



Office of Communications Technology

October 23, 2014

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Antonio "Tony" Sabin	Communications Manager
Scott Whitworth	Program 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 23, 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. With regard to agency access to audio, he recalled that a demonstration was provided to agency representatives at the Central Consolidated Dispatch Center by Mark Jones of OCT (Office of Communications Technology). However, Mr. Jones was unable to attend this meeting. Mr. Sabin went on to state that a CMR (Change Management Request) will be submitted today to initiate the process. Training will be provided to agency representatives. Also, each agency will be responsible for assigning representatives to be granted audio access. Agencies will still obtain (formal) audio evidence from BSO (Broward Sheriff's Office). The proposed agency access to audio will not allow users to copy audio files; access will be listen-only. If audio tapes are needed, agencies are to obtain them from BSO. Agency representatives will log into the audio access system through the internet. He asked if there were any questions about agency access to audio. No inquiries were made.

Captain Chris Stasio of the Pembroke Pines Police Department pointed out that the following incident tickets reflected on this meeting's agenda had previously been reviewed and could be closed: 296057, 296060, 296063, 296066, 296674, 296675, and 296677. A copy of these incident tickets is attached hereto and made a part hereof these minutes. Mr. Sabin reviewed slides depicting graph information related to the consolidated dispatch system. A copy of the slides is attached hereto and made a part hereof these minutes. Since inception of the incident ticketing system, tickets have been classified. The objective is to drill down into issues in order

to develop corrective measures. A total of 31 tickets have been submitted for the South Consolidated Dispatch Center, both fire rescue and law enforcement, from September 9, 2014 to October 20, 2014. He stressed that, if systemic issues are causing operator error, the idea is to extract that information from the data. He asked if there were any questions about the data presented. No questions were posed.

Mr. Sabin went on to ask if there were any participating agency policy issues to be raised. Mary Negrey of the Seminole Police Department said her agency has had some issues and does not believe the matters are being resolved. When (Seminole) agency representatives want to make contact with (consolidated dispatch staff), they are continually redirected to other centers. Ms. Mize said that should not be happening. With regard to follow-up, Seminole should only be dealing with two consolidated dispatch centers – north (for the casino in Coconut Creek) and south (for the Hard Rock). She pointed out that the majority of 911 calls (for Seminole) should only be directed to, either, the north or south consolidated dispatch center; however, non-emergency calls can be sent to any of the three consolidated dispatch centers. That is why (Seminole's calls) are associated with all three consolidated dispatch centers. Nonetheless, the source of the call is irrelevant. She recalled working with a (Seminole dispatch) supervisor regarding how calls are processed. There are two very different (dispatch) processes in place (for the Coconut Creek and the Hard Rock locations) which has a muddling effect. Jennifer Ward of the Seminole Police Department said she would pull several (tickets) for review later today. Ms. Mize indicated that there are issues related to jurisdictional boundaries. Ms. Negrey agreed. With regard to jurisdictional boundaries, Ms. Mize stated that it is difficult to prevent those occurrences. Mr. Sabin said, from a process perspective, the idea was to safeguard against that. Ms. Mize offered to review the audio on the incidents. Discussion ensued between Ms. Mize, Ms. Negrey, and Ms. Ward about radio talkgroups for Seminole and the city of Hollywood.

Captain Stasio recalled discussing verbalization of "universal precautions" last year in a pre-consolidation meeting. Ms. Mize stated that BSO's long-time position has been that "universal precautions" cannot be verbalized because it suggests a diagnosis and, therefore, is a HIPAA (Health Insurance Portability and Accountability Act) concern. The expectation is that field personnel should approach all situations as a universal precaution. Captain Stasio thought BSO had brought this to their legal department for review to determine whether that language could be used to avoid the HIPAA concern. Ms. Mize said she was unaware of that. Mr. Sabin asked if the matter should be resurrected. Captain Stasio answered in the affirmative. Ms. Mize indicated that there are flags programmed in CAD (Computer Aided Dispatch). She thought a workaround could be for the dispatcher to tell units to check the flag. Captain Stasio indicated that his agency does not have MDCs (Mobile Digital Communicator). Ms. Mize said she would take the matter back to BSO's legal department for review. Mr. Sabin asked if other agencies had concern about the matter. Ms. Ward said her agency utilizes the term "universal precautions." Captain Stasio recalled it being stated in the (pre-consolidation) meeting that the term "universal precautions" did not violate HIPAA. He noted that this is a matter of concern for his agency's field personnel. Discussion ensued. Mr. Sabin thought best practices should be considered as to the procedure followed by agencies across the state.

Jennifer Anton of the Davie Police Department noted an issue regarding transferring calls where a (BSO) operator refused to put the call in and told (the caller) that a phone report should be completed. However, the Davie Police Department does not do phone reports. Ms. Mize thought the operator who conveyed that message is likely from a city that just migrated onto the consolidated system, and is not accustomed to the procedure. She said the matter would be addressed. Captain Stasio noted several occurrences over the last two weeks where some

information conveyed to officers did not coincide with the signal. Ms. Mize asked him to submit incident tickets for those matters. Ms. Mize noted that BSO's policy currently states that, in the event an operator has a matter involving two different signals, the operator is to utilize the higher one. Captain Stasio thought it seems call-takers are taking only basic information, and not posing follow-up questions in order to obtain pertinent information for officers to be dispatched appropriately.

Mr. Sabin noted that urgent matters should be called in directly to the consolidated dispatch center. Further, agency representatives should submit an incident ticket for any matter they find concerning. Captain Stasio noted that the audio files (provided by BSO staff as part of their incident ticket research) were helpful in determining validity of complaints from field personnel. Mr. Sabin said that, within a reasonable timeframe, these meetings would be scheduled on a monthly basis so that all can utilize their time wisely. There was no objection.

There being no further matters to address, the meeting adjourned at 10:04 am.



Agenda

**South PD Operational Review Team Meeting
Emergency Operations Center (EOC)
201 NW 84 Avenue, Plantation - Room 332-A
Date: Thursday, October 23, 2014
Time: 9:30 AM**

- I. Call to Order
- II. Old Business
 - a. Agency access to audio
- III. Priority 1 Incident Review
 - a. PP PD – 296057
 - b. PP PD – 296060
 - c. PP PD – 296063
 - d. PP PD – 206066
 - e. PP PD – 296674
 - f. PP PD – 296675
 - g. PP PD – 296677
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
- VIII. New Business
- IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 296057

As of Wednesday, Oct 22, 2014 16:30

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: SCOTT MEDVIN GC	115 S. Andrews Ave.	AMIZE 954-321-4496	Ext:
Client ID: 1000113881		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: OCT911	Opened: 10/15/2014 5:20:42PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 10/17/2014 5:20:42PM	Service Name:	

First Call Resolution: _____

SLA ID: _____

DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri [mailto:Sheri_White@sheriff.org]

Sent: Friday, October 10, 2014 3:13 PM

To: RegionalCommunications

Subject: 911 Operations

• DATE OF INCIDENT: 10/8/2014

• INCIDENT NUMBER: 25/75605

• PRIORITY LEVEL: High

• LOCATION: 300 N University Dr, Pembroke Pines

• REPORTED BY: Sgt. Martin

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
tmartin@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: 25W2 attempted to raise dispatch to initiate a traffic stop at 300 N University Dr. Sgt Martin was concerned that a case was not pulled not time checks performed and the dispatcher was unable to keep track of units.

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff’s Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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
10/15/2014 5:20:42PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/15/2014 5:20:43PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/15/2014 5:20:44PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/15/2014 5:20:45PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/15/2014 6:09:33PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:11
10/15/2014 6:09:34PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/15/2014 6:09:44PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image003.jpg		7127

BMC SERVICE DESK EXPRESS

Incident: 296060

As of Wednesday, Oct 22, 2014 16:34

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: Chris Stasio		AMIZE	954-321-4496 Ext:
Client ID: CSTASIO		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954-436-3200	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: OCT911	Opened: 10/15/2014 5:21:44PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 10/17/2014 5:21:44PM	Service Name:	

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri [mailto:Sheri_White@sheriff.org]

Sent: Friday, October 10, 2014 3:25 PM

To: RegionalCommunications

Subject: 911 Operations

DATE OF INCIDENT: 10/8/2014

• INCIDENT NUMBER: 25/75515

• PRIORITY LEVEL: High

• LOCATION: Century Village

• REPORTED BY: Captain Stasio

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
cstasio@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: We received it as a 76 to Yankee 207 & Yankee 209 (no agency name indicated) as a standby request in Century Village. I tried to get more 43 but there was no call back #.

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff’s Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client by SWHITE at 10/21/2014 2:22 PM

This incident was reviewed including the audio recordings and CAD header. The request was made two BSO yankee units and the call for service entered by the DLE Headquarters channel. The concern that there was not a call back number is correct as that would have been for the Headquarters dispatcher. However the headquarters dispatcher should have included which agency of the requestors. This was clarified by the Pines dispatcher via the send message command was after the first unit arrived on scene.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/15/2014 5:21:44PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/15/2014 5:21:45PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/15/2014 5:21:46PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/15/2014 5:21:47PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/15/2014 6:06:32PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:01:23
10/15/2014 6:06:33PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/15/2014 6:06:51PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
10/15/2014 6:06:53PM	SMEDVIN	Incident Client ID has been modified.	IN_CLIENT MOD	00:00:00

Incident Client ID has been modified from 1000113881 to CSTASIO by SMEDVIN on 10/15/2014 6:06:53 PM

From: MEDVIN, SCOTT

To: Stasio, Chris

Work Order

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		7127
L25141008075515.pdf		107844
L25141008075515.wav		147663

BMC SERVICE DESK EXPRESS

Incident: 296063

As of Wednesday, Oct 22, 2014 16:37

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: SCOTT MEDVIN GC	115 S. Andrews Ave.	AMIZE 954-321-4496	Ext:
Client ID: 1000113881		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: OCT911	Opened: 10/15/2014 5:23:45PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 10/17/2014 5:23:45PM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri [mailto:Sheri_White@sheriff.org]

Sent: Friday, October 10, 2014 3:32 PM

To: RegionalCommunications

Subject: 911 Operations

DATE OF INCIDENT: 10/9/2014

• INCIDENT NUMBER: none

• PRIORITY LEVEL: High

• LOCATION: None

• REPORTED BY: Sgt. Martin

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
tmartine@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: dispatch asked a unit to 10-09 3 times and she was able to copy the units transmissions but dispatch was not.

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff’s Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client by SWHITE at October 17, 2014 3:29 PM

FILE TO LARGE TO ATTACH TO TICKET, AVAILABLE UPON REQUEST

Captain Stasio

A review of the audio recordings was performed from 1600 through 1800 hours. It is to be noted there is a trainee assigned with a CTO on the channel for most of the time frame. However the review does not indicate an excessive amount of requests for the units repeat themselves. The trainee does repeat units transmissions and asks for the unit to clarify, but not just a blank "10-09".

This concern is unfounded.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/15/2014 5:23:45PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/15/2014 5:23:46PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/15/2014 5:23:47PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/15/2014 5:23:48PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/15/2014 6:01:00PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:27
10/15/2014 6:01:01PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/15/2014 6:01:16PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Order

Attachment

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		7127

BMC SERVICE DESK EXPRESS

Incident: 296066

As of Wednesday, Oct 22, 2014 16:40

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: Chris Stasio		AMIZE	954-321-4496 Ext:
Client ID: CSTASIO		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954-436-3200	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: OCT911	Opened: 10/15/2014 5:26:38PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 10/17/2014 5:26:38PM	Service Name:	

First Call Resolution: **SLA ID:**

DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri [mailto:Sheri_White@sheriff.org]

Sent: Friday, October 10, 2014 3:30 PM

To: RegionalCommunications

Subject: 911 Operations

DATE OF INCIDENT: 10/2/2014

• INCIDENT NUMBER: 25/74009

• PRIORITY LEVEL: High

• LOCATION: 8200 Johnson St, Pembroke Pines

• REPORTED BY: Captain Stasio

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
cstasio@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: DISPATCHED TO A 32 THREAT. DISPATCH DID NOT HAVE A CALL BACK # FOR AMR AMBULANCE WHO WAS THE REPORTEE AND NO FURTHER INFORMATION ON METHOD OR STATED THREAT. MADE 25 WITH FAMILY WHO LOOKED AT ME LIKE I WAS CRAZY WHEN I ASKED ABOUT THE 32 THREAT MADE AND STATED THEY REQUESTED AMR TO TRANSPORT THEIR MOTHER WITH DEMENTIA TO HOSPITAL FOR AN ALZHIEMER’S EVALUATION, ADDING SHE NEVER THREATENED SUICIDE OR EVEN TALKED ABOUT IT.

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff’s Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provide to client by SWHITE at 10/21/2014 3:14 PM

The audio recordings and CAD header were reviewed for the incoming call from AMR. The caller requested response to a patient with abnormal or suicidal behavior and is confused. The operator attempts to verify a method however the operator states she does not have this information and was called in by the daughter. The only error was that the call taker did not include the call back number for AMR.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/15/2014 5:26:38PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/15/2014 5:26:39PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/15/2014 5:26:40PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/15/2014 5:26:41PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/15/2014 5:58:21PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:37
10/15/2014 5:58:34PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
10/15/2014 5:58:36PM	SMEDVIN	Incident Client ID has been modified.	IN_CLIENT MOD	00:00:00
Incident Client ID has been modified from 1000113881 to CSTASIO by SMEDVIN on 10/15/2014 5:58:36 PM				
From: MEDVIN, SCOTT To: Stasio, Chris				
10/15/2014 6:01:40PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Attachments

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image003.jpg		7127
L25141002074009.pdf		108296
L25141002074009.wav		282993

BMC SERVICE DESK EXPRESS

Incident: 296674

As of Wednesday, Oct 22, 2014 16:55

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: SCOTT MEDVIN GC	115 S. Andrews Ave.	AMIZE 954-321-4496	Ext:
Client ID: 1000113881		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: OCT911	Opened: 10/20/2014 11:11:01AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 10/22/2014 11:11:01AM	Service Name:
First Call Resolution:	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri

Sent: Friday, October 10, 2014 3:43 PM

To: regionalcommunications@broward.org

Subject: 911 Operations

• DATE OF INCIDENT: 10/10/2014

• INCIDENT NUMBER: 25/75994

• PRIORITY LEVEL: High

• LOCATION: unknown

• REPORTED BY: Sgt. Martin

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
tmartin@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: Requested for dispatcher to give info on a previous case and was told to use county wide DLE HQ channel

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff’s Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client by AMIZE at 10/22/2014 11:49 AM

The below incident was reviewed and found no operator error. This was a S/14 case that B10 attempted to handle in regards to a complainant having info on a S/33 that occurred the day before. B10 advised the subject wanted to 1056. 25B21 requested main dispatch to pull up the call from the previous day. At this point, the dispatcher should have directed B22 to DLE HQ. However, she attempted to help by advising her that she would try to ascertain a case number for her that she could then provide to CW16 for further information. She could not locate a case due to not having an address. This was a delayed incident that the unit was enroute to for further information. This request should have been made over CW16, as one of the purposes of this channel is to provide information on previous cases.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/20/2014 11:11:01AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/20/2014 11:11:02AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/20/2014 11:17:15AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
10/20/2014 11:17:16AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/20/2014 11:11:03AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/20/2014 11:11:04AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/20/2014 11:17:26AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Workorders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		7127
PP TIX 296674.wav		793438
PP TIX 296674.wav		793438

BMC SERVICE DESK EXPRESS

Incident: 296675

As of Wednesday, Oct 22, 2014 16:55

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: SCOTT MEDVIN GC	115 S. Andrews Ave.	AMIZE 954-321-4496	Ext:
Client ID: 1000113881		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: OCT911	Opened: 10/20/2014 11:11:02AM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 10/22/2014 11:11:02AM	Service Name:	

First Call Resolution:	SLA ID:
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DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri

Sent: Friday, October 10, 2014 3:47 PM

To: regionalcommunications@broward.org

Subject: 911 Operations

• DATE OF INCIDENT: 10/10/2014

• INCIDENT NUMBER: 25/76009

• PRIORITY LEVEL: High

• LOCATION: 9500 Pines Blvd

• REPORTED BY: Sgt. Martin

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
tmartin@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: Assist at the station. 25B10 did not advise the location of the restraining order and 25B10 advised on Charlie that she was afraid to go to the location without pd

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff's Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided at 10/22/2014 12:41 PM

Captain,

Be advised the attached audio is within the same recording time frame as ticket 296674, so you may have listened to it already. I am not exactly sure what the complaint is on this incident, and I found no operator error. She received the call 1019 from B10, and dispatched area 1 units to the station. D203 asks for the 1020 on the service packet, and dispatch advises her it came via B10. D203 again requests the address. B10 still doesn't provide an exact location, advising "on the east side on 101" and then D201 advises in Southbridge. This goes back and forth for over 2 minutes. I understand D203's logic in desiring efficiency of response, however it seems that was negated by the inefficiency of the unnecessary main channel radio traffic that transpired. It is not at the discretion of the dispatcher to tell B10 to send the female to the place of the occurrence. She received the call at the station, the female wanted to meet there, and so she sent units. Even after learning the secondary location address and sending area 2 units, it would not be her decision to redirect the units directly to the location. If you could provide some clarification as to the nature of the complaint, I will address it further. I don't believe it was D203's intention to give the dispatcher a hard time, but it seems like a lot of this could have been avoided if she would have communicated directly with B10 over bravo channel, and then provided direction to the dispatcher. Please let me know.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/20/2014 11:11:02AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/20/2014 11:11:03AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/20/2014 11:15:40AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
10/20/2014 11:15:41AM	SMEDVIN	Urgency has been changed	URGENCY_CHANGE	00:00:00
10/20/2014 11:11:04AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROUP	00:00:00
10/20/2014 11:11:05AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/20/2014 11:15:54AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

FILE NAME

URL LINK

FILE SIZE(BYTES)

image003.jpg

7127

BMC SERVICE DESK EXPRESS

Incident: 296677

As of Wednesday, Oct 22, 2014 16:58

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: SCOTT MEDVIN GC	115 S. Andrews Ave.	AMIZE	954-321-4496 Ext:
Client ID: 1000113881		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: OCT911	Opened: 10/20/2014 11:12:02AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 10/22/2014 11:12:02AM	Service Name:
First Call Resolution:	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: White, Sheri

Sent: Friday, October 10, 2014 3:38 PM

To: regionalcommunications@broward.org

Subject: 911 Operations

DATE OF INCIDENT: 10/10/2014

• INCIDENT NUMBER: 25/75989

• PRIORITY LEVEL: High

• LOCATION: None

• REPORTED BY: Sgt. Martin

• NAME:

• MUNICIPALITY: Pembroke Pines

• AGENCY: Pembroke Pines Police Department

• EMAIL ADDRESS:
tmartine@ppines.com

• TELEPHONE NUMBER: none

• INCIDENT DETAILS: B27 asked for a back up at 84/Pines and 31 was placed en-route. C31 got on and said that he was at 84/Pines. B27 gets back on and advise he needed a back up at 84/Pines and the dispatcher did not answer.

C31 raises again and says that B27 was asking for a back up . Again there was no answer. Another unit then advises en-route.

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff’s Office
Office: 954-320-0608 | Email:
Sheri_White@sheriff.org

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
10/20/2014 11:12:02AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/20/2014 11:12:03AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/20/2014 11:12:04AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/20/2014 11:12:05AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/20/2014 11:14:51AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:06
10/20/2014 11:14:52AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/20/2014 11:15:03AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

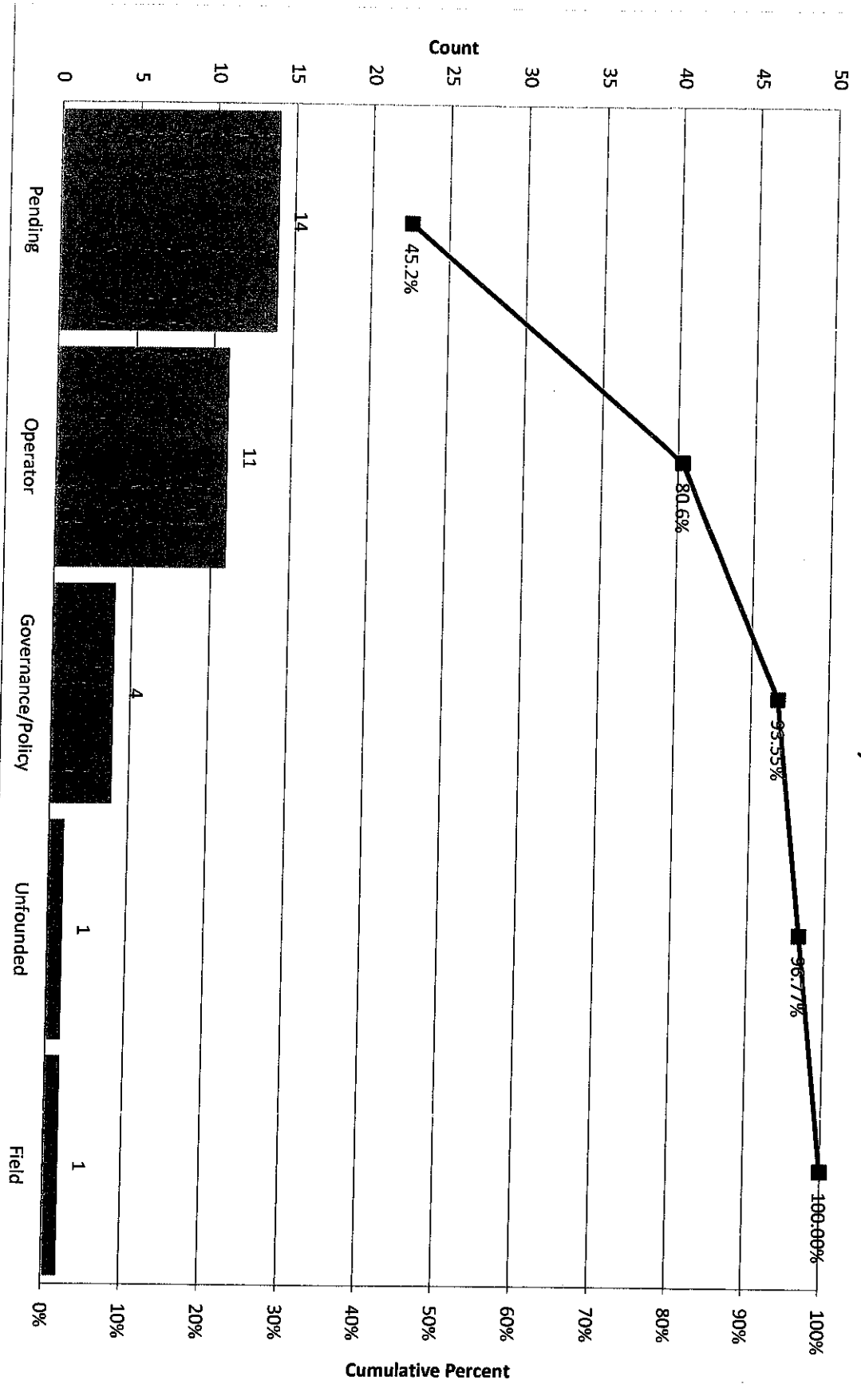
Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		7127

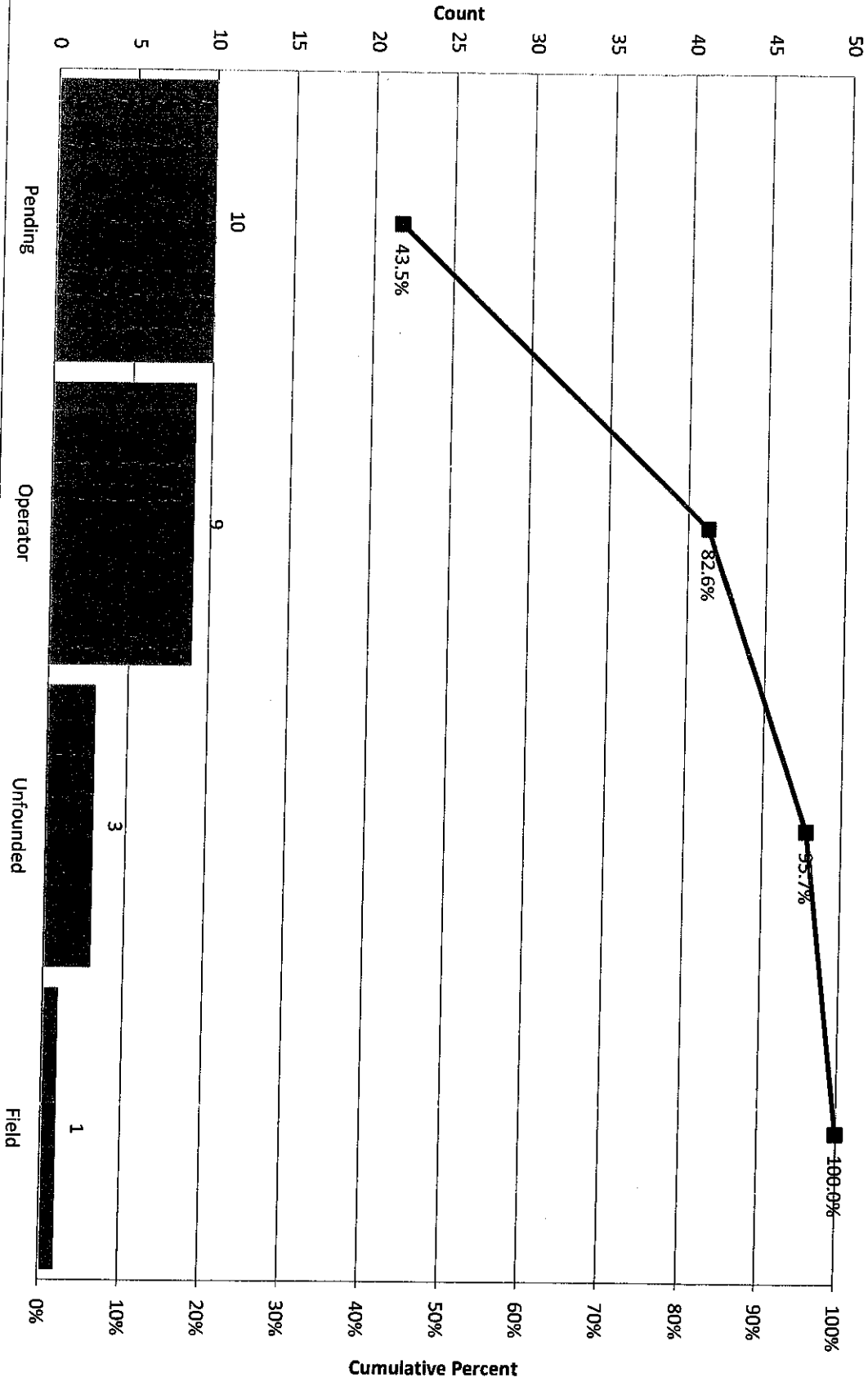
N = 31
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch Center South Issues Analysis October 20, 2014



N = 23
Issues September 9, 2014 through
October 20, 2014

Consolidated Dispatch Center South PD Issues Analysis October 20, 2014



N = 8
Issues September 9, 2014 through
October 20, 2014

Consolidated Dispatch Center South FR Issues Analysis October 20, 2014

