BERTHA W. HENRY, County Administrator
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February 18, 2020

To: Municipal Managers

Subject: **Closest Unit Response Launches on March 2, 2020**

Dear Municipal Managers:

After years of planning, more than $93 million in capital expenditures on the purchase and installation of new equipment and infrastructure, and thousands of hours invested in dispatcher and responder training, another goal of Broward County's Regional 911 system is about to be achieved – Closest Unit Response (CUR), which was approved by voters in 2002.

On March 2, 2020 at 9AM, Closest Unit Response will be activated in the cities of Sunrise and Lauderhill. That will be followed by a launch in North Lauderdale, Oakland Park and Tamarac on March 16th, and a launch in Fort Lauderdale on March 30th. In all, eighty-seven (87) front-line fire rescue vehicles have been equipped with new computers to support Closest Unit Response. We are working with the six (6) municipalities and emergency service providers to plan a community-wide media launch of this Phase 1 accomplishment on March 3, 2020. Details to come.

Broward County's new Computer Aided Dispatch (CAD) system, installed in March 2017 with an investment of $5.3 Million is at the heart of this new capability. **If an equipped, capable, and available Fire Rescue unit is within two (2) minutes of a life-threatening emergency,** the CAD system uses GPS to locate and automatically dispatch that unit to that emergency, no matter the jurisdiction. If an incident requires more than one fire rescue unit, the closest unit will respond, supplemented by unit(s) from that municipality's jurisdiction.

We know that Closest Unit Response will save lives. In just the first twenty-four (24) hours during a pilot of the system, two lives were saved thanks to Closest Unit Response – a victim of cardiac arrest, and an unconscious person. As we all know, minutes matter and seconds count when lives are at stake.

Sincerely,

Bertha Henry
County Administrator

Attachment: CUR Training Bulletin and Priority 1 Incident Description

cc: Board of County Commissioners
       Monica Cepero, Deputy County Administrator
       Tracy Jackson, Director, Regional Emergency Services and Communications

FIRE CHIEF'S ASSOCIATION OF BROWARD COUNTY
Mutual Aid & Communications Committee

TRAINING BULLETIN
March 2, 2020 @ 0900– Closet Unit Response Activation

Background:
With the latest advancements in technology, additional capabilities are available when it comes to selection and dispatching of Fire Rescue units across Broward County. The latest Broward County Regional PremierOne Computer Aided Dispatch (CAD) system has the ability to dispatch units utilizing the Global Positioning System (GPS) that is installed on each Fire Rescue Frontline Vehicle. The system is also known as Automatic Resource Locator (ARL) or Automatic Vehicle Locator (AVL). The goal of the ARL/AVL system is to provide the geographically closest unit, instead of the traditional zone order. While the concept of Closest Unit Response (CUR) is not new (there have been successful pilot projects among five (5) municipalities in Broward County), the regionalized activation of CUR in Broward County is new. Therefore, all agencies will need to fully understand the long-term goals of the system and expect that optimization of the program will be necessary over the next several months.

Dispatch Procedure:
The P1 CAD system will default to the ARL/AVL recommendation for specific incident types that have been identified by the Fire Chief's Association of Broward County (FCABC). The remaining incident types will follow a traditional CAD run-card recommendation.

The P1 CAD ARL/AVL system is currently set to a **two (2) minute**, Estimated Time of Arrival (ETA) around the incident which means any available and capable units within a **two (2) minute** ETA will be recommended to a signal type requiring an ARL/AVL response. As the program matures, Broward County and the FCABC will maintain periodic meetings to refine the system settings accordingly. The communications professionals in the Regional Communication Centers have the ability to exercise discretion if an override of the system recommendations is required.

Unit Status:
Maintaining unit status becomes very important using this type of system. Units that are available and capable will become recommended by the ARL/AVL system. For example, units that are in station should be using the **'ST-IN STATION'** status. Using the **'ST-IN STATION'** status will provide more accurate recommendations when multiple units in the station have the capability to fulfill a recommendation. In these circumstances, the **'ST-IN STATION'** status takes into consideration the station location rather than the ARL/AVL of 'which unit is closest to the bay door'. Please forward any questions or perceived errors to your supervisor.

Personnel/Unit Procedure:
Ensure the Mobile Data Terminal (MDT) is operational at all times. **Rebooting the MDT once a day is a best practice and the single most effective method of reducing computer errors**. Personnel should maintain a high level of situational awareness regarding their unit status, location and proximity to calls for service that may be issued to them.

Upon launch of the CUR program, and while optimization of the system and refinements are underway, units are discouraged from engaging in a debate with the dispatcher. *__Any feedback regarding the CUR program should be forwarded to the respective agencies designated supervisor.__*

CLOSEST UNIT RESPONSE INCIDENT TYPES

Type	Incident Description	Priority
S25BF	Boat Marine Fire	1
S25BFO	Boat Marine - Fire (Ocean)	1
S25BFW	Boat Marine - Fire (Inland/Coastal)	1
S25CF	Commercial Structure Fire	1
S25CFH	Commercial Structure Fire With Haz-Mat	1
S25CSC	Confined Space/Structure Collapse	1
S25ENT	Extrication/Entrapped (Machinery - Non MVA)	1
S25GL	Gas Leak/Gas Odor	1
S25HAR	High Angle Rescue (above or below grade)	1
S25HR	Heavy Rescue/Technical Rescue	1
S25HF	High Rise Fire	1
S25HH	High Hazard Structure Fire	1
S25MF	Multifamily Structure Fire (Greater than 5 units)	1
S25OF	Outside Fire	1
S25RS	Residential Fire	1
S25TF	Tank Fire	1
S25TRD	Train and Rail Collision/Derailment	1
S25TRF	Train and Rail Fire	1
S25VFC	Vehicle Fire (Commercial-Tankers, Semi-Trucks)	1
S25VFT	Vehicle Fire in Tunnel	1
S25WR	Water Rescue	1
S26	Drowning	1
S26OW	Open Water Drowning	1
S33	Shooting	1
S34	Stabbing	1
S4OW	Accident in Open Water	1
S44	Boat Marine Accident	1
S44OW	Open Water Boat/Marine Accident	1
S451	Aircraft Alert 1	1
S452	Aircraft Alert 2	1
S453	Aircraft Alert 3	1
S453W	Alert 3 Inland/Coastal	1
S453O	Alert 3 Ocean	1
S4E	Accident Rollover or Extrication	1
S4VF	Accident with Fire	1

FIRE CHIEF'S ASSOCIATION OF BROWARD COUNTY
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S55	Explosion	1
S67AR	Allergic Reaction	1
S67CK	Choking	1
S67CP	Chest Pains Non-traumatic	1
S67CR	Cardiac/Respiratory Arrest	1
S67EL	Electrocution	1
S67HA	Heart Attack/Cardiac Respiratory Arrest/Death	1
S67OW	Open Water Sick Person	1
S67PO	Unconscious/Fainting	1
S7	Dead Person	1
S1024	Officer Needs Assistance	1
SKILL	Active Assailant	1
S67ST	Stroke	2
S67TB	Trouble Breathing	2