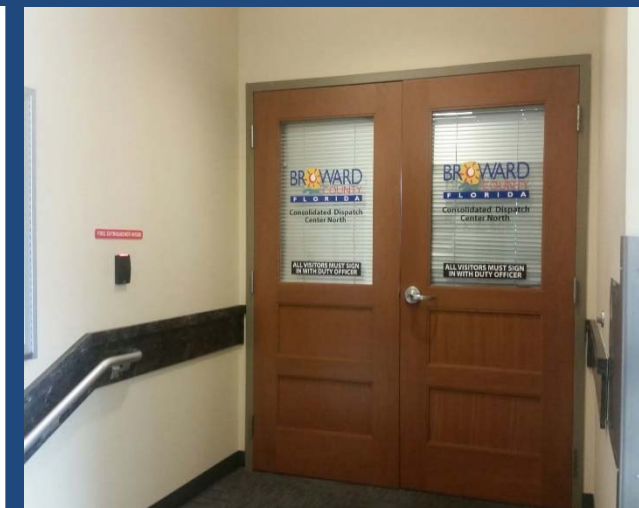
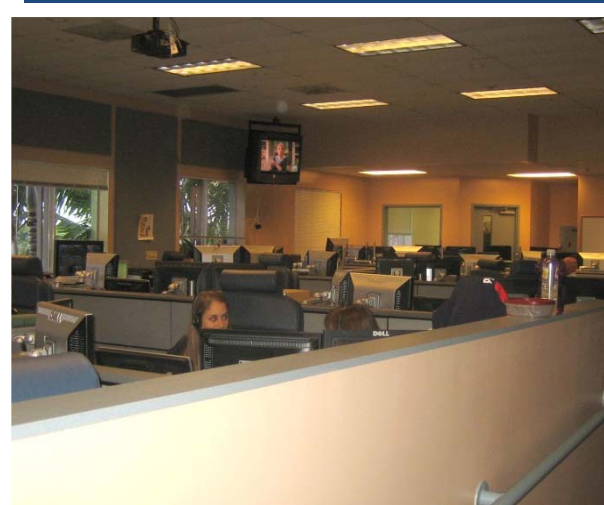


UPDATE ON BROWARD COUNTY'S REGIONAL COMMUNICATIONS SYSTEM

February 8, 2016 – Northwest Council of Elected Officials



Consolidated Regional Communications System Eight Major Goals Proposed I-Board and 4C Committee 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**

COUNTY

2013 Consolidated Dispatch Program Approved; Completed October 2014

ORCAT Monitors Progress Towards Meeting Performance Objectives and Report on Same - Transparency

BROWARD SHERIFF'S OFFICE

Serves as the Operator of the System via Performance Based Contract w/ the County Commission

MUNICIPALITIES

Participation via an Interlocal Agreement

Provides Representation on Various Committees and Subcommittees that Guide the Operations of the System

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**

Dispatch Processing Time

- ❑ The NFPA standard defines the target as completing $\geq 90\%$ of the calls within 90 seconds from call pick up time (for Emergency Medical and most Fire Rescue calls)
- ❑ The dispatch processing time performance recommended by the I-Board is to complete 90% of calls within 90 seconds (for Emergency Medical and most Fire Rescue calls)
- ❑ Issue: The system currently does not capture the call pick up time for emergency calls that do not arrive on an E9-1-1 line, or are otherwise processed without the call pick up time. Note: Monthly reports only include those calls that have a call pick up time and a dispatch time.
- ❑ The Fire Chief's Association is pursuing an alternate data point to be used to measure processing times for the calls that do not have a pick up time

Focused on delivery of quality information to first responders

County is continuously receiving and listening to feedback from user agencies

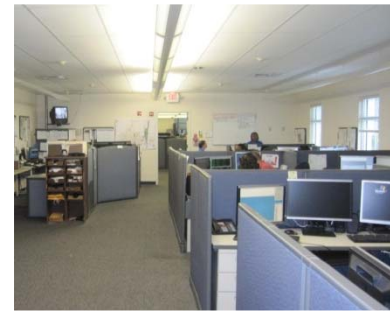
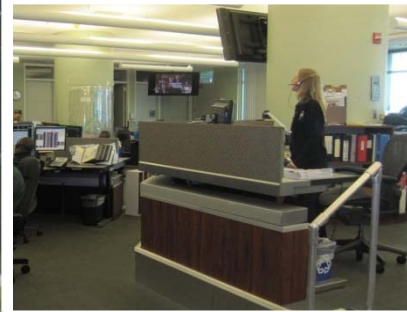
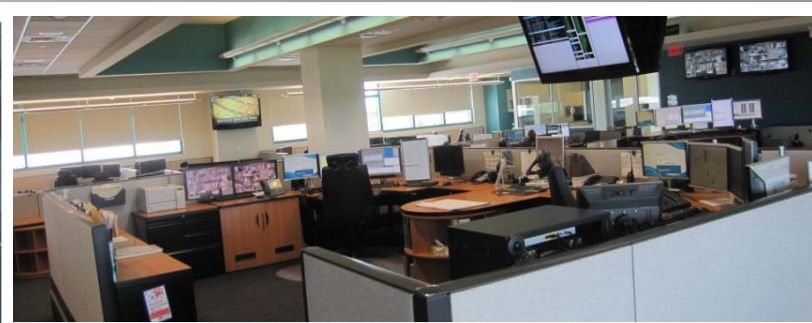
- Changes are being made based on user feedback**
- Implementing action plans to address concerns of user agencies**

Quality of the system is continuously measured

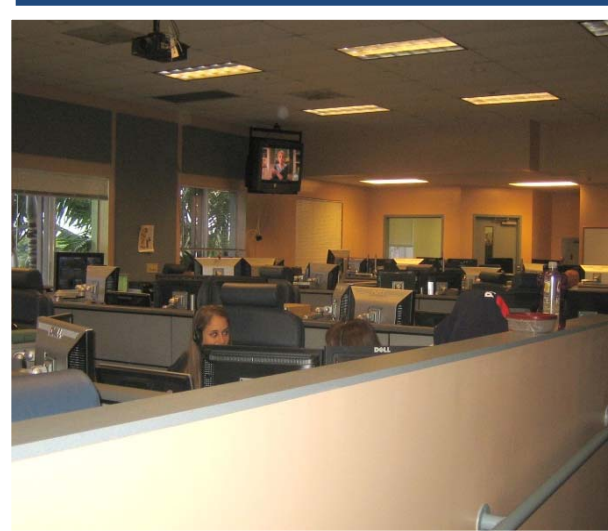
- Incident Management System**

Efforts are underway to further assess the quality.

- Consultant's review and evaluation**

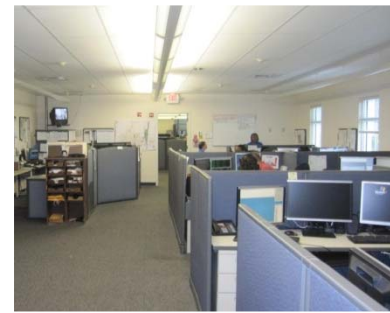
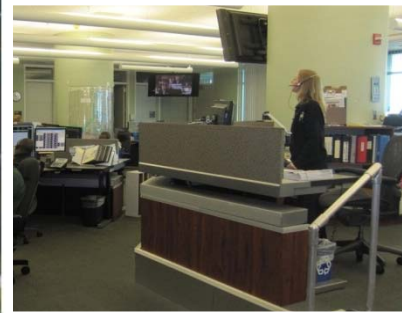
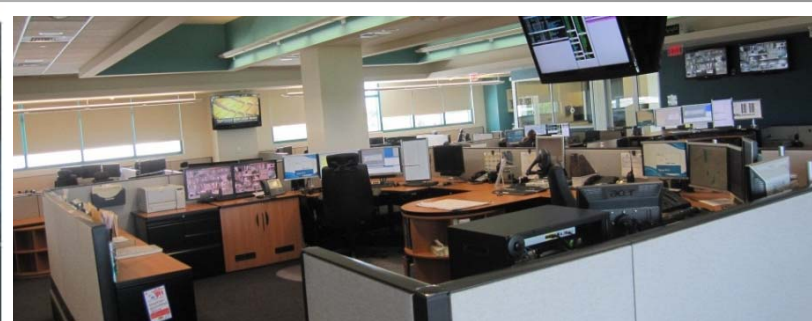


REGIONAL COMMUNICATION PROGRAM PROJECTS

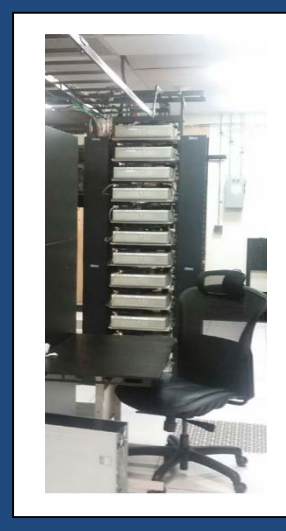
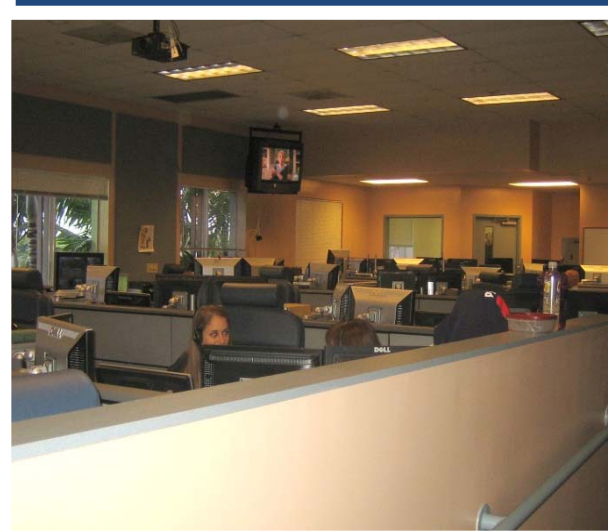


Enhancements to the Regional Communication Program, Including Projects

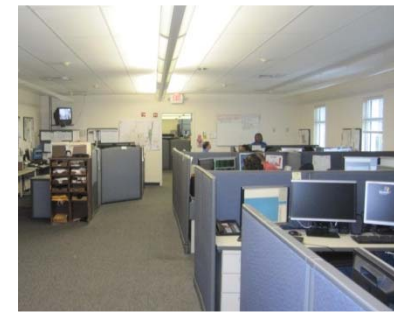
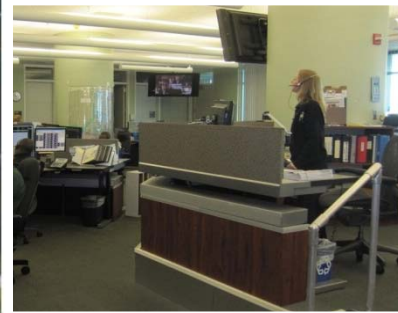
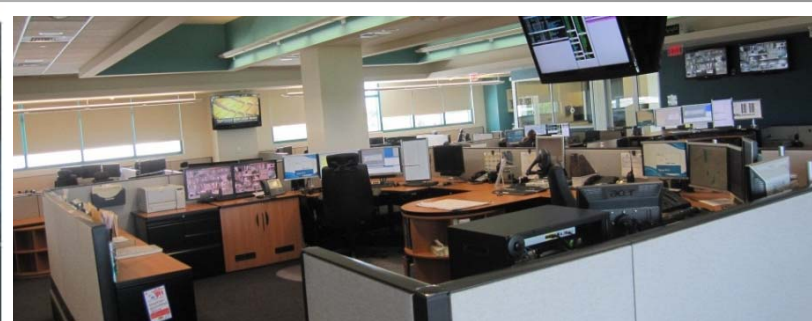
- How are we doing? Review of BSO Dispatching and ORCAT
- Update on Radio Replacement Project
- Update on Computer Aided Dispatch Project
- Update on Local Government Radio System Project



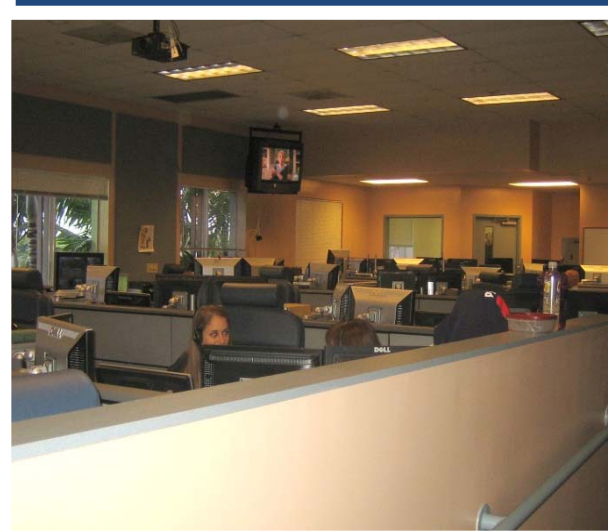
HOW ARE WE DOING?



- Improvements continue to be made in the system
- Fitch and Associates, LLC was retained to review the Consolidated Dispatch System
- Estimated cost of \$100,000
- Consultant will identify deficiencies and/or gaps between Best Practices and the County's program
- Plan will be developed with steps to remedy deficiencies or close any gaps in service delivery that are not in keeping with best practices
- Phase I due by end of May 2016
- Phase II due by September/October 2016



RADIO REPLACEMENT PROJECT



- County contracted with technical consultant Mission Critical Partners (MCP) to assess the existing radio system and develop specifications for its replacement**

- Input and feedback from a myriad of stakeholders**

- The new system will...**
 - Provide for built-in redundancy in the primary system**

 - Increase/enhance in-building coverage for dense structures throughout the heavy built-up areas of the county**

 - Replace Tamarac and Deerfield receive-only sites with full transmit/receive towers**

 - Add new towers for Hollywood, Fort Lauderdale, Pompano Beach and North Lake**

 - Provide for 5-Channel multicast site along I-75 for improved coverage in the western half of the County over the Everglades**

 - Back-up capabilities in the event primary system becomes impaired or overloaded**

Pursuant Regional Interlocal Agreement

- County's Responsibility**
 - Major Infrastructure and Equipment Cost**
 - Estimated cost :\$40.6 Million (optional up to \$45M)**

- Users of the System: Subscriber Units/Pagers**
 - Subscribers \$3,500 to \$6,000/Unit**
 - Pagers and Other Ancillaries (TBD)**

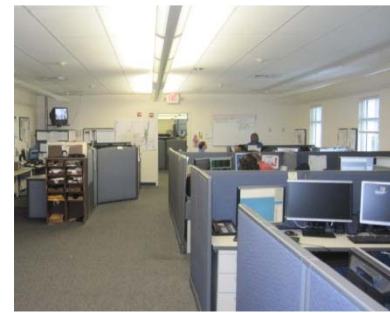
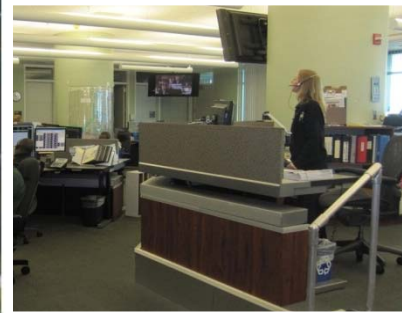
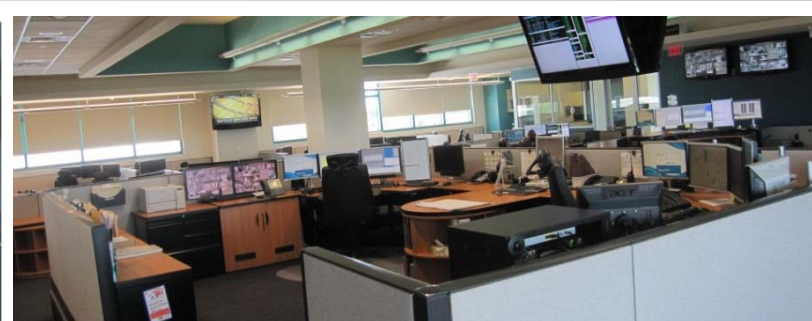
Two Step Solicitation Process Recommended

RFQ – Pre Qualification of Vendors

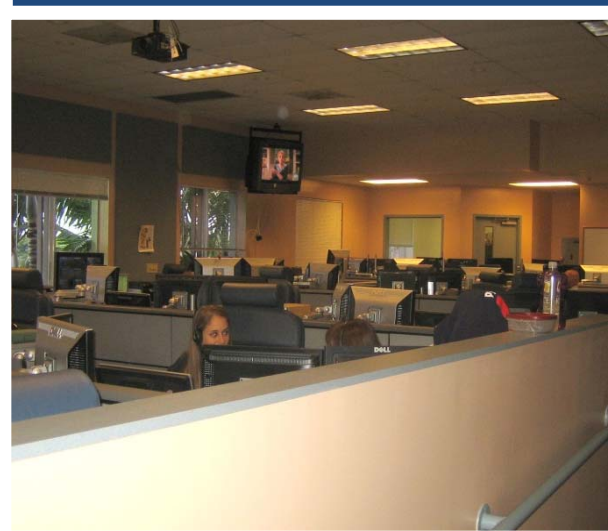
**RFP – Evaluation of Responses, Including
Equipment Demonstrations**

Solicitation Release: Feb 9, 2016

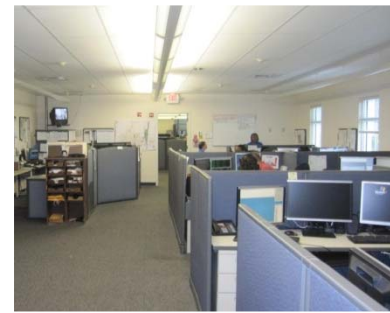
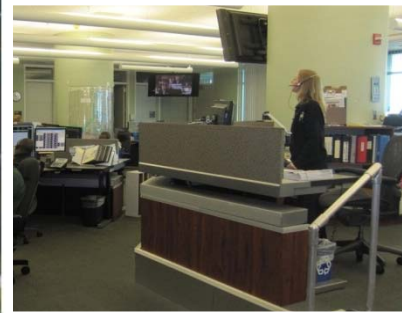
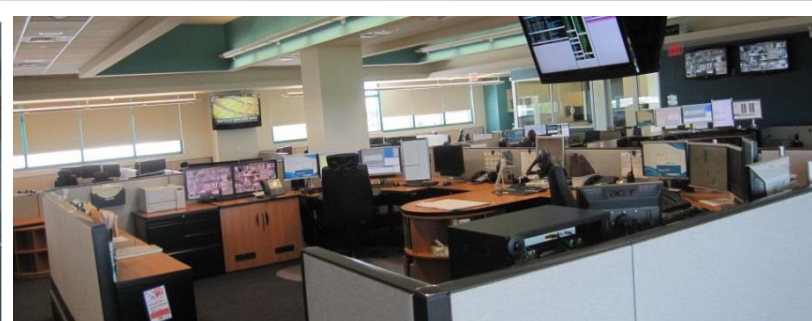
Full Implementation: 2018



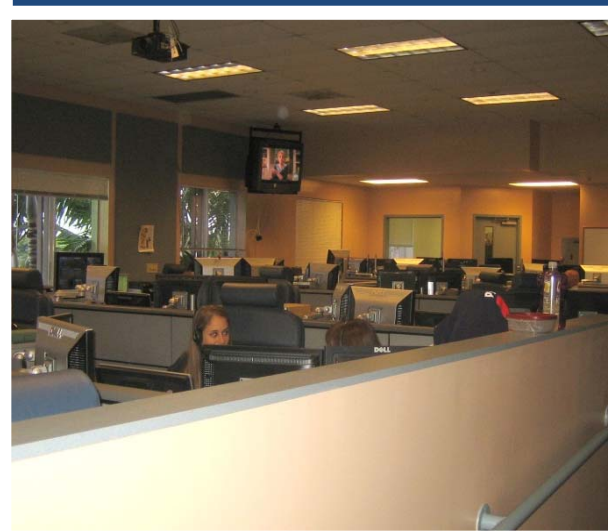
COMPUTER AIDED DISPATCH SYSTEM



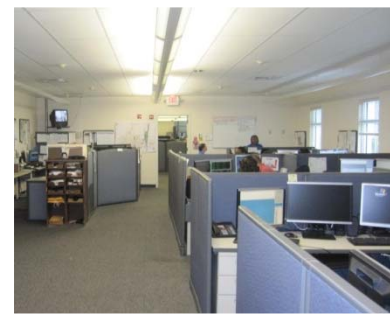
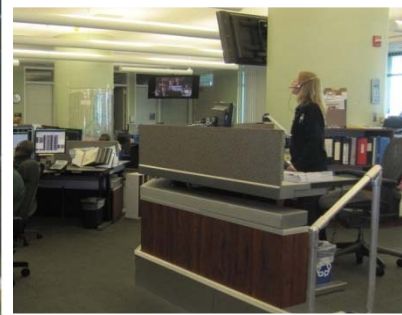
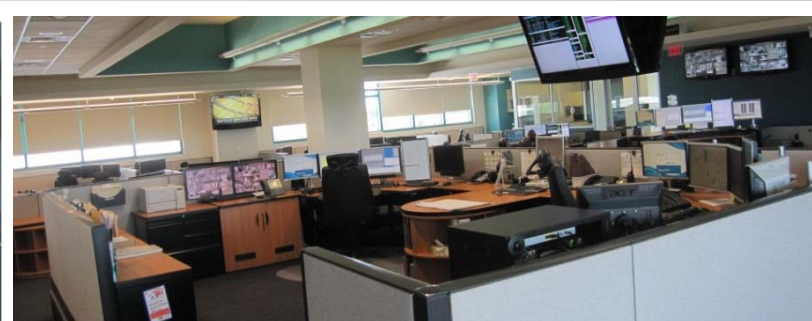
- County Commission: New CAD Approved in 2014; Operational 2017**
- Estimated cost of \$4.2 million**
- New CAD is a multi-jurisdictional, multi-agency web-based system which processes and creates data from: E-911, automated vehicle location, law and fire records systems, paging and toning and in-vehicle mapping**
- Core implementation team includes Police and Fire Chiefs' Associations, Communications Union, BSO, Municipal Partners, and County**



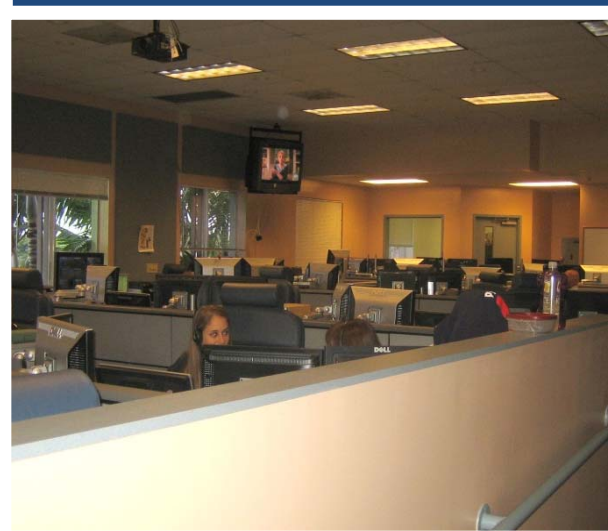
LOCAL GOVERNMENT RADIO SYSTEM



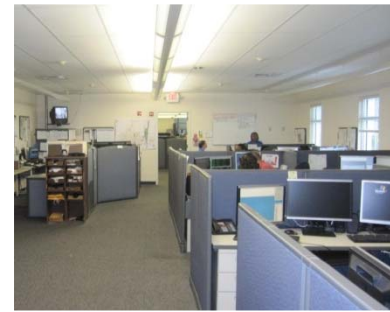
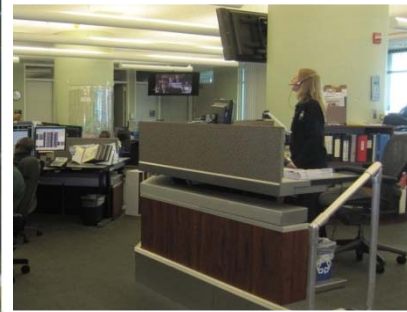
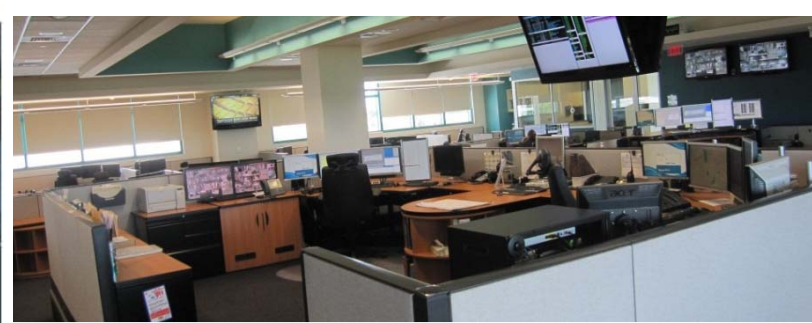
- County Commission approved Local Government Radio System (LGRS) in 2014**
- Estimated cost of \$840,000; ongoing maintenance of \$92,000 annually**
- UHF 400 MHz digital trunking radio system for local government non public safety users**
- Migrates non public safety radio traffic on the existing 800 MHz public safety radio system to a new system**
- Public safety radio system will only be used by Police and Fire**
- Broward County departments will start migration in February 2016 LGRS**



TRANSPARENCY



- A Major Objective of the Regional Communications System is Transparency: it is working...
- Prior to consolidation, there was no overall countywide performance data that could be used to evaluate operations - today there is
- Information and progress on Broward County's Regional Communications System can be found at the following website location:
<http://www.broward.org/CommunicationsTechnology/Pages/Default.aspx>.



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