

ITEM #57

**ADDITIONAL MATERIAL
REGULAR MEETING**

MAY 24, 2022

**SUBMITTED AT THE REQUEST OF
COUNTY ADMINISTRATION**

Broward County Regional 9-1-1 Communications

Why was Regional Communications created?

- Broward County Charter - Section 5.03
 - “The County Commission with cooperation from Municipalities shall establish a countywide communications infrastructure for fire and emergency medical services. The County shall provide funding for the communications infrastructure and all service providers will utilize the elements of the communications infrastructure. The communications infrastructure shall facilitate closest unit response for life-threatening emergencies and support for regional specialty teams.” (November 2002)
- Eliminate Delay in Transfer of Emergency Calls
 - Prior to regional consolidation, municipal leaders stated¹ “the overall goals of a consolidation of E-911 communications are to improve service and safety for residents and emergency personnel, establish consistent performance metrics for all residents, **eliminate delay in transfer of emergency calls** (emphasis added), employ the best technology available to expedite emergency response, and facilitate closest unit response for life-threatening emergencies. A major challenge for Broward County E-911 communications centers are “misdirected” calls. “Misdirected” calls are those cell phone 911 calls routed by cell phone towers to a dispatch center other than one that can actually dispatch emergency units. **Managers agree this occurs frequently and represents a substantial number of calls countywide**” (emphasis added).
 - While national recommendations for 9-1-1 call transfers define a 30-second performance standard for 90% of all calls, research being prepared for publication by the University of South Florida reflects the 30-second target is only met 24.1% of the time and takes 86 seconds at the 90th percentile.²

Not all Major Law Enforcement Agencies Operate Consolidated 9-1-1 Communications Centers

- It should be noted that BSO’s comparison with ‘largest’ agencies is largely comparing different 911/dispatch designs from that in Broward County.
 - Most of these other jurisdictions have no responsibility for fire/EMS dispatch. They must transfer the caller to a different/secondary dispatch center
 - This primary/secondary design is explicitly contrary to Charter language - something the county electorate does not desire
 - As noted above, these primary/secondary design delays response to emergency calls by 86 seconds - something the majority of Broward County municipalities and County have rejected
 - A few examples of different 911/dispatch designs from BSO comparison:
 - Chicago dispatch is not under the police department - it is a separate governmental department³
 - New York City police do not operate the radio system, it is under a different city agency⁴

¹ Broward County Consolidated Communications Committee Report and Recommendations for Cooperative Consolidation of E-911 Communications In Broward County, Florida. March 7, 2012. Accessed at <https://www.sunrisefl.gov/Home/ShowDocument?id=2109> on May 21, 2022

² Moeller, B & Jameson, A. (2022) *Impact of Secondary PSAPs on Response to Cardiac Arrest*. Manuscript in preparation for journal submittal. USF Health-Morsani College of Medicine.

³ Chicago Office of Emergency Management & Communications. Accessed at <https://www.chicago.gov/city/en/depts/oem.html> on May 21, 2022

⁴ NYC Information Technology & Communications. Accessed at <https://www1.nyc.gov/site/doitt/agencies/citywide-radio-network.page> on May 21, 2022

- Harris County, TX does not operate the 911 telephony system⁵
- Hillsborough County's 911 telephone system is a county responsibility⁶

Management of 9-1-1 Technology

- Section 5.03 of the Charter states, "***all service providers*** will utilize the elements of the communications infrastructure," reflecting that technology is the County's responsibility (emphasis added).
- Broward County currently provides the 9-1-1 telephony infrastructure and all audio recording technology (9-1-1 and radio) to the entire system, including Coral Springs & Plantation (who utilize their own call takers and dispatchers).
- A standardized "script" for 9-1-1 calls is a best practice in PSAPs. Referred to as 'call-prioritization' systems, these systems can ensure call-intake personnel ask all relevant questions, enhance consistency in identifying the emergency incident types, facilitate the right resource be sent to the right incident, and allows callers to receive pre-arrival instructions from the 9-1-1 operator before first responders arrive.

BSO's Proposal to Consolidate all 3 PSAPs into the Public Safety Building (PSB)

- The PSB was designed and near completion, but not occupied, before Hurricane Andrew
- While some hardening was subsequently performed, the building is not appropriate to house a single PSAP that would be under an increased risk during hurricanes.
- An EOC/PSAP project was initiated in the CIP around 2016. The plan aligns with the consultant's earlier observation that 2 PSAPs be sufficiently sized for 9-1-1 operations and be able to accommodate the other PSAP if they had to relocate (flee-to/ COOP etc.).

BSO's Recommendation to Increasing Staffing by 86 FTEs.

- The County Commission agenda for May 24, 2022, included an item to provide additional funding in this FY to improve staff retention and enhance recruitment efforts to reduce existing vacancies within the emergency communications center
- County staff and BSO staff are both exploring procedural changes that will increase the number of 9-1-1 call-takers available
- The consultant is in the process of re-assessing required staffing needs, using a more objective assessment than the Association of Public Communications Officials (APCO) Retains model. The consultant will employ advanced modeling techniques utilizing Erlang C calculations to determine the correct staffing level – for call-intake and radio positions separately – by the hour of the day. This process ensures an effective and efficient assessment of staffing required for a given level of performance.
- At this time, staff recommends focusing on retention of existing personnel and recruitment for vacant positions.

⁵ Greater Harris County 9-1-1 Emergency Network. Accessed at <https://www.911.org/about-us/who-we-are/> on May 21, 2022

⁶ Hillsborough County 911 Office. Accessed at <https://www.hillsboroughcounty.org/en/government/departments/911-office> May 21, 2022

**THE FOLLOWING WAS PROVIDED BY BROWARD SHERIFF'S OFFICE TO THE MAYOR AND
COMMISSIONERS ON MAY 20, 2022**

From: Tony, Gregory <Gregory_Tony@sheriff.org>

Sent: Friday, May 20, 2022 10:23:05 AM

To: Fisher, Lamar <LFISHER@broward.org>; Geller, Steve <SGELLER@broward.org>; Ryan, Tim <TRYAN@broward.org>; Udine, Michael <MUDINE@broward.org>; Furr, Beam <BFURR@broward.org>; Rich, Nan <NRICH@broward.org>; Bogen, Mark <MBOGEN@broward.org>; Moskowitz, Jared <JEMOSKOWITZ@broward.org>; Alston, Torey <TALSTON@broward.org>

Subject: Per Your Request: Top Ten Sheriff's Office

Commissioners,

Please see attached reference sheet indicating the top ten Sheriff's' office and top five municipal police departments' operating protocols when it comes to their communication centers.

As you can see BSO is the ONLY one not managing communications in it's entirety. Should any of you have any questions, feel free to give me a call.

Sheriff Tony

Sent from my iPhone

Top 10 Largest Sheriff's Office - Nationally							
Sheriff's Office	State	Population	Sworn	Civilian	Dispatch	Total Employees	Responsibility for Management/Oversight of the 911/Dispatch Function
Los Angeles County Sheriff's Department	California	10,000,000	9,982	5,164	456	15,602	Sheriff
Cook County Sheriff's Office	Illinois	5,275,540	6,900	N/A	112	7,012	Sheriff
Broward County Sheriff's Office	Florida	1,718,230	3,401	1,822	449	5,672	County Commission
Orange County Sheriff's Office	California	3,186,990	1,744	3,511	N/A	5,255	Sheriff
Harris County Sheriff's Office	Texas	4,500,000	2,207	2,269	N/A	4,476	Sheriff
Riverside County Sheriff's Office	California	1,400,000	2,048	1,941	N/A	3,989	Sheriff
Hillsborough County Sheriff's Office	Florida	1,100,000	2,181	1,280	132	3,593	Sheriff
San Bernardino County Sheriff's Office	California	2,100,000	2,000	1,027	173	3,200	Sheriff
Sacramento County Sheriff's Office	California	1,585,055	1,246	1,911	N/A	3,157	Sheriff
Jacksonville Sheriff's Office	Florida	742,210	1,785	598	N/A	2,383	Sheriff

Top 5 Largest Police Departments - Nationally							
Police Departments	State	Population	Sworn	Civilian	Dispatch	Total Employees	Responsibility for Management/Oversight of the 911/Dispatch Function
New York Police	New York	8,804,190	34,687	17,089	N/A	51,776	Commissioner/Chief
Los Angeles Police	California	3,898,747	17,007	3,903	N/A	20,910	Police Chief
Chicago Police	Illinois	2,746,388	11,965	N/A	N/A	11,965	Superintendent
Philadelphia Police	Pennsylvania	1,603,797	6,031	5,900	318	12,249	Police Chief
Houston Police	Texas	2,300,000	5,257	895	N/A	6,152	Police Chief

N/A indicates that information has been requested; response pending.