



BERTHA W. HENRY, County Administrator

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August 29, 2016

Municipal Managers:

Broward County released phase one of a two-phase consultant's report on Regional 911 today (attached).

The consultant's study was conducted by Fitch and Associates, a national firm specializing in consulting for local government services including emergency medical services, fire, communications and technology.

The goal of the study, requested by Broward County, was to assess stakeholder perceptions about the performance of the new Regional Consolidated Communications System (E-911), and benchmark current operations and performance metrics against national best practices. The upcoming phase two report will include the consultant's recommendations for system improvements.

My thanks to Broward Sheriff's Office and all the stakeholders who participated in the consultant's study. Fitch's findings were derived from interviews with stakeholders including elected, appointed and senior management officials, directors, managers and supervisory personnel; observation of operations in the three Public Service Answering Points and in the field; surveys of dispatch personnel; and analysis of data from legacy systems.

I am pleased to say that many of the issues identified in the assessment have already been proactively addressed through new policies and procedures, training and the County Commission's \$113 million investment in operations and system improvements, undertaken since the regional system launched on October 1, 2014.

The new \$4.2 million Computer-Aided Dispatch system, which will launch in the first quarter of 2017, will further address concerns in the report that stem from the legacy systems. Other recent County initiatives relevant to the report findings include:

- Started the procurement process to replace the 30-year-old inherited radio system, with a new state-of-the-art radio system.
- Adopted stakeholder approved "highest and best standards" for call answering and processing.

Municipal Managers

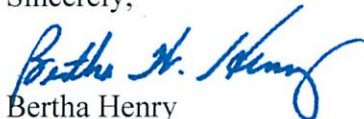
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- Implemented open and transparent performance reporting. Call answering standards (P1) continue to meet expectations and initiatives are underway to continue improvements in the call processing standard (P2 and P3).
- Implemented a system-wide Incident Management Tracking System and Quality Improvement Program.
- Launched a new system so residents, businesses and visitors who use 911 can provide feedback on their call experience, through an [online feedback form](#), or by calling the Broward County Call Center at 311. Feedback will be used to enhance the 911 experience for future users.

Broward County is committed to continuous improvement of the Consolidated Regional 911 System. I can assure you that the Fitch report findings, and the phase two recommendations that follow, will be seriously evaluated for appropriate and timely action.

We look forward to collaborating with you on these and future improvements to Regional 911 to benefit our community. Together, we can achieve a regional 911 system that sets a new standard for public safety in the nation.

Sincerely,



Bertha Henry
County Administrator

BH:AJ:lr
Enclosure

Cc: Broward County Board of County Commissioners
Joni Armstrong-Coffey, County Attorney
Rob Hernandez, Deputy County Administrator
Brett Bayag, Interim Director, Office of Regional Communications & Technology
Consolidated Communications Committee