



Office of Regional Communications and Technology

February 4, 2015

North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Richard "Rick" Carpani	Director (telephonic)
Antonio "Tony" Sabin	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:

Angela Mize	Regional Communications Assistant Director
Tara Thomas	Site Manager, North Consolidated Dispatch Center
Marysol DiBernardo	Asst. Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Wednesday, February 4, 2015, at the City of Coconut Creek Government Center, Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Tony Sabin called the meeting to order at 2:02 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He introduced the newly hired Regional E911 Communications Managers, Jenna DiPlacido and Drew Smous. He recalled the managers' bios were previously distributed to Operational Review Team (ORT) members. In the near future, ORT meetings will be led by the Regional E911 Communications Managers. He provided a brief overview of Ms. DiPlacido's and Mr. Smous' work history and background, as well as those of Scott Whitworth, Regional E911 Communications Manager for the South Consolidated Dispatch Center.

With regard to agency access to audio, the County's legal department is reviewing this matter and updates will be communicated. Lynn Burnside of the Margate-Coconut Creek Fire Rescue Department recalled Mr. Whitworth stating at the previous ORT meeting that the County's legal department had denied this. Mr. Sabin clarified that the County-level concern was liability. One (confidentiality) concern involved restricting agencies to their own audio files. Chief Chester Bolton of Pompano Beach Fire Rescue asked at what point agency representatives should involve their own legal staff in order to obtain access to audio files. Mr. Sabin said that decision is to be made by agency representatives' legal staff. He went on to mention that there are rights to data and privacy, and those matters must be considered. This issue is being dealt with at the highest levels of County Administration; all agency representatives have an interest and that is recognized.

With regard to the EMD-Q (Emergency Medical Dispatch Quality) invitation, Chief Thomas DiBernardo of Sunrise Fire Rescue noted the purpose of this was to bring Christa Wisniewski of BSO (Broward Sheriff's Office) to the ORT meetings for members to gain an understanding of the (EMD-Q) process. Ms. Mize said that would not be a problem. Mr. Sabin wanted certainty that ORT members understand the priority rankings for incident tickets. A Priority 1 incident involves life safety and should be referred directly to BSO staff (at the consolidated dispatch center). The investigation of a Priority 1 incident must be handled as quickly as possible with a turnaround time of 48 hours. He emphasized that Office of Regional Communications and Technology (ORCAT) staff has never reviewed BSO's responses to incident ticket submissions to validate their correctness; rather ORCAT staff only reviews BSO's incident ticket responses involving fatalities because it is (oftentimes) necessary to augment the documentation. As for Priority 2 and Priority 3 incidents, BSO's investigative responses are sent to ORCAT staff and ORCAT staff forwards the responses to the ticket originator for closure. If a question is raised by the originator as to whether the incident ticket should be closed, a dialogue is conducted or it is discussed at the ORT meeting. In no way does ORCAT staff deny, evaluate, or not accept BSO's research of incident tickets. He asked if there were any questions. Chief Frank Edwards of the Margate-Coconut Creek Fire Rescue Department pointed out that, although (priority rankings and the incident ticket process) have been utilized for several months, policies have not been put in writing. The desire is to have policies in place for these components. Mr. Sabin explained that Ms. DiPlacido will be handling the process of developing policies, practices, and procedures (for regional dispatch); buy-in will be necessary from participating agency representatives at ORT meetings, BSO and ORCAT representatives, as well as the Broward County Chiefs of Police Association (BCCPA) and the Fire Chiefs' Association of Broward County (FCABC). It is also necessary to develop a policy for the use of the Coral Springs radio system. Chief Edwards expressed desire to have a (Coral Springs radio system) policy in place prior to the change-over on March 25.

Mr. Sabin continued to review points set forth in the agenda. He noted that operations-related incidents for regional communications must include the language "911 Operations" in the email subject line. Agency representatives should continue following the established process for break/fix issues involving radio and CAD (selfhelp@broward.org). He explained that existing software used for ticketing software issues was essentially turned into a complaint system for regional dispatch. This is an in-between step with the ultimate goal being a (portal) wherein agency representatives can generate and review incident tickets. However, it will likely be some time before that is accomplished. Ms. Burnside said it would be helpful to distribute a listing to ORT members delineating issue types for regionalcommunications@broward.org and selfhelp@broward.org. Mr. Sabin asked meeting attendees if anyone wished to alter the monthly ORT meeting schedule. Chief Edwards wanted consistency in terms of the day and time of the ORT meetings. Mr. Sabin believed ORCAT staff could endeavor for day and time consistency with the meeting schedule; however, there are many individuals' schedules that must be considered when planning a meeting. He went on to note that the Broward County Consolidated Communications Committee (BCCCC) is reconvening on February 12; the agenda is being developed.

With regard to open water rescue protocol, Chief DiBernardo recalled the recommendation at a South Fire Rescue ORT meeting to take a sub-committee approach with coastal cities meeting with the Operator (BSO) for discussion. He thought agency representatives (from western cities in Broward County) should also meet to discuss (protocol for) brush fires. Mr. Sabin asked meeting attendees to email him a list of agency representatives they wanted to invite to the (open water rescue protocol) meeting so it could be coordinated. Chief DiBernardo asked if this could be handled by the FCABC's Mutual Aid and Communications Committee (Mutual Aid

Committee). Mr. Sabin replied that the Mutual Aid Committee's agenda was already quite lengthy, but he offered to reach out to the chairperson. Chief DiBernardo asked Chief Bolton if he thought law enforcement should be included (in the open water rescue discussion). Chief Bolton thought both law enforcement and marine patrol should be included.

Chief Bolton said there are a couple of paging issues (associated with his agency) to consider. Firstly, there was an issue with the "all page." Secondly, there was an issue with simply getting a pager set-up at the (County) radio shop. He thought it could be a matter of radio shop and dispatch employees not being on the same page as to how to get the pager to operate. Mr. Sabin said he would have a representative from the radio shop contact Chief Bolton to resolve the matters. With regard to the P2/P3 90/90 benchmark item on the agenda, Chief DiBernardo recalled this being a point of discussion at the South Fire Rescue ORT meeting. Mr. Sabin asked meeting attendees if they wished to address the topic. No input was provided.

Mr. Sabin noted Priority 1 incident ticket numbers 302374, 303594, and 313052. A copy of each incident ticket is attached hereto and made a part hereof these minutes. He asked Chief Bolton if he wished to discuss any of the incidents. Chief Bolton explained that his concern was the "cardiac arrest" component (incident ticket number 302374). He thought dispatchers should not argue with resident callers who clearly communicate the city they are in. He added that there have been two similar dispatch incidents since that occurrence. Ms. Mize indicated that the problem lied with the fact that the operator was at the Central Consolidated Dispatch Center, rather than at North. Chief Bolton stated that Lynn Molitor of ORCAT endeavored to make an alias in CAD for 15th Street and McNab Road as a remedial measure. Ms. Mize pointed out that the request for that alias was made in the summer of 2014. The alias was set-up and then disappeared. She thought the disappearance may have been caused by a CAD refresh. However, incident 302374 was caused by operator error because CAD did accept, but the operator did not scroll to the correct location. Discussion ensued. Ms. Mize said there are numerous occurrences where callers provide the wrong city for their location. Ms. DiPlacido asked Ms. Mize if it is possible to force CAD to accept a location. Ms. Mize explained that it is possible to by-pass, but operators would have to utilize a map book to get the zoning and determine the location, then endeavor to force CAD to accept the location which is a time-consuming process. Mr. Sabin indicated that ORCAT staff would review this to determine what remedial measures could be taken with regard to CAD; nevertheless, there will still be exceptions (with regard to addressing). He asked Ms. Mize what percentage of calls involve (addressing) issues. Ms. Mize stated that the matter (related to incident 302374) was taken very seriously and the operator is currently being reviewed for termination; the operator's mistakes extended beyond addressing.

With regard to incident ticket number 303594, Chief Bolton believed this issue was fixed; although he had been incorrectly told it was resolved two times prior. As for incident ticket number 313052, Ms. Mize thought there were possibly two causes for this occurrence. She noted the issue of second, third, and fourth case numbers generated due to callers providing locations (for the same incident) that are far enough apart in terms of distance that CAD does not duplicate the incident. The only solution for this would be to extend the radius beyond 500 feet for a CAD duplicate incident. She went on to note the issue of a dispatcher taking a unit off the first call to place them on the second if it is a potential duplicate. Dispatch staff was advised that, if the first location was not valid and a second location is provided, the operator is to keep the units on the original call and simply re-route them to the second address. Chief DiBernardo said his agency also deals with the duplicate calls issue. Currently, the (CAD) default is 500 feet; however, his agency is going to alter the radius to, either, 1,000 or 1,500 feet. There are some (condominium complexes) in Sunrise where units are situated close together, so

dispatchers will have to read the incident descriptions (to verify if calls are duplicates, or separate calls in close proximity). Ms. Mize stated a possible risk is a second call not being assigned because the dispatcher thinks it is a duplicate. Chief DiBernardo said he was aware of the potential risk. Discussion ensued. Chief DiBernardo stressed the importance of this matter being discussed in detail at Next Generation CAD meetings.

Mr. Sabin referred to Mr. Smous, noting that he has been (leading) ORCAT's Quality Improvement (QI) Team which performs data review of all incident tickets. The QI Team has reviewed about half of the tickets currently in the system. Some of the findings will be presented at the upcoming BCCCC meeting. The objective is to actively examine the root causes of incidents. Mr. Smous added that, currently, incident tickets with "operator error" dispositions are being reviewed and divided into sub-categories. Subsequently, each sub-category will be examined and action plans developed. Mr. Sabin asked meeting attendees if they wished to raise any participating agency issues for discussion. No input was provided.

Ms. Mize provided a brief overview of incident ticket number 313937, a copy of which is attached hereto and made a part hereof these minutes. She indicated that Cheryl Rashkin, Supervisor of Broward County's Trauma and EMS Section, Office of Medical Examiner and Trauma Services, said she should be the only individual authorized to announce a diversion from a hospital; no announcements from facilities should be accepted. BSO's position is that diversion announcements can be provided to fire rescue agency personnel (by dispatch) if that is their preference. Thus far, the feedback provided by fire rescue personnel is that units still intend to go to a given hospital, (even if a diversion notice was given); it seems the diversion notifications (currently) provided by BSO are viewed as bothersome. The idea is to determine participating agencies' preference. She asked agency representatives if they wanted BSO to send out a page if BSO is made aware of a hospital diversion. Chief Rick Donahue of the Margate-Coconut Creek Fire Rescue Department remarked that his agency historically operated with the philosophy that the hospital is open for business unless its doors are closed and locked and lights are off. He suggested input be sought from the (Broward County) Medical Director. Chief DiBernardo thought this could be dealt with as a communication between fire rescue staff and the hospital, rather than bringing the dispatcher into the mix. Ms. Mize said BSO dispatch staff can send out a page, or not. She asked meeting attendees to voice their preference. Chief DiBernardo confirmed for Mr. Sabin that this matter will be brought forward at the FCABC EMS Sub-Committee in about one week. Mr. Sabin said the topic would be included on the upcoming Central Fire Rescue ORT meeting agenda. Chief DiBernardo clarified that, for now, agency representatives must be aware that any diversion message from dispatch is merely a communication, the action taken is determined by fire rescue personnel.

Mr. Sabin mentioned that Mr. Whitworth is leading the development of a disaster and business continuity plan. The goal is to have this project completed in the April, 2015 timeframe. As for the second page on working fire issue set forth on the agenda, Ms. Mize explained that agencies can have as many pages as desired. Dispatch is expected to execute an initial (GP1) page for certain critical incidents such as working fires and hazmat. Anything beyond that should come at the direction of the battalion chief requesting a secondary page. Chief DiBernardo thought a different name should be created for the (second page) run card, and let GP1 be an active dispatcher (manual) process only. Ms. Mize explained the downside to the run card is that it takes up a unit apparatus space; currently, CAD can only perform a 10-apparatus assignment at one time. Chief DiBernardo said that will no longer be an issue when Next Generation CAD is implemented. Ms. Mize agreed.

With regard to the Signal 32 (suicide) issue set forth on the agenda, Ms. Mize explained the policy includes two signals – a Signal 32 and a Signal 32 In Progress. A Signal 32 is solely intended for suicide threats that do not involve a mechanism or means to follow-through with the act and, therefore, present no imminent danger; Signal 32s are only law enforcement driven. A Signal 32 In Progress is utilized for an action taken or imminent threat. This policy was created a couple years ago because fire rescue agencies preferred not to be made aware of the threats. However, since E911 consolidation took place, some fire rescue agencies have expressed interest in being made aware of suicide threats. BSO's position is that dispatch can, either, make fire rescue agencies aware of suicide threat calls, or not; but it must be uniform across all fire rescue agencies. An agency representative indicated that his agency did not wish to be made aware of Signal 32s. Chief DiBernardo said the Mutual Aid Committee addressed this topic, and the discussion will be continued at their next meeting. He added that he did not want his agency to be made aware of Signal 32s. Discussion ensued.

Mr. Sabin indicated that ORCAT staff will be performing a system re-balancing of call-taking and dispatch positions for the 2016 budget. Figures based on call volume, calls for service, and push-to-talks will be examined over the next two to three weeks as the deadline is early March, 2015. Ms. Mize announced that, in addition to ORCAT's QI Team, BSO has established a Quality Assurance (QA) Team consisting of an eight-member staff and a supervisor. The QA Team's duties are to review incident tickets and perform random call reviews of call-takers, dispatch, and teletype. The QA Team has been in place for about two weeks and has already reviewed over 100 calls spanning all of the consolidated dispatch centers. She stressed the importance of the feedback provided by the incident tickets. Chief Edwards asked if it would be possible to be provided the Regional Consolidated Dispatch Monthly Reports (monthly reports) in a more timely fashion. Mr. Sabin elaborated upon the complex processes involved in developing the monthly reports. However, the goal is to improve upon timeliness of distribution such that it is distributed before the end of the following month. Further, the format will be standardized.

There being no further matters to address, the meeting adjourned at 3:18 p.m.



Agenda

North FR Operational Review Team Meeting

4900 W. Copans Road, Coconut Creek

EOC Conference Room

Date: Wednesday, February 4, 2015

Time: 2:00 PM

-
- I. Call to Order
 - II. Old Business
 - a. County Communications Managers – Introduction
 - b. Agency access to audio – status update
 - c. EMD-Q invitation – Status update from BSO
 - d. Clarification on Priority Rankings (1 – High, 2 – Medium, 3 – Low)
 - e. Clarify incident ticket process as relates to ORCAT and BSO's responses
 - f. Incident reports must be sent to regionalcommunications@broward.org and include **911 OPERATIONS** in subject line
 - g. Monthly ORT Meetings
 - h. Open water rescue protocol – CAD currently plots latitude/longitude when calls come in; Broward coastal cities should discuss
 - i. Paging issue follow-up - Pompano Beach FR

j. Discuss P2/P3 90/90 Benchmark

III. Priority 1 Incident Review

- a. Incident Ticket # 302374 – Pompano Beach FR
- b. Incident Ticket # 303594 – Pompano Beach FR
- c. Incident Ticket # 313052 – Pompano Beach FR

IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

- a. Incident ticket # 313937 – Communicating countywide hospital diversions to FR field units – noted at 1/28/15 South FR ORT Meeting that diversion messages are simply courtesy messages to crew

VIII. New Business

- a. Disaster and business continuity plan
- b. Second page on working fire (requested by Lauderhill & Fort Lauderdale FR) – Noted at 1/28/15 South FR ORT Meeting that pages should be sent via active dispatcher process, not run card
- c. Generate calls for Signal 32 (suicide) threats versus dispatcher contacting battalion chief & allowing chief to decide if call should be created (preferred by Fort Lauderdale FR) – Discussion at 1/28/15 South FR ORT Meeting about agencies submitting their Signal 32 call data to Mutual Aid Committee
- d. System re-balancing of call-taking and dispatch positions for 2016 budget

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 302374

As of 16 Jul 2015 11:24:22 AM

Incident

Page 1 of 7

Client Information		Assign to Information	
Last Name: BOLTON	First Name: CHESTER	AMIZE	954-321-4496
Client ID: CBOLTON		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT911 - OPERATOR	OCT911 - Operator	
Impact ID: OCT911	Opened: 17 Nov 2014 7:49:26 AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 19 Nov 2014 7:49:26 AM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

Message: Date of incident: 11-15-2014

Incident Number: FPB141115021829/ PB141115021830

Priority Level: 1

Location: 315 W MCNAB RD

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: hester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail:

Chief,

On 11/15/14 Rescue 63 and T61 were dispatched to a Unconscious/fainting call at 215 NW 15 St.

19:15 the call was unfounded and or updated to correct address of 215 W. McNab Rd.

Rescue 63 turned around and went to the address on McNab Rd. For some reason another run number was generated and units put on that run number.

It has the appearance of normal response times due to two separate run numbers, when in fact, there was a significant delay.

The call ended up being a 27 year old in Cardiac Arrest and was unable to be brought back.

Run numbers and times:

21829	call received at	19:14:26
	dispatched	19:15:01
21830	second call dispatched	19:20:52
	working a code	19:25:00

I do not know if this was a mistake by the caller or dispatch. I'm not sure why we are now getting two run numbers for the same call if the address changes. This happened the other night on the trauma code, it makes the response times appear ok when in fact there is quite a delay if only one run number is looked at.

Additional Comments:

RESOLUTION: From: Brownstein, Robert
Sent: Monday, November 17, 2014 11:51 AM
To: Zarazinski, Lisa
Cc: Mize, Angela
Subject: FW: OCT 911 Operations New Incident Notification *ref#24-302374
Importance: High

Lisa/Angie,

I reviewed the following incident. The first caller dialed in reported a person passed out on the ground at 215 SW 15TH ST, PB. He verified that address a second time. For some reason the call taker advised him that address wasn't coming up to be good and to verify it after asking his phone number. He repeated 215 SW then said NW 15TH ST PB, stated "Its MCNAB Rd" she proceeded to interrogate asking his name. The caller stated "Send them quick quick" the operator then said "The call is in for dispatch" and the call was disconnected. The call taker wound up entering the call for service as 215 NW 15 TH ST PB which is where the delay was.

I conducted several tests on the address given 215 SW 15 TH ST in PB. The test worked entering a call on training and production mode and conducting an LD on the address. It is unclear why she couldn't enter the call in for the address provided. I have attached a complete timeline of this call along with the headers and audio's associated with both. The dispatcher audio from FD is also attached. Please let me know if anything additional is needed.

From: Zarazinski, Lisa [mailto:Lisa_Zarazinski@sheriff.org]
Sent: Tuesday, November 18, 2014 5:02 PM
To: Sabin, Antonio
Cc: Carpani, Richard; Farmer, Lory; Mize, Angela; Lowe, Suzanne; Elmaadawy, Latasha; Pusins, Robert; Zarazinski, Lisa
Subject: FW: OCT 911 Operations New Incident Notification *ref#24-302374
Importance: High

Tony,

Attached is a detailed timeline of the Pompano Fire Rescue incident we spoke about at Central. An Internal Affairs case is being opened for investigation on the initial call taker involved. This information has not been communicated to PB FR. A short summary of the findings is listed below and a detailed timeline along with all audio is attached.

Lisa

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
17 Nov 2014 7:49:26 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
17 Nov 2014 7:49:27 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
17 Nov 2014 7:49:28 AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
17 Nov 2014 7:49:29 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
17 Nov 2014 9:38:21 AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:58
17 Nov 2014 9:38:22 AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
17 Nov 2014 9:38:38 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
5 Feb 2015 11:47:55 PM	DSMOUS	Email chain	NOTES	00:02:06

 Tony,

Have you ever received any additional information in response to your email? This is a longstanding open Priority 1 ticket...

Please advise.

Thanks,

Scott R. Medvin, Administrative Manager II
Office of Regional Communications & Technology
115 S Andrews Ave, #325
Fort Lauderdale, FL 33301

Cell: 954.770.9206
Fax: 954.357.8518
<http://www.broward.org/CommunicationsTechnology>

From: Medvin, Scott
Sent: Friday, December 12, 2014 10:29 AM
To: Sabin, Antonio
Subject: FW: OCT 911 Operations New Incident Notification *ref#24-302374
Importance: High

FYI, I have not received a response to this email. Have you?

This is a priority 1 ticket that was opened November 17.

Scott R. Medvin, Administrative Manager
Office of Regional Communications & Technology
115 S Andrews Ave, #325
Fort Lauderdale, FL 33301

Cell: 954.770.9206
Fax: 954.357.8518
<http://www.broward.org/CommunicationsTechnology>

From: Sabin, Antonio
Sent: Thursday, November 20, 2014 1:49 PM
To: 'Zarazinski, Lisa'
Cc: Carpani, Richard; Bayag, Brett; Medvin, Scott; Farmer, Lory; Revis, Daniel
Subject: RE: OCT 911 Operations New Incident Notification *ref#24-302374
Importance: High

Lisa,

We need to have an official response from you that includes the investigation and chronology of events in a standard format. The two items included as attachments are part of the required documentation. Please note that the excel document Sample with Chronology Formulas includes formulas for determining time lapses between events. After you complete these documents please include them along with any other backup documentation to support your response. As always please practice all due diligence as we owe a response to Pompano Beach Fire Rescue and Chief Bolton on this matter.

Thank you,

Tony Sabin, Manager
Office of Regional Communications and Technology
115 S Andrews Ave , #325 Ft Lauderdale, FL 33301
asabin@broward.org
O: 954.357.7312 | C: 954.557.4588 | F: 954.357.8518
www.broward.org

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

From: Zarazinski, Lisa [mailto:Lisa_Zarazinski@sheriff.org]
Sent: Tuesday, November 18, 2014 5:02 PM
To: Sabin, Antonio
Cc: Carpani, Richard; Farmer, Lory; Mize, Angela; Lowe, Suzanne; Elmaadawy, Latasha; Pusins, Robert; Zarazinski, Lisa
Subject: FW: OCT 911 Operations New Incident Notification *ref#24-302374
Importance: High

Tony,

Attached is a detailed timeline of the Pompano Fire Rescue incident we spoke about at Central. An Internal Affairs case is being opened for investigation on the initial call taker involved. This information has not been communicated to PB FR. A short summary of the findings is listed below and a detailed timeline along with all audio is attached.

Lisa

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Sent: Monday, November 17, 2014 11:51 AM

To: Zarazinski, Lisa
Cc: Mize, Angela
Subject: FW: OCT 911 Operations New Incident Notification *ref#24-302374
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Lisa/Angie,

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I conducted several tests on the address given 215 SW 15TH ST in PB. The test worked entering a call on training and production mode and conducting an LD on the address. It is unclear why she couldn't enter the call in for the address provided. I have attached a complete timeline of this call along with the headers and audio's associated with both. The dispatcher audio from FD is also attached. Please let me know if anything additional is needed.

Robert Brownstein
Regional Communications Operations Analyst
Broward Sheriffs Office – Regional Communications Administration
2601 West Broward Blvd
4th Floor – Administrative Offices
Fort Lauderdale, Florida 33312
Tel: 954-321-4929
Mobile: 954-551-0920
Fax: 954-321-5090
Robert_Brownstein@sheriff.org
www.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.

This email communication and any attachments may contain confidential and privileged information for the sole use of the designated recipient(s). Any unauthorized review, use, disclosure or distribution is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Medvin, Scott [mailto:SMEDVIN@broward.org]
Sent: Monday, November 17, 2014 9:39 AM
To: Mize, Angela; Brownstein, Robert
Cc: Sabin, Antonio; Farmer, Lory
Subject: FW: OCT 911 Operations New Incident Notification *ref#24-302374
Importance: High

Angie/Robert:

FYI, I just assigned this Priority 1 ticket to Angie.

Please let me know if you have any questions, comments or concerns at this time.


Thanks,

Scott R. Medvin, Administrative Manager
Office of Regional Communications & Technology
115 S Andrews Ave, #325
Fort Lauderdale, FL 33301

Cell: 954.770.9206
Fax: 954.357.8518
<http://www.broward.org/CommunicationsTechnology>

DSMOUS 2/5/2015 11:48:19 PM

19 Feb 2015 3:47:13 PM	DSMOUS	Notes	NOTES	00:25:00
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 This incident happened prior to the CAD group aliasing 15th street with McNab. See response from Lynn Molitor on another incident occurring within the same timeframe. 302386

Dear Drew,

This incident occurred before we changed McNab Rd to the legal name of SW 15th St and aliased it back to McNab.

Sincerely,
Lynn

DSMOUS 2/19/2015 3:48:56 PM

19 Feb 2015 3:52:10 PM	DSMOUS	Subject Changed To OCT911 - UNFOUNDED	HD_SUBJ_CHANGE	00:04:40
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19 Feb 2015 3:52:11 PM	DSMOUS	User Defined Status Changed To CLOSED	HD_STATUSCHANGE	00:00:00
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19 Feb 2015 3:52:12 PM	DSMOUS	Close Call # 302374	HD_CLOSE	00:00:00
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16 Jul 2015 11:06:07 AM	LFARMER	User Defined Status Changed To OPEN	HD_STATUSCHANGE	00:00:00
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16 Jul 2015 11:06:08 AM	LFARMER	Reopened Call	HD_REOPEN	00:00:00
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16 Jul 2015 11:14:18 AM	LFARMER	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHANGE	00:06:54
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16 Jul 2015 11:22:41 AM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHANGE	00:00:15
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16 Jul 2015 11:22:42 AM	LFARMER	Close Call # 302374	HD_CLOSE	00:00:00
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Work Orders

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
FPB141115021829 - 2ND CALLER AUDIO.wav		1053763
FPB141115021829 - CALL TAKER AUDIO.wav		384718
FPB141115021829 - DISPATCH AUDIO.wav		384458
FPB141115021829.pdf		108324
FPB141115021830.pdf		112542
image001.emz		17186
image002.png		17186
Incident ref#24-302374.xlsx		15242
L11141115004011.pdf		128688
Telephone Information.msg		49152

DESCRIPTION: Subject: 911 Operations Attention OTC

From: SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

Message: Date of Incident: NA

Incident Number: NA

Priority Level: 1

Location: NA

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail: NA

Additional Comments: The alias for R103 is incorrect. It is keying up as R52. When dispatch sees that a unit is incorrect a proactive change needs to be made in the system. Confusing who the units are is a safety issue. A list was sent in months ago to make changes and it never was changed. We have other units that are incorrect as well and they need to be changed. I repeat not knowing who the correct crew is on a fire is a safety issue. Below is the information.

The alias associated with ID 715013 needs to be R103

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Below is a copy of follow-up email sent to Chief Bolton on January 9, 2015 from Lory Farmer

I spoke to Lygia Torres, our Telecommunications Manager, about the above referenced incident. She explained to me that this was updated on the radio database on November 24, 2014. Please confirm keying up and verifying on any Gold Elite terminal. If you are satisfied that this issue has been resolved, please advise.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
11/21/2014 9:57:44AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/21/2014 9:57:45AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/21/2014 9:57:46AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/21/2014 9:57:47AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/21/2014 11:50:34AM	SMEDVIN	Forwarded To Staff LTORRES	HD_FRWD_STAFF	00:24:06
11/21/2014 11:50:35AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/21/2014 11:50:47AM		Sent EMail To LTORRES	EMAIL_SENT	00:00:00
12/16/2014 8:01:29AM	LTORRES	FW: Service Desk Express Notification *ref#24-303594	EMAILIN	00:00:00

From: Chester.Bolton@copbfl.com

What is the status of what I declared a priority 1 because of scene safety implications. Having the correct unit identifiers is important when we are in a fire ground situation.

Chester M Bolton, MBA
 Pompano Beach Fire Rescue
 Office (954) 786-4343
 Cell (954) 740-9473

-----Original Message-----

From: selfhelp@broward.org [mailto:selfhelp@broward.org]
 Sent: Friday, November 21, 2014 9:58 AM
 To: Chester Bolton
 Subject: Service Desk Express Notification *ref#24-303594

Incident Ticket # 303594 has been opened and assigned
 Incident Number: 303594
 Open Date: 11/21/2014 9:57:44 AM
 Client Name: CHESTER BOLTON
 Client Phone:
 Client Department:
 Expected Resolution Time: 12/1/2014 1:57:44 PM
 Subject Description: OCT - REQUESTS
 Incident Description: Subject: 911 Operations Attention OTC

From: SMTP:[Chester.Bolton@copbfl.com]Chester.Bolton@copbfl.com

Message: Date of Incident: NA

Incident Number: NA

Priority Level: 1

Location: NA

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail: NA

Additional Comments: The alias for R103 is incorrect. It is keying up as R52. When dispatch sees that a unit is incorrect a proactive change needs to be made in the system. Confusing who the units are is a safety issue. A list was sent in months ago to make changes and it never was changed. We have other units that are incorrect as well and they need to be changed. I repeat not knowing who the correct crew is on a fire is a safety issue. Below is the information.

The alias associated with ID 715013 needs to be R103

Tickets are only monitored during normal County business hours M-F and all emergency outages with high priority should be directly reported to 954-357-8600.

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17223
image002.png		17223

BMC SERVICE DESK EXPRESS

Incident: 313052

As of Tuesday, Feb 3, 2015 11:08

Incident

Page 1 of 5

Client Information		Assign to Information	
Last Name: BOLTON	First Name: CHESTER	AMIZE	954-321-4496 Ext:
Client ID: CBOLTON		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO.911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/15/2015 7:59:59AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 1/17/2015 7:59:59AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

Message: [Regional Communications Issue Reporting Form]

Date of Incident: Multiple

Incident Number: Multiple

Priority Level: 1

Location: Multiple

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail: The dispatchers are arbitrarily giving calls a second run number if the address changes or if there is a time delay. Our calls went up 1731 calls in 2014 and I do not believe that is true call volume increase. The battalion caught the dispatcher doing it 1-13-2015 and told him not to stop the call and issue another number. The dispatcher seemed surprised. You do not issue another alarm number until the call is resolved for the original complainant. I plan to do a more in debt study to get more occurrences.

Most recent was alarm #1022 and #1023. The call the battalion stopped the duplication was #936. The address changed and the dispatcher wanted to stop the original call and start a new one with the new address. If you listen to the audio surrounding #936 you will hear the comments. The dispatcher still re-dispatched the unit rather than keeping it on the call to obscure the delay.

Additional Comments:

INC : FPB150113000936

TIME: 2003 TYPE: S67SZ

ADDR: 800 HAMMONDVILLE RD

BLD : APT :

LOC : ROCKY FOOD STORE...

ZONE: 6302 STAT: C

XST1: 301 NW 8TH AV

MAP : 376 DSPO: TFR

XST2: 814 NW 3RD ST

CNAM: SPRINT

CADD:

CPHN: 9114594681

P UN: PB/R52

RPT#:

*** COMMENTS FPB150113000936 ***

15/01/13 20:04:00 Incident Initiated By: BS/MANN, ARTAVIA

15/01/13 20:04:09 Stat PB/R52 DSDS Loc: 801 N POWERLINE RD

15/01/13 20:04:09 Primary Unit CHANGED To: PB/R52

15/01/13 20:04:36 Stat PB/R52 PAPA Loc: 801 N POWERLINE RD

15/01/13 20:04:51 Stat PB/R52 ENEN Loc: 801 N POWERLINE RD

15/01/13 20:05:38 VERY BAD CONNECTION / COMPL IS VERY LOW IN VOLUME

15/01/13 20:06:09 PT IS IFO BUSINESS "ROCKY"

15/01/13 20:06:38 I CAN ONLY MAKE OUT "ROCKY" FOR THE BUSINESS NAME / CALLER

DISCONNECTED

15/01/13 20:06:38 ATTEMPTING CB TO THE OTHER PHONE NUMBER HE PROVIDED

15/01/13 20:07:10 BUSY ON CB
 15/01/13 20:07:16 CASE ABORTED OR PROQA ERROR
 15/01/13 20:08:18 Stat PB/R52 ARAR Loc: 801 N POWERLINE RD
 15/01/13 20:08:21 Stat PB/R52 AAAA Loc: 801 N POWERLINE RD
 15/01/13 20:09:33 20:08PER R52.."NOTHING AT 801 N POWERLINE...THERE IS A "ROCKY" BUSINESS
 15/01/13 20:09:33 ON HAMMONVILLE"
 15/01/13 20:10:56 Unit PB/R52 Status Comment Added SEE #PB/937
 15/01/13 20:10:56 Stat PB/R52 AVAV
 15/01/13 20:10:56 Disposition CHANGED To: NTR MAIN
 15/01/13 20:10:56 Disposition CHANGED To: OTH
 15/01/13 20:10:56 Disposition CHANGED To: UNF
 15/01/13 20:11:40 Stat PB/R52 DSDS Loc: 801 N POWERLINE RD
 15/01/13 20:11:41 Primary Unit CHANGED To: PB/R52
 15/01/13 20:11:49 Stat PB/R52 ARAR Loc: 801 N POWERLINE RD
 15/01/13 20:11:54 Stat PB/R52 PCPC Loc: 801 N POWERLINE RD
 15/01/13 20:12:51 IAAssocInc FPB150113000937 UPDATE Cmnt * to NTR
 15/01/13 20:12:51 IAAssocInc FPB150113000937 UPDATE Cmnt * to DUP
 15/01/13 20:13:58 Address Fr: 801 N POWERLINE RD
 cont... To: 800 HAMMONDVILLE RD
 15/01/13 20:15:17 NOTE: B63 ADVISED TO "KEEP ORIGINAL CALL AND ALARM #...CLOSEOUT DUP
 15/01/13 20:15:17 #PB/937 INSTEAD"...
 15/01/13 20:15:46 Stat PB/R52 MEME Loc: IPH...
 15/01/13 20:23:42 Stat PB/R52 ARAR Loc: IPH...
 15/01/13 20:34:02 Stat PB/R52 ARAR Loc: IPH...
 15/01/13 20:40:08 **R52'S CORRECT "MH" TIME IS "20:23"...**
 15/01/13 20:40:13 Stat PB/R52 MHMH Loc: IPH...
 15/01/13 20:40:19 Stat PB/R52 AVAV
 15/01/13 20:40:19 Disposition CHANGED To: TFR MAIN

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/15/2015 7:59:59AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/15/2015 8:00:00AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/15/2015 8:00:01AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/15/2015 8:00:02AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/15/2015 8:00:40AM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-313052	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>
 The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA12.bc.broward.cty

DHALL@broward.org
 #550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca12.bc.broward.cty (10.10.40.77) with Microsoft SMTP Server id 14.3.169.1; Thu, 15 Jan 2015 08:00:23 -0500
 Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 15 Jan 2015 08:00:19 -0500
 Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Thu, 15 Jan 2015 08:00:19 -0500
 MIME-Version: 1.0
 From: <selfhelp@broward.org>
 To: <DHALL@broward.org>
 Reply-To: selfhelp@broward.org
 Date: Thu, 15 Jan 2015 08:00:19 -0500
 Subject: OCT 911 Operations New Incident Notification *ref#24-313052
 Content-Type: text/html; charset="utf-8"
 Content-Transfer-Encoding: base64
 Message-ID: <1VBCSDE10FRagbC8wSA00014208@1VBCSDE10.bc.broward.cty>
 X-OriginalArrivalTime: 15 Jan 2015 13:00:19.0681 (UTC) FILETIME=[37365D10:01D030C3]

Return-Path: selfhelp@broward.org

1/15/2015 8:00:41AM

Automatic reply: OCT 911 Operations New
Incident Notification*ref#24-313052

EMAILIN

00:00:00

From: SBASS@broward.org

I am out of the office returning on Tuesday January 20, 2015. Should you need immediate assistance please contact Edna Klock at 954 254 9032.

1/15/2015 11:44:12AM

SMEDVIN

Forwarded To Staff AMIZE

HD_FRWD_STAFF

00:00:08

1/15/2015 11:44:13AM

SMEDVIN

Urgency has been changed

URGENCY_CHANGE

00:00:00

1/15/2015 11:44:25AM

Sent EMail To AMIZE

EMAIL_SENT

00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17181
image002.png		17181
OCT 911 Operations N.eml		8682
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 313937

As of Tuesday, Jan 27, 2015 10:04

Incident

Page 1 of 5

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA	ASABIN	954-357-7312 Ext:
Client ID: AMIZE		ANTONIO	SABIN
Company ID: BROWARD COUNTY		OCT911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/20/2015 3:21:25PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: OPEN	Due Date: 1/30/2015 3:21:25PM	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: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: ALL PSAPS

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

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

TELEPHONE NUMBER:

INCIDENT DETAILS:

PERIODICALLY, WE RECEIVE INFORMATION FROM COUNTY-WIDE HOSPITALS INDICATING A DIVERSION FROM THEIR FACILITY DUE TO A VARIETY OF ISSUES.

QUESTION FOR ALL FR AGENCIES COUNTY-WIDE - IS THERE ANY NEED TO COMMUNICATE THIS DIVERSION TO FIELD UNITS?

THERE ARE TWO VERY DIFFERENT THOUGHTS PREVAILING -

THE FIRST IS THAT THIS INFORMATION IS USEFUL TO FR AGENCIES TRANSPORTING PATIENTS .

THE SECOND IS THAT THIS INFORMATION IS UNNECESSARY AS FR AGENCIES WILL CONTINUE TO TRANSPORT AND IF WE TRY TO COMMUNICATE A DIVERSION THEN IT WOULD ACTUALLY LEAD TO LONGER AND UNNECESSARY TRANSPORT DELAYS.

SO - WHAT DOES FR AGENCIES COUNTY-WIDE WANT REGIONAL COMM. TO DO WITH THESE NOTIFICATIONS, IF ANYTHING?

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<mailto:angela_mize@sheriff.org>

[cid:image001.jpg@01D034C4.85E70A90]

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

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
1/20/2015 3:21:25PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/20/2015 3:21:26PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/20/2015 3:21:27PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/20/2015 3:21:28PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/20/2015 3:22:12PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-313937	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA12.bc.broward.cty

DHALL@broward.org

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxmail.broward.org (10.1.23.10) by mrexhtca12.bc.broward.cty (10.10.40.77) with Microsoft SMTP Server id 14.3.169.1; Tue, 20 Jan 2015 15:21:45 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 20 Jan 2015 15:21:45 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 20 Jan 2015 15:21:45 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Tue, 20 Jan 2015 15:21:45 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-313937

Content-Type: text/html; charset="utf-8"

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10M5VIME4MBw000167a1@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 20 Jan 2015 20:21:45.0235 (UTC) FILETIME=[B5E5EE30:01D034EE]

Return-Path: selfhelp@broward.org

1/20/2015 3:36:30PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:01:01
1/20/2015 3:36:31PM	LFARMER	Urgency has been changed	URGENCY_CHANGE	00:00:00
1/20/2015 3:36:48PM		Sent EMail To ASABIN	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE (BYTES)
image001.jpg		6032
OCT 911 Operations N.eml		4076
unknown.log		286