



BERTHA W. HENRY, County Administrator

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MEMORANDUM

DATE: February 11, 2016
TO: Mayor and Board of County Commissioners
FROM: Bertha Henry, County Administrator
SUBJECT: **Assessment Report on Abnormal Call Processing**

As you are aware, on January 14, 2016, our hardware and software vendor for E-911 phones (West Safety Services formerly Intrado) was providing software updates under a planned upgrade to the E-911 phones, which was coordinated with Broward County staff and users of the system. This is the same exact software update that has been successfully applied on numerous other production E-911 systems across the country by West Safety Services (West).

Unfortunately, during the update the system became unstable, causing some calls to experience abnormal call processing. This situation was not related to any issues associated with the radio or computer aided dispatch (CAD) systems. There was no impact in these areas.

I, along with County staff, met with an executive representative from West on January 15, 2016, regarding the incident. As a result of this meeting, West performed a full assessment of the incident to include impacts and corrective actions. An event summary (Exhibit 1) and root cause analysis (Exhibit 2) are attached.

As part of the assessment, corrective steps have been put in place by West to mitigate any future occurrences. In addition, West conducted an inspection of the E-911 phone system to insure optimization is complete, failover systems are functioning as designed, and that all documentation accurately depicts the current system architecture.

It is important to note the design requirements of the system developed by County staff include redundant components, which remediated and prevented a complete service disruption. The County's system is designed as a multi-node system, with each node having fully redundant components with the capability to process one hundred percent of the calls.

Based on the work that has been done by County staff and West Safety Services, I am confident that the necessary corrective actions have been put in place.

I am aware that County staff has briefed you on the incident. If you need additional briefings, please contact Brett Bayag at 954-357-8565 or via email at bbayag@broward.org.

Attachments

cc: Sheriff Scott Israel, Broward Sheriff's Office
Alphonso Jefferson, Jr., Assistant County Administrator
Brett Bayag, Acting Director, Office of Regional Communications & Technology
Broward County Consolidated Communications Committee