



**Office of Communications Technology**

**February 26, 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
Christa Wisniewski	Duty Officer – Emergency Medical Dispatch Quality Assurance Unit
Deidre Snyder	Duty Officer – Emergency Medical Dispatch Quality Assurance Unit

A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, February 26, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 11:02 a.m.

Mr. Whitworth reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that agency access to audio is still being reviewed by the County's legal department. He went on to ask Chief Rodolfo Jurado of Hollywood Fire Rescue if he had been contacted by Fort Lauderdale Fire Rescue representatives about developing an open water rescue protocol. Chief Jurado replied that a meeting was scheduled with Fort Lauderdale Fire Rescue. Chief Thomas DiBernardo of Sunrise Fire Rescue noted that Chief Timothy Heiser of Fort Lauderdale Fire Rescue will be handling work on open water rescue protocol as Chief William Findlan of Fort Lauderdale Fire Rescue will be retiring. Mr. Whitworth confirmed for Chief Gregg Pagliarulo of Hallandale Beach Fire Rescue that Chief Heiser will be reaching out to fire rescue representatives from coastal cities.

Christa Wisniewski explained that BSO's EMD-Q (Emergency Medical Dispatch Quality) process involves randomly reviewing three percent of incoming medical calls to ensure compliance with accreditation standards. The process is broad in that it covers all three consolidated dispatch centers. There must be a platform by which EMD-Q representatives can meet with field personnel, being that dispatch is now regionalized. There is a form in BSO's Informant (newsletter) that field personnel can utilize to report any concerns or compliments regarding a medical call. Any agency representative can obtain the form by contacting a duty

officer at a dispatch center. To that end, Ms. Mize advised agency representatives to continue opening Regional Communications incident tickets. She said she would forward any EMD-Q related incidents to the proper representatives. She clarified for agency representatives that the (Regional Communications) incident ticket should clearly reflect that an EMD-Q review is being requested. Deidre Snyder introduced herself and provided an overview of her role in BSO's EMD-Q unit.

Mr. Whitworth referenced incident ticket number 313937, a copy of which is attached hereto and made a part hereof these minutes. Chief DiBernardo remarked that this issue will be totally concluded at the next Fire Chiefs' Association of Broward County (FCABC) meeting. The operator is merely passing along a message, not issuing a diversion. It is the agency's decision whether to divert (from a hospital), not the dispatcher's. The desire is for dispatchers to continue providing these messages, but field personnel must be informed that it is only a courtesy message; there is no legal diversion. Ms. Mize said she revised the related SOP (Standard Operating Procedure) to state that the information will be accepted, a global page will be sent, and it is each agency's decision as to how to proceed with the information. She went on to state that BSO is currently in the process of revamping all SOPs; the revised SOPs will be sent to Jenna DiPlacido and then distributed (to Operational Review Team members).

With regard to the Signal 32T (suicide threat) issue, Chief DiBernardo announced that this had been reviewed by the Mutual Aid and Communications Committee (MACC) and the FCABC. The outcome was that Signal 32T will exist for fire rescue dispatches. Each agency must develop a response plan for Signal 32Ts, but this must go through CAD (Computer Aided Dispatch) programming before it can be implemented. He thought it may be necessary to advise agencies who do not provide a response plan that it will be programmed as a Signal 32 (suicide). Chief Pagliarulo recalled this matter being discussed at a recent MACC meeting wherein all agency representatives were advised to provide their response to Lynn Molitor of ORCAT (Office of Regional Communications and Technology). An agency representative clarified that the MACC Chairperson Jeff Levy will create a message to be distributed to all agencies that includes a deadline and specifies the information agencies must provide.

Mr. Whitworth commented that Drew Smous is currently working on a spreadsheet that clearly explains how to report issues. Mr. Smous indicated that the spreadsheet is broken down by systems. Contact information such as an email address or telephone number is provided as well as the name of the individual, division, or company to contact. Mr. Whitworth asked meeting attendees if they had experienced any issues with the incident ticketing system. No response was provided.

Mr. Whitworth referenced Priority 1 incident ticket numbers 310862 and 307238. A copy of each incident ticket is attached hereto and made a part hereof these minutes. He indicated that both tickets had been closed by Chief Bill Huff of Miramar Fire Rescue (on February 25, 2015). He recalled that, although incident number 307238 was closed, Chief Huff had concern about where units are being sent as this is referencing a run card issue. Currently, Lynn Molitor is working with agencies to resolve run card issues. Chief DiBernardo inquired as to the resolution for incident number 310862. Mr. Whitworth read aloud the incident response as reflected on the ticket. Chief DiBernardo thought this could have simply been a matter of a bad choice of words on the part of the dispatcher. He thought a dispatcher saying, "We do not have a TAC operator," could have actually been stated as, "a TAC operator is being called in now." Ms. Mize pointed out that she recently revised the policy. The idea is for operators to discontinue stating that, "we do not have a TAC," as the TAC operator is actually there, but busy. Mr. Whitworth noted that

there are now two spare TAC positions, one for law enforcement and one for fire rescue, otherwise TAC operators at another consolidated dispatch center will be utilized.

Mr. Smous reviewed slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. He noted that, as part of the Quality Improvement process, all incidents were categorized into groups and sub-categories, and countermeasures were created. He emphasized that incident ticket submissions are key to this process. Chief DiBernardo recalled speaking with Mr. Smous about the issue of duplicate calls; Mr. Smous told him to list any duplicate calls for his agency within a 24-hour period and enter it as one incident ticket. He noted that Sunrise Fire Rescue is conducting a pilot program wherein the duplicate area in CAD is stretched from 500 feet to 1,000 feet as a means to reduce duplicate call entries. Mr. Smous recalled Chief Chester Bolton of Pompano Beach Fire Rescue discussing an issue with duplicate calls. As such, he wanted to meet with Chiefs DiBernardo and Bolton to discuss the pilot program for duplicate calls at Sunrise Fire Rescue. Discussion ensued. Ms. Mize noted that policy states that a second call must be created if the call-taker is uncertain (whether it is a duplicate); however, there have been a number of tickets reflecting cases of duplicate calls that should not have been created because the incidents were clearly the same. With CAD set at 500 feet, a second call that is 501 feet away would result in a duplicate because the operator would not have received a warning message. So, going to 1,000 feet will capture more area, but the concern is the operator may incorrectly think an incident is the same. Further discussion ensued.

With regard to participating agency policy issues, Chief Jurado recalled sending Mr. Whitworth an email concerning his last conversation with the MACC Chairperson, Jeff Levy. He confirmed for Ms. Mize that the issue discussed was verifying and confirming mutual aid requests and which agency to be sent. Ms. Mize pointed out that the policy was re-written to include language clarifying that, in the event a run card cannot be fulfilled, the dispatcher must convey that information to a battalion chief and find out if mutual aid is desired. Upon agreement, the mutual aid book would be consulted and the agency to supply mutual aid contacted. The dispatcher from the agency supplying mutual aid is to convey to the battalion chief that mutual aid is needed and seek advisement as to which unit to send. Mr. Whitworth noted that this policy revision must be reviewed by a number of individuals. But it is moving in the right direction toward completion. Chief Jurado said he understood the policy-related procedures; however, he has been making this request since before consolidation took place. Mr. Whitworth noted that Ms. Mize and Ms. DiPlacido are diligently working to complete the policy drafts. Chief Jurado inquired as to what the overall purpose is for the incident tickets. Mr. Smous explained the purpose is to report issues and (for ORCAT and BSO staff) to develop an action plan to address the issues. Mr. Whitworth added that (numerous) incident tickets have already been addressed through training, disciplinary actions, and quality assurance measures. Some incidents were deemed unfounded. Ms. Wisniewski added that the ticketing system is also utilized for accreditation purposes as it is a means to ensure quality assurance is taking place. Chief Jurado thought the replies to his inquiry were fair. However, some responses to incident tickets submitted by his agency state no operator error found. In such cases, representatives from his agency have personally investigated the issues and found reasons for their occurrence not to coincide with the responses provided on the incident tickets. His agency intends to continue addressing such matters and re-submitting the incident ticket. Mr. Whitworth said those steps should be taken. Mr. Smous pointed out that the audio tapes for incidents are provided by BSO along with their responses to incident tickets; agency representatives can review the audio to further research the incident. Ms. Mize clarified that a response stating "no operator error" simply means there was no policy violation; but issues can be further examined if necessary.

Mr. Smous elaborated upon the process for implementing a regional policy change. Ms. DiPlacido added that the current policies will be distributed to all (Operational Review Team) members. From that point, policy revision will take place. Policies will be reviewed based on priority and those in need of change will be modified; those drafts will be presented to the Operational Review Team members. Upon receipt of feedback, re-drafts will be executed. Discussion ensued. Mr. Whitworth presented and reviewed the Change Approval form, a copy of which is attached hereto and made a part hereof these minutes. He noted that all changes going forward will be recorded on a Change Approval form. With regard to premise flags, Chief Jurado asked how long it would take to receive a response that information was entered into CAD. Mr. Whitworth noted that, of all agencies dispatched from the South Consolidated Dispatch Center, Hollywood has the largest number of changes that must be made to flagged addresses. He believed about 1,200 pages were provided to the Hollywood Police Department for their representatives to check (and confirm) the premise flags. Chief Jurado said he had submitted incident ticket number 319926, a copy of which is attached hereto and made a part hereof these minutes. The ticket was opened on February 13, 2015. On February 18, 2015, a communication was sent asking for a status request, but he still has not received any information. Mr. Smous advised that ORCAT staff would follow-up on the matter. He went on to say, (according to verbiage in the incident ticket), that Ms. Molitor indicates the request was completed. Sheri White clarified that Chief Jurado's issue is that he did not receive a confirmation directly from Ms. Molitor confirming completion. Mr. Smous explained that the ticketing system is supposed to automatically generate a confirmation response when a ticket is closed. He offered to perform a test by creating a bogus ticket. With regard to submitting an audio records request with BSO, Chief Jurado said he was told it would take about one week to receive an audio file. He said his agency made a request on (February) 18<sup>th</sup> via email but has not yet received the audio file. Ms. Wisniewski stated that she is the supervisor of audio evidence; the turnaround time depends on the volume of audio requests, but is usually about three to four days. Chief Jurado provided Ms. Wisniewski the incident number for the audio file request. Ms. Wisniewski said she would check on the matter.

There being no further matters to address, the meeting adjourned at 12:20 p.m.



## Agenda

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

**Date: Thursday, February 26, 2015**

**Time: 11:00 AM**

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- I. Call to Order
- II. Old Business
  - a. Agency access to audio – status update
  - b. Open water rescue protocol – Fort Lauderdale FR to take lead in development & submit to fire chiefs for approval
  - c. EMD-Q invitation – Status update from BSO
  - d. Incident ticket # 313937 – Communicating countywide hospital diversions to FR field units – Update: Per Chief DiBernardo, this went before EMS subcommittee and dispatch will continue to notify agencies, but it is the agency's decision as to destination choice.
  - e. 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) – Update: Per Chief DiBernardo, this will be a dual; second run card needed if a different response is desired for threats. BSO will need 2-week window to implement. Angela Mize advised agencies to get with Lynn Molitor of ORCAT to pull their run cards.

- f. Written policy delineating ticketing – selfhelp versus regionalcommunications
  - g. BSO's policies and procedures to be distributed to all agencies
- III. Priority 1 Incident Review
  - a. Incident ticket # 310862 – MM FR
  - b. Incident ticket # 307238 – MM FR
- IV. Incident Disposition Review
- V. Data Review
  - a. Cause & Effect Analysis
  - b. Stratified Data
  - c. Next Steps
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
- VIII. New Business
  - a. Implementation of policy change process – Change Approval Form
  - b. Discuss issue of duplicate calls in CAD – Duplicate calls in RMS should be addressed with ORCAT; Duplicate calls in CAD - Sunrise FR is trying to remedy by changing duplicate distance in CAD
- IX. Adjourn

# 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 Ext:
Client ID: AMIZE		ANTONIO	SABIN
Company ID: BROWARD COUNTY		OCT911	
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 mixmail.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 1vbcsde10.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 1VBXSDE10.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: <1VBXSDE10M5VIME4MBw000167a1@1VBXSDE10.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_CHANGE	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

# BMC SERVICE DESK EXPRESS

**Incident: 310862**

As of Monday, Feb 23, 2015 15:55

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## Incident

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

## Incident Information

<b>Category:</b> ORCAT - REQUESTS	ORCAT - REQUESTS		
<b>Impact ID:</b> OCT911	<b>Opened:</b> 1/6/2015 8:52:25AM	<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> 1/8/2015 8:52:25AM	<b>Service Name:</b>	
<b>First Call Resolution:</b> <input type="checkbox"/>	<b>SLA ID:</b>		

**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 1vbcscde10.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: 307238**

As of Tuesday, Jan 27, 2016 10:02

**Incident**

Page 1 of 4

Client Information		Assign to Information	
Last Name: VAZQUEZ	First Name: CARLOS	AMIZE	954-321-4498 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

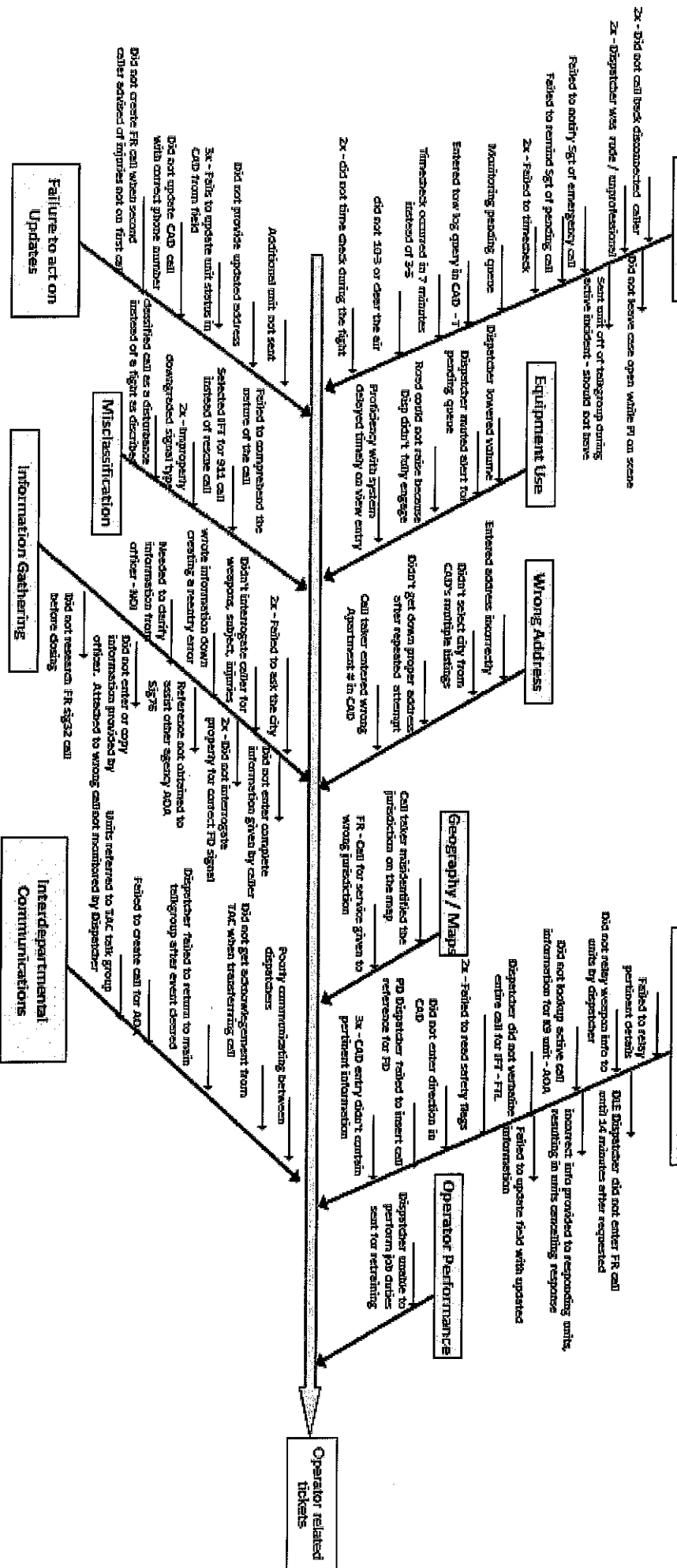
**Work Orders**

**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
1410724.pdf		85045
A3BB88B6-5047-4084-AD86-ACDD 1C98846E.png		24327

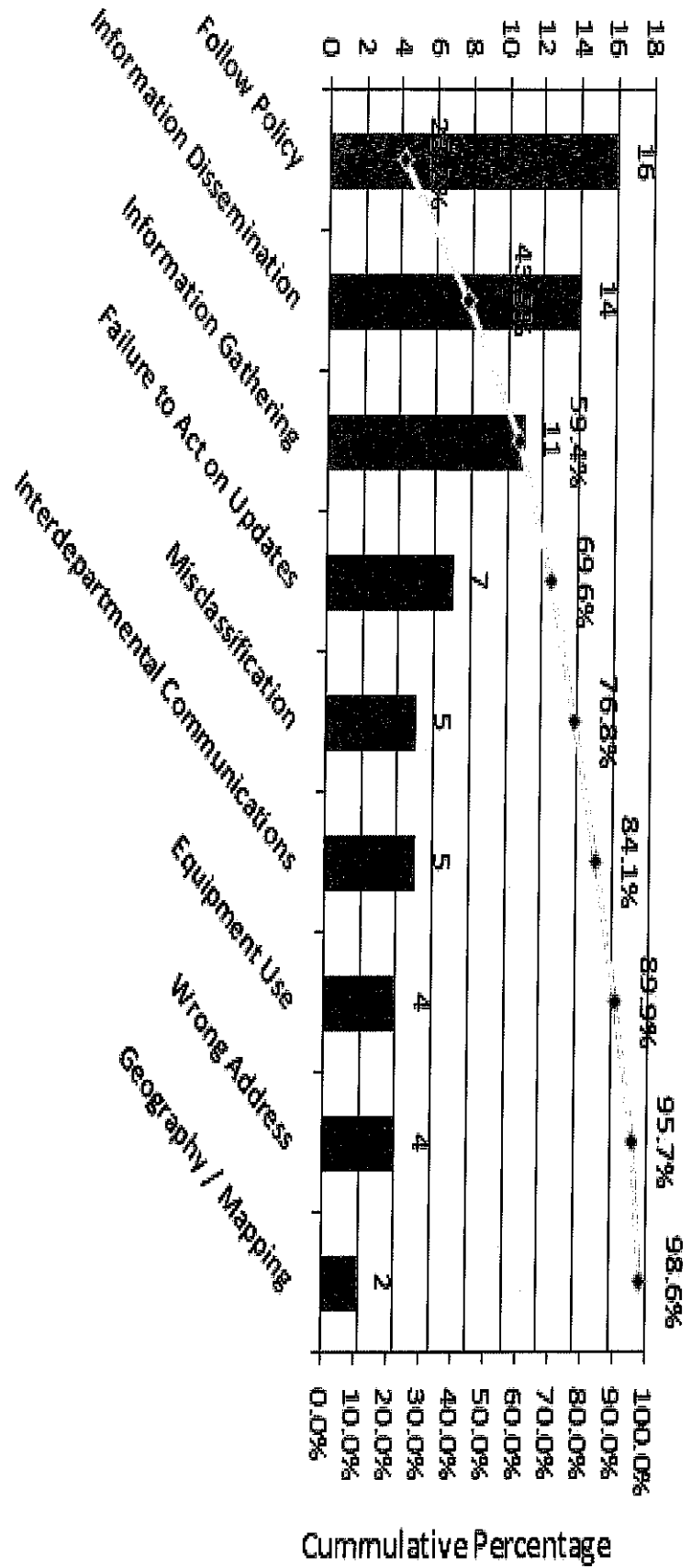
# Cause & Effect Analysis

Fishbone Diagram

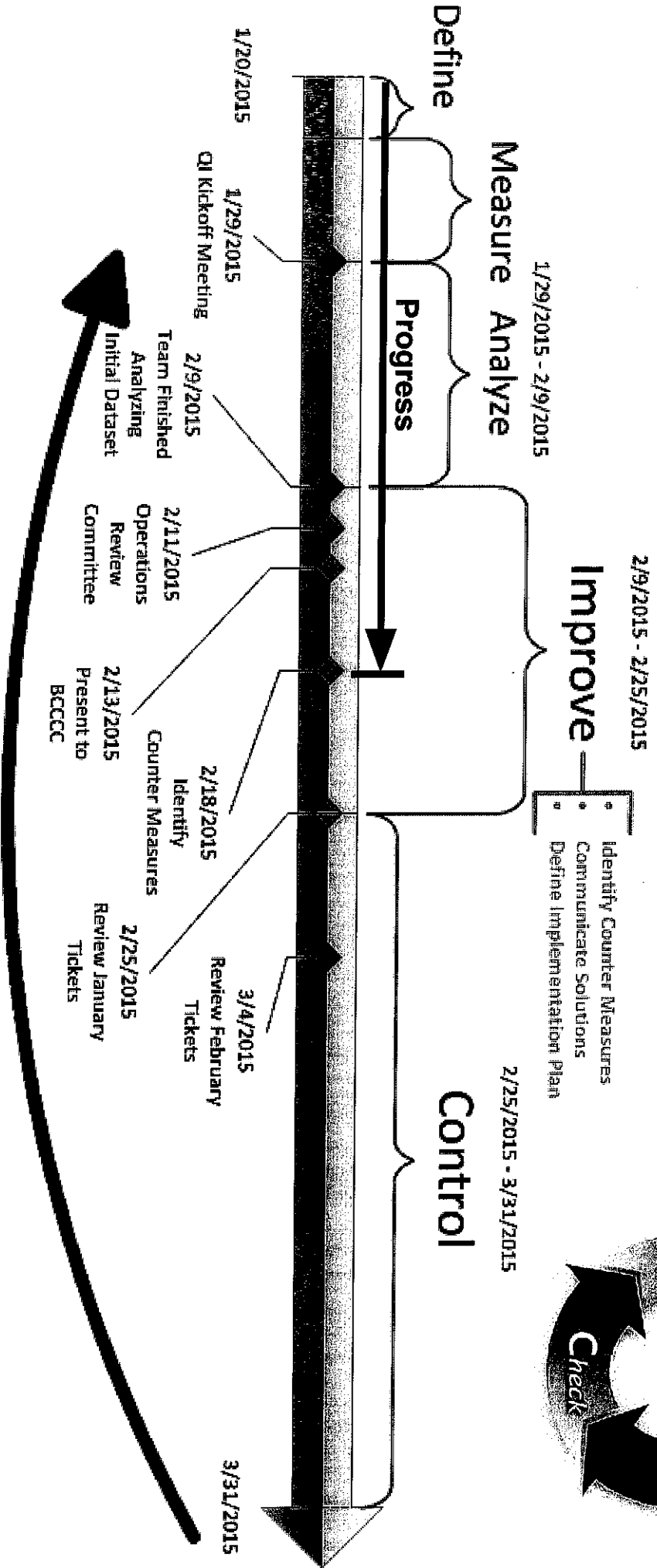
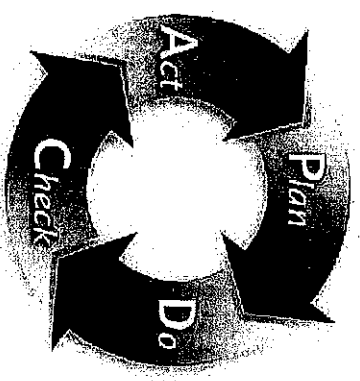


# Stratified Data

N=69  
 Stratified Operator Tickets  
 October thru December, 2014



# Next Steps



- 2/9/2015 - 2/25/2015
- Improve**
- Identify Counter Measures
  - Communicate Solutions
  - Define Implementation Plan

1/29/2015 - 2/9/2015

Define

Progress

Control

3/31/2015



## E911 Regional Consolidated Communications

### Change Approval

1. General Information	
<b>Nature of Change:</b>	
<b>Participating Municipality Requesting Change:</b>	
<ul style="list-style-type: none"> <li>• What agency is the primary proponent of this Change?</li> </ul>	
<ul style="list-style-type: none"> <li>• Who, within that agency, is the Project Sponsor? <i>(Note: This person must be a decision-maker with the authority to commit department resources.)</i></li> </ul>	
<ul style="list-style-type: none"> <li>• Agency Lead:</li> </ul>	

2. Stakeholders				
	Name	Department	Telephone	E-mail
<b>BC ORCAT</b>	Rick Carpani	BCORCAT	954-357-8570	<a href="mailto:rcarpani@broward.org">rcarpani@broward.org</a>
<b>BC ORCAT Operations</b>	Tony Sabin	BCORCAT	954-357-7312	<a href="mailto:asabin@broward.org">asabin@broward.org</a>
<b>BC ORCAT Agency Lead (Applications):</b>	Daniel Revis	BCORCAT	954-410-2665	<a href="mailto:drevis@broward.org">drevis@broward.org</a>
<b>BC ORCAT Agency Lead (Radio):</b>	José M. De Zayas	BCORCAT	954-357-8012	<a href="mailto:jdezayas@broward.org">jdezayas@broward.org</a>
<b>BC ORCAT Agency Lead (911):</b>	Brett Bayag	BCORCAT	954-594-7774	<a href="mailto:bbayag@broward.org">bbayag@broward.org</a>
<b>Communications Manager-South</b>	Scott Whitworth	BCORCAT		
<b>Communications Manager-Central</b>	Jenna DiPlacido	BCORCAT		
<b>Communications Manager-North</b>	Drew Smous	BCORCAT		
<b>Consolidated Dispatch Operator</b>	Liza Zarrazinski	BSO	954-321-4300 561-602-5554	<a href="mailto:Lisa_Zarazinski@Sheriff.Org">Lisa_Zarazinski@Sheriff.Org</a>





## E911 Regional Consolidated Communications

3. Change Description
<b>Change Description / Justification</b>
<ul style="list-style-type: none"> <li>Describe reason for change</li> <li>Describe Operations Justification.</li> </ul> <p><u>Description/Intentions</u>  XX</p> <p><u>Summary</u>  XX</p>
<b>Deliverables</b>
1.

4. Sign off				
	Name	Title	Signature	Date (MM/DD/YYYY)
BC ORCAT	Daniel Revis	Applications Manager		
BC ORCAT	José M. De Zayas	Radio Manager		
BC OCT	Brett Bayag	911 Manager		
Consolidated Dispatch Operator	Liza Zarrazinski	BSO		



## E911 Regional Consolidated Communications

<b>Submitting Agency Lead</b>				
<b>Submitting Agency Police Chief</b>				
<b>Submitting Agency Fire Chief</b>				

5. Approval				
	Name	Title	Signature	Date (MM/DD/YYYY)
<b>ORCAT-Director</b>	Rick Carpani	Director		
<b>ORCAT-Operations</b>	Tony Sabin	E-911 Administrator		
<b>Police Chiefs Association</b>				
<b>Fire Chief Association</b>				

6. List of Addenda	
<i>List all files supplemental to this Change here.</i>	
Document Name	Filename and Location
CMR #12345	
Room Layout	
SOP #	



## E911 Regional Consolidated Communications

7. Notes/Comments

# BMC SERVICE DESK EXPRESS

**Incident: 319926**

As of 10 Aug 2015 3:27:37 PM

Page 1 of 4

## Incident

Client Information		Assign to Information		
<b>Last Name:</b> JURADO	<b>First Name:</b> ROLDOLFO	LMOLITOR	954-882-7786	<b>Ext:</b>
<b>Client ID:</b> RJURADO		LYNN	MOLITOR	
<b>Company ID:</b> BROWARD COUNTY		OCT		
<b>Phone:</b> 954-465-8779	<b>Ext:</b>			

Incident Information		
<b>Category:</b> CAD	CAD	
<b>Impact ID:</b> OCT	<b>Opened:</b> 13 Feb 2015 2:01:28 PM	<b>Problem:</b>
<b>Urgency ID:</b> MEDIUM	<b>Priority ID:</b>	<b>Responded Date and Time:</b>
<b>Status:</b> CLOSED	<b>Due Date:</b>	<b>Service Name:</b>
<b>First Call Resolution:</b> <input type="checkbox"/>	<b>SLA ID:</b>	

**DESCRIPTION:** From:SMTP:{RJurado@hollywoodfl.org}RJurado@hollywoodfl.org  
FORWARD to OCT

Please be advised of the following; we have already informed BSO Fire rescue operations, South Comm site and provided all of the information as well.

We are requesting a flag on the response zones 74L, 74M, 74N and an email response for confirmation.

The entrance to Hollywood Oaks, Maple Ridge, and Oakridge will be completely closed just north of Stirling Road and south of Hollywood Oaks Drive. Leaving only the Griffin Road entrance open and restricting our unit's responses into those developments from Stirling Road.

Should a Fire or Medical emergency arise from 02/16 - 03/04, a response modification WILL have to be made and available in quarters units should be pulled from BSO Station 17 to respond first in due to limited access by our units for both FIRE and Medical calls.

Our Battalion Chiefs will be modifying response into those developments when Station 74 units are toned out and they will be requesting Station 17 units if they are available in quarters for response to both FIRE and MEDICAL calls.

Any questions please let me know.

Thank you,

Rodolfo Jurado  
Division Chief of Operations  
City of Hollywood Fire Rescue & Beach Safety  
2741 Stirling Road, Hollywood, Florida 33312  
Office: 954-967-4248  
Cell: 954-465-8779  
Fax: 954-967-4542  
E-Mail: rjurado@hollywoodfl.org

From: Danette Witherspoon  
Sent: Friday, February 13, 2015 12:08 PM  
To: Fire Rescue  
Subject: Bulletin: 35th Avenue Road Closure  
Importance: High

\*Please see attached.

[cid:image001.png@01D04785.BCEC7560]

**RESOLUTION:** response message added

#### Whiteboard Information

**Whiteboard ID:**

#### CI Information

**CI Assembly:**

**Asset Tag #:**

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
13 Feb 2015 2:01:28 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
13 Feb 2015 2:01:29 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
13 Feb 2015 2:01:30 PM	SYSTEMACCOUNT	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:00
13 Feb 2015 2:01:31 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
18 Feb 2015 8:40:52 PM		Re: Service Desk Express Notification *ref#24-319926	EMAILIN	00:00:00

From: RJurado@hollywoodfl.org

Can anyone advise the status of this request?






R. Jurado

> On Feb 13, 2015, at 2:01 PM, "selfhelp@broward.org" <selfhelp@broward.org> wrote:

- >
- > Incident Ticket # 319926 has been opened and assigned
- > Incident Number: 319926
- > Open Date: 2/13/2015 2:01:28 PM
- > Client Name: ROLDOLFO JURADO
- > Client Phone: 954-465-8779
- > Client Department:
- > Expected Resolution Time:
- > Subject Description: OCT
- > Incident Description: From:SMTP:{RJurado@hollywoodfl.org}RJurado@hollywoodfl.org
- > FORWARD to OCT
- > Please be advised of the following; we have already informed BSO Fire rescue operations, South Comm site and provided all of the information as well.
- >
- > We are requesting a flag on the response zones 74L, 74M, 74N and an email response for confirmation.
- >
- > The entrance to Hollywood Oaks, Maple Ridge, and Oakridge will be completely closed just north of Stirling Road and south of Hollywood Oaks Drive. Leaving only the Griffin Road entrance open and restricting our unit's responses into those developments from Stirling Road.
- >
- > Should a Fire or Medical emergency arise from 02/16 - 03/04, a response modification WILL have to be made and available in quarters units should be pulled from BSO Station 17 to respond first in due to limited access by our units for both FIRE and Medical calls.
- >
- > Our Battalion Chiefs will be modifying response into those developments when Station 74 units are toned out and they will be requesting Station 17 units if they are available in quarters for response to both FIRE and MEDICAL calls.
- > Any questions please let me know.
- >
- > Thank you,
- >
- > Rodolfo Jurado
- > Division Chief of Operations
- > City of Hollywood Fire Rescue & Beach Safety
- > 2741 Stirling Road, Hollywood, Florida 33312
- > Office: 954-967-4248

> Cell: 954-465-8779  
 > Fax: 954-967-4542  
 > E-Mail: rjurado@hollywoodfl.org  
 >  
 >  
 > From: Danette Witherspoon  
 > Sent: Friday, February 13, 2015 12:08 PM  
 > To: Fire Rescue  
 > Subject: Bulletin: 35th Avenue Road Closure  
 > Importance: High  
 >  
 > \*Please see attached.  
 >  
 > [cid:image001.png@01D04785.BCEC7560]  
 >

> Tickets are only monitored during normal County business hours M-F and all emergency outages with high priority should be directly reported to 954-357-8600.

23 Feb 2015 3:16:59 PM	LMOLITOR	Notes	NOTES	00:09:44
				
23 Feb 2015 3:17:34 PM	LMOLITOR	Subject Changed To CAD	HD_SUBJ_CHANGE	00:00:31
				
23 Feb 2015 3:17:35 PM	LMOLITOR	Forwarded To Staff LMOLITOR	HD_FRWD_STAFF	00:00:00
				
23 Feb 2015 3:17:40 PM	LMOLITOR	User Defined Status Changed To CLOSED	HD_STATUSCHANGE	00:00:04
				
23 Feb 2015 3:17:41 PM	LMOLITOR	Close Call # 319926	HD_CLOSE	00:00:00
				

Work Orders		
Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
35th Avenue Road Closure.pdf		1200912
image001.png		399348