

**Appendix G**

**Florida Highway Patrol's  
Regional Communications Center (RCC) Plan**

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**DRAFT**

**DIVISION OF FLORIDA HIGHWAY PATROL**

***OFFICE OF DEPUTY DIRECTOR – FIELD OPERATIONS***

October 7, 1999

TO: Colonel Charles C. Hall  
FROM: Lieutenant Colonel Billy Dickson  
SUBJECT: Joint Communications Centers Implementation Plan

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As the Florida State Law Enforcement Community enters the next century, communications as we currently know them will be a thing of the past. The success of the Joint Communications venture in Miami has proven that it should continue throughout the state. The only feasible way to accomplish this is to implement joint communications along with 800 MHz implementation phases.

To accomplish Joint Communications, we must envision where we want to be five-ten years from now, and how to get there. We now know that we cannot continue to operate as we always have in the past; however, we must also carefully graph our future if we want to reach our intended goals with any success.

Below is our vision in how to accomplish the task of reducing our communications centers from 23 autonomous district operations to seven regional communications centers that will serve the Florida Highway Patrol, Florida Department of Law Enforcement, Motor Carrier Compliance, and the Bureau of Alcohol Beverage and Tobacco. Additionally, we will have two satellites offices that will serve FHP personnel along the I-10 and I-75 corridors. To be successful we must, as stated earlier, implement this plan in accordance with the implementation of the 800 MHz Radio System;

**Phase I**

The first phase of the 800-MHz began in Miami-Dade and Monroe Counties; therefore, it was a logical place to begin joint communications, where several state agencies could, under one roof, provide emergency dispatch services to their officers, and citizens and visitors of this state as well. Currently, we are conducting co-located dispatch in Miami. This communications center is responsible for dispatching; FHP, FDLE, MCC, and

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ABT. January 1, 2000, will be the beginning of true joint communications within state law enforcement. Assuming the pilot program continues to progress as expected, FHP will assume all responsibilities for dispatch services for all the agencies included in our MOU with FDLE.

The FHP is committed to ensuring that all state law enforcement agencies receive efficient, prompt and professional dispatch services. In order to ensure this, shift commanders will oversee the operations within the communications center and will ensure that dispatching services are prompt and professional. They will also ensure that appropriate agency personnel are notified of any critical or unusual incident concerning members from their agency. A recent staff study concluded that the FHP could easily handle this task with an additional eleven duty officers and one duty officer supervisor in the Miami Station.

We also plan to transfer all communications personnel consigned to the joint communications center in Miami from FDLE to FHP, effective July 1, 2000. The transfer of FDLE positions will provide the Miami Communications Center with seven additional duty officers and one additional duty officer supervisor. This will result in the FHP accepting the sole responsibility of providing professional, efficient and courteous dispatch services to the other law enforcement agencies outlined in the MOU.

### **PHASE II - 800 MHz Radio System Implementation**

Phase II of the 800 MHz Radio System includes; Troops D, L, and K from Broward County to Sumter County. This phase currently contains six communications centers:

Davie -	Troop L
Lake Worth -	Troop L
Lake Worth -	Troop K
Cocoa -	Troop D
Orlando -	Troop D
Deland -	Troop D

It is recommended that we reduce the communications centers in this phase from its current six to two:

① Lake Worth - Troops K and L

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② Orlando – Troop D

This consolidation will require relocating the following communications centers:

Troop	Current Location	New Location	Miles to new Station	Deadline
L	Davie	Lake Worth	50	06/30/2000
D	Cocoa	Orlando	48	03/31/2000
D	Deland	Orlando	34	12/31/2000

Currently, the existing six communications centers have 90 duty officers to handle dispatching troopers to emergency and non-emergency calls, answer in-coming telephones, conduct criminal history and warrant checks, etc. Additionally, the FDLE has eight duty officers assigned to its Orlando Communications Center, seven duty officers and one duty officer supervisor. The current staffing does not provide sufficient communications personnel to handle all those duties in an efficient manner. In the consolidated communications centers; it will require 92 duty officers to effectively handle these duties, and to provide dispatch services for the other state law enforcement agencies in the MOU.

### **PHASE III**

Phase III of the 800 MHz Radio System consists of Troops C and F, in Region II. This phase of the 800 MHz Radio System will be implemented by June 30, 2001. We currently have seven communications centers in this phase:

Brooksville - Troop C  
Lakeland - Troop C  
Tampa - Troop C  
Arcadia - Troop F  
Bradenton - Troop F  
Fort Myers - Troop F  
Venice - Troop F

It is recommended that these seven ③ communications centers ④ be consolidated into two communications centers in Fort Myers and Tampa. This consolidation will require relocating the following communications centers:

Troop	Current Location	New Location	Miles to new Station	Deadline
C	Brooksville	Tampa	45	12/31/2000
C	Lakeland	Tampa	32	12/31/2000
F	Arcadia	Fort Myers	46	12/31/2000
F	Bradenton	Fort Myers	94	03/31/2001
F	Venice	Fort Myers	53	03/31/2001

Currently, the existing seven communications centers have 69 duty officers to handle dispatching troopers to emergency and non-emergency calls, answer in-coming telephones, conduct criminal history and warrant checks, etc. Additionally, the FDLE has eight duty officers assigned to their Tampa Communications Center, one duty officer supervisor and seven duty officers. The current staffing does not provide sufficient communications personnel to handle all those duties in an efficient manner. In the consolidated communications centers, it will require 86 duty officers to effectively handle these duties, and to provide dispatch services for the other state law enforcement agencies in the MOU.

**Phase IV**

Phase IV of the 800 MHz Radio System consists of Troops B, G, and Madison and Taylor Counties in Troop H. We currently have six communications centers in this phase; however, one of the communications centers, Madison, will be implemented with Phase V rather than Phase IV, for the purpose of Regional Communication Centers. Therefore, we will only be consolidating five communications centers during this phase:

- Gainesville - Troop B
- Lake City - Troop B
- Jacksonville - Troop G
- Ocala - Troop G
- Palatka - Troop G

It is recommended that these five communications centers be consolidated into two communications centers in Gainesville and Jacksonville. Jacksonville will be a Regional Communications Center, and Gainesville will be a Satellite Communications Center that will serve FHP along the I-75 corridor.

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This consolidation will require relocating the following communications centers:

Troop	Current Location	New Location	Miles to new Station	Deadline
B	Lake City	Gainesville	45	12/31/2002
G	Ocala	Gainesville	37	12/31/2002
G	Palatka	Jacksonville	53	12/31/2001

Currently, the existing five communications centers have 46 duty officers to handle dispatching troopers to emergency and non-emergency calls, answer in-coming telephones, conduct criminal history and warrant checks, etc. Additionally, the FDLE has eight duty officers assigned to their Jacksonville Communications Center, one duty officer supervisor and seven duty officers. The current staffing does not provide sufficient communications personnel to handle all those duties in an efficient manner. In the consolidated communications centers, it will require 53 duty officers to effectively handle these duties, and to provide dispatch service to the other state law enforcement agencies in the MOU.

**Phase V**

Phase IV of the 800 MHz Radio System consists of Troops H. We currently have four communications centers in this phase:

- Madison - Troop H
- Tallahassee - Troop H
- Panama City - Troop A
- Pensacola - Troop A

It is recommended that these four communications centers be consolidated into two communications centers in Pensacola and Tallahassee. Tallahassee will be a Regional Communications Center, and Pensacola will be a Satellite Communications Center that will serve FHP along the I-10 corridor. This consolidation will require relocating the following communications centers:

<b>Troop</b>	<b>Current Location</b>	<b>New Location</b>	<b>Miles to new Station</b>	<b>Deadline</b>
H	Madison	Tallahassee	55	12/31/2004
A	Panama City	Pensacola	144	12/31/2004

Currently, the existing four communications centers have 44 duty officers to handle dispatching troopers to emergency and non-emergency calls, answer in-coming telephones, conduct criminal history and warrant checks, etc. Additionally, the FDLE has nine duty officers assigned to its Tallahassee Communications Center, one duty officer supervisor and seven duty officers. The current staffing does not provide sufficient communications personnel to handle all those duties in an efficient manner. In the consolidated communications centers, it will require 58 duty officers to effectively handle these duties, and to provide dispatch services to the other agencies in the MOU.

It is recommended that the communications centers be consolidated before the implementation of 800 MHz. This will allow:

- Sufficient training for the duty officers,
- Cost of remodeling to accommodate the 800 MHz radio system will be paid by the Department of Management Services,
- Cost of workstation furniture will be paid by the Department of Management Services,
- Installation of the radio system will be paid by Department of Management Services,

The costs that are involved in this venture that are not paid by the Department of Management Services are:

- Telephone lines to remote radio equipment,
- Remoting telephone lines,
- Cost of lines and moving of the computer aided dispatch equipment and servers,
- Cost of moving criminal justice information computer terminals,
- Cost of moving and connecting recording equipment,

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- In some locations, it may be necessary to purchase new telephone systems to handle the additional workload,
- Cost of modifying Federal Communications Commission (FCC) Radio Licenses.

The Division has operated for many years with insufficient staffing in the communications centers. The implementation of joint dispatching within consolidated communications centers will help eliminate staffing problems and be more cost effective for the State of Florida.

The partnerships we have established with the other affected state law enforcement agencies indicate our ability to work as a team. With their support, and the tireless efforts of our field personnel, especially those consigned to the communications centers, we will a professional and efficient service for all concerned parties.

Finally, to create a smooth transition from the existing communications centers to the regional communications centers, it is recommended that each communications centers begin reassigning positions as they become available to the regional communications center for their respective jurisdiction. As these positions are transferred, we will begin remoting beginning with the midnight shift, then the evening shift. When there are not sufficient personnel to staff the day shift – the remaining positions will be transferred to the respective regional or satellite communications centers.

It is expected that the process of transferring positions to regional and satellite communications centers will take approximately three years, which will allow our personnel ample time to prepare for the impending move.

DISPATCH CENTERS APPEARING MAS  
NEW DISPATCH CONFIGURATION

REGIONAL CENTERS

- ① LAKE WORTH
- ② ORLANDO
- ③ FT MYERS
- ④ TAMPA
- ⑤ JACKSONVILLE
- ⑥ TALLAHASSEE

SATELLITE CENTERS

- Ⓐ GAINESVILLE
- Ⓑ PENSACOLA. > 24 HOUR DISPATCH





**Florida Department of Transportation**

JEB BUSH  
GOVERNOR

605 Suwannee Street  
Tallahassee, Florida 32399-0450

THOMAS F. BARRY, JR.  
SECRETARY

March 1, 2000

Lieutenant Colonel Mike Boles  
Florida Highway Patrol  
Neil Kirkman Building  
Tallahassee, Florida 23299-0500

Re: Florida Highway Patrol Station Closures

Dear Lieutenant Colonel Boles:

The Department of Transportation is in the process of finalizing the design phase of a project that will upgrade our microwave system and provide a permanent reconfiguration of our motorist aid call box system to conform with your regional dispatching plan. However, the upgrade of our system has not started and we do not anticipate, once construction starts, to be complete until the fall of 2001.

To keep the call boxes operational for those stations that will be losing dispatching capabilities, the Department has developed the following interim plan.

Fort Lauderdale

Route the Alligator Alley call box traffic to Lake Worth. Because of a project we now have going at the Miccosukee Indian reservation and at the Broward County toll plaza we will have to split the call box traffic at the Broward/Collier County line. The Collier County traffic will be routed to Lake Worth using the microwave via I-75, I-10 and I-95. The Broward County traffic will be routed to Lake Worth utilizing leased lines. Two four wire E&M lines will be necessary.

Cocoa, Deland, Brooksville, Bradenton & Venice

We will utilize the backup capabilities provided as part of the design of the motorist aid call box system to switch call box traffic to an adjacent station as follows:

- Switch Cocoa traffic to Lake Worth
- Switch Deland traffic to Palatka
- Switch Brooksville traffic to Tampa
- Switch Bradenton traffic to Tampa
- Switch Venice traffic to Fort Myers

[www.dot.state.fl.us](http://www.dot.state.fl.us)

RECYCLED PAPER

*Florida's Intelligent Transportation Systems Plan: Saving Lives, Time, and Money*

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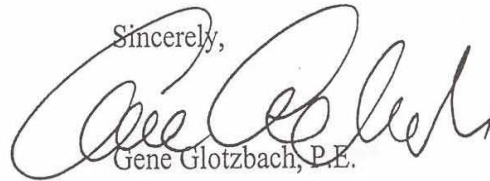
The other stations that dispatch for the motorist aid call box system will not be impacted. The dates these stations will transfer dispatching duties will be outside our construction window. The permanent reconfiguration will be in place and the dispatching function for the motorist aid call box system will be routed to an appropriate station as designated in your regional plan.

The Department will cover the costs for any equipment that will be necessary to be install to make the interim plan functional. The estimated equipment and installation cost will be approximately \$250,000. We are asking the Highway Patrol to pickup the installation and recurring cost for the temporary phone lines between Andytown (I-75 toll plaza in Broward County) and Lake Worth.

Once the interim plan is in place, the backup capabilities designed into the system will be diminished. There may be some instances when a station goes down (dispatch console goes down), a portion of the system will be without call boxes until the stations goes back on line. During this time increased patrols may be necessary to make up for the temporary loss of the call boxes.

If you have any questions, please give me a call at (850) 414-7620.

Sincerely,



Gene Glotzbach, P.E.

Deputy State Traffic Operations Engineer

Concur with interim dispatching plan:

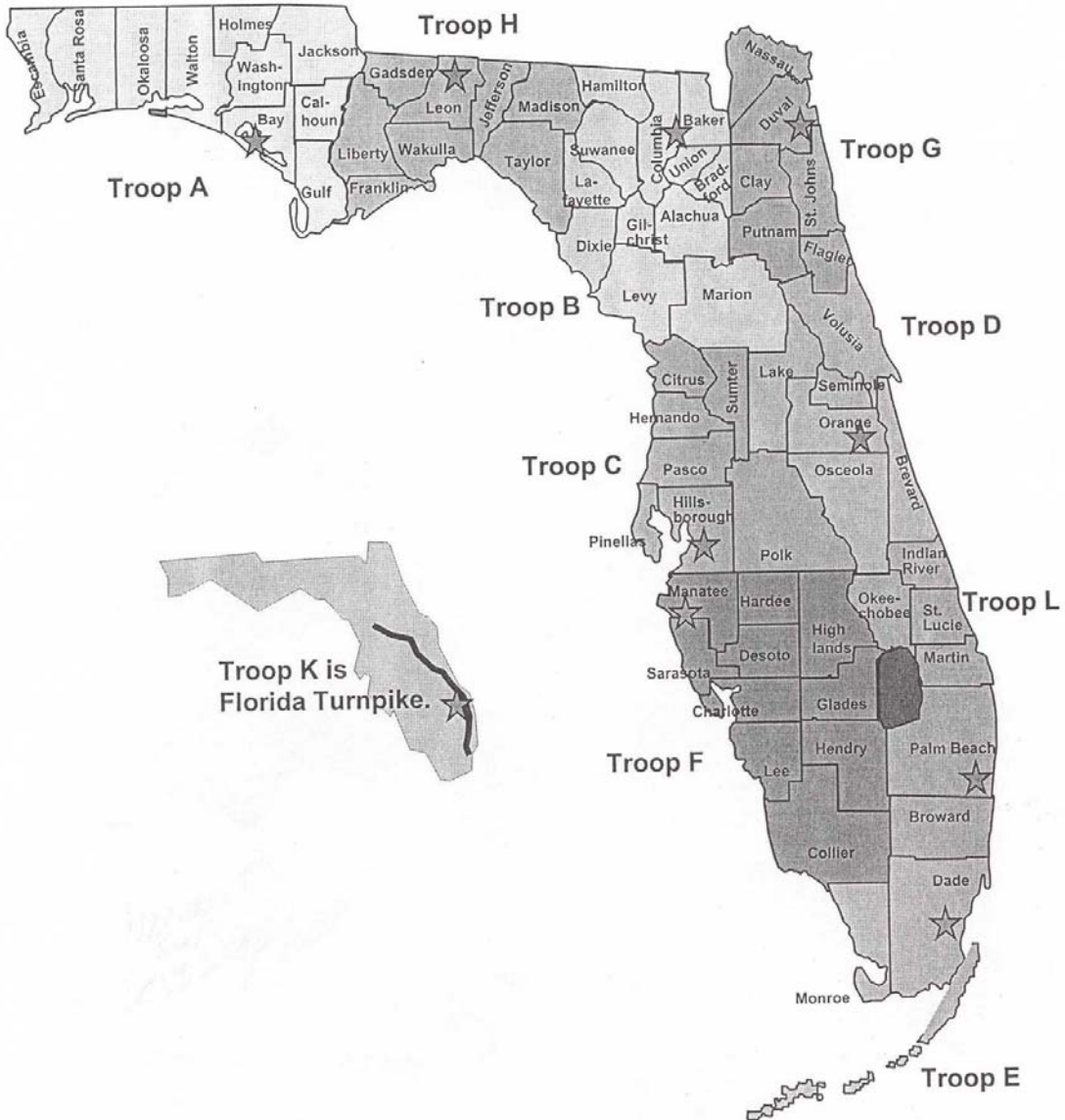
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LTC Mike Boles  
Florida Highway Patrol

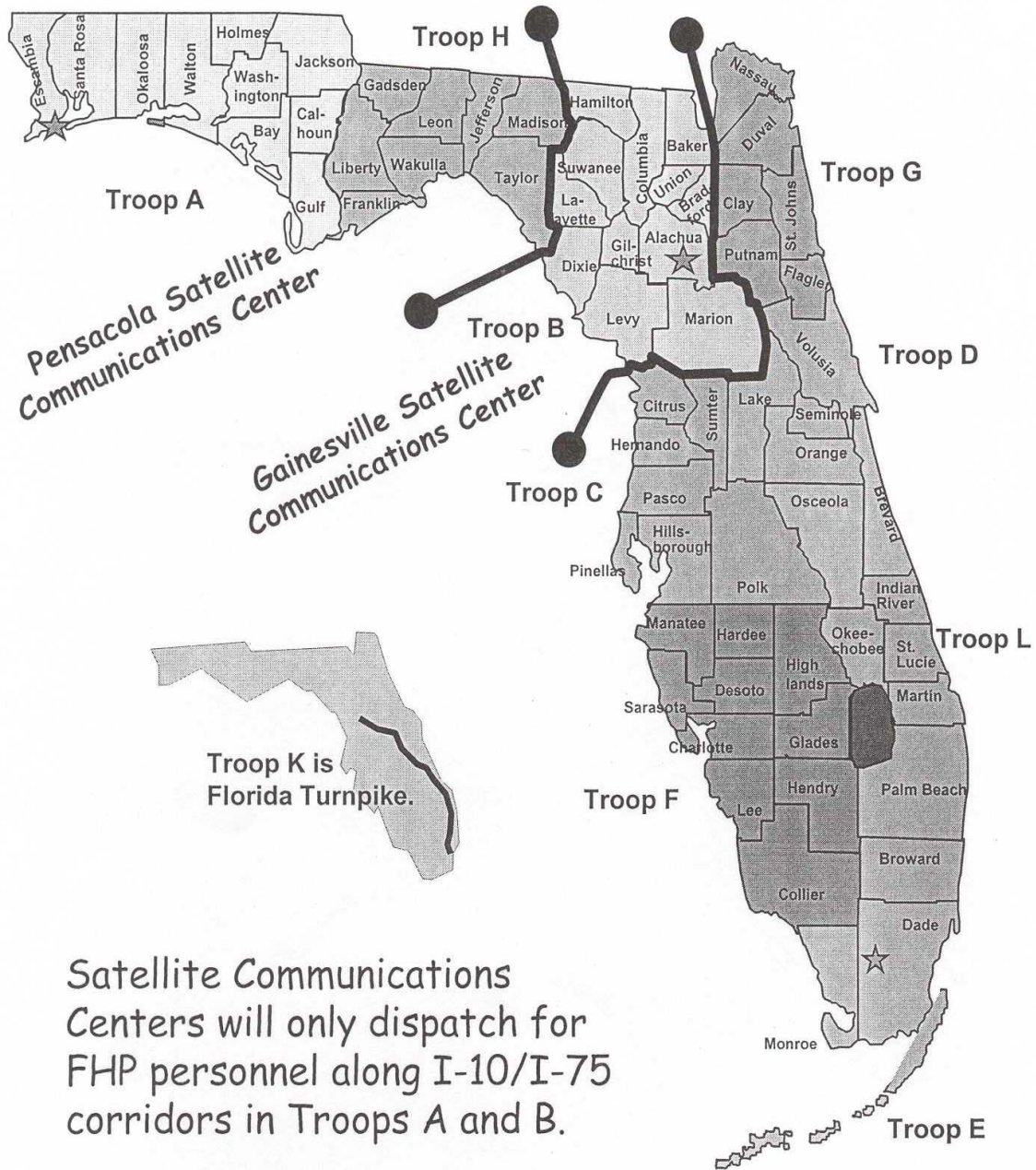
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cc: Don Fox  
Robert Gottschalk  
John Hogan

# Florida Highway Patrol Troop Boundaries



# Florida Highway Patrol Satellite Communications Centers



# State Law Enforcement Regional Communications Centers

