



Office of Communications Technology

October 2, 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:

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 Police Department 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 3:16 p.m.

Mr. Sabin announced that the consolidation process was completed on October 1, 2014. He reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He noted the adopted incident ticket response time for Priority 1 incidents was 48 hours; Priority 1 incidents are those related to officer and/or public safety. An agency representative would contact a duty officer directly to report a Priority 1 incident, and the duty officer would generate an incident ticket. The finalized (investigative) report would be expected within 48 hours. The adopted response time for Priority 2 incidents was ten days, and 14 days for Priority 3 incidents. He pointed out that agency representatives will assign priority levels to incident tickets. He asked if there were any questions or input on ticket response times. No inquiries were made, nor input provided.

Mr. Sabin went on to note that, both, fire rescue and law enforcement representatives have requested agency access to audio. OCT (Office of Communications Technology) staff is in the process of looking at how that could be accomplished. A plan will be developed in the next few weeks to examine aspects such as licensing, resources, and cost. Agency access to audio would shorten the (investigative) turnaround time, and may result in less incident tickets being created. Lynn Burnside of the Margate Police Department asked Scott Medvin to re-send the

information regarding submitting incident tickets to (authorized) agency representatives. Mr. Medvin agreed and noted that he would include an email template.

Angela Mize reviewed incident ticket number 292604 regarding notification of Priority 5 calls. A copy of the incident ticket is attached hereto and made a part hereof these minutes. The recommendation is (to provide notifications) in 30-minute intervals, rather than 15-minute intervals. She clarified that this policy would apply to all calls holding, regardless of their priority. She added that BSO (Broward Sheriff's Office) staff does not have an operational preference as to the time intervals, or if this policy remains in effect at all. Mr. Sabin asked if there is a best practice for this. Lieutenant Laura Sudman of the Margate Police Department thought a reminder for Priority 1 and 2 calls would be appropriate. She asked if the intervals could be adjusted (according to a call's priority level). Ms. Mize said that is a CAD- (Computer Aided Dispatch) related question which should be posed to, either, Daniel Revis or Lynn Molitor, both of OCT. An agency representative said he would not be opposed to 15-minute intervals for all calls. There was a consensus. Mr. Sabin indicated that this matter would be brought forward to the Central and South agency representatives to obtain their feedback. He asked if agency representatives had any new business to address. No new business was raised.

There being no further matters to address, the meeting adjourned at 3:27 pm.



Agenda

**North PD Operational Review Team Meeting
Consolidated Dispatch Center North
4900 West Copans Rd., Coconut Creek
Date: Thursday October 2, 2014
Time: 3:30 PM**

- I. Call to Order
- II. Old Business
 - a. Adopted ticket response time
 - i. Priority 1 – 48 hours
 - ii. Priority 2 – 10 days
 - iii. iii. Priority 3 – 14 days
 - b. Agency access to audio
- III. Operator Policy Issues
 - a. Notification of Priority 5 Calls
- IV. New Business
- V. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 292604

As of Wednesday, Oct 1, 2014 11:14

Incident

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Client Information	Assign to Information
Name: ANGELA MIZE	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: LOW	Opened: 9/30/2014 1:46:52PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 10/7/2014 8:46:52AM	Service Name:

First Call Resolution: SLA ID:

DESCRIPTION: Subject: 911 Operations
From: SMTP:{Angela_Mize@sheriff.org}Angela_Mize@sheriff.org

Message: AMENDED POLICY RECOMMENDATION FOR REVIEW BY CONSOLIDATED COMMUNICATIONS

Recommendation by various DLE agencies to amend SOP 2.16 (E) - Field Supervisor Notification - as outlined below: (highlighted areas denote recommended updates)

A. CAD will prompt the Dispatcher to assign all calls assigned a Priority 5 status every (30) minutes. The Dispatcher should be prompted to update or dispatch the call when the pending call's status timer is activated. If there are no available units to send when the call "times out," the field supervisor will be notified each time. Each time the field supervisor is notified (every (30) minutes), the narrative of the call will be updated. **The RI command will be used to reset the call timer and will not to exceed the default timer of (30) minutes.

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

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Call History

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/30/2014 1:46:52PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/30/2014 1:46:53PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/30/2014 1:46:54PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/30/2014 1:46:55PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/30/2014 2:21:30PM	SMEDVIN	Opened WO 85623	WO_OPEN	00:00:13
9/30/2014 2:21:09PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:07

Work Order

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85623	O	9/30/2014 2:21:27PM		OCT - REQUESTS	SMEDVIN

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6047