UPDATE ON BROWARD COUNTY’S REGIONAL COMMUNICATIONS SYSTEM

January 25, 2016 – Board of County Commissioners
Regional Communication Program
Projects

• Radio Replacement
• Computer Aided Dispatch
• Local Government Radio (Non Public Safety)
• Dispatch
• Closest Unit Response
RADIO REPLACEMENT PROJECT
County contracted with technical consultant Mission Critical Partners (MCP) to assess the existing radio system and develop specifications for its replacement.

Input and feedback from a myriad of stakeholders.

The new system will...

- Provide for built-in redundancy in the primary system.
- Increase/enhance in-building coverage for dense structures throughout the heavy built-up areas of the county.
- Replace Tamarac and Deerfield receive-only sites with full transmit/receive towers.
- Add new towers for Hollywood, Fort Lauderdale, Pompano Beach and North Lake.
- Provide for 5-Channel multicast site along I-75 for improved coverage in the western half of the County over the Everglades.
- Back-up capabilities in the event primary system becomes impaired or overloaded.
Pursuant Regional Interlocal Agreement

- County’s Responsibility
  - Major Infrastructure and Equipment Cost
  - Estimated cost: $40.6 Million

- Users of the System: Subscriber Units/Pagers
  - Subscribers: $3,500 to $6,000/Unit
  - Pagers and Other Ancillaries (TBD)

Two Step Solicitation Process Recommended
- RFQ – Pre Qualification of Vendors
- RFP – Evaluation of Responses, Including Equipment Demonstrations

Solicitation Release: Feb 2016

Full Implementation: 2018
COMPUTER AIDED DISPATCH SYSTEM
County Commission: New CAD Approved in 2014; Operational 2017

- Estimated cost of $4.2 million

- New CAD is a multi-jurisdictional, multi-agency web-based system which processes and creates data from: E-911, automated vehicle location, law and fire records systems, paging and toning and in-vehicle mapping

- Core implementation team includes Police and Fire Chiefs’ Associations, Communications Union, BSO, Municipal Partners, and County
LOCAL GOVERNMENT RADIO SYSTEM
County Commission approved Local Government Radio System (LGRS) in 2014 to create additional capacity for public safety traffic on the radio system.

Estimated cost of $840,000; ongoing maintenance of $92,000 annually.

UHF 400 MHz digital trunking radio system for local government non public safety users.

Migrates non public safety radio traffic on the existing 800 MHz public safety radio system to a new system.

Public safety radio system will only be used by Police and Fire.

Broward County departments will start migration in February 2016 LGRS.
REGIONAL DISPATCH SYSTEM
COUNTY
2013 Consolidated Dispatch Program Approved; Completed October 2014

ORCAT Monitors Progress Towards Meeting Performance Objectives and Report on Same

BROWARD SHERIFF’S OFFICE
Serves as the Operator of the System via Performance Base Contract w/ the County Commission

MUNICIPALITIES
Municipalities Participate via an Interlocal Agreement Provides Representation on the Various Committees and Subcommittees that Guide the Operations of the System
IMPLEMENTATION BOARD (I-BOARD): Representatives from Municipalities, Broward Sheriff’s Office, Police and Fire Chiefs Association established and approved the highest and best standards for the Consolidated Regional System.
<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Goal</th>
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<tbody>
<tr>
<td>P1 Call Answer Time – Busy Hour of Each Day (911) – 90% in 10 Secs.</td>
<td>90%</td>
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<tr>
<td>P1 Call Answer Time – All Calls (911) – 95% in 20 Secs.</td>
<td>95%</td>
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<tr>
<td>P1 Call Answer Time – Alarm Calls – 95% in 15 Secs.</td>
<td>95%</td>
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<tr>
<td>P1 Call Answer Time – Alarm Calls – 99% in 40 Secs</td>
<td>99%</td>
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<tr>
<td>P2/P3 EMS Call for Service Processing Time – 90% in 90 Secs</td>
<td>90%</td>
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<tr>
<td>P2/P3 EMS Call for Service Processing Time – 99% in 120 Secs</td>
<td>99%</td>
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<tr>
<td>P2/P3 Fire Call for Service Processing Time – 80% in 60 Secs</td>
<td>80%</td>
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<tr>
<td>P2/P3 Fire Call for Service Processing Time – 95% in 106 Secs</td>
<td>95%</td>
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<tr>
<td>Emergency Medical Dispatch – 95% Case Entry Compliance Rate</td>
<td>95%</td>
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<tr>
<td>Emergency Medical Dispatch – 90% Total Compliance Rate</td>
<td>90%</td>
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<tr>
<td>Emergency Medical Dispatch – 1% Quality Assurance Case Review</td>
<td>1%</td>
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</table>
All Broward County PSAPs - Historical Performance
Prior to and After Consolidation
% of Months That Did Not Meet Minimum State P1 Requirement*

* Performance Measurement used prior to Consolidation. (State Minimum Requirement; 90/10 All Calls)
## IMPROVEMENT RESULTS OF PERFORMANCE

### 911 Calls Transferred Out

*(to Non-Regional PSAPs / to Regional PSAPs)*

<table>
<thead>
<tr>
<th>PSAP</th>
<th>FY15</th>
<th>Oct-15</th>
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<tbody>
<tr>
<td>NORTH</td>
<td>2,010 Calls 0.72% of 911 Call Volume</td>
<td>154 Calls 0.67% of 911 Call Volume</td>
</tr>
<tr>
<td>CENTRAL</td>
<td>3,816 Calls 0.47% of 911 Call Volume</td>
<td>362 Calls 0.54% of 911 Call Volume</td>
</tr>
<tr>
<td>SOUTH</td>
<td>775 Calls 0.22% of 911 Call Volume</td>
<td>61 Calls 0.21% of 911 Call Volume</td>
</tr>
<tr>
<td>PLANTATION</td>
<td>8,994 Calls 13.72% of 911 Call Volume</td>
<td>750 Calls 14.01% of 911 Call Volume</td>
</tr>
<tr>
<td>CORAL SPRINGS</td>
<td>3,881 Calls 5.67% of 911 Call Volume</td>
<td>326 Calls 5.74% of 911 Call Volume</td>
</tr>
</tbody>
</table>

- Common CAD platform negates the need to transfer calls
- Both Plantation and Coral Springs continue to participate on the CAD Core Implementation Team
9-1-1 Call Answer Time

- Improvement has been made in the answer time (P1) performance on the busy hour of each day

Broward County Consolidated PSAPs
Percent of Days That Met Busy Hour P1 Requirement

[Graphs showing performance trends across different regions (North, Central, South)]
Call Processing Time

- Improvement in the time from call answer to dispatch (P2/P3) is being addressed.
Fitch and Associates, LLC was retained to review the Consolidated Dispatch System.

Estimated cost of $100,000

Consultant will identify deficiencies and/or gaps between Best Practices and the County’s program.

Plan will be developed with steps to remedy deficiencies or close any gaps in service delivery that are not in keeping with best practices.
Voters approved amendment to County charter to require county payment of infrastructure to facilitate Closest Unit Response (CUR) in 2002

County has invested millions to achieve CUR

Pilot program proven successful (Sunrise, Davie, Tamarac, Lauderhill and North Lauderdale)

Technology is in place and works

Countywide plan to implement CUR is needed (SOPs and operational policies)

Plan to be presented to Fire Chief’s Association and Municipal Managers for consideration

Municipalities required to adopt auto-aid agreements
TRANSPARENCY
A Major Objective of the Regional Communications System is Transparency: it is working...

Prior to consolidation, there was no overall countywide performance data that could be used to evaluate operations - today there is

Information and progress on Broward County’s Regional Communications System can be found at the following website location: [http://www.broward.org/CommunicationsTechnology/Pages/Default.aspx](http://www.broward.org/CommunicationsTechnology/Pages/Default.aspx)