



Office of Communications Technology

October 2, 2014

North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Richard "Rick" Carpani	Director (telephonic)
Brett Bayag	E911 Communications Manager (telephonic)
Antonio "Tony" Sabin	Communications Manager
Scott Whitworth	Program Manager
Scott Medvin	Administrative Manager
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
Marysol DiBernardo	Asst. Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, October 2, 2014, at the City of Coconut Creek Government Center, Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Tony Sabin called the meeting to order at 2:01 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that the consolidation project was completed. Hence, reports will be looking different as data from all participating municipalities will be included. He expressed gratitude to all involved in the migrations of Pembroke Pines and Hollywood onto the consolidated system. The matters of incident prioritization and turnaround time were addressed with representatives at all consolidated dispatch centers and the adopted response times are as follows: 48 hours for Priority 1 incidents; 10 days for Priority 2 incidents; and 14 days for Priority 3 incidents. Priority 1 incidents would be initiated by direct contact with the duty officer at the consolidated dispatch center, rather than through the ticketing system. He clarified for Chief Frank Edwards of Margate Fire Rescue that the duty officer would then generate an incident ticket and the formal written response would be provided to the client within 48 hours. He further clarified that Priority 1 incidents relate to life safety, either for field personnel or members of the public. Priority 2 incidents are critical issues such as a breakdown in communications, and Priority 3 incidents essentially equate to nuisance matters. A written policy will be developed delineating each of the priority levels. Mr. Sabin went on to note that both police and fire rescue representatives believe agency access to audio would be beneficial. A plan will be developed as

to how that can be implemented. The licensing and interface components must be considered. The financial impact is still unknown.

Scott Medvin reviewed incident ticket number 287794, a copy of which is attached hereto and made a part hereof these minutes. Mr. Medvin noted that agencies must provide authorization in order to close an incident ticket. He reviewed the incident details and resolution of incident 287794. Angela Mize elaborated upon the incident resolution, and noted the incident disposition of "operator error." Chief Chester Bolton of Pompano Beach Fire Rescue elaborated upon details of the incident. He confirmed for Mr. Medvin that he had received the attachments, and that the incident ticket could be closed.

Mr. Medvin went on to review incident ticket number 288989, a copy of which is attached hereto and made a part hereof these minutes. He indicated that this incident ticket will remain open until the necessary (CAD [Computer Aided Dispatch]) information is received. He went on to review incident ticket number 290976, a copy of which is attached hereto and made a part hereof these minutes. Chief Thomas DiBernardo of Sunrise Fire Rescue noted the new MDT (Mobile Data Terminal) upgrade will soon be deployed. He asked if the map layer had been looked at. Mr. Sabin believed that map layer is maintained by BSO (Broward Sheriff's Office) staff. There is no change to the CAD system being rolled out in the next five weeks by OCT staff. Chief DiBernardo indicated that Scott (Burton) did perform an upgrade on the map layers; any map changes had to be submitted by August. But he was uncertain if the Pompano map had been addressed. Mr. Sabin said it would be taken as an action item to be certain that is in the plans, and (to delineate) what will be updated at the transition. Chief DiBernardo suggested OCT staff coordinate with Ruben Rivera of OCT to determine what he has received from Scott (Burton) at BSO. Chief Bolton said incident ticket 290976 could be closed. Mr. Medvin explained to an agency representative that closed tickets are maintained in the database which is searchable. Mr. Sabin indicated that any field in the ticketing system can be examined to determine trends.

Ms. Mize reviewed incident ticket number 288911 regarding "sick person" verbal updates. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She noted that, because updates are usually under the sick person heading, they are not verbalized. However, dispatch staff has been directed to verbalize updates on sick person calls for fire rescue personnel. Chief DiBernardo stressed that it must be verbalized if a sick person transitions to chest pain. He encouraged agency representatives to read a set of EMD (Emergency Medical Dispatch) cards. He thought the focus should be on any type of coding change.

Ms. Mize went on to review incident ticket number 292607 regarding fire alarm notifications. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Mr. Sabin asked agency representatives how the proposed protocol change would affect their operations. Ms. Mize indicated that using the Main radio channel is a poor operational choice, and is not supported by BSO (Broward Sheriff's Office). The recommendation is, as units are rolling to a fire dispatch, have field personnel switch to BCF/INFO and convey a request to dispatch to make telephone contact regarding the fire alarm. She stressed, however, that the BCF/INFO channel is at the North consolidated dispatch center, so that cannot be an immediate expectation of fire rescue personnel at South and Central. Chief DiBernardo asked if this could be a continuation of the call-taker function. Ms. Mize said that would compromise meeting the 90/10 performance indicator. Mr. Sabin thought this issue merits a review of the call-takers' schedule. Mr. DiBernardo suggested a 20-second allowance for a call-taker to revalidate, and if that cannot be accomplished, fire rescue personnel simply go to the call without that having

been done. Chief Edwards thought validating every fire alarm is not a satisfactory process. Lynn Burnside of Margate Fire Rescue indicated that, (pre-consolidation), their agency validated every fire alarm. Ms. Mize asked agency representatives if they believed it was operationally impractical to request field personnel to switch to the BCF/INFO channel. Discussion ensued. Mr. Sabin suggested this matter be tabled for now, and brought forward to agency representatives at the South and Central consolidated dispatch centers.

Mr. Sabin asked agency representatives if they had any new business. Chief Bolton wanted to know the dispatch procedure for an open water rescue. He recalled an incident involving his agency and an open water rescue that went poorly. He elaborated upon a more recent incident involving an open water rescue, noting the caller was extremely articulate in conveying location information to dispatch. However, he reviewed the audiotapes and heard dispatchers asking the caller irrelevant questions. He emphasized the importance of dispatch conveying to the agency's field personnel any additional resources such as the Marine Patrol or the Coast Guard being dispatched to the scene. Ms. Mize said she was not aware of either of the incidents referenced by Chief Bolton. With regard to the first open water rescue incident referred to by Chief Bolton, Tara Thomas explained the dispatcher was uncertain whether the (sick) individual was located in the boat or the water. Chief Bolton said he did not hear the call in the same way as the caller gave specific information as to her father's location and condition. Ms. Thomas said the call was handled poorly. Ms. Mize indicated that, rather than expecting the fire and law dispatchers to compare notes, the unified command structure should come into play with field personnel communicating with each other; that responsibility does not solely belong to the dispatcher. Chief Bolton stressed that it is the dispatcher's responsibility to gather as much information as possible to pinpoint the caller's location. Ms. Mize elaborated upon various SOPs (Standard Operating Procedures) utilized for locating callers. Rick Carpani advised Ms. Mize to listen to the audiotape for the first open water rescue incident mentioned by Chief Bolton. That could be an impetus for developing a process and protocol for such incidents. Mr. Sabin said this issue would be taken for further review. Chief Bolton asked Ms. Mize if BSO has a protocol for open water rescue. Ms. Mize explained that BSO does not have a protocol for open water rescue; many of these types of functions would be carried out at the supervisory level because the necessary resources are not at the call-taker's disposal. Mr. Carpani asked BSO staff what the disposition was on the incident, based on the review. Ms. Thomas noted the incident occurred several months ago, and the disposition was a "quality assurance review with the operator." Chief Bolton noted a fatality was involved in the incident.

Chief Edwards said Margate representatives recently held an internal meeting to address back-up (radio) system options; one option discussed was utilizing a Coral Springs frequency. He asked if OCT and BSO staff would be willing to entertain that as a back-up option for Margate, Tamarac, and North Lauderdale in the event of another system failure. Mr. Sabin said he would take that back for OCT staff to discuss in terms of its impact. Lisa Zarazinski said BSO's concern would be the length of time (dispatch staff) would be on portables because that is difficult operationally. Ms. Burnside clarified that the Coral Springs channel to be utilized is not the Main, but rather a tactical channel. Discussion ensued about radio channels. Mr. Carpani thought this matter relates to an issue discussed at the recent Fire Chiefs' Association of Broward County (fire chiefs) meeting. Chief DiBernardo noted the fire chiefs asked all agencies to submit their emergency radio communications plans. The desire is to have a list of the radio channels available (in the event of a radio emergency). Possibly this will be looked at globally in terms of regional communications. Mr. Carpani noted Coral Springs will soon transition to a P25 radio system. Chief Edwards stated that Margate's mobiles are currently P25 compliant and there are funds in the budget to upgrade the portables to P25 compliance. He added that cities are scrambling to find a means for back-up (radio) communication, and Margate is simply

exploring options. Margate has an existing local government radio system as does Tamarac which are also being considered. However, that would involve separating jurisdictions that just came together and could be problematic for commanding control. Mr. Carpani agreed that it is prudent for all agencies to be examining back-up options.

Chief Percy Sayles of Tamarac Fire Rescue stated that the transition (onto the consolidated system) had gone smoothly. The most significant issue has been that the numbers "50" and "15" sound alike on the radio, and something must be done about that. An agency representative indicated that crews are adapting by separating the numbers such as "1-5." Ms. Mize indicated that separating the numbers is acceptable until field personnel become accustomed. An agency representative said it is simply a matter of striving to be more articulate. Another agency representative asked Ms. Mize if any communication is being established between consolidated dispatch centers to provide notifications of TAC channel assignments. Ms. Mize explained that a tactical dispatcher at each consolidated dispatch center monitors at all times. The intent is for these dispatchers to communicate with each other about critical incidents. She pointed out that there will be some issues with the TAC channels until all agencies are re-banded. So, BSO staff is asking agency representatives to be patient until re-banding takes place. She asked if agency representatives preferred TAC channels to be assigned on a first come, first served basis or to have designated channels for each consolidated center. The agency representative said the purpose for his inquiry was that, over the course of the past week, he heard agencies at all three consolidated dispatch centers being assigned to occupied TAC channels. Ms. Mize said BSO staff would address that matter.

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



Agenda

North FR Operational Review Team Meeting Consolidated Dispatch Center North

4900 West Copans Rd., Coconut Creek

Date: Thursday October 2, 2014

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. Adopted ticket response time
 - i. Priority 1 – 48 hours
 - ii. Priority 2 – 10 days
 - iii. Priority 3 – 14 days
 - b. Agency access to audio
- III. Review of Reported Incidents
 - a. PBFR – 287794
 - b. PBFR – 288989
 - c. PBFR – 290976
- IV. Operator Policy Issues
 - a. Sick Person Verbal Updates – 288911
 - b. Fire Alarm Notification – 292607
- V. New Business
- VI. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 287794

As of Thursday, Oct 2, 2014 09:24

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Incident

Client Information		Assign to Information	
Name: CHESTER BOLTON			Ext:
Client ID: CBOLTON			
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: HIGH	Opened: 9/9/2014 8:51:53AM	Problem:	
Urgency ID: MEDIUM	Priority ID: 2	Responded Date and Time:	
Status: OPEN	Due Date: 9/9/2014 4:51:53PM	Service Name:	

First Call Resolution:

SLA ID:

DESCRIPTION: FW: 911 Issue

From:SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

[Regional Communications Issue Reporting Form]

Date of Incident: 14/09/06 19:25:38

Incident Number: FPB140906017018

Priority Level: High Safety Issue

Location: 3621 SAHARA SPRINGS BLVD

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail:

Chief,

E52 responded to a call for a water flow alarm at a private residence (17018). While on scene, I asked if there was a callout because no one was home. Dispatch advised there was no callout and that BSO was enroute because they also received a panic alarm from the location. I asked if they received the panic alarm at the same time as our water flow alarm and dispatch stated yes. We were not advised about the panic alarm during our initial dispatch nor were we updated about it while on scene until I requested more information. Can you please look into why this information, that could have led to us walking into a dangerous situation, was not passed on to us? Thank you.

Additional Comments:

Note:

Accounting Fields:

Vendor Quote:	0.00
Invoice Number	
Invoice Amount	0.00
Charge Point	
BTN	None
DI	None
Subdi	

RESOLUTION: OPERATOR ERROR - OPERATOR FAILED TO UPDATE FR CALL WITH NEW INFORMATION REGARDING A PANIC ALARM INVESTIGATION. PLEASE SEE ATTACHED DOCUMENTATION FOR ADDITIONAL DETAILS

NOTES: ticket forwarded by SMEDVIN to OPERATOR 9/9/14 12:25:49 PM; response received from OPERATOR to SMEDVIN 9/10/14 1:08 PM

incident reopened to address following concerns from submitter (received 9/ 11/14 7:04 AM):

My concern was one of safety. Did the dispatcher actions create an unsafe condition and has that been addressed. The summation gives me no information concerning my original complaint. In the future I want these items clarified.

- Was the crew sent into an unsafe environment
- Why was the crew sent into an unsafe environment(state whether it was a mistake or part of a normal procedure)
- What will be changed so it does not happen again
- Was corrective action taken towards the dispatcher who made the error

Assigned to BSO via email by SMEDVIN on 9/11/14 12:18 PM

following response provide by AMIZE to client 9/11/14 4:38 PM

- Was the crew sent into an unsafe environment ?
Crews were sent to a fire alarm – the alarm company indicated after the call had been dispatched that there were multiple activations (ie. a panic alarm was also activated).
- Why was the crew sent into an unsafe environment(state whether it was a mistake or part of a normal procedure)

This was a multiple activation alarm – for both a panic and fire type – the alarm company initially advised fire – then updated to include panic – the operator failed to update the FR call with the panic information – only updating the DLE call – this was operator error

- What will be changed so it does not happen again – t
he operator will be counseled – this was an error in updating BOTH associated incidents – she only updated one – this was a violation of policy -
- Was corrective action taken towards the dispatcher who made the error –

incident documented and counseled with the operator.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #: OCT911

OCT 911 Software

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/9/2014 8:51:53AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/9/2014 8:51:54AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/9/2014 8:51:55AM	SYSTEMACCOUNT	Forwarded To Group DESK	HD_FRWD_GROU P	00:00:00
9/9/2014 8:51:56AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/9/2014 8:56:14AM	DHARPER	Escalation Process started:: Incident Category has been modified	ESCAL_START	00:00:00
Incident Category has been modified from to OCT 911 PRIORITY 1 by DHARPER on 9/9/2014 8:56:14 AM				
9/9/2014 8:56:52AM	DHARPER	Subject Changed To OCT - REQUESTS	HD_SUBJ_CHANG E	00:00:35
9/9/2014 8:56:53AM	DHARPER	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/9/2014 11:10:23AM	LMOLITOR	Customer Contacted with Instructions for Resolution	_CUST INSTRUCTN	00:00:46
9/9/2014 11:10:34AM	LMOLITOR	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/9/2014 11:10:35AM	LMOLITOR	Close Call # 287794	HD_CLOSE	00:00:00
9/9/2014 12:17:37PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
9/9/2014 12:17:38PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
9/9/2014 12:25:27PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
9/10/2014 4:12:12PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/10/2014 4:12:13PM	SMEDVIN	Close Call # 287794	HD_CLOSE	00:00:00

9/11/2014 12:15:19PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
9/11/2014 12:15:20PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
9/12/2014 11:44:30AM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/12/2014 11:44:31AM	SMEDVIN	Close Call # 287794	HD_CLOSE	00:00:00
9/17/2014 2:05:44PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
9/17/2014 2:05:45PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
9/17/2014 2:05:58PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/17/2014 2:05:59PM	SMEDVIN	Close Call # 287794	HD_CLOSE	00:00:00
9/17/2014 2:06:04PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
9/17/2014 2:06:05PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
9/17/2014 2:06:08PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:03
9/22/2014 2:55:25PM	SMEDVIN	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:08
10/1/2014 4:18:21PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:01:51

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
FPB140906017018.pdf		106904
FW 911 Operations P1 Created ref#48-.msg		140288
image003.emz		17191
image004.png		17191
L11140906001479.pdf		107088
LPB140906017018.docx		16774
LPB140906017018.docx		16774
LPB140906017018.docx		16774

BMC SERVICE DESK EXPRESS

Incident: 288989

As of Thursday, Oct 2, 2014 09:27

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Incident

Client Information		Assign to Information	
Name: CHESTER BOLTON		SMEDVIN	954 357-7078 Ext:
Client ID: CBOLTON		SCOTT MEDVIN	
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information

Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/15/2014 7:51:54AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/19/2014 12:00:00PM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

Message:

Date of Incident: 14/09/12

Incident Number: FPB140912017354

Priority Level: Low

Location: ADDR: 3001 CENTER PORT CIR
LOC : NBTY GLOBAL
XST1: 3101 NW 8TH AV
XST2: 3101 NW 8TH AV

BLD : APT :
ZONE: 6103 STAT: C
MAP : 241 DSPO: CL

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail:

Chief,

While responding to fire alarm (#17354) we followed the GPS routing. The address was 3001 Center Port Cr. In doing so it took us to the wrong side of the circle. After finally finding the building, the employee asked if we followed the GPS. This could be a problem if a real emergency existed. Is there a possibility of getting this corrected or looked into?

Capt Darracott

Additional Comments: Please forward to GIS department.

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: INCIDENT TO REMAIN OPEN UNTIL UPDATE IS RECEIVED

From: Burton, Scott [mailto:Scott_Burton@sheriff.org]
Sent: Monday, September 15, 2014 1:15 PM
To: Molitor, Lynn
Cc: Revis, Daniel; Sabin, Antonio; Medvin, Scott; Rivera, Ruben; Carin_Koplovitz@sheriff.org
Subject: RE: OCT 911 Operations New Incident Notification *ref#24-288989

Thank you for this information. Once I receive the newly revised CAD Streets from you, I will determine how long it will take to obtain an update to the SDC layer in FRM and let Ruben know when it will be available as well. Since Pompano Beach Fire uses FRM, we will look into getting up update shortly.

Thank you for sharing the process for reporting such incidents, I am sharing this with Carin Koplovitz so we can formalize a POC for our agency in the event we have similar issues. In the BSO DLE vehicles, there is a tool in FRM that allows users to report any map errors. We will first review it within our internal agency prior to submitting to POC for an official 'OCT Incident' request.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/15/2014 7:51:54AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/15/2014 7:51:55AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/15/2014 7:51:56AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/15/2014 7:51:57AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/15/2014 9:12:03AM	SMEDVIN	Forwarded To Group OCT	HD_FRWD_GROU P	00:01:40
9/16/2014 10:45:18AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:46
9/30/2014 4:27:15PM	SMEDVIN	Opened WO 85642	WO_OPEN	00:00:07

Work Order

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85642	O	9/30/2014 4:27:12PM		OCT - REQUESTS	SMEDVIN

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17186
image002.png		17186

BMC SERVICE DESK EXPRESS

Incident: 290976

As of Thursday, Oct 2, 2014 09:30

Incident

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Client Information		Assign to Information	
Name: CHESTER BOLTON		TTHOMAS	Ext:
Client ID: CBOLTON		TARA THOMAS	
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/24/2014 7:52:58AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/30/2014 12:00:00PM	Service Name:	

First Call Resolution: _____

SLA ID: _____

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

Message:

Date of Incident: 14/09/23

Incident Number: FPB140923018130

Priority Level: Low

Location: 1200 W MCNAB RD

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail:

INC : FPB140923018130	TIME: 1933	TYPE: S4I
ADDR: 1200 W MCNAB RD	BLD :	APT :
LOC :	ZONE: 6301	STAT: C
XST1: 6999 N ANDREWS AV	MAP : 453	DSPO: CL
XST2: 6951 NW 2ND AV		
CNAM:		
CADD:	CPHN:	
P UN: PB/R63	RPT#:	

*** COMMENTS FPB140923018130 ***

14/09/23 19:34:25 Incident Initiated By: BS/WAYE, MAKINA

14/09/23 19:34:41 2X VEHS / BSO ON SCENE

14/09/23 19:34:58 INCIDENT CLONED TO CHILD: L11140923005764

14/09/23 19:35:03 IAAssocInc L11140923005764 UPDATE PriUnt to 11/11A18

14/09/23 19:35:05 IAAssocInc L11140923005764 First Unit Arrived: 11/11A18 AR

14/09/23 19:36:44 IAAssocInc L11140923005764 UPDATE Cmnt * to EMERALDS 1X

14/09/23 19:37:55 Stat PB/E63 DSDS Loc: 1200 W MCNAB RD

Additional Comments: Delay in sending units.

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: initial resolution provided to client by AMIZE at 9/24/2014 1:02 PM

Chief Bolton

The incident was reviewed. The call in question was a secondary request based upon an initial accident that had occurred earlier. BSO units, on scene, requested rescue to respond back to the area. The FR dispatcher does reflect a 3 minute delay prior to assigning a field unit. This matter must be reviewed with Tara as there is no audio or CAD commentary to document this occurrence.

Tara - Can you review case PB/8130 with the dispatcher to determine the cause of the delay?

Scott - FYI - Tara will respond back with final updates to close this ticket.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/24/2014 7:52:58AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/24/2014 7:52:59AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/24/2014 7:53:00AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/24/2014 7:53:01AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/24/2014 8:35:15AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:35
9/24/2014 8:35:23AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
9/24/2014 8:35:35AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/24/2014 2:31:52PM	SMEDVIN	Forwarded To Staff TTHOMAS	HD_FRWD_STAFF	00:00:43
9/24/2014 2:32:05PM		Sent EMail To TTHOMAS	EMAIL_SENT	00:00:00

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FPB140923018127 - DLE AUDIOS.wav		147013
FPB140923018127 - FD DISPATCH.wav		109573
FPB140923018127.pdf		113833
FPB140923018127.pdf		113833
FPB140923018130.pdf		107191
FPB140923018130.xlsx		14843
image001.emz		17181
image002.png		17181
L11140923005745.pdf		103984

BMC SERVICE DESK EXPRESS

Incident: 288911

As of Thursday, Oct 2, 2014 09:40

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Incident

Client Information		Assign to Information	
Name: SCOTT MEDVIN			Ext:
GC	115 S. Andrews Ave.		
Client ID: 1000113881			
Company ID: BROWARD COUNTY		OCT 911	
Phone: 954 357-7078	Ext:		

Incident Information

Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/12/2014 4:28:03PM		Problem:
Urgency ID: LOW	Priority ID: 5		Responded Date and Time:
Status: OPEN	Due Date: 9/19/2014 11:28:03AM		Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS - FW: FLFR Practice - For Review
From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

From: Mize, Angela [Angela_Mize@sheriff.org]
Sent: Friday, September 12, 2014 2:28 PM
To: Rick Brown; Douglas Stanley; William Findlan
Cc: Sabin, Antonio; Medvin, Scott; Carpani, Richard; Zarazinski, Lisa
Subject: FLFR Practice - For Review

Chiefs

There is a difference in the expectation of a hospital pre-alert by dispatch staff in comparison to those county-wide.

As a general rule – if a FR field unit expresses either Trauma Alert or Stoke Alert, the dispatcher will have the hospital pre-alerted in advance of the field unit switching to MedCom for direct communication.

FR Dispatch, however, has been expected to perform this function for other incidents. Specifically: Working Codes, Level 2 Trauma (High Index), Stemi Alert, ICE Alert, Cardiac Alert.

We would like to discuss this at our next meeting with the intent of coming away with understanding and standardizing this as much as possible.

Scott – Can you open a ticket with regards to this need, please?

Thank you.

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.

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: ticket opened by SMEDVIN on behalf of AMIZE - request received 9/12/14 2:28 PM

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/12/2014 4:28:03PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/12/2014 4:28:04PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/12/2014 4:28:05PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/12/2014 4:28:06PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/16/2014 10:54:43AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:06
9/22/2014 2:59:29PM	SMEDVIN	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:06

Workorders

Attachments

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

BMC SERVICE DESK EXPRESS

Incident: 292607

As of Monday, Mar 9, 2015 10:24

Incident

Page 1 of 5

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		OCT911	
Phone:	Ext:		

Incident Information	
Category: OCT911 - GOV-POLICY	OCT911 - Gov-Policy
Impact ID: LOW	Opened: 9/30/2014 1:51:56PM Problem:
Urgency ID: LOW	Priority ID: 5 Responded Date and Time:
Status: OPEN	Due Date: 10/7/2014 8:51:56AM 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: AGENCY POLICY RECOMMENDATION FOR REVIEW BY CONSOLIDATED COMMUNICATIONS

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angela Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

ADDITIONAL COMMENTS:

Recommendation to amend the below SOP - 2.22 A-2 (highlighted areas denote change).

1. Performs follow-up calls on fire alarm calls for

service upon the request from FR field units via the BCF Info talkgroup:

- a. Contact the premise several times, if the line is busy.
- b. Do not contact the premise if the alarm indicates burglary/panic type as well as fire.
- c. Document the name and title of the person with whom contact is made.
- d. Establish cause of the fire alarm and if smoke or flames are present.
- e. Establish if the caller needs assistance resetting the fire alarm when it is determined to be a false activation.

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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Note:

Accounting Fields:

Vendor Quote: 0.00
 Invoice Number
 Invoice Amount: 0.00
 Charge Point
 BTN: None
 DI: None
 Subdi

RESOLUTION: will be handled in upcoming SOP revision

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/30/2014 1:51:56PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
9/30/2014 1:51:57PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/30/2014 1:51:58PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/30/2014 1:51:59PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
9/30/2014 2:19:34PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:23
9/30/2014 2:19:58PM	SMEDVIN	Opened WO 85622	WO_OPEN	00:00:18
2/19/2015 4:21:53PM	SMEDVIN	Subject Changed To OCT911 - GOV-POLICY	HD_SUBJ_CHANG E	00:00:34
2/19/2015 4:22:44PM	SMEDVIN	Contacted Customer and Left Message	_CONTACTCUSTM SG	00:00:46

Work Orders

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85622	O	9/30/2014 2:19:55PM		ORCAT - REQUESTS	SMEDVIN

Attachments

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

AGENCY POLICY RECOMMENDATION FOR REVIEW BY CONSOLIDATED COMMUNICATIONS

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angela Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

ADDITIONAL COMMENTS:

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