



Office of Regional Communications and Technology

May 19, 2015

Central Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

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

Broward Sheriff's Office Staff in Attendance:

Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Latasha Elmaadawy	Asst. Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Tuesday, May 19, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Jenna DiPlacido called the meeting to order at 9:04 a.m.

Ms. DiPlacido presented a slide depicting the agenda, a copy of which is attached hereto and made a part hereof these minutes. She noted the topic of phone outage notification procedures was raised at a previous Central PD ORT (Operational Review Team) meeting. Currently, BSO (Broward Sheriff's Office) sends a notification via MDTs (Mobile Data Terminals) and advises over the radio. It was recommended that a page be sent. To that end, an email was distributed to ORT members requesting their contact information. She asked meeting attendees to complete and return the form. A page will allow notifications to be provided via email or text on cell phones in the event of a system failure.

Drew Smous gave a live presentation of the policy dashboard. He requested that any ORT members who had not yet created an account on the regional portal do so. The instructions to create an account were sent out twice to ORT members. He referenced a slide entitled *Regional 911 Portal – New User*, a copy of which is attached hereto and made a part hereof these minutes. Ms. DiPlacido pointed out that SOP (Policy) Workshops are held weekly involving ORCAT (Office of Regional Communications and Technology) and BSO staff. Each policy will be reviewed step-by-step, and the processes revised. The objective is to ensure a clear policy that serves as a strong foundation for employees to follow. Agency representatives are serving as sponsors of policies that they wish to address. The policy sponsor provides content to ORCAT and BSO staff who then incorporate it as policy language. The ultimate goal is to review and, if necessary, modify every policy.

Ms. DiPlacido went on to present a slide depicting the *Regional 911 Incident Response Form*, a copy of which is attached hereto and made a part hereof these minutes. Any agency representative who submits an incident ticket should receive this form. Suzanne Lowe asked if the form can be utilized for instances when BSO staff opens (Self Help) tickets. Ms. DiPlacido answered in the affirmative and indicated that the form can be modified for that purpose.

Ms. DiPlacido went on to present a slide depicting the *Regional Policy Change Request* form, a copy of which is attached hereto and made a part hereof these minutes. Mr. Smous presented a slide depicting the *Regional Policy Change Request Process*, a copy of which is attached hereto and made a part hereof these minutes. He noted that policies will be properly prioritized. A question was raised at a North ORT meeting as to where the CAD (Computer Aided Dispatch) Governance Board and the Fire Chiefs' Association of Broward County's (FCABC) Mutual Aid and Communications Committee (Mutual Aid Committee) factor in to this process. Thus far, the process has been rather informal with Chief Thomas DiBernardo of Sunrise Fire Rescue bringing proposed policy changes from FR ORT meetings to the Mutual Aid Committee and then providing follow-up information to ORT members. Mr. Smous believed there is need to formalize the process.

Ms. DiPlacido stated that, currently, there are no open status Priority 1 incident tickets to be reviewed. She asked meeting attendees if they wished to address any incident tickets. No input was offered. With regard to data review, Mr. Smous said the most significant issue, addressing, is being examined. ORCAT is working with BSO to establish a training process; the initial focus will be on utilizing maps. Sergeant David Hennessy of the Lauderhill Police Department noted that his agency is bordered by six jurisdictions. In cases of an automobile accident at an intersection, he understood that CAD automatically enters the call for the jurisdiction in the northwest corner of the intersection. He asked if that is still the case. Ms. Lowe replied by saying that used to be the case; but, currently, there are so many options built into CAD that the four corners should be choices before an automatic entry is made. Mr. Smous indicated that, when an intersection has four zones, many times the first zone is chosen (by the operator); map training will focus on this issue. When the address training program is set up, ORCAT staff will reach out to BSO's (consolidated dispatch center) site managers and assistant site managers to obtain their suggestions. Ms. DiPlacido added that one of the first policies reviewed in the SOP Workshops was the address verification policy. She invited meeting attendees to review the draft (addressing) policy posted on the regional portal.

Ms. DiPlacido reviewed the Operator (BSO) policy issue set forth in incident ticket number 336585, a copy of which is attached hereto and made a part hereof these minutes. The Operator is asking agencies to include the phone number of the officers in charge on their line-ups. She asked meeting attendees if there is any new business to raise. Sergeant George Anthony of BSO's Pembroke Park/West Park District Office inquired as to how far along the process is for moving his agency's dispatch from the Central to the South Consolidated Dispatch Center. Ms. DiPlacido replied that his form was forwarded to Antonio Sabin, E911 Communications Administrator for ORCAT. A reconfiguration of the dispatch system, similar to the original, is being proposed. She said she is uncertain of a timeline; it is currently in drafting mode.

There being no further matters to address, the meeting adjourned at 9:28 a.m.



Agenda

**Central PD Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)
Date: Tuesday, May 19, 2015
Time: 9:00 AM**

- I. Call to Order
- II. Old Business
 - a. Phone outage notification procedures – Please complete and return “Information for Automatic Notifications” form emailed 5/4/15
 - b. Policy Dashboard Review
 - c. Regional 911 Incident Response Form
 - d. Regional 911 Portal – Important: After creating an account, forward the account creation confirmation email to Drew Smous (dsmous@broward.org) and cc Tony Sabin (asabin@broward.org) so access permission can be granted
 - e. Regional Policy Change Request Form
 - f. Regional Policy Change Request Process
- III. Open Status Priority 1 Incident Review
- IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

a. Incident Ticket #336585

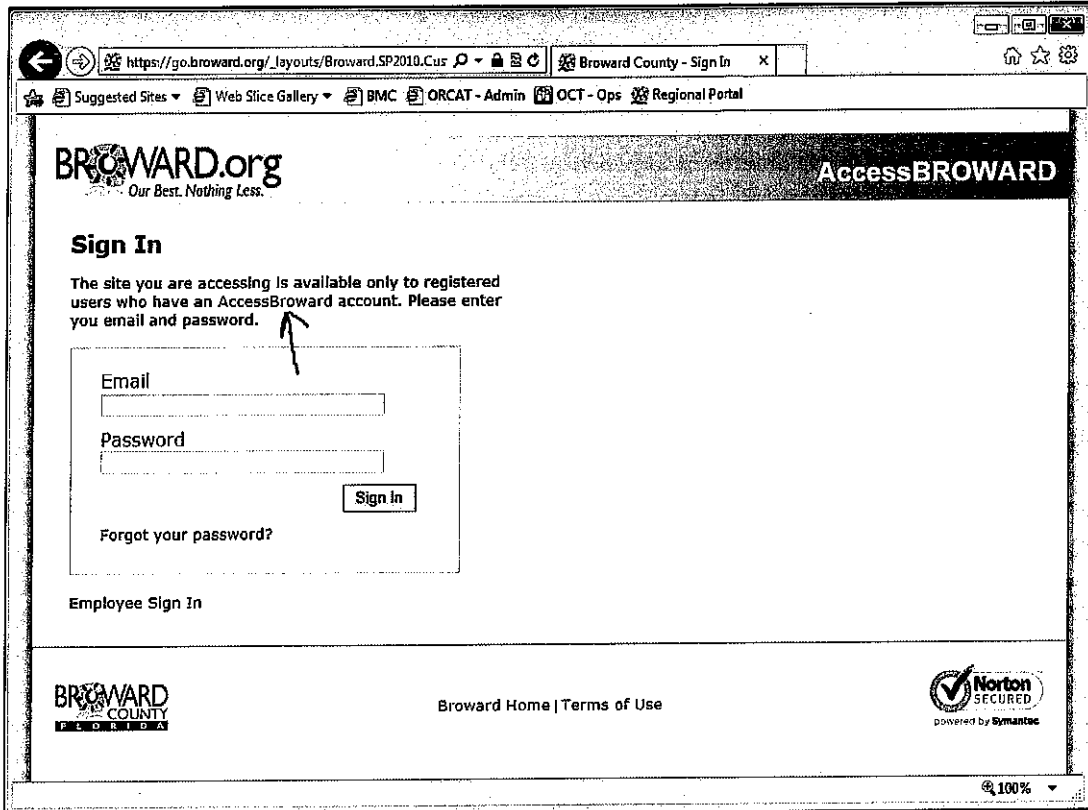
VIII. New Business

IX. Adjourn

Regional 911 Portal – New User

The following instructions are for non-Broward County Employees

- 1) Browse to <http://go.broward.org/sites/ets/orct/Regional911>
- 2) To create an account click -> "AccessBroward"



- 3) Click -> "Register Here"

Sign In

If you already have an account, please enter your email and password.

Email

Password

Keep me signed in

Forgot your password?

Don't have an AccessBROWARD Account?
Register here.



4) Complete the New Account form

Create a New Account

Complete the information below to create your account.

When you click *Create My Account*, you will receive an email with a link to confirm your registration. To ensure this email is not treated as spam and you receive the email, please add *no-reply@broward.org* to your email account contact list before you register.

Please note that passwords must be a minimum of 8 characters in length, contain at least one number, one uppercase letter, and one lowercase letter.

User Name	*	Use First initial and last name. E.g. dsmous
<input type="text"/>		
Email	*	Use your government email address. No public (yahoo, gmail)
<input type="text"/>		
Password		
<input type="text"/>		
Reenter Password		
<input type="text"/>		
First Name	*	
<input type="text"/>		
Last Name	*	
<input type="text"/>		
Postal Code (optional)		
<input type="text"/>		

5) After you've completed the form, the system will send the following email. Confirm your email address by clicking on the link in the email.

— Forwarded Message —
From: "no-reply@broward.org" <no-reply@broward.org>
To: [REDACTED]
Sent: Monday, March 16, 2015 7:40 PM
Subject: Your new AccessBROWARD account

Dear **asmous**,

Thank you for creating an AccessBROWARD account!

You recently created an AccessBROWARD account using this email address. Confirming your account with this email address ensures that you can securely retrieve your account information if you forget your password. Simply click on the following link to confirm your account.

<https://access.broward.org/validate.aspx?id=ae418f97-5eec-4e6e-a508-9ff254ab5ab7>

Please keep your email address information up-to-date. If this information changes, you can always update it by signing into your AccessBROWARD account: [Sign In](#).

Not your account request?

If you did not request this Access BROWARD account, please [click this](#) to delete this account.

Regards, Access BROWARD Account Services

Your account is now valid.

Forward the email above to dsmous@broward.org and cc: asabin@broward.org

When your access has been granted to the Regional 911 Portal your email will be returned.

Regional 911 Incident Response Form

Incident # [Click here to enter incident#](#)
Response Date: [Click here to enter a date.](#)

Municipality: [Click here to city](#)
Agency: [Click here to enter agency.](#)

Incident Response

Reviewed By: [Enter Name.](#) Approved By: [Enter Name.](#)

Disposition: [Choose the disposition](#)

Call Center Review:

[Enter incident review findings](#)

Corrective Action:

[Describe the counter measures to be taken](#)

Incidents with Operator Disposition

Employee#: [Enter Employee Number](#) Policy: [Enter Policy Section](#)

Regional Policy Required *(If new policy or changes required, complete Policy Change Request Form)*

Policy Verbiage:

[Enter the Policy verbiage](#)

Employee Follow Up:

Training

[Estimated Completion Date: Click here to enter a date.](#)

Counseling

[Estimated Completion Date: Click here to enter a date.](#)

[To Be Completed by Office of Regional Communications and Technology](#)

Review comments:

[Enter concerns related to findings here](#)

[To Be Completed by Municipal Sponsor](#)

Approval to Close Incident: **Yes** **No**

Review comments:

[Enter concerns related to findings here](#)

Broward County Regional Communications

Regional Policy Change Request

Requested By: Enter Name

ORT Representative: Enter Name

Request Date: [Click here to enter a date.](#)

Agency: [Click here to enter agency](#)

Request Type: New Change

Related Incident # Enter Incident number

Change Justification

Enter the justification of the change

Risk if Not Changed

Enter the impact if the policy is not implemented.

Complete for Policy Changes

Policy Section # Enter policy section number

Current Policy:

Enter the Policy verbiage

Regional Policy Verbiage

Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field

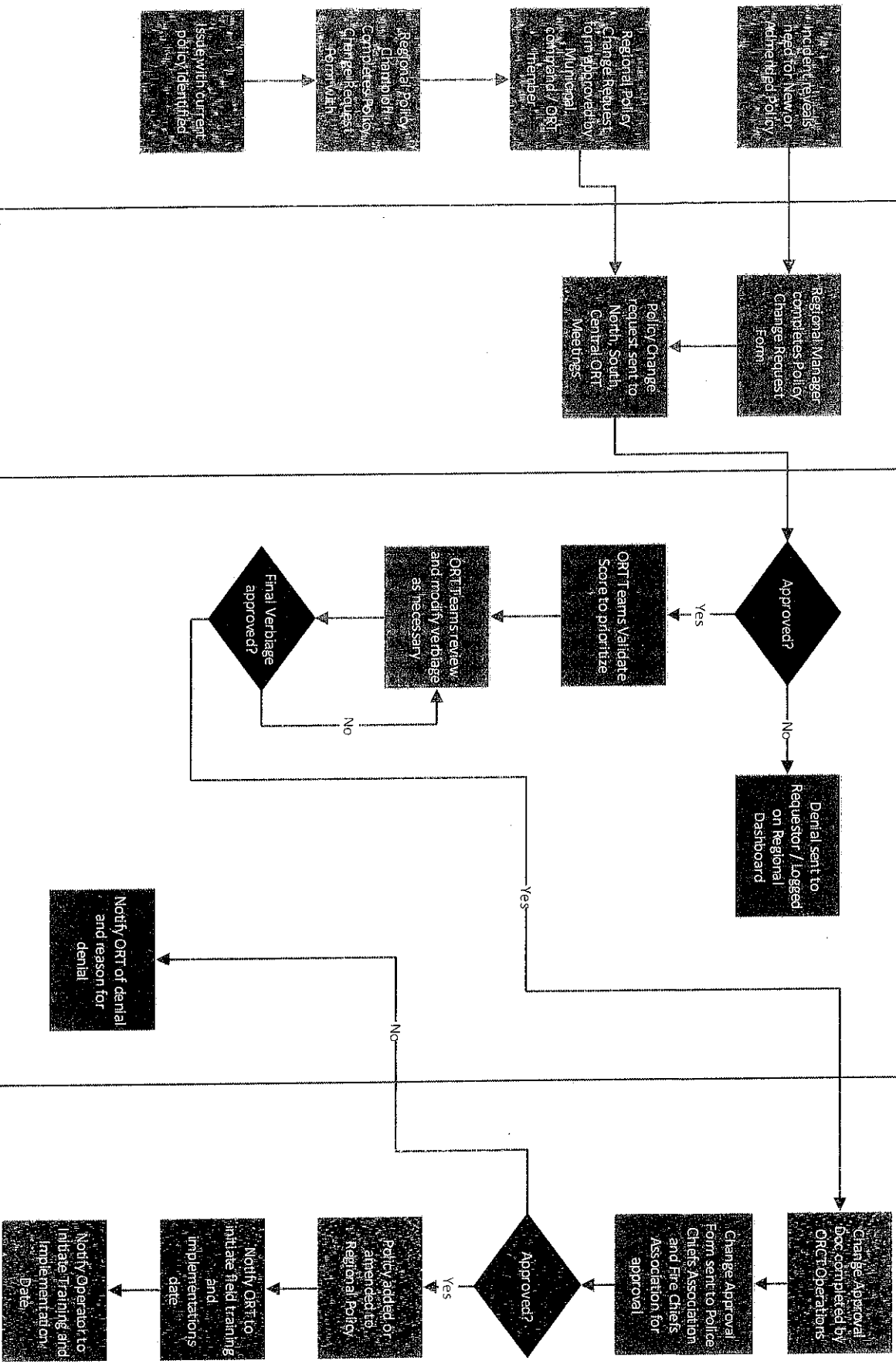
Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT)
North, Central and South

Change Control



BMC SERVICE DESK EXPRESS

Incident: 336585

As of 4 May 2015 4:05:59 PM

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Incident

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA		Ext:
Client ID: AMIZE			
Company ID: BROWARD COUNTY		OCT OPS	
Phone:	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: LOW	Opened: 24 Apr 2015 3:30:24 PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 1 May 2015 10:30:24 AM	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: Requesting all DLE Agencies to include a SGT/OIC cell phone with the daily line ups - this will assist us in identifying and being able to contact the appropriate supervisor in the event of a critical incident in which notifications are required.			

RESOLUTION:

Whiteboard Information	
Whiteboard ID:	

CI Information	
CI Assembly:	
Asset Tag #:	

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
24 Apr 2015 3:30:24 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
24 Apr 2015 3:30:25 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
24 Apr 2015 3:30:26 PM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
24 Apr 2015 3:30:27 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00

Work Orders

Attachments