

# MIAMIBEACH

OFFICE OF THE CITY MANAGER

NO. LTC# 120-2023

## LETTER TO COMMISSION

TO: Mayor Dan Gelber and Members of the City Commission

FROM: Alina T. Hudak, City Manager 

DATE: March 10, 2023

SUBJECT: PSCD Receives Triple Accreditation by the Accredited Center of Excellence (ACE)

The purpose of this LTC is to inform you that the Public Safety Communications Division's (PSCD) has obtained triple Accredited Center of Excellence (ACE) reaccreditation status. The initial triple ACE status was obtained in March 2020. Currently, there are only 14 accredited "Tri'-ACE" agencies worldwide.

In order for an agency to be considered for accreditation status, a formal study that includes quality assurance and improvement methodologies, case reviews, data, and process review with outside agencies to name a few must first be completed for any of the three areas (Fire, Police and Medical). The PSCD has been preparing for document submission and acceptance through a series of Dispatch Steering Committee Meetings and Dispatch Reviews since November 2018. Once accreditation status is obtained, it must be maintained by submitting monthly compliance reports with levels at or above accreditation levels.

In February 2020 and February 2023, the PSCD was evaluated for accreditation status by the International Academy of Emergency Dispatch Accreditation Board. As a result of the evaluation and several months of PSCD working with the accrediting agency to gather paperwork and support for the approval of the accreditation, the hard work paid off when the department was rewarded with the triple accredited status once again on February 22, 2023. The PSCD will be recognized in April-2023 at the Navigator 2023 Conference in Denver, Colorado.

This accreditation validates the various process, procedures and capabilities that have been deployed since the reorganization of the PSCD since October 2017, which have positively impacted the lives of many Miami Beach residents and visitors.

Should you have any questions, please contact Fire Chief Virgil Fernandez.

ATH/VF



*Miami Beach Public Safety  
Communications Division*

*World's Eighteenth  
Tri-Accreditation*

*On This 3<sup>rd</sup> Day of March 2020*





**RESOLUTION NO.            2018-30543**

**A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE WRITTEN RECOMMENDATION OF THE CITY MANAGER AND WAIVING, BY 5/7THS VOTE, THE FORMAL COMPETITIVE BIDDING REQUIREMENT, FINDING SUCH WAIVER TO BE IN THE CITY'S BEST INTEREST; AND AUTHORIZING THE PURCHASE OF THE POLICE AND FIRE PRIORITY DISPATCH CALL-TAKING PROTOCOLS / QUALITY ASSURANCE SYSTEM, INCLUDING COMPUTER AIDED DISPATCH INTERFACES, SOFTWARE, LICENSES, SERVICE AND SUPPORT AGREEMENTS, FROM PRIORITY DISPATCH CORPORATION, FOR A PERIOD OF THREE (3) YEARS, NOT TO EXCEED \$235,000.00 IN THE FIRST YEAR (2018-2019) WHICH INCLUDES INITIAL IMPLEMENTATION AND THE FIRST YEAR OF LICENSE SERVICE AND SUPPORT, \$49,075.00 FOR THE SECOND YEAR (2019-2020) LICENSE SERVICE AND SUPPORT, AND \$49,075.00 FOR THE THIRD YEAR (2020-2021) LICENSE SERVICE AND SUPPORT, AND SUBJECT TO AND CONTINGENT UPON AN APPROPRIATION OF FUNDS FOR THE SECOND AND THIRD YEAR OF THE TERM.**

**WHEREAS**, the City of Miami Beach acquired the Medical Priority Dispatch System (MPDS) in 1992, from Priority Dispatch Corporation, and has maintained subsequent yearly license renewal and support services agreements for the purpose of processing medical 9-1-1 emergency calls; and

**WHEREAS**, the City of Miami Beach Public Safety Communications Division (9-1-1 Center) has not utilized any formal call taking protocol or quality assurance system to process, review, and provide pre-arrival instructions for police or fire emergency calls; and

**WHEREAS**, different call-taking protocols, pre-arrival instruction, post-dispatch instructions, and quality assurance programs have their own proprietary certification process for the different system users (9-1-1 call-takers and quality assurance reviewers), as well as incompatible computer interfaces for software; and

**WHEREAS**, implementing police and fire call-taking protocol systems other than the current medical system being utilized in the City of Miami Beach 9-1-1 Center would create the need to develop different internal workflows to process different types of calls, manage multiple initial certification processes for the same employee, develop different training and re-certification programs, develop different quality assurance processes and programs, develop and manage different computer interfaces, and would prevent the 9-1-1 Center from implementing a multidiscipline launcher interface; and

**WHEREAS**, the Priority Dispatch Corporation's protocol system has been in use for over 40 years, and is considered the most widely accepted call-taking protocol system worldwide, used by over 3500 emergency call centers throughout 46 countries and in 24 languages/dialects; and

**WHEREAS**, the City Manager recommends the waiver of the competitive bidding requirement as being in the best interest of the City, and recommends utilizing the police, medical, and fire protocol systems and quality assurance programs from the same provider, Priority Dispatch Corporation, to strengthen the 9-1-1 Center's ability to provide an efficient emergency call-taking service.

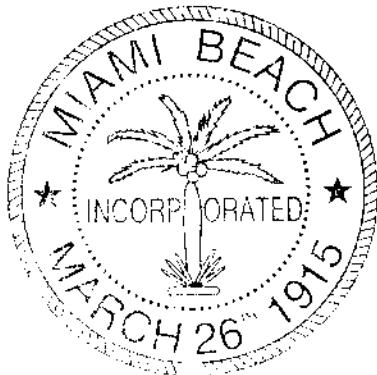
NOW, THEREFORE, BE IT DULY RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, that the Mayor and the City Commission hereby accept the written recommendation of the City Manager (as further set forth in the City Commission memorandum accompanying this Resolution and waive, by a 5/7<sup>th</sup> vote, the formal competitive bidding requirements, finding such waiver to be in the City's best interest; and authorizing the purchase of the police and fire Priority Dispatch call-taking protocols/quality assurance system, including computer aided dispatch interfaces, software, licenses, service and support agreements, from Priority Dispatch Corporation, for a period of three (3) years, not to exceed \$235,000.00 in the first year (2018-2019) which includes initial implementation and the first year of license service and support, \$49,075.00 for the second year (2019-2020) license service and support, and \$49,075.00 for the third year (2020-2021) license service and support, and subject to and contingent upon an appropriation of funds for the second and third year of the term.

PASSED AND ADOPTED this 17 day of October 2018

ATTEST:

RA 10/30/18  
Rafael E. Granado, City Clerk

[Signature]  
Dan Gelber, Mayor



APPROVED AS TO  
FORM & LANGUAGE  
& FOR EXECUTION

2201- 10-9-18  
City Attorney RAP Date

# MIAMI BEACH

## COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission  
FROM: Jimmy L. Morales, City Manager  
DATE: October 17, 2018

SUBJECT: A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE WRITTEN RECOMMENDATION OF THE CITY MANAGER AND WAIVING, BY 5/7TH VOTE, THE FORMAL COMPETITIVE BIDDING REQUIREMENTS, FINDING SUCH WAIVER TO BE IN THE CITY'S BEST INTEREST, AND AUTHORIZING THE PURCHASE OF THE POLICE AND FIRE PRIORITY DISPATCH CALL-TAKING PROTOCOLS/QUALITY ASSURANCE SYSTEM, FOR PURPOSES OF STANDARDIZING THE EMERGENCY CALL-TAKING PROCESS, COMPUTER AIDED DISPATCH (CAD) INTERFACES, AND QUALITY ASSURANCE PROGRAM IN THE PUBLIC SAFETY COMMUNICATIONS DIVISION (9-1-1 CENTER), IN THE AMOUNT OF \$236,254.00, WHICH INCLUDES THE COST FOR THE FIRST YEAR LICENSE RENEWAL SERVICE AND SUPPORT COST, PLUS AUTHORIZING SUBSEQUENT YEARS LICENSE RENEWAL, SERVICE & SUPPORT AGREEMENTS.

---

### **RECOMMENDATION**

Approve the Resolution.

### **ANALYSIS**

The City of Miami Beach 9-1-1 Center has relied since 1992 on the Medical Priority Dispatch System (MPDS) to process medical 9-1-1 calls, and provide the public with medical pre-arrival instructions for different emergencies/conditions. This system has allowed for the 9-1-1 Center to rely on a set of medical protocols and quality assurance review processes that are continuously researched and updated with the latest available techniques.

Conversely, the City of Miami Beach Public Safety Communications Division (9-1-1 Center) has not previously utilized any comprehensive, formal, or researched call-taking protocol or Quality Assurance system to process, review, and provide pre-arrival instructions to police or fire emergency callers. As a result, the 9-1-1 call-takers have historically relied on their individual memory and inconsistent techniques to ask relevant questions and provide pre-arrival instructions for each different police and fire type of complaint or emergency.

The new Public Safety Communications Division Administration has identified the need to acquire and implement a system that would bring to the 9-1-1 Center the ability for 9-1-1 call-takers to depend on a consistent and continuously updated system that is computerized, interactive, and interfaced with the centers' CAD system. This new capability would allow the delivery of an up to date superior service to the public, and would also allow for compliance with current State of Florida regulations.

Due to the Center's existing utilization of the Medical Priority Dispatch System it is beneficial, in many aspects, for the Public Safety Communications Division administration to add to the capabilities of the center the comprehensive and compatible Police and Fire Priority Dispatch System (PPDS & FPDS). These two discipline call-taking protocol systems (police and fire) also include pre-arrival instructions, post-dispatch instructions, and a Quality Assurance ("QA") system.

Standardizing the three different discipline call-taking protocols (police, medical, fire) would resolve the issues that result from developing different internal workflows to process different types of calls (police, medical, and fire), managing multiple initial certification processes for the same employee, developing different training and re-certification programs for each different system, develop different Quality Assurance processes and programs, developing and managing different computer interfaces, and not being able to develop a multidiscipline launcher interface. The advantages of standardizing would directly result in increased systems efficiencies, while also decreasing the learning curve for 9-1-1 call-takers.

As a result of the aforementioned, the Administration recommends that the City standardize the use of police, medical, and fire call-taking protocols by adding the police and fire component/discipline to the existing Medical Priority Dispatch System (MPDS). Throughout the industry the Priority Dispatch system for police, medical, and fire call-taking protocols and Quality Assurance program are considered the most widely accepted call-taking protocol system worldwide, for it is currently being utilized in over 3,500 emergency call centers throughout 46 countries and in 24 languages/dialects.

The purpose of this item is to waive the competitive bidding requirements of the City and establish a standard for Priority Dispatch police, medical, and fire call-taking protocols, pre-arrival instructions, and Quality Assurance programs, so that going forward all of the aspects related to the managing and maintenance of this critical 9-1-1 Center function can be unified and less fragmented. This will immediately result in a more consistent and reliable emergency management response, while providing greater 9-1-1 Center effectiveness.

### **CONCLUSION**

Based on the foregoing, the City Manager recommends that the Mayor and City Commission approve the Resolutions to waive, by a 5/7ths vote, the formal competitive bidding requirements, finding such a waiver to be in the City's best interest, and authorize the Administration to purchase the Police and Fire Priority Dispatch System call taking protocols and Quality Assurance system for purposes of standardizing emergency call taking, pre-arrival instructions, and the Quality Assurance Program in the 9-1-1 center.

### **KEY INTENDED OUTCOMES SUPPORTED**

Enhance Public Safety and Emergency Preparedness

### **FINANCIAL INFORMATION**

Initial implementation is not to exceed \$235,000.00 in the first year (2018-2019), which includes the first year of license service and support, \$49,075.00 for the second year (2019-2020) license service and support, and \$49,075.00 for the third year (2020-2021) license service and support, and subject to an appropriation of funds for the second and third year of the term.

**Amount 1**    \$117,500.00    **Account 1**    011.0326.000343

**Amount 2**    \$117,500.00    **Account 2**    011.1130.000343

### **Legislative Tracking**

Fire

# MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC# **073-2018**

## LETTER TO COMMISSION

TO: Mayor Dan Gelber and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: February 12, 2018

SUBJECT: Update on Public Safety Communications Division's Accomplishments

The purpose of this LTC is to provide you with an update of the Public Safety Communications Division's (PSCD) accomplishments since its transition from the Department of Emergency to the Fire Department effective on October 01, 2017.

Below is a brief summary of some of the achievements that have been accomplished thus far:

- PSCD has been able to reduce the monthly overtime cost by 53.92% within four (4) months. The below chart illustrates the number of hours worked, the overtime cost per hour, and the actual overtime cost for each of the last four months.

MONTH	OVERTIME HOURS WORKED	OVERTIME COST PER HOUR	OVERTIME COST
October, 2017	2,356.00	\$35.60	\$83,884.37
November, 2017	2,248.78	\$37.53	\$84,403.98
December, 2017	2,018.43	\$32.73	\$66,081.81
January, 2018	1,423.99	\$27.14	\$38,647.96

- Thirteen experienced and certified personnel have been hired and have been released from training in at least one (1) function, (911 Call-Taker, Police/Fire Dispatcher, or FCIC/NCIC Operator).
  - As a result, the continuous need to force personnel to work has been reduced to almost non-existing levels.
  - The Division is now able to provide a back-up dispatcher for police or fire incidents during some shifts.
- There were three (3) other trainees (Non-Certified, Non-Experienced) that were hired prior to the transition of the Public Safety Communications Division to the Fire Department. These trainees have been permanently assigned to the 911 Center and are now beginning to complete their 911 Call-Taker portion of their training.
  - Two (2) of these three (3) trainees have already completed their 911 Call-Taker training and have been assigned to train as a Police Dispatcher.

- PSCD interviewed six (6) additional dispatcher applicants towards the end of December, 2017 and submitted their names to the backgrounds unit.
  - The Division is awaiting the result of the background investigations prior to hiring the next group of personnel.
  - The Division is in the process of conducting another round of interviews within two (2) weeks to fill the rest of the vacant positions.
- PSCD began a Medical Quality Assurance program on December 18, 2017. This mandatory program provides feedback and remediation training to all call-takers on a daily basis.
  - As a result of this effort the compliance to protocol scores have significantly increased within the inception of the program (six-weeks).
    - Moving forward, the Division is actively developing additional aspects of the Medical Quality Assurance program and also working on acquiring the police and fire protocol system. Also, this purchase will allow them to implement a Quality Assurance program for those disciplines (police and fire).
  - The Quality Assurance program for each discipline (Police, Medical, and Fire) is the first step in achieving accreditation from the International Academy of Emergency Dispatch.
- PSCD has developed a new 911 Public Safety Telecommunicator curriculum and are in the process of submitting the application package to the Department of Health for approval.
  - Upon approval the Division will begin the process of certifying 100% of its personnel in compliance with state regulations.
- PSCD has assigned a new experienced full-time Terminal Agency Coordinator (TAC).
  - This person is now functional and has begun the process of reconciling the fingerprint database (FALCON) for the police department.
- In cooperation with the Procurement Department, PSCD has resolved pending contractual issues regarding critical infrastructure projects such as the upgrade of the 911 phone system (Viper) and the P25 Radio System.
- In cooperation with the Procurement Department, PSCD has remediated multiple vendor and contractual issues, and are in the process of bringing all of its contracts up to date.
- PSCD has corrected multiple radio system maintenance issues that have previously compromised radio communications.
- PSCD has developed multiple policies and procedures in close coordination with police and fire department staff. Some of these policies and procedures include:
  - Radio System Failure Procedure
  - Address and Phone Number Verification Policy
  - Critical Incidents Notifications Procedure
  - License Plate Reader Procedure



- PSCD has purchased training software (Target Solutions) and has begun the process of implementing it.
  - This system will give PSCD the capability of electronically keeping the certification and training records of all of its employees.
  - Also, it will allow the Division capability of issuing all training electronically (paperless) instead of manually.

JM/VF