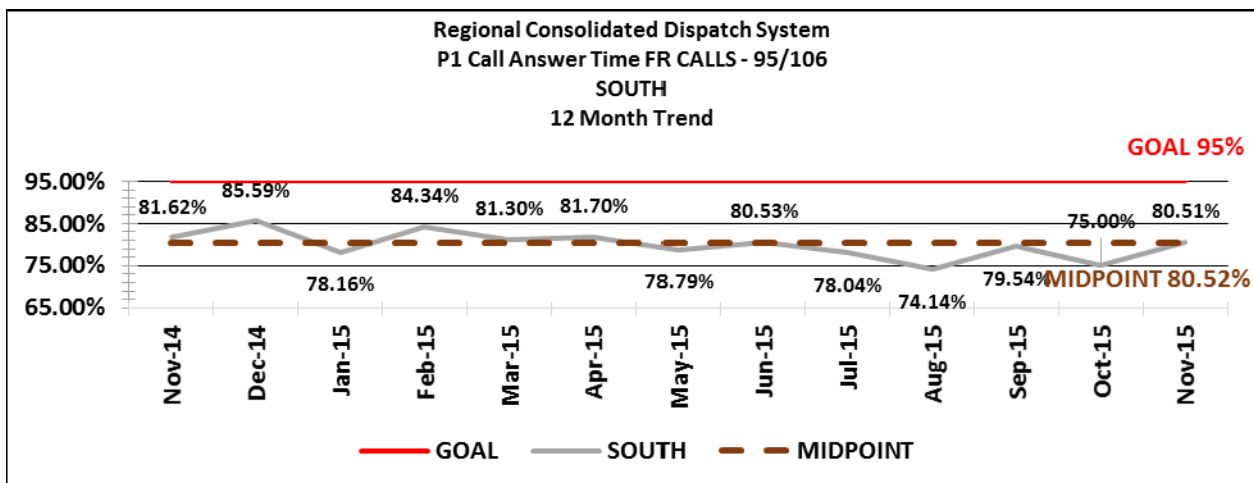
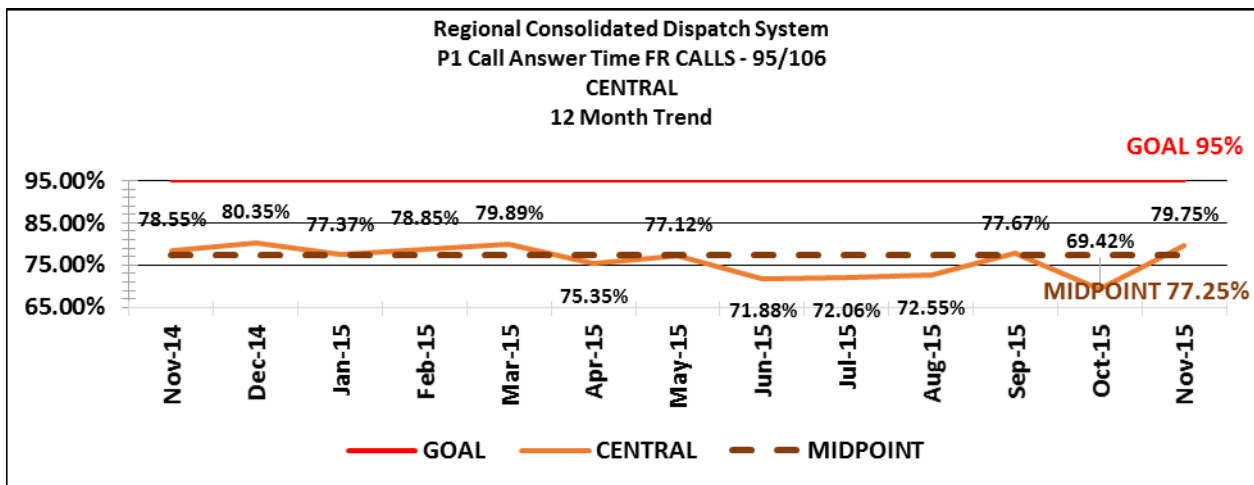
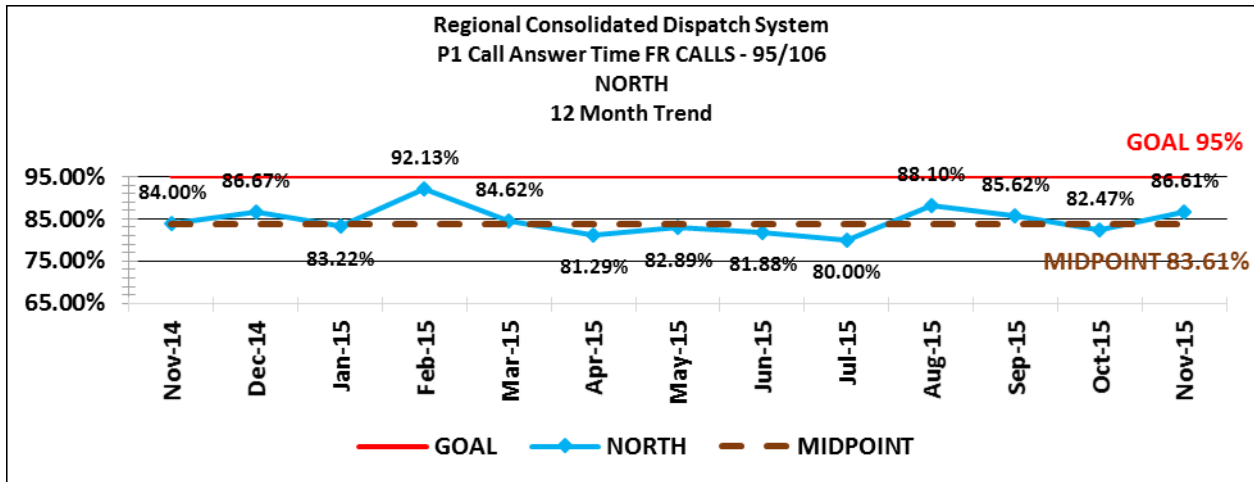
Regional Consolidated Dispatch System  
P2/P3 Call Answer Time FR CALLS - 80/60  
November 2015





Regional Consolidated Dispatch System  
P2/P3 Call Answer Time FR CALLS - 95/106  
November 2015



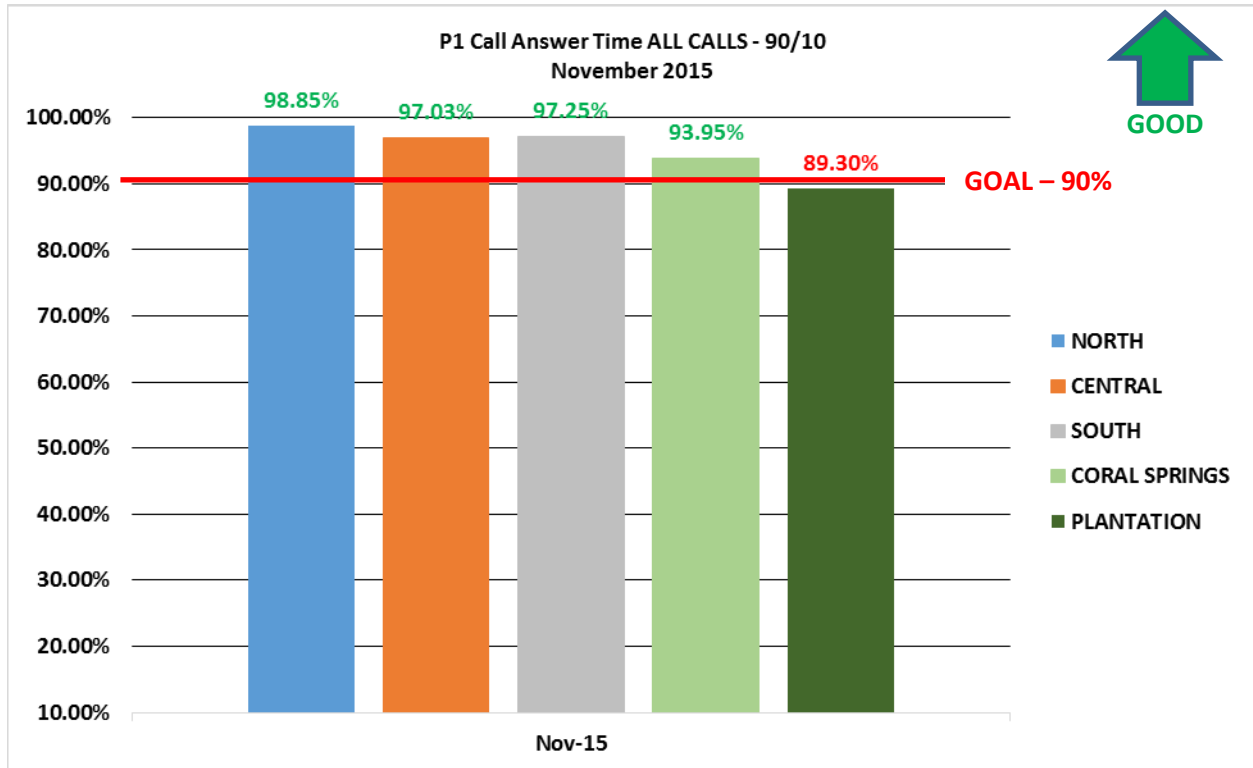


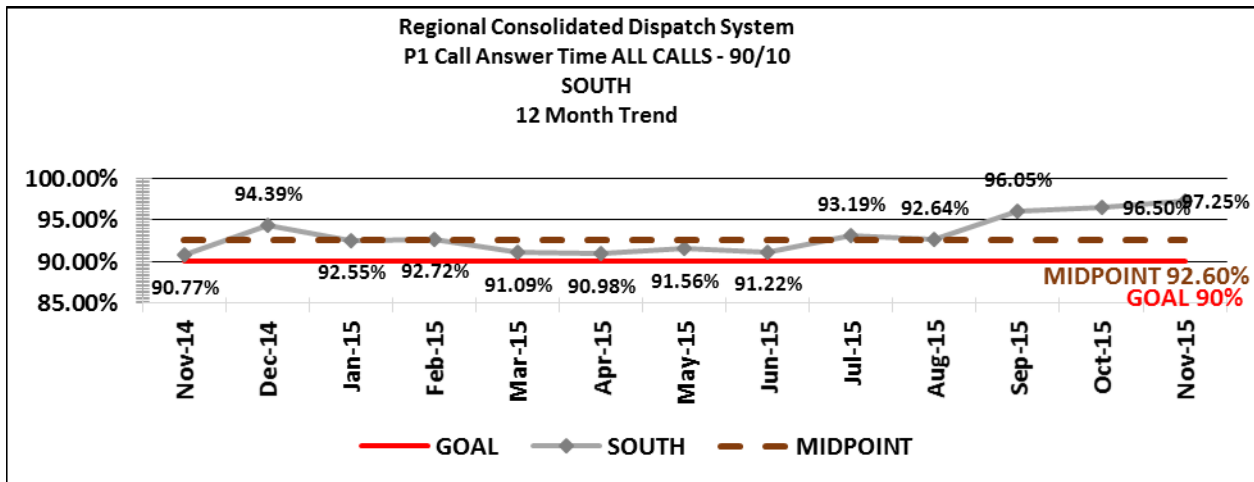
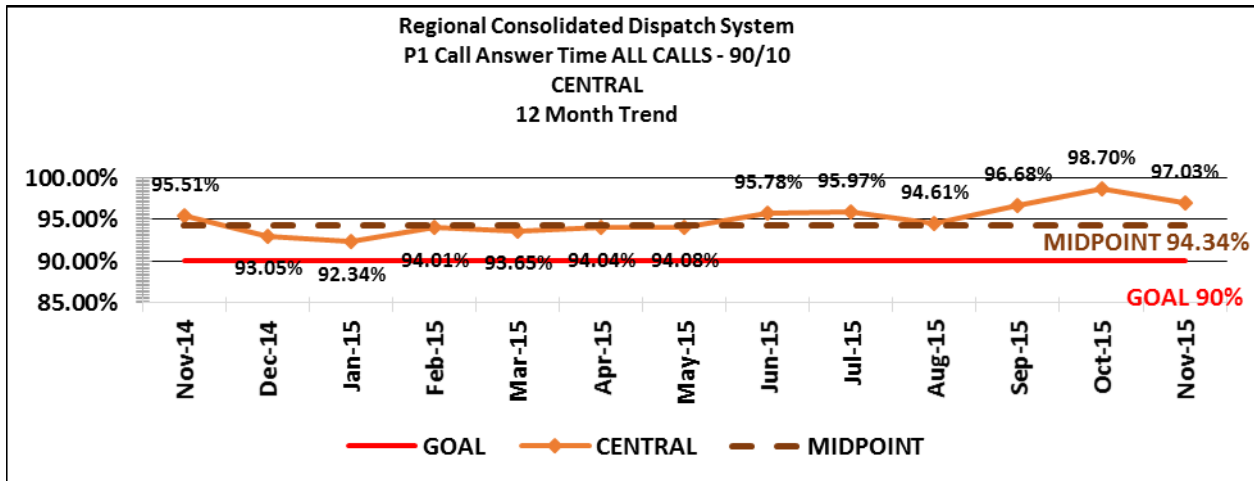
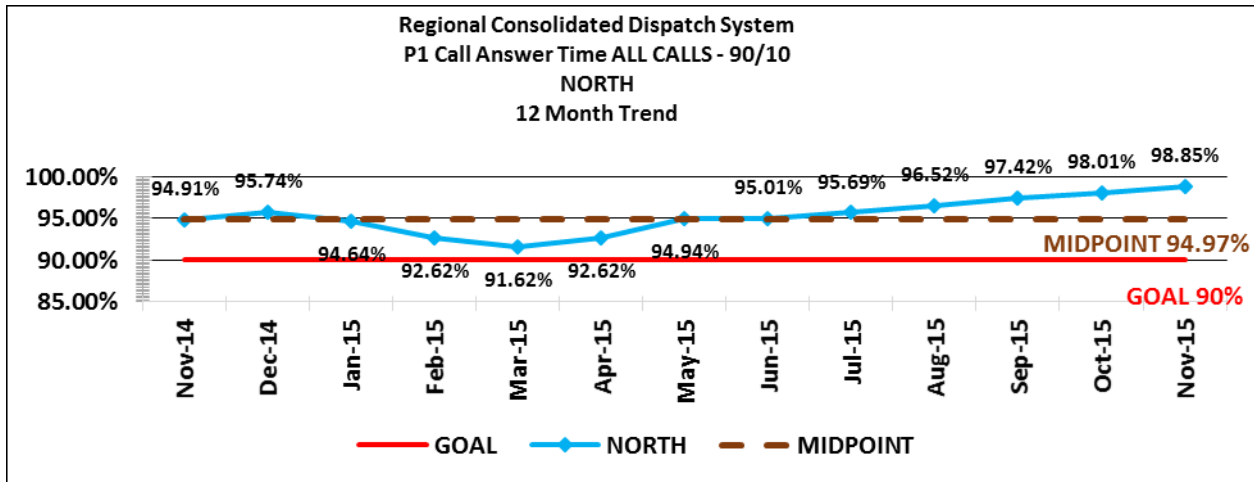


## NON-CONTRACT PERFORMANCE MEASURES

### P1 Call Answer Time for all 911 Calls

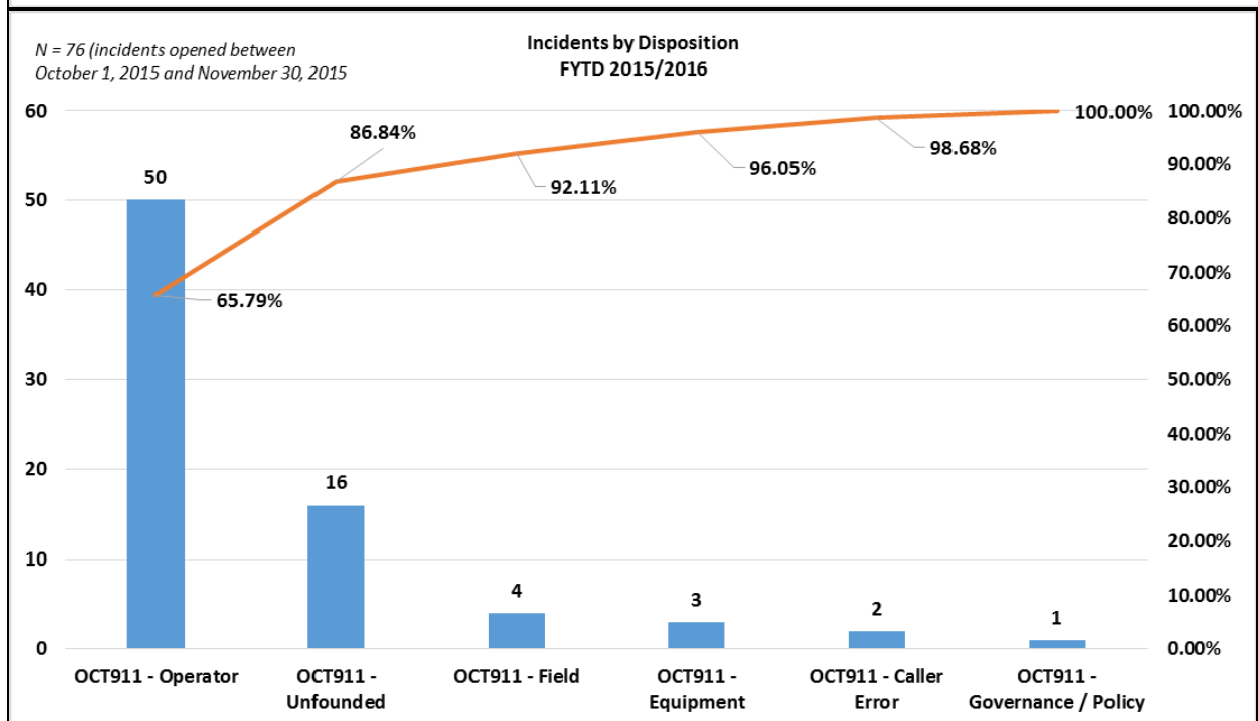
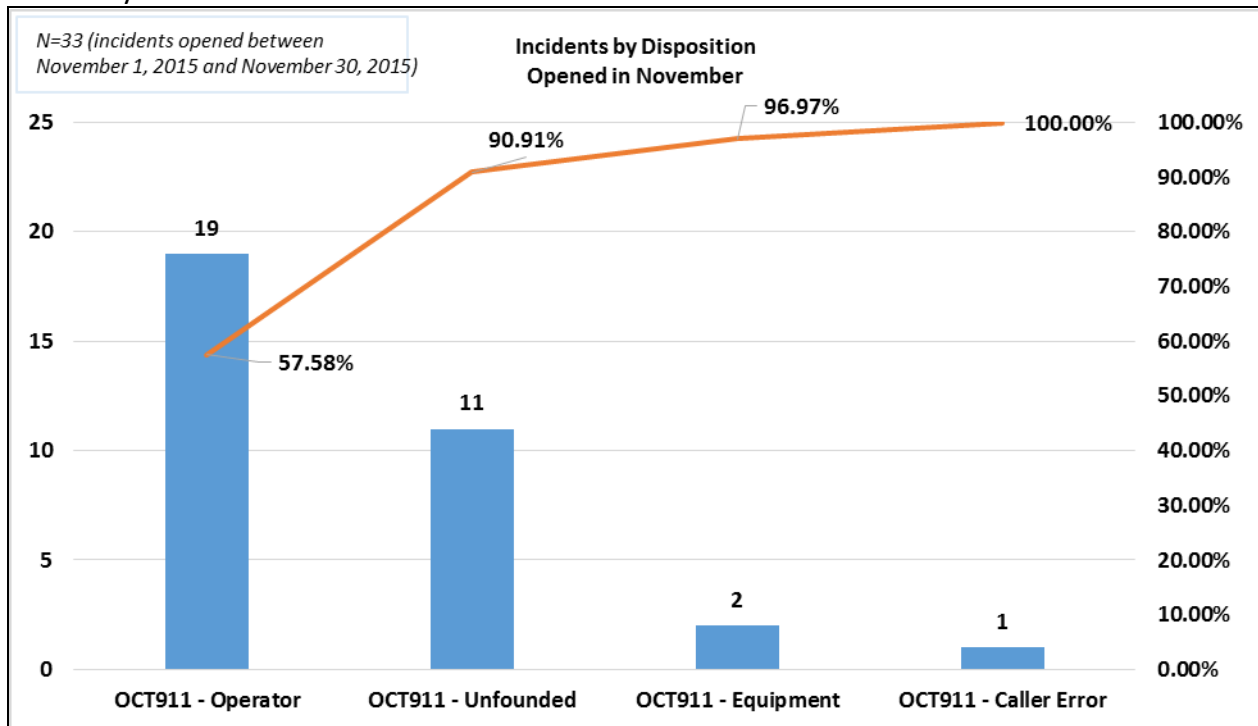
This measure is a snapshot of the call answer time for all 911 calls. This standard is not part of the regional system agreements. In addition, information from Coral Springs and Plantation non-regional PSAPs has been included for comparison purposes.





## 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 November 2015, 186,262 incoming calls were answered by Broward County's Regional Communications System. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.

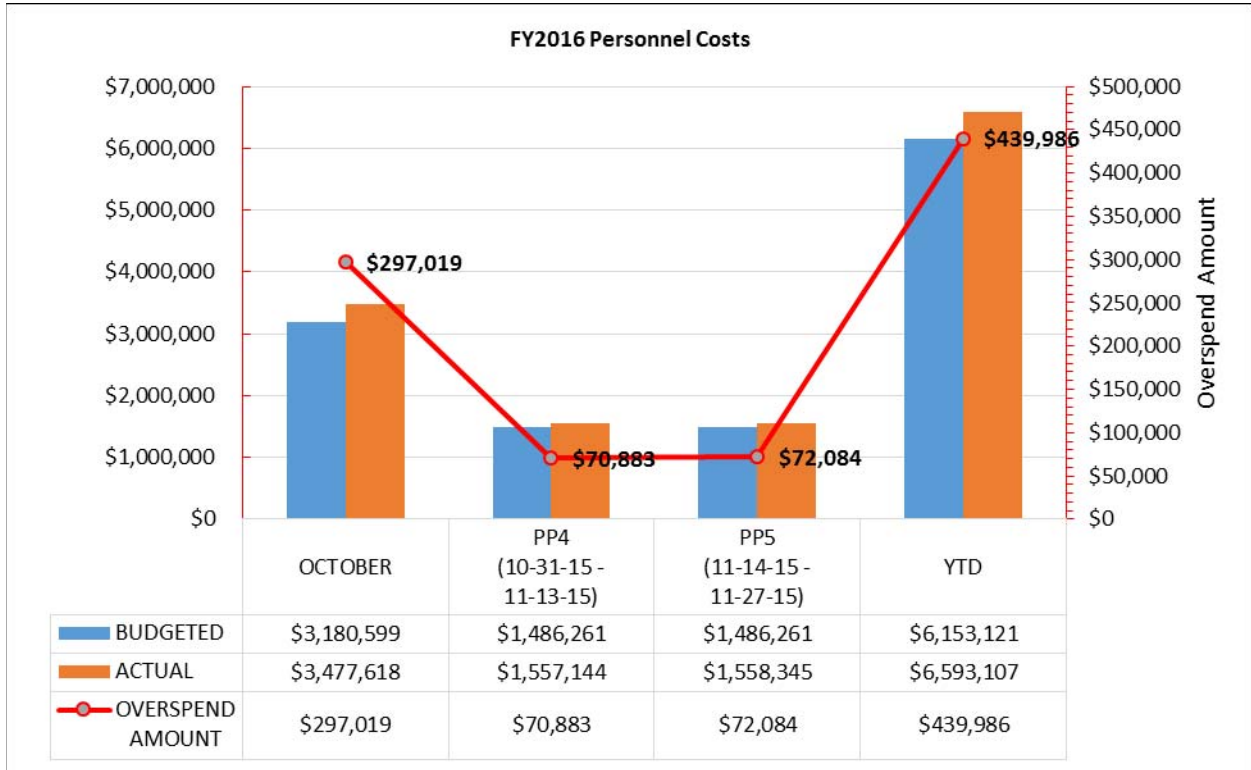


## **Dispositions:**

- 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

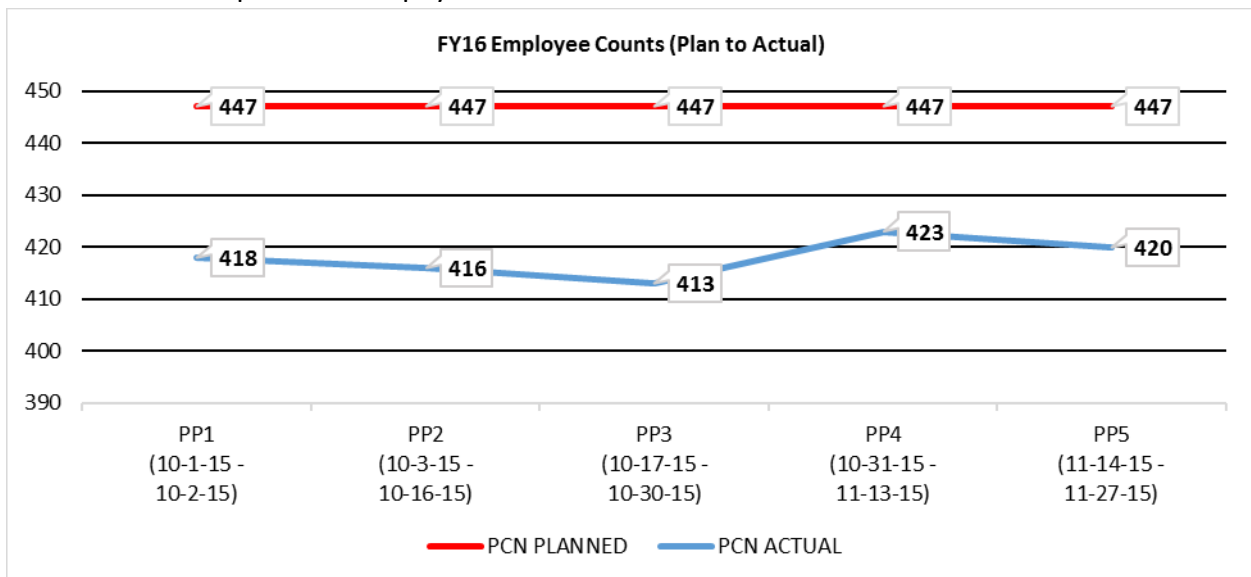
## FINANCIAL

In October 2015, a one-time payment of \$206,688 for Workers Compensation occurred. BSO anticipates on meeting the established budget.



## 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**

### **NOVEMBER 2015**

#### **NAEMD**

Total medical calls:	12,487
Total calls evaluated:	596
Percentage of calls evaluated:	4.77%
Total # operators reviewed:	296
Total # operators 100% compliant:	83
Total # operators non-compliant:	48
Areas of improvement:	Case Entry
Areas of concern:	Chief Complaint and PAI Instructions

#### **North PSAP**

Case Entry: 95.63%; Chief Complaint: 97.34%; Key Questions: 98.37%; PAIs: N/A; PDIs: 97.12%;  
Final Coding: 99.87%; Customer Service: 99.94%; Total: 97.67%

#### **Central PSAP**

Case Entry: 94.69%; Chief Complaint: 98.32%; Key Questions: 96.73%; PAIs: 100%; PDIs:  
95.37%; Final Coding: 99.45%; Customer Service: 100%; Total: 96.93%

#### **South PSAP**

Case Entry: 94.74%; Chief Complaint: 97.46%; Key Questions: 97.76%; PAIs: 100%; PDIs:  
96.99%; Final Coding: 99.63%; Customer Service: 99.98%; Total: 97.38%

#### **QA UNIT**

Total calls evaluated:	187 (North 59, Central 63, South 55)
Call taker reviews:	125
PD dispatch reviews:	44
FR dispatch reviews:	17
Teletype reviews:	1
Compliant QA's:	122
Non-Compliant QA's:	65
Counseling Reports:	10
Internal Affairs Cases:	0
Commendations:	1
Remedial Recommendations:	0

#### **Trending Topic's**

"Time Delay" - A Roll Call Training Bulletin was distributed to all Communications staff on 11/13/15.

"CAD Messages" - A Roll Call Training Bulletin was distributed to all Communications staff on 11/18/15

"Time Checks" - A Roll Call Training Bulletin was distributed to all Communications staff on 11/23/15

"Transferring 911 Calls" - A Roll Call Training Bulletin was distributed to all Communications staff on  
11/30/15

#### **AEU**

Total Audio Evidence requests: 1121 - (595 from law and fire, 523 domestic violence requests,  
3 pending from October)

## 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