



**CITY OF FORT LAUDERDALE**  
**City Commission Agenda Memo**  
**CONFERENCE MEETING**

**#17-0393**

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

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

**DATE:** March 21, 2017

**TITLE:** Discussion of Managed E911 Communication Center Services for the City  
of Fort Lauderdale

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Staff is requesting City Commission consideration for funding a proposal for a managed service company to implement and manage a E911 Communication Center for the City of Fort Lauderdale. This E911 Center would manage all emergency 911 calls for the City's Police, Fire and Rescue services.

Several performance issues regarding the Broward County Regional E911 Consolidated Communications System have been raised by Commissioners since the City joined the Regional E911 System in 2014. In October 2016, the City Commission directed staff to issue a Request for Proposals (RFP) for a managed service company to implement and manage a E911 Communication Center for the City of Fort Lauderdale.

The City received one proposal in response to this RFP and is attached for Commission's review (Exhibit 1). Although many issues still need to be negotiated regarding this RFP, the overall proposal is responsive to the City's request. Highlights of the proposal are as follows:

- The proposal is submitted by IXP Corporation, Princeton Forrestal Village, 103 Main Street, Princeton, New Jersey.
- The proposal is responsive to the RFP criteria in terms of documents submitted, bid bond requirements and completeness.
- The cost of the proposal lists an initial system integration cost of \$5,861,000 followed by 60 equal monthly payments of \$689,550 beginning with contract execution. The total cost of the entire project is a fixed price of \$47,234,000 over a five-year period. Once the location of the facility is determined, the facility will be in full operation within 6 months.
- The one significant additional cost to the proposal is the cost to the City for the Intergraph CAD software. In the proposal, the City indicated that it would acquire and pay separately for this software. The estimated cost of this software is \$665,188 to acquire and \$58,934 per year for the annual maintenance. This adds a total of

\$959,888 to the overall cost of the project and increases the total 5 year project cost to \$48,193,188.

- IXP is an experienced E911 Center Operator and is capable of handling the demands of the City's system.
- IXP's pricing is guaranteed for one year, until January 26<sup>th</sup>, 2018.

It is important that the City Commission is comfortable with the range of expected costs to set up the City's own E911 Emergency Communications Center. In addition to cost, IXP would work with the City to determine a suitable site for the center and, once determined, IXP would have the center in full operation within six months. There are no funds beyond the \$1.5 million reserved in the FY17 budget and the Commission would need to determine where the remaining funds will be found if it is to pursue the IXP proposal. Once funding is determined, a complete and thorough review of the IXP proposal will be conducted with the intent to secure a written agreement to provide said services over the next five years. Part of that process would be to confirm exact services and costs of the project over the five year operation period.

Broward County has completed an assessment of its E911 services. Phase I, which published Qualitative and Quantitative Findings, was completed in August 2016. Phase II of the assessment was the Final Report – Findings and Recommendations and was released in December 2016. While these reports document the problems and issues needing correction, it is clear that these problems will take some time to correct. Although the number of complaints regarding dispatch errors and related E911 problems with the County's 911 Center seem to have declined over the past several weeks, a number of major issues still need to be resolved. The County is in the process of developing and implementing a plan to address the issues identified in the assessment. City of Fort Lauderdale Police, Fire and Rescue Department representatives indicate that problems continue in spite of plans by Broward County to address ongoing service concerns.

Once the City Commission has provided direction regarding funding, staff is prepared to complete the formal evaluation of the IXP proposal and make a formal recommendation to the City Commission.

### **Resource Impact**

The decision to pursue the development of a separate E911 Center for the City of Fort Lauderdale will have a significant impact on the City's budget and is estimated to be approximately \$48,193,188 over the next five fiscal years. Without a revenue source, a decision to pursue the E911 center will reduce funds available for other City initiatives in the City's General Fund.

### **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.
- Goal 10: Be a City well-prepared for and responsive to all hazards.

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

### **Attachments:**

Exhibit 1 – IXP Proposal for Solicitation 775-11856 Ft. Lauderdale E911

Communications Center

Exhibit 2 – E911 Cost Summary

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