



MEMORANDUM

Agenda Item No. 11(A)(1)

TO: Honorable Chairman Dennis C. Moss
and Members, Board of County Commissioners

DATE: April 6, 2010

FROM: R. A. Cuevas, Jr.
County Attorney

SUBJECT: Resolution directing the Mayor or Mayor's designee to collaborate with necessary affected parties and develop and submit a plan to the Board that improves the current Public Safety Answering Point (PASAP) call center system throughout Miami-Dade County

Resolution No. R-382-10

The substitute item differs from the original in the following ways:

- 1) It requires that the Mayor develop and submit a plan to improve the current Public Safety Answer Point (PSAP) Call Center system instead of unifying.
- 2) It the last "Whereas" clause it replaces "develop and implement a plan to deliver" with "explore the possibility of delivering."
- 3) It replaces unification of the system with directing the Mayor to collaborate with the necessary parties to improve and augment the PSAP system.
- 4) It directs the Mayor to develop and submit a plan for implementing the improvements and not the unification of the system to ensure prompt and efficient emergency response.
- 5) It requires an analysis of how to best improve the current system.
- 6) It requires an analysis of how the plan will affect the emergency response to citizens.
- 7) It requires an analysis of the infrastructure and resources available to implement such a plan.
- 8) It requires an analysis of additional resources needed to implement such a plan.
- 9) It requires a delineation of the actions needed to implement such a plan.
- 10) It requires a proposed timeline for the implementation of such a plan

The accompanying resolution was prepared and placed on the agenda at the request of Prime Sponsor Vice-Chairman Jose "Pepe" Diaz.

R. A. Cuevas, Jr.
County Attorney

RAC/cp



MEMORANDUM

(Revised)

TO: Honorable Chairman Dennis C. Moss
and Members, Board of County Commissioners

DATE: April 6, 2010

FROM: R. A. Cuevas, Jr.
County Attorney

SUBJECT: Agenda Item No. 11(A)(1)

Please note any items checked.

- "3-Day Rule" for committees applicable if raised**
- 6 weeks required between first reading and public hearing**
- 4 weeks notification to municipal officials required prior to public hearing**
- Decreases revenues or increases expenditures without balancing budget**
- Budget required**
- Statement of fiscal impact required**
- Ordinance creating a new board requires detailed County Manager's report for public hearing**
- No committee review**
- Applicable legislation requires more than a majority vote (i.e., 2/3's ____, 3/5's ____, unanimous ____) to approve**
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 11(A)(1)

4-6-10

RESOLUTION NO. R-382-10

RESOLUTION DIRECTING THE MAYOR OR MAYOR'S
DESIGNEE TO COLLABORATE WITH NECESSARY
AFFECTED PARTIES AND DEVELOP AND SUBMIT A PLAN
TO THE BOARD THAT IMPROVES THE CURRENT PUBLIC
SAFETY ANSWERING POINT (PSAP) CALL CENTER
SYSTEM THROUGHOUT MIAMI-DADE COUNTY

WHEREAS, it is vital when responding to emergency requests that the necessary personnel, equipment and resources are dispatched to respond in a timely and accurate manner; and

WHEREAS, in Miami-Dade County, there are seven (7) Public Safety Answering Point (PSAP) call centers that are responsible for answering emergency requests for fire, police, and ambulance services and ensuring that the appropriate rescue personnel, equipment and resources are dispatched; and

WHEREAS, Miami-Dade County is the largest and primary PSAP call center in the County, answering approximately 2.5 million calls a year; and

WHEREAS, the six (6) remaining PSAP call centers are located within the City of Miami, Miami Beach, Hialeah, Coral Gables, Village of Pinecrest, and Aventura; and

WHEREAS, each municipality with a PSAP call center has entered into an interlocal agreement with the County which, among other things, ensures compliance with the Florida Emergency Communications Number E911 State Plan Act, §365.171, Fla. Stat.; and

WHEREAS, this Board desires to ~~[[develop and implement a plan to deliver]]~~>>explore the possibility of delivering^{<<1} emergency services to our residents from the closest available public safety asset located throughout the County, to ensure the most efficient response to 911 emergency requests,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board:

Section 1. Directs the Mayor or Mayor’s designee to collaborate with ~~>>the necessary~~<< affected parties ~~[[necessary to facilitate the unification of call centers]]~~>>in order to improve<< and~~[[/or]]~~>>augment the current Public Safety Answering Point (PSAP) call center system and the<< service(s) ~~[[within-]]~~>>provided by<< said centers, including but not limited to, fire and police chiefs and representatives from affected municipalities.

Section 2. Directs the Mayor or Mayor’s designee to ~~>>develop and~~ <<submit a plan to ~~[[implement the unification of the Public Safety Answering Point call centers and/or service(s) within]]~~>>this Board that implements the improvements and augmentation of the current PSAP call center system and the service(s) provided by<< said centers in order to ~~[[create a unified communications system that would be responsible for answering]]~~>>ensure that in response to<< emergency requests ~~[[and dispatching]]~~ the appropriate rescue personnel, equipment and resources~~[[--]]~~>> are promptly and efficiently dispatched.<< Said ~~[[unification]]~~ plan shall include, but not be limited to, the following:

- 1) A summary ~~[[and analysis]]~~ of the recommendations and points of information provided by representatives of the affected municipalities and

¹ The differences between the substitute and the original item are indicated as follows: words stricken through and/or ~~[[double bracketed]]~~ shall be deleted, words underscored and/or ~~»double arrowed«~~ constitute the amendment proposed.

- their police and fire chiefs>> of how best to improve the current system<<.
- 2) A review and assessment of the current PSAP call centers and any agreements between the PSAP call centers and the County.
 - 3) An analysis of how the ~~[[unification of PSAP call centers and/or service(s) within said centers]]~~>>proposed plan<< will affect the County's ability to efficiently respond to >>its citizens'<< requests for emergency assistance.
 - 4) An analysis of all forms of infrastructure and resources ~~[[that are]]~~ currently available to support the ~~[[unification of PSAP call centers and/or service(s) within said centers]]~~>>implementation of such a plan<<.
 - 5) An analysis of any additional resources (i.e., personnel, infrastructure, or technology) that may be needed to ~~[[support the unification of PSAP call centers and/or service(s) within said centers]]~~>>implement such a plan<<.
 - 6) A delineation of all >>of the<< necessary actions that are required to facilitate the ~~[[creation of a unified communications system]]~~>>recommended plan<<, including but not limited to, any necessary agreements or amendments to existing agreements.
 - 7) A proposed time line ~~[[as to how]]~~>>for<< the ~~[[County can effectively and efficiently transition into establishing the unification of PSAP call centers and/or service(s) within said centers]]~~>>implementation of such a plan<<.

Section 3. Directs the Mayor or Mayor's designee to submit a status report regarding said plan to the appropriate committee of this Board within ~~[[thirty (30)]]~~>>forty five (45)<< days of the effective date of this Resolution. A final plan shall be submitted to the Board within ninety (90) days from the date of the status report presentation at committee. Upon approval of the plan by the Board, the Mayor or Mayor's designee shall begin implementation and provide monthly updates to the Board until the plan is fully implemented.

The Prime Sponsor of the foregoing resolution is Vice-Chairman Jose "Pepe" Diaz. It was offered by Commissioner **Jose "Pepe" Diaz**, who moved its adoption. The motion was seconded by Commissioner **Dorrin D. Rolle** and upon being put to a vote, the vote was as follows:

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	Dennis C. Moss, Chairman	aye	
	Jose "Pepe" Diaz, Vice-Chairman	aye	
Bruno A. Barreiro	absent	Audrey M. Edmonson	absent
Carlos A. Gimenez	aye	Sally A. Heyman	aye
Barbara J. Jordan	aye	Joe A. Martinez	aye
Dorrin D. Rolle	aye	Natacha Seijas	aye
Katy Sorenson	aye	Rebeca Sosa	aye
Sen. Javier D. Souto	aye		

The Chairperson thereupon declared the resolution duly passed and adopted this 6th day of April, 2010. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
 BY ITS BOARD OF
 COUNTY COMMISSIONERS



HARVEY RUVIN, CLERK

By: **DIANE COLLINS**
 Deputy Clerk

Approved by County Attorney as
 to form and legal sufficiency.

D.F.

Daniel Frastai

**MIAMI-DADE COUNTY
BOARD OF COUNTY COMMISSIONERS
OFFICE OF THE COMMISSION AUDITOR**



Legislative Notes

Agenda Item: 11(A)1
File Number: 100618
Committee(s) of Reference: Board of County Commissioners
Date of Analysis: March 25, 2010
Type of Item: Public Safety Answering Point (PSAP)

Summary

This resolution directs the Mayor or his designee to collaborate with the necessary affected parties to develop and submit a plan to the Board of County Commissioners (Board) that improves the current PSAP call center system throughout Miami-Dade County.

This item does the following:

- Requires the Mayor or his designee to develop and submit a plan that improves and/or augments the current PSAP call centers;
- Specifies the Boards intent to exploring the possibility of delivering emergency services to County residents from the closest available public safety asset;
- Requires an analysis of the following:
 - how to best improve the current system,
 - how the plan will affect the emergency response to citizens,
 - what infrastructure and resources are available for implementation, and
 - what additional resources, if any, are needed; and
- Requires a delineation of the actions needed and a timeline for the implementation of the plan.

Background and Relevant Legislation

PSAPs are call centers responsible for answering emergency requests for fire, police and ambulance services to ensure that the appropriate rescue personnel, equipment and resources are dispatched. There are approximately 6100 primary and secondary PSAPs in the United States.¹

¹ The National Emergency Number Association (NENA) website: <http://www.nena.org/>

History²

Since 1973, the State of Florida has been updating and building advanced technology in emergency 911 systems, implemented by the counties, to serve its citizens and visitors in emergency situations.

In May 1997, 911 was established statewide. As of September 20, 2005, Wireline Enhanced 911 "E911" services provide PSAPs with the telephone number and the caller's address in all 67 counties.

As of March 31, 2008, all counties report Wireless E911 Phase I and Phase II completion. Phase I service provides the call-back number and the location of the cell site. Phase II provides the capability to receive the call-back number and the location information (latitude and longitude) provided for the cellular caller from the service provider.

Comments

In January 2010, a bicyclist was fatally struck by a car while cycling on the Rickenbacker Causeway. This tragic incident raised concerns among members of the BCC about response times of emergency rescue and the implementation of an integrated dispatch radio system.

Prepared by: Elizabeth N. Owens

² Florida e911 website: http://dms.myflorida.com/suncom/public_safety_bureau/florida_e911