



Broward County, Florida

Broward County  
Public Safety Communications Technology and  
911 Call Taking / Dispatching Operations

Presented to Florida E911 Coordinators  
November 5, 2014

**Presented by:**

Brett Bayag

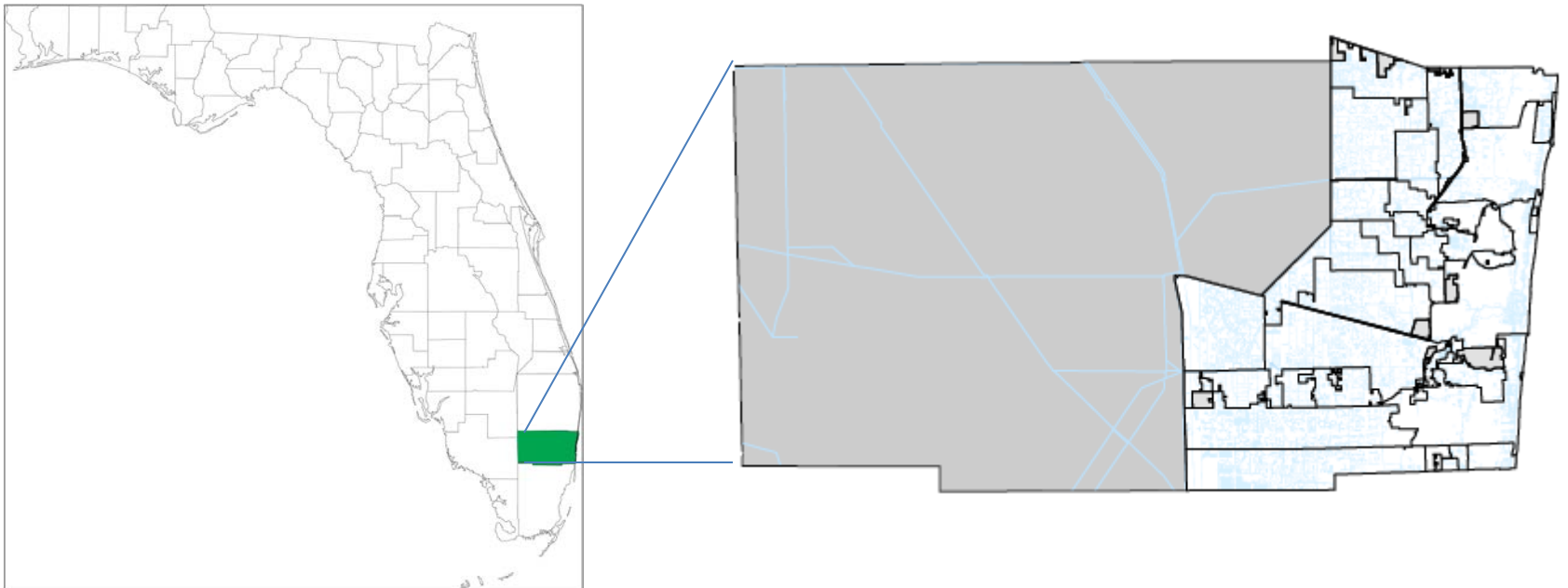
Office of Regional Communications and Technology

Broward County

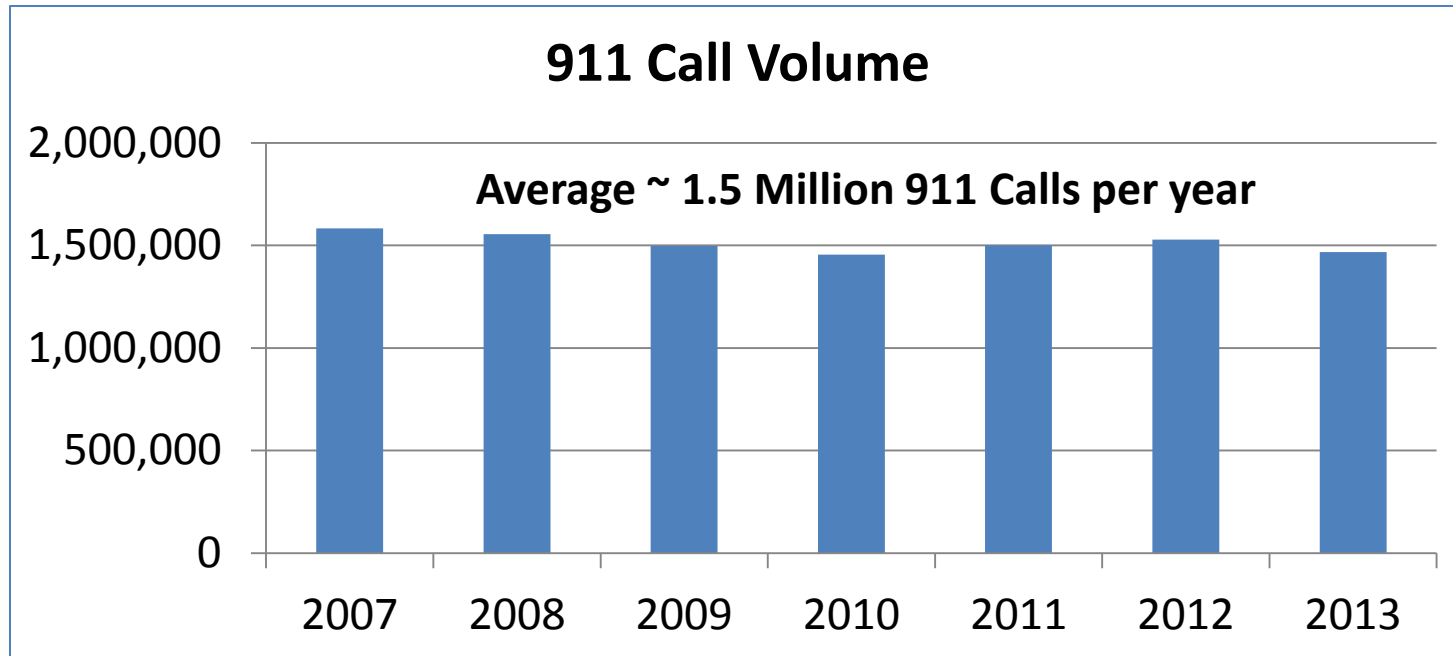


## Broward County, Florida

- Population of over 1.85 million
- 1,210 square miles
- Includes large urban city of Fort Lauderdale, as well as suburban, rural, and wetlands areas

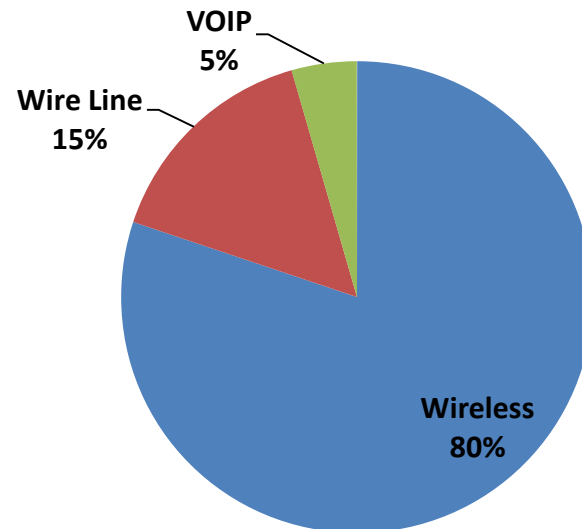


# Broward County Annual 911 Call Volume



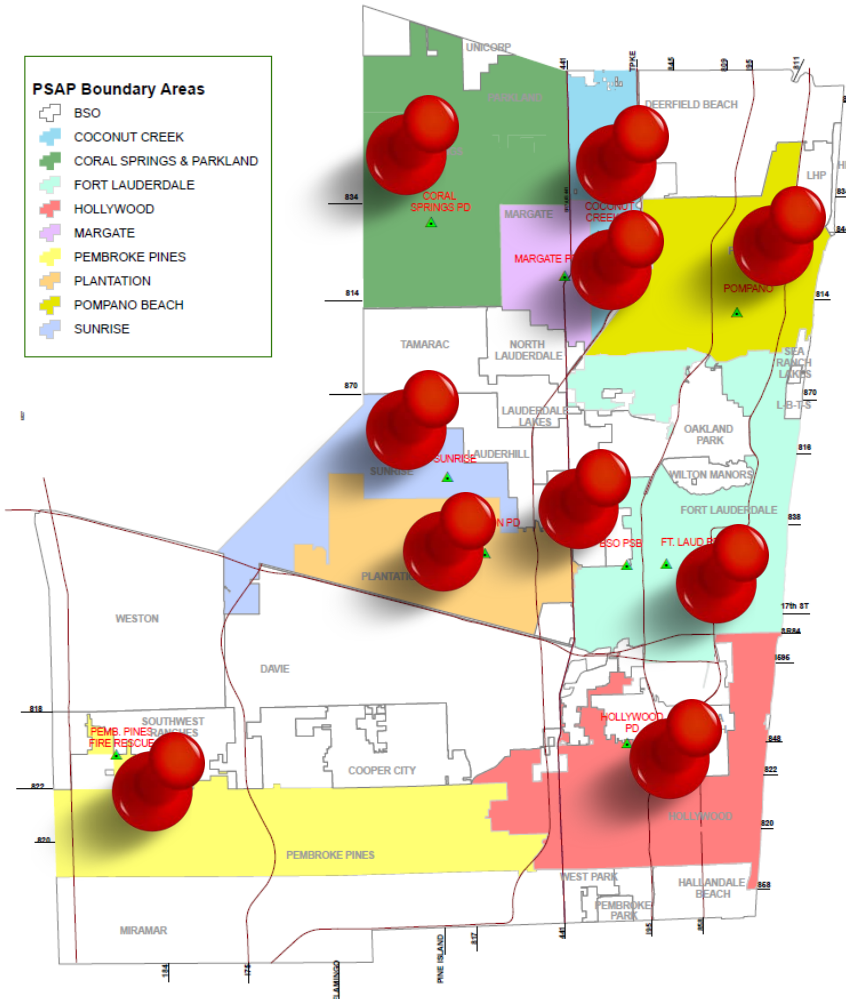
### 2013 911 Calls by Class of Service

Wireless 80%  
Wire Line 15%  
VOIP 5%

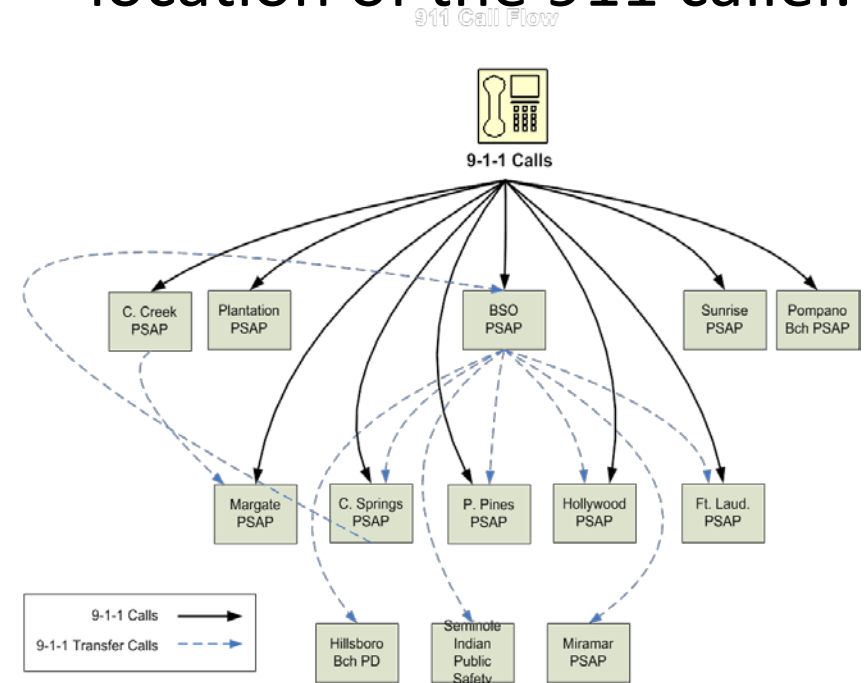


# Broward County Public Safety Answering Points (PSAPs) (Prior to Consolidation)

## 911 BROWARD COUNTY PSAP BOUNDARIES



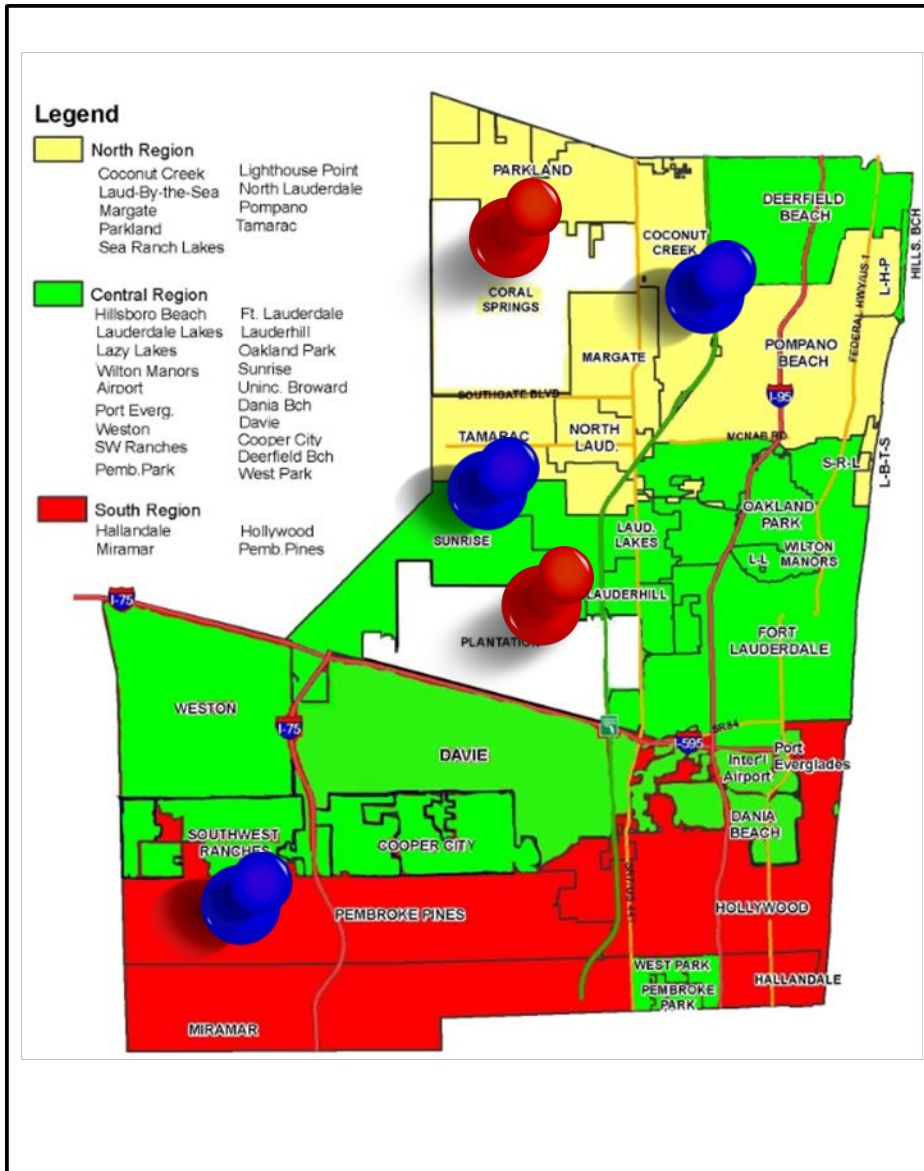
- 10 PSAPs
- Calls are routed to the responding agency's PSAP, based on the location of the 911 caller.



# Broward County Public Safety Answering Points (PSAPs) (Prior to Consolidation)

- Multiple Agencies Operating multiple PSAPs
- Disparate Operating Procedures
  - Disparate Call Answering and Handling Processes
- Multiple points of required Call Transfers
- Varying levels of performance
- Opportunities for Economies of Scale
  - Cost per call
  - Number of calls answered per equipped position

# Current Broward County (PSAPs) Regional Consolidated E-911 Communications System

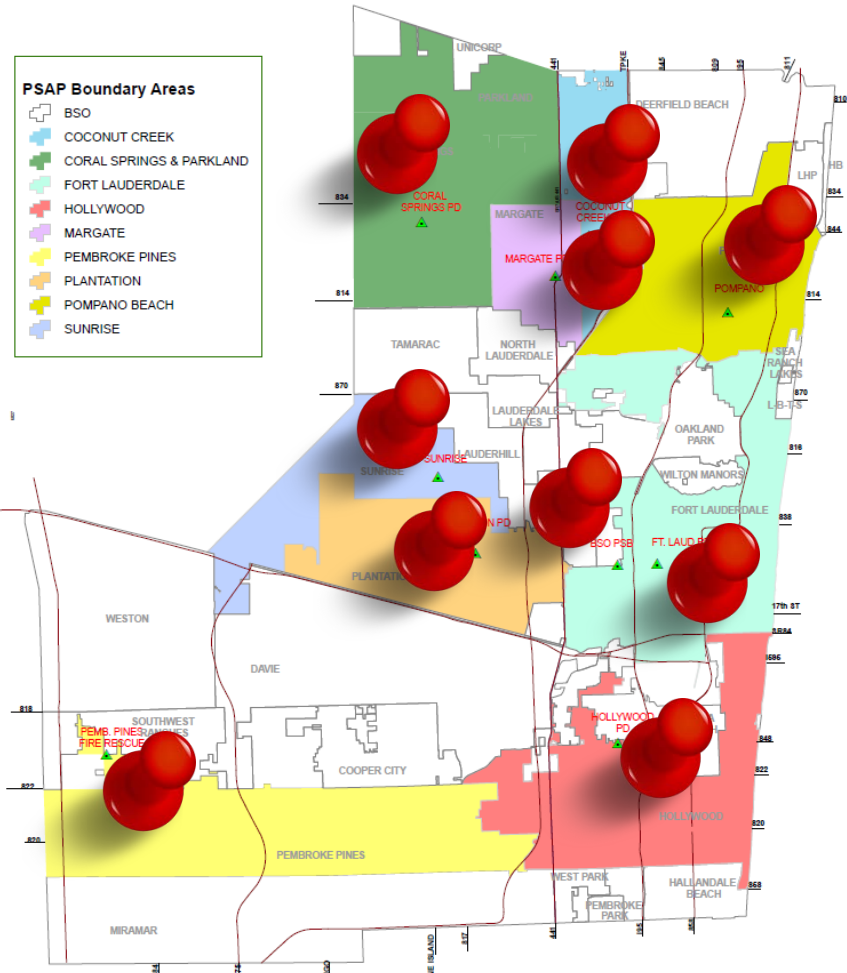


- Consolidated County wide 911 Call Taking and Dispatching
  - Under the governance of the County (Office of Regional Communications & Technology)
  - One Operator (common policies, procedures, and protocols)
  - Operating from three Consolidated PSAPs.
- Completed October 1, 2014
- Two Municipalities have opted to postpone their decision to participate.

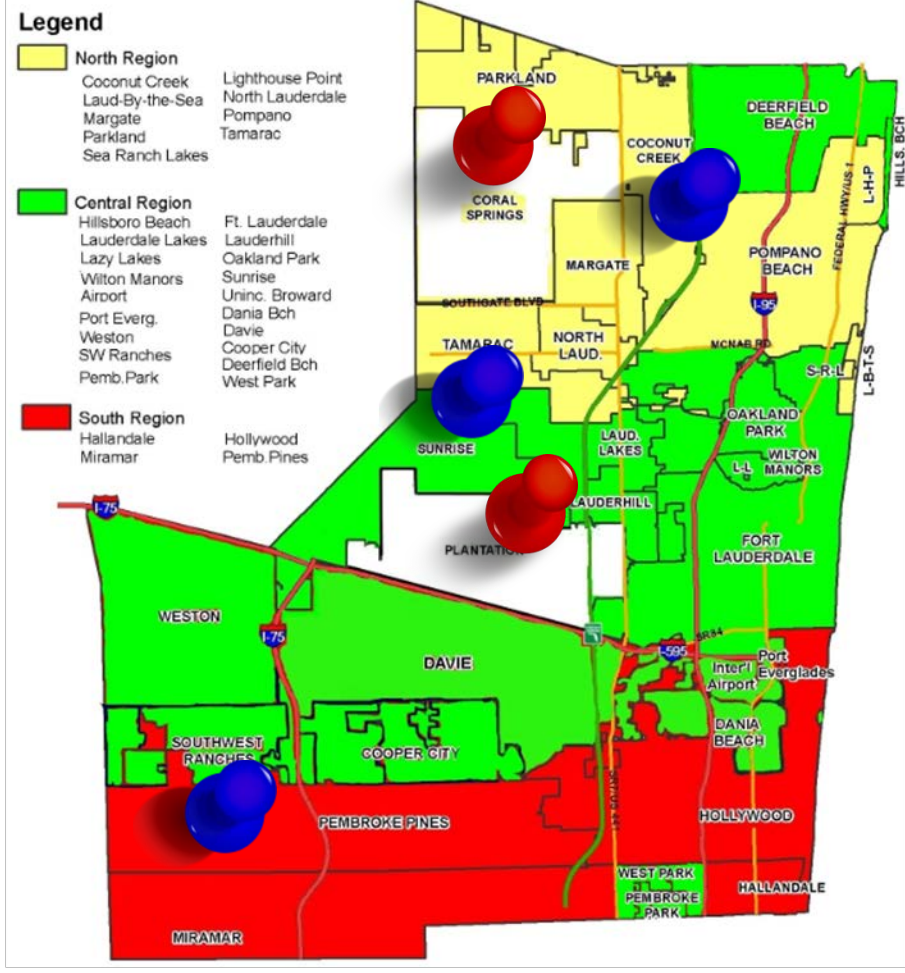
# Broward County Public Safety Answering Points (PSAPs) (Before and After Consolidation)

## 911 BROWARD COUNTY PSAP BOUNDARIES

- PSAP Boundary Areas**
- BSO
  - COCONUT CREEK
  - CORAL SPRINGS & PARKLAND
  - FORT LAUDERDALE
  - HOLLYWOOD
  - MARGATE
  - PEMBROKE PINES
  - PLANTATION
  - POMPANO BEACH
  - SUNRISE



Before



After

# New County-wide Non-Emergency Number



**NEW**  
POLICE & FIRE



**NON-EMERGENCY  
PHONE NUMBER**



» **What  
Number  
Should  
I Call?**

**Call 911**

When you need immediate assistance to  
Save a Life! Stop a Crime! Report a Fire!

**Call 954-764-HELP (4357)**

For Non-Emergency Police or Fire Services  
Anywhere in Broward County  
(Except Plantation and Coral Springs)



[911.Broward.org](http://911.Broward.org)

KNOW YOUR NUMBERS

**POLICE**  **FIRE**

# Consolidated Communications

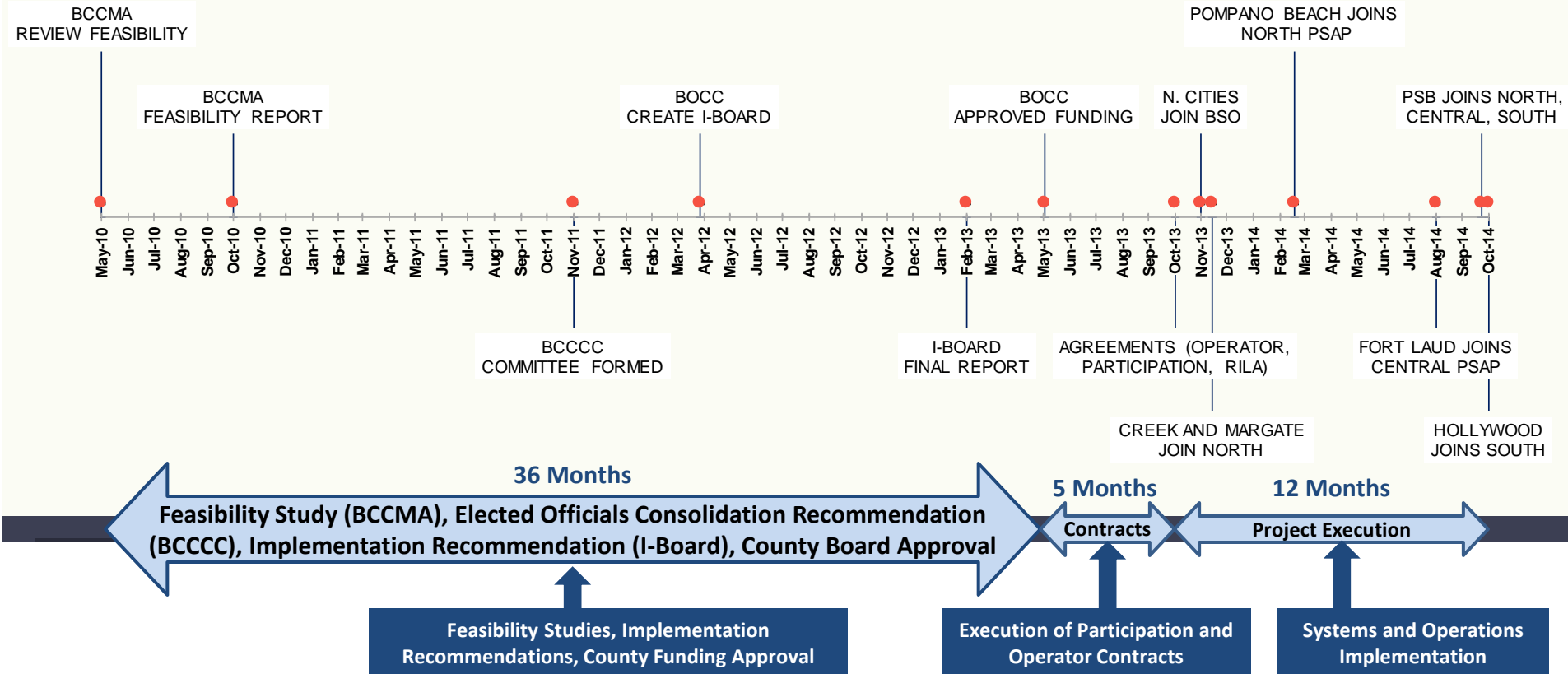
## Notable Accomplishments

- ✓ 29 Participation Agreements – (29 of 31 BC Municipalities)
- ✓ Lease agreements (Consolidated PSAPs operated out of Municipal PSAPs)
- ✓ Operator Agreement with Broward Sheriff's Office (BSO) (to operate PSAPs)
- ✓ Call Flow Process – (Standard Protocols and call handling)
- ✓ City of Margate PSAP employees transferred to BSO
- ✓ City of Coconut Creek PSAP employees transferred to BSO
- ✓ City of Sunrise PSAP employees transferred to BSO
- ✓ City of Margate Technology Migration
- ✓ City of Margate Consolidated with City of Coconut Creek, Operated by BSO
- ✓ City of Pompano Beach PSAP migrated to North Regional PSAP (C. Creek)
- ✓ Ft. Lauderdale Technology Migration on Countywide CAD
- ✓ Ft. Lauderdale PSAP Migration to Central Regional PSAP (Sunrise)
- ✓ BSO Public Safety Bldg PSAP Migration to N., C, and S. Regional PSAPsa
- ✓ City of Hollywood employees transferred to BSO
- ✓ City of Hollywood PSAP Migration to South Regional PSAP (P. Pines)
- ✓ 911, CAD, and Radio Equipment Migration

# Broward County County-Wide Consolidated Emergency Dispatch

ROADMAP

## The Path to County-wide Consolidated Emergency Dispatch



Precursors:

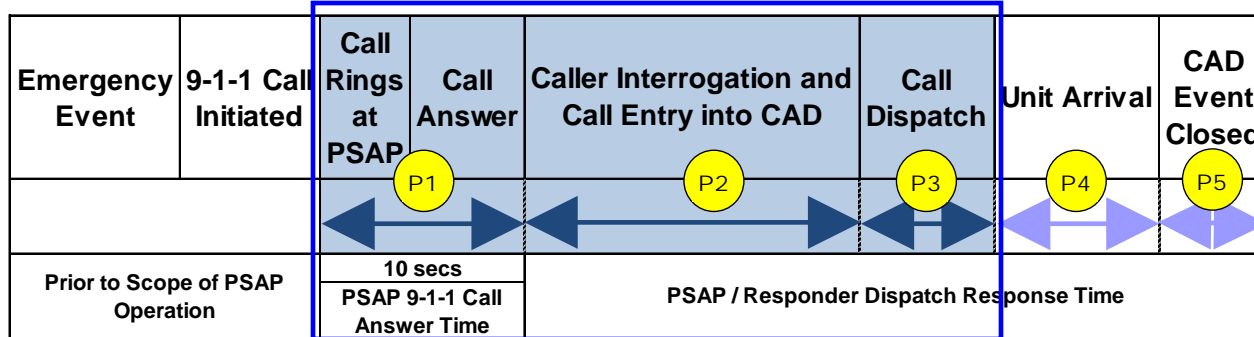
- 2002 Broward County Charter – Closest Unit Response
- 2006 – Common Regional InterLocal Agreement (RILA)



# PSAP Performance Measurements

## Consolidated PSAP Performance Based Contract

Lifecycle of an Emergency Call



### PSAP KPI Operational Scope

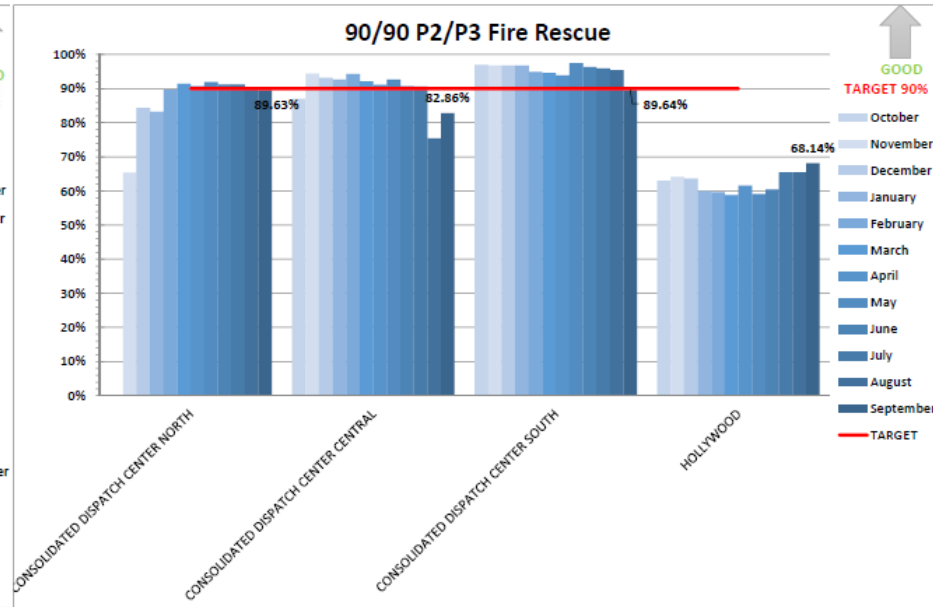
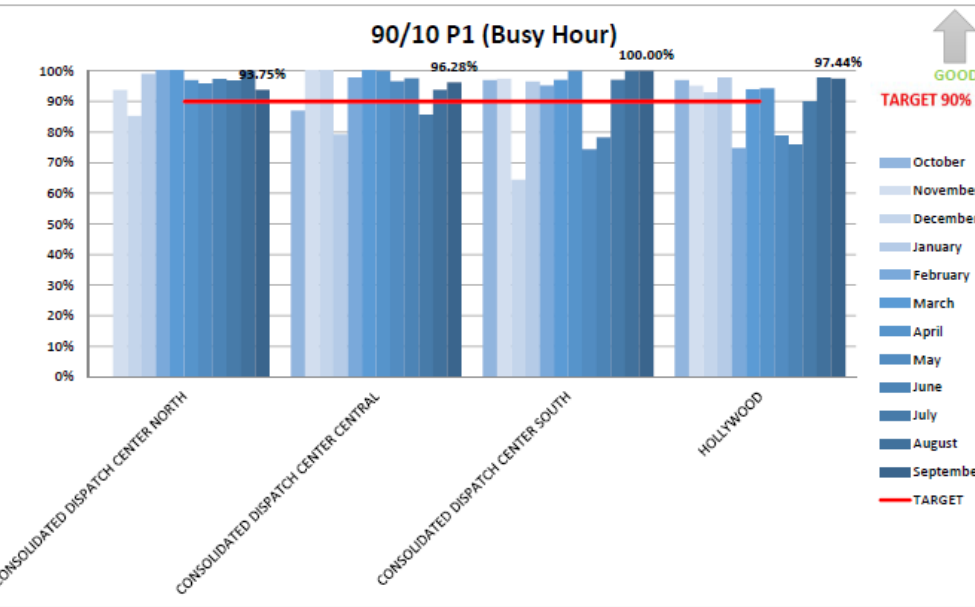
- P1 9-1-1 Call Answer Time
- P2 Time from Call Answered to Call Entered in CAD (and forwarded to Dispatcher)
- P3 Time from CAD Entry until a Unit is Dispatched
- P4 Time from Unit Dispatched until Unit Arrives on Scene
- P5 Time from Unit Arrives on Scene until Incident is Closed

- Key Performance Indicator Scorecards (review Monthly)
- Indicators distributed monthly to all Participating Members

# Monthly Indicator Scorecard

P1 – 911 Call Answer Time (Busy Hour)  
 Target: 90% Answered within 10 Seconds

P2/P3 – Time to Dispatch  
 Target: 90% Dispatched within 90 Seconds



P1 Indicator Target Source: NENA Call taking Operational Standard/Model Recommendation, NENA 56-005  
 P2/P3 Indicator Target Source: NFPA 1221

# Next Steps

## Clean up and Optimization

- Operations Review Meetings
  - Trouble Reporting Process (for participating agencies)
  - Monitor Performance, stratify root causes
  - Process/Policy Deployment
- Regional Network Deployment
  - Share resources and deliver calls across three PSAPs in a FIFO, longest idle call taker
- Text to 911

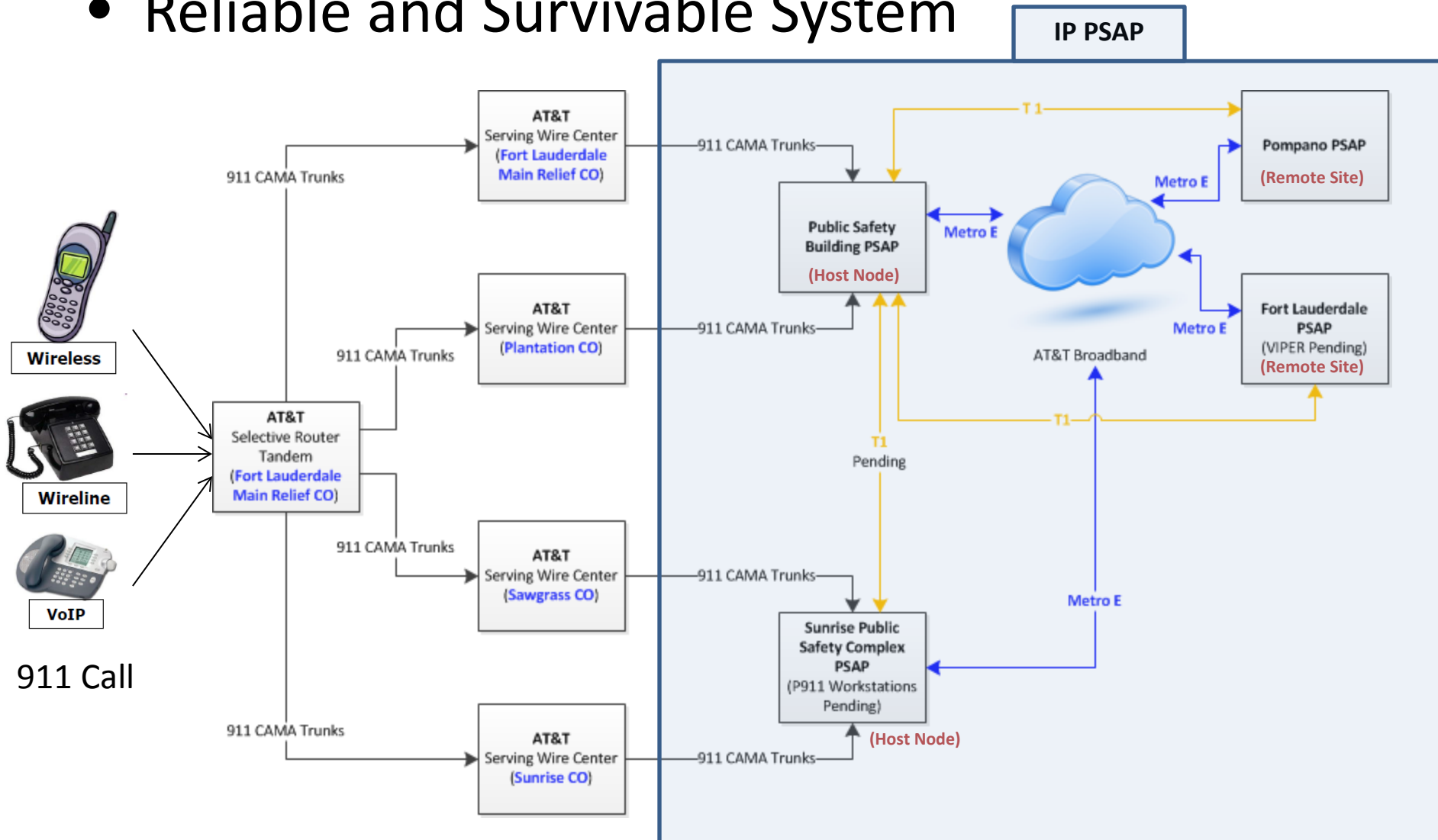
# Technology Consolidation

## Broward County IP PSAPs

- VIPER (Voice over IP for Emergency Response)
  - 2009 – 2012 : VIPER Replaced Intrado Lifelines
    - Broadband IP Network
      - IP backroom equipment
      - CAMA gateways convert 911 Calls to SIP
      - Power 911 Intelligent Workstations replaced Legacy IAP+ call taking positions
      - Scalable to NG-911 (text to 911, images, etc.)
    - Serve multiple PSAPs with a single VIPER Network

# Broward County E911 Data Model

- Reliable and Survivable System



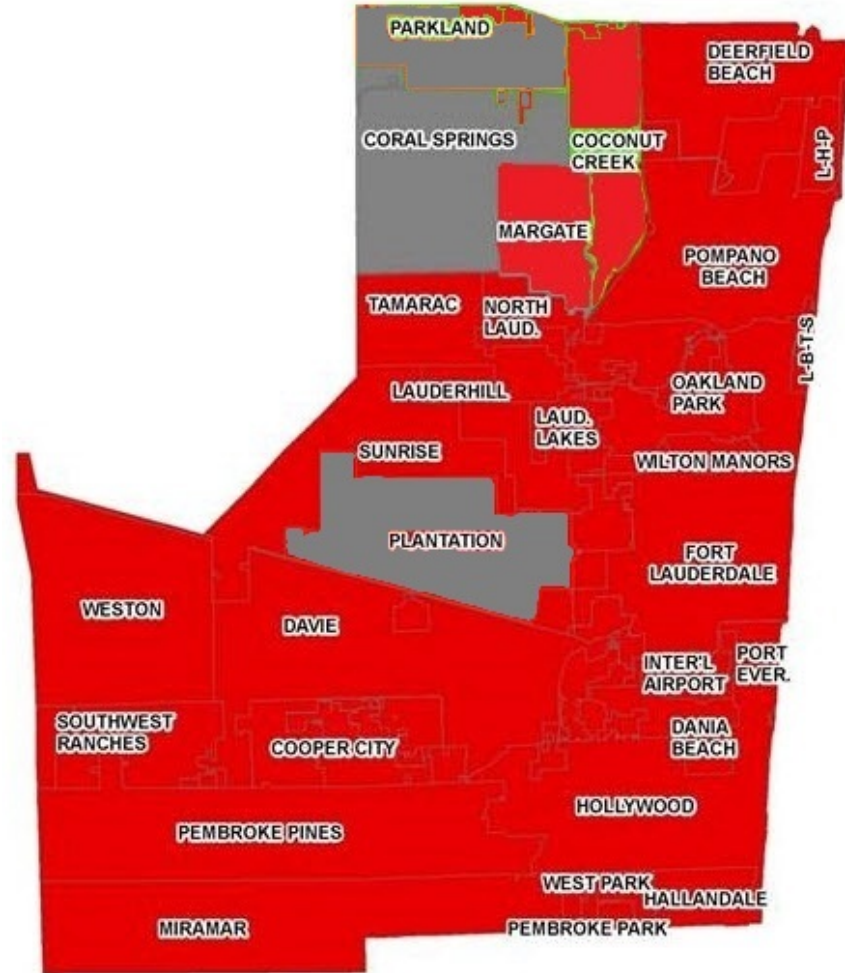
# County-wide CAD Participants Fire Rescue (Post Consolidation Project)

- County CAD
- Municipal CAD

29 of 31 Participation Agreements

2 Outstanding Agreements

- Coral Springs
- Plantation

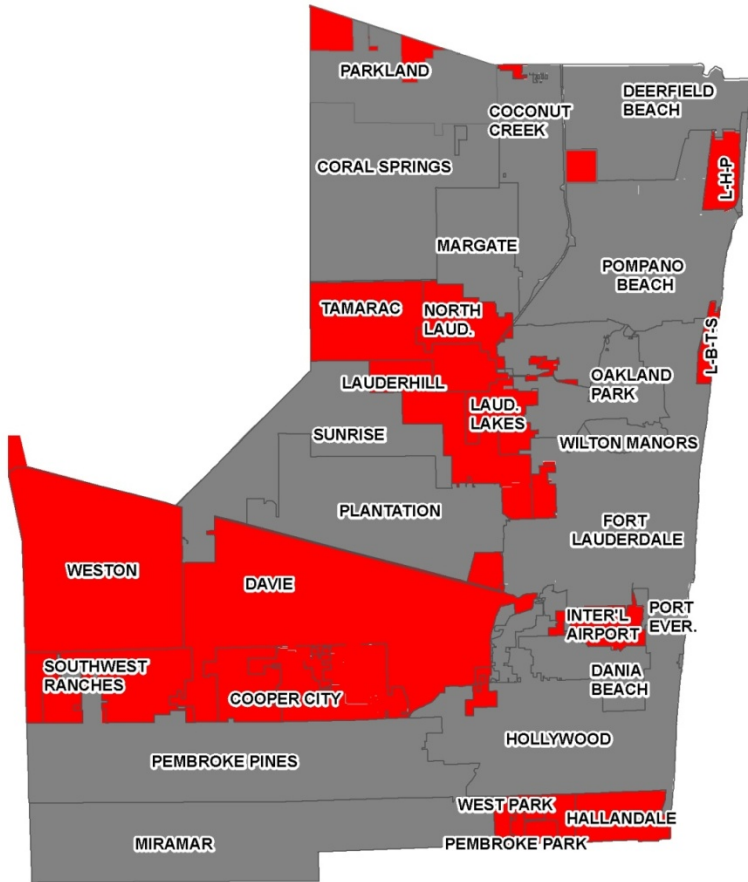


Focus ➡ Auto-Aid Agreements

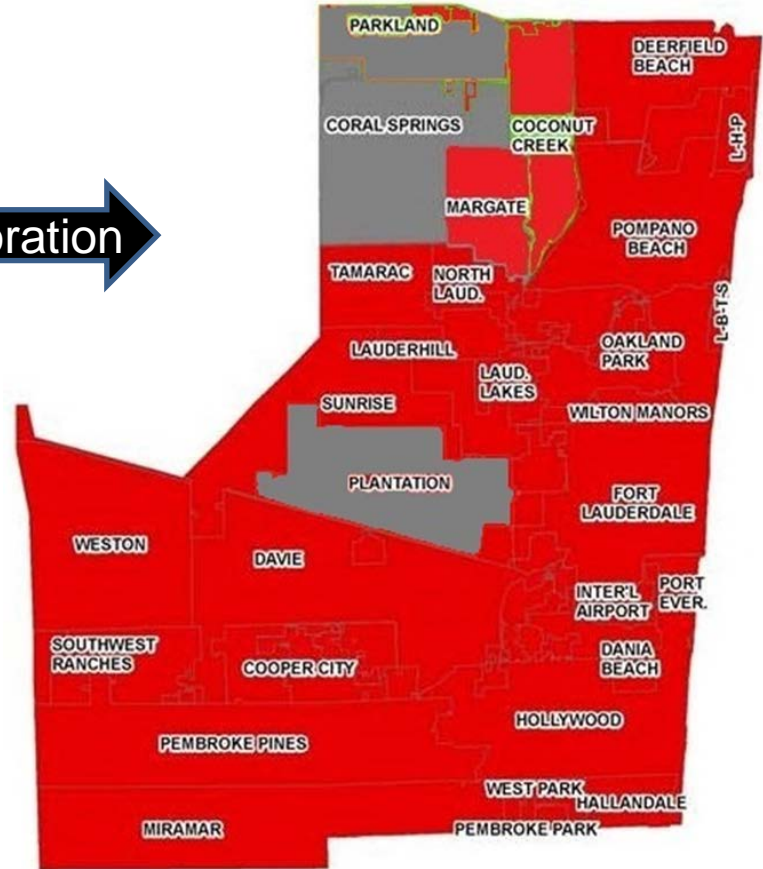
# COMMON CAD PARTNERS

## Historical View



Circa. 2002



Current



### Legend

-  County-wide Participant
-  Non County-Wide Participant