

# RESUME

BENJAMIN D. HOLYCROSS

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**SYNOPSIS:** Thirty years of government service in Communications, Emergency Management and Law Enforcement working with Local, State and Federal Agencies.

1997 Present Radio Systems Manager, Polk County Division of Emergency Management. Responsible for the overall operation and activities of the Communications Services Program including 8 employees, a one million dollar operating budget and twenty million dollars in infrastructure. Responsibilities include design, engineering, implementation, operation and maintenance of all radio frequency voice and data systems providing portable radio coverage in a county larger than Delaware or Rhode Island, to fifty-six State, County, and municipal agencies. Systems include both trunked and conventional digital and analog voice as well as short and long range microwave and spread spectrum data and fiber-optic connectivity. Services are provided to Law Enforcement, Fire Services, Emergency Medical Services, Public Works, and Administrative Services functions. Services include a Disaster Communications Response Unit capable of long range deployment with full spectrum short and long range communications systems as well as systems and user equipment maintenance and repair capability.

1988 - 1996 Director, Lee County Division of Communications. Responsible for the overall operation and activities of the Division including forty-five employees and a five million dollar budget. Responsibilities include: 1) County-wide 800 MHz Trunked radio system providing voice and data capability to all County Agencies, Four Cities, four independent fire districts as well as State and Federal Agencies. 2) County-wide Enhanced 9-1-1 system serving all agencies within Lee County. 3) Emergency Dispatch Center serving Emergency Medical Service, Emergency Management, and seventeen independent Fire Districts. 4) Wide Area data network covering five counties and eight mainframe computers serving over thirty agencies. 5) County Government internal telephone systems including nine major switches and over four thousand customers. 6) Cellular telephone and pager service to most County Agencies. 7) Cable Television franchise authority working with five CATV Companies. 8) County-wide house numbering and street naming. 9) Disaster Communications Response Unit.

## MAJOR ACCOMPLISHMENTS:

- 1) Designed, implemented and managed one of the first Joint-Venture multi-Agency Trunked radio system projects in the country serving 3200 users that provided service to municipal, county, state, and federal agencies. Scope included: Needs Assessment, System Design, System Selection, System Pricing, Funding, Inter-local Agreements, Purchase, Construction, Implementation, Maintenance, Normal Operation, and Disaster Recovery.
- 2) Conceived, funded, built, and managed a Disaster Communications Response Unit capable of providing full spectrum communications including voice and data in disaster areas. Generated \$400,000.00 in donations by the communications vendor community in support of this project.
- 3) Constructed, implemented, manage and maintain a Smartzone Trunked Radio System.
- 4) Conducted beta-testing in cooperation with CATV Company and data equipment vendor of data transport using spare bandwidth on CATV plant resulting in free service to the County for three years..
- 5) Conducted Alpha and Beta testing of Intergraph Corp. Public Safety Computer Aided Dispatch System and took their first system into full operation.

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## MAJOR ACCOMPLISHMENTS: (Continued)

- 6) Built new E.M./Fire/E.M.S. dispatch center from floor up including design, equipment selection, pricing, funding, construction, testing, training, and hot cut-over to operational status.
- 7) Established remote digital microwave link for First Appearance Video System connecting the Juvenile Detention facility and Sheriffs Jail to the Court video system in the Justice Center.
- 8) Used spare bandwidth on digital microwave links connecting all radio sites and facilities to carry internal county telephone and data circuits. Resulted in savings to the County of five thousand dollars per month from eliminated OPX and data circuits provided by local telephone company.
- 9) Responsible for all internal communications wiring including telephone, data, radio, and CATV including MDF and IDF equipment rooms for county facilities. This included the new Public Safety building and the new Public Works building each over 100,000 sq. ft. and hot cut-over move of the Sheriffs dispatch center.
- 10) Using G.I.S. system created a transportation network map of the County that allows second generation C.A.D. systems to do emergency vehicle routing.
- 11) Developed a software program to do internal billing for multi-agency environment for telephone, radio, cellular, and pager services. Received National Association of Counties Organization (NACO) award for this product.
- 12) Provided disaster communications operations in Florida City following Hurricane Andrew for thirty days, in Panama City Beach following Hurricane Opal for ten days, at home in Polk County following Hurricanes Charlie, Frances, and Jeanne, in Pensacola Beach following Hurricane Ivan for ten days and again at Pensacola Beach following Hurricane Dennis for six days, in Waveland Mississippi for 30 days following Hurricane Katrina and during Hurricane Rita, and in Broward County Fl. for 10 days following Hurricane Wilma.

## ADDITIONAL:

F.C.C. Region IX Committee, Vice Chairman first seven years, currently Sub-Region 5 Chairman.  
MTUG, President of the Florida Chapter

CERTIFICATIONS: Private Pilots License  
Certified Diver NAUI / NURRS  
Radiological Officer  
Radiological Instructor

MEMBERSHIPS: Mensa  
Armed Forces Communications and Electronics Association (AFCEA)  
Association of Public Safety Communications Officers (APCO)  
Air Force Association (AFA)  
Florida Emergency Preparedness Association (FEPA)

## PRIMARY EMPLOYERS:

1997 - Present Polk County Division of Emergency Management  
1988 - 1996 Lee County Division of Communications  
1986 - 1988 Lee County Division of Emergency Management  
1984 - 1986 Citizens & Southern Bank, Florida Service Corporation.  
1974 - 1983 Franklin County, Ohio Sheriffs Department  
1970 - 1974 Columbus Ohio Police Department.