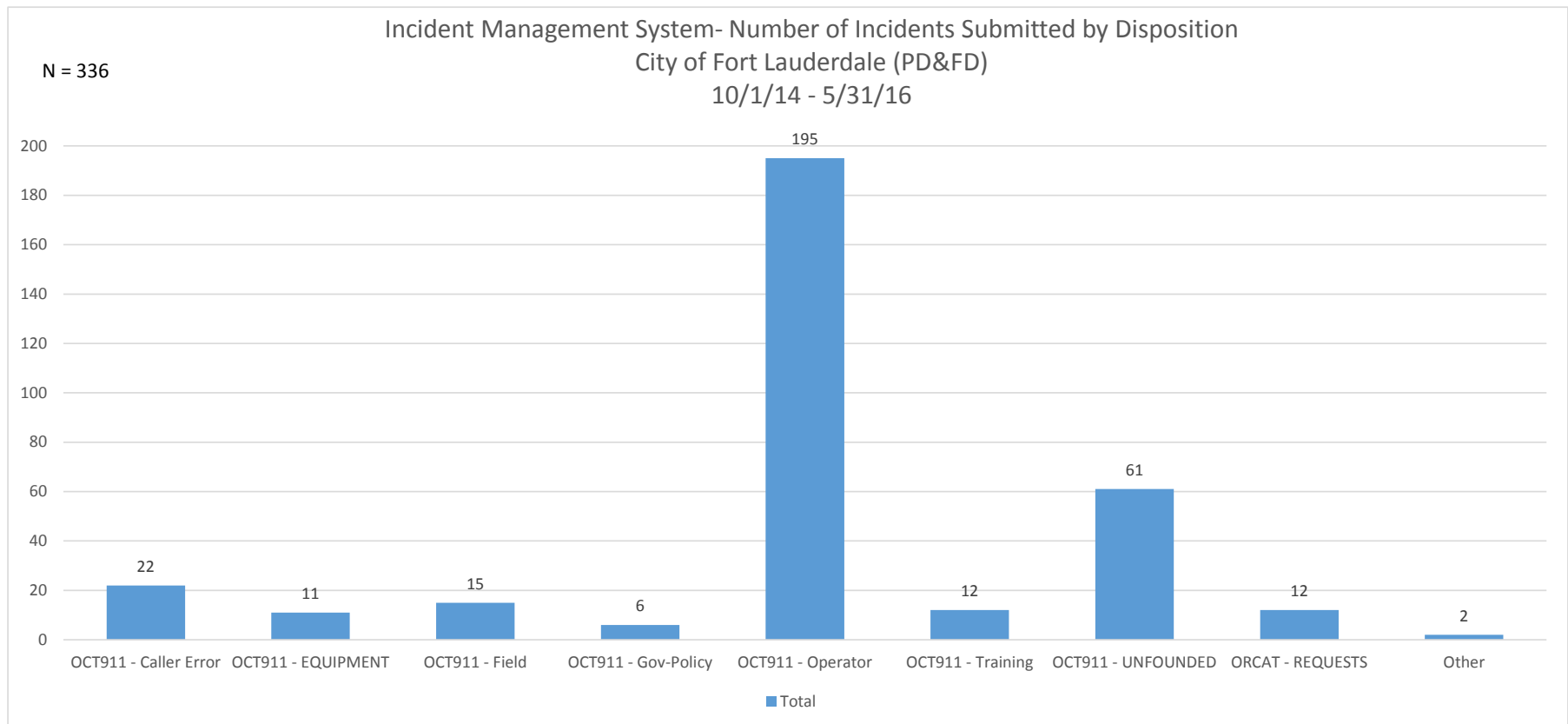


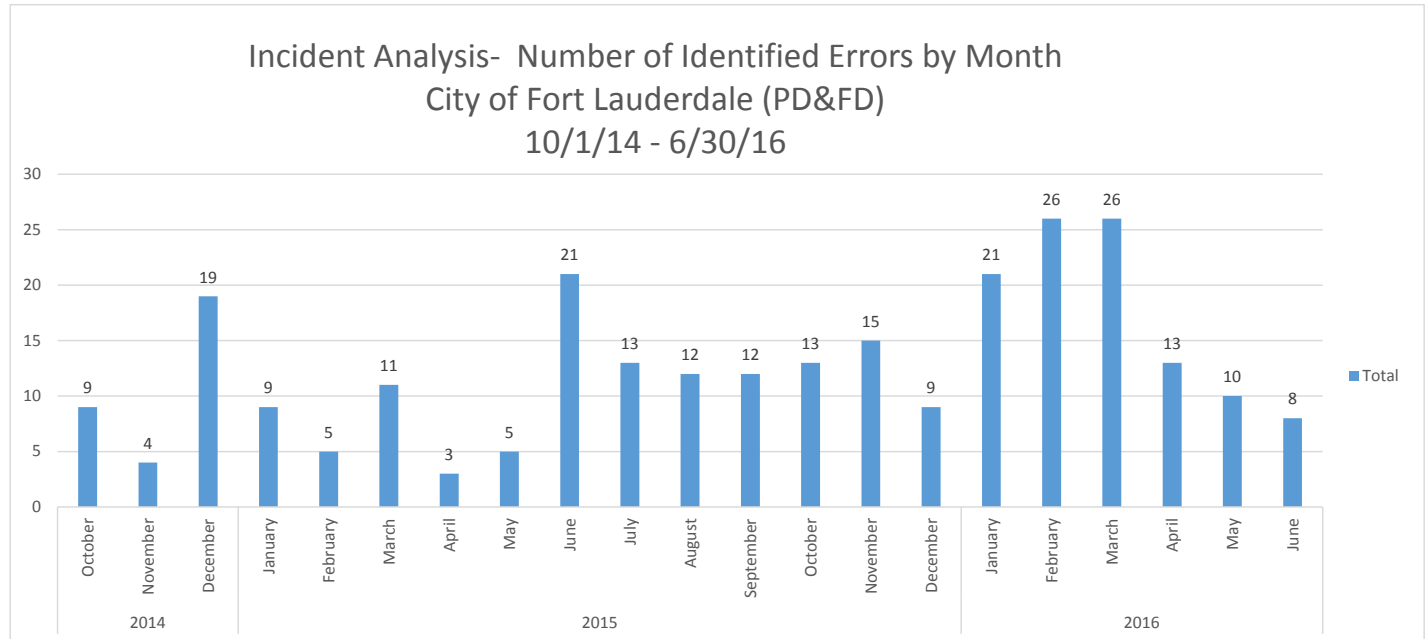
Open Date & Time	(Multiple Items)
Group Name	BSO 911

Row Labels	Count of Subject Description
OCT911 - Caller Error	22
OCT911 - EQUIPMENT	11
OCT911 - Field	15
OCT911 - Gov-Policy	6
OCT911 - Operator	195
OCT911 - Training	12
OCT911 - UNFOUNDED	61
ORCAT - REQUESTS	12
Other	2
Grand Total	336



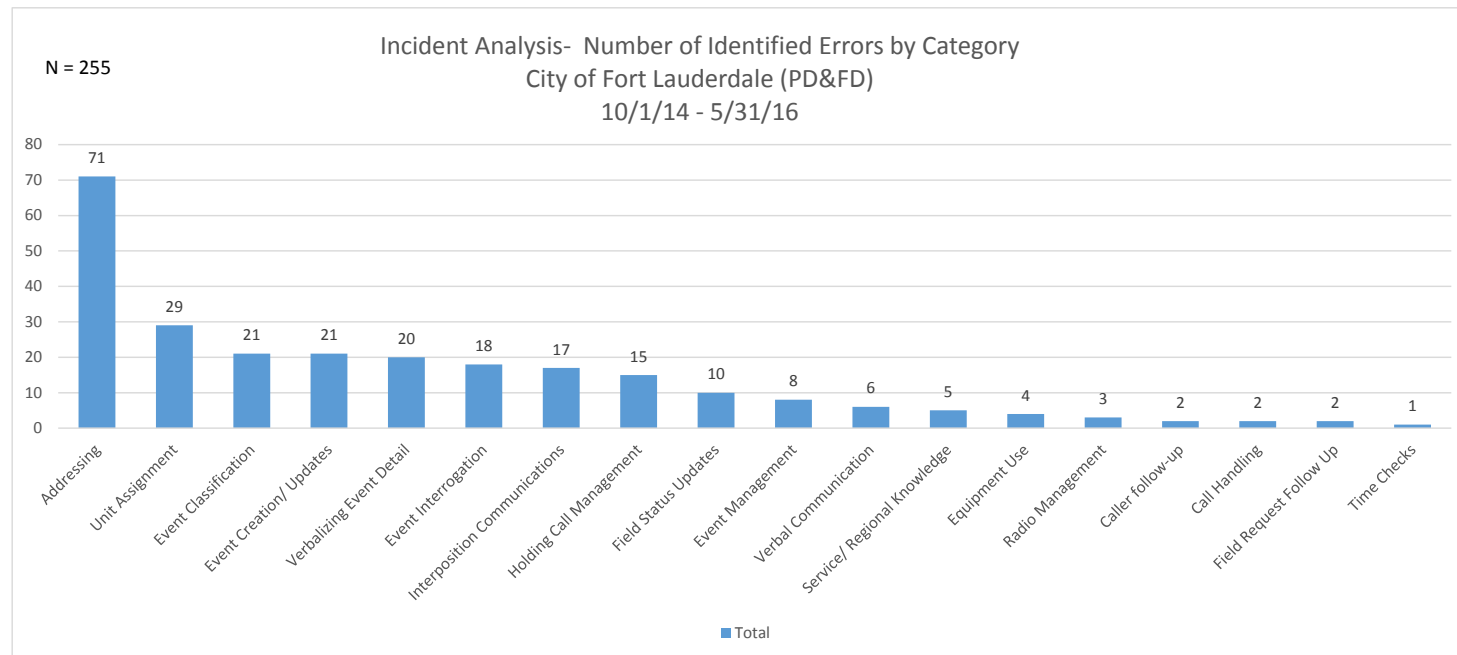
Division	(Multiple Items)
Subject	OCT911 - Operator

Row Labels	Count of Incident
2014	32
October	9
November	4
December	19
2015	128
January	9
February	5
March	11
April	3
May	5
June	21
July	13
August	12
September	12
October	13
November	15
December	9
2016	104
January	21
February	26
March	26
April	13
May	10
June	8
Grand Total	264

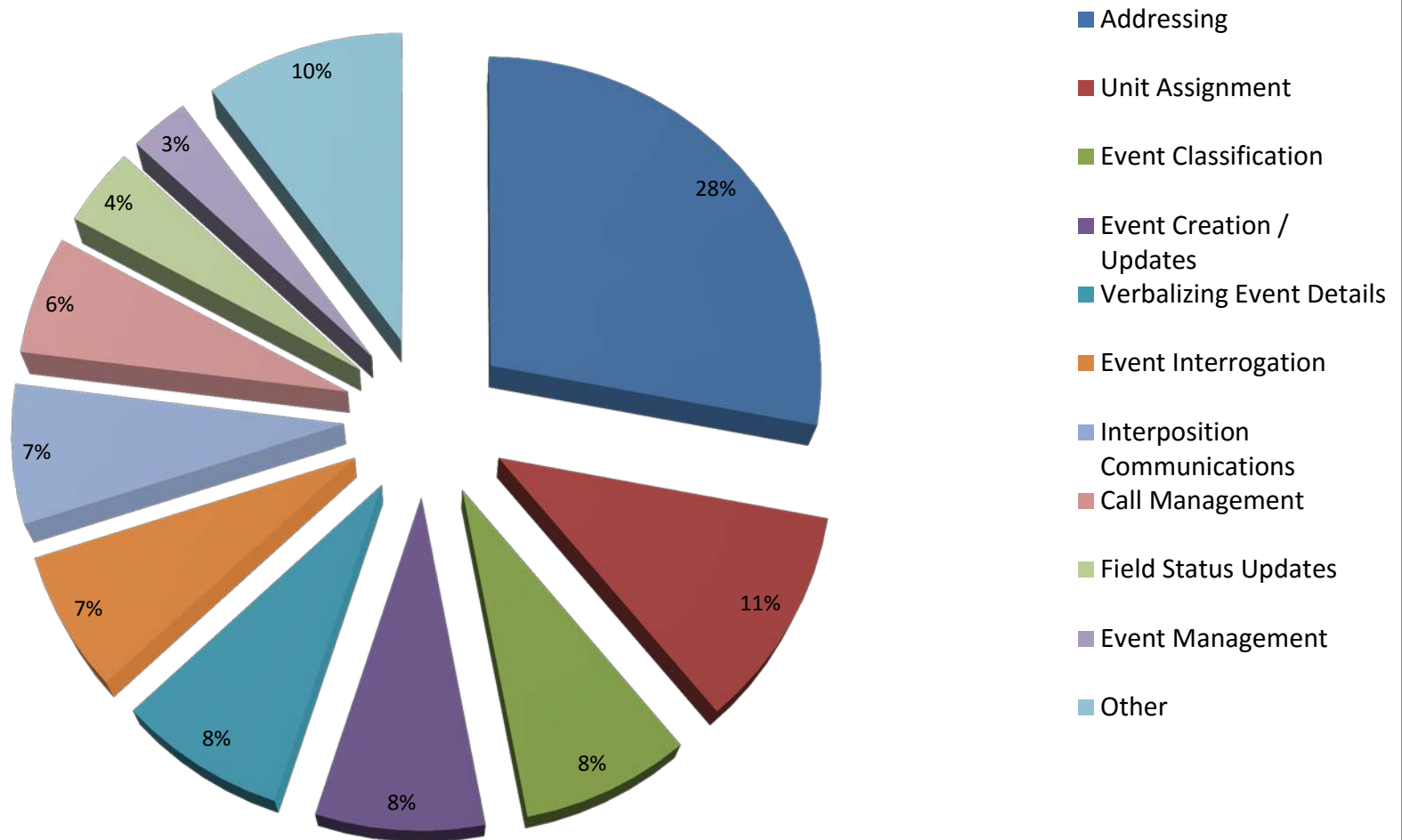


Subject	OCT911 - Operator
Opened	(Multiple Items)

Row Labels	Count of Service Category
Addressing	71
Unit Assignment	29
Event Classification	21
Event Creation/ Updates	21
Verbalizing Event Detail	20
Event Interrogation	18
Interposition Communications	17
Holding Call Management	15
Field Status Updates	10
Event Management	8
Verbal Communication	6
Service/ Regional Knowledge	5
Equipment Use	4
Radio Management	3
Caller follow-up	2
Call Handling	2
Field Request Follow Up	2
Time Checks	1
Grand Total	255



Percentage of Operator Errors by Category



Operator Error Category	Sub-Categories
Addressing	Address Verification or Discrepancy Clarification
	Data Entry error of proper direction, address, or street type
	Failure to use tools to locate caller, validate city, or identify location
	Incorrect Use of Common Names
	Selection of incorrect city or zone
Event Classification	Data Entry error
	Improper call classification or failure to use the higher signal
	Inaccurately capturing In-progress, Just Occurred, Delayed; incorrect event priority
	Data Entry error
	Improper call classification or failure to use the higher signal
Event Creation / Updates	Inaccurately capturing In-progress, Just Occurred, Delayed; incorrect event priority
	Event not created timely
	Failure to create a call for service
	Failure to create a call for service for a specific discipline
	Failure to create a call when notified by the field
	Failure to identify duplicate event or improper duplication of event
	Failure to include pertinent/ clear details or updates
Holding Call Management	Inaccurate information entered in the event fields/ comments
	Incorrect validation of signal, event details, or address prior to cloning
	Ensuring field assignments of holding events
Event Interrogation	Failure to provide Sgt timely updates
	Holding the call without supervisory approval
	EMD protocol failure
	Incorrect line of questioning or failure to assess the call nature/details
Interposition Communications	Injury interrogation
	Interrogation prior to transferring to non-emergency or disconnecting
	Acquiring/ Assignment to a TAC Dispatcher or Talkgroup
	Failure to acknowledge / take action on message
	Failure to send update
	Failure to use Gold Elite to communicate
	Information sent was unclear or inaccurate

Operator Error Category	Sub-Categories
Verbalizing Event Detail	Address updates/ clarification not verbalized
	Failure to verbalize all pertinent event comments or updates
	Failure to verbalize premise incident history, safety/ hazard flags
	Inaccurate information provided to field
Field Requests/ Follow Up	Failure to acknowledge information provided by field
	Failure to complete field requests
	Failure to provide addition resources or backup
	Failure to send required page
	Failure to update field that request was completed/ result of request
Radio Management	Critical incident handling protocol (10-3, 10-24)
	Failure to confirm communications were received by Field
	Relayed inappropriate information for main channel
	Talkgroup / channel management
	Traffic management/ Timely Acknowledgements
	Unit not responding procedures
Unit Assignment	Appropriate Fire units not assigned / dispatched
	Appropriate Law units not assigned / dispatched
	Appropriate Marine units not assigned / dispatched
	Assigned units to Duplicate Incident
	Failure multiselect or notify multi Jurisdictions
	Failure to communicate pertinent event details to Supervisor
	Failure to dispatch units timely
	Failure to notify supervisor of emergency call
	Failure to verbalize unit assignment
	High priority call announcement / tone alerting critical events
	Signal Upgraded and correct assignment not sent
Field Status Updates	CAD not updated with information from the field
	Failure to update CAD unit statuses accurately and timely
Time Checks	Failure to perform time checks on correct interval and signal
Event Management	Improperly clearing/ freeing units from calls
	Improperly closing incidents
	Incorrect disposition used

Operator Error Category	Sub-Categories
Service/ Regional Knowledge	Adherence to countywide page procedures
	Improperly redirecting units to BCF Info or Info
	Incorrectly directed caller on services, procedures, or referrals to another entity
	Knowledge of Regional service area/ participating agencies- Coral Springs/ Parkland
	Knowledge of Regional service area/ participating agencies- Plantation
	Knowledge of Regional service area/ participating agencies- Seminole
	Knowledge of Services provided by Regional Communications and Local Agencies
Equipment Use	Engaged Adapter/ Volume Controls
	Use of the CAD system
	Use of the Power911 system
	Use of the Radio console
Verbal Communication	Address updates/ clarification not verbalized
	Failure to verbalize all pertinent event comments or updates
	Failure to verbalize premise incident history, safety/ hazard flags
	Inaccurate information provided to field
Dispatcher Relief	Relief Dispatcher unaware of pending requests / active events
	Relief occurring during priority event
Caller follow up	Failure to call back disconnected caller
Call Handling	Failure to announce call transfer
	Failure to stay landline with caller during in progress event
	Schedule compliance