



Office of Regional Communications and Technology

May 7, 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 (telephonic)	Regional Communications Assistant Director
Tara Thomas	Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, May 7, 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 3:24 p.m.

Mr. Smous noted that he invited Captain Wayne Adkins of BSO's Pompano Beach District Office to participate in the discussion related to incident ticket number 326352. In response to the inquiry made by Chief Frank Edwards of Margate - Coconut Creek Fire Rescue about a status update on the (radio) back-up policy, Mr. Smous said Joann Brown, Communications Administrator at the Coral Springs Police Department, had expressed concern about the handling of radio traffic. ORCAT (Office of Regional Communications and Technology) staff told her that would not be an issue because radios would be supplied. Jenna DiPlacido indicated that she is awaiting the go-ahead from Chief Edwards about the radio reprogramming issue. Chief Edwards said things will be going forward on May 20, and Lynn Burnside of the Margate Police Department, will be programming Margate - Coconut Creek Fire Rescue's radios next week. Mr. Smous said he would check on the last update provided by Captain Jon Sucher of North Lauderdale Fire Rescue. He thought it would be possible to move forward as it seems only a programming issue is posed. Tara Thomas recalled a discussion with ORCAT staff about a mechanism that would allow for use of a foot pedal with a portable radio. She asked what progress was made on that. Ms. DiPlacido asked if BSO staff had submitted a ticket to selfhelp@broward.org on that matter. Ms. Thomas said the issue had been discussed during the early meetings with ORCAT staff. Ms. DiPlacido advised Ms. Thomas to check with Edna Klock, Communications Coordinator for ORCAT, about possibly ordering the mechanism. Angela Mize said she was not aware of a foot pedal being used for a portable. She thought it would be possible to program that into the consolette. She told Ms. Thomas to inquire about the foot pedal with Jose M. De Zayas, E911 Communications Administrator for ORCAT. Ms. DiPlacido asked if there is room for additional programming on the consolettes. Ms. Thomas recalled being told it was not possible to use the

consolettes or the Gold Elite (for that purpose). Chief Edwards questioned whether the consolettes would be operating when the system is down. With regard to the policy, Ms. DiPlacido indicated that the Change Approval form must be signed (by the agency representatives). Chief Edwards noted that Coconut Creek had expressed desire to be added to the signatory page. Ms. DiPlacido said that addition could be made. Discussion ensued between Chief Edwards and Chief Percy Sayles of Tamarac Fire Rescue about the radio back-up policy. Chief Sayles said some of his questions had been answered when he listened to the radio traffic. He indicated that the back-up policy is okay; there are still some questions, but they have already been asked.

Mr. Smous presented slides depicting the agenda and the *Regional 911 Incident Response Form*. A copy of the slides is attached hereto and made a part hereof these minutes. He invited input on the form. No input was provided. Mr. Smous went on to present slides entitled *Regional 911 Portal – New User* and *Regional Policy Change Request*. A copy of the slides is attached hereto and made a part hereof these minutes. He gave a live presentation of the regional 911 portal. Policy changes and updates will be stored on the regional portal. He encouraged meeting attendees to register for access on the portal and to forward him the confirmation response after registering so user permissions can be granted. Currently, all that is in place are BSO's policies; the process is to build from those to create regional policy. The forms presented are stored on the regional portal. ORT (Operational Review Team) members are sponsoring policies and, in so doing, building content. The policies are then authored by ORCAT staff. The (regional) policy is then brought to all three ORT meetings for approval; if approved by all ORT groups the policy is brought forward to, either, the Fire Chiefs' Association of Broward County (FCABC) or the Broward County Chiefs of Police Association (BCCPA) for approval. The next steps involve any necessary training for call center and/or field personnel. Opportunity is provided for all interested parties to provide feedback. Ms. DiPlacido clarified that fire-related policies go to the FCABC's Mutual Aid and Communications Committee (Mutual Aid Committee) meeting after going through the ORT groups. The Mutual Aid Committee's response is conveyed to ORCAT staff, and it is then formulated into a policy. Chief Chester Bolton of Pompano Beach Fire Rescue asked what role, if any, the CAD Governance Board plays. Ms. DiPlacido believed the CAD Governance Board is only involved for issues involving CAD reconfiguration on a regional level. Chief Bolton thought the participation agreement indicated that the CAD Governance Board played a larger role. Ms. DiPlacido said the matter can be researched. Chief Edwards recalled a flow chart in the original charter that he believed addressed that topic. Discussion ensued. Mr. Smous said he would look into the roles of, both, the CAD Governance Board and the Mutual Aid Committee. Up to this point, the (ORT-related) process with the Mutual Aid Committee has been handled by Chief Thomas DiBernardo of Sunrise Fire Rescue; possibly, formalization of that process is needed.

Mr. Smous went on to present a slide entitled *Regional Policy Change Request Process*. A copy of the slide is attached hereto and made a part hereof these minutes. The form will be posted on the regional portal. He invited meeting attendees to review the document at their leisure and provide any desired feedback. He asked if there were any questions. There were no questions posed.

Mr. Smous provided a brief overview of incident ticket number 326352. A copy of the incident ticket is attached hereto and made a part hereof these minutes. He pointed out that all FR ORT groups expressed agreement with 10-minute timers. He asked if this item was discussed at the last Mutual Aid Committee meeting. Assistant Fire Chief Shawn Gilmartin of Lighthouse Point Fire Rescue said the topic was discussed; differing views were expressed but it is understood that larger fire departments have different needs and this is an issue for them. Mr. Smous noted that Captain Adkins was invited to this meeting in order to obtain a law enforcement perspective on this issue. Chief Bolton said this was a matter where his field unit was on scene and needed law

enforcement on scene as well. He thought the dispatcher should have realized the need for law enforcement. With regard to the issue set forth in incident ticket number 326352, Mr. Smous said there are several issues. In some cases, fire rescue arrives on scene and law enforcement has not yet arrived; fire rescue is then staging and waiting. Better communication is needed to make fire rescue aware of the timeframe when law enforcement will be ready. There is a need for updates. Another issue is that, both, fire rescue and law enforcement arrive on scene, but fire rescue is left waiting for 30 to 45 minutes for law to clear a scene, and updates are not being provided to fire rescue. Finally, there are instances where law enforcement has cleared a scene, but fire rescue is not made aware for 20 minutes. Chief Bolton confirmed that all of the scenarios mentioned by Mr. Smous are issues. Mr. Smous believed it is necessary to develop a mutually agreed upon response as to what measures the call center should take. Chief Bolton said the call center should be providing information so sound decisions can be made. He wanted to know if minor Signal 30 (Theft) calls really need to have a fire rescue unit immediately dispatched. Ms. DiPlacido explained that no response is really automated, based on the current CAD system. If an operator enters a Signal 25 (Fire) for a structure fire, CAD does not automatically send law enforcement; rather, the operator must prompt it. If a Signal 34 (Stabbing) is entered on the law enforcement side, CAD will ask the operator if fire rescue should be sent. The Next Generation CAD will be signal-based; so it can be programmed to, either, automatically send both fire and law enforcement or not send both. With the current CAD, this choice is based on the operator's judgement. Ms. Thomas said certain policies drive a dual response. Ms. DiPlacido reiterated that, nonetheless, the operator's judgement is needed with the current CAD.

Ms. Mize recalled that (pre-consolidation) law enforcement was notified of every BSO fire rescue call. Recently, there has been a push not to notify law enforcement of all fire rescue calls as it is generating unnecessary law enforcement events. There was a discussion about the circumstances that law enforcement would automatically be sent to fire rescue calls; the signal-type criteria for that is delineated in policy. She clarified that a Signal 20 (Mentally Ill Subject) will only prompt a fire rescue call if the subject takes an action that indicates the need. She went on to state that there are instances when an operator selects "yes" for fire rescue to go to a call, but fire rescue is not needed. However, the Next Generation CAD can be programmed so that is not an option for a given call type. Ms. Thomas indicated that (currently) a dispatcher will follow an EMD (Emergency Medical Dispatch) interrogation to determine if fire rescue is needed. Ms. DiPlacido said EMD would be used for a fire rescue-based call, but not for a police call and the previous reference was a police call that has a fire rescue attachment. Chief Bolton thought, for certain signals like a domestic disturbance with no injury, possibly police could go on scene and then advise if fire rescue is needed. Captain Adkins took issue with the suggestion because, many times, limited information is received (from the E911 caller), and injuries are sometimes worse than what is conveyed by the caller. Police must be vigilant about arriving on scene timely in order to preserve safety for fire rescue. His agency's policy is that a deputy is to be dispatched immediately if fire rescue is staging; if a deputy is unavailable, a sergeant is to be dispatched. Chief Bolton noted the importance of communication between police and fire rescue. Ms. DiPlacido explained to Chief Rick Donahue of Margate – Coconut Creek Fire Rescue that police cannot view the EMD information provided to fire rescue. Chief Donahue asked if there is a means to relay the EMD information to police. Ms. DiPlacido said dispatchers are aware of it and can provide a summary of the EMD information to police. Chief Bolton said he advises his agency's field personnel to let dispatch know if the patient's condition is deteriorating, so the information can be passed on to the police. Discussion ensued. Mr. Smous asked Ms. Mize if it is possible to duplicate an event such that updates are provided to, both, police and fire rescue. Ms. Mize replied that is not done automatically in the current CAD; it is a manual process that must be repeated for each transmitted update. For a fire rescue-based call, the first call created is fire rescue and police is the child call. When the calls are associated, the dispatcher is only presented with the

fire incident. At that point, EMD interrogation is launched and any update auto-dumps only into fire rescue's call unless the dispatcher manually dumps it into both police and fire rescue. Dispatchers are supposed to dump the call into both police and fire rescue, but, if the dispatcher forgets to execute the manual process, the law dispatcher will not see the notes. This process will be automatic in the Next Generation CAD. The concern is the assumption that police and fire rescue dispatchers are aware of what the other is doing. She went on to state that fire dispatchers are only required to verbalize updates that meet certain conditions – those that require a change in the run card assignment or a safety condition. So, even if a patient goes from “trouble breathing” to “unconscious,” the fire rescue dispatcher is not required to verbalize the update if the run card assignment does not change. Chief Bolton thought it is absurd and a defect not to verbalize such an update. He asked how long this policy has been in effect. Ms. Mize replied that it has been in effect for about four years. Ms. DiPlacido indicated that ORCAT and BSO staff are currently working on revising this policy. Chief Bolton recalled agency representatives' (pre-consolidation) concern of having to follow policies of another agency (that they disagree with). Agency representatives were told they would have a say in regional policy, but the current (BSO) policies have not been vetted by participating agency representatives. Mr. Smous said there are opportunities to revise the current policies, and that is being done; the baseline is in place and it will be modified. Chief Bolton indicated that he must be aware of the policies in order to determine whether he disagrees with them. Ms. DiPlacido strongly recommended that ORT members, either, review the (previously distributed) current policies or assign a representative to do so. A significant amount of feedback has already been provided by agency representatives about the policies. Mr. Smous added that the policies are also posted on the regional portal. Lory Farmer offered to re-send the policies to Chief Bolton.

With regard to data review, Mr. Smous reviewed the *January Incidents* slide. A copy of the slide is attached hereto and made a part hereof these minutes. He emphasized the importance of agency representatives submitting incident tickets as ORCAT's Quality Improvement (QI) process is based on analysis of the tickets. In terms of policy revision, the idea is to make a policy more clear in order to reduce the possibility of errors. Ms. DiPlacido added that best practice, best service, and simplicity in terms of dispatch processes are taken into consideration when revising policies. Chief Donahue recalled a presentation on EMD-QA (Emergency Medical Dispatch-Quality Assurance) at a prior ORT meeting. He asked if these presentations are made regularly at FCABC meetings. Ms. Mize replied that Christa Wisniewski of BSO is working with Chief DiBernardo to establish a countywide process so the EMD-QA findings could be presented on a quarterly basis. Chief Donahue inquired as to how an EMD question should be submitted. Ms. Mize replied that he should open an incident ticket that states a request for an EMD-QA review.

Mr. Smous presented and reviewed a slide entitled *Call Taker – Address Collection Workflow*, a copy of which is attached hereto and made a part hereof these minutes. He invited meeting attendees to forward to Ms. DiPlacido any of their agency's best practices, and she will determine if there is opportunity to incorporate them into (regional) policy. He asked if there were any participating agency policy issues to discuss. No input was offered. Ms. Mize indicated that there were no Operator policy issues to address. With regard to language line, Ms. DiPlacido said the matter was raised at a Central ORT meeting; the agency representatives were interested in obtaining a similar translation service currently used by E911 operators. An account can be opened by any agency desirous of having its own language line. It is possible for all agencies in Broward County to join the service on one contract and be billed separately. The cost is about 73 cents per minute. She offered to forward any interested parties the language line information. Chief Sayles noted that language line has been used for years through dispatch. Ms. DiPlacido explained that the (dispatch) language line can only be used for E911 purposes because it is funded by E911. The (dispatch) language line is only to be utilized while there is contact with the

E911 caller. An on scene unit in need of language translation is not considered an E911 purpose. Chief Sayles inquired as to how that interpretation was made. Ms. DiPlacido indicated that E911 funds are provided to the County by the State. The State developed the criteria for how E911 funds can be spent. She offered to provide Chief Sayles with the contact information for the ORCAT staff member who administers language line, Edna Klock. Chief Sayles thought the interpretation presented as to how to utilize the (dispatch) language line is not sensible. Chief Bolton pointed out that, being that the intent of E911 is to provide assistance to citizens and an on scene rescue crew needs the language line in order to assist a citizen, that may meet the State's criteria. To that end, he asked if the scope of the (dispatch) language could be examined. Chief Sayles said he would follow-up on this matter.

Mr. Smous gave a live presentation of the regional portal, including the policy dashboard. Discussion ensued. He invited meeting attendees to submit any documents pertinent to ORTs so he can upload them on the regional portal; also, each ORT member can enter their contact information on the portal, if desired. With regard to toning (station alerting), Chief Sayles indicated that Margate – Coconut Creek Fire Rescue has an older system, and it is a busy agency. If Margate – Coconut Creek is working a structure fire, radio air time can be taken over for as long as three minutes. He asked if plans are in place to resolve this issue. Chief Donahue said station alerting is not in this year's budget; it is the municipality's responsibility. He went on to state that his agency would like to modify the use of tones during busy parts of the day by giving a single alert tone and verbalizing units. The traditional tones can be used at night when crews are in quarters. Chief Sayles thought that was a sensible approach. He went on to state that Margate – Coconut Creek Fire Rescue's tones are extremely loud for members of his agency wearing wireless headsets. As a result, most Tamarac Fire Rescue personnel will no longer wear the wireless headsets because the loudness is damaging. Ms. Thomas thought the suggestion to utilize different tones during busy parts of the day could be problematic in terms of dispatchers having to remember which tones to use at certain times of day. She clarified for Ms. DiPlacido that Margate – Coconut Creek Fire Rescue is the only agency for which dispatchers must tone manually. Mr. Smous said he would include the topic on the policy dashboard as a discussion point. Chief Sayles asked if this matter could be further examined. Mr. Smous said he would endeavor to obtain more information on this.

There being no further matters to address, the meeting adjourned at 4:58 p.m.



Agenda

North FR Operational Review Team Meeting
4900 W. Copans Road, Coconut Creek
EOC Conference Room
Date: Thursday, May 7, 2015
Time: 3:15 PM

- I. **Call to Order**
- II. **Old Business**
 - a. **Regional 911 Incident Response Form**
 - b. **Regional 911 Portal – Important: After creating an account, forward the account creation confirmation email to Drew Smous (dsmous@broward.org) and cc Tony Sabin (asabin@broward.org) so access permission can be granted**
 - c. **Regional Policy Change Request Form**
 - d. **Regional Policy Change Request Process**
 - e. **Incident ticket # 326352 – ORT member consensus for 10-minute timers; Chief DiBernardo to bring forward at next Mutual Aid and Communications Committee meeting**
- III. **Open Status Priority 1 Incident Review**
 - a. **Incident ticket # 339021**
- IV. **Incident Disposition Review**

V. Data Review

a. January Incidents

b. Call-Taker Address Collection Workflow

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

VIII. New Business

**a. Policy Dashboard Review – Jon Sucher, North
Lauderdale FR, INFO Channel**

**b. Language Line – agencies cannot piggyback on County
contract, but can have one new contract for all County
agencies with separate billing**

IX. Adjourn

Regional 911 Incident Response Form

Incident # [Click here to enter incident#](#)

Municipality: [Click here to city](#)

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

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

Incident Response

Reviewed By: Enter Name.

Approved By: Enter Name.

Disposition: Choose the disposition

Call Center Review:

Enter incident review findings

Corrective Action:

Describe the counter measures to be taken

Incidents with Operator Disposition

Employee#: Enter Employee Number

Policy: Enter Policy Section

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

Policy Verbiage:

Enter the Policy verbiage

Employee Follow Up:

Training

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

Counseling

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

To Be Completed by Office of Regional Communications and Technology

Review comments:

Enter concerns related to findings here

To Be Completed by Municipal Sponsor

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

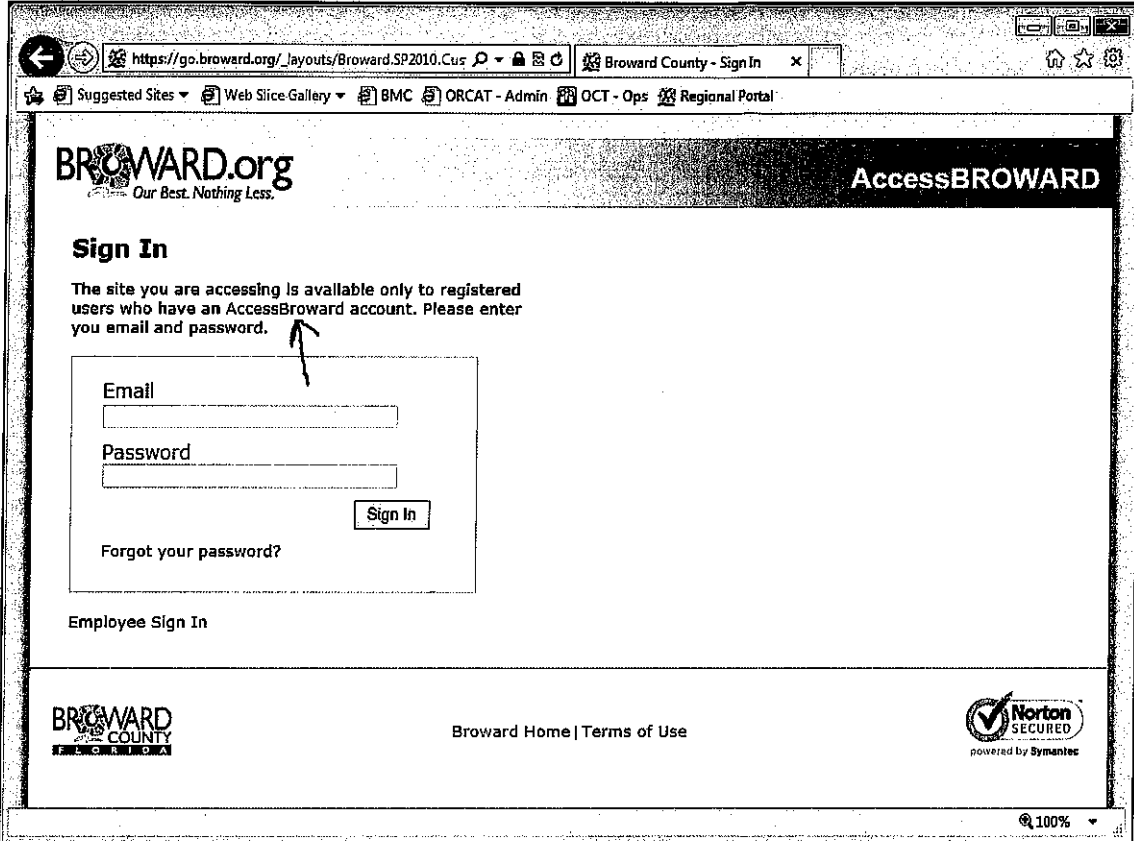
Review comments:

Enter concerns related to findings here

Regional 911 Portal – New User

The following instructions are for non-Broward County Employees

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



- 3) Click -> "Register Here"

Sign In

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

Email

Password

Keep me signed in

Forgot your password?

Don't have an AccessBROWARD Account?
Register here.



4) Complete the New Account form

Create a New Account

Complete the information below to create your account.

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

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

User Name	*	Use First initial and last name. E.g. dsmous
Email	*	Use your government email address. No public (yahoo, gmail)
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

Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field

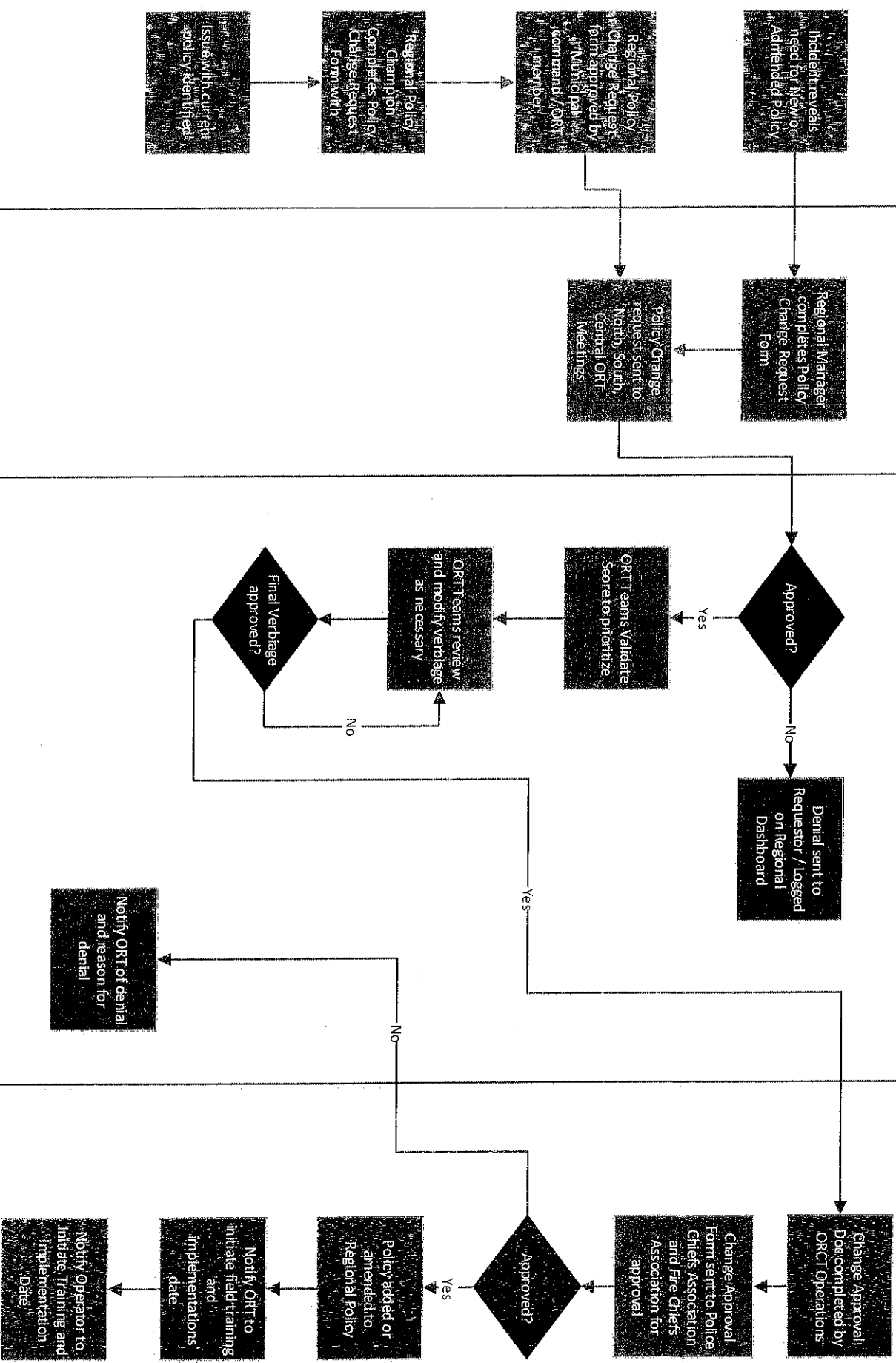
Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT) North, Central and South

Change Control



BMC SERVICE DESK EXPRESS

Incident: 326352

As of Tuesday, Mar 31, 2015 09:31

Page 1 of 3

Incident

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: LOW	Opened: 3/16/2015 9:46:10AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 3/20/2015 1:46:10PM	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: 3/15/2015

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

January Incidents

Incident	Category	Position	Service Category	Summary
316184	Information Gathering	Call Taker	Event Interrogation - FR	Didn't interrogate caller properly for an accident with injuries
	Information Gathering	Call Taker	Addressing	Entered incorrect street type in CAD (St instead of Ave)
315930	Equipment Use	Call Taker	Addressing	Didn't select proper city in CAD
315620	Failure to act on updates	Dispatcher	Reviewing Updates - EMD Assignment	Didn't assign proper Rescue units based on the escalation
315008	Information Gathering	Call Taker	Addressing	Didn't properly get secondary address validation
314442	Equipment Use	Call Taker	Addressing	Didn't use address or phone number provided by system.
314364	Follow Policy	Dispatcher	Updating Unit Status	Changed the status of the OnView to Arrival Status stopping the timer
314136	Non Issue			
314126	Follow Policy			Not an operator error but no policy to define whether or not the dispatcher should have asked the officer if they needed backup.
313978	Information Gathering	Call Taker	Addressing	Did not enter correct address
313920	Equipment Use	Call Taker	Addressing	Didn't select proper city in CAD
313841	Failure to act on updates	Dispatcher	Failure to Create CAD Event	Didn't submit HAZMAT page once advised
313656	Operator Performance	Dispatcher	Updating Unit Status	Removed Officer from call vs stopping timechecks when requested
312950	Equipment Use	Call Taker	Addressing	Didn't search for common place properly
312387	Information Dissemination	Dispatcher	Verbalizing Safety Flag	Didn't read safety flags
311612	Information Dissemination	Dispatcher	Reviewing Updates	Didn't monitor calls - Second CT got new information; assault
	Failure to act on updates	Call Taker	Failure to create CAD event	didn't change signal type.
	Failure to act on updates	Dispatcher	Reviewing Updates - Verbalize Event	Didn't verbalize updates
	Information Gathering	Call Taker	Event Interrogation - FR	Didn't interrogate for injuries
311560	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Send EMD to non participating Parkland Dispatch
311162	Information Dissemination	Call Taker	Failure to create CAD event	Didn't create proper Rescue call when information provided
	Information Gathering	Call Taker	Addressing	Didn't enter address properly
311122	Misclassification	Call Taker	EMD Classification	Didn't choose the right signal
311027	Information Gathering	Call Taker	Event Interrogation - Law	Didn't interrogate properly before dispatching call. Didn't ask if weapon caused injury to wrist
310873	Information Dissemination	Call Taker	Failure to create CAD event	CAD Entry - Didn't create CAD event when receiving a call for alarm activation
310590	Operator Performance	Dispatcher	Radio Traffic Management	Was not responding in a timely manner. Handling the volume of traffic
309491	Information Dissemination	Call Taker	Failure to create CAD event	Resolution in 311027 - Duplicate incident
308524	Information Gathering	Call Taker	Addressing	Didn't create a fire HAZMAT call with initial Law event
308008	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Entered wrong address. Repeated address instead of asking caller to repeat it.
307766	Information Dissemination	Dispatcher	Failure to Create CAD Event	Sent FR call to non participating Parkland Dispatch
297591	Information Gathering	Call Taker	Addressing	Didn't enter the FR call from Law in a timely manner
297572	Information Gathering	Call Taker	Addressing	Send call to Seminole instead of creating a call for Seminole park in HW
				Created call for the Coconut Creek Seminole Hardrock instead of Hollywood
Call Taker 21				
	Addressing			11
	Failure to Create CAD event			4
	Event Interrogation			3
	Regional knowledge			2
	EMD Classification			1
Dispatcher 9				
	Reviewing Updates			3
	Updating Status			2
	Failure to Create CAD event			2
	Verbalizing Safety Flag			1
	Radio Traffic Management			1

Call Taker – Address Collection Workflow

Event Interrogation | Address Collection | EMD / Scene Detail

