



Office of Communications Technology

October 21, 2014

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Antonio "Tony" Sabin	Communications Manager
Mark Jones	Program Manager
Scott Medvin	Administrative Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Angela Mize	Regional Communications Assistant Director
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Latasha Elmaadawy	Asst. Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, October 21, 2014, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Tony Sabin called the meeting to order at 2:02 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. With regard to agency access to audio, Mark Jones explained that the portal utilizes Citrix to gain access to the voice recordings at the regional PSAPs (Public Safety Answering Points). An internet connection is required. He provided a brief demonstration of how audio files can be accessed and played. Chief Jeff Levy of Lauderhill Fire Rescue asked when agency representatives will be able to access audio files. Mr. Sabin explained that consideration must be given to the amount of training needed for agency representatives and agency representatives must be entered into the system. The process will be similar to incident ticketing as agencies will select representatives to be granted access, and those individuals will be trained. He thought the processes would be complete in about one month. Mr. Jones explained that there will be five types of recordings – 911 phones, radio consoles, radio talkgroups, phone lines, and dispatch phones. He added that agency representatives will have listen-only access. Mr. Sabin said the idea is to avoid having duplicate audio records. The proposed system is (only) for quality control purposes; the full audio record must still be obtained through BSO (Broward Sheriff's Office). Agencies must provide OCT (Office of Communications Technology) staff with the contact information for their representatives who will have access, and training will be provided. He invited agency representatives to pose any questions presently, or submit them to OCT staff via email. Chief Robert Simac of Fort Lauderdale Fire Rescue asked what the purpose is for providing agencies access to audio files. Mr. Sabin explained the purpose is (to allow agency representatives to conduct a preliminary internal investigation) on dispatch-related

incidents. This will increase efficiency in research. Discussion ensued between Chief Simac, Mr. Sabin, and Mr. Jones. Mr. Sabin asked agency representatives if there were any further questions. No inquiries were posed.

Scott Medvin explained to Mr. Sabin that there were no open status, priority one incident tickets for agencies at this meeting to discuss. Mr. Sabin reviewed slides depicting graphs related to the consolidated dispatch system. A copy of the slides is attached hereto and made a part hereof these minutes. He noted the idea is to continue improving the process, and have fewer dispatch-related incident tickets. He asked agency representatives if they believed the process is improving. Chief Robert Hoecherl of Fort Lauderdale Fire Rescue wanted to know where the disconnect lies as he has been told daily about callers providing incorrect addresses. He expressed concern that his agency's field personnel are coming to believe these issues will never be resolved. Mr. Sabin asked Angela Mize to advise of any issues involving wrong addresses (being provided) to dispatchers, or related to mapping. Ms. Mize said she had just reviewed an incident involving an incorrect address provided by the caller. Mr. Medvin told Chief Hoecherl to provide ticket numbers so specific incidents could be researched. He referred to incident ticket number 290684 and provided a brief overview. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Mr. Sabin noted that, if a matter is deemed a problem, it is essential that the cause be determined so a resolution can be found. Perhaps it is necessary to delve further down into this issue. He preferred that a number of incident tickets be submitted for any given issue, rather than too few. Chief Hoecherl said he would advise his personnel to report every discrepancy (through the incident ticketing system). Discussion ensued between Ms. Mize and Chief Hoecherl about incident number 290684. Assistant Chief Michael Cassano of Broward Sheriff's Office Department of Fire Rescue believed some of the issue is tied to Fort Lauderdale's (intercardinal) street directions, i.e. northeast, northwest, southeast, and southwest. Mr. Sabin pointed out that these incidents must also be examined to determine if the interrogation was inadequate because the operator was endeavoring to dispatch the call too quickly. He stated that all incidents will be investigated to meet the agency's satisfaction. Chief Hoecherl indicated that when the (current dispatch) system is working properly, it is far better than the (pre-consolidated) system. Mr. Sabin reiterated that agency representatives must follow-up in the event an incident is not properly addressed. He emphasized the need for analysis to determine if (dispatch processes) are improving. The objective is to determine root causes.

Mr. Sabin went on to ask agency representatives if there were any participating agency policy issues to address. Chief Rick Brown of Fort Lauderdale Fire Rescue recalled an incident involving inappropriate cloning for a call. He asked how the cloning tool would be used going forward. Ms. Mize explained that (BSO) does not support the utilization of cloning; managers are endeavoring to break dispatch staff from using it. She noted that cloning allows the operator to take an existing call and reproduce it somewhere else. The problem is that all components in the original call are duplicated which muddles a situation. Operators are being advised not to clone, but rather to generate calls. She indicated that operators newer to the CAD system have caused an increase in cloning because (previously) they were taught to utilize it. Chief Brown said another issue is that dispatchers have stated that messages would be sent to the agency's pagers. But their personnel do not have pagers. Chief Hoecherl indicated the city's fire rescue personnel have cellular phones to be utilized in case of emergency; but the cellular phones are not smart phones. Chief Brown added that the text messages personnel have received are cryptic. Ms. Mize said that issue is beyond the control of her agency. An agency representative indicated that fire rescue personnel at his agency have not experienced that issue. Chief Brown elaborated upon another issue being experienced by his agency involving alarm assignments. Ms. Mize explained the matter was caused by a run card issue. She advised Chief Brown to

have Lynn Molitor of OCT address the issue. Chief Hoecherl indicated that he was not overly concerned about the pager issue because it is being worked on. Mr. Sabin said the paging issue would be looked at by (OCT and BSO) staff to determine where the (telephone) numbers (used by dispatch to send pagers) are coming from. Ms. Mize recalled that a number of pre-consolidation meetings occurred with Chief William Findlan and Chief Douglas Stanley of Fort Lauderdale Fire Rescue about CAD paging to ensure (OCT staff) had been provided the correct information. Chief Brown said the primary concern is that dispatchers not send nuanced information (to a non-existent pager); rather, the information must be verbalized. Chief Hoecherl added that the agency's preference is for (all) updates to be verbalized. Chief Brown said he would meet with Ms. Molitor about the alarm assignments. He went on to offer a ride-along to (BSO staff) so they could obtain a better perspective on the agency's equipment. Ms. Mize said that would be beneficial for (dispatch) academy trainees, and that (BSO) would take advantage of the offer.

Assistant Chief Cassano raised the issue of a radio etiquette guideline wherein all verbalizations over the air are uniform among field personnel. He thought some of the issues being experienced by Fort Lauderdale relate to that issue, and it is a matter of growing pains for Fort Lauderdale's field personnel as well as dispatchers. He thought it would be beneficial for representatives from each agency to work together to develop radio guidelines. Mr. Sabin agreed. Discussion ensued. Chief Brown referred to an issue involving field personnel not being able to raise dispatch because dispatchers' headsets became unplugged without their knowledge. He asked if the headsets display a light when properly plugged in. Ms. Mize said they did not. Chief Simac asked if the headset jacks could be moved. Mr. Sabin said the matter could be looked at. Chief John McNamara of Sunrise Fire Rescue recalled some incidents where the dispatcher's volume was very low. He thought it could have been a matter of the headset being partially unplugged.

Mr. Medvin played an audio file associated with incident ticket number 290943 (regarding radio etiquette). A copy of this incident ticket is attached hereto and made a part hereof these minutes. Chief Hoecherl said he did not hear anything exceptionally unusual in the audio excerpt. Ms. Mize noted that units should wait to see if the air is clear before keying up to announce their availability. Chief Hoecherl said it is common practice for Fort Lauderdale's fire rescue personnel to make the dispatcher aware if their unit is closer to a given call than the unit originally dispatched. Ms. Mize emphasized that the issue is difficult for dispatchers. She clarified that the matter is not only related to Fort Lauderdale Fire Rescue, but has occurred with other agencies. Chief Hoecherl said the city's field personnel would be advised to endeavor to follow dispatch procedure. Discussion ensued. Chief McNamara stated that, since consolidation occurred, Sunrise fire rescue personnel were advised not to be overly concerned with verbalizing non-critical messages over the air. Their personnel were also told that, even if their unit is closer to the call and available, to allow the dispatcher to run through the entire process and assign the other unit before verbalizing their availability. Mr. Sabin asked agency representatives if they had any new business to raise. No input was provided.

There being no further matters to address, the meeting adjourned at 3:09 p.m.



Agenda

**Central FR Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)**

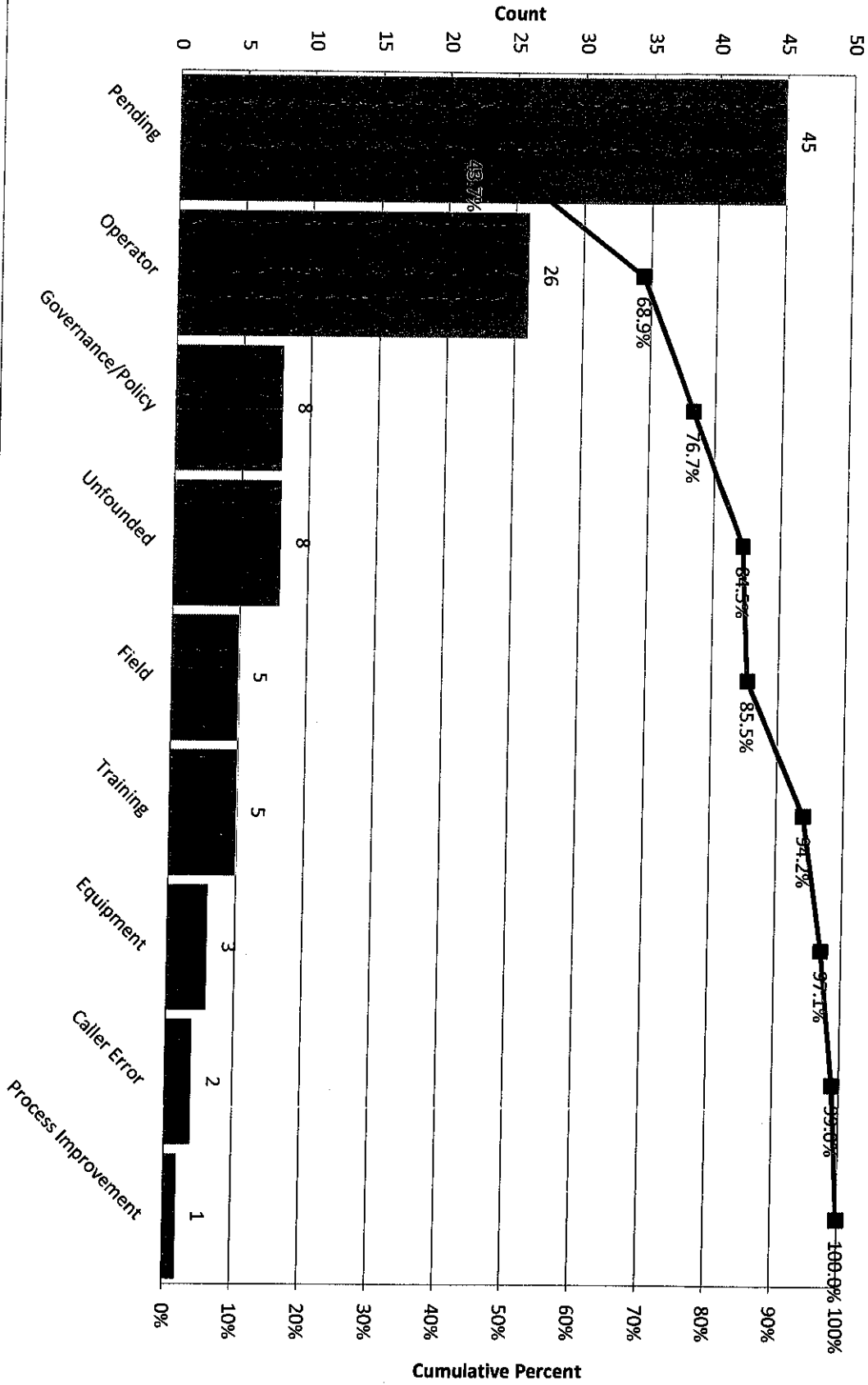
Date: Tuesday, October 21, 2014

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio
- III. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
 - a. FLFR Radio Etiquette – 290943
- VIII. New Business
- IX. Adjourn

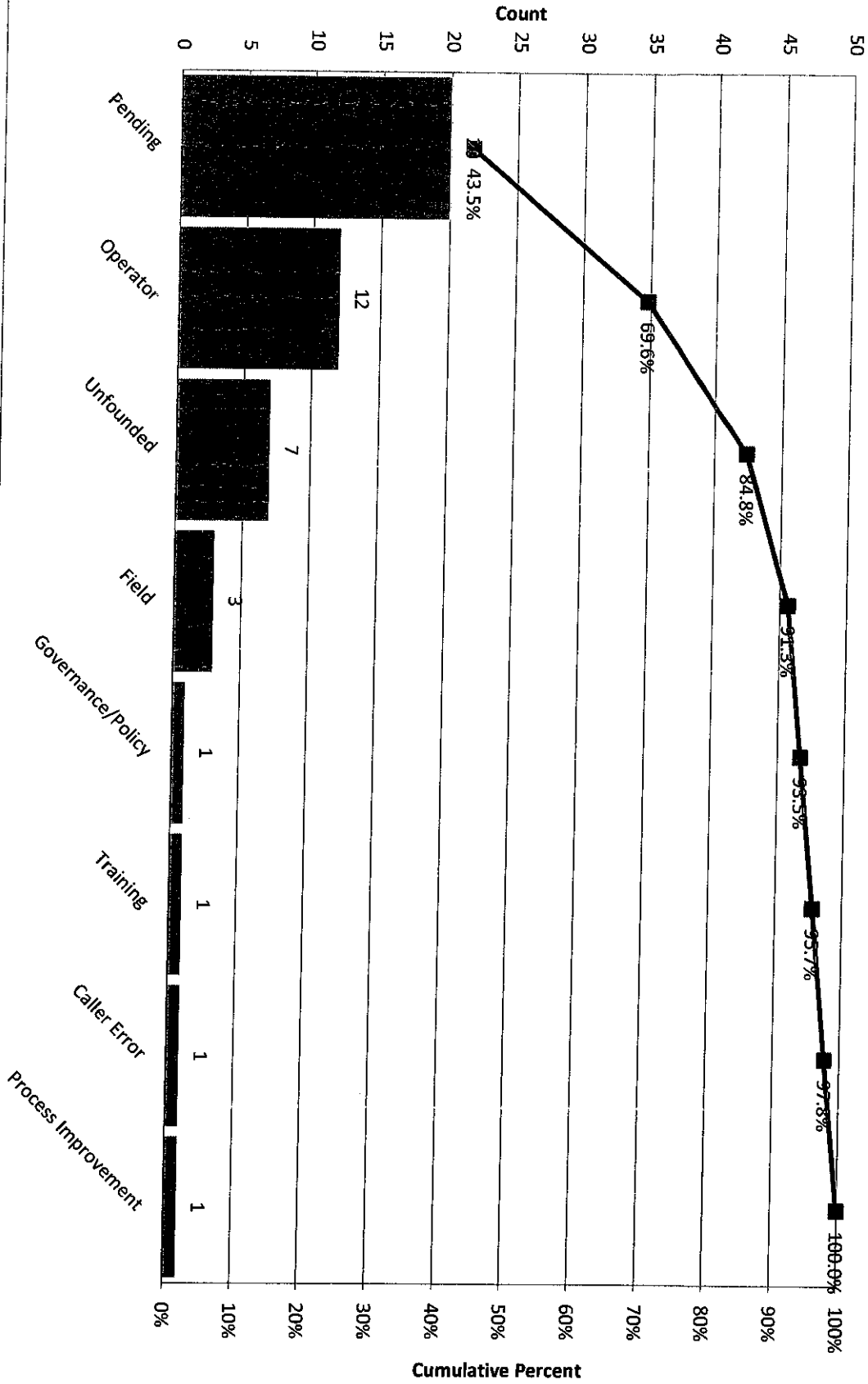
N = 103
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch System Issues Analysis October 20, 2014



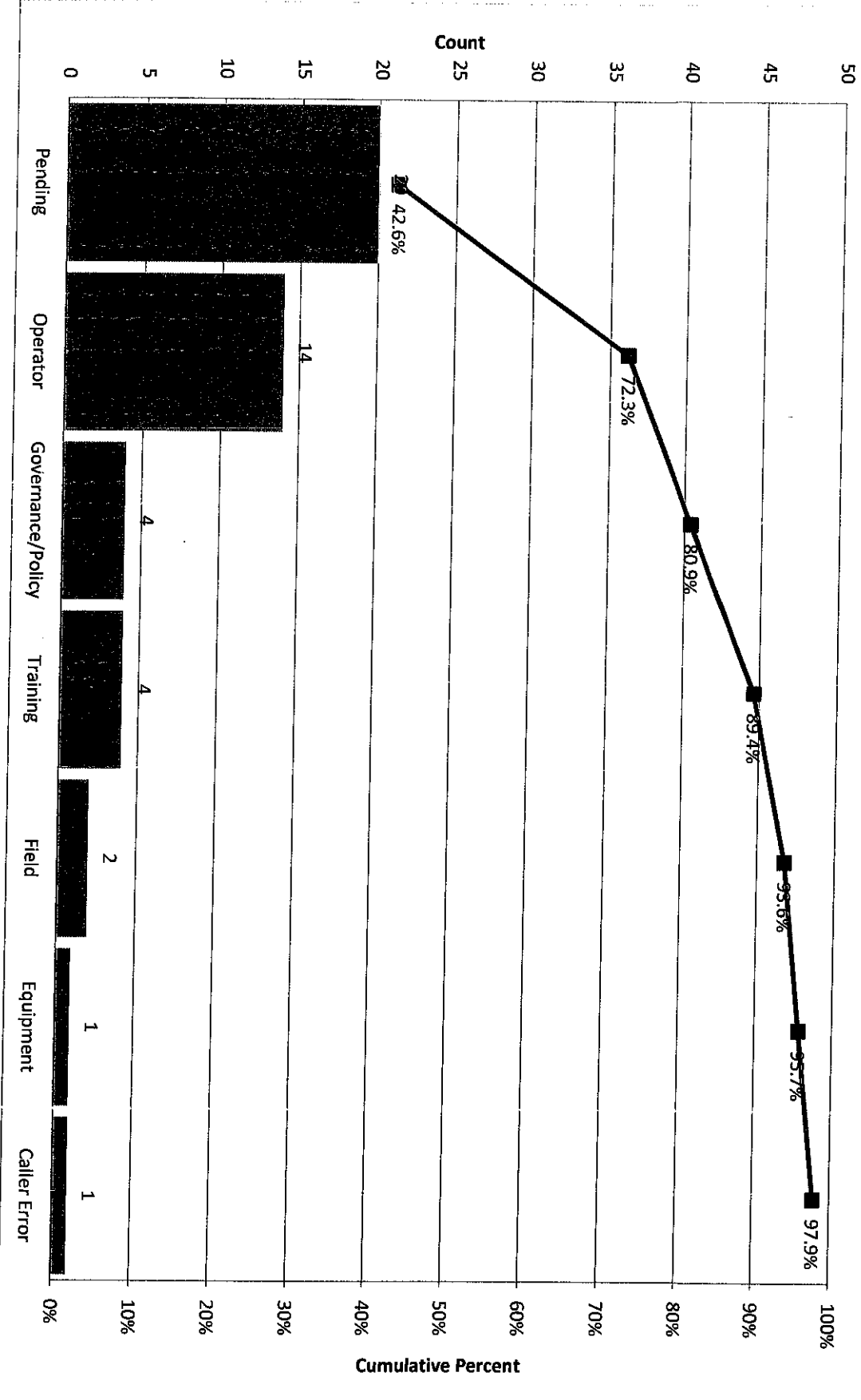
N = 46
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch System PD Issues Analysis October 20, 2014



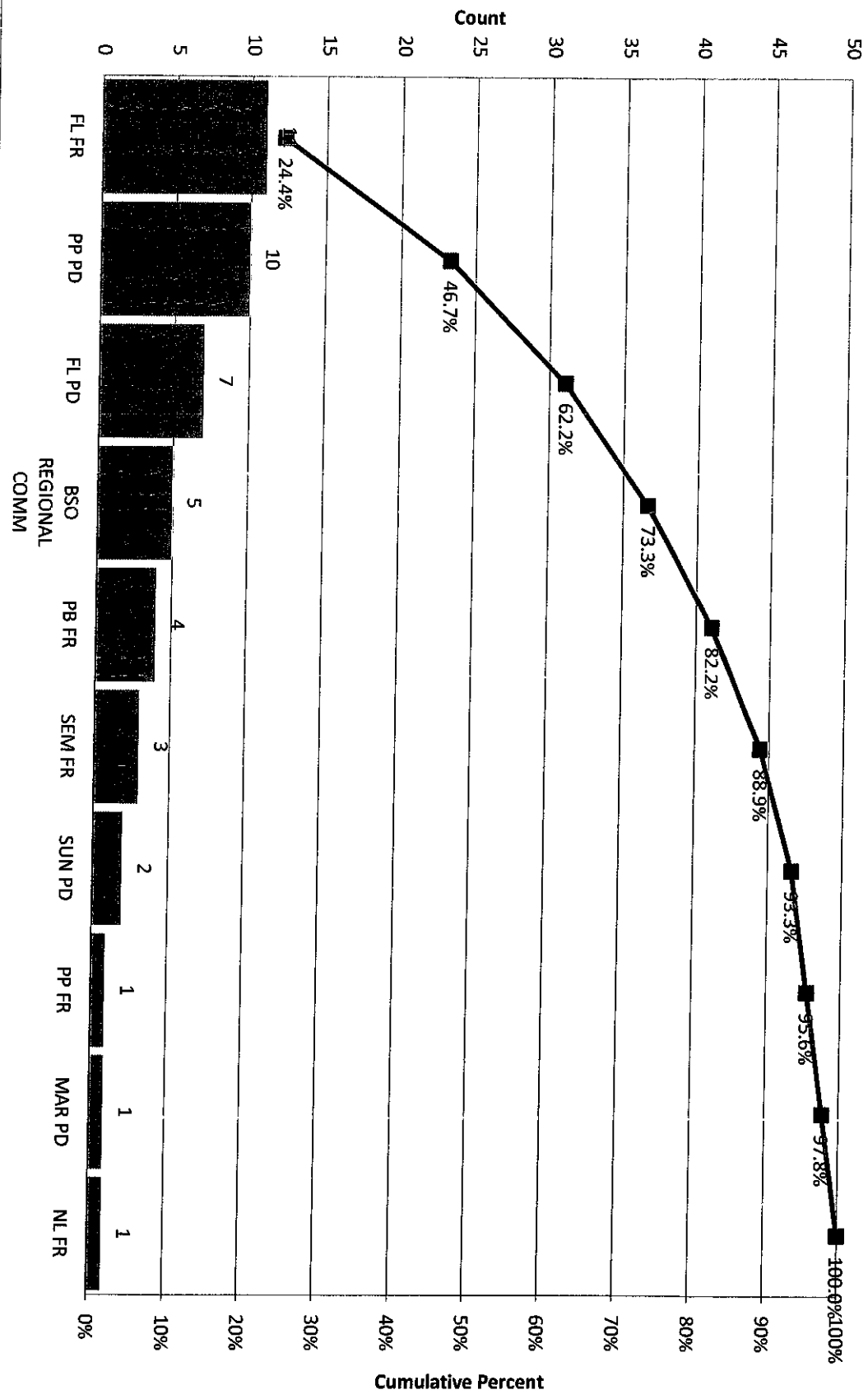
Consolidated Dispatch System FR Issues Analysis October 20, 2014

N = 47
Issues September 9, 2014 through
October 20, 2014



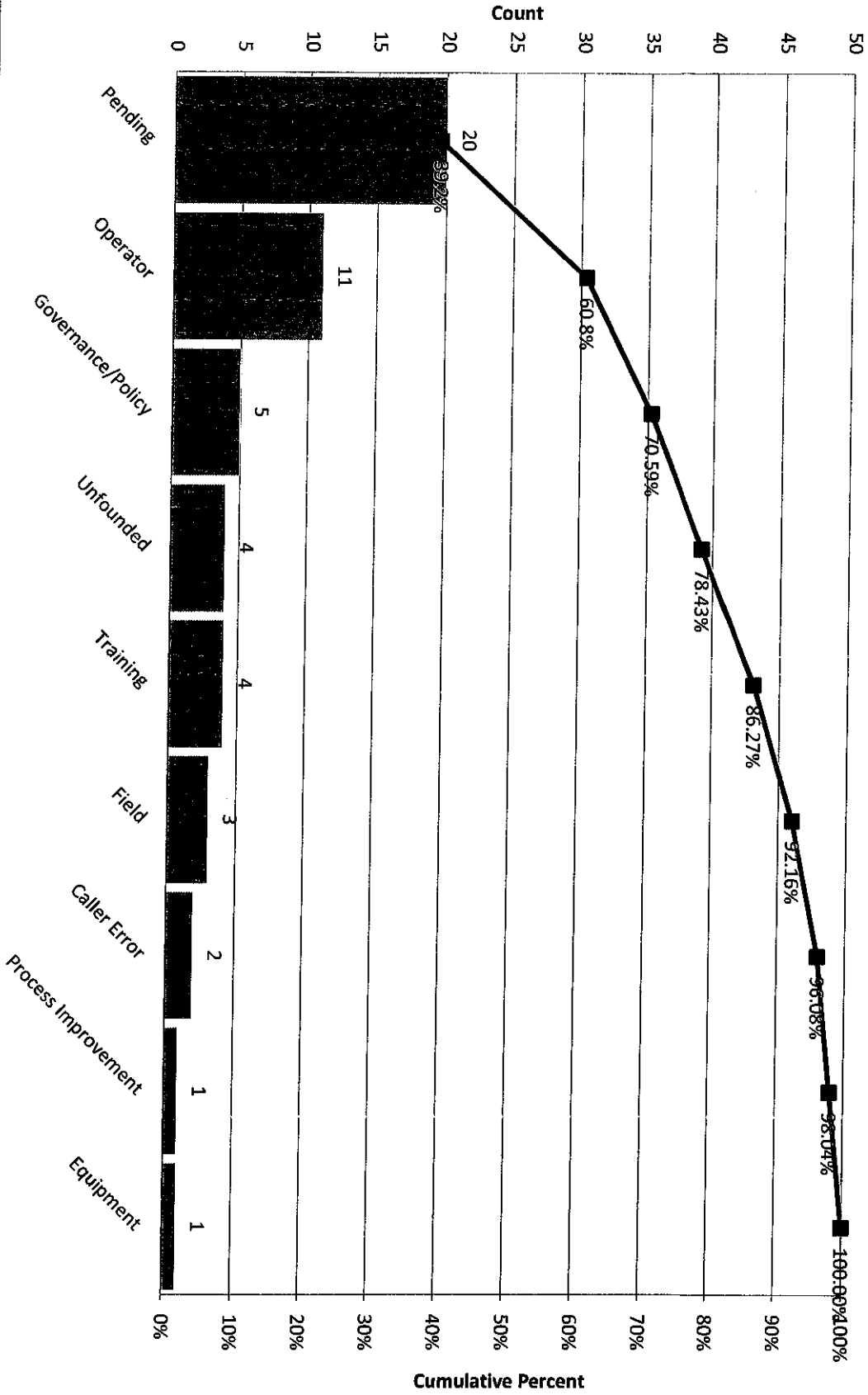
N = 45
 Issues Pending as of October 20, 2014

Consolidated Dispatch System Pending Issues Analysis October 20, 2014



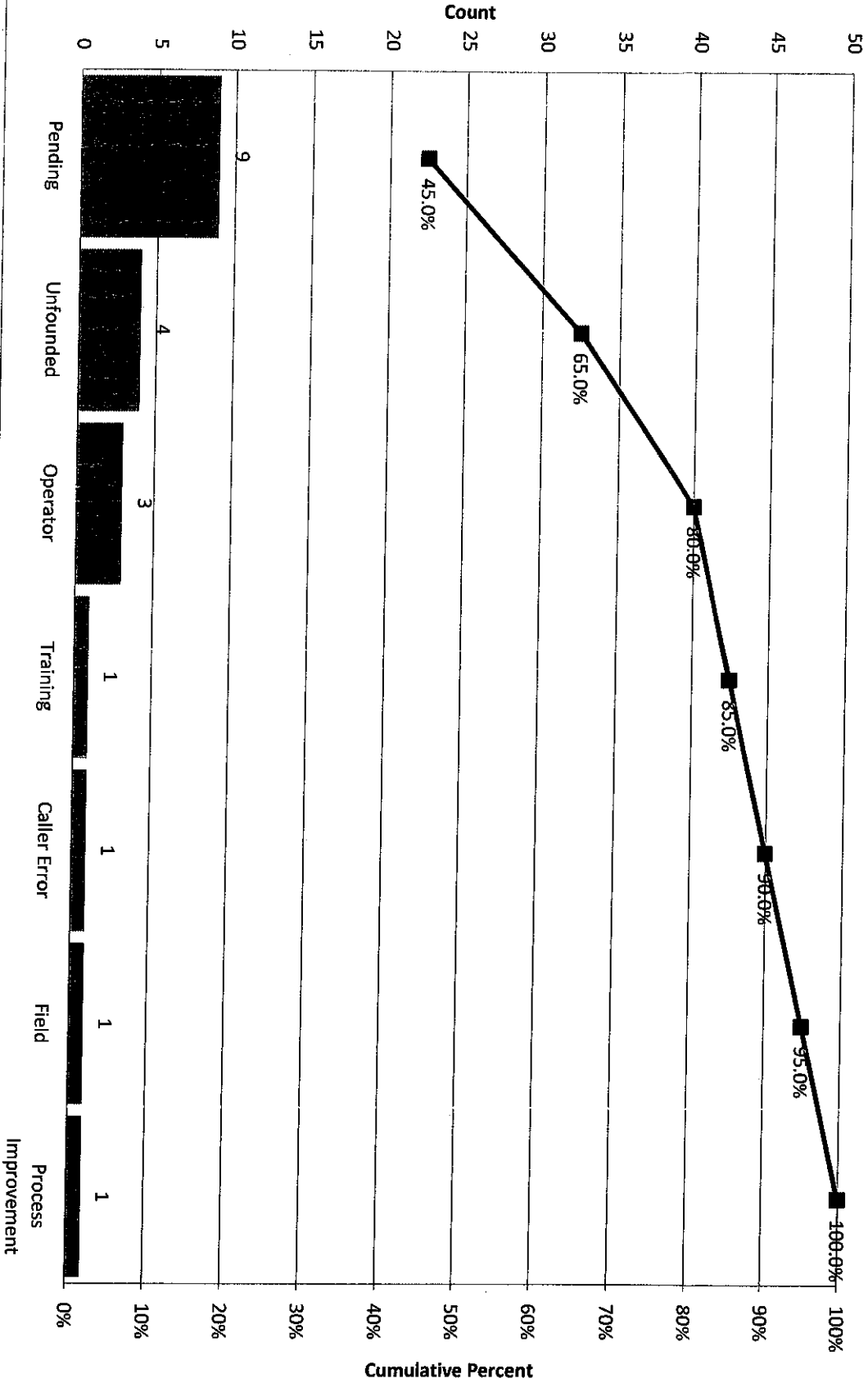
N = 51
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch Center Central Issues Analysis October 20, 2014



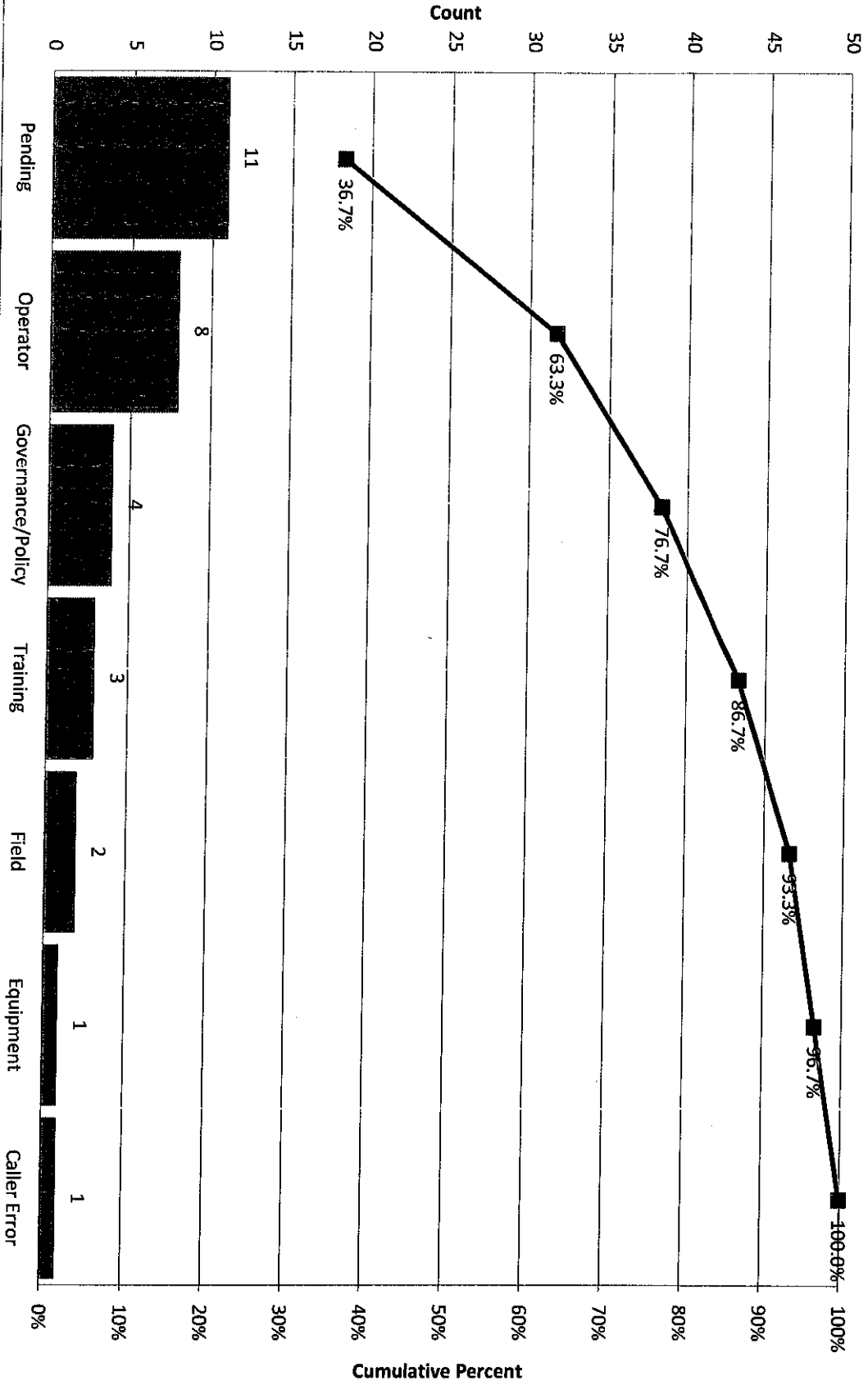
N = 20
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch Center Central PD Issues Analysis October 20, 2014



N = 30
Issues September 9, 2014 through
October 20, 2014

Consolidated Dispatch Center Central FR Issues Analysis October 20, 2014



BMC SERVICE DESK EXPRESS

Incident: 290684

As of Tuesday, Mar 31, 2015 13:50

Incident

Page 1 of 4

Client Information		Assign to Information	
Last Name: BROWN	First Name: RICK	AMIZE	954-321-4496 Ext:
Client ID: RBROWN		ANGELA	MIZE
Company ID:		BSO 911	
Phone: 561-302-4170	Ext:		

Incident Information		
Category: OCT911 - CALLER ERR	OCT911 - Caller Error	
Impact ID: LOW	Opened: 9/22/2014 8:31:22PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: CLOSED	Due Date: 9/29/2014 12:00:00PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS - FFL2014091534004: Delayed Dispatch

From: SMTP:{RBrown@fortlauderdale.gov}RBrown@fortlauderdale.gov

Message: Date: 09-15-2014

Incident Number: 0834004

Location: 6451 North Federal Highway

RE35 was dispatched to this call at 13:49:04. Caller states she had to call 911 twice, beginning at 13:07, which indicates a 42 minute delay from our units receiving the call. There was also a delay with PD dispatching a unit to respond to this accident. The BC had to request an officer or PSA respond on PD's District 1 channel. It is unclear what the delay was on PD's end or if they even received our request for them to respond prior to the BC going on their dispatch channel.

B/C Richard S. Brown

Fort Lauderdale Fire-Rescue

Personal Cell (561) 302 - 4170

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client bty AMIZE at 9/23/2014 12:54

Chief

The first 2 911 calls only reported an accident with no injuries, which is why FR was never initially advised of the incident. The third call was the only time when the caller reported that FR was needed due to a headache.

The timeliness of the PD assignment was appropriate as the call was low in priority and was awaiting an available unit for assignment.

There are no errors noted here on behalf of the operator or dispatchers.

If you have any questions, please let me know.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/22/2014 8:31:22PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
9/22/2014 8:31:23PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/22/2014 8:31:24PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/22/2014 8:31:25PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
9/23/2014 7:21:22AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:19
9/23/2014 7:21:35AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
9/23/2014 7:21:52AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 6:06:22PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/23/2014 6:06:23PM	SMEDVIN	Close Call # 290684	HD_CLOSE	00:00:00
12/16/2014 1:43:05PM	LFARMER	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
12/16/2014 1:43:06PM	LFARMER	Reopened Call	HD_REOPEN	00:00:00
12/16/2014 1:44:12PM	LFARMER	Subject Changed To OCT911 - CALLER ERR	HD_SUBJ_CHANG E	00:01:02
12/16/2014 1:44:36PM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:23

12/16/2014 1:44:37PM

LFARMER

Close Call # 290684

HD_CLOSE

00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FFL140915034004 - (2).wav		99628
FFL140915034004 - BC16 GOES ACROSS DLE CHANNEL.wav		70898
FFL140915034004 - DISPATCH.wav		62968
FFL140915034004.pdf		113114
FFL140915034004.xlsx		14121
L11140915003612.pdf		81011
L11140915003612.wav		111198
L34140915225605 - (1).wav		144348
L34140915225605 - CENTRAL PSAP CALL INITIAL 1307 HRS.wav		102423
L34140915225605.pdf		109148
RE Incident #290684.msg		64512

From: Brownstein, Robert
Sent: Tuesday, September 23, 2014 11:22 AM
To: Mize, Angela
Subject: RE: Incident *ref#24-290684, with priority 5 has been assigned to you
Importance: High

After review the following was observed:

The first call came in to the Central PSAP at 13:07:14 and was an accident with no injuries reported. The location was given as NE 65TH ST & Federal Highway. The call priority was dropped by the dispatcher due to no injuries

The second call at 13:20 that came into the North PSAP the caller initially stated she was at the intersection of Federal NE 6TH then corrected herself and stated 15TH ST in Pompano then stated 65TH in Pompano Beach. The caller stated she believed it was Pompano could be on the border of PB or FL it's on Federal just South of Mcnab Rd. The call taker in Pompano entered the call into CAD based on what the caller stated "Federal Highway/Mcnab Rd which turned the address into SE 15TH ST/Federal Highway. The caller stated there were no injuries involved. The Pompano dispatcher saw the notes and cloned the incident to FL.

The third call came from the other party involved at 13:45 stated she didn't feel well and had a headache. At that point a fire rescue call was initialized at 13:48. Since there were no reports of injuries initially or on the second call, the event was entered as a minor signal 4 with a low priority.

At 14:12 BC16 requested the fire dispatcher to make sure PD was going to R35's location and to dispatch the Ladder back to assist. The Ladder even being confused with the sudden request asked "What's going on over there?" The BC took the ladder over the Juliet channel to discuss it.

At 14:19 BC16 is heard coming across District 1 channel telling the dispatcher she needs to get a unit or PSA out to the accident her unit is standing by needs to transport a patient and need a PSA to assist with the vehicle. The dispatcher raised for any available afternoon shift that can respond, 34 Z10 comes up states "I'll hold more paper and he 1051 to that"

Details: The caller was at fault for this delay – no injuries were reported on either two phone calls that stretched close to an hour in. The third call was from the other party who complained of injuries about 38 minutes later.

Thank you,



Sheriff Scott Israel

Robert Brownstein

Regional Communications Operations Analyst

Broward Sheriffs Office – Regional Communications Administration

2601 West Broward Blvd

4th Floor – Administrative Offices

Fort Lauderdale, Florida 33312

Tel: 954-321-4929

Mobile: 954-551-0920

Fax: 954-321-5090

Robert.Brownstein@sheriff.org

www.sheriff.org

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BMC SERVICE DESK EXPRESS

Incident: 290943

As of Monday, Oct 20, 2014 16:33

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: ANGELA MIZE		SMEDVIN	954 357-7078 Ext:
Client ID: AMIZE		SCOTT MEDVIN	
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information		
Category: OTHER	Other	
Impact ID: LOW	Opened: 9/23/2014 5:27:20PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 9/30/2014 12:00:00PM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: FW: FLFR radio etiquette

From:SMTP:{Angela_Mize@sheriff.org}Angela_Mize@sheriff.org

For Fort Lauderdale FR - complaint regarding radio etiquette

From: White, Sheri
Sent: Tuesday, September 23, 2014 12:58 PM
To: Mize, Angela
Cc: Zarazinski, Lisa
Subject: FLFR radio etiquette

Hello,

I wanted to pass along a segment of transmissions that occurred on the Fort Lauderdale Fire Rescue dispatch position. The dispatcher was working several calls at the time, but from the operators this is a typical example of what occurs on the radio which hinders the ability to properly pre-alert and dispatch calls. It is an ongoing issue with the field units transmitting on the radio without cutting the dispatcher or another off. In addition they are not in the habit of raising dispatch and being acknowledged prior to just talking. If this is an item that can be discussed with FLFR command

Thank you

Sheri

Note:

Accounting Fields:

Vendor Quote: 0.00
 Invoice Number
 Invoice Amount 0.00
 Charge Point
 BTN None
 DI None
 Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 5:27:20PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 5:27:21PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 5:27:22PM	SYSTEMACCOUNT	Forwarded To Group DESK	HD_FRWD_GROU P	00:00:00
9/23/2014 5:27:23PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/24/2014 6:37:18AM	DBORGIA	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:03
9/24/2014 6:37:28AM	DBORGIA	Notes	NOTES	00:01:07
9/24/2014 4:37:09PM	SMEDVIN	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:05
9/24/2014 4:37:12PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:03
9/30/2014 4:29:18PM	SMEDVIN	Opened WO 85643	WO_OPEN	00:00:08

Work Orders

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85643	O	9/30/2014 4:29:15PM		OTHER	SMEDVIN

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FR audio 091714.wav		524728