

# Regional Public Safety Communications Quarterly

## National Public Safety Telecommunications Week Tom Gallagher Memorial Public Safety Award



In conjunction with the Broward County 911 Public Education Campaign launch, and as part of National Public Safety Telecommunications Week (April 14-20, 2013, nationally recognized as dedicated to honoring all public safety communications professionals for their critical

services, often provided behind the scenes), three local 911 telecommunicator heroes were recognized during the Broward County Board of Commissioners meeting on April 23, 2013. Each was presented with the first Tom Gallagher Memorial Public Safety Award, awarded in recognition and appreciation for exemplary leadership and distinguished and compassionate service. The three recipients are Jill Canary of the Coconut Creek, Janice Clark of Sunrise (pictured) and Kimberly Kelly of BSO/Pompano Beach.

The naming of this award honors the memory of our friend and fellow public safety telecommunications professional, Thomas W. Gallagher, Jr., who sadly passed away suddenly and unexpectedly on Sept. 28, 2012. Tom, who held the positions of Pembroke Pines Police & Fire Department Communications Chief & Public Information Officer, grew up in Broward County and dedicated his career to public safety.

We also want to take this opportunity to thank you all; the telecommunications personnel in the Broward County public safety community, for all the sacrifices you make to create a better and safer world for the public you serve. Your commitment to your profession is appreciated.



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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.



### LE RMS Password Reset Tools for Partner Agencies

In late March OCT worked with SunGard to launch a new OSSI tool for resetting mobile user passwords. This new tool will allow partner agencies on the Regional LE RMS to reset passwords of their own users eliminating the need to rely on OCT for this task.

Hollywood Police Department has launched this new tool within the City IT Helpdesk Department. Officers in Hollywood can now call their own IT group for support with password resets on the Mobile OSSI application. The Broward Sheriff's Office is utilizing the support of Communication to assist with this task. Deputies in BSO will be calling the helpline

## Standardization of Law Signal Types

To assist in the effort to regionalize Broward County dispatch services, the agencies dispatching law agencies (BSO, Hollywood, and Sunrise) have joined together to consolidate the incident types used in law dispatch. The concept behind the project was to standardize the incident types and streamline operations to allow the public safety answering points to use a common set of incident types to describe incidents. Before this project was undertaken, each public safety answering point used different incident types with different priorities. Understandably, the agencies were concerned that using different incident types and priorities would result in confusion in a

regional system.

Representatives of each agency worked together for many months to develop the list of regional incident types. Each agency will make changes as a result of this project but they firmly believe that this is a necessary step toward a true regional dispatch system. As each agency is changing their incident types to some extent, all law PMDC clients will be updated with the new incident types. Broward County will provide each law enforcement agency with the updated file.

The agencies expect to cutover to the new incident types by July 1, 2013.

## Lighthouse Point Joins the CUR Initiative

Please welcome the City of Lighthouse Point Fire Rescue Department to the Closest Unit Response MDT Initiative. This initiative allows for dispatch to identify the exact location of Lighthouse Point's Fire Rescue Frontline Vehicles utilizing Global Positioning Satellite (GPS) technology and state of the art mapping systems.

Lighthouse Point first responders will be able to take full advantage of the suite of applications offered in the CUR software image, including but not limited to, GPS enabled mobile dispatch (PMDC), First Responder Mobile(GPS enabled mapping application), and First Look Pro which is used to view commercial and residential pre-fire building plans. As defined in the Regional Interlocal Agreement, the Office of Communications Technology will equip Lighthouse Point's Fire Rescue frontline units (Qty 4) with new Panasonic Toughbooks, mounting solutions, and associated wireless antenna extensions (both broadband and GPS) to ensure reliable access. As with previous deployments, the Office of Communications Technology will be working collaboratively with the Lighthouse Point Fire Department to ensure project deliverables are met within budget and on schedule. The expected completion date for this initiative is 3Q13.



Only call 911 when you need immediate assistance to

- Save a Life
- Stop a Crime
- Report a Fire



THE NUMBER TO KNOW  
911.broward.org



**Know When to Call 911**



## Pembroke Pines Migrates to County CAD

Pembroke Pines, the second most populous city in Broward County with a population of 154,750 residents, will soon be the next agency to participate in Broward County's regional public safety dispatch system. Pembroke Pines police and fire rescue departments bring with them a long tradition of professional, caring service and dedicated personnel who are committed to providing quality, professional service to their community.

Pembroke Pines Police and Fire Rescue personnel have worked closely with Broward County to make this transition a reality. Scheduled for July 1, 2013, this a huge step forward in public safety as with the participation of these agencies, all law enforcement and fire rescue agencies south of I595 will be using the same computer aided dispatch system. Once on the regional system, Pembroke Pines Police Department and Pembroke Pines Fire Rescue Department will be able to share information and more importantly, share resources, with their counterparts in neighboring municipalities. In an emergency, seconds matter, and having all agencies on a shared dispatch system also allows agencies to save seconds by avoiding the need to transfer calls from one public safety answering point to another. This potential time savings can translate to saving lives.

Pembroke Pines residents are justly proud of their public safety departments and their participation in the regional public safety system is another step forward in these agencies' long-standing tradition of providing quality public service for their community. With this move, Pembroke Pines Police Department and Pembroke Pines Fire Rescue will join the other participants in the regional public safety dispatch system in providing the best possible service for the residents of both Pembroke Pines and Broward County as a whole.

We extend our warmest welcome to Pembroke Pines Police Department and Pembroke Pines Fire Rescue as the newest members of the regional public safety system and we look forward to the opportunity to continue to serve the residents of Broward County through ever-improving public service.

they are familiar with to request a password reset until the tool is rolled out to District Sergeants. In Sunrise Police, they have loaded the application in the Communication Center allowing dispatchers and teletype operators to reset passwords for their officers.

The implementation of this application is one more step toward agency autonomy in the Regional LE RMS Program. Although OCT is available to partner agencies with assistance on application errors or network communications issues, the passwords for officers and deputies can now be reset at the agency level for the mobile applications.

For more information on how your agency is deploying this solution, please contact your agency sponsors.

## 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.



**Always Call.**  
The system is designed  
for voice communications only.

**911**<sup>TM</sup>

THE NUMBER TO KNOW  
**911.broward.org**



## Never Text Your Emergency to 911

### Hosted Master Site Completion Update

The Motorola Astro25 Hosted Master Site, which now controls the flow of voice traffic on the Broward County Radio System, initiated its cutover process on January 9, 2013 with a site trunking test that prepared dispatch operators and subscribers for the upcoming process impacts. This test consisted of 3 one hour impacts, one during each shift, where the gold elite radio consoles were out of service and dispatch operators at the different PSAPs had to use backup consoles or portable radios meanwhile the subscribers experienced normal operation with the exception of hearing an intermittent beeping tone every few seconds and the message "site trunking" displayed on their radio. Pre-cutover work was performed at each of the PSAPs from January 16 to February 14, 2013. During

this stage, new gold elite radio consoles were installed and Central Electronic Banks (CEBs) were refreshed. At the Hosted Master Site location, a new zone controller, zone servers and Smart X interface boxes were installed as part of the ASTRO 25 IP network infrastructure. Final cutover took place on February 27, 2013. It was an extensive effort which involved a lot of preparation and cooperation from the four major Broward County radio systems administrative and operations personnel.

The Hosted Master Site fulfills the need of maximizing the re use of the existing RF site equipment and allows seamless subscriber radio operations while providing a migration solution to the ASTRO 25 IP platform.

### 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 first quarter 2014.

## Flee-To Site Updates

### Pembroke Pines

The Pembroke Pines 911 Flee-To Site is on-track for being operational and available as a Flee-To facility prior to the June 1 start of the 2013 Hurricane Season. The Regional Computer Aided Dispatch (CAD) workstations were installed and connectivity to the Public Safety



Intranet (PSI) was established over a two-week period starting on April 22. The next steps following completion of the Flee-To capability will be the migration of Pembroke Pines 911, Police and Fire Rescue to the Regional CAD platform. CAD and Mobile CAD training for end-users is scheduled to start after May 1 with a target go-live date of July 1. The training will be a cooperative effort with informal training provided by the City of Sunrise 911 and by BSO. Formal training will be provided by Motorola.

### Coconut Creek

The Coconut Creek 911 Flee-To facility which will be located on the second floor of the City's new Public Works building encountered some building construction delays during the month of April. The construction project is expected to be substantially completed on or about the first or second week of May. Once construction has completed and a Certificate of Occupancy (CO) issued, the next steps will involve the installation of the 911 Center furniture, the configuration of servers and installation of network equipment for 911 and CAD in the Equipment Room. Concurrent with this effort, the Regional CAD workstations will be installed in the 911 Center Flee-To positions and network connectivity to the PSI established. . The City of Coconut Creek 911 Center will be moved to the new facility in late May or early June depending on the construction schedule. The City is scheduled to migrate from their current CAD platform to the Regional CAD System on or about August 1. As with Pembroke Pines, Coconut Creek training will be a cooperative effort with Sunrise, BSO and Motorola.



### SEMOTUS/HIPLINK

The Hiplink application is a replacement for the Emergin paging and messaging system and provides the capability of sending CAD incident data directly from CAD to pre-defined USA Mobility Pagers, Smartphones and other hand-held devices. Messages can also be broadcast via a PC connected to the Hiplink application server. Installation, configuration and testing are scheduled to start in May and be completed on or about mid-June.



## Regional Consolidation of 911 and Dispatch Centers

On Tuesday May 7 the Broward County Board of County Commissioners voted to fund the consolidation of 911 & Emergency Dispatch services into three Regional Centers located in Sunrise, Pembroke Pines and Coconut Creek. Over the course of the summer months OCT will be responsible for preparing each site for their respective role in the consolidation. This preparation will consist of equipping each of the three Regional Centers to meet the operational requirements of the hosting agency and the agencies locating into each Center. The next step will consist of migrating each PSAP into the Regional Centers while maintaining their continuity of operations. OCT will be working closely with each agency to ensure the success of this project.

## VIPER Deployment Update - Future Upgrades

Currently NO TEXT to 911 – A growing segment of the population, including those with disabilities, increasingly communicate with nontraditional text, video and instant messaging communications services, and may assume that these services are able to connect directly to 911. However, the current 911 system is designed for voice communications only. As it stands today, other types of data, such as text messages, pictures and video cannot be directly received by the 911 centers.

Recent news reports demonstrate that the times are changing. AT&T, Verizon Wireless, Sprint, and T-Mobile have all agreed to voluntarily offer their subscribers text-based emergency communications services. As a step towards a comprehensive Next Generation 9-1-1 (“NG9-1-1”) system, this voluntary framework for a text-to-9-1-1 solution provides nearterm

opportunities to meet the emergency communications needs of wireless subscribers who (currently) rely on SMS for everyday communications and

individuals who are deaf, hard of hearing or speech impaired. Major deployments are planned to roll out in 2013 and the service should be fully available nationwide by May 15, 2014.

Once carriers begin to offer text to 911, valid PSAP requests for text to 911 will be implemented in a “reasonable amount of time”, and no more than six months. “Valid” means PSAP is technically ready to receive text to 911, and the appropriate governing authority has authorized it.

Before the deployment, the carriers will implement a bounce back (auto-reply) message to instead dial 911 when text to 911 is unavailable in the area. The bounce back message was reported to be rolled out for a June 30, 2013 implementation.

The VIPER/Power911 equipment installed at the PSAPs can be upgraded to be technically ready to receive text to 911. The Office of Communications Technology 911 Office is preparing plans to install upgrades in several Broward County PSAPs to be technically ready to receive text to 911.

## National 9-1-1 Education Month: Broward County 911 Campaign

April is nationally recognized as 9-1-1 Education Month, and as part of that we announced the launching of the Official Site of 911 Broward County, Florida. 911.Broward.org. 9-1-1 THE NUMBER TO KNOW. The website is one component of a broader launch of the Broward County 911 Public Education Campaign, which has three primary objectives:

- Educate members of the public on the proper use of 911, including from mobile devices.
- Target segments of the population that a general public education campaign may not reach: e.g. children, the elderly, speakers of other languages, international visitors.

- Establish partnerships that leverage resources and help reach more people with the 911 education messages.

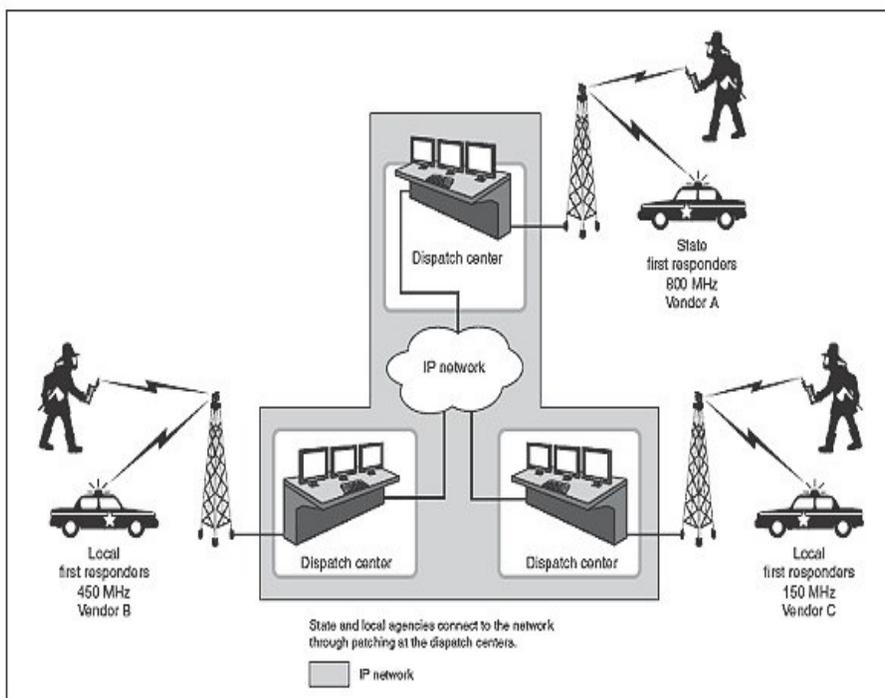
The website provides the public with information on all aspects of dialing 911. Links are established to our national and Local Partners giving individuals access to information regarding specific locations, events and topics. There are also promotional slides that will run on plasma screen monitors in county facilities and on Comcast during commission meeting breaks. In addition, there are education lobby displays that can travel to other locations, including libraries and outreach events.

## Florida Interoperability Network (FIN)

The FIN was established by the State of Florida using Federal grant funding to provide talk group connectivity between disparate radio systems. Using a MotoBridge terminal located at each 911 Center, end-users had the capability of establishing a talk group connection to any radio system hosted on the FIN. This connectivity was established using a dedicated T-1 circuit at each 911 Center that provided a connection to the State network. However, due to cutbacks in Federal grant funding starting in 2012, the State was no longer able to fund a T-1 circuit for each 911 Center. As a result, the State initiated disconnects of their T-1 circuits; leaving in-place one T-1 circuit per County connected to a specified 911 center and designated as "FIN Central." The 911 Centers that lost their connectivity to the State could call the designated "FIN Central" site and ask them to complete a radio system patch on their behalf. The designated "FIN Central" for Broward County is the Public Safety Building (PSB).

Since the Office of Communications Technology (OCT) has a Public Safety Intranet (PSI) in-place, a second option became available for 911 Centers connected to the PSI. At the request of OCT, a T-1 connection to the State of Florida network at the Sunrise 911 Flee-To Site was left in-place. The MotoBridge workstations at the Miramar and Hollywood 911 centers were reconfigured for connectivity on the PSI and their data was successfully routed via the FIN Router located at Sunrise to the State network. The Miramar connection was dropped when their 911 Center was integrated into the Public Safety Building in 2012, but the connection to Hollywood remained in-place.

The next phase of this project will be to provide MotoBridge connectivity leveraging the PSI for the PSB and Pompano Beach 911 Centers. Connectivity will also be reestablished for Coconut Creek and Pembroke Pines when they are configured onto the PSI in May and June.



### Law RMS Continues to Grow

Over the next year, several agencies will be added to the Regional Law RMS Program growing the program to over 1,700 mobile users with close to 800 desktop users.

The agencies currently committed to joining this regional program include Hallandale Beach Police Department and Margate Police Department. Three other agencies considering joining the program without the commitment at this time include Wilton Manors Police Department, Coconut Creek Police Department, and the Broward County School Board Special Investigative Unit.

By joining this program, these agencies have a commitment to providing the highest level of Officer Safety as well as Public Safety to their residents. Benefits of joining the Regional LE RMS program include cost savings from the economies of scale, interoperability with neighboring cities, and data sharing across jurisdictional lines.