



## Broward County

### Chiefs of Police Association

*Hillsboro Beach Police Department - 1210 Hillsboro Mile Suite B  
Hillsboro Beach, FL 33062*



Joint Position Statement of the  
Broward County Chiefs of Police Association  
and Fire Chiefs Association of Broward County  
Consolidated E911 Communications Systems  
June 15, 2017

Police Chief Thomas Nagy, President

Fire Chief Thomas Dibernardo, President

This Joint Position Statement has been adopted by both the Broward County Chiefs of Police Association and the Fire Chiefs Association of Broward County as part of our continuing commitment to the construction and implementation of a successful countywide Regional E911 Consolidated Communication System (hereinafter referred to as "Regional E911 Communication System").

Our Joint Position Statement is offered in the spirit of cooperation and collaboration. Our common goal is to better ensure the long term stability of the Regional E911 Communication System and all of its components.

#### General Statement of Improvements and Successes

At the outset, it is important to highlight just a few of the successes of the new regional E911 system:

- Consolidated 11 separate PSAPs into 3 PSAPs, all of which have the capacity to "talk" to each other and to shift call handling and dispatching responsibilities depending on loads and needs;
- Consolidated into 3 PSAPs with significant structural and redundancy protections not previously available across all 11 prior centers;
- The virtual elimination of call transfers related to misdirected calls;
- For the first time in Broward County history, there is a transparent performance reporting process across the Regional E911 Communications System, representing over 2 million E911 calls annually; or 7,000 / day (91.56% of all E911 calls within Broward County);
- The Quality Control efforts to address root-cause analysis has provided opportunities to implement operational improvements across the entire Regional E911 Communications System;
- The recent introduction of the next generation CAD system has allowed for improvements to call taking, call handling and dispatching functions;
- The creation of a joint police and fire operational review committee;

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The County retained Fitch & Associates to evaluate the Regional E911 Communications System. Fitch & Associates issued a Report which made specific findings and proposed recommendations. The Fitch & Associates report highlights what we believe is a critical issue that has challenged the Regional E911 Communication System from its inception: County Administration and the Office of Regional Communications and Technology (ORCAT) making operational decisions when they have no operational expertise in E911 call taking, police and fire/rescue dispatching, and the operational requirements of the police and fire/rescue services. We believe the proper mission of the ORCAT is to fully support the operator of the system and participating municipalities.

For the past few years, The Broward County Consolidated Communications Committee, a committee created by the Board of County Commissioners, has provided an important opportunity for stakeholders and the public to have input and oversight, as well as a level of transparency related to performance of the entire Communications system. This level of engagement by the stakeholders and level of transparency related to performance was unprecedented historically and represented a predicate condition to support confidence from the stakeholders. While the Fitch & Associates report has recommended this Committee could be sunset if all the recommendations contained in the Fitch & Associates report were implemented, the institutionalization of the engagement and transparency features of such a Committee furthers the goals of the Regional E911 Communications System.

Also, notably, the Fire Rescue Standards Council, initiated as part of Charter Section 5.03, has been the subject of some discussion related to a potential sunset opportunity. The BCCPA does not take a position in this regard. However, the Fire Chiefs Association notes that the remaining mission of the Fire Rescue Standards Council could be migrated to a broader public safety advisory council, thereby eliminating some duplication and reducing any cost impact.

Therefore, The Broward County Chiefs of Police Association and the Fire Chiefs Association of Broward County strongly encourage the Broward County Charter Review Commission to support a County Charter Amendment for the creation of a Public Safety Communications Advisory Council. The advisory council should be comprised of thirteen (13) members as follows:

- Broward County Chiefs of Police Association (2)
- Broward County Fire Chiefs Association (2)
- Broward Sheriff's Office (2)
- Broward County City-County Manager's Association (1)
- Trauma Management Agency (1)
- EMS Council (1)
- Fire Rescue Council (1) [NEED A SUBSTITTUE IF ROLL UP/SUNSET]
- Business Community (1)
- County Administration represented by a Director of Public Safety Communications;
- Broward League of Cities (1)

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The Public Safety Communications Advisory Council's duties would be to:

- Review and analyze performance metrics and overall performance of the Consolidated E911 system and all of its components;
- Review and analyze the emergency and public safety radio system performance;
- Review and analyze the regional law and fire records management systems;
- Review and analyze the regional computer aided dispatch system;
- Coordinate and collaborate with municipalities to ensure maximum countywide involvement of all stakeholders;
- Provide recommendations to maintain and provide advancements in the area of Public Safety Communications;
- Remaining mission points of the Fire Rescue Standards Council.

The mission of the Public Safety Communication Advisory Council is similar to the mission of the Fire-Rescue Council, not to make operational decisions or supplant the experts in public safety, but rather to facilitate the necessary intersection of the many stakeholders in the overall performance of the Regional E911 Communications System.

Additionally, a central philosophy for success of regionalization and consolidation of E911 services is that the day-to-day operation of the system must be predominately the responsibility of the public safety professionals; this is a key component of other models of consolidation.

However, as noted by various stakeholders over the past few years, as well as in the Fitch & Associates report, a source of continuing lack of confidence has been the role of the County Administration, through ORCAT, in operational public safety decisions. Notably, ORCAT has limited public safety experience and the responsible County Administrators have none.

Yet, the Regional E911 Communications System is a very complex and integrated system, which includes not only the E911 infrastructure housed at the consolidated sites, but also the integration of radio systems of the municipal and other governmental entities, radio towers, issues of linkage to the emergency medical services, crisis and disaster management.

Currently, the operator is the Broward Sheriff's Office. So long as there is a division of responsibility between the County and BSO, where the County Administration has funding and oversight responsibility, there is a need for significant public safety expertise on the part of the County Administration. Therefore, based upon the current structure of responsibility, The Broward County Chiefs of Police Association and the Fire Chiefs Association of Broward County further encourage the Broward County Charter Review Commission to support a County Charter Amendment for the creation of an Office of the Director of Public Safety Communications.

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The Broward Chiefs recommend that the Director of Public Safety Communications have demonstrated applicable experience within the public safety field. This requirement will guarantee maximum knowledge of the operational support and best practices which, are vital to ensure overall efficiency and success of the consolidated system.

The Director of Public Safety Communications shall be appointed by the County Commission and shall report directly to the County Commission. The director shall have the responsibility to administer the consolidated communications system in its entirety.

The Director of Public Safety Communications duties would be to:

- Provide for the administration of the Consolidated Communications System for Broward County;
- Provide technological support to the operator and participating municipalities for all consolidated communications systems and functions;
- Oversee performance metrics and overall operational performance of the Consolidated E911 system and the supportive regional system(s);
- Review and analyze the emergency and public safety radio system performance;
- Review and analyze the regional law and fire records management systems;
- Review and analyze the regional computer aided dispatch system;
- Coordinate and collaborate with municipalities to ensure maximum countywide involvement of all stakeholders;
- Provide recommendations to maintain and provide advancements in the area of Public Safety Communications.

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