

Overview of Broward County's Regional 911 System

(Morning Presentation)

July 11, 2018



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- A number of factors influenced the public safety communications system Broward has today.
 - Annexation
 - Contractual Services Between BSO and Municipalities
 - 2002 Charter Amendment related to the infrastructure in support of closest unit response
 - 2013 County Commission agreed to finance the dispatch and call taking program for regional participants

- In 1997, the Broward County Legislative Delegation created an Ad Hoc Committee to study annexation and the terms under which it would consider future annexations. A policy was established that annexation of all remaining unincorporated areas of Broward County should be encouraged to occur by the year 2010.
- Today, 97.3% of Broward's developable land* (approximately 420 square miles) is incorporated, representing 99.2% of the population
- As a result, there are 31 municipalities and the unincorporated area has less than 1% of the population.

*Excludes the Everglades

County	Total Land Area (Square Miles)*, **	Total Acreage	Total Population	Total Population (Incorporated)	Total Population (Unincorporated)	% Population Unincorporated
Broward	1,210	774,266	1,873,970	1,858,964	15,006	1%
Miami-Dade	1,898	1,214,541	2,743,095	1,551,506	1,191,589	43%
Palm Beach	1,970	1,260,646	1,414,144	795,698	618,446	44%
Orange	903	578,195	1,313,880	479,527	834,353	64%
Hillsborough	1,020	652,934	1,379,302	437,766	941,536	68%
	Source: Census 2010, TIGER boundaries (Census will update for 2020 count)		Source: BEBR 2017 Population Estimates	Source: BEBR 2017 Population Estimates	Source: BEBR 2017 Population Estimates	

*2010 Tiger Boundaries do not include Wedge annexation

**Includes water area, which results in small discrepancies with area calculations from other sources

Law and fire services are traditionally municipal functions. With less than 1% of the County's population located in the unincorporated area, leaving the County with little statutory responsibility for the services it has agreed to financially assume.

One of the outcomes of the annexation policy was increased contracted services between BSO and Municipalities for police, fire and emergency services



LAW ENFORCEMENT AND FIRE SERVICES – BSO Contracts

Law Enforcement	Fire Rescue/EMS
Fort Lauderdale-Hollywood International Airport Port Everglades Cooper City Dania Beach Deerfield Beach Lauderdale-by-the-Sea Lauderdale Lakes North Lauderdale Oakland Park Parkland Pembroke Park Pompano Beach Tamarac Weston West Park	Fort Lauderdale-Hollywood International Airport Port Everglades Cooper City Dania Beach Deerfield Beach Lauderdale Lakes Pembroke Park Weston West Park

- In July 2003, the County Commission transferred Fire/EMS services to BSO via an agreement; shortly thereafter transferred Communications Technology.
- In 2012-13, discussions began around replacing the aging radio and related communications systems, which was estimated to be in the tens of millions of dollars
- In February 2013, Communications Technology was returned as an agency under County government

- The County Commission with cooperation from Municipalities shall establish a countywide communications infrastructure for *fire and emergency medical services*. The County shall provide funding for the communications infrastructure and *all service providers will utilize the elements of the communications infrastructure. The communications infrastructure shall facilitate closest unit response for life-threatening emergencies and support for regional specialty teams.*
- County developed Regional Interlocal Agreements (RILAs) depicting the County's capital investments vs. municipalities

- A communications task force was created in 2011, later termed the Broward County Consolidated Communications Council (4C)
 - Key recommendations:
 - Improve service
 - Employ the best technology available to expedite emergency response
 - Establish consistent performance metrics
 - Reduce delay (eliminate) transfer of emergency calls
 - Faster emergency response times
 - Enhance interoperability and coordination amongst responding agencies
 - Fewer errors due to standardized call handling and dispatch protocols¹⁰
 - Save significant amount of taxpayers' dollars

- Broward City-County Managers Implementation Committee (I-Board) created by the County Commission March 2012.
 - The purpose of the I Board is to review, consider, and make recommendations to the County Commission relating to the creation, governance, funding, and operations of a regional and cooperative consolidated E-911 communications system which shall include the development of an Interlocal agreement (“ILA”) to be utilized by all participants in the regional and cooperative consolidated E-911 system.

- Broward City-County Managers Implementation Committee
- Six Key Recommendations:
 1. County Commission adopts a plan for cooperative countywide consolidation of E-911 communications and dispatch to be operated (or contracted for operation) by Broward County wholly funded through County ad valorem taxes.
 2. Broward County takes the lead in the coordination of the communications professionals among the current E-911 operators to address consolidation of the sites, consolidation of the infrastructure, consolidation of the respective staffs of the current operators, and the establishment of a professional structure with accountability based upon performance metrics that will meet or exceed national standards.
 3. The status of the existing professional/technical boards/committees be codified within County Code or Administrative Code as appropriate, to assure the continuance of their contributions to a consolidated system.
 4. The County develops a methodology to fairly and equitably compensate the owners of the three Public Safety Answering Points (PSAPs) sites recommended by the I-Board for the use of their facilities.
 5. The County Commission maintains governance over the system, with the system being a unit of county government with management reporting to the County Administrator, whether the County Commission chooses to operate the system or contract for its operation.
 6. The County Commission makes its best effort to have the cooperative countywide consolidated E-911 communications system as recommended herein operational by October 1, 2013.

- 10 Independent PSAPs
 - Pembroke Pines, Hollywood, Ft Lauderdale, Margate, Coconut Creek, Pompano, Sunrise, BSO, Coral Springs and Plantation
- 5 Independent Radio Systems
 - Hollywood, Ft Lauderdale, Plantation, Coral Springs and County
- 7 Independent CADs
 - Ft Lauderdale, Pembroke Pines, Margate, Coconut Creek, Coral Springs, Plantation, and County
 - County designated as the E-911 Coordinator by the State

- County recognized the infrastructure comprising the system needed to be replaced at a cost of tens of millions of dollars
- Some Major Infrastructure Projects (\$75M):
 - Public Safety Radio System- \$63.6 million
 - Local Government Radio System - \$2.0 million
 - Computer Aided Dispatch System – \$5.3 million
 - Fire Station Alerting System – \$2.3 million
 - Alphanumeric Paging System – \$1.0 million
 - VIPER 911 Phone System Upgrades – \$0.9 million

- Consolidation was initiated on May 17, 2013 .
 - Internal Communications staff designed and implemented the consolidation
 - Consolidation was completed on October 1, 2014.
 - All employees of the Independent PSAPs were offered employment with the Consolidated System.

Note: It should be noted that Plantation and Coral Springs were invited and participated in discussions during consolidation of the system.

- County Interlocal Agreements (ILAs) with Municipalities
- Key Features:
 - Allows Municipalities to voluntarily join the system
 - Sets forth terms and conditions for participation (i.e. management, funding, operation, termination, etc.)
 - Establishes transition of municipalities to the County's regional system
 - Provides for the performance standards for system
 - Outlines the responsibility of the County and municipalities as it relates to technology and equipment

- Through Regional Participation and Interlocal Agreements:
 - System Governance Boards: CAD, Law and Fire/EMS, and Operational Review Team (ORT) Committees (subsequently modified to include an engagement process to ensure field operational issues affecting the system are discussed and ultimately approved by municipal participants should it involve a change in the system).
 - Work with all stakeholders to ensure the implementation of system-wide functionality of the County's Regional Consolidated Emergency Dispatch System and the Public Safety Communications and Network Infrastructure and Applications

- Broward County (three locations-one system)
- Plantation (Independent system with separate CAD)
- Coral Springs (Independent system with separate CAD)
- User groups still include participation by Coral Springs and Plantation
- County continues to discuss the possibility and benefits of Coral Springs and Plantation utilizing the County's Computer Aided Dispatch system while remaining an independent Public Safety Answering Points, namely eliminating call transfers
- County remains the designated E911 Coordinator by State

- Following consolidation, the County approved the independent assessment of the system following consolidation. The company selected to perform such review was Fitch and Associates, LLC.
- Primary goals were to identify areas for improvement and assure policies and procedures of the consolidated system reflect best practices.

- Implementing the FITCH Recommendations
 - Change PSAP Performance Reporting Structure - **Completed**
 - Modify Governing/Engagement Structure - **Completed**
 - Implement Emergency Fire Protocol (EFD) - **Q4 2018**
 - Implement Emergency Police Protocol (EPD) - **Q2 2019**
 - Implement Independent Q/A – Q/I Structure - **Oct 2018 thru Sep 2019**
 - Countywide Closest Unit Response - **FY 2019**
 - Dispatch Position Efficiencies - **FY 2020**



Broward County Regional Consolidated E-911 System Performance Overview

Goals

- Improve service
- Employ the best technology available to expedite emergency response
- Establish consistent performance metrics
- Reduce delay (eliminate) in transfer of emergency calls
- Faster emergency response times
- Enhance interoperability and coordination amongst responding agencies
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By the Numbers

Over \$140 million invested

Including BSO dispatching services contract and equipment replacement

68% improvement

answering calls during the busiest hour of each day compared to the number of days missed in FY 2015

Exceeding

performance standards for 95% of calls answered in 20 seconds, 95% of alarm calls answered in 15 seconds, and 99% of alarm calls answered in 40 seconds

90%

of all calls answered in 10 seconds – consistently exceeding state minimum standard and outperforming independent dispatch centers

93% reduction

in call transfers compared to pre-consolidation numbers

Maintained 78%

performance processing EMS calls for service within 90 seconds

29% reduction

in total call volume FY2017 compared to FY2013 (removed municipal related calls from the system)

Higher Standards

Then: No Countywide Dispatch Call Processing performance standards or protocols

State minimum call answering standard

Then: No Countywide reporting of quantitative performance

No Countywide reporting of qualitative performance and tracking of reported incidents

Reports kept internal by dispatch centers

Now: Established stakeholder approved countywide standardized protocols and practices

Now: Implemented stakeholder approved highest and best standards for call answering and processing

Open and transparent Countywide performance reporting; Incident Management Tracking and Quality Improvement Program in place

CONSOLIDATED DISPATCH

BROWARD'S REGIONAL DISPATCH SYSTEM

July 11, 2018

