



CITY OF FORT LAUDERDALE
City Commission Agenda Memo
CONFERENCE MEETING

#16-0955

TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Lee R. Feldman, ICMA-CM, City Manager

DATE: August 16, 2016

TITLE: 911 Public Safety Communications Center Service Resumption Update

A multidisciplinary team of City staff members representing the Information Technology, Police, Fire Rescue, Human Resources, Public Works and Finance Departments has met regularly since January to evaluate the feasibility of resuming 911 Emergency Public Safety Communications services in the City. The departments have agreed that this would be a significant undertaking with regard to inter/intra-departmental coordination; project management and costs, However, with the cooperation of Broward County, the restoration of a City 911 Public Safety Communications Center is feasible.

The City of Fort Lauderdale Fire Rescue Department responds to 55,000 emergencies per year. The Police Department responded to approximately 204,000 calls for service in calendar year 2015. Actual incoming phone call volume corresponding to the calls for service is not available from Broward County but is typically significantly higher than the total number of calls for service.

The City of Fort Lauderdale joined the Broward County Regional Communications system in August 2014. At that time, Fire-Rescue and Police personnel began to experience severe shortcomings with the Regional Communications system. In an effort to identify the specific issues Fire-Rescue and Police were experiencing in the field and to manage the volume of complaints received, the County began using a Trouble Ticket tracking system. The intent was to identify and report specific issues the field personnel were experiencing, so that the Broward Office of Regional Communications and Technology and the Broward Sherriff's Office Regional Communications Division could identify their problems and develop solutions.

Problems were reported with each function provided by the Broward County to include: Call Taking, Dispatching and Supervision. They range in severity from Dispatchers not answering officers' calls on the radio to Call Takers sending public safety personnel to the wrong address or not providing current updates of vital information to units responding to incidents.

The following summary reports of Fort Lauderdale Trouble Tickets from the ticket

tracking system is compiled in one document (Exhibit 1).

In addition, complaint samples from Police and Fire-Rescue are included and labeled as Exhibit 2 and Exhibit 3. *The data shown through the ticketing system is merely a snapshot of errors/problems encountered in the field and in no way is a representation of the true number of errors made by Broward County Regional Communications since August 2014.*

City 911 Public Safety Communications Center Staff Considerations:

1. Staff has limited hours available to plan and implement a 911 Emergency Public Safety Answering Point (PSAP). Fulltime project management is essential for the successful design, procurement, construction, staffing and training for a new communications center. Salary and benefits for Communications Center staff must be highly competitive to hire the best quality candidates.

2. Location:

Option 1 - Restore 911 PSAP operations in the Police Department Headquarters building. The previous PSAP space has been repurposed for IT offices, thus staff and furniture will need to be relocated. The data center and Motorola equipment room have been preserved and are available for reuse. The building is over 50 years old and therefore does not have a Category 5 wind rating. This is considered a temporary solution if a new Police Headquarters will begin construction in the next 2 years.

Option 2 - Lease space in the area of Executive Airport. The committee has located a site at the Hotwire building, formerly Bank Atlantic, at W. Cypress Creek Road and NW 21st Avenue. The location is close to the City's Emergency Operations Center and therefore conducive for laying fiber optic cable between the locations that will increase communications resilience with the technology placed there. The space has the potential to conform to the 911 Public Safety Communications Center security requirements; has sufficient staff space; parking, and meets the data center needs. A wind study is needed to determine the stability and impact resistant status of the roof. The property management firm will require that the City agree to a long term lease (potentially 10 years). Eventually, 911 operations could be relocated to a future Police Headquarters building.

Option 3 – Remodel Fire Station 53 - Emergency Operations Center (EOC). This is a City owned CAT 5 wind rated building. The 911 PSAP could be built at this location however, Fire Training and the EOC would need to be relocated to another facility. Consideration could be given to leasing the Hotwire building for those operations.

3. Backup 911 PSAP: the City must identify a Backup or “flee to” location as an alternate site for Fort Lauderdale 911 PSAP operations to immediately resume

should the primary location be compromised. The City's previous Communications Center utilized a Broward County facility for this purpose.

4. Broward County Authorization and relinquishment of service: It is required that Broward County review the City's 911 PSAP operations plan and upon approval, agree to allow the City to resume these functions.
5. Intergraph Computer Aided Dispatch (CAD) system: The City operated its communication and 911 PSAP center using the Intergraph CAD system from the year 2000 to August 2014. The City owns the software licenses for the CAD system so, it is recommended to re-initiate maintenance services and pay any related fees to have a "current" status. Intergraph also has the technology to interface and share incidents with 3rd party CAD systems such as Broward County's system for interoperability.
6. Interlocal Agreement with Broward County: The City Attorney's Office will be requested to review the current agreement as well as the State and County 911 plans and requirements. The Interlocal Agreement requires 180 day advance notice to Broward County to terminate and withdraw from the system.
7. Personnel: Hiring, Training and Retention: Due to the large number of positions required in a 911 PSAP the size of Fort Lauderdale's, it is recommended the hiring, training and 911 PSAP daily operation be outsourced initially. After the center is functional and performing to specified standards the City would consider taking over the operation. This strategy will reduce and/or eliminate the burden on Departments to process candidates for hire, conduct extensive CAD training, conducting individual performance monitoring, individual re-training, disciplining and termination processing of unsuccessful hires the first year of operation.
8. RFP Preparation: A Request for Letters of Interest (RLI) was released to assist the 911 Communications Team by collecting information on the scope of available comprehensive services in the 911 Communications PSAP industry. The RLI closed on July 29, 2016. Based on the Letters of Interest received, it has been determined managed service agencies exist with the possibility of providing a turn-key solution. We will begin preparation of an RFP (Request for Proposals) for an agency to manage (based on our specifications) all operations, including but not limited to, hiring, training, set-up, design, procurement, construction, and full facility management. This is based on the understanding that after a pre-determined amount of time, the City may adopt management of the 911 PSAP.

Cost Projections:

These estimates represent the first year operating and capital outlay. Subsequent years would be lower. It is not possible to determine exact costs without coordinating with specific vendors to determine the requirements of their individual solutions. Therefore,

these estimates are based on past experience procuring certain equipment, market estimates and projections. Actual costs can be determined after vendor selections and contract negotiations. In addition, certain vendors may offer the opportunity to finance costs over multiple years thereby reducing these estimates.

Communications Center and 911 PSAP Estimated 1st Year Startup Cost Summary			
Description	Option 1 Estimate: FLPD	Option 2 Estimate: Leased Building	Option 3 Estimate: Fire Station 53
Personnel	\$6,500,000	\$6,500,000	\$6,500,000
PSAP Consultant (1 st year cost)	TBD	TBD	TBD
Facility (Primarily Staff Relocation Related)	\$40,000	\$350,000	\$1,220,000
Intergraph CAD Related Software Maintenance Renewal	\$250,000	\$250,000	\$250,000
CAD Related Hardware	\$600,000	\$600,000	\$600,000
Interfaces, Enhancements, and Upgrades	\$600,000	\$600,000	\$600,000
NG911 Phone System, ANI/ALI, Recording, etc	\$475,000	\$475,000	\$475,000
Fire Rescue - FireRMS/First Look Pro/TripTix Software	TBD	TBD	TBD
Fire Rescue - Mobile Data Computers & Accessories	\$300,000	\$300,000	\$300,000
Fire Rescue Interfaces (Zetron, etc)	\$75,000	\$250,000	\$250,000
Data Center Buildout	\$185,000	\$250,000	\$2,000,000
Staff Workstations / Furniture	\$600,000	\$600,000	\$600,000
911 Telephone System and Trunk Lines	TBD	TBD	TBD
Dispatch Consoles, consolettes & associated peripherals	\$1,170,000	\$1,170,000	\$1,170,000
P25 Radio System Infrastructure	\$1,100,000	\$1,100,000	\$1,100,000
*TOTAL ESTIMATED COST PROJECTION	\$11,895,000	\$12,445,000	\$15,065,000
*Projected total(s) are based on a sum of the determined estimates. To be determined (TBD) values will increase the projected total(s).			

Strategic Connections

This item is a *Press Play Fort Lauderdale Strategic Plan 2018* initiative, included within the Public Safety Cylinder of Excellence, specifically advancing:

- Goal 9: Be the safest urban coastal City in South Florida through preventative and responsive police and fire protection.
- Objective 2: Provide quick and exceptional fire, medical, and emergency response.

This item advances the *Fast Forward Fort Lauderdale 2035 Vision Plan*: We are Community.

Attachment(s)

Exhibit 1 – Summary Reports of Trouble Tickets by Category

Exhibit 2 – County Regional Communications Police Complaint Sample

Exhibit 3 – County Regional Communications Fire-Rescue Complaint Sample

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