



Regional Consolidated Dispatch October 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 October 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.

Call Volume and Calls for Service

In October 2015, there were a total of 200,339 incoming calls for the Regional System, consisting of 119,424 emergency 911 calls; 70,314 non-emergency calls; and 10,601 alarm calls. There were 32,406 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 152,413 calls to Law Enforcement and Fire Rescue disciplines combined. Of this amount, 24,987 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 24,987 Fire Rescue dispatched calls, both of these data points are known for 12,637 calls. These 12,637 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 generating data on non-emergency calls to populate information in Computer Aided Dispatch (CAD) system.

Call Transfers

For the month of October 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 (326) and Plantation (750) Public Safety Answering Points (PSAPs). These totals represent 5.74% and 14.01% 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 October, the following data indicates the number of days the 90/10 busy hour daily standard was achieved:

- North: 30 days (increase of 1 day compared to September 2015)
- Central: 30 days (increase of 6 days compared to September 2015)
- South: 21 days (decrease of 3 days compared to September 2015)

In comparison, the independent PSAPs in the Cities of Coral Springs and Plantation, achieved the daily standard 21 and 13 days, respectively. The achieved of days are not discussed with the independent PSAPs. As a result, there is no opportunity for these PSAPs to mitigate days that are not achieved.

2. Call Taker Performance

To ensure Call Taker performance is universally measured and understood, 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 October, 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 through incidents. 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.

Contract Performance Measures (Operator’s Agreement, Exhibit “D”) ¹

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ² - (Daily Standard) Note: The numbers in the table represents the number of days achieving the daily standard.	31	30	30	21
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.14%	99.37%	98.41%
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%	88.41%	79.74%	83.39%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	94.55%	89.90%	92.31%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	43.51%	30.22%	39.00%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	82.47%	69.42%	75.00%

¹ 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.

² This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 11-14 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.

Other Non-Contract Performance Measures³

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.01%	98.70%	96.50%

³ This performance standard is not included in the agreement for the regional system. See page 19 for all calls.

Incident Tracking

The incident 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 October, there were 43 new call center-related incidents placed in the tracking system. This is a decrease of 1 compared to September 2015. In October 2015, the Regional System handled 200,339 incoming calls. The Operational Review Team, consisting of representatives from the County, the Operator and Participating Municipalities, continue to meet on a regular basis to review the incidents, their disposition and mitigation strategies. Incident tracking information reflected on page 20 illustrates the disposition of tickets opened during the month of October 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; after completing the first month of the post-transition period there is an overspend of \$297,019, or 9.34%, of the allocated budget of \$3,180,559.

Staffing Level

Data provided by the Operator shows that during the month of October there was a low of 413 and a high of 418 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

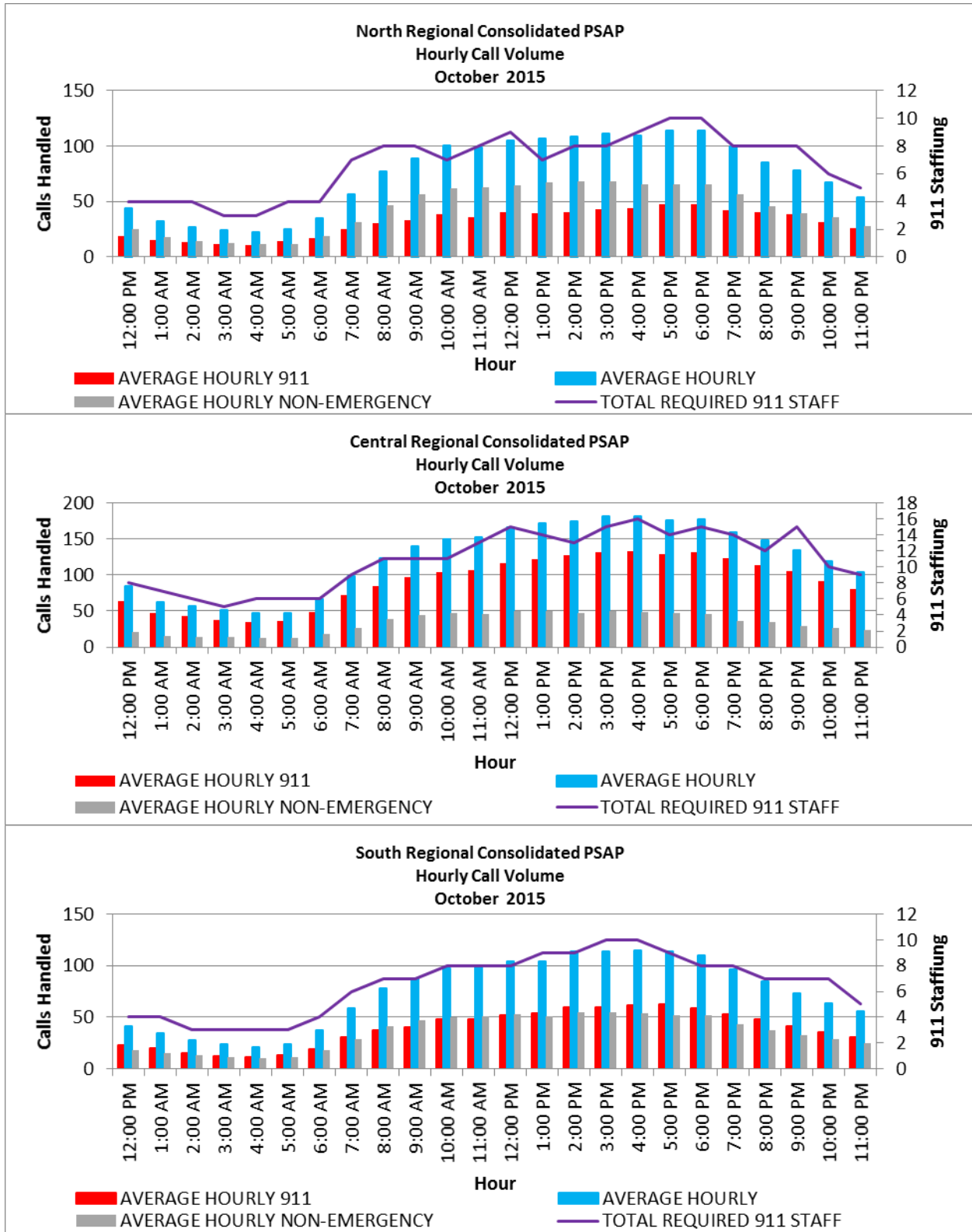
BSO has submitted information on their Quality Assurance initiative and EMD standards (page 23). This information has not been reviewed or validated by County staff.

Conclusion

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.

APPENDIX

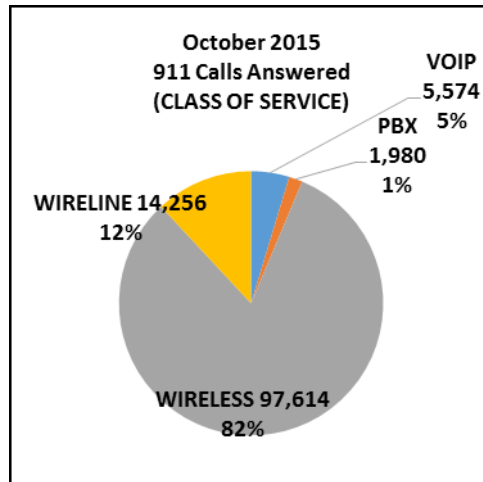
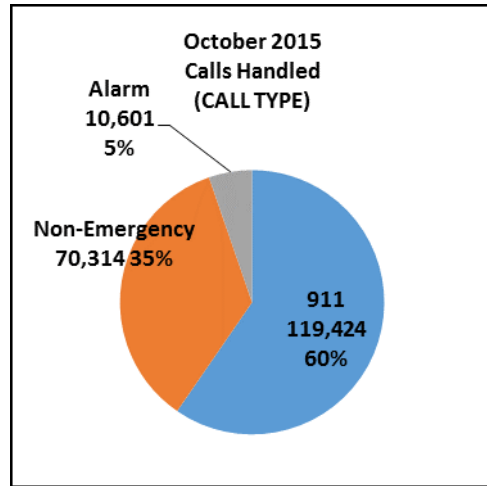
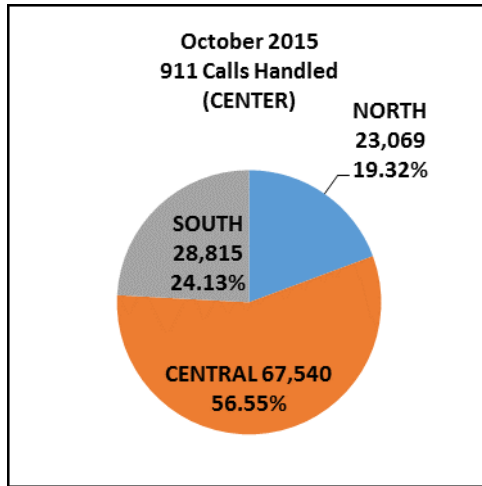
Call Volume, by Hour of Day



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 October 2015.

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	23,069	67,540	28,815	119,424
<i>Non 9-1-1 Calls Answered</i>	32,171	22,402	26,342	80,915
TOTAL INCOMING CALLS	55,240	89,942	55,157	200,339
<i>Incoming Alarm Calls</i>	2,017	6,272	2,312	10,601
<i>Incoming Non-Emergency Calls</i>	30,154	16,130	24,030	70,314
TOTAL NON-911 CALLS ANSWERED	32,171	22,402	26,342	80,915
TOTAL OUTGOING CALLS	6,736	17,170	8,500	32,406

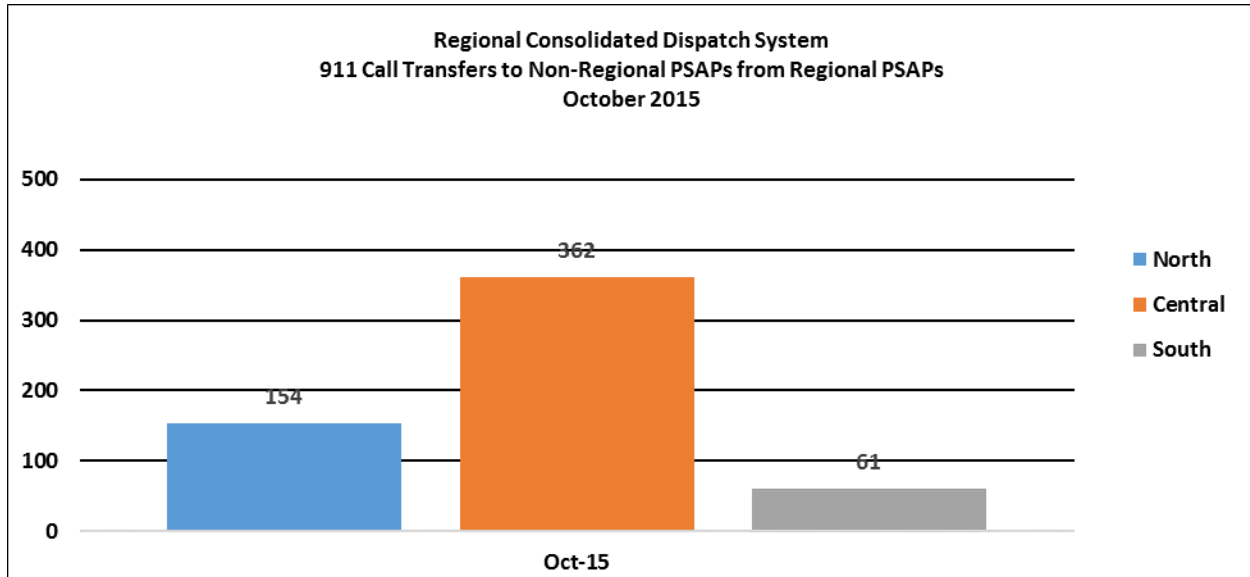


CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,411	12,226	7,350	24,987
<i>Law Enforcement (911 Only)</i>	24,222	60,444	42,760	127,426
TOTAL 911 CFS	29,633	72,670	50,110	152,413
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)*</i>	3,088	5,188	4,361	12,637

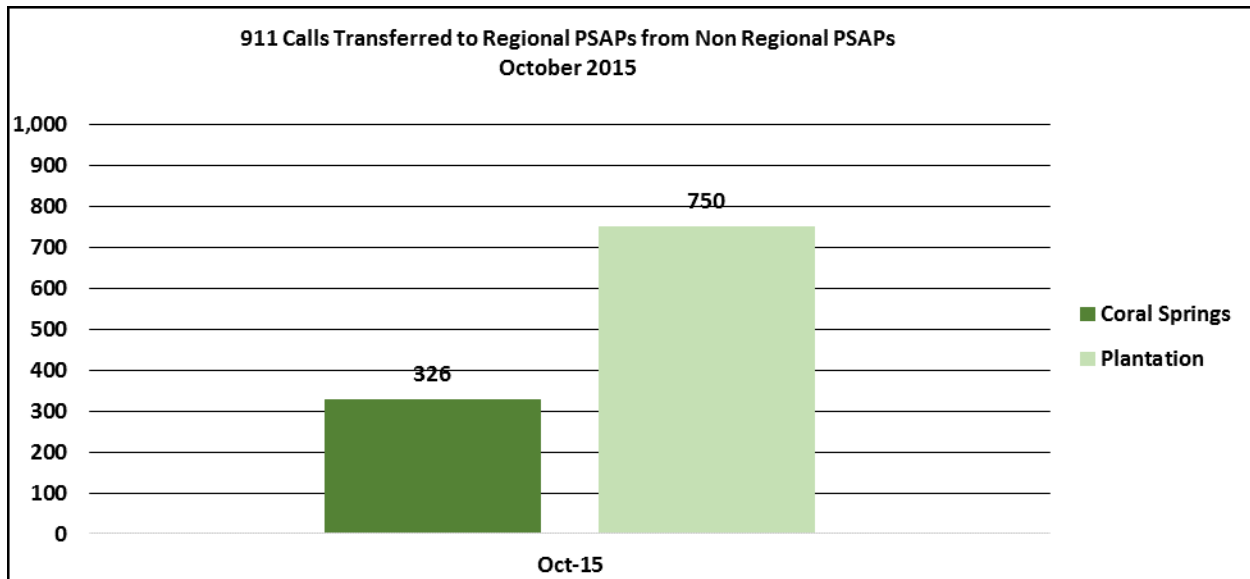
**Calls for Service based upon E-911; only these calls are included in the P2/P3 indicator. These calls are a subset of the total Fire Rescue calls for service and do not represent the total calls received or the total calls for service due to activity on the non-emergency lines.*

Call Transfers

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	TOTAL
Transferred 911 Calls	154	362	61	577
Percentage of 911 Calls	0.67%	0.54%	0.21%	0.48%



911 Call Transfers: Non-Regional to Regional			
	CORAL SPRINGS	PLANTATION	TOTAL
Transferred 911 Calls	326	750	1,076
Percentage of 911 Calls	5.74%	14.01%	9.76%



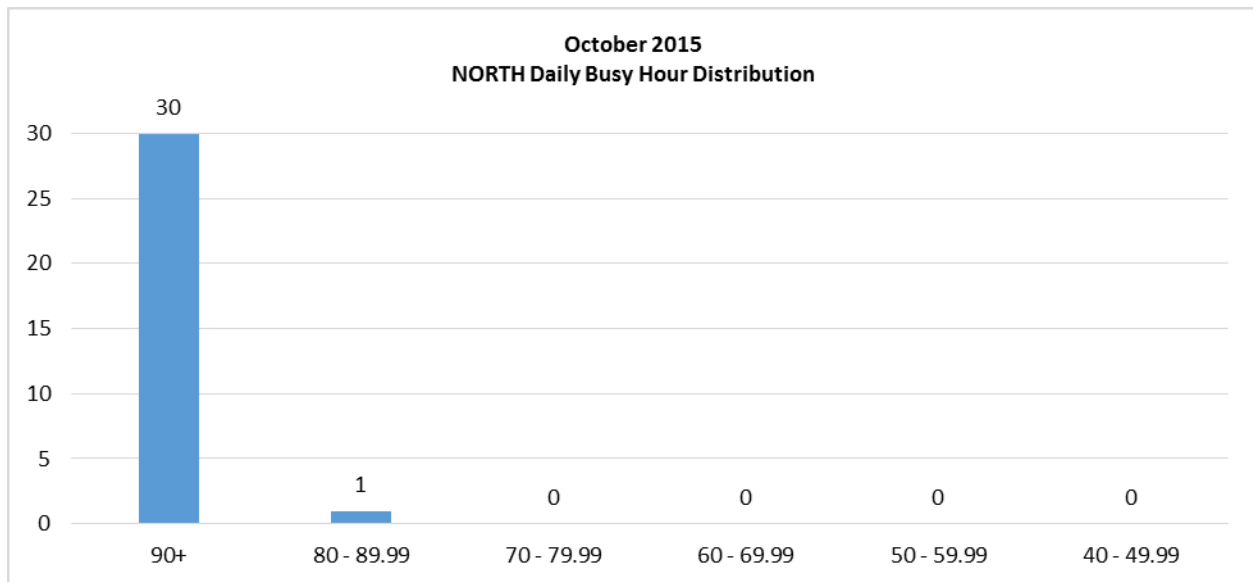
CONTRACT PERFORMANCE MEASURES

P1 Daily Busy Hour

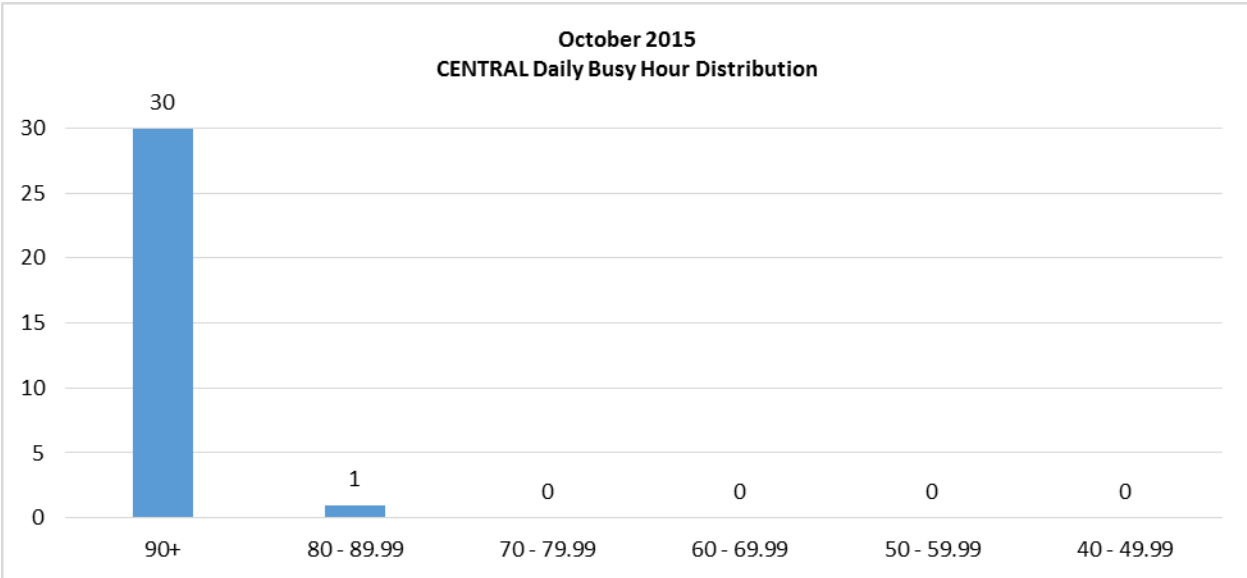
P1 measures the time it takes a Call Taker to answer an incoming E911 call. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a “pass” or “fail.” The charts below represent the Operator’s attainment of the busy hour for each day (daily standard) and 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

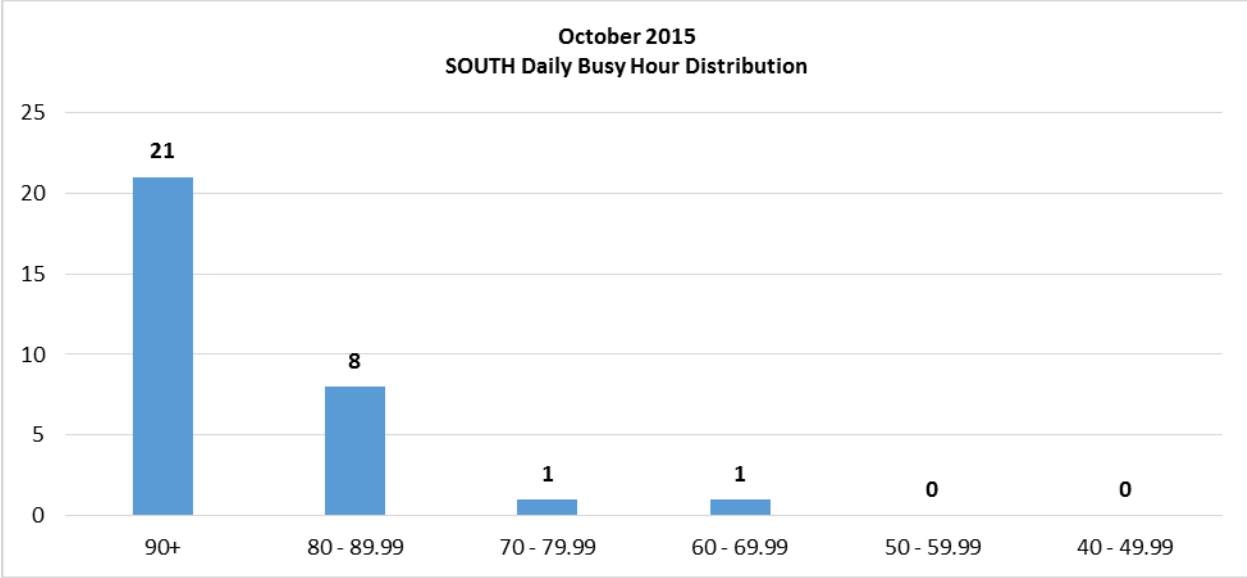
October 2015 NORTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
10/01/2015	6:00 PM	63	64	98.44%	YES	10/17/2015	3:00 PM	54	54	100.00%	YES
10/02/2015	9:00 PM	53	65	81.54%	NO	10/18/2015	6:00 PM	49	49	100.00%	YES
10/03/2015	6:00 PM	59	59	100.00%	YES	10/19/2015	5:00 PM	60	60	100.00%	YES
10/04/2015	2:00 PM	65	65	100.00%	YES	10/20/2015	5:00 PM	47	48	97.92%	YES
10/05/2015	11:00 AM	63	63	100.00%	YES	10/21/2015	5:00 PM	68	69	98.55%	YES
10/06/2015	5:00 PM	53	55	96.36%	YES	10/22/2015	3:00 PM	58	59	98.31%	YES
10/07/2015	7:00 PM	57	57	100.00%	YES	10/23/2015	9:00 AM	54	54	100.00%	YES
10/08/2015	5:00 PM	65	65	100.00%	YES	10/24/2015	9:00 PM	62	62	100.00%	YES
10/09/2015	7:00 PM	59	61	96.72%	YES	10/25/2015	5:00 PM	47	47	100.00%	YES
10/10/2015	1:00 PM	51	51	100.00%	YES	10/26/2015	4:00 PM	73	73	100.00%	YES
10/11/2015	9:00 PM	48	48	100.00%	YES	10/27/2015	10:00 AM	63	63	100.00%	YES
10/12/2015	4:00 PM	53	53	100.00%	YES	10/28/2015	6:00 PM	59	59	100.00%	YES
10/13/2015	6:00 PM	49	51	96.08%	YES	10/29/2015	12:00 PM	56	60	93.33%	YES
10/14/2015	10:00 AM	55	59	93.22%	YES	10/30/2015	5:00 PM	54	60	90.00%	YES
10/15/2015	2:00 PM	58	58	100.00%	YES	10/31/2015	7:00 PM	64	64	100.00%	YES
10/16/2015	7:00 PM	69	73	94.52%	YES						



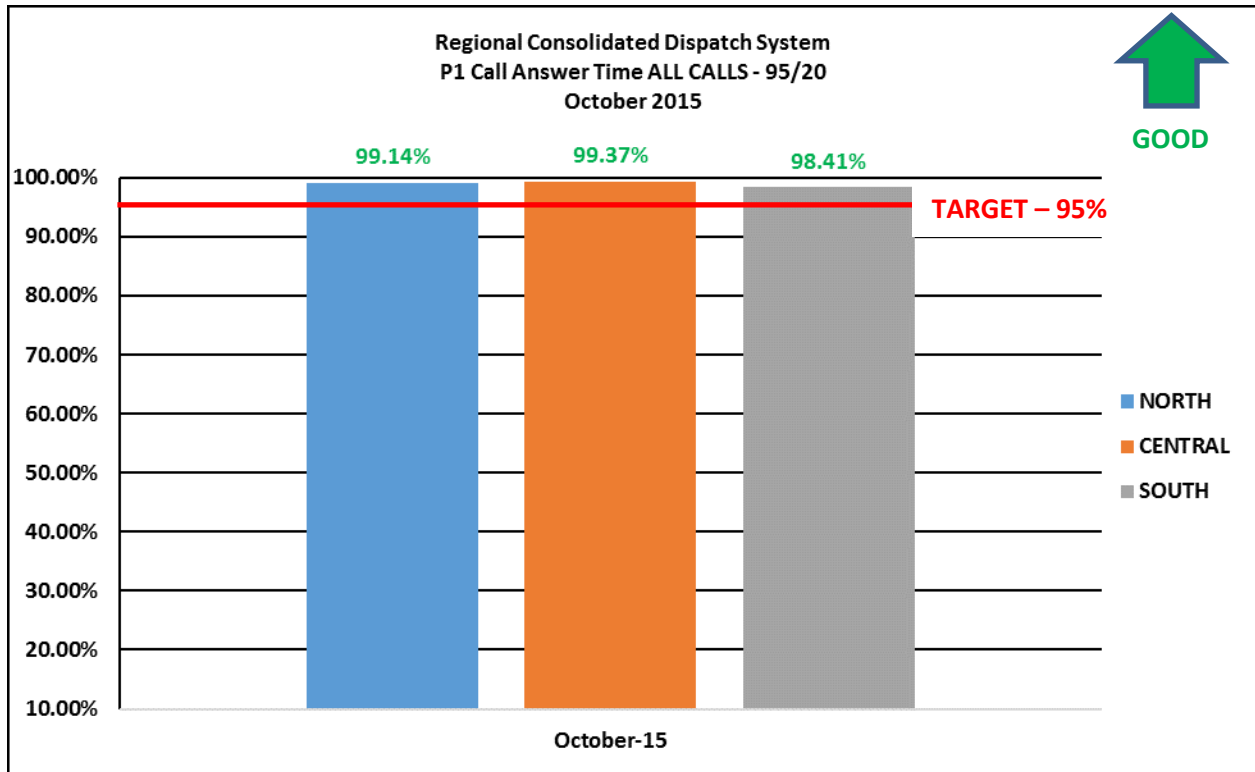
October 2015 Central Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
10/01/2015	4:00 PM	139	139	100.00%	YES	10/17/2015	12:00 PM	134	142	94.37%	YES
10/02/2015	3:00 PM	131	145	90.34%	YES	10/18/2015	6:00 PM	132	132	100.00%	YES
10/03/2015	6:00 PM	171	175	97.71%	YES	10/19/2015	3:00 PM	153	153	100.00%	YES
10/04/2015	3:00 PM	163	164	99.39%	YES	10/20/2015	2:00 PM	145	147	98.64%	YES
10/05/2015	7:00 PM	143	143	100.00%	YES	10/21/2015	7:00 PM	155	155	100.00%	YES
10/06/2015	3:00 PM	129	129	100.00%	YES	10/22/2015	9:00 PM	137	138	99.28%	YES
10/07/2015	2:00 PM	165	166	99.40%	YES	10/23/2015	4:00 PM	181	183	98.91%	YES
10/08/2015	6:00 PM	145	151	96.03%	YES	10/24/2015	2:00 PM	146	150	97.33%	YES
10/09/2015	3:00 PM	183	183	100.00%	YES	10/25/2015	8:00 PM	140	141	99.29%	YES
10/10/2015	1:00 PM	191	206	92.72%	YES	10/26/2015	2:00 PM	161	161	100.00%	YES
10/11/2015	7:00 PM	151	151	100.00%	YES	10/27/2015	3:00 PM	155	155	100.00%	YES
10/12/2015	3:00 PM	141	141	100.00%	YES	10/28/2015	6:00 PM	169	169	100.00%	YES
10/13/2015	6:00 PM	155	155	100.00%	YES	10/29/2015	4:00 PM	141	162	87.04%	NO
10/14/2015	12:00 PM	154	156	98.72%	YES	10/30/2015	5:00 PM	186	188	98.94%	YES
10/15/2015	4:00 PM	159	166	95.78%	YES	10/31/2015	1:00 PM	145	151	96.03%	YES
10/16/2015	1:00 PM	150	150	100.00%	YES						



October 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
10/01/2015	1:00 PM	69	70	98.57%	YES	10/17/2015	12:00 PM	57	66	86.36%	NO
10/02/2015	2:00 PM	80	80	100.00%	YES	10/18/2015	8:00 PM	64	65	98.46%	YES
10/03/2015	1:00 PM	74	77	96.10%	YES	10/19/2015	6:00 PM	69	69	100.00%	YES
10/04/2015	5:00 PM	63	65	96.92%	YES	10/20/2015	3:00 PM	72	78	92.31%	YES
10/05/2015	2:00 PM	72	76	94.74%	YES	10/21/2015	3:00 PM	61	61	100.00%	YES
10/06/2015	6:00 PM	66	66	100.00%	YES	10/22/2015	12:00 PM	48	71	67.61%	NO
10/07/2015	7:00 PM	61	67	91.04%	YES	10/23/2015	11:00 AM	73	91	80.22%	NO
10/08/2015	7:00 PM	75	78	96.15%	YES	10/24/2015	5:00 PM	63	63	100.00%	YES
10/09/2015	7:00 PM	63	86	73.26%	NO	10/25/2015	5:00 PM	76	76	100.00%	YES
10/10/2015	6:00 PM	77	77	100.00%	YES	10/26/2015	2:00 PM	69	78	88.46%	NO
10/11/2015	2:00 PM	55	60	91.67%	YES	10/27/2015	5:00 PM	77	77	100.00%	YES
10/12/2015	4:00 PM	86	89	96.63%	YES	10/28/2015	6:00 PM	56	65	86.15%	NO
10/13/2015	6:00 PM	63	65	96.92%	YES	10/29/2015	5:00 PM	67	77	87.01%	NO
10/14/2015	4:00 PM	75	77	97.40%	YES	10/30/2015	4:00 PM	85	87	97.70%	YES
10/15/2015	6:00 PM	66	80	82.50%	NO	10/31/2015	9:00 PM	75	86	87.21%	NO
10/16/2015	8:00 PM	76	87	87.36%	NO						

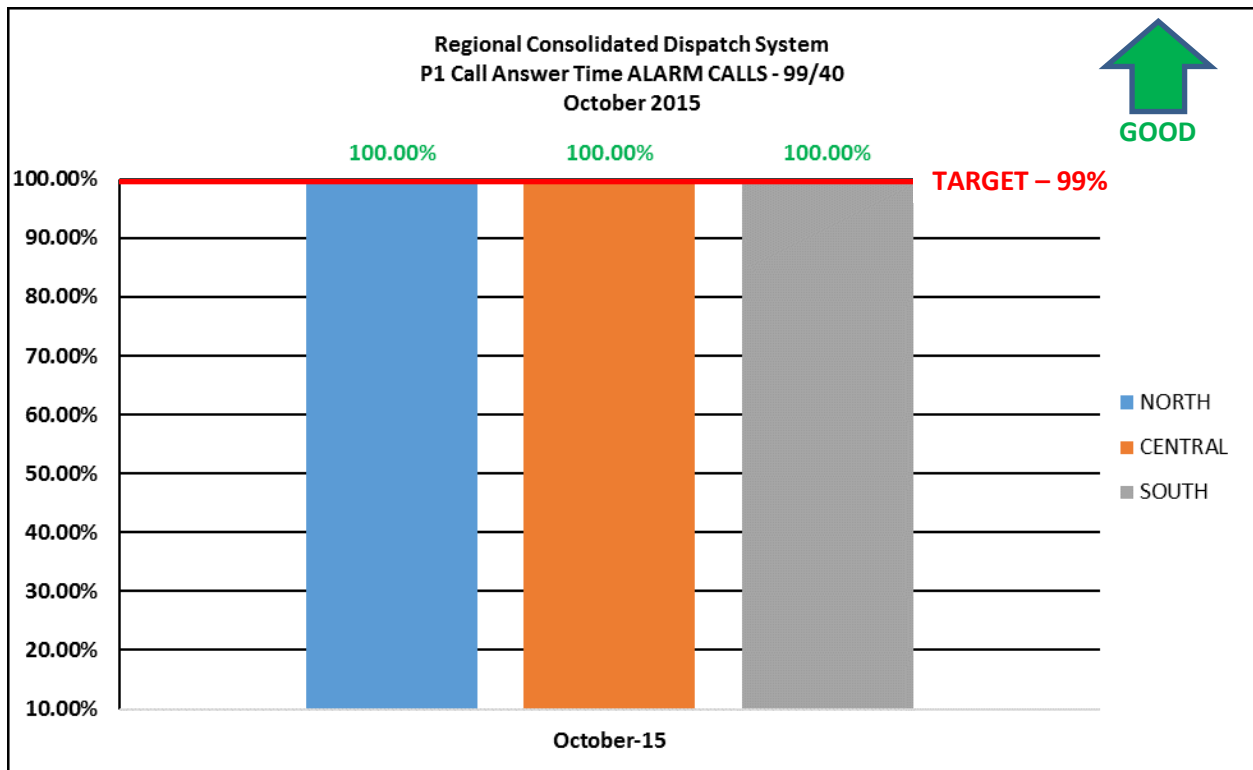
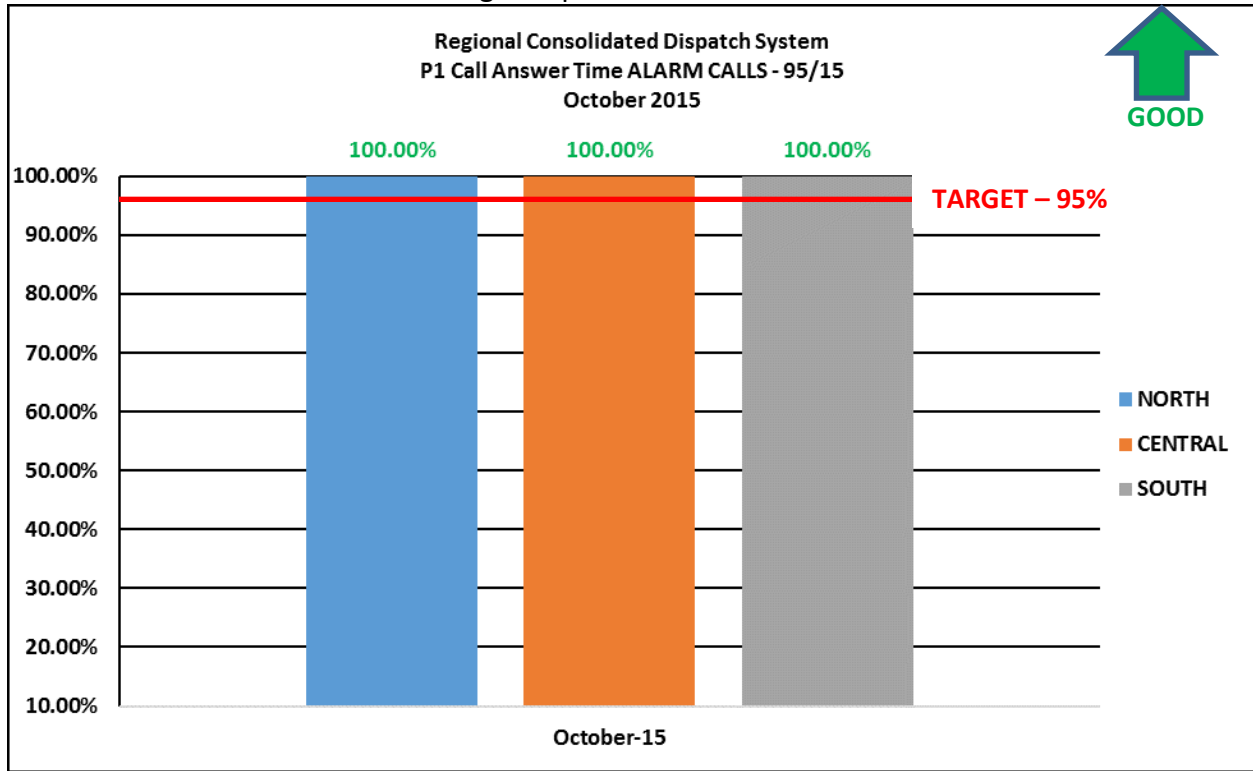


P1 Call Answer Time - All Calls (911) 95% within 20 Secs.

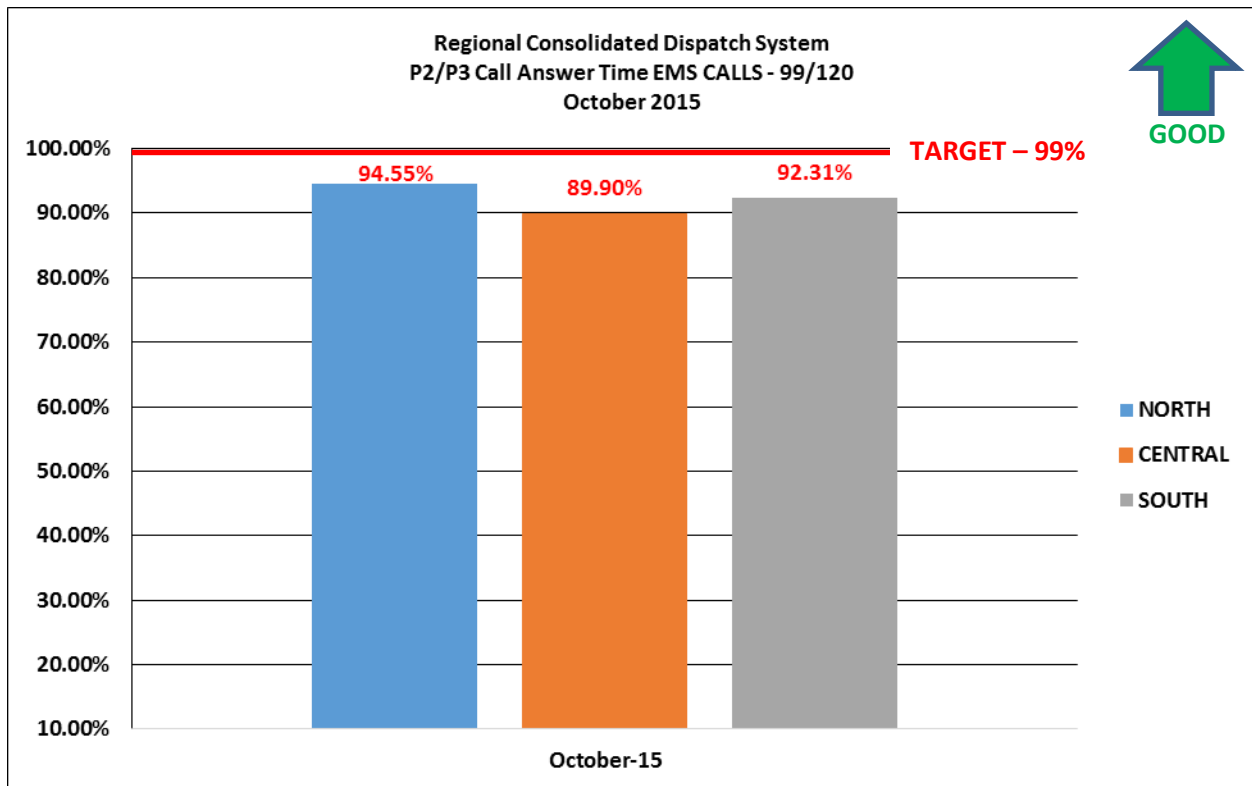
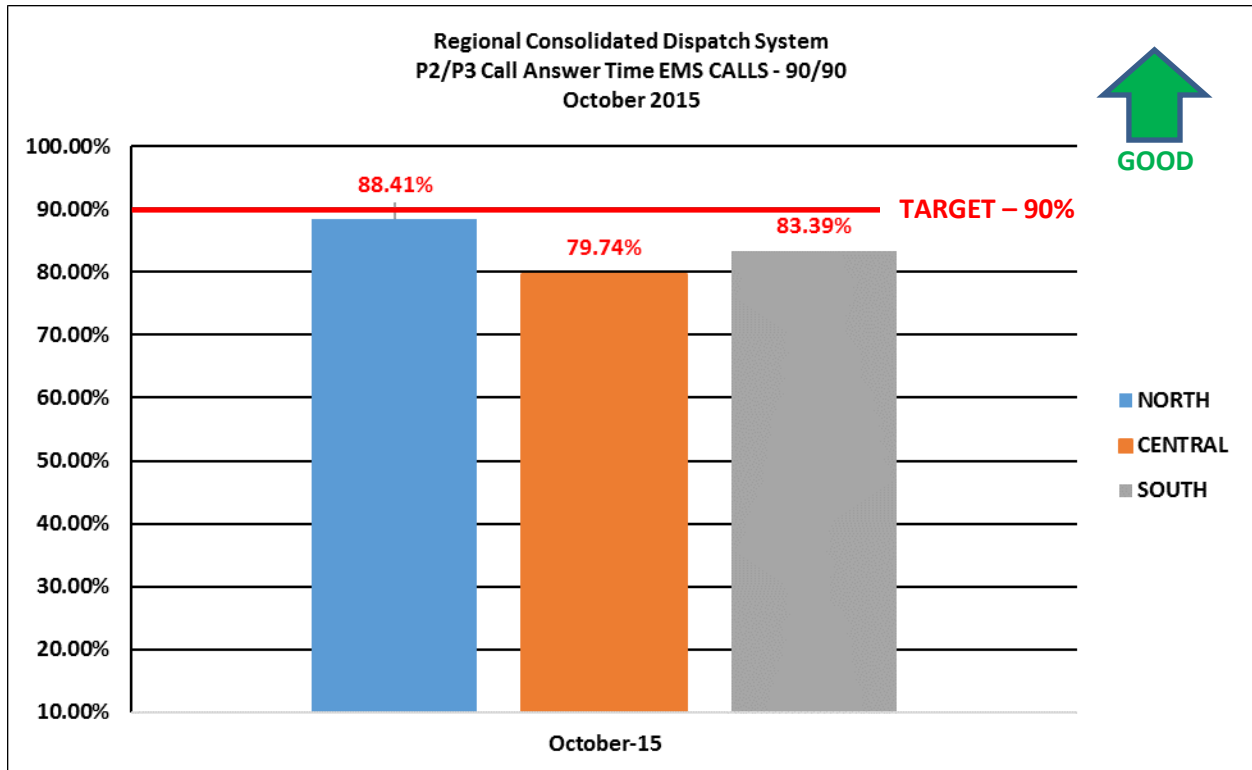


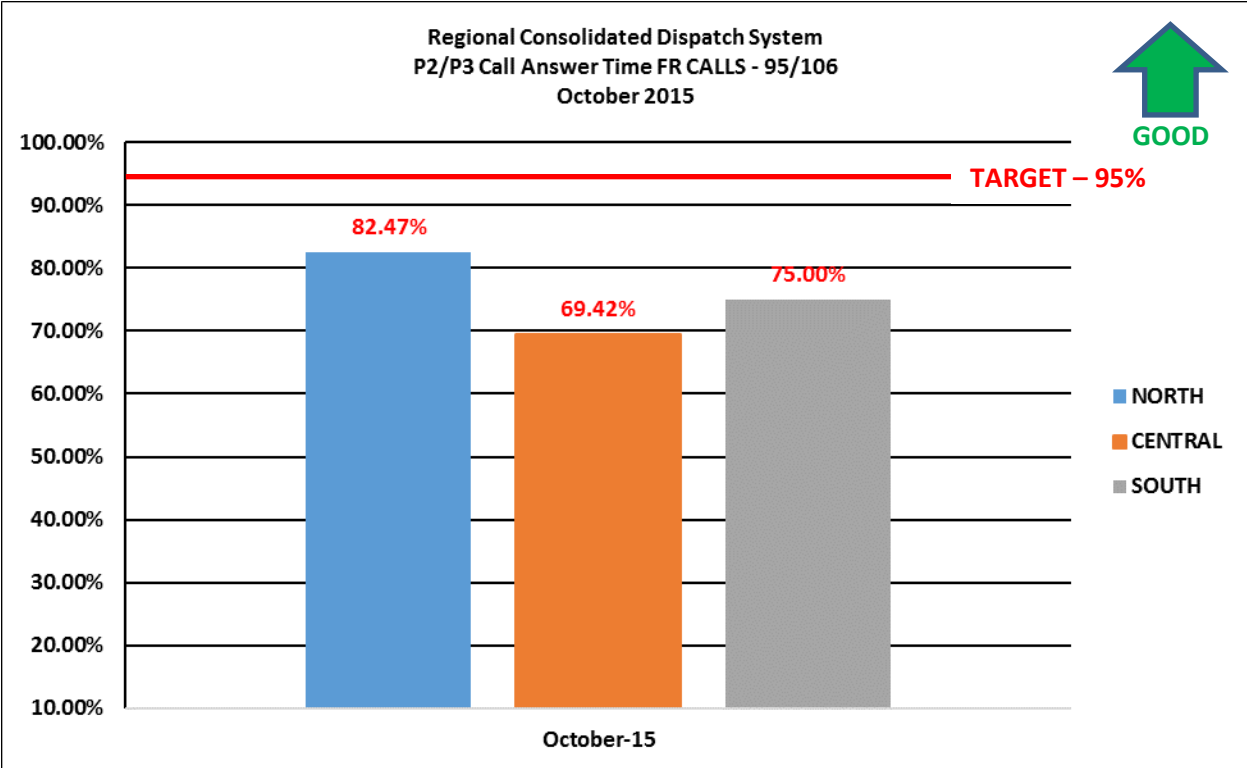
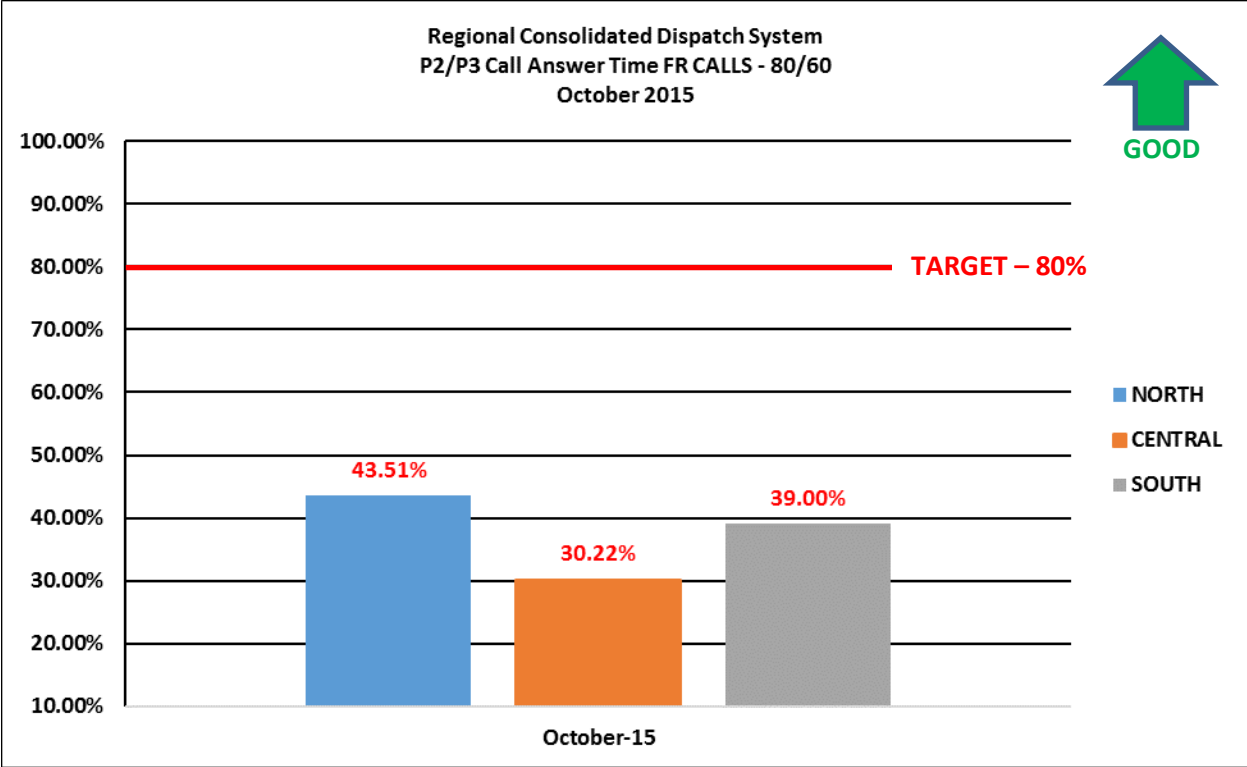
P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.



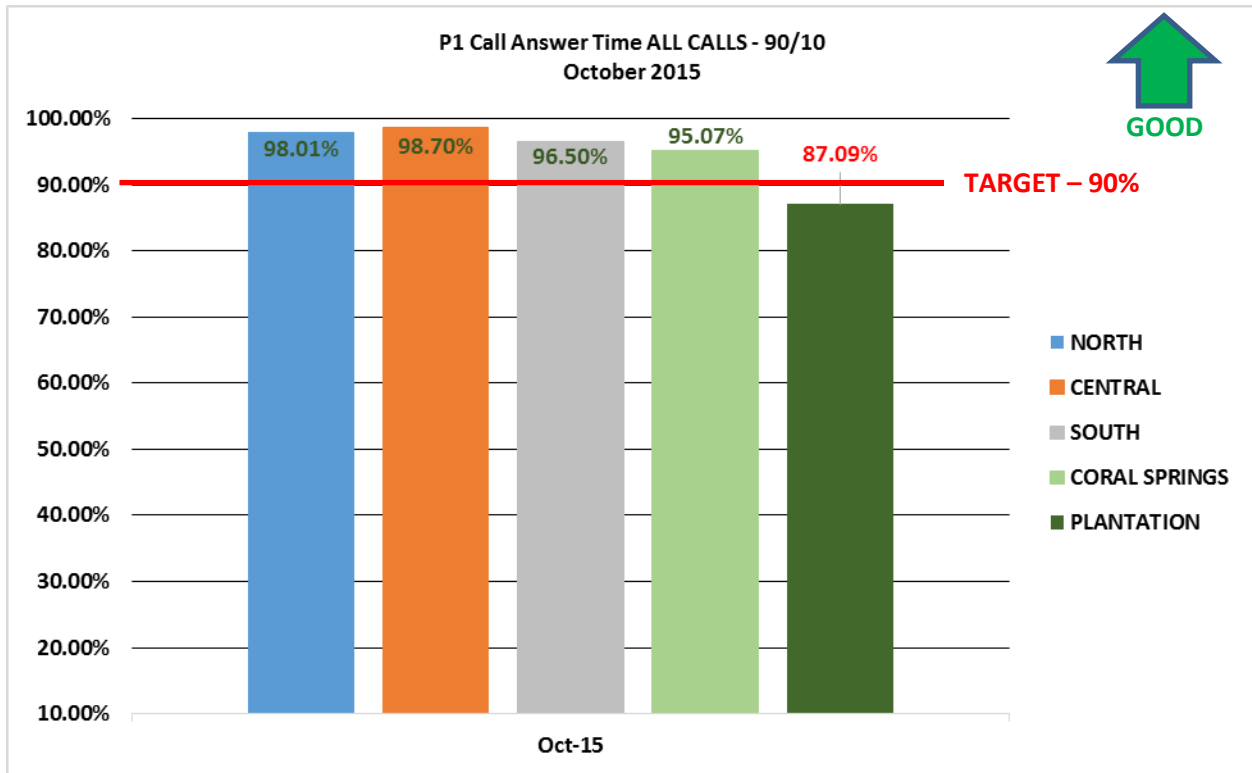
P2/P3 Fire Rescue CFS Processing Time - Calls received on E-911 lines only





OTHER NON-CONTRACT PERFORMANCE MEASURES

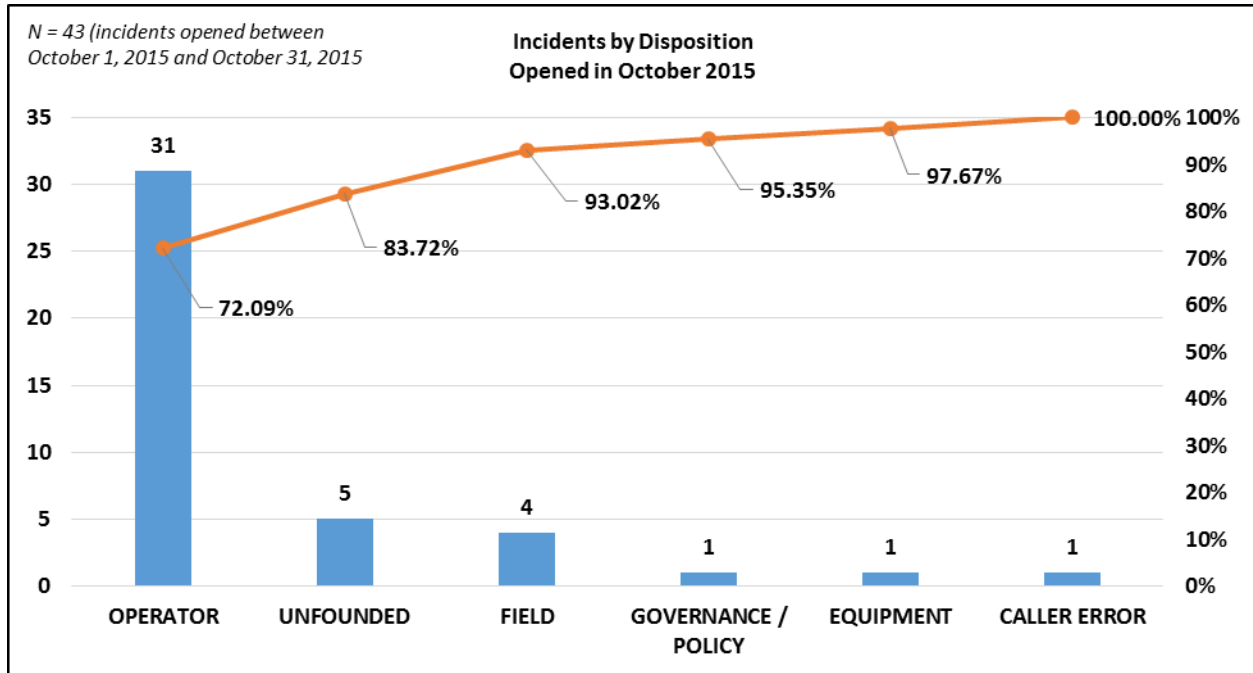
P1 Call Answer Time for all 911 Calls



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

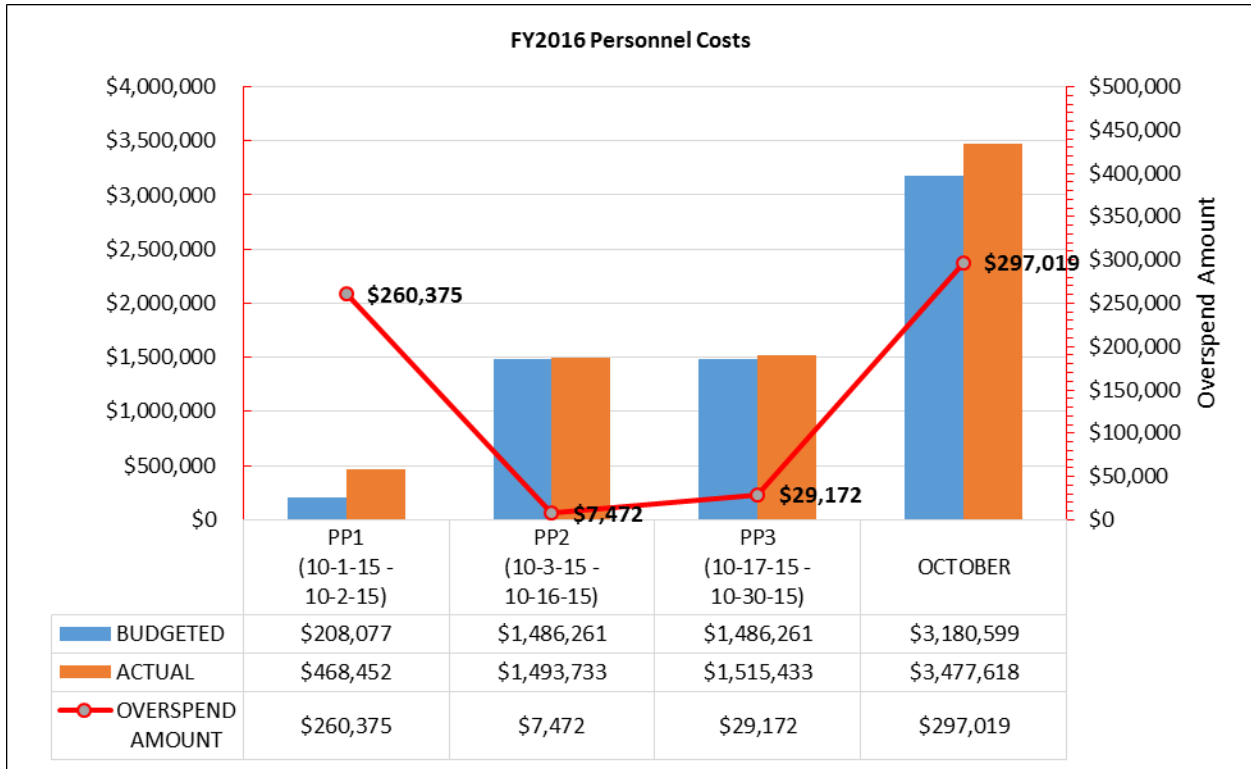
The following Pareto Chart illustrates the number of tickets opened and assigned a disposition in the tracking system. During the month of October 2015, 200,339 incoming calls have been by Broward County's Regional Communications System. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.



Dispositions:

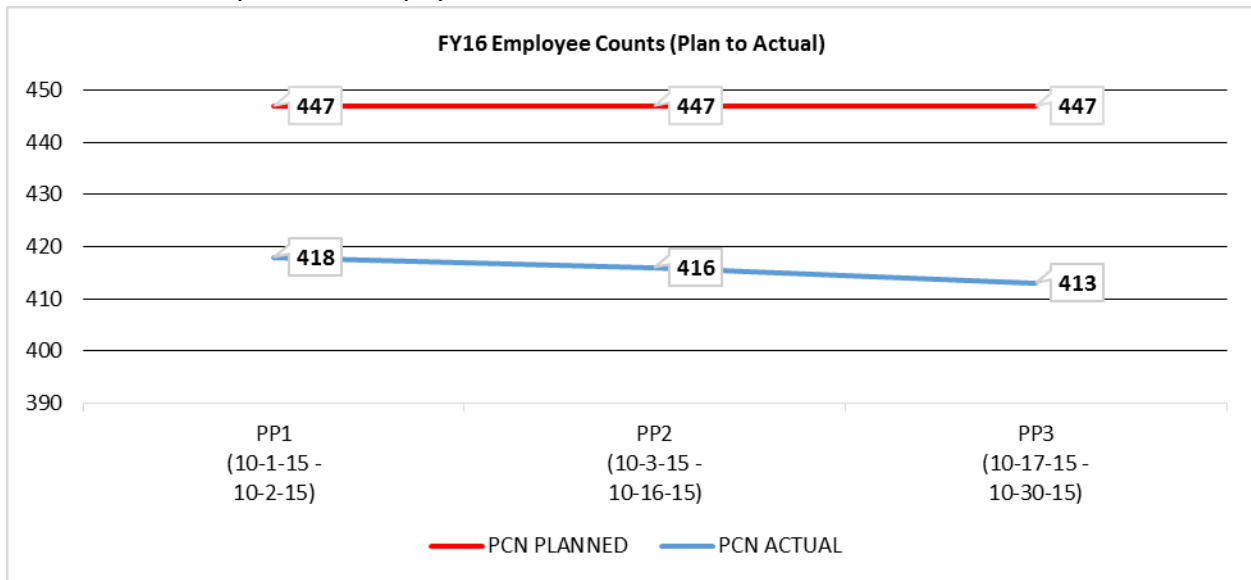
- Operator - identified by ORCAT, BSO and submitting agency as an error made by a call taker/dispatcher
- Unfounded - identified by ORCAT, BSO and submitting agency as an unfounded concern
- Training - identified by ORCAT, BSO and submitting agency as a training opportunity for all call takers and/or 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



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

OCTOBER 2015

Emergency Medical Dispatch

Total medical calls:	13,017
Total calls evaluated:	613
Percentage of calls evaluated:	4.71%
Total # operators reviewed:	303
Total # operators 100% compliant:	83
Total # operators non-compliant:	34
Areas of improvement:	Chief Complaint
Areas of concern:	Case Entry and PAI Instructions

North PSAP

Case Entry: 94.58%; Chief Complaint: 97.08%; Key Questions: 98.49%; PAIs: 100%; PDIs: 97.35%; Final Coding: 99.42%; Customer Service: 99.94%; Total: 97.39%

Central PSAP

Case Entry: 95.26%; Chief Complaint: 96.30%; Key Questions: 98.33%; PAIs: 100%; PDIs: 97.09%; Final Coding: 98.08%; Customer Service: 100%; Total: 97.03%

South PSAP

Case Entry: 95.25%; Chief Complaint: 97.25%; Key Questions: 98.38%; PAIs: 100%; PDIs: 96.99%; Final Coding: 99.39%; Customer Service: 99.94%; Total: 97.46%

QA UNIT

Total calls evaluated:	303	(73 North, 136 Central, 94 South)
Call taker reviews:	182	
PD dispatch reviews:	80	
FR dispatch reviews:	39	
Teletype reviews:	2	
Compliant QA's:	172	
Non-Compliant QA's:	131	
Counseling Reports:	9	
Internal Affairs Cases:	1	
Commendations:	0	
Remedial Recommendations:	0	

Trending Topic – “Shell Calls” - A Roll Call Training Bulletin was distributed to all Communications staff including a read and sign requirement providing instructions and guidance on when and why a “Shell Call” is acceptable.

AEU

Total Audio Evidence requests: 1,177 (738 from law and fire, 415 domestic violence requests, 24 pending from September)

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