



Office of Regional Communications and Technology

April 1, 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:

Tara Thomas	Site Manager, North Consolidated Dispatch Center
-------------	--------------------------------------------------

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Wednesday, April 1, 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 2:03 p.m.

Mr. Smous presented a slide depicting the meeting agenda. A copy of the agenda is attached hereto and made a part hereof these minutes. Jenna DiPlacido announced that the BSO (Broward Sheriff's Office) policies and procedures were distributed and agency representatives should be in receipt. She suggested meeting attendees review the policies. Agency representatives who attend the South FR Operational Review Team (ORT) meetings have begun assigning one another with (policy) topics to review. She asked meeting attendees to advise ORCAT (Office of Regional Communications and Technology) staff if they wished to serve as a policy sponsor. This is extremely helpful, given the immensity of this project. Mr. Smous pointed out that the policies are posted on the regional portal. The objective is to have subject matter experts involved in the policy revision process, though they do not necessarily have to be policy writers. Chief Rick Donahue of Margate/Coconut Creek Fire Rescue asked if there is a target date for completion. Mr. Smous replied that, as opportunities arise, policies will be re-written as regional. There are some critical open issues on which participating agency representatives can provide input, and the related policies will be prioritized.

Mr. Smous went on to note that there is an amendment in process related to the agency access to audio matter. With regard to open status Priority 1 incidents, he provided an overview of incident ticket number 328810, a copy of which is attached hereto and made a part hereof these minutes. Chief Chester Bolton of Pompano Beach Fire Rescue stated that his agency is not going to send units to non-emergencies. He asked what the thought process is behind a dispatcher sending a unit to an alarm test. Tara Thomas replied that BSO does not have a policy to send a unit to an alarm deemed a non-emergency. Lynn Burnside of the Margate Police Department said she has overheard dispatchers provide the call and advise the alarm company is testing; it is then the

agency's decision as to whether to respond. Chief Bolton said he wanted to believe there was a misunderstanding related to the incident. Ms. Thomas asked if there were any comments provided on the incident ticket response. Mr. Smous replied that the ticket was sent to Angela Mize of BSO and she forwarded it to Robert Brownstein of BSO (for research). Mr. Smous said he would look into the matter. Ms. DiPlacido indicated that it appears an alarm was not called in to dispatch, rather the alarm company contacted dispatch to make them aware that a system was placed on test. Then, dispatch entered a call. Chief Bolton noted that, when the captain contacted dispatch about the matter, he was told it was policy to send a unit regardless of whether it is a test. Mr. Smous pointed out that it is possible to immediately reference the policies on the regional portal. Ms. DiPlacido asked Ms. Thomas what the current dispatch procedure is for alarm systems placed on test. Ms. Thomas replied that a call is initiated and the dispatcher will see that the alarm is being tested; hence, she believed a communication breakdown occurred.

Mr. Smous recalled an incident ticket submitted by Chief Bolton reporting that the Zetron at the station his agency uses for training was not being alerted. He said he is looking into how the alert did not go to the station if units are being shown as in training. Ms. Thomas indicated that the Zetron is used for Pompano Beach Fire Rescue. When CAD was down, it was still possible for dispatchers to tone alert stations with the Zetron. However, when consolidation took place and dispatch began operating from the North Consolidated Dispatch Center (North), dispatchers no longer had access to the Zetron. Chief Bolton said, nonetheless, the training tower is defined as a station. So, if dispatch can tone alert the other Pompano Beach FR stations, the training tower can be tone alerted also. Ms. Thomas recalled tone alerting with the Zetron as being a manual process; but, it is not currently possible with CAD to alert the training tower. She indicated that ORCAT staff would have to add the training tower to the run card for it to be tone alerted. Mr. Smous offered to follow up on this matter with Lynn Molitor of ORCAT.

Mr. Smous went on to present data review slides. A copy of the slides is attached hereto and made a part hereof these minutes. Data from January, 2015 is being reviewed and seven out of 20 incidents are address related. The factors being examined are if and how dispatchers are utilizing map tools and whether the call was placed from a landline or a Phase I or Phase II cellular phone. Older cellular phones are Phase I which only provide the closest cellular tower location in CAD. That is only a "ballpark" area; nonetheless, it is desired for dispatchers to utilize that proximity. Phase II cellular phones provide location information within feet of the caller. However, if the individual is in a multi-story building, Phase II information will not include the caller's floor number. The Quality Improvement (QI) team is endeavoring to develop hard policies and work flows to ensure dispatchers obtain (street) addresses and cities accurately and quickly. He clarified for Chief Donahue that the QI team has already reviewed the data for October, 2014 through December, 2014. He encouraged meeting attendees to continue to submit incident tickets.

With regard to participating agency policy issues, Captain Jon Sucher of the North Lauderdale Fire Rescue Department referred to the issue set forth in incident ticket number 323535. A copy of the incident ticket is attached hereto and made a part hereof these minutes. He noted that automatic aid requests between the fire rescue agencies for Coral Springs and Margate/Coconut Creek take up a lot of air time on the MAIN radio channel. Some possible solutions would be utilizing the MARS (Mutual Aid Response System) phone or incorporating a hotline. Ms. Thomas pointed out that the mutual aid agreement between the Coral Springs and Margate/Coconut Creek fire rescue departments existed prior to consolidation. She recalled speaking to Joann Brown, the Communication Administrator for the Coral Springs Police Department about utilizing a MARS phone. However, she stated that Ms. Brown did not want to change the procedure as she thought going over the air was quicker. This will have to be worked out by ORCAT staff. Ms. Burnside

recalled the issue was brought forward to the Fire Chiefs' Association of Broward County (FCABC) and the consensus was to maintain the current process. When Coral Springs cuts over to their new radio system, the Broward County consoles will not be able to communicate with them without an upgrade. The only means for communication will be a portable provided by Margate. She added that the current Broward County consoles are not capable of making digital transmissions which may make this a moot point. An agency representative said there must be a more efficient process; MAIN channel cannot be tied up. Mr. Smous thought Margate/Coconut Creek Fire Rescue could possibly advise Coral Springs Fire Rescue to utilize another means of communication. Chief Frank Edwards of Margate/Coconut Creek Fire Rescue asked if the issue would be resolved by Coral Springs joining the regional CAD. Ms. Burnside asked if the call could be generated for Coral Springs if the city is on the regional CAD. Ms. Thomas said Coral Springs FR would be recommended if the agency is on the regional CAD. Ms. DiPlacido did not believe it would be an issue, though the workflow would have to be developed. Ms. Thomas agreed. Ms. Burnside believed Ms. Brown met recently with Jose M. De Zayas of ORCAT to discuss whether the Broward County consoles will be capable of interfacing with Coral Springs' new radio system. She said she would check with Ms. Brown for any updated information. She suggested Chief Edwards discuss the matter with the Fire Chief of Coral Springs. Chief Edwards agreed.

Mr. Smous provided an overview of incident ticket number 326352, a copy of which is attached hereto and made a part hereof these minutes. He asked if any other agency representatives have faced an issue similar to the one set forth in this ticket - fire rescue units going on scene to a Signal 20 (Mentally Ill Subject), but law enforcement does not arrive until about 30 minutes later, leaving the fire rescue units to wait on scene. Chief Bolton thought the key issue regarding this incident is the supervisor announced on the radio that fire rescue units were not going because of the call's priority. Hence, he questioned why fire rescue units were sent by dispatch to the call and then left to wait for 30 minutes until law enforcement arrived; dispatch was aware that fire rescue units would not be able to enter the scene (until law enforcement arrived). Ms. Thomas explained that the calls must be dispatched and it was likely a matter of a fire rescue unit being available, but not a law enforcement unit. Chief Bolton thought a procedural decision must be made as to the timing of when a fire rescue unit is sent for calls that require law enforcement's presence before fire rescue personnel can approach the patient. Chief Edwards said the easiest method for the operator is to dispatch fire rescue and law enforcement so the call can be completed and other calls can be handled. Ms. DiPlacido pointed out that, for certain call classifications, the call can be sent to a battalion chief and that individual can decide when a fire rescue unit will go to the scene. Discussion ensued. Ms. DiPlacido went on to state that it was decided by FCABC's Mutual Aid and Communications Committee that the previously mentioned approach will be utilized for Signal 32 (Suicide) threats. Chief Bolton clarified that his issue is not with a fire rescue unit being dispatched, but rather a lack of communication between dispatch and the unit. He thought a practical approach would be to send law enforcement and, if law enforcement finds need for a fire rescue unit, then dispatch the unit. Ms. Thomas recalled discussing staging timers with Chief Bolton; in this type of incident, a staging timer could be set to serve as a reminder for the dispatcher. Ms. DiPlacido said it would not be an issue to set a timer. Further discussion ensued. Mr. Smous pointed out that agency representatives will now have access to BSO's policies and procedures. Hence, an agency representative could submit a Policy Change Request Form for a matter like this. ORCAT and BSO staff will look at the timers to determine what could be added. Ms. DiPlacido was uncertain whether a Signal 20 normally results in a fire rescue call, but she did not believe it would. So the call related to this incident (326352) may have been sent to fire rescue in error.

Chief Sucher noted that, on many occasions, field personnel are sent to INFO channel for requests made on an active incident on MAIN channel. He objected to this practice. Ms. Thomas

stated that there is no issue with field personnel being on MAIN channel for an active, in-progress incident. Mr. Smous indicated that BSO's policies must be reviewed as to the definitions and guidelines for INFO channel; any variation should be reported as an incident. If there are any desired changes to the policy, agency representatives can submit a Policy Change Request Form. Discussion ensued. Chief Bolton thought a guideline could be to send field personnel to INFO channel if the dispatcher is working four calls on MAIN; however, he said his field personnel have been sent to INFO channel when the dispatcher is only working one call on MAIN. Mr. Smous recalled a discussion at a prior ORT meeting about establishing an INFO channel at the Central and South Consolidated Dispatch Centers; of course, there are budgetary concerns. Nonetheless, Scott Whitworth of ORCAT is looking at the volume of calls for service and push-to-talks on the INFO channel. Ms. Thomas stated that the proposed suggestion to add an INFO channel at Central and South would cut the volume on the current INFO channel so the wait time for field personnel to obtain information from dispatch would be reduced. Chief Sucher remarked that his issue is not with the INFO channel, but rather with being advised to switch from the MAIN channel to INFO while working an active call. Mr. Smous asked Chief Sucher if he would review the related BSO policy. Chief Sucher agreed. Mr. Smous stated that the expectations of dispatchers and field personnel must be clear.

Mr. Smous went on ask if there were any objections to regional fire rescue ORT meetings held twice per year. There was no objection. Chief Edwards suggested the agendas for regional ORT meetings be very structured. He went on to suggest the timeframe for North Fire Rescue ORT meetings be increased to 1.5 hours. Ms. Thomas suggested a post incident analysis be conducted on reported incidents as the current focus seems to primarily be on the call-taker and/or dispatcher, although there is room for overall improvement. She elaborated upon a recent incident involving uranium where BSO's Hazmat Team was not notified. Mr. Smous thought the matter could be addressed as part of some operator policy issues. He went on to present slides depicting the Regional 911 Incident Response Form and the Regional 911 Portal. A copy of the slides is attached hereto and made a part hereof these minutes. He explained to Chief Donahue that a New User Request Form for the regional portal will be sent to agency representatives. Ms. Thomas expressed concern about possibly creating confusion by posting contact information on the regional portal as there are already contact information resources at the consolidated dispatch centers. Ms. DiPlacido pointed out that information varies from one VIPER to another. She recalled receiving a complaint from dispatch at Central that South had to be contacted to get needed phone numbers that were not in Central's VIPER. Ms. Thomas understood the goal is, within one month, to have one VIPER with all of the regional information on it. Ms. DiPlacido agreed, but noted the high likelihood that some phone numbers will be lost in that process. Hence, it is important to maintain updated contact information at a central location (like the regional portal). Mr. Smous presented a slide depicting the Regional Policy Change Request Form, a copy of which is attached hereto and made a part hereof these minutes. An agency representative thought policy changes should be brought forward to the FCABC, rather than ORT members. Mr. Smous clarified that an identified need for a policy change will go through a developmental phase at the North, Central, and South FR ORT meetings. Once agency representatives at each of the ORT meetings approve the change, it is then brought forward to the FCABC (Regional Policy Change Request Process slide is attached hereto and made a part hereof these minutes). Ms. Thomas announced National Telecommunicators Week to take place during the second week of April.

There being no further matters to address, the meeting adjourned at 3:17 p.m.



Agenda

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

**Date: Wednesday, April 1, 2015
Time: 2:00 PM**

- I. Call to Order
- II. Old Business
 - a. BSO's policies and procedures distributed to all agencies – Please review and advise of any desired revisions or alert field personnel of procedures (Follow-Up)
- III. Open Status Priority 1 Incident Review
 - a. Incident Ticket # 328810 – Pompano Beach FR
- IV. Incident Disposition Review
- V. Data Review
 - a. Countermeasures
- VI. Participating Agency Policy Issues
 - a. Incident Ticket # 323535 – North Lauderdale FR (Ticket Closed – Discussion Only)
 - b. Incident Ticket # 326352 – Pompano Beach FR
- VII. Operator Policy Issues

VIII. New Business

- a. Hold combined center meetings twice per year (all PD at each center & all FR at each center separately) (suggested at 3/17/15 Central FR ORT meeting & no objection at 3/26/15 South FR ORT meeting)
- b. Purpose and use of INFO channel (discussion raised at 3/17/15 FR ORT meeting)
- c. Regional 911 Incident Response Form
- d. Regional 911 Portal
- e. Regional Policy Change Request Form
- f. Regional Policy Change Request Process

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 328810

As of Friday, Mar 27, 2015 15:21

Incident

Page 1 of 3

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:	3/25/2015 9:24:54AM	Problem:		
Urgency ID:	HIGH	Priority ID:	OCT911HIGH	Responded Date and Time:		
Status:	OPEN	Due Date:	3/27/2015 9:24:54AM	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: 3-24-2015

Incident Number: FPB150324006271

Priority Level: 1

Location: 1350 N OCEAN BLVD

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: Chief,

On 3/24/15 E11 responded to a call (#06271) that was toned out as a patient assist. Enroute the notes advised that the alarm company put the address on test for their annual alarm test. The business called dispatch as a courtesy and advised them that they will be on test until 1700. Dispatch sent E 11 to the address for an unknown reason. We responded to the address and the alarm company was confused why we were dispatched as they just told dispatch the system was on test. I ask dispatch for clarification and was told the duty officer has a policy to send a unit anytime someone calls dispatch, even though they knew the call was to inform dispatch of the test. Please advise how you would like us to handle such calls in the future.

Additional Comments: I strongly object to the misuse of my emergency vehicles.

Note:

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/25/2015 9:24:54AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/25/2015 9:24:55AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOU	HD_TAKEN	00:00:00
3/25/2015 9:24:56AM	SYSTEMACCOU NT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
3/25/2015 9:24:57AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/26/2015 12:19:29PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
3/26/2015 12:19:47PM		Sent Email To AMIZE	EMAIL_SENT	00:00:00
3/26/2015 9:31:30PM	DSMOUS	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Work Orders

Attachments

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

Counter Measures – Follow Policy

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

Counter Measures – Information Gathering

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

Counter Measures – Information Dissemination

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

Systemic Measures

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

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

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

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

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

BMC SERVICE DESK EXPRESS

Incident: 323535

As of Friday, Mar 27, 2015 14:54

Page 1 of 3

Incident

Client Information Assign to Information

Last Name: SUCHER	First Name: JON	AMIZE	954-321-4496	Ext:
Client ID: JOSUCHER		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone:	Ext:			

Incident Information

Category: OCT911 - PROC IMPVMT	OCT911 - Process Improvement	
Impact ID: LOW	Opened: 3/3/2015 10:00:54AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: CLOSED	Due Date: 3/9/2015 2:00:54PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:jsucher@nlauderdale.org|jsucher@nlauderdale.org

Message: DATE OF INCIDENT: 3-3-2015

INCIDENT NUMBER: N/A

PRIORITY LEVEL:

LOCATION:

REPORTED BY: NLFR

NAME: Jon Sucher

MUNICIPALITY: North Lauderdale

AGENCY: NLFR

EMAIL ADDRESS: jsucher@nlauderdale.org

TELEPHONE NUMBER: 954-444-8353

INCIDENT DETAILS: Coral Springs to Margate mutual/automatic aid request.

ADDITIONAL COMMENTS: Coral Springs dispatch requesting mutual/automatic aid via Dispatch 6. This is becoming a common occurrence as of late. Is this the proper procedure (as opposed to M.A.R.S., or landline)? This practice is creating substantial radio traffic and not allowing units to promptly advise status.

Note:

Accounting Fields:

Vendor Quote: 0.00
Invoice Number
Invoice Amount 0.00
Charge Point
BTN None
DI None
Subdi

RESOLUTION: Tony

This is an issue that must be addressed by ORCAT between Coral Springs and Margate FR.

The issue outlined below is not an operational issue - as this process was utilized between CS and MG prior to regionalization. What is occurring is that whenever MG or CS is in need of mutual aid or auto-aid - they will transmit over the main talkgroup instead of using the MARS phone for the notification. This is unique to these cities. This process never ceased once MG became a regional partner. So - the issue below is that North Lauderdale FR is complaining that the process of Coral Springs coming over the Margate FR main talkgroup (which is now shared with North Lauderdale and Tamarac) is too time consuming and impacting their operations.

This is a question that cannot be addressed by Operations - this needs to be reviewed by the County and the cities involved.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/3/2015 10:00:54AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/3/2015 10:00:55AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/3/2015 10:00:56AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3/3/2015 10:00:57AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/5/2015 10:54:16PM	DSMOUS	Forwarded To Staff DSMOUS	HD_FRWD_STAFF	00:00:04
3/5/2015 10:54:49PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:15
3/5/2015 10:55:01PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
3/15/2015 9:30:03PM	DSMOUS	Subject Changed To OCT911 - PROC IMPVMT	HD_SUBJ_CHANG E	00:06:59
3/15/2015 9:30:20PM	DSMOUS	Notes	NOTES	00:00:08
<p>informed Jon we would be closing the incident and asking Margate and Coral Springs for comments. DSMOUS 3/15/2015 9:30:58 PM</p>				
3/15/2015 9:31:09PM	DSMOUS	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:48
3/15/2015 9:31:10PM	DSMOUS	Close Call # 323535	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FW Incident ref#24-323535 with priority 5 has been assigned to you.msg		51712

BMC SERVICE DESK EXPRESS

Incident: 326352

Incident

As of Tuesday, Mar 31, 2015 09:31
Page 1 of 3

Client Information

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

Assign to Information

Incident Information

Category:	ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID:	LOW	Opened:	3/16/2015 9:46:10AM
Urgency ID:	LOW	Priority ID:	5
Status:	OPEN	Due Date:	3/20/2015 1:46:10PM
First Call Resolution:	<input type="checkbox"/>	SLA ID:	
		Problem:	
		Responded Date and Time:	
		Service Name:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:(Chester.Bolton@copbfl.com)Chester.Bolton@copbfl.com

Message: [Regional Communications Issue Reporting Form]

Date of Incident: 3/15/2015

Incident Number: FPB150315005534

Priority Level: 3

Location: 2551 NE 3RD TER

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: Chief, please see rms report 1505534 in ref to extended staging time. Res 103 arrived to safe staging area on a psych call at 0832. BSO did not arrive on scene until 0901. I pasted cad notes from both fire and law into the report for your review. Dispatcher did provide continuous updates, which was they would send a BSO unit when one became available.

Additional Comments: I have ask numerous times to not inconvenience a rescue when there is a delay in BSO responding. On those calls we cannot enter it makes no sense to dispatch a rescue until BSO is dispatched. This call started out as a law call and rescue should have not been cloned until BSO was in route.

A change needs to be made in the system to accommodate. It is the dispatcher duty to keep track of the units dispatched and not leave them sitting somewhere for 30 minutes. I have ask for a timer to be put on for time in staging and it was denied. I am asking again.

Note:

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/16/2015 9:46:10AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/16/2015 9:46:11AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/16/2015 9:46:12AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3/16/2015 9:46:13AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/16/2015 12:49:37PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
3/16/2015 12:49:58PM		Sent Email To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

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

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

Counseling

Estimated Completion Date: Click here to enter a date.

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

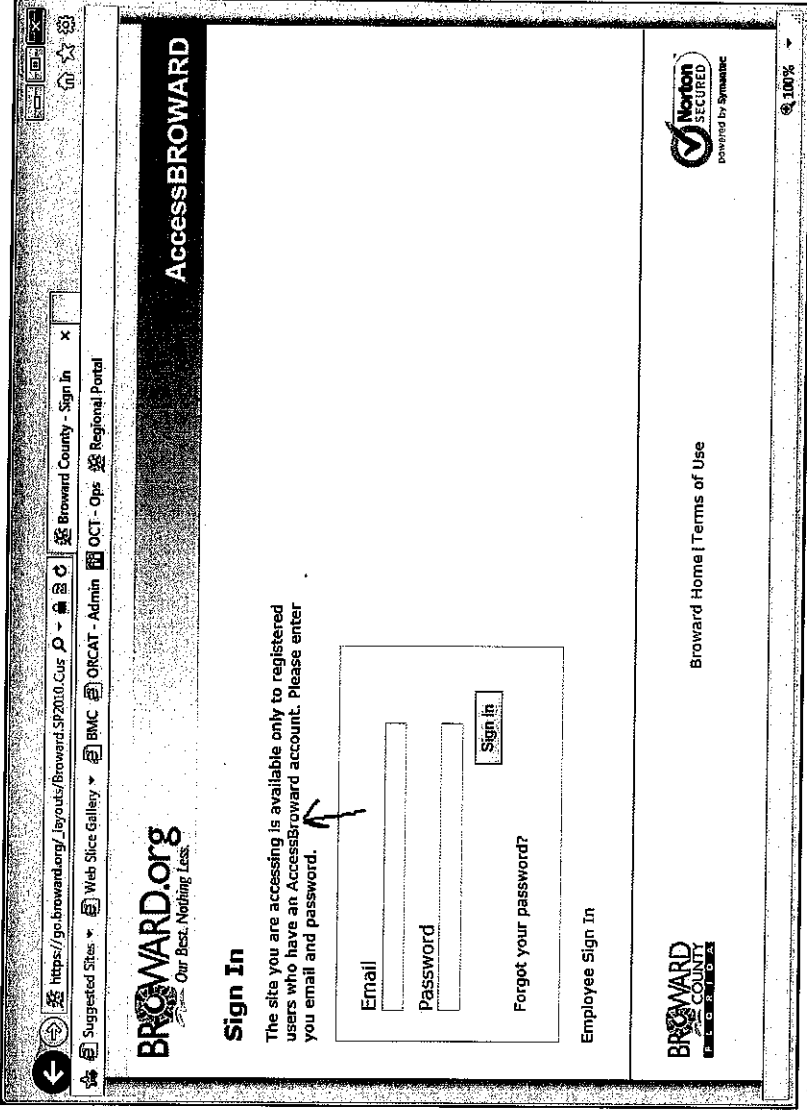
Review comments:

Enter concerns related to findings here

Regional 911 Portal – New User

The following instructions are for non-Broward County Employees

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



- 3) Click -> "Register Here"



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

Email

Password

Keep me signed in

Forgot your password?

Sign In

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

- 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.

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 Field

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

Incident reveals need for New or Amended Policy

Regional Policy Change Request form approved by Municipal committee / ORT member

Regional Policy Champion Completes Policy Change Request Form with

Issue with current policy identified

Regional Manager completes Policy Change Request Form

Policy Change request sent to North, South, Central ORT Meetings

Approved?

Denial sent to Requestor / Logged on Regional Dashboard

ORT Teams Validate Score to prioritize

ORT Teams review and modify verbiage as necessary

Final Verbiage approved?

Notify ORT of denial and reason for denial

Change Approval Doc completed by ORCT Operations

Change Approval Form sent to Police Chiefs Association and Fire Chiefs Association for approval

Approved?

Policy added or amended to Regional Policy

Notify ORT to Initiate field training and implementations date

Notify Operator to Initiate Training and Implementation Date

