Broward County
County-wide Consolidated E911 and Dispatch PSAPs

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- Population of over 1.8 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

**911 Call Volume**

Average ~ 1.5 Million 911 Calls per year

- **Wireless**: 80%
- **Wire Line**: 15%
- **VOIP**: 5%

**2013 911 Calls by Class of Service**

- Wireless 80%
- Wire Line 15%
- VOIP 5%
Broward County Public Safety Answering Points (PSAPs) (Prior to Consolidation)

- 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 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
  – Average number of calls answered per equipped position
Future 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 Communications Technology)
  - One Operator (common policies, procedures, and protocols)
  - Operating from three Consolidated PSAPs.
- Will be completed in mid-2014
- Two Municipalities have opted to postpone their decision to participate.
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)
- Margate PSAP employees transferred to BSO
- Coconut Creek PSAP employees transferred to BSO
- Sunrise PSAP employees transferred to BSO
- City of Margate Technology Migration
- City of Margate Consolidated with City of Coconut Creek, Operated by BSO

In Flight Initiatives

- City of Ft. Lauderdale Technology Migration
- 911, CAD, and Radio Equipment Migration
Broward County
County-Wide Consolidated Emergency Dispatch

Precursor:
• 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

- **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
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)

28 of 31 Participation Agreements
3 Outstanding Agreements
• Coral Springs
• Plantation
• Southwest Ranches

Focus ➔ Auto-Aid Agreements