



BERTHA W. HENRY, County Administrator

115 S. Andrews Avenue, Room 409 • Fort Lauderdale, Florida 33301 • 954-357-7362 • FAX 954-357-7360

September 2, 2014

Dear Municipal Managers:

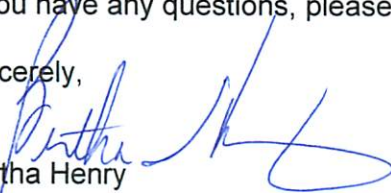
Attached is a letter I sent to the County Commission in advance of last weekend's story regarding regional communications. As you aware, Rick Carpani and his staff are working diligently to migrate all participating municipalities onto the regional system. There are a number of municipalities still to be transitioned to the regional system; beginning with Davie on September 22nd and finishing with Hollywood on October 1st, 2014. As part of each municipality's transition, efforts are made to address any issues that arise. The process being used includes holding individual meetings with representatives from each municipality prior to and after consolidation occurs. This allows for concerns and issues for each municipality to be handled in a collaborative manner between the County, participating community, and operator.

Over the past week, we were made aware of problems that were communicated to various staff of the operator without the County's knowledge. As owner of the system, it is important that the County is a part of the process to make sure the system is functioning as expected and, where appropriate, resolutions to problems are provided timely. Accordingly, we are implementing a formal complaint process to be used outside of the transition process. The new system will allow tracking of each reported problem and a formal response indicating how the issue was addressed. To assist with this endeavor, we are asking each municipality to provide the name and email address of two individuals for Fire/EMS and two individuals for law enforcement who will serve as the municipality's point of contact and have responsibility for submitting any concerns. These names should be submitted by Thursday, September 4, 2014, to Tony Sabin, Manager, at asabin@broward.org.

The individuals will be provided a specific email address to submit improvement opportunities or relay issues the municipality believes arise from the dispatch center. A tracking ticket will be created and a formal response to each open ticket will be sent to the corresponding municipality. Periodically, a compilation of the types of issues that arise will be discussed at the operations subcommittee meetings to proactively address systemic issues that result from call-taking and dispatch operations.

If you have any questions, please feel free to contact me.

Sincerely,


Bertha Henry
County Administrator

Attachment

cc: Mayor and Members of the County Commission
Sheriff Israel
Alphonso Jefferson, Assistant to the County Administrator
Rick Carpani, Director, Office of Communications Technology