2025

Regional CAD Program Governance

OVERVIEW

This document will serve as the Governance Model for the Regional Computer Aided Dispatch (CAD) System for Public Safety Agencies in Broward County. The CAD System also includes Premier One Mobile System (P1 Mobile).

Although the CAD System is a regional program, only certain aspects of the application are globally shared. In many cases, the participating agencies are able to configure the application to fit their needs. The Regional CAD Governance Board is established to ensure the global, system-wide configurations affecting all partnering agencies are assessed and implemented in a fair and equitable manner.

GOVERNANCE CHARTER

Purpose
Identify the key roles and responsibilities for governing the regional program and make decisions on system-wide changes that affect all regional stakeholders.

Goals
The Regional CAD System Governance Board will oversee the ongoing development, implementation, and on-boarding process of new entrants with respect to the CAD System.

Scope
Regional CAD System Governance Board Planning
    Compile Governance Board meeting agendas
    Manage Governance Board Master Calendar/Agenda Cycle
    Draft Governance Committee charter for subsequent year

CAD System Governance Board Appointments
    Board Standing Committee appointments for subsequent year
    Board Support Committee appointments for subsequent year (for Board approval)

CAD System Governance Board/Member Communication Process
    Appoint Executive Sponsors for each Regional Stakeholder

Strategic Planning
    Devote time to strategic dialogue during normally scheduled teleconferences and meetings about global topics.

Empowerment
All Regional CAD System Governance Board Executive Sponsors and Chairperson are selected to represent their respective agency's needs and desires. Each Regional CAD System Governance Board Executive Sponsor is empowered to make decisions that affect their public safety agency.

COMMITTEE MEMBERS & REPRESENTATION

Requirements for Membership
- Executed Regional Inter-Local Agreement with Broward County Office of Regional Communications and Technology for Regional Public Safety Applications.
- Executed Project Charter with the Office of Regional Communications and Technology regarding the Regional CAD System Program.

Accountability and Reporting Instruction
- Regional CAD System Governance Board Executive Sponsors report back to their respective Agency Core Teams after each Regional CAD System Governance Board Meeting.
- Final Regional CAD System Governance Board meeting minutes and preparation materials for the next meeting are provided via email.

Composition
- Regional CAD System Chair (Office of Regional Communications and Technology) – Voting Member
- Regional Partner Agency – Executive Sponsor – Voting Member
- Advisory Boards – As Needed – Non-Voting Members
    - Regional CAD Technical Group (Vendor)
    - External Users (ie: Other CAD Customers)

> *Review Appendix A for Regional Partner Agencies and Organization Chart for Governance Board*

CAD Governance Board Chair & Contact Information:
Name: Sandy Frederick
E-mail Address: SFrederick@Broward.org
Mobile Phone: 954-817-4079

ROLES AND RESPONSIBILITIES

Regional CAD System Governance Board Chairperson
- Guides the committee in accomplishing the mission and objectives detailed in the charter and in accordance with the established policies of the Regional CAD System Program. Keeps the committee focused.
- Ensures all committee members are fully oriented on the committee objectives, deliverables and roles/ responsibilities at the Committee's first meeting.
- Ensures all committee members are aware of and adhere to the processes and timing established by the Regional CAD System Core Teams for placing items on the Regional CAD System Governance Board agenda for discussion and deliberation, i.e., follow the Regional CAD System Board calendar; ensure that Agency Core Teams have consensus approval of items before presentation to the Regional CAD System Governance Board; ensure that Regional CAD System Governance Board agenda items are discussed and a vote taken in the Regional CAD System Board informal session; and ensure that motions

are adjusted, as needed, before deliberation and voting in the Regional CAD System Governance Board formal session.

- Works toward building a sense of trust, productivity, and camaraderie within the Regional CAD System Board.
- Develops meeting agendas using the standard agenda template.
- Conducts meetings of the Regional CAD System Governance Board and directs communication for Agency Core Team matters.
- Works to ensure that meeting minutes capture consensus agreement items and follow-up actions of the Regional CAD System Governance Board using the standard meeting minute template.
- Assigns tasks among the Regional CAD System Governance Board members, as needed.
- Promotes consistent participation and timely connection to all teleconference meetings and addresses non-productivity within the Regional CAD System Governance Board.
- Works with Regional CAD System Governance Board members to ensure agency core team work is carried out between meetings.
- Works with Regional CAD System Governance Board members to develop final reports, proposals and supporting documentation. Ensures that the material presented to the Regional CAD System Governance Board accurately reflects the work of the Agency Core Teams and is submitted in a timely fashion.
- Represents best practices and the Regional Infrastructure in Regional CAD System Governance Board meetings.
- Works toward building a sense of trust and productivity between Regional CAD System Governance Board members and the Agency Core Teams.
- Works with the Regional CAD System Governance Board to review the charter at year's end and offer recommendations to Regional CAD System Governance Board for updates to the following year's charter.
- Transitions the incoming Regional CAD System Governance Board Chairperson into the role.

CAD System Governance Board Executive Sponsors:

- Must attend all meetings of the Governance Board.
  - > If an Executive Sponsor is unable to attend a meeting, written notification must be submitted to the Regional CAD System Chairperson at least 24 hours prior to the meeting.
  - > An Executive Sponsor can elect to send a Proxy (aka Alternate Sponsor) to submit the agency's vote to the Board provided written documentation is submitted to the Regional CAD System Chairperson at least two hours prior to the scheduled meeting time.
- Empowered to make decisions to support accomplishing the mission and objectives of their respective agency core team. Any direction of the agency core team that may violate the Regional CAD System Governance Board policies must be discussed with the Regional CAD System Governance Board Chairperson.
- Works in coordination with the Regional CAD System Governance Board Chairperson to efficiently discharge the responsibilities of the Regional CAD System Governance Board.
- Works in coordination with the Regional CAD System Governance Board Chairperson to develop agendas, set meeting dates and locations, and communicate meeting requirements using the following criteria:
  - > Meeting dates and locations should be determined as far in advance as possible.
  - > Meeting request forms should be sent to the proper contact with all meeting requirements stated.

> Agendas should be developed using the standard agenda template and should include the meeting date, venue and meeting room on all agendas. If the meeting room name is not available at the time the agenda is distributed, then meeting attendees should be informed of the meeting room at check-in.
> Handouts should be distributed to the Regional CAD System Governance Board in advance of the meeting.

- Works in coordination with the Regional CAD System Governance Board Chairperson to capture notes that reflect consensus agreements and follow-up actions using the standard format for meeting minutes for Agency Core Teams.
- Works in coordination with the Regional CAD System Governance Board Chairperson to ensure all reports, proposals, supporting documentation are developed in a professional and timely manner.
- Works in coordination with their respective Agency Core Teams to ensure that any financial, legal, and strategic implications associated with any option brought to the Regional CAD System Governance Board is identified and revealed during the preparatory stages and that these implications are reported on the Regional CAD System Governance Board agenda template.
- Interfaces and dialogues with other Regional CAD System Governance Board Executive Sponsors to ensure integration of committee initiatives and outcomes, as warranted.
- Coordinates and deploys any approved external communications to their respective Agency Core Teams.

Advisory Boards

- As needed, will be called upon to offer technical knowledge and/or experience regarding proposed changes or enhancements presented by the Governance.

CHANGE MANAGEMENT REVIEW

The Governance Board is responsible for overseeing and managing issues identified by the Regional and/or Agency System Administrators. An issue is a situation which has occurred or will definitely occur, as opposed to a risk which is a potential event. An issue is defined as a statement of concern or need that

- is known ahead of time or is listed in the program work plan, but whose resolution is in question or lacking agreement among stakeholders;
- is highly visible or involves external stakeholders;
- has critical deadlines or timeframes which cannot be missed;
- results in an important decision or resolution whose rationale and activities must be captured for historical purposes; or
- is an item that may impede program progress.

Process

Initial Identification

The Regional or Agency System Administrators can identify an issue. Once an issue is identified the following details are submitted to RPSASupport@broward.org.

(1) The date is logged
(2) The issue is classified as a:
  - customization or modification
  - policy decision
  - new or existing interface
  - software bug
  - action item
(3) It is assigned low, medium, or high priority.
(4) Responsibility is assigned for clarification and for resolution.
(5) It is assigned a due date and a tickler date.
(6) The area of impact is determined (resources, time, or costs)
(7) The area affected is determined.
(8) The economic impact is assessed.
(9) Comments may be added.
(10) It is assigned a status of:
  - New
  - Active
  - Pending Further Review
  - On Hold
  - Closed
  - Information
  - Archived

Changes

Once a program issue is initiated, the following can happen:
  - The status can be changed.
  - A change date can be added in case of any change in the information in the database, such as a change in priority or the addition of comments.
  - Recommendations can be made.
  - Action can be taken.
  - The issue can be closed.

Closed Issues

To close an issue, make the following notations in the Issues Log:
- Enter the date closed.
- Change Status to Closed.
- Enter any action taken.
- Add any necessary comments.
- For an issue to be reopened, it must be opened as a new issue.

Within a month after an issue is closed, its status will be changed to Archived to keep it from being reported at subsequent meetings.

Voting on Issue Resolution

All the items listed in the above "Process" Section – Initial Identification – (2) are considered voting matters. Certain feature and functionality modifications can be classified as "Autonomous" and will not require a vote. To determine if a feature or functionality modification can be classified as autonomous without requiring a vote from the Board, a completed request (detailed in nature) should be sent to the Regional System Administrator (SA) for review. The Regional SA will review the following details to determine system impact:

1. Feature or functionality to be modified
2. Type of modification: add/change/delete
3. Number of items to be modified
4. Business/Operational Process reason for this change
5. Scope of Regional Stakeholder impact

Once the Regional SA has determined the modification can be made without negatively impacting the Regional Stakeholders, a CMR will be created and sent to all the Regional Stakeholders for review. The Regional SA will present autonomous modifications on a weekly CMR review conference call to allow Regional Stakeholders to voice any objection to this change. Should an objection exist, a vote will be required by the Governance Board for the change to take place. Otherwise, the modification will be implemented as scheduled on the CMR issues log after the CMR review conference call has transpired. All modifications deemed not autonomous will be presented to Regional Partners for Governance Board vote.

In order for members to proceed with voting matters, a quorum must be present. For the purposes of this Governance Board, a quorum will be considered a majority of voting members. Each voting member will receive one vote on the proposed issue resolution. Majority vote rules for governing matters. Executive Sponsors, or their designee, must be in attendance to submit their votes.

- An Executive Sponsor can designate a Proxy to cast the agency's vote by notifying the Regional CAD System Chairperson in writing at least two hours prior to the meeting.
- Should an Executive Sponsor fail to notify the Regional CAD System Chairperson of this change, the agency will forfeit their right to vote on the issue resolution if a quorum is otherwise available.
- Should an Executive Sponsor fail to attend a meeting without sending a Proxy or proper notification to the Regional CAD System Chairperson, the agency will forfeit their right to vote on the issue resolution if a quorum is otherwise available.

MEETING FREQUENCY, VENUE, AND FORMAT

Frequency
The Regional CAD System Governance Board will meet quarterly or as needed unless the Regional CAD System Governance Board Chairperson deems it necessary to meet more frequently or to address emergency situations. A meeting will not be held simply to meet a quarterly quota.

Venue
Emergency matters can be addressed via conference call or email. All in-person meetings will be held at the Broward County Emergency Operations Center unless otherwise specified.

Format
Meetings will follow the agenda outlined below:

- Welcome/Roll Call
- Announcements
  - Program Updates
  - Reporting of New Issues
  - Outstanding Issues
- Voting Matters
- Open Discussion
- Adjourn

An agenda describing all voting matters for each meeting will be provided to each Agency Executive Sponsor one week prior to the scheduled meeting in order to allow agencies to conduct internal review and discussion providing the Executive Sponsor with a recommendation prior to the meeting date/time. In order to provide the agenda in a timely manner, requested voting matters should be submitted to the Regional Governance Board Chair two days prior to the agenda due date.

It is important for all Executive Sponsors (or their designees) to be prepared to deliver the agency's vote(s) with little discussion during the Governance Meeting to ensure meetings are productive. Any discussion related to the voting matters should be addressed prior to attending the Regional Governance Board Meetings.

APPENDIX A

Organization Chart

Regional CAD Governance Board
Organization Chart
October 16, 2024
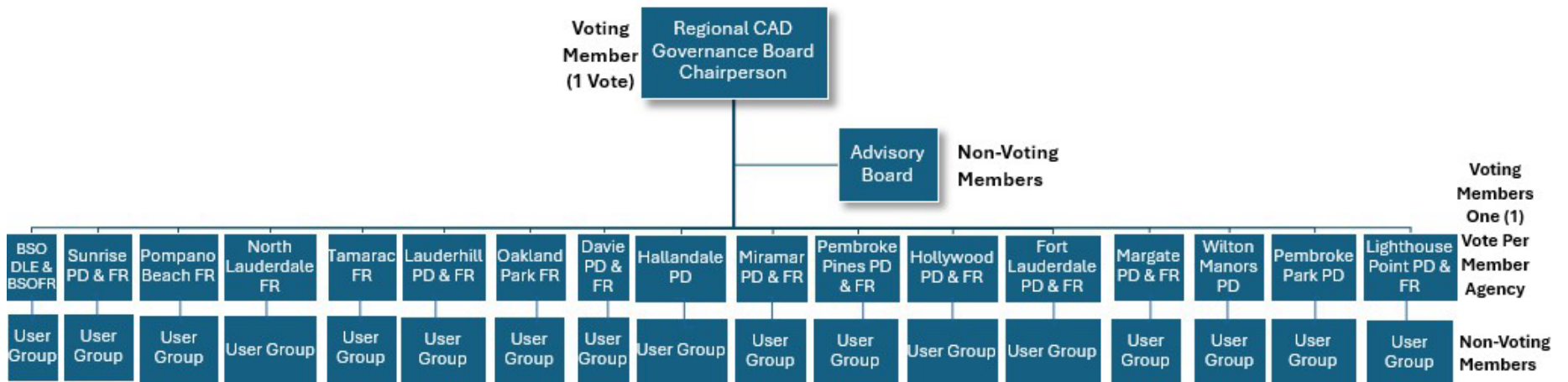
APPENDIX B

Membership Contact Information

Agency	Role	Name	Phone	Email
Office of Regional Communications & Technology	Governance Chair	Sandy Frederick	954-817-4079	Sfrederick@Broward.org
Broward Sheriff's Office – Division of Law Enforcement & Fire Rescue	Executive Sponsor	Jeremy Hansen	954-321-4300	Jeremy_hansen@sheriff.org
	Alternate	Michael Kane	954-831-8238	Michael_kane@sheriff.org
Sunrise Police Department & Fire Rescue	Executive Sponsor	Ryan Reardon	954-746-3370	rreardon@sunrisefl.gov
	Alternate	Janice Eusebe	954-741-2580	jeusebe@sunrisefl.gov
Pompano Beach Fire Rescue	Executive Sponsor	Matthew Aldrich	954-786-4600	Matthew.aldrich@copbfl.com
	Alternate	Matthew Whitton	954-786-4600	Matthew.whitton@copbfl.com
North Lauderdale Fire Rescue	Executive Sponsor	David Sweet	954-720-4315	dsweet@nlauderdale.org
	Alternate	Nelson Canizares	954-597-4815	ncanizares@nlauderdale.org
Tamarac Fire Rescue	Executive Sponsor	Jon Frasher	954-597-3800	Jonathan.frasher@tamarac.org
	Alternate	Jeffrey Lopez	954-597-3800	Jeffrey.lopez@tamarac.org
Lauderhill Police Department & Fire Rescue	Executive Sponsor	David Hennessy	954-497-4700	dhennessy@lauderhill-fl.gov
	Alternate	Jeff Levy	954-730-2950	jlevy@lauderhill-fl.gov
Oakland Park Fire Rescue	Executive Sponsor	Steve Krivjanik	954-630-4550	stephenk@oaklandparkfl.gov
	Alternate	John Preston	954-630-4550	johnp@oaklandparkfl.gov
Davie Police Department & Fire Rescue	Executive Sponsor	Frank Suriano	954-797-1000	Frank_Suriano@davie-fl.gov
	Alternate	Andrew Roberts	954-797-1000	aroberts@davie-fl.gov
Hallandale Beach Police Department	Executive Sponsor			

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	Alternate	Megan Jones	954-457-1400	mjones@halladalebeachfl.gov
Miramar Police Department & Fire Rescue	Executive Sponsor	Italia Thurston	954-602-4000	isthurston@miramarpd.org
	Alternate	Erik Dodge	954-602-4802	emdodge@miramarfd.org
Hollywood Police Department & Fire Rescue	Executive Sponsor	Perry Beckford	954-967-4636	pbeckford@hollywoodfl.org
	Alternate	Jameel Ziadie	954-967-4248	jziadie@hollywoodfl.org
Fort Lauderdale Police Department & Fire Rescue	Executive Sponsor	Steven Scelfo	954-828-5700	sscelfo@flpd.gov
	Alternate	Garrett Pingol	954-828-6800	gpingol@fortlauderdale.gov
Pembroke Park Police Department	Executive Sponsor	Don Prichard	954-966-4600	dprichard@pdtppfl.gov
	Alternate	Jason Ochoa	954-966-4600	jochoa@pdtppfl.gov
Pembroke Pines Police Department & Fire Rescue	Executive Sponsor	Tamara Golditch	954-431-2200	tgolditch@ppines.com
	Alternate	Jason Stepp	954-499-9600	jstepp@ppines.com
Margate Police Department & Fire Rescue	Executive Sponsor	Gia Shaw	954-764-4357	gshaw@margatefl.com
	Alternate	Michael Wallace	954-972-7111	mwallace@margatefl.com
Wilton Manors Police Department	Executive Sponsor	Darren Brodsky	954-390-2150	dbrodsky@wmpd.org
	Alternate	Gary Grande	954-390-2150	ggrande@wmpd.org
Lighthouse Point Police Department & Fire Rescue	Executive Sponsor	Robert Weech	954-941-2624	rweech@lighthousepoint.com
	Alternate	Curt Lai	954-942-8080	clai@lighthousepoint.com
Southwest Ranches Fire Department	Executive Sponsor	Lee Bennett	954-868-2057	leebennett242@aol.com
	Alternate	Leslie Kastner		

APPENDIX C

Standard Operating Procedures for the Regional CAD System

The Regional CAD Administrator will be responsible for ensuring the Non-Geo Verified Addresses maintain a threshold of <100 records per agency at all times. The Regional CAD Governance Board will review the effectiveness of this SOP quarterly and will reserve the right to enforce more frequent verification on the part of the agencies as necessary.

The process of updating users with new versions of the application can limit the issues associated with version differences on the Regional CAD Application. In order to ensure all users are updating the mobile computers within a timely manner, a mandatory update process will be strictly enforced. The following procedure needs to be strictly adhered to by all agencies on the Regional CAD.

- All Application Version Upgrades are approved via the Regional CAD Governance Board.
- All Application Version Upgrades are first tested in the Training Environment prior to approval by the Regional CAD Governance Board.
- Once the version is approved for installation in PRODUCTION, agencies will receive a grace period of four (4) weeks to update all computers in the field.
- The 4-week time frame should allow agencies to roll out the changes systematically in order to allow for LIVE users to identify any issues not detected during User Acceptance Testing in the Training Environment.
- The Version required changes will be made to the mobile server applications enforcing the updates.

Title: P1 Mobile PASSWORD REQUIRMENT

Introduction
The P1 Mobile logon password must meet FBI CJIS Policy requirements to include multifactor authentication. Multifactor authentication requires the use of two different authentication factors. This is achieved by using Secure Access and P1 Mobile logon requirements.

Objective
Meet FBI requirements for P1 Mobile password, password resets, and multifactor authentication.

Definition
Password requirements are:
1. Password will expire and must be renewed every 90 days
2. A Minimum of 8 Alpha / Numeric / Special Characters
3. Passwords cannot be identical to the previous ten (10) passwords
4. Passwords must be case sensitive (a does not = A)
5. Passwords must not be a proper name, dictionary words, repetitive/sequential, or be the same as the UserID

Scope
Requirement affects all P1 Mobile users.

Process
Once a user logs on they will receive an error message saying "password expired". Follow the onscreen instructions to change the password following the guidelines above

Expiring Passwords: Users will receive a system message saying "password is about to expire" Do NOT ignore this message it is recommended that the user change the password at that time, if not done and the user passes the 90 day mark, the user is automatically locked out of P1 Mobile. The only way to gain access is to leverage the password reset tool issued to select Agency administrators with password reset permissions. If the Agency administrators are still unable to reset the password, a support ticket can be opened by emailing RPSASuppport@broward.org or by calling 954-357-8686.