



**Office of Regional Communications and Technology**

**January 8, 2015**

**North Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes**

**Broward County Staff in Attendance:**

Scott Whitworth	Regional E911 Communications Manager
Lory Farmer	Administrative Aide

**Broward Sheriff's Office Staff in Attendance:**

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

A North Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Thursday, January 8, 2015, at the City of Coconut Creek Government Center, Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Scott Whitworth called the meeting to order at 3:34 p.m.

Mr. Whitworth referenced the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that agency access to audio will not be permitted by Broward County due to liability issues. He noted that his new position in ORCAT (Office of Regional Communications and Technology) is that of Regional E911 Communications Manager (Communications Manager) for the South Consolidated Dispatch Center (South), and two additional Communications Managers will be hired - one for the Central Consolidated Dispatch Center (Central) and one for the North Consolidated Dispatch Center (North). The Communications Managers will serve as liaisons for agency representatives.

With regard to written policy on priority rankings and response times, Mr. Whitworth explained that this is in reference to the incident ticketing system. He elaborated upon the workflow process for incident tickets. An agency representative expressed concern about overlap in terms of incident ticket processing. Mr. Whitworth recalled the issue being raised at the previous North Fire Rescue Operational Review Team meeting about confusion in terms of (where incident tickets should be sent based on the issue being reported).

Mr. Whitworth went on to explain that Priority 1 incidents should be called in directly to the duty officer at the dispatch center. However, the incident must also be documented. Lory Farmer noted that it is the duty officer's responsibility to submit the incident ticket on a reported Priority 1 incident. Mr. Whitworth thought the agency representative should submit the incident ticket

(after reporting it directly to the duty officer) because the individual introducing the problem is most knowledgeable of it. He planned to address this topic with ORCAT staff. An agency representative asked if incident tickets can be submitted by any member of a participating police or fire rescue agency. Mr. Whitworth explained that each agency is to provide ORCAT staff with the names and email addresses of two representatives to serve as ticket submitters. The agency representative asked that instructions for the incident ticketing system be provided. Lynn Burnside of Margate/Coconut Creek Fire Rescue pointed out that (Scott) Medvin of ORCAT had distributed an email containing instructions for incident ticket submissions and a template. She asked that the written policy (for priority rankings and response times) be created and distributed as a Word document.

Mr. Whitworth reviewed the data review information, a copy of which is attached hereto and made a part hereof these minutes. Discussion ensued. With regard to the pending issues reflected on the *Consolidated Dispatch Center North PD Issues Analysis October, 2014* slide, Ms. Mize noted that, currently, there are no issues pending investigation for BSO (Broward Sheriff's Office). Mr. Whitworth clarified that there are instances when BSO conducts internal investigations, and those incidents can feasibly (remain pending) for several months. Tara Thomas and Ms. Burnside asked that the red line depicting percentages be removed from the data analysis slides.

With regard to self-dispatching from mobiles, Mr. Whitworth noted that this would require all field personnel to have a MDC (Mobile Digital Communicator) in their vehicles. An agency representative noted that some of his agency's field personnel do not have MDCs. Ms. Mize explained that BSO has not embraced law enforcement utilizing MDCs for anything self-initiated, except an area check. The MDC-related issues are that they lack automatically associated timers and there are problems updating the location properly. If there is a consensus among all Operational Review Team (ORT) members to self-dispatch, BSO would not take issue. But, historically, there have been problems associated with this. Captain Wayne Adkins said he does not support (self-dispatching from mobiles). There was a consensus opposing self-dispatching from mobiles.

As for providing name and driver's license (DL) number to teletype operator as policy rather than only DL number, Ms. Thomas explained BSO's policy is to provide the teletype operator with the DL number, individual's name, date of birth, and gender. There was no objection. Discussion ensued. Ms. Mize asked agency representatives to provide the names and officer ID numbers for any representatives with specialized skills such as K-9 or Dive Team so the information can be programmed in CAD (Computer Aided Dispatch).

Lieutenant Jonathan Greenberg of the Parkland Police Department pointed out that all Parkland 911 calls made on cellular phones are directed to the Coral Springs dispatch center. EMS (Emergency Medical Services) calls to Parkland are also routed to the Coral Springs dispatch center. He referred to an incident involving EMS wherein CPR was in progress. Ms. Mize stated that an incident ticket had been submitted on that event and was investigated. Lieutenant Greenberg said that some serious incidents had occurred. Ms. Mize noted that 911 calls typically are sent to the correct PSAP (Public Safety Answering Point); non-emergency calls are distributed according to a percentage and not based on the caller's location. The challenge is getting all operators to understand the nuances. With regard to the EMS incident referenced by Lieutenant Greenberg, the operator made multiple errors which she elaborated upon.

Lieutenant Greenberg went on to state that there are still pockets of unincorporated land in the northwest corner of Parkland. Some pockets that were incorporated are still not programmed in

CAD which results in issues. Ms. Mize said he should direct that matter to Lynn Molitor of ORCAT. Lieutenant Greenberg went on to recall a bank robbery incident that occurred earlier this month. The incident resulted in two land line calls to 911; on both calls, the caller provided the (bank's) address and the call-taker asked the caller what state the address is in. Ms. Mize thought that did not make sense. Lieutenant Greenberg stated that the bank is located in Parkland, but GPS devices show it as a Tamarac location. Mr. Whitworth advised Lieutenant Greenberg to submit an incident ticket on this event. Lieutenant Greenberg agreed. He believed he was a registered incident ticket submitter for his agency, but asked to be provided with information on submitting tickets. Ms. Farmer noted that Mr. Medvin from ORCAT would (re-send) him the instructions and template for incident ticket submissions. Lieutenant Greenberg elaborated upon another recent incident where a Coral Springs operator was able to provide an address for a location in Parkland, but the Parkland call-taker was not. Mr. Whitworth advised him to submit an incident ticket for that occurrence. He and Ms. Mize elaborated upon the benefits provided by analysis of incident ticket submissions.

Ms. Mize reviewed incident ticket number 303721, a copy of which is attached hereto and made a part hereof these minutes. The first issue is the North channel dispatcher should have chimed into the Deerfield talkgroup and announced that (Pompano Beach units) are going into Deerfield Beach. The other issue is how to get the cities' talkgroups linked together. It is not a matter of obtaining permission to patch the talkgroups, but rather which talkgroups are to be patched. Deerfield's Main channel could be patched, but there is hesitation to do that because, once that channel is patched, no other units can communicate on it. Captain Adkins said the method used depends upon the situation. This incident was an in-progress call that flowed into Deerfield Beach. He thought it is simply common sense to take the air (in such a situation) because it is an officer safety issue. An agency representative agreed. Mr. Whitworth recalled recently speaking to Chief Dwayne Flournoy of Hallandale Beach who suggested daily test patches be executed at the consolidated dispatch centers in order to make operators accustomed to the process. Ms. Thomas said that operators are very familiar with the patching process; the component in question is when to patch talkgroups. Ms. Mize noted that it would be valuable for some operators to gain experience with patching talkgroups, but the more important factors to consider are when to patch and with whom. Discussion ensued. Captain Adkins noted that it will be a training issue with sergeants as to how long the Main channel is held (for an incident such as 303721). It will always be the sergeant's judgment call to know when the incident has calmed enough to move to a tactical channel. That decision should be left entirely to the agency. Ms. Mize agreed. Mr. Whitworth indicated that the issue would be brought to the other ORT meetings for discussion.

Ms. Mize recalled opening an incident ticket regarding CAD premise flags. It is necessary to have the CAD premise flags printed and sent to every municipality and (BSO) district for verification of relevance and accuracy. Dispatchers have complained about irrelevant premise flags. Mr. Whitworth said he is working on that issue (at South). He pointed out the lengthy process involved wherein (field units) have to go to each premise flag location to verify accuracy of the information. Captain Adkins elaborated upon a recent incident where the dispatcher conveyed (CAD premise flag) notes after the air was cleared. He thought the CAD screen only reflects a small check-box alerting dispatchers of premise flags. Ms. Mize clarified that a bright letter shows near the caller's name or telephone number. In order to pull up the flag, a CAD keystroke must be executed. The Next Generation CAD will allow for this to automatically display in a separate window and it will be impossible to overlook. Captain Adkins asked if officers can view premise flags on MDTs. Ms. Mize answered in the affirmative, but clarified that conveying this information is an SOP requirement of dispatch. Mr. Whitworth said he would (work with Lynn Molitor) to obtain the list of premise flags for all districts and agencies.

There being no further matters to address, the meeting adjourned at 4:46 p.m.



## Agenda

**North PD Operational Review Team Meeting**  
**4900 W. Copans Road, Coconut Creek**  
**EOC Conference Room**  
**Date: Thursday, January 8, 2015**  
**Time: 3:15 PM**

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- I. Call to Order
- II. Old Business
  - a. Agency access to audio - Not permitted by County legal
  - b. County Communications Manager
  - c. Written policy on priority rankings & response times – standardized reports showing QA
- III. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
  - a. October and November, 2014 Incident Pareto Graphs
- VI. Participating Agency Policy Issues
  - a. Self-dispatching from mobiles (currently disabled?)
- VII. Operator Policy Issues
  - a. Provide name and DL number to teletype as policy rather than only DL number

- b. Submit all specialized unit information for purpose of CAD programming for efficient dispatch queries (include officer name, officer ID number [CCN], and officer skill [example, SWAT or K-9])

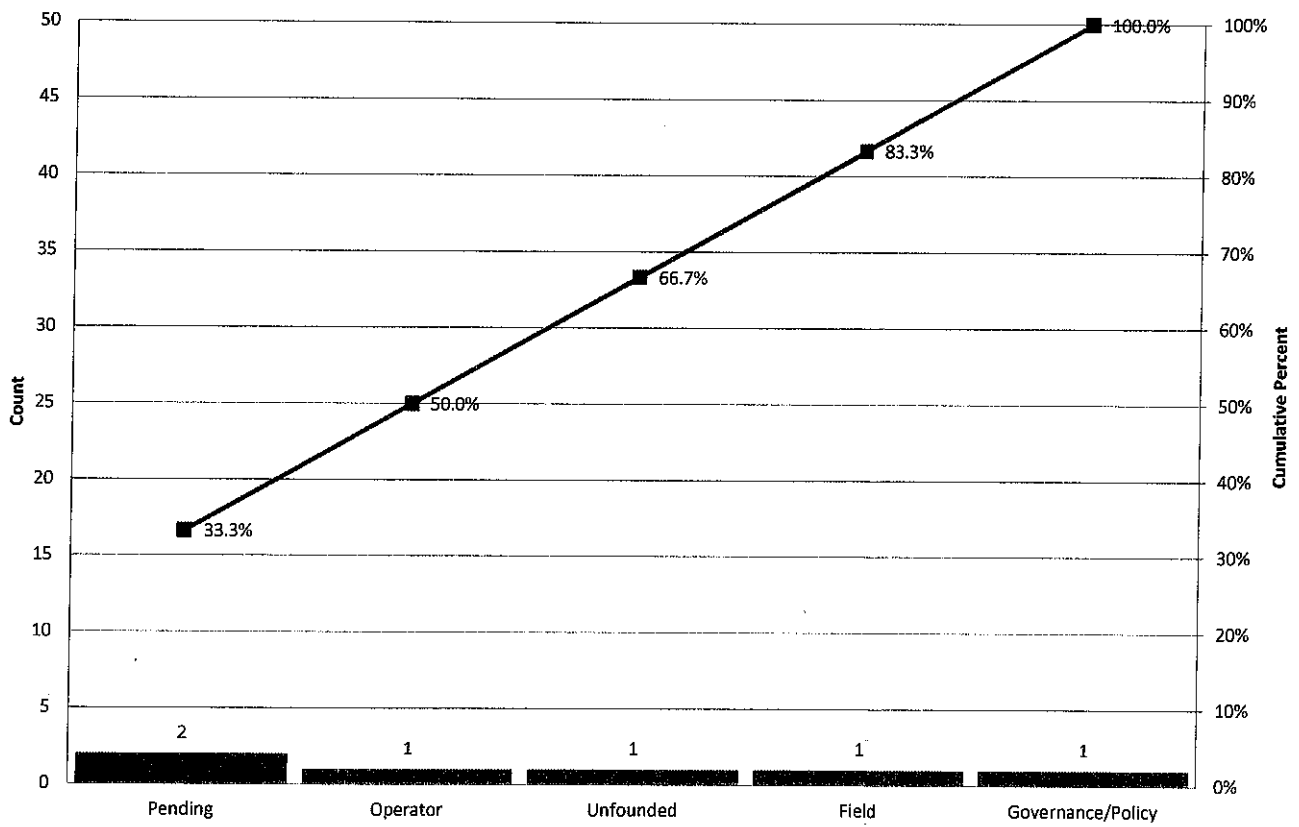
VIII. New Business

- a. 303721 – Pompano Beach PD

IX. Adjourn

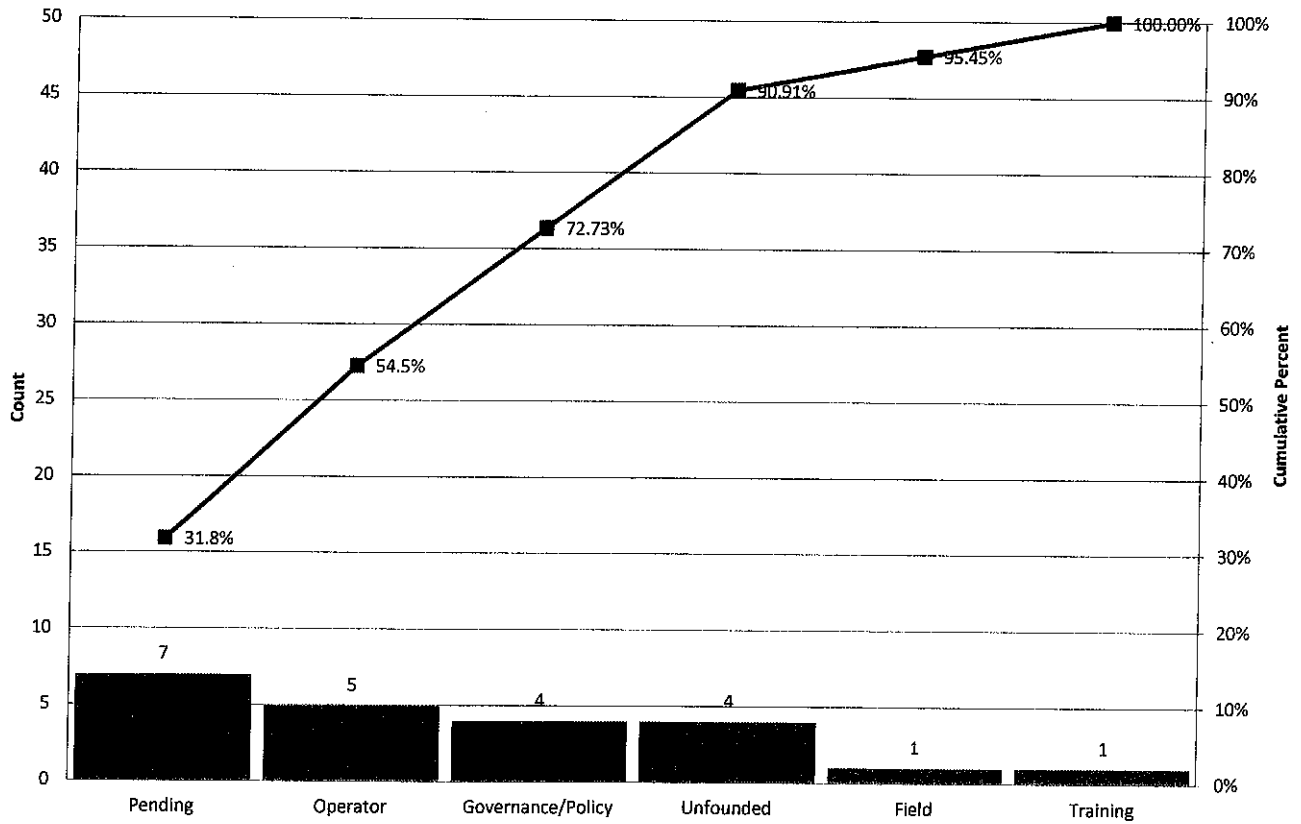
N = 6  
Issues October 1, 2014 through  
October 31, 2014

### Consolidated Dispatch Center North PD Issues Analysis October 2014



N = 22  
Issues October 1, 2014 through  
October 31, 2014

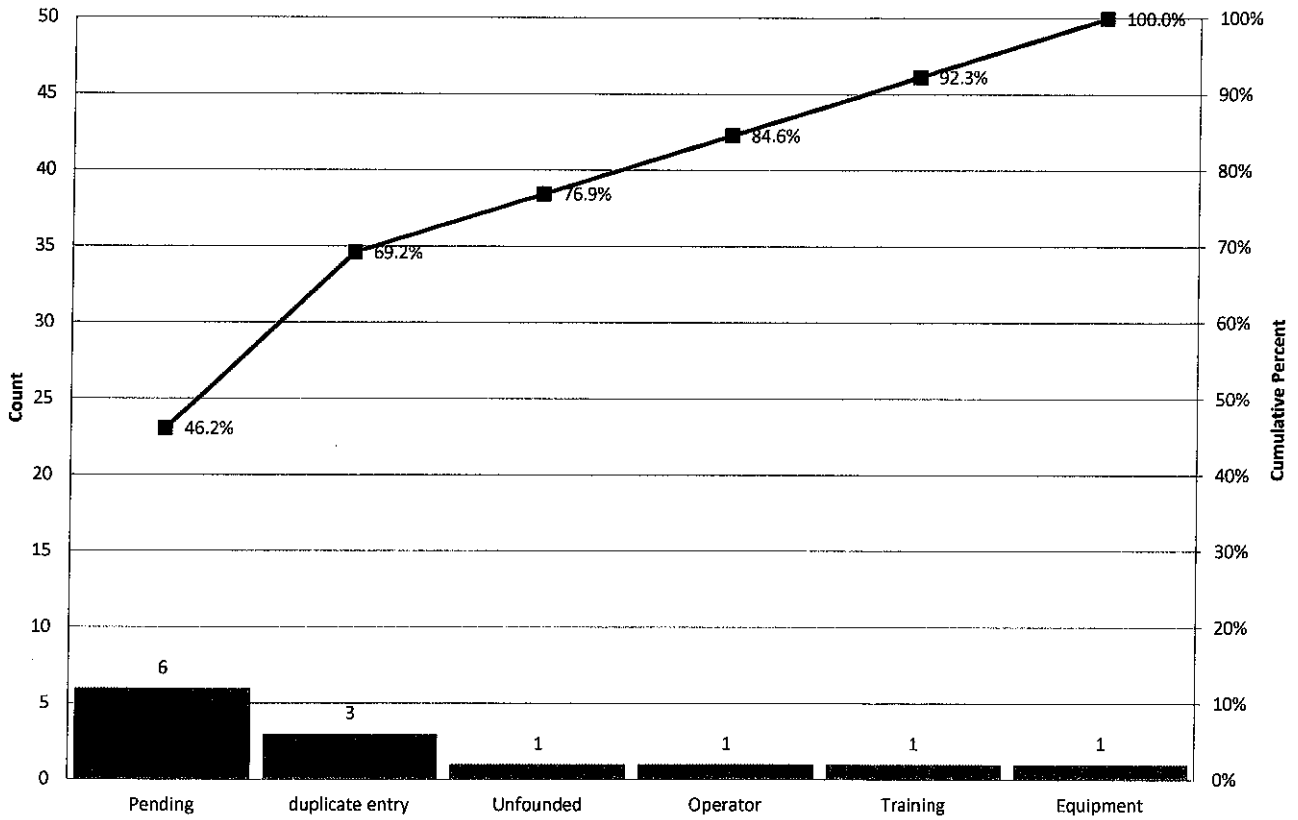
### Consolidated Dispatch Center North Issues Analysis October 2014





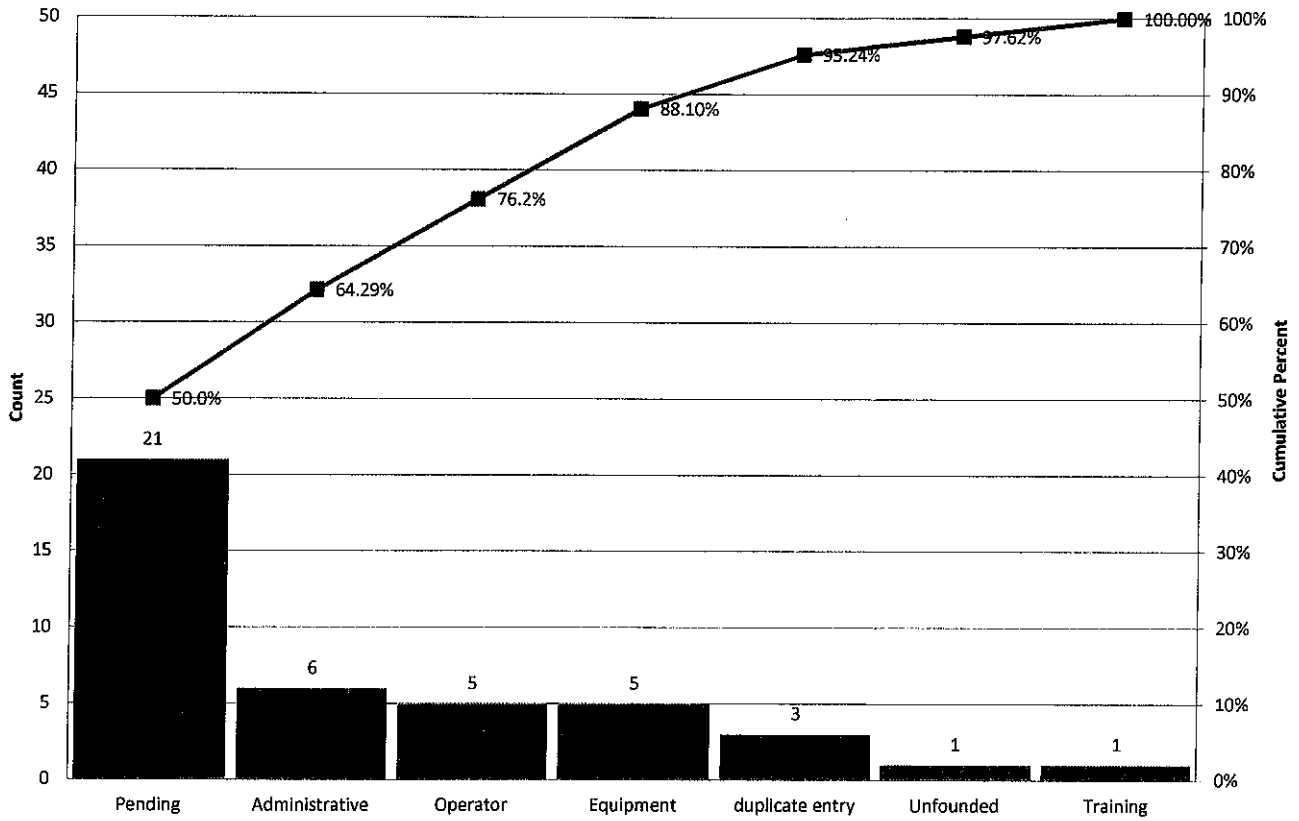
N = 13  
Issues October 1, 2014 through  
November 30, 2014

### Consolidated Dispatch Center North PD Issues Analysis YTD 2014



N = 42  
Issues October 1, 2014 through  
November 30, 2014

### Consolidated Dispatch Center North Issues Analysis YTD 2014



**Incident: 303721**

As of Wednesday, Jan 7, 2015 11:00

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**Incident**

**Client Information**

Last Name: ADKINS      First Name: WAYNE

Client ID:      WADKINS

Company ID: BROWARD COUNTY

Phone:      Ext:

**Assign to Information**

AMIZE      954-321-4496      Ext:

ANGELA      MIZE

BSO 911

**Incident Information**

Category: ORCAT- REQUESTS      ORCAT- REQUESTS

Impact ID: OCT911      Opened: 11/21/2014 3:31:12PM      Problem:

Urgency ID: LOW      Priority ID: OCT911LOW      Responded Date and Time:

Status: OPEN      Due Date: 12/5/2014 3:31:12PM      Service Name:

First Call Resolution:       SLAID:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{Wayne\_Adkins@sheriff.org}Wayne\_Adkins@sheriff.org

Message: Resending

Captain Wayne Adkins

Executive Officer

Broward Sheriff's Office

Pompano Beach District

100 SW 3 Street

Pompano Beach, Fl 33060

Office (954) 786-4204/ FAX (954) 786-2105

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

Register for Sheriff Israel's E-Alerts to receive email or text messages from the Broward Sheriff's Office with information on criminal activity, traffic, events or other security concerns arising in your business or residential neighborhood.

<http://www.sheriff.bso/apps/eaiertb/>

From: Adkins, Wayne  
Sent: Wednesday, November 19, 2014 4:41 PM  
To: 'regionalcommunications@broward.org'  
Cc: 'SMEDVIN@broward.org'  
Subject: 11-1411-003279 - Burglary Occupied attempt

DATE OF INCIDENT: November 13th, 2014

INCIDENT NUMBER: 1114-11-003279

PRIORITY LEVEL:

LOCATION: 3551 NW 5 Avenue #4, Pompano Beach

REPORTED BY: Captain Wayne Adkins

NAME:

MUNICIPALITY

AGENCY: Broward Sheriff's Office - Pompano Beach District

EMAIL ADDRESS: [wayne\\_adkins@sheriff.org](mailto:wayne_adkins@sheriff.org)

TELEPHONE NUMBER: 954-786-4202

INCIDENT DETAILS: An unknown B/M attempted to enter the victim's residence. He tried to open the front door without success; this was before entering the fenced-in backyard, where he attempted to break open a window. He was scared off by the resident. With a perimeter being established and with canine and aviation en route, Deputy Wolcott observed the suspect cross W. Sample Road into Deerfield Beach on a bicycle. He bailed off the bicycle on N.W. 5th Avenue just north of W. Sample Road and fled into the Deerfield neighborhood on foot. A new perimeter was established inside 1013 Zone of Deerfield Beach. Initially, Dispatch would not patch us in with Deerfield Beach; however, they eventually did and their Deputies assisted with our perimeter. Canine and aviation searched without success.

ADDITIONAL COMMENTS:

If there are any further questions, please do not hesitate to contact my office.

Thank you,

Captain Wayne Adkins

Executive Officer

Broward Sheriff's Office

Pompano Beach District

100 SW 3 Street

Pompano Beach, FL 33060

Office (954) 786-4204/ FAX (954) 786-2105

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<http://www.sheriff.bso/apps/ealerts/>

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                         None

Subdi

Hello Captain

There was a delay in the patching of the talkgroups.

It is most likely due confusion or indecision about which talkgroups to actually patch together. I can understand and appreciate the hesitation. The patching of the BSO Disp 9 (Deerfield Beach) talkgroup into the Pompano talkgroup would not be preferred as the patching would essentially take over complete control of the entire Deerfield patrol area - and would radio isolate any other unit activity that was not engaging in the active event. What should have been done is that a tactical talkgroup selected and patched, and the information broadcast to Deerfield Beach - then advise them of which talkgroup to use. That would then ensure that only those units engaged in the event would be working with Pompano instead of isolating the entire city and involving those deputies that are not engaged and cannot become engaged in this incident. Aggravating this factor is that the North dispatcher would not be able to select the talkgroup and would need the Central dispatcher to handle the patch if a tactical talkgroup is to be used.

This is a training opportunity for the Duty Officers.

Tara / Sue - FYI - please have this reviewed with the Duty Officers. In this case - the DO should have ensured that Deerfield was alerted to the BOLO (both North and Central have access to the Deerfield Beach main talkgroup) - but the Central DO needed to patch a Deerfield TAC (B Channel) into Pompano Area 1 and then alerted Deerfield to use Bravo Channel to access.

This is an important factor as we have different jurisdictions in different PSAPs and the need for interoperability going to be needed periodically.

Please let me know if there are any concerns or questions.

Angie

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

**Asset Tag#:**

**Ident Details**

DATE	STAFF	DESCRIPTION	ACTIONID	DURATION
11/21/2014 3:31:12PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/21/2014 3:31:13PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/21/2014 3:31:14PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/21/2014 3:31:15PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/25/2014 9:58:19AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:07
11/25/2014 9:58:36AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

**Work Orders****Attachments**

FILENAME	URLLINK	FILE SIZE(BYTES)
image001.jpg		3031
L11141113003279.pdf		133312
L11141113003279.wav		1278988