



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



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# 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

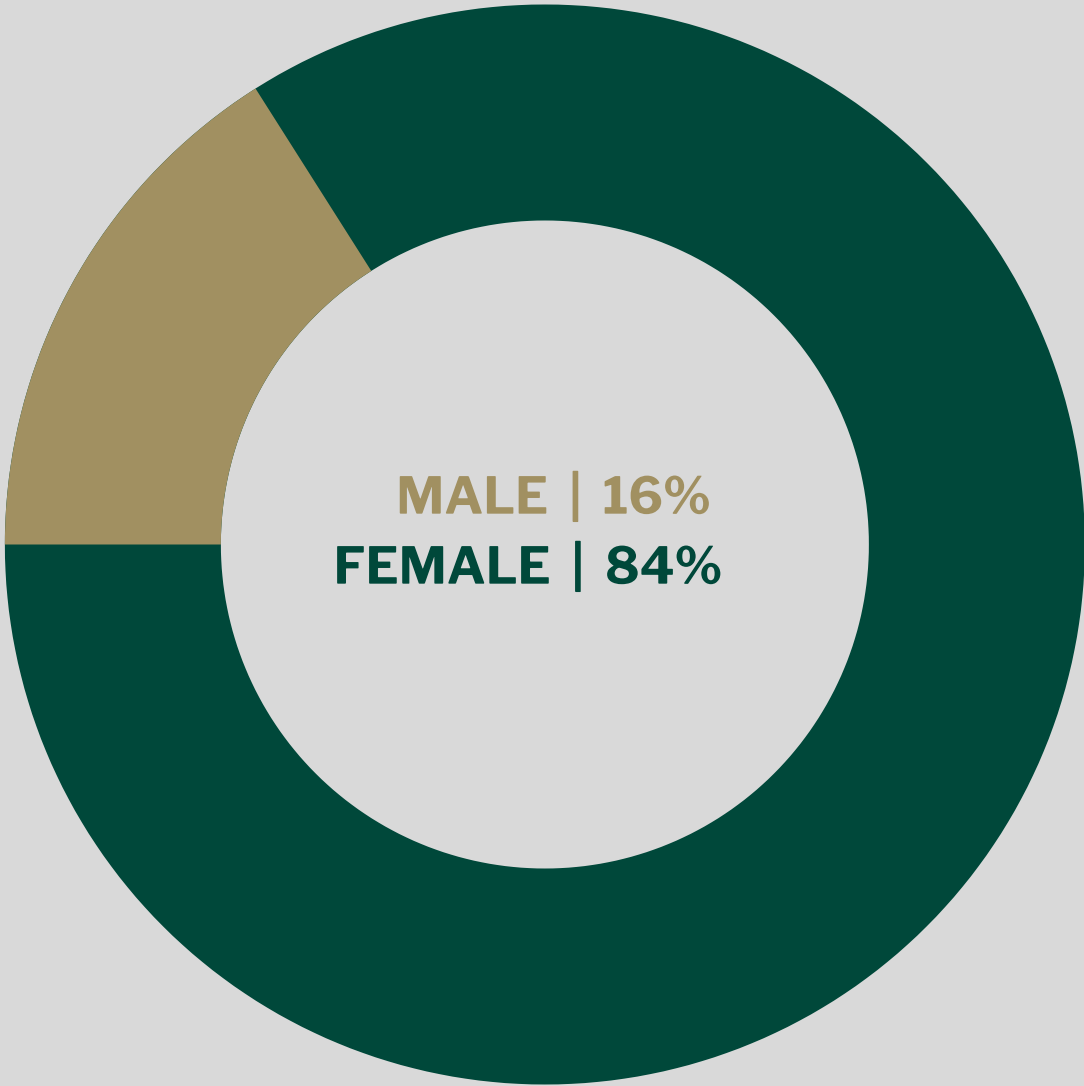
- All unincorporated areas of Broward County
- 29 law enforcement municipalities
- 28 fire rescue municipalities
- Fort Lauderdale-Hollywood International Airport
- Port Everglades
- Court Services
- BSO Department of Detention



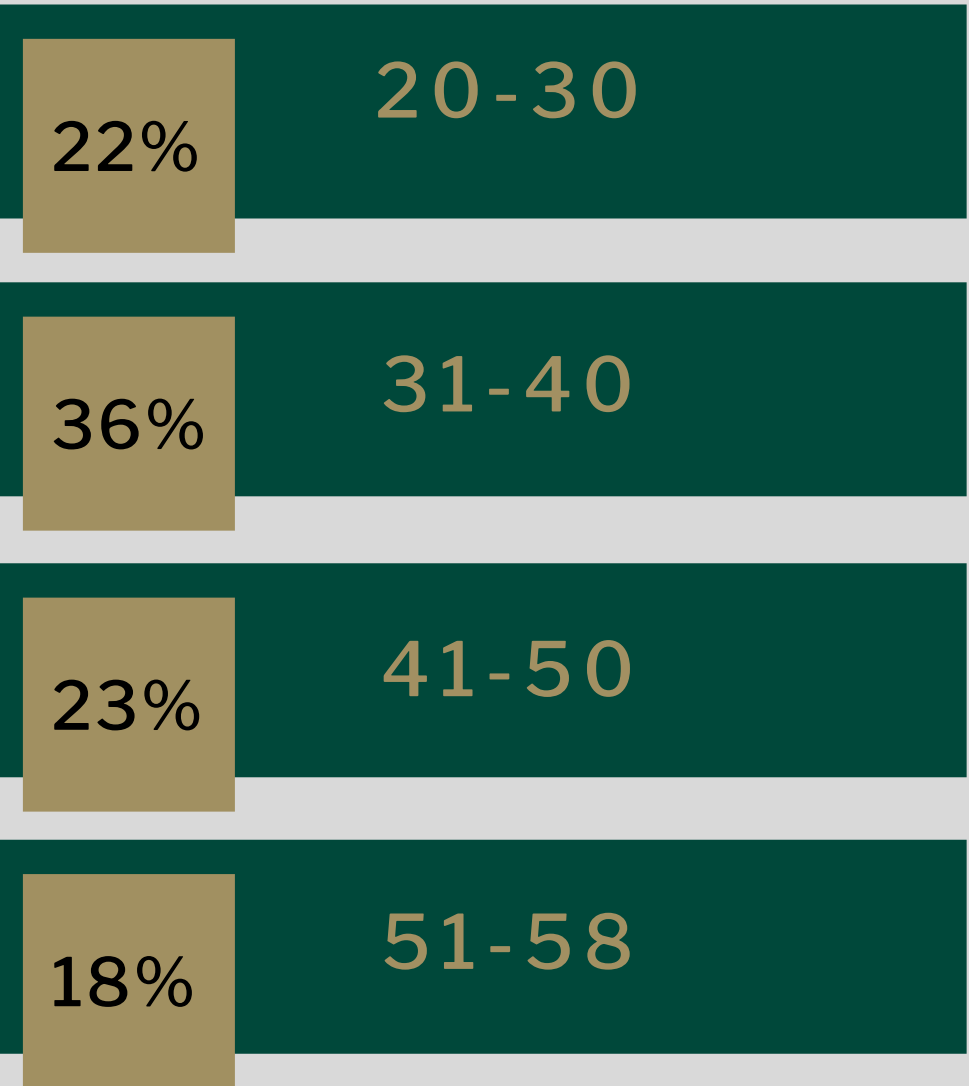


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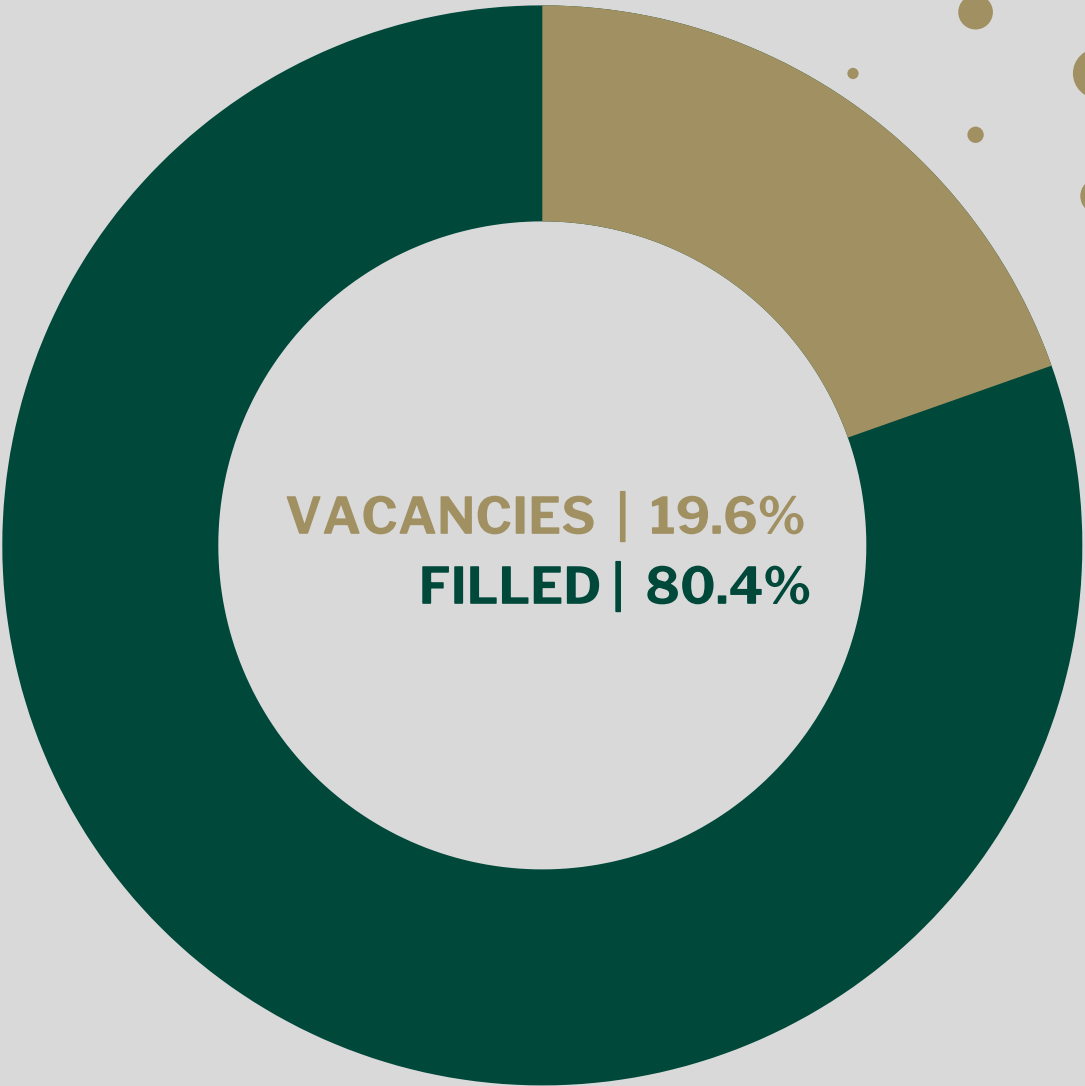
# PERSONNEL & DEMOGRAPHICS



GENDER



AGE



STAFFING

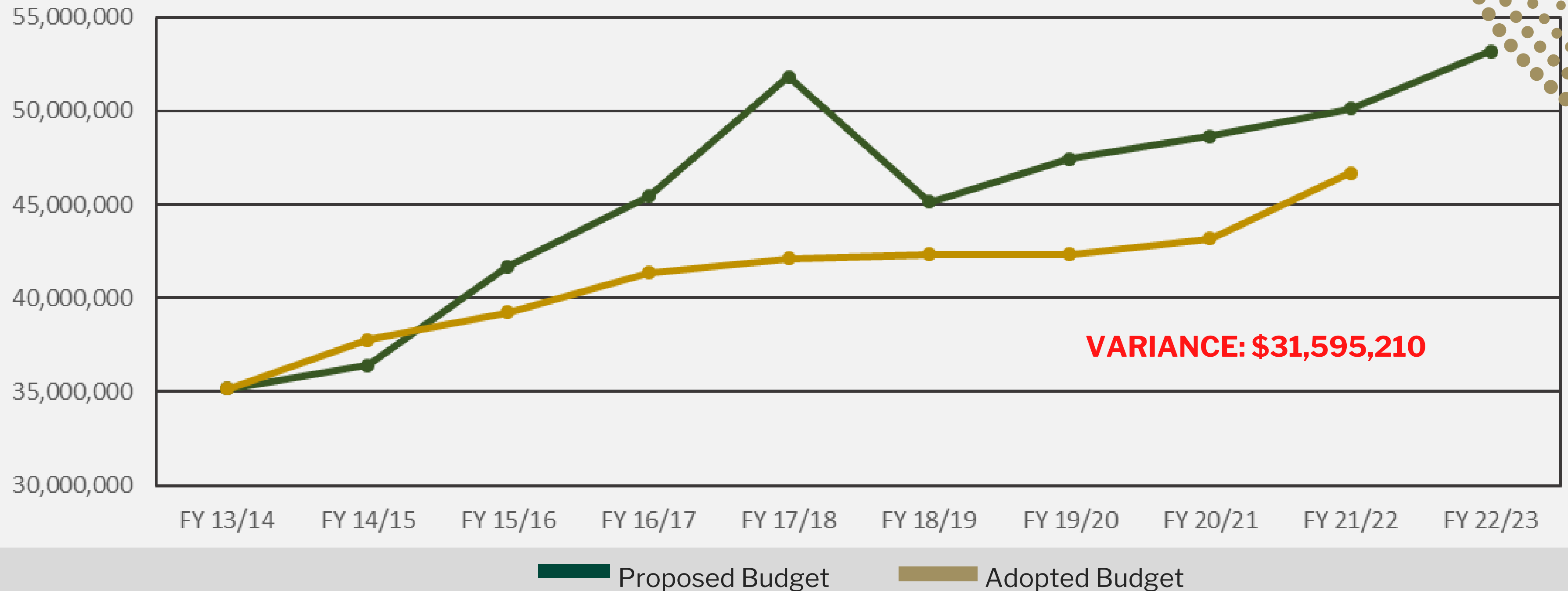


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# BUDGET ANALYSIS

## A 10 YEAR COMPARISON

Proposed Budget vs Adopted Budget  
by Broward County





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# OPERATIONAL VARIANCES

BSO ANSWERS  
**2.6 MILLION**  
TOTAL  
CALLS FOR SERVICE  
EACH YEAR



Annual 911 Call Volume



Protocol Based Interrogation Systems  
[Protocols include: law enforcement, fire and emergency medical (EMD)]



Dispatch Discipline



Minimum Daily Dispatch Assignments

|                                                                                                                | Broward Sheriff's Office       | Miami Dade      | Palm Beach      | Boca Raton                     | Plantation                     | Coral Springs                  |
|----------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------|-----------------|--------------------------------|--------------------------------|--------------------------------|
| Annual 911 Call Volume                                                                                         | 1,260,319                      | 1,200,000       | 400,000         | 57,000                         | 54,869                         | 63,335                         |
| Protocol Based Interrogation Systems<br>[Protocols include: law enforcement, fire and emergency medical (EMD)] | Yes                            | EMD Only        | No              | Yes                            | EMD Only                       | EMD Only                       |
| Dispatch Discipline                                                                                            | Law Enforcement<br>Fire Rescue | Law Enforcement | Law Enforcement | Law Enforcement<br>Fire Rescue | Law Enforcement<br>Fire Rescue | Law Enforcement<br>Fire Rescue |
| Minimum Daily Dispatch Assignments                                                                             | 41                             | 13              | 16              | 2                              | 2                              | 2                              |

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%



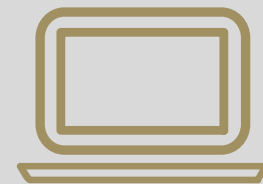
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# RECRUITMENT STRATEGY



## EVENTS

Increase representation of male recruiters at community events



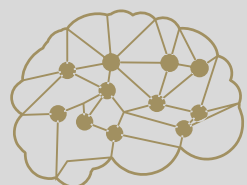
## SOCIAL MEDIA

Increase social media content highlighting Regional Communications recruiting efforts



## TARGETED ADVERTISING

Increase advertising mediums, including billboards, shopping ads and video



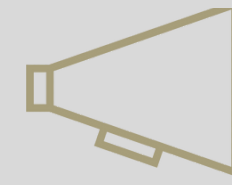
## SELECTION

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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## PUBLIC SAFETY BUILDING 2ND FLOOR BUILDOUT

# CONSOLIDATED PSAP



**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**

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