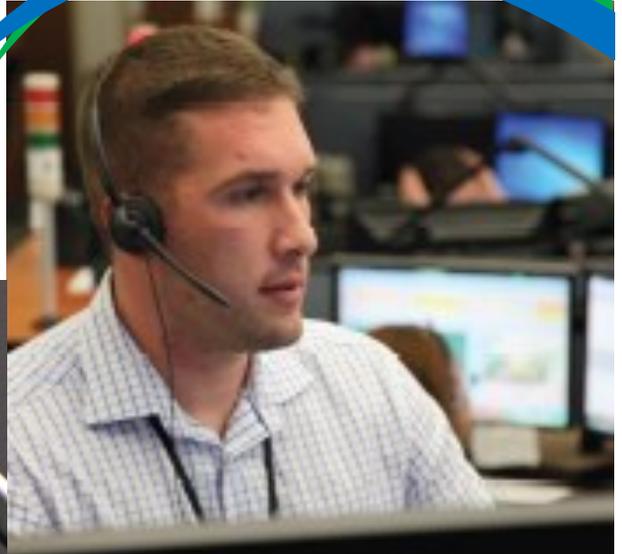
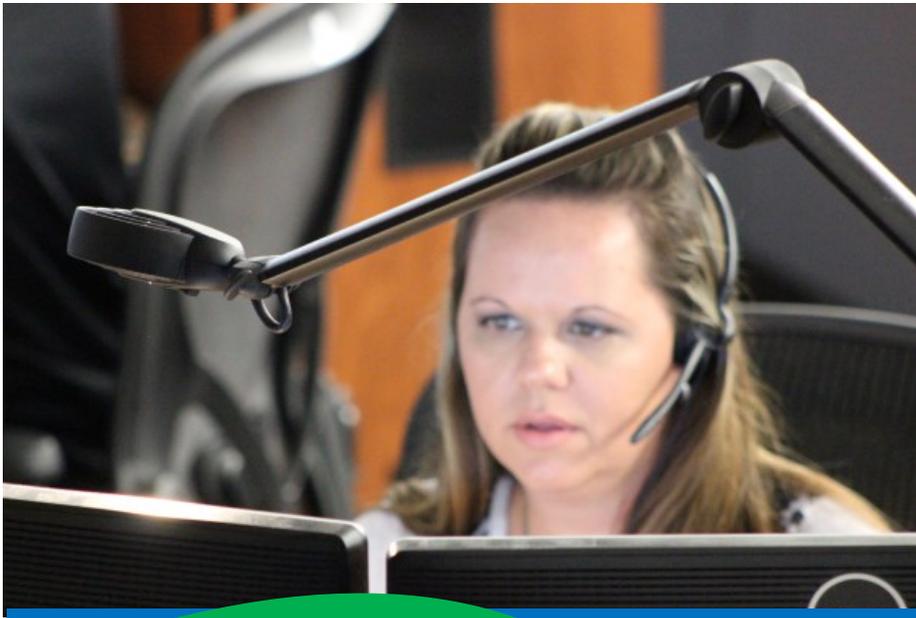


Pasco County Public Safety Communications 2014-2015 Annual Report

One Team—One Voice



Randy TeBeest
Assistant County Administrator
Public Safety and Administration

CALL VOLUME

Public Safety Communications (PSC) answered 525,861 calls in FY 15, 210,487 were 9-1-1 calls and 37,368 were high priority P calls. *

PSC dispatched assistance to 252,165 calls:

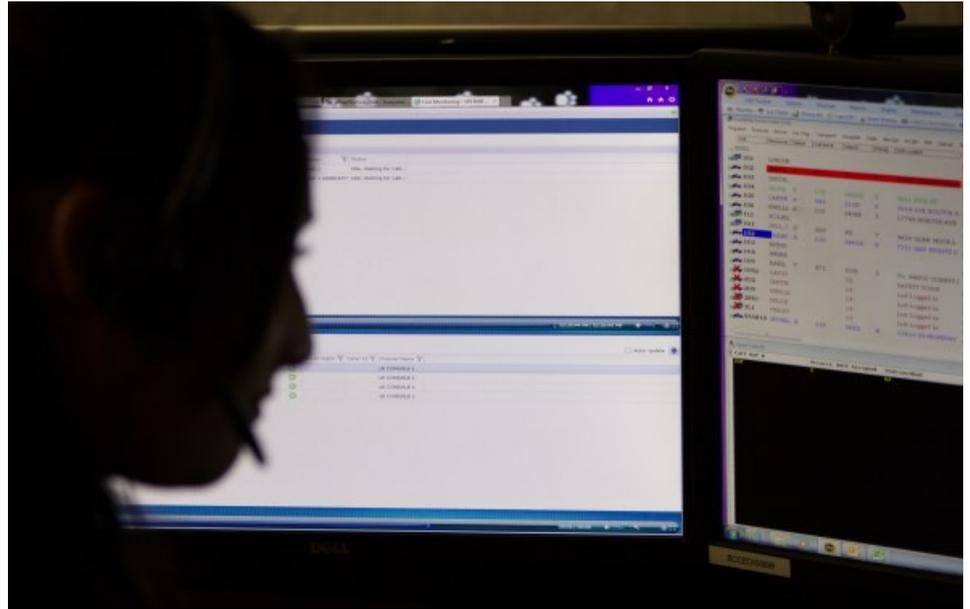
- 183,773 for Pasco Sheriff
- 63,694 for Pasco Fire Rescue
- 4,698 for County Services

Priority P Calls are for events that each Agency has determined require a fast response as they may have potential life endangering consequences.

MEETING STANDARDS

PSC is now exceeding National Standards for 9-1-1 call answering times. (NENA 56-005)

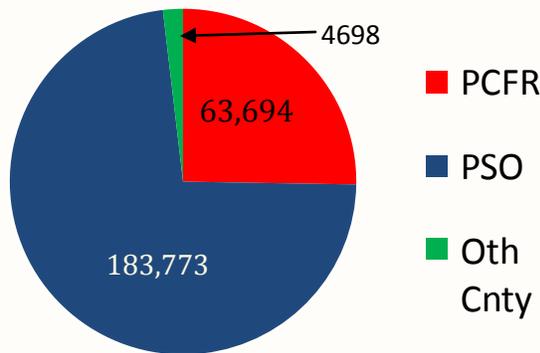
- 90 percent of all 9-1-1 calls must be answered in 10 seconds.
- 95 percent of all 9-1-1 calls must be answered in 20 seconds.



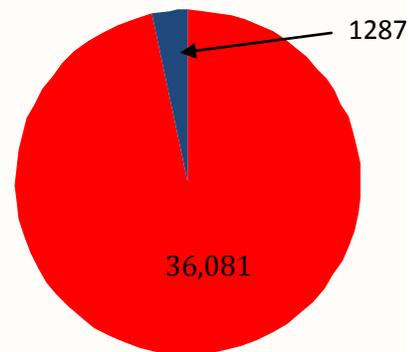
Calls Answered

PSC Answered 525,861 calls and dispatched public safety officials to 47 percent (247,467) of these calls. Of the calls dispatched, 15 percent (37,368) were high priority* (Priority P calls).

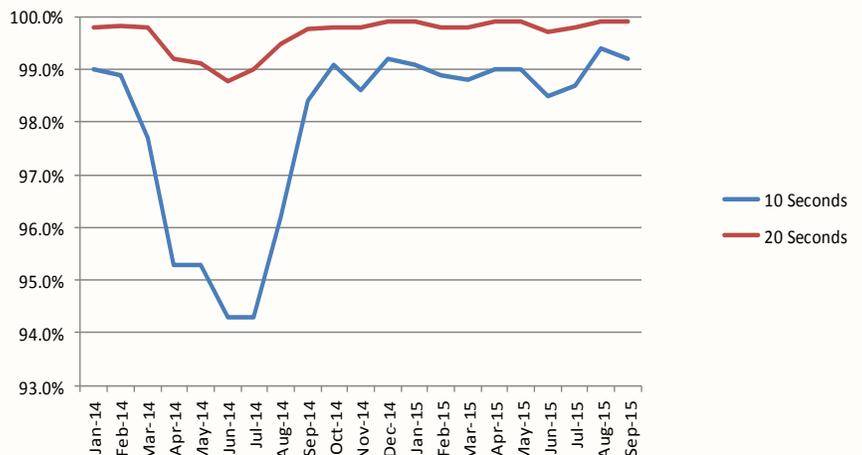
Dispatched Calls by Agency



Priority P Calls by Agency



9-1-1 Call Answering Times for National Standards





2015: A Year of Change

“The Pasco County Board of Commissioners on Tuesday voted to add eight emergency communications officers — call takers and dispatchers — at the county’s Consolidated 911 Communications Center.” Tampa Tribune, 2/27/2015

Hiring and Training Program Changes

PSC has 82 positions in the Operations Division. These employees are all state certified and have been trained by the International Academy of Emergency Dispatch. Prior to beginning call-taking, our staff must:

- Successfully pass an oral interview with supervisory personnel;
- Pass a computerized Critical test;
- Successfully complete a six week classroom training; and
- Successfully complete an eight week training program with a Communications Training Officer .

Changes and Improvements:

- 8 additional Call-Takers;
- Emergency Police Dispatch (EPD) protocol initiated, to compliment the Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) already employed;
- Auto fast forward protocol;
- Training program redesigned;
- Developed a “peak-hour” shift;
- Community recruitment efforts;
- New Assistant Director position; and
- Developed a new Compliance Division.

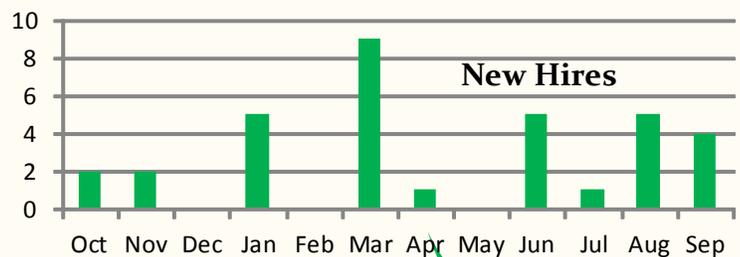


PSC Vacancy Report



Recruiting Efforts

The Support Services Division has partnered with Fivay High School to recruit graduating Seniors in the Criminal Justice Academy. This will provide PSC with a “ready-to-hire” pool of call-taker candidates that are familiar with PSC policy and procedures and are already trained.



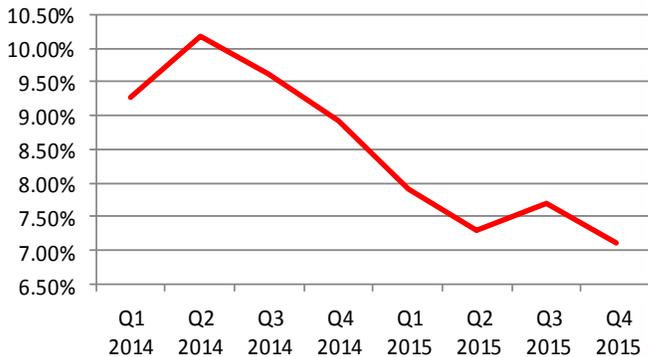
ABANDONED 9-1-1 CALLS: A LOCAL AND NATIONAL PROBLEM

What should you do if you call 9-1-1 by accident:

- Stay on the line;
- Wait for an operator to answer the phone;
- Tell them why you called or if it was an accident; and
- Answer the operators questions.

Pasco County's Response to Abandoned Calls

Percentage of Abandoned 9-1-1 Calls



PSC has reduced the abandoned call rate by adding additional staff, creating 9-1-1 only answering consoles, and increasing staffing during the busiest times of the day.

PSC processed 15,783 9-1-1 hang-ups. When anyone hangs up on a 9-1-1 call, the operator is required to call the number back. This stops the operator from taking other potentially life-saving 9-1-1 calls.

The Abandoned Call Affect

Every time someone calls 9-1-1, an operator is required to ensure the caller does not have an emergency that requires emergency responders; hanging up does not make the call go away.

When anyone dials 9-1-1, whether by accident or intentional, Public Safety Operators answer the phone as if it were a real emergency and they treat the call as if it were one until the caller answers some questions to verify the caller is not in distress.

What happens when someone hangs-up before speaking to an operator?

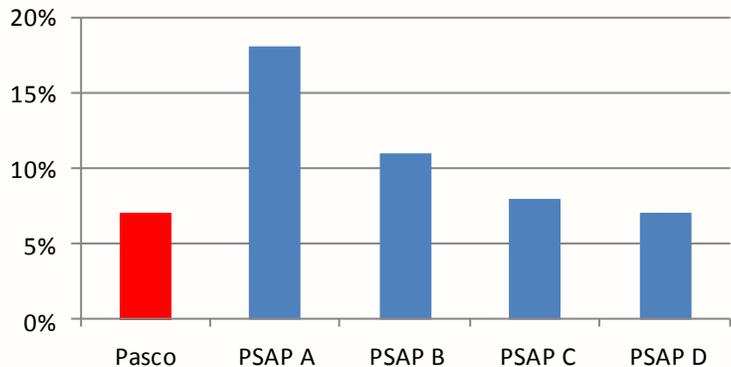
- An operator documents the call;
- Calls the phone number back to attempt to reach a caller; and
- Forwards a call to a Sheriff's Deputy, if they are unable to reach a caller.

What is the affect of hanging-up?

- Prevents operators from answering other 9-1-1 calls and makes those with true emergencies wait for assistance.
- Reduces the amount of time the Sheriff Deputies can be proactive in crime fighting.

Pasco County leads the Tampa Bay area with the lowest abandoned call rate.

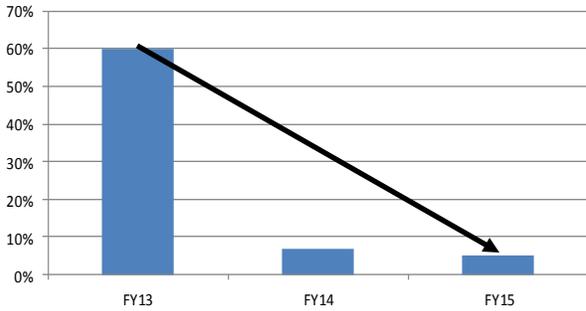
Abandoned Call Rate



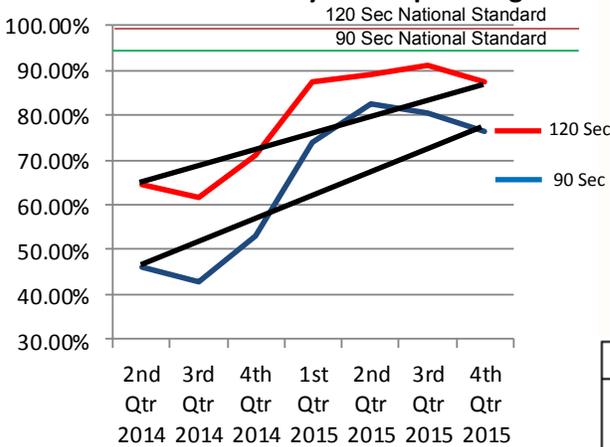
Consolidation Effects

In October 2015, Pasco County marked its second anniversary of consolidating services with the Pasco Sheriff's Office and Pasco Fire Rescue.

Transfer Rate



Priority Call Dispatching Time



Abandoned Calls



The Advantages of Consolidating the Communication Center

- Call transfers were reduced by 55% in one year, a major driver of consolidation.

Reducing the amount of calls transferred has reduced the amount of calls being transferred for law enforcement services and helped reduce the time the caller had to wait to get help from a law call-taker and decreases the possibility of dropping a call. The remaining call transfers are to other external municipalities (FHP, Pinellas S.O., Hernando S.O., ZPD, NPRPD)

- Emergency Dispatching times have improved by 30%.

When dealing with life threatening situations, every second counts. Dispatching times have increased by focused training and staff accountability, the utilization of auto fast-forwarding features in the CAD, and management involvement.

- Increased staff to answer emergency calls.

PSC has added 8 additional call-takers and have adjusted the schedule to ensure the maximum number of staff are on-duty during the peak hours.

- A reduction in abandoned calls.

Pasco County in Comparison to other Centers in the Region

County Comparison				
	% 9-1-1 calls answered in 10 Seconds	% 9-1-1 calls answered in 20 Seconds	Abandoned 911 %	Vacancy Rate
Pasco	99%	99.8%	7%	13%
PSAP A	90%	96%	18%	18%
PSAP B	97%	100%	11%	21%
PSAP C	90%	94%	8%	13%
PSAP D	92%	94%	7%	9%

- PSC is leading the region in answering 9-1-1 calls within 10 seconds and is tied with another PSAP with the lowest percentage of abandoned calls, according to Pasco County Public Safety Communications analysis.



The Future of PSC

Public Safety Communications has dedicated time, resources, and training to ensure that PSC continues to provide great customer service to the community and our stakeholders.

The following projects are currently underway and will be in place in fiscal year 2016:

- Dade City joined PSC, enhancing countywide shared communications and improving officer safety;
- New P-25 compliant radio system is being deployed to ensure public safety officials could communicate with surrounding agencies during times of emergencies;
- Fully functioning backup site in Dade City is nearly complete, which will add extra capacity for growth and be a fully redundant backup for the primary 9-1-1 facility;
- New Vesta 9-1-1 phone system is being installed, which will protect the 9-1-1 system from potential cyber attacks and prepares PSC for Next Generation 9-1-1

“Today, we are even more confident that the County’s efforts to professionalize and enhance the communications capabilities, along with the subsequent sharing of information resources by the Pasco Sheriff’s Office, will surely be assets in strengthening public safety and service delivery in Dade City for many years to come.” - Chief Velboom—Dade City Police Department



PSC Annual Report FY14-15



PUBLIC SAFETY AND ADMINISTRATION

8731 Citizen Drive—Suite 340
New Port Richey, FL 34654

727-847-8115

www.pascocountyfl.net

