



Office of Communications Technology

September 25, 2014

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Richard "Rick" Carpani	Director
Brett Bayag	E911 Communications Manager
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 Police Department Operational Review Team Meeting was held on Thursday, September 25, 2014, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Tony Sabin called the meeting to order at 9:33 a.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He noted that the city of Hollywood would not be migrating onto the consolidated system until (October) 1. He reviewed slides depicting the incident ticketing process, a copy of which is attached hereto and made a part hereof these minutes. He pointed out that any tactical issue requiring immediate attention should be reported directly to the duty officer at the consolidated dispatch center. Each municipal agency is to submit two points of contact for law enforcement and two points of contact for fire rescue to OCT (Office of Communications Technology) staff. The points of contact will be the authorized incident ticket submitters for the agency. Scott Medvin clarified that incident tickets will not enter the system unless they are sent by an authorized point of contact. He said an email template for incident ticket submission would be sent to agency representatives.

Mr. Sabin went on to review a slide depicting the Consolidated Dispatch Center Quality Improvement Process Workflow for PD (Police Department) draft. A copy of the slide is attached hereto and made a part hereof these minutes. He asked agency representatives if there were any questions. No questions were posed. He went on to present a slide depicting proposed Priority 1 criteria and turnaround time, a copy of which is attached hereto and made a part hereof these minutes. He noted that agency representatives assign priority levels to their

agency's incidents. He asked agency representatives if they agreed with the 48-hour turnaround time for Priority 1 incidents suggested by the other Operational Review Teams. No input was provided. Mr. Sabin said agency representatives could provide feedback later. He noted that incident classifications will be assigned by agency representatives. He presented a slide depicting proposed criteria and turnaround time for Priority 2 incidents, a copy of which is attached hereto and made a part hereof these minutes. He asked agency representatives if they agreed with the suggested 10 business day turnaround time. Major Forrest Jeffries of the Hollywood Police Department thought a seven to ten business day turnaround time was reasonable. Mr. Sabin went on to present a slide depicting proposed criteria and turnaround time for Priority 3 incidents, a copy of which is attached hereto and made a part hereof these minutes. No feedback was provided by agency representatives. Mr. Sabin said he could be contacted later via telephone or email for feedback to be provided.

Mr. Sabin went on to present a slide depicting disposition codes, a copy of which is attached hereto and made a part hereof these minutes. Mr. Medvin recalled suggestions made that "caller error" be included as a disposition code. The disposition information in the ticketing system will be stratified according to each municipality and consolidated dispatch center. He invited input and asked if there were any questions about the disposition codes. Mr. Medvin presented a slide depicting incident ticket number 288580, a copy of which is attached hereto and made a part hereof these minutes. He reviewed the information set forth in the incident ticket as well as the audit trail. He pointed out that any correlating text or audio recordings would be attached to the ticket in the system. No incident ticket will be closed in the system without the authorization of the client (participating agency). He asked agency representatives to contact him via email if an automatic notification (receipt) is not received upon submitting a ticket.

With regard to governance, Mr. Sabin noted the idea is to extract issues important to ORT members that must be brought forward. The tickets will be a driver in this process, but agency representatives are invited to provide feedback at any time. Going forward, there must be a validation process for any process and protocol changes. He noted that other agency representatives had requested access to their audio recordings; OCT staff is looking at a means to implement that. He asked agency representatives if they had any governance-related issues to address. No input was provided.

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

Regional Consolidated Dispatch- Operational Review Team
September 25, 2014
South Regional Center PD

Agenda:

- Welcome
- Purpose
- Post Transition Operations
 - Reporting Process
 - Operational Review Process Flow
- Review Priority and Response
 - Incident Priority
 - Issue Turn Around Time
- Action Register-Review Incidents in Process
- Disposition Codes
- Governance
- New Issues
- Adjourn

Ticketing Process

Email: regionalcommunications@broward.org
Subject: 911 ISSUE

Paste Copy
Format Painter Clipboard
B I U
Basic Text
Address Book Names
Send To... CC... Subject: 911 ISSUE
regionalcommunications@broward.org

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:



09/24/2014

Ticketing Process

Report Incident

Clipboard

Send

Calibri (Body) - 11

Format Painter

Basic Text

Follow Up -

High Importance

Low Importance

Tags

Zoom

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): 954-357-7812

(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:



09/24/2014

Ticketing Process

Reply from: selfhelp@broward.org

From: selfhelp@broward.org
To: Sabin, Antonio
CC: 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:

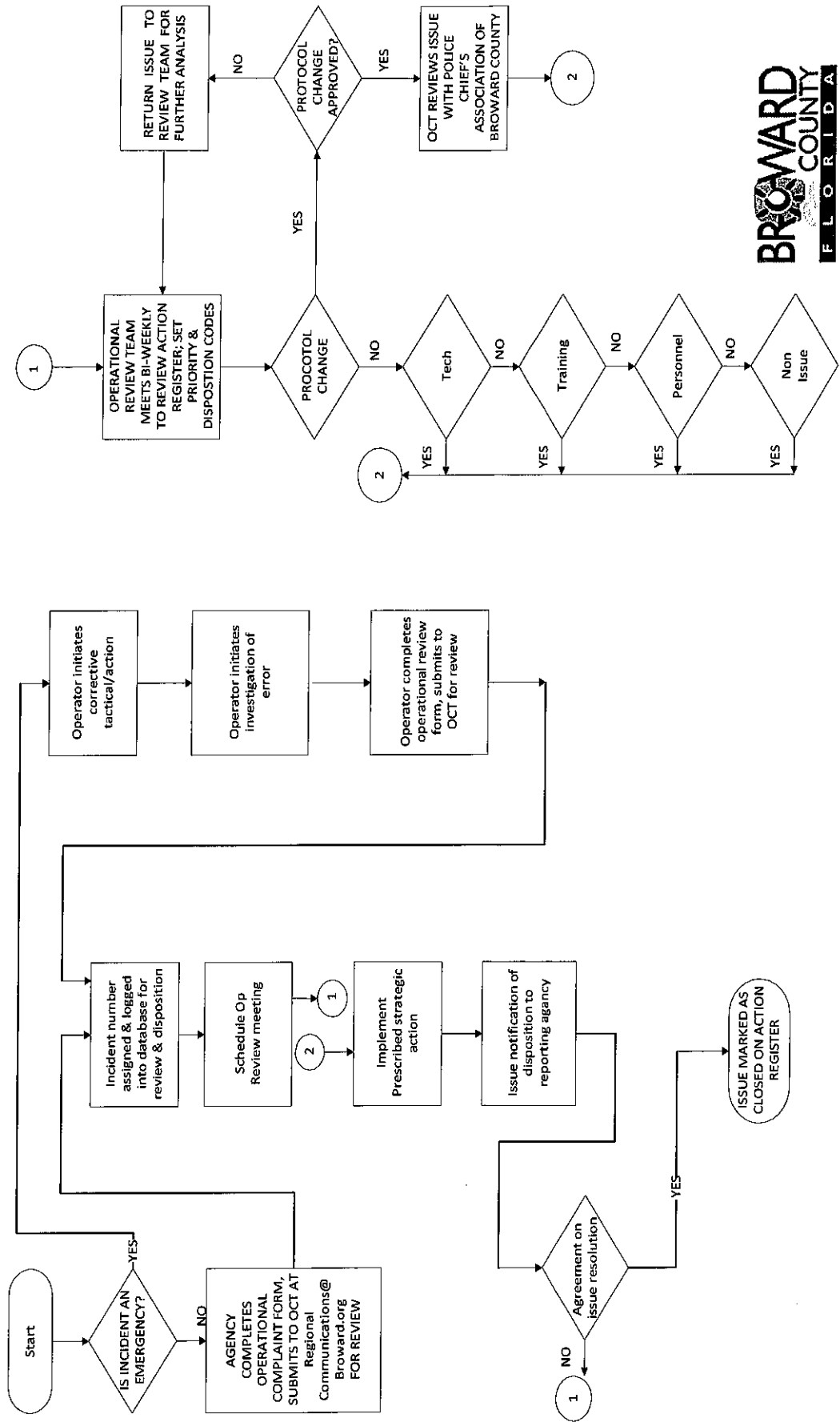
Fill out incident details, include as much information as available. Who, what and where. Details as to Unit #, time of day, Dispatcher Name etc.
09/24/2014



Process Workflow

CONSOLIDATED DISPATCH CENTER QUALITY IMPROVEMENT PROCESS WORKFLOW PD(DRAFT)

PARTICIPATING AGENCY OFFICE OF COMMUNICATIONS TECHNOLOGY OPERATOR DISPATCH CENTER-SPECIFIC OPERATIONAL REVIEW TEAM POLICE CHIEF'S ASSOCIATION OF BROWARD COUNTY



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 responder) 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. (Suggested 48 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 (Suggested 10 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(Suggested 14 business days)

Disposition Codes

- Operator Error
- Field
- Training
- Equipment
- Pending
- Governance

BMC SERVICE DESK EXPRESS

Incident: 288580

As of Monday, Sep 22, 2014 18:26

Page 1 of 2

Incident

Client Information		Assign to Information	
Name: RICK BROWN		SMEDVIN	954 357-7078 Ext:
Client ID: RBROWN		SCOTT MEDVIN	
Company ID:		OCT 911	
Phone: 561-302-4170	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/11/2014 2:16:51PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/18/2014 9:16:51AM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS - Station 13 Tones for B13

From: SMTP:{RBrown@fortlauderdale.gov}RBrown@fortlauderdale.gov

Message: B13's dispatch/alert tones have somehow been crossed over with R13's tones. To be clear, when B13 is being dispatched the tones that sound at Station 13 are the same as R13. Can this be review and rectified?
Thanks.

BC Richard Brown
Fort Lauderdale Fire-Rescue
Personal Cell: (561) 302-4170

Note:

Accounting Fields:

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

RESOLUTION: Dear Scott, CAD sends a tone to the bay. This is the response I received from Motorola when I sent them the Description - B13 and R13 are both configured to use zone (bay) 2 in MN.23. Reading the email below, it sounds like that is how they want it to work, so I'm not sure what the problem is.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/11/2014 2:16:51PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/11/2014 2:16:52PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/11/2014 2:16:53PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/11/2014 2:16:54PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/11/2014 4:31:40PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
9/11/2014 4:31:58PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/11/2014 4:34:37PM	SMEDVIN	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:06
9/19/2014 5:46:14PM	LMOLITOR	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:02:01
9/19/2014 5:46:33PM		Sent EMail To SMEDVIN	EMAIL_SENT	00:00:00

Work Orders**Attachments**