



**Office of Communications Technology**

**September 4, 2014**

**North Consolidated Dispatch Center Fire Rescue 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:**

Tara Thomas	Site Manager, North Consolidated Dispatch Center
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A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, September 4, 2014, at the Emergency Operations Center, Room 332-B, 201 NW 84 Avenue, Plantation, Florida.

Tony Sabin called the meeting to order at 2:00 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He explained the purpose of these meetings is to establish a process by which municipalities dispatched from the same consolidated dispatch center can meet and address common elements, concerns, systems performance, and reporting. The idea is to use system expertise at the participants' level for the purpose of evaluation; to develop a process for ranking incidents by priority. By the last week of September, 2014, the North center will be fully consolidated.

County ETS (Enterprise Technology Services) staff and Office of Communications Technology (OCT) staff are developing an automated ticketing process for reporting incidents. Each agency will have designated points of contact to submit tickets, and each ticket will be numbered for tracking purposes. OCT and Operator staff will develop a process to address the issue. The incident tickets will be stratified to identify common issues and causes.

Mr. Sabin went on to note his understanding that the Fire Chiefs' Association of Broward County had met earlier today and (approved) the Consolidated Dispatch Center Quality Improvement Process Workflow [Process Workflow] for fire rescue, a copy of which is attached hereto and made a part hereof these minutes. He presented and reviewed a slide depicting the Process Workflow. He pointed out that some issues with a "No Issue" disposition require extensive dialogue because of a component that raised the concern in the first place. The investigation of incidents will be extensive and include documentation; if the event requires single case boring, it will be utilized. No stone will be left unturned.

Mr. Sabin went on to note that each agency will provide two points of contact who will submit incident tickets. The Operator (BSO) will (also have access to the incident ticketing system). For example, the Operator would submit an incident ticket about issues related to field personnel. Mr. Sabin asked if there were any questions. No questions were posed. He went on to review the regional communications email handout, a copy of which is attached hereto and made a part hereof these minutes. He pointed out that the subject line entry will eventually be changed to "911 Operations" rather than "911 Issue." The ticketing process will allow for storing (soft copy) files related to the investigation, including audio files. He asked if there were any questions. An agency representative asked what the expected resolution time will be. Mr. Sabin said that will be developed with the perspective that the agencies are OCT's clients. He added that tickets will have to be assigned a priority level - high, medium, or low. Agency representatives from all three consolidated dispatch centers will have to decide as to appropriate turnaround times for investigation of incidents. He asked agency representatives to take these matters into consideration and provide feedback in the near future. The idea is to provide our clients with timely answers.

Fire Rescue Chief Chester Bolton of Pompano Beach mentioned that he has consistently experienced about six types of issues. The emphasis has been on getting units dispatched quickly, but it is not beneficial if this involves related errors that create delays. He suggested that agency representatives listen to the audio before submitting incident tickets in order to determine whether the issue is valid. The intent should be for the agency to vet as much as possible, rather than simply to submit incident tickets. Mr. Sabin added that incident tickets must be substantive and valid as OCT and BSO will be utilizing a significant amount of resources to investigate issues. The submitter cannot just be providing a personal opinion.

In response to an agency representative's inquiry, Mr. Sabin explained the same process (in place pre-consolidation) will be followed to obtain audiotapes from BSO. If a process change is needed, that would be vetted with agency representatives at all three consolidated dispatch centers. Chief Bolton expressed desire to have (direct) access to his agency's audio. He asked what the roadblock would be in obtaining that. He explained to Tara Thomas that he had access to his agency's audio (prior to consolidation). Mr. Sabin said OCT staff would look into the matter. An agency representative explained to Mr. Sabin that he typically receives audiotapes (from BSO) the same day of his request. Mr. Sabin asked if agency representatives had any further concerns or input. Ms. Thomas said she would be reluctant to agree to a 24-hour turnaround time because (of the complexity) of some complaints. Mr. Sabin understood, but indicated the idea is to meet the clients' needs. He clarified for an agency representative that turnaround time will not be decided by OCT staff, but rather by agency participants. Chief Bolton noted the only time he feels hurried (to investigate) is when a matter of safety is involved. Mr. Sabin indicated that such an incident would involve bypassing (the ticketing process) and directly contacting (the consolidated dispatch center).

Chief Bolton inquired about the (caller interrogation) process to determine whether a scene is dangerous. Ms. Thomas explained the interrogation process was agreed upon prior to consolidation. She elaborated upon the call-taking and dispatching process. She noted that scene safety questions are asked and the responses are provided (to field personnel) in the form of updates. An agency representative thought dispatchers are supposed to verbalize scene safety issues. Ms. Thomas agreed, but noted there are some instances where field personnel may see the (written) update before the dispatcher (has an opportunity) to verbalize. The agency representative emphasized the importance of verbalizing scene safety issues. Chief Bolton believed there is an issue with updates not being provided in a timely fashion which he thought was related to consolidation. Mr. Sabin reiterated that agency representatives should

contact the Operator's staff directly (at the consolidated dispatch center) for any immediate concern. Chief Bolton said he had experienced issues making contact with duty officers (at the consolidated dispatch center). Mr. Sabin noted the importance of addressing issues with a common theme; and incidents that jeopardize the safety of field personnel must be avoided. There may be a need to examine the P2/P3 performance indicators to determine how they are driving the process.

An agency representative asked if OCT or BSO would be the ultimate decision maker in the event a protocol change is required. Mr. Sabin explained that the agreement in place states that Broward County owns the dispatch process as well as the consolidated dispatch centers; BSO is a contractor. If any changes or additions are to be made to the agreement, that would be addressed by County Administration and the Sheriff. Agency representatives will be provided opportunities to give input; this is not an edict-driven process. He invited input. Discussion ensued about dispatch-related matters. Mr. Sabin stressed that facts to substantiate a given position must be utilized to affect any policy changes. When agencies report issues, it is OCT's objective to address those issues to their satisfaction. An agency representative elaborated upon a recent incident where the dispatch time for a structure fire was seven seconds, but there was an additional 57 seconds for functions like alert toning and paging. Those 57 seconds are now included as part of the agency's turnout time, but the agency has no control over that. He wanted to establish better defined timestamps as to when the agency's turnout time starts and stops and when the agency's travel time starts and stops. Mr. Sabin confirmed that the agency representative should submit an incident ticket to have that issue examined. Ms. Thomas noted that aspect of dispatch had not been changed (as part of consolidation). The agency representative said he wanted it to change, nonetheless. Mr. Sabin stated the idea is to utilize a process that allows for 911 calls to be dispatched as quickly as possible without jeopardizing the agencies. In closing, he noted that OCT staff will reach out to the agency contacts for ticketing and provide them information as to how to submit tickets. He asked agency representatives to think over the matters of turnaround time and prioritization of incidents in the interim before the next Operational Review Team meeting.

There being no further matters to address, the meeting adjourned at 3:04 p.m.

Regional Consolidated Dispatch- Operational Review Team

Kick-off Meeting- North Regional FR

September 4, 2014

Time 2:00-3:00 PM

Location: Emergency Operations Center (EOC) - 201 NW 84 Avenue, Plantation - Room 332-B

**Agenda**

1. Welcome
2. Roll Call
3. Purpose
4. Post Transition Operations
  - a. Reporting Process
  - b. Operational Review Process Flow
5. Incident Priority
6. Issue Turn Around Time
7. New Items
8. 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 labels: 'Paste', 'Copy', 'Format Painter', 'Clipboard', 'Basic Text' (with icons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, and Indent), and 'Names' (with icons for Address Book and Check 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'. A '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:

Cut Copy Paste Formal Painter Clipboard

Calibri (Body) 11 Follow Up High Importance Low Importance Zoom

Basic Text Names Include Tags 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): 954-357-7812  
 (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

