



Coral Springs Police and Fire Emergency Communications Center



Presented by:

Chief Frank Babinec

Deputy Chief Shawn Backer

Communications Administrator Kathy Liriano

Coral Springs Emergency Communications Center

About Us

- Independent Public Safety Answering Point (PSAP).
- Process emergency and non-emergency calls for Police, Fire and EMS services for the City of Coral Springs.
- Process emergency calls for Fire and EMS services for the City of Parkland.
- Interoperable with Regional Radio system.



Coral Springs Emergency Communications Center

About Us

- Lifeline between the residents of the cities and its first responders.
- Operates 24 hours a day, 7 days a week, 365 days a year.
- Team of 38 trained professionals who use the latest technology to process and dispatch calls for service.

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About Us

- Association of Public Safety Communications Officials (APCO) certified, which recognizes Coral Springs as meeting nationally recognized training standards.
- Commission on Accreditation for Law Enforcement Agencies (CALEA) accredited since 2007. Reaccredited with excellence in 2013 and 2016.
- Training curriculum exceeds state requirements and is certified through The Florida Department of Health.



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Prior to Regionalization

- Regional Consolidation went into effect October of 2014.
- Prior to regionalization, the E-911 Office was responsible for providing all hardware and software to all Public Safety Answering Points (PSAPs) in Broward County at the time.
- There were 10 PSAPs at that time.
- Each PSAP maintained their own Computer Aided Dispatch (CAD) and personnel.
- The E-911 Office now falls under the Office of Regional Communications and Technology (ORCAT).

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Organization Compared to Broward County

County Configuration

- Radio- Office of Regional Technology and Communication (ORCAT).
 - County's radio is at end of life and replacement plan called for 2018-2020 replacement.
 - ORCAT collaborates with six different committees for decision making.
- CAD- ORCAT through Motorola.
- 911 Phones- ORCAT through West Corp.
- Personnel/Training- Broward Sheriff's Office.

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Organization Compared to Broward County

Coral Springs Configuration

- City maintains complete control of:
 - Radio- Motorola P25 Radio System
 - Computer Aided Dispatch (CAD)- Superion (formerly OSSI)
 - Personnel/Training
- Coral Springs' 911 phones- ORCAT through West Corp.

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911 Phones: ORCAT and Coral Springs

- Coral Springs' PSAP phone hardware and software is provided and serviced by ORCAT through West Corp. Includes:
 - Voice Recording Software for 911 lines
 - Power MIS – Reporting Software for all calls into PSAP
- Hardware & software upgrade was completed on February 14, 2018 with Broward County vendor West Corp.
- New E-911 County Projects (Regional and Non-Regional PSAPs) for 2018 and 2019:
 - Text-to-911
 - Geographic Information Services (GIS)

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Measuring Time

The City of Coral Springs measures emergency dispatch time in two segments.

First.

- APCO standards indicate that 911 calls should be answered within 10 seconds, 90% of the time.
- ✓ In 2017, Coral Springs' PSAP answered 59,741 emergency (911) calls within 10 seconds which equates to 92.6% of the time.

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Measuring Time

Second:

- According to the National Fire Protection Association (NFPA) 1221 standard, the first unit should be dispatched within 60 seconds of the call being answered at the PSAP.
- ✓ In 2017, Coral Springs' PSAP dispatched Fire, EMS, and police units within an average of 35 seconds of the call being answered.

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Importance of Timeliness

Why timeliness matters:

- A fire doubles in size every 15 to 120 seconds (given the fuel load, ventilation and compartmentation).
- A patient has a better chance of surviving a cardiac event if they receive treatment within the first 6 minutes.
- The City of Coral Springs has always gone by the model of **Time = Life** when it pertains to emergency services.
- Broward Sheriff's Office uses National Academy of Emergency Dispatch (NAED) protocols, also a nationally recognized standard, as its dispatch determinants.

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Coral Springs Remaining Independent

Why did Coral Springs remain independent?

- Concerns over County's radio coverage, capacity and replacement plan.
- County system could not support our local government.
- Concerns over organizational structure.
 - Loss of control of technology and programming
- Loss of home town feel.
- Not using Time=Life dispatching, resulting in diminished services to our residents.
- City's consultant did not recommend migration to regional system.

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Emergency Services for City of Parkland

- Parkland receives public safety services from two entities:
 - Law Enforcement- Broward Sheriff's Office
 - Fire/Rescue- Coral Springs/Parkland Fire Rescue
- Currently, cellular 911 calls from Parkland are received at the Coral Springs PSAP.
 - Parkland calls requiring a law enforcement response are transferred to a Regional PSAP
 - On average we transfer 10 calls per day for Parkland, Tamarac, Margate, Coconut Creek, Pompano, & N. Lauderdale.
- Coral Springs dispatches all Fire/EMS calls for Parkland.
 - 2,221 Fire/Rescue calls for 2017

Questions?

Questions may be directed to:

1. Chief Frank Babinec- fbabinec@coralsprings.org
954-346-1045
2. Deputy Chief Shawn Backer- sbacker@coralsprings.org
954-346-1778
3. Kathy Liriano- kliriano@coralsprings.org
954-346-1358