CORAL SPRINGS

EVERYTHING UNDER THE SUN

Coral Springs Police Department
Emergency Communications Services

Prepared for:

City of Coconut Creek
and
City of Margate

CORAL SPRINGS PARKLAND FIRE DEPARTMENT

Presentation Overview

1. Introduction
2. Expansion
3. Staffing
4. Quality Assurance
5. Training
6. Radio Coverage
7. Logistics for Going Live
8. Conclusion

Introduction

- The Coral Springs Public Safety Answering Point (PSAP) consist of 38 highly trained communications professionals who use the latest technology to dispatch and track responding units.

- The Coral Springs PSAP became a CALEA (Commission on Accreditation for Law Enforcement Agencies) Accredited Communications Center in 2007.

- Earned Accreditation with Excellence 2013 and 2016.

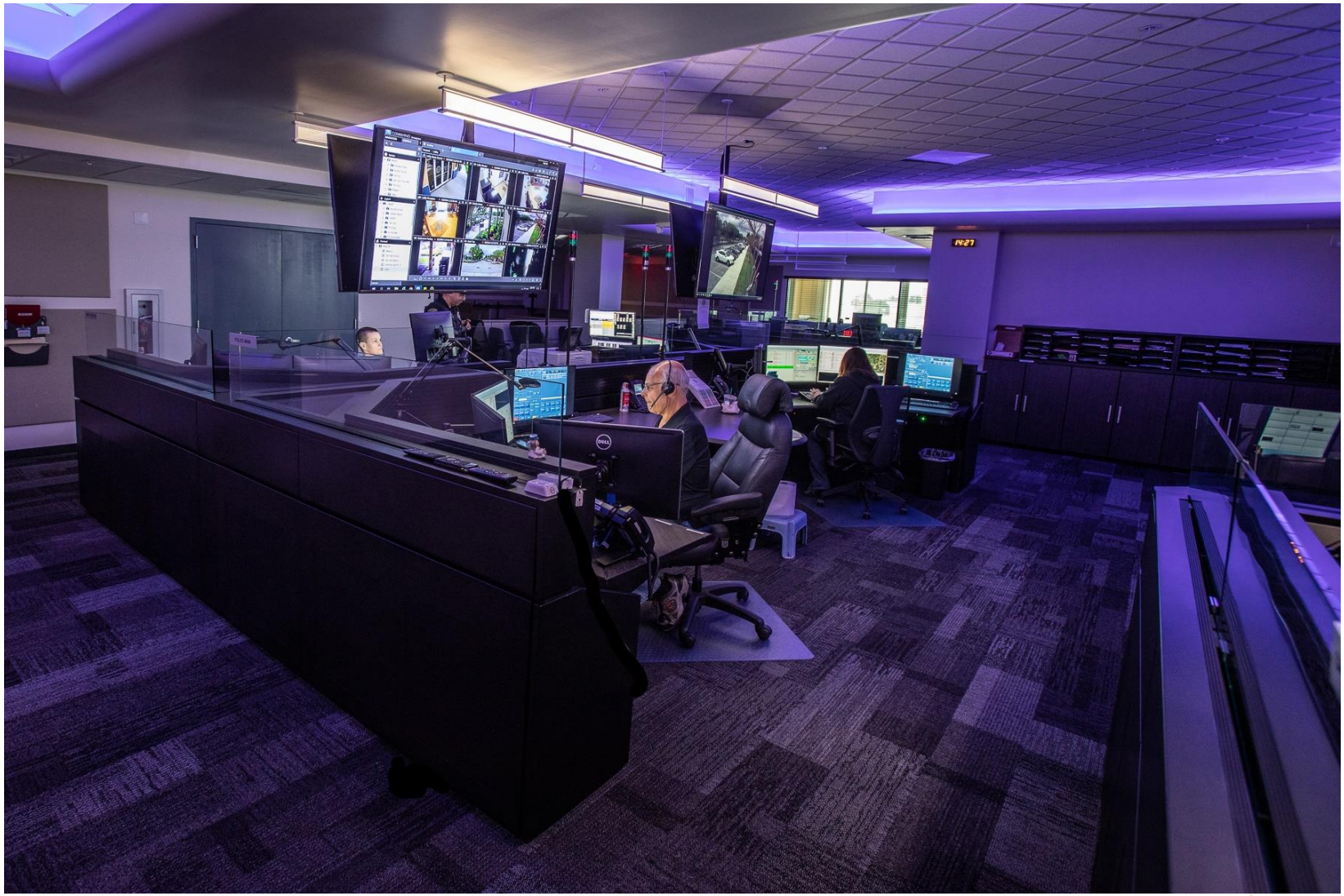
Introduction

Some of the latest technology we are currently using includes:

- Motorola P25 Digital 800MHz Radio System
- West Enhanced 911 System
- Automatic Vehicle Location through the GPS located in:
  - Motorola Handheld Radios
  - Truck radios for fire apparatus
- Newly upgraded workstations with height-adjustable ergonomic consoles.

**Coral Springs PSAP is obtaining final quotes for the Motorola PremierOne CAD and Mobile Client. This will allow for the reduction of 9-1-1 transfers during high priority, life threatening incidents.*

Upgraded Workstations



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Introduction

- In an effort to provide the City of Margate and the City of Coconut Creek with the highest level of emergency communications services possible, the Coral Springs PSAP is committed to delivering high quality public safety telecommunications to your residents, visitors, Police and Fire departments.

- The Coral Springs PSAP is committed to becoming the vital link between your communities and emergency services prior to, during, and following the integration of Emergency Communications for your jurisdictions.

Expansion- Additional Positions

The Coral Springs PSAP is proposing to add six (6) radio positions/consoles for the City of Margate and City of Coconut Creek operations:

- Police will receive dedicated Public Safety Telecommunicators for the following channels:
  - Police Main Channel (One for MPD and one for CCPD)
  - Teletype/Information Channel – queries only (shared by both cities)
  - Back-up/Tactical Channel

- Supervisor position – to be shared by all cities

Expansion- Additional Positions

- Fire – One Main Channel will be responsible for all fire units.
  - A ***Fire Tactical Channel will be added for all fire agencies for predetermined call types***.

- Coral Springs PSAP will dispatch the original call for service on Fire Main Channel and then switch operations to the Fire Tactical Channel.

- Our CAD will allow the Coral Springs PSAP to initiate use of closest unit recommendations for Mutual and Automatic Aide (This can also be accomplished with the Motorola PremierOne CAD).

Area for Expansion

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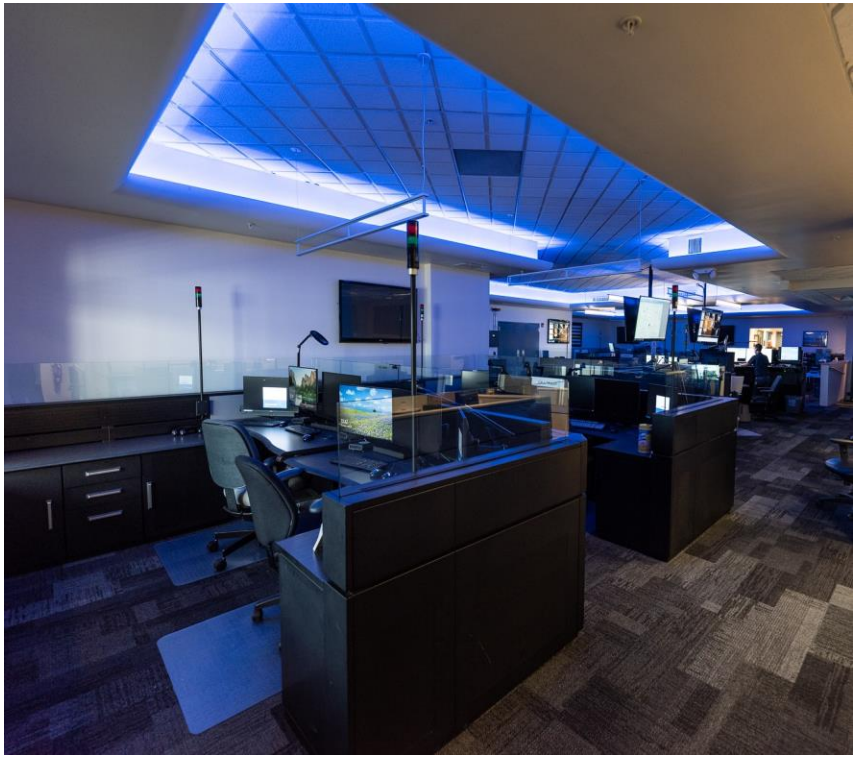
Area Near Expansion



Staffing

- There is a Shift Supervisor on-duty 24/7.
- The Coral Springs Police will conduct the recruiting process for the additional staff members needed to support expansion.
- Based on the OmniCom consultant report, CSPD will ***add*** the following staff members:
  - Five (5) Communications Shift Supervisors
  - Thirty (30) Public Safety Telecommunicators

*Public Safety Telecommunicators are cross trained as both a Call-Taker and a Dispatcher

Quality Assurance

Quality Assurance

- Quality Assurances are completed internally for all PSAP members.
    - Four (4) calls are QA'd per month, per staff member

Customer Service Surveys

- Customer Service Surveys are completed internally, on a monthly basis.
    - Minimum of seven (7) random calls chosen per month
    - Fulfills CALEA Accreditation requirement

Training

- Coral Springs' PSAP Communications Manager, Training Coordinator and Communications Training Unit will work alongside MPD, CCPD and M-CCFD Command Staffs to establish expectations of services in order to develop training curriculum.

- Trainees will start with a training academy, in a classroom setting, then transition to the live environment for the final phases of training.

Training

All trainees are assigned a Certified Communications Training Officer. Trainees will complete the following:

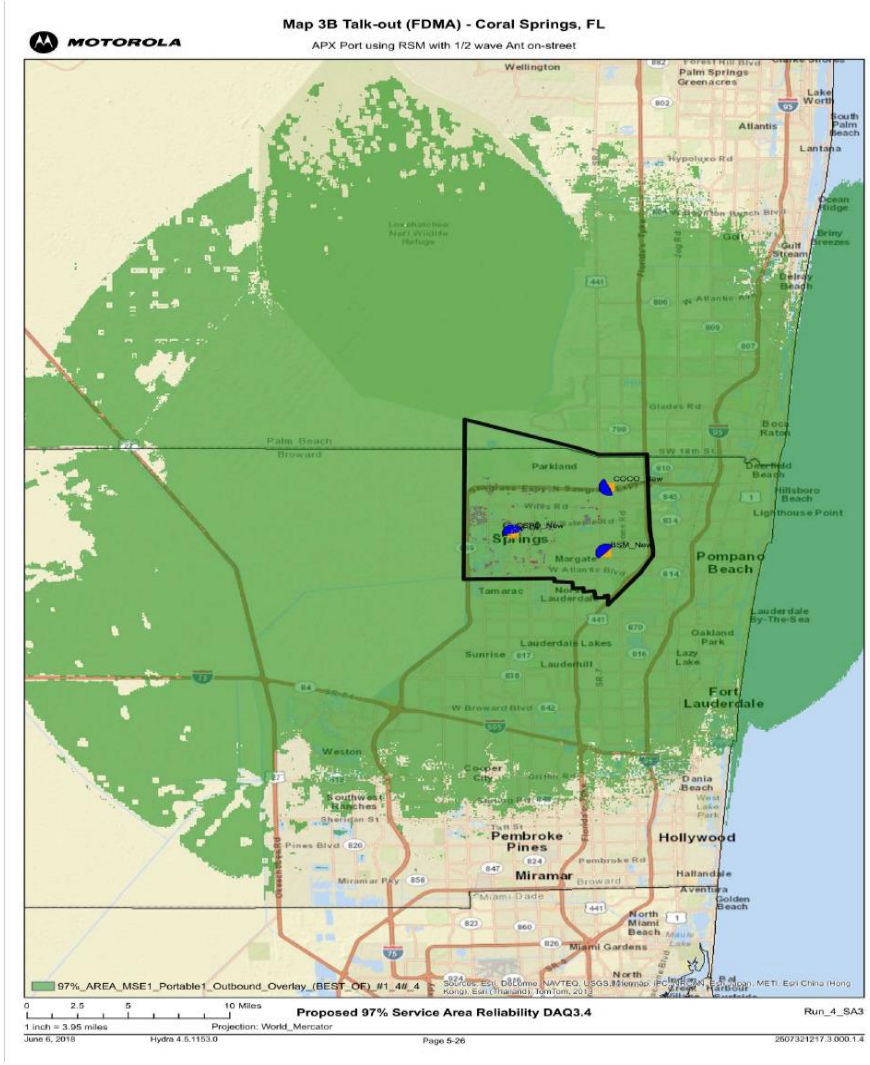
- Geography orientation
- Ride along with both Police and Fire for the Cities of Margate and Coconut Creek for zone familiarization
- Incident Types
- Computer Aided Dispatch (CAD) system
- Ten codes
- Status Codes
- 232 hours of hands on training

Training

All staff members are required to obtain and renew the following certifications:

- Emergency Medical Dispatch Certification (APCO)
- Cardiopulmonary Resuscitation (CPR)
- Public Safety Telecommunicator Certification (APCO)
- FEMA training - ICS 100, 200, 700, 144, and Hazmat
- State 911 Public Safety Telecommunicator Certification through the Florida Department of Health

Radio Coverage



- In 2015 Coral Springs' PSAP Radio was upgraded to a P25 Standard system.
- Enhanced GPS provides real time locations of first responders, allowing for closest unit response.
- New system has 83 talk groups.
- Daily average capacity usage of Coral Springs' PSAP P25 Radio System is between 18% – 19%.
- For optimal radio coverage, Microwave Loop capabilities were strategically placed on three (3) radio towers:
    - Coral Springs
    - Margate
    - Coconut Creek

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Logistics for Going Live

- Migration to the Motorola PremierOne CAD
  - 24 month lead time to program, test, train and go-live
- Hiring and training of personnel for expansion
  - 24 months needed to hire and train new employees
- Expansion of the radio equipment
  - 3 - 4 months needed
- Renovations to PSAP and additional console furniture
  - 3 months

Conclusion

- Unifying our Emergency Communications Services provides many benefits to the residents and first responders for the Cities of Coral Springs, Coconut Creek and Margate.

- We are committed to providing expedient call processing and dispatching times which results in saving lives.

- Efficient call processing, with competent caller interrogation during in progress calls, will result in greater opportunities to protect citizens and apprehend criminals.

Conclusion

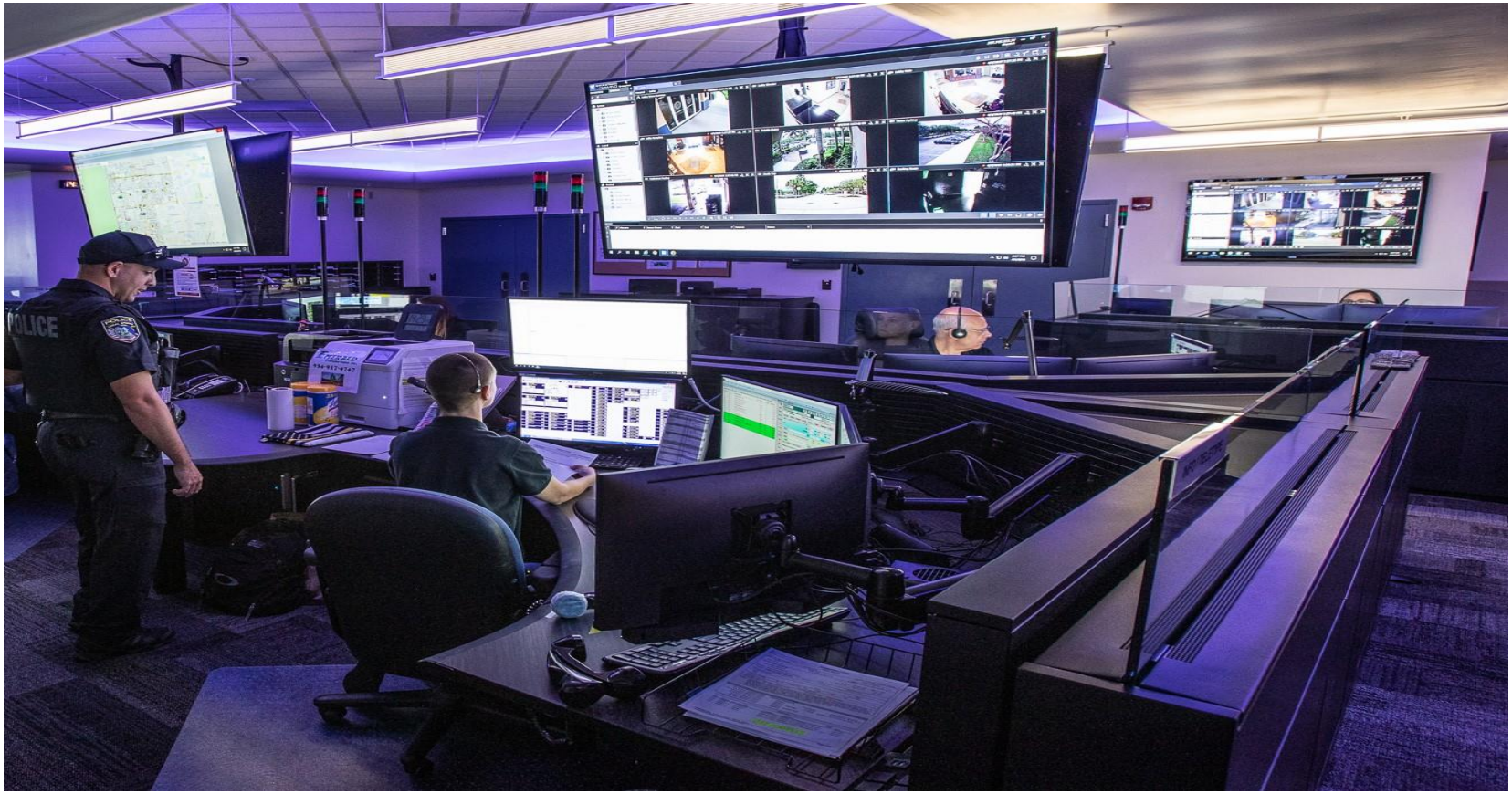
Our ultimate goals are:

1. First Responder safety is our top priority
   a) Ability to check the welfare of the respective public safety personnel
   b) Enhanced real-time GPS location for all public safety personnel

2. Effective interrogation of callers, coupled with prompt processing and dispatching of emergency calls for service, utilizing dedicated dispatchers for each radio channel
   a) Closest unit dispatching for all public safety disciplines
   b) Dispatcher knowledge of the geographical area they are servicing

3. Prompt activation of mutual aide resources

4. To establish a long term relationship with all of our partner cities



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