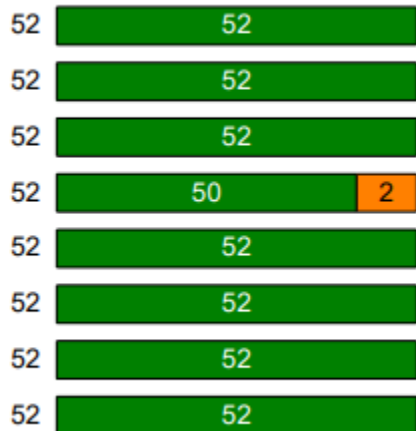


Out of the 235 cases that were reviewed across all three disciplines, only 3 had deviations in providing reassurance, totaling 1.27% of the calls.

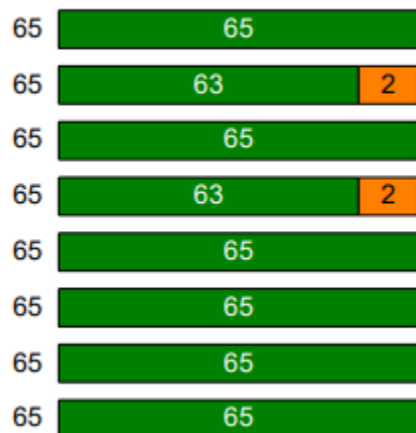
Fire, October 2024



Customer Service

Calltaker attitude
Use correct volume, tone, and rate
Display compassion
Avoid gaps
Explain actions
Provided reassurance
Did not create uncontrollable expectations
Avoided prohibited behaviors

Medical, October 2024



Customer Service

Calltaker attitude
Use correct volume, tone, and rate
Display compassion
Avoid gaps
Explain actions
Provided reassurance
Did not create uncontrollable expectations
Avoided prohibited behaviors

Police, October 2024

			<u>Customer Service</u>
118	118		Calltaker attitude
118	118		Use correct volume, tone, and rate
118	118		Display compassion
118	112	6	Avoid gaps

Agency Performance

Selected Discipline: EPD

Agency: MIAMI BEACH

			<u>Customer Service</u>
118	118		Explain actions
118	115	3	Provided reassurance
118	118		Did not create uncontrollable expectations
118	118		Avoided prohibited behaviors