

Regional Public Safety Communications Quarterly

OCT Launches Public Website

In January 2013, the Broward County Office Communications Technology (OCT) launched its new public website Broward.org. Regional partners, as well as residents of Broward County can learn more about the services and programs OCT offers by visiting the website and finding us via the FIND AN AGENCY link and select Communications Technology. The direct site is located at Broward.org/communicationstechnology.

In addition to the Mission, Purpose, and Vision statements for the Office of Communications Technology, visitors to the site can also find information related to the various Governance Boards and the Regional Public Safety Communications Committee, such as, meeting dates, locations, agendas, and minutes .

One initiative OCT has been involved in over the last several months is the Consolidated Communications Implementation Advisory Board (I-Board). The I-Board meets regularly to discuss the implementation process necessary for consolidating countywide communications. As a stakeholder in this implementation process, OCT included a link to the I-Board offering more information about this program.

Future enhancements to the website will include our Strategic Plan, Organizational Chart, Information on Divisional Goals and Programs (E911, Radio, and Applications), as well as various updates related to the Regional Flee-To 911 Centers in Broward County.



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OCT Mission Statement

To foster collaboration, information sharing and data interoperability by strategically designing, implementing, and maintaining cost effective mission critical public safety applications, E911, Radio and Mobile Data Systems that best meet the requirements of Broward County's emergency responders.



Collaboration and Continued Success

Continued feedback from our Stakeholders regarding our services, applications, and systems as a whole is vital to our collective success. The Office of Communications Technology relies on the County's first responders to dictate what best meets their requirements and attempt to align those requirements with available solutions.

Closest Unit Response Update

The Closest Unit Response (CUR) initiative leverages technology (both hardware and software) allowing dispatch centers to identify the exact location of Fire Rescue Frontline Vehicles utilizing Global Positioning Satellite (GPS) technology and state of the art mapping software. By installing GPS and broadband capable mobile data terminals in each fire rescue frontline vehicle coupled with dispatch and mobile mapping software, emergency responders are capable of responding to incidents more efficiently. During the pilot implementation, Sunrise Fire Rescue department realized the advantages of closest unit response as "out of zone" rescue units were dispatched to 911 calls related to a seizure and an unconscious person. The CAD system dispatched the Sunrise Fire Rescue

units based on their GPS location, resulting in a faster response time compared to dispatching the units based on station assignment.

Today, 62% of municipalities utilize the regional Computer Aided Dispatch (CAD) system and have equipped their Fire Rescue Frontline Units with the appropriate technology to support participation in the County's Closest Unit Response program.

Update: The City of Lighthouse Point Fire Rescue Department will become the next agency to join the closest unit response program. We are currently coordinating vehicular surveys and expect to outfit their 4 Frontline units in the second quarter of 2013.

Interoperability through sharing data across jurisdictional boundaries is highly effective in increasing officer and public safety.

Regional Law Records Management Program is Growing

In 2009, the Broward Sheriff's Office and the Hollywood Police Department began collaborating on a program to increase information sharing between the two agencies. Shortly thereafter in October 2011, the City of Sunrise Police Department joined the program. What was developed is the current Regional Law Records Management Program (LE-RMS) which allows users to share data seamlessly across jurisdictional boundaries.

The 2002 Charter provides for a regional platform for public safety initiatives which included a County-Wide Law Records Management System. In support of this initiative the Office of Communications Technology partnered with agencies to provide a system that is not only capable of meeting the expectations of interoperable communications, but also provides a cost effective hosted solution for law enforcement agencies to leverage. The regional law enforcement records management system also delivers crime statistical reports to the State.

In 4Q12, BSO started an aggressive schedule for rolling out the program to the remaining districts; Weston, North Lauderdale, Tamarac, and Parkland have all joined the Regional LE RMS. The rollout plan will continue through 2013 until all BSO Districts and Special Units are utilizing the Regional LE RMS.

In FY12/13, OCT expects to welcome other Regional Partners to the Program including Hallandale Beach Police Department, Coconut Creek Police Departments, and the Broward County School Board Strategic Investigative Unit. Involvement with the Regional LE RMS by so many Regional Partners will exponentially increase officer and public safety through the sharing of critical data.



CAD and ProQA Updates

In March 2013, the OCT, along with the CAD vendor, Motorola, and the regional dispatch partners, will upgrade the computer aided dispatch software (CAD) from version 7.0.0.7.2 to 7.0.0.8.4. The CAD software was last upgraded in January 2012 from 6.6.8 to 7.0.0.7.2. That upgrade allowed the regional partners to implement many useful features, including enhanced data security and improved data search capabilities. This new upgrade builds on the features and functionalities provided in the January 2012 upgrade. The most exciting enhancement provided by this release is the ability to upgrade to ProQA Paramount. ProQA Paramount is software that allows 911 call takers to ask emergency callers the appropriate questions quickly which reduces call processing time and allows first responders to arrive on scene in a timely manner knowing the nature of the emergency.

Looking to the future, OCT is actively working with our regional partners to gather the requirements for a “next generation” CAD system. These requirements will be released in an RLI, which is tentatively scheduled for August 2013. The new CAD system will allow OCT and the regional partners to implement numerous technological advances including improved in-car mapping for law and fire vehicles, support for enhanced 911 calls (including support for text and video when that becomes available in South Florida), streamlined call taking and dispatch processing, and faster access to critical call-related information. Another great feature of the “next generation” CAD systems is faster processing speeds and lower hardware costs, features that Broward County taxpayers will appreciate.

This is an exciting time for public safety and we look forward to providing the very best public safety communications solutions available to allow our regional partners to continue providing the highest level of service to the Broward County residents.

Governance Model Management

Beyond the technology is the governance of the different applications and systems managed by Broward County’s Office of Communication Technology. Using a Governance Model Management style allows stakeholders from each participating agency to share in the management of the associated program in a fair and equitable manner.

Governance Boards have been established in several programs to date: Law Records Management, Fire Records Management, and Computer Aided Dispatch Programs. Each agency selects an Executive Sponsor to speak and vote on behalf of the agency on global issues related to the individual programs.

To learn more about each program’s specific governance model, visit the OCT website at: www.broward.org/communicationstechnology.

800mhz Rebanding

The Office of Communications Technology has completed the radio infrastructure and the first touch of all radio subscribers on the 800mhz Public Safety Radio Network.

Currently, we have initiated the second touch and there are a couple of agencies that are already completed. We will begin contacting agencies to schedule the second touch beginning mid-February 2013.



If any agency wishes to discuss changes to their current template(s), please contact OCT Radio Division prior to February 28th, 2013.

Hosted Master Site

The Broward County 800 MHz Radio System is used as a primary means of communication by all public safety departments in Broward County. The Smart Zone Controller which controls the flow of voice traffic on the Broward County Radio System is over twenty years old and is no longer supported by Motorola. Should one of its critical components fail there is no guarantee the system could be restored with the current technology.

OCT investigated all options and determined the best course of action would be to utilize the Motorola Astro25 Hosted Master Site to be installed at Motorola's Plantation facility. This Hosted Master Site will replace the existing Smart Zone Controller and will provide a secure and neutral location for the new equipment. It incorporates Motorola's Smart X IP technology solution, using site converters that will allow the existing

Smart Zone 3.0 Radio Network to migrate to the ASTRO 25 IP platform. The Hosted Master Site will provide a single expandable platform for voice, integrated data and public safety interoperability on a proven radio platform.

The Hosted Maser Site agreement was executed in December 2011. Equipment was staged and tested in Motorola's Headquarters in June 2012. The cutover to Motorola's Hosted Master Site began on January 9, 2013, with the "Site Trunking" drills. The purpose of these drills is to prepare the dispatch operators and subscribers for pre-cutover and cutover process impacts. The pre-cutover work to be performed at each of the PSAPs on the Broward County SmartZone Network is scheduled to span from January 16, 2013 through February 14, 2013. The final cutover is scheduled to be on February 13, 2013.

Local Government Radio Update

With the growing number of users on the County Radio Network, it has become necessary to consider a more cost effective solution for County's Local Government agencies in order to keep radio traffic under control. Migrating Local Government onto its own radio communications network, we will be able to mitigate overload situations on the Public Safety Radio Network.

We are in the process of developing a system specification that will include voice,

the ability for AVL and dispatch consoles for all local government users such as public works, parks & recreations, etc. The specification is expected to be ready for discussion by the end of February.

Following approval of the system specification, Broward County Purchasing will proceed with required processes for quotations. The expected in service date for the voice portion of the system is December 2013.

OCT to Launch 911 Public Education Campaign in April

This spring, the Broward County Office of Communications Technology will launch a public education outreach campaign on 911. The purpose of the campaign is to help save lives and improve emergency response by ensuring that all members of the community know when and how to call 911, why it's important to teach children about the proper use of 911, and – especially important in this increasingly mobile, digital age – the unique issues

associated with calling 911 from a cell phone.

Our message is simple but vital to the safety of our community. The support and participation of our partners is needed to make this campaign a success. In the coming weeks, you'll hear more about promotional materials and other resources that will be available to you to help spread the word in your community, and other ways you can help.

Flee-To Site Updates

Pembroke Pines

The physical installation of the Pembroke Pines 911 "Flee-To" Site was substantially completed in November 2012. Pembroke Pines call-takers and dispatchers were subsequently relocated to the new 911 Center. The next steps in the process will be completion of punch-list items and the installation of fiber routes to diverse AT&T central offices. Once these items have been completed, the final steps for the Center will be the installation of Motorola CAD and Power 911 workstations to complete the build-out of the sites "Flee-To" capabilities.



Coconut Creek

The construction phase of the 911 "Flee-To" Site at Coconut Creek is expected to be complete by the end of the first quarter 2013 with occupancy of the Center expected in the second quarter. The "Flee-To" Site will occupy most of the second floor of the



new Coconut Creek Public Works Building and will be comparable in square footage to the Sunrise 911 "Flee-To" Site currently in service. The Center will initially contain 37 positions with expansion capability should it be required in the future.

No Text (or MMS) to 9-1-1

You may have seen reports about a recent action taken by the Federal Communications Commission (FCC) regarding "text-to-911" and wondered if it is possible in an emergency to reach 911 by text message.

Text-to-911 – the ability to send a text message to 911 from your mobile phone or handheld device – is generally not available today. It will become increasingly available during 2013, however.

Three Facts You Need to Know Now

- In an emergency, always make a voice call to 911 if possible.
- In most cases, you cannot today reach 911 by sending a text message.
- In the future, you may be able to send text messages to 911 – but you should still make a voice call if you can.

SEMOTUS/HIPLINK

The UniPage System replacement requires Fire Rescue agencies currently using that system to replace their UHF frequency pagers with new pagers being provided by USA Mobility. To date, the following Fire Rescue agencies have procured the new pagers and are testing their performance against the UHF pagers.

- Davie Fire Rescue
- Lauderdale by the Sea Volunteer Fire Department
- Sunrise Fire Rescue
- Hallandale Beach Fire Rescue
- Tamarac Fire Rescue
- AMR Ambulance
- Miramar Fire Rescue

The above-referenced agencies have had the new pagers configured on the Emergin Paging System as an interim measure. Semotus/Hiplink and Broward County are in the final contract negotiation phase of the procurement process. Installation will be expedited to the extent possible once contract negotiations have been completed and a purchase order issued by the County.