

MIAMI BEACH

COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission
FROM: Commissioner Steven Meiner
DATE: October 14, 2020

SUBJECT: REFERRAL TO THE NEIGHBORHOOD AND QUALITY OF LIFE COMMITTEE OF OCTOBER 19, 2020, TO DISCUSS, AND TAKE ACTION IF NECESSARY, THAT ALL 9-1-1 CALLS ARE IMMEDIATELY ANSWERED BY A DISPATCHER TO DETERMINE THE LEVEL OF EMERGENCY AT ISSUE.

ANALYSIS

Residents have raised several complaints of 9-1-1 calls automatically being placed on hold. Although Page 5 of the City’s Public Safety Communications Division’s System of Use Manual indicates that unanswered calls go to a Pre-Screen Queue, several residents have explicitly stated that they were placed on automatic hold prior to speaking with a dispatcher. As the 9-1-1 Center is often the lifeline in an emergency situation it is imperative that all 9-1-1 calls be immediately triaged for response.

Please feel free to contact Amadeus Huff for additional information.

Applicable Area

Citywide

Is this a "Residents Right to Know" item, pursuant to City Code Section 2-14?

Yes

Does this item utilize G.O. Bond Funds?

No

Legislative Tracking

Commissioner Steven Meiner