



BROWARD COUNTY'S REGIONAL COMMUNICATIONS SYSTEM

February 28, 2017 – City of Wilton Manors



Consolidated Regional Communications System Eight Major Goals Proposed 4C Committee and I-Board and Adopted by the County Commission (January 2013):

- Improve service**
- Employ the best technology available to expedite emergency response**
- Establish consistent performance metrics**
- (Eliminate) Delay in transfer of emergency calls**
- Faster emergency response times**
- Enhance interoperability and coordination amongst responding agencies**
- Fewer errors due to standardized call handling and dispatch protocols**
- Save taxpayers' dollars**

Aligns with voters approved amendment to County charter to facilitate Closest Unit Response (CUR) in 2002

There have been improvements to the system, though more work is needed and continues...

- ❑ The I-Board's answer time target of 90% of all calls during the busiest hour of each day is improving**
- ❑ The Regional System is currently exceeding the State requirement for 9-1-1 call answer time (90% of *all calls* are to be answered within 10 seconds), and answer time performance exceeds levels prior to consolidation**
- ❑ Call Transfers have been virtually eliminated within the regional system**

- Radio Replacement - up to \$45.0M**
- Consolidated Dispatch System Operator Contract - \$41.3.M**
- Computer Aided Dispatch System - \$4.3M**
- Local Government Radio System - \$1.3M**
- Fire Station Alerting System – \$1.4M**
- Alphanumeric Paging System - \$1.0M**
- 700 MHz Radio Overlay System - \$348,000**
- Consolidated E911 Program Assessment - \$125,000**
- PSAP Facilities Assessment - \$150,000**
- Law Records Management System Replacement - \$100,000**
- Automatic Call Distribution - \$46,000**



Broward County Regional Consolidated E-911 System Performance Overview

Goals

- Improve service
- Employ the best technology available to expedite emergency response
- Establish consistent performance metrics
- Reduce delay (eliminate) in transfer of emergency calls
- Faster emergency response times
- Enhance interoperability and coordination amongst responding agencies
- Fewer errors due to standardized call handling and dispatch protocols
- Save significant amount of taxpayers' dollars

By the Numbers

\$113 million invested

Including BSO dispatching services contract and equipment replacement

88% improvement

answering calls during the busiest hour of each day compared to the number of days missed in FY 2015

Exceeding

performance standards for 95% of calls answered in 20 seconds, 95% of alarm calls answered in 15 seconds, and 99% of alarm calls answered in 40 seconds

90%

of all calls answered in 10 seconds – consistently exceeding state minimum standard and outperforming independent dispatch centers

95% reduction

in call transfers compared to pre-consolidation numbers

Maintained 84%

performance processing EMS calls for service within 90 seconds

21% reduction

in total call volume FY2016 compared to FY2013 (removed municipal related calls from the system)

Higher Standards

Then: No Countywide Dispatch Call Processing performance standards or protocols

State minimum call answering standard

Then: No Countywide reporting of quantitative performance

No Countywide reporting of qualitative performance and tracking of reported incidents

Reports kept internal by dispatch centers

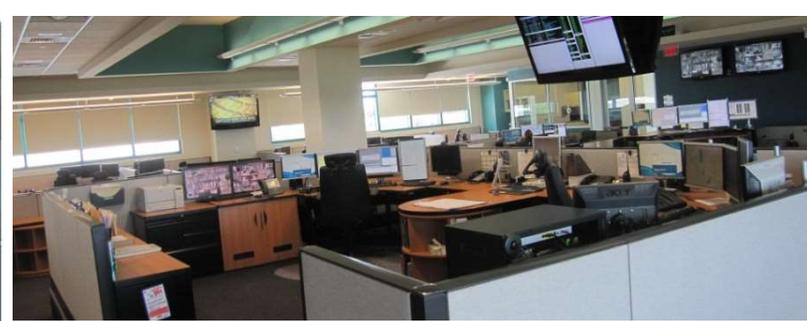
Now: Established stakeholder approved countywide standardized protocols and practices

Now: Implemented stakeholder approved highest and best standards for call answering and processing

Open and transparent Countywide performance reporting; Incident Management Tracking and Quality Improvement Program in place

- Fitch & Associates retained to evaluate and provide recommendations**
- Final Report provided December 22, 2016**
- Report includes observational findings and 21 recommendations (technology, governance & oversight, performance measures, and effectiveness & efficiency)**
- Some recommendations already implemented or are currently underway**
- Plans being formulated for all remaining recommendations**

- Discussions have been ongoing for over 15 years; voters approved amendment to County charter to facilitate Closest Unit Response (CUR) in 2002**
- County has invested millions to achieve CUR**
- Pilot program proven successful (Sunrise, Davie, Tamarac, Lauderhill and North Lauderdale)**
- Technology is in place and works**
- Countywide plan to implement CUR is needed (SOPs and operational policies)**
- Municipalities required to adopt auto-aid agreements**



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