



Office of Regional Communications and Technology

November 4, 2014

Central Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Antonio "Tony" Sabin	Communications Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Bob Pusins	Executive Director, Department of Community Services
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Latasha Elmaadawy	Asst. Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Police Department 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 9:04 a.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that BSO (Broward Sheriff's Office) dispatch center staff has been receiving calls from field personnel who wish to report incidents. These field personnel are unaware of who the designated personnel are for their agency to submit incident tickets. So ORCAT (Office of Regional Communications and Technology) staff will provide BSO (dispatch center) staff with the list of authorized incident ticket submitters. He noted the number of incident tickets being submitted has lessened. The schedule will be changing to monthly for these Operational Review Team meetings. He asked if there were any participating agency policy issues to address. No input was provided.

Mr. Sabin referred to incident ticket number 297585. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Suzanne Lowe said the main point is that a law enforcement call will not necessarily be generated simply because the EIDS (Emerging Infectious Disease Surveillance) Tool is launched. She went on to reference incident ticket number 297583. A copy of the incident ticket is attached hereto and made a part hereof these minutes. It seems most cities want to maintain the 15-minute timer, but the Fort Lauderdale Police Department wants (a lengthier interval). A possible option is that the first notification can be customized by city, but the policy is that the notification interval returns to 15 minutes upon being reset. She said she would address the matter with Lynn Molitor to determine if there is a better way to customize. Mr. Sabin said any discrepancies as to what is believed to be a satisfactory policy should be brought forward to the Broward County Chiefs of Police

Association. Commander Gary Blocker of the Wilton Manors Police Department asked what interval the Fort Lauderdale Police Department preferred. Ms. Lowe said it was 30 minutes. Commander Blocker stated that his agency wanted to maintain the 15-minute interval. Captain Anthony Rosa of the Sunrise Police Department added that his agency also wanted to maintain the 15-minute interval. Mr. Sabin asked if there was any new business to address. No input was provided.

There being no further matters to address, the meeting adjourned at 9:11 a.m.



Agenda

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

Date: Tuesday, November 4, 2014

Time: 9:00 AM

- 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
 - b. 297583 – 15 minute timer for Pending DLE Calls
- VIII. New Business
- IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 297585

As of 31 Oct 2014 9:33:56 AM

Incident

Page 1 of 4

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

angela_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: 297583

As of 31 Oct 2014 9:32:06 AM

Incident

Page 1 of 4

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 4:28:58 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 25 Oct 2014 4:28:58 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: PROTOCOL RECOMMENDATION - 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:

This is a follow up to a previous policy review that did not gain universal support.

* 15 MINUTE TIMER FOR PENDING DLE CALLS - NO CONCENSUS

* This was an issue with some DLE wanting the 15 minute timer expended - and others didn't

* In researching this issue with Lynn, it was found that while the City can customize the timer to go off (or not) whenever they'd like, the dispatcher will have NO WAY OF RECOGNIZING the correct

reset time, which is a critical factor.

* Solution - My recommendation is to allow every City to customize their initial timer. However, once that timer is set, the dispatcher will reset for the 15 minute standard across the board. Therefore, FL can have the timer first set off at 30 minutes. Once the 30 minutes passes, it goes to 15. This may appease many of them as they will not be reminded of the call until a time period that they prefer initially.

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
23 Oct 2014 4:28:58 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Oct 2014 4:28:59 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Oct 2014 4:29:00 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Oct 2014 4:29:01 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
24 Oct 2014 11:26:52 AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:20
24 Oct 2014 11:27:04 AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Work Orders**Attachments**

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