



BERTHA W. HENRY, County Administrator

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MEMORANDUM

DATE: February 5, 2016
TO: Mayor and Board of County Commissioners
FROM: Bertha Henry, County Administrator
SUBJECT: Review of the County's Regional Consolidated PSAP Program

As you are aware, the County has retained Fitch & Associates LLC (consultant) to review and assess the County's Regional Consolidated Dispatch program. As such, they are tasked with identifying any deficiencies or gaps that are not in keeping with best practices.

There are two (2) phases to the project: Phase I, due in April, involves the assessment of services and technology provided by the Broward Sheriff's Office and the Office of Regional Communications & Technology (ORCAT) and how they align with "Best Practices," including technology, policies and procedures. Phase II involves the development of a plan with specific implementation steps to remedy deficiencies or close gaps identified in Phase I that are not in keeping with Best Practices.

Contractually, each phase allows for 120 days to provide the consultant with sufficient time to meet with stakeholders and analyze necessary data. Recently, it was suggested that it was not my intent to hire a director for ORCAT until the consultant completes its work. I would like to clarify that it is not my intent to recruit a director until Phase I is completed. This is the phase that identifies where our program is not in keeping with Best Practices, which will allow me to have a more targeted recruitment for the expertise that is most needed for running the program.

On a more positive note, there continues to be significant improvement in the system. The Regional System is exceeding the State minimum standard for 90% of calls being answered in 10 seconds. There are virtually no call transfers within the regional system and progress continues on achieving the P1 performance standard which requires 90% of calls to be answered within 10 seconds during the busiest hour of the day. Currently, BSO and County staff are taking steps to address the P2/P3 standard which requires that 90% of the calls answered for E-911 are appropriately dispatched within 90 seconds.

If you have any questions, please contact me or Alphonso Jefferson, Jr., Assistant County Administrator at ajefferson@broward.org.

cc: Alphonso Jefferson, Jr., Assistant County Administrator
Brett Bayag, Acting Director, Office of Regional Communications and Technolo

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