

CUSTOMER PROFILE: BROWARD COUNTY SHERIFF'S OFFICE

Broward County Sheriff's Office
2601 West Broward Boulevard
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Phone: 954.831.8373

DEPARTMENT PROFILE:

SWORN DEPUTIES:	3,190
FIRE/RESCUE PERSONNEL:	600
POPULATION SERVED:	1.8 million
SQUARE MILES:	1,300
911 DISPATCHED CALLS (2008):	1.07 million
TELECOMMUNICATORS:	300
MOBILE UNITS:	1,800

PRODUCT PROFILE:

Records Management System (OSSI RMS)
Mobile Computing Technology (OSSI MCT)
Mobile Field Reporting (OSSI MFR)
Police to Police Data Sharing (OSSI P2P)

SITUATION:

The Broward County Sheriff's Office is the nation's largest full-service, nationally accredited public safety agency in the United States. Broward County is the second most populated county in the state of Florida and 15th in the United States; it boasts a population of 1.8 million. The Broward County Sheriff's Office provides total law enforcement services for all unincorporated areas of the County, 14 contracted local cities, the Fort Lauderdale International Airport and Port Everglades Sea Port. Additionally, the Sheriff's Office lends its investigative services to all municipal police departments and provides police and E-911 emergency dispatch for most of the County.

The Communications Operations Division within the Law Enforcement Department is responsible for 911 call-taking, Dispatch, and Teletype services for all unincorporated areas of Broward County, 22 municipalities, and special patrol areas. Comprised of more than 300 telecommunicators, Teletype operators, and fire rescue dispatchers housed in three communication centers, the Communications Division handles approximately 1.07 million emergency calls and 1.78 million non-emergency calls per year. Teletype operators link to the state and federal computer systems to process approximately 700,000 annual requests, seeking information on missing persons, stolen vehicles and articles, and lost or stolen auto tags.

The Broward County Sheriff's Office and several Municipal Police & Fire Departments leverage the County-wide computer-aided dispatch system to dispatch and track law, fire, and medical calls. A comprehensive County-wide law record management system does not exist; however a variety of agency specific law record management systems, which range in design and capability, are in use throughout the County.

STRATEGY:

A Project Team comprised of individuals from the Broward Sheriff's Office Department of Law Enforcement, Enterprise Technology Division and Communications Technology Division performed an exhaustive review of the record management needs of the Sheriff's Office. Upon completion of the review, it was determined that an integrated, streamlined reporting system, which has the ability to scale as needed, was needed to support multiple agencies with a large number of users was needed.

Working in concert with the Hollywood Police Department, the Broward County Sheriff's Office selected SunGard Public Sector's OSSI Records Management System (OSSI RMS) and Mobile Suite.

OSSI RMS will be implemented as a County-wide multi-jurisdictional, multi-agency system, initially supporting the Broward County Sheriff's Office, Hollywood Police Department and Sunrise Police Department; with future participation expected from additional Municipal Police Departments within Broward County.

The new system will bring forth new capabilities and efficiencies in sharing criminal information across jurisdictional boundaries. The OSSI RMS multi-agency capabilities will also be leveraged to improve operational efficiencies and provide a more cost effective solution than supporting individual agency record management systems.




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STRATEGY CONTINUED:


Working in partnership with SunGard Public Sector, the Broward County Sheriff's Office expects to:

- Establish a technology framework supporting a new level of collaboration across agencies and jurisdictions
- Standardize the record-keeping process to help facilitate information sharing between officers and agencies
- Realize cost reductions and increased operational efficiencies through a single multi-jurisdictional and multi-agency system




"A major benefit in utilizing SunGard's OSSI products is in helping to safeguard the lives and property of the citizens and visitors of Broward County by providing our Deputies with the tools necessary to perform their duties in an efficient and safe manner" said Rick Carpani, Chief Information Officer for the Broward County Sheriff's Office. "Sharing information efficiently and effectively across jurisdictional boundaries and reducing costs will empower us to improve the level of service we offer to our communities."

Records Management System (OSSI RMS) and Mobile Suite



The Broward County Sheriff's Office and Hollywood Police Departments will be relying on OSSI RMS to collect and store information their personnel gather during daily activities. In conjunction with OSSI RMS, the Mobile Suite will provide field personnel car-to-car messaging and information queries capabilities directly from their vehicles as well as the ability to generate and submit reports from the field. Employing the OSSI Message Switch application, field deputies will be able to access local, state, and national warrants, stolen vehicles, property information, mug shots, and records management information. This will provide field deputies instant notification about information, increasing citizen and deputy safety.



The Mobile Field Reporting (OSSI MFR) application will allow deputies to generate and forward field reports electronically to their supervisors for review and approval, including accident, incident/offense, arrest, and citation. When filling out an accident report, a deputy will enter collected data directly into their car-mounted laptop. Once the fields are populated, a Florida-specific accident report will be generated. The result: a printed report that is identical to previously handwritten reports. In addition, because OSSI MFR is fully integrated with OSSI RMS any data in approved reports will be populated in the RMS fields, making information instantly available. Providing field deputies the ability to complete and submit reports wirelessly will allow them to remain more visible to the public while streamlining the records personnel workloads.

Features within OSSI MFR will automate the time-consuming report writing process. A Master Name Module will store the name of individuals, gangs, aliases, and businesses. Deputies will enter names that are automatically checked against names in the OSSI RMS Master Names Module. Deputies will be able to choose or edit existing names or create a new name record. Data will only be entered once, eliminating redundant data entry and protecting the data's reliability. Available drop-down boxes and toggle switches will allow deputies to fill out complete, spell-checked reports.

The new system will be hosted on central servers located within a Category 5 building, with individual agency workstations located at various Broward Sheriff's Offices, Hollywood and Sunrise Police locations. A centralized system will not only help reduce IT overhead costs, but it will provide participating agencies with data sharing resources. If a deputy stops a vehicle in Hollywood and the driver has had an incident in Cooper City, the deputy will be able to view the incident, whether it was a warning, hit and run, or arrest.

In addition to the data sharing abilities in this regional model, agencies can share data via OSSI Police to Police module across jurisdictional lines, connecting agencies not only in Broward County but nationwide.

BACKGROUND:

The Broward Sheriff's Office Enterprise Technology Division (ETD) directs the design, implementation, and maintenance of the Broward County Sheriff's Office enterprise technology systems and non-emergency telephone equipment. ETD also administers the Sheriff's Office Records Department with 60 employees who handle nearly 40,000 annual public information requests.

The Broward Sheriff's Office Communication Technology Division (CTD) directs the design, implementation and maintenance of all County-wide public safety communications technology systems.

NEXT STEPS:

This project is phase one of a multi-phase deployment and is expected to grow in scope and scale. When feasible, neighboring agencies can become participating members in this county-wide system. A key consortium goal is to provide a cost effective record management system which allows the sharing of criminal information across all participating agencies.