



Since the consolidation of the Regional 911 system in October 2014, Broward County has continued to invest in infrastructure upgrades and system enhancements that strengthen public safety response countywide. Below you'll find our completed projects. Check back often, as this page is updated regularly with the latest developments..

Alphanumeric Paging System

ORCT Radio Administration Completes Implementation of the Public Safety

Alphanumeric Paging System

Office of Regional Communications and Technology (ORCT) Radio Administration successfully completed, July 2019, a new alphanumeric paging system designed to enhance public safety communications and emergency response capabilities. This system ensures that first responders receive accurate, timely, and detailed messages during critical situations.

The alphanumeric paging system enables the transmission of vital information, such as incident details and specific response instructions, directly to first responders' devices. This technology provides faster, reliable, and redundant communication, significantly improving coordination during emergencies.

The implementation of this system reflects Broward County's ongoing dedication to adopting solutions that strengthen emergency response and public safety. ORCT Radio Administration worked closely with providers and stakeholders to ensure a smooth rollout and optimal functionality of the system.

Implementation Date: July 2019

ASAP-to PSAP

Scope of Project: The scope of this project includes implementing a CAD interface with ASAP-to-PSAP with the intent of reducing 911 telephone call traffic by automating CAD data entry from alarm company alerts.

Implementation Date: Q3 2024

Assessment of Regional 911 Systems

Scope of Project: The scope of this project entails the engagement of a consultant to review and evaluate the Regional Consolidated E911 Dispatch Communications System. The consultant will evaluate technical, operational and processes utilized to handle call taking, dispatching and teletype services provided through the Regional Dispatch Centers. The project consists of two phases; Phase I consists of evaluation and benchmarking against a best practices model, of the existing system, and Phase II consists of the proposal of actions plan to make corrections as identified in the Phase I process.



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Status Update: The County Administrator released the Phase II Fitch and Associates report on Regional 911 on December 21, 2016. The report includes Observational Findings and 21 recommendations in four areas: Technology, Governance and Oversight, Performance Measures, and Effectiveness and Efficiency. The County has accepted all of the recommendations from the consultant's report, and implementation activities are continuing.

Based on feedback from law and fire first responder stakeholders regarding specific recommendations of the Phase II report, the County re-engaged Fitch and Associates for a third phase of analysis to review, in detail, workload modeling (radio traffic analysis) and interpretation.

On March 2, 2018, the County Administrator released the final Phase III report, which can be available upon request.

The purpose of the Phase III Report was to address ongoing questions regarding specific recommendations that were provided in Phase 2; to further clarify the County-provided level of service; and to provide recommendations relative to the Phase II recommended consolidation of specific radio channels.

Implementation Date: Phase I delivered September 2016; Phase II delivered end of 1st Quarter 2017; Phase III delivered March 2, 2018.

Automatic Call Distribution

Scope of Project: The scope of this project entails the implementation of a single Broward County Call Taker Role and queue which will enable calls to be answered from any of the three regional consolidated Public Safety Answering Points (PSAPs) on a first in, first answered basis. This network enhancement will ultimately improve our speed to answer the call with the ability to present the call to the first available call taker at either of the three PSAPs.

Status Update: Project team is currently finalizing test planning activities and preparing for pre-cutover tests during the week of September 12, 2016.

Implementation Date: September 20, 2016

CAD 4.6 Upgrade

Scope of Project: This project involves upgrading the PremierOne CAD system, including both hardware and software components, to version 4.6.

Implementation Date: June 14, 2023

CAD-to-CAD Interoperability Development Environment (Test Environment)

Scope of Project: The scope of this project entails creating a secure development environment using the legacy CAD system allowing the testing of "The Hub" (NG-CAD-X). The completion of this project will provide a safe environment for development and testing of CAD-to-CAD applications.



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Status Update: As of February 8, 2024, the legacy system CAD hardware update to PremierOne CAD 4.6 was completed and the CAD Hub Interface was installed, establishing the Hub testing environment.

Implementation Date: Q1, 2024

Computer Aided Dispatch System

Scope of Project: Replace the legacy Regional Computer Aided Dispatch System with a new, state of the art, next generation Computer Aided Dispatch System.

Status Update: The new Motorola PremierOne CAD is a sophisticated and feature-rich, multi-jurisdictional, multi-agency operating platform capable of interfacing with the County's E-911 System, Radio System, Regional Law and Fire Records Systems, and Paging and Toning Systems; and comes integrated with Automatic Vehicle/Resource Location and in-vehicle mobile mapping.

This \$5.3M project, inclusive of additional training, successfully brought together selected members from the Police and Fire Chiefs' Associations, Communications Union, BSO, and County to provide the subject expertise and operational knowledge to this far-reaching implementation. Continued updates are being made based on end user feedback.

Implementation Date: March 28, 2017

Cybersecurity Framework and Incident Response Plan

Scope of Project: The Cybersecurity Framework and Incident Response Plan was delivered by the vendor. The project established a Framework to apply the principles and best practices of risk management, security and resilience, aimed at reducing and better managing cybersecurity risks and provides a structure for cybersecurity, standards, guidelines, and practices. The Framework includes Cybersecurity Governance, Compliance, and Security & Risk Management, and a Roadmap for implementing NENA Security for Next-Generation 9-1-1.

Implementation Date: Q1, 2023

EOC UPS Replacement

Scope of Project: The scope of this project was to replace the Uninterruptable Power Supply (UPS) system which had reached end-of-life support (EOLS). The UPS system provides an uninterruptible power source at the Emergency Operations Center (EOC) supporting the Non-Regional E911 system, voice recording system and 311 call center operations. Uninterrupted power to these systems is critical to maintain daily operations for 311 and 911 call processing.

Implementation Date: Q2, 2021.

EPD/EFD Protocol Implementation

Scope of Project: The purpose of the project is to provide Broward County's Regional Consolidated Communication System call takers with tools and training for structured call interrogation and processing of Law and Fire events. The Emergency Police Dispatch (EPD)



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and Emergency Fire Dispatch (EPD) protocols established by the International Academies of Emergency Dispatch (IAED) are considered industry best practice. ProQA is designed to assist call takers/dispatchers in quickly determining the appropriate Determinant Code for each case and can be programmed to clearly display the response configuration specifically assigned to that code by local agency authorities and individual communication centers. ProQA then guides call takers/dispatchers through providing all relevant Post-Dispatch Instructions (PDIs) and Pre-Arrival Instructions (PAIs), as well as case completion information.

Implementation Date: 6/21/2018

Fastest Unit Response

Scope of Project: Recommends the fastest available Fire or Emergency Medical unit with the necessary skills and equipment to respond to life threatening calls.

Implementation Date: May 20, 2024

Fastest Unit Response (FUR) Participation by Municipality Map

Fire Rescue Records Management System (RMS) Upgrade

Scope of Project: The scope of this project entails upgrading the records management system to provide a regional solution that is vetted and recommended by the Law and/or Fire Chief Associations and with concurrence by ORCAT.

Status Update: ESO Fire RMS has been in use for six years across nine agencies: BSO, Davie, Hollywood, Lauderhill, Margate, Oakland Park, Pembroke Pines, Pompano Beach, and Tamarac Fire Rescue. The County assumed all contractual, maintenance, and support responsibility from the individual agencies and secured every applicable credit.

Implementation Date: Q2 2025

Fire Station Alerting System

Scope of Project: Broward County to replace the Zetron FSA system to support current and future fire department alerting needs. The new FSA system will be interfaced with the new Motorola Premier One computer-aided dispatch system and will also provide end user fire departments with the option of enhanced fire station functions to suit their individual needs.

On October 10, 2017 the Board of County Commissioners approved the agreement with Keylite Power & Light (US Digital Phoenix G2) to support current and future fire department alerting needs for Broward County and local public safety personnel. The project is approximately fifty percent complete, and testing will be beginning at pilot fire station sites starting in June. Additionally, installation has started on FireNet, a microwave system integral to this project.

Implementation Date: June 20, 2020

GIS Assessment and Remediation for NG911



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Scope of Project: The scope of this project was to assess and improve the match rate between the County's Consolidated Regional and Non-Regional Geographic Information Systems (GIS) databases and the County's Automatic Location Information (ALI) and Master Street Address Guide (MSAG) databases to meet the 98% minimum match rate recommended by the National Emergency Number Association (NENA). The address location information will be used to route 911 calls to the correct Public Safety Answering Point (PSAP) in Next Generation 911 (NG911). The following were implemented as a part of the project: a GIS Data Repository, Consolidation of GIS data, and NG911 Formatting.

Implementation Date: Q3, 2023

Independent Quality Assurance Service

Scope of Project: The purpose of this project is to provide an Independent Quality Assurance (QA) and Quality Improvement (QI) program through vendor services. The services solution will offer an independent review and quality improvement feedback process for call handling within the three Regional Consolidated PSAP's in Broward County. The quality evaluations will be based on best practices of industry standards and accreditation. The purpose of implementing an independent QA/QI program is to provide random audits of call handling performed by an unbiased independent Quality Assurance Evaluator (QAE) and improve the quality of call handling overall.

Implementation Date: July 2019.

Interoperable 700MHz Overlay Radio Systems

Scope of Project: This project installs a single site 700 MHz Overlay System which strengthens back-up capability in the event that the primary system becomes impaired or overloaded. It also strengthens interoperable communications capabilities with other existing 700MHz interoperable systems, intelligence and information sharing and coordination. A Department of Homeland Security-funded grant in the amount of \$346,828 fully funded the overlay project.

Implementation Date: May 31, 2016.

Land Mobile Radio (LMR) Automatic Resource Location (ARL)

Scope of Project: This project aims to enable Automatic Resource Location (ARL) service provide by Broward County's Public Safety Radio System (BCPSRS), integrating it with the existing Computer-Aided Dispatch (CAD) console. The integration will enable dispatchers to view near real-time location data of portable radio users directly on the CAD interface, improving situational awareness, resource management, and response efficiency for public safety and emergency services.

Implementation Date: ARL services operational since 12/12/2023

Local Government Radio System

Scope of Project: The scope of this project is the establishment of an independent, countywide local government radio system. This is a complete turn-key MotoTRBO Capacity Max digital,



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trunked, TDMA UHF 400 MHz Radio System inclusive of all engineering, equipment, software, software licensing, FCC licensing, hardware, installation, implementation, integration, configuration, training, maintenance and support services. The System will provide a minimum of 90% reliability County-wide, medium-density building, radio coverage with a minimum Digital Audio Quality (DAQ) of 3.0. The radio system will consist of 5 County sites, with 6 channels per Site. The System will also interoperate with the existing Broward County Public Safety Radio System. All of Broward County's Local Government agencies, as well as the County's school board, will be migrating to this independent radio system.

Status Update: Broward County Celebrates Successful Implementation of its Local Government Radio System.

The Office of Regional Communications and Technology (ORCT) Radio Administration is proud to announce the implementation of a cutting-edge digital mobile local government radio system, which officially went into service in February 2019. Reliable communication is the backbone of effective government services, and this system ensures that our local government agencies have the tools they need to operate efficiently and respond swiftly to any situation. This modern communication platform marks a significant milestone in enhancing communication capabilities for Broward County's Local Government agencies.

The digital radio system replaces outdated analog technology, providing clearer audio quality, improved reliability, and greater coverage for daily operations. Designed to meet the growing demands of local government services, the system enables seamless communication across departments, fostering faster and more coordinated responses to incidents and daily operations. This system also relieves additional traffic loading from Broward County's Public Safety Radio System.

Implemented with the support of Radio One, the radio system offers enhanced features such as secure encrypted channels, interoperability with supporting agencies, and scalable technology to accommodate future growth. These upgrades will strengthen coordination across public works, emergency management, and other local government services.

ORCT Radio Administration recognizes the importance of staying at the forefront of technology to meet the needs of the community. The implementation of the digital mobile radio system reflects Broward County's dedication to innovation, safety, and operational excellence.

Implementation Date: February 2019

Monitor/Power911 Station Upgrade

Scope of Project: The scope of this project was to replace all 911 Power Stations, Monitors, & Speakers in the Consolidated Regional PSAP's, and all 911 Monitors & Speakers at EOC & Plantation PSAPs.

Implementation Date: Q1, 2022



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Non-Regional VIPER Phone System Upgrade

Scope of Project: The scope of this project includes an upgrade of the VIPER 911 phone system hardware and software for the three Non-Regional PSAPs (Coral Springs, Plantation and the EOC) which are approaching hardware/software end of support lifecycle. The VIPER v5.1/Power 911 v6.1 upgrade is a prerequisite for the Text_to_911 project implementation.

Implementation Date: July 2018.

Pre-Incident Planning Software

Scope of Project: The scope of this project entails procuring and implementing a solution that provides Fire Rescue stakeholders with building, content, and planning software for structure fires and rescue operations.

Implementation Date: Q2 2025

PowerMIS Reporting System Replacement

Scope of Project: The PowerMIS reporting system is used for daily operational reporting and analytics associated with 911 and non 911 call processing. The purpose of this project is to implement the Emergency Call Tracking system (ECaTS) for Regional & Non-Regional Public Safety Answering Points (PSAPs). The project will include implementation of new hardware and software. This project is a lifecycle upgrade

Implementation Date: Q2 2025

PSAP Audit-Phase I and II

Scope of Project: This project was to conduct a Public Safety Answering Point (PSAP) Security Audit (Phase I) and a Penetration Test (Phase II) of the County's E911 network with the goal of evaluating the current voice/data network infrastructure, security policies, and operational practices, to identify existing vulnerabilities and to provide recommended actions and best practices for remediation and preservation of a highly secured E911 network.

The scope of the PSAP Audit Phase II project addressed recommended actions of the following PSAP Cybersecurity Phase 1 Audit findings which included: Development of a Cybersecurity Framework (CSF), along with an Incident Response Plan (IRP), an Incident Response Action Plan (IRAP) and conducting Tabletop Exercises (TTX).

Implementation Date: Phase I - Q1, 2023 with Phase II being on hold with one pending deliverable

Public Safety Radio Replacement

Status Update: Broward County Completes Public Safety Radio System Enhancements, Strengthening Emergency Communications.

The Office of Regional Communications and Technology (ORCT) Radio Administration is proud to announce the successful completion of its state-of-the-art public safety radio system, a critical infrastructure project designed to enhance communication and coordination among first



responders. The system officially went into service in December 2020, with the final tower site completed and fully operational as of June 2023.

This advanced public safety radio system replaces legacy communication technology, providing improved coverage, clearer audio quality, and enhanced reliability for emergency and public safety personnel. The completion of the last tower site marks the culmination of a multi-year effort to strengthen the region's ability to respond to emergencies, natural disasters, and day-to-day public safety needs.

The implementation of this radio system represents a major step forward in our commitment to public safety. The completion of the final tower ensures seamless and reliable communication across Broward County, empowering our first responders to act quickly and effectively in any situation.

Key features of the new system include:

- **Enhanced Coverage:** Expanded reach to ensure communication in previously underserved or remote areas.
- **Improved Clarity:** Digital technology eliminates static and interference for clearer transmissions.
- **Interoperability:** Enables coordination across local, regional, state and federal agencies during large-scale incidents.
- **Improved redundancy:** From power systems to the antenna networks, single points of failures have been meticulously eliminated.

The project, which involved significant collaboration among all Broward County public safety agencies, and Motorola Solutions, was designed to accommodate future technological advancements and evolving communication needs.

Implementation Date: December 2020

RapidSOS Integration

Scope of Project: The scope of this project entails integrating RapidSOS caller location information into the CAD. This functionality allows for improved caller location information by dropping a pin onto the CAD map showing caller location.

Implementation Date: December 5, 2023

Regional Replicated Database

Scope of Project: The Replicated Database provides the Office of Regional Communications and Technology with the ability to conduct on demand data analysis relative to key performance indicators and call handling inquiries.



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Implementation Date: October 2018.

Regional VIPER Phone System Upgrade

Scope of Project: The scope of this project provides our Public Safety Answering Point (PSAP) operations with the most updated version of the client and core system software feature set available for our VIPER Phone System. The current software had been in place for over three years. In addition to updating the Regional PSAPs with the latest VIPER/Power 911 software platform, the VIPER v5.1/Power 911 v6.1 upgrade is a prerequisite for the Text_to_911 project implementation.

Implementation Date: October 2017

Remote 911 Consoles (Regional and Coral Springs-Production) (Plantation-Training)

Scope of Project: The scope of this project was to augment the existing E911 PSAP workstations available with an additional 36 VPN laptops to use for 911 call taking and/or training.

Implementation Date: Q2, 2021

Tablet Command (Fire Rescue) -Interface Transition

Scope of Project: The scope of this project entailed centralizing the Fire Rescue Incident Management Software interface. The tablet command interface was transitioned from RDW to CSI. The application provides mobile incident command and response functions for Fire Rescue. As a result of the CAD v4.6 build, the Tablet Command interface is currently using the CAD CSI interface

Implementation Date: Q3, 2023

Text to 911

Scope of Project: The scope of this project provides the ability for the County to accept and process text emergency response requests integrated with the existing call flow at each of the PSAPs. This project includes the installation of hardware, activation and configuration of text messaging routing, and phone carrier activation of text delivery.

Implementation Date: April 2019.

Viper 7.0 Phone System Upgrade (Regional and Non-Regional)

Scope of Project: The VIPER phone system is used to accept and deliver 911 and non 911 calls to the Public Safety Answering Point (PSAP) operations staff for call processing. The scope of this project is to upgrade our current telephony system for the Regional and Non-Regional PSAPs from VIPER software version 5.X to version 7.X with upgraded hardware

Implementation Date: Q2 2025

Voice Recording System (NICE Software)



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Scope of Project: The scope of this project was to replace the existing Voice Recording System (VRS) system at Consolidated Regional and Non-Regional Public Safety Answering Points (PSAPs) from Voice Print International (VPI) to NICE Inform software. The upgrade is to provide a voice recording platform that is Next Generation 911 (NG911) compatible.

Implementation Date: Q3, 2023

Voice Recording System Refresh

Scope of Project: The scope of this project is to refresh all the Voice Recording System hardware within the Non-Regional and Regional Public Safety Answering Points (PSAPs).

Implementation Date: August 2018.