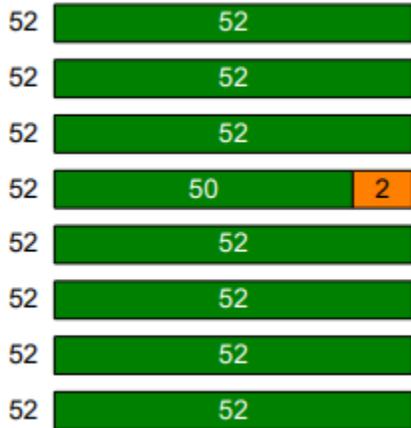


Out of the 235 cases that were reviewed across all three disciplines, only 3 had deviations in providing reassurance, totaling 1.27% of the calls.

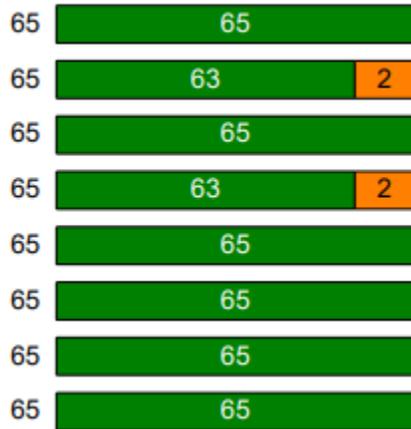
### Fire, October 2024



#### 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

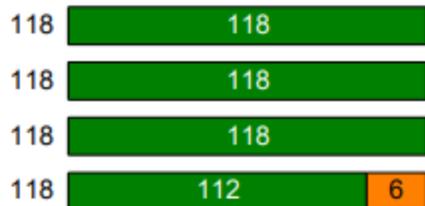
### Medical, October 2024



#### 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



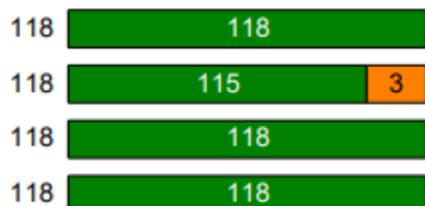
Customer Service

- Calltaker attitude
- Use correct volume, tone, and rate
- Display compassion
- Avoid gaps

**Agency Performance**

Selected Discipline: EPD

**Agency: MIAMI BEACH**



Customer Service

- Explain actions
- Provided reassurance
- Did not create uncontrollable expectations
- Avoided prohibited behaviors