



**Office of Communications Technology**

**January 28, 2015**

**South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes**

**Broward County Staff in Attendance:**

Scott Whitworth	Regional E911 Communications Manager
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
Sheri White	Site Manager, South Consolidated Dispatch Center
Virginia Bridwell	Asst. Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Wednesday, January 28, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 11:05 a.m.

Mr. Whitworth reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that the Regional E911 Communications Manager positions were filled for the Central and North Consolidated Dispatch Centers (Central and North) by Jenna DiPlacido and Drew Smous, respectively. Ms. DiPlacido and Mr. Smous introduced themselves and provided brief overviews of their backgrounds and work experience. Mr. Whitworth noted that Mr. Smous will be the lead on Quality Improvement meetings which will include ORCAT (Office of Regional Communications and Technology), BSO (Broward Sheriff's Office), and FOPE (National Federation of Public and Private Employees) representatives. The objective is to drill down into each reported incident and, by doing so, improve consolidated dispatch.

As for agency access to audio, the (Broward County) legal department will be reviewing the municipal agreements as well as the agreement with BSO. This looks to be back on the table as long as the municipal partners and BSO are willing to sign an agreement. Although priority rankings and response times are in place, written policies have not yet been completed. These policies will be created and distributed; however, it will take some time. Mr. Whitworth went on to clarify the priority rankings, noting that there is no priority level four. Priority 1 incidents are those involving life safety issues. Chief Thomas DiBernardo of Sunrise Fire Rescue remarked that the idea is a Priority 1 issue must be handled immediately (by contacting a duty officer at the consolidated dispatch center), and the ticket is completed afterward. Mr. Whitworth and Mr. Smous remarked on the importance of incident ticket submissions in terms of data analysis and

quality improvement. Mr. Whitworth indicated that incident ticket submissions have decreased. Ms. Mize agreed. She believed there have been less incidents involving operator error.

With regard to a written policy for fire alarm verification, Ms. Mize stated that an incident ticket was submitted to Lynn Molitor of ORCAT. This programming must be completed as the policy will not work until programming is executed. She confirmed for Mr. Whitworth that this topic had been addressed at the fire rescue Operational Review Team meetings for each consolidated dispatch center. Chief DiBernardo clarified that the desire is for the policy to delineate that there may be updates given to units responding to fire alarms. This has been in practice. Ms. Mize added that the TAC dispatcher will call back the location to determine if the alarm is valid, and updates will be sent (to field units). This process is driven by an auto message in CAD (Computer Aided Dispatch), which is already in place at certain cities, but not all. Mr. Whitworth noted that the information was sent to ORCAT's CAD representative, Lynn Molitor. A written policy must be created, and, subsequently, Ms. Molitor can make the necessary change in CAD. Chief DiBernardo mentioned that some agencies allow dispatchers to cancel the assignment; however, BSO will not do that. BSO will advise that it is at the agency's discretion as to how to handle a wrong code. Ms. Mize pointed out that the concept policy she created states that the dispatcher will follow the battalion chief's direction.

Mr. Whitworth said the incident ticket process has been working well overall, but there have been some glitches. ORCAT staff is working to make any necessary improvements. Chief DiBernardo thought there had been issues wherein Operator (BSO) staff sent incident ticket responses to ORCAT, but those responses were not provided to participating agency representatives. He believed Operator staff is to send responses on Priority 1 incidents to, both, ORCAT staff and agency representatives simultaneously. Mr. Whitworth clarified that ORCAT staff only vets Operator responses on Priority 1 incidents involving fatalities. Chief DiBernardo stressed that agency representatives deserve to receive responses on Priority 1 incidents within the agreed upon timeframe. Mr. Whitworth thought there could have been some instances where participating agency representatives did not receive a response on a Priority 1 incident within 24 hours; but, he was not aware of any (major) delays in providing incident ticket responses to participating agency representatives. Chief DiBernardo asked meeting attendees if they had been receiving responses to incident ticket submissions (in a timely fashion). Chief Rodolfo Jurado of Hollywood Fire Rescue replied that his agency had not yet received a response on about six incident tickets. Chief DiBernardo requested that it be validated whether the Operator had provided responses to those tickets. Mr. Whitworth agreed. Chief Jurado noted that email addresses for (some of the registered incident ticket submitters) for his agency had changed. Mr. Whitworth strongly encouraged Chief Jurado and all meeting attendees to contact him immediately if an incident ticket response is not received within the proper timeframe. He will take care of the issue straightaway. He recalled an issue that arose with a law enforcement representative wherein the incident tickets he had submitted were not received by ORCAT staff because he did not include the term "911 Operations" in the email subject line. Chief DiBernardo reiterated his belief that Operator staff is allowed to (simultaneously) send Priority 1 incident responses to ORCAT staff and participating agency representatives. Lory Farmer asked Chief DiBernardo if that had been discussed at a Fire Chiefs' Association of Broward County meeting or an Operational Review Team meeting as she did not recall that directive ever being raised at an Operational Review Team meeting. Mr. Whitworth clarified that the ORCAT staff members currently handling incident tickets are himself, Scott Medvin, and Ms. Farmer. Each of these ORCAT staff members is copied on all incident ticket responses provided by BSO staff. The BSO incident ticket responses are sent (by ORCAT staff) to appropriate participating agency representatives with a message asking for their review and reply advising ORCAT staff how to proceed. Chief DiBernardo suggested the process work as intended and (if

any issues related to delayed incident responses to agency representatives arise), the matter will be re-addressed. There was no objection. Mr. Whitworth offered to re-send the incident ticket template to meeting attendees. He explained to an agency representative that the incident ticket template had been revised as the required subject line language was formerly "911 Communications." The revised template was previously distributed.

Mr. Whitworth continued to address points set forth on the agenda. As for the EMD-Q (Emergency Medical Dispatch Quality) invitation, he noted that communications are occurring between BSO and ORCAT staff to establish a date (for BSO's EMD-Q staff to attend Operational Review Team meetings and discuss the EMD-Q process). Chief Jorge Hernandez of the Pembroke Pines Fire Department wanted a signal code added for a multi-family residential structure. Currently, when units are sent to a multi-family residential structure fire, a commercial structure fire signal is provided. He confirmed for Chief DiBernardo that there is a different response plan for these two signals. Chief Gregg Pagliarulo of the Hallandale Beach Fire Department pointed out that multi-family structures are zoned commercial, but he understood Chief Hernandez' desire to be provided more specific information. Chief DiBernardo believed discussion of this topic is beneficial at this meeting; (if agreed upon) it would then be brought to the Fire Chiefs' Association of Broward County Mutual Aid and Communications Committee and, (if agreed upon there), it would go before the Broward County CAD Governance Board. Ms. Mize said current policy dictates that anything beyond a single structure is commercial. She cautioned that the proposed change be clearly identifiable at the 911 level as to the timeliness to enter the call. The concern is whether added conditions at the interrogation level would help or hurt the response (time). The multi-family and commercial structures must be clearly distinguished so operators can identify the difference in a timely fashion, and not have to take on a lengthy interrogation dialogue. Chief DiBernardo recalled a multi-family signal being in use previously. But it was eliminated because agencies utilized the same response plan for multi-family and commercial structures; multi-family was a seldom used (signal) because it was too difficult to decipher. Discussion ensued. Chief DiBernardo thought Chief Hernandez' request should be looked at by the Fire Chiefs' Association of Broward County because the NFPA (National Fire Protection Association) now requires (an increased number of units) for responses to commercial structure fires which he thought was unreasonable. Hence, there may be a need to create a (mid-level) response. Further discussion ensued. There was no objection to Chief Hernandez' request. Chief DiBernardo advised Chief Hernandez to send him the request (and it will be brought forward at the Mutual Aid and Communications meeting). Mr. Whitworth referred to some issues related to complaint types that he thought could also be brought forward (at the Mutual Aid and Communications meeting). Discussion ensued. Chief DiBernardo thought the time limits on call-takers as relate to the performance indicators are beyond human capability. He believed that is the reason numerous updates are sent on sick person calls, (as call-takers do not have adequate time to perform a thorough interrogation). The numerous updates create excessive radio traffic. He looked forward to ORCAT staff performing data analysis to determine the root cause of what he believed to be a disproportionate number of sick person calls. He thought call-takers should be given an additional 20 seconds to properly triage. Ms. Mize agreed with Chief DiBernardo as to the difficulty for the Operator to meet the performance standards (set forth by the I-Board [Broward County Consolidated Communications Implementation Advisory Board]).

Mr. Whitworth indicated that he had spoken to representatives from Miramar Fire Rescue and Pembroke Pines Fire Rescue about Priority 1 incident ticket numbers 298103, 307238, and 310862 reflected on the agenda; therefore, he did not believe discussion at this meeting was necessary. There was no objection. A copy of the Priority 1 incident tickets is attached hereto and made a part hereof these minutes. Ms. Mize reviewed incident ticket number 299755, a

copy of which is attached hereto and made a part hereof these minutes. There is a recommendation to perform a MedCom Pre-Alert for cardiac that was agreed upon at the North and Central Operational Review Team meetings. There was no objection. Ms. Mize clarified for Chief Hernandez that the pre-alerts will be done for stroke, cardiac, and trauma. She went on to review incident ticket number 313937, a copy of which is attached hereto and made a part hereof. She indicated that Cheryl Rashkin, Supervisor of Broward County's Trauma and EMS Section, Office of Medical Examiner and Trauma Services, said she should be the only individual authorized to announce a diversion from a hospital; and she will only divert in situations like the hospital having no power or if it is evacuating. The feedback provided by (field units) is that units still intend to go to a given hospital, (even if a diversion notice was given). Chief DiBernardo clarified that diversions are simply courtesy messages to (field) crews; it is up to the crew to make the decision. There was a consensus in support of Chief DiBernardo's statement. Ms. Mize said, going forward, dispatch will convey (diversion messages) to units and field personnel (will make a decision as to how to proceed).

Ms. Mize apologized for having to address items out of order on the meeting agenda as she had to leave the meeting before adjournment. She went on to address the Signal 32 matter set forth on the agenda. Currently, there is a Signal 32 and a Signal 32 In-Progress. A Signal 32 indicates a (suicide) threat only and is meant to be law enforcement driven. Some fire rescue agencies have communicated a desire to only be made aware of In-Progress Signal 32s. So, a change was made about 18 months ago to remove fire rescue (from Signal 32s). But lately some fire rescue agencies have expressed desire to be made aware of Signal 32s. If that is implemented, fire rescue agencies will be made aware of every Signal 32 and call-takers cannot be asked to weigh out threats in terms of which are more serious. Chief DiBernardo recalled this topic being discussed at the Mutual Aid and Communications Committee in terms of fire rescue agencies being notified of every Signal 32. He suggested each agency perform an agency analysis on this matter and bring it to the Mutual Aid and Communications Committee meeting next month. He said there will be 98 more Signal 32s for Sunrise Fire Rescue to attend to per year if this is implemented. Chief Jurado pointed out that Hollywood Fire Rescue units are consistently being dispatched (to Signal 32s) where they wait on-scene for 30 minutes for law enforcement. Chief Pagliarulo encouraged agency representatives to express their opinions on this matter to their respective chiefs. Sheri White clarified that it is a matter of dispatch making agencies aware of (Signal 32s); the directive is not necessarily for agencies to respond. Dispatch will generate a call (on a Signal 32) simply to make the (fire rescue) agency aware; however a battalion chief can advise the dispatcher to cancel the call.

Mr. Whitworth recalled addressing monthly Operational Review Team meetings at a prior meeting. He asked if meeting attendees recalled this matter being raised previously. There was no input provided. He asked if any meeting attendees preferred to have Operational Review Team meetings more frequently than monthly. There was no input provided. Chief Jurado raised a concern that recently Hollywood Fire Rescue had work done on the T-1 lines. There was a period of about 30 to 45 minutes (that radio communications could not be heard). There was no communication between Motorola, AT&T, and dispatchers. This mistake was only caught because some Hollywood Fire Rescue personnel tried to raise Fire Comm and there was no answer. Mr. Whitworth indicated that the same issue occurred yesterday morning. The fault lies with AT&T, and there was a miscommunication between AT&T and Motorola. He elaborated upon the procedure followed by AT&T and Motorola. He said Jose M. De Zayas of ORCAT came to the (South) consolidated dispatch center to address the issue. Each of the problems arose because the AT&T representative executed the switch without having a Motorola representative who is in contact with (regional dispatch) along with him. Discussion ensued.

Mr. Whitworth continued to review items set forth on the agenda. ORCAT staff is working on a disaster and business continuity plan for regional communications. With regard to open water rescue protocol, he recalled this being addressed at other Operational Review Team meetings. At South, this will affect the Hollywood and Hallandale Beach agencies. He elaborated upon an incident that occurred in Pompano Beach involving difficulty locating a patient in the water. The caller said the patient was in the ocean, but the patient was actually in the Intracoastal. It is important to utilize the dispatch mapping tools available at the consolidated dispatch centers to locate callers. Chief DiBernardo thought the issue that developed from the incident is a need for unified command when dealing with such matters. Mr. Whitworth thought it would be beneficial for (all coastal) agencies to meet and discuss this topic. Discussion ensued.

With regard to the matter of a second page on working fires, Mr. Whitworth thought agencies dispatched from BSO's PSB (Public Safety Building) pre-consolidation, as well as Hallandale Beach and Miramar are probably getting (the second pages). Chief DiBernardo asked if the (page) is received via the run card or as an active dispatcher process. Agencies with this on their run card are having issues, so that method should be changed. Mr. Whitworth noted that representatives from Fort Lauderdale and Lauderdale Fire Rescues had raised the issue. He went on to state that system re-balancing of call-taking and dispatch positions for the 2016 budget is ongoing. All of the incoming calls that generate calls for service are looked at as well as the positions available at each consolidated dispatch center. Chief Pagliarulo raised an issue wherein Rescue 7 left South region in order to be on the same (radio) channel (as BSO Fire Rescue); the South Consolidated Dispatch Center was not aware that Rescue 7 had been sent out. Mr. Whitworth said it had not been communicated across dispatch centers. Discussion ensued. Chief DiBernardo explained to Chief Pagliarulo that, if his agency signed an automatic aid agreement, that allows dispatch to take the rescue unit without obtaining permission. Chief Pagliarulo said the South Consolidated Dispatch Center should have still received a CAD message stating that Rescue 7 is out of service. Discussion ensued. Chief DiBernardo remarked that it can be challenging when units are taken out of zone for automatic aid, especially when crossing consolidated dispatch centers. He said that is why he prefers one building (for all consolidated dispatch). Mr. Whitworth pointed out that this incident involved two separate issues, one of which was caused by a dispatcher's mistake. He emphasized the need to create a fix.

There being no further matters to address, the meeting adjourned at 12:42 p.m.



## Agenda

**South FR Operational Review Team Meeting  
Emergency Operations Center  
201 NW 84 Avenue, Plantation  
Room 332-A**

**Date: Wednesday, January 28, 2015  
Time: 11:00 AM**

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- I. Call to Order
- II. Old Business
  - a. County Communications Managers – Introduction
  - b. Agency access to audio – status update
  - c. Written policy on priority rankings & response times – standardized reports showing QA
  - d. Clarification on Priority Rankings (1 – High, 2 – Medium, 3 – Low)
  - e. Written policy for fire alarm verification
  - f. Clarify incident ticket process as relates to ORCAT and BSO's responses
  - g. Incident reports must be sent to [regionalcommunications@broward.org](mailto:regionalcommunications@broward.org) and include **911 OPERATIONS** in subject line
  - h. EMD-Q invitation

- i. Pembroke Pines FR run cards
  - j. Monthly ORT Meetings
- III. Priority 1 Incident Review
  - a. Incident ticket # 298103 – PP FR
  - b. Incident ticket # 307238 – MM FR
  - c. Incident ticket # 310862 – MM FR
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
  - a. Incident ticket # 299755 – Review MedCom Pre-Alerts (prior consensus to include cardiac – raised at 1/13/15 Central FR ORT meeting to create a uniform list to be used at all 3 consolidated centers)
  - b. Incident ticket # 313937 – Communicating countywide hospital diversions to FR field units
- VIII. New Business
  - a. Disaster and business continuity plan
  - b. Open water rescue protocol – discuss means to improve (caller interrogation) – It is currently possible for CAD to plot latitude/longitude when call comes in – Brett following-up on auto re-bid
  - c. Second page on working fire (requested by Lauderhill & Fort Lauderdale FR)

- d. Generate calls for Signal 32 (suicide) threats versus dispatcher contacting battalion chief & allowing chief to decide if call should be created (preferred by Fort Lauderdale FR)
- e. System re-balancing of call-taking and dispatch positions for 2016 budget

IX. Adjourn



# BMC SERVICE DESK EXPRESS

**Incident: 298103**

As of Tuesday, Jan 27, 2015 10:02

Incident

Page 1 of 4

## Client Information

## Assign to Information

<b>Last Name:</b> MIZE	<b>First Name:</b> ANGELA	<b>Ext:</b>
<b>Client ID:</b> AMIZE		
<b>Company ID:</b> BROWARD COUNTY	<b>OCT 911</b>	
<b>Phone:</b>	<b>Ext:</b>	

## Incident Information

<b>Category:</b> ORCAT - REQUESTS	<b>ORCAT - REQUESTS</b>	
<b>Impact ID:</b> OCT911	<b>Opened:</b> 10/27/2014 11:10:02AM	<b>Problem:</b>
<b>Urgency ID:</b> HIGH	<b>Priority ID:</b> OCT911HIGH	<b>Responded Date and Time:</b>
<b>Status:</b> OPEN	<b>Due Date:</b> 10/29/2014 11:10:02AM	<b>Service Name:</b>
<b>First Call Resolution:</b> <input type="checkbox"/>	<b>SLA ID:</b>	

**DESCRIPTION:** Subject: 911 Operations

**From:** SMTP:{Angela\_Mize@sheriff.org}Angela\_Mize@sheriff.org

**Message:** DATE OF INCIDENT: Various

**INCIDENT NUMBER:** N/A

**PRIORITY LEVEL:** HIGH

**LOCATION:** South Region - PEMBROKE PINES FR COMMAND

**REPORTED BY:** Duty Officer Maeghan Foley

**NAME:** Angie Mize

**MUNICIPALITY**

**AGENCY:** BSO Regional Communications

**EMAIL ADDRESS:** angela\_mize@sheriff.org

**TELEPHONE NUMBER:**

**INCIDENT DETAILS:**

PEMBROKE PINES FR HAS A HOST OF INEFFICIENT, INACCURATE, OR INCOMPLETE RUN CARD PROGRAMMING. THIS RESULTS IN THE RUN CARDS NOT PROPERLY RECOMMENDING UNITS AS PER THE CITY'S INTENDED RESPONSE. THIS NEEDS TO BE ADDRESSED BY THE CITY ASAP AS OPERATORS ARE ASSIGNING UNITS TO THE RUN CARD. ERRORS, THEREFORE, THAT WILL BE MADE WILL BE CONSIDERED "UNFOUNDED" IF THE ASSIGNMENT IS SUPPORTED BY THE RUN CARD. WE CANNOT LEAVE RUN CARD ASSIGNMENTS TO THE DISPATCHER'S RECOLLECTIONS.

**ADDITIONAL COMMENTS:**

Angela Mize, ENP, RPL

Regional Communications Assistant Director

Broward Sheriff's Office

(954) 321 - 4496 (office)

(954) 895 - 3259 (cell) - Updated

angela\_mize@sheriff.org

Please note that Florida has a broad public records law, and that all correspondence 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
10/27/2014 11:10:02AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
10/27/2014 11:10:03AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/27/2014 11:10:04AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/27/2014 11:10:05AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
10/27/2014 11:30:44AM	LFARMER	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:59
10/27/2014 11:30:45AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
12/15/2014 4:53:11PM	RURIVERA	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:39

**Work Orders****Attachments**

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

# BMC SERVICE DESK EXPRESS

**Incident: 307238**

As of Tuesday, Jan 27, 2015 10:02

Page 1 of 4

## Incident

Client Information		Assign to Information				
Last Name:	VAZQUEZ	First Name:	CARLOS	AMIZE	954-321-4496	Ext:
Client ID:	CVAZQUEZ	ANGELA	MIZE			
Company ID:	BROWARD COUNTY	BSO 911				
Phone:	954-602-4835	Ext:				

## Incident Information

Category:	ORCAT - REQUESTS	ORCAT - REQUESTS			
Impact ID:	OCT911	Opened:	12/12/2014 1:44:40PM	Problem:	
Urgency ID:	HIGH	Priority ID:	OCT911HIGH	Responded Date and Time:	
Status:	OPEN	Due Date:	12/14/2014 1:44:40PM	Service Name:	
First Call Resolution:	<input type="checkbox"/>	SLA ID:			

**DESCRIPTION:** Subject: 911 Operations

From: SMTP:{civazquez@miramarfd.org}civazquez@miramarfd.org

Message: DATE OF INCIDENT: Thursday, December 4, 2014

INCIDENT NUMBER: 1410724

PRIORITY LEVEL: High

LOCATION: Red Road and Flamingo Road

REPORTED BY: Carlos Vazquez

NAME: Carlos Vazquez

MUNICIPALITY: Miramar

AGENCY: Miramar FD

EMAIL ADDRESS: civazquez@miramarfd.org

TELEPHONE NUMBER: 954-602-4835

**INCIDENT DETAILS:**

1410724 came in as an MVA with entrapment, possible ejection at Red Rd and Flamingo Rd. Only E107 and B19 were dispatched.

Secondary call came in as Red Rd and Turnpike.

I advised Firecom to add a Rescue, and additional Engine, and Air Rescue, and that E107 would advise if they were the same.

E100 and R100 were dispatched, even though 84 and 70 units were in quarters, available.

84 units advised that they would take the call, canceling 100. 70 units began to roll to check secondary location, canceled.

**ADDITIONAL COMMENTS:** Miramar units sometimes are not been dispatch even though they are in station.

Thanks,

[cid:A11A7A0B-0761-41AC-B606-EE873E03AA40]Carlos I. Vazquez, BBA-MIS, MCP  
Information and Communications Technology • Fire-Rescue Department  
City of Miramar • 14801 SW 27th Street • Miramar, Florida 33027  
Hours: Monday – Thursday 7:00am – 6:00pm • Friday - Closed  
Tel-954.602.4835 • Fax-954.602.3966 •civazquez@MiramarFD.org<mailto:civazquez@MiramarFD.org>  
www.facebook.com/MiramarFD<http://www.facebook.com/MiramarFD> •  
www.MiramarFD.org<http://www.miramarfd.org/>  
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the City of Miramar immediately by return email.

**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
12/12/2014 1:44:40PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/12/2014 1:44:41PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/12/2014 1:44:42PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/12/2014 1:44:43PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/12/2014 5:46:14PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:19
12/12/2014 5:46:15PM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
12/12/2014 5:46:28PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

**Work Orders**

<b>Attachments</b>		
<b>FILE NAME</b>	<b>URL LINK</b>	<b>FILE SIZE(BYTES)</b>
1410724.pdf		85045
A3BB88B5-5047-4084-AD88-ACDD 1C98846E.png		24327



# BMC SERVICE DESK EXPRESS

**Incident: 310862**

As of Tuesday, Jan 27, 2015 10:03

Page 1 of 5

## Incident

Client Information		Assign to Information	
Last Name: VAZQUEZ	First Name: CARLOS	AMIZE	954-321-4496 Ext:
Client ID: CVAZQUEZ		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954-602-4835	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/6/2015 8:52:25AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 1/8/2015 8:52:25AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

**DESCRIPTION:** Subject: RE: 911 OPERATIONS

**From:** SMTP:{civazquez@miramarfd.org}civazquez@miramarfd.org

**Message:** DATE OF INCIDENT: 1/05/2015

**INCIDENT NUMBER:** 1500133

**PRIORITY LEVEL:** HIGH

**LOCATION:** Dispatch South

**REPORTED BY:** Carlos Vazquez

**NAME:** Carlos Vazquez

**MUNICIPALITY:** Miramar

**AGENCY:** Miramar Fire-Rescue

**EMAIL ADDRESS:** civazquez@miramarfd.org

**TELEPHONE NUMBER:** 954-6024835

**INCIDENT DETAILS:** Fire Com advised that there were no TAC channel available. After a few minutes they assigned me Tac 1. They also had an issue getting MA from MD for Air Rescue. Air 85 was out of service today.

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**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
1/6/2015 8:52:25AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/6/2015 8:52:26AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/6/2015 8:52:27AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/6/2015 8:52:28AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/6/2015 8:53:08AM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-310862	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: MREXHTCA11.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 mrexhtca11.bc.broward.cty (10.10.40.76) with Microsoft SMTP Server id 14.3.169.1; Tue, 6 Jan 2015 08:52:53 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 06 Jan 2015 08:52:45 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 6 Jan 2015 08:52:45 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Tue, 6 Jan 2015 08:52:45 -0500

Subject: OCT 911 Operations New Incident Notification \*ref#24-310862

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10BBsQwY6YHk0000f8ba@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 06 Jan 2015 13:52:45.0600 (UTC) FILETIME=[0C9BC200:01D029B8]

Return-Path: selfhelp@broward.org

1/6/2015 12:04:44PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:30
1/6/2015 12:04:45PM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
1/6/2015 12:04:56PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

### Work Orders

### Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
OCT 911 Operations N.eml		3721
unknown.log		285

# BMC SERVICE DESK EXPRESS

**Incident: 299755**

As of Tuesday, Jan 27, 2015 10:04

Page 1 of 4

## Incident

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA	ASABIN	954-357-7312 Ext:
Client ID: AMIZE		ANTONIO	SABIN
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 11/3/2014 4:28:39PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 11/5/2014 4:28:39PM	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: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: HIGH

LOCATION: Central

REPORTED BY: Duty Officers

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Comm

EMAIL ADDRESS: angela\_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

Need FR to review the pre-alerts for MedCom - they have different pre-alert needs. If they choose to keep the pre-alerts as is current - need clarification on which will require them to directly contact the hospital via MedCom so that a talkgroup can be reserved.

ADDITIONAL COMMENTS:

Angela Mize, ENP, RPL

Regional Communications Assistant Director

Broward Sheriff's Office

(954) 321 - 4496 (office)

(954) 895 - 3259 (cell) - Updated

angela\_mize@sheriff.org

Please note that Florida has a broad public records law, and that all correspondence 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
11/3/2014 4:28:39PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/3/2014 4:28:40PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/3/2014 4:28:41PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/3/2014 4:28:42PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/3/2014 4:36:58PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:00:55
11/3/2014 4:36:59PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/3/2014 4:37:21PM		Sent EMail To ASABIN	EMAIL_SENT	00:00:00

**Work Orders****Attachments**

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

# BMC SERVICE DESK EXPRESS

**Incident: 313937**

As of Tuesday, Jan 27, 2015 10:04

Page 1 of 5

## Incident

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA	ASABIN	954-357-7312
Client ID: AMIZE		ANTONIO	SABIN
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/20/2015 3:21:25PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: OPEN	Due Date: 1/30/2015 3:21:25PM	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: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: ALL PSAPS

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela\_mize@sheriff.org<mailto:angela\_mize@sheriff.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

PERIODICALLY, WE RECEIVE INFORMATION FROM COUNTY-WIDE HOSPITALS INDICATING A DIVERSION FROM THEIR FACILITY DUE TO A VARIETY OF ISSUES.

QUESTION FOR ALL FR AGENCIES COUNTY-WIDE - IS THERE ANY NEED TO COMMUNICATE THIS DIVERSION TO FIELD UNITS?

THERE ARE TWO VERY DIFFERENT THOUGHTS PREVAILING -

THE FIRST IS THAT THIS INFORMATION IS USEFUL TO FR AGENCIES TRANSPORTING PATIENTS .

THE SECOND IS THAT THIS INFORMATION IS UNNECESSARY AS FR AGENCIES WILL CONTINUE TO TRANSPORT AND IF WE TRY TO COMMUNICATE A DIVERSION THEN IT WOULD ACTUALLY LEAD TO LONGER AND UNNECESSARY TRANSPORT DELAYS.

SO - WHAT DOES FR AGENCIES COUNTY-WIDE WANT REGIONAL COMM TO DO WITH THESE NOTIFICATIONS, IF ANYTHING?

ADDITIONAL COMMENTS:

Angela Mize, ENP, RPL

Regional Communications Assistant Director

Broward Sheriff's Office

(954) 321 - 4496 (office)

(954) 895 - 3259 (cell) - Updated

angela\_mize@sheriff.org<mailto:angela\_mize@sheriff.org>

[cid:image001.jpg@01D034C4.85E70A90]

Please note that Florida has a broad public records law, and that all correspondence 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
1/20/2015 3:21:25PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/20/2015 3:21:26PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/20/2015 3:21:27PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/20/2015 3:21:28PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/20/2015 3:22:12PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-313937	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: MREXHTCA12.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 mrexhtca12.bc.broward.cty (10.10.40.77) with Microsoft SMTP Server id 14.3.169.1; Tue, 20 Jan 2015 15:21:45 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 20 Jan 2015 15:21:45 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 20 Jan 2015 15:21:45 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Tue, 20 Jan 2015 15:21:45 -0500

Subject: OCT 911 Operations New Incident Notification \*ref#24-313937

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10M5VIME4MBw000167a1@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 20 Jan 2015 20:21:45.0235 (UTC) FILETIME=[B5E5EE30:01D034EE]

Return-Path: selfhelp@broward.org

1/20/2015 3:36:30PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:01:01
1/20/2015 3:36:31PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
1/20/2015 3:36:48PM		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		4076
unknown.log		286