



Office of Communications Technology

September 4, 2014

North 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:

Tara Thomas	Site Manager, North Consolidated Dispatch Center
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A North Consolidated Dispatch Center Police Department 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 3:15 pm.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. The purpose of the Operational Review Team is to develop processes and track and apply fixes to any dispatch-related issues. He emphasized Office of Communications Technology (OCT) staff's desire for participants from each agency to bring forward any such issues. Standardization is needed for prioritization of incidents and incident investigation turnaround time. He went on to review the Consolidated Dispatch Center Quality Improvement Process Workflow draft for PD (Police Department) agencies. A copy of the workflow is attached hereto and made a part hereof these minutes. OCT staff has asked participating municipalities to provide the names of individuals who will be submitting tickets to the incident ticketing system. The ticketing system will assign a ticket number and a confirmation for each submission. The idea is to have a process agreed upon by participants wherein issues are addressed and resolved. He noted that the workflow is a draft, and invited participants to bring forward any desired changes. If necessary, OCT staff will tweak the workflow until there is buy-in. He explained to Lynn Burnside of the Margate Police Department that the system will allow for tickets to be assigned to the (appropriate group or individual) to resolve the issue. He clarified that a different protocol is utilized for technology issues.

Mr. Sabin went on to explain to an agency representative that issues requiring immediate attention should be called in to the dispatch center. Discussion ensued between Mr. Sabin and an agency representative about differentiating between operational and technical issues. Ms. Burnside thought agencies should be notified if telephones or radio are down in the consolidated dispatch centers. Mr. Sabin pointed out that the incident ticketing system is a

vehicle for that. Tara Thomas indicated that there is no standard method for (making contact with agency representatives) when telephones or radios are not operating. Generally, a DO (duty officer) will make contact if the telephones are not operating, and MDC messages are sent to field personnel. In addition, a follow-up call is placed to the district's captain.

Ms. Burnside recalled receiving a recent email indicating that the process of addressing radio issues was underway; however, the radio issues have existed for about two months. Mr. Sabin noted the desire is to streamline the process by implementing the ticketing system. Ms. Burnside added that she listens to four different radio channels at all times. On a number of occasions, she heard no response from the dispatcher on the INFO and teletype channels, so field personnel go to main channel and advise, and are then told to return to the channel because a dispatcher is now there. She was uncertain whether this is a radio- or operator-related issue. Mr. Sabin reiterated that the consolidated dispatch center should be contacted directly for critical issues. Police Chief Dana Watson of Margate stressed that communication is needed from (OCT), rather than just OCT waiting for agencies to complain. If OCT is aware of any issues, those issues should be communicated directly to the agencies. Mr. Sabin agreed. Chief Watson believed the more significant problem in need of repair is the community's perception of whether (911 consolidation) is successful. Mr. Sabin thought the regional system should be addressed at, both, a macro- and micro-level. With macro-level being systemic issues such as radio performance, and micro-level being matters related to dispatcher error.

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. Mr. Sabin pointed out that it will be necessary to assign incidents varying priority levels. He invited feedback as to the types of incidents that agency representatives believe to be, either, high, medium, or low priority. Also, feedback is needed as to what agency representatives believe is a reasonable turnaround time for each priority level. Higher priority items must be investigated quickly. A standard for priority levels and incident turnaround times that is acceptable to agency representatives throughout the entire regional system must be established. He invited input. In response to an inquiry made by an agency representative, Mr. Sabin provided a general overview of the ticketing process. He emphasized that the ticketing process will be based on a collaborative effort, and not dictated by OCT. Chief Watson stated that he was more concerned about the issue being properly investigated than establishing a standard turnaround time for investigation. Mr. Sabin asked what would be an acceptable timeframe to obtain a response on an incident ticket. Related discussion ensued. Mr. Sabin said feedback from all agency representatives on these matters is welcome. He noted that OCT staff would reach out to agencies' points of contact and explain the ticketing process. An agency representative expressed gratitude about agency representatives being involved in this process. Mr. Sabin stated that no concern is too small to bring forward.

There being no further matters to address, the meeting adjourned at 4:14 p.m.

Regional Consolidated Dispatch- Operational Review Team

Kick-off Meeting- North Regional PD

September 4, 2014

Time 3:15-4:15 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

Paste Copy Format Painter Clipboard

B *I* U ab? A [Background Color] [Bulleted List] [Numbered List] [Decrease Indent] [Increase Indent] Address Book Check Names

Basic Text Names

To... regionalcommunications@broward.org;

Cc...

Send

Subject: **911 ISSUE**

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:

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 Clipboard

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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): 954-357-7312
 (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

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:

