



Office of Regional Communications and Technology

November 4, 2014

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Antonio "Tony" Sabin	Communications Manager
Jose M. De Zayas	Regional Radio Systems Manager/E911
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

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, November 4, 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. He asked if there were any participating agency policy issues to be discussed. Chief Thomas DiBernardo of Sunrise Fire Rescue asked Mr. Sabin to provide the policy related to the alarm verification issue which he believed was resolved at a South Fire Rescue Operational Review Team meeting. Mr. Sabin said the policy would be developed. Chief Jeff Levy of Lauderhill Fire Rescue asked if a group page could be issued to an agency in the event of a positive on the EIDS (Emerging Infectious Disease Surveillance) Tool. In reference to incident ticket number 297585, Suzanne Lowe explained the main issue is that a call will not automatically be generated for law enforcement; fire rescue units will have to request law enforcement if needed. A copy of the incident ticket is attached hereto and made a part hereof these minutes. When the tool is utilized, the only symptom information displayed in the CAD (Computer Aided Dispatch) header is what was confirmed as being experienced by the patient. An agency representative indicated that dispatch is supposed to verbalize the information and enter it into the MDT (Mobile Data Terminal). Ms. Lowe confirmed that dispatchers will verbalize that the EIDS Tool is being utilized.

Mr. Sabin verbalized the information set forth in incident ticket number 299755. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Discussion ensued. Chief DiBernardo thought the pre-alert matter should be addressed as a uniform policy so agencies are clear as to which (conditions) will be pre-alerted. Mr. Sabin agreed. Chief DiBernardo provided handouts depicting pie charts and time analysis by dispatch level information. A copy of the handouts is attached hereto and made a part hereof these minutes.

He recalled executing a 1000-call review on one complaint type. He noted the pie chart (labeled Bravo – 10/1/2014) is a 484-call analysis of the “sick person” complaint type. He explained the red portion of the pie chart represents sick person calls involving chest pain or trouble breathing. The green portion of the pie chart represents mismatched calls such as sick person involving abdominal pain. The purple portion of the pie chart represents illnesses like headaches which default to “sick person” because there is no CAD code for headaches. The call-takers must be given better tools to minimize (the number of “sick person” calls), or determine the cause. He thought quarterly meetings should be held with (BSO’s) EMD-Q (Emergency Medical Dispatch Quality) division, starting in January, in order to determine root causes. Further, he believed the “sick person” issue should be looked at on a larger scale, and that all CAD codes should match with EMD (Emergency Medical Dispatch) codes. He thought it may be possible that the call-taker needs 10 to 15 additional seconds (to properly complete the interrogation process). Discussion ensued. Mr. Sabin said a methodical approach should be taken, and all necessary data gathered. The purpose is to gather information and improve the system. Chief John McNamara of Sunrise Fire Rescue asked if there had been discussion with call-takers as to whether more time is needed for interrogation. Mr. Sabin agreed that call-takers and dispatchers should be engaged in order to contribute their expertise.

Chief William Findlan of Fort Lauderdale Fire Rescue said his agency wished to get the “available” button back on the MDT as it would ease the burden on dispatchers. Discussion ensued. Ms. Lowe stated that it is very difficult for dispatchers to track units with that method. Chief Findlan noted the most prevalent issue his agency has with regard to radio etiquette is related to units going over the air to announce availability. Mr. Sabin explained to Chief Levy that agency access to audio should be in place by the end of this month. ORCAT (Office of Regional Communications and Technology) staff will provide training.

There being no further matters to address, the meeting adjourned at 2:39 p.m.



Agenda

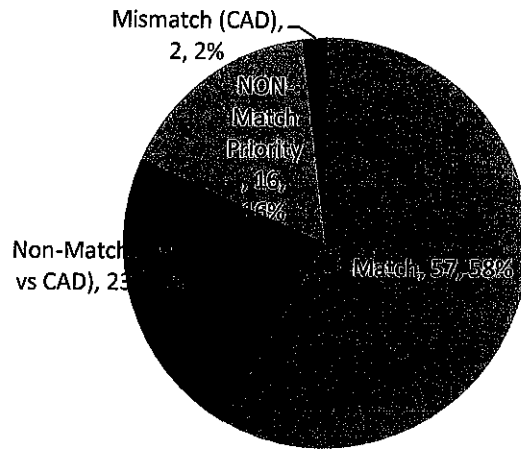
**Central FR Operational Review Team Meeting
10440 W. Oakland Park Boulevard, Sunrise
Community Room**

Date: Tuesday, November 4, 2014

Time: 2:00 PM

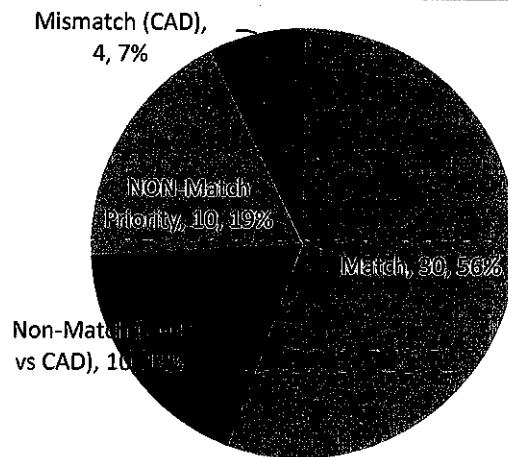
- I. Call to Order
- II. Old Business
- III. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
 - a. 297585 – EIDS Tool and DLE Response
- VIII. New Business
- IX. Adjourn

Bravo - 10/1/2014



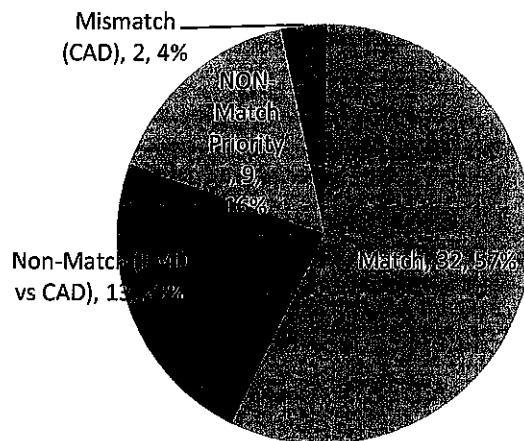
Notes: p=484, n=98, 20.24%. 26C and 33C - should be noted
South Does not appear to be dumping correctly

Bravo - 10/6/2014



Notes: p=321, n=55, 17.13%. 26C and 33C - Charlies should be noted

Charlie - 10/17/2014



Notes: p=290, n=57, 19.65%. 26C and 33C - Charlies should be noted

Time Analysis by Dispatch Level Medical

Filter: | Case status: Completed | Dispatch Level: (ALPHA - BRAVO - CHARLIE - DELTA - ECHO - OMEGA) | Date range: 9/1/2014 - 10/31/2014

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	186	6169	2649	5508	5640	359	20511
% of All Levels:	0.91%	30.10%	12.90%	26.90%	27.50%	1.75%	100.00%
Avg. time to queue:	00:02:00	00:01:42	00:01:54	00:01:53	00:01:35	00:01:25	00:01:44
Avg. time in Case Entry:	00:00:56	00:00:48	00:00:49	00:00:49	00:00:58	00:01:13	00:00:52
# > 30 sec:	134	4508	1950	4213	4358	305	15468
# > 60 sec:	53	1362	645	1211	1583	150	5004
Avg. time in Key Questions:	00:01:04	00:00:53	00:01:03	00:01:10	00:01:07	00:01:08	00:01:03

Overrides

ALPHA:	0
BRAVO:	0
CHARLIE:	0
DELTA:	0
ECHO:	0
Total:	0

Reconfigured to:	0	1	0	0	3	0	4
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Time Analysis by Dispatch Level Medical

Filter: | Case status: Completed | Dispatch Level: (ALPHA -- BRAVO -- CHARLIE -- DELTA -- ECHO -- OMEGA) | Date range: 9/1/2014 - 9/30/2014

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	85	2773	1176	2456	2519	155	9164
% of All Levels:	0.93%	30.30%	12.80%	26.80%	27.50%	1.69%	100.00%
Avg. time to queue:	00:02:02	00:01:40	00:01:53	00:01:52	00:01:30	00:01:16	00:01:42
Avg. time in Case Entry:	00:00:50	00:00:46	00:00:48	00:00:48	00:00:52	00:01:03	00:00:49
# > 30 sec:	60	1955	857	1853	1908	132	6765
# > 60 sec:	24	571	260	496	685	55	2091
Avg. time in Key Questions:	00:01:12	00:00:52	00:01:04	00:01:10	00:01:07	00:01:11	00:01:03

Overrides

ALPHA:	0
BRAVO:	0
CHARLIE:	0
DELTA:	0
ECHO:	0
Total:	0

Reconfigured to: 0 0 0 0 2 0 0 2

Time Analysis by Dispatch Level Medical

Filter: | Case status: Completed | Dispatch Level: (ALPHA - BRAVO - CHARLIE - DELTA - ECHO - OMEGA) | Date range: 10/1/2014 - 10/31/2014

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	101	3396	1473	3052	3121	204	11347
% of All Levels:	0.89%	29.90%	13.00%	26.90%	27.50%	1.80%	100.00%
Avg. time to queue:	00:01:59	00:01:45	00:01:54	00:01:54	00:01:38	00:01:32	00:01:46
Avg. time in Case Entry:	00:01:01	00:00:49	00:00:51	00:00:50	00:01:03	00:01:21	00:00:54
# > 30 sec:	74	2553	1093	2360	2450	173	8703
# > 60 sec:	29	791	385	715	898	95	2913
Avg. time in Key Questions:	00:00:57	00:00:54	00:01:02	00:01:09	00:01:06	00:01:05	00:01:03

Overrides

ALPHA:	0
BRAVO:	0
CHARLIE:	0
DELTA:	0
ECHO:	0
Total:	0

Reconfigured to: 0 1 0 0 1 0 2

BMC SERVICE DESK EXPRESS

Incident: 297585

As of 31 Oct 2014 9:33:56 AM

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Incident

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

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: OCT911	Opened: 23 Oct 2014 4:30:14 PM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: OPEN	Due Date: 6 Nov 2014 4:30:14 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

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

Message: POLICY REVIEW - COUNTY-WIDE

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

*** EIDS TOOL AND DLE RESPONSE**

* County-wide response to have an infectious disease tool. The EMD ProQA uses the EID tool (which is a diagnostic tool for infectious disease). The tool, when used, stamps the information into the CAD entry and the FR dispatcher is aware of the use of the tool. They will verbalize that the tool has been used.

* DLE calls, however, are not currently initiated in these cases as the incident does not necessary warrant a DLE response.

* Solution - it is recommended that the calls remain a FR dispatch only event (barring the introduction of something that would immediately warrant DLE). The FR dispatcher will verbalize the use of

the EID tool, which will alert FR field that the tool was used and there may be a need for universal precaution. IF they (FR field) determine they want a DLE response, they will then make that request. A DLE case will be initiated at that time.

ADDITIONAL COMMENTS:

Angela Mize, ENP, RPL

Regional Communications Assistant Director

Broward Sheriff's Office

(954) 321 - 4496 (office)

(954) 895 - 3259 (cell) - Updated

angeia_mize@sheriff.org

Please note that Florida has a broad public records law, and that all correspondence to me via email may be subject to disclosure.

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
23 Oct 2014 4:30:14 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Oct 2014 4:30:15 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Oct 2014 4:30:16 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Oct 2014 4:30:17 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
24 Oct 2014 11:28:24 AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:05

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032

BMC SERVICE DESK EXPRESS

Incident: 299755

As of 8 Apr 2015 2:18:24 PM

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Incident

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA		Ext:
Client ID: AMIZE			
Company ID: BROWARD COUNTY		OCT OPS	
Phone:	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 3 Nov 2014 4:28:39 PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 5 Nov 2014 4:28:39 PM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: HIGH

LOCATION: Central

REPORTED BY: Duty Officers

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Comm

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

Need FR to review the pre-alerts for MedCom - they have different pre-alert needs. If they choose to keep the pre-alerts as is current - need clarification on which will require them to directly contact the hospital via MedCom so that a talkgroup can be reserved.

ADDITIONAL COMMENTS:

Angela Mize, ENP, RPL

Regional Communications Assistant Director

Broward Sheriff's Office

(954) 321 - 4496 (office)

(954) 895 - 3259 (cell) - Updated

angela_mize@sheriff.org

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RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3 Nov 2014 4:28:39 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
3 Nov 2014 4:28:40 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3 Nov 2014 4:28:41 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3 Nov 2014 4:28:42 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
3 Nov 2014 4:36:58 PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:00:55
3 Nov 2014 4:36:59 PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
3 Nov 2014 4:37:21 PM		Sent EMail To ASABIN	EMAIL_SENT	00:00:00
19 Mar 2015 11:40:52 AM	DSMOUS	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:06

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032