



Office of Regional Communications and Technology

March 4, 2015

North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

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
Marysol DiBernardo Asst. Site Manager, North Consolidated Dispatch Center
Christa Wisniewski Duty Officer – Emergency Medical Dispatch Quality Assurance Unit
Deidre Snyder Duty Officer – Emergency Medical Dispatch Quality Assurance Unit

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

Drew Smous called the meeting to order at 1:59 p.m.

Mr. Smous introduced himself and Jenna DiPlacido, noting their positions of Regional E911 Communications Managers at the North and Central Consolidated Dispatch Centers, respectively. Christa Wisniewski elaborated upon her and Deidre Snyder's roles within BSO's (Broward Sheriff's Office) EMD-Q (Emergency Medical Dispatch Quality Improvement) unit. BSO is accredited for all three consolidated dispatch centers. A platform is needed for BSO's EMD-Q unit to be in contact with the participating agencies' fire chiefs on a quarterly basis to address matters like protocol changes, commendations, and concerns. Chief Thomas DiBernardo of Sunrise Fire Rescue clarified that the EMD-Q meetings may be held at this location, but will not include Operational Review Team (ORT) members. Rather, participating agencies will have their EMS (Emergency Medical Services) representatives attend EMD-Q meetings. He went on to note that it is possible for agencies to request that a specific case be reviewed by EMD-Q, and a significant amount of data can be obtained.

Mr. Smous indicated that agency access to audio is still being reviewed by the County's legal department. He asked if there were any questions. No questions were posed. As for open water rescue protocol, Chief DiBernardo mentioned that he was provided an update by Chief Timothy Heiser of Fort Lauderdale Fire Rescue. Chief Heiser will collect the individual (open water) policies from shoreline fire rescue and law enforcement agencies before scheduling a meeting with the agencies. Ms. Mize added that, currently, there are addresses in CAD (Computer Aided Dispatch) specific to Deerfield Beach and Dania Beach that generate a reminder to notify ocean

rescue when an incident is generated along the specific beach area zones. She recommended the cities work with ORCAT (Office of Regional Communications and Technology) staff to determine the beach zones so this can be standard for every call along the beach. Currently, there are six ocean rescue talk groups on the Gold Elite; two are specific to Fort Lauderdale, two were previously specific to BSO – Dania Beach and Deerfield Beach, and two are specific to Hollywood Beach. She thought a decision is needed as to which talk groups are utilized, and whether more talk groups are needed. This information has been conveyed to dispatch staff to ensure their awareness of the talk groups and their purpose. Chief Chester Bolton of Pompano Beach Fire Rescue suggested duty officers provide assistance on such calls. Ms. Mize was agreeable. Chief Bolton elaborated upon an open water rescue incident that recently occurred. He stressed that these types of E911 calls are not waiting for a Standard Operating Procedure to be developed. Ms. Mize confirmed her awareness and reiterated that BSO has begun to make dispatchers aware of these processes. Captain Michael Kane of the Broward Sheriff's Office Department of Fire Rescue pointed out that there are 10 ocean rescue talk groups and they were already designated for every agency along the beach. If the talk groups are not on the radios yet, it is because the radios have not been reprogrammed. Ms. Mize indicated that only the six talk groups are currently in presentation. Assistant Chief Michael Cassano of the Broward Sheriff's Office Department of Fire Rescue thought the open water rescue protocol should include all involved agencies utilizing a main TAC channel rather than the beach channel.

Chief Bolton believed the paging issue was corrected as he had seen improvement over the last month. Chief DiBernardo said his agency had seen recent improvement in this area as well. As for the addressing issue in CAD, Chief Bolton said this relates to McNab Road and other streets; it is a countywide issue and not just Pompano Beach. Mr. Smous indicated that the addressing issues are being handled as quickly as possible. Ms. Mize noted that the "less is more" message is being conveyed to dispatch staff. If a street name is entered that does not exactly match the CAD entry, CAD will not accept it. So, dispatchers are being told to shave off some information if CAD does not accept a street name when it is initially entered. For instance, the directional portion of the street name could be shaved off. Also, dispatchers are being told to check the map if there is more than one choice (in CAD) for the same intersection. Another issue is that CAD does not accept "A-1-A" for all of Broward County, yet callers often provide it as a location. There are instances where CAD will provide multiple choices and the dispatcher must select the correct one; measures are being taken to convey to dispatchers the importance of taking time to make the correct selection. Mr. Smous invited meeting attendees to submit an incident ticket for any addressing issues encountered. Ms. DiPlacido added that even past addressing issues should be submitted via the incident ticketing system for testing purposes to ensure they are no longer issues in CAD.

With regard to incident ticket number 313937, Chief DiBernardo explained that there is no true diversion unless a hospital is completely non-functional. This message from the dispatcher is not an order, but rather a notice. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Chief DiBernardo went on to note the Mutual Aid and Communications Committee (MACC) approved alerting fire rescue agencies of Signal 32Ts (suicide threats). To that end, each agency must provide a response plan to Lynn Molitor of ORCAT. Ms. Mize pointed out the policy was clearly written to differentiate a threat versus a non-threat. A threat is only a verbalization with no immediate means to carry out the act. A non-threat is characterized by either an action already taken or immediate means to take an action. Discussion ensued. Chief DiBernardo said he would forward the email from the MACC Chairperson on this matter (to the meeting attendees).

Mr. Smous reviewed the support matrix, a copy of which is attached hereto and made a part hereof these minutes. He invited meeting attendees to provide him with any suggestions as to additional contact information to include in the matrix. An agency representative suggested he include the appropriate contact information for support with MDT (Mobile Data Terminal) issues. Mr. Smous went on to review Priority 1 incident ticket number 320780, a copy of which is attached hereto and made a part hereof these minutes. Chief Bolton confirmed for Mr. Smous that the ticket was closed. He went on to state his belief that (E911) calls are getting pushed out too quickly. Ms. Mize agreed. Chief Bolton said there are a number of reasons why ample time should be taken (by dispatchers) to address certain matters. Ms. Mize indicated that the 90/90 (90 seconds, 90 percent of the time) incorporates the call pick-up time to the dispatch assignment. The dispatch assignment takes about 20 seconds, leaving about 70 seconds for the 911 operator which is inadequate. BSO's call analyst looks at every call that failed the performance indicator to determine the reason for failure. There is more and more evidence showing the failure is beyond BSO's control; some of these reasons being uncooperative callers, callers unaware of their location, language line requirements, and equipment-related technology problems. There is a percentage of calls where the E911 operator could have entered the call sooner, but did not. However, there is an upward trend showing that well above 50 percent of failure is beyond the control of BSO and this information is included in monthly mitigation reports submitted by BSO to Broward County. The E911 operators endeavoring to enter calls as soon as possible (to meet the performance indicator) are in direct relation to the upward trend. This topic is currently before the Broward County Consolidated Communications Committee (BCCCC), and the outcome is awaited. Chief DiBernardo said data was shown to the NFPA (National Fire Protection Association) and their response was that call takers must enter the appropriate amount of information. The new NFPA standard will be brought before the BCCCC. Discussion ensued.

Mr. Smous referenced Priority 1 incident ticket number 321519, a copy of which is attached hereto and made a part hereof these minutes. This is an addressing issue for McNab Road as relates to the previous discussion. He went on to ask meeting attendees if there was clear understanding of the Priority 1, 2, and 3 incident rankings. Chief Frank Edwards of Margate Fire Rescue replied that he understood the incident prioritizations and inquired as to when a written policy on this will be created. He recalled making several requests for this information. Mr. Smous said the policy would be provided. He asked if any meeting attendees wished to discuss any incident dispositions. There was no input offered. He went on to review slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. He noted that BSO and ORCAT staff members are drilling down into each incident to determine root causes. Data review is an ongoing process; a control and fix are put in place and then a determination is made as to whether the issue is resolved.

Mr. Smous went on to ask if there were any participating agency policy issues to be discussed. Chief Bolton mentioned that he wants to be notified when certain dispatch practices are discontinued (or changed). For example, personnel must now go to INFO channel for unit statuses. He noted that all Pompano Beach Fire Rescue units have cellular phones. Prior to consolidation, the cellular phones were used as a contact if a unit could not be reached on the radio. He asked if the list of Pompano Beach cellular phones was still on record. Mr. Smous pointed out that Ms. DiPlacido is working on a policy to create regional standard operating procedures. All participating agencies will have an opportunity to provide feedback. Chief DiBernardo said Broward County adopted BSO's policies on August 1, 2014, but participating agencies were not made aware of that. Ms. Mize clarified that there have not been any policy changes. Consolidated dispatch is operating on existing policies specific to BSO which the County adopted as a baseline, not as a permanent measure. Ms. DiPlacido was recently

provided a draft of the current policies. These policies are based on original BSO policies, but include a number of amendments that have been collectively discussed and agreed upon (at ORT meetings). Ms. DiPlacido will be distributing the draft of current policies to ORT members as a baseline. From there, adjustments will be made according to best practices. To address the issue previously raised by Chief Bolton, she explained that the INFO channel has transitioned over the years. The intent of utilizing INFO channel for status changes on units that were not involved in an active event was to minimize radio traffic on the MAIN channel. BSO has no preference as to the ultimate directive for INFO channel; that is to be decided upon by participating agency representatives.

Chief Bolton elaborated upon an incident where he was provided inaccurate information regarding unit statuses by a dispatcher. Ms. Mize indicated that there have been a number of issues related to unit statuses. Months ago, BSO staff requested that all statuses for law enforcement and fire rescue be standardized. BSO staff thought the request had been fulfilled, but (recently) found out it had not been done. BSO staff is endeavoring to get this standardized. She went on to state that there are discrepancies between the expectations of field personnel and the actual dispatch procedures that are to be followed. Further, there are discrepancies between expectations of dispatch procedures among dispatchers on the consolidated system. The SOP draft is intended to clear up these discrepancies. Ms. DiPlacido indicated the policies would be sent to ORT members for their review. The policies will be prioritized, and those deemed high priority such as fundamental procedures will be addressed first. With regard to new business, Chief DiBernardo remarked that the Next Generation CAD system is currently in development. To that end, he asked meeting attendees to review zones for their cities and let him know if the zones are current. Chief Edwards inquired as to the status of the back-up communications procedure for Margate, North Lauderdale, and Tamarac. Mr. Smous said he would get back to Chief Edwards with an answer.

There being no further matters to address, the meeting adjourned at 3:04 p.m.



Agenda

**North FR Operational Review Team Meeting
4900 W. Copans Road, Coconut Creek
EOC Conference Room**

**Date: Wednesday, March 4, 2015
Time: 2:00 PM**

- I. Call to Order
- II. Old Business
 - a. EMD-Q Presentation – Christa Wisniewski, BSO
 - b. Agency access to audio – status update
 - c. Open water rescue protocol – Fort Lauderdale FR (Chief Heiser) to take lead in development & submit to fire chiefs for approval
 - d. Paging issue follow-up - Pompano Beach FR
 - e. CAD issue re: addressing
 - f. Incident ticket # 313937 – Communicating countywide hospital diversions to FR field units – Update: Per Chief DiBernardo, this went before EMS subcommittee and dispatch will continue to notify agencies, but it is the agency's decision as to destination choice
 - g. Signal 32 threats – generate calls vs. dispatcher contacting battalion chief (preferred by Fort Lauderdale FR); Update: Per Chief DiBernardo, this will be a dual; second run card needed if a different response is desired for threats; BSO will need 2-week window to implement; Jeff Levy will be compiling agency information to provide to Lynn Molitor

- h. Written policy delineating ticketing – selfhelp vs. regionalcommunications
- i. BSO's policies and procedures to be distributed to all agencies

III. Priority 1 Incident Review

- a. Incident Ticket # 320780 – Pompano Beach FR
- b. Incident Ticket # 321519 – Pompano Beach FR

IV. Incident Disposition Review

V. Data Review

- a. Cause & Effect Analysis
- b. Stratified Data
- c. Next Steps

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

VIII. New Business

- a. Discuss issue of duplicate calls in CAD – Duplicate calls in RMS should be addressed with ORCAT; Duplicate calls in CAD, Sunrise FR is trying to remedy by changing duplicate distance in CAD
- b. Selfhelp vs. regionalcommunications issues matrix
- c. Implementation of policy change process – Change Approval Form

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 313937

As of Tuesday, Jan 27, 2015 10:04

Page 1 of 5

Incident

Client Information

Assign to Information

Last Name: MIZE	First Name: ANGELA	ASABIN	\$64-357-7312	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 3:21:28PM	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 1vbcscde10.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_CHAN
GE

00:00:00



1/20/2015 3:38:48PM

Sent Email To ASABIN

EMAIL_SENT

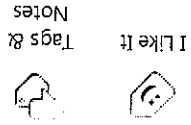
00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE (BYTES)
Image001.jpg		6032
OCT 911 Operations N.eml		4076
unknown.log		286

Office of Regional Communications and Technology > Support Contacts All Items



I Like It Tags & Notes

@ 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	
CAD Terminal - Hardware (Dell PCs)	Dispatch@evolvtech.com	866.299.3246	Evolv Tec	N/A	
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
Consoles (Physical Desk)	regionalcommunications@broward.org		OCT Operations	911 Operations	
Facility Issues	regionalcommunications@broward.org		OCT Operations	911 Operations	
FINS/ Motobridge	Call in to Motorola	800.323.9950	Motorola		Florida Interoperability Network System; Provides connectivity to multiple incompatible radio systems
Goldelite - Software	Call in	800.323.9949	Motorola	N/A	
Hiplink	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	Viper (Group in HiLink)
MARS Phone	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/NICIC query ability through the Printrak CAD system
Paramount PCs	selfhelp@broward.org	954.357.8600	Broward County ETS	N/A	
Power911, Entrada, 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

Unit page (RF Pager)	Michael_Kane@sheriff.org	954.831.8200	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.
Ztron (at Dispatch)	Call in to Motorola	800.323.9950	Motorola		Fire only. Hardware that sets off the tone alerts at fire stations. Motorola will route to Jose Dezayas is radio box has to be rebooted. New unit needs to be added. Some are radio frequency and some are connected by a circuit. CAD feeds Ztron call data.

BMC SERVICE DESK EXPRESS

Incident: 320780

As of Monday, Mar 2, 2015 08:28

Incident

Page 1 of 2

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: 2/19/2015 8:31:06AM
Urgency ID: HIGH	Priority ID: OCT911HIGH
Status: OPEN	Due Date: 2/21/2015 8:31:06AM
First Call Resolution: <input type="checkbox"/>	SLA ID:

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

Message: [Regional Communications Issue Reporting Form]

Date of Incident: 2-18-2015
Incident Number: FPB150218003625
Priority Level: 1
Location: 3050 NE 1ST AV
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: Engine not dispatched on Cardiac Arrest.

Additional Comments: I would like audio on the call taker and the unit transmissions. This call was processed in 13 seconds. This is not enough time to properly get information on a call. NFPA went from 60 seconds to 90 seconds for a reason. Yes, needed more time to properly dispatch the call. There have been numerous mistakes related to this unnecessary quick dispatching and it needs to be addressed.

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
2/19/2015 8:31:06AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
2/19/2015 8:31:07AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
2/19/2015 8:31:08AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
2/19/2015 8:31:09AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
2/19/2015 5:10:28PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
2/19/2015 5:10:44PM		Sent Email To AMIZE	EMAIL_SENT	00:00:00
2/19/2015 5:10:51PM	DSMOUS	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emiz		17190
image002.png		17190

BMC SERVICE DESK EXPRESS

Incident: 321519

As of Monday, Mar 2, 2015 08:27

Incident Page 1 of 3

Client Information

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

Incident Information

Category:	ORCAT REQUESTS	ORCAT - REQUESTS	
Impact ID:	OCT911	Opened:	2/23/2015 7:56:33AM
Urgency ID:	HIGH	Priority ID:	OCT911HIGH
Status:	OPEN	Due Date:	2/25/2015 7:56:33AM
First Call Resolution:	<input type="checkbox"/>	SLA ID:	
		Responded Date and Time:	
		Service Name:	
		Problem:	

DESCRIPTION: Subject: 911 Operations

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

Message: [Regional Communications Issue Reporting Form]

Date of Incident: 2-21-2015

Incident Number: FPB150221003787

Priority Level: 1

Location: 460 SE 15TH ST

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: Good day to all. It seems we had another issue with a 911 caller telling Dispatch they are on McNab Road and Dispatch says it's a bad address. The notes on the call said it was a bad address which it was not. The 911 caller gave his address as 460 E McNab Road and I guess dispatch's computer only recognizes McNab road as SE or SW 15th Street. The pt was unresponsive and not breathing.

Additional Comments: Please give me all audio on this call. This has been reported before and you have failed to disseminate the information to your personnel effectively. I want a meeting to get this problem fixed.

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
2/23/2015 7:56:33AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
2/23/2015 7:56:34AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
2/23/2015 7:56:35AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
2/23/2015 7:56:36AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
2/23/2015 8:47:07AM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
2/23/2015 8:47:25AM		Sent Email To AMIZE	EMAIL_SENT	00:00:00
2/23/2015 8:48:27AM	DSMOUS	Urgency has been changed	URGENCY_CHAN GE	00:00:00

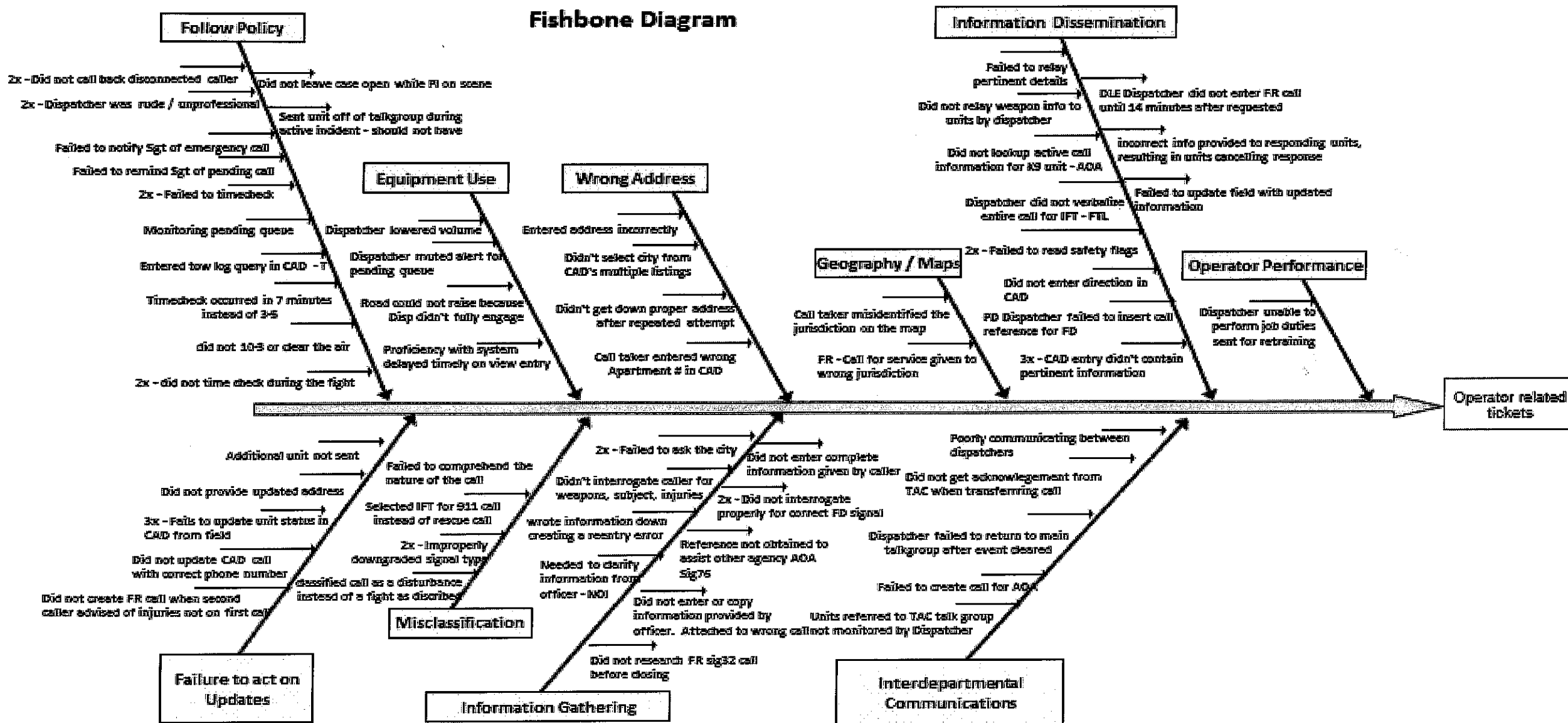
Work Orders

Attachments

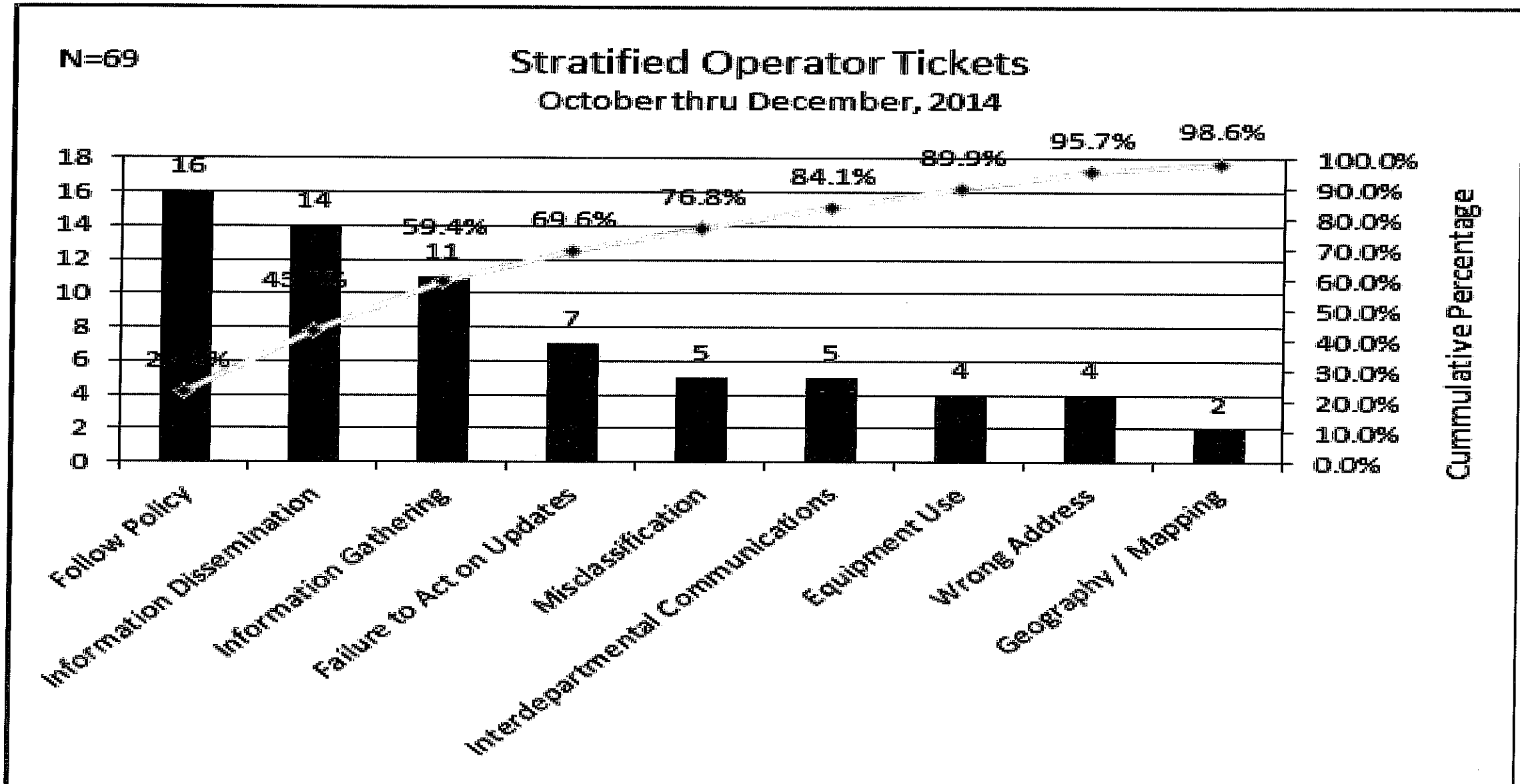
FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17179
image002.png		17179

Cause & Effect Analysis

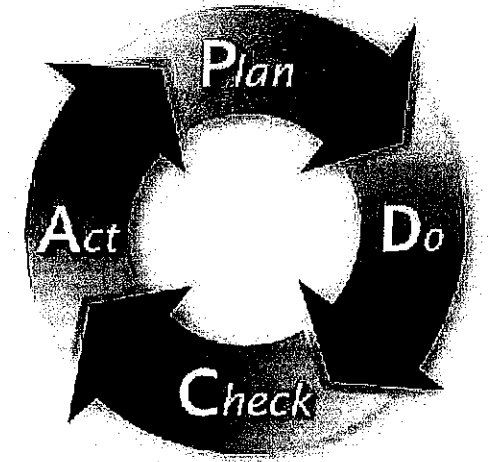
Fishbone Diagram



Stratified Data



Next Steps



2/9/2015 - 2/25/2015

Improve

- Identify Counter Measures
- Communicate Solutions
- Define Implementation Plan

1/29/2015 - 2/9/2015

Measure Analyze

2/25/2015 - 3/31/2015

Control

Progress

Define

1/20/2015

1/29/2015

QI Kickoff Meeting

2/9/2015

Team Finished
Analyzing
Initial Dataset

2/11/2015
Operations
Review
Committee

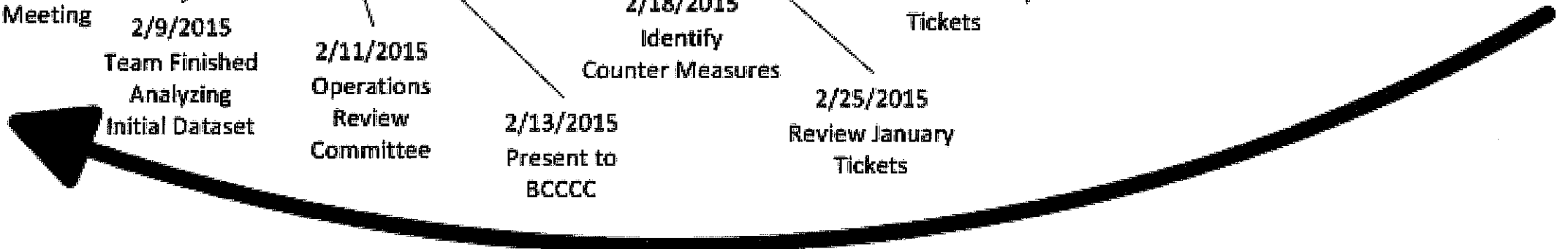
2/13/2015
Present to
BCCCC

2/18/2015
Identify
Counter Measures

2/25/2015
Review January
Tickets

3/4/2015
Review February
Tickets

3/31/2015





E911 Regional Consolidated Communications

Change Approval

General Information	
Nature of Change:	
Participating Municipality Requesting Change:	
<ul style="list-style-type: none"> • What agency is the primary proponent of this Change? • Who, within that agency, is the Project Sponsor? (Note: This person must be a decision-maker with the authority to commit department resources.) • Agency Lead: 	

	Name	Department	Telephone	E-mail
BC ORCAT	Rick Carpani	BCORCAT	954-357-8570	rcaipani@broward.org
BC ORCAT Operations	Tony Sabin	BCORCAT	954-357-7312	asabin@broward.org
BC ORCAT Agency Lead (Applications):	Daniel Revis	BCORCAT	954-410-2665	drevis@broward.org
BC ORCAT Agency Lead (Radio):	José M. De Zayas	BCORCAT	954-357-8012	idezavas@broward.org
BC ORCAT Agency Lead (911):	Brett Bayag	BCORCAT	954-594-7774	bbayag@broward.org
Communications Manager-South	Scott Whitworth	BCORCAT		
Communications Manager-Central	Jenna DiPlacido	BCORCAT		
Communications Manager-North	Drew Smous	BCORCAT		
Consolidated Dispatch Operator	Liza Zarrazinski	BSO	954-321-4300 561-602-5554	Lisa_Zarazinski@Sheriff.Org



E911 Regional Consolidated Communications

<p style="font-size: small; margin: 0;">Change Description / Justification</p>
<p>Change Description / Justification</p> <ul style="list-style-type: none"> Describe reason for change Describe Operations Justification. <p><u>Description/Intentions</u> XX</p> <p><u>Summary</u> XX</p>
<p>Deliverables</p>
<p>1.</p>

Assignment			
Name	Title	Signature	Date (MM/DD/YYYY)
BC ORCAT	Daniel Revis		
BC ORCAT	José M. De Zayas	Applications Manager	
BC OCT	Brett Bayag	Radio Manager	
Consolidated Dispatch Operator	Liza Zarrazinski	911 Manager	
		BSO	



E911 Regional Consolidated Communications

Submitting Agency Lead			
Submitting Agency Police Chief			
Submitting Agency Fire Chief			

5. Approval				
	Name	Title	Signature	Date (MM/DD/YYYY)
ORCAT Director	Rick Carpani	Director		
ORCAT Operations	Tony Sabin	E-911 Administrator		
Police Chiefs Association				
Fire Chief Association				

6. List of Attachments	
List all files supplemental to this Change here	
Document Name	Filename and Location
CMR #12345	
Room Layout	
SOP #	

Broward County Board of County Commissioners
 Beam Furr • Dale V.C. Holness • Martin David Kiar • Chip LaMarca • Stacy Ritter • Tim Ryan • Barbara Sharief • Lois Wexler
www.broward.org



E911 Regional Consolidated Communications

7. Notes/Comments

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