



BERTHA W. HENRY, County Administrator

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November 2, 2017

To: Municipal Managers

**Subject: Update on Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD) and Independent Quality Assurance for Broward County's Regional Communication System**

Dear Colleagues:

As you aware, Fitch & Associates recommended the implementation of Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD) and Independent Quality Assurance for Broward County's Regional Communication System in their December 2016 Phase II report.

The following is an update on the progress that has been made on these recommendations.

#### **Emergency Police Dispatch and Emergency Fire Dispatch**

On September 26, 2017, the Broward County Board of County Commissioners (Board) authorized County staff to negotiate a new contract with Priority Dispatch, Inc. for the Emergency Medical Dispatch (EMD), Emergency Police Dispatch (EPD), and Emergency Fire Dispatch (EFD) protocol systems. Priority Dispatch, Inc. is the current vendor that is being utilized in the system today for EMD.

The use of these protocol systems is anticipated to provide a uniform approach for call processing for each respective discipline; thus, improving the quality of information that is disseminated to the field in the County's regional consolidated dispatch program.

#### **Independent Quality Assurance and Quality Improvement Services (QA/QI)**

On October 3, 2017, the Board approved the issuance of a Request for Proposal (RFP) for Independent Quality Assurance and Quality Improvement Services (QA/QI). The purpose is to evaluate the quality of services provided by emergency call takers and dispatchers handling Law, Fire, and Emergency Medical calls. Feedback will be provided regarding adherence to protocols, training, and program modifications to ultimately improve the system. The fiscal impact of this new service is approximately \$3,130,000 over a five-year contract period.

Broward County is committed to continuing to improve the Regional Consolidated Communications program and looks forward to working with its stakeholders on implementing the EPD and EFD protocols, the QA/QI Services, and improving other current and future identified areas.

More information is available at the following website:

<http://www.broward.org/CommunicationsTechnology/Pages/ProgramUpdates.aspx>.

If you have any questions, please feel free to contact Brett Bayag, Acting Director, Office of Regional Communications and Technology at [bbayag@broward.org](mailto:bbayag@broward.org) or Alphonso Jefferson, Assistant County Administrator, at [ajefferson@broward.org](mailto:ajefferson@broward.org).

Sincerely,



Bertha Henry  
County Administrator

cc: Broward County Board of County Commissioners  
Andrew Meyers, County Attorney  
Alphonso Jefferson, Jr., Assistant County Administrator  
Brett Bayag, Acting Director, Office of Regional Communications & Technology  
Broward County Consolidated Communications Committee  
Police and Fire Chief's Associations