



BERTHA W. HENRY, County Administrator

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January 20, 2017

To: Municipal Managers

Subject: Update on Activities of Broward County's Regional Communications System

Dear Colleagues:

This letter serves as an update regarding the County's Regional Communication System activities.

Public Safety Radio System (Estimated Cost up to \$45,000,000)

The final ranking recommendation regarding the new 700MHz Association of Public Safety Communications Officials (APCO) Project 25 Phase II is scheduled for consideration by the County Commission on January 24, 2017. Motorola Solutions was ranked first and Harris second.

County staff continues to work with two municipalities, Tamarac and Parkland, regarding the final two tower sites necessary to build out the system.

700MHz Overlay System (Estimated Cost \$348,000)

On May 30, 2016, County completed the implementation of a 3 channel 700Mhz P25 Phase I (FDMA) radio system that was integrated into the 700MHz Regional Domestic Security Task Force (RDSTF) Region 7 radio interoperability overlay, which now spans from Lake County through Broward County. The new equipment strengthens back-up capability in the event the primary system becomes impaired or overloaded. It also strengthens interoperable communications capabilities with other existing 700MHz interoperable systems, and supports intelligence and information sharing and coordination. Funding for this system was provided through a reimbursable grant from the State of Florida, Department of Emergency Management (FDEM).

Local Government Radio System Update (Estimated Cost \$1,251,000)

Office of Regional Communications and Technology (ORCAT) continues implementation of a digital UHF trunked, Local Government Radio System; a system previously offered to municipalities under a fee for service program. This system will be used by County agencies in need of radio communications and will reduce radio traffic on the existing 800 MHz trunked radio system. It is scheduled for completion 3rd quarter of 2017.

Alphanumeric Paging System (Estimated Cost \$997,000)

On May 6, 2016, an agreement between the County and SONIK Messaging System Inc. was executed for the design and implementation of a new alphanumeric paging system. The new system replaces the existing paging system and will provide First Responders with messaging alerts of critical E911 service calls. As part of the project scope, the system will interface with the old and new computer

aided dispatch (CAD) system; consists of four transmit sites, providing medium building coverage throughout the County; and is scheduled for operation by April, 2017.

Fire Station Alerting (FSA) (Estimated Cost \$1,350,000)

Replacement of the Zetron Fire Station Alerting (FSA) system was initiated to support current and future fire department alerting needs. The new system will interface with the new Motorola Premier One computer-aided dispatch system, and will also provide end user departments the option of enhanced fire station functions. Contract negotiations are underway with the selected vendor, Keylite Power & Light (US Digital Phoenix G2), with an agreement anticipated to be executed in February 2017.

Regional Computer Aided Dispatch (CAD) System (Estimated Cost \$4,281,000)

Efforts continue by the core CAD implementation team, which includes select members from the Police and Fire Chiefs' Associations, Communications Union, BSO, and County Progress.

During provisioning and testing of the application, a deficiency related to multi-jurisdictional functionality was discovered. This issue solely impacts the way the Broward Sheriff's Office is able to login to CAD mobile client in the PremierOne CAD Mobile 4.1 environment. Efforts by Motorola to resolve the issue without necessitating an upgrade were not successful. Motorola acknowledged the functionality gap and immediately dedicated resources to include the necessary programming to resolve the issue in the upcoming 4.2 release. Expected project completion date is March 2017.

Business Intelligence System (a component of CAD Project)

This system will provide participating agencies direct access to reporting dashboards and reports relative to regional consolidated dispatch operations. A number of workshops were conducted with participating agencies who provided input into the desired reports and dashboards. Consensus was reached on user defined parameters that provide end users flexibility to run custom queries from master reports. The system will be available as part of go-live of the CAD system, with an expected project completion date of March 2017.

Law Records Management System Replacement (Estimated Cost \$100,000)

This is a replacement of public safety server hardware that supports the Regional Law Records Management System (LRMS) for Broward Sheriff's Office, Hollywood Police Department (PD), Sunrise PD, Fort Lauderdale PD, Hallandale PD, Wilton Manors PD, Margate PD, and soon Lauderhill PD. The use of virtualization technology as part of this replacement will allow for greater efficiencies and a reduced hardware footprint. Substantial progress has been made, including hardware, software, and network teams have installed the equipment, configured the applications, and established the appropriate connectivity. The Law Enforcement Agencies outlined above have also made the necessary adjustments to connect their users to the new infrastructure once completed. Final audits and system testing is currently being conducted, with completion expected January 2017.

Automatic Call Distribution (Estimated Cost \$46,000)

This enhancement enables the PSAP operation to distribute calls to the first available call taker, across the three regional consolidated PSAPs, on a first in / first served basis, with local call handling as a preference. This System enhancement was implemented on September 23, 2016.

Consultant 911 Program Assessment and Recommendations (Estimated Cost \$125,000)

The County contracted with Fitch and Associates, LLC to conduct an assessment of the Regional Dispatch System. The project started in February 2016 and was completed in December 2016. Recommendations include technical enhancements and fixes, operational and functional process changes, staffing, data reporting, structure and governance. Stakeholders will be engaged to formulate plans for implementing the recommendations presented by the consultant. A formal action plan and timeline to implement the recommendations will be forthcoming.

Resident Feedback System

This web enabled system allows residents and visitors to provide feedback regarding their experience using the services of the regional consolidated communications system, from beginning to end. The information received is compiled and forwarded to all parties for any action deemed necessary. All issues generated by the system will be tracked and incorporated into quality improvement processes or acknowledgment of exemplary service.

Phase 1 of the project, which allows for manual routing of resident feedback was implemented in September 2016. Phase 2, automation of the routing process for faster response time, is on schedule for deployment in early the first quarter of 2017.


PSAP Facilities Assessment (Estimated Cost \$150,000)

This project, which began December 2016, reviews the existing status of our PSAP facility infrastructure. This assessment will evaluate reliability and identify single points of failure (SPOF). Analysis will focus on redundancy, capacity and reliability. It will also provide information to improve response time for restoration of services and flee-to plan execution in the event of a facility failure. The project began at the North PSAP. The Central and South PSAPs will be scheduled in the January/February 2017 timeframe. The project is scheduled for completion in FY2017.

In closing, project updates can also be viewed at the following website location -
<http://www.broward.org/CommunicationsTechnology/Pages/ProjectUpdates.aspx>.

If you have any questions, please feel free to contact Brett Bayag, Acting Director, Office of Regional Communications and Technology at bbayag@broward.org or Alphonso at ajefferson@broward.org.

Sincerely,


Bertha Henry
County Administrator

cc: Broward County Board of County Commissioners
Joni Armstrong Coffey, County Attorney
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