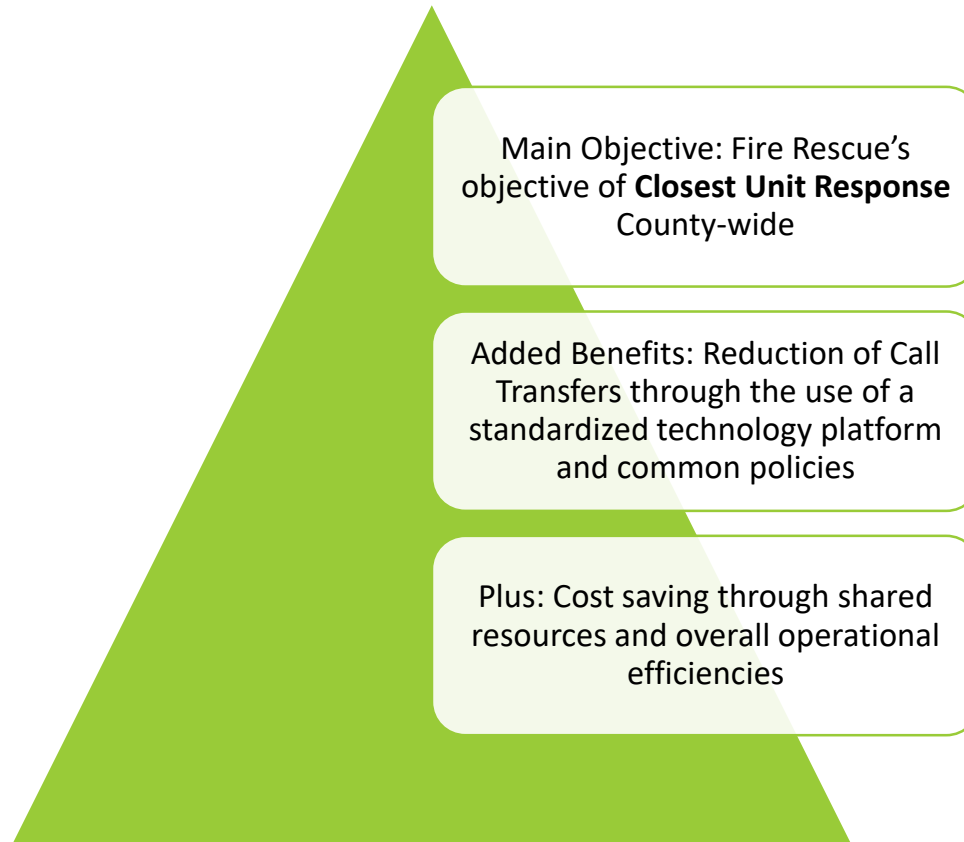


# Broward Sheriff's Office Regional Communications Overview



# Origins and Objectives of Regional Communications



# Who are we.....



# BSO Regional Communications Mission and Purpose

## Mission Statement

*“The Communications Division’s mission is to provide the highest level of professional public safety 911 and dispatch services to the customers served by the agency.”*

## BSO Regional Communications Task List:

- Over 2.5 million inbound calls (911 and Non-Emergency) and text messages processed annually
  - *Equating to over 6,500 calls daily*
- Full Law Enforcement and Fire Rescue Dispatch services\*
- Full tactical support, county-wide resource allocation, and tri-county communication
- Teletype query and confirmation services
- Emergency Medical Dispatch pre-arrival services
- County Warning Point

# Accreditation Standards Achieved

- Commission for the Accreditation of Law Enforcement Agencies (**CALEA**)  
*Communications Accredited*
- International Academy of Emergency Dispatch (IAED) ACE (Accredited Center of Excellence) in EMD
  - *Applying for ACE Accreditation for EFD and EPD this Spring/Summer, 2020*
- Association of Public-Safety Communications Officials (APCO) Project 33 Certified
- Certified as a State of Florida Department of Health Telecommunicators Training Program





# Being Part of the Regional System....

## I. Elimination of call transfers for participating communities

- Calls are answered and entered for service **regardless** of the caller's location or jurisdiction
- No repetition for the caller to another PSAP
- No call transfers guarantee the fastest call entry opportunity
- Calls received by non-regionals must be transferred if the caller needs services outside of that jurisdiction. Transferring requires the caller to repeat location information and details to a second operator



# Being Part of the Regional System....

## II. County-wide Situational Awareness and Resource Acquisitions

- Countywide view of active/in progress events for Law Enforcement/Fire Rescue provide for greater awareness and a more pro-active, immediate, and effective approach to alerting
- Resources such as Aviation, Haz Mat, and Mutual Aid are better supported and more immediately available
- Lack of standardized technology platforms for non-regional partners results in isolation from efficient and immediate county-wide awareness
- As a result, call alerting is often delayed amongst those outside of the regional system
- Further, participation in **Closest Unit Response** is contingent upon a **shared CAD platform**



# Being Part of the Regional System....

## III. Redundancy and Disaster Contingency

- 911 and Dispatch technologies are triplicated and available at all three regional locations due to shared CAD (Motorola P1), telephonic (VIPER) and radio infrastructures
- Emergency evacuations and/or critical impacts to both infrastructure as well as the physical environment are more easily mitigated
- Coordinated Emergency Management





# Being Part of the Regional System....

## IV. Tri-County Interoperability

- The Regional PSAPs, as the County-Warning Point for Broward County, serve as the notification center for both tri-county and statewide resources
- Efficient interoperability between the tri-County partners are more easily secured and achieved
- Management of the county mutual aid resources used for both planned and emergency incidents are done from the regional system



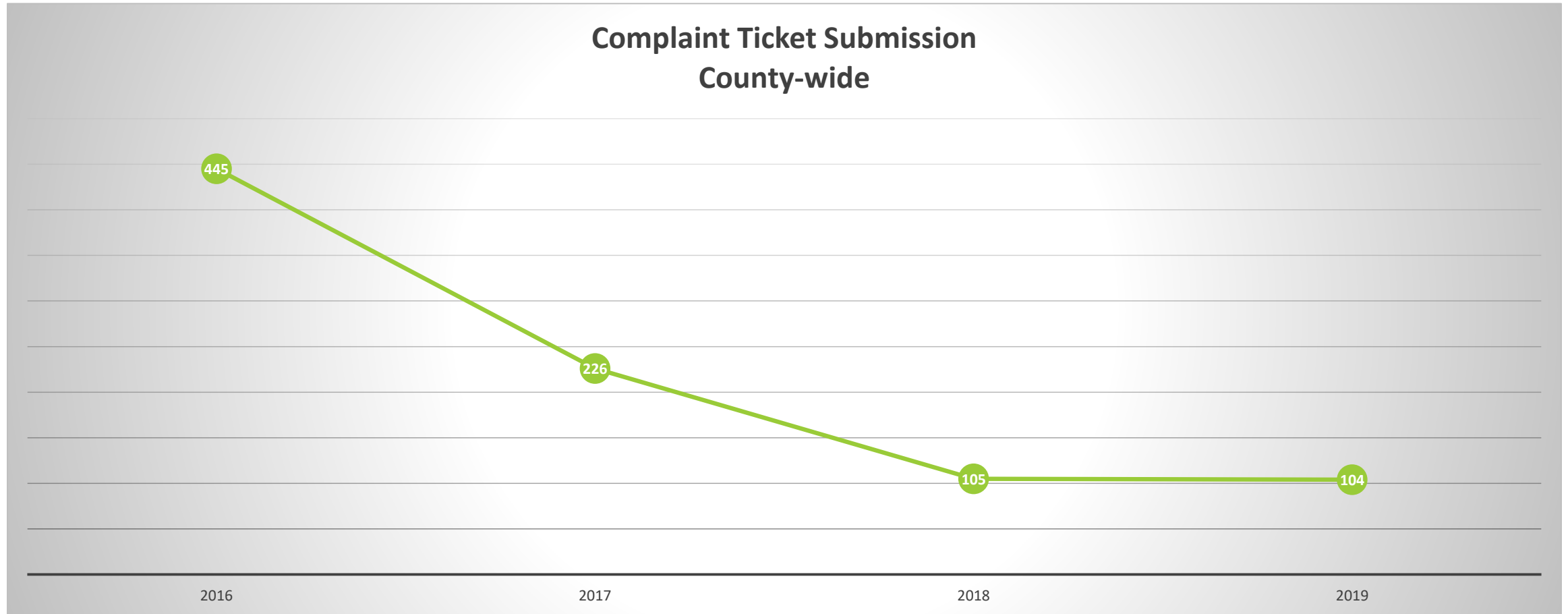
# Continuous Improvement

*Efforts are continual and frequently assessed:*

- Focused training on county-wide geography, and improvement in addressing techniques
- Focused training on customer service, reassuring techniques, and improved active listening
- Amending old policies, creating new policies, and eliminating irrelevant policies and practices that no longer meet regional objectives
- Working with ORCAT to improve all regional technologies
- Adopting industry best standards in regards to call interrogation and applications
- Continuing open communication and partnership through participation in stakeholder meetings

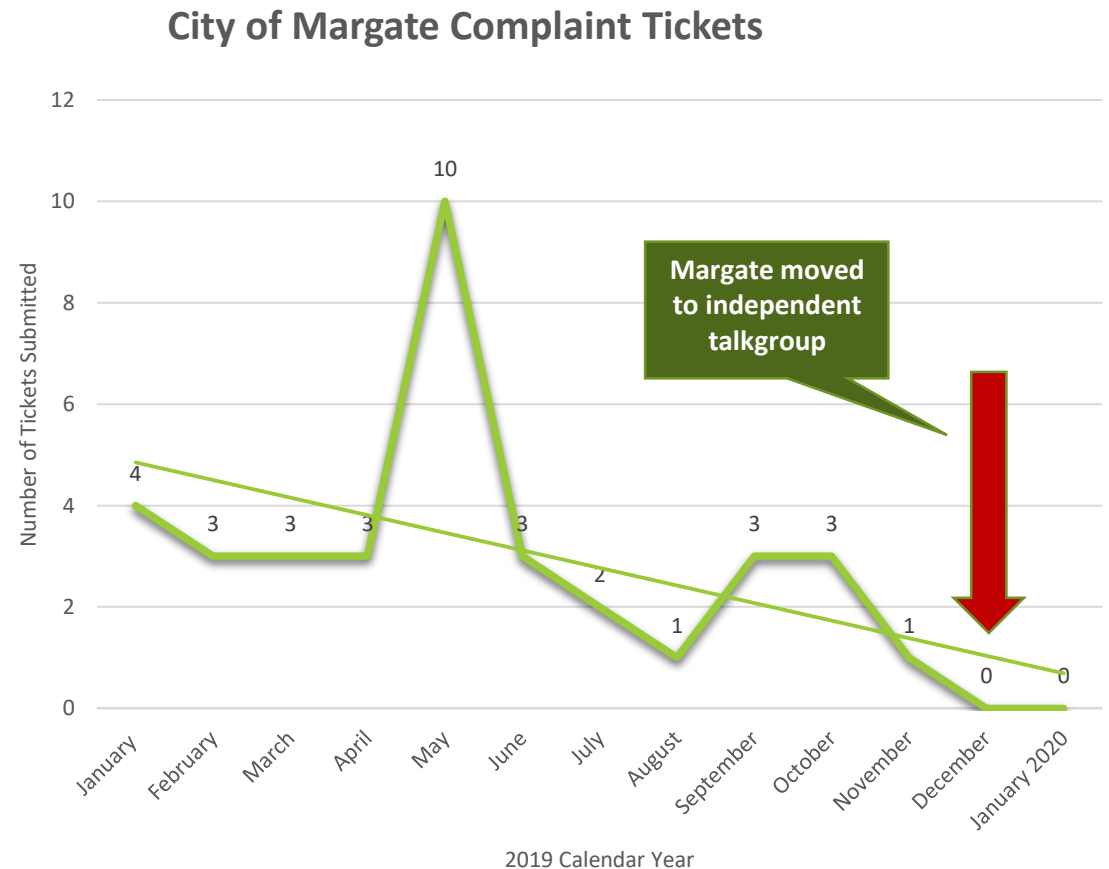


# Overall Satisfaction with the System



# Success through Partnerships

- Complaints are documented and addressed
- Discussion resulted in changes in dispatch talkgroup assignments
- As of December, 2019, Margate now operates a unique talkgroup assignment with satisfaction in performance increased from both field and dispatch perspectives





# Success through Partnerships (EMD Improvements)

- Through partnership with the Broward County Medical Director, RC changed EMD Pre-Arrival processes for Cardiac Arrest
- Results - Significant improvement in **ROSC** (Return of Spontaneous Circulation) scores which **equates to lives saved due to telephonic CPR**
  - National ROSC Scores = **28.0%**
  - Broward's ROSC Scores = **56.2%**
- We have doubled the amount of lives saved on "out of hospital cardiac arrests"
- American Heart Association's goals for telephonic CPR is under 2 minutes. BSO RC now averages: 1:59
  - Calls without "barriers" averages **1:28**



# Achievements

- Launch of Motorola Premier One (P1) CAD system – March, 2017
- Launch of Emergency Fire Dispatch (EFD) – November, 2018
- Re-Accreditation of APCO P33 Certification – November, 2018
- EMD ACE Re-Accreditation – October, 2018
- Launch of Text 2 911 Initiative – April, 2019
- Launch of Emergency Police Dispatch (EPD) – March, 2019
- Launch of Power DMS electronic document management system – December, 2019
- Anticipated application of ACE Accreditation EFD – Spring, 2020
- Anticipated application of ACE Accreditation EPD – Summer, 2020
- Anticipated CALEA Re-Accreditation – Summer, 2020
- Anticipated launch of Motorola P25 Radio Infrastructure (3<sup>rd</sup> Q 2020)



# Lessons Learned.....



**FORT LAUDERDALE-HOLLYWOOD  
INTERNATIONAL AIRPORT**  
BROWARD COUNTY, FLORIDA

**Findings and Recommendations from:**

- ❖ Fitch Report
- ❖ National Police Foundation
- ❖ MSD PSC Report

# Opportunities to Improve.....

## RADIO

- Issue - Throttling
- Fix – Standardized Fleetmap and Training & Migration to P25 Radio System (anticipated 3<sup>rd</sup>Q 2020)

## Interoperability

- Issue – Inaccessibility with non-regional PSAPs and field personnel
- Fix – Reconfiguration, Training, and Testing

## Preparedness

- Issue – Continuity of Operation Planning and working the critical incident
- Fix – Development of comprehensive contingency plan & Emergency Management



# Opportunities to Improve.....

## Outside Resources

- Issue – No notification system for outside resources
- Fix – Electronic notification system developed

## Intercommunication between PSAPs

- Issue – Telephonic communication is ineffective and timely
- Fix – Identification and use of mutual aid calling radio talkgroups

## Incident Command

- Issue – Lack of use of NIMS Incident Command Structure
- Fix – Development of Tactical Alerts, Incident Command identification, and branching of services to support the mission

# More Prepared than Ever

- Lessons provided for development of processes, procedures, and training that highlighted the issues identified and filled the gaps
- Regional enables the continuity of operations for not only the working critical incident, but ensures the maintenance of operations for the rest of the county due to the sheer size and scope of the system
- Continued focus on training and testing processes will only enhance readiness

# Future of Regional

- Movement towards Next Generation 911
- Enhancements with CAD and IAED software
- Continued enhancements to policies and procedures identified and approved by engaging regional partners
- Continued focus of training on emergency preparedness and continuity of operations
- Maintenance of accreditation standards and certifications
- Continued focus on quality assurance and improvement efforts to ensure and validate services provided



Questions?

