



Office of Regional Communications and Technology

January 28, 2015

South Consolidated Dispatch Center Police Department 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 Police Department 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 9:34 a.m.

Mr. Whitworth reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that, going forward, he will be leading the Operational Review Team meetings for the South Consolidated Dispatch Center (South). He elaborated upon his interactions with participating agency representatives as relates to resolving incident tickets. He went on to introduce Jenna DiPlacido and Drew Smous, the newly hired Regional E911 Communications Managers for the Central and North Consolidated Dispatch Centers (Central and North), respectively. Ms. DiPlacido and Mr. Smous provided a brief overview of their professional backgrounds and the duties related to their current positions.

Mr. Whitworth remarked that agency access to audio is back on the table. Currently, Broward County legal representatives are looking at drawing up addendums to the legal agreements. If (all participating agencies) sign off (on the addendums), there is a possibility that each participating agency will have access to (their own) audio files. He went on to note that ORCAT (Office of Regional Communications and Technology) staff is aware that a written policy (on priority rankings and response times) is not currently in place, but this will be handled in the near future. When a draft is developed, it will be brought to the Operational Review Team (ORT) meetings for discussion.

Mr. Whitworth continued addressing points set forth in the agenda. He elaborated upon the procedure he follows to process incident tickets. He emphasized that Priority 1 incidents strictly relate to life safety issues. In the event a Priority 1 incident occurs, agency representatives have been directed to report the incident directly to the consolidated dispatch center. Sergeant Ed Smith of the Davie Police Department gave an example of a radio outage as a Priority 1 incident, and asked if it is necessary for agency representatives to submit an incident ticket even after the issue is resolved. Mr. Whitworth said ORCAT staff must be made aware of any such incident for documentation purposes. An agency representative asked if the incident tickets will be archived for review processes even after the incidents are closed out. Mr. Whitworth answered in the affirmative. He went on to note that ORCAT's Quality Improvement (QI) meetings will begin this afternoon. Mr. Smous added that incidents will be drilled down to determine root causes and proper follow-up. Mr. Whitworth clarified that there is no Priority 4 ranking for administrative issues; the only priority rankings are 1 through 3.

Mr. Whitworth continued addressing points set forth in the agenda. He noted that there are fewer incident tickets being submitted as operations improve. An agency representative asked ORCAT staff to re-send the incident ticket submission template to the appropriate agency representatives. Mr. Whitworth and Lory Farmer agreed to fulfill the request. Jennifer Ward of the Seminole Police Department indicated that the misrouted calls issue has been consistently improving. Angela Mize said this issue has been addressed through roll call trainings and written quizzes. As for the access to the twelve JOPS (radio channels), also related to Seminole, she thought there was a disconnect between the channels Seminole actually can access on JOPS and what (BSO) thinks they can access. Ms. Ward believed the issue is that dispatch has (the twelve) JOPS channels, but Seminole Fire Rescue only has JOPS (channels) one through four. Ms. Mize said that would require a patch from dispatch to a Seminole working talkgroup, and that would be executed by a dispatcher. Ms. Ward offered to review this matter with (her staff) to ensure they are aware (of the JOPS channels). Ms. Mize indicated that JOPS (channel) four would be the only viable talkgroup (for Seminole Fire Rescue). Mr. Whitworth said he planned to meet with Chief Mark Steele of Seminole Fire Rescue to address this matter.

With regard to incident ticket number 299919, Mr. Whitworth indicated that the City of Hollywood's radio talkgroup is extremely busy. A copy of the incident ticket is attached hereto and made a part hereof these minutes. In terms of push-to-talks and calls for service, the City of Hollywood is far busier than (all other agencies) dispatched at South. He indicated that he must create a project charter (for adding a second radio channel for Hollywood) that states the objective and provides all supporting documentation. In the meantime, two spare radio channels were added at South; these are multi-functional positions that include telephone, radio, and CAD (Computer Aided Dispatch). It appears a reconfiguration will take place (at South) which he elaborated upon. The objective is to accomplish this task as soon as possible.

As for the issue of reviewing the ILA (Interlocal Agreement) in terms of Pembroke Pines maintaining areas, rather than zones, on the consolidated dispatch system, Mr. Whitworth said he met with Pembroke Pines Police Department representatives. Captain Chris Stasio of the Pembroke Pines Police Department said his agency is in agreement (with Broward County) on this matter. It is a matter of evaluating how the city will be broken down as relates to calls for service; the evaluation may take some time. Mr. Whitworth noted that it would involve determining the (number of) calls for service in each potential zone before it is established, and that information is entered into CAD. Captain Stasio indicated that (no immediate) follow-up is needed on this matter, but noted his plan to stay on top of this.

With regard to the MDT (Mobile Data Terminal) issue reflected on the agenda, Sheri White pointed out that not all participating law enforcement agency representatives utilize MDTs. The dispatchers must be more diligent in comparing which officers went 10-8 (In Service) via the MDC (Mobile Digital Communicator), checking the roster, and logging in the officers who have not gone 10-8. Discussion ensued between Ms. White and Lieutenant Albert Cooper of the Hollywood Police Department. Jennifer Anton of the Davie Police Department described an issue wherein her agency emails and faxes the daily line-up, but (dispatchers) say they have not received it. Another agency representative indicated that his agency receives the same feedback. Ms. Anton confirmed for Mr. Whitworth that this occurs daily. Mr. Whitworth asked Ms. Anton to confirm if this issue occurs on each shift. Ms. Anton said she would confirm and provide him feedback. Ms. Mize said the matter relates to the duty officer because the lineup is faxed or emailed to locations that operators cannot access. If duty officers do not check the fax or email for lineups received, the operators will not be provided with that information. Mr. Whitworth indicated that Ms. White and Virginia Bridwell would address the matter.

With regard to self-dispatching from MDCs, Ms. Mize said this is not recommended by BSO. If an officer goes 10-97 (On Scene) on a pending call, a time check will not be performed; dispatch will not know the officer is there. Although BSO cannot dictate policy (on the regional system), this is an operational concern. BSO does not allow any of its officers to self-initiate. Mr. Whitworth recalled ORT members at a recent meeting at North did not want self-dispatching. He asked if any ORT members present wanted to utilize self-dispatching. Discussion ensued. There were no members who expressed desire to self-dispatch.

Mr. Whitworth remarked that incident tickets are forwarded for review as quickly as possible. He believed the incident ticketing system is working well. He asked if any ORT members had feedback, or were in disagreement. No input was offered. Mr. Whitworth clarified that ORCAT management staff will only review (BSO's) response to an incident ticket involving a fatality; (all other incident ticket responses from BSO are forwarded directly to participating agency representatives). He recalled addressing monthly ORT meetings at the November, 2014 South PD ORT meeting. He asked if any ORT members took issue with monthly (rather than bi-weekly) ORT meetings. There were no objections.

Ms. Mize provided a brief overview of incident ticket number 309935, a copy of which is attached hereto and made a part hereof these minutes. She said her concern is that officer safety information was being conveyed (by dispatch), and (dispatch) was told it was inappropriate. Lieutenant Albert Cooper of the Hollywood Police Department elaborated upon the incident and stated that it would have been better for dispatch to have provided the information in a more timely fashion. Mr. Whitworth asked if this issue had been discussed and agreement reached. Ms. Mize confirmed that the incident is resolved. Mr. Whitworth noted that he had already addressed incident ticket numbers 309278, 311390, 311135, and 313572 with the appropriate participating agency representatives. A copy of the incident tickets is attached hereto and made a part hereof these minutes. These are moving in the direction of being closed out. He asked Lieutenant Cooper to email him written confirmation of his permission to close out incident ticket number 309935.

Mr. Whitworth continued addressing points set forth in the agenda. As for providing name and driver's license (DL) number to teletype (operators) as policy, rather than only DL number, Ms. Mize indicated that this is likely not an issue at South. But, some agency representatives at North and Central are only providing DL number, and not name, date of birth, race, and sex. She noted that (South PD) representatives use their own X-ray units, so this does not apply to them. But, if a request is made through query for a DL check, BSO would like to have the

(previously mentioned) additional information included. She went on to ask participating agency representatives to submit specialized unit information to BSO staff so it can be programmed in CAD. This will increase efficiency as it allows for avoiding (radio) air time as well as dispatchers having to read over a list. Major John Savaiko of the Miramar Police Department recalled past instances where EIDs (Electronic Identification Numbers) were improperly assigned. He was uncertain if his department's staff provided the information to the correct (individual). Mr. Whitworth said the information is to be provided to him and he will forward it to Lynn Molitor of ORCAT. The officer's EID, name, and CCN (Computer Control Number) should be included. Major Savaiko asked who would provide a radio report delineating usage of a certain EID. Mr. Whitworth replied that he would obtain that information. Discussion ensued.

Ms. Mize noted that, currently, if the South Satellite Courthouse (is entered into CAD), it will zone only for Hollywood Police Department (see incident ticket number 309044, a copy of which is attached hereto and made a part hereof these minutes). BSO District 6 handles (matters occurring inside of) the courthouse, but there is no distinction in CAD. She asked that a South Courthouse inside and outside address (be entered into CAD). Mr. Whitworth noted that the Next Generation CAD system will allow for an inside/outside option for two separate agencies at such locations. Ms. Mize asked the Hollywood Police Department (representative, Lieutenant Cooper,) to convey their position as to whether they want to handle calls both inside and outside of the building. If they wish to have BSO handle the inside matters, BSO must be provided with an address to utilize for the outside of the courthouse so Hollywood Police Department is zoned correctly.

With regard to incident ticket number 311740, Ms. Mize explained that this is a reminder to use the proper radio talkgroup for accessing teletype. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Major Savaiko recalled inquiring about discussing (radio) template design and broadening the naming conventions to enhance user friendliness. The fire chiefs (in Broward County) have already completed (these tasks). Mr. Whitworth asked Major Savaiko to submit this to him via an email which will be forwarded to Jose M. De Zayas of ORCAT. Ms. Mize noted that a BSO officer is endeavoring to spearhead this project on the law enforcement side. But she was uncertain as to whether he has been successful. Major Savaiko recalled discussing this matter with Rick Carpani of ORCAT, at which time Mr. Carpani asked that he participate in a committee. But, there has not been any further news.

Ms. Mize pointed out that the North, Central, and South Consolidated Dispatch centers have Main talkgroups of their sister sites, but no tactical channels. In other words, if an agency with an in-progress event moves into another city, the dispatcher cannot patch into the other city's tactical channel, but rather can only take the other city's Main radio channel. Field personnel's opinion has consistently been for dispatch to take the Main channel without asking command staff's permission. The related policy would delineate that these steps are to be taken only for the most critical, fluid events. Ms. White clarified for Sergeant Smith that a city's command staff would have the authority to request his city be disengaged from the patch. Mr. Whitworth believed all of this information is included in the policy language. Major Savaiko raised the issue of technical struggles with patching into Dade County. He recalled a recent incident in Liberty City involving a patch with a Dade County agency wherein the audio quality was so poor that he asked the duty officer to (discontinue the patch). He asked if the Operator (BSO) has dispatchers capable of managing that type of patch. Ms. Mize explained the problem is a patch is no longer an option once the Broward County footprint of the radio infrastructure is left. Rather, a statewide radio channel should be utilized. The patch will not cover units (from Broward County) because they are no longer within the coverage zone of Broward County radio. She added that the BSO law enforcement template includes statewide channels at the

bottom of the zone. Discussion ensued. Mr. Whitworth pointed out that Mr. De Zayas checked the consoles at the (South) Consolidated Dispatch Center for potential issues with patching. Also, Mr. De Zayas issued a fleet map for, both, fire rescue and law enforcement.

Mr. Whitworth went on to state that ORCAT staff is working on emergency operations plans for regional communications. As for officers' use of language line, Ms. Mize noted that dispatch cannot transfer a field unit onto the language line. Duty officers utilize a foreign language list that includes BSO employees with verbal and written foreign language skills. So, field personnel in need of a translator can contact the duty officer and ask her to check the foreign language list. With regard to system re-balancing of call-taking and dispatch positions for the 2016 budget, Mr. Whitworth said everything that occurs at each position in each consolidated dispatch center will be looked at; that data will be utilized to ensure the budget is completed correctly. Major Savaiko asked if it is possible to obtain data on hold times for non-emergency calls. Periodically, his agency receives complaints about lengthy hold times. He wanted to know if the data could be shared with Miramar's chief of police. Mr. Whitworth explained that ORCAT staff examines that information, though it has not been issued in the form of a report to participating agencies. He said he would look into whether a report could be provided.

There being no further matters to address, the meeting adjourned at 10:59 a.m.



Agenda

South PD Operational Review Team Meeting Emergency Operations Center

**201 NW 84 Avenue, Plantation, FL
Room 332-A**

Date: Wednesday, January 28, 2015

Time: 9:30 AM

- 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. Incident reports must be sent to regionalcommunications@broward.org and include **911 OPERATIONS** in subject line
 - f. Seminole misrouted calls issue & access to JOPS
 - g. Incident # 299919 – HW PD – Second radio channel
 - h. Review ILA as to Pembroke Pines maintaining areas on consolidated system, rather than zones – concern expressed by BSO re: removing manual processes from dispatchers

- i. MDT log-on issue (officers logging selves on versus dispatch logging officers on)
- j. Self-dispatching from mobiles (1/13/15 Central PD Meeting – officers wanted to dispatch selves to existing calls & non-priority station calls)
- k. Clarify incident ticket process as relates to ORCAT and BSO's responses

I. Monthly ORT Meetings

III. Priority 1 Incident Review

- a. Incident ticket # 309278 – HW PD
- b. Incident ticket # 311390 – HW PD
- c. Incident ticket # 311135 – PP PD
- d. Incident ticket # 313572 – PP PD
- e. Incident ticket # 309935 – BSO (Re: Hollywood PD)

IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

- a. Provide name and DL number to teletype as policy rather than only DL number – consensus at North PD Meeting 1/8/15 and 1/13/15 Central PD Meeting to implement
- b. Submit all specialized unit information for purpose of CAD programming for efficient dispatch queries (include officer name, officer ID number [CCN], and officer skill [example, SWAT or K-9])
- c. Incident ticket # 309044 – agreement needed among BSO, Hollywood, and Fort Lauderdale PDs as to programming of four Broward courthouses in CAD

d. Incident ticket # 311740 re: teletype talkgroups

e. Patching into main talkgroup – issue raised by BSO at 1/8/15
North PD meeting

VIII. New Business

a. Disaster and business continuity plan

b. Language line (officer use)

c. System re-balancing of call-taking and dispatch positions for
2016 budget

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 299919

As of Monday, Jan 26, 2015 16:37

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	DWHITWORTH	954-338-2915	Ext:
Client ID: ACOOPER		DAVID	WHITWORTH	
Company ID: BROWARD COUNTY		OCT 911		
Phone: 954-448-3035	Ext:			

Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 11/14/2014 11:17:47AM	Problem:	
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:	
Status: OPEN	Due Date: 11/14/2014 11:17:47AM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:(AJCOOPER@hollywoodfl.org)AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14

INCIDENT NUMBER:

PRIORITY LEVEL: 2

LOCATION: Hollywood

REPORTED BY: Lieutenant Albert Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redirect.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9E160XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-l.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

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
11/4/2014 11:17:47AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/4/2014 11:17:48AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/4/2014 11:17:49AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/4/2014 11:17:50AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/4/2014 12:06:55PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/13/2014 3:11:14PM	LFARMER	Ticket # 299919 Incident 299919	EMAILOUT	00:00:31

To: AJCOOPER@HOLLYWOODFL.org

Subject: 911 OPERATIONS

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14

INCIDENT NUMBER:

PRIORITY LEVEL: 2

LOCATION: Hollywood

REPORTED BY: Lieutenant Albert Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-l.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

OPEN

Incident #: 299919

Open Date: 11/4/2014 11:17:47 AM

Client Name: ALBERT COOPER

Client Phone: 954-448-3035

Client Department:

Group Assigned: OCT 911

Description: AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14

INCIDENT NUMBER:

PRIORITY LEVEL: 2

LOCATION: Hollywood

REPORTED BY: Lieutenant Albert Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org <https://mail.hollywoodfl.org/OWA/redirect.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-I.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

11/20/2014 10:52:44AM

DWHITWORTH

Forwarded To Staff DWHITWORTH

HD_FRWD_STAFF

00:00:30



Work Orders

Attachments

BMC SERVICE DESK EXPRESS

Incident: 309278

As of Monday, Jan 26, 2015 16:37

Incident

Page 1 of 4

Client Information		Assign to Information	
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496 Ext:
Client ID: ACOOPER		ANGELA	MIZE
Company ID: BROWARD COUNTY		B50-911	
Phone: 954-448-3035	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 12/23/2014 5:21:22PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 12/25/2014 5:21:22PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 12/23/14

INCIDENT NUMBER: 1412-168161

PRIORITY LEVEL: 1

LOCATION: 4901 Sheridan Street

REPORTED BY: Commissioner Biederman

NAME: Lieutenant Albert Cooper

MUNICIPALITY

AGENCY: Hollywood PD

EMAILADDRESS: ajcooper@hollywoodfl.org

TELEPHONE NUMBER: 954-448-3035

INCIDENT DETAILS:

A resident contacted non-emergency to report a suspicious vehicle in the Sheridan Plaza shopping center. Resident advises the call taker's manner over the phone was very rude and short. The call taker was perceived to be very unprofessional.

Lieutenant Albert Cooper
Hollywood Police Department

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
12/23/2014 5:21:22PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/23/2014 5:21:23PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/23/2014 5:21:24PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/23/2014 5:21:25PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/23/2014 5:32:11PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-309278	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab0ce41109e@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.

Dagnostic 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, 23 Dec 2014 17:31:46 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 23 Dec 2014 17:21:44 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 23 Dec 2014 17:21:44 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Tue, 23 Dec 2014 17:21:44 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-309278

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10X3cf3ednHM0000c7e9@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 23 Dec 2014 22:21:44.0366 (UTC) FILETIME=[D55924E0:01D01EFE]

BMC SERVICE DESK EXPRESS

Incident: 311390

As of Monday, Jan 26, 2015 16:38

Incident

Page 1 of 5

Client Information		Assign to Information	
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496 Ext:
Client ID: ACOOPER		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954-448-3035	Ext:		

Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 1/7/2015 3:39:02PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 1/9/2015 3:39:02PM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 Operations

From: SMTP:{AJCOOPER@hollywoodfl.org}AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 01/07/15

INCIDENT NUMBER: 33-1501-2733/ 28-1501-0713

PRIORITY LEVEL: HIGH

LOCATION: South PSAP

REPORTED BY:

NAME: Lieutenant Albert Cooper

MUNICIPALITY

AGENCY: Hollywood Police Department

EMAIL ADDRESS: ajcooper@hollywoodfl.org<mailto:ajcooper@hollywoodfl.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

At approximately 1239 hours an incident was initiated in Hallandale in reference to a suspect vehicle they were in pursuit pursuing. The pursuit travelled into Hollywood; however Hollywood units were not notified via dispatch until 33F35 advised over the air of the pursuit. The dispatcher was notified via 33F35 who then advised Hollywood units of further which seemed to be delayed information. At this time, two neighboring cities were engaged in an active pursuit. The pursuit continued until it was advised over the radio channel the suspect was in custody at 1253 hours in the 2700 block of Sheridan Street. At no time did the channel become patched.

The concern is the failure to notify Hollywood of an active pursuit occurring within the city boundaries as well as the inability to quickly patch the two cities to communicate seamlessly.

ADDITIONAL COMMENTS:

Lieutenant Albert Cooper
Special Operations Beach District
Office: 954.967.4567
Email: ajcooper@hollywoodfl.org

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
1/7/2015 3:39:02PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/7/2015 3:39:03PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/7/2015 3:39:04PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/7/2015 3:39:05PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/7/2015 3:39:44PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-311390	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: MREXHTCA13.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 mrexhtca13.bc.broward.cty (10.10.40.78) with Microsoft SMTP Server id 14.3.169.1; Wed, 7 Jan 2015 15:39:22 -0500

Received: from 1vbcjde10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 07 Jan 2015 15:39:22 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Wed, 7 Jan 2015 15:39:21 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Wed, 7 Jan 2015 15:39:21 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-311390

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10ZyVsWHpeqd000107b3@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 07 Jan 2015 20:39:21.0240 (UTC) FILETIME=[03F4C180:01D02ABA]

Return-Path: selfhelp@broward.org

1/7/2015 4:51:36PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:22
1/7/2015 4:51:37PM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
1/7/2015 4:51:49PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
OCT 911 Operations N.eml		3983
unknown.log		285

BMC SERVICE DESK EXPRESS

Incident: 311135

As of Monday, Jan 26, 2015 16:38

Incident

Page 1 of 4

Client Information		Assign to Information	
Last Name: Stasio	First Name: Chris	AMIZE	954-321-4496 Ext:
Client ID: CSTASIO		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954-436-3200	Ext:		

Incident Information		
Category: OTHER	Other	
Impact ID: OCT911	Opened: 1/6/2015 8:55:33PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 1/24/2015 3:07:48PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: RE: 911 Communications

From:SMTP:{cstasio@ppines.com}cstasio@ppines.com

DATE OF INCIDENT: 12.28.14

CASE NUMBER: 2014-096269 @ 1255 hrs

PRIORITY LEVEL: I

LOCATION: 14373 SW 9 Ct (Pembroke Cay)

REPORTED BY: CAPTAIN STASIO

NAME: Sgt. Walsh

MUNICIPALITY: (Leave Blank)

AGENCY: Pembroke Pines PD

EMAIL ADDRESS: cstasio@ppines.com

TELEPHONE NUMBER: 954-431-2501

INCIDENT DETAILS: Units were dispatched to a delayed domestic disturbance which had occurred on the night of 12.27.14 according to the reportee. The reportee responded to police headquarters on 12.28.14 to meet with officers. Investigation revealed the reportee dialed 911 on 12.27.14 @ 2330 hrs from her cell phone, 201-560-7918 and was transferred due to a language barrier. During this time, the call disconnected. BSO called back on two occasions. No call was entered for Pines PD to respond and check the area. It is unknown whether a latitude/longitude check was conducted by dispatch personnel in order to determine an area in which the reportee was calling from.

The final investigation revealed that the suspect battered his wife (the reportee) who was attempting to report the incident via 911. He then took her cell phone from her and disconnected the call.

This call should have been entered and a unit dispatched to investigate.

ADDITIONAL COMMENTS:

The City of Pembroke Pines is a public entity subject to Chapter 119 of the Florida statutes concerning public records. Email messages are covered under Chapter 119 and are thus subject to public records disclosure. All email messages sent and received are captured by our server and retained as public records.

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
1/6/2015 8:55:33PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/6/2015 8:55:34PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/6/2015 8:55:35PM	SYSTEMACCOU NT	Forwarded To Group DESK	HD_FRWD_GROU P	00:00:00
1/6/2015 8:55:36PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/7/2015 6:46:07AM	DBORGIA	Subject Changed To OTHER	HD_SUBJ_CHANG E	00:01:20
1/7/2015 6:46:08AM	DBORGIA	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:00
1/7/2015 6:46:14AM	DBORGIA	Notes	NOTES	00:01:03
1/22/2015 3:07:46PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:39
1/22/2015 3:07:47PM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
1/22/2015 3:08:00PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

BMC SERVICE DESK EXPRESS

Incident: 313572

As of Monday, Jan 26, 2015 16:38

Incident

Page 1 of 5

Client Information		Assign to Information	
Last Name: Stasio	First Name: Chris	AMIZE	854-321-4496 Ext:
Client ID: CSTASIO		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSQ 811	
Phone: 954-436-3200	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/17/2015 12:02:06AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 1/23/2015 10:39:59AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: RE: 911 OPERATIONS

From: SMTP:(cstasio@ppines.com)cstasio@ppines.com

Message: DATE OF INCIDENT: 1-10-15

CASE NUMBER: 2015-002275

PRIORITY LEVEL: I

LOCATION: 11360 Pines Blvd.

REPORTED BY: CAPTAIN STASIO

NAME: Sgt. Gazzano

MUNICIPALITY: (Leave Blank)

AGENCY: Pembroke Pines PD

EMAILADDRESS: cstasio@ppines.com<mailto:cstasio@ppines.com>

TELEPHONE NUMBER: 954-431-2501

INCIDENT DETAILS: Units were dispatched to a possible abduction (NO TONE ALERT) in progress at Buy Buy Baby. The dispatcher gave out information that an H/M attempted to take a new born from a shopper at Buy Buy Baby and then fled in a light blue Ford Fusion east bound on Pines. As units were responding the dispatcher never updated officers with information from the CAD. CAD was advising that the H/M actually battered her, choked the female victim and punched her in the face. The lack of any kind of a tone alert and the CAD notes never being relayed on the radio is unacceptable for this type of a call and officer safety. If force is being used in the commission of a crime in progress it is imperative that officers are made aware of that ASAP over the radio, they don't have time to read their computers while driving, nor should they.

It was determined after units arrived that, there was no abduction, but an attempted robbery/ simple battery that occurred. The victim was choked and taken to the ground by the suspect however no attempt was made to take the baby.

ADDITIONAL COMMENTS:

Please contact me directly with any questions.

Captain Stasio

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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
1/17/2015 12:02:06AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/17/2015 12:02:07AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/17/2015 12:02:08AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/17/2015 12:02:09AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/17/2015 12:02:55AM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-313572	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: MREXHTCA13.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 mrexhtca13.bc.broward.cty (10.10.40.78) with Microsoft SMTP Server id 14.3.169.1; Sat, 17 Jan 2015 00:02:26 -0500
 Received: from 1vbcade10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTSP; 17 Jan 2015 00:02:26 -0500
 Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Sat, 17 Jan 2015 00:02:26 -0500
 MIME-Version: 1.0
 From: <selfhelp@broward.org>
 To: <DHALL@broward.org>
 Reply-To: selfhelp@broward.org
 Date: Sat, 17 Jan 2015 00:02:26 -0500
 Subject: OCT 911 Operations New Incident Notification *ref#24-313572
 Content-Type: text/html; charset="utf-8"
 Content-Transfer-Encoding: base64
 Message-ID: <1VBCSDE10FRaqbC8wSA000159dd@1VBCSDE10.bc.broward.cty>
 X-OriginalArrivalTime: 17 Jan 2015 05:02:26.0591 (UTC) FILETIME=[C98B8AF0:01D03212]

Return-Path: selfhelp@broward.org

1/21/2015 10:39:59AM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:01:15
1/21/2015 10:40:00AM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
1/21/2015 10:40:13AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
OCT 911 Operations N.eml		4812
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 309935

As of Monday, Jan 26, 2015 16:36

Incident

Page 1 of 6

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

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 12/30/2014 1:56:18PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 1/6/2015 8:56:18AM	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: 12/29/2014

INCIDENT NUMBER: 33/170510

PRIORITY LEVEL: HIGH

LOCATION: South PSAP

REPORTED BY: Regional Comm Dispatcher

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org<mailto:angela_mize@sheriff.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

LT. COOPER - please review the below issue as well as the above audio file. This was a high priority emergency event in which the dispatcher, while the air was in a "stop transmitting" status, attempted to provide additional OFFICER SAFETY updates regarding a weapon inside of a vehicle. Another unit intentionally pushed her 1024 button and when checked on to see if she was alright, was told that she pushed the emergency button to stop the dispatcher from talking.

Please review this issue - my concern here is, obviously, did the unit prefer that we didn't communicate this safety update at all?

ADDITIONAL COMMENTS:

From: Brownstein, Robert
Sent: Tuesday, December 30, 2014 11:40 AM
To: Mize, Angela
Cc: Zarazinski, Lisa
Subject: RE: Disp 20 Incident
Importance: High

Occurred exactly as described below. Audios is attached. Let me know if you need anything else.

[Description: Description: Description: FR Patch 2014 email][Description: Description: Description: cid:image002.jpg@01CF32E4.D4FA00C0]
Robert Brownstein
Regional Communications Operations Analyst
Broward Sheriffs Office - Regional Communications Administration
2601 West Broward Blvd
4th Floor - Administrative Offices
Fort Lauderdale, Florida 33312
Tel: 954-321-4929
Mobile: 954-551-0920

Fax: 954-321-5090

Robert_Brownstein@sheriff.org<mailto:Robert_Brownstein@sheriff.org>
www.sheriff.org<http://www.sheriff.org/>

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

This email communication and any attachments may contain confidential and privileged information for the sole use of the designated recipient(s). Any unauthorized review, use, disclosure or distribution is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Mize, Angela
Sent: Tuesday, December 30, 2014 11:23 AM
To: Rios, Josephine; Zarazinski, Lisa
Cc: Alvarez, Joanne; Brownstein, Robert
Subject: RE: Disp 20 Incident

Thank you for bringing this to my attention.

We will have the audio pulled and will make a formal complaint with the City on the occurrence.

Rob - can you forward me the audio on this, please?

From: Rios, Josephine
Sent: Monday, December 29, 2014 10:15 PM
To: Zarazinski, Lisa; Mize, Angela
Cc: Alvarez, Joanne
Subject: FW: Disp 20 Incident

Also forwarding to you as an FYI to common everyday issues on Dispatch 20 especially Charlie Shift.

From: Rios, Josephine
Sent: Monday, December 29, 2014 9:28 PM
To: 23.josie@gmail.com<mailto:23.josie@gmail.com>; smour3@aol.com<mailto:smour3@aol.com>
Subject: FW: Disp 20 Incident

From: Rios, Josephine
Sent: Monday, December 29, 2014 9:03 PM
To: White, Sheri; Bridwell, Virginia
Cc: Melendez, Sandra
Subject: Disp 20 Incident

Sheri,

On Mon Dec 29th 17:42 there was a S/220 please see case#33/170510. The units were dispatched to the call by Communication Opr III Sandra Melendez on the TAC channel position. The Hollywood position CAD was 1007.

U3107 came over the air advising there was two subjects that they were trying to get into custody out of one vehicle and for Sandra to "1003 the air". Operator Melendez complied. As the air was 1003, she was receiving updates in the CAD header that there was a second vehicle involved with a S/O gun. Due to the critical update and officer safety, Sandra broke the air to advise the units of the updates per SOP. U2801 activated her 10-24 button as Sandra was giving out the updates. Sandra then went to that unit per SOP to check on them and asked U2801 if she activated her 10-24 button and U2801 responded; "Yes, because you were still talking when we 1003 the air." This is an example of the differences in policies, which in turn creates frustration on both ends and the attitude that comes across from the units to the dispatcher. Sandra was doing her job the SOP way, she did not violate or drop the ball on the air being 1003 as the units made it seem. Another item that should be noted, is

the unit using 10-24 for that. That is 10-30. Also, the attitude and lack of professionalism on their end. Sandra was following the SOP and the units were not understanding why she was doing what she was doing. They need to be made aware AGAIN of our policy and procedures on the radio. This incident is an officer safety example, that they themselves said we lack of. Clearly here, their lack of officer safety is shown.

Josephine S. Rios 16175
Communications Opr III
South Region Site

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
12/30/2014 1:56:18PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/30/2014 1:56:19PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/30/2014 1:56:20PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/30/2014 1:56:21PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/30/2014 1:57:05PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-309935	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: MREXHTCA13.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 mrexhtca13.bc.broward.cty (10.10.40.78) with Microsoft SMTP Server id 14.3.169.1; Tue, 30 Dec 2014 13:56:40 -0500

Received: from 1vbcsde10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 30 Dec 2014 13:56:40 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 30 Dec 2014 13:56:39 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Tue, 30 Dec 2014 13:56:39 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-309935

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10p9fsh3zjJC0000d93e@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 30 Dec 2014 18:56:39.0954 (UTC) FILETIME=[583D1F20:01D02462]

Return-Path: selfhelp@broward.org

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		7078
image002.jpg		9970
L33141229170510 - DISPATCH AUDIO.wav		111133
L33141229170510.pdf		144433
OCT 911 Operations N.eml		9084
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 309044

As of Monday, Jan 12, 2015 10:27

Incident

Page 1 of 7

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA	LMOLITOR	954-882-7788 Ext:
Client ID: AMIZE		LYNN	MOLITOR
Company ID: BROWARD COUNTY		CTD	
Phone:	Ext:		

Incident Information		
Category: MAPS-COMMONPLACES	MAPS-COMMONPLACES	
Impact ID: OCT911	Opened: 12/22/2014 4:52:45PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: WAITCUSTO MER	Due Date: 1/1/2015 4:52:45PM	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: Training

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org<mailto:angela_mize@sheriff.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

The four Broward County courthouses needs to be programmed in CAD as common named places to reflect INSIDE or OUTSIDE of the facility - as there are two very different DLE responses depending upon whether the need is inside or outside of the building.

All events within the facility must zone for BSO DISTRICT 6 - Courthouse Services. All events outside of the facility must zone for the respective city in which the building lies: ie. FL (Main), Plantation (West-side), Deerfield (North), and Hollywood (South).

Currently, most of the locations provide an internal zone only - for District 6 courthouse services. Only South zones for HW. This is a critical issue as the CAD will zone automatically if the address is used and without this clarification we will run the risk of operators generating a call improperly for service and the associated time delays that will result.

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@01D01E07.97681710]

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: Response provided by Lynn Molitor on December 22, 2014 at 6:10 p.m.

Subject: RE: 911 Operations

From: SMTP:{LMOLITOR@broward.org}LMOLITOR@broward.org

Message: Dear Angie,

We do not have the ability to differentiate between the inside or outside of a building. The address must zone for one agency. I can test a common place solution (courthouse inside and courthouse outside) to see if I can use the same address and place it in different zones. Please be advised that I don't know if this will work and want to reiterate that this will NOT work in OSSI. If this works, it will require the operators to select the appropriate common place.

Sincerely,
Lynn

Lynn Molitor
Office of Regional Communications Technology
115 S Andrews Av, Fort Lauderdale, FL 33301
lmolitor@broward.org
Telephone: (954) 383-8130
www.broward.org

From: Mize, Angela [mailto:Angela_Mize@sheriff.org]

Sent: Monday, December 22, 2014 4:52 PM

To: RegionalCommunications

Cc: Sabin, Antonio; Medvin, Scott; Farmer, Lory; Whitworth, David; Lowe, Suzanne; White, Sheri; Thomas, Tara; Bridwell, Virginia; Elmaadawy, Latasha; DiBernardo, Marysol; Revis, Daniel; Molitor, Lynn; Foley, Maeghan

Subject: 911 Operations

DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: All PSAPs

REPORTED BY: Training

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

The four Broward County courthouses needs to be programmed in CAD as common named places to reflect INSIDE or OUTSIDE of the facility – as there are two very different DLE responses depending upon whether the need is inside or outside of the building.

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(North), and Hollywood (South).

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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.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/22/2014 4:52:45PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/22/2014 4:52:46PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/22/2014 4:52:47PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/22/2014 4:52:48PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/22/2014 4:53:28PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-309044	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; Mon, 22 Dec 2014 16:53:08 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 22 Dec 2014 16:53:08 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Mon, 22 Dec 2014 16:53:08 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Mon, 22 Dec 2014 16:53:07 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-309044

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10RLVbNDN4Cx0000bfee@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 22 Dec 2014 21:53:08.0005 (UTC) FILETIME=[ABE77D50:01D01E31]

Return-Path: selfhelp@broward.org

12/22/2014 4:53:28PM

Automatic reply: OCT 911 Operations New
Incident Notification*ref#24-309044

EMAILIN

00:00:00

From: MAJONES@broward.org

Out of Office Alert:

I will be out of the office from 12/22/14 to 1/2/15, returning 1/5/15. If this is an urgent matter, please contact Brett Bayag at BBAYAG@broward.org. Otherwise, I will reply upon my return.

12/23/2014 8:09:25AM SMEDVIN Forwarded To Staff LMOLITOR HD_FRWD_STAFF 00:00:07

12/23/2014 8:09:26AM SMEDVIN Urgency has been changed URGENCY_CHANGE 00:00:00

12/23/2014 8:09:36AM Sent EMail To LMOLITOR EMAIL_SENT 00:00:00

1/5/2015 10:42:43AM LMOLITOR Subject Changed To MAPS-COMMONPLACES HD_SUBJECT_CHANGE 00:01:19

1/5/2015 10:42:44AM LMOLITOR The Clock has been stopped STOP_CLOCK 00:00:00

1/5/2015 10:42:51AM LMOLITOR User Defined Status Changed To WAITCUSTOMER HD_STATUSCHANGE 00:00:07

1/5/2015 10:42:52AM LMOLITOR The Clock has been started START_CLOCK 00:00:07

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032
OCT 911 Operations N.ernl		4352
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 311740

As of Monday, Jan 12, 2015 10:29

Incident

Page 1 of 5

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

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

DESCRIPTION: Subject: 911 Operations

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

Message: Date of Incident: Ongoing

Incident Number: N/A

PRIORITY LEVEL: 3

LOCATION: central Regional Communications Teletype

REPORTED BY: Broward County Regional Communications

NAME: Suzanne Lowe

MUNICIPALITY: Broward Sheriff's Office

AGENCY: Communications

EMAIL ADDRESS: Suzanne_Lowe@sheriff.org

TELEPHONE NUMBER: 954-320-0597

INCIDENT DETAILS:

The Teletype talk group assignments are as follows:

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

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

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

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

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

Proposed resolutions:

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

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

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

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

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

Note:

Accounting Fields:

Vendor Quote:	0.00
Invoice Number	
Invoice Amount	0.00
Charge Point	
BTN	None
DI	None
Subdi	

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/8/2015 6:03:42PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/8/2015 6:03:43PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/8/2015 6:03:44PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/8/2015 6:03:45PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/8/2015 6:04:27PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-311740	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA10.bc.broward.cty

DHALL@broward.org

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

Original message headers:

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

Received: from 1vbcsde10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 08 Jan 2015 18:04:02 -0500

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

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

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

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

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

Content-Transfer-Encoding: base64

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

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

Return-Path: selfhelp@broward.org

1/9/2015 8:51:30AM LFARMER Forwarded To Staff ASABIN HD_FRWD_STAFF 00:02:39



1/9/2015 8:51:46AM Sent EMail To ASABIN EMAIL_SENT 00:00:00



Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		8032
OCT 911 Operations N.eml		6195
unknown.log		285