



Office of Regional Communications and Technology

May 7, 2015

North Consolidated Dispatch Center Police Department 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 Police Department 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 2:02 p.m.

Mr. Smous presented a slide depicting the agenda, a copy of which is attached hereto and made a part hereof these minutes. He went on to present and review slides depicting the *Regional 911 Incident Response Form* and the *Regional Policy Change Request* form. A copy of the slides is attached hereto and made a part hereof these minutes. Employee numbers are entered on the *Regional 911 Incident Response Form*, in order to track employees with repetitive issues and obtain information as to remedial measures taken. He went on to give a live presentation of the regional 911 portal. An invitation to register on the portal was previously sent and another one will be distributed on May 8, 2015. He asked meeting attendees to forward him their response indicating their regional 911 portal account was created, and then user permissions will be granted. The regional 911 portal is to serve as a centralized place to store information and share statuses. The regional portal can only be accessed by agency representatives who submit incident tickets, as well as ORCAT (Office of Regional Communications and Technology) and BSO (Broward Sheriff's Office) staff. He went on to state that all of BSO's current policies are posted on the regional portal; the goal is to develop regional policies. He went on to review a slide entitled *Regional Policy Change Request Process*. A copy of the slide is attached hereto and made a part hereof these minutes.

With regard to language line, Jenna DiPlacido said this was raised at the last Central FR ORT (Operational Review Team) meeting; meeting attendees expressed desire to access a similar service that 911 operators utilize. But the language line is funded by the County with 911 funds so it can only be used for a 911 purpose, and not on-scene investigations. There is an option for

all Broward County agencies to get on the same contract and be billed separately, or an agency can have its own contract. The State charges 73 cents per minute for this service. She offered to email information to any interested parties.

Mr. Smous indicated that there were no open status Priority 1 incident tickets for agencies represented at this meeting. He recalled a Priority 1 incident ticket submitted by Chief Chester Bolton of Pompano Beach Fire Rescue. Subsequent to discussion at a prior FR ORT meeting, a proposed resolution was to establish a 10-minute status check timer for staging. There are issues where fire rescue and law enforcement are both dispatched to a call; fire rescue arrives on-scene and stages, but law enforcement does not have any units available. In such cases, the fire rescue unit may be waiting for a significant period of time. Some agency representatives have questioned why fire rescue is dispatched in such a case; they believe fire rescue should not be dispatched until it is known that law enforcement is en route. He asked meeting attendees to share their thoughts on this issue. An agency representative said he believed law enforcement moves pretty quickly with the understanding that fire is staging. Captain Wayne Adkins of the BSO Pompano Beach District Office pointed out that his district developed a policy wherein as soon as it is announced by the dispatcher that fire rescue is staging, sergeants are, either, supposed to pull a deputy to go to the scene, or go themselves. Nonetheless, there have been issues where it was not relayed to law enforcement that fire rescue is still staging. Mr. Smous thought it is, either, a matter of information not being relayed, or the update message not being seen by the law enforcement dispatcher. Discussion ensued. In response to Mr. Smous' request, Captain Adkins offered to forward him a copy of the previously mentioned policy. Ms. DiPlacido expressed agreement with the district policy referenced by Captain Adkins. There are some improvements to be made on the dispatch center end with regard to policy that ensures information is relayed between law and fire rescue. Captain Adkins asked if dispatch information entered for fire rescue is automatically sent to the law enforcement dispatcher (for calls involving, both, law and fire rescue). Tara Thomas explained that the call is updated, so the law enforcement dispatcher will see the information. Captain Adkins said there have been a couple of incidents where the audio records reflect fire rescue asking for law enforcement, but the information was not entered into the CAD (Computer Aided Dispatch) notes. Ms. Thomas said that is a dispatch error. The law dispatcher should be able to see the notes as updates are being made. If fire rescue is staging at that point, they are supposed to involve a duty officer. The duty officer can then make contact with a sergeant.

An agency representative asked for clarification on the update process, being that dispatchers are quickly moving from one call to the next. Ms. Thomas replied that there is an update window, and she believed it is visible to a law dispatcher as entries are made. Ms. Mize noted that the fire rescue dispatcher updates the CAD header; but it is uncertain if the law dispatcher will be aware of the update. The (update) window is inefficient because the only information it conveys to the law dispatcher is that a change has been made. The law dispatcher then has to hunt for the change that was made. There are two differing philosophies on ensuring CAD header updates are reflected. The current policy does not rely on the dispatch update window as a main presentation because it is inefficient. Instead CAD messages are sent with attachments to the header so the update is clear. Also, there is a policy regarding critical incidents that CAD messaging should not be relied upon; during such events, the (fire) dispatcher is supposed to go over the law radio talk group. She noted that there are times when calls hold because there are no law enforcement units available. A dispatcher cannot place any holds; sergeant approval must be obtained for any call that cannot be immediately assigned. Another issue is that a law unit goes on-scene to secure it, but it is up to law as to the length of time it takes to send in fire rescue. Captain Adkins said his staff recently reviewed the policy. It is necessary to ensure communication flow (between law and fire rescue dispatchers). He offered to forward another of

his agency's policies to ORCAT staff. The policy relates to fire rescue requests for law enforcement on a Code 3 emergency response; this is occurring more frequently due to flakka-related incidents. The policy states that radio air is held and a tone is sent. Previously, there were issues where fire rescue field personnel were struggling (with a flakka patient) before law was made aware. Mr. Smous pointed out that the regional portal includes a policy dashboard. He invited Captain Adkins to attend the North FR ORT meeting taking place after this meeting as this topic will be discussed.

Mr. Smous went on to state that data review is conducted by the Quality Improvement (QI) team. All of the incident tickets are reviewed and root causes as well as countermeasures are determined. He presented slides entitled *January Incidents and Call Taker – Address Collection Workflow*. A copy of the slides is attached hereto and made a part hereof these minutes. The QI team is focusing on the addressing issue. He indicated that Ms. DiPlacido is conducting SOP Workshops with BSO's QA (Quality Assurance) and Accreditation teams; the address interrogation policy is being reviewed line-by-line and re-written. The QI team is looking at training programs for mapping as dispatchers have different levels of understanding in this area. He asked if there were any questions about data review. There were no questions posed.

With regard to participating agency policy issues, Mr. Smous provided a brief overview of incident ticket number 326509, a copy of which is attached hereto and made a part hereof these minutes. Captain Adkins said this caller should not have been sent to his agency's information desk because the caller had asked to speak with a sergeant. Ms. DiPlacido thought it is a good idea for the operator to query callers making such requests to ensure the caller is requesting the correct party within the agency. In this incident, she thought the call-taker took the correct steps by having the caller speak to her supervisor. Mr. Smous inquired as to what opportunity this poses in terms of defining how a call is handled. Ms. DiPlacido thought it is a matter of evaluating the types of calls currently sent to CSAs (Community Service Aides) and, at what point, did staff believe this issue had to be handled by a CSA versus referral to a sergeant. Captain Adkins noted that, in this incident, the caller was insistent upon talking to a sergeant; and, therefore, should have been sent to a sergeant. Ms. DiPlacido agreed that, if the caller remains insistent on speaking to a sergeant after the call-taker has performed an interrogation, the caller should be referred to a sergeant. Discussion ensued. Ms. Mize also agreed that, once a caller requests a sergeant, the call-taker should take their contact information and provide it to a sergeant.

Ms. DiPlacido noted the issue set forth on the agenda of standardization of radio talk group names. This issue will be resolved as Jose M. De Zayas of ORCAT is working to establish one named countywide talk group for each agency. The idea is for the portable radios to match the consoles so all participating agency representatives refer to the same names for all talk groups.

As for Operator policy issues, Ms. Mize provided highlights of incident ticket number 336585. A copy of the ticket is attached hereto and made a part hereof these minutes. Mr. Smous pointed out that some PD agencies do not issue work cellular phones. Ms. Mize indicated that, if possible, BSO would like law enforcement agencies to include a supervisor's cellular number with the daily line-ups. An agency representative asked if it would be acceptable to have a sergeant call the dispatch center. Ms. DiPlacido thought that was the previous practice, but the call-ins were not being made. Sergeant Henry Cabrera of the Coconut Creek Police Department asked if his agency could provide BSO with a form listing sergeant's and lieutenant's contact information. Ms. Mize said that would be fine.

With regard to telephone outage notification procedures, Ms. DiPlacido announced that meeting attendees must provide contact information in order to be placed on a list to receive emergency

notifications. Ms. Mize added that the objective is to create one countywide law enforcement page; rather than incident-specific, this page is to be environmentally-specific so officers are made aware of events globally. This process already exists for fire rescue, but not for law enforcement.

Mr. Smous gave a live presentation of the policy dashboard. The idea is to provide agency representatives with up-to-date information. Policies posted on the dashboard will be reviewed in ORT meetings. As subject matter experts, agency representatives are sponsoring policies. As such, Chief Timothy Heiser of Fort Lauderdale Fire Rescue is sponsoring the open water rescue policy. Also, Captain Jon Sucher of North Lauderdale Fire Rescue is looking at how the INFO channel is used. Policies that have been discussed, but do not yet have a sponsor are also posted on the dashboard.

With regard to new business, Lieutenant Chris McCoy of BSO's Deerfield Beach District Office said his agency is endeavoring to have their dispatch moved from the Central Consolidated Dispatch Center (Central) to the North Consolidated Dispatch Center (North). He said forms had been provided to him for completion. He inquired as to the process (for moving dispatch to another center). Mr. Smous referenced BSO's West Park/Pembroke Park District Office regarding their request to be transferred to the South Consolidated Dispatch Center. First, the request must be approved. There were other issues surrounding moving that agency from Central to South, so a redesign is taking place such that all BSO law enforcement agencies at Central will be properly redistributed. Lieutenant McCoy inquired about the form he initially was told to complete, but was subsequently told by Lisa Zarazinski, BSO's Director of Regional Communications Division/911, not to concern himself with it because discussion is in process to move forward with the request. He asked if it is necessary for his agency to take any additional steps. Ms. DiPlacido replied that the form was initially believed to be the proper step. However, there had been an original configuration proposed where BSO's Deerfield Beach District Office was located at North. The goal now is to resolve these issues. Lieutenant McCoy inquired as to a timeline for completion. Ms. DiPlacido thought, if the current proposed configuration is approved, it would take effect in October based on the fiscal year. She added that it would likely benefit Lieutenant McCoy to voice his desire when the configuration is being presented. Lory Farmer told Lieutenant McCoy that the (fire rescue) configuration was brought forward at the Fire Chiefs' Association of Broward County (FCABC) meeting today, so the process is in the works. Mr. Smous asked meeting attendees if they had any additional new business to raise. There was no input provided.

There being no further matters to address, the meeting adjourned at 3:03 p.m.



Agenda

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

Date: Thursday, May 7, 2015

Time: 2:00 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. Language Line – agencies cannot piggyback on County contract, but can have one new contract for all County agencies with separate billing**
- III. Open Status Priority 1 Incident Review**
- IV. Incident Disposition Review**

V. Data Review

a. January Incidents

b. Call-Taker Address Collection Workflow

VI. Participating Agency Policy Issues

a. Incident ticket # 326509

b. Standardization needed as to names of radio talkgroups (raised by Sergeant Roger Krege, Sunrise PD at April 14 Central PD ORT meeting); Per Scott Whitworth at 4/30/15 South PD ORT meeting, Jose De Zayas of ORCAT is working to establish one named countywide talkgroup for each agency which will resolve this issue

VII. Operator Policy Issues

a. Incident ticket # 336585

VIII. New Business

a. Policy Dashboard Review

b. Phone outage notification procedures – request for agency information sent out this week, please provide to Jenna DiPlacido by May 13th – BSO suggested ORCAT staff be consulted to develop a separate CAD-generated HipLink page for DLE

IX. Adjourn

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

[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](#)

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

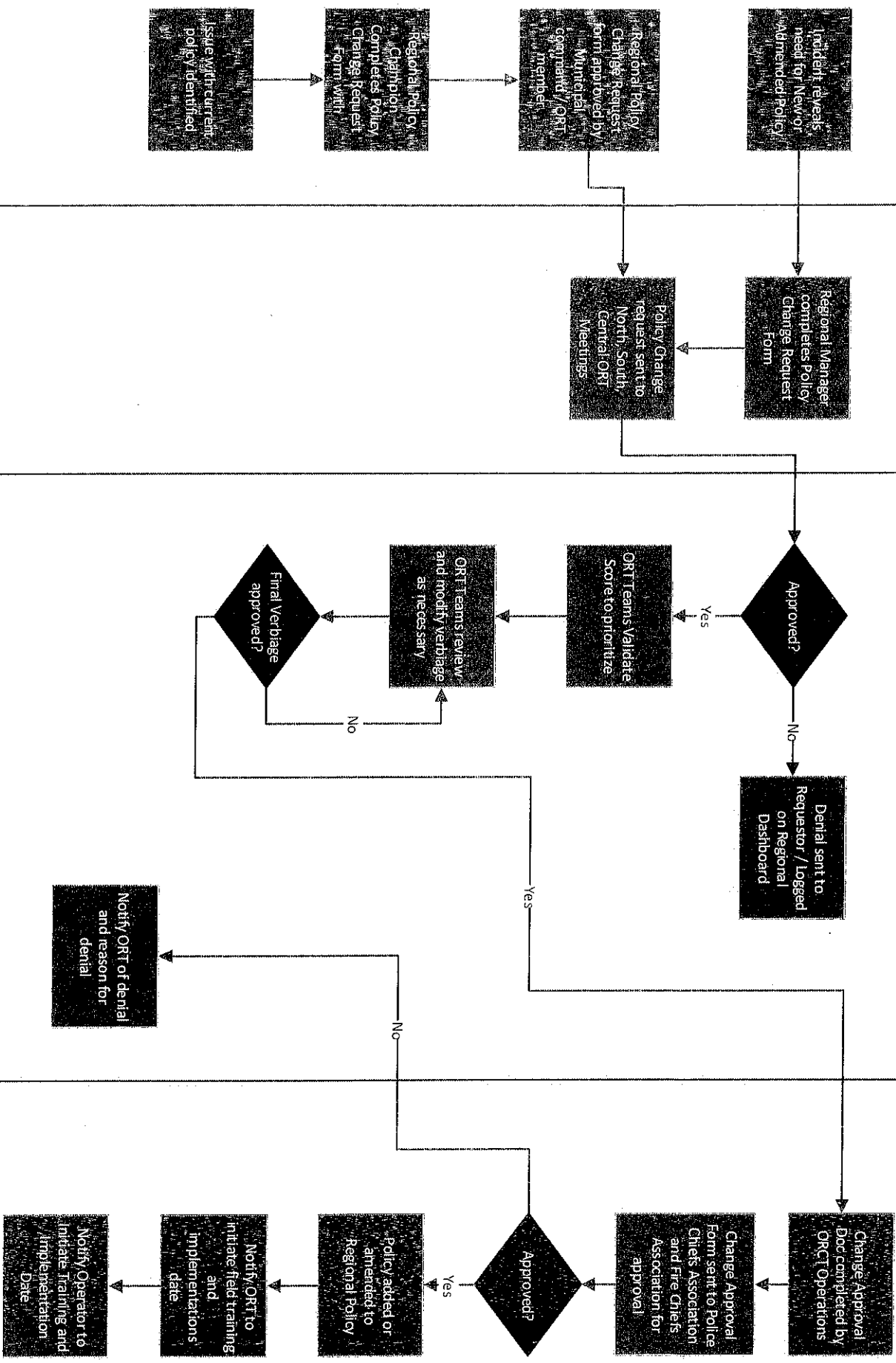
Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT) North, Central and South

Change Control



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
315930	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
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	Reviewing Updates - Verbalize 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				Resolution in 311027 - Duplicate incident
309343	Information Dissemination	Call Taker	Failure to create CAD event	Didn't create a fire HAZMAT call with initial Law event
308524	Information Gathering	Call Taker	Addressing	Entered wrong address. Repeated address instead of asking caller to repeat it.
308008	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Sent FR call to non participating Parkland Dispatch
30766	Information Dissemination	Dispatcher	Failure to Create CAD Event	Didn't enter the FR call from Law in a timely manner
297951	Information Gathering	Call Taker	Addressing	Sent call to Seminole instead of creating a call for Seminole park in HW
297572	Information Gathering	Call Taker	Addressing	Created call for the Coconut Creek Seminole Hardrock instead of Hollywood

Call Taker	21	11
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

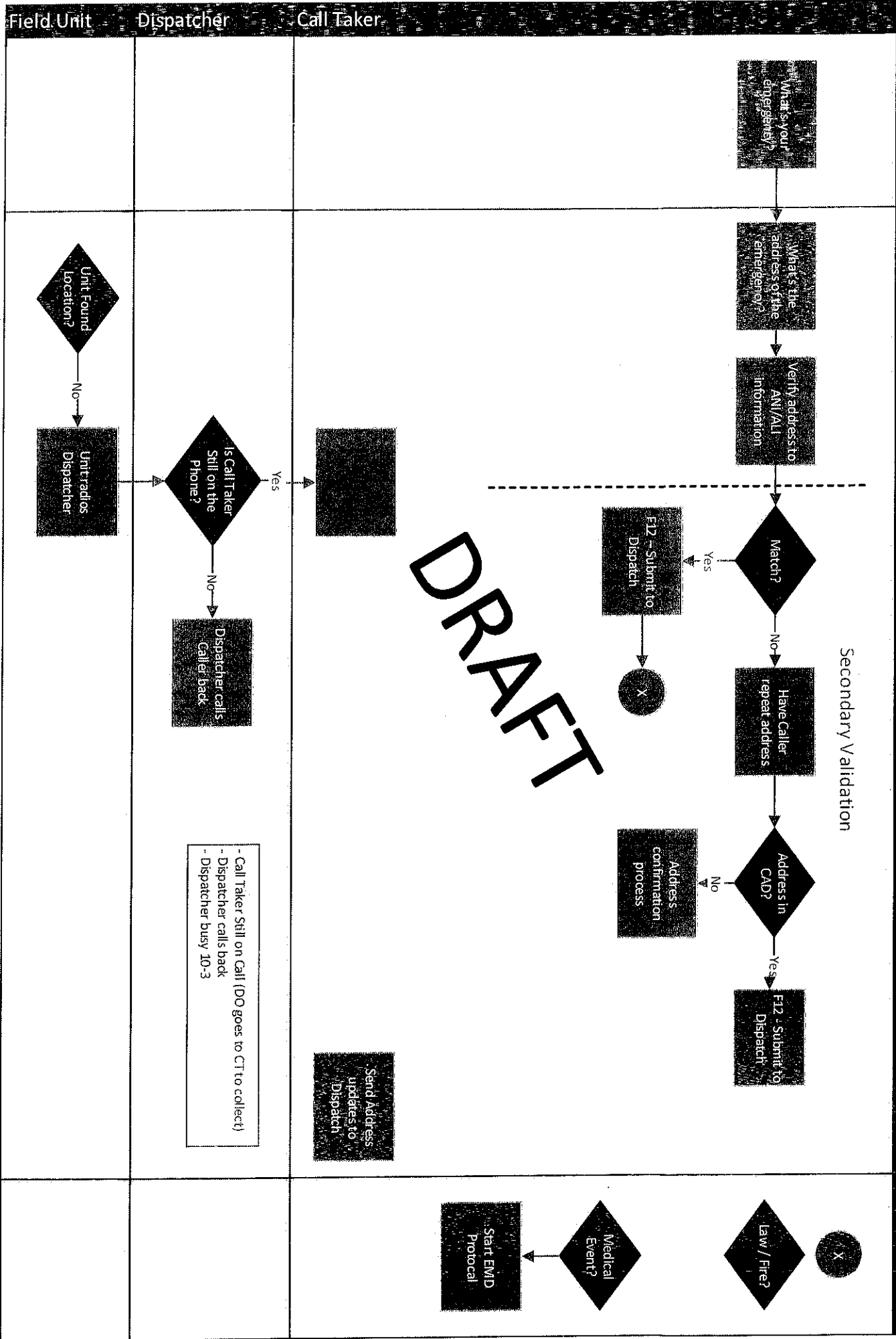
Call Taker – Address Collection Workflow

Event Interrogation

Address Collection

EMD / Scene Detail

DRAFT



Send address updates to Dispatch

- Call Taker Still on Call (DO goes to CT to collect)
 - Dispatcher calls back
 - Dispatcher busy 10-3

Field Unit	Dispatcher	Call Taker
	<p>Unit Found Location?</p> <p>Unit radios Dispatcher</p>	<p>Is Call Taker Still on the Phone?</p> <p>Dispatcher calls Caller back</p>

BMC SERVICE DESK EXPRESS

Incident: 326509

As of 4 May 2015 2:12:55 PM

Page 1 of 5

Incident

Client Information		Assign to Information	
Last Name: ADKINS	First Name: WAYNE	AMIZE	954-321-4496 Ext:
Client ID: WADKINS		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information

Category: OCT911 - UNFOUNDED	OCT911 - UNFOUNDED		
Impact ID: LOW	Opened: 16 Mar 2015 2:56:02 PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: WAITCUSTO MER	Due Date: 23 Mar 2015 9:56:02 AM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{Wayne_Adkins@sheriff.org}Wayne_Adkins@sheriff.org

Message: DATE OF INCIDENT: March 12, 2015

INCIDENT NUMBER: Unknown

PRIORITY LEVEL:

LOCATION: 2210 N. Cypress Road, Pompano Beach

REPORTED BY: Captain Wayne Adkins

NAME:

MUNICIPALITY: Pompano Beach

AGENCY: Broward Sheriff's Office

EMAIL ADDRESS: wayne_adkins@sheriff.org

TELEPHONE NUMBER: 954-786-4202

INCIDENT DETAILS: Complainant Mr. Vantrease stated he called 911 regarding narcotics activity and requested a sergeant. Instead, he was transferred to the Front Desk even though he requested a deputy to respond.

ADDITIONAL COMMENTS: Please see attached Miscellaneous Citizen Contact Report provided by Internal Affairs. In regards to the Front Desk CSA Martinez, the District will address any issues from his contact with the complainant.

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

[Description: cid:image002.jpg@01CEC5B2.51B7E5A0]

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/ealerts/>

From: Wesolowski, William
Sent: Monday, March 16, 2015 9:57 AM
To: Adkins, Wayne
Cc: Hale, John
Subject: Miscellaneous Citizen Contact (MCC-15-0220)

Captain,

The attached is for your review and resolution. Please respond with the actions that were taken to resolve the complaint. When responding, please refer to the MCC number in your e-mail. The complainant will be receiving a letter indicating his complaint was forwarded to your command for resolution.

Thanks,

Lt. William Wesolowski
Executive Officer
Office of Internal Affairs
954-327-3925

[Description: NEW_bso_color_75x75]

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

RESOLUTION: Tony

This matter was reviewed.

The caller wished to speak with a sergeant upon calling the regional non-emergency number. The caller stated that he did not want to have a unit dispatched or sent to the any location. The operator asked the Duty Officer to handle the call. The caller repeated that he needed a supervisor for suspicious activity in Pompano Beach. The call was entered into CAD and a unit assigned. There were no 911 calls found for this location or this caller.

There is no operator error noted in this event – the call was generated and assigned. There is no evidence that he was transferred to the front desk – and did initially refused a deputy response, however, a call was entered.

Angie

From: Brownstein, Robert
Sent: Tuesday, March 17, 2015 7:50 AM
To: Mize, Angela
Subject: RE: Incident *ref#24-326509, with priority 5 has been assigned to you
Importance: High

Reviewed:

The operator did enter a call. As a matter of fact this was a duty officer that handled this event. The caller dialed non-emergency; never dialed 911. At 10:19:23 is when his call came in and he immediately requests to speak with a sergeant in Pompano Beach. The operator asks "Do you want me to send an officer out to you?" he replies "No". That operator asks him to please hold and she refers the caller to the supervisor. The caller once on the line with the duty officer @ 10:20:44 had requested to speak with a sergeant and didn't want response. The supervisor had to advise him how the procedure works because he was challenging the procedure and stated he wants to speak to the sergeant himself and if the sergeant thinks they should respond then so be it; the supervisor explained that a call is entered by them at communications and the sergeant makes the decision if they respond or not after a call is generated. The caller made some sarcastic remarks during the call. One point he asked the supervisor who she was; she identified herself and he chuckled on the phone and said "Oh that's great". His main issue from the sounds of it is he reports suspicious activity and the police never do anything about it reference the drug deals being done at this vacant home. I checked for 911 calls from phone number as well and there is no record of him dialing 911.

Robert Brownstein

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
16 Mar 2015 2:56:02 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
16 Mar 2015 2:56:03 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
16 Mar 2015 2:56:04 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
16 Mar 2015 2:56:05 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
16 Mar 2015 10:55:45 PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:05
16 Mar 2015 10:56:02 PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
18 Mar 2015 10:52:52 AM	DSMOUS	Subject Changed To OCT911 - UNFOUNDED	HD_SUBJ_CHANG E	00:01:41
18 Mar 2015 10:52:53 AM	DSMOUS	User Defined Status Changed To WAITCUSTOMER	HD_STATUSCHAN GE	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FW Incident ref#24-326509 with priority 5 has been assigned to you.msg		725504
image001.gif		4252
image002.jpg		3031
Vantrease Aaron.doc		36864

BMC SERVICE DESK EXPRESS

Incident: 336585

As of 4 May 2015 4:05:59 PM

Page 1 of 2

Incident

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

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 24 Apr 2015 3:30:24 PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 1 May 2015 10:30:24 AM	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: Requesting all DLE Agencies to include a SGT/OIC cell phone with the daily line ups - this will assist us in identifying and being able to contact the appropriate supervisor in the event of a critical incident in which notifications are required.		
RESOLUTION:		

Whiteboard Information
Whiteboard ID:

CI Information
CI Assembly:
Asset Tag #:

Incident Details				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
24 Apr 2015 3:30:24 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
24 Apr 2015 3:30:25 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
24 Apr 2015 3:30:26 PM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
24 Apr 2015 3:30:27 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00

Work Orders

Attachments