



Office of Communications Technology

October 9, 2014

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Richard "Rick" Carpani	Director (telephonic)
Antonio "Tony" Sabin	Communications Manager
Scott Whitworth	Program Manager (telephonic)
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, 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 9:30 a.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He noted that separate Operational Review Team (ORT) meetings are held for fire rescue and law enforcement. Issues raised at this ORT meeting will be brought to the ORT meetings at the North and Central Consolidated Dispatch Centers. If there is a consensus, implementation will occur. If a consensus is not reached, the matter would be brought to the Broward County Chiefs of Police Association for a decision to be made.

Mr. Sabin went on to note that each municipality was contacted by County staff requesting contact information for two agency representatives from law enforcement and two from fire rescue be submitted to County to serve as incident ticket submitters. Scott Medvin asked agency representatives to be certain their agencies' email firewall policies allow for receiving attachments including audio files. Mr. Sabin noted that Priority 1 incidents would be generated by an agency representative reporting the incident directly to a duty officer at the consolidated dispatch center. The duty officer will then submit an incident ticket. So agency representatives would only input incident tickets for Priority 2 and Priority 3 incidents. The objective for reporting a Priority 1 incident directly to the duty officer is that action be taken immediately; the report is due within 48 hours as that is the agreed upon turnaround time for Priority 1 incidents. The turnaround time for Priority 2 incidents is ten days, and 14 days for Priority 3 incidents.

Mr. Sabin went on to note that OCT (Office of Communications Technology) staff is moving forward with developing a process for agencies to access their audio files. He thought this would likely be in place by the next ORT meeting. It will be a means to streamline the investigational process as it will allow agency representatives to internally review issues. Mr. Medvin said there were no Priority 1 incidents on this meeting agenda for review. Mr. Sabin noted the Pembroke Pines Police Department had some issues to address. Captain Chris Stasio of the Pembroke Pines Police Department said Pembroke Pines officers are seeing updated information on CAD (Computer Aided Dispatch) that they did not receive (verbally) from dispatch. This is a concern. It is simply a matter of (the dispatcher) refreshing the CAD screen, so the information can be provided over the air. There have also been issues with officers not being made aware of (addresses with) officer safety flags, and misinformation being provided to officers. Angela Mize said these matters must be reviewed as they are policy violations. Captain Stasio expressed support of granting agencies access to their audio. He believed this would allow him to filter frivolous issues. Mr. Medvin asked Captain Stasio to submit the issues through the incident ticketing system.

Mr. Sabin recalled a prior conversation with Captain Stasio about radio matters. Some individuals are speaking clearly and articulately over the air, but others are not. Captain Stasio referred to an issue with garbled sound on the radio. Ms. Mize noted that dispatchers are still unfamiliar with street names and businesses; nonetheless, there should not be excessive requests for officers to repeat information. As for garbled sound, officers should contact the dispatch center to report as it could be related to a headset. Sheri White believed dispatchers' requests to repeat information would decrease once they gain more familiarity with the units and voices. Captain Joe Squarini of the Davie Police Department stated that his agency's radios recently went down for about 1.5 hours. A representative from Davie Police Department contacted Rick Carpani of OCT to obtain information as to the cause; however, the response Mr. Carpani forwarded from Motorola was not comprehensible for laypeople. Mr. Sabin said he would take that matter to Rick Carpani for review; there is a need to better communicate the cause of the outage.

Jennifer Ward of the Seminole Police Department asked for clarification as to (what radio channel should be used) by her agency when calling for assistance. She asked if it should be done on the JOPS channel. Ms. Mize indicated that, if Seminole is in need of Hollywood Fire Rescue, they are to call the fire rescue TAC telephone number directly. The Hollywood Fire Rescue dispatcher will create a call for Hollywood and the call is dispatched. Currently, the JOPS 2 channel should be patched with the Hollywood talkgroup. Ms. Ward stated that she called the (Hollywood Fire Rescue TAC telephone number) yesterday and was on the call for almost six minutes. The (Hollywood TAC) dispatcher did not know how to provide her the needed assistance. Assistant Chief John Auer of the Seminole Police Department believed there are some growing pains to be experienced. He recalled that Captain Mary Negrey of the Seminole Police Department contacted Lisa Zarazinski of BSO directly about this matter. Ms. Mize noted that BSO staff would advise dispatch to follow the correct procedure.

Major John Savaiko of the Miramar Police Department remarked on intermittent radio outages that had occurred the previous day. He stressed his agency's desire to be certain these issues are being addressed and handled. He recalled contacting the duty officer at the South Consolidated Dispatch Center yesterday. He said the call went unanswered so he hung up and called the law enforcement priority line which also went unanswered. He then called the teletype line which was answered. He explained to the individual his need to speak with the duty officer. He was placed on hold, and the individual returned to the call to tell him the duty officer was aware of his attempting to make contact, and to call back. He called the duty officer's line again,

but it was not answered. He then called a back number for the dispatch center and explained his need to speak with the duty officer. He emphasized that his experience represents a breakdown in communications. He is aware that growing pains are to be experienced; nonetheless, there must be an emphasis on attentiveness. Ms. White pointed out that, when the radio initially breaks down, troubleshooting is being executed. It takes about eight minutes to determine if the matter is an outage or a blip. While troubleshooting is occurring, multiple individuals are calling the center to obtain information about the radio issue. Dispatch center staff must be aware of the seriousness of the issue before issuing directives. Major Savaiko said he understood, and noted that he did not initiate contact until the problem had existed for about 15 minutes. He asked if an outbound notification system had been considered. Ms. Mize explained that outbound notifications are provided for fire rescue agencies because they have a CAD-driven group page, but law enforcement agencies do not. The only option that could be utilized for law enforcement would be a CAD-driven page sent to MDCs (Mobile Digital Communicators). Major Savaiko indicated that (his agency) does not utilize MDCs. Ms. Mize noted that a CAD-driven group page should be in place for law enforcement agencies as it is for fire rescue. Mr. Sabin said the matter would be brought back to OCT staff for review.

Lieutenant Albert Cooper of the Hollywood Police Department pointed out that the city of Hollywood has 134,000 case numbers on one radio channel. Hence, he believed there is need for two radio channels. The city of Fort Lauderdale has three radio channels and Pompano Beach has two radio channels. He asked if a study could be performed to determine whether another radio channel is needed for Hollywood. Mr. Sabin said the matter would be addressed. Lieutenant Cooper believed the radio issue is an officer safety concern. An agency representative raised the point of complaints from members of the community about lengthy wait times when contacting non-emergency. He recently called the non-emergency number twice and was on hold for eight minutes each time and disconnected each time. He explained to Ms. Mize that he had dialed the 7-6-5 non-emergency telephone number. Ms. Mize advised that the 7-6-5 number not be utilized, but rather the new (countywide non-emergency) telephone number. He asked when the County would begin a public education campaign about the (countywide) non-emergency telephone number. Mr. Medvin said that is in process. He pointed out that the transition has been widely discussed for months. Mr. Sabin added that the public education campaign will be extensive. Mr. Medvin confirmed for the agency representative that public education campaign literature could be provided to him as well as all individuals on the meeting sign-in sheet.

Anne Perry and Veronique McGillivray, both of the Hollywood Police Department elaborated upon some recent dispatch-related issues. Ms. Mize indicated that she could not comment on the matters because research had not been conducted. Mr. Sabin advised Ms. Perry and Ms. McGillivray to forward the information to Lieutenant Cooper so he could, either, submit incident tickets or contact BSO staff directly at the consolidated dispatch center.

Ms. 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. Currently, the dispatcher is required to alert the supervisor every 15 minutes of any call that is held first available by that supervisor. A recommendation was made to extend the 15-minute interval to 30 minutes in order to reduce air time. Mr. Sabin invited input from agency representatives. There was a consensus to maintain the 15-minute interval. Ms. Mize reviewed incident ticket number 290942 regarding prisoner transport checks. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She noted that some cities have asked dispatch to cancel time checks. However, BSO does not recommend cancellation of time checks during prisoner transport. There was a consensus to maintain the prisoner transport checks.

There being no further matters to address, the meeting adjourned at 10:31 a.m.



Agenda

**South PD Operational Review Team Meeting
Emergency Operations Center
201 NW 84 Avenue, Plantation - Room 332-A
Date: Thursday October 9, 2014
Time: 9:30 AM**

- 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. Notification of Priority 5 Calls
 - b. Prisoner Transport Checks
- VIII. New Business

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 292604

As of Wednesday, Oct 1, 2014 11:14

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Incident

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 #:

Incident Details

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 Orders

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

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Angela_Mize@sheriff.org}Angela_Mize@sheriff.org

Message: For Sunrise/Fort Lauderdale -

From: Lowe, Suzanne
Sent: Tuesday, September 23, 2014 2:16 PM
To: Mize, Angela
Cc: Rosa, Anthony
Subject: Location checks wine transporting

Hi,

It has come to my attention that units from Sunrise and Fort Lauderdale are canceling location checks when transporting prisoners and/or persons of the opposite sex and juveniles.

It is the Regional policy to check on units in transport status every 3 minutes. We document the location at each interval which serves as a safeguard for the officers legally and in a practical sense. The units seem to think it is only a time check and have instructed the dispatcher to cancel.

I would like to recommend that the officers do not have overriding authority for this policy. We should continue location checks in these circumstances only.

Suzanne Lowe

Regional Communications Site Manager

Broward Sheriff's Office

Office: 954-321-4340

Cell: 954-770-0047

Please note that Florida has a broad public records law, and that all correspondence sent 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:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 5:22:17PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 5:22:18PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 5:22:19PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 5:22:20PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/30/2014 4:33:08PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:04
9/30/2014 4:33:47PM	SMEDVIN	Opened WO 85666	WO_OPEN	00:00:14

Work Orders

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85666	O	9/30/2014 4:33:44PM		OCT - REQUESTS	SMEDVIN

Attachments