

8. DISCUSS POTENTIALLY MOVING THE PUBLIC SAFETY COMMUNICATIONS DIVISION ("PSCD") FROM UNDER THE AUSPICE OF THE FIRE DEPARTMENT BACK TO THE POLICE DEPARTMENT.

Applicable Area:

MIAMIBEACH

NO. LTC # **446-2017**

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: August 29, 2017

SUBJECT: **THE PUBLIC SAFETY COMMUNICATIONS UNIT (PSCU)**

This purpose of this Letter to Commission (LTC) is to inform the Mayor and City Commission of an administrative transfer of operational and administrative oversight with respect to PSCU.

When I first joined the City in 2013, PSCU was overseen by the Police Department. During my first year, my concerns with the performance of PSCU combined with concerns regarding leadership of the department led me to transfer oversight to the Department of Emergency Management. I knew that someday I would revisit whether that was the right place for PSCU, but at the time I felt it was the right way to proceed.

Under Charles Tear's leadership, we were able to stabilize the unit and enact some improvements. I recognize that public safety communications operations are difficult and concerns about these units are commonplace throughout the state. Consequently, it has not been an easy process, including challenging labor management issues, but Chuck and his team have done their best. There have been some performance issues raised in recent months, however, and I certainly want to make sure our first responders are getting the best support services possible.

In response to these concerns, therefore, I tasked Fire Chief Virgil Fernandez approximately one month ago to conduct an assessment of PSCU and prepare a series of recommendations. I received a first draft of the report last Friday, which identifies various shortcomings and makes a series of recommendations. The report concludes that all issues can be remediated with the implementation of the proper plan and I know that Chief Fernandez feels that it is quite conceivable, over time, to achieve national certification for PSCU as is the case with both our Fire and Police Departments.

In order to achieve these results, I have directed Chief Fernandez, Director Tear and Chief Oates to work on a transition plan that will result in the turnover of administrative oversight of PSCU to the Fire Department, effective October 1. Daily operational oversight would be through an executive director that would be responsible to Chief Fernandez and Chief Oates, or their respective designees. The goal is to make sure that each Department gets what it needs from PSCU. In the meantime, Director Tear can focus on the emergency management function to make sure our City is as ready as possible to mitigate against and recover from natural and manmade disasters. As the events in Texas show, you can never be too prepared.

Please do not hesitate to contact me with any questions.

MIAMI BEACH

OFFICE OF THE CITY MANAGER
NO. LTC # **012-2019**

LETTER TO COMMISSION

TO: Mayor Dan Gelber and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: January 9, 2019

SUBJECT: Update on Public Safety Communications Division Accomplishments.

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

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

- Throughout the 2017-2018 fiscal year, the Public Safety Communications Division was engaged in a hiring and training effort. As a result of this effort, 97% of the Division budgeted positions are now filled. Currently, sixty-five (65) out of sixty-seven (67) budgeted position in the division are filled and the personnel in those positions have been successfully trained and certified.
 - In the last fiscal year (2017-2018), the Division has trained and/or hired seventeen (17) employees in the functions of 9-1-1 Call-Taker, Police/Fire Dispatching, and Criminal Justice Information System (NCIC/FCIC) Operator.
 - As a result of the hiring and training effort, the previous practice of frequently forcing employees to work overtime in order to maintain minimum staffing in the center has been reduced significantly.
 - Additionally, the Division is now able to consistently provide a dispatcher on tactical channels during police and fire incidents such as perimeters, fires, and drownings. This capability is in addition to maintaining normal staffing on the main police and fire dispatch channels.
 - The monthly overtime cost has also been significantly reduced as a result of the increased staffing and is on target to finish the fiscal year under budget. The below chart illustrates the comparison of overtime cost between 2017 and 2018 for the months of September, October, November, and December. This comparison shows an average overtime cost reduction of 54% for the four months.

	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
2017	\$143,001	\$45,372	\$85,881	\$112,380
2018	\$78,260	\$15,754	\$54,130	\$28,115
REDUCTION AMOUNT	\$64,741	\$29,618	\$31,751	\$84,265
REDUCTION PERCENTAGE	45%	65%	37%	75%
AVERAGE PERCENTAGE REDUCTION FOR THE FOUR MONTHS	54%			

- On November 28, 2018, the Public Safety Communications Division achieved the International Academies of Emergency Dispatch "Accredited Center of Excellence" (ACE) status for its use of the Medical Priority Dispatch System protocols. (Reference attached news release)
 - As reported in Letter to Commission Number 073-2018, the Public Safety Communications Division began a Medical Quality Assurance program on December 18, 2017. As mandated by existing State of Florida regulations, this program began providing feedback and remediation training to all call-takers on a daily basis which has led to a steady increase of protocol compliance scores from its inception. This program was a key factor in the achievement of this accreditation (ACE) recognition.
 - Additionally, and most importantly, the increased performance and compliance to recognized industry standards has allowed the 9-1-1 Center to elevate the level of service provided to medical emergency callers during multiple incidents, especially during life and death situations such as cardiac arrests.
- The Public Safety Communications Division staff has been working in coordination with Police and Fire personnel to develop and implement required aspects of the Police and Fire call-taking, pre-arrival instructions, and quality assurance program.
 - This effort began when the City Commission approved the acquisition of the Police and Fire call-taking, pre-arrival, and quality assurance program in October 2018.
 - This will allow our Division to implement a Quality Assurance program for the police and fire disciplines as well and as also required by existing State of Florida regulations.
- The Public Safety Communications Division has certified 100% of all of its employees as State of Florida 911 Public Safety Telecommunicators, in compliance with Florida Statute 401.465.
 - As reported in Letter to Commission Number 073-2018, the Public Safety Communications Division developed a new 911 Public Safety Telecommunicator program curriculum. This new program was officially approved by the Florida Department of Health on March 22, 2018.
 - Upon approval of the program, the Division began the process of certifying the thirteen (13) Public Safety Communications Division employees that remained uncertified. This process was completed on December 07, 2018, when the last employee passed the exam.
- The Public Safety Communications Division developed a program to provide and manage the mandated continuing education hours (CEUs) for the different certifications required of call-takers, police/fire dispatchers, criminal justice information operators, and supervisors.
 - As it was reported in Letter to Commission Number 073-2018, the Public Safety Communications Division purchased a training software (TargetSolutions) in early 2018. Subsequent to its purchase and issuance of LTC # 073-2018, the software was customized to meet the training and certifications needs of the Division, and is now being utilized by all employees and management personnel to maintain mandated certification and training requirements. The deployment of this software has allowed

the Division to transition to a paperless electronic system.

- Throughout this year Public Safety Communications Division has deployed technologies that have increased the capabilities of the 9-1-1 Center, which were not previously available.
 - The Computer Aided Dispatch (CAD) software was upgraded in the month of May, 2018. As part of the upgrade, a new mapping application was developed and customized for our agency to enhance the capabilities of 9-1-1 call-takers and dispatchers.
 - 9-1-1 call-takers are now able to locate emergency cell phone callers with relative ease in comparison to the previous technology that was being utilized in the center.
 - The location of police officers and firefighters is now available through this new mapping functionality, which increases the safety of officers and firefighters.
 - As part of the CAD upgrade, the Fire Department automatic response recommendation function was developed. This function has practically eliminated the incidents where erroneous units were being dispatched to fire and medical incidents.
 - The 9-1-1 phone system was upgraded in the month of November, 2018. As part of the upgrade, the phone system was also customized and enhanced to specifically meet the needs of our agency. More specifically, 9-1-1 call-takers are able to place emergency wireless callers on hold without losing the critical location information of the caller.
- On July 13, 2018, the design for a new Harris P-25 Public Safety Radio System was approved. The next step is for City of Miami Beach personnel to travel to the Harris factory in Lynchburg, Virginia to conduct functional tests on our system, which will be assembled and functional prior to our arrival. Thus far the cost of the system is on target to be under budget. The new system is being designed to bring many new capabilities to City of Miami Beach police officers, firefighters, Ocean Rescue, and all other radio system users. These new capabilities include:
 - Significantly expanding the coverage area for radio users. This new system is being designed to interface with the City of Miami and the City of Hialeah public safety radio systems, which will allow police officers and firefighters to seamlessly continue to receive and transmit after they leave the boundaries of the City of Miami Beach. This capability does not exist today, and we are being advised by the Harris Corporation that we will be one of the first or the first system that is being designed to allow police officers and firefighters radios to roam into a neighboring system.
 - Significantly increasing the in-building communications capabilities of end users. This is an improvement from current capabilities, because subsequent to our current system deployment, more ten years ago, many high-rises have been built. Through the years these new structures have decreased the ability of our current system to communicate indoors.
 - The new system will allow dispatchers to continuously know from their work station the location of police officers, firefighters, and all radio users through their portable (handheld) radio. This feature will significantly increase the ability of locating emergency personnel in the event of a life or death situation.
- As reported in the Letter to Commission Number 073-2018, the Public Safety Communications Division hired a new full-time Criminal Justice Agency Coordinator (CAC) in November of 2017. One of the new position responsibilities is to make current all of the thousands of Florida Department of Law Enforcement (FDLE) fingerprint database (FALCON) entries for the City of Miami Beach Police Department. This task was completed and the database is now maintained on an on-going basis.

**FOR IMMEDIATE RELEASE:****MIAMI BEACH PUBLIC SAFETY COMMUNICATION DIVISION HONORED
FOR ACHIEVING ACCREDITATION AS CENTER OF EXCELLENCE**

[Miami Beach, Florida—Nov. 28, 2018]—Miami Beach Public Safety Communication Division is taking center stage in recognition of achieving the most prominent distinction in 911 emergency communication services. The communication center is the 263rd emergency dispatch center in the world to attain International Academies of Emergency Dispatch® (IAED™) status as an Accredited Center of Excellence (ACE) for its use of the Medical Priority Dispatch System™ (MPDS®). This distinction places it among the very highest-performing emergency dispatch agencies in the world.

ACE inspires agencies to provide superior, industry best practices in public safety and to employ efficient use of resources when handling all emergency call situations. Accreditation requires an intensive self-assessment based on the IAED's rigorous Twenty Points of Accreditation. In order to achieve accreditation, agencies must meet or exceed all twenty points of accreditation, which requires participation from the department chief down to the individual emergency dispatcher. Because ACE agencies abide by these standards and have fulfilled these requirements, callers can have peace of mind knowing their needs will always be appropriately addressed and that they will receive the help they need.

Miami Beach is one of 17 agencies in Florida to attain ACE distinction.

Lazaro Guerra, Miami Beach Public Safety Communication Division Administrator, said no one can achieve the lofty status as an ACE without deep commitment and determination. He's grateful that his staff bought into this process and work so hard to meet and maintain the standards.

"Everyone has to be dedicated," he said. "You must embrace it. Attention to detail is important."

For Guerra, working toward ACE status was something he knew would lift everyone on the team to a higher level. He also said the achievement exemplifies everything the center stands for.

"The staff has been receptive and cooperative," he said. "The level of care has improved dramatically. The ACE framework forces us to maintain strict processes. It's validation of the help we provide."

The IAED's Board of Accreditation reviews the center's application and documentation of the Twenty Points and conducts a thorough on-site visit.

"There's a tremendous amount of work that goes into achieving ACE status," said IAED Chair of Accreditation Christof C. Chwojka. "We're certainly proud of Miami Beach Public Safety Communication Division and its accomplishment."

Not only is this a significant milestone for the entire team at Miami Beach, but it can also bring peace of mind to local residents who call for emergency assistance. Guerra said many people have misconceptions of 911 and don't understand what emergency dispatchers do when the phone calls come in. He hopes this achievement will help people recognize the critical work his staff does.

"It's important for the general public to know we're an ACE agency," he said. "The public perception is that a 911 center is where we simply notify first responders of a situation. An ACE center brings help to the public from the moment they dial 911. We spend valuable minutes that impact lives and give hands-on assistance from the minute people call."

There are currently more than 190 centers throughout the world that currently have the ACE distinction among the 3,500 centers worldwide using the fire, police, medical, and nurse triage protocols for safe and efficient response to the wide variety of emergency situations.

Contact Information

Miami Beach Public Safety Communication Division

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International Academies of Emergency Dispatch (IAED)

Contact: Kim Rigden

Phone: 801-960-6236

Email: kim.rigden@emergencydispatch.org

IAED website: www.emergencydispatch.org

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ACCREDITATION PERIOD

2023-2026

MIAMI BEACH PUBLIC SAFETY COMMUNICATIONS DIVISION

The International Academy of Emergency Police Dispatch officially recognizes Miami Beach Public Safety Communications Division as an **ACCREDITED CENTER OF EXCELLENCE IN EMERGENCY POLICE DISPATCH** for demonstrating compliance to the highest level of standards as set forth in the Academy's Twenty Points of Accreditation. This accreditation is granted as of March 3rd, 2023 and is valid until March 3rd, 2026.


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RE-ACCREDITED CENTER
OF EXCELLENCE

#22

TWENTY POINTS OF ACCREDITATION

1. All police dispatch calltaking, dispatching, and supervisory workstations.
2. Current Police Priority Dispatch System (PPDS) licensing of each EPD position.
3. Current Academy certification of all EPD personnel.
4. How Academy certification and case review will continue to be maintained.
5. Full activity of Quality Improvement (QI) committee processes.
6. EPD quality assurance and improvement methodology.
7. Case review at the Academy's recommended number and percentages of randomly reviewed cases.
8. EPD quality assurance and improvement database.
9. Consistent PPDS case review to determine if monthly average case evaluation compliance levels meet accreditation standards:
 - 10%-Partial Compliance
 - 10%-Low Compliance
 - 7%-Non-CompliantPercentage of deviation accepted:
 - 3%-Critical Deviation
 - 3%-Major Deviation
 - 3%-Moderate Deviation
 - 3%-Minor Deviation
10. Correct case review and QI procedures validated through independent Academy review.
11. How law enforcement field personnel were oriented to the proper use of the PPDS and feedback methodology.
12. Local policies and procedures for implementation and maintenance of EPD.
13. Current Continuing Dispatch Education (CDE) and EPD recertification program functions.
14. Process that will occur when police response is requested by another agency.
15. Properly established local configuration of all PPDS response assignments.
16. How PPDS response assignments will be regularly reviewed and recommended changes approved.
17. Incidence of all PPDS codes and levels.
18. Specific police administration oversight and involvement in EPD activities.
19. Sharing of nonconfidential data with the Academy.
20. Support of the Academy's Code of Ethics, Code of Conduct, and practice standards.

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 3rd 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.

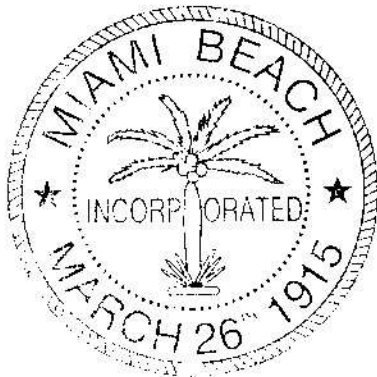
NOW, THEREFORE, BE IT DULY RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, that the Mayor and the City Commission hereby accept the written recommendation of the City Manager (as further set forth in the City Commission memorandum accompanying this Resolution and waive, by a 5/7th 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, 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 RAY 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

CREDENTIAL NAME	2017	2018	2019	2020	2021	2022	2023	2024	2025	Grand T
2018 CJIS Annual Training Symposium		3								3
2018 CJIS Annual Training Symposium 11 Hour Training		11								11
2018 CJIS Annual Training Symposium 8 Hour Training		8								8
2018 Kevin Mitnick Security Awareness Training		27.9	1.8							29.7
2019 Kevin Mitnick Security Awareness Training			27.45	1.8						29.25
2020 Kevin Mitnick Security Awareness Training				12	3					15
2022 CALEA Conference						8				8
2022 Kevin Mitnick Security Awareness Training						15.75				15.75
2023 CJIS Symposium							32			32
2023 Kevin Mitnick Security Awareness Training						0.25	15.75			16
2023 Navigator Conference EFD							30			30
2023 Navigator Conference EMD							30			30
2023 Navigator Conference EPD							30			30
2023 Tyler Connect Conference							16			16
2024 Fire Calls For Service Types/CAD Signals & Responses Policy Test								116		116
2024 KnowBe4 'Mobile Device Security'								15.75		15.75
2024 KnowBe4 'Phishing Foundations'								16.75	0.25	17
2024 KnowBe4 'Security Awareness Training'								31.5		31.5
2024 Police Call For Service Types/CAD Signals-Status & Responses Policy Exam								48		48
2024 System Use Policy Test								114		114
2024 Tyler Connect Conference Day 1								24		24
2024 Tyler Connect Conference Day 2								24		24
Active Assailant			180							180
Address & Phone Number Verification Policy			63							63
Address Verification & WPH2 Review		32								32
Advancement Series Case Entry & Chief Complaint Selection		2	1							3
Advancement Series 'CC Selection: Protocol 112 Deceased Person'							1.5			1.5
Advancement Series 'CC Selection: Protocol 115 - Driving Under The Influence (Impaired Driving)'							1.25			1.25
Advancement Series 'CC Selection: Protocol 116 - Drugs'							1.25			1.25
Advancement Series 'CC Selection: Protocol 123 - Missing/Runaway/Found Person'							1.25			1.25
Advancement Series 'CC Selection: Protocol 129 - Suspicious/Wanted (Person, Circumstances, Vehicle)'							0.75			0.75
Advancement Series 'CC Selection: Protocol 131 - Traffic/Transportation Incident (Crash)'							0.75			0.75
Advancement Series 'CC Selection: Protocol 132 - Traffic Violation/Complaint/Hazard'							0.75			0.75
Advancement Series 'CC Selection: Protocol 134 - Unknown (3rd Party)'							14.75			14.75
Advancement Series CDE #10 FPDS Protocol B: Building Evacuation & Health/Life Safety Version 7.1					59					59
Advancement Series CDE #10 PPDS ECHO Determinant Practice Version 6.2				2						2
Advancement Series CDE #11A Protocol 52: Alarms Chief Complaint Selection					14.5					14.5
Advancement Series CDE #11A Understanding Domestic Disturbance/Violence					60		1			61
Advancement Series CDE #11B The PPDS Domestic Disturbance/Violence Protocol Version 6.2					59		1	1		61
Advancement Series CDE #11C Protocol 64: Marine/Boat Fire Chief Complaint Selection					14.5					14.5
Advancement Series CDE #11F Protocol 71: Vehicle Fire Chief Complaint Selection					13.75					13.75
Advancement Series CDE #12A Understanding Mental Disorder (Behavioral Problems)					58					58
Advancement Series CDE #12A Understanding Structure Fire					54					54
Advancement Series CDE #12B Protocol 121: Mental Disorder (Behavioral Problems) Version 6.4					52					52
Advancement Series CDE #78A Understanding Burns (Scalds)/Explosion (Blast)				1						1
Advancement Series CDE #7B The PPDS Protocol 113: Disturbance/Nuisance Version 6.0				1						1
Advancement Series CDE #80 Understanding Obvious & Expected Death				1						1
Advancement Series CDE #84 ECHO Determinant Practice Version 13.3				2		2				4
Advancement Series CDE #85A Understanding Pregnancy/Childbirth/Miscarriage					60					60
Advancement Series CDE #85B The MPDS Pregnancy/Childbirth/Miscarriage Protocol Version 13.3					59					59
Advancement Series CDE #88A Understanding Customer Service					59					59
Advancement Series CDE #89A Understanding Overdose/Poisoning					52					52
Advancement Series CDE #8B FPDS Protocol 71 Vehicle Fires Version 7.0				1						1
Advancement Series CDE #9 FPDS ECHO Determinant Practice Version 7.0					120					120
Advancement Series CDE #9 The PPDS Animal Protocol Version 6.2				2						2
Advancement Series CDE# 10 PPDS ECHO Determinant Practice Version 6.2				118						118
Advancement Series CDE# 79 Determining Status Of Breathing On Case Entry Version 13.2				59						59
Advancement Series CDE# 80 Understanding Obvious & Expected Death				8	50					58
Advancement Series CDE# 81A Understanding Convulsions/Seizures				2						2
Advancement Series CDE# 81B The MPDS Convulsions/Seizures Protocol Version 13.3				1						1
Advancement Series CDE# 84 ECHO Determinant Practice Version 13.3					120					120
Advancement Series CDE# 8A Understanding Burglary (Break & Enter)/Home Invasion				60						60
Advancement Series CDE# 8B FPDS Protocol 71 Vehicle Fires Version 7.0					61					61
Advancement Series CDE# 8B PPDS Protocol 110: Burglary (Break & Enter) Version 6.1				60						60
Advancement Series CDE# 9 The PPDS Animal Protocol Version 6.2				12	108					120
Advancement Series Chief Complaint Selection: Protocol 135 - Weapons/Firearms						14				14
Advancement Series Chief Complaint Selection: Protocol 26 - Sick Person (Specific Diagnosis)						14				14
Advancement Series Chief Complaint Selection: Protocol 82 - Vegetation/Wildland/Brush/Grass Fire						14				14
Advancement Series 'Customer Service Techniques'						59				59
Advancement Series Dispatch Stress		2	2			2				6
Advancement Series 'ED-Q Performance Standards For EMD 10.0.2'						1				1
Advancement Series Location & Time Of Occurrence		12	5							17
Advancement Series 'Narcan/Naloxone Administration Instructions v13.3'						61				61
Advancement Series Protocol 39: Active Assailant (Shooter)				2						2
Advancement Series 'The Benefits Of Protocol Compliance'						1				1
Advancement Series The FPDS Backcountry Rescue Protocol Version 7.0						59				59
Advancement Series The FPDS High Angle Rescue Above Or Below Grade Protocol Version 6.1		6	1							7
Advancement Series The FPDS Odor (Strange/Unknown) Protocol Version 7.0		15	2							17
Advancement Series 'The FPDS Structure Fire Protocol v7.1'								1		1
Advancement Series The FPDS Structure Fire Protocol Version 6.1		14	2							16
Advancement Series The FPDS Train & Rail Fire Protocol			25.5							25.5
Advancement Series The FPDS Water Rescue/Sinking Vehicle/Vehicle In Floodwater Protocol Version 6.1		14	2							16
Advancement Series The MPDS Abdominal Pain/Problems Protocol		4	1							5
Advancement Series The MPDS Chest Pain/Chest Discomfort Non Traumatic Protocol Version 13.0		2	2							4
Advancement Series The MPDS Diabetic Problems Version 13.0		2	2							4
Advancement Series The MPDS Electrocutation/Lightning Protocol Version 13.1			1	1						2
Advancement Series The MPDS Headache Protocol		1	1							2
Advancement Series The MPDS Heart Problems/A.I.C.D. Protocol Version 13.0			122							122
Advancement Series The MPDS Pregnancy/Childbirth/Miscarriage Protocol Version 13.0		3	3							6
Advancement Series The MPDS Protocol F: Childbirth & Delivery PAI Version 13.3						118				118

CREDENTIAL NAME	2017	2018	2019	2020	2021	2022	2023	2024	2025	Grand T
Advancement Series The MPDS Sick Person Protocol Version 13.0		4	1							5
Advancement Series The MPDS Stab/Gunshot/Penetrating Trauma Protocol Version 13.0		6	3							9
Advancement Series 'The MPDS Stroke Diagnostic Tool v13.3'						1				1
Advancement Series The PPDS Burglary (Break-And-Enter)/Home Invasion Protocol v6.1						4				4
Advancement Series The PPDS Caller In Danger Protocol			17							17
Advancement Series The PPDS Case Exit Protocol		16	1							17
Advancement Series The PPDS Protocol 113: Disturbance/Nuisance Version 6.0			57							57
Advancement Series The PPDS Theft Protocol Version 6.0		2	1							3
Advancement Series The PPDS Traffic/Transportation Incident Crash Protocol Version 5.0		2	2							4
Advancement Series Understanding Abdominal Pain/Problems		4	1							5
Advancement Series Understanding Backcountry Rescue			57							57
Advancement Series Understanding Burns (Scalds)/Explosion (Blast)			57							57
Advancement Series Understanding Description Essentials Version 5		2	2							4
Advancement Series Understanding Headache & Stroke		1	1							2
Advancement Series Understanding High Angle Rescue		6	1							7
Advancement Series Understanding Odor (Strange/Unknown)						59				59
Advancement Series Understanding The Sick Person Protocol Version 13.0		1	1							2
Advancement Series Understanding Theft		2	1							3
Advancement Series Understanding Train & Rail Fires		0,5	0,5							1
Advancement Series 'Understanding Vehicle Fires'						59				59
Analysis Of Issues Or Findings Identified With The FPDS			24		32					56
Analysis Of Issues Or Findings Identified With The MPDS			8	16	42	2				68
Analysis Of Issues Or Findings Identified With The PPDS			24	8	18	2				52
AQUA Training Course				2						2
Backup Radio Training							23			23
Call Taking Process Review					29					29
Cardiac Cath Lab Observation		14								14
Cardiac Cath Lab Observation (Workshops & Seminars)		2								2
City Of Coral Gables 911 Workshop								15		15
CJIS Informational Workshop		12								12
CJIS Memo: 2022-14 'NICS Denial Notification Act Of 2022'										
CJIS Memo: 2022-18 'NICS Bipartisan Safer Communities Act'							14			14
CJIS Memorandum Review 'CJIS Memo 2024-3 FDLE Targeted Violence Prevention Program à€" BTAM'								11		11
CJIS Mid-Winter Meeting		15								15
CJIS Policies & Procedures: 'Background Checks For Permit Less Carry' Review							15			15
CJIS Policies & Procedures: 'Surfside Police Update'								23		23
College Software Courses 'Smart PDIs and Smart DLS Links-Police'							29,5	0,5		30
College Software 'FPDS Sub-Chief Complaint Selection'						0,25	14,75			15
College Software 'PAI Target Tool-Police'						1,5				1,5
College Software 'Police ProQA Special Definitions'							0,75			0,75
College Software 'PPDS Sub-Chief Complaint Selection'							1			1
College Software 'The Importance Of Marking Test Calls'						0,25	14,75	0,25		15,25
Communications Center Tour		2	1							3
COVID-19 Pandemic Meeting				104	24					128
Customer Service Training Workshop								102		102
Dealing With Disaster Related Trauma In Children		4								4
EDQ Q Tips 'Q2 2021'						1				1
EFD Case Review Observation								4		4
EFD Case Reviews				16		4				20
EFD Fire Rescue Ride Along	48		16	16	88	32	8	8		216
EFD Policy Review			34							34
EFD Protocol Update Review				16	40					56
EFD Quality Assurance Planning								8		8
EFD Self-Critique				8	1	1	13	20		43
EMD Case Review Observation							7			7
EMD Case Reviews		8		8		4	8	8		36
EMD Fire Rescue Ride Along	56	8	16	16	88	36	8	16		244
EMD Protocol Update Review				36	80					116
EMD Quality Assurance Planning								8		8
EMD Self-Critique			32	24	48	60	51	42		257
Enterprise CAD - CAD Basics							59	6		65
Enterprise CAD - CAD Map Functionality							71,25	7,5	1,25	80
Enterprise CAD - Call Taker							120	10	2	132
Enterprise CAD - Dispatcher							118	12	2	132
Enterprise CAD - E911 Queue								7		7
Enterprise CAD - Grid Columns & Settings								6		6
Enterprise CAD - Offline Call Handling							1	63		64
Enterprise CAD End User Training EMD Group 1		80								80
Enterprise CAD End User Training EMD Group 2		144								144
Enterprise CAD End User Training EMD Group 3		176								176
Enterprise CAD End User Training EMD Group 4		96								96
Enterprise CAD End User Training EMD Group 5		208								208
Enterprise CAD End User Training EMD Single Day 1		8								8
Enterprise CAD End User Training EMD Single Day 2		16								16
Enterprise CAD End User Training EPD Group 1		112								112
Enterprise CAD End User Training EPD Group 2		64								64
Enterprise CAD End User Training EPD Group 3		64								64
EPD Case Review Observation								4		4
EPD Case Review Observation							8			8
EPD Case Reviews				8		4	8	16		36
EPD Policy Review			36							36
EPD Protocol Update Review				52	36					88
EPD Quality Assurance Planning								8		8
EPD Self-Critique			40	24	78	82	94	31		349
FCIC Agency Coordinator Training		3								3
FDLE eAgent 2.0 Overview							14			14
Fire AQUA Software Training			8							8
Fire Calls for Service Types/CAD Signals & Responses Policy Quiz		128	4							132
Fire CDE Quiz January/February 2019 Journal 'Apparent Trap'			60							60
Fire CDE Quiz January/February 2020 Journal 'Trouble In The Way'				60						60

CREDENTIAL NAME	2017	2018	2019	2020	2021	2022	2023	2024	2025	Grand T
Fire CDE Quiz January/February 2022 Journal 'Protocol Evolution'						59				59
Fire CDE Quiz January/February 2023 Journal 'Get On Track'							61			61
Fire CDE Quiz January/February 2024 Journal 'FPDS Protocol 65'							1	59		60
Fire CDE Quiz July/August 2018 Journal 'Taken Into Account'		1								1
Fire CDE Quiz July/August 2021 Journal 'Repetitive Persistence'						59	1			60
Fire CDE Quiz March/April 2018 Journal 'Tight Places'		16								16
Fire CDE Quiz March/April 2020 Journal 'Fire, Crashes, Speed, & Rage'				60						60
Fire CDE Quiz March/April 2021 Journal 'Be Nimble, Be Quick'						58				58
Fire CDE Quiz May/June 2019 Journal 'Spreading Quickly'			60							60
Fire CDE Quiz May/June 2020 Journal 'Sound The Alarm'				60						60
Fire CDE Quiz May/June 2022 Journal 'Accessibility In Fire Emergencies'						59				59
Fire CDE Quiz May/June 2023 Journal 'Smells Like Trouble'							61	1		62
Fire CDE Quiz May/June 2024 Journal 'Roller Coaster Rescue'									17	17
Fire CDE Quiz November/December 2017 'A Tale Of Two Protocols'		1								1
Fire CDE Quiz November/December 2017 Journal 'A Tale Of Two Protocols'		15								15
Fire CDE Quiz November/December 2023 Journal 'Localized Approach'								59		59
Fire CDE Quiz September/October 2018 Journal 'When Things Explode'		14	2							16
Fire CDE Quiz September/October 2019 Journal 'Go Take A Hike'			60	1						61
Fire CDE Quiz September/October 2020 Journal 'Fires Have Their Season'					59					59
Fire CDE Quiz September/October 2023 Journal 'Potentially Explosive Situations'							56	5		61
Fire CDE Quiz September/October 2022 Journal 'Don't Be Shocked'						55	6			61
Fire CFS Types Policy & System Use Policy Review								49		49
Fire ProQA Software Training			98							98
Gather Roster Information - Jessyca Altenbach										
Harris Radio System Console Training					156					156
Harris Radio System Familiarization					28					28
Harris Radio System Seminar			8		8					16
Healthy Conflict: Moving Forward With Favorable Resolutions			17.5							17.5
Hurricane Juan Functional Exercise		1								1
Hurricane Juan Functional Exercise 4 Hour Training		4								4
Information & Cyber Security Awareness For External Entities, January 2020								13		13
Interacting With Child Callers						0.5				0.5
KnowBe4 'Internet Security When You Work From Home'								0.25		0.25
MBPD General Order 20-06										
Medical CDE Quiz July/August 2019 Journal 'Mechanism Of Injury'						55	7			62
Medical CDE Quiz March/April 2022 Journal 'Case Entry Gender Selection'						59	1			60
Medical CDE Quiz January/February 2018 Journal 'Response Now'		58								58
Medical CDE Quiz January/February 2018 Journal 'Response Now' COED		1								1
Medical CDE Quiz January/February 2020 Journal 'Least Used Protocols'				58						58
Medical CDE Quiz January/February 2022 Journal 'Unusual Bleeding Calls'						59				59
Medical CDE Quiz January/February 2023 Journal 'Sudden Cardiac Arrest Causes'							60			60
Medical CDE Quiz January/February 2024 Journal 'Seize The Moment'							1	59		60
Medical CDE Quiz July/August 2018 Journal 'Protocol 9 Cardiac Or Respiratory Arrest Or Death'		44	17							61
Medical CDE Quiz July/August 2020 Journal 'Pandemics, Epidemics, & Outbreaks'					59					59
Medical CDE Quiz July/August 2022 Journal 'Flat On Your Back'						8	1			9
Medical CDE Quiz July/August 2023 Journal 'Prone CPR Instructions'							5	1		6
Medical CDE Quiz March/April 2018 Journal 'Take A Stab'		61								61
Medical CDE Quiz March/April 2018 Journal 'Take A Stab' COED		1								1
Medical CDE Quiz March/April 2019 Journal 'Dynamic Duo'						1				1
Medical CDE Quiz March/April 2021 Journal 'Spoiler Alert: Precise Language Matters Quiz'						59				59
Medical CDE Quiz March/April 2021 Journal 'Tool Of Pandemic Importance'						3				3
Medical CDE Quiz March/April 2023 Journal 'Help! There's Not A Protocol For This!'							63			63
Medical CDE Quiz March/April 2024 Journal 'Critical Triage'								57		57
Medical CDE Quiz May/June 2017 Journal 'Proceed With Caution'										
Medical CDE Quiz May/June 2018 Journal 'Climbing A Ladder Won't Kill'		61								61
Medical CDE Quiz May/June 2018 Journal 'Climbing A Ladder Won't Kill' COED		1								1
Medical CDE Quiz May/June 2019 Journal 'Completely Alert?'			59							59
Medical CDE Quiz May/June 2020 Journal 'Save Resources, Provide Great Care'				58						58
Medical CDE Quiz May/June 2022 Journal 'Adrenal Insufficiency'						6				6
Medical CDE Quiz May/June 2023 Journal 'Emerging Standard Of Care'							62	1		63
Medical CDE Quiz November/December 2017 Journal 'To Use Or Not To Use'		58								58
Medical CDE Quiz November/December 2017 Journal 'To Use Or Not To Use' COED		1								1
Medical CDE Quiz November/December 2019 Journal 'T Stands For Tourniquet'				58						58
Medical CDE Quiz November/December 2020 Journal 'Shockingly Different'					57		1			58
Medical CDE Quiz November/December 2021 Journal 'Feeling Faint?'						5				5
Medical CDE Quiz September/October 2017 Journal 'Pregnancy Complication'		63								63
Medical CDE Quiz September/October 2017 Journal 'Pregnancy Complication' COED		1								1
Medical CDE Quiz September/October 2018 Journal 'When You Need It Most'		62								62
Medical CDE Quiz September/October 2019 Journal 'Difficult To Stomach'						1				1
Medical CDE Quiz September/October 2020 Journal 'Eye On The Prize'					54					54
Medical CDE Quiz September/October 2021 Journal 'Ready To Fly'						59				59
Medical CDE Quiz September/October 2021 Journal 'What To Do About A Fall'					1	60				61
Medical CDE Quiz September/October 2022 Journal 'Headache's Hidden Meaning'							61			61
Medical CDE Quiz September/October 2023 Journal 'Protocol 26'							56	6		62
Medical Dispatch Review Committee Meeting							7	12		19
Medical ProQA v5.1.1.42 Maintenance Release Review					3					3
Medical ProQA v5.1.1.43 Maintenance Release Review						3				3
Medical ProQA v5.1.1.44 Maintenance Release Review						3				3
Medical ProQA v5.1.1.44.2 Special Monkeypox Release Review						3				3
Message Center Entrance Test										
Message Center Observation						20				20
Monkeypox Outbreak Meeting						3				3
MPDS Protocol 38 Advanced SEND Medical Miranda Version 13.0		61			12					73
NCIC Core Training Webinar								3		3
NICE Recording System Workshop				24						24
Ocean Rescue Orientation					2					2
Podcast Quiz 'Building Public Relations In Public Safety'						1.5				1.5
Podcast Quiz 'How To 911'						0.5				0.5
Podcast Quizzes Whose Triage Is It Anyway?		0.5								0.5
Police CDE Quiz November/December 2021 Journal 'Changing Times'						59				59

CREDENTIAL NAME	2017	2018	2019	2020	2021	2022	2023	2024	2025	Grand T
Police AQUA Software Training			8							8
Police Call for Service Types/CAD Signals-Status & Responses Policy		128	4							132
Police CDE Quiz January/February 2018 Journal 'Public Protest'		15								15
Police CDE Quiz January/February 2018 Journal 'Public Protest' COED		1					1			2
Police CDE Quiz July/August 2019 Journal 'No Peace And Quiet'			59	1			1			61
Police CDE Quiz July/August 2020 Journal 'Behind The Wheel'					59		1			60
Police CDE Quiz July/August 2021 Journal 'Anyone Pinned Inside Vehicle'						59				59
Police CDE Quiz July/August 2022 Journal 'Harassment, Stalking, Threat'						7	1			8
Police CDE Quiz July/August 2023 Journal 'Problem Solver'							7	5		12
Police CDE Quiz July/August 2023 Journal 'Protocol 136 Targets Active Assailant'							5			5
Police CDE Quiz March/April 2020 Journal 'Lets Talk About Death'				59		1				60
Police CDE Quiz March/April 2021 Journal 'Bringing Them Home'						59	1			60
Police CDE Quiz March/April 2022 Journal 'Protocol 116'						59	1			60
Police CDE Quiz March/April 2023 Journal 'Critical Apprehension Description Essentials (CADE) Tool'							61	1		62
Police CDE Quiz March/April 2024 Journal 'Caller In Imminent Danger'								57		57
Police CDE Quiz May/June 2018 Journal 'The Catfish, The Scam, And The Flimflam Man'		15								15
Police CDE Quiz May/June 2018 Journal 'The Catfish, The Scam, And The Flimflam Man' COED		1								1
Police CDE Quiz May/June 2022 Journal 'A Thing Not Looked For'						8				8
Police CDE Quiz November/December 2019 Journal 'It Is Personal'				60			1			61
Police CDE Quiz November/December 2020 Journal 'Painting A Picture'					58					58
Police CDE Quiz November/December 2022 Journal 'Dispatch Danger Zones'							59	1		60
Police CDE Quiz November/December 2023 Journal 'At Your Service'								59		59
Police CDE Quiz September/October 2017 Journal 'Flexible & Fluid'		1								1
Police CDE Quiz September/October 2023 Journal 'The 5 P's'							11	1		12
Police CDE September/October Journal 'Getting Feedback Write'						54	7			61
Police Dispatch Observation						8				8
Police ProQA Software Training			98							98
Police ProQA v5.1.1.41 Maintenance Release Review					1					1
Police ProQA v5.1.1.42 Maintenance Release Review					1					1
Police ProQA v5.1.1.43 Maintenance Release Review						1				1
Police ProQA v5.1.1.44 Maintenance Release Review						1				1
Police Ride Along	56	32	16	8	168	8		8		296
Power 911 Phone System Training		153								153
Practice Series 'PPDS Description Essentials'							2			2
Practice Series 'PPDS Location & Time Of Occurrence'							2			2
Practice Series 'Protocol 101: Abduction (Kidnapping)/Custodial Abduction/Custody Issue/Hostage'						1.5				1.5
Practice Series 'Protocol 106: Assault/Sexual Assault'								28		28
Practice Series 'Protocol 123: Missing/Runaway/Found Person'								29.5		29.5
Practice Series 'Protocol 13: Diabetic Problems'								29.5		29.5
Practice Series 'Protocol 136: Active Assailant'							30			30
Practice Series 'Protocol 16: Eye Problems/Injuries'									14	14
Practice Series 'Protocol 17: Falls'							30			30
Practice Series 'Protocol 2: Allergies (Reactions)/Envenomations (Stings, Bites)'						4				4
Practice Series Protocol 25: Psychiatric/Mental Health Conditions/Suicide Attempt/Abnormal Behavior							2.5	0.5		3
Practice Series 'Protocol 3: Animal Bites/Attacks'							2.5			2.5
Practice Series 'Protocol 4: Assault/Sexual Assault/Stun Gun							3			3
Practice Series 'Protocol 5: Back Pain (Non-Traumatic or Non-Recent Trauma)'							30	0.5		30.5
Practice Series 'Protocol 51: Aircraft Emergency'							30			30
Practice Series 'Protocol 53: Service Call'						30.5				30.5
Practice Series 'Protocol 55: Electrical Hazards'							16.5	13.5		30
Practice Series 'Protocol 6: Breathing Problems'							16	14.5		30.5
Practice Series 'Protocol 82: Vegetation / Wildland / Brush / Grass Fire'							30			30
Practice Series 'Protocol C: Caller In Danger'								1	14	15
Preparing For ECC Deployments								8		8
PreScreen Caller Management Seminar				46						46
Protocol 41: Caller In Crisis Training Course								96		96
RapidSOS Seminar				38						38
Research 'Can EMDs Using MPDS Safely Identify Low-Acuity Illness & Injury?'							2.5			2.5
Research 'Do CPR Calls Have Barriers?'							1.5			1.5
Research 'Does The Compressions Monitor Diagnostic Tool Enhance CPR?'							2.5			2.5
Research 'Does Using The Stroke Diagnostic Tool Matter?'							2.5			2.5
Research 'How Well Does The Pulse Check Diagnostic Tool Work?'							2.5			2.5
Science Of Dispatch 'The Science Of Exposure'							30.5	0.5		31
Software ProQA Police ProQA CBT		2								2
Software 'Smart PDIs & Smart DLS Links-Fire'								1		1
Strengths-Based Feedback PowerPoint							3			3
Stress Management & The First Responder				55	47		44			146
Swatting PowerPoint Slide Show										
System Use Policy Quiz		64	2							66
Target Lessons 'Adrenal Crisis: Recognition & Patient Care'							2.5			2.5
Target Lessons 'Aspiring & The ASA Diagnostic Tool'							1			1
Target Lessons Cognitive Fixation						59				59
Target Lessons 'Correctly Using The Breathing Verification Diagnostic Tool'							1.5			1.5
Target Lessons Description Essentials: What Weapon Is It?		0.5								0.5
Target Lessons Description Essentials: Who Is It?		0.5								0.5
Target Lessons Disability Awareness For Dispatchers		0.5								0.5
Target Lessons Domestic Violence Awareness For Dispatchers				0.5						0.5
Target Lessons Forgotten Standards		1		1						2
Target Lessons 'Impact Of Priority Dispatch: Facts & Fictions About EMD'							2.5			2.5
Target Lessons 'Impact Of Priority Dispatch: Impact Of EMD'							2.5			2.5
Target Lessons Implicit Bias In Callers & Decision Anchoring					56					56
Target Lessons Joint Dispatch & Law Enforcement Active Shooter Training		1		1			1			3
Target Lessons 'Motivational Q'						1				1
Target Lessons Obvious Or Not		0.5								0.5
Target Lessons 'Opioid Overdose'							1.5			1.5
Target Lessons 'Overcoming CPR Barriers'							29			29
Target Lessons 'Preparing For Severe Weather And Other Disasters'						59				59
Target Lessons Protocol T			29.5	0.5						30
Target Lessons Silent Calls				29.5						29.5
Target Lessons 'Situational Awareness'						61				61

CREDENTIAL NAME	2017	2018	2019	2020	2021	2022	2023	2024	2025	Grand T
Target Lessons The First Alarm Assignment			8	51						59
Target Lessons The Organ Trail		0.5								0.5
Target Lessons Why People Die In Fires		1								1
TargetSolutions Administrative Overview Video										
The FPDS Lightning Strike Investigation Protocol Version 6,1		0,5								0,5
Universal CDE Quiz July/August 2017 Journal 'Time Running Out'		1								1
Update Guides 'MPDS v13,0-v14,0 Update Presentation'								118		118
Update Guides 'November 2023 ProQA Changes For MPDS v14,0'								59		59
Update Guides 'PPDS v7.0 Automated Update Guide'								116		116
Verisk Training Workshop							5			5
WebEOC 8.4 Workshop		6								6
Grand Total	160	2319.9	1696.25	1570.3	2170.75	1962.5	1877	1800	50.5	13607

MIAMI BEACH

COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission
FROM: Commissioner Alex Fernandez
DATE: May 15, 2024

SUBJECT: REFERRAL TO THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE TO DISCUSS POTENTIALLY MOVING THE PUBLIC SAFETY COMMUNICATIONS DIVISION ("PSCD") FROM UNDER THE AUSPICE OF THE FIRE DEPARTMENT BACK TO THE POLICE DEPARTMENT.

RECOMMENDATION

Please place on the May 15, 2024 agenda a referral to the Public Safety and Neighborhood Quality of Life Committee to discuss potentially moving the Public Safety Communications Division ("PSCD") from under the auspice of the Fire Department back to the Police Department.

Since it was first implemented in 1968, 9-1-1 has been the national emergency telephone number for the United States, along with several other countries, including Mexico, Canada, and the Dominican Republic. The Miami Beach PSCD, which is dedicated to providing vital support services to the Police and Fire Departments by immediately attending to all 9-1-1 calls for law enforcement, firefighting, and emergency medical service requests in a courteous, professional and effective manner, is presently under the administration of the Fire Department after previously having been under the auspice of the Police Department.

As part of the referral, I would request that the City Administration, including the Police Department and Fire Department, be prepared at Committee to discuss the advantages and disadvantages, along with any issues or concerns, of potentially moving the PSCD from the Fire Department back to the Police Department. I would further request that the Police and Fire Departments be prepared at Committee to discuss the various protocols and procedures of the 9-1-1 call-taking process from receipt of the initial call through the routing and dispatch of the appropriate responding units. Specifically, I would also ask that the Administration be prepared to provide the Committee with information regarding the Priority Dispatch protocols for police, fire and medical services utilized by the City as it pertains to the number (and type) of questions 9-1-1 call-takers ask of callers, as I have been made aware that residents sometimes get frustrated by the overwhelming number of questions asked of them which has, in turn, led to other incidents not being reported. Further, I would request that the Administration be prepared to advise the Committee as to whether other municipalities in Miami-Dade County utilize the Priority Dispatch protocols and, if not, to identify the protocols, practices and/or procedures other municipalities within the County utilize.

SUPPORTING SURVEY DATA

na

FINANCIAL INFORMATION

na

Applicable Area

Citywide

Is this a "Residents Right to Know" item, pursuant to City Code Section 2-14?

Yes

Does this item utilize G.O. Bond Funds?

No

Legislative Tracking

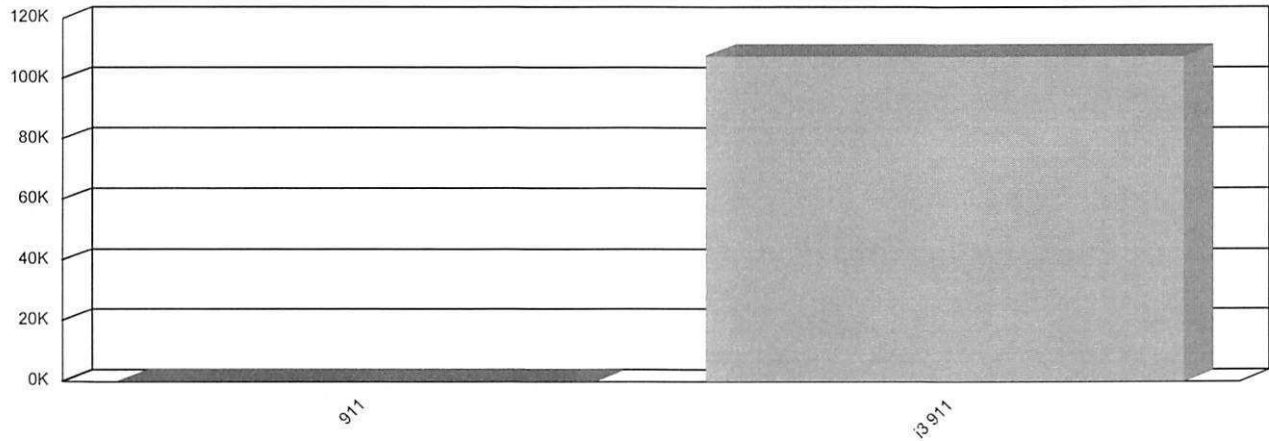
Commissioner Alex Fernandez



Call Volume per Trunk Group

From: 01/01/2024 00:00:01 **To:** 12/31/2024 23:59:59
PSAP: Undefined
Trunk Group/Pool: TG - 911, TG - i3 911

Number of Calls : 107,693



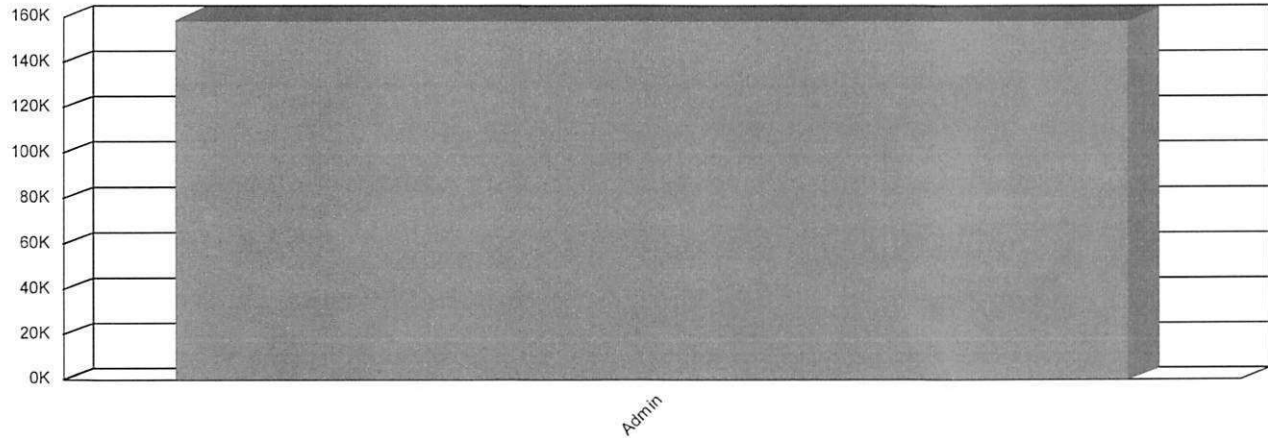
Trunk Group	Incoming	Outgoing	Abandoned	Number of Calls
911	0	0	4	4
i3 911	104,156	0	3,533	107,689
	104,156	0	3,537	107,693



Call Volume per Trunk Group

From: 01/01/2024 00:00:01 **To:** 12/31/2024 23:59:59
PSAP: Undefined
Trunk Group/Pool: TG - Admin

Number of Calls : 158,970



Trunk Group	Incoming	Outgoing	Abandoned	Number of Calls
Admin	87,842	71,128	0	158,970
	87,842	71,128	0	158,970



Call Statistics per Year, Grouped by Range of Answer Time

From: 01/01/2024 00:00:01 To: 12/31/2024 23:59:59
PSAP: Undefined
Trunk Group/Pool: TG - 911, TG - i3 911

Number of Calls : 107,693

Range of Answer Time

<u>Year</u>	<u>Number of Calls</u>	<u>Average</u> (hh:mm:ss)	<u>Minimum</u> (hh:mm:ss)	<u>Maximum</u> (hh:mm:ss)
0-10 (sec) Excellent Call Answer Time				
2024	104,930	00:00:01	00:00:00	00:00:09
	104,930	00:00:01	00:00:00	00:00:09
10.001-20 Good				
2024	1,603	00:00:14	00:00:10	00:00:19
	1,603	00:00:14	00:00:10	00:00:19
20.001-30 Average				
2024	916	00:00:23	00:00:20	00:00:30
	916	00:00:23	00:00:20	00:00:30
30.001-40 Poor				
2024	174	00:00:33	00:00:30	00:00:39
	174	00:00:33	00:00:30	00:00:39
40.001+ Unacceptable				
2024	70	00:00:48	00:00:40	00:00:59
	70	00:00:48	00:00:40	00:00:59
	107,693	00:00:02	00:00:00	00:00:59