



BERTHA W. HENRY, County Administrator

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August 25, 2016

Municipal Managers

RE: Regional Consolidated Communications System Citizen Feedback Form

Dear Colleagues:

One of the recommendations of the Broward County Consolidated Communications Committee (4C) and supported by BSO, was to offer an opportunity for the public to share its experience with calling 911 or other services in the regional communications dispatch center. This includes a commitment to take prompt action on feedback from the public utilizing the system. User feedback is one of the most beneficial ways to enhance system performance.

Beginning Monday, August 29, 2016, members of the public will be able to share their experience with 911 by submitting a new, online feedback form - <http://www.broward.org/911/Pages/Feedback.aspx> and through the Broward County's 311 Center. Callers will be able to submit details about the date, time and location of their E-911 call, a brief description of their call experience, and provide contact information such as phone number and/or email, if they wish to be contacted about the call.

The feedback process begins with the submission of the online form. Each submitted form creates a "ticket" that is forwarded to the Office of Regional Communications and Technology (ORCAT) staff. ORCAT staff reviews the ticket content, and assigns it to an individual for investigation and response.

Initially, ORCAT will email a copy of each ticket received to the municipality where the incident occurred – within 5 hours of receipt during business hours, and within 5 hours of the first business day following receipt during non-business hours. The results of the investigation will also be forwarded to the submitter, and the municipality.

Notification will be sent to ORCAT staff's current municipality law enforcement and fire rescue contacts, unless you notify us otherwise. To change your notification contact, please email Scott Medvin at smedvin@broward.org.

The County is developing an application that will automate the municipality notification process. The anticipated delivery of that application is Fall 2016, at which time forwarding of reports to the municipality will be in real time, 24 hours a day, 7 days a week.

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A County-funded marketing campaign will accompany the launch, with a package of collateral materials for participating municipalities including posters and pocket-sized cards. In addition to encouraging use of the online feedback tool, collateral materials will also stress these important messages about calling 911:

- Call 911 to save a life, stop a crime, report a fire. For non-emergency police and fire assistance, call 954-764-HELP (4357).
- Know your location.
- Stay calm and answer the dispatcher's questions.
- Stay on the line.
- Follow the dispatcher's instructions.

Each municipality is encouraged to use the collateral materials, which will be delivered later this month, to promote the new feedback service among their residents.

Since October 2014, Broward County has invested more than \$113 million in the new Regional 911 System to expedite emergency response and enhance interoperability. Call answering (P1) standards continue to meet expectations and initiatives are underway to continue improvements in the call processing (P2/P3) standard.

Significant benefits of the new system have already been realized and more enhancements are on the horizon including implementation of a Automatic Call Distribution system (ACD) in September 2016, which will enable call takers at any of Broward's three Public Service Answering Points to answer a 911 call, regardless of the geographic area of the caller and a new Computer Aided Dispatch (CAD) System.

If you have any questions, please contact Brett Bayag, Acting Director, Office of Regional Communications and Technology, at bbayag@broward.org.

Sincerely,


Bertha Henry
County Administrator

BH:AJ:lr

cc: Board of County Commissioners
Sheriff Scott Israel, Broward Sheriff's Office
Alphonso Jefferson, Jr., Assistant County Administrator
Brett Bayag, Acting Director, Office of Regional Communications and Technology
Broward County Consolidated Communications Committee