



Office of Communications Technology

September 18, 2014

North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Brett Bayag	E911 Communications Manager (telephonic)
Antonio "Tony" Sabin	Communications Manager
Scott Medvin	Administrative Manager (telephonic)
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Lisa Zarazinski	Director of Regional Communications Division/911
Angela Mize	Regional Communications Assistant Director
Tara Thomas	Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, September 18, 2014, at the City of Coconut Creek Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, 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 recalled asking agency representatives at the prior ORT (Operational Review Team) meeting to consider incident prioritizations. He indicated that feedback from one municipality regarding priority (and response times) is being presented on slides. A copy of the slides is attached hereto and made a part hereof these minutes. He invited input. No input or objections were offered by participating agency representatives. Lisa Zarazinski pointed out that agency representatives should contact the duty officer at the consolidated dispatch center for Priority 1 incidents; investigations will then be conducted by the BSO (Broward Sheriff's Office) site manager. Mr. Sabin confirmed for an agency representative that it is still necessary to submit a ticket on Priority 1 incidents, even though contact was made with the dispatch center. He went on to note that there will be a reporting process in place based on the (ticketing) system that will tally each issue across all consolidated dispatch centers and across disciplines. Hence, a historical record will be kept and statistical information can be gathered. That information will be reported to the Fire Chiefs' Association of Broward County (and the Broward County Chiefs of Police Association).

Tara Thomas asked how response times would be calculated. She presented a hypothetical incident occurring on a Friday night, and noted site managers are not at the consolidated dispatch centers on Saturday and Sunday. Ms. Zarazinski clarified that assistant site managers will be on duty for a portion of the weekend. Mr. Sabin reiterated that tactical issues will be

addressed immediately. He confirmed for Ms. Zarazinski that incident prioritizations and response times will be standardized across all three consolidated dispatch centers. He asked agency representatives if they believed any additional criteria should be included with the proposed Priority 1 classification. No input was provided. He asked what kind of turnaround time is needed for investigations on Priority 1 incidents. Chief Frank Edwards of Margate Fire Rescue said he suggested the proposed turnaround time for Priority 1 incidents because news media would likely be involved and facts would be needed (in a timely fashion). Mr. Sabin said the idea is to have an easy-to-read document that includes all necessary information for such occurrences, and preparation of that is time consuming. He elaborated upon the documentation process. Chief Edwards thought an option for turnaround time could be to prepare an initial review within 12 to 18 hours and a final report within 48 hours. An agency representative noted that city officials will want information to be provided (from the consolidated dispatch center) immediately on Priority 1 incidents. He added that an acknowledgement should be provided to agencies when a ticket is submitted. Mr. Sabin invited input from BSO representatives as to capability of consolidated dispatch center staff providing information on Priority 1 incidents. Ms. Mize confirmed that certain matters can be looked at right away. But, a full investigation is time consuming. She explained to an agency representative that duty officers can pull audiotapes, and perform quick look-ups on CAD. However, more complex issues will require some time. Discussion ensued about various types of dispatch-related incidents. Mr. Sabin announced to agency representatives that a ticket should be submitted for any issue they wish to have investigated. He asked if the proposed Priority 1 criteria and 48-hour turnaround time are acceptable. An agency representative objected. He stated that the basic information is needed immediately, and the (more detailed) investigative report could be completed in 72 hours. Mr. Sabin noted that basic information on a Priority 1 incident can be provided immediately. He asked the participating agency representatives if they believed 72 hours was a more acceptable turnaround time. An agency representative said his choice is to move forward with a 48-hour turnaround time. There was no objection. Discussion ensued about dispatch-related matters. Mr. Sabin indicated that 48 hours would be noted as the (agreed upon) response time for Priority 1 incidents.

Mr. Sabin went on to review the slide depicting proposed criteria and response time for Priority 2 incidents. He asked the agency participants if the proposed five to seven business day turnaround time was acceptable. Ms. Mize indicated that, as a general rule, BSO would seldom need more than two business days for turnaround time. An agency representative thought the turnaround time should be shorter than five to seven business days for Priority 2 incidents. Discussion ensued about complaint types. Mr. Sabin indicated that, regardless of what the complaint is, it still must be documented (via the ticketing system). An agency representative asked why the priority and response time vehicle was necessary. Mr. Sabin stated the objective is simply to obtain feedback from participating agencies to establish a meaningful mechanism that allows for all issues to be addressed. Chief Edwards added that the ticketing system will provide a means for OCT to be aware of incidents, rather than these matters only being communicated between municipal agency representatives and BSO staff. Mr. Sabin asked the agency representatives to review the priority and response time handout (slides attached) they were provided and this will be reviewed again at the next ORT meeting.

Mr. Sabin asked if there were any issues agency representatives wished to discuss. An agency representative said the "sick person" (call classification) is a significant issue. Mr. Sabin pointed out that the ticketing system would be a vehicle for agency representatives to document such issues. The intent is to understand cause and effect. With regard to "sick person" calls, Ms. Mize explained the policy is that verbalization on a medical call is not done unless the comments would change the run card response, or a safety element is introduced. An agency

representative noted that the "sick person" classification simply is not informative enough for field personnel. Ms. Mize agreed, and noted this issue has been raised by other agency representatives. She went on to state that (BSO staff) has looked at various "sick calls" and there are times that it is the most appropriate classification. However, on other occasions, the operator did not interrogate correctly, or had the information and failed to use the correct signal. Mr. Sabin asked what procedure was being followed pre-consolidation. Ms. Mize indicated that operators were taking more time to generate calls and, for the most part, the NFPA (National Fire Protection Association) standard was not being met. An agency representative stressed the importance of verbal updates being provided to field personnel.

There being no further matters to address, the meeting adjourned at 3:10 p.m.

Regional Consolidated Dispatch- Operational Review Team
September 18, 2014
North Regional Center Fire/Rescue

Agenda:

- Review Priority and Response
 - Incident Priority
 - Issue Turn Around Time
- Action Register-Review Incidents in Process
- Assign Disposition Codes
- New Issues
- Adjourn

Priority and Response

- **Priority 1 – The highest, most important issues**
 - Should involve those incidents or issues where life safety has been compromised and a fatality/significant injury (citizen or emergency response person) has occurred that could be directly attributed to a dispatch process issue, dispatcher error or technology issue.
 - Issues that involve a shutdown of the radio system, or major technology failure or problem
 - These issues should be investigated promptly and reported back within 24-36 hours.

Priority and Response

- **Priority 2 – Critical issues**
 - Incidents that involve a technology issue, not indicated above, such as static, cut-outs, busy signals, etc.
 - Incidents where wrong patient, call type or address information is provided to responders
 - Incidents where inappropriate response resources are assigned or there is a delay in dispatching
 - These issues should be investigated and reported back within 5-7 business days

Priority and Response

- **Priority 3 – Normal Operating Issues**
 - Incidents that involve dispatcher or emergency service personnel miscommunication, misunderstood directions, assignments, etc.
 - These issues should be investigated and reported back within 10-14 business days