



Office of Regional Communications and Technology

November 6, 2014

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Jose M. De Zayas	Regional Radio Systems Manager
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
Virginia Bridwell	Asst. Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Thursday, November 6, 2014, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 9:44 a.m.

Mr. Whitworth announced that staff is working toward getting agency access to audio up and running. He noted that his new position in ORCAT (Office of Regional Communications and Technology) will be Regional E911 Communications Manager for the South Consolidated Dispatch Center (South Center). As such, he will be processing incident tickets submitted by agencies dispatched from the South Center.

Mr. Whitworth went on to review Priority 1 incident ticket number 297886, a copy of which is attached hereto and made a part hereof these minutes. Jennifer Ward of the Seminole Police Department said she had received a disposition of "unfounded" on this matter. Angela Mize noted that the incident was reviewed by BSO (Broward Sheriff's Office) staff. She elaborated upon incident details which involved jurisdictional boundaries and indicated that no operator error was found. She noted that Next Generation CAD (Computer Aided Dispatch) will be more effective in such matters. But, for such locations, the current reliance is on the caller providing the (correct) city, and the operator guessing as to the jurisdiction. Ms. Ward said the issue was not just that multiple agencies were called, but that the information provided by the caller was not the same information conveyed by the BSO call taker to the Seminole dispatcher. It is understood that this corner involves multiple jurisdictions - Hollywood, Davie, and Seminole. However, the caller said he was west of State Road 7 which is Seminole's jurisdiction. Ms. Mize noted that the information provided to Seminole was conveyed from field personnel on scene. Mr. Whitworth said he would endeavor to obtain more information on the incident. Ms. Mize

indicated that she would forward all of the investigational information including audio files to Mr. Whitworth.

With regard to incident ticket number 299933, Sergeant John Switter of the Hollywood Police Department asked what disposition was assigned to this matter. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Virginia Bridwell explained that this incident was the result of operator error. In response to Mr. Whitworth, Sergeant Switter said the ticket could be closed. As for incident ticket numbers 299403 and 299390, Ms. Mize indicated that she had not received the ticketing information to conduct these reviews. A copy of the incident tickets is attached hereto and made a part hereof these minutes. Lory Farmer said there had been some issues with the ticketing system malfunctioning, and that the information would be re-sent to Ms. Mize for review. Discussion ensued about issues related to the incident ticketing system. Ms. Farmer said she would contact the County's ETS (Enterprise Technology Services) representative about the matters. Mr. Whitworth noted that incident tickets 299403 and 299390 would remain in open status pending BSO's review. Tony Sabin emphasized that Priority 1 incidents should be reported directly to the consolidated dispatch center.

Ms. Mize expressed concern about a sergeant (from the Pembroke Pines Police Department) advising the dispatcher to rotate units for assignment as CAD does not function in that capacity. Captain Chris Stasio of the Pembroke Pines Police Department said this matter has been in discussion for one year. Mr. Whitworth asked Ms. Mize if the issue could be that Pembroke Pines dispatchers continued a process that was in place pre-consolidation. Ms. Mize thought that could be the case. Ms. Bridwell agreed. Captain Stasio said the issue is that Pembroke Pines has areas rather than zones. He understood that the process may not be optimum as it puts a strain on the dispatcher; but it has been done for years. Further, he thought it was included in the participation agreement. Mr. Sabin indicated that the matter would have to be reviewed. He asked how Pembroke Pines differs from other cities' zones. Ms. Mize explained that other cities have a zone unit, and CAD is programmed to recognize the zone unit. There is also an escalation order programmed in CAD. But Pembroke Pines does not operate like that. Rather, a pool of units handles everything. The dispatcher is tasked with manually documenting who from the pool was sent, and then placing that unit at the bottom of the list. A technological solution is needed to remove the manual duty from the dispatcher. Discussion ensued. Mr. Sabin thought the matter should be examined from a process perspective. Captain Stasio reiterated that this topic had been discussed on a number of occasions previously. Mr. Whitworth suggested tabling the topic for now and arranging a meeting with Captain Stasio to further address it. He elaborated upon a temporary workaround. Captain Stasio thought the workaround was only feasible for shifts with lower call volume. Mr. Whitworth noted that he was involved in all of the (pre-consolidation) meetings and did not recall (the manual rotation) process being included in an agreement.

Captain Stasio noted another issue with time checks. He elaborated upon several incidents where prompt time checks had not occurred. Ms. Mize believed that only the cities of Hollywood and Pembroke Pines have a process where a timer is automatically set when a unit goes "arrival". This is cumbersome because time checks are not needed for the majority of arrivals. Captain Stasio noted that a number of complaints about this issue have been made by field personnel. Discussion ensued. Ms. Mize stated that policy currently calls for automatic time checks on traffic stops and prisoner transports; manual timers are used for everything else. Mr. Whitworth indicated that it is a cultural change that field personnel must be made aware of. Captain Stasio agreed.

Jennifer Ward of the Seminole Police Department (Seminole) said the issue of callers not being transferred had resurfaced. Ms. Mize noted the direction (to dispatch staff) is that all calls are transferred to Seminole; whether a call is generated depends upon if it is at the Coconut Creek or Hollywood location, and whether it is police or fire rescue. The direction was recently reiterated to operators and emphasis was made on being certain of the correct city. Ms. Ward noted that BSO operators are calling Seminole and providing the call, but not the caller. Ms. Mize asked her to provide dates and times of the occurrences for the purpose of investigation. Ms. Ward was agreeable. Captain Stasio raised an issue with a duty officer frequently coming over the air to request case numbers which he thought took up a significant amount of air time. He asked if it would be appropriate to direct the duty officer to instead call in the requests. Ms. Mize confirmed that the designated priority line could be utilized. She agreed to send Captain Stasio information about the priority line. Discussion ensued. Captain Stasio expressed desire to obtain a CAD license (to allow information booth personnel to generate case numbers). Mr. Whitworth said he made note of it.

Ms. Mize reviewed the information set forth in incident ticket number 297585, a copy of which is attached hereto and made a part hereof these minutes. She went on to reference incident ticket number 297583, a copy of which is attached hereto and made a part hereof these minutes. She noted that the Fort Lauderdale Police Department wanted the 15-minute timeframe expanded, but there was no consensus among Operational Review Team (ORT) members. Nonetheless, this can be customized at the city level in CAD. An agency representative asked if this could also be customized according to the type of call. Ms. Mize was uncertain, but said she would address the matter with Lynn Molitor of ORCAT. Mr. Sabin clarified that, currently, all cities are on a 15-minute timer. Ms. Mize explained to an agency representative that Fort Lauderdale's position is that the 15-minute timer takes up too much air time because of the city's high call volume. She noted that this policy was written long before MDCs (Mobile Digital Computers) came into being; some cities believe it is no longer needed because they do not hold numerous calls. Captain Stasio pointed out that some field personnel in his city do not have (MDCs). He asked if dispatchers log road patrol officers into CAD. Ms. Mize noted that dispatchers do not log-in road patrol officers. In further response to Captain Stasio, Ms. Bridwell believed traffic units are being logged-on by dispatch. Mr. Whitworth recalled (pre-consolidation) discussions wherein it was stated that it would not be the dispatcher's responsibility to log-in officers. It is the discretion of each city as to whether MDCs are purchased and utilized, and each city establishes its own policy for utilizing MDCs. Discussion ensued. Mr. Whitworth stressed the importance of units being logged in. There was a consensus to utilize the 15-minute timer. Ms. Mize indicated that agencies can choose to customize the option; otherwise it will remain at 15 minutes.

Mr. Whitworth referenced incident ticket number 299355, a copy of which is attached hereto and made a part hereof these minutes. Discussion ensued between Sergeant Switter, Ms. Mize, and Ms. Bridwell about field personnel's verbalization of cross-streets to dispatch. Ms. Mize noted that Hollywood Police Department's method of verbalizing cross-streets makes sense, but differs from the method used by other cities. This is simply a training issue. Mr. Whitworth reviewed the information set forth in incident ticket number 299918, a copy of which is attached hereto and made a part hereof these minutes. Ms. Mize elaborated upon how a dispatch is conveyed. She believed the suggestion set forth in incident ticket 299918 would be more time consuming than the present method of dispatch. She thought this is just a matter of a difference in dispatch protocol (between pre- and post-consolidation). Discussion ensued. Mr. Whitworth suggested tabling the matter for now and discussing it afterward in detail with the incident ticket submitter, Lieutenant Albert Cooper of the Hollywood Police Department. He went on to reference incident ticket number 299919, a copy of which is attached hereto and made a part

hereof these minutes. Mr. Whitworth noted the radio division of ORCAT had provided him a report about this matter which is being reviewed. Further, he recalled personally observing (the Hollywood Police Department's) console dispatcher. There are a couple options that will be discussed with the Hollywood Police Department. This issue will be worked through. Discussion ensued. Ms. Bridwell asked if there is a proposed timeframe for implementing a solution. Mr. Whitworth elaborated upon related issues that must be taken into consideration, and said the matter would be taken care of as soon as possible.

There being no further matters to address, the meeting adjourned at 10:59 a.m.



Agenda

**South PD Operational Review Team Meeting
Emergency Operations Center
201 NW 84 Avenue, Plantation – Room 332-A
Date: Thursday, November 6, 2014
Time: 9:30 AM**

- I. Call to Order
- II. Old Business
 - a. Agency access to audio
- III. Priority 1 Incident Review
 - a. SEM PD – 297886
 - b. HW PD – 299933
 - c. HW PD – 299403
 - d. HW PD – 299390
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
 - a. 297585 – EIDS Tool and DLE Response
 - b. 297583 – 15 minute timer for Pending DLE Calls
- VIII. New Business
 - a. HW PD – Perimeter Points – 299355

- b. HW PD – Dispatch Format/Efficiency – 299918
- c. HW PD – Second radio channel - 299919

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 297886

As of 8 Apr 2015 4:21:56 PM

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Incident

Client Information		Assign to Information	
Last Name: WARD	First Name: JENNIFER	AMIZE	954-321-4496 Ext:
Client ID: JWARD		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 24 Oct 2014 5:04:53 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 26 Oct 2014 5:04:53 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{JenniferWard@semtribe.com}JenniferWard@semtribe.com

Message:

DATE OF INCIDENT: 10/24/2014

INCIDENT NUMBER: SPD# 2014-04056

PRIORITY LEVEL: High

LOCATION: Stirling Road and SR 7

REPORTED BY: Seminole

NAME: Mary Negrey

MUNICIPALITY: Seminole

AGENCY: SPD

EMAIL ADDRESS: marynegrey@semtribe.com

TELEPHONE NUMBER: 954-967-8956

INCIDENT DETAILS: BSO called to advise that Hollywood Fire and Police wanted them to advise us that they were on the scene of a S-33 at the Hard Rock. The call location was South of Stirling Rd on 441 which is our jurisdiction. It appears that the call should have been transferred to SPD and not dispatched to HW. SPD wasn't notified until after HWPDP and Rescue were already on the scene. Additionally, Davie was on the scene before SPD units were advised to respond as well. (Were both HW and Davie dispatched before SPD?)

ADDITIONAL COMMENTS: SPD Dispatch CAD Event Report and Recorded call are included for your information during the review. Our Dispatcher did ask if HWPDP needed us to respond - and the answer is yes, both SPD and STFR would respond, this was discussed with him after our initial review.

RESOLUTION: Resolution provided by A. Mize/Robert Brownstein on October 30, 2014 at 11:19 a.m.

The review does not indicate any operator error as the location was valid for Hollywood and generated based upon that information.

Please let me know if you have any concerns.

The caller at the onset advised he was at the intersection of Stirling Road and 441. This intersection has areas that Hollywood handles and areas that Seminole handles. The caller also provided the operator more specific details on the location that she did not include in the comments (Caller states – "On Stirling Road between 441 and the Turnpike on the east side – advised he was in Hollywood") The operator entered the event for Hollywood PD and Fire Rescue. The communication thereafter took place as followed:

4:40 unit advised part of the location is also Seminole, request to advise them as well.

4:41 first arriving advises 6000 block.

4:42 first arriving unit states one female down, standby for further.

4:43 unit advised its a 41

4:44 unit advises 200 yards west of 441 south side of Stirling Road

4:44 Unit advises confirmed Seminole's jurisdiction, dispatcher advised 1004 will advise SMPD

4:45 Dispatcher advises SMPD 1039, Sergeant advises it may be Davie's as well. Dispatcher states Seminole advises its theirs.

4:46 Dispatcher asks unit to advise if its Davie's area per the request of the Sergeant . Unit on-scene states Davie is on-scene. Doesn't think its theirs.

4:47 AOA call is entered for Davie PD over the air.

Since the intersection has more than one agency that handles, the call taker entered the call for Hollywood to respond. The units responding werent sure if the location was in Hollywood, Seminole or Davie (even after onscene for a while). Seminole was notified 1-2 minutes after the first arriving Hollywood unit was there to confirm the location.

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
24 Oct 2014 5:04:53 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
24 Oct 2014 5:04:54 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
24 Oct 2014 5:04:55 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
24 Oct 2014 5:04:56 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
27 Oct 2014 8:43:56 AM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:01:28
27 Oct 2014 8:43:57 AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
27 Oct 2014 8:44:08 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
23 Jan 2015 4:51:13 PM	DWHITWORTH	Notes	NOTES	00:02:03
23 Jan 2015 4:51:25 PM	DWHITWORTH	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:11
23 Jan 2015 4:51:26 PM	DWHITWORTH	Close Call # 297886	HD_CLOSE	00:00:00

Work Orders

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
2014-04056 Armed Robbery.pdf		184798
2014-04056 Armed Robbery.pdf		184798
33 142106 - CALL TAKER AUDIO.wav		544358
FHW141024022334.pdf		108901
L21141024062591 - DLE RADIO CALL 21A15.pdf		105095
L33141024142106 - DISPATCH AUDIO part 2.wav		93778
L33141024142106 - DISPATCH AUDIO part 3.wav		92933
L33141024142106 - DISPATCH AUDIO.wav		457843
L33141024142106.pdf		131351

BMC SERVICE DESK EXPRESS

Incident: 299933

As of 8 Apr 2015 4:22:23 PM

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Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496	Ext:
Client ID: ACOOPER		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone: 954-448-3035	Ext:			

Incident Information

Category: OCT911 - OPERATOR	OCT911 - Operator			
Impact ID: OCT911	Opened: 4 Nov 2014 12:07:19 PM	Problem:		
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:		
Status: CLOSED	Due Date: 6 Nov 2014 12:07:19 PM	Service Name:		
First Call Resolution: <input type="checkbox"/>	SLA ID:			

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14

INCIDENT NUMBER: 331411-146537

PRIORITY LEVEL: 1

LOCATION: 1725 N 16 Ave

REPORTED BY: Sergeant Hanson

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood Police Department

EMAIL ADDRESS: ajcooper@hollywoodfl.org

TELEPHONE NUMBER: (954)967-4504

INCIDENT DETAILS:

The Officer Responded to the above listed location in reference to 67SP (sick person). The dispatcher stated to standby reference a premise warning but then told Officer Regentz to disregard as there was no premise warning. He proceeded to the scene and made contact with a caregiver who stated the 77 year patient she was caring for was ill and vomiting. The Officer later made contact with Fire Rescue who was staging in the area but would not respond to the scene until police arrived. Officer Regentz was told that Fire Rescue Dispatch had told the firemen that there was a person on scene who was bi-polar and threatening to kill everyone. This vital information was never given to Officer Regentz. Not relaying the information created an Officer Safety situation in which an Officer could have been walking into a dangerous and violent scene without being advised of it.

RESOLUTION: Resolution provided by A. Mize on November 10, 2014 at 11:34 a.m.

The DLE case clearly outlined that units were needed due to a premise flag. The dispatcher did verbalize that the call was regarding an officer safety flag, but then told units that the flag was not officer safety.

In viewing the CAD flag, the safety flag is present, however, the flag is specific to a female resident who is named with a specific apartment number in the building. The hit as not associated with the location that units were enroute as the patient in the medical call was an elderly male, and that may have been why the dispatcher decided that the flag was not related to the call they were enroute to assist.

Regardless, the flag contents should have been verbalized. This matter will be documented a training opportunity to reinforce that all flags must be verbalized if a hit is received regardless of whether the contents are specifically associated with the location of occurrence.

Sheri – Please have this reviewed with the dispatcher and documented for training.

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
4 Nov 2014 12:07:19 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
4 Nov 2014 12:07:20 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
4 Nov 2014 12:07:21 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
4 Nov 2014 12:07:22 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
4 Nov 2014 12:11:05 PM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:23
4 Nov 2014 12:11:06 PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
4 Nov 2014 12:11:22 PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
13 Nov 2014 2:03:05 PM	LFARMER	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHANG E	00:01:44
13 Nov 2014 2:03:29 PM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:16
13 Nov 2014 2:03:30 PM	LFARMER	Close Call # 299933	HD_CLOSE	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FHW141103023156.pdf		110773
L33141103146537.pdf		83646
L33141103146537.wav		472078

BMC SERVICE DESK EXPRESS

Incident: 299403

As of 8 Apr 2015 4:22:46 PM

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Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496	Ext:
Client ID: ACOOPER		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone: 954-448-3095	Ext:			

Incident Information		
Category: OCT911 - OPERATOR	OCT911 - Operator	
Impact ID: OCT911	Opened: 1 Nov 2014 4:51:32 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 3 Nov 2014 4:51:32 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: South Regional Consolidated Dispatch Ticketing Information

DATE OF INCIDENT: 10/21/14
INCIDENT NUMBER: 331410-140912/ 140917
PRIORITY LEVEL: 1
LOCATION: 323 Elm Street
REPORTED BY: Officer T. Morris #
MUNICIPALITY: City of Hollywood
AGENCY: Hollywood Police Department
EMAIL ADDRESS: ajcooper@hollywoodfl.org
TELEPHONE NUMBER: (954)967-4504

INCIDENT DETAILS:

A call initially classified as a signal 14 (33/140912) was entered at 1405 hours for the location of 323 Elm Street. This call held for approximately 5 minutes before a unit was dispatched. A supervisor was also not initially advised of the call holding. In the text of this call classified as a signal 14, it contained the following text: (14:08:24) "2 MALES DISCHARGED ABOUT 15-20 ROUNDS....POSSIBLY SHOOTING AT "RACOONS"...CALLER WILL POINT OUT TO OFFICERS WHERE THEY ARE. (14:09:01) NO LONGER OCCURRING VIA CALLER. At (14:13:42), 33C02 was dispatched. At the initial dispatch, this call was void of all the necessary specific information needed when receiving a call of this nature containing the above stated text.

At 14:19 hours a second call (33/140917) was initiated in which it was classified as a 33JO. It was determined this call was related to 33/140912. Below is the initial display of the Officer's CAD screen.

[cid:image003.png@01CFF5CC.EA377430]

The call initially classified as a signal 14 (33/140912) is currently reflected as a 33JO.

With the text noted in the call, this incident was improperly classified and should have been dispatched with a high priority. The call taker did not obtain the pertinent information for this active shooter call. In addition, the supervisor was not initially notified. This incident is of an Officer Safety concern as well as a concern for the Public's safety.

ADDITIONAL COMMENTS:

Lieutenant Albert Cooper
Hollywood Police Department
West District Patrol Division
Office: 954-967-4500/ 954-967-4504
Email: ajcooper@hollywoodfl.org

RESOLUTION: Resolution provided by A. Mize on November 10, 2014 at 10:38 a.m.

The operator improperly classified this event. While the caller advised that the incident was no longer occurring, the proper classification would be a 33JO as there was a 2 minute time delay indicated. It seems that the operator was downgrading the event due to the fact that the subjects were shooting at raccoons and that they were no longer on scene. Regardless, SOP directs to classify events to the higher priority level, which would have been a shooting just occurred in this case.

This matter will be documented as progressively with the operator involved.

Sheri – please have this documented and addressed accordingly.

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1 Nov 2014 4:51:32 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
1 Nov 2014 4:51:33 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1 Nov 2014 4:51:34 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1 Nov 2014 4:51:35 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
3 Nov 2014 8:55:36 AM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:03:16
3 Nov 2014 8:55:37 AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
3 Nov 2014 8:55:54 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
13 Nov 2014 1:47:24 PM	LFARMER	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHAN GE	00:01:48
13 Nov 2014 1:47:29 PM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:03
13 Nov 2014 1:47:30 PM	LFARMER	Close Call # 299403	HD_CLOSE	00:00:00

Work Orders

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
image003.png		30119
L33141021140912 - CALL TAKER AUDIO.wav		306523
L33141021140912.pdf		135633
L33141021140912.xlsx		14541
L33141021140917 - 2ND CALL SAME CALLER.wav		580433
L33141021140917.pdf		81961

BMC SERVICE DESK EXPRESS

Incident: 299390

As of 8 Apr 2015 4:23:13 PM

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Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496	Ext:
Client ID: ACOOPER		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone: 954-448-3035	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 31 Oct 2014 5:36:06 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 2 Nov 2014 5:36:06 PM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 10/25/14
INCIDENT NUMBER: 331410-142885
PRIORITY LEVEL: 1
LOCATION: 4300 Sheridan Street #112
REPORTED BY: Lieutenant A. Cooper #2645
MUNICIPALITY: City of Hollywood
AGENCY: Hollywood Police Department
EMAIL ADDRESS: ajcooper@hollywoodfl.org<mailto:ajcooper@hollywoodfl.org>
TELEPHONE NUMBER: 954.967.4500

INCIDENT DETAILS:

On 10/25/14 at approximately 2157 hours, Officers were dispatched to a s-38IP at 4300 Sheridan Street (33/142885). While on scene, an Officer activated his 10-24 button in which commotion could be heard in the background. The dispatcher tone alerted the Officer by name but had no idea of the location in which the Officer was dispatched to. Surrounding Officers were able to provide the Officers location and respond to assist. The Dispatcher failed to maintain awareness of the Officers status and location causing an Officer Safety concern.

Lieutenant Albert Cooper
Hollywood Police Department

RESOLUTION: PTT issue in CAD. Info rcv'd by Hwd PD and sent to CAD for entry. 12/31/2014 PTT's working. Close per SW

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
31 Oct 2014 5:36:06 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
31 Oct 2014 5:36:07 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
31 Oct 2014 5:36:08 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
31 Oct 2014 5:36:09 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
3 Nov 2014 8:45:16 AM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:19
3 Nov 2014 8:45:17 AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
3 Nov 2014 8:45:28 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
13 Nov 2014 3:08:23 PM	LFARMER	Ticket # 299390 Incident 299390	EMAILOUT	00:00:35

To: AJCOOPER@HOLLYWOODFL.org

Subject: 911 OPERATIONS

From: SMTP:(AJCOOPER@hollywoodfl.org)AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 10/25/14
 INCIDENT NUMBER: 331410-142885
 PRIORITY LEVEL: 1
 LOCATION: 4300 Sheridan Street #112
 REPORTED BY: Lieutenant A. Cooper #2645
 MUNICIPALITY: City of Hollywood
 AGENCY: Hollywood Police Department
 EMAIL ADDRESS: ajcooper@hollywoodfl.org<mailto:ajcooper@hollywoodfl.org>
 TELEPHONE NUMBER: 954.967.4500

INCIDENT DETAILS:

On 10/25/14 at approximately 2157 hours, Officers were dispatched to a s-38IP at 4300 Sheridan Street (33/142885). While on scene, an Officer activated his 10-24 button in which commotion could be heard in the background. The dispatcher tone alerted the Officer by name but had no idea of the location in which the Officer was dispatched to. Surrounding Officers were able to provide the Officers location and respond to assist. The Dispatcher failed to maintain awareness of the Officers status and location causing an Officer Safety concern.

Lieutenant Albert Cooper
 Hollywood Police Department

OPEN
 Incident #: 299390

Open Date: 10/31/2014 5:36:06 PM
 Client Name: ALBERT COOPER
 Client Phone: 954-448-3035
 Client Department:
 Group Assigned: BSO 911
 Description: AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 10/25/14
 INCIDENT NUMBER: 331410-142885
 PRIORITY LEVEL: 1
 LOCATION: 4300 Sheridan Street #112
 REPORTED BY: Lieutenant A. Cooper #2645
 MUNICIPALITY: City of Hollywood
 AGENCY: Hollywood Police Department
 EMAIL ADDRESS: ajcooper@hollywoodfl.org<mailto:ajcooper@hollywoodfl.org>
 TELEPHONE NUMBER: 954.967.4500
 INCIDENT DETAILS:

On 10/25/14 at approximately 2157 hours, Officers were dispatched to a s-38IP at 4300 Sheridan Street (33/142885). While on scene, an Officer activated his 10-24 button in which commotion could be heard in the background. The dispatcher tone alerted the Officer by name but had no idea of the location in which the Officer was dispatched to. Surrounding Officers were able to provide the Officers location and respond to assist. The Dispatcher failed to maintain awareness of the Officers status and location causing an Officer Safety concern.

Lieutenant Albert Cooper
 Hollywood Police Department

31 Dec 2014 4:11:36 PM	DWHITWORTH	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:05:35
31 Dec 2014 4:11:37 PM	DWHITWORTH	Close Call # 299390	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
RE OCT 911 Operations New Incident Notification ref#24-299390.msg		79872

BMC SERVICE DESK EXPRESS

Incident: 297585

As of 31 Oct 2014 9:33:56 AM

Incident

Page 1 of 4

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: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: OCT911	Opened: 23 Oct 2014 4:30:14 PM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: OPEN	Due Date: 6 Nov 2014 4:30:14 PM	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: POLICY REVIEW - COUNTY-WIDE

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

*** EIDS TOOL AND DLE RESPONSE**

* County-wide response to have an infectious disease tool. The EMD ProQA uses the EID tool (which is a diagnostic tool for infectious disease). The tool, when used, stamps the information into the CAD entry and the FR dispatcher is aware of the use of the tool. They will verbalize that the tool has been used.

* DLE calls, however, are not currently initiated in these cases as the incident does not necessary warrant a DLE response.

* Solution - it is recommended that the calls remain a FR dispatch only event (barring the introduction of something that would immediately warrant DLE). The FR dispatcher will verbalize the use of

the EID tool, which will alert FR field that the tool was used and there may be a need for universal precaution. IF they (FR field) determine they want a DLE response, they will then make that request. A DLE case will be initiated at that time.

ADDITIONAL COMMENTS:

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.

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
23 Oct 2014 4:30:14 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Oct 2014 4:30:15 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Oct 2014 4:30:16 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Oct 2014 4:30:17 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
24 Oct 2014 11:28:24 AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:05

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032

BMC SERVICE DESK EXPRESS

Incident: 297583

As of 31 Oct 2014 9:32:06 AM

Incident

Page 1 of 4

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: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: OCT911	Opened: 23 Oct 2014 4:28:58 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 25 Oct 2014 4:28:58 PM	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: PROTOCOL RECOMMENDATION - COUNTY-WIDE

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

This is a follow up to a previous policy review that did not gain universal support.

* 15 MINUTE TIMER FOR PENDING DLE CALLS - NO CONCENSUS

* This was an issue with some DLE wanting the 15 minute timer expended - and others didn't

* In researching this issue with Lynn, it was found that while the City can customize the timer to go off (or not) whenever they'd like, the dispatcher will have NO WAY OF RECOGNIZING the correct

reset time, which is a critical factor.

* Solution - My recommendation is to allow every City to customize their initial timer. However, once that timer is set, the dispatcher will reset for the 15 minute standard across the board. Therefore, FL can have the timer first set off at 30 minutes. Once the 30 minutes passes, it goes to 15. This may appease many of them as they will not be reminded of the call until a time period that they prefer initially.

ADDITIONAL COMMENTS:

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.

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
23 Oct 2014 4:28:58 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Oct 2014 4:28:59 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Oct 2014 4:29:00 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Oct 2014 4:29:01 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
24 Oct 2014 11:26:52 AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:20
24 Oct 2014 11:27:04 AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032

BMC SERVICE DESK EXPRESS

Incident: 299355

As of 8 Apr 2015 4:24:10 PM

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: WHITE	First Name: SHERI	DWHITWORTH	954-336-2915	Ext:
Client ID: SHWHITE		DAVID	WHITWORTH	
Company ID: BROWARD COUNTY		OCT 911		
Phone:	Ext:			

Incident Information		
Category: OCT911 - TRAINING	OCT911 - Training	
Impact ID: OCT911	Opened: 31 Oct 2014 2:38:10 PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: CLOSED	Due Date: 10 Nov 2014 2:38:10 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT: 10/31/2014

INCIDENT NUMBER: 33/145270

PRIORITY LEVEL: Level II

LOCATION: South Regional Communications

REPORTED BY: Sheri White

NAME:

MUNICIPALITY: City of Hollywood

AGENCY: BSO

EMAIL ADDRESS: Sheri_White@sheriff.org <mailto:Sheri_White@sheriff.org>

TELEPHONE NUMBER: 954-320-0608

INCIDENT DETAILS: When Hollywood units/Sergeants call out a perimeter point they advise only the 4 cross streets rather than advising the exact intersection to have units respond to. Dispatch will not determine the perimeter points but will assign units base on the locations provided.

ADDITIONAL COMMENTS:

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.

RESOLUTION: Closed by A. Mize at November 6, 2014 South PD ORT Meeting

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
31 Oct 2014 2:38:10 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
31 Oct 2014 2:38:11 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
31 Oct 2014 2:38:12 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
31 Oct 2014 2:38:13 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
31 Oct 2014 3:15:15 PM	LFARMER	Forwarded To Staff DWHITWORTH	HD_FRWD_STAFF	00:08:59
31 Oct 2014 3:15:16 PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
31 Oct 2014 3:15:32 PM		Sent EMail To DWHITWORTH	EMAIL_SENT	00:00:00
13 Nov 2014 2:58:25 PM	LFARMER	Subject Changed To OCT911 - TRAINING	HD_SUBJ_CHAN GE	00:43:57
13 Nov 2014 2:58:27 PM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:02
13 Nov 2014 2:58:28 PM	LFARMER	Close Call # 299355	HD_CLOSE	00:00:00

Work Orders

Attachments

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

BMC SERVICE DESK EXPRESS

Incident: 299918

As of 8 Apr 2015 4:24:42 PM

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	DWHITWORTH	954-336-2915	Ext:
Client ID: ACOOPER		DAVID	WHITWORTH	
Company ID: BROWARD COUNTY		OCT 911		
Phone: 954-448-3035	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 4 Nov 2014 11:13:45 AM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: CLOSED	Due Date: 18 Nov 2014 11:13:45 AM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 10/1-10/30

INCIDENT NUMBER:

PRIORITY LEVEL: 3

LOCATION: Hollywood

REPORTED BY: Lieutenant Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhXu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-l.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

Below is a policy and procedure recommendation for review and or modification. This is a concern from members of the Hollywood Police Department involving analyzing the current dispatch system for efficiency and effectiveness regarding the process of dispatching calls for service.

The current dispatching of calls consumes too much air time. The current format raises two units and instructs them to copy a call for service at a location. The call is then read to the first unit who acknowledges. If the second unit fails to acknowledge the dispatcher initially and misses the transmission, the dispatcher has to repeat the call. The responding unit(s) should be raised and individually acknowledge dispatch to ensure they are ready to copy the call. The information should be then dispatched to the alert units reducing the times dispatch has to repeat the information.

Another concern expressed by the members is the majority of calls do not require the use of a case number. This should only be given if requested by an officer.

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
4 Nov 2014 11:13:45 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
4 Nov 2014 11:13:46 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
4 Nov 2014 11:13:47 AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GRP	00:00:00
4 Nov 2014 11:13:48 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
13 Nov 2014 3:10:19 PM	LFARMER	Ticket # 299918 Incident 299918	EMAILOUT	00:00:39

To: AJCOOPER@HOLLYWOODFL.org

Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 10/1-10/30

INCIDENT NUMBER:

PRIORITY LEVEL: 3

LOCATION: Hollywood

REPORTED BY: Lieutenant Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhXu9EI60XsqV8vduObQrXArLi2_pbn3mCVHRoviHOR_YHgE-l.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

Below is a policy and procedure recommendation for review and or modification. This is a concern from members of the Hollywood Police Department involving analyzing the current dispatch system for efficiency and effectiveness regarding the process of dispatching calls for service.

The current dispatching of calls consumes too much air time. The current format raises two units and instructs them to copy a call for service at a location. The call is then read to the first unit who acknowledges. If the second unit fails to acknowledge the dispatcher initially and misses the transmission, the dispatcher has to repeat the call. The responding unit(s) should be raised and individually acknowledge dispatch to ensure they are ready to copy the call. The information should be then dispatched to the alert units reducing the times dispatch has to repeat the information.

Another concern expressed by the members is the majority of calls do not require the use of a case number. This should only be given if requested by an officer.

OPEN:

Incident #: 299918

Open Date: 11/4/2014 11:13:45 AM

Client Name: ALBERT COOPER

Client Phone: 954-448-3035

Client Department:

Group Assigned: OCT 911

Description: AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 10/1-10/30

INCIDENT NUMBER:

PRIORITY LEVEL: 3

LOCATION: Hollywood

REPORTED BY: Lieutenant Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redirect.aspx?C=nQaPhCEsLkaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-l.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

Below is a policy and procedure recommendation for review and or modification. This is a concern from members of the Hollywood Police Department involving analyzing the current dispatch system for efficiency and effectiveness regarding the process of dispatching calls for service.

The current dispatching of calls consumes too much air time. The current format raises two units and instructs them to copy a call for service at a location. The call is then read to the first unit who acknowledges. If the second unit fails to acknowledge the dispatcher initially and misses the transmission, the dispatcher has to repeat the call. The responding unit(s) should be raised and individually acknowledge dispatch to ensure they are ready to copy the call. The information should be then dispatched to the alert units reducing the times dispatch has to repeat the information.

Another concern expressed by the members is the majority of calls do not require the use of a case number. This should only be given if requested by an officer.

20 Nov 2014 10:50:00 AM	DWHITWORTH	Forwarded To Staff DWHITWORTH	HD_FRWD_STAFF	00:01:39
20 Nov 2014 10:50:53 AM	DWHITWORTH	User Defined Status Changed To CLOSED	HD_STATUSCHANGE	00:00:04
20 Nov 2014 10:50:54 AM	DWHITWORTH	Close Call # 299918	HD_CLOSE	00:00:00

Work Orders

Attachments

BMC SERVICE DESK EXPRESS

Incident: 299919

As of 8 Apr 2015 4:25:14 PM

Page 1 of 3

Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	DWHITWORTH	954-336-2915	Ext:
Client ID: ACOOPER		DAVID	WHITWORTH	
Company ID: BROWARD COUNTY		OCT 911		
Phone: 954-448-3035	Ext:			

Incident Information

Category: OCT911 - EQUIPMENT	OCT911 - EQUIPMENT		
Impact ID: OCT911	Opened: 4 Nov 2014 11:17:47 AM	Problem:	
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:	
Status: CLOSED	Due Date: 14 Nov 2014 11:17:47 AM	Service Name:	

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14

INCIDENT NUMBER:

PRIORITY LEVEL: 2

LOCATION: Hollywood

REPORTED BY: Lieutenant Albert Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhXu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-I.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

RESOLUTION: Hwd PD second radio console go live date was 3-10-15.

Close per SW.

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
4 Nov 2014 11:17:47 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
4 Nov 2014 11:17:48 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
4 Nov 2014 11:17:49 AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
4 Nov 2014 11:17:50 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
4 Nov 2014 12:06:55 PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
13 Nov 2014 3:11:14 PM	LFARMER	Ticket # 299919 Incident 299919	EMAILOUT	00:00:31

To: AJCOOPER@HOLLYWOODFL.org
 Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14
 INCIDENT NUMBER:
 PRIORITY LEVEL: 2
 LOCATION: Hollywood
 REPORTED BY: Lieutenant Albert Cooper
 MUNICIPALITY: City of Hollywood
 AGENCY: Hollywood
 EMAIL ADDRESS:
 ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQ
 rXArLi2_pbn3mCVHRoviH0R_YHgE-I.&URL=mailto%3aajcooper%40hollywoodfl.org>
 TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:
 There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

OPEN
 Incident #: 299919
 Open Date: 11/4/2014 11:17:47 AM
 Client Name: ALBERT COOPER
 Client Phone: 954-448-3035
 Client Department:
 Group Assigned: OCT 911
 Description: AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14
 INCIDENT NUMBER:
 PRIORITY LEVEL: 2
 LOCATION: Hollywood
 REPORTED BY: Lieutenant Albert Cooper
 MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redirect.aspx?C=nQaPhCEsLkaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-I.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

20 Nov 2014 10:52:44 AM	DWHITWORTH	Forwarded To Staff DWHITWORTH	HD_FRWD_STAFF	00:00:30
18 Mar 2015 2:38:49 PM	DWHITWORTH	Subject Changed To OCT911 - EQUIPMENT	HD_SUBJ_CHANGE	00:01:13
18 Mar 2015 2:38:50 PM	DWHITWORTH	User Defined Status Changed To CLOSED	HD_STATUSCHANGE	00:00:00
18 Mar 2015 2:38:51 PM	DWHITWORTH	Close Call # 299919	HD_CLOSE	00:00:00

Work Orders

Attachments