



Office of Regional Communications and Technology

March 17, 2015

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Jenna DiPlacido
Drew Smous
Lory Farmer
Regional E911 Communications Manager
Regional E911 Communications Manager
Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Bob Pusins
Angela Mize
Suzanne Lowe
Latasha Elmaadawy
Executive Director, Department of Community Services
Regional Communications Assistant Director
Site Manager, Central Consolidated Dispatch Center
Asst. Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, March 17, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Jenna DiPlacido called the meeting to order at 2:03 p.m.

Ms. DiPlacido presented a slide depicting the meeting agenda, a copy of which is attached hereto and made a part hereof these minutes. She indicated that she will have the BSO (Broward Sheriff's Office) policies and procedures by tomorrow (March 18, 2015). The policies will be distributed to all Operational Review Team (ORT) members for review. Going forward, the policies will be looked at to determine any improvements, any proposed changes will be brought forward to ORT members.

With regard to open water rescue, Chief Thomas DiBernardo of Sunrise Fire Rescue conveyed that policies are currently being gathered so they will be available for review at the (related) meeting. Angela Mize noted that some cities such as Dania Beach and Deerfield Beach already have auto stamps in the CAD (Computer Aided Dispatch) header to notify ocean rescue of any potential beach location. However, this is not currently uniform (among all cities on the consolidated dispatch system). It is necessary to determine how the other cities want to develop a protocol for this. It is most helpful if the beach area zone is unique.

Ms. DiPlacido referred to incident ticket number 325565, a copy of which is attached hereto and made a part hereof these minutes. Chief Donald Widing of Oakland Park Fire Rescue stated that several times per week, his agency receives calls on common (city) borders. With regard to incident 325565, he asked if mapping and/or call screening could be improved. He expressed serious concern about the inability to work and share common TAC channels. He asked what

could be done to be granted a common TAC channel when his and another agency are working together during emergency operations. Ms. Mize said that is not an issue; rather the issue with a common TAC is the agreement of the other agency to participate. She went on to provide an overview of incident 325565. She stated that BSO is endeavoring to push operators to utilize mapping in order to make a clear determination, rather than guessing the correct city when one address is valid for more than one city. As for interoperability (of a TAC channel), that is not an issue because a patch can always be utilized. Chief Widing inquired as to what his agency should ask dispatch in the event of another matter where a common TAC is needed. Ms. Mize explained that he should not have to ask anything. BSO dispatch was given the direction that there should not be any patching unless approved by the city. Chief DiBernardo clarified that automatic patching was not wanted because the (incident) commander can become overwhelmed. The commander must control the patch. The host jurisdiction incident commander can request a patch to his or to the next TAC channel. Chief Jeff Levy of Lauderhill Fire Rescue said he disagreed in terms of the safety aspect. When two agencies are handling a working fire, the incident commander is generally overwhelmed by endeavoring to get resources where they are needed. Chief Widing recalled that a division chief and battalion chief were at a command board, and both were holding two radios. If this had been a high-rise fire, he questioned how his agency could have managed (given the radio circumstances).

Chief DiBernardo explained that automatic patching was done away with after a three-alarm fire occurred at the Sawgrass Mills Mall wherein all of the incoming units overwhelmed the battalion chief. The option is for the incident commander, if there is an influx of units, to request a patch to a second TAC for staging. However, the incident raised by Chief Widing is unique because both Oakland Park and Fort Lauderdale were dispatched as primary agencies to the fire. Chief Levy thought an automatic patch is needed in the event two jurisdictions respond to the same event. Chief Robert Simac of Fort Lauderdale Fire Rescue stated that a meeting (between Oakland Park Fire Rescue and Fort Lauderdale Fire Rescue representatives) is needed. Discussion ensued. Ms. DiPlacido asked if this (incident 325565) was an isolated incident. Ms. Mize said the directive from Fort Lauderdale Fire Rescue was not to patch any agency into their talkgroups without their permission. Ms. DiPlacido noted that the process should be fairly seamless for a dispatcher. It would be helpful for communications to have all agencies on the consolidated dispatch system to utilize the same type of procedure. It sounds like this is not just a patching issue, but also a concern related to switching TAC channels. Ms. Mize replied that the dispatch issue relates to two tactical resources being tied up for a single event, so there are operational implications. Further discussion ensued. Chief Levy suggested a training bulletin be issued on this process. Ms. Mize indicated that this process is set forth in BSO's policies and procedures; this is an opportunity for ORT members to review the policy and provide feedback. Ms. DiPlacido thought it would be better to address this topic at a Fire Chiefs' Association of Broward County (FCABC) meeting, rather than (the North FR and South FR) ORT meetings simply because the topic may not (hold the same importance or) be similarly discussed by those members. Chief DiBernardo stated that all of the items addressed at the ORT meetings are given to the chair of the FCABC's Mutual Aid and Communications Committee. Chief Levy suggested holding combined (North, Central, and South PD and FR) ORT meetings once or twice per year. Chief DiBernardo indicated that, unlike the Central FR ORT meeting, the majority of attendees at the North and South FR ORT meetings are not operational chiefs. Ms. DiPlacido remarked that, nonetheless, combined ORT meetings can be arranged, and would be beneficial in keeping all members on the same page.

Drew Smous presented slides related to data review. A copy of the slides is attached hereto and made a part hereof these minutes. Mr. Smous noted that the Quality Improvement (QI) team is tasked with reviewing all of the submitted incident tickets and determining root causes. He

reviewed information in the slides. Chief Simac asked if adding dispatchers has been discussed. He thought it is possible that the dispatchers are simply just overworked. Ms. Mize remarked that the QI analysis of the incident tickets is exceptionally helpful in identifying policy and personnel issues. In addition to the County's QI team, BSO has established a Quality Assurance (QA) team which is dedicated to predominantly random call reviews of teletype, law enforcement, and fire rescue. In February (2015), the QA team completed 322 QA reviews of which 260 were random. These reviews will be looked at in terms of percentage of compliance for each consolidated dispatch center (center) as well as the most common policy violations. Since December (2014), eight (dispatch) employees were placed in remediation training. There are significant differences among operators who have joined the (consolidated) system in terms of training, background, and protocol. After months of reviewing the policy expectation with dispatch personnel, a starting point is being reached. From here, the focus will be on common (dispatch) mistakes and their sources – increasing compliance and decreasing errors. When operators are not performing, it is most likely not caused by a staffing issue.

Chief Simac elaborated upon instances where he believed dispatchers were overloaded. He thought perhaps two dispatchers are needed during peak hours. Chief DiBernardo recalled submitting a ticket requesting that call balancing be re-done. He requested the current call load analysis. Ms. DiPlacido explained that call load analysis will be reviewed by ORCAT staff as part of the budget process to determine if more dispatchers are needed. She told Chief Simac that she thought a feasible solution for a high call volume is to split the city into (north/south) zones. Suzanne Lowe thought some of the radio issues are related to etiquette as there are instances when field personnel talk over others rather than wait for a break in the air. Discussion ensued. Ms. Mize stressed that it is the dispatcher's duty to manage radio traffic, so it is a matter of ensuring the dispatcher is capable of controlling the information being conveyed. Chief John McNamara of Sunrise Fire Rescue inquired as to what the expectation is for the span of control that a dispatcher can handle. Ms. Mize said she did not recall hearing of a span of control for a dispatcher. Chief McNamara indicated that a given dispatcher could manage 49,000 calls at one center, and only 13,000 calls at another center the following day. He thought perhaps a span of control could be looked at when the call load analysis is done. Ms. DiPlacido answered in the affirmative. Chief McNamara agreed with Chief Simac that radio traffic is extremely busy, though some of that is the fault of field personnel. Further discussion ensued. Chief Levy reasoned that, if there was one INFO channel dispatcher at each center, that individual could serve as a secondary dispatcher during peak times and provide general support. Currently, the INFO channel cannot be used the way it was intended. Ms. Lowe stated that the Fort Lauderdale Fire Rescue radio channel is comparable to the BSO Fire Rescue channel in terms of (the number of) push-to-talks (PTTs) and calls for service (CFS). However, currently there are experienced BSO Fire Rescue channel dispatchers who are very overwhelmed working the Fort Lauderdale Fire Rescue radio channel. She thought the type of traffic on that channel should be looked at to determine if it can be considered non-priority traffic and switched to the INFO channel. Chief Levy pointed out that BSO Fire Rescue is still utilizing the INFO channel the way it was envisioned to be used and that helps to alleviate the traffic on their (main) channel. Ms. Mize confirmed for Ms. DiPlacido that a section was added to the BSO policies about INFO channel. Ms. DiPlacido asked Chief Simac to review the INFO channel policy to determine if it can be applied, and it can be addressed at the next (ORT) meeting as to whether it was effective. Chief Simac said he would pass on the suggestion. Further discussion ensued.

In response to Mr. Pusins, Chief Simac explained the issue of dispatchers not placing units in a "back in service" status ranges from a 5 to 30 minute timeframe. Mr. Pusins and Ms. Mize encouraged Chief Simac to submit tickets for any such incidents. Chief McNamara thought it would be beneficial to meet with dispatchers and discuss various dispatch matters. He elaborated

upon a personal experience where he obtained valid information about a dispatch related matter from speaking with a dispatcher. Ms. Mize pointed out that dispatcher expectations are included in the BSO policies. This is a starting point for ORT members to review the policy and determine whether it is adequate. Ms. DiPlacido suggested Ms. Mize create a trends (report) for field personnel and distribute it to the fire rescue chiefs. Ms. Mize agreed.

Chief McNamara expressed concern about a statement in the Regional Consolidated Dispatch December (2014) Monthly Report (monthly report) that training will be limited in order to bring costs back in line. He pointed out that training is shown as a countermeasure in the data review slides. Mr. Smous clarified that the training referenced as a countermeasure is focused on reviewing (and improving) training procedures to ensure key areas are covered; it is unrelated to budgeting. Ms. Mize added that remediation training must exist; it cannot be cancelled or suspended. However, in-service training related to service hours toward employee certifications can be reduced for budgetary concerns. She elaborated upon cost-cutting measures BSO is looking at for recertification training so compliance in this area is met but overtime is not utilized. Chief McNamara pointed out that supporters of consolidated dispatch thought it would bring about a significant cost savings. He was concerned about the cost savings not being properly utilized. Ms. Mize reiterated that mandatory (remediation) training remains ongoing.

Ms. DiPlacido presented a slide depicting a matrix of support contacts. A copy of the slide is attached hereto and made a part hereof of these minutes. She indicated that ORCAT staff will endeavor to keep this list updated. She invited meeting attendees to provide any support contact information they wish to add. An agency representative asked if field personnel can access the language line. Ms. DiPlacido explained that the language line is provided by E911 funds so it can only be utilized for E911 purposes. Therefore, anything related to follow-up (of an E911 call) must be conducted by the city. If, as a group, agencies want to fund and join a language line service, it would be acceptable; and ORCAT staff would assist in facilitation. An agency representative pointed out that, in the past, field personnel contacted the (city's) dispatch center and were patched into the language line. Ms. DiPlacido understood that had taken place in some cases, but it was not supposed to be done. Once the E911 call has ended and field personnel are on scene to address the emergency, it is considered an investigation and, at that point, agencies must utilize their own language line. Mr. Pusins recalled this topic being discussed in PD ORT meetings, and similar points were raised by those members. In the event language line is needed during the investigational period, agency representatives can broadcast the language line to the radio in order to alert any field personnel who may speak it. Another option is that agencies can fund their own language line service. All in all, despite the policy regarding language line, extreme cases call for extreme measures. Ms. Mize pointed out BSO's policy currently states that if the dispatcher is still on the line with the E911 caller when field units arrive on scene, it would be allowable to patch field personnel to the language line if needed. She added that BSO maintains an updated list of foreign language speakers which is accessible by the duty officers. An agency representative inquired as to whether a policy can be in place for the call taker to remain on the line with the E911 caller in the event the caller is speaking a foreign language. Ms. Mize indicated that current policy would not disallow that; however, she suggested field personnel ask the complaint desk to remain land line. The agency representative stated that a policy must be in place so field personnel are aware they should make that request. He thought the process of broadcasting to ask personnel if they speak a certain foreign language would be chaotic for BSO Fire Rescue. Ms. Mize clarified that call takers will not remain land line for all language line calls; rather, the call taker will remain land line for critical events until units arrive and, in cases where language line is needed, field personnel would be provided access. Discussion ensued. Mr. Pusins thought this issue should be looked at in terms of fire rescue personnel. Ms. DiPlacido recalled the consensus at prior PD ORT meetings that some type of interpreter service must be

provided to all agencies. She noted that any agency can have a contract with language line. Mr. Pusins noted the cost for language line for each agency should be researched. Ms. DiPlacido said she would look at the cost and provide the information to ORT members.

Ms. DiPlacido went on to reference incident ticket number 323301. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Chief McNamara pointed out that this incident caught his attention because of the prior discussions about Signal 32Ts (suicide threats). He provided a brief overview of the incident. As for the incident review stating that the operator should have interrogated more thoroughly to determine whether this was a fire rescue or law enforcement call, he thought operators would like to have more time for interrogation. He inquired as to how dispatchers differentiate between non-critical and critical updates that would prompt notifying en route field units. Ms. Lowe explained that any information that upgrades or changes the response should be broadcast (to field units). Chief McNamara asked who initiates that response. Ms. Lowe replied that information that will change the response will change the call classification; when there is a change in call classification, the dispatcher hits F9 again and it brings up a new recommendation. The policy states that, (initially) very basic information will be received for medical calls, so dispatchers should be following the call until units are on scene to ensure the updates are sent. Chief McNamara elaborated upon a hypothetical scenario wherein a change in call classification comes in 60 seconds after the call is initiated. He asked how the dispatcher retrieves the update information that was entered by the call taker. Ms. Lowe explained that there is an incident update window; a message stating that there is an update populates in that window. The dispatcher should look at the update and any information that changes unit response or poses a threat should be broadcast. Chief McNamara asked what the prompt looks like. Ms. Lowe indicated that the prompt changes color and highlights the unit number and case number. Chief McNamara recalled his prior observation wherein a dispatcher had 14 calls and, within 18 seconds, seven of those calls were updated. He asked how the dispatcher handles that type of situation. Ms. Lowe explained that, either, the incident update window can be utilized or, in the event there is only shell information on a call, an orphan window can be used. The orphan window can be set to automatically refresh. Chief McNamara thought there is a disconnect because field personnel are told to read updates (on the MDC [Mobile Data Computer]) and ask the dispatcher to confirm; but a couple of times the dispatcher stated that it is not the (correct) update. In that case, the mistake likely falls to the dispatcher which leads field personnel to question the accuracy of (all) updates provided by dispatch. He stressed that updates are critical for fire rescue field personnel. He thought it is an inefficient process for field personnel to continuously have to rely on whether the dispatcher is verbalizing the updates. It is also an inefficient process for the dispatcher to deal with multiple calls and updates. This conundrum is extremely irritating to field personnel. Ms. Lowe said the same sentiments have been expressed about law enforcement calls.

Chief McNamara emphasized the importance of updates given the large percentage of sick person calls. He thought perhaps the updates would be more accurate if call takers were given more time for interrogation. An agency representative pointed out his advisement to field personnel that the MDC provides updates faster than the dispatcher. Chief McNamara indicated that, in order to determine the number of occurrences, he would have to submit incident tickets each time a unit deployment assignment is not followed when there is a disposition change. Ms. DiPlacido recalled recent dialogue exchanged between her and Ms. Mize about the update process. Ms. DiPlacido stated her intention to examine the process for updates because there is a disconnect causing significant delays. Perhaps the update procedure should be streamlined. She encouraged meeting attendees to continue submitting incident tickets on such matters. Discussion ensued. Chief McNamara expressed concern about these issues being classified as "operator error" when the problem may actually stem from a software issue. Further discussion

ensued. Chief DiBernardo said technology is needed to explore whether dispatch and address overrides can default to a city such that at least one fire rescue truck from the default city gets dispatched to the incident. Ms. DiPlacido said she would look at the matter. With regard to incident ticket 323301, she believed Ms. Mize thought the interrogation was not conducted as it should have been, rather than inadequate time (for interrogation). Nonetheless, Chief McNamara expressed desire for a new interrogation policy.

Mr. Pusins referred to the PD ORT meeting that occurred earlier today wherein the movement of Pembroke Park/West Park's (law enforcement) dispatch from Central to South was discussed. He indicated that internal discussions took place among BSO staff about this issue. The sheriff supports the proposed change and encourages it to take effect as soon as possible to preserve officer safety. He asked ORCAT staff to let him know if any additional form of communication is needed for confirmation. He understood there will be protocols recommended for when CAD goes down; BSO staff will confer with ORCAT staff about this matter.

There being no further matters to address, the meeting adjourned at 4:16 p.m.



Agenda

**Central FR Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)**

**Date: Tuesday, March 17, 2015
Time: 2:00 PM**

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- I. Call to Order
 - II. Old Business
 - a. BSO's policies and procedures to be distributed to all agencies
 - b. Open water/ocean rescue – BSO suggests oceanside cities meet with ORCAT to have beach zones entered in CAD so automatic message is displayed to notify ocean rescue
 - III. Open Status Priority 1 Incident Review
 - a. Incident Ticket # 325565 - Fort Lauderdale FR
 - IV. Incident Disposition Review
 - V. Data Review
 - VI. Participating Agency Policy Issues
 - VII. Operator Policy Issues

VIII. New Business

- a. Selfhelp vs. regionalcommunications issues matrix**
- b. Incident Ticket # 323301 – Sunrise FR (for discussion - ticket closed)**

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 325565

As of Friday, Mar 13, 2015 13:54

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Incident

Client Information Assign to Information

Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496	Ext:
Client ID: DOSTANLEY		ANGELA	MIZE	
Company ID: BROWARD-COUNTY		BSO 911		
Phone:	Ext:			

Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS
Impact ID: OCT911	Opened: 3/11/2015 3:30:30PM
Urgency ID: HIGH	Priority ID: OCT911HIGH
Status: OPEN	Due Date: 3/13/2015 3:30:30PM
First Call Resolution: <input type="checkbox"/>	SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 03/11/15

INCIDENT NUMBER: FFL150311010295

PRIORITY LEVEL:1

LOCATION: 1625 NE 28th Dr.

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

This commercial structure fire was in the City of Wilton Manors and Oakland Park units were initially dispatched instead of Fort Lauderdale units. I spoke with the Duty Officer and they stated that the call came in from across the canal (in Oakland Park) and the dispatcher did not have the correct address. Please conduct an investigation to determine if this could have been avoided and Fort Lauderdale units could have been dispatched if some additional questions or mapping was used by the call taker. We are also requesting the tapes for the Oakland Park tac channel.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/11/2015 3:30:30PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/11/2015 3:30:31PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/11/2015 3:30:32PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3/11/2015 3:30:33PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/12/2015 10:36:52AM	JDIPLACIDO	Urgency has been changed	URGENCY_CHAN GE	00:00:00
3/12/2015 10:37:08AM	JDIPLACIDO	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
3/12/2015 10:37:27AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

Counter Measures – Follow Policy

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date
Follow Policy	Dispatcher did not complete unit status checks	Training of employees	Time check procedures sent to sites in Information Tips and Guidelines memos and read at roll calls	Angela Mize	22-Aug-2014 29-Aug-2014 26-Nov-2014
			Individual counseling of employees not completing time checks was done by BSO Quality Assurance Team	Angela Mize	31-Jan-2015
			Ensure Dispatcher training material for time checks contains Regional approved policy language.	Angela Mize	1-May-2015
			Ensure time checks are emphasized in BSO's Adore system for new employee certification	Angela Mize	1-Apr-2015
		Policy not defined properly	Get time check policy approved by Regional partners	Jenna Diplacido	1-May-2015
		Regional partners and Communication centers have differing time check criteria	Implement change control process to ensure no changes are made without proper notification	ORT	1-Feb-2015
		Hollywood went into an arrival status AR on traffic stops	CMR changed Hollywood configurations in CAD	Lynn Molitor	11-Mar-2015
		CAD terminal issue	Ensure time check settings on all the new CAD terminals are the same when they are installed.	Dan Revis	1-Apr-2015

Counter Measures – Information Gathering

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date
Information Gathering	Didn't ask for city	Training of employees	Information Tips and Guidelines memos including information to verify city sent to all site and read at roll calls	Angela Mize	22-Aug-2014 26-Nov-2014
			Individual counseling of employees not verifying the city was performed by BSO Quality Assurance Team	Angela Mize	31-Jan-2015
			Ensure Call Taker training material has focus on city verification and effective usage of CAD mapping.	Angela Mize	1-Apr-2015
			Ensure address verification is emphasized in BSO's Adore system for new employee certification.	Angela Mize	1-Apr-2015
			Develop training program for proper usage of CAD mapping and ALI information for address verification.	Angela Mize	1-May-2015
			Provide training to staff on interrogation workflows, using CAD and ALI information and address verification.	Angela Mize	1-Jun-2015
		Well defined policy and procedures	Define and document address validation workflow portion of Caller interrogation process.	QI Team	15-Apr-2015
	Didn't get event details from caller Didn't get FR details for signal	Well defined policy and procedures	Define and document the caller interrogation decision diagram	QI Team	1-May-2015
			Write Regional Policy for caller interrogation and get approved	Jenna Diplacido	1-Jun-2015
			Develop training program from approved caller interrogation Regional Policy	Angela Mize	1-Jun-2015
		Training of employees	Train staff on new caller interrogation policy		

Counter Measures – Information Dissemination

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date
Information Dissemination	Failed to read safety flags	Well defined policy ensuring only the most relevant safety flags are in the system	Write Regional policy defining information to be provided in safety flags	Jenna Diplacido	1-Jun-2015
		Safety Flags contain old information causing pertinent info to be overlooked by Dispatchers	Have Regional partners review and correct the safety flags for their municipalities	Dan Revis	15-Jul-2015
		Training of employees	Trending Patterns memo including instructions for operators to verbalize all CAD flags was sent out to read at roll calls	Angela Mize	26-Nov-2014
	Ensure Dispatcher training material has focus on reading safety flags		Angela Mize	15-Apr-2015	
	Ensure the reading of the safety flags is emphasized in BSO's Adore system for new employee certification		Angela Mize	15-Apr-2015	
	Not relaying pertinent information	Training of employees	Ensure Dispatcher training material has focus on reading updates from Call Taker	Angela Mize	15-Apr-2015
			Ensure there is a focus on relaying updates from the Call Taker to the field in BSO's Adore system for new employees	Angela Mize	15-Apr-2015

Systemic Measures


The results of the QI team's single case boring of the tickets generated in October thru December, brought to light the need to implement measures on a broader scale. Many of the root causes lead to actions to standardize processes and training. To address these concerns on a broader scale, the team initiated the following projects.


Process Reengineering and Mapping – Conduct process mapping sessions to write thorough policies and training material.

Regional Policy – Initiate a project to build clear, concise regional policies to level set expectations between Cities, Comm center operators and Management. Policies will be written by priority determined by the impact and frequency of tickets.

Training – Build a well defined training program for new employees, retraining of current employees and counseling of individual employees in alignment with a well defined regional policy.

Change Control – Manage the System and Policy change control process already implemented to ensure a monitored and consistent rate of change.


 Office of Regional Communications and Technology ▶ Support Contacts All Items

<input type="checkbox"/>	 Systems / Examples	Email	Phone	Company / Group	Email Subject	Notes - System Description
	Aqua	selfhelp@broward.org	Priority dispatch number	OCT Applications	Forward to OCT	ORCAT provide BSO with access to do QA. If they have a problem with AQUA they can call Priority Dispatch
	CAD Software - Enhancements/Changes	regionalcommunications@broward.org		OCT Applications	911 Operations	
	CAD Software - Issues	selfhelp@broward.org	954.357.8686		Forward to OCT	
<input checked="" type="checkbox"/>	CAD Terminal - Hardware (Dell PCs)	Dispatch@evolvtech.com	866.299.3246	Evolv Tec	N/A	4) You can open the service request directly through our Web Portal www.alert.blmnow.com/alert you will need your login and password to open a service request or you can monitor the status of the call, as well. User ID: BROWARDCAD Password: service2014
	CAD Terminal - Hardware (HP PCs)		954-791-8040	Control Communications		
	Call Taker / Dispatcher (Call Center issues)	regionalcommunications@broward.org		OCT Operations	911 Operations	Municipalities / Operator Managers
	Closest Unit Response MDTs - Panasonic Toughbooks		954.791.8040	Control Communications		SLA: 30mins response / 2 hours arrival / 4 hours resolution
	Consoles (Physical Desk)	regionalcommunications@broward.org		OCT Operations	911 Operations	North (Office Elements 954.782.1855 marc@oefurniture.com)
	Facility Issues	regionalcommunications@broward.org		OCT Operations	911 Operations	
	FINS/ Motobridge	Call in to Motorola	800.323.9950-validate	Motorola		Florida Interoperability Network System; Provides connectivity to multiple incompatible radio systems
	FireRMS	selfhelp@broward.org	954.357.8686	ORCAT Applications	Forward to OCT	Fire Records Management System delivered via Citrix XenApp
	First Look Pro	selfhelp@broward.org	954.357.8686	ORCAT Applications	Forward to OCT	Fire Pre Planning Application used by first responders in every Regional participating FR agency
	GoldElite - Software	Call in	800.323.9949	Motorola	N/A	
	HipLink (Paging/Messaging System)	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	Viper (Group in Hiplink)
	Language Line	http://www.languageline.com/page/voc		Language Line	N/A	Translation services for 911 callers
	MARS Phone - Ckt # 80PLXX502024 with multiple drops	selfhelp@broward.org		ORCT - Radio	Forward to OCT	Mutual Aid Response System; Telephone at the FR Comm Centers used to contact other Mutual Aid participants.

Open Query	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	FCIC/NCIC query ability through the Printrak CAD system
Paramount PCs	bso_helpdesk@sheriff.org	954.831.8301	BSO Helpdesk	N/A	BSO Informant -> Contact the Helpdesk
Power911, Intrado, Viper, Positron	can email and phone	800.361.2596	Intrado	N/A	Get from DO
ProQA	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	Software to read EMD questions
Radio - EID Changes	selfhelp@broward.org		OCT Apps & OCT Radio	Forward to OCT	
Radios - Hardware	Call in	800.323.9949	Motorola	N/A	Radio at the console
Uni page (RF Pager)	Michael_Kane@sheriff.org	954.831.8200 (M) 954.547.8715	Michael Kane	N/A	D.O.'s and some Fire Rescue units
VoIP phones at Consoles (ETS phones)	regionalcommunications@broward.org	954.357.8686	Broward County ETS	911 Operations	The phones at the consoles are maintained by the County.
VPI Voice Recording System	Call in	954.267.9199 1.800.722.3472	Replay Systems	N/A	Voice recording system
Wireless Trace -AT&T		1.800.635.6840 option 4	AT&T Wireless/National Subpoena Compliance Center		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- Sprint		1.866.398.3284	Sprint/ Corporate Security		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- T-Mobile		1.973.292.8911	T-Mobile/Law Enforcement Relations		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- Verizon		1.800.451.5242 option 4	Verizon		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace-Metro PCS		1.800.571.1265	Metro PCS/Subpoena and Court Order Compliance		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls

1 - 30 ▶

Add new item

BMC SERVICE DESK EXPRESS

Incident: 323301

As of Friday, Mar 13, 2015 14:07

Incident

Page 1 of 4

Client Information

Last Name: McNameara First Name: John

Assign to Information

AMIZE 954-321-4496 Ext:

Client ID: JMCNAMARA

ANGELA

MIZE

Company ID: BROWARD COUNTY

BSO 911

Phone: 954-746-3400

Ext:

Incident Information

Category: OCT911 - OPERATOR

OCT911 - Operator

Impact ID: OCT911

Opened: 3/2/2015 1:37:24PM

Problem:

Urgency ID: LOW

Priority ID: OCT911|LOW

Responded Date and Time:

Status: CLOSED

Due Date: 3/9/2015 8:37:24AM

Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 Operations

From: SMTP: {JMcNamara@sunrisefl.gov}JMcNamara@sunrisefl.gov

Message: I would like the following incident reviewed to determine if the disposition should have been changed due to the narrative in the CAD notes ("...patient who has abnormal or suicidal behavior...").

Incident # FSN150227002495

Signal: S67SP

I am questioning as to whether or not the call should have been changed to include a "Law Enforcement" component prior to the units responding (i.e. Engine 72) prompting FireCom to have Law Enforcement respond. Also, would the additional information be enough to prompt and "update" from the FireCom operator (rather than responding units seeing the information in the CAD); thereby, possible changing the disposition signal to something other than "S67SP" (i.e. S32T).

Thanks in advance.

John K. McNamara

Deputy Fire Chief

Sunrise Fire Rescue

(O) 954-746-3400

(C) 954-562-5510

Please note that Florida has a broad public records law, and that all correspondence to me via email may be subject to disclosure.

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City of Sunrise

Email: JMcNamara@sunrisefl.gov

Website: <http://www.sunrisefl.gov>

Note:

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION: I've reviewed the CAD events for the calls involved.

This will be an operator error.

The call was initially entered by the Central PSAP as a sick person due to a person experiencing flashbacks . By this account alone, the operator should have interrogated more thoroughly to determine whether this was a medical need or a DLE need - historically speaking, when a caller reports flashbacks there is usually a strong indication that the caller may be expressing suicidal indications. That was not done in this case - and the call was entered as a sick person and zoned for Tamarac FR as the caller was on a jurisdictional boundary .

We have two issues here - the operator did not properly interrogate for highest call classification, and the call was not zoned properly as it rested on a jurisdictional boundary and should have prompted ATM mapping .

TMFR was assigned by the North PSAP - and was advised to give the event to Sunrise FR as the caller was in Sunrise jurisdiction.

The North FR dispatcher cloned the incident as opposed to generating a new call. The act of cloning an incident will duplicate all of the notes and activities of the original call. The notes in this entry, however, support a suicidal caller, therefore, the call should have been entered new with the correct call classification utilized.

In both cases, the two operators involved are newer employees - and both will have this incident documented and reviewed with them.

Tim - Please have your team handle the QA reviews and documentation on this event focusing upon the above cited issues. The crux of the issue lies in the initial call entry - utilizing an improper classification. The cloning by the second dispatcher exacerbated the situation.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/2/2015 1:37:24PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/2/2015 1:37:25PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/2/2015 1:37:26PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3/2/2015 1:37:27PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/2/2015 4:09:30PM	JDIPLACIDO	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
3/2/2015 4:09:47PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
3/3/2015 10:32:58PM	JDIPLACIDO	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHANG E	00:00:15
3/3/2015 10:32:59PM	JDIPLACIDO	User Defined Status Changed To WAITCUSTOMER	HD_STATUSCHAN GE	00:00:00
3/5/2015 8:18:09AM	JDIPLACIDO	Notes Close per Chief McNamara; also added to Central's next agenda, as requested. JDIPLACIDO 3/5/2015 8:18:51 AM	NOTES	00:05:00
3/5/2015 8:19:02AM	JDIPLACIDO	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:53
3/5/2015 8:19:03AM	JDIPLACIDO	Close Call # 323301	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
RE Incident re#24-323301 with priority 5 has been assigned to you.msg		57856