



**Office of Regional Communications and Technology**

**February 4, 2015**

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

**Broward County Staff in Attendance:**

Antonio "Tony" Sabin	E911 Communications Administrator
Jenna DiPlacido	Regional E911 Communications Manager
Drew Smous	Regional E911 Communications Manager
Lory Farmer	Administrative Aide

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

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

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

Tony Sabin called the meeting to order at 3:23 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that three Regional E911 Communications Managers were added to the Office of Regional Communications and Technology (ORCAT) staff. He introduced each of the Regional E911 Communications Managers, Scott Whitworth, Jenna DiPlacido, and Drew Smous, and provided a brief overview of their backgrounds and work experience. He told meeting attendees to reach out to these individuals about any incident ticketing matters. He asked if there were any questions. There were no questions posed.

With regard to agency access to audio, Mr. Sabin recalled there was pushback from Operational Review Team members subsequent to the County's ruling that it would not be provided. There are numerous legal constraints that the County's legal department is currently reviewing. The expectation is there will be an end-point within a couple weeks whereby a status can be announced which will likely include, either, moving forward or another set of legal constraints. If this moves forward, individual municipalities would have to be added to the (vendor) licensing. Also, the participation agreements, Interlocal Agreement (ILA), and the agreement between the County and the Operator (Broward Sheriff's Office [BSO]) would have to be amended. He asked if there were any questions. In response to an agency representative's inquiry, he explained that agency access to audio would allow law enforcement and fire rescue agencies to retrieve (their

own agency's) audio files, making for quicker investigations of incidents by circumventing the need to submit an audio file request with the custodian of records (Broward Sheriff's Office). One confidentiality concern that is still being vetted is preventing agencies from accessing other agencies' audio files. There were no other questions posed.

Mr. Sabin went on state that Priority 1 incidents involve life safety issues, and must be reported directly to, either, the BSO site manager or a duty officer at the consolidated dispatch center. The turnaround investigative response time for Priority 1 incidents is 48 hours. He clarified that operational issues are treated separately from technology issues – hence, the distinction in subject line language for operational issues, “911 Operations.” He asked if there were any questions. There were no questions posed. He pointed out that, if desired, ORCAT staff can (re-send) a training bulletin on how to properly input incident tickets. With regard to the incident ticket process, BSO investigates and provides a resolution to incident tickets. The (responses) are forwarded to originators for closure. The originator determines if the response is satisfactory; if not, the originator should make ORCAT staff aware so measures can be taken to address the issue. Angela Mize asked meeting attendees to follow-up with ORCAT staff if an incident ticket response is not received within a few days as BSO's turnaround time is typically one to two days. Jenna DiPlacido pointed out that there have been (email) filtering issues with some agencies causing ticket responses with attachments to not be delivered to agency representatives. These issues must be corrected by agencies' IT departments.

With regard to data review, Mr. Sabin noted that Mr. Smous will be leading a Quality Improvement team that assesses incident tickets. Mr. Smous indicated that all incident tickets will be reviewed historically. The category with the largest population, “Operator Error”, will be reviewed (first). The incident tickets will be grouped into areas of focus. Over time, there will be a decrease in the types of incidents that are analyzed due to action plans and follow-up executed by the Quality Improvement Team. Mr. Sabin announced that the Broward County Consolidated Communications Committee (BCCCC) will re-convene on February 12, 2015; this will be a Sunshine Meeting and, therefore, open to the public. Mr. Smous will be making a presentation on quality improvement at the upcoming BCCCC meeting.

Mr. Sabin went on to ask meeting attendees if they had any participating agency policy issues to discuss. Captain Wayne Adkins of the Pompano Beach Police Department explained that his agency's information desk personnel has historically requested a case number over the radio for walk-ins. This prevents tie-ups of dispatch and city phone lines. However, today a dispatcher asked the information desk employee if she was “on the road.” When she advised that she was at the information desk, the dispatcher told her to (utilize a phone line to) obtain a case number. Ms. Mize said correct protocol was followed; radio should be reserved for x-ray units for in-progress traffic. She clarified for Lynn Burnside of the Margate Police Department that the priority telephone line should be utilized by information desk personnel (to obtain a case number) rather than the countywide non-emergency number. Ms. Mize pointed out the importance of standardization (on the regional system), and it could equate to a significant amount of air time if all agencies were to utilize the radio. An agency representative indicated that his agency has had issues with a phone line regularly going down. Ms. Mize confirmed that would be considered an exigent circumstance. Captain Adkins took issue with tying up his agency's phone lines as that is a matter of customer service on the part of his agency. Ms. Burnside agreed. Ms. Mize suggested a possible solution that BSO pulls generic case numbers and has them available for agencies to assign. She elaborated upon how the proposed procedure could be carried out. Captain Adkins said he could understand the suggestion. However, he believed his agency should have been told (about any such protocol change). Ms. Mize noted that there is a disconnect between each agency's (pre-consolidation) protocols and

those set forth for regional dispatch; also, there is a disconnect between what field personnel think is carried out by dispatch and what dispatch's SOPs actually are. Mr. Sabin asked Ms. Mize why the protocol was just recently changed as Captain Adkins had stated, being that it has been BSO's (standing) protocol. Ms. Mize explained that there are differences being seen as dispatchers are cross-trained and placed on the current (regional) platform. Discussion ensued. Ms. Mize went on to state that BSO is providing in-service training to all dispatch staff and supplemental training that covers in-depth geography protocol and policies. Captain Adkins indicated that (dispatch-related) complaints had significantly dropped at his agency. Ms. Mize noted that BSO recently established a Quality Assurance Unit which has already completed over 100 random reviews. Mr. Sabin commented that the (regional) process has come a long way and will continue to improve.

With regard to Operator policy issues, Ms. Mize provided a brief overview of incident ticket number 311740. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She noted that this issue relates more to the Central Consolidated Dispatch Center than the North Consolidated Dispatch Center. Captain Adkins recalled a former protocol of the Pompano Beach Police Department was the teletype dispatcher asking for the officer's location if it had not been provided, in the event the officer could not be raised (at a later time). Ms. Mize was not familiar with that protocol. Captain Adkins said it is food for thought. Mr. Sabin thought it was a good idea. Ms. Mize provided a brief overview of incident ticket number 316255, a copy of which is attached hereto and made a part hereof these minutes. Ms. Burnside indicated that the Margate Police Department does not support tone alerting Signal 49s. Captain Adkins, on behalf of his agency, shared Ms. Burnside's opinion. No opinions to the contrary were expressed. Ms. Mize reviewed the information set forth in incident ticket number 316739, a copy of which is attached hereto and made a part hereof these minutes. Sergeant Henry Cabrera of the Coconut Creek Police Department remarked that an email was sent to officers explaining the protocol. He went on to inquire about (dispatch) providing development names on calls. Ms. Mize explained that, under NFPA (National Fire Protection Association) standards, calls must be entered and dispatched within 90 seconds which is extremely difficult. However, this standard does not apply to law enforcement calls. BSO (management) staff has made the reiteration to its dispatch staff that information such as development names can and should be made available (to field personnel). However, when there is a fire component tied to a law enforcement call, field personnel should expect to see shell calls and updates. Lieutenant Ryan Marken of the Coconut Creek Police Department said the issue is officers are not being provided with updates.

Mr. Sabin went on to state that the language line is only to be used in relation to a 911 call. If an interpreter service is needed (by agency representatives for a matter not directly tied to a 911 call), each agency would have to obtain their own account and pay for it themselves. Ms. Mize remarked that BSO maintains a list of their foreign language speaking employees which can be utilized as a resource for agency representatives; duty officers have access to the list. Mr. Sabin indicated that ORCAT staff will be working on a disaster recovery and business continuity plan for the regional system which is to be in place prior to the onset of hurricane season. Also, ORCAT staff will be re-balancing call-taking and dispatch positions for budgetary reasons; over the next four weeks, call volume, calls for service, and push-to-talks will be re-validated. The budget must be submitted by early March, 2015. Mr. Sabin asked meeting attendees if they wanted to raise any additional new business. Ms. Burnside indicated that, over the last month, there have been continual citizen and officer complaints about a lengthy wait for the non-emergency line to be answered. Ms. Mize asked her to provide telephone numbers (where the callers were calling from as well as the number dialed for the purpose of research). Ms. Burnside said she provided a (caller's) telephone number in incident ticket number 312585. A

copy of the incident ticket is attached hereto and made a part hereof these minutes. Drew Smous stated that the matter is being reviewed by ORCAT staff. He offered to get back to Ms. Burnside with a response. Ms. Mize said (non-emergency) calls will be pushed through as force connects with ACD (Automatic Call Distribution), so it will no longer be a matter of the operator's discretion to answer. This will likely improve response times for non-emergency calls.

There being no further matters to address, the meeting adjourned at 4:28 p.m.



## Agenda

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

**Date: Wednesday, February 4, 2015**

**Time: 3:15 PM**

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- I. Call to Order
- II. Old Business
  - a. County Communications Managers – Introduction
  - b. Agency access to audio – Status Update
  - c. Clarification on Priority Rankings (1 – High, 2 – Medium, 3 – Low)
  - d. Incident reports must be sent to [regionalcommunications@broward.org](mailto:regionalcommunications@broward.org) and include **911 OPERATIONS** in subject line
  - e. Clarify incident ticket process as relates to ORCAT and BSO's responses
- III. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues

VII. Operator Policy Issues

- a. Incident ticket # 311740 re: teletype talkgroups
- b. Incident ticket # 316255 re: Signal 49 a/k/a Signal 49A
- c. Incident ticket # 316739 re: Coconut Creek PD concerns

VIII. New Business

- a. Language line (officer use)
- b. Disaster and business continuity plan
- c. System re-balancing of call-taking and dispatch positions for 2016 budget

IX. Adjourn

# BMC SERVICE DESK EXPRESS

**Incident: 311740**

As of Monday, Jan 12, 2015 10:29

**Incident**

Page 1 of 5

Client Information		Assign to Information		
Last Name: LOWE	First Name: SUZANNE	ASABIN	954-357-7312	Ext:
Client ID: SLOWE		ANTONIO	SABIN	
Company ID: BROWARD COUNTY		OCT 911		
Phone:	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/8/2015 6:03:42PM	Problem:
Urgency ID: LOW	Priority ID: OCT911/LOW	Responded Date and Time:
Status: OPEN	Due Date: 1/22/2015 6:03:42PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

**DESCRIPTION:** Subject: 911 Operations

**From:** SMTP:{Suzanne\_Lowe@sheriff.org}Suzanne\_Lowe@sheriff.org

**Message:** Date of Incident: Ongoing

**Incident Number:** N/A

**PRIORITY LEVEL:** 3

**LOCATION:** central Regional Communications Teletype

**REPORTED BY:** Broward County Regional Communications

**NAME:** Suzanne Lowe

**MUNICIPALITY:** Broward Sheriff's Office

**AGENCY:** Communications

**EMAIL ADDRESS:** Suzanne\_Lowe@sheriff.org

**TELEPHONE NUMBER:** 954-320-0597

**INCIDENT DETAILS:**

The Teletype talk group assignments are as follows:

- \* County Wide 13 (CW 13) - South Teletype
- \* County Wide 14 (CW14) - Central Teletype
- \* County Wide 15 (CW 15) - North Teletype

We have received reports of road patrol units using teletype talk groups interchangeably. Examples are as follows:

- \* BSO Pompano Beach uses Countywide 13 and 14 in addition to their assigned talk group.
- \* Fort Lauderdale uses Countywide 13 and 15 in addition to their assigned talk group.
- \* Hallandale uses Countywide 14 in addition to their assigned talk group.
- \* Lauderhill uses Countywide 13 in addition to their assigned talk group.

It is good and efficient practice to use an available resource when one channel is taxed.

However, when the inquiries necessitate confirmations, the tracking and documentation should be completed by the host site. There are often follow-up messages that are transmitted from the main jail, municipal records division, and local holding facilities back to the confirming agency. These messages often occur hours later and can cause confusion when the sister sites are completing hit confirmations for units that belong to the other PSAP's. The original request cannot be located amongst the paperwork at the host site and it laborious to track down the officer(s), inquiry and related confirmation documentation. This practice will also produce inaccurate results when tracking the number of inquiries/HITS generated from each site.

**Proposed resolutions:**

- 1.) Raise this issue at the consolidated meetings and publish instruction for field personnel to use their host teletype talk group for routine requests. Should an inquiry need urgent attention, field personnel may use the sister site talk groups, but all confirmations must be completed by the host communications site.



2.) Implement communications policy to direct teletype operators to communicate all HIT results and confirmation requests to the appropriate site as a safeguard. This will ensure the host site is alerted to complete and track the confirmation requests. Should the field units continue to use the sister site talk groups, the teletype operators will protect the integrity of the process.

Suzanne  
Suzanne Lowe  
Regional Communications Site Manager  
Broward Sheriff's Office  
Office: 954-320-0597  
Cell: 954-770-0047

[cid:image001.jpg@01CFBACD.526C6050]

Please note that Florida has a broad public records law, and that all correspondence sent 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
1/8/2015 6:03:42PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/8/2015 6:03:43PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/8/2015 6:03:44PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/8/2015 6:03:45PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/8/2015 6:04:27PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-311740	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: MREXHTCA10.bc.broward.cty

DHALL@broward.org

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

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca10.bc.broward.cty (10.10.40.75) with Microsoft SMTP Server id 14.3.169.1; Thu, 8 Jan 2015 18:04:02 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 08 Jan 2015 18:04:02 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Thu, 8 Jan 2015 18:04:02 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Thu, 8 Jan 2015 18:04:01 -0500

Subject: OCT 911 Operations New Incident Notification \*ref#24-311740

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10RLVbNDN4Cx0001131d@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 08 Jan 2015 23:04:02.0028 (UTC) FILETIME=[6485A2C0:01D02B97]

Return-Path: selfhelp@broward.org

1/9/2015 8:51:30AM LFARMER Forwarded To Staff ASABIN HD\_FRWD\_STAFF 00:02:39

1/9/2015 8:51:46AM 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		6195
unknown.log		285

# BMC SERVICE DESK EXPRESS

Incident: 316255

As of Tuesday, Feb 3, 2015 14:57

Incident

Page 1 of 3

Client Information		Assign to Information	
Last Name: LOWE	First Name: SUZANNE		Ext:
Client ID: SLOWE			
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 1/29/2015 11:10:53AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 2/4/2015 3:10:53PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{Suzanne\_Lowe@sheriff.org}Suzanne\_Lowe@sheriff.org

Message: DATE OF INCIDENT: ONGOING

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM (2)

LOCATION: CENTRAL REGIONAL - TO BE DISCUSSED WITH NORTH AND SOUTH

REPORTED BY: REGIONAL COMMUNICATIONS

NAME: SUZANNE LOWE

MUNICIPALITY: N/A

AGENCY: N/A

EMAIL ADDRESS: SUZANNE\_LOWE@SHERIFF.ORG<mailto:SUZANNE\_LOWE@SHERIFF.ORG>

TELEPHONE NUMBER: 954-320-0597

INCIDENT DETAILS:

Fort Lauderdale PD has a historical practice requiring dispatchers to use the alert tone and multi-select ALL Signal 49 audible (aka Signal 49A) calls. Current communications policy stipulates only business alarms, Signal 49 Silent, and Silent Hold-Up calls meet the criteria for alert ones and multi-select broadcasts. The multi-select policy is written as:

1. Multi-jurisdictional BOLO's are necessary when the incident is classified as one of the following incident types: 6, 10IP, 10JO, 21IP, 21JO, 24IP, 33IP, 34IP, 41IP, 41JO. Delayed incidents classified with these incident types may not require a multi-jurisdictional call announcement unless an exigent circumstance exists. Duty Officers should be queried for any delayed event in which the Dispatcher is unsure whether a multi-jurisdictional broadcast is warranted.

As Fort Lauderdale PD's practice is not common to all municipal agencies; and, is not in harmony with the our current policy, it is prudent for all agencies to discuss best practice. The following consequences should be weighed:

\* The Signal 49A classification is used for residential and business locations. It is frequently used and often accidentally triggered. The alert tone and multi-select may be overused and lose the urgency associated with high priority calls.

\* Multi-selecting is used when assistance may be required from another jurisdiction or the incident may affect another jurisdiction. In most cases, Signal 49A's do not meet the criteria.

Should all agencies agree to change the current policy and incorporate all audible Signal 49A's as a critical incident, we will institute a policy change and train the dispatchers accordingly.

Suzanne Lowe  
Regional Communications Site Manager  
Broward Sheriff's Office  
Office: 954-320-0597  
Cell: 954-770-0047

[cid:image001.jpg@01CFBACD.526C6050]

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

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/29/2015 11:10:53AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/29/2015 11:10:54AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/29/2015 11:10:55AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/29/2015 11:10:56AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032

# BMC SERVICE DESK EXPRESS

**Incident: 316739**

As of Tuesday, Feb 3, 2015 14:58

Incident

Page 1 of 3

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA		Ext:
Client ID: AMIZE			
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: LOW	Opened: 1/30/2015 4:48:50PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 2/6/2015 11:48:50AM	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: \_\_\_\_\_

From: Mize, Angela

Sent: Friday, January 30, 2015 3:28 PM

To: RegionalCommunications

Cc: Thomas, Tara; DiBernardo, Marysol

Subject: FW: Coconut Creel

DATE OF INCIDENT: Various

INCIDENT NUMBER: N/A

PRIORITY LEVEL: LOW

LOCATION: North Region

REPORTED BY:

NAME: Angela Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela\_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

Some items of concern from the Coconut Creek PD that needs to be reviewed....

- \* Proper/standard format for announcing traffic stops
- \* Base Station giving calls on air versus calling/entering directly into CAD (only 1033 calls should be broadcast)
- \* Full street names - SR 7 instead of just "7"
- \* 10-109 - not a recognized ten code overall - can we use S68 instead (means same thing)

ADDITIONAL COMMENTS:

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                        None

Subdi

RESOLUTION:

**Whiteboard Information**

Whiteboard ID:

**CI Information**



Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/30/2015 4:48:50PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/30/2015 4:48:51PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/30/2015 4:48:52PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/30/2015 4:48:53PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00

**Work Orders**

**Attachments**

# BMC SERVICE DESK EXPRESS

**Incident: 312585**

As of 13 Jul 2015 2:45:16 PM

Incident

Page 1 of 5

Client Information		Assign to Information	
Last Name: BURNSIDE	First Name: LYNN	DSMOUS	Ext:
Client ID: LBURNSIDE		DREW	SMOUS
Company ID: BROWARD COUNTY		OCT 911	
Phone: 954-935-9409	Ext:		

Incident Information		
Category: OCT911 - UNFOUNDED	OCT911 - UNFOUNDED	
Impact ID: OCT911	Opened: 13 Jan 2015 11:31:03 AM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: CLOSED	Due Date: 27 Jan 2015 11:31:03 AM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:({lburnside@margatefl.com})lburnside@margatefl.com

Message: DATE OF INCIDENT:01/07/2015 11:00 hrs; 01/08/2015 0130 hrs and 0300 hrs.

INCIDENT NUMBER:N/A

PRIORITY LEVEL: 3

LOCATION: N/A

REPORTED BY:

NAME: Lynn Burnside

MUNICIPALITY

AGENCY: Margate Police Dept.

EMAIL ADDRESS: lburnside@margatefl.com

TELEPHONE NUMBER: 954-935-5427

INCIDENT DETAILS: Margate Citizen attempted to report a non-emergency by utilizing the non-emergency number on the above dates and times.

He advised the calls were not answered after 30 mins. He advised he called from the following number 954-798-4942.

ADDITIONAL COMMENTS: He made this complaint to the City Manager. I did contact him, but he could not provide with any other info. He did advise that he disconnected the calls after 30 mins.

Lynn M Burnside  
Communications Liaison  
City of Margate Police Department  
5790 Margate Blvd.  
Margate, Fl. 33063  
lburnside@margatefl.com

Office number 954-935-5427

Office Hours: Mon-Thu 8:00 a.m.- 6:00 p.m.

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Please Note: The City of Margate is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. All e-mail messages sent and received are captured by our server and retained as public records.

**RESOLUTION:** From: Bass, Soraya  
Sent: Friday, February 06, 2015 11:33 AM  
To: Medvin, Scott  
Cc: Smous, Drew; Bayag, Brett  
Subject: FW: OCT 911 Operations New Incident Notification \*ref#24-312585

Scott,

Our office is not able to confirm a call came into the Non-Emergency number (954-764-4357) from 954-798-4942 on 01/07/2015 11:00 hrs, 01/08/2015 0130 hrs and 01/08/2015 0300 hrs.

Power MIS does not track abandoned calls unless it is a 911 call. We did search for incoming calls from this caller "954-798-4942" during the time periods specified above and no calls were found.

We also checked IP flex reports which does account for missed calls and did not find any call from phone number 954-798-4942 during the time period specified above calling into the Non-Emergency number 954-764-4357.

Thank you,

#### Whiteboard Information

Whiteboard ID:

#### CI Information

CI Assembly:

Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
13 Jan 2015 11:31:03 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
13 Jan 2015 11:31:04 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
13 Jan 2015 11:31:05 AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
13 Jan 2015 11:31:06 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
13 Jan 2015 11:31:49 AM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-312585	EMAILIN	00:00:00
<p>From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org</p> <p>Delivery has failed to these recipients or groups:</p> <p>DHALL@broward.org&lt;mailto:DHALL@broward.org&gt;                      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.</p> <p>Diagnostic information for administrators:</p> <p>Generating server: MREXHTCA11.bc.broward.cty</p> <p>DHALL@broward.org                      #550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##</p> <p>Original message headers:</p> <p>Received: from mxrmail.broward.org (10.1.23.10) by mrextca11.bc.broward.cty (10.10.40.76) with Microsoft SMTP Server id 14.3.169.1; Tue, 13 Jan 2015 11:31:23 -0500</p> <p>Received: from 1vbcsde10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 13 Jan 2015 11:31:23 -0500</p> <p>Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 13 Jan 2015 11:31:23 -0500</p> <p>MIME-Version: 1.0</p> <p>From: &lt;selfhelp@broward.org&gt;</p> <p>To: &lt;DHALL@broward.org&gt;</p> <p>Reply-To: selfhelp@broward.org</p> <p>Date: Tue, 13 Jan 2015 11:31:23 -0500</p> <p>Subject: OCT 911 Operations New Incident Notification *ref#24-312585</p> <p>Content-Type: text/html; charset="utf-8"</p> <p>Content-Transfer-Encoding: base64</p> <p>Message-ID: &lt;1VBCSDE10pAOAK5LqN000130a7@1VBCSDE10.bc.broward.cty&gt;</p> <p>X-OriginalArrivalTime: 13 Jan 2015 16:31:23.0269 (UTC) FILETIME=[5E790B50:01D02F4E]</p> <p>Return-Path: selfhelp@broward.org</p>				
13 Jan 2015 11:33:53 AM	SMEDVIN	Forwarded To Staff BBAYAG	HD_FRWD_STAFF	00:00:07

	13 Jan 2015 11:33:54 AM	SMEDVIN	Urgency has been changed	URGENCY_CHANGE	00:00:00
	13 Jan 2015 11:34:04 AM		Sent EMail To BBAYAG	EMAIL_SENT	00:00:00
	2 Mar 2015 11:53:05 PM	DSMOUS	Urgency has been changed	URGENCY_CHANGE	00:00:00
	2 Mar 2015 11:54:17 PM	DSMOUS	User Defined Status Changed To WAITCUSTOMER	HD_STATUSCHANGE	00:01:11
	16 Mar 2015 11:03:28 PM	DSMOUS	Notes	NOTES	00:00:57
	Lynn approved closing incident DSMOUS 3/16/2015 11:03:39 PM				
	16 Mar 2015 11:03:44 PM	DSMOUS	Subject Changed To OCT911 - UNFOUNDED	HD_SUBJECT_CHANGE	00:00:15
	16 Mar 2015 11:03:45 PM	DSMOUS	User Defined Status Changed To OPEN	HD_STATUSCHANGE	00:00:00
	16 Mar 2015 11:03:46 PM	DSMOUS	Forwarded To Staff DSMOUS	HD_FRWD_STAFF	00:00:00
	16 Mar 2015 11:03:52 PM	DSMOUS	User Defined Status Changed To CLOSED	HD_STATUSCHANGE	00:00:07
	16 Mar 2015 11:03:53 PM	DSMOUS	Close Call # 312585	HD_CLOSE	00:00:00

**Work Orders**

**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
OCT 911 Operations N.eml		4142
unknown.log		286