



BOARD OF COUNTY COMMISSIONERS

DATE: January 15, 2013

AGENDA ITEM NO. 30

Consent Agenda ☐

Regular Agenda ☒

Public Hearing ☐

County Administrator's Signature:

A handwritten signature in black ink, appearing to be "R. A.", written over a horizontal line.

Subject:

Resolution Relating to Operation of the Countywide 9-1-1 Emergency Communications System.

Department:

Public Safety Services

Staff Member Responsible:

Bruce J. Moeller, Director

Recommended Action:

I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS (BOARD) ADOPT A RESOLUTION RELATING TO THE OPERATION OF THE COUNTYWIDE 9-1-1 EMERGENCY COMMUNICATIONS SYSTEM TO INCLUDE THE IMPLEMENTATION OF "PHASE 3" OF MEDICAL PRIORITY DISPATCH.

Summary Explanation/Background:

The Pinellas County Charter provides that for certain countywide governmental activities the County shall have special powers which authorize the County to provide certain services, take regulatory actions and enact ordinances. The Charter provides the special powers of the County to include the development and operation of the 9-1-1 Emergency Communications System. An ordinance, approved on December 20, 2011 created Section 54-98 of the Pinellas County Code, which will allow the processes for handling calls received by the 9-1-1 Center to be established by Resolution.

The Board may make provision for the handling of 9-1-1 calls. This Resolution memorializes long standing call taking, call transfer and dispatch policies and practices for Police, Fire and Medical emergencies.

As drafted, the Resolution will implement "Phase 3 of Medical Priority Dispatch" as recommended by the Pinellas County Emergency Medical Services (EMS) Advisory Council, EMS Medical Director Dr. Dave Bowden and approved by the EMS Medical Control Board. "Phase 3" would eliminate the response of an Advanced Life Support (ALS) First Responder Unit to low acuity "sick person" and "fall" calls for service.

Staff was able to address the concerns raised during the Board Workshop on December 6, 2012 and through the various Resolutions received from Cities and Fire Districts. ALS First Responder Units will be notified, but not required to respond, to medical calls in the "Phase 3" category. Individual departments or units may elect to respond to individual calls.

Fiscal Impact/Cost/Revenue Summary:

N/A

Exhibits/Attachments Attached:

Draft Resolution
Section 54-98, Pinellas County Code

RESOLUTION 13- ____

**A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS
RELATING TO THE OPERATION OF THE COUNTYWIDE
911 EMERGENCY COMMUNICATIONS SYSTEM;
ADOPTING POLICIES RELATING TO DISPATCH PROTOCOLS;
AND ADOPTING PROCEDURES FOR CHANGES TO SUCH PROTOCOLS; AND
PROVIDING FOR AN EFFECTIVE DATE.**

WHEREAS, § 365.171, Florida Statutes, provides for multi-jurisdictional 911 systems to give citizens rapid direct access to public safety agencies and Pinellas County Home Rule Charter 2.04(a) gives the County the special power to develop and operate a 911 emergency communications system; and

WHEREAS, the Board of County Commissioners, pursuant to the County Home Rule Charter adopted Pinellas County Code section 54-98 establishing a process for the Board to consider when adopting policies for handling calls into the 911 system; and

WHEREAS, Pinellas County operates a countywide Primary Public Safety Answering Point (PSAP) which receives all calls for assistance arising in Pinellas County through the 911 system; and

WHEREAS, the Sheriff, Municipal Police Departments, Florida Highway Patrol, and the various Fire Departments are the designated authorities of their respective jurisdictions for Law Enforcement and Fire responses respectively, the Board of County Commissioners operating in its role as the Emergency Medical Services Authority as established by Laws of Florida 80-585, the Fire Departments, the Ambulance Contractor, the Medical Director, the Medical Control Board and the Emergency Medical Services Advisory Council are all interested parties in Medical Responses and the operations of the Emergency Medical Services system; and

WHEREAS, through the evolution of the Pinellas County 911 Center and consolidation of Fire Department dispatch services through the automatic aid agreement with cities and districts and coordination with the Fire Chiefs, County staff has established agreements with the various jurisdictions on how emergency calls are to be handled and developed in-depth processes and standard operating procedures for call handling; and

WHEREAS, certain cities and the Sheriff operate secondary PSAPs for the dispatch of law enforcement personnel and actions are coordinated between all PSAPs in the county through a County-wide PSAP group; and

WHEREAS, the 911 Center answers all 911 calls, dispatches all calls requiring medical and fire responses and transfers calls for police responses to the appropriate law enforcement agencies; and

WHEREAS, in order to provide assistance it is necessary for a telecommunicator to determine the nature of the emergency as well as the location for which the caller is seeking services. This is complicated by the fact that 911 calls from landlines display a location on the telecommunicator's computer screen but for the majority of calls locations must be established for calls from cell phones and voice over internet; and

WHEREAS, once a location is established the telecommunicator can identify the appropriate jurisdictions from their Computer Aided Dispatch screen which is connected to a detailed mapping system; and

WHEREAS, through working with the various law enforcement jurisdictions and fire jurisdictions County Staff has been able to populate its database to provide the telecommunicator with precise jurisdictional response for every address within the County; and

WHEREAS, responses by Fire Departments for fire and medical dispatches are normally from fire stations within the respective geographic jurisdictions, while the responses by the ambulance contractor are from various locations based upon a dynamic deployment model which uses historical data to predict patterns of need for emergency services; and

WHEREAS, medical calls for assistance can present difficult and complex situations which must be analyzed to determine the type of resources that must be dispatched and how they should respond to calls, the 911 Center uses "Medical Priority Dispatch", an emergency medical dispatch (EMD) system promulgated by the National Academies of Emergency Dispatch which through a detailed series of questions determines whether a caller's situation is a life or death emergency requiring an urgent maximum response with multiple vehicles or a lesser situation which does not require an urgent response and may be handled with a single vehicle; and

WHEREAS, based upon continuous review of patient care data, the Medical Director, the Medical Control Board and other interested parties have implemented and proposed certain dispatch responses based upon the use of Medical Priority Dispatch to provide the most appropriate response and maximize the availability of existing emergency resources; and

WHEREAS, the Board of County Commissioners wishes to establish the overall policy in 911 dispatch operations pursuant to the Pinellas County Home Rule Charter.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF PINELLAS COUNTY, FLORIDA, in regular session duly assembled this _____ day of _____, 2013, that the following policies for the 911 Center are adopted:

I. Calls For Assistance from Law Enforcement:

- a. For calls involving a crime or requiring other law enforcement assistance, the call will be transferred to law enforcement based upon location and advice of the law enforcement agency with jurisdiction. The 911 Center may also notify a law enforcement agency of a call via internal lines.
- b. This process may be changed by Public Safety Services staff with the consensus of affected agencies.

II. Calls Relating To Fire Hazard Emergencies:

- a. If the request relates to a fire emergency, the call will be dispatched according to run cards and procedures authorized by local fire departments.
- b. This process may be changed by Public Safety Services staff with the consensus of affected agencies.

III. Calls for Emergency Medical Services (Medical First Responder and Ambulance):

- a. If the call is for a medical emergency, EMD will be conducted to determine the response according to protocols approved by the Medical Director and Medical Control Board existing at the time of the adoption of this resolution including the implementation of protocols which will govern the nature and number of vehicles sent to each situation.
- b. Once the response is determined by EMD, the call will be dispatched according to run cards authorized by local fire departments and EMS subject to the aforementioned protocols or as otherwise required by the State of Florida Department of Health.
- c. Recognizing that as technology and emergency interventional practices change, there may be reasons in the face of patient care, public safety or prioritization of resources where changes to current processes will become necessary. Such changes may be made by Public Safety Services staff after approval by the

Medical Director and Medical Control Board and after notice to the Emergency Medical Services Advisory Council which may endorse such changes.

IV. Operational Changes May Be Made By County Staff. –In the event there is a localized or system-wide emergency situation which requires a deviation from established protocols for a temporary or limited time necessary changes may be made by Public Safety Services staff after, and to the extent possible, consultation with affected local agencies and the Medical Director.

V. Effective Date: This Resolution shall become effective upon adoption by the Board of County Commissioners of Pinellas County, Florida.

Commissioner _____ offered the foregoing resolution and moved its adoption, which was seconded by Commissioner _____, and upon roll call the vote was:

Ayes:

Nays:

Absent and Not Voting:

H:\USERS\ATYKB41\WPDOCS\Public Safety Services\Emergency Communications 911\911 Resol 122112 with PD3 clean.docx

**APPROVED AS TO FORM
OFFICE OF COUNTY ATTORNEY**

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end, positioned over the printed text.

Attorney

AN ORDINANCE OF THE BOARD OF COUNTY COMMISSIONERS, MAKING LEGISLATIVE FINDINGS, CREATING SECTION 54-98 OF THE PINELLAS COUNTY CODE PROVIDING FOR THE PROMULGATION BY RESOLUTION OF A PROCESS FOR HANDLING CALLS RECEIVED BY THE 911 CENTER, PROVIDING FOR AREAS EMBRACED, PROVIDING FOR AN EFFECTIVE DATE AND PROVIDING FOR OTHER MODIFICATIONS THAT MAY ARISE FROM REVIEW OF THE ORDINANCE AT PUBLIC HEARING AND WITH RESPONSIBLE AUTHORITIES.

WHEREAS, the Pinellas County Charter provides that for certain countywide governmental activities the County shall have special powers which authorize it to provide certain services, take regulatory actions and enact ordinances which shall prevail over municipal ordinances impacting such functions; and

WHEREAS, the 911 communications system for Pinellas County operates a single Public Safety Answering Point for the County which transfers calls for law enforcement and dispatches Fire and Medical calls; and

WHEREAS, the Board of County Commissioners has determined to put in place a process by which an appropriate and efficient dispatch of emergency services be adopted.

NOW THEREFORE BE IT ORDAINED by the Board of County Commissioners of Pinellas County:

SECTION 1. Legislative Findings

1.1 The Florida Constitution, Article VIII, Section 1(g) provides that the charter of charter counties "shall provide which shall prevail in the event of conflict between county and municipal ordinances"; and

1.2 Section 2.04 of the Pinellas County Charter, s. 1, as adopted by the Florida Legislature and approved by a vote of the Pinellas County electorate on October 7, 1980, as amended ("Charter"), provides for all special and necessary powers of the County to provide certain enumerated services and regulatory authority; and

1.3 Section 2.04 of the Charter provides, "when directly concerned with the furnishing of the services and regulatory authority [in certain specifically enumerated areas], county ordinances shall prevail over municipal ordinances when in conflict"; and

1.4 Specifically, section 2.04 of the Charter provides that the following shall be special powers of the County:

- (a) Development and operation of 911 emergency communication system.
- (h) Development and implementation of civil preparedness programs.

- 1.5 Section 2.03 of the Charter provides that where the Charter provides no method for execution the exercise of powers of the County shall be by ordinance, resolution or action of the Board of County Commissioners

SECTION 2 Section 54-98 of the Pinellas County Code is created to read as follows:

- (a) The Board of County Commissioners may by resolution make provision for the handling of calls received by the 911 center.
- (b) In providing for the handling of such calls for assistance the Board may consider the following
 - 1. The nature of the call for assistance,
 - 2. Whether or not the request involves an agency with county-wide jurisdiction,
 - 3. Requests by the various jurisdictions having authority,
 - 4. The impact that such responses will have upon multiple agencies,
 - 5. Such other considerations which are appropriate and set forth in the resolution at the time of adoption.

SECTION 3. Areas Embraced Pursuant to Sections 2.01 and 2.04 of the Pinellas County Charter, this ordinance shall be effective within the boundaries of Pinellas County.

SECTION 4 Severability If any Section, Subsection, sentence, clause, phrase, or provision of this Ordinance is for any reason held invalid or unconstitutional by any Court of competent jurisdiction, such holding shall not be construed to render the remaining provisions of this Ordinance invalid or unconstitutional.

SECTION 5 Filing of Ordinance; Effective Date

Pursuant to Section 125.66, Fla. Stat., a certified copy of this Ordinance shall be filed with the Department of State by the Clerk of the Board of County Commissioners within ten (10) days after enactment by the Board of County Commissioners. This Ordinance shall become effective upon filing of the ordinance with the Department of State