



**Office of Communications Technology**

**September 9, 2014**

**Central Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes**

**Broward County Staff in Attendance:**

|                      |                        |
|----------------------|------------------------|
| Antonio "Tony" Sabin | Communications Manager |
| Scott Medvin         | Administrative Manager |
| Lory Farmer          | Administrative Aide    |

**Broward Sheriff's Office Staff in Attendance:**

|                    |  |
|--------------------|--|
| Bob Pusins         | Executive Director, Department of Community Services   |
| 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       |
| Marysol DiBernardo | Asst. Site Manager, North Consolidated Dispatch Center |

A Central Consolidated Dispatch Center Police Department 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 9:02 a.m.

Mr. Sabin announced the purpose of the Operational Review Team is to develop processes for issue reporting and resolution as well as incident priorities and turnaround time as relates to incident investigations. He presented the agenda, a copy of which is attached hereto and made a part hereof these minutes. He asked if there were any questions. No questions were posed.

Mr. Sabin went on to review the regional communications email handout, a copy of which is attached hereto and made a part hereof these minutes. A ticketing system is being implemented that allows issues to be directly reported; each ticket will be assigned a number and can be tracked in the system. He pointed out that the required subject line verbiage for incident tickets will be changing from "911 Issue" to "911 Operations." These incident tickets strictly relate to the operations component. Agencies will determine priority levels for the incidents. The desire is to have a command structure at the agency level to ensure thorough and accurate information is included on each ticket submission. Each agency is to provide two contacts for the ticketing system to OCT (Office of Communications Technology) staff. The contacts will be the authorized individuals for submitting incident tickets. If the incident requires immediate attention, the agency should contact BSO (Broward Sheriff's Office) staff directly at the consolidated dispatch center.

Mr. Sabin went on to review the Consolidated Dispatch Center Quality Improvement Process Workflow draft for PD (Police Department), a copy of which is attached hereto and made a part hereof these minutes. He pointed out that a number of incidents reported over the last few weeks were deemed "no issue" based on the investigation. Assistant Police Chief Michael Gregory of the Fort Lauderdale Police Department indicated that the city was migrated onto the consolidated system about one month ago and there are about 60 open issues that have not been resolved. He was concerned about resolutions being delayed according to the bi-weekly ORT (Operational Review Team) meeting schedule. Mr. Sabin assured him that all incidents would be investigated. He thought a communications loop should be added to the workflow draft reflecting that information is reported back to the agency for incident tickets. He emphasized that the workflow is a living, ongoing process; it does not occur only during ORT meetings. Captain Anthony Rosa of the Sunrise Police Department asked who will comprise the Operational Review Teams. Mr. Sabin explained that participating agency representatives will comprise the teams. Captain Rosa expressed concern that having too many individuals involved could compromise the teams' effectiveness.

Mr. Sabin referred to incident priority and noted the idea is to build a business intelligence model behind this process. Consideration must be given to turnaround times for incident investigations and how incidents will be prioritized. The turnaround times and prioritizations must be agreed upon by Operational Review Team members at all three consolidated dispatch centers. He invited input. Captain Rosa suggested the County provide each agency access to their own audio recordings as it would expedite investigations and relieve the burden on BSO staff. Many complaints could then be vetted internally, and there would be no need to involve BSO or OCT staff. Mr. Sabin said that request had been made previously and OCT staff will be vetting it. Major Eric Brogna of the Fort Lauderdale Police Department expressed dissatisfaction about the delay in establishing a complaint process (ticketing system). He stated that issues are accumulating and resolutions are needed; this is a critical time. He thought it may be in order for Fort Lauderdale to be provided personalized attention as it is the largest city on the consolidated system. He shared Assistant Chief Gregory's concern that the two-week interval between ORT meetings could cause a delay in incident resolutions. Mr. Sabin pointed out that the ORT meetings are simply a forum to vet common interest issues and to kick-off the reporting process. (With regard to Fort Lauderdale), OCT staff is in the process of finalizing an action register and will provide that to Fort Lauderdale staff after this meeting. The items on the action register will have to be entered into the ticketing system. BSO staff has been providing the investigative information, but effective communications at the agency level are needed.

Angela Mize confirmed that every complaint has been reviewed. She elaborated upon some common issues being experienced. Assistant Chief Gregory emphasized that police officers rely on dispatchers to know their location and to send help if necessary. Ms. Mize explained that some of those incidents were caused by units calling themselves different call signs. However, others were caused by dispatcher error. The dispatchers' performance has not met expectations. Being that (Fort Lauderdale) dispatchers had been operating on a different CAD (Computer Aided Dispatch) system, some of their practices were inappropriate. Therefore, BSO staff is currently focusing on correcting those issues and standardizing their dispatch practices. Major Brogna stressed the need to receive BSO's investigation of incidents quickly so the information can be timely disseminated to field personnel. He noted that he is now responsible for providing a weekly report (on consolidated dispatch) to the city commission.

Mr. Sabin noted that OCT staff is taking every step to ensure issues are addressed and that the County's commitment to each municipality is honored. The objective is to make certain the incident resolutions are accurate. The fixes must be developed as a team within this forum. Discussion ensued about prioritization of incidents. Captain Rosa reiterated his request to be granted access to his own agency's audiotapes so that issues could be internally vetted. An agency representative believed that (BSO) District 1 is vulnerable to officer safety concerns due to being on a dispatch channel where (neighboring) officers will not be nearby. Lisa Zarazinski explained that multi-selecting and patching can be utilized. Also (District 1) borders Miramar and Dade County which can be utilized as back-up. The (BSO) District 1 agency representative recalled that, when the city of Hallandale was on the same radio channel (pre-consolidation), it made a positive difference in terms of response time.

Ms. Zarazinski suggested another meeting be scheduled with the Fort Lauderdale Police Department to review the action register. Mr. Sabin agreed. Captain Rosa requested that OCT staff examine ways to improve communication between dispatchers and call-takers. He did not believe CAD messaging is robust. A means is needed for updates to be better provided. Ms. Mize and Ms. Zarazinski indicated that an IM (instant messaging) feature had been raised with Daniel Revis of OCT, and he will be looking at that. Mr. Sabin reiterated his request for agency representatives to provide input regarding prioritization of incidents. Further, he asked that resources be considered in order to determine realistic turnaround times. Assistant Chief Gregory asked if an agreement could be made to implement high, medium, and low prioritizations. There was no objection. Mr. Sabin asked agency representatives to contact him via email to communicate their opinion as to what constitutes a high, medium, and low priority incident, as well as suggested turnaround times. That information will be presented to all Operational Review Teams for discussion. Scott Medvin announced that the city of Sunrise is now live on the ticketing system.

There being no further matters to address, the meeting adjourned at 10:05 a.m.

**Regional Consolidated Dispatch- Operational Review Team**

**Kick-off Meeting- Central Regional PD**

**September 9, 2014**

**Time 9:00-10:00 AM**

**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 image shows a portion of an email client's interface. At the top, there is a toolbar with various icons and text labels. From left to right, the labels are: 'Paste', 'Format Painter', 'B' (Bold), 'I' (Italic), 'U' (Underline), 'A' (Text Color), and 'Names'. Below the toolbar, the 'To...' field contains the email address 'regionalcommunications@broward.org'. The 'Cc...' field is empty. The 'Subject:' field contains the text '911 ISSUE'. The 'Send' button is visible on the left side of the email composition area.

**Body of email:**

**REGIONAL COMMUNICATIONS ISSUE REPORTING FORM**

DATE OF INCIDENT: \_\_\_\_\_

INCIDENT NUMBER: \_\_\_\_\_

PRIORITY LEVEL: \_\_\_\_\_

LOCATION: \_\_\_\_\_

REPORTED BY

(NAME): \_\_\_\_\_

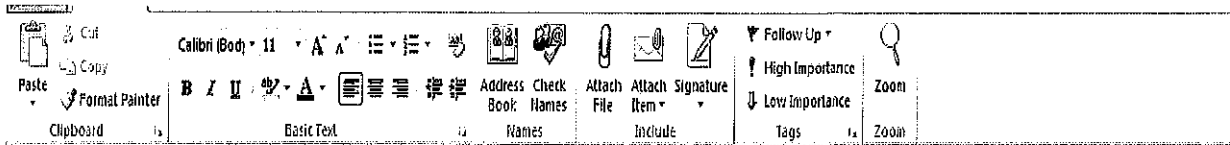
(AGENCY): \_\_\_\_\_

(TELEPHONE): \_\_\_\_\_

(EMAIL): \_\_\_\_\_

INCIDENT DETAILS:

ADDITIONAL COMMENTS:



**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

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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 PD(DRAFT)

PARTICIPATING AGENCY      OFFICE OF COMMUNICATIONS TECHNOLOGY      OPERATOR      DISPATCH CENTER-SPECIFIC OPERATIONAL REVIEW TEAM      POLICE CHIEF'S ASSOCIATION OF BROWARD COUNTY

