



**Office of Communications Technology**

**October 9, 2014**

**South 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:**

Angela Mize	Regional Communications Assistant Director
Sheri White	Site Manager, South Consolidated Dispatch Center
Virginia Bridwell	Asst. Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, October 9, 2014, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Tony Sabin called the meeting to order at 11:04 a.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He explained to Chief Daniel Sullivan of Hallandale Beach Fire Rescue that a designee could be assigned from his agency to attend these meetings. Chief Sullivan wanted the (Operational Review Team) organizational chart to be re-evaluated. Mr. Sabin explained the charter of the Operational Review Team is to bring forward (dispatch-related) incidents so BSO (Broward Sheriff's Office) staff can perform an investigation. Scott Medvin stated that he had not yet received points of contact for the incident ticket system from Hallandale Beach Fire Rescue.

Mr. Sabin noted the agreed upon turnaround time for Priority 1 incidents is 48 hours; Priority 1 incidents are life-safety issues. A Priority 1 incident is initiated when an agency representative contacts a duty officer directly at the consolidated dispatch center. The agreed upon turnaround time for Priority 2 incidents is 10 days, and 14 days for Priority 3 incidents. He asked if agency representatives had any questions about the adopted response times. He confirmed for Chief Sullivan that the priority rankings and turnaround times had been discussed at all three consolidated dispatch centers.

With regard to agency access to audio, Mr. Sabin said the County has agreed to move forward. The process is underway and the expectation is to have a testable prototype in place by the next Operational Review Team meeting. Discussion ensued between Mr. Medvin and agency representatives about the incident ticketing process. Mr. Medvin stated that an email template for submitting incident tickets would be provided to agencies' points of contact once he receives

the contact information. Mr. Sabin explained to Chief Sullivan that agency representatives will assign the priority level to each of their agency's incidents. Chief Thomas DiBernardo of Sunrise Fire Rescue clarified for Chief Sullivan that the 48-hour turnaround time for Priority 1 incidents is for the formal report. The issue itself would be immediately handled by the duty officer at the consolidated dispatch center once it is reported by an agency representative. Chief Sullivan thought these points should be codified. Mr. Sabin agreed. Chief Sullivan thought the ideal would be to have the incident ticket submitters regularly attend the Operational Review Team meetings as the agency's representatives. Mr. Sabin agreed. Chief Mark Steele of Seminole Tribe Fire Rescue elaborated upon a dispatch-related incident. Chief DiBernardo said the matter raised by Chief Steele is operational and should be reported through the incident ticketing system being addressed at this meeting, and not the ticketing system for technology issues. Chief Sullivan elaborated upon a recent dispatch-related issue. Angela Mize advised that he open a ticket so the matter could be reviewed. Chief Sullivan indicated the matter was originally viewed as a glitch, but he would continue to monitor it.

Ms. Mize reviewed incident ticket number 288911 regarding verbal updates on "sick person" calls. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Currently, updates on these calls are not verbalized unless the updates would result in a scene safety change or a change in run card response. There has been feedback from agency representatives stating "sick person" calls are more (prevalent). That is the case because BSO is requiring call-takers to push the NFPA (National Fire Protection Association) 90/90 standard. BSO staff is now advising dispatchers to verbalize any reference to a "sick person" call when it is received. Discussion ensued. Chief DiBernardo said he would distribute a list of illnesses (shown on EMD [Emergency Medical Dispatch] cards) that relate to the sick person classification. Ms. Mize went on to review incident ticket number 292607 regarding fire alarm notifications. A copy of the incident ticket number is attached hereto and made a part hereof these minutes. She explained that the INFO channel dispatcher is now located at the North Consolidated Dispatch center, so this service is no longer automatic as it once was. The desire is to not have the Main channel dispatcher responsible for this as that could cause the dispatcher to lose focus. It was recommended at the Central Fire Rescue Operational Review Team meeting that an automatic message be sent to the fire tactical dispatcher to alert of an alarm. The fire tactical dispatcher could then make the phone call to validate the alarm and verbalize on the Main channel. There was a consensus in support of the proposed resolution. Discussion ensued.

Chief Rodolfo Jurado of Hollywood Fire Rescue remarked that his agency's (fire rescue) units are waiting for updates when called out to an unsafe scene. The agency directed field personnel to ask the dispatcher if there are additional updates, but there is concern about being an annoyance to the dispatcher. His agency was told that (Hollywood) law enforcement dispatch is so busy that it takes time for the dispatcher to come over to (fire rescue). Ms. Mize said the fire Main channel dispatchers are being advised to go directly to the law enforcement talkgroup and inquire about scene safety. Further, it is not an issue for field personnel to make inquiries to the dispatcher, and the expectation is for the dispatcher to provide timely feedback.

There being no further matters to address, the meeting adjourned at 11:43 a.m.



## Agenda

### **South FR Operational Review Team Meeting Emergency Operations Center**

**201 NW 84 Avenue, Plantation - Room 332-A**

**Date: Thursday October 9, 2014**

**Time: 11:00 AM**

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- 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. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
  - a. Sick Person Verbal Updates – 288911
  - b. Fire Alarm Notification – 292607
- VIII. New Business
- IX. Adjourn

# BMC SERVICE DESK EXPRESS

**Incident: 288911**

As of Thursday, Oct 2, 2014 09:40

**Incident**

Page 1 of 2

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

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

**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 Thursday, Mar 12, 2015 09:47

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		OCT 911	
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](mailto:angela_mize@sheriff.org)

TELEPHONE NUMBER:

INCIDENT DETAILS:

ADDITIONAL COMMENTS:

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  - 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.