



Sheriff Gregory Tony

REGIONAL COMMUNICATIONS

Overview, Comparison & Proposal

May 2022





OVERVIEW

- BSO Regional Communications
- Personnel and Demographics
- Historical Budget Analysis
- Operational Variance Comparison
- Salary Comparison
- Proposed Salary Assessment
- Staffing Considerations
- Hiring Process
- Recruitment Strategy
- Designated PSAP
- Summary





BSO REGIONAL COMMUNICATIONS



OBJECTIVE

Provide countywide emergency and non-emergency communications services for law enforcement and fire rescue response

The largest Regional Communications operation in the State of Florida

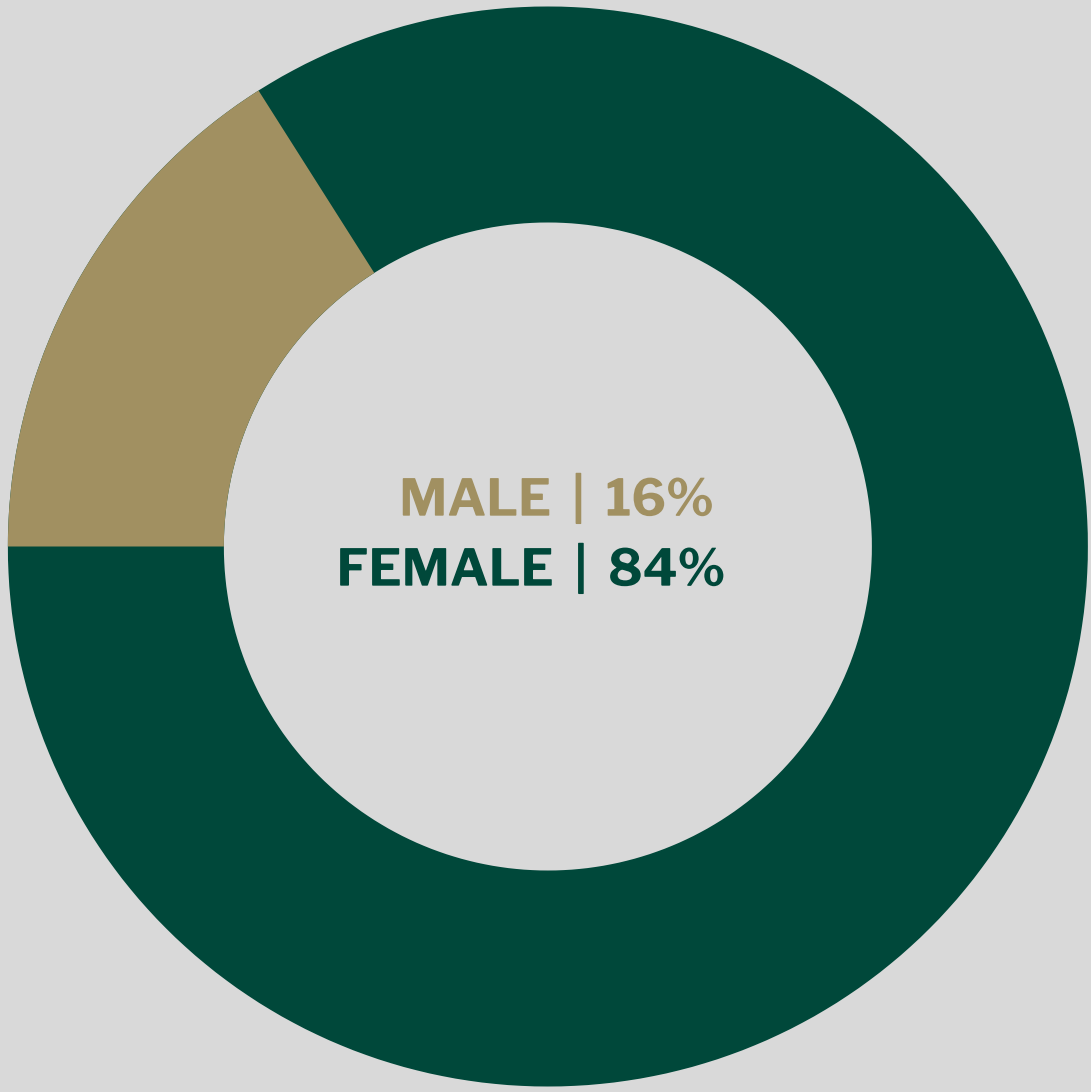
SERVICE AREAS

- All unincorporated areas of Broward County
- 29 law enforcement municipalities
- 28 fire rescue municipalities
- Fort Lauderdale-Hollywood International Airport
- Port Everglades
- Court Services
- BSO Department of Detention

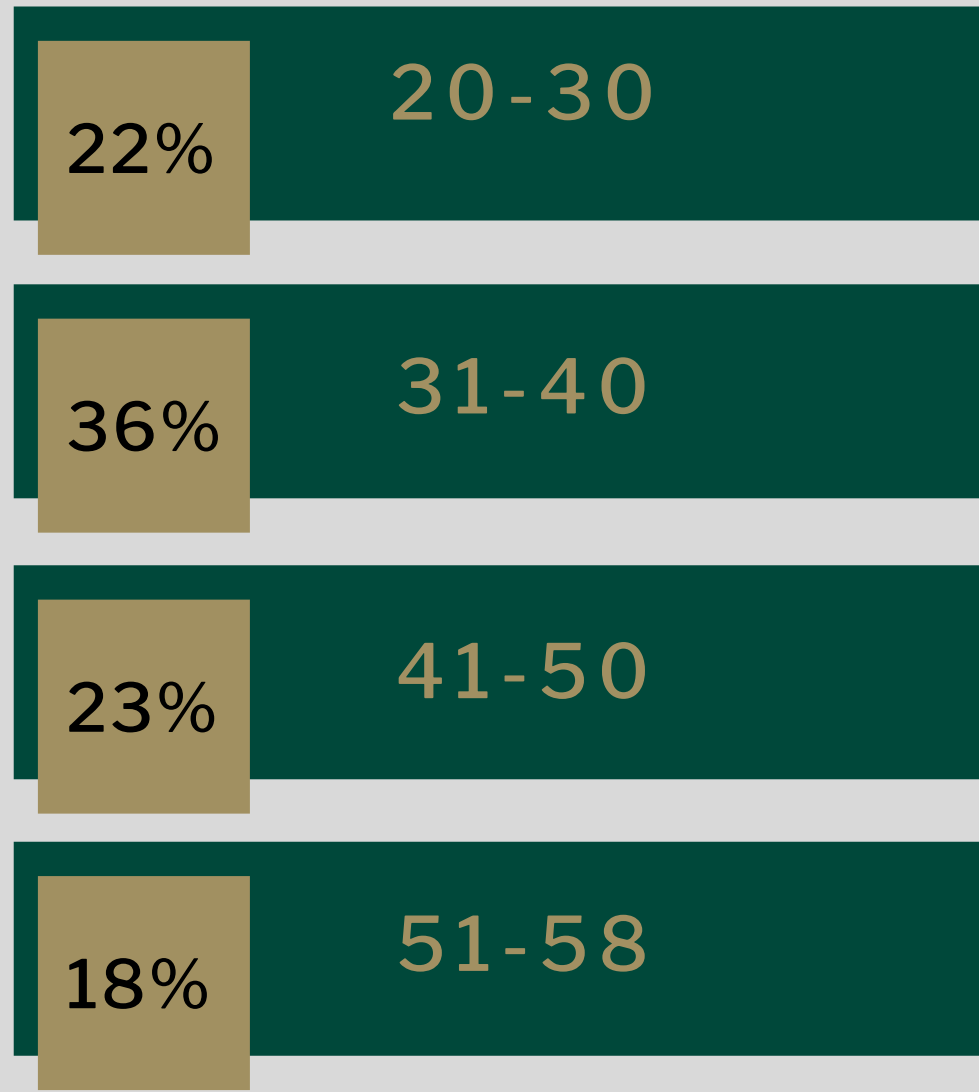


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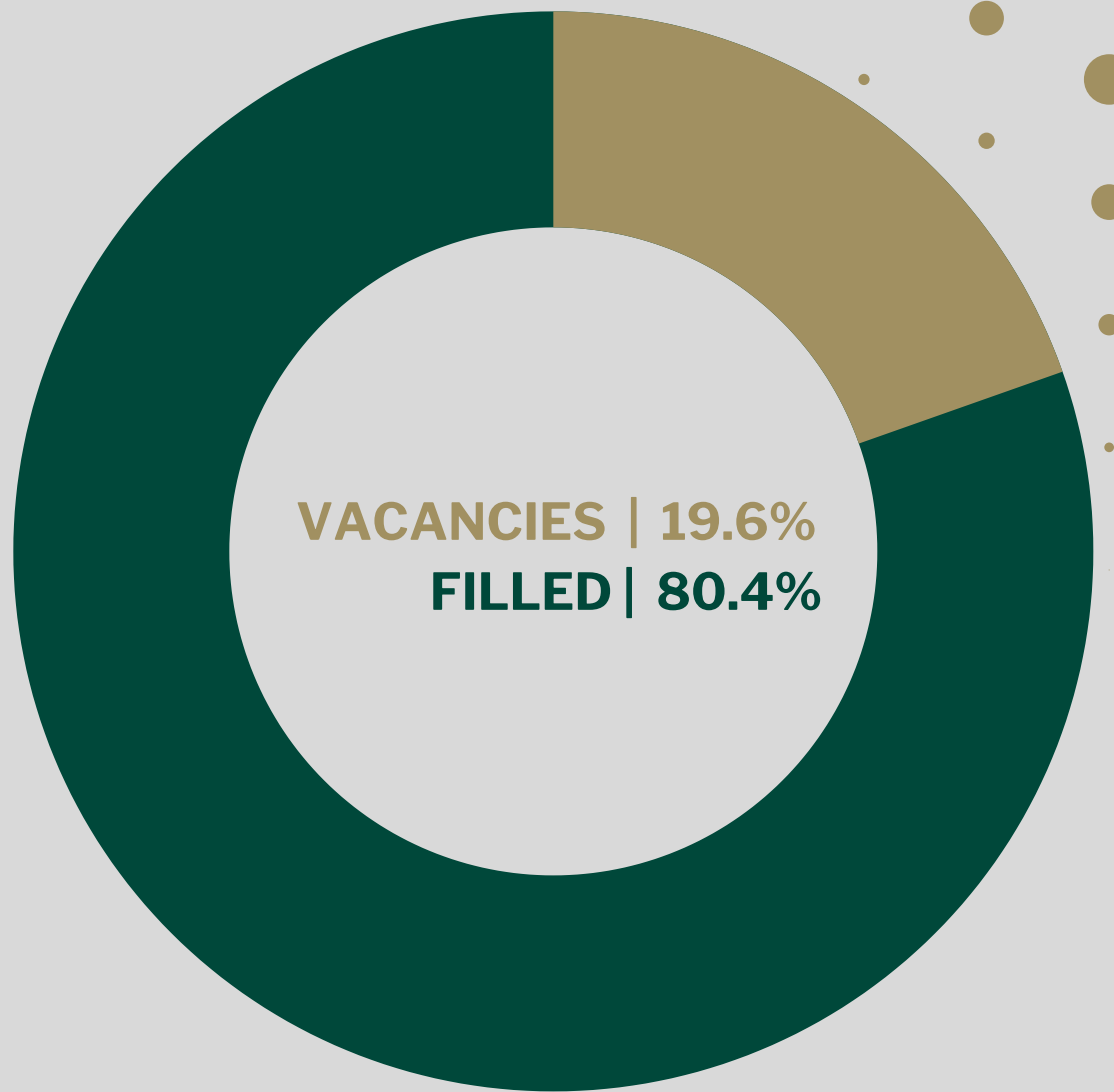
PERSONNEL & DEMOGRAPHICS



GENDER



AGE



STAFFING

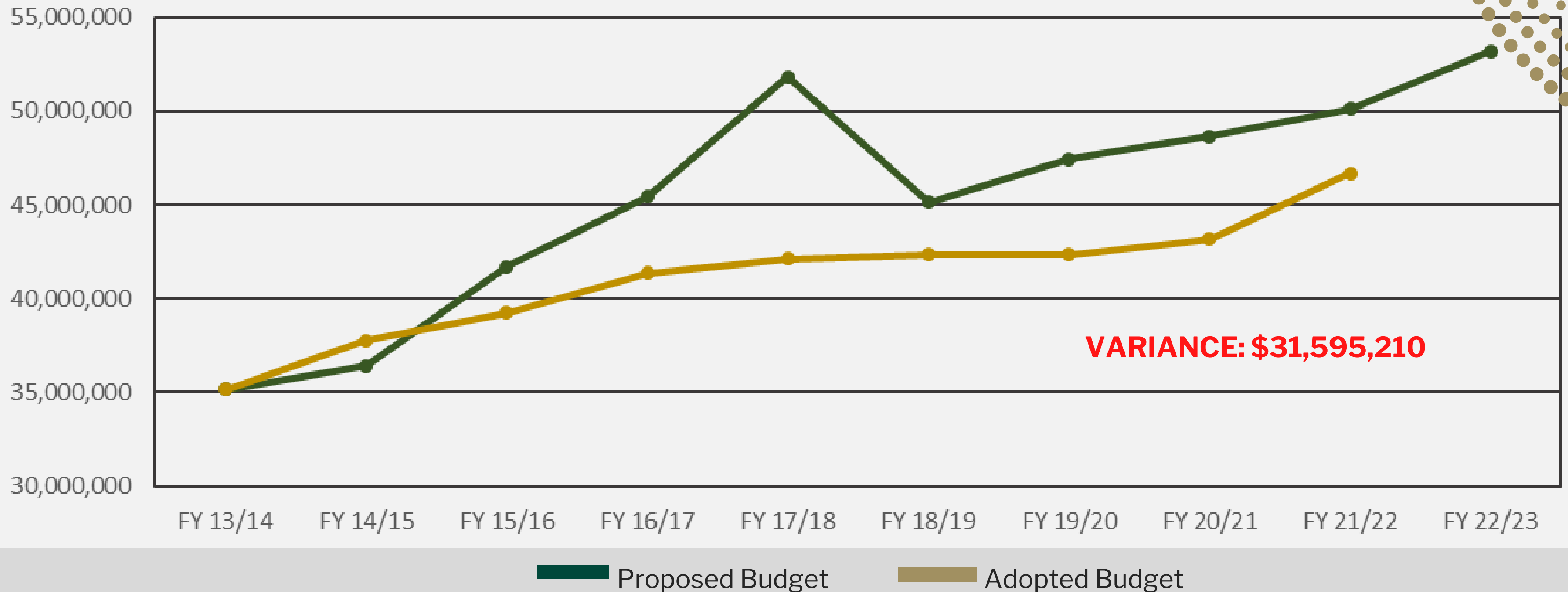


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BUDGET ANALYSIS

A 10 YEAR COMPARISON

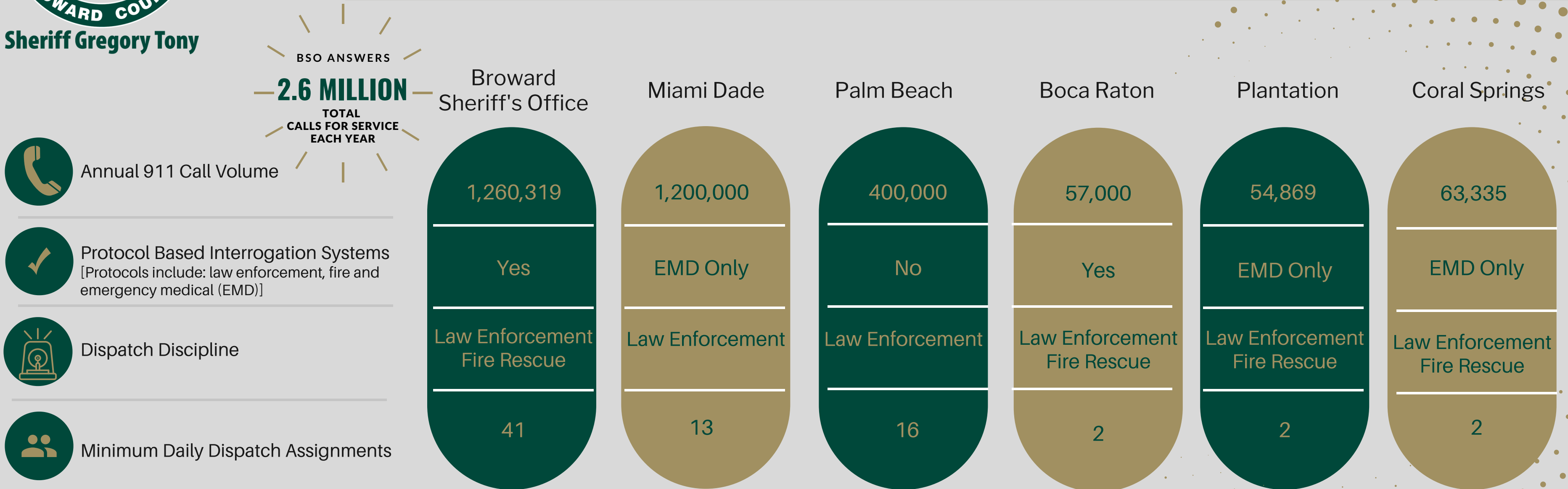
Proposed Budget vs Adopted Budget
by Broward County





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OPERATIONAL VARIANCES



BSO's Regional Communications and Miami Dade Police Department have comparable inbound call volume; however, unlike MDPD, BSO manages both law enforcement and fire rescue disciplines, is CALEA Communications accredited, manages more workstations, and is fully certified in all IAED protocols - law enforcement, fire and emergency medical. BSO also requires staff to be fully versatile in both 911/call taker and dispatch assignments; Miami Dade Police Department does not.



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SALARY COMPARISON

DEPARTMENT	CLASSIFICATION	SALARY RANGE
Palm Beach Sheriff's Office	Communications Operator Trainee	\$51,288 - \$76,284
	Communications Operator I	\$53,604 - \$79,728
	Communications Operator II	\$58,560 - \$87,072
	Communications Operator III	\$61,200 - \$90,996
City of Boca Raton	Public Safety Call Taker	\$48,526 - \$79,788
	Public Safety Dispatcher	\$54,163 - \$90,334
City of Coral Springs	Public Safety Telecommunicator	\$44,280 - \$69,120
City of Plantation	Public Safety Dispatcher Trainee	\$39,323 - \$64,883
	Certified Public Safety Dispatcher	\$44,602 - \$73,593
Miami Dade Police Department	Police Dispatcher	\$41,298 - \$62,564
	Police Complaint Officer	\$41,298 - \$62,564
Broward Sheriff's Office	Regional Communications Operator I	\$37,947 - \$56,066
	Regional Communications Operator II	\$41,357 - \$61,102
	Regional Communications Operator III	\$46,473 - \$72,095

The largest salary gap is between the Palm Beach Sheriff's Office and BSO

NEGATIVE SALARY VARIANCE

CO 1: -\$15,657 - \$23,661

CO 2: -\$17,203 - \$25,970

CO 3: -\$14,727 - \$18,901



PROPOSED SALARY ASSESSMENT

CLASSIFICATION

Trainee (proposed position)
 Communications Operator I
 Communications Operator II
 Communications Operator III

SALARY RANGE

Palm Beach Sheriff's Office

\$53,852 - \$80,098
 \$54,144 - \$80,056
 \$59,148 - \$87,984
 \$61,812 - \$91,944

+5%

SALARY RANGE

Broward Sheriff's Office

\$53,852 - \$80,098
 \$56,851 - \$84,059
 \$62,105 - \$92,383
 \$64,903 - \$96,541

The proposed salary for BSO is 5% higher than PBSO, making BSO the most competitive organization for recruiting and retention

POSITIVE SALARY VARIANCE

CO 1: +\$2,707 - \$4,003
CO 2: +\$2,957 - \$4,399
CO 3: +\$3,091 - \$4,597



STAFFING CONSIDERATIONS

FULL-TIME POSITIONS

CURRENT | 448 PROPOSED | 534

Personnel counts, assignments and classifications are evaluated based upon the APCO Project RETAINS Model. Taking into account attrition, the model indicates a need to increase staffing in the following areas:

ATTRITION

The average attrition rate over the past five years is 15.3% thus a need to increase 911/call taker and dispatch assignments

QUALITY CONTROL

Increase in QA/QI evaluators to assure operator compliance with established protocols

ASSIGNMENT

Reestablishing a secondary Teletype assignment

TRAINING

Staffing increase would allow for dedicated training and staff development

TOTAL INCREASE 86



APPLICATION & HIRING PROCESS

The selection process for the position of **Communications Operator** is stringent, lengthy and consists of multiple steps. A candidate must successfully complete the following:

- CritiCall Exam and Assessment
- Pre-Screen Interview
- Group Orientation
- Oral Interview
- Psychological Evaluation
- Background Investigation
- Medical Examination/Drug Test

1,156

NUMBER OF
APPLICATIONS
RECEIVED IN 2021

(Position posted for nearly
all of 2021)

58

FULL TIME
POSITIONS FILLED IN
2021

(Number of positions
filled by new applicants
in 2021)

HIRING
RATIO 5%



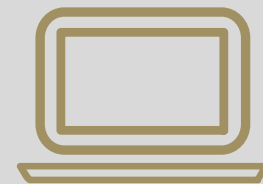
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RECRUITMENT STRATEGY



EVENTS

Increase representation of male recruiters at community events



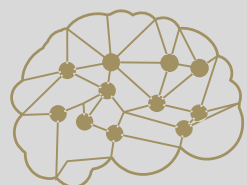
SOCIAL MEDIA

Increase social media content highlighting Regional Communications recruiting efforts



TARGETED ADVERTISING

Increase advertising mediums, including billboards, shopping ads and video



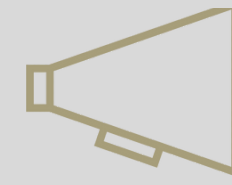
SELECTION

Strategic analysis of psychological evaluation ratings to expand the applicant pool



HIRING BONUS

\$5,000 bonus
(paid in two payments: \$2,500 at academy completion / remaining after two full years of employment)



EMPLOYEE REFERRAL

\$500 employee referral bonus
(employee referrals constituted roughly 24.4% of all applicants in 2021)



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CONSOLIDATED PSAP

PUBLIC
SAFETY
BUILDING
2ND
FLOOR
BUILDOUT



**ESTIMATED
21,510 SQ. FT.**

Preliminary cost to establish a
unified PSAP at BSO headquarters:

Approximately \$17,000,000



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SUMMARY

SALARY ASSESSMENT

\$11,152,287

Annual budgetary increase covering the proposed salary increase for Regional Communications

RECRUITMENT AND INCENTIVES

\$314,000

Hiring bonuses and employee referral incentives for new employees are estimated to be \$262,000 annually; recruiting initiatives are estimated at \$52,000

PSAP BUILDOUT

\$17,000,000

Establishing a PSAP at the Public Safety Building to improve the efficiency and effectiveness of Regional Communications operations



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THANK YOU
