

Broward County, Florida

Final Evaluation Committee Meeting Presentation



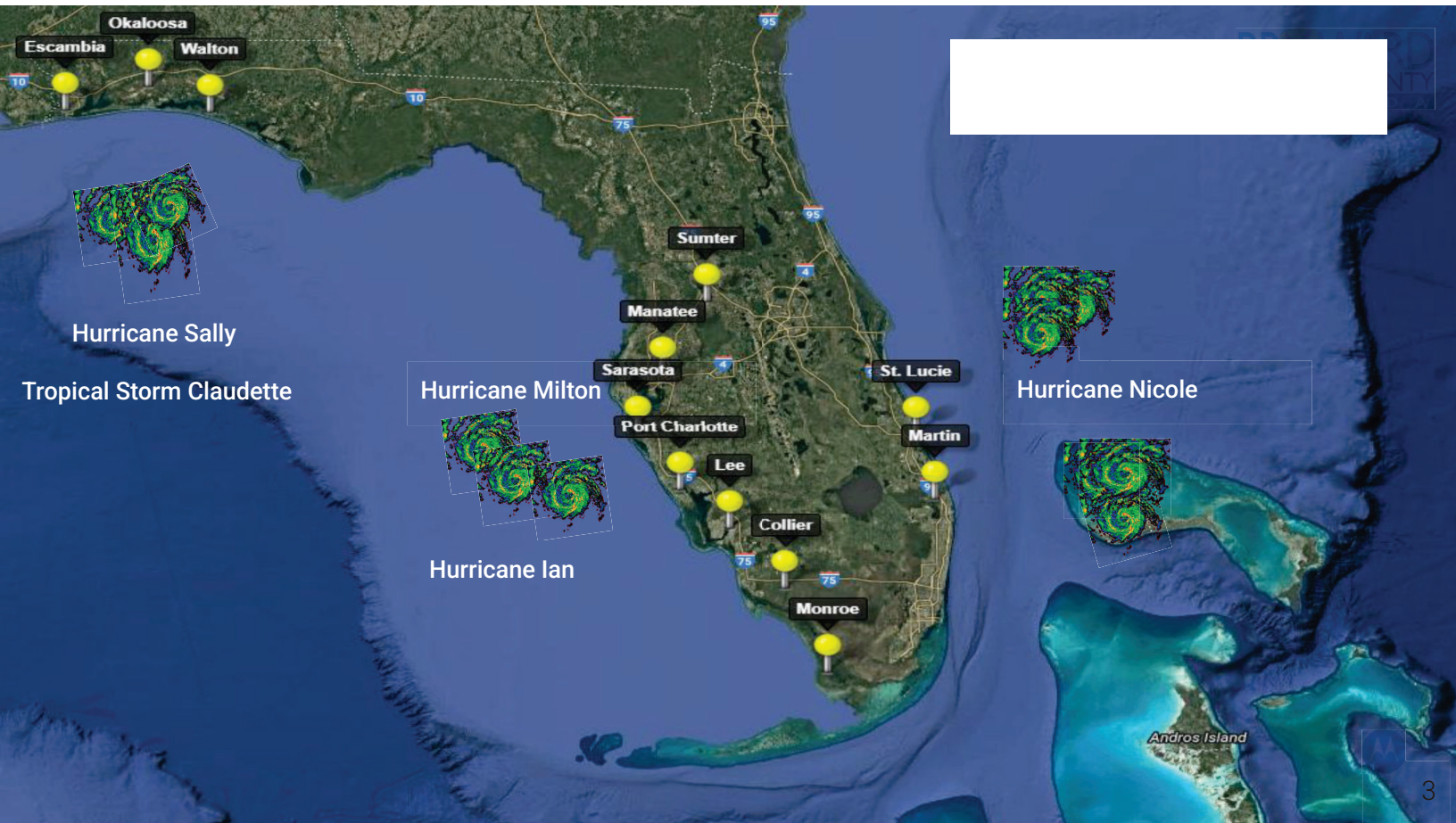
RFP GEN2129421P1
December 18, 2025



Agenda

- Intro
- Architectural Diagram and Call Flow
- Alternate Routing and Failure Scenarios
- Deployment Maps
- Pricing Confirmation
- Closing and Transition to Q/A





Provide: Architecture Diagram Call Flow

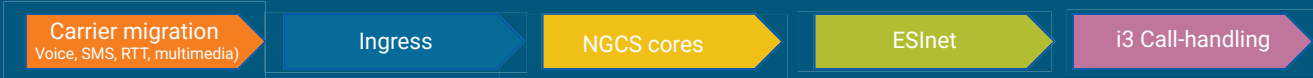
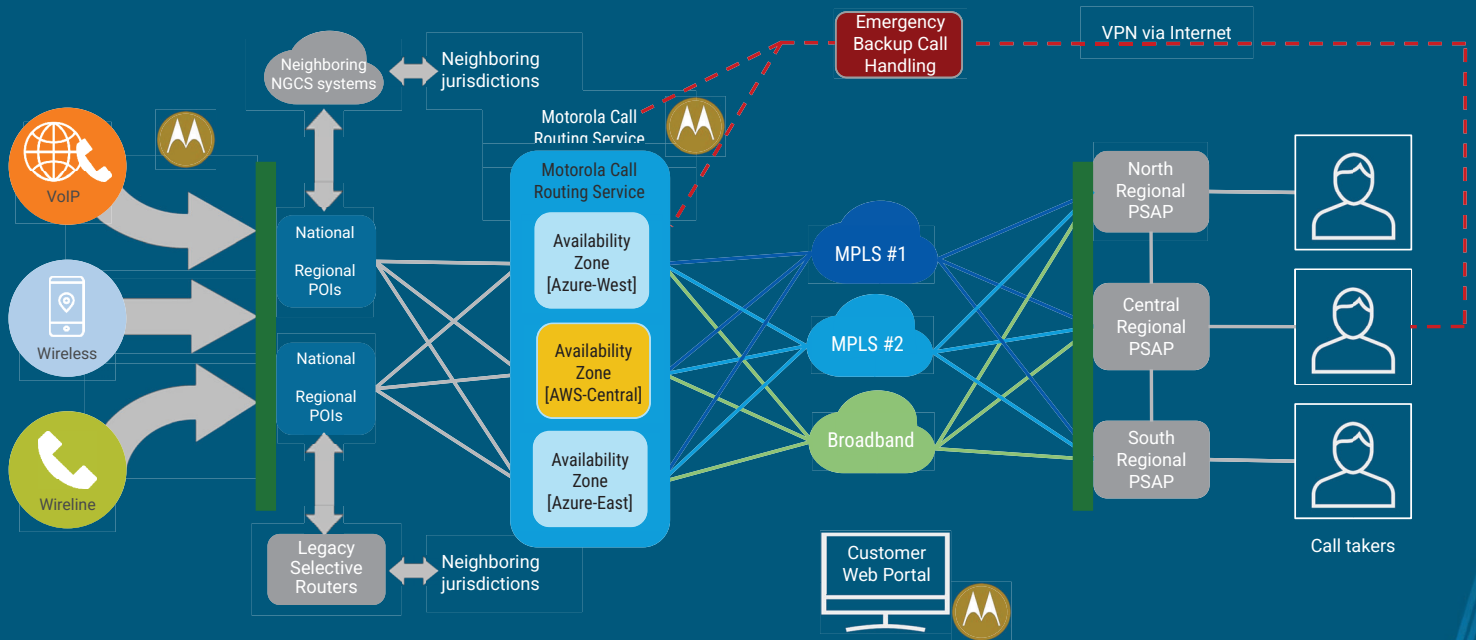
Detailed Technical Representation

- Voice call flow
- Text to 911 flow
- Multimedia Input

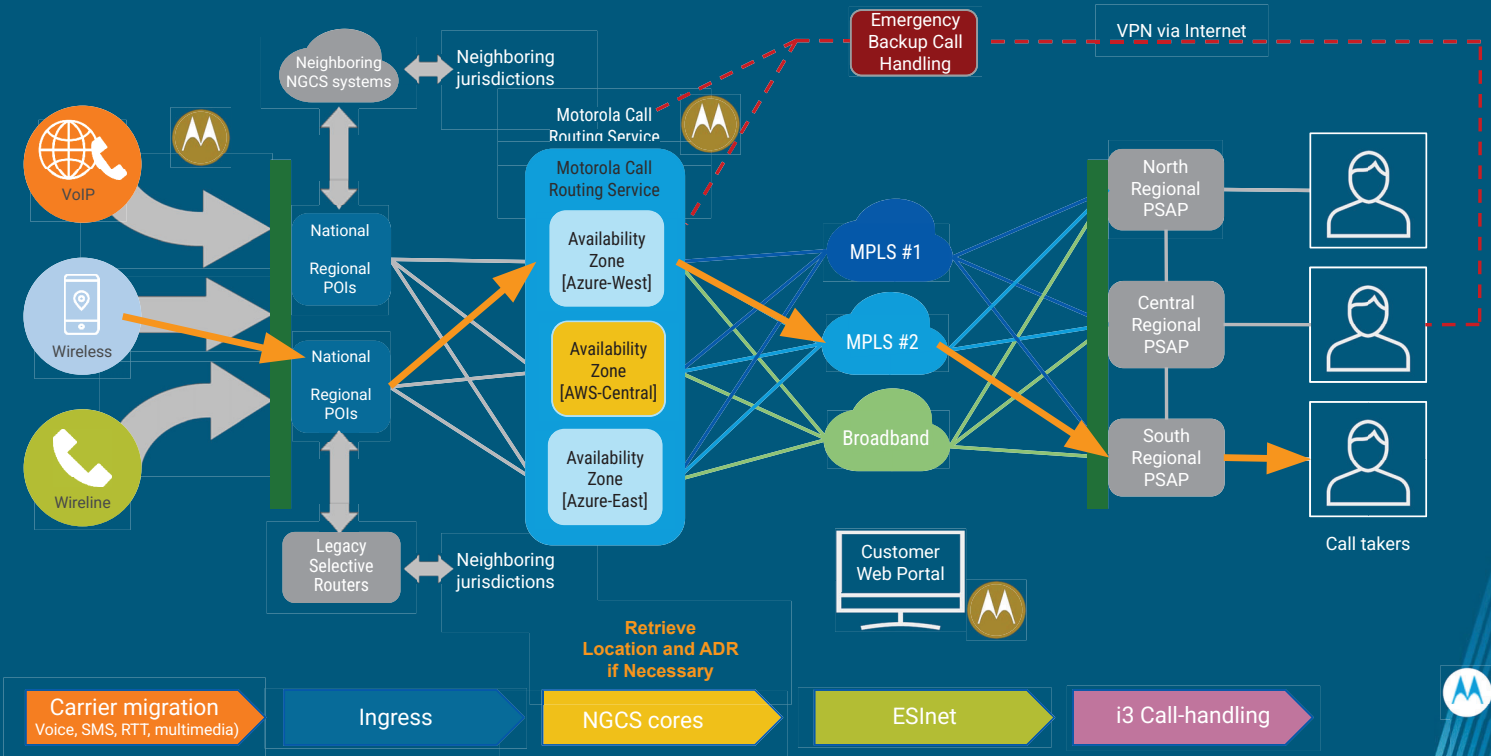


NGCS High-Level Approach

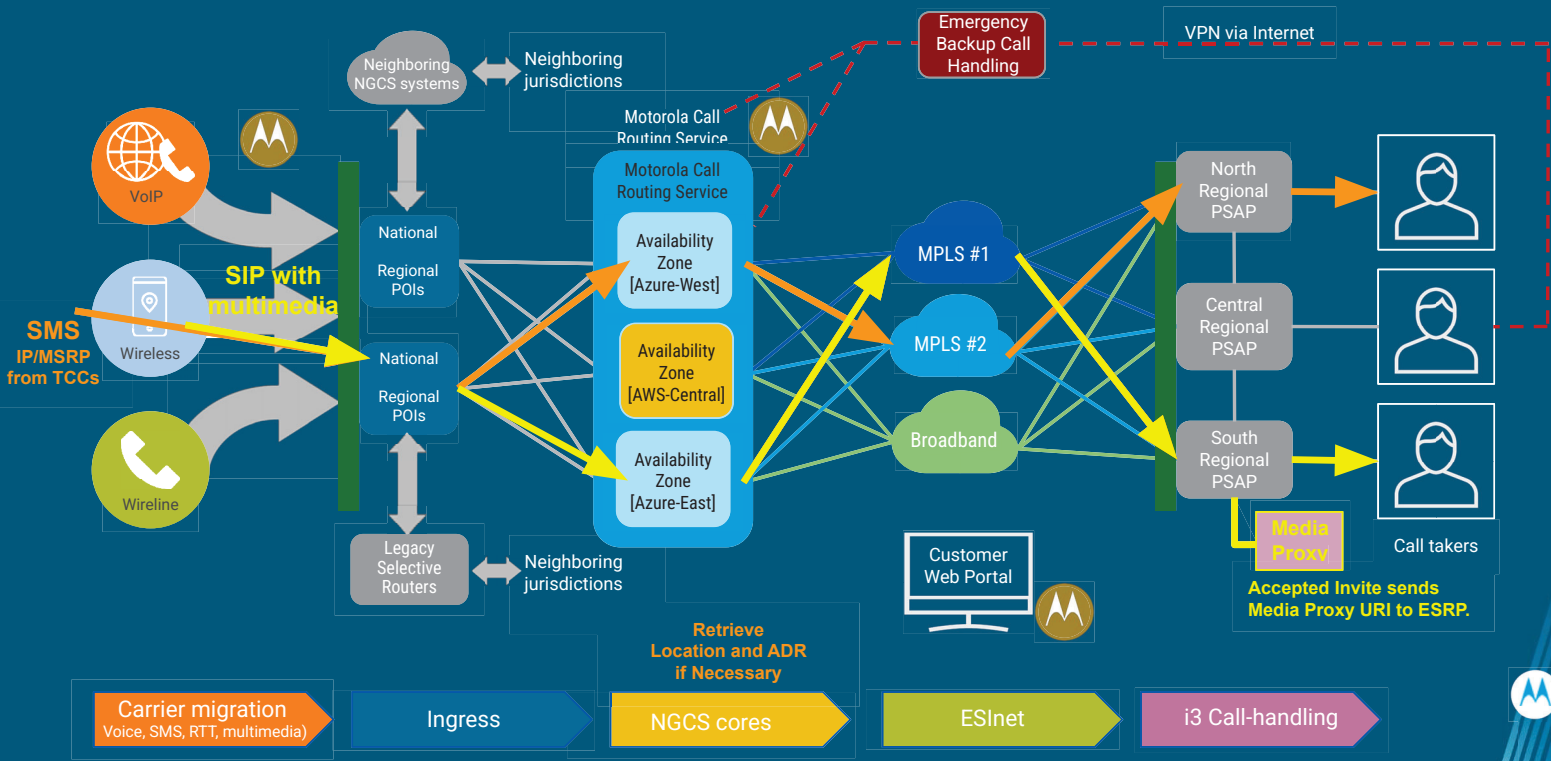
End-to-End NG9-1-1 call routing service offering



Voice Call Flow

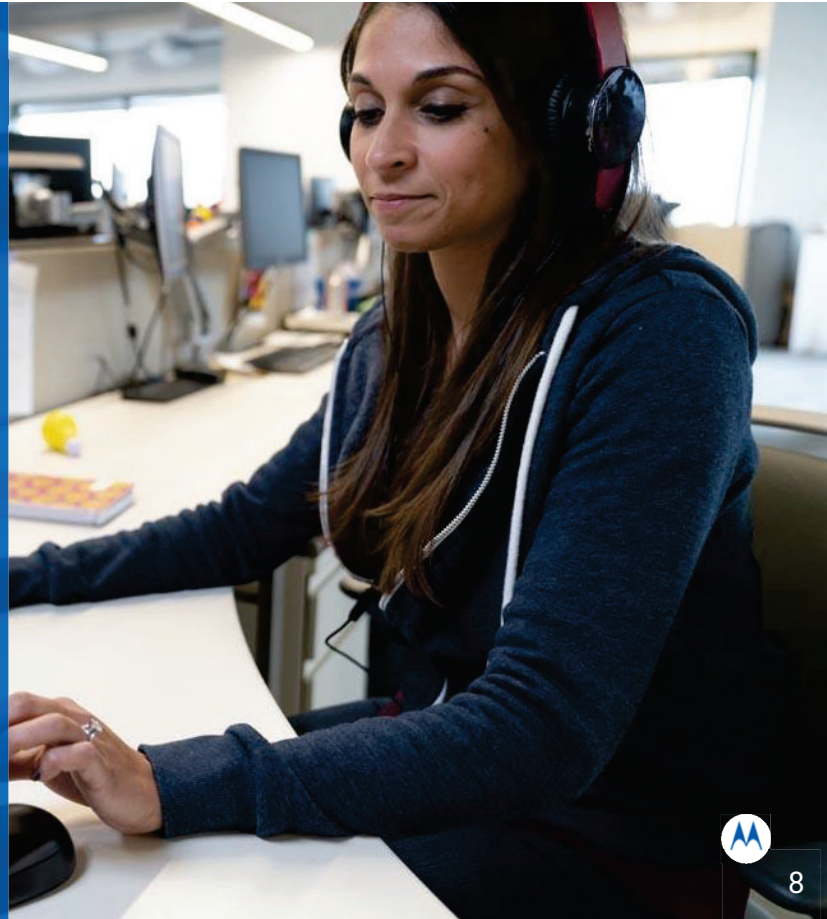


Text and Multimedia Call Flow



Broward requested:

Alternate Routing
& Failure Scenarios





99.999% availability of our call routing service since go-live!

10+ years' call routing success

156M+ calls delivered per year

51M+ people served

0

Instances of service being unavailable

Motorola's 9-1-1 Incident Mitigation



Goal

Prevent
an incident
(fiber cut, weather, event)

Continue Services
During an incident

How

- Redundant Design
- Technology Diversity
- Carrier Diversity

- Visibility/Situational Awareness
- Alternate Call Routing
- Emergency Backup

Solution

- NG9-1-1 Call Routing and ESInet

- Customer Web Portal
- NG9-1-1 Call Routing
- VESTA NXT Continuity

PARC = Prevent, Alternate Route, Communicate

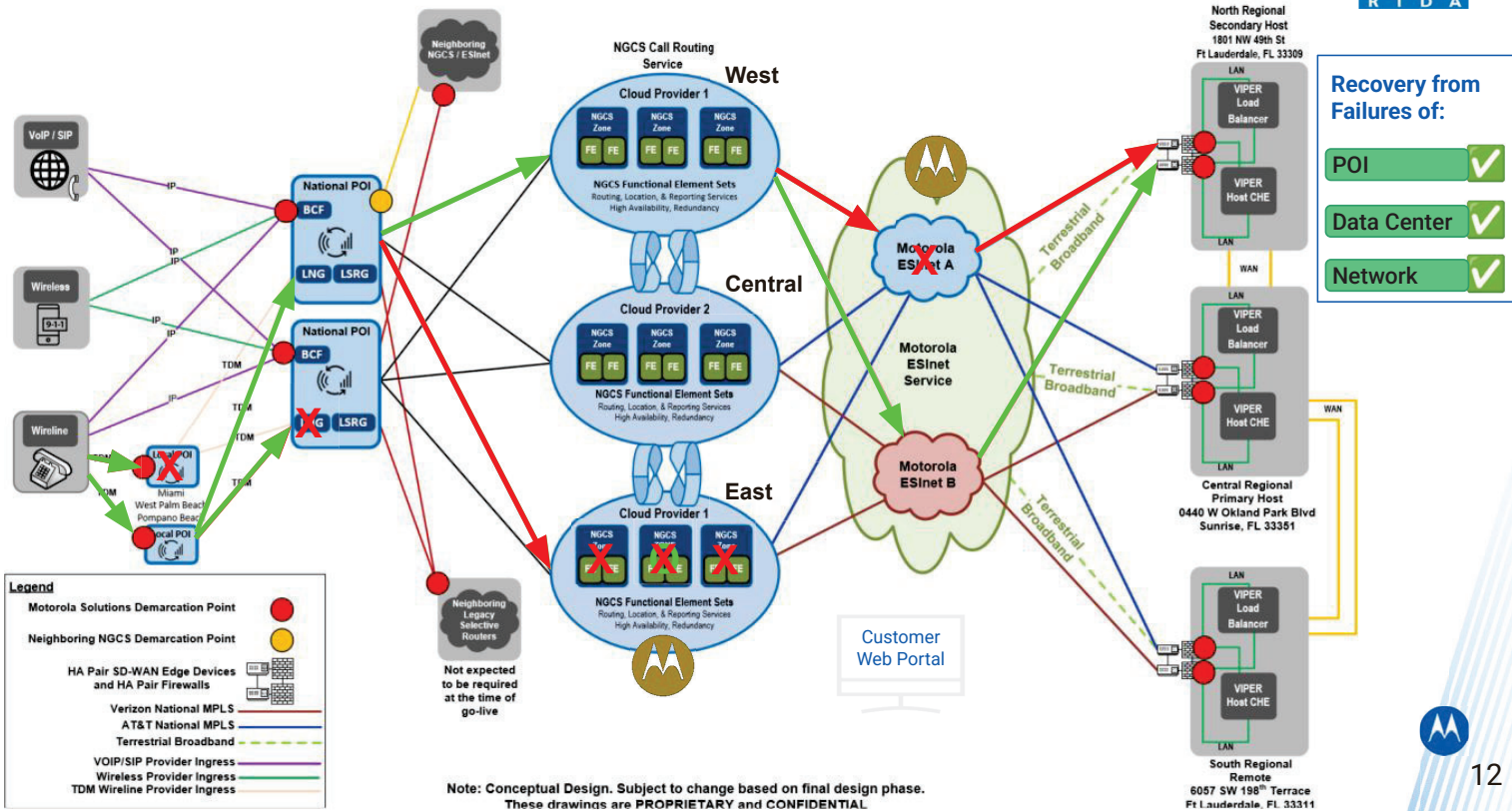


Hurricane Resilience Case Study: Collier County

- 2022 - Collier survived Hurricane Ian but local circuits were impacted
 - Collier "alternate routed" 9-1-1 calls to Martin County
 - Zero calls were dropped
- 2024 - Collier expanded resilience in advance of Hurricane Helene and Milton
 - Interoperability with Leon County and Charleston SC
 - Also deployed satellite connectivity for a tertiary link
 - Zero calls were dropped



Alternate Routing - Resilience Scenarios

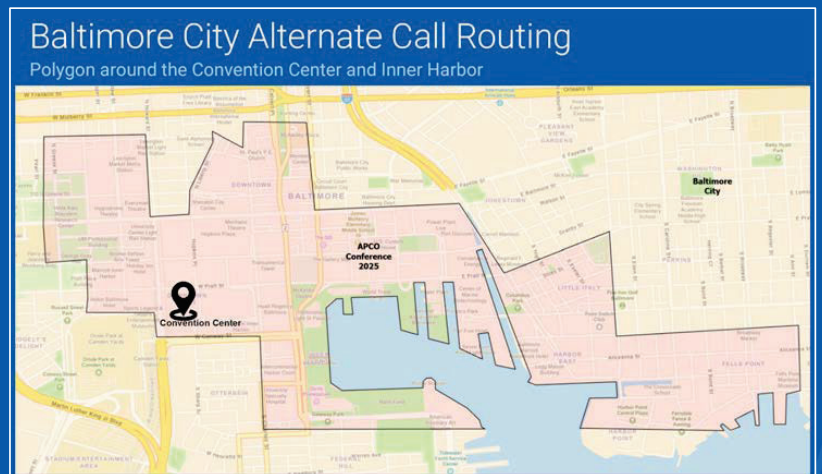


Special Event Call Routing

Customers establish a polygon for call routing during large events, using location based routing, special call handling queues, and our Customer Web Portal

The screenshot shows the 'URGENT COMMUNICATIONS' website. The main article is titled 'Tim Samuelson, Tenea Reddick talk about remote 911 call center at APCO 2025'. Below the title is a video player showing two men in a professional setting. The website header includes navigation menus for 'Network Tech', 'Devices & Solutions', 'Operations', 'Policy', 'Call Center & Command', and 'System Design'. There is also a 'NEWSLETTER SIGN-UP' button.

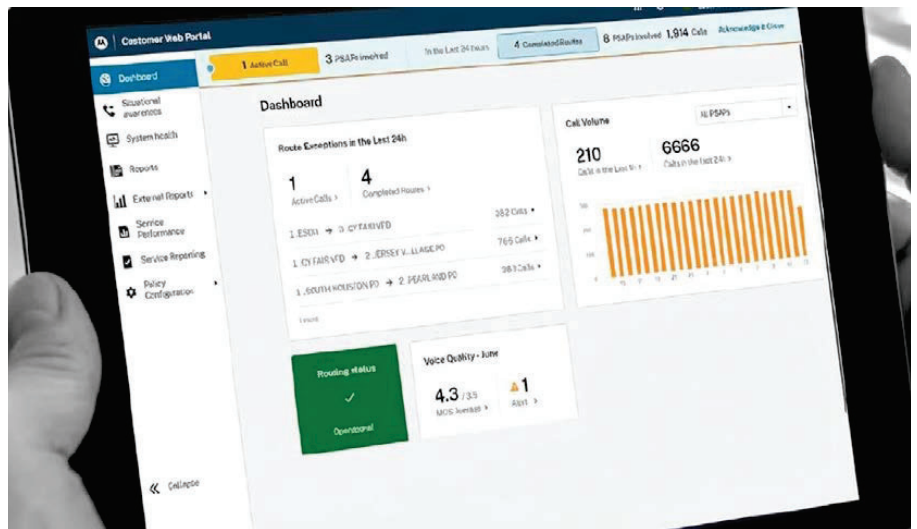
[Link to video](#)



Customer Web Portal



- Visibility into your call routing operations
- Gain situational intelligence
- End-to-end reporting access
- Redundant configurations within the cloud



Access to information you need anytime, anywhere!



Alternate Routing - Visibility



CWP - Situational Awareness (North Regional -> Coral Springs -> Palm Beach County S.O.)

Customer Web Portal

2 Active Calls 5 PSAPs Involved In the last 24 hours 5 Completed Routes 8 PSAPs Involved 371 Calls

Situational Awareness

Open route exceptions

Chuck Ronshagen VESTA NXT DEMO 1

Delray Beach GIS, FDEP, Esri, TomTom, Garmin, SafeGraph, FAO, MET/NASA, USGS, EPA, NPS, USFWS | ©2014 Esri | NHC, Esri | NOAA, Esri

Powered by Esri



System Health



Customer Web Portal

1 Active Call | 2 PSAPs Involved | In the last 24 hours | 36 Completed Routes | 54 PSAPs Involved | 394 Calls | [Acknowledge & close](#)

NGCS System Health | Call Capacity Summary | System Health Map | Last E911 update: 10-02-2025 12:33:35

Azure East US | Azure West US | AWS US East

PSAP Status Changes

PSAP: All PSAPs | Current status: All statuses | E911 status: All statuses

✔ Available
! Alert
✘ Critical

PSAP Name	Current Status	Most Severe Status in the last 24h	E911 Status	Side-A	Side-B
Bell Co Comm	Operational	Route exception	Unavailable	Alert	Alert
BELLAIRE PD	Operational	Operational	—	—	—
Bellaire PD	Operational	Operational	—	—	—
Bellmead PD	Operational	Operational	Available	✔	✔
Belton PD	Operational	Operational	Available	✔	✔
Bernalillo Communication Center	Operational	Operational	—	—	—
Blue Springs PD	Operational	Operational	Available	✔	✔
Bosque County Sheriff's Office	Operational	Operational	Available	✔	✔
Bountiful PD	Operational	Operational	Available	✔	✔
Box Elder	Operational	Operational	Alert	✔	Alert
Bradenton PD	Operational	Operational	Available	✔	✔



Alternate Routing - Visibility

Incoming ACD call from North Regional PSAP with Diversion notice



Coral Springs PSAP

The screenshot displays the VESTA NXT software interface. On the left, a 'Calls (1)' panel shows a 'Diversion' notice for a 911 call. The main area features a table with the following data:

Number	Queue	Priority	Status	Type	Duration	Agent	Position
(954) 941-2221	911 Hillsboro Mile	911	Ringing	Inbound	00:00:02	--	

On the right, a 'Directory' panel is visible, containing a search bar and a grid of service tiles such as '3-1-1 City', 'ARS Reports', 'COOT', 'FIRE', 'Illinois State Police', 'Language Line', 'Poison Center', 'Police', and 'Technicians'. A red circle highlights a notification in the top right corner of the interface that reads 'Tim Takman Coral Springs PSAP'.



Alternate Routing - Visibility

Answered ACD call with Diversion Reasoning



Coral Springs PSAP

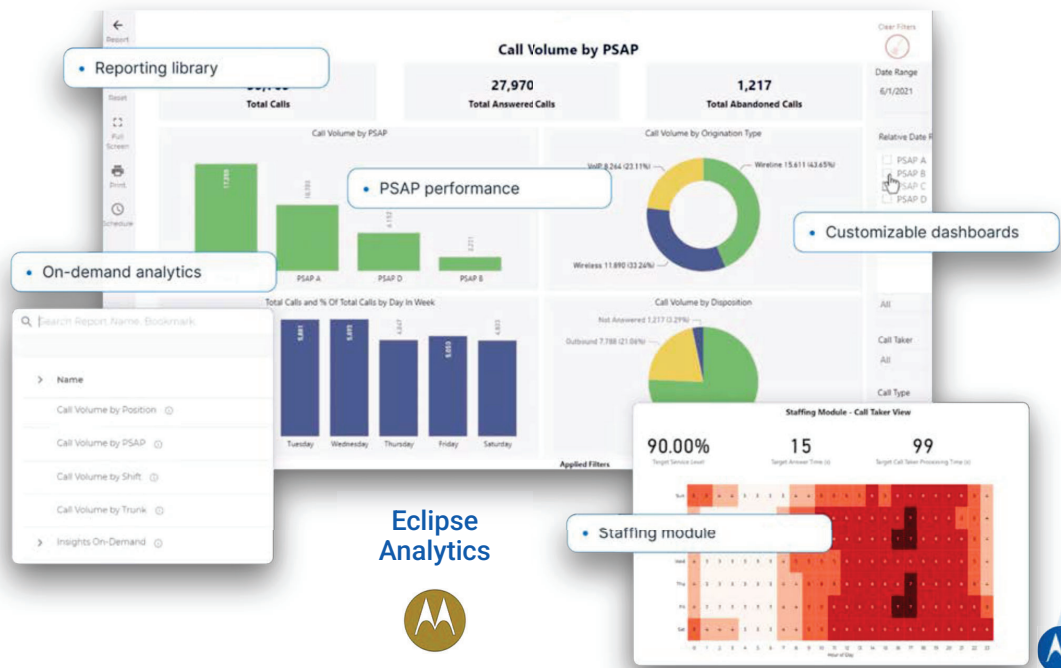
The screenshot displays the VESTA NXT interface for a call. At the top, the user's name 'Tim Tullman' and location 'Coral Springs PSAP' are shown in a dropdown menu, circled in red. The call status is 'Connected' with the number '(954) 941-2221'. A 'Diversion' section is highlighted with a red circle, showing 'All Computer'. The 'Info' tab is active, displaying call details such as 'Location', 'Standard (wired)', 'Caller Name', 'Address', 'City / State / Zipcode', and 'Latitude / Longitude'. The 'Participants' section shows 'Tallman, Tim' and 'Yourself'. The 'Directory' section on the right contains a search bar and a grid of speed dials for various services like '3-1-1 City', 'ARS Reports', 'CDOT', 'FIRE', 'Illinois State Police', 'Language Line', 'Poison Center', 'Police', and 'Technicians'. The bottom right corner features a Motorola logo and the page number '18'.

Partner for Data, from Call to Responder



Advanced analytics

- Aggregates 9-1-1 and CAD data into a single, consistent dataset, overcoming fragmentation
- Provides near real-time analytics and on-demand intelligence



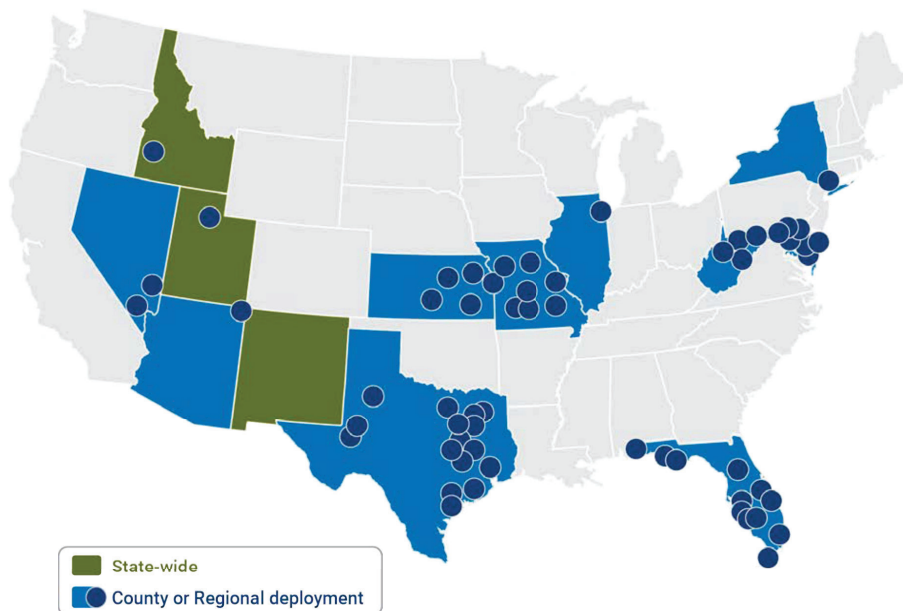
Broward Request: deployment maps

Present maps in the United States of deployments of your firm's solution by county within each state.

- Include a total count by state at the county level.
- Include VIPER deployments.



Motorola's NGCS deployments



Florida

- Collier County
- Charlotte County
- Escambia County
- Lee County
- Manatee County
- Martin County
- Monroe County
- Okaloosa County
- Sarasota County
- St. Lucie County
- Sumter County
- Walton County

Navajo Nation

- Arizona; New Mexico; Utah

Nevada

- North Las Vegas PD
- Las Vegas Metropolitan PD

New Mexico

- Statewide

Texas

- Brazos County ECD
- Brazos Valley Council of Govts
- City of Garland
- Central Texas Council of Govts
- Ector County ECD
- Galveston County ECD
- Golden Crescent Regional Planning Commission
- Harris County (Greater Houston)
- Heart of Texas Council of Govts
- Henderson County 9-1-1 District
- Lubbock ECD
- McLennan County ECD
- Midland County ECD
- Montgomery County ECD
- Smith County 9-1-1 District
- Tarrant County 9-1-1 EAD

Idaho

- Statewide
- Ada County

Illinois

- City of Chicago

Kansas

- Johnson County*
- Leavenworth County*
- Miami County*
- Wyandotte County*

New York

- New York City

Utah

- Statewide
- Hill Air Force Base

West Virginia

- Berkeley County
- Jefferson County

Maryland

- Allegany County
- Anne Arundel County
- City of Baltimore
- Carroll County
- Frederick County
- Garrett County
- Howard County
- Prince George's County
- Washington County

Missouri

- Cass County*
- Clay County*
- Jackson County*
- Mercy Health Springfield Communities
- Platte County*
- Ray County*
- Greene County
- St. Charles County

* = Mid America Regional Council

■ State-wide
● County or Regional deployment



The West

Total counties by State:

Idaho - 1 deployed; Statewide:
43 counties in progress
2 with VIPER)

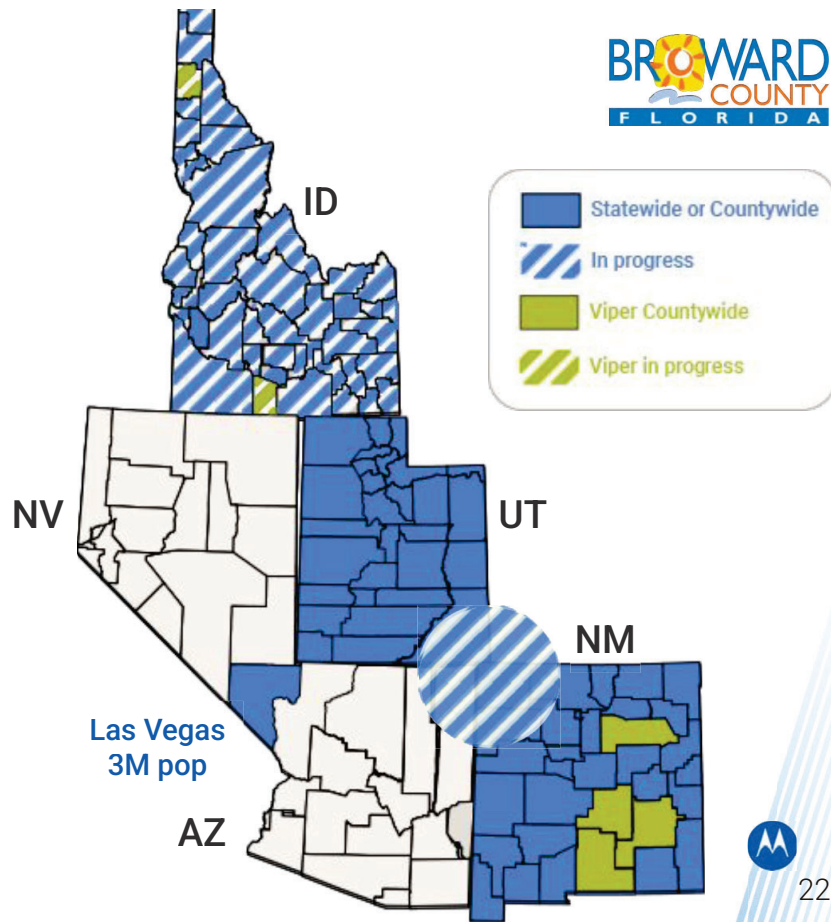
Nevada - 1 + City of Las Vegas

Utah - 29 fully deployed /
Statewide

Arizona - Navajo Nation - 110
Chapters (in deployment)

New Mexico - all 33 fully deployed
/ Statewide (4 with VIPER)

100% carrier migration!



Texas

Total counties:

42 fully deployed
(many as COGs or Districts)

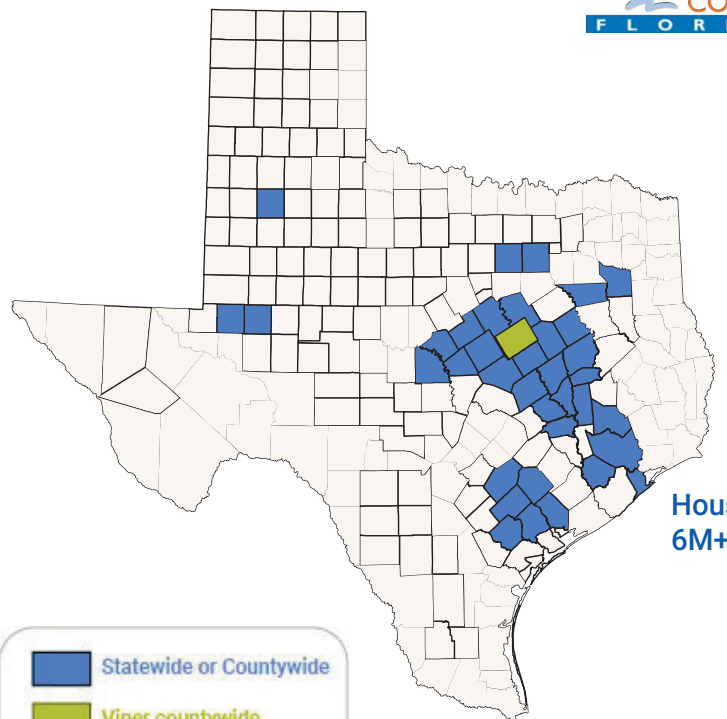
Notable facts:

Most of the Counties who were able to make a choice in NGCS provider chose Motorola

Houston (pop of 6M+) is the 3rd largest Regional 9-1-1 System in the US



100% carrier migration!



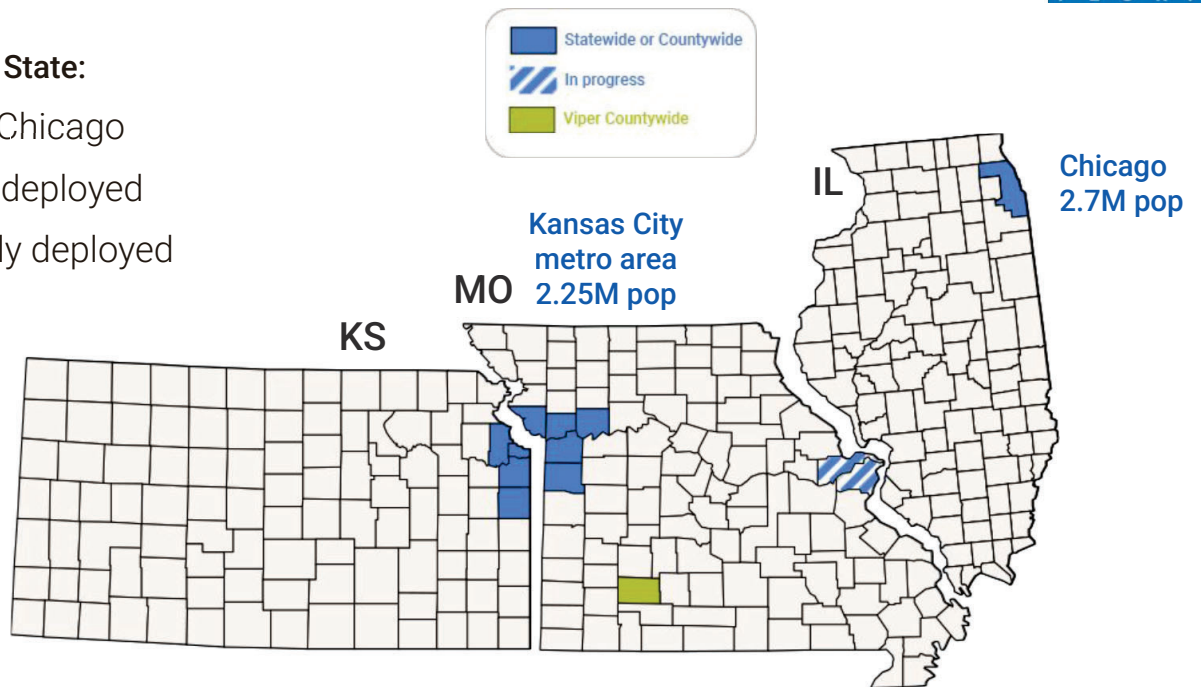
Midwest

Total Counties by State:

Illinois - City of Chicago

Kansas - 4 fully deployed

Missouri - 6 fully deployed
(2 in progress)



100% carrier migration!



Mid-Atlantic

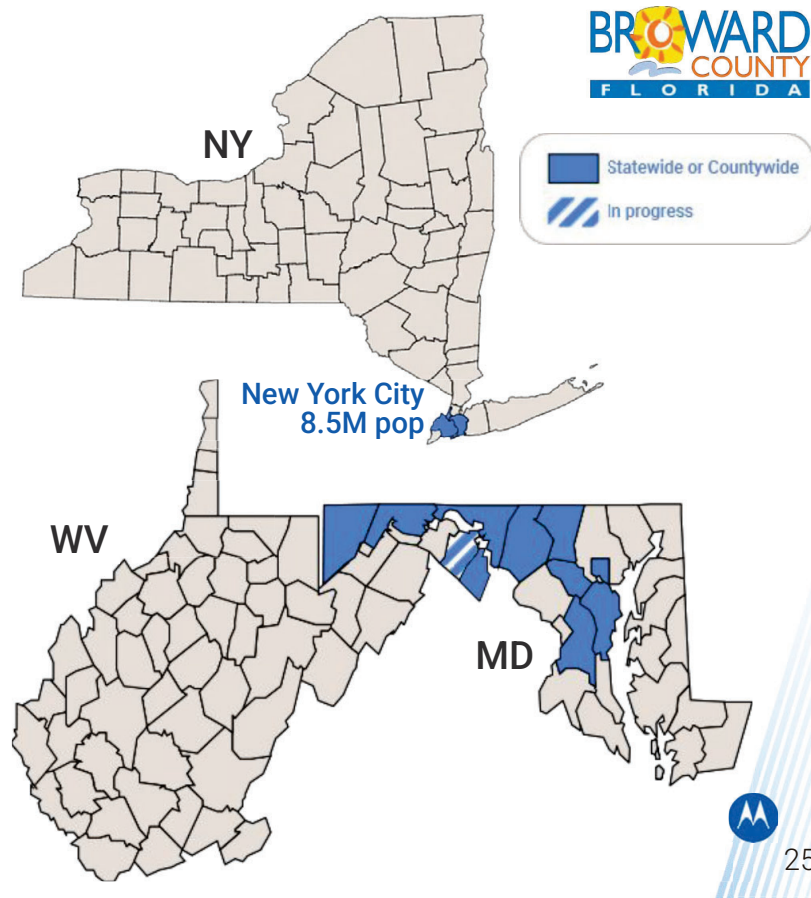
Total counties by State:

New York - New York City & all 5 boroughs (counties)

Maryland - 8 & City of Baltimore

West Virginia - 1 deployed;
1 in progress

100% carrier migration!

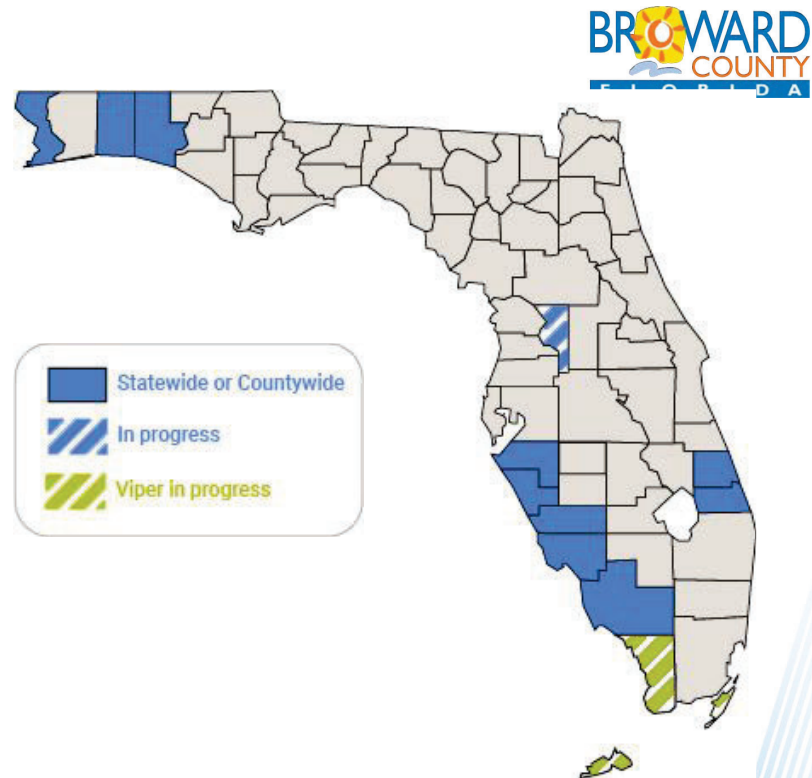


Florida

Total counties:

- 11 fully deployed
 - Escambia went live 12-11-25, six month implementation!
- 2 in progress (1 is VIPER site)

100% carrier migration!



Protecting the most populous Cities and Regions in the US

8.5M

New York City

6M+

Houston

3M

National Capital Region

3M

Las Vegas

2.7M

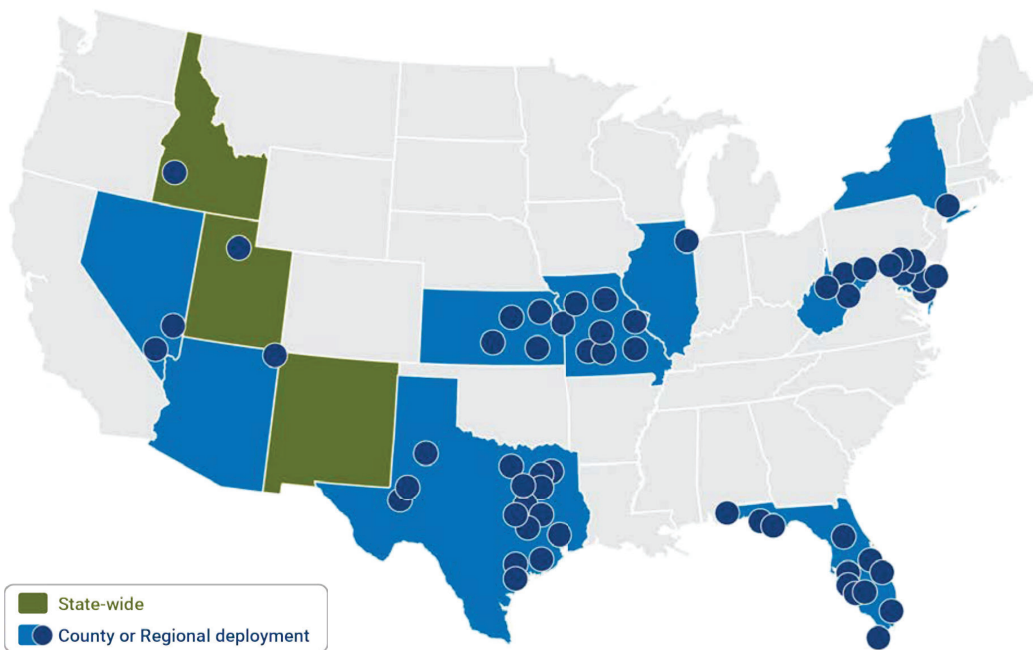
Chicago

2.25M

Kansas City Metro



Motorola's NGCS deployments



192 total
Counties +
Navajo Nation

51M people
served

Zero Outages



NGCS Deployment & Support



Net Promoter Score
bi-annual customer
survey):

NGCS has highest
customer satisfaction
rating within Motorola

Customers would
recommend Motorola's
NGCS



What our customers are saying

"You rock! Because of you and your team's continued support, this whole implementation has been virtually stress-free for my team."

-- Sally Lawrence, Sarasota County

"Lee County's trust in Motorola for superior public safety communications systems spans decades. . . The decision to rely on Motorola NGCS technology is deliberate and grounded in its consistent and dependable performance, meeting our needs precisely as required."

-- Paul Filla, Lee County Public Safety

"Motorola has made it possible to route calls based on location. It feels good to deliver a promise that we made to legislators and the citizens who have received better service because of this location based routing."

-- Tina Mathieu, Director, Utah Communications Authority

"I think all of the Baltimore City team involved in the deployment process with Motorola Solutions felt like we all have a stake in the game..... There wasn't a moment when we felt Motorola wasn't listening to us."

--Tenea Reddick, 911 Director, City of Baltimore
Emergency Management



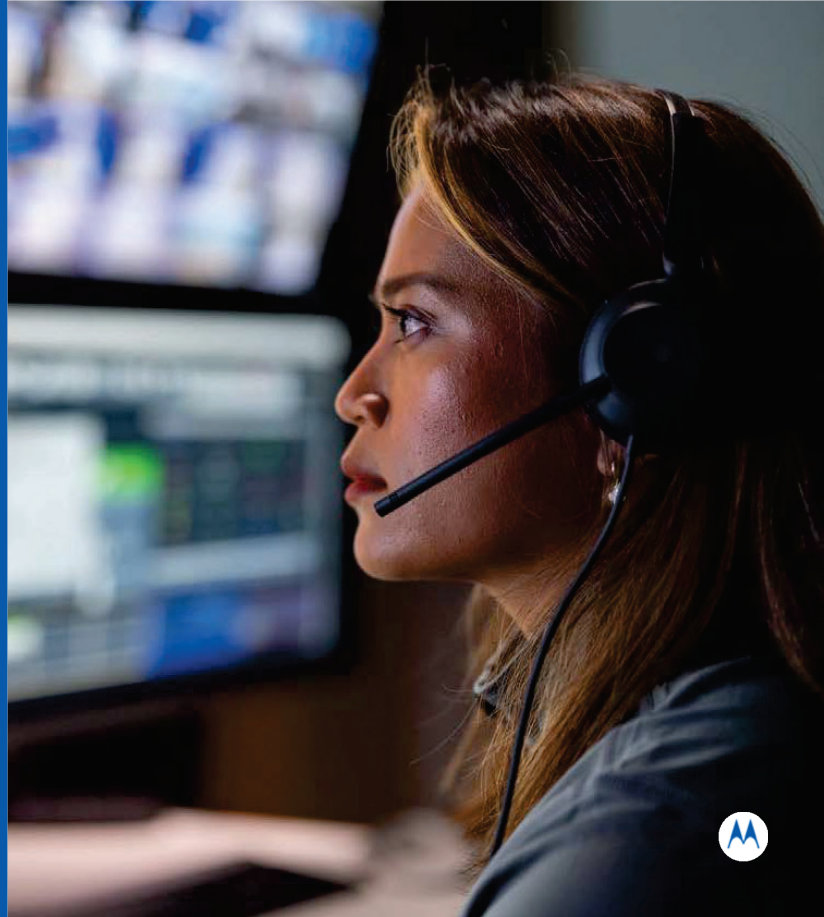
Motorola's NGCS commitment

No outages, only incidents

No failures, only resilience

Full technical and T&Cs compliance

Turnkey price = zero change orders



Questions?



Scan to visit our
custom Broward
County NGCS website



Thank you



Scan to visit our
custom Broward
County NGCS website

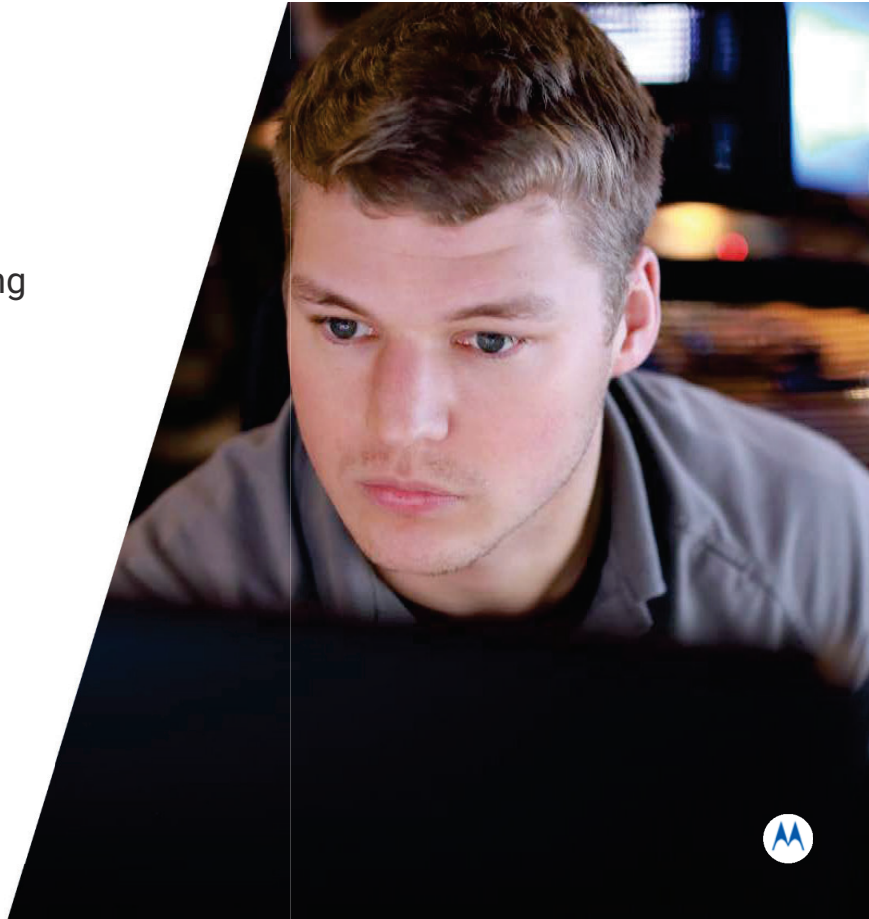


SUPPLEMENTAL MATERIAL



Pricing confirmation

Motorola Solutions confirms that the pricing submitted in our firm's proposal is for the entire requirements that are indicated and outlined in the Statement of Work



Motorola - Full Comply to Technical Responses

<i>Section</i>	<i>Subject</i>	<i>Our Previous Response</i>	<i>Motorola Solutions' 11-25-25 Revised Response</i>
<i>SR-GN010.b</i>	<i>Testing Observation</i>	<i>Comply with Exception</i>	Comply - we look forward to the County observing our testing
<i>SN003.b</i>	<i>Testing Observation</i>	<i>Comply with Exception</i>	Comply - we look forward to the County observing our testing
<i>SR-MR005</i>	<i>Period of Performance</i>	<i>Comply with Exception</i>	Comply - we understand that the period of performance will begin at the final acceptance of the final environment cutover
<i>SR-MR004</i>	<i>Maintenance Period</i>	<i>Comply with Exception</i>	Comply - we will use best efforts to meet the County's requested maintenance period
<i>RPT001</i>	<i>Single Reporting Platform</i>	<i>Comply with Exception</i>	Comply - we will provide the County with a single reporting platform, as requested
<i>SR-GN004</i>	<i>Multiple NGCS Data Centers</i>	<i>Comply with Exception</i>	Comply - our NGCS service is deployed in at least 3 geodiverse sites, with full resiliency, as requested.

Broward County NG9-1-1 Call Routing



Motorola Solutions key differentiators



Highest system resiliency in the industry



Embedded cybersecurity for full protection



Powerful configurable policy routing capabilities



Enhanced operational visibility and transparency

Strong partnership between Broward County and Motorola Solutions:
Broward County is HOME, and we are here for you!



Multi-media and texting

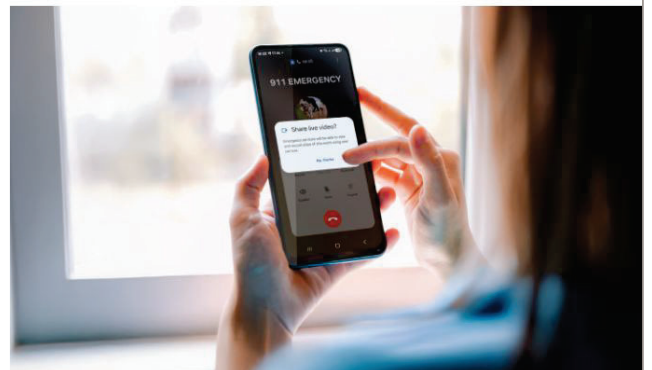
Motorola provides: **texting & live video sharing**

- Two-way texting includes real-time AI-powered translation in over 60 languages
- Secure, one-way, live video feed from the caller's mobile device (iOS or Android)
- Doesn't require app download or log in

2M+ Texts sent and received;
20K+ video streams initiated



Motorola Solutions and Google Let Android Users Share Live Video with 911 in Seconds

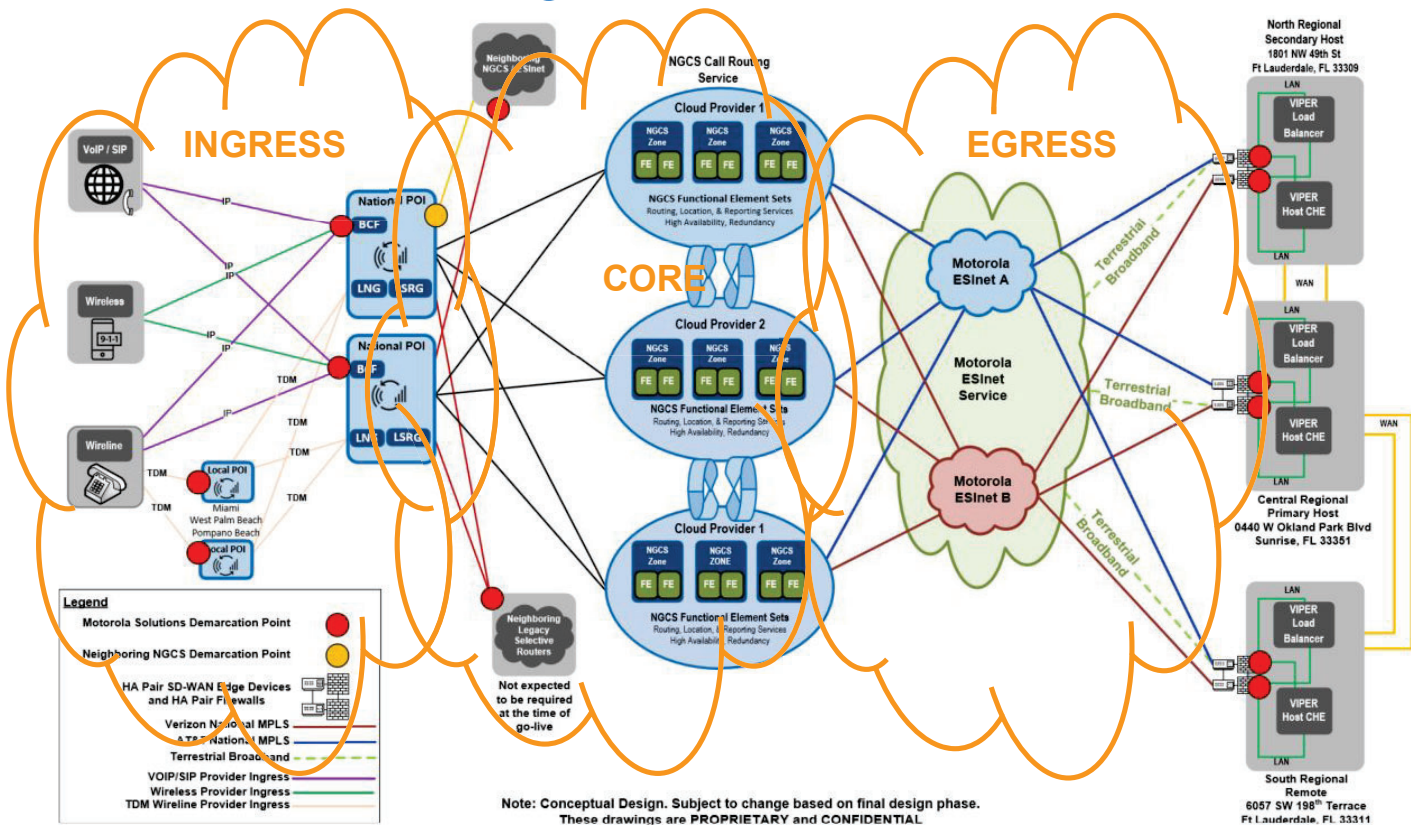


New "one-click" integration allows callers to show 911 call handlers their emergency to guide life-saving action

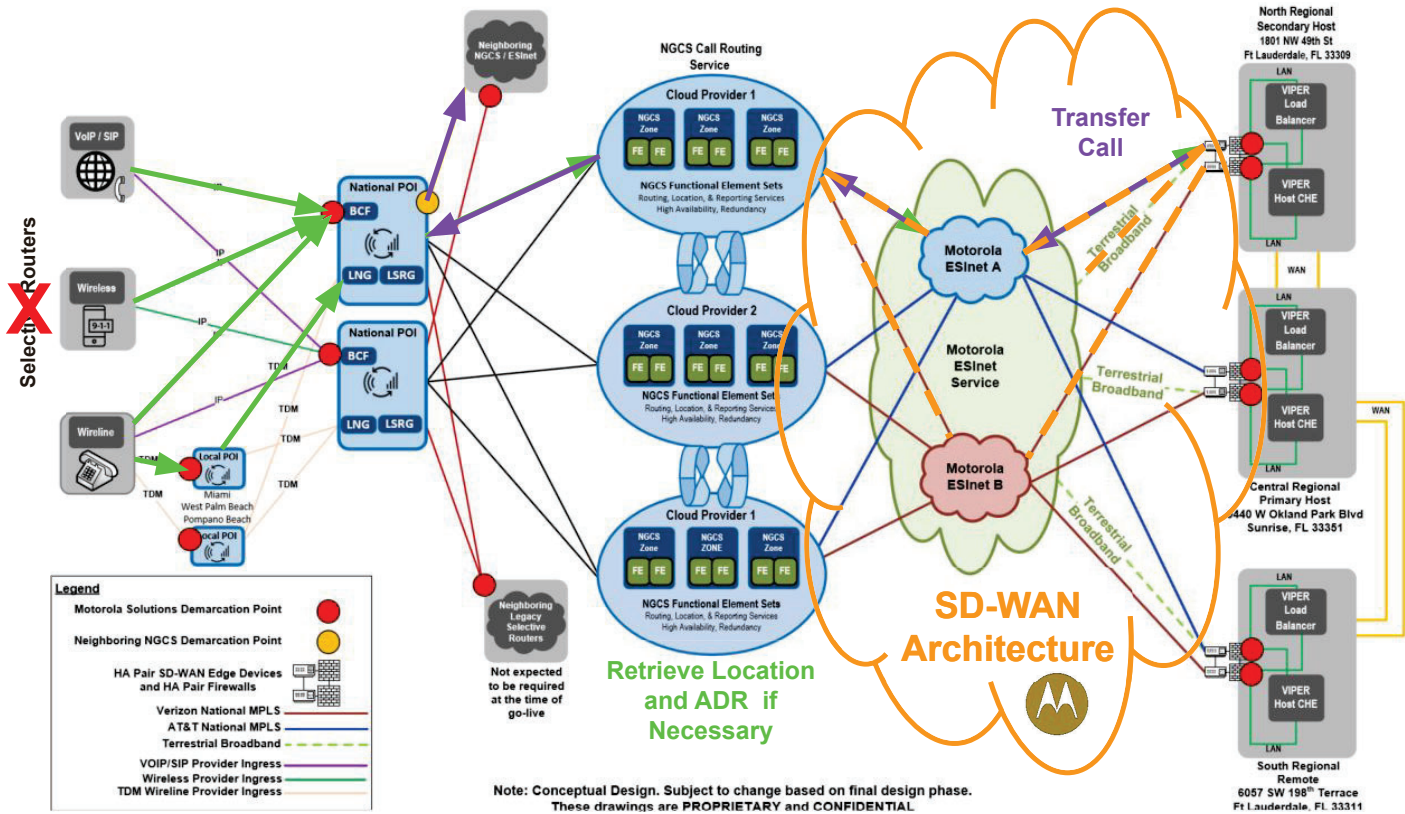
[Dec 10, 2025 News Release](#)



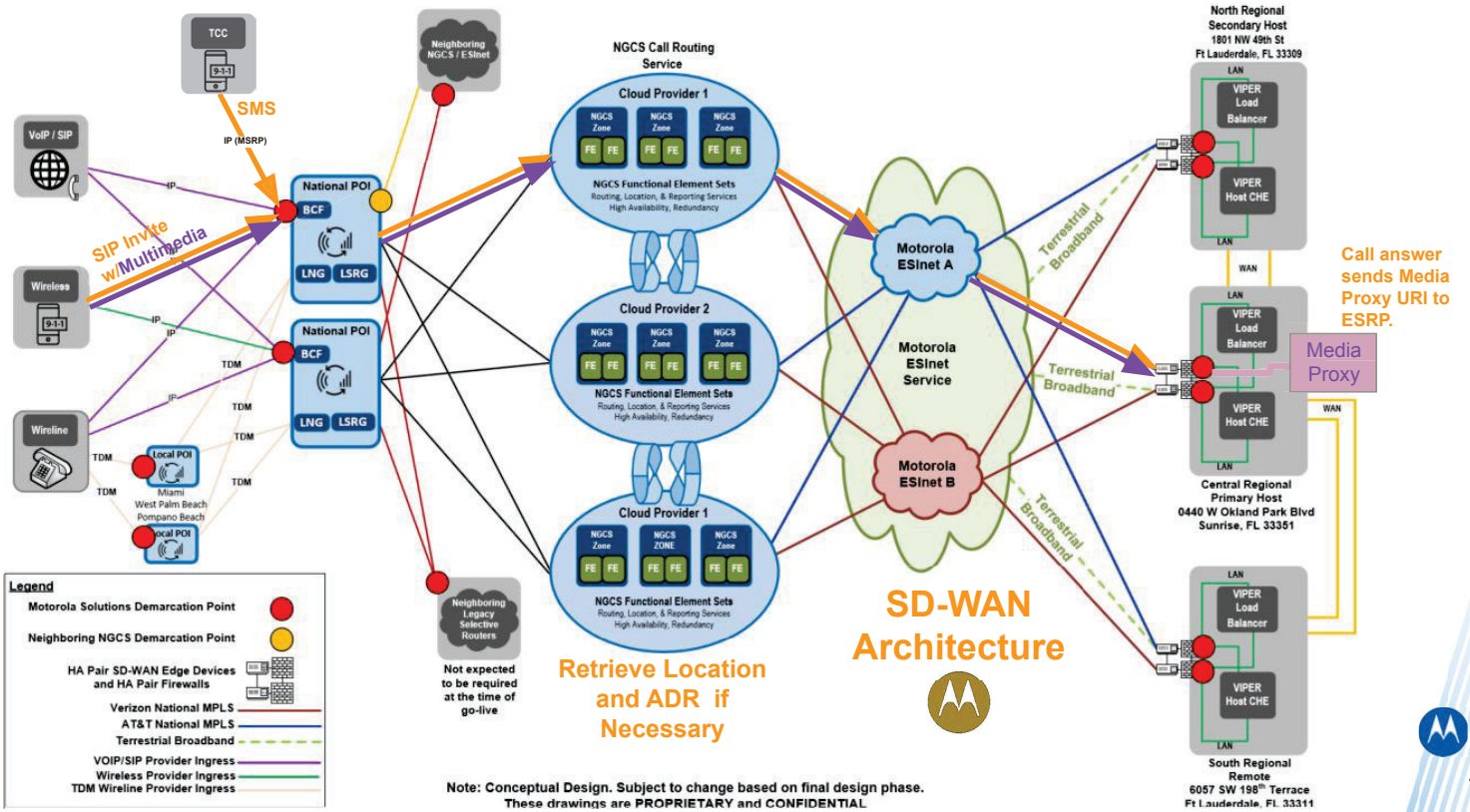
Architectural Diagram



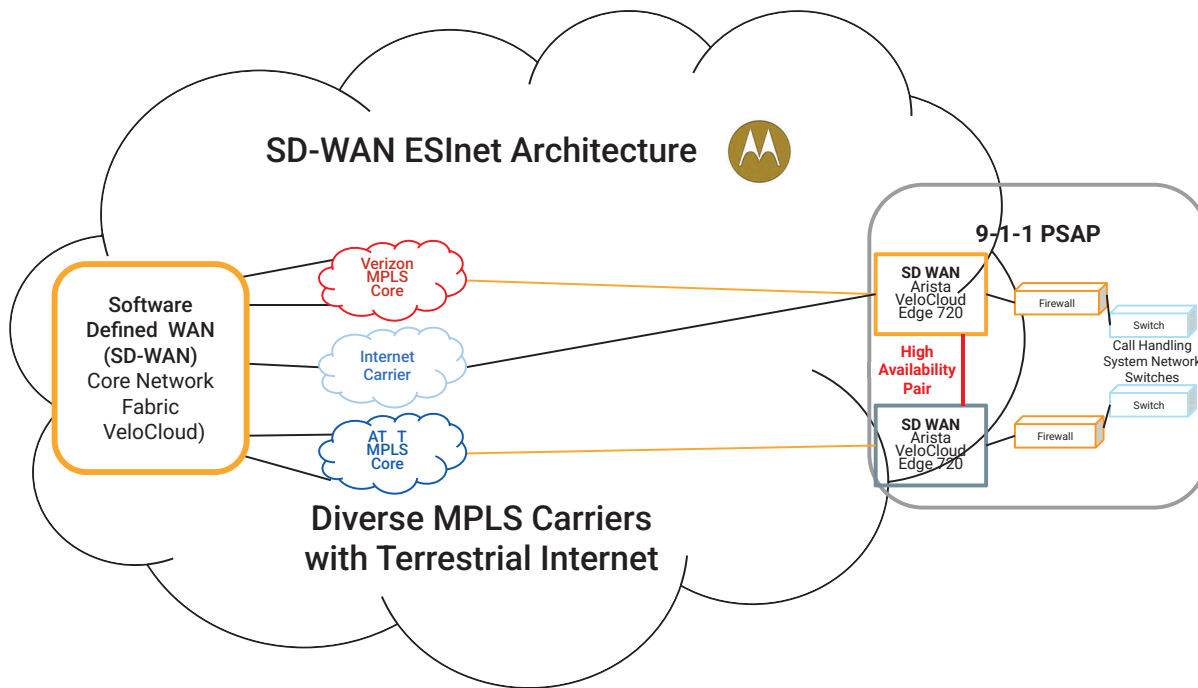
Voice Call Flow



Text and Multimedia Call Flows



SD-WAN for Uninterrupted NG9-1-1



ESInet

- Two MPLS connection per PSAP Call Handling System location
- One Commercial Internet Circuit to each PSAP Call Handling System location
- National MPLS Carrier Diversity (two different carriers)
- Leverage available carrier diversity for MPLS & Internet carrier to the PSAP
- Leverage path diversity to the PSAP
- Leverage PSAP Building Entrance Diversity where available



VESTA NXT Continuity

Emergency Backup

- Activated through Policy Routing Rules, as alternate PSAP routing locations (No user interaction required for activation)
- NENA i3-compliant call handling
- Connects via Internet
- CDR (Call Detail Record) captured in the cloud for 9-1-1 calls handled in backup mode
- Caller location display
- Call audio stored in cloud for as long as customer subscribes to the service with the caveat that long-term storage may increase storage costs
- Supplemental caller location
- Includes CommandCentral Evidence for audio storage
- No limit on number of positions

(Optional)

