



# **Regional Consolidated Dispatch February 2016 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 February 2016. Operational Review Team meetings with Fire Rescue and Law Enforcement, and Quality Improvement Meetings continue at regular intervals. These meetings provide forums to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes toward improvement of the Regional Consolidated Dispatch System.

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 (Eliminate) 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 February 2016, there were a total of 179,146 incoming calls for the Regional System, consisting of 104,975 emergency 911 calls; 58,909 non-emergency calls; and 15,262 alarm calls. There were 25,504 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 145,060 calls to Law Enforcement and Fire Rescue disciplines combined. Of this amount, 24,350 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. This approach follows NFPA standards.

Of the 25,900 Fire Rescue dispatched calls, both of these data points are known for 15,307 calls. These 15,307 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 the following contributing factors for this issue:

- Calls on non-emergency/admin lines (10-digit numbers)
- Duplicated screens used by Operator
- Cloned calls by Operator
- Field initiated requests

Testing was conducted by ORCAT on February 9, 2016 to assess the effect of configuration changes directed toward populating the call answer time data point in the reporting database, for callers that dial a ten digit number (admin lines) to contact the PSAP. If successful, this will enable P2/P3 reporting on this subset of the population of calls for service, addressing the first contributing factor reference above [Calls on non-emergency/admin lines (10-digit numbers)]. The tests were inconclusive. Subsequent proof of concept testing is being developed.

## **Call Transfers**

For the month of February 2016, call transfers represent less than .51% 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 (386) and Plantation (742) Public Safety Answering Points (PSAPs). These totals represent 7.70% and 15.09% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

The Cities of Coral Springs and Plantation participated in planning meetings for the implementation and development of the County's new Computer Aided Dispatch (CAD) system, and are aware progress of the project. If both cities decided to utilize the County's CAD, call transfers will be eliminated.

## **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.

### **1. P1 Performance**

There continues to be significant improvement in the achievement of the P1 performance standard for the regional system. The standard for the system is a higher standard that was adopted by participants in the regional system.

ORCAT met with the Operator to review performance metrics and compare PSAP 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 February, the following data indicates the number of days the 90/10 busy hour daily standard was achieved:

- North: 28 (decrease of one day from January 2016.)
- Central: 27 Days (decrease of one day from January 2016.)
- South: 29 days (decrease of 1 day from January 2016.)

**Please note that that South Center met the indicator this month.**

## 2. Incident Management Analysis Driven Initiatives

### TRAINING INITIATIVE – CAD COMMON NAME HIGHWAY/RAILROAD/INTRA-COASTAL WATERWAY ENTRIES

- **Reason for Training:** Incident Management identified addressing as an issue; this training initiative is in response. Training of all personnel to the correct usage of CAD pre-programmed locations along all major highways, the Intra-Coastal Waterway, and Railroad crossings *county-wide*. The CAD programming enables the operator to quickly focus upon a place of occurrence, chose an accurate selection, and generate the CAD event in a timely and accurate fashion. CAD Common Named programming further enables accuracy in determining municipal jurisdiction as well as zone/response.

- **Date of Training:** December 28, 2015 – February 29, 2016

**Status:** Completed February 29, 2016

- **Training Objectives:**

- Utilization of the CAD Common Name File for entry of Highway Events
- Utilization of the CAD Common Name File for entry events on a Broward County Railroad
- Utilization of the CAD Common Name File for entry of events on the ICW
- Correct interrogation sequences to meet P2/P3 objectives
- Correct signal classification determination based upon scenarios presented for incidents along highways, the railways, and the ICW
- Visual awareness of CAD F8 “clock” which is presented at the 45 second interval of the CAD entry sequence

- **Training Method:**

- All operators are being instructed individually by either the Site Manager or Assistant Site Manager.
- Operators are seated at a CAD console, and educated *via visual and verbal direction* on the manner in which all highways, railroads, and the intra-coastal have been programmed into the CAD system.
- Operators are presented with screenshot images to maintain as part of their personal training records. These screenshots are a visual presentation of the manner in which the CAD programming has been completed, and is meant to be maintained as a quick reminder in the event the operator needs further guidance on how to access these records.
- Operators are given a proficiency examination in which they are challenged with simulating a call entry in which highways, railroad crossings, or the ICW are introduced as the location of occurrence. Operators are evaluated on their ability to

simulate call entry correctly, gathering the correct city and zone response, and determine the correct signal type for the event.

- All training is documented and will be maintained as part of the employee's training file.

Additionally, other performance concerns as identified via random Quality Assurance review and Ticket Complaint submissions have resulted in the development of two other training initiatives designed to counter and address these specific issues. These initiatives are not necessarily specific to addressing concerns or CAD entry, however, assurance that staff can successfully perform these various tasks as required will be found to be important aspects of operator comprehension and compliance as we move into a single queue ACD system. The focus of these training initiatives has been outlined.

### **TRAINING INITIATIVE – MAP AND RESOURCE FOLLOW UP – INDEPENDENT TESTING**

- **Reason for Training:** This initiative will focus upon the most common errors found post analysis of the CAD/VIPER ATM Proficiency Examination. Despite the high success rate of all examinations posted, common and repetitive themes have surfaced which demonstrate a continued degree of confusion about the proper and expected manner to evaluate a caller's location when provided with only context and directional clues. The Independent Testing will cover these themes through further instruction and demonstration.
- **Date of Training:** January 25, 2016 – February 29, 2016
- **Status:** Completed February 29, 2016
- **Training Objectives:**
  - Jurisdictional determination by use of context and directional clues to intersections
  - SOP review of amended 1.3 (Addressing procedures and policies)
  - Partial Address Entry
  - CAD By-Pass Procedures
  - Utilization of Google and/or other internet related location searches
- **Training Method:**
  - Multiple versions of the test will be completed to prevent any shared responses or group efforts
  - Each operator will be provided an examination, and will be seated at a CAD workstation to complete the testing.
  - Each operator will complete and submit their examination for grading. A passing score of 80% or higher will be required for the successful completion of this training initiative per operator.

- Grading will be completed by the Site Manager/Assistant Site Manager, and forwarded to Training for scanning and maintenance.
  - Any employee found failing this examination by a score of less than 80% will be scheduled for independent, documented remedial training with a member of the QA Unit for a period of no less than 1 hour.

## **TRAINING INITIATIVE – MULTI-SELECT BROADCAST AND ADVANCED WORK STATION FOR WINDOWS (AWW) UPDATE WINDOW TRAINING**

- **Reason for Training:** Incident Management identified event detail as an issue; this training initiative is in response. This training addresses the requirement to call announce any critical events as outlined within SOP to all municipal partners sharing jurisdictional boundaries with the location of occurrence. Educate and demonstrate compliance to the verification of the AWW Update Window, which is presented to dispatchers whenever a working or pending case is amended for any purpose. Techniques were also outlined on how to prioritize the sequence of calls presented, as well as other techniques to assist in singling out a single working incident for immediate and real-time updates.
- **Date of Training:** December 28, 2015 – January 25, 2016
- **Status:** Completed February 29, 2016
- **Training Objectives:**
  - Visual presentation and handouts associated with the pre-programmed talkgroups that should always be presented in the Gold Elite Radio Console's Multi-Select folder #3, (this folder is identified as the primary multi-select choice).
  - Demonstration of the patching of talkgroups using the multi-select folder with the main, primary talkgroup
  - Demonstration of the ability to add or remove talkgroups within the multi-select folder if needed
  - Education on the verbiage utilized during a call announcement sequence
  - Direction that an alert tone must always precede a call announcement
  - Difference between the main dispatcher's call announcement and the TAC dispatcher's broadcast responsibilities.
  - Direction to call assign field units once the call announcement concludes
  - Review of amended SOP 2.6.1 regarding back up and priority calls to cities divided into more than one primary talkgroup (FL, PB, and HW).
  - AWW window education focusing upon how the window will reflect call updates and dispatcher responsibilities in reviewing
  - Orphan Window, Ascending/Descending presentation, and Dynamic Refresh educated as part of the CAD Audit Trail review.
  - Comprehension and demonstration of the Priority Update command and how that

reflects in the AWW Update Window as “PPP”.

- **Training Method:**

- Training is individually conducted with all FR and DLE Dispatchers by a member of the QA Unit
- Employee is seated at a CAD and Gold Elite workstation
- DLE Dispatchers only will perform multi-select functions via the Gold Elite to demonstrate ability to patch successfully, break patches upon completion, and how to add/remove talkgroups from the pre-set folder as needed. (This is a DLE only function as FR does not perform a call announcement).
- All dispatchers are educated to the AWW Update Window, visually demonstrated on the presentation of the window, and how checking the updates will remove events from the window.
- Visual awareness of the Priority Update entry.
- Visual awareness of the Orphan Window and all of the functionality associated.
- Each operator is then given a proficiency assessment in which they are tasked with completing various scenarios required of the call announcement procedure (DLE only), and the AWW window amendment.
- All proficiency checklists are documented to demonstrate completed training

**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.	29	28	27	29
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.36%	98.87%	99.46%
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%	86.29%	80.59%	83.16%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.55%	90.30%	92.11%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. <sup>4</sup>	80%	40.26%	29.75%	25.26%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	76.62%	72.45%	66.89%
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>4</sup>	95%	95.44%	94.48%	96.12%
Emergency Medical Dispatch 90% Total Compliance Rate <sup>4</sup>	90%	97.56%	97.18%	97.86%
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>4</sup>	1%	3.37%	3.73%	2.89%

<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 16-20 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> 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>4</sup> Information was provided by the Broward Sheriff's Office. Information has not been validated by County staff.

**Other Non-Contract Performance Measures<sup>5</sup>**

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.85%	97.99%	98.95%

<sup>5</sup> This performance standard is not included in the agreement for the regional system. See page 35-36 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 February, there were 58 new PSAP-related incidents placed in the tracking system. This is an increase of 7 compared to January 2016. In February 2016, the Regional System handled 179,146 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 37 illustrates the disposition of tickets opened during the month of February 2016.

**Financial Management**

Financial data provided by the Operator shows their personnel expenditures are in excess of the budget; as of the end of the pay period ending March 4, 2016 there is an overspend of \$410,467 , or 2.48%, of the allocated budget of \$16,556,949. BSO anticipates it will meet the established budget. Please refer to Page 39 for the financial management information.

**Staffing Level**

Data provided by the Operator shows that during the month of February there was a low of 420 and a high of 433 employees on the payroll. The number of employees budgeted during this time period was 447. At the end of February 2016, there was 14 vacancies. This is a vacancy rate of approximately 3.13 percent. The majority of the vacancies are Communication Operator positions. Please refer to Page 40 for the staffing level information.

## **BSO Self-Reported Information**

BSO Self-Reported information regarding their Quality Assurance initiative and EMD standards are reported on pages 41-44.

## **Conclusion**

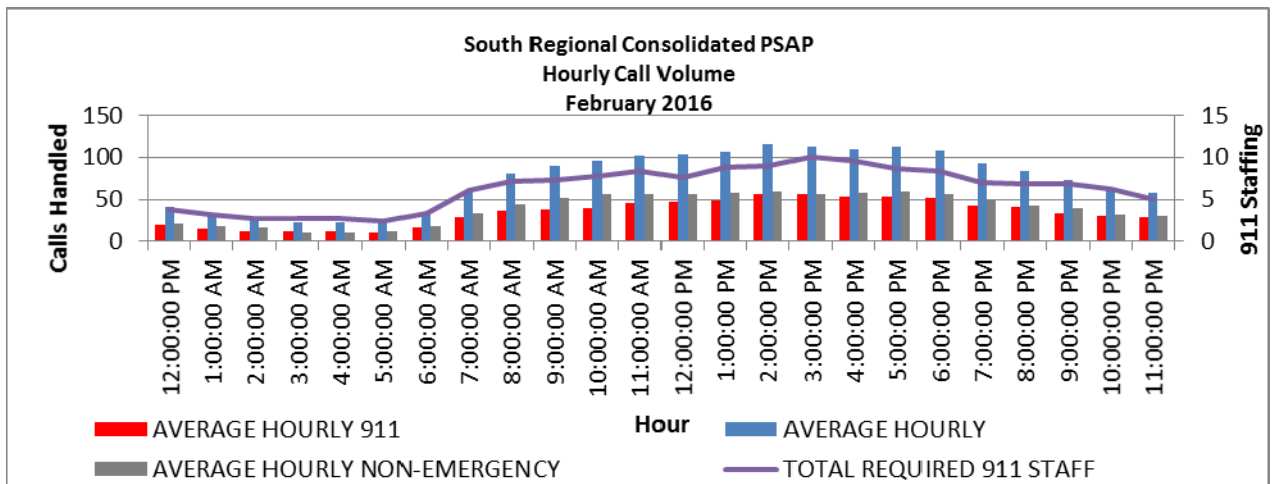
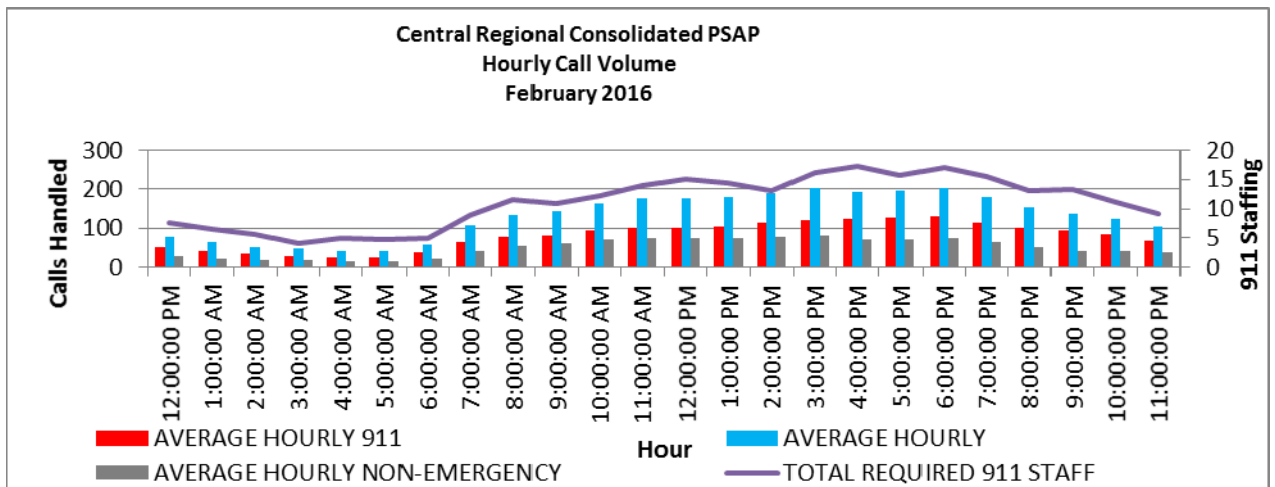
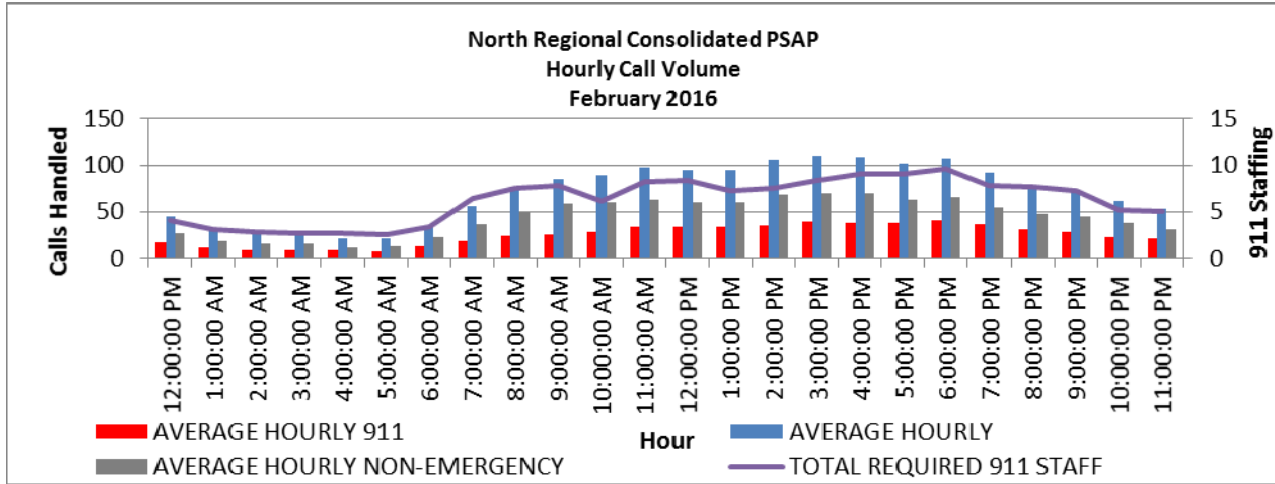
Broward County's Regional Communications System operates in an open and transparent environment. Prior to consolidation, there was no overall performance data countywide that could be used to evaluate operations. In addition, information in most Public Safety Answering Points was not openly shared for 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

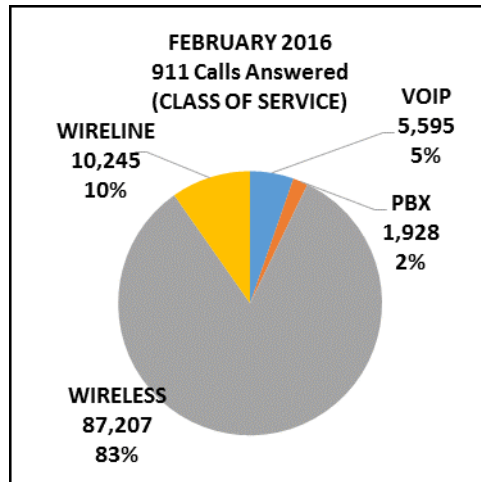
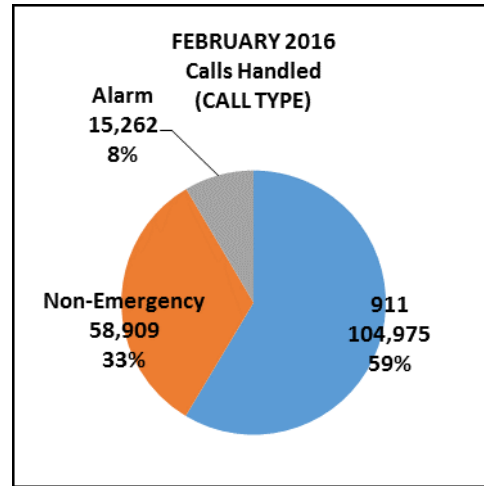
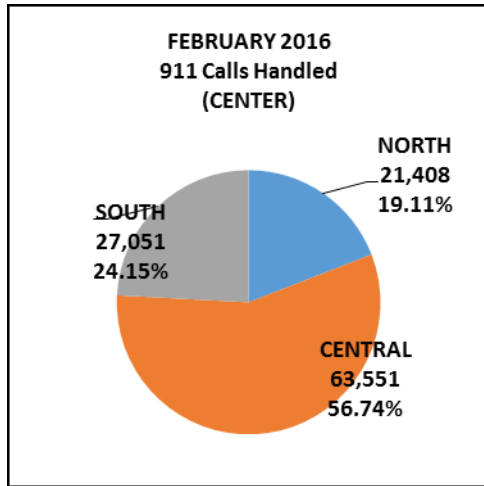
### Call Volume, by Hour of Day



## 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 February 2016.

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	18,968	60,406	25,601	104,975
<i>Non 9-1-1 Calls Answered</i>	27,176	24,433	22,562	74,171
<b>TOTAL INCOMING CALLS</b>	<b>46,144</b>	<b>84,839</b>	<b>48,163</b>	<b>179,146</b>
<i>Incoming Alarm Calls</i>	2,887	7,037	5,338	15,262
<i>Incoming Non-Emergency Calls</i>	24,289	17,396	17,224	58,909
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>27,176</b>	<b>24,433</b>	<b>22,562</b>	<b>74,171</b>
<b>TOTAL OUTGOING CALLS</b>	<b>5,928</b>	<b>12,829</b>	<b>6,747</b>	<b>25,504</b>

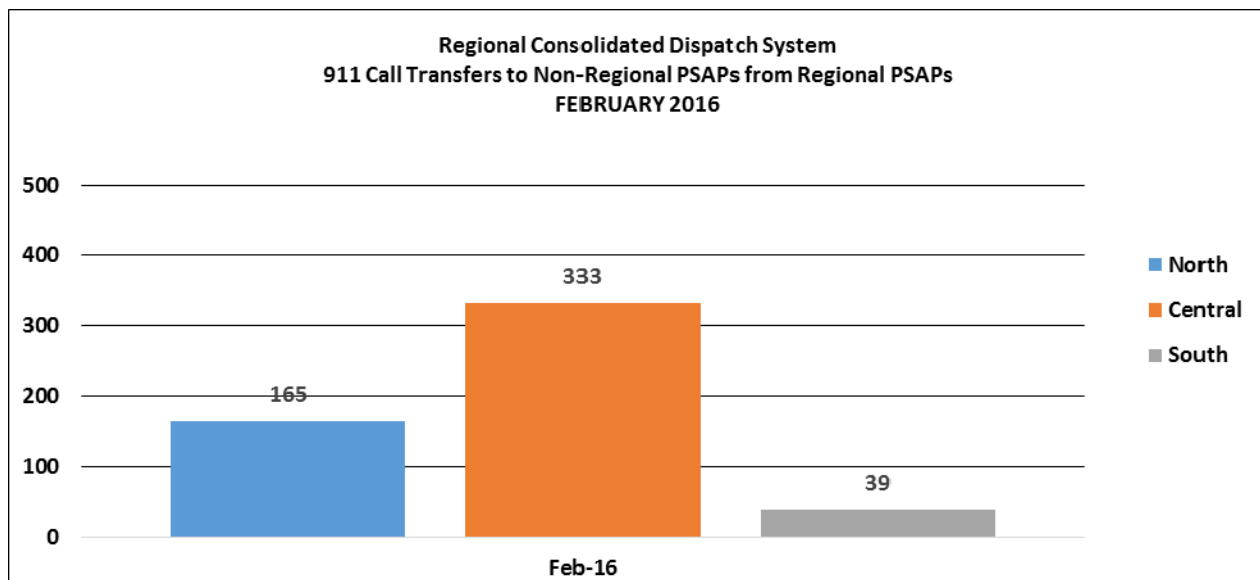


CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS</i>	5,271	11,732	7,347	24,350
<i>Law Enforcement</i>	22,152	56,870	41,688	120,710
<b>TOTAL 911 CFS</b>	<b>27,423</b>	<b>68,602</b>	<b>49,035</b>	<b>145,060</b>
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)*</i>	3,349	7,128	4,830	15,307

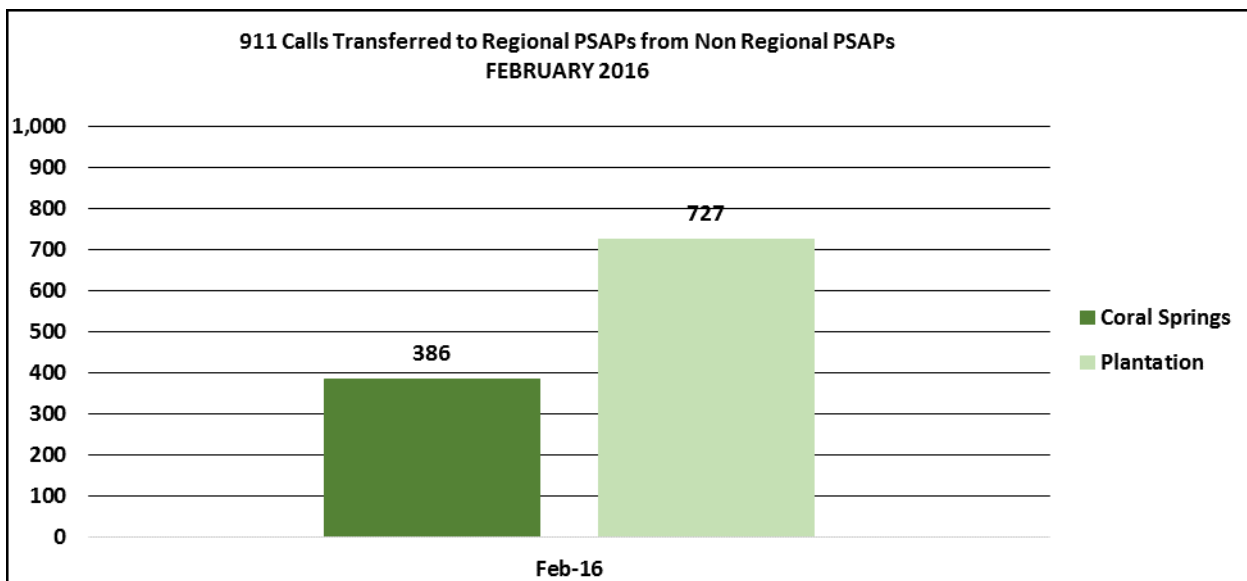
*\*Calls for Service based upon E-911; only these calls are included in the P2/P3 indicator. These calls are a subset of the total Fire Rescue calls for service and do not represent the total calls received or the total calls for service.*

### Call Transfers

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	TOTAL
Transferred 911 Calls	165	333	39	537
Percentage of 911 Calls	0.87%	0.55%	0.15%	0.51%



911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	386	727	1,113
Percentage of 911 Calls	7.70%	15.09%	14.49%



## CONTRACT PERFORMANCE MEASURES

### P1 Daily Busy Hour

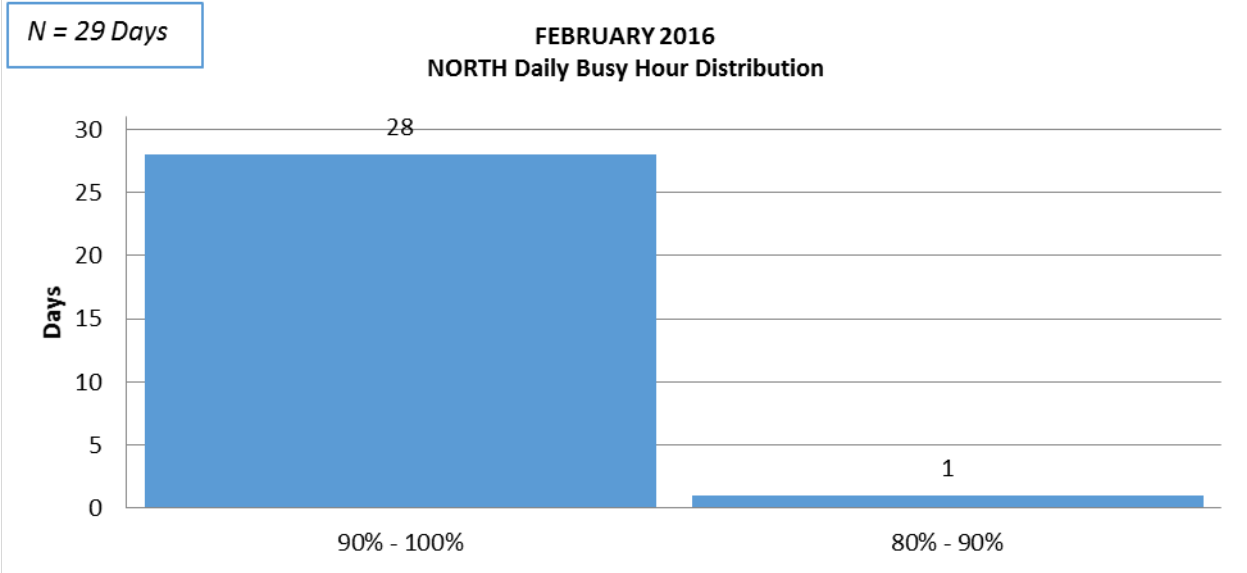
P1 measures the time it takes a Call Taker to answer an incoming E911 call. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a “pass” or “fail.” The charts below represent the Operator’s attainment of the busy hour for each day (daily standard) and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

<b>DAILY BUSY HOUR</b>				
<b>MONTH</b>	<b>GOAL</b>	<b>NORTH</b>	<b>CENTRAL</b>	<b>SOUTH</b>
October 2015	<b>31</b>	<b>30</b>	<b>30</b>	<b>21</b>
November 2015	<b>30</b>	<b>29</b>	<b>25</b>	<b>27</b>
December 2015	<b>31</b>	<b>30</b>	<b>26</b>	<b>30</b>
January 2016	<b>31</b>	<b>29</b>	<b>28</b>	<b>30</b>
February 2016	<b>29</b>	<b>28</b>	<b>27</b>	<b>29</b>

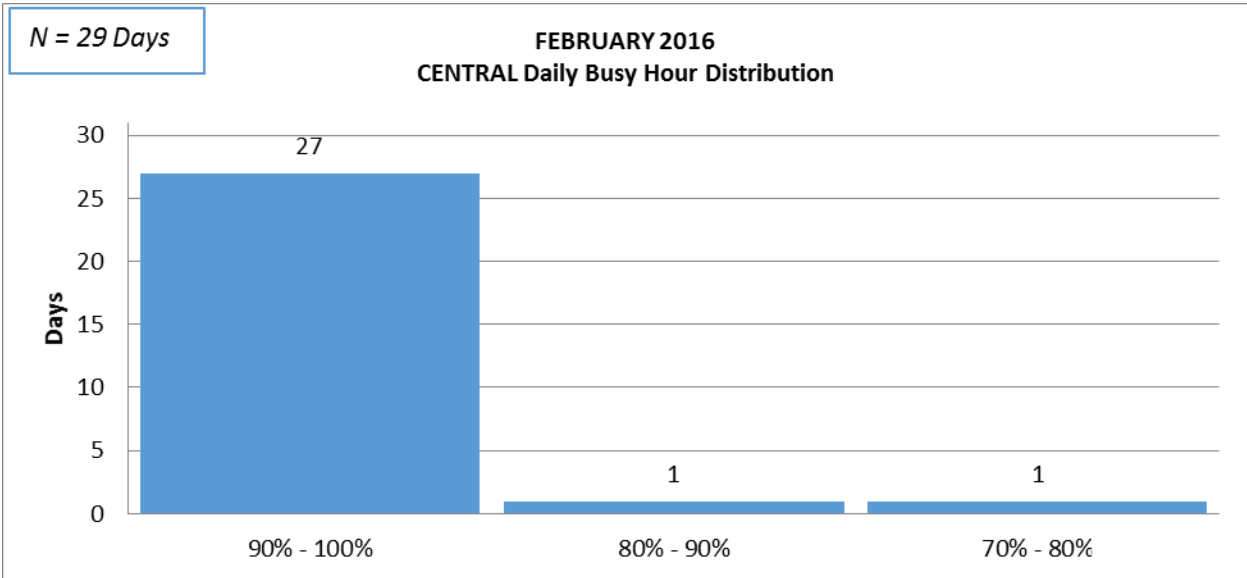
In previous reports, the standard for the cities of Plantation and Coral Springs statistics were included as a part of the regional report. County staff will be discussing with the standards used by these cities as it is believed that both utilize the State minimum standard for P1, which is 90/10 on all calls. This standard is different than the standard adopted by the participants of the Consolidated Regional System.



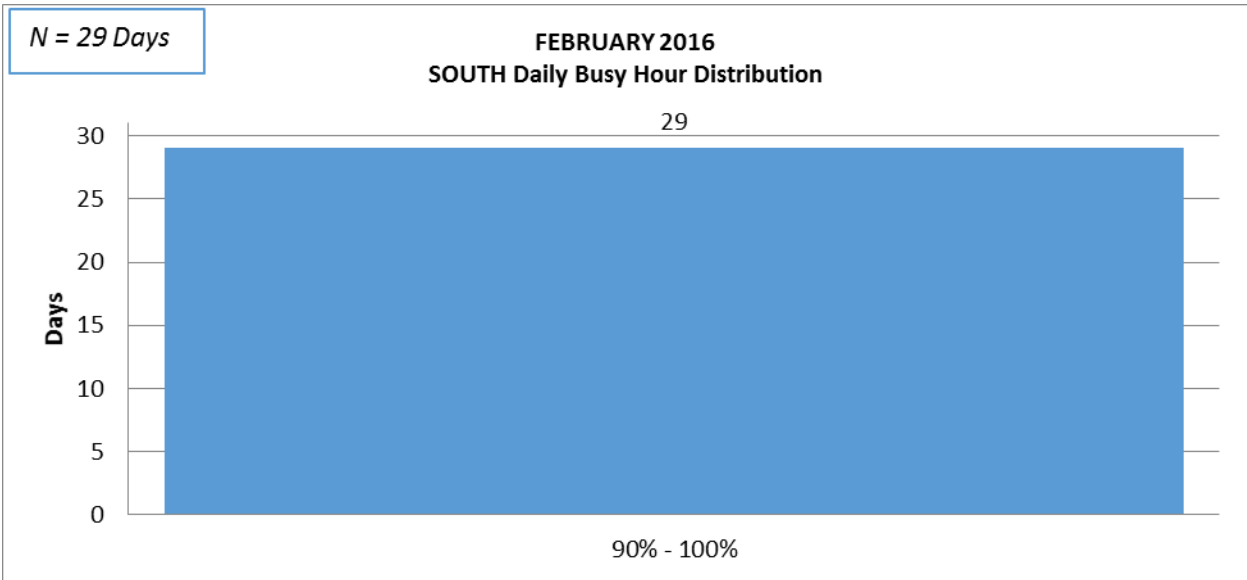
FEBRUARY 2016 NORTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
02/01/2016	3:00 PM	47	49	95.92%	YES	02/16/2016	6:00 PM	65	70	92.86%	YES
02/02/2016	6:00 PM	106	107	99.07%	YES	02/17/2016	7:00 PM	54	54	100.00%	YES
02/03/2016	4:00 PM	51	51	100.00%	YES	02/18/2016	6:00 PM	59	60	98.33%	YES
02/04/2016	7:00 PM	47	47	100.00%	YES	02/19/2016	11:00 AM	53	53	100.00%	YES
02/05/2016	4:00 PM	53	53	100.00%	YES	02/20/2016	11:00 AM	58	59	98.31%	YES
02/06/2016	4:00 PM	67	67	100.00%	YES	02/21/2016	7:00 PM	55	57	96.49%	YES
02/07/2016	3:00 PM	45	45	100.00%	YES	02/22/2016	3:00 PM	46	47	97.87%	YES
02/08/2016	4:00 PM	50	50	100.00%	YES	02/23/2016	5:00 PM	62	62	100.00%	YES
02/09/2016	12:00 PM	48	48	100.00%	YES	02/24/2016	4:00 PM	53	53	100.00%	YES
02/10/2016	6:00 PM	58	59	98.31%	YES	02/25/2016	1:00 PM	37	44	84.09%	NO
02/11/2016	7:00 PM	47	49	95.92%	YES	02/26/2016	6:00 PM	59	60	98.33%	YES
02/12/2016	9:00 PM	61	62	98.39%	YES	02/27/2016	12:00 PM	49	49	100.00%	YES
02/13/2016	4:00 PM	56	57	98.25%	YES	02/28/2016	6:00 PM	46	46	100.00%	YES
02/14/2016	4:00 PM	46	48	95.83%	YES	02/29/2016	2:00 PM	59	59	100.00%	YES
02/15/2016	3:00 PM	44	45	97.78%	YES						

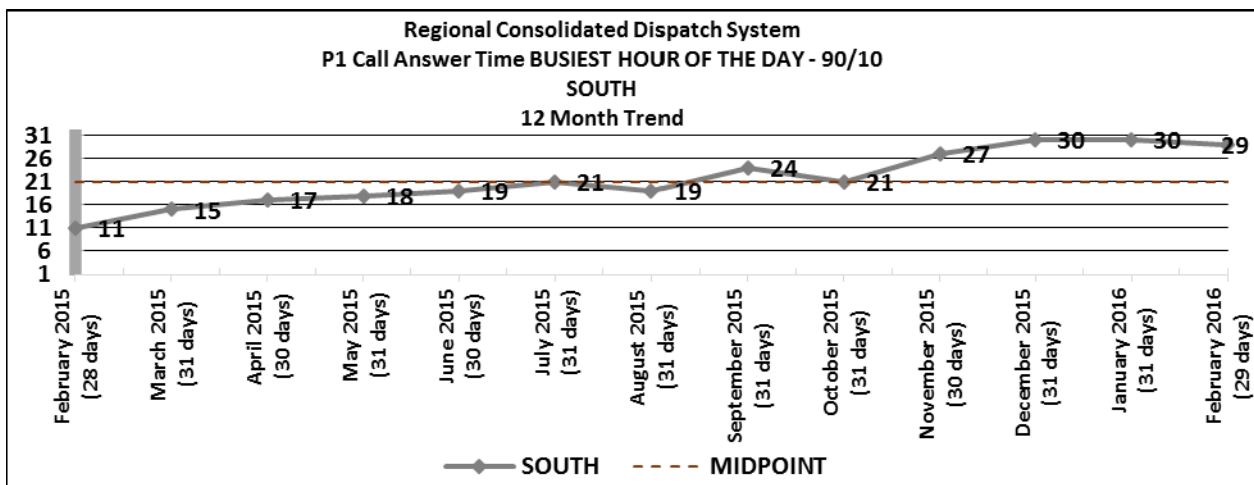
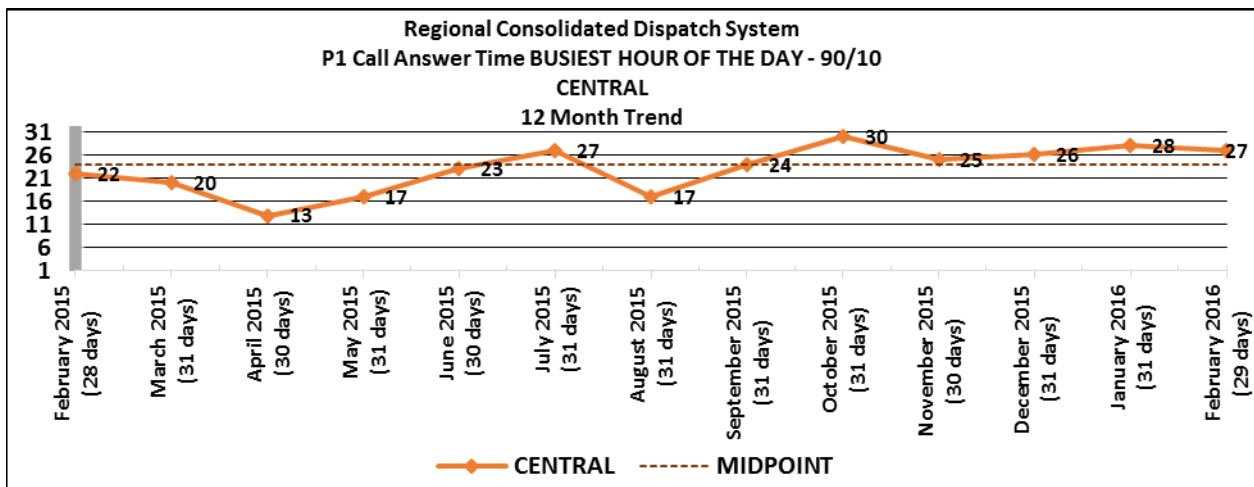
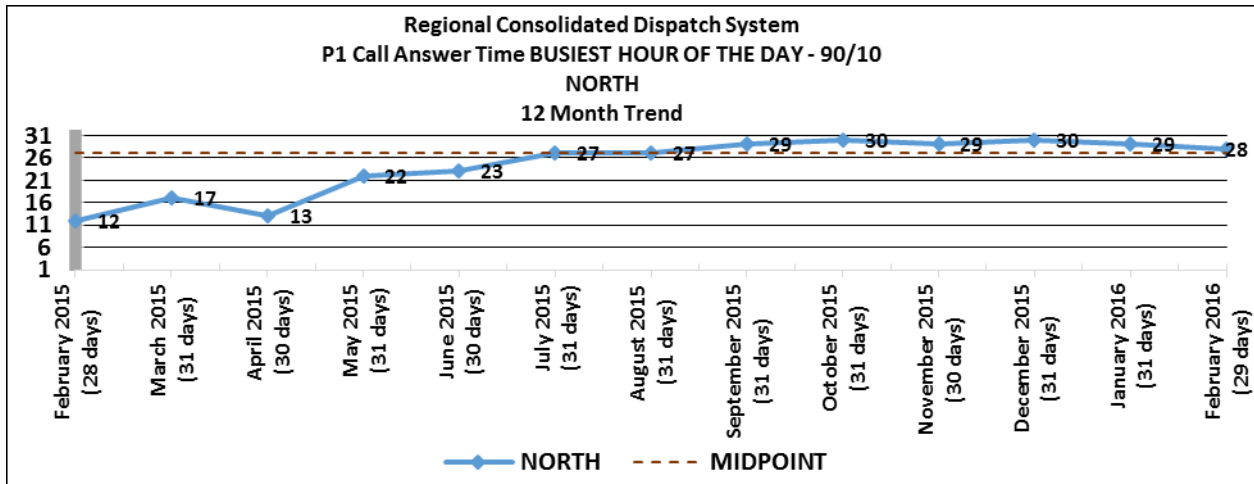


FEBRUARY 2016 CENTRAL Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
02/01/2016	8:00 AM	173	173	100.00%	YES	02/16/2016	8:00 AM	119	159	74.84%	NO
02/02/2016	2:00 PM	153	159	96.23%	YES	02/17/2016	6:00 PM	147	151	97.35%	YES
02/03/2016	3:00 PM	170	170	100.00%	YES	02/18/2016	5:00 PM	152	155	98.06%	YES
02/04/2016	4:00 PM	152	152	100.00%	YES	02/19/2016	4:00 PM	145	146	99.32%	YES
02/05/2016	6:00 PM	156	156	100.00%	YES	02/20/2016	6:00 PM	163	172	94.77%	YES
02/06/2016	12:00 PM	144	144	100.00%	YES	02/21/2016	1:00 PM	159	169	94.08%	YES
02/07/2016	6:00 PM	130	130	100.00%	YES	02/22/2016	3:00 PM	176	176	100.00%	YES
02/08/2016	5:00 PM	151	153	98.69%	YES	02/23/2016	4:00 PM	158	158	100.00%	YES
02/09/2016	6:00 PM	126	128	98.44%	YES	2/24/2016	5:00 PM	156	156	100.00%	YES
02/10/2016	5:00 PM	147	147	100.00%	YES	02/25/2016	6:00 PM	161	161	100.00%	YES
02/11/2016	6:00 PM	156	159	98.11%	YES	02/26/2016	2:00 PM	121	148	81.76%	NO
02/12/2016	5:00 PM	183	183	100.00%	YES	02/27/2016	4:00 PM	158	159	99.37%	YES
02/13/2016	6:00 PM	143	143	100.00%	YES	02/28/2016	5:00 PM	137	137	100.00%	YES
02/14/2016	7:00 PM	131	131	100.00%	YES	02/29/2016	3:00 PM	159	159	100.00%	YES
02/15/2016	3:00 PM	140	140	100.00%	YES						

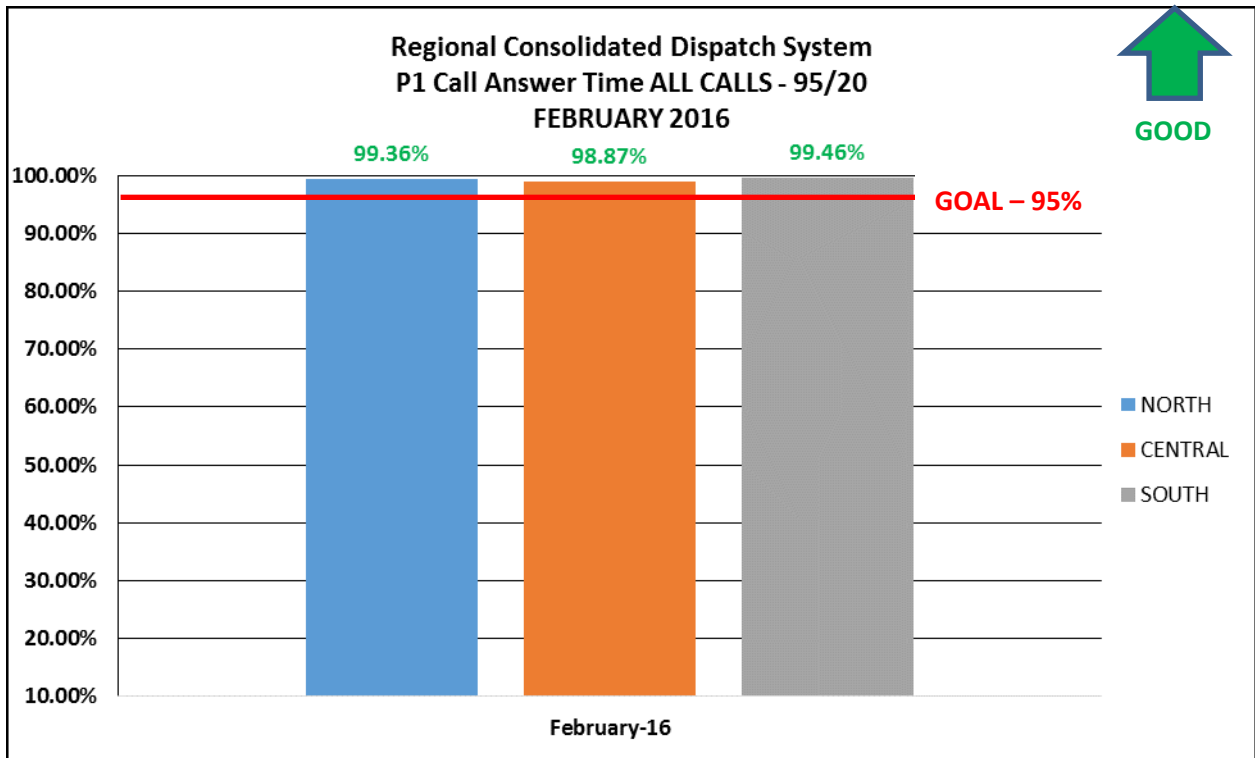


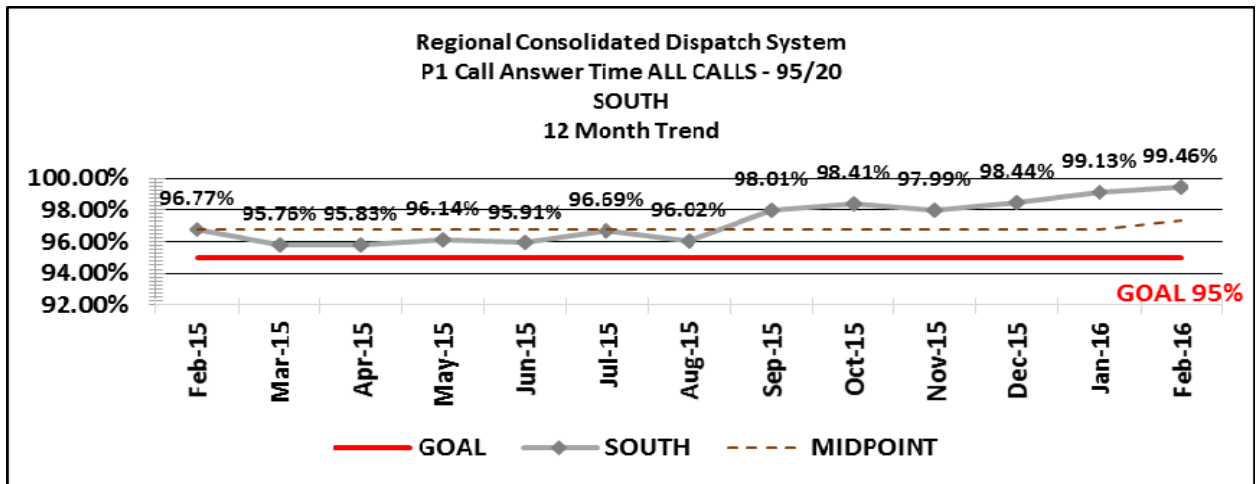
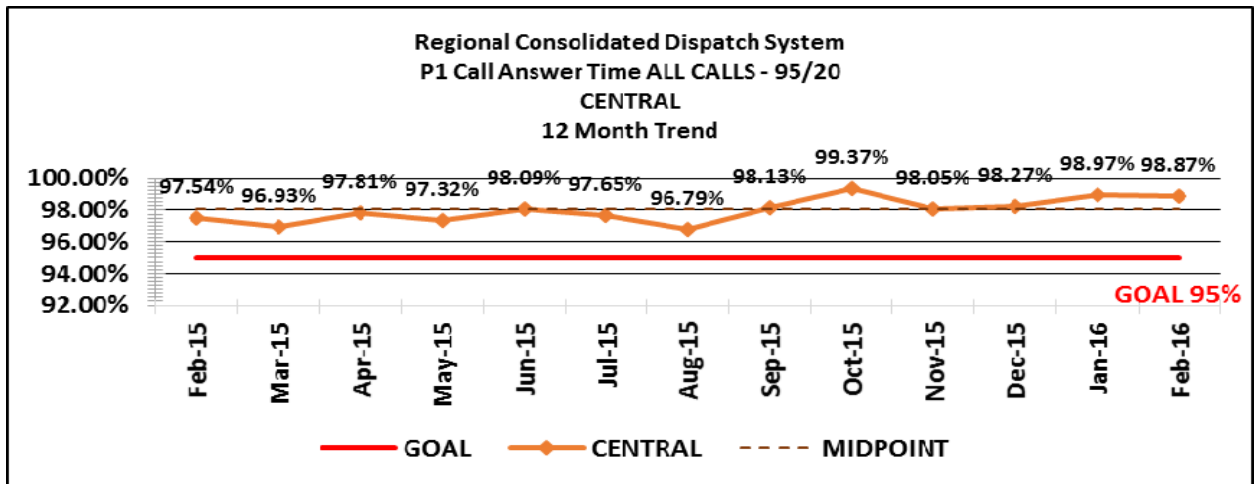
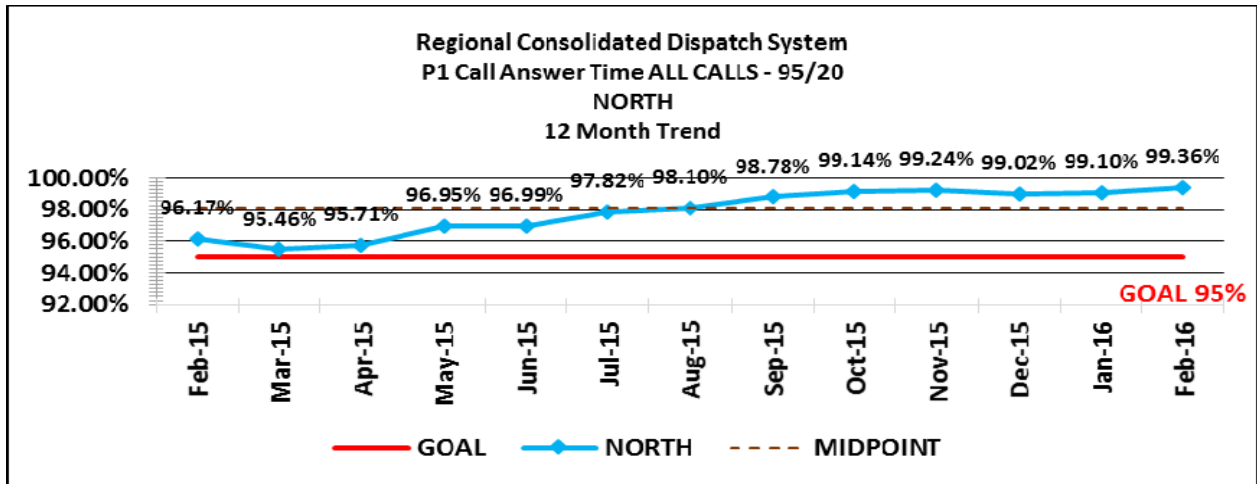
FEBRUARY 2016 SOUTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
02/01/2016	3:00 PM	82	87	94.25%	YES	02/16/2016	8:00 AM	134	134	100.00%	YES
02/02/2016	12:00 PM	72	72	100.00%	YES	02/17/2016	2:00 PM	54	54	100.00%	YES
02/03/2016	5:00 PM	65	66	98.48%	YES	02/18/2016	3:00 PM	81	87	93.10%	YES
02/04/2016	4:00 PM	91	92	98.91%	YES	02/19/2016	4:00 PM	71	71	100.00%	YES
02/05/2016	5:00 PM	68	68	100.00%	YES	02/20/2016	3:00 PM	63	63	100.00%	YES
02/06/2016	5:00 PM	68	68	100.00%	YES	02/21/2016	4:00 PM	59	59	100.00%	YES
02/07/2016	4:00 PM	68	68	100.00%	YES	02/22/2016	2:00 PM	93	95	97.89%	YES
02/08/2016	6:00 PM	62	62	100.00%	YES	02/23/2016	4:00 PM	69	69	100.00%	YES
02/09/2016	6:00 PM	78	78	100.00%	YES	2/24/2016	6:00 PM	58	58	100.00%	YES
02/10/2016	5:00 PM	73	73	100.00%	YES	02/25/2016	4:00 PM	61	61	100.00%	YES
02/11/2016	5:00 PM	70	70	100.00%	YES	02/26/2016	4:00 PM	86	86	100.00%	YES
02/12/2016	3:00 PM	68	68	100.00%	YES	02/27/2016	3:00 PM	79	79	100.00%	YES
02/13/2016	2:00 PM	79	79	100.00%	YES	02/28/2016	5:00 PM	68	68	100.00%	YES
02/14/2016	11:00 AM	58	58	100.00%	YES	02/29/2016	4:00 PM	69	69	100.00%	YES
02/15/2016	1:00 PM	72	72	100.00%	YES						





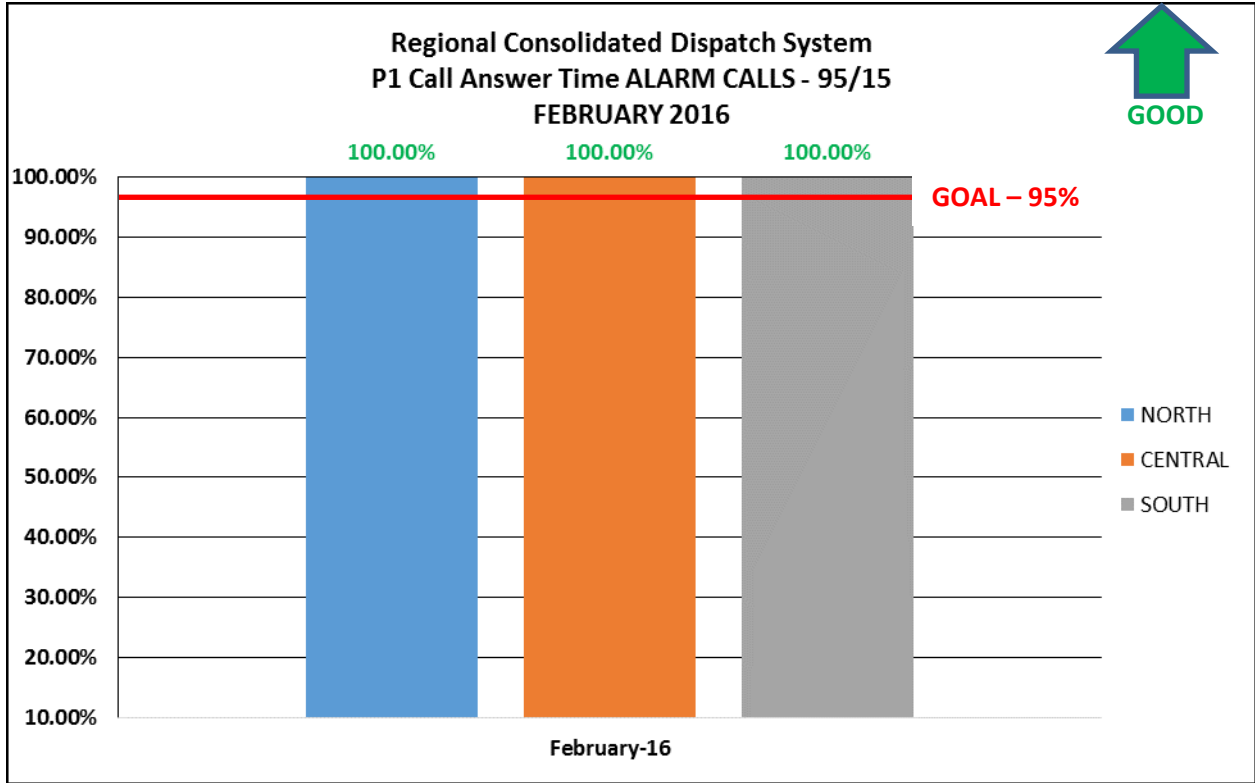
**P1 Call Answer Time - All Calls (911) 95% within 20 Secs.**

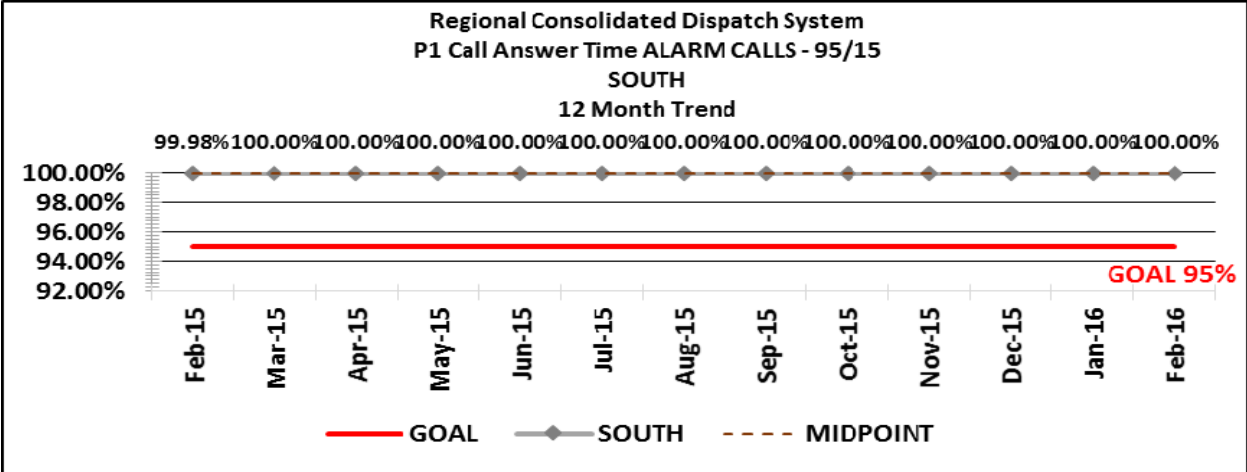
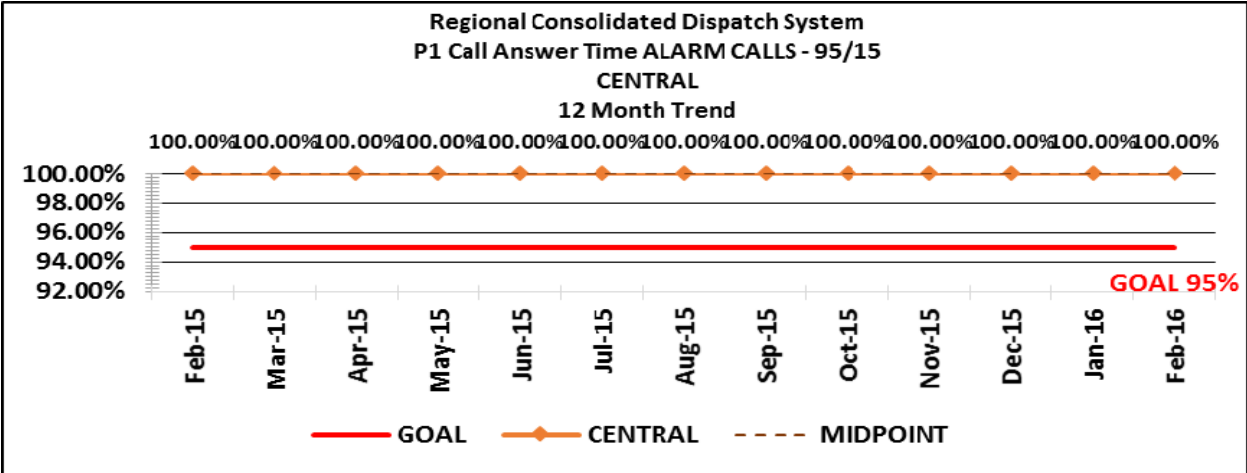
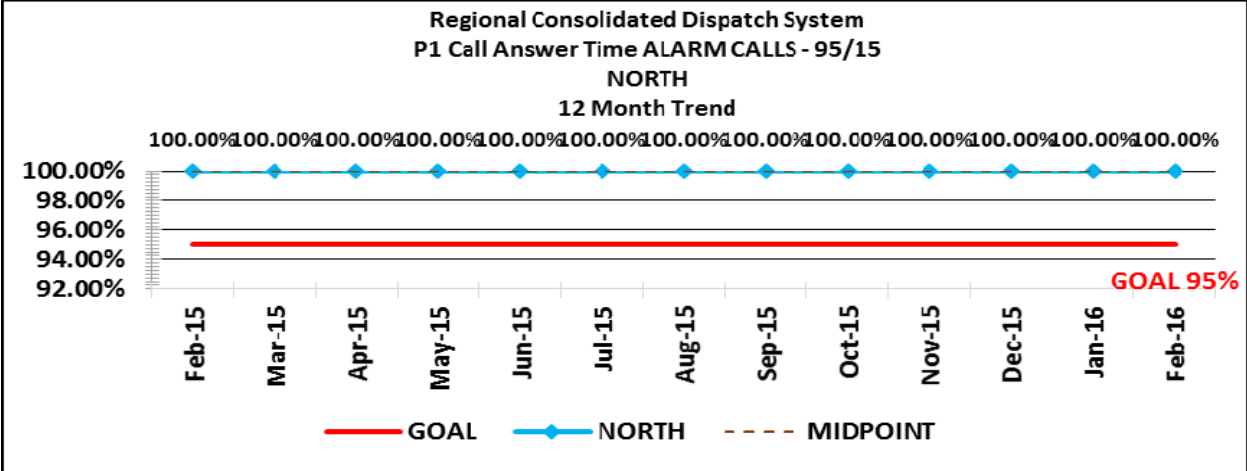




**P1 Alarm Call Specific**

Calls received from Alarm Monitoring Companies.

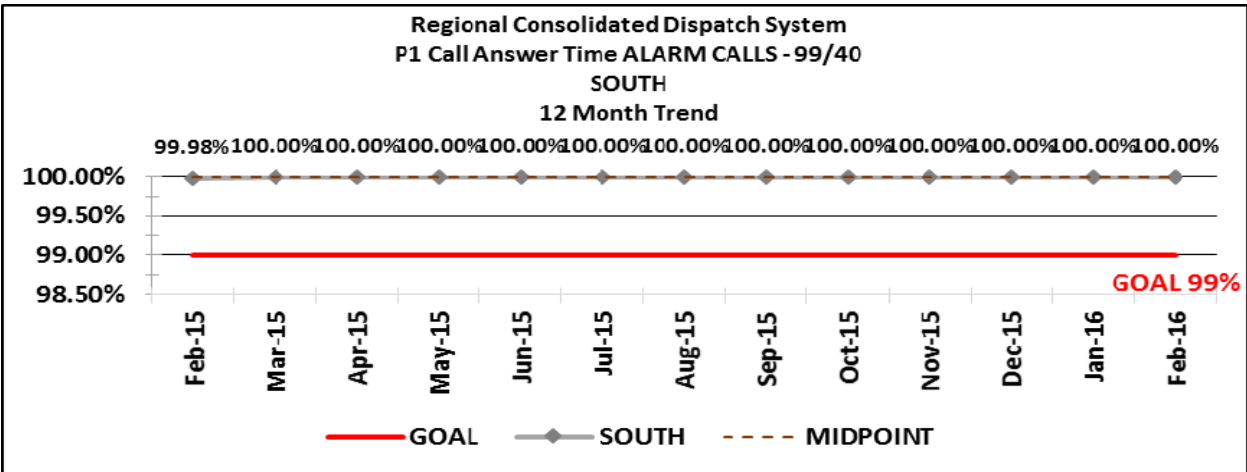
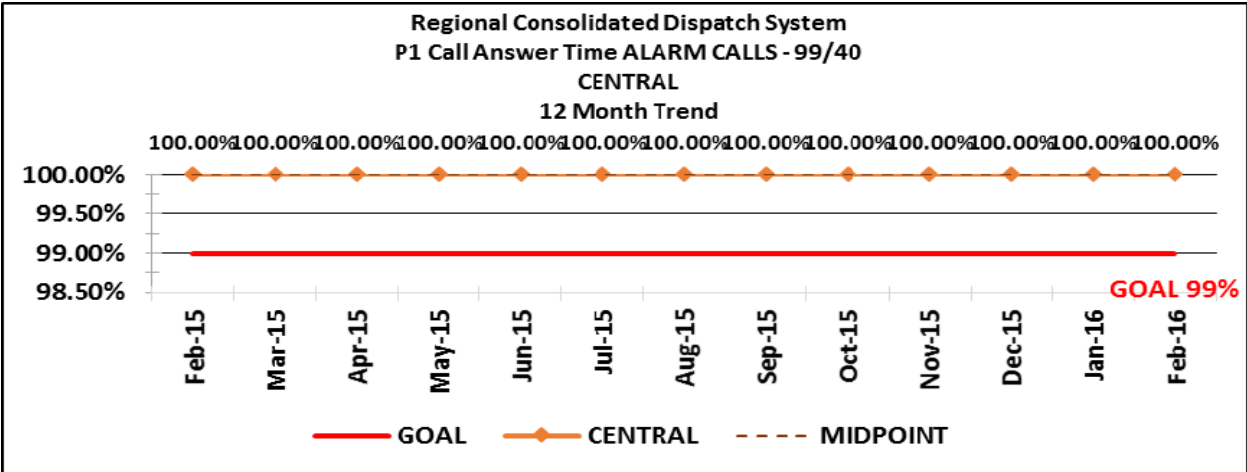
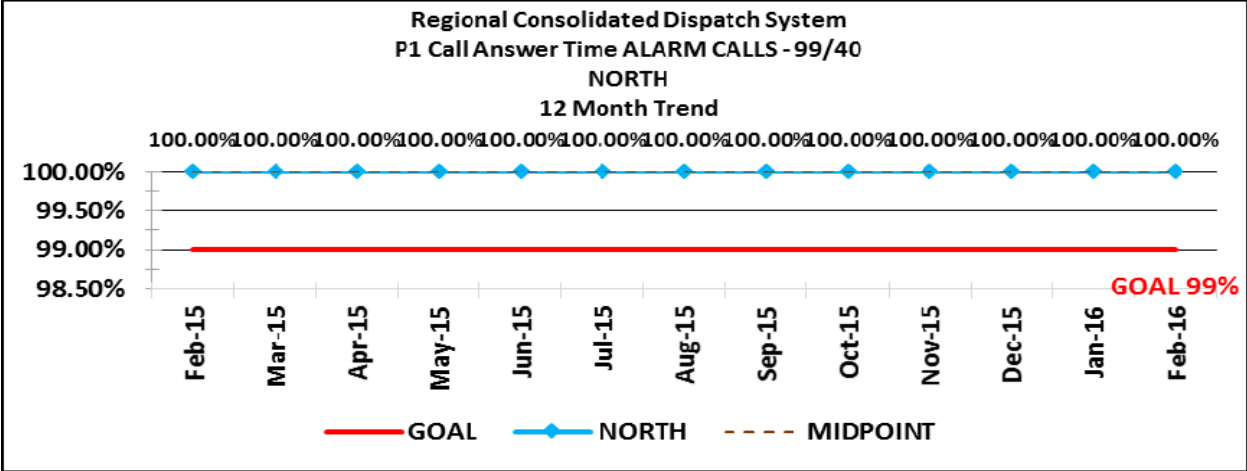




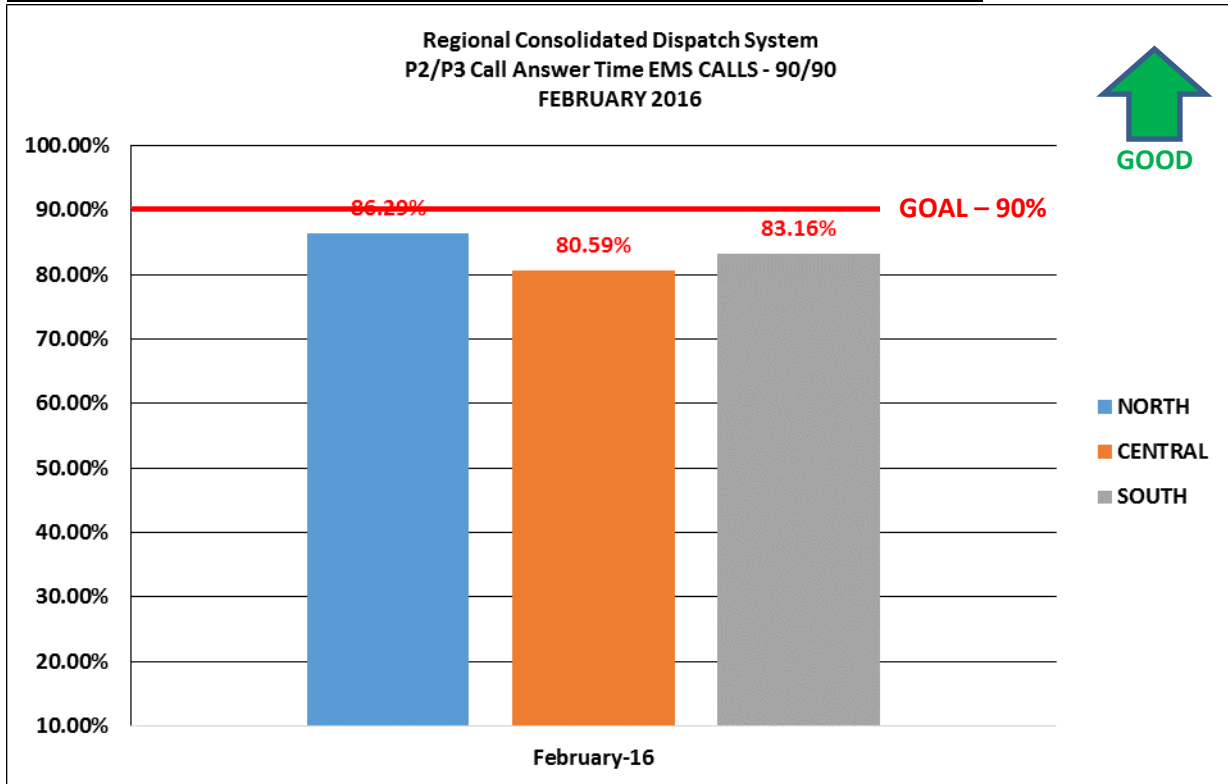


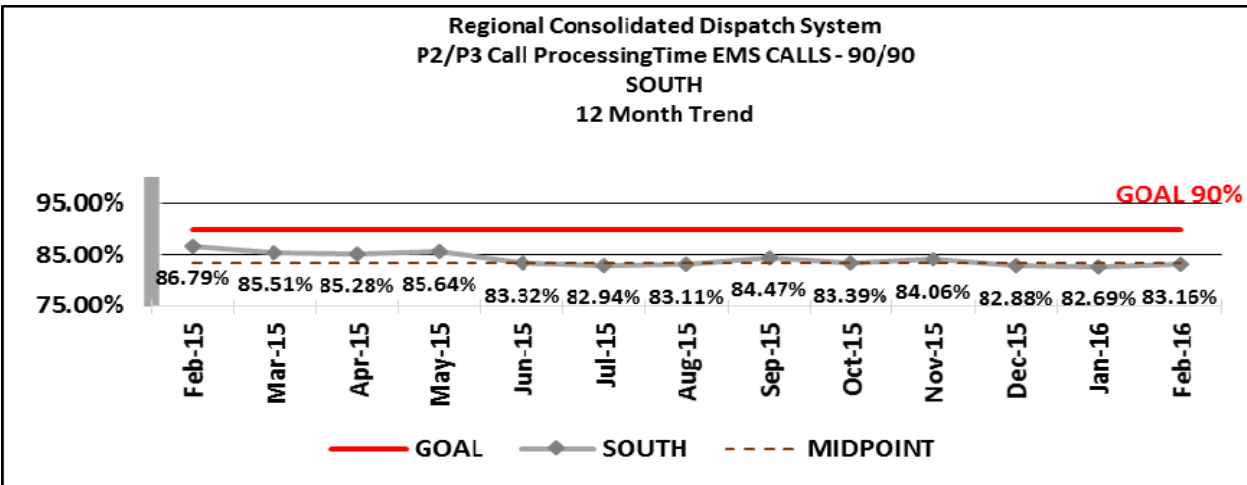
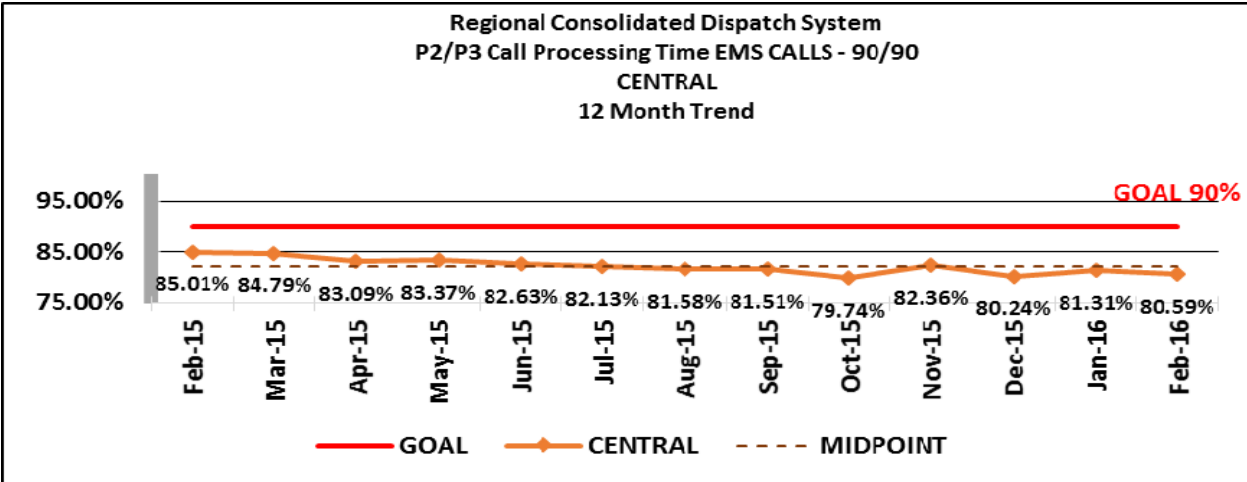
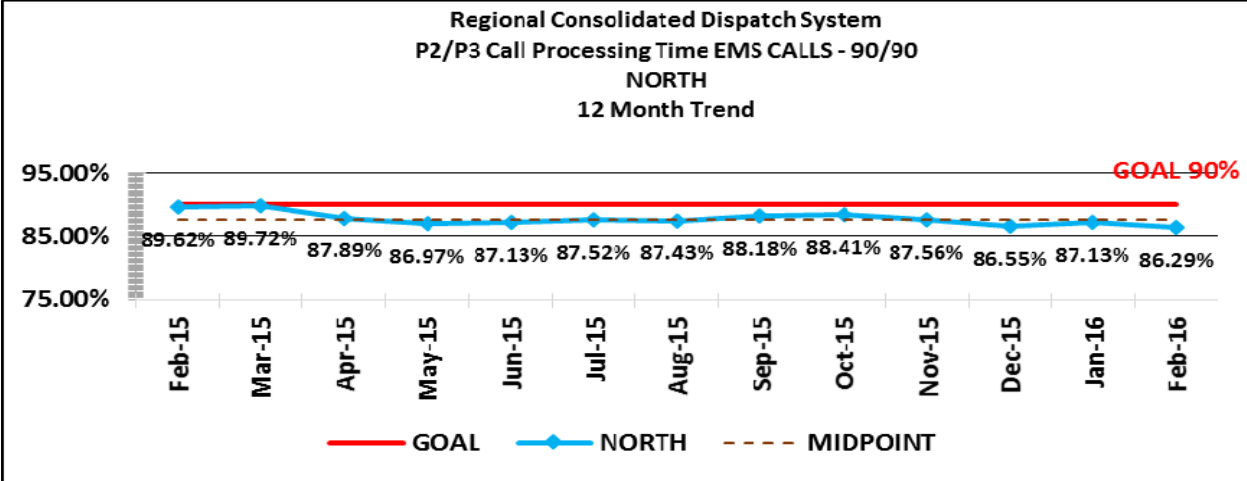
Regional Consolidated Dispatch System  
P1 Call Answer Time ALARM CALLS - 99/40  
FEBRUARY 2016



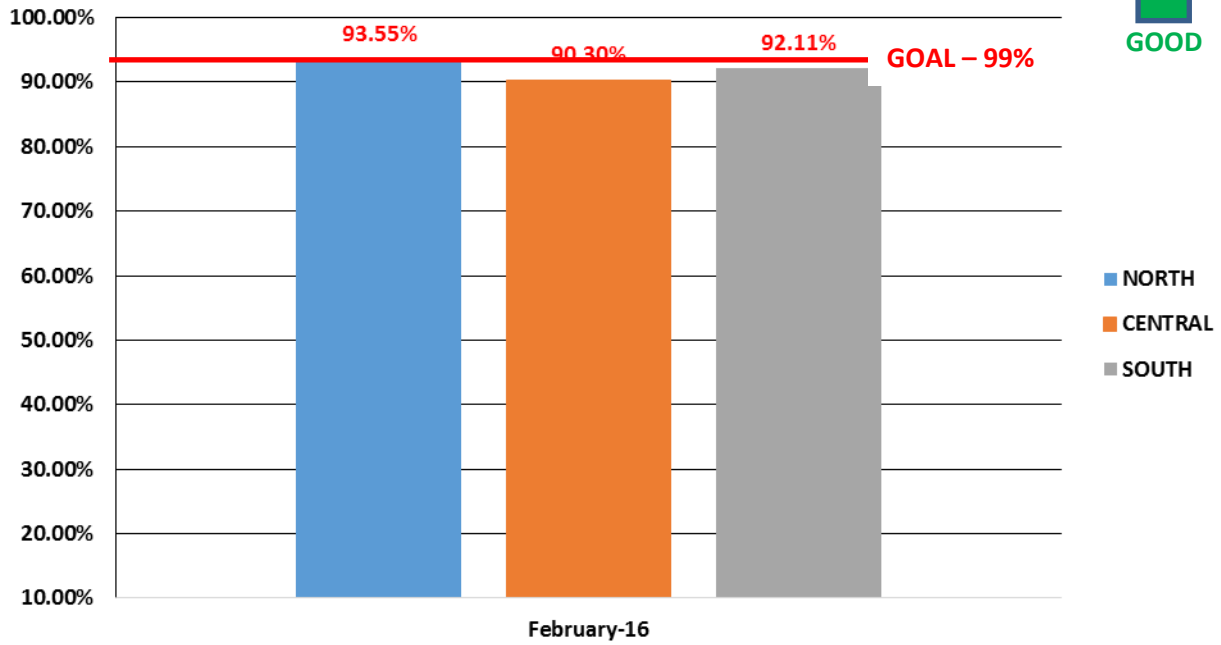


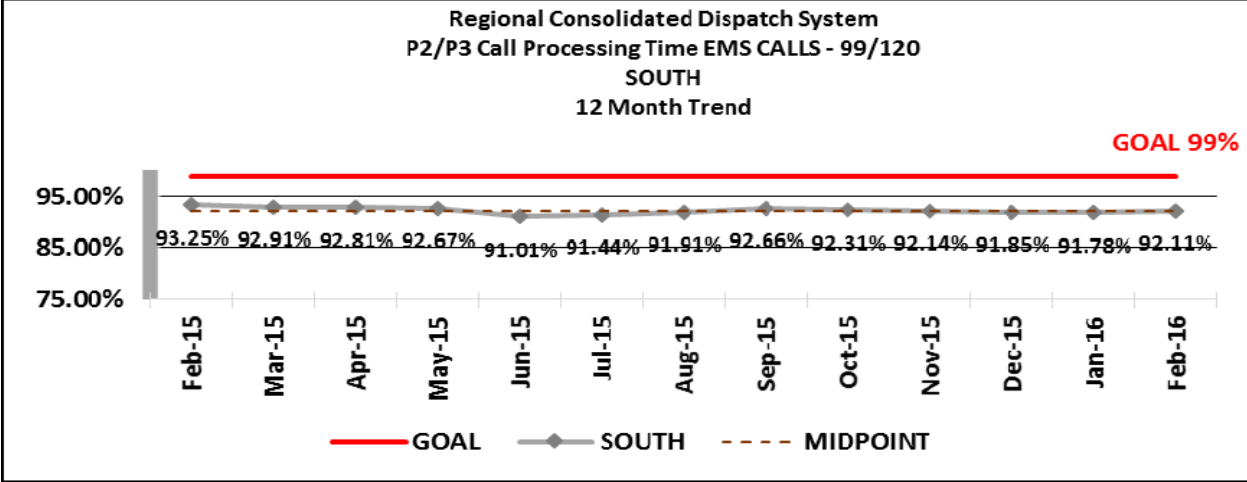
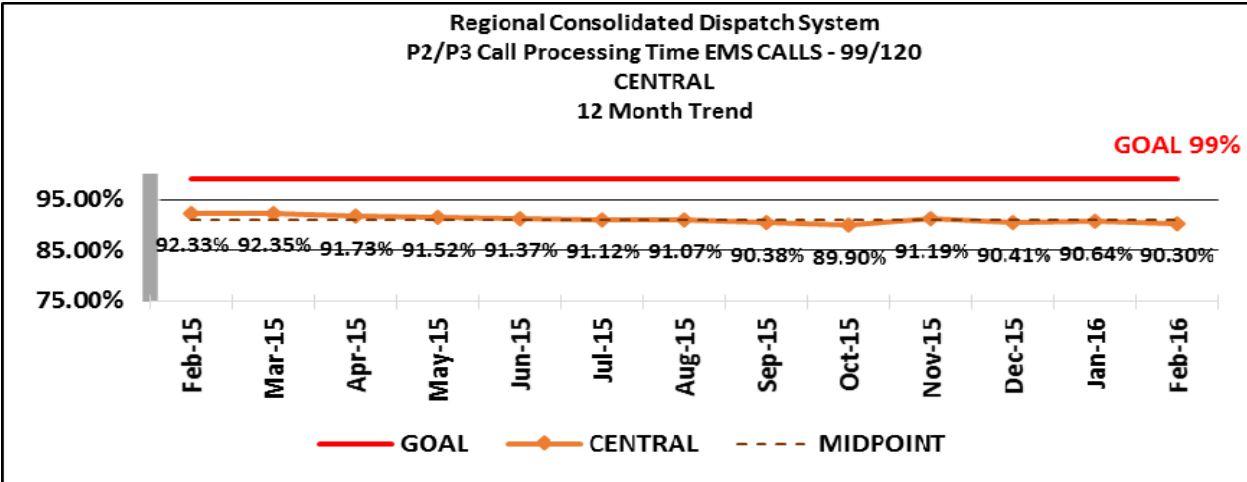
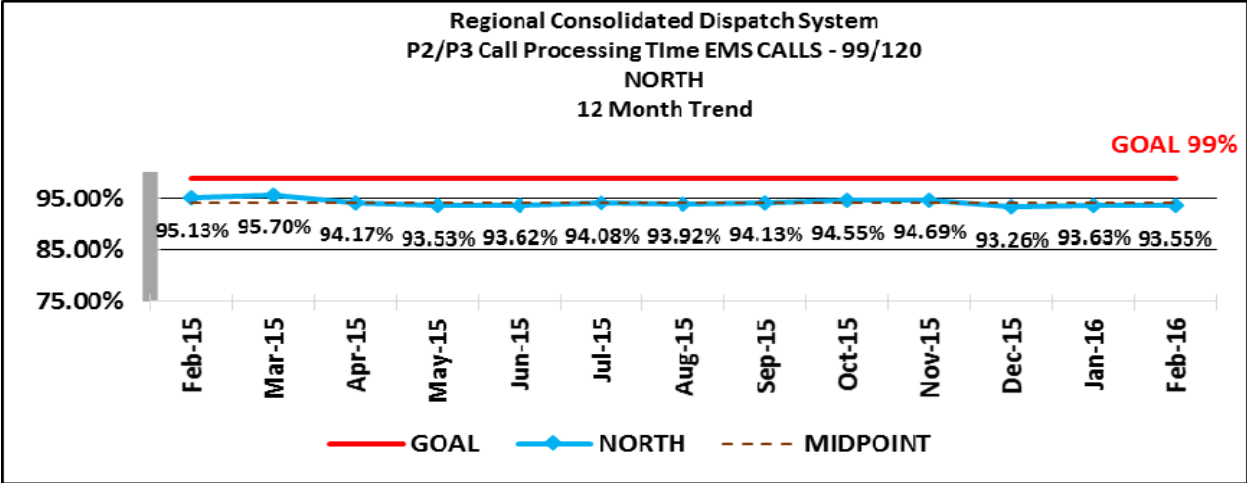
**P2/P3 Fire Rescue CFS Processing Time - Calls received on E-911 lines only**



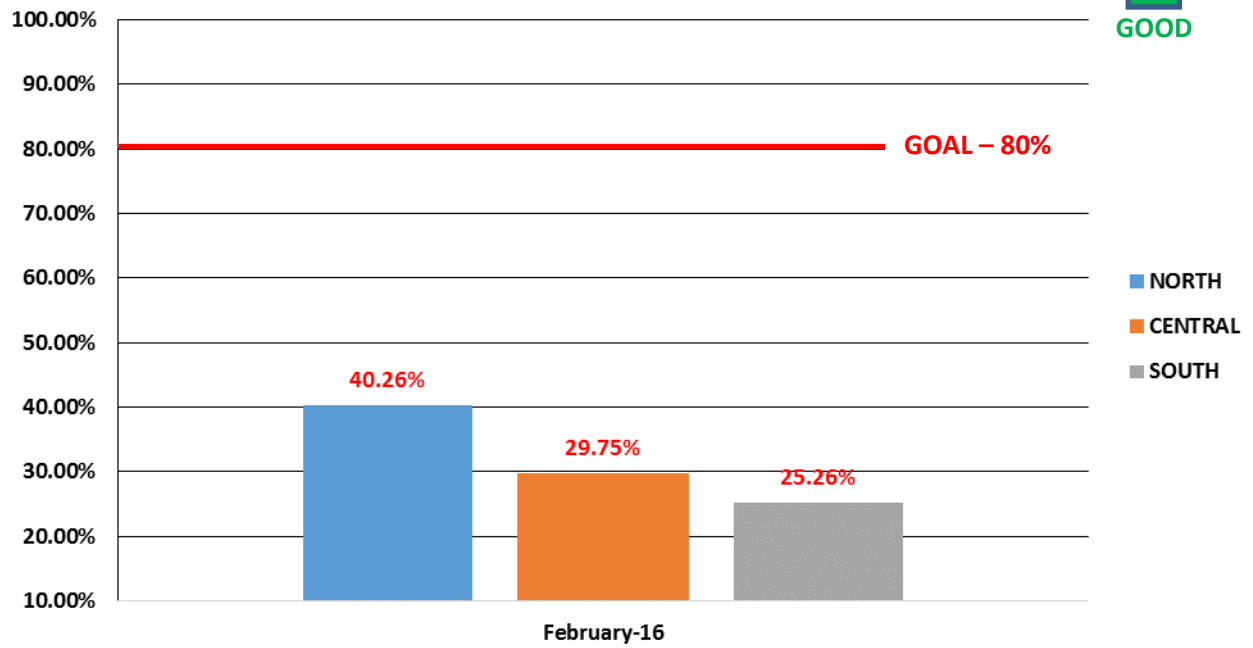


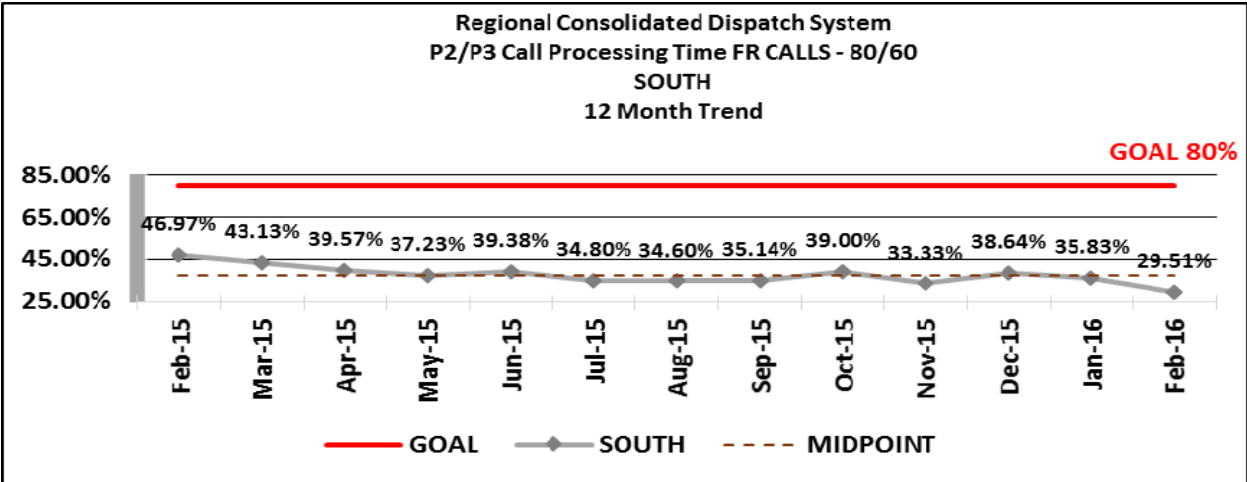
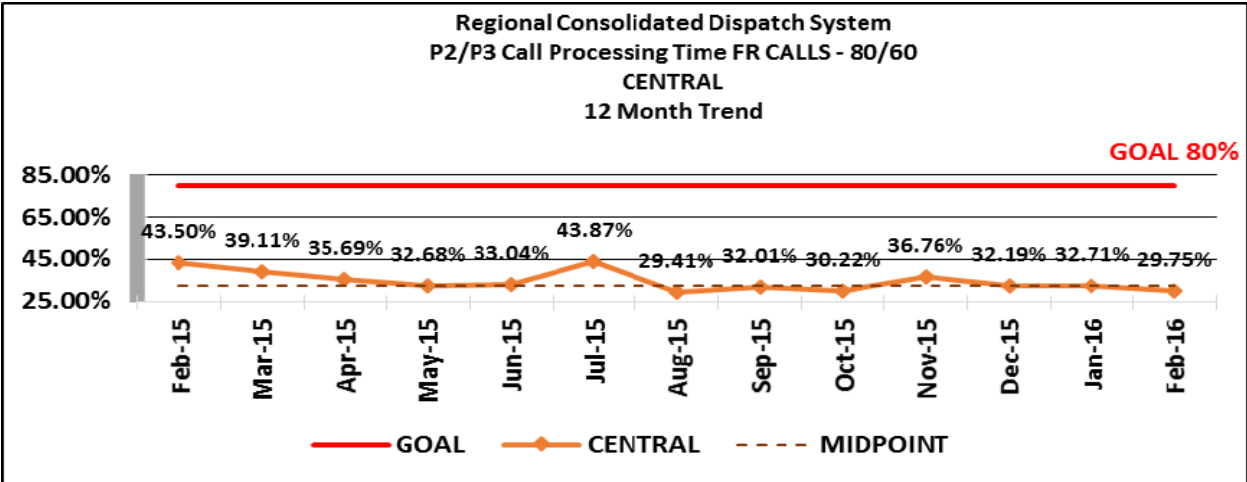
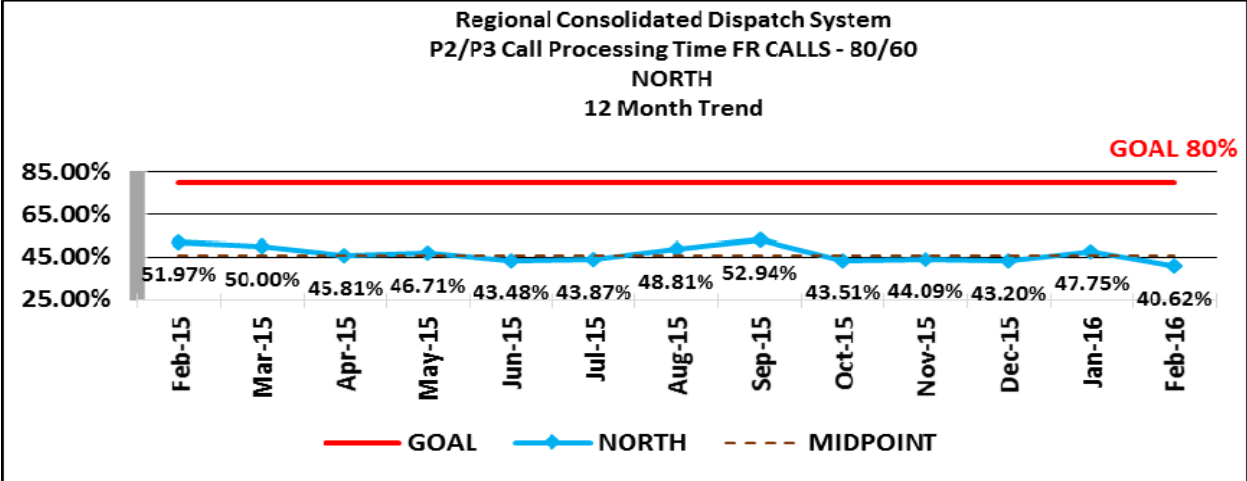
Regional Consolidated Dispatch System  
P2/P3 Call Answer Time EMS CALLS - 99/120  
FEBRUARY 2016





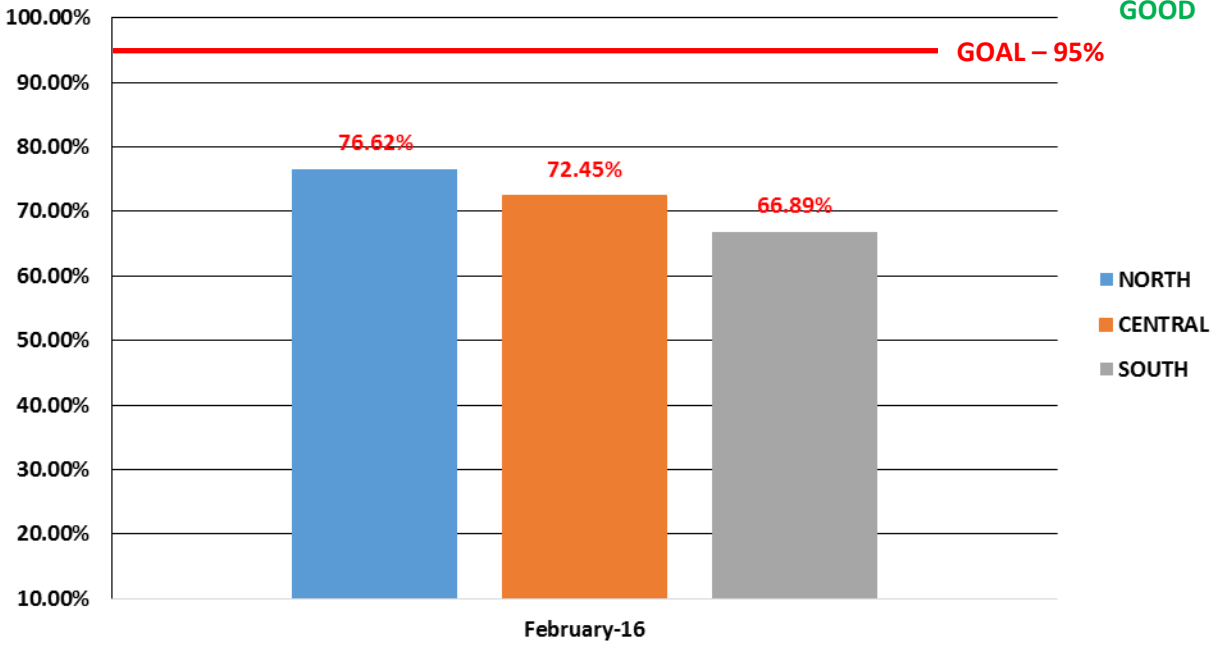
Regional Consolidated Dispatch System  
P2/P3 Call Answer Time FR CALLS - 80/60  
FEBRUARY 2016

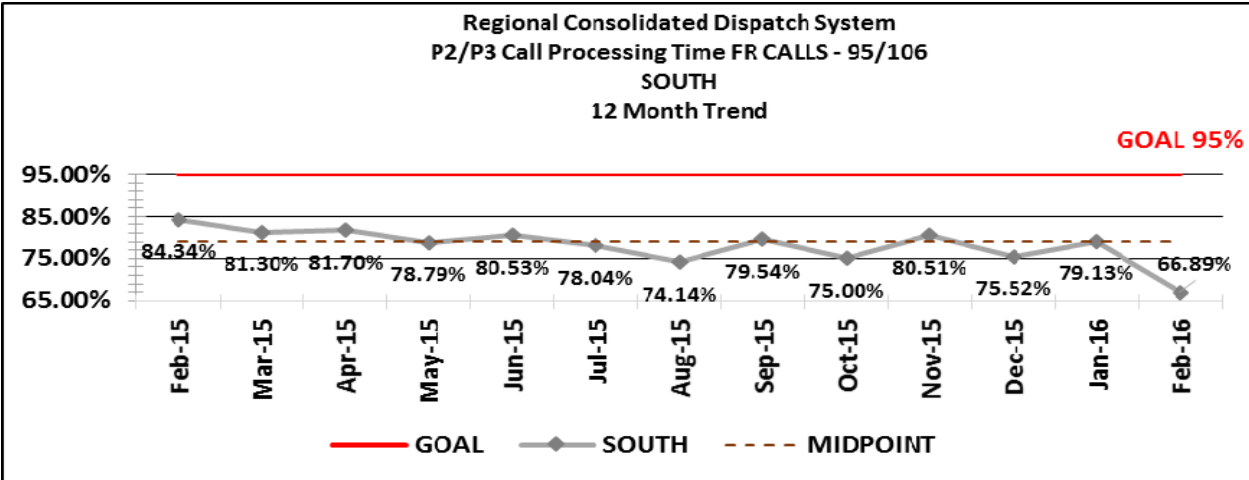
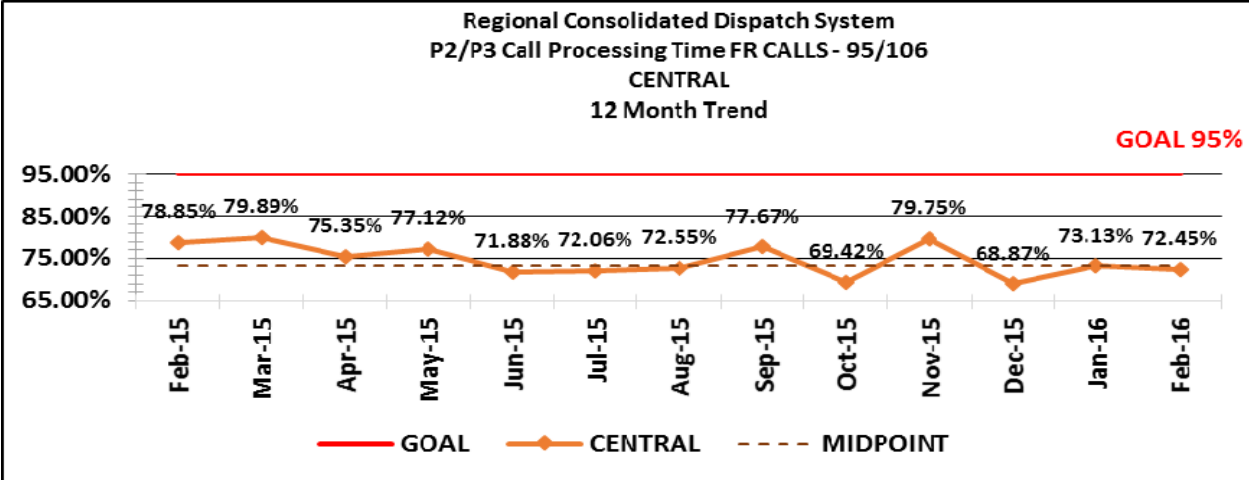
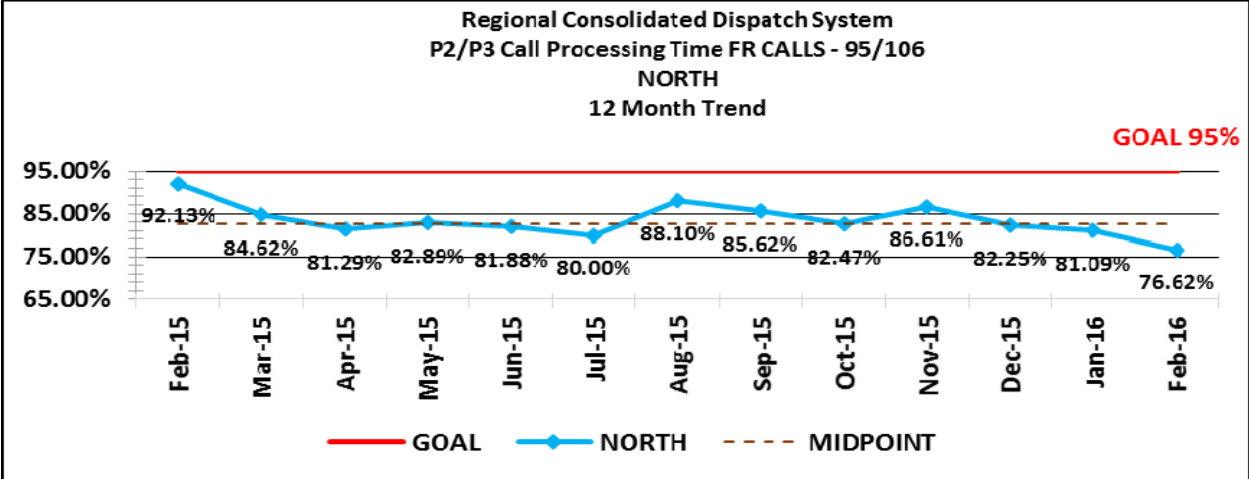






Regional Consolidated Dispatch System  
P2/P3 Call Answer Time FR CALLS - 95/106  
FEBRUARY 2016

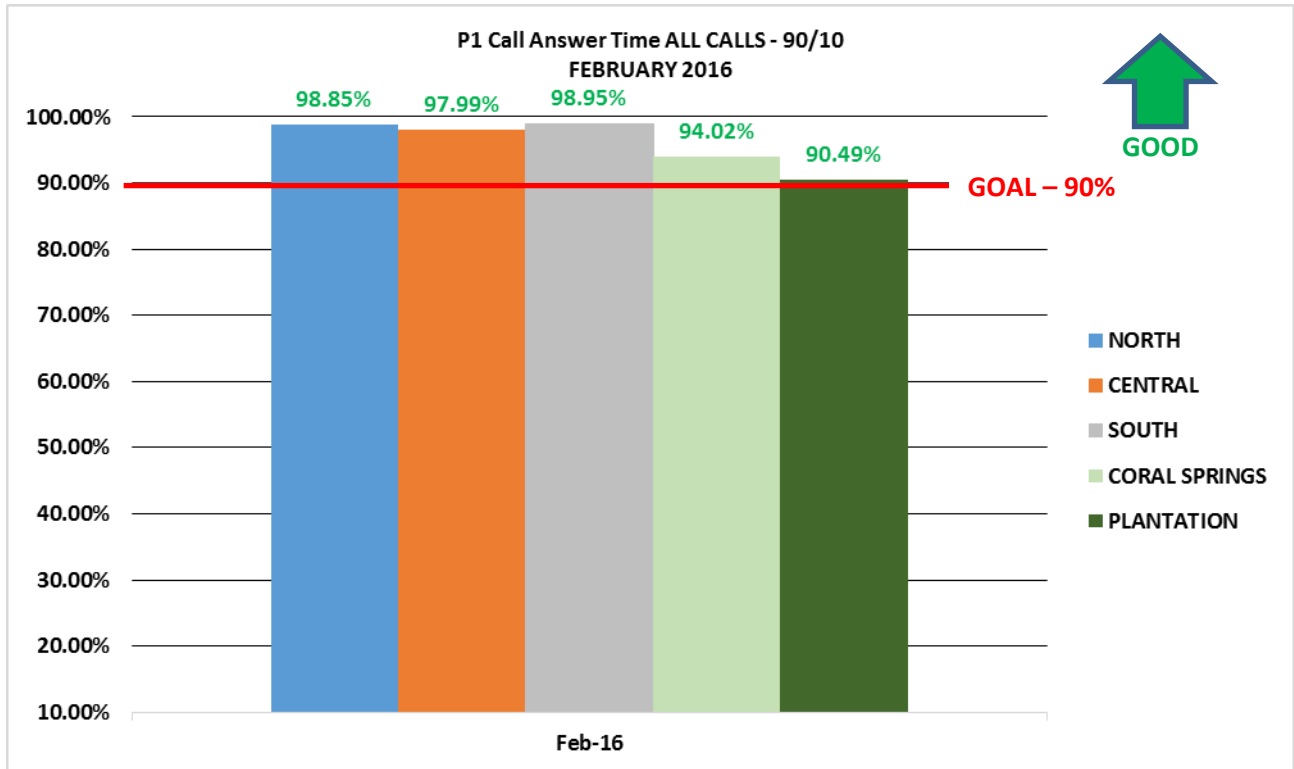


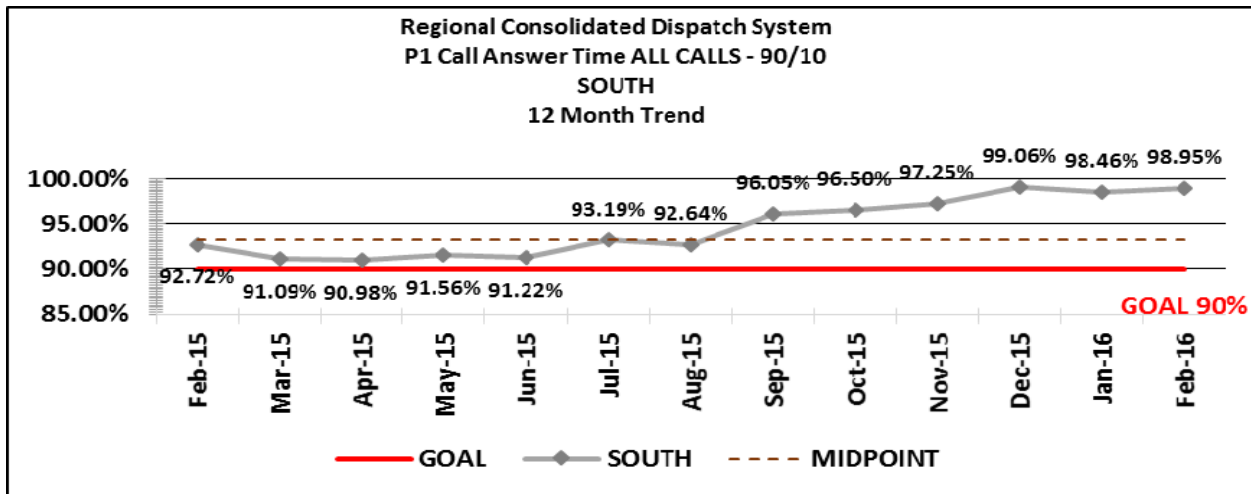
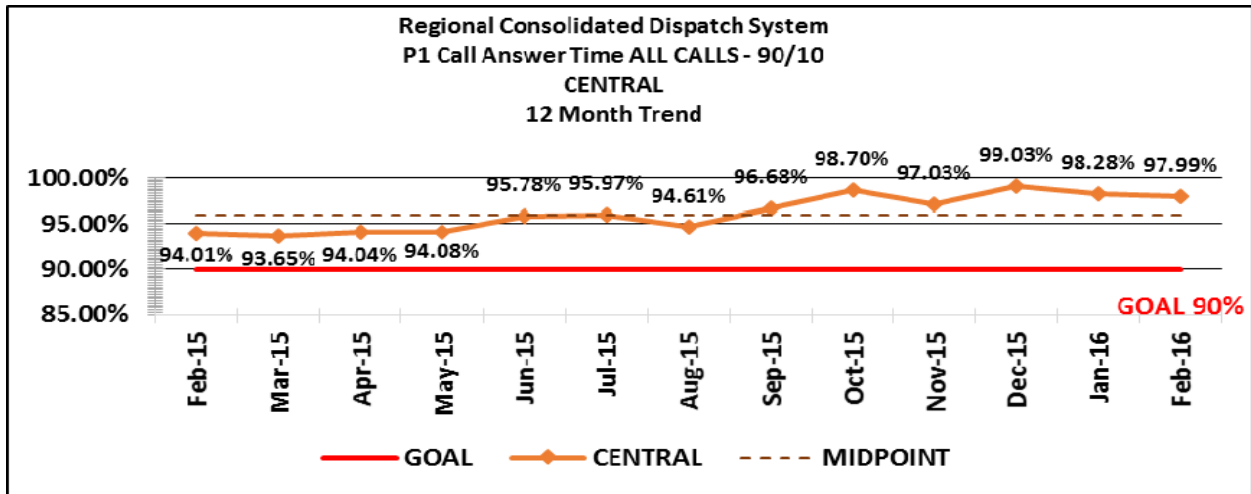
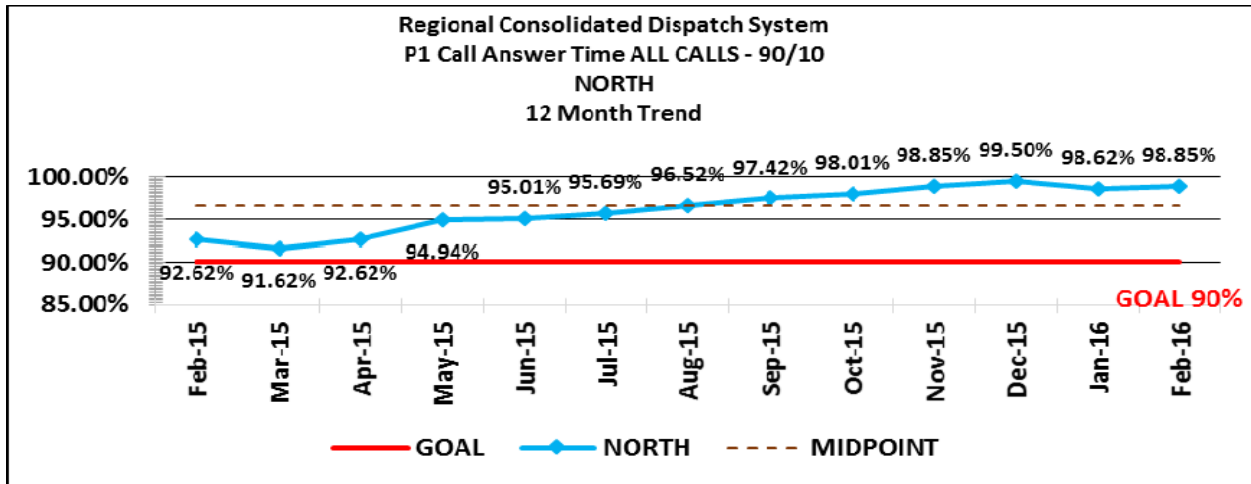


## NON-CONTRACT PERFORMANCE MEASURES

### P1 Call Answer Time for all 911 Calls

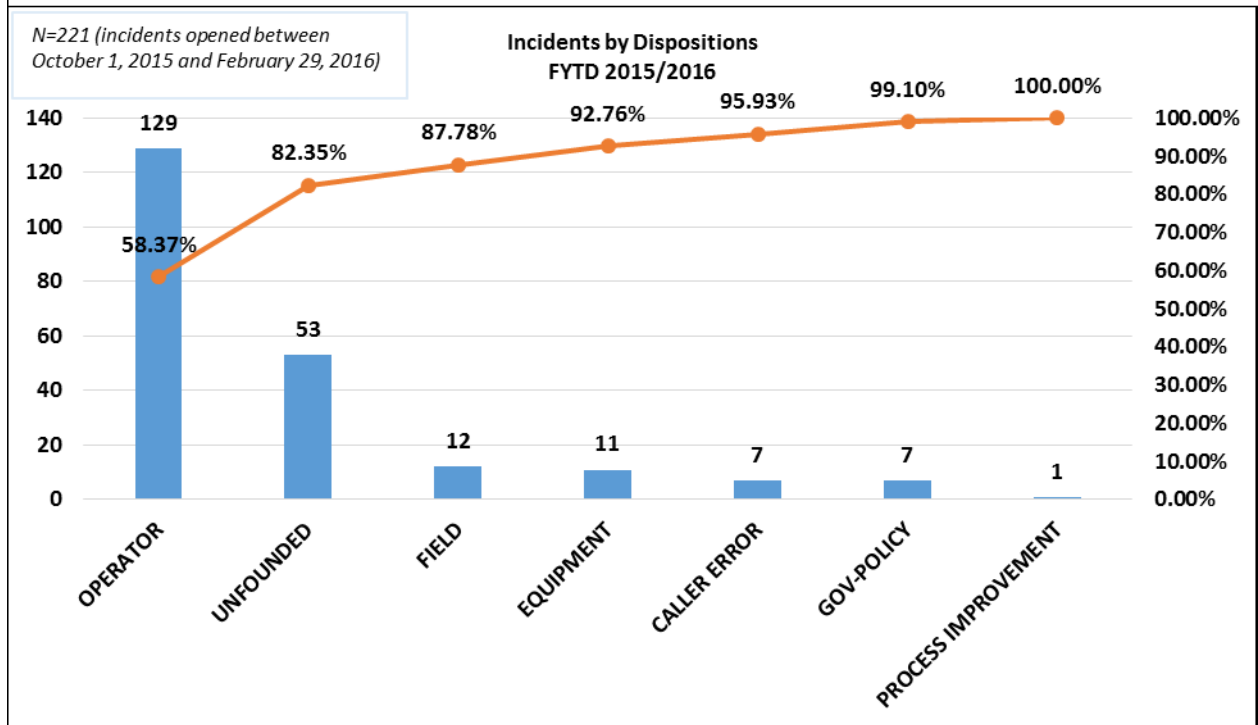
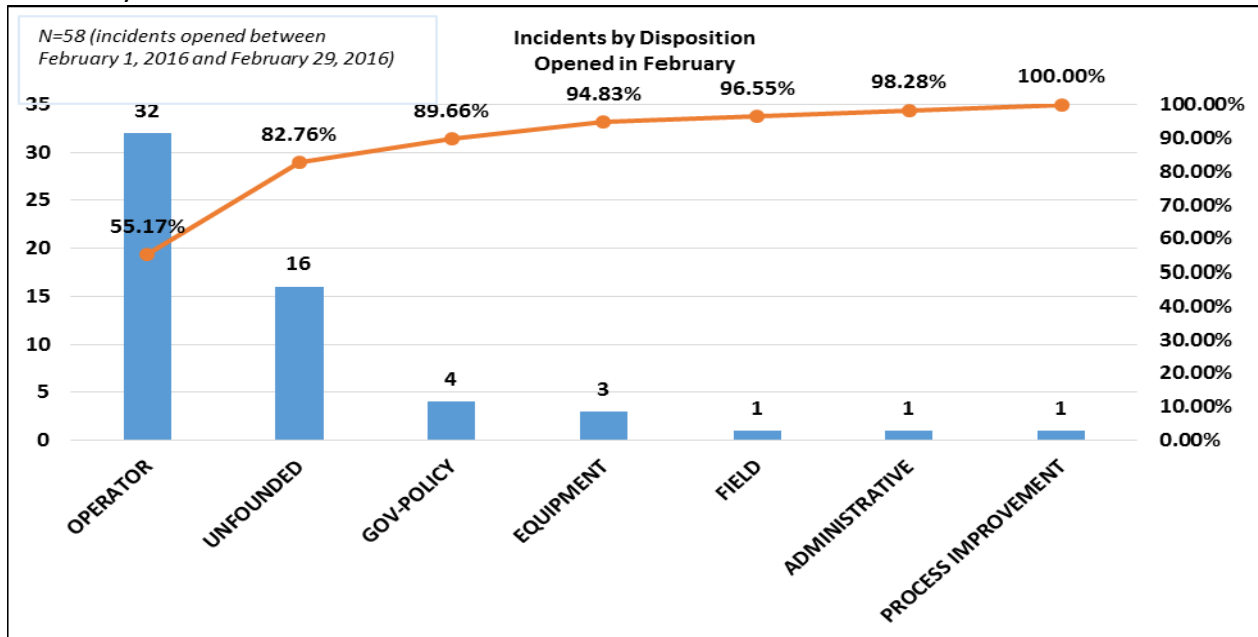
This measure is a snapshot of the call answer time for all 911 calls. This standard is not part of the regional system agreements.





## 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 February 2016, 179,146 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.

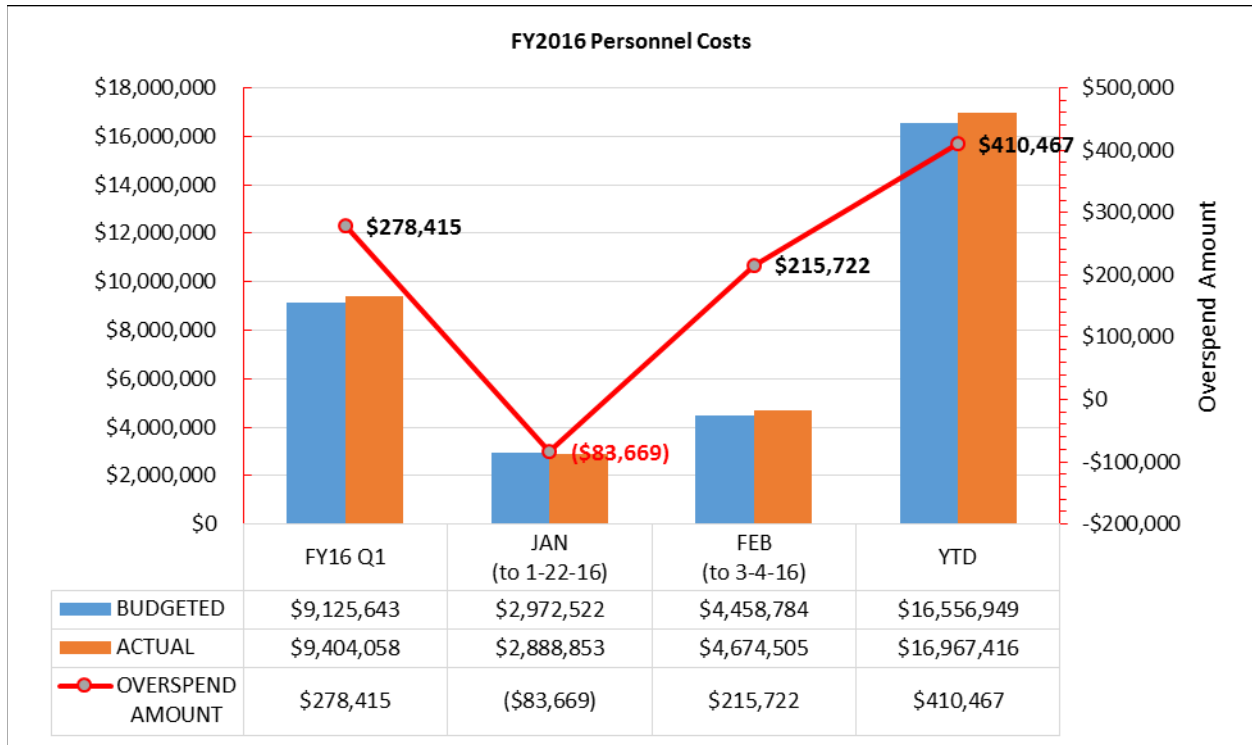


**Dispositions:**

- 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

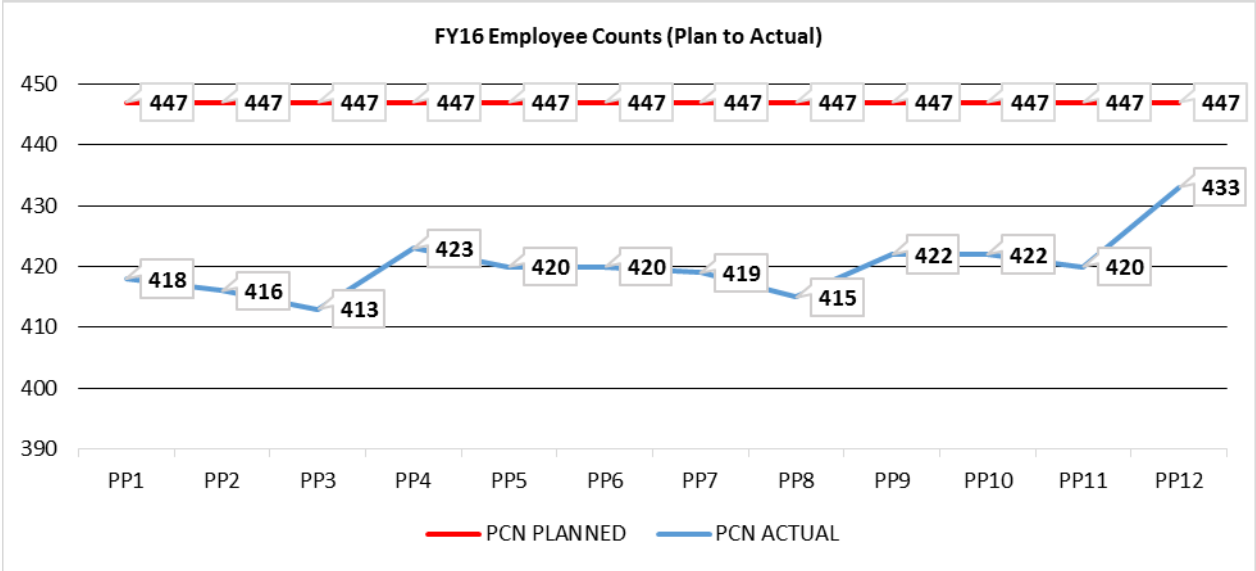
## FINANCIAL

The following chart represents the payroll activity for the month of February 2016. 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**

**FEBRUARY 2016**

### **TRAINING UNIT**

In the Month of February, the Regional Communications Training Unit accomplished the following:

- February 1-29, 2016 successfully completed Regional Communications Academy 20.
  - Successful completion of Academy Test 3 – All trainees graduated
  - Successful completion of DOH Telecommunicator Exam
- February 1-29, 2016 completed weeks 2-6 of Regional Communication Academy 21.
  - Successful Completed Ethics/SPM Class
  - Successful Customer Service Class
  - Successful Completion of Test 1
  - Successful Completion of APCO Fire Service Communications
  - Began APCO Police Telecommunicator 1 Course
- February 26, 2016 - Regional Communications Academy 22.
- Completed 351 hours of remedial training
- Completed 341 hours of upgrade training
- Completed 4,642 hours of probationary training
- Issued roll call training in the following areas
  - CDE clarification
- 4 Dispatcher's upgraded to Communications Operator III status
- 12 Dispatchers completed additional upgrade radio training


### **NAEMD REPORT**

The Broward Sheriff's Office Regional Communications Division is an Accredited Center of Excellence (ACE) with the National Academy of Emergency Medical Dispatch (NAEMD). In order to maintain our accredited status a strong quality assurance process must be in place. The Emergency Medical Dispatch Quality Improvement Unit (EMD Q Unit) is responsible for conducting random reviews on every operator. Each operator is met with one-on-one to go over their monthly review. There are 8 EMD Q's that conducted two reviews on each employee or about 5.74% of the total call volume. During the month of February 2016, the Broward Sheriff's Office received 10,372 medical calls for service. The EMD Q Unit reviewed 595 of these calls for a total of 297 operators. 84 operators were in 100% compliance of their calls. No operators have 3 months of 100% compliance and received a bronze lapel pin as recognition. No operators have 6 months of 100% compliance and received a silver lapel pin as recognition. No operators have 9 months of 100% compliance and received a gold lapel pin as recognition. 45 operators were non-compliant on their calls. 3 operators received 1 hour of remedial training in areas specific to them being non-compliant. 1 operator received 4 hours of remedial training. Some of the trending issues for January were Case Entry, PAI instructions and following the correct DLS link. A DLS training initiative was created for each employee and will

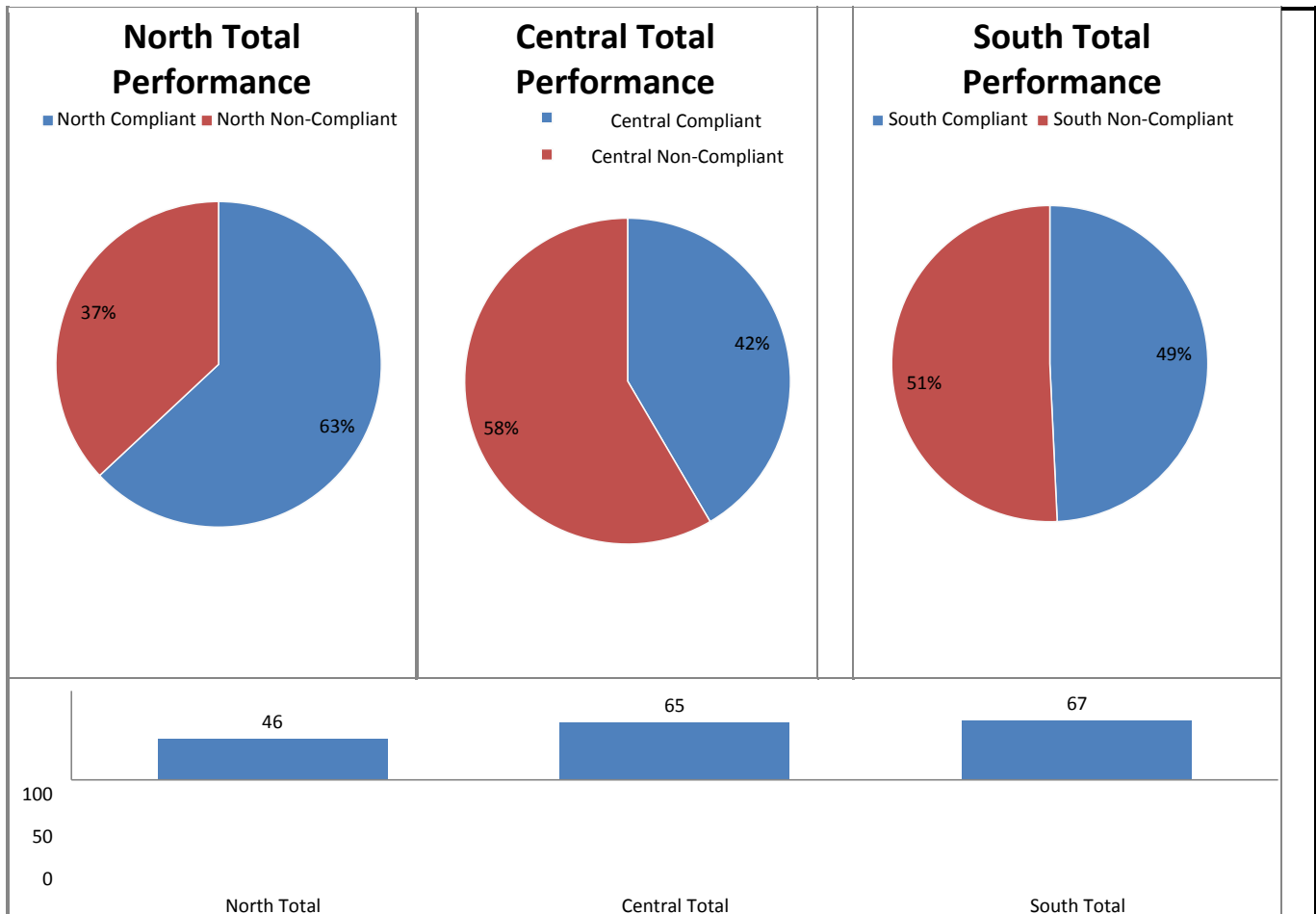
begin at the start of March 2016, in which each employee will receive one-on-one education on PAI Instructions and DLS links. Each EMD Q reviewed these patterns during their one-on-one sessions. Trending patterns are also addressed in The EMD Exchange, a monthly newsletter distributed to each operator.

	GOAL	NORTH	CENTRAL	SOUTH	TOTAL
Emergency Medical Dispatch	95%	95.44%	94.48%	96.12%	95.28%
95% Case Entry Compliance Rate					
Emergency Medical Dispatch	90%	97.56%	97.18%	97.86%	97.51%
90% Total Compliance Rate					
Emergency Medical Dispatch	1%	3.37%	3.37%	2.89%	5.74%
1% Quality Assurance Rate					

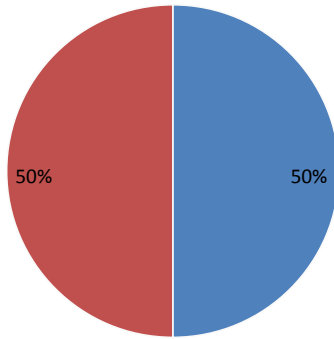
## QUALITY ASSURANCE UNIT

 <b>Regional Communications Quality Assurance Unit's Monthly Report - February 2016</b>						
<b>Random</b> = Qas pulled at Random by QA Team, <b>Internal Reviews</b> = Qas done as request by Admin						
<b>Totals</b>		The total amount of Quality Assurance Reviews completed. The method in how they were received as well as outcome of investigations.				
Totals QAAs and Total for Each Source						
Total QAs Completed	178	Via Random	145	Via Internal Review	13	
		Via Ticket System	18	Via Misc/Other Requests	2	
Total Reviews Completed for Each Discipline						
Call Taking Reviews	119	PD Dispatch Reviews	43	Fire Dispatch Reviews	16	
Teletype Reviews	0					
Compliant vs. Non-Compliant for Each Source						
Compliant Random QAAs	88	Non-Compliant Random QAAs	59	Compliant Rating	60%	
Compliant Internal Reviews	0	Non-Compliant Internal Reviews	13	Compliant Rating	0%	
Compliant Ticket Reviews	1	Non-Compliant Ticket Reviews	17	Compliant Rating	6%	
Compliant Misc Reviews	0	Non-Compliant Misc Reviews	0	Compliant Rating	#DIV/0!	
Total Compliancy for this Month						
Total Compliant (from all sources)	89	Total Non-Compliant	89	Compliant Rating	50%	
Random, Internal Review, Ticket, & Misc/Other Totals						
Random QA Compliant	88	Random QA NonCompliant	59	Random Counseling	0	

Random Internal Affairs	0	Random Commendable	0	A Review can have two outcomes. For example: Compliant and Commendable		
Internal Review QA - Compliant	0	Internal Review QA - Non-Compl	6	Internal Review Counseling	4	
Internal Review Internal Affairs	3	Internal Review Commendation	0			
Ticket QA Compliant	1	Ticket QA NonCompliant	9	Ticket Counseling	5	
Ticket Internal Affairs	3	Ticket Commendation	0			
Misc QA Compliant	0	Misc QA NonCompliant	0	Misc Counseling	0	
Misc Internal Affairs	0	Misc Commendation	0	Misc/Other are QAs that don't meet one of the other 3 criteria, which is rare		
Total of Extraordinary Reviews						
Commendation Letters	0	Counseling Reports	9	Internal Affairs Case Requested	6	
Remedial Recommended	2	Remedial is almost never a standalone outcome. It's usually in conjunction with another outcome. That is why it only appears here in this section.				



**Total**



**Communications Performance**

**Total Calls Reviewed**



**Calls Reviewed Compliant  
Percentage: 51%**

**Call Reviewed Non-Compliant  
Percentage: 49%**

Misc Notes: 28 violations of Caller Interrogation Process // 18 violations of SOP 1.3 Address Verification and Cross Reference // 11 violations of SOP 2.11 Time Checks

## 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