

Regional Public Safety Communications Quarterly

Pembroke Pines and Coconut Creek Join the Regional CAD Program

Pembroke Pines

On Wednesday July 10th at 4:00 AM, the City of Pembroke Pines was successfully migrated to the Broward County Regional CAD System. Concurrent with that migration, the Police Department and Fire Rescue frontline vehicle laptops were migrated to the Broward County Mobile CAD (PMDC) application.

The steps leading up to the CAD migration required the commitment and cooperation of E911, Police, Fire Rescue, Information Technology, and Facilities Management staff from the City of Pembroke Pines. A special thanks to the City of Sunrise 911 Communications Center personnel for assistance in training the Pembroke Pines 911 staff and for providing on-site guidance following the July 10th migration. The efforts expended by everyone on behalf of this project are greatly appreciated.

The migration to the Regional CAD System was the culmination of several initiatives the Pembroke Pines 911 Center has undergone. In 2012, the City's 911 Center was moved into the newly renovated section of Fire Station 101 designated to become the South Regional 911 Center. The number of positions in the Center was expanded to 35. With consolidated 911 communications now a reality, the Pembroke Pines facility is expected to host the 911/Dispatch operations for the Police and Fire Rescue agencies located in southern Broward County.



Pembroke Pines-South Regional 911
Center

Coconut Creek

After almost three years of planning, design and construction, the North Regional 911 Center located in the City of Coconut Creek, became operational on Wednesday, August 14, 2013 at 6:00 AM. Concurrent with the CAD migration, the City's Police Department became operational on the Broward County Mobile CAD (PMDC) application.

The Regional 911 Center is located



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OCT Mission Statement

To foster collaboration, information sharing and data interoperability by strategically designing, implementing, and maintaining cost effective mission critical public safety applications, E911, Radio and Mobile Data Systems that best meet the requirements of Broward County's emergency responders.



LE RMS Password Reset Tools for Partner Agencies

In late March, OCT worked with SunGard to launch a new OSSI tool for resetting mobile user passwords. This new tool will allow partner agencies on the Regional LE RMS to reset passwords of their own users, eliminating the need to rely on Broward County OCT for this task.

Hollywood Police Department has launched this new tool within the City's IT Helpdesk Department. Officers in Hollywood can now call their IT group for support with password resets on the Mobile OSSI application. The Broward Sheriff's Office is utilizing the support of BSO Communication to assist with this task. Deputies in BSO will be calling the BSO Helpline to

Continued... Regional CAD Program

on the City Hall campus in their new Public Works Building. The construction of the facility was jointly funded by the City and the County. The Center is located on the second floor of the building and consists of 37 positions. The first floor is occupied by the City's Public Works and IT departments. The second floor consists of the Regional 911 Center and the City's Law Records Department.

The move of Coconut Creek 911 operations into the Regional Center is a first of many steps in the consolidated communications project. The North Regional Center will eventually host the 911/Dispatch operations for agencies in the northern end of Broward County.



Pre-Construction



Completed : Coconut Creek-North Regional 911 Center

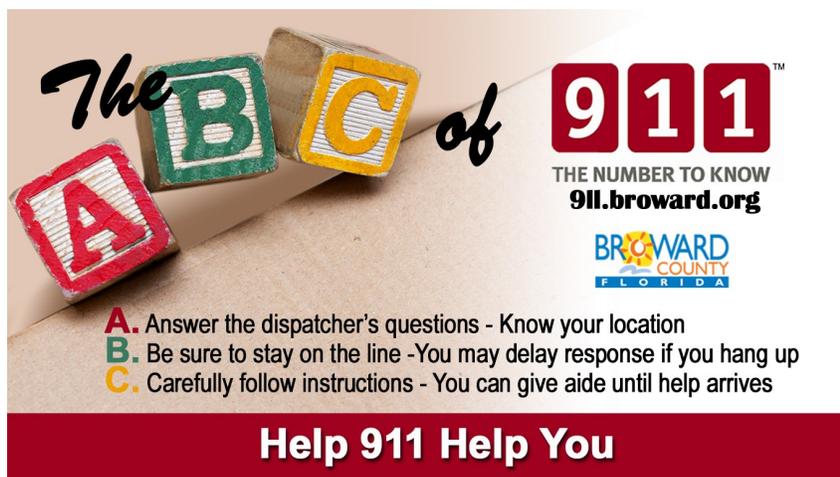
A special thanks needs to be extended to Coconut Creek's 911, Police, Public Works, and IT departments for making the transition possible. As with Pembroke Pines, the City of Sunrise 911 staff offered valuable assistance in training the Coconut Creek 911 personnel and were on-site to assist Coconut Creek 911 operators as they go-live on the Regional CAD System. Their efforts are greatly appreciated.

Closet Unit Response Deploys New Image

The Closest Unit Response Mobile Data program employs annual application updates to ensure first responders have the latest features and functionality intended to improve end user experience. In 2013, a new map cache inclusive of updated aerial views, hydrants, and additional points of interest was added to the FRM application.

The dashboard was enhanced to provide greater user control. Some of the enhancement include, but are not limited to, the following: (1) a NetMotion icon allowing the user to verify connectivity status, (2) A calibration button was added enabling the user to re-calibrate the touch screen, (3) GPS programing was optimized to ensure continuity of routing when GPS signal is lost, (4) Aircard firmware and software was updated to improve stability, and (5) The NetMotion client software was updated to the latest version to improve reliability.

Updates will be scheduled with each Fire Rescue agency while targeting October 2013 as the completion date.



Standardization of Law Signal Types

To assist in the effort to regionalize Broward County dispatch services, the agencies dispatching law enforcement (BSO, Hollywood, and Sunrise) have collaborated to consolidate the incident types used in law dispatch. The concept behind the project was to standardize the incident types and streamline operations to allow the public safety answering points to use a common set of incident types to describe incidents. Before this project was undertaken, each public safety answering point used different incident types with different priorities. Understandably, the agencies were concerned that using different incident types and priorities would result in confusion

in a regional system.

Representatives of each agency worked together for many months to develop the list of regional incident types. As a result of this project, each stakeholder will be required to make operational changes necessary to participate in a true regional consolidated system. As each agency is changing their incident types, all law PMDC clients will be updated with the new incident types. Broward County OCT will provide each law enforcement agency with the updated file.

The agencies cutover to the new incident types on July 1, 2013.

LE RMS Infrastructure Expansion

Since 2010, when the Law Records Management (LE RMS) Program was implemented using the SunGard OSSI product, the program has grown to include Hollywood Police Department, Sunrise Police Department, and the majority of the Broward Sheriff's Office (BSO) Districts (Deerfield and Pompano districts are still pending implementation). Recently, the program has gained interest from other agencies in the county to include Hallandale Beach Police Department, Coconut Creek Police Department, Margate Police Department, Wilton Manors Police Department, and Fort Lauderdale Police Department.

With the addition of all the BSO districts and the growing interest from other agencies, the County is actively working to expand the infrastructure to support the continued growth of the Regional LE RMS Program. The expansion will include increases in Citrix hardware and software licenses to support additional users; upgrades to the operating systems on all the program servers; and, additional query server support to manage the mobile users.

Expansion of the infrastructure supporting the LE RMS Program is an immense task which will include the coordination between several vendors and the Office of Communications Technology. As stated, OCT is actively working toward completion of this project which should draw to a close during the 4Q2013. Updates on the project can be obtained from the LE RMS Program Manager or through the Governance Board which meets the second Thursday of every month at the Broward County EOC.

request a password reset. In Sunrise Police Department, they have loaded the application in the Communication Center allowing dispatchers and teletype operators to reset passwords for their officers.

The implementation of this application is one more step toward agency autonomy in the Regional LE RMS Program. Although OCT is available to assist partner agencies with application errors or network communication issues, the mobile passwords for officers and deputies can now be reset at the agency level.

For more information on how your agency is deploying this solution, please contact your agency administrator.



800mhz Rebanding

In April 2012, the Office of Communications Technology completed the retuning of the radio infrastructure and the first touch of all radio subscribers on the 800mhz Public Safety Radio Network for the FCC 800MHz Rebanding mandate.

The Office of Communications Technology has initiated the second touch of 800MHz radio subscribers. The purpose of the second touch on the radio subscribers is to remove any pre-rebanding radio frequencies that are in the radio. These include the pre-rebanding 800MHz NPSAC frequencies as well as any pre-rebanding frequencies that were used by the 800MHz radio system. Currently, the following agencies have been completed: Coconut Creek PD, Pembroke Pines PD and FR, Sunrise PD and FR, Seminole FR, Broward County School Board, and BSO FR. The next wave of agencies are Oakland Park FR, North Lauderdale FR, Tamarac FR, Hallandale FR, Davie FR, and Lauderhill FR. The aforementioned agencies are expected to be completed by the end of August 2013.

If any agency wishes to discuss the rebanding second touch radio programming in further detail, please contact OCT Radio Division.

Communications Consolidation Update

On Tuesday May 7, the Broward County Board of County Commissioners voted to fund the consolidation of 911 & Emergency Dispatch services into three Regional Centers located in Sunrise, Pembroke Pines, and Coconut Creek. The Office of Communications Technology (OCT) is currently working with the Consolidated Communications Operations Workgroup to identify the operational and technology strategy

necessary to support the requirements at each Consolidated Communications Center.

The next step will consist of migrating each Public Safety Answering Point (PSAP) into the Regional Centers while maintaining their continuity of operations. OCT will be working closely with each agency and each of the current PSAPs to ensure the success of this project.

**When it comes to calling 911,
not all phones are created equal.
Tell dispatcher exactly where you are.**



THE NUMBER TO KNOW

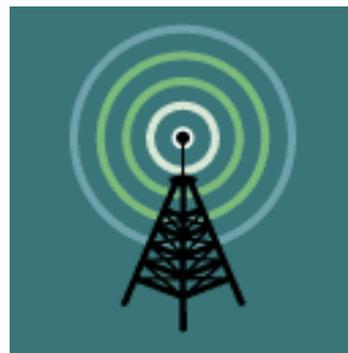
911.broward.org



Don't Rely on Your Phone to Give Your Location

Local Government Radio Update

During the strategic planning of the public safety radio system it was discovered there would be a requirement of a second overlay to accommodate the additional traffic loading from other municipalities joining the County's regional communications network. After exploring options to unload non-public safety traffic to a more cost effective, yet highly functional and feature rich communications network, the Office of Communications Technology (OCT) developed a strategic plan for a Local Government Radio System. This new Radio System will be



leveraged by County and other Municipal Local Government users such as Parks & Recreation and Facilities Maintenance departments. The LG Radio System will also mitigate overload situations on the Public Safety Radio Network.

Specifications for the proposed Local Government Radio System have been developed and a RFP solicitation for the design, implementation, and maintenance of the system was advertised in August 2013.

E911 Office Updates

The Office of Communications Technology (OCT) 911 Office has been working with telecom service providers (ATT wireline, wireless providers, and VOIP providers) to plan call routing in the consolidated communications environment. This process involves re-drawing the boundaries of the 911 service areas in order to direct the 911 calls to the appropriate Public Safety Answering Points (PSAP's) once consolidation is implemented. In addition, the VIPER (Voice Over IP for Emergency Response) call-taking equipment and VPI recording equipment have been installed in the new Coconut Creek PSAP and Coconut Creek Communications has moved in to the new facility.



Operations

Performance measurements have been added to the PSAP Key Performance Indicator Score Cards to include key performance metrics for the consolidated dispatch centers.

VIPER Upgrade and Reconfiguration

A VIPER upgrade from Version 1.6 to Version 4.1 was completed in the Phase 1 network, which consists of Coral Springs, EOC, Margate, and Coconut Creek PSAP's. At the same time, the network was reconfigured to use high capacity Metro Ethernet broadband links with T1 backup links to handle VOIP traffic between PSAP's. This architecture is now standard for all three VIPER networks. The following enhancements are introduced with the VIPER upgrade:

Multi-Node operating environment – The Multi-Node environment provides for a true dual-host system. Previously, a service-affecting A/B Switch was required in order to transfer call processing from one host to the other. Multi-Node allows for simultaneous call processing from both hosts. This also eliminates the need to transfer 911 calls to the 911 trunks at the alternate host.

Agent-Based Ring Groups in addition to Position-Based Ring Groups - Use of Agent-Based Ring Groups allows Call-Takers to login at any PSAP in their network and answer calls without the need to reconfigure 911 positions. This saves time in the event Call-Takers need to relocate in a flee-to scenario.

Windows-Based Roaming - Windows-Based Roaming provides for each PSAP to have its own Power 911 database that is separate from other databases in the network. Call-Takers operating at any PSAP within the network will log in to their own database and any calls they process will be captured in their own database. They no longer have to extract their call statistics from the database of the hosting PSAP. In addition, Windows-Based Roaming allows for each PSAP to manage its own Agent and Agency data separately. This addresses data security concerns raised by PSAP personnel.

SEMOTUS/HIPLINK

Intended to replace the legacy Emergin system, Hiplink provides the capability to send CAD incident data to pre-defined USA Mobility pagers, Smartphones, and other hand-held devices. Messages can also be broadcast via a PC connected to the Hiplink application server. Installation, configuration and testing are scheduled to start in May 2013 and be completed on or about mid-October 2013.

