



Office of Communications Technology

September 9, 2014

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

| | |
|------------------------|------------------------|
| Richard "Rick" Carpani | Director |
| Antonio "Tony" Sabin | Communications Manager |
| Scott Medvin | Administrative Manager |
| Lory Farmer | Administrative Aide |

Broward Sheriff's Office Staff in Attendance:

| | |
|-----------------|--|
| Lisa Zarazinski | Director of Regional Communications Division/911 |
| Angela Mize | Regional Communications Assistant Director |
| Suzanne Lowe | Site Manager, Central Consolidated Dispatch Center |
| Sheri White | Site Manager, South Consolidated Dispatch Center |

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, September 9, 2014, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Tony Sabin called the meeting to order at 2:06 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. The purpose of this team is to review issues reported by participating agencies and find local and system-wide solutions. The idea is to have an established process for issue reporting. A (ticketing system) is available now and can be utilized by agencies once they have submitted points of contact to OCT (Office of Communications Technology) staff. The long-term goal is to establish an automated system that is accessible to agency representatives to obtain historical information on their incidents. The current system will allow for incident tracking, but is simply a replacement to the email process.

Chief Thomas DiBernardo of Sunrise Fire Rescue indicated that he does not have time for an issues-based meeting. He preferred that matters other than incident ticket resolution be addressed at this meeting. Mr. Sabin said that would be the case. However, there are systemic issues. The most prevalent complaint made by agencies is that responses to reported issues are slow. To address that, OCT implemented a ticketing system that was approved by the Fire Chiefs' Association of Broward County (fire chiefs). Mr. Sabin went on to invite input.

Chief DiBernardo indicated the purpose of this meeting is to consolidate the fire rescue operational efforts in working with the County and the Operator (BSO). Mr. Sabin agreed that is one of the purposes. Chief DiBernardo went on to say the purpose of this meeting is to allow

agency representatives to speak with County staff about (how the consolidated system) is working, and have that information circulated to the other (Operational Review Teams). He wanted to move forward with fixing the (consolidated) system, rather than being advised on how to fill-out a form. Mr. Sabin asked if other agency representatives shared Chief DiBernardo's opinion. Chief Douglas Stanley of Fort Lauderdale Fire Rescue said he would like to find out the cause of some delays. Mr. Sabin cautioned against confusing process with a tactical solution to an issue that has occurred. Chief DiBernardo asked what process will be utilized to ensure this Operational Review Team reaches agreement with those of the north and south consolidated dispatch centers. Mr. Sabin asked that he be able to proceed with the agenda and inquiries will be addressed (during the meeting). He reiterated that systemic issues must be examined.

Mr. Sabin went on to review the Consolidated Dispatch Center Quality Improvement Process Workflow draft for FR (Fire Rescue), a copy of which is attached hereto and made a part hereof these minutes. Chief Jeff Levy of Lauderhill indicated that Rick Carpani of OCT had already reviewed the workflow at the fire chiefs' meeting. Mr. Sabin asked agency representatives to provide OCT staff with (feedback on) incident priorities and turnaround time. In order to have a process that is desired by agency representatives, their input is needed. He pointed out that tactical safety issues should be reported directly to BSO staff at the consolidated dispatch center. He invited input as to a reasonable turnaround time for incident investigations. Chief DiBernardo believed any incident requiring a 24-hour turnaround time should be called into the duty officer at the consolidated center. For lower priority incidents, he thought a three-day turnaround time is reasonable. Chief Robert Hoecherl of Fort Lauderdale Fire Rescue agreed that safety issues should be handled immediately. He elaborated upon a dispatch-related incident that recently occurred, and expressed desire to be provided with (investigational research) on it. Chief Rick Brown of Fort Lauderdale Fire Rescue noted that some issues are unique to Fort Lauderdale and coastal communities. Chief Hoecherl said another high-priority safety issue is an apparent disconnect between police and fire rescue dispatch. Chief Timothy Heiser of Fort Lauderdale Fire Rescue indicated that repetitive problems are occurring and there is seemingly no solution.

Mr. Sabin asked if agency representatives had experienced issues contacting duty officers at the consolidated dispatch center. Chief William Findlan of Fort Lauderdale Fire Rescue said his agency had placed calls to the duty officer about radio issues, but the calls were not answered. Mr. Sabin noted that BSO had instituted a process so that duty officer lines would have a distinctive ring. Angela Mize elaborated upon the process. Discussion ensued about the previously mentioned dispatch-related issue experienced by Fort Lauderdale Fire Rescue. Rick Carpani noted the objective to keep the Operational Review Team processes consistent across all three consolidated dispatch centers. He asked Chief Hoecherl to have his staff review their issues to determine those that are a high priority. OCT will commit to a turnaround time for those incidents. Sheri White referred to incidents (reported by Fort Lauderdale Fire Rescue) that had been researched, but the results had not yet been shared with Fort Lauderdale staff. Ms. Mize added that the complaints have been reviewed by BSO staff. Floor operations are being examined and one-on-one reviews of key processes are being conducted with operators. Essentially, some sloppy dispatching has occurred. BSO staff is focusing on re-teaching and undoing some questionable work practices of Fort Lauderdale dispatchers. There have been issues with dispatchers being slow to generate calls as well as with prioritization. BSO staff is taking a proactive approach to identify and correct these issues.

Chief DiBernardo raised the issue of "call-in/call-out." He asked if there is too much focus on call-takers getting the call in quickly which is causing errors. Ms. Mize said that is not being represented in the findings; few mistakes are being made by call-takers. Rather, she found fire

rescue field (radio) etiquette to be suspect which is a global issue. Chief Brown thought there is an issue with updates being provided to units. Ms. Mize explained that it is currently a policy that fire rescue dispatchers will not verbalize updates unless the update changes the run card response or if an officer safety issue presents. The expectation is for fire rescue staff in the apparatus to read the updates and respond accordingly. The idea is to control radio chatter. This policy was (previously) adopted by all municipalities dispatched by BSO, and was discussed at length in prior Consolidated Communications (Workgroup) meetings. Mr. Carpani asked Fort Lauderdale representatives what their (pre-consolidation) method was for updating calls. Chief Brown said that any (update) information assists fire rescue personnel with responding. Ms. Mize indicated that BSO is not opposed to adjusting the update policy. However, policy changes must be addressed globally. Chief DiBernardo said the update issue has also been a significant change for Sunrise Fire Rescue. Mr. Carpani noted that, if a change is warranted, it would have to be brought before the fire chiefs because it would be implemented across all three consolidated dispatch centers. Chief DiBernardo asked Ms. Mize to check whether fire rescue dispatchers are providing high priority updates according to policy. Ms. Mize agreed.

Chief Findlan said there seems to be poor communication between police and fire rescue dispatchers. Lisa Zarazinski explained that OCT staff is looking at an IM (instant messaging) feature. Also, if necessary, these dispatchers have been advised to stand and verbalize that assistance is needed. Chief Findlan stressed that fire rescue staff are advised to only call for PD if they are in danger, so if that call is made it is necessary. Chief DiBernardo asked if a clustered (seating arrangement) is possible. Mr. Sabin offered to accompany agency representatives to the dispatch center after the meeting so they could view the set-up. Discussion ensued between Fort Lauderdale Fire Rescue and Operator representatives about dispatch-related issues. Mr. Sabin indicated that the action register and related investigation materials would be provided to Fort Lauderdale representatives. Ms. Zarazinski noted that all incidents are researched by BSO staff with an approximate 24-hour turnaround time. However, the issue is having the proper meeting forum to share the investigation results with the agency. Mr. Sabin asked Ms. Zarazinski if BSO was committing to a 24-hour turnaround time. Ms. Zarazinski said BSO is not making that commitment. Mr. Sabin clarified that the (action register) incidents have been discussed with (Fort Lauderdale) representatives in at least two (prior) meetings; however, some items remained open because adequate responses were not provided and those issues still need resolution. He advised agency representatives to bring any conflicts they have with BSO's investigation results to OCT staff. Chief Hoecherl noted the opinion of Fort Lauderdale Fire Rescue staff differs on some of the incident resolutions provided. Mr. Sabin emphasized the importance of agreement between agency representatives and OCT; issues must be resolved. If agency representatives do not agree with the resolution, the (investigative) process must be re-done. Chief DiBernardo agreed. Mr. Sabin emphasized the importance of Operational Review Team members understanding the process workflow. He reiterated his request for agency representatives to consider appropriate turnaround times.

Chief DiBernardo requested that any (proposed) changes in dispatch procedure that could affect operations first be brought before this body. Mr. Sabin answered in the affirmative. Chief DiBernardo asked whether a certain status window could be implemented as he believed it was beneficial for dispatchers. Ms. Mize confirmed that it will be available for dispatchers on a preference basis. Chief DiBernardo wanted more VIPER telephones in the consolidated dispatch center as he believed it would increase efficiency. Mr. Sabin indicated that, if the feature is available and there is a necessity for it, that information should be provided to OCT staff. Discussion ensued between Ms. Mize and a Fort Lauderdale Fire Rescue representative about keyboard-driven versus mouse-driven CAD systems. Mr. Sabin explained to a Fort

Lauderdale Fire Rescue representative that he should utilize (the ticketing) system to communicate any (dispatch-related) issues or problems. Scott Medvin asked Fort Lauderdale Fire Rescue representatives to provide him with their two contacts for the ticketing system. Discussion ensued between Ms. Mize and agency representatives about radio channels and patching. The agency representative expressed concern about patching (radio channels) as he thought it would create a communications conflict on certain channels. Ms. Mize pointed out that patching has been commonly utilized. The discussion continued about radio-related matters. An agency representative wanted clarification on some conflicting radio-related information. Mr. Carpani said he would address the matter with Jose De Zayas of OCT. Chief Findlan asked for an update as to when his agency can switch over to (County) radio channels. Mr. Carpani said he would follow-up with Mr. De Zayas. A copy of the regional communications email handout which was provided to meeting participants as a handout is attached hereto and made a part hereof these minutes.

There being no further matters to address, the meeting adjourned at 3:42 p.m.

Regional Consolidated Dispatch- Operational Review Team

Kick-off Meeting- Central Regional FR

September 9, 2014

Time 2:00-3:30 PM

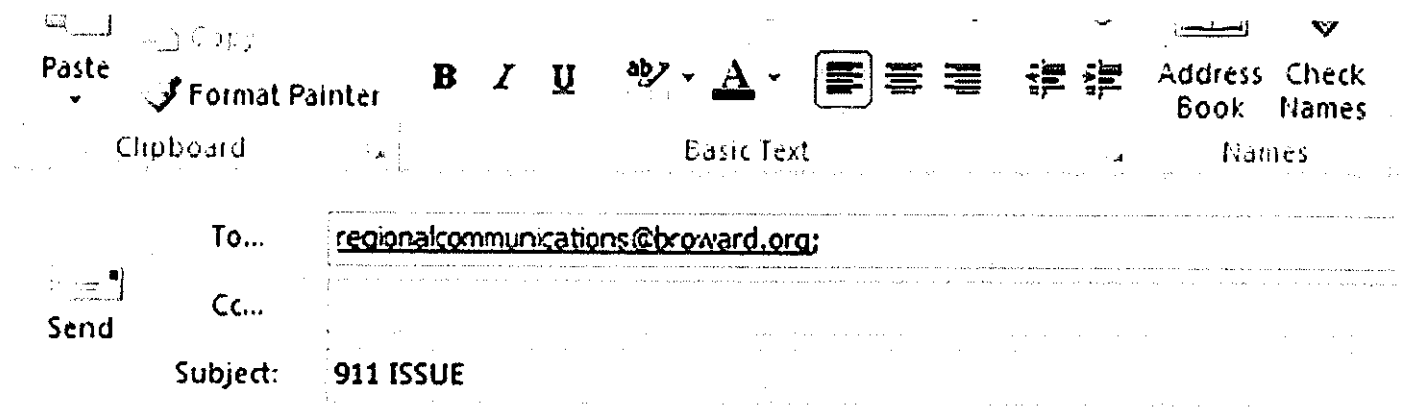
Location: Sunrise PSB – 10440 West Oakland Park Boulevard – Community Room

Agenda

1. Welcome
2. Purpose
3. Post Transition Operations
 - a. Reporting Process
 - b. Operational Review Process Flow
4. Incident Priority
5. Issue Turn Around Time
6. New Items
7. Adjourn

Email: regionalcommunications@broward.org

Subject: 911 ISSUE



The screenshot shows an email composition window. The 'To' field contains the email address 'regionalcommunications@broward.org'. The 'Subject' field contains the text '911 ISSUE'. The interface includes a menu bar with options like 'Paste', 'Format Painter', 'Clipboard', 'Basic Text', and 'Names'. There are also icons for bold, italic, underline, and text color.

Body of email:

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: _____

INCIDENT NUMBER: _____

PRIORITY LEVEL: _____

LOCATION: _____

REPORTED BY

(NAME): _____

(AGENCY): _____

(TELEPHONE): _____

(EMAIL): _____

INCIDENT DETAILS:

ADDITIONAL COMMENTS:

Calibri (Body) 11 | A+ A- | B I U | Address Book | Check Names | Attach File | Attach Item | Signature | Follow Up | High Importance | Low Importance | Zoom |

To: regionalcommunications@broward.org
 Cc:
 Subject: 911 ISSUE

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: 09/03/2014

INCIDENT NUMBER: TEST 1234 (From CAD)

PRIORITY LEVEL: HIGH

LOCATION: TEST

REPORTED BY

(NAME): Tony Sabin

(AGENCY): Broward County

(TELEPHONE): 954-357-7312

(EMAIL): asabin@broward.org

INCIDENT DETAILS:

Fill out incident details, include as much information as available. Who, what and where. Details as to Unit #, time of day, Dispatcher Name etc.

ADDITIONAL COMMENTS:

Reply from: selfhelp@broward.org

From: selfhelp@broward.org
To: Sabin, Antonio
Cc:
Subject: Service Desk Express Notification *ref#24-286698

Incident Ticket # 286698 has been opened and assigned

Incident Number: 286698
Open Date: 9/3/2014 11:48:10 AM
Client Name: ANTONIO SABIN
Client Phone: 954-357-7312
Client Department:
Expected Resolution Time: 9/9/2014 3:48:10 PM
Subject Description:
Incident Description: 911 ISSUE

From:SMTP:{ASABIN@broward.org}ASABIN@broward.org

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: __ 09/03/2014 __

INCIDENT NUMBER: __ TEST 1234 __ (From CAD)

PRIORITY LEVEL: __ HIGH __

LOCATION: __ TEST __

REPORTED BY

(NAME): __ Tony Sabin __

(AGENCY): __ Broward County __

(TELEPHONE): __ 954-357-7312 __

(EMAIL): __ asabin@broward.org __

INCIDENT DETAILS:

Fill out incident details , include as much information as available. Who, what and where. Details as to Unit #, time of day, Dispatcher Name etc.

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: _____

INCIDENT NUMBER: _____ (CAD) _____

PRIORITY LEVEL: _____

LOCATION: _____

REPORTED BY

(NAME): _____

(AGENCY): _____

(TELEPHONE): _____

(EMAIL): _____

INCIDENT DETAILS:

ADDITIONAL COMMENTS:

CONSOLIDATED DISPATCH CENTER QUALITY IMPROVEMENT PROCESS WORKFLOW FR (DRAFT)

PARTICIPATING AGENCY

OFFICE OF COMMUNICATIONS
TECHNOLOGY

OPERATOR

DISPATCH CENTER-SPECIFIC
OPERATIONAL REVIEW TEAM

FIRE CHIEF'S ASSOCIATION
OF BROWARD COUNTY

