

**BROWARD COUNTY, FLORIDA**  
**PUBLIC SAFETY ANSWERING POINTS (PSAPS)**  
**COOPERATIVE CONSOLIDATION OF**  
**E-911/DISPATCH COMMUNICATIONS REPORT**

NOVEMBER 29<sup>TH</sup>, 2011

Provided to:

**BROWARD COUNTY CONSOLIDATION**  
**COMMUNICATIONS COMMITTEE**



Presented by:

**THE FEDERATION OF PUBLIC EMPLOYEES**  
**(AFL-CIO)**



November 29, 2011

The Honorable Michael J. Ryan  
City Commission Office  
10770 West Oakland Park Boulevard  
Sunrise, FL 33351

Dear Mayor Michael Ryan, Commissioner Lois Wexler, and distinguished members of the Broward County Consolidation Communications Committee, my name is Scott J. Perrin of the Federation of Public Employees where I serve as a Master Steward representing approximately 400 of BSO's E911 Communications Operators/Dispatchers under the leadership of FOPE President Daniel Reynolds and Business Representative Frederick W. McCrone.

I am honored to present to the members of the Broward County Consolidation Communications Committee, this report on behalf of the Federation of Public Employees. This Committee's members were selected from a wide representation of individuals whose professional experience will certainly add to meaningful dialogue on technical operations, governance and funding of a regional communications system.

While we recognize the unfortunate fact that your Committee does not have any representatives of labor as committee members that might speak and vote on behalf of all Broward County E911/Dispatchers irrespective of any one agency; we do feel encouraged by the fact that the Honorable Mayor of Sunrise has made it clear that although not everyone who has given this concept thought can be on the Committee but that does not mean ALL stakeholders and those interested are not welcome to participate in a meaningful manner including input and analysis.

Labor of course, remembers Mayor Ryan's words in April of this year in Tallahassee where he explained to the State Legislature, "We enjoy a positive relationship with our Unions because we feel they are part of the solution not part of the problem." And we thank him for his words and thoughtfulness both then and now.

The Federation of Public Employees hopes to add not only a labor perspective on this topic with our report but remains absolutely resolute to working with our partners on the Committee and our fellow residents of Broward County to ensure that at the conclusion of this process, what we all end up with as a community; is the best E911 Communications System not only in the State of Florida but in the Nation.

Sincerely,

Scott J. Perrin  
Federation of Public Employees

## 1.0 HISTORICAL BACKGROUND:

In 1974, the 911 program in Florida was initiated by passage of the Florida Emergency Telephone Act, Florida Statute 365.171. Based on the initial legislative mandate, Department of Management Services (DMS) contracted with the Stanford Research Institute to produce a study of 911 possibilities in Florida. The result was the document titled *911 in Florida: A System Concept*, published in August 1974. This report was a stepping-stone in preparing the original Florida 911 plan. Many concepts developed under this contract have been utilized by other states as well as the federal government.

In developing the original 911 plan, engineers from DMS met with the Boards of County Commissioners of all 67 Florida counties to explain the program. In most counties, 911 committees were formed consisting of representatives from the various public safety agencies. Numerous meetings were held during which approaches were considered, and alternatives developed. Studies were prepared by DMS of various system configurations for county consideration. The result was a 911 system plan for each county, with the exception of Miami-Dade County, which was already planning an enhanced system that offered selective routing. The Miami-Dade system became a forerunner of an advanced E911 system.

A historical discussion of 911 in Florida would be incomplete without mentioning funding. During the period of 1976 through 1982, the Florida Legislature appropriated funds to DMS that were used to assist counties in implementing 911 systems. These funds were distributed to the counties through grant applications to cover the nonrecurring cost of establishing these early 911 systems.

In 1985, legislation was passed that allowed counties to establish a fee of up to 50 cents on telephone access lines (wireline) for a period not to exceed eighteen (18) months. The fee was to provide for nonrecurring costs associated with 911 system start up. In 1989, the legislature extended the collection period to thirty-six (36) months.

In 1987, the legislature greatly expanded the funding revenues by allowing recurring costs of 911 systems to be included in the fees on telephone access lines. For the first time, this provided operational costs from a source other than the county's general revenue fund. The legislature specified the items of equipment and services eligible for payment from these fees and stipulated that the total amount collected on wireline subscribers could not exceed 50 cents per month per line.

In 1991, legislative changes removed the requirement for annual DMS approval of a county's recurring fee and specified that a fund be established exclusively for 911 fee revenues and expenditures. The changes also required that monies in the fund be used only for specified purposes and required an annual financial audit of the fund to be conducted and forwarded to DMS. In addition, it also provided for a yearly carry forward of funds, while more clearly defining those costs eligible for expenditure of 911 fee revenues.

In 1999, the 911 legislation was passed that addressed the rapidly expanding wireless industry and its effect on 911 systems. This legislation established a statewide fee of 50 cents per month for each wireless telephone billed within Florida, to be administered by a State Wireless 911 Board appointed by the Governor.

In 2002, the Citizens of Broward County voted overwhelmingly to amend the Broward County Charter to provide as Section 5.03(A) states “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.”

In 2005, The Broward County Commission explored a motion to approve in concept an agreement with Motorola for the lease or lease purchase of a joint use dispatch center and directed staff to begin negotiations with Motorola. Motorola offered to construct a 30,000 sq ft dispatch center on the grounds of their facility located at 8000 Sunrise Boulevard, in the City of Plantation. That exploration determined that a joint use facility offered several advantages to the County and BSO.

The County staff explained it may be possible to construct a facility that meets BSO’s operational needs faster and at less cost to the County. Motorola’s offer included land and adequate parking within the secure site. It would be a turnkey facility which minimized change orders and would insure that the building is designed to house the Motorola equipment which is 50% of the project budget.

The agreement with Motorola was initially to last for a minimum of a 50 year term. We have included both the agenda item and the letter presented to then Assistant County Administrator Pete Corwin from William E. King, III Division Controller for Motorola to this report.

In 2007, E911 legislation was passed to address the rapidly expanding communication services, including VoIP and next generation equipment and devices and their impact on E911 systems. This legislation changed the local option fee to a statewide fee of 50 cents per month on all communications capable of accessing E911 services within Florida and expanded the Wireless 911 Board to an E911 Board.

In 2010, legislative changes concerning E911 redefined the term 911 public safety telecommunicators and expanded the 911 allowable expenditures list to include fees associated with the Department of Health (DOH) for the certification and recertification of 911 public safety telecommunicators (a public safety dispatcher or 911 operator), employed at a public safety answering point, whose duties and responsibilities include the answering, receiving, transferring, and dispatching functions related to 911 calls or supervising or serving as the command officer to a person or persons having such duties and responsibilities.

The Broward League of Cities initiated a “Public Safety Answering Points Task Force,” a multi-jurisdictional and multi-disciplinary team of public safety professionals, staff, and elected officials.

The Broward City County Management Association created a committee to review the equitable operation and funding of PSAPs and requested a technical analysis on consolidation by the Communications Technology Division of the Broward Sheriff’s Office.

On October 21, 2010, the Communications Technology Division of the Broward Sheriff’s Office issued a “Consolidation Feasibility Analysis” with some of its reporting highlighting priorities explaining there are currently 13 different PSAPs for the purposes of E-911 Communications and Dispatch which provide differing levels of performance, costs per call, and equipment utilization.

This report also articulated that most of the current PSAPs are not hardened to a category 5 hurricane rating and concluded that 911 Dispatch operations for all Broward County Police, Fire, EMS, and Sheriff agencies should be fully consolidated into three PSAPs under a unified organizational structure, which could improve citizen and officer safety, possibly eliminate call transfers which can result in delayed response, can result in significant cost savings, and promote a more efficient and cost effective migration to new technologies.

On September 14, 2011, the Public Safety Committee of the Broward County League of Cities led by Mayor Michael Ryan as Chair passed and adopted its support of cooperative consolidation of E-911 and Dispatch Communication; and with resolutions from both the Fire Chiefs Association of Broward County and the Broward County Chiefs of Police Association adopted and supported by the Broward County League of Cities established a “Consolidation Communications Committee” which is made up of representative Police Chiefs, City Managers, and Elected Officials tasked with Developing expeditiously an “Implementation Plan” for cooperative consolidation of E-911 communications and dispatch.

On October 28, 2011, as requested by the Broward County Commission at its meeting held on October 25, 2011 Mayor Michael Ryan provided by the League of Cities Public Safety Committee presented for approval its suggested Broward County Consolidation Communications Committee membership list.

On November 1, 2011, the motion was received at the Broward County Commission Regular meeting for a motion to accept the nominations list and designated Broward County Commissioners Wexler and Commissioner LaMarca to serve on the Consolidation Communications Committee.

On November 10, 2011, The Broward County Consolidation Communications Committee met and established three further sub-committees, those being Operations, Funding, and Governance respectively to provide a directed effort to tackle each of the specific areas needs effectively and efficiently.

### **1.1 OUR FINDINGS IN SUMMARY:**

1. Broward County has no one board, office or person with the authority to monitor how effectively calls for emergency assistance are handled, and has no comprehensive data to assess error rate, response time or any other measure of the delivery of emergency service.
2. The staffing number indicated in CTD report is inconsistent with State E911 requirements of being required to staff at levels that provide adequate service to the public. The state E911 plan specifies that calls should be answered in 10 seconds 90 percent of the time (20 seconds for TDD lines). Keeping staff levels high enough to meet this standard has been identified across the state as a problem. Combined with ever increasing call loads, 911 callers will be waiting longer for an answer if the CTD report is allowed to persist in its assumed estimate of the needed E911 Call Taker/Dispatcher numbers required for a Broward County Consolidated Regionalized Emergency Communications System.
3. Broward County is not taking full advantage of the E911 funding for the purposes of E911 Call Taking allowed under the State Statute.
4. Broward County's 911 calls are answered in 12 PSAP call centers, all with their own standards for training, protocol and equipment. Florida recently enacted Pursuant to section 401.465(2)(a), Florida Statutes, any public agency employee whose duties and responsibilities include answering, receiving, transferring, and dispatching functions related to 911 calls or supervising or serving as the command officer to a person or persons having these duties and responsibilities at a public safety answering point is required to be certified by the Department of Health by October 1, 2012. Training requirements are dependent upon personnel's length of employment as a 911 public safety telecommunicator, but does not yet provide a mandated training curriculum for 911 Call Takers/Dispatchers. As a result, centers do not necessarily employ industry best practices and standards, and County residents receive uneven levels of service.
5. Broward's coordination of equipment used for emergency response remains incomplete or incompatible and hinders seamless communication throughout each of the individual municipalities. Broward County has made significant progress in incorporating new technology into the 911 system, but other infrastructure vulnerabilities have been unaddressed.

In short, the report revealed that Broward does not have a 911 "system," but rather a patchwork of agencies, protocols and technologies cobbled together to respond to 911

calls. To create a “seamless end-to-end” emergency response system, Broward must overcome the fragmentation and establish a coordinated 911 emergency response system with proper oversight and sufficient funding.

## 2.0 STAFFING NUMBER INDICATED IN CTD REPORT INCONSISTANT WITH STATE E911 REQUIREMENTS

On October 21<sup>st</sup>, 2010 the Communications Technology Division (CTD) presented to the Broward City/County Management Association (BCCMA) a report titled “PUBLIC SAFETY ANSWERING POINTS (PSAPs) CONSOLIDATION FEASIBILITY ANALYSIS”

Within this Analysis some very controversial statements/suggestions were provided to the (BCCMA) and eventually to the Broward County Communications Consolidation Committee through it. Under the heading of “3 PSAP Consolidated Scenario Assumptions” on page “1-4” of this report a rather concerning assumption was indeed put forward by CTD. In this report the members of CTD attempt to explain that, “The requirement for a 3 PSAP Consolidated scenario requires fewer FTEs,” (Full Time Employees) “representing a 20% reduction in FTE, at an estimated annual savings of \$7,779,118.”

This suggested “assumption” as the report identifies itself is not only an extremely exaggerated figure but borders on a rather disingenuous statement. If this Committee is somehow allowed to be misled by this report’s assumptions masquerading as fact it could unknowingly be placing the residents and visitors of Broward County in possibly very life threatening situations.

At the PSAP level, agencies are required to staff at levels that provide adequate service. The state E911 plan specifies that calls should be answered in 10 seconds 90 percent of the time (20 seconds for TDD lines). Keeping staff levels high enough to meet this standard has been identified across the state as a problem. Combined with ever increasing call loads, 911 callers will be waiting longer for an answer if the CTD report is allowed to persist in its assumed estimate of the needed E911 Call Taker/Dispatcher numbers required for a Broward County Consolidated Regionalized Emergency Communications System.

The CTD report does not seem to be taking the States E911 Plans intent, “*answered in 10 seconds 90 percent of the time*” seriously although it does on occasion pay homage to it in a passing way.

However the Florida State E911 plan makes the requirement for establishing the level of necessary staff perfectly clear, “3.2.1.1(E). (*All PSAPs shall be staffed with an adequate number of answering positions to ensure that a minimum of 90 percent of voice calls*

*shall be answered within 10 seconds of call arrival at the PSAP and 20 seconds for TTY device calls.)”.*

More so the state E911 plan explains how this is to be accomplished, “**3.3.2.1 Call taker Positions and Staffing**

*(The number of call taker answering positions required to adequately answer and handle 911 calls has historically been determined by the **busy hour call volume and the required grade of service**. The grade of service is the probability of a caller having to wait more than a certain length of time before a call taker answers the phone. Technical Standard Section 3.2.1.1(E) specifies that the probability of a caller having to wait more than 10 seconds should occur less than 10 percent of the time. Conversely, 90 percent of all the voice callers should have their calls answered in 10 seconds or less during the average busy hour and 20 seconds for TTY device callers.)”*

On November 15<sup>th</sup> 2011 while compiling our report and after confirming with the Florida State 911 Coordinator Mr. Wink Infinger we were assured that, “*The number of call taker answering positions required to adequately answer and handle 911 calls has historically been determined by the **busy hour call volume and the required grade of service.**” although the method for determining the busy call hour has become more technologically sophisticated and is now identified using what is called a Management Information System or more commonly known in the industry circles as (MIS), the end result is still the same.*

Example #1: Public Safety Building – Broward County Sheriff’s Office – POSITRON report of Call Count Busy Hour for November 8<sup>th</sup>, 2011

Busy Hour Call Volume: 1500hrs (3 PM EST) = 318 calls received  
318 calls divided by 60 minutes in the hour = 5.3 calls per minute received  
2.5 minutes per call to process for service (CTDs own report)

Six 911 calls per minute multiplied by 3 minutes = 18 E911 Call Takers

Resulting positions/staffing requirement under E911 plan = 18 E911 Call Takers for that hour alone are needed to achieve the 90% in 10 second state requirement.

We have intentionally used the same staffing method; ”APCO’s project RETAINS” put forward by the CTD report on page 4-1., in an effort to provide an “apples to apples” comparison. This method indicates for each full-time position in an E911 communications center operated on a 24/7 basis 5.8 people are needed. Below we have broken down these required FTE’s amounts for the Committees review based on this correlation.

**CDC 1 – Public Safety Building: Estimated Frontline Staffing Levels**



18 Call takers multiplied by 6 = 108 Full Time Employee's for Call taking at PSB  
17 Dispatch positions multiplied by 6 = 102 Full Time Employee's for Dispatch at PSB  
5 Relief positions multiplied by 6 = 30 Full Time Employee's for Relief at PSB  
3 Teletype positions multiplied by 6 = 18 Full Time Employee's for Teletype at PSB  
4 Emergency Medical 911 positions multiplied by 6 = 24 Full Time Employee's at PSB  
4 Non-emergency positions multiplied by 6 = 24 Full Time Employee's at PSB

The above staffing requirement for frontline line personnel at the PSB alone has been identified as 306 FTE's. The Public Safety Building at the Sheriff's Office only has approximately 225 FTE's so as you can see it is already short 81 FTE's. *(These estimated numbers do not include Duty Officers or Site Managers which would also be required to effectively operate any PSAP's span of control.)*

EXAMPLE #2: Ft. Lauderdale PSAP – CDC 2 - POSITRON report of Call Count Busy Hour for November 9<sup>th</sup>, 2011

Busy Hour: 1100hrs (11 AM EST) = 107 calls received  
107 calls divided by 60 minutes in the hour = 1.78 calls per minute received  
2.5 minutes per call to process for service (CTDs own report)

Resulting positions/staffing requirement under E911 plan = 6 E911 call takers for that hour alone are needed to achieve the 90% in 10 second state requirement.

#### **CDC 2 – Ft. Lauderdale PSAP: Estimated Frontline Staffing Levels**

6 Call takers multiplied by 6 = 36 Full Time Employee's for Call taking at CDC2  
3 Dispatch positions multiplied by 6 = 18 Full Time Employee's for Dispatch at CDC2  
2 Relief positions multiplied by 6 = 12 Full Time Employee's for Relief at CDC2  
2 Teletype positions multiplied by 6 = 12 Full Time Employee's for Teletype at CDC2

The above staffing requirement for frontline line personnel at the Ft. Lauderdale PSAP alone has been identified as 78 FTE's. *(These estimated numbers do not include Duty Officers or Site Managers which would also be required to effectively operate any PSAP's span of control.) In this example the FTE numbers do not include the Fire Services Dispatchers employed at the City of Ft. Lauderdale which would also have to be calculated into any regionalized concept for a more accurate required number of FTE's at CDC2.*

In just these two locations the estimated required Call Takers and Dispatcher numbers totals 384. This personnel number does not include some of our County's most busy Cities. Still absent in these estimated E911 Call Taker/Dispatcher FTE numbers include populace cities like Coral Springs, Hollywood, Pompano, Sunrise, Pembroke Pines, Plantation, Coconut Creek, Margate, Miramar, Etc... Clearly the CTD report is severely under estimating the required number of E911 Call Takers/Dispatchers needed under

both the Florida State E911 plan and the Florida State Statute 365.171(2), (3), (4), and (5).

As the Committee can now see in order to achieve a true and accurate number for the number of E911 Call Takers/Dispatchers required within Broward County each PSAP would have to determine its normal busy hour within a 24 hour period and then apply each of the above formula's to determine its required frontline staffing. Then each of these totals would have to be added for a reasonable workable estimate to be achieved.

Then and only then could a proper baseline of current and future staffing models be established with any assured accuracy regarding frontline staffing levels for E911 Call Takers/Dispatchers. Remember that the above disclaimer(s) explained that these baseline totals "*would not include Duty Officers or Site Managers which would also be required to effectively operate any PSAP's span of control.*" Or in the case of Ft. Lauderdale, "*In this example the FTE numbers do not include the Fire Services Dispatchers employed at the City of Ft. Lauderdale which would also have to be calculated into any regionalized concept for a more accurate number of personnel required for FTE's at CDC2*" or any other location where the call volume for Ft. Lauderdale's CDC2 would be handled.

The residents and visitors of Broward County deserve a Regional E911 Communication System that is being based on lawful, true, and realistic estimates of the necessary Emergency Staffing levels and not a CTD report containing faulty staffing data guised as fact even though large portions of it correctly and admittedly declare itself "assumptions". The Broward County Consolidation Communications Committee would be laying a flawed foundation and taking Broward County down a path of providing substandard services to those most in need if this were allowed to persist.

## 2.1 OTHER RELATED STAFFING CONSIDERATIONS

Broward County is not taking full advantage of the E911 funding for the purposes of E911 Call Taking allowed under the State Statute. It has been declared on page 6-4 of the CTD report that the E911 Call Taker is part of the Operational Structure of an emergency call insinuating that because of that E911 Call Takers are not able to be funded by the State of Florida. This is wholly inaccurate and untrue.

The State Statute clearly declares in Chapter 365.172 Section (9) "**(9) AUTHORIZED EXPENDITURES OF E911 FEE.—**

*(a) For purposes of this section, E911 service includes the functions of database management, call taking, dispatching, location verification, and call transfer.*

*(b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by this section. These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment*

*and E911 service features, as defined in the Public Service Commission's lawfully approved 911 and E911 and related tariffs or the acquisition, installation, and maintenance of other E911 equipment, including call answering equipment, call transfer equipment, ANI controllers, ALI controllers, ANI displays, ALI displays, station instruments, E911 telecommunications systems, visual call information and storage devices, recording equipment, telephone devices and other equipment for the hearing impaired used in the E911 system, PSAP backup power systems, consoles, automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems, integrated CAD systems for that portion of the systems used for E911 call taking, network clocks, **salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls**, salary and associated expenses for a county to employ a full-time equivalent E911 coordinator position and a full-time equivalent mapping or geographical data position and a staff assistant position per county for the portion of their time spent administrating the E911 system, **training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls**, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety telecommunicators as required under s. 401.465, and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing systems.*

*(c) The moneys may not be used to pay for any item not listed in this subsection, including, but not limited to, any capital or operational costs for emergency responses which occur after the call transfer to the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms."*

If the costs associated with E911 call taking were correctly being funded such cost savings of the approximately \$68,336 average Salary and Benefit cost per employee would be in the range of \$7,380,288 cost savings for our Public Safety Building E911 Call Taker estimate alone. We have been amazed during our investigation for this report that the Communication Technology Division continually has provided false pretense that E911 Call Takers were not covered under the E911 fee given the ease of which we discovered this very important fact in the State Statute.

Because so many PSAPs have difficulty recruiting staff, E911 employees often are required to serve mandatory overtime. Some call center managers have admitted that this has led to problems in overall morale and retention. Under the CTD's report there is an approximate 19% attrition rate for E911 Call Takers/Dispatchers. This fact has also flown directly in the face of the data put out by the report that 113 E911 Call Taker/Dispatchers

could be lost to Broward County under any consolidation plan using the “assumption” of an economy of scale argument. The numbers of individual 911 calls are nonnegotiable is the amount of time required under the Florida E911 Act to handle them with the necessary high GOS (Grade of Service) which is 90% in 10 seconds.

Critical errors contained within the CTD analysis like this are a large part of the reason why the Communication Consolidation Committee might not proceed with an accurate picture of what is needed for a Regional System to properly function, as multiple layers of governance result in an emergency response system that is far from seamless. In today’s tougher economic times such oversights intentional or otherwise are unacceptable. We must all demand a thorough and methodical review of the staffing requirements and the available funding provided by the E911 fee.

Other recommendations that were not discussed in the CTD report from groups including the Association of Public Safety Communication Officials (APCO), which seeks increased professionalization of the state’s call taking function, suggested enhanced retirement benefits and improved pay for call takers as ways that state and local governments could improve the system.

We have found a system that falls short in fundamental aspects of any public service: the ability to measure the success of outcomes, the dedication of sufficient resources, and the provision of an equal level of service to every resident and visitor. These failings can be directly attributed to the current governance method and the assumptions they are functioning under.

State Statute requires counties to designate a 911 coordinator but does not set forth the responsibilities of the position. Individual counties determine who will act as coordinator, where the coordinator will be located and what responsibilities fall to the coordinator. Yet if that person is not knowledgeable of even the State Statutes governing their position then what Broward County inevitably ends up with is an inferior E911 model being proposed that will fail to address the needs of our residents.

### 3.0 STANDARD REQUIREMENTS

We do agree with the obvious suggestion made that any Regional E911 System for the County should have, staff standardized training and certification, a standard operational procedure that is not cumbersome but effective, that each of the established PSAP’s be governed under the same universal authority, that each PSAP have the same CAD and radio systems for seamless end to end response.

### 4.0 REQUIRED NUMBER OF PSAPS

We do not agree with the CTD position that having only 3 centralized PSAP’s is the way to establish our Regional E911 System. We believe that if one of the 3 proposed category 5 sites were to suffer a technical difficulty, a natural or man made disaster, or any other

situation that would cause it to shut down, the remaining two locations could not provide the necessary service as determined under State Statute. We would propose therefore that a 4<sup>th</sup> location be provided in the event of such a contingency. This would only be prudent and in line with previous reports stating the need for a fully functional back up facility in the case of such an event.

## 5.0 CAD AND RADIO INTEROPERABILITY

Broward's coordination of equipment used for emergency response remains incomplete or incompatible and hinders seamless communication throughout each of the individual municipalities. Broward County has made significant progress in incorporating new technology into the 911 system, but other infrastructure vulnerabilities have been unaddressed.

In an effort not to duplicate the same data provided previously we would respectfully direct the Committee to page(s) 2-4, 4-7 of the CTD report for further understanding of the many different technological and radio systems operating in Broward County.

In closing the Federation believes that consolidating the E911 Communications structure of Broward County can be done. We believe that residents and visitors of the county would benefit from such a regionalization of service. We believe that if approached methodically and within State Statute our E911 system could become a model not only for the remainder of our State but for the Nation.

## IN CLOSING

We appreciate the time you have given us to provide this important narrative, throughout the process of collecting and analyzing this data these recommendations have remained our own and have not been influenced by anyone else's agenda, political or otherwise. These recommendations do not represent the views of any other organization.

The report writer had no goal other than supporting and improving Broward County's E911 Communications emergency response system. The sole purpose of this report is to describe, as objectively as possible, the E911 emergency response system in Broward County with special emphasis placed on the necessary staffing requirements for any proposed consolidation of communication service.

It is hoped that the study will be helpful to anyone seeking to understand the complexities of E911 communications in Broward County, especially those further motivated to assist in maintaining or improving it. The writer and the Federation remain committed to providing any assistance requested be it public testimony or further written reporting to the Broward County Communication Consolidation Committee.

We have included with this report some of the materials that were determinative in conducting our own report, "*Florida 911: The State of Emergency, POSITRON DATA provided by CDC-1 and CDC-2 as samples, etc...*"

Thank you,

Scott J. Perrin  
Federation of Public Employees