



**BERTHA W. HENRY**, County Administrator

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December 14, 2015

Municipal Managers

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

Dear Colleagues:

This letter serves as a summary update regarding activities related to the County's Regional Communication System. We are working to schedule a presentation at our January Broward City-County Manager's Association Meeting to discuss in greater detail and to allow for questions and answers.

**Public Safety Radio System**

The County's consultant completed its assessment of the County's Radio System and is now in the process of preparing specifications for the system's replacement. The Report included a lot of sensitive data which raised security concerns for the County; therefore, it was not widely disseminated. Each of you were emailed an executive summary on November 3, 2015. The Police and Fire Chiefs Associations have asked that they be given an opportunity to discuss the report before a set of specifications are finalized and released. We have agreed to do so, and will keep you posted.

On December 8, 2015, the Board of County Commissioners (Board) approved a reimbursable grant agreement from the State of Florida, Division of Emergency Management in the amount of \$346,828. This grant will be used to provide for a 700 MHz radio system overlay to strengthen public safety communications capabilities, intelligence, information sharing and operational coordination amongst a wide array of law enforcement and security agencies. Technical radio infrastructure equipment will be acquired and installed to build and deploy mobile coverage P25 radio sites as part of the Region 7 Domestic Security Task Force (RDSTF). The 700 MHz system will have the ability to connect to other existing 700 MHz systems, providing the County with back-up capability to support communications in the event the primary system becomes impaired or overloaded. The implementation of this grant funded project does not impact the replacement of the County's public radio system.

**Broward County's Dispatch Centers**

**Automatic Call Distribution** - County staff is working with the Broward Sheriff's Office (BSO) to implement Automatic Call Distribution (ACD) in the regional dispatch centers. ACD will allow E-911 calls to be answered by the first available call taker regardless of center location. This will enable the three consolidated PSAPs to share E-911 call taking resources, which should allow for a greater focus on quality while improving call answer times. Today, we utilize this feature for non-emergency calls. The technology has tested successfully and BSO is focused on training, including such key elements as "addressing" and "geography." It is expected to be implemented following BSO's



confirmation and validation of skill competency. Your municipality will continue to be dispatched from the current center that provides service to you today.

**Review of Dispatch and Communications** - As you may be aware, the County will be retaining a consultant to identify deficiencies and/or gaps between call-taking and dispatch best practices and the County's program. Following this review, a plan will be developed with specific implementation steps to remedy deficiencies and close any gaps in service delivery that are not in keeping with best practices. The final ranking of the selection committee for the consultant was completed December 9, 2015. Fitch & Associates, LLC was ranked as the number one firm pending final confirmation by the County's procurement officers. The good news is that we meet many of the standards and are making improvement in those that have not been met.

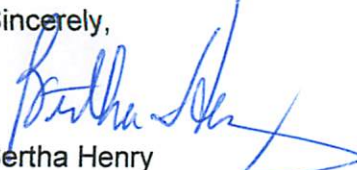
**Modification to the P2/P3 Call Answer Time for Emergency Alarm Calls - 80/60** - The Broward County Consolidated Communications Implementation Advisory Board (I-Board), which included representatives from the Municipalities, Broward Sheriff's Office (BSO), Fire Chief's and Police Chief's Association, approved the highest and best operational standards as goals for the Regional Communications System.

The National Fire Protection Association (NFPA) has released new P2/P3 standards that are included in the 2016 version of NFPA standard 1221: *Standard for the Installation, Maintenance, and Use of Use of Emergency Services Communications Systems*. The modification changes the standard of processing call answer time for emergency alarm calls from 80% of the time in 60 seconds to 90% in 64 seconds. The starting point on measuring this standard begins once the call is answered.

In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff will be discussing this change with the operational committees and BSO and will ask for a recommendation as to whether this change should be implemented in our program. Once a recommendation is submitted, we will again reach out for comments by the member agencies.

If you have any questions, please feel free to contact me or Alphonso Jefferson, Jr., Assistant County Administrator, at [ajefferon@broward.org](mailto:ajefferon@broward.org).

Sincerely,



Bertha Henry  
County Administrator

cc: Broward County Board of County Commissioners  
Sheriff Israel, Broward Sheriff's Office  
Rob Hernandez, Deputy County Administrator  
Alphonso Jefferson, Jr., Assistant County Administrator  
Brett Bayag, Acting Director, Office of Regional Communications and Technology  
Broward County Consolidated Communications Committee