



Office of Regional Communications and Technology

April 30, 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

A South Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Thursday, April 30, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 9:10 a.m.

Mr. Whitworth announced his upcoming retirement and presented a slide depicting the agenda. A copy of the slide is attached hereto and made a part of these minutes. With regard to an update for agency access to audio, Drew Smous indicated that agreements regarding usage and retrieval of recordings are being drawn up for the participating agencies. Mr. Whitworth noted ORCAT (Office of Regional Communications and Technology) staff's plan to move the South PD and FR ORT (Operational Review Team) meetings to afternoons starting in May. There was no objection.

Mr. Whitworth continued to review the agenda. As for radio procedure for silent hold-up alarms at banks, Captain Jose Vargas of the Pembroke Pines Police Department said he discussed the issue with his agency's command staff and it was decided upon that MAIN channel should be utilized. He went on to say that he is still working on the policy regarding signal types in terms of priority and time checks. He said this topic will be discussed at his agency's next staff meeting, and an update can likely be provided at the next (May) ORT meeting.

With regard to a language line update, Jenna DiPlacido recalled this issue being discussed at an ORT meeting for the Central Consolidated Dispatch Center. The State charges about 73 cents per minute to utilize the language line, but each agency must have their own contract. A number of agencies have expressed interest in this service. It is possible for multiple agencies to be included on the same contract and billed separately. She offered to provide contact information to any interested parties. Discussion ensued. Ms. DiPlacido pointed out that it is not allowed for

field units to request language line through dispatch (after the 911 call is disconnected) because of how the funds are allocated, which is where the need for agencies contracting with the State came in. An agency representative asked if the dispatcher could keep the 911 caller on the line, so a separate call to language line is not necessary. Ms. DiPlacido replied that it would not be possible because it would tie up the operator; traditionally operators disconnect the call upon the arrival of field units. Mr. Smous pointed out that BSO (Broward Sheriff's Office) maintains a list of foreign language speaking employees. Angela Mize stated that field units can contact a duty officer (to be provided with an individual from the list). In the event an officer needs a translator, the operator will execute an all-radio check to locate an employee capable of providing that service. Sheri White said it should be given consideration that the BSO foreign language assistance is prioritized according to incident types, and providing the service can be a matter of an overtime provision for a needed translator who is off duty. Mr. Smous added that the BSO foreign language assistance is a safety net for field personnel.

Mr. Whitworth continued to review the agenda. Currently, there are no open status Priority 1 incident tickets for review. Mr. Smous noted that data review, as shown on the agenda, is essentially the QI (Quality Improvement) process. The QI team reviews every incident ticket to determine root causes and develop countermeasures. He presented a slide showing all of the incidents from January, 2015. A copy of the slide is attached hereto and made a part hereof these minutes. Ms. Mize indicated that every incident is researched and that information is provided to ORCAT; the information is also provided to BSO's QA (Quality Assurance) unit to address the matter and any operators that are involved. Mr. Smous emphasized the importance of agency representatives submitting incident tickets. Mr. Whitworth expressed agreement with Mr. Smous' statement as to the importance of incident ticket submissions. Ms. Mize pointed out that BSO's QA unit randomly pulls calls every month; in March, 2015 the QA unit randomly pulled (and reviewed) 300 calls for service to include call-takers, dispatchers, and teletype operators. The QA unit is finding massive disconnects between pre- and post-consolidation operator practices. The QA unit tracks every operator and policy violations, and progressive discipline is applied. About 12 operators have been given formal remedial training which includes pulling the individual from the position and placing him with a training officer for time periods as lengthy as over 240 hours. She stressed that BSO is taking a proactive, rather than a reactionary, approach to dispatch issues. Mr. Smous reviewed a slide entitled *Call Taker – Address Collection Workflow*, a copy of which is attached hereto and made a part hereof these minutes.

Lieutenant Albert Cooper of the Hollywood Police Department indicated that several calls came into Broward's regional dispatch that are actually for Hollywood, California. He asked if operators could ask if the caller is located in Florida if the area code is out-of-state. Mr. Whitworth noted that numerous 911 callers are located in the state of Florida, but simply have out-of-state cellular numbers. Sergeant Travis Morris of the Hollywood Police Department pointed out that there is no police department specifically for Hollywood, California; so, when that information is entered in an internet search, the Hollywood Police Department here in Florida comes up. Lieutenant Cooper clarified that his request only applies to instances when the address provided by the caller is not accepted in CAD (Computer Aided Dispatch). Ms. Mize noted that Hollywood Boulevard exists here in South Florida and California. Nonetheless, training bulletins can be provided to dispatch staff to ask callers if they are in Florida if CAD does not accept the Hollywood address provided. Mr. Whitworth thought field personnel should be responsible for asking dispatch if the address was verified if it was forced into CAD.

Mr. Whitworth went on to review the agenda, noting the issue of inconsistency with notifications to bordering jurisdictions about in-progress events. Sergeant Ed Smith of the Davie Police Department indicated that, at random times, his agency receives notifications about burglaries in

progress in the cities of Tamarac and West Park. Captain Richard Moore of the Davie Police Department added that his agency does not (consistently) receive notifications about events within close proximity to Davie. He elaborated upon a vehicle accident that occurred previously. Ms. Mize indicated that this represents two separate issues. The first is that there is a brand new position, DLE/TAC, in all three consolidated dispatch centers; this includes new policies and expectations and BSO must educate staff to that. BSO's current policy states that, if certain signals are dispatched, the DLE/TAC position gets an automatic message stating such; there are about 10 such signals. The DLE/TAC dispatcher is supposed to broadcast the message to the other two dispatch centers. In turn, those dispatchers are supposed to go over their talk group to announce if it is, jurisdictionally, a city within their area. She added that the type of accident described by Captain Moore would not be included as part of the notification process; however, additional signals can be added if desired. Mr. Smous stated that BSO's policies are posted on the regional portal, and were previously distributed to ORT members. He invited agency representatives to review the policies and recommend any desired revisions. He noted that Lieutenant Cooper reviewed all BSO policies so his agency would have full understanding of changes to occur post-consolidation. Also, Lieutenant Cooper has recommended some policy revisions. He elaborated upon a technology issue that affected the matter raised by Captain Moore and Sergeant Smith where the notification messages were displayed on the wrong console for several weeks at the South Consolidated Dispatch Center, and not on the DLE/TAC position. However, the issue was resolved. Sergeant Smith mentioned another issue is his agency does receive information that should not be broadcast over the radio. Ms. Mize reasoned that she prefers dispatchers to over-provide (notifications), rather than under-provide for moving, in-progress events. Sergeant Smith agreed that should be the case for moving, in-progress events. But there have been instances where his agency has received unnecessary notifications. Ms. Mize pointed out that a notification broadcast is not necessarily a request for participation of field units; it is simply a notification. Further, there is a DLE/TAC policy and the MAIN channel multi-select policy. If certain signals come through, they should be multi-selected to ensure neighboring jurisdictions are notified. She confirmed for Sergeant Smith that this is included in BSO's policies. She further confirmed for Ms. DiPlacido that the multi-select cities are pre-set, so there would not be an instance of an operator incorrectly choosing the City of Davie in a multi-select.

With regard to standardizing radio talk group names, Mr. Whitworth explained that Jose M. De Zayas of ORCAT is endeavoring to establish one named countywide talk group. When that is in place, the issue of standardizing talk group names will be resolved. This topic is discussed at the (quarterly) Regional Public Safety Communications Committee meetings. Major John Savaiko of the Miramar Police Department referred to a newsletter distributed by Mr. De Zayas that includes updates on this topic. He suggested the newsletter be distributed to all ORT members as it is valuable information. Mr. Whitworth recalled sending the newsletter to South ORT members.

Mr. Whitworth went on to review incident ticket number 329027, a copy of which is attached hereto and made a part hereof these minutes. Lieutenant Cooper said he had addressed the matter via an email to officers. He asked if it is possible to disable the function (field units placing themselves arrival via MDC [Mobile Digital Communicator] without verbal notification to dispatcher). Ms. White replied that disabling the function is not possible. Another issue is that field units must switch to "AR" (arrival) status when pulling case numbers via MDCs for area checks; otherwise they will be placed in "on view" status which has an automatic timer that times out after three minutes.

Ms. Mize reviewed incident ticket number 336585, a copy of which is attached hereto and made a part hereof these minutes. Mr. Smous thought information specific to each consolidated dispatch center can be posted on the regional portal. Mr. Whitworth clarified that incident number 336585 refers to a daily roster. Mr. Smous stated that, nonetheless, the consolidated dispatch

centers need to have information from participating agencies and the regional portal can serve as a central repository. Ms. Mize pointed out that the regional portal is only accessible by site managers; line-ups are sent to each shift (at the dispatch center) and the desire is to not have to track down the site manager or assistant site manager to obtain this information. Sergeant Smith agreed that it is a good idea for officers to provide a cellular phone number on the daily line-up (as requested in incident ticket 336585), but did not believe his agency's officers would be willing to provide it because they are not issued work cellular phones. Discussion ensued. Ms. DiPlacido noted a plan to begin executing a (countywide CAD-generated) page for law enforcement to alert field personnel of system outages, similar to what has been in effect for fire rescue.

Mr. Smous indicated that all ORT members should be in receipt of an email notification announcing the regional portal. He reviewed the policy dashboard live online, as well as the Regional Policy Change Request form, a copy of which is attached hereto and made a part hereof these minutes. The Regional Policy Change Request form will be completed by any policy sponsors; it serves as justification for the desired policy change. He mentioned an issue referenced by Chief Chester Bolton of Pompano Beach Fire Rescue that fire rescue units are staging too long, waiting for law enforcement to get on scene. An agency representative said his agency has been experiencing the same problem. A policy is being created by his agency for the fire department to go on PD's x-ray channel to find out if they are needed by PD because they have not been receiving that information from fire command. Ms. Mize believed Chief Bolton's issue is different than the matter raised at this meeting. The agency representative said there is already a policy stating that once the law enforcement dispatcher is told its clear (for fire rescue) to enter the scene, that dispatcher should transmit the information directly over the fire rescue talk group. Chief Bolton's issue is that his field units are staging, but law enforcement is taking an excessive amount of time to give them the "go-ahead" to enter the scene. Ms. Mize stated that, if law enforcement dispatch advises to send in fire rescue field units, but fire rescue does not receive the message, an incident ticket should be submitted because a policy is in place requiring the law enforcement dispatcher to transmit (the message) over fire rescue's MAIN channel. Mr. Smous continued to review the policy dashboard. He referred to the *Regional Policy Change Request Process* workflow chart, a copy of which is attached hereto and made a part hereof these minutes. He noted the contact information stored on the Regional Portal, and invited meeting attendees to submit any additional or revised contact information for posting.

With regard to phone outage notification procedures, Ms. DiPlacido recalled that non-emergency lines had gone down at Central and field units inquired as to the notification procedure. She said the process, according to Ms. Mize, is that dispatchers should send CAD and teletype messages, as well as issue BOLOs. Also, the goal is to (eventually) send pages to law enforcement field personnel's cellular phones. To that end, ORCAT staff will advise PD ORT members of the information needed to set up the page.

Mr. Whitworth mentioned that he is working on a consolidated dispatch disaster recovery plan. Some examples of flee-to situations are a fire at a dispatch center, or a complete (phone line) outage. The disaster recovery plan will include flee-to locations. The most significant challenge in designing a flee-to plan is that dispatchers will not be dispatching while going to the flee-to location. He asked meeting attendees if it would be reasonable to include in the disaster recovery plan that all field units go to the Bravo channel after the announcement is made, and remain on that channel until dispatchers are set up at the flee-to location. He further inquired as to whether the preference is to pull all field units in and answer calls from the station as is the current practice when there are radio issues. Discussion ensued. Ms. Mize preferred to task the flee-to dispatch center to patch as many channels as possible. Mr. Whitworth noted that, once dispatch personnel arrive at the flee-to location, they will log-in, go back on MAIN channel, and be up and running.

He said it will be included in the disaster recovery plan that radio channels will be combined (via patching) until dispatch personnel arrive at the flee-to location. There were no objections.

Captain Moore recalled a recent incident wherein a Davie PD unit went into the City of Sunrise. The Davie unit went on the MAIN channel to request a Sunrise PD unit; a debate ensued as to who should be notifying Sunrise PD. Mr. Whitworth asked Captain Moore to submit an incident ticket. Discussion ensued. Captain Moore said there has been feedback indicating that a lot is being left to the discretion of dispatchers. Given the number of dispatchers with differing competency levels, he thought discretion should not be given to them. Mr. Whitworth stated that ORCAT staff agrees. Ms. DiPlacido said the objective is to revise policies to limit decisions dispatchers have to make. Captain Moore noted that there is value in common sense; the question is where to draw the line between common sense and discretion. Captain Vargas believed there are too many call types where time checks are left to dispatchers' discretion; the review of this policy will focus on that.

There being no further matters to address, the meeting adjourned at 10:30 a.m.



Agenda

South PD Operational Review Team Meeting

Emergency Operations Center

201 NW 84 Avenue, Plantation, FL

Room 332-A

Date: Thursday, April 30, 2015

Time: 9:00 AM

-
- I. **Call to Order**
 - II. **Old Business**
 - a. **Agency access to audio update**
 - b. **Beginning in May, South PD ORT meetings to be held in afternoons 1:30 p.m. to 2:30 p.m.**
 - c. **Radio procedure for silent hold-up alarms at banks, Pembroke Pines PD – BSO recommends this be handled on main channel, rather than tactical – Obtain follow-up from Captain Jose Vargas of Pembroke Pines**
 - d. **Policy Sponsor Update – Captain Jose Vargas of Pembroke Pines (signal types in terms of priority and time checks)**
 - e. **Language Line Update – agencies cannot piggyback on County contract, but can have one new contract for all County agencies with separate billing**
 - III. **Open Status Priority 1 Incident Review**
 - IV. **Incident Disposition Review**
 - V. **Data Review**

- a. **January Incidents**
- b. **Call-taker Address Collection Workflow**

VI. Participating Agency Policy Issues

- a. **Inconsistency with notifications to bordering jurisdictions about in-progress events – raised by Assistant Chief Keith Dunn, Davie PD at April 9 BCCCC meeting**
- b. **Standardization needed within each regional center as to names of radio stations – raised by Sergeant Roger Krege, Sunrise PD at April 14 Central PD ORT meeting**

VII. Operator Policy Issues

- a. **Incident ticket # 329027**
- b. **Incident ticket # 336585**

VIII. New Business

- a. **Policy Dashboard Review**
- b. **Regional 911 Incident Response Form**
- c. **Regional 911 Portal**
- d. **Regional Policy Change Request Form**
- e. **Regional Policy Change Request Process**
- f. **Phone outage notification procedures**
- g. **BSO suggested ORCAT staff be consulted to develop a separate CAD-generated HipLink page for DLE**

IX. Adjourn

January Incidents

Incident	Category	Position	Service Category	Summary
316184	Information Gathering	Call Taker	Event Interrogation - FR	Didn't interrogate caller properly for an accident with injuries
315930	Information Gathering	Call Taker	Addressing	Entered incorrect street type in CAD (St instead of Ave)
315620	Equipment Use	Call Taker	Addressing	Didn't select proper city in CAD
315008	Failure to act on updates	Dispatcher	Reviewing Updates - EMD Assignment	Didn't assign proper Rescue units based on the escalation
314442	Information Gathering	Call Taker	Addressing	Didn't properly get secondary address validation
314364	Equipment Use	Call Taker	Addressing	Didn't use address or phone number provided by system.
314136	Follow Policy	Dispatcher	Updating Unit Status	Changed the status of the OnView to Arrival Status stopping the timer
314126	Follow Policy			
313978	Information Gathering	Call Taker	Addressing	Not an operator error but no policy to define whether or not the dispatcher should have asked the officer if they needed backup.
313920	Equipment Use	Call Taker	Addressing	Did not enter correct address
313841	Failure to act on updates	Dispatcher	Failure to Create CAD Event	Didn't select proper city in CAD
313656	Operator Performance	Dispatcher	Updating Unit Status	Didn't submit HAZMAT page once advised
312950	Equipment Use	Call Taker	Addressing	Removed Officer from call vs stopping timechecks when requested
312387	Information Dissemination	Dispatcher	Verbalizing Safety Flag	Didn't search for common place properly
311612	Information Dissemination	Dispatcher	Reviewing Updates	Didn't read safety flags
	Failure to act on updates	Call Taker	Failure to create CAD event	Didn't monitor calls - Second CT got new information, assault
	Failure to act on updates	Dispatcher	Reviewing Updates - Verbalize Event	Didn't change signal type.
	Information Gathering	Call Taker	Event Interrogation - FR	Didn't verbalize updates
311560	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Didn't interrogate for injuries
311162	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Send EMD to non participating Parkland Dispatch
	Information Gathering	Call Taker	Addressing	Didn't create proper Rescue call when information provided
311122	Misclassification	Call Taker	EMD Classification	Didn't enter address properly
311027	Information Gathering	Call Taker	Event Interrogation - Law	Didn't choose the right signal
310873	Information Dissemination	Call Taker	Failure to create CAD event	Didn't interrogate properly before dispatching call. Didn't ask if weapon caused injury to wrist
310590	Operator Performance	Dispatcher	Radio Traffic Management	CAD Entry - Didn't create CAD event when receiving a call for alarm activation
309491	Information Dissemination	Call Taker	Failure to create CAD event	Was not responding in a timely manner. Handling the volume of traffic.
308524	Information Gathering	Call Taker	Addressing	Resolution in 311027 - Duplicate Incident
308008	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Didn't create a fire HAZmat call with initial Law event
307566	Information Dissemination	Dispatcher	Regional knowledge - Dispatched for Parkland	Entered wrong address. Repeated address instead of asking caller to repeat it.
297591	Information Gathering	Call Taker	Failure to Create CAD Event	Sent FR call to non participating Parkland Dispatch
297572	Information Gathering	Call Taker	Addressing	Didn't enter the FR call from Law in a timely manner
				Send call to Seminole instead of creating a call for Seminole park in HW
				Created call for the Coconut Creek Seminole Hardrock instead of Hollywood

Call Taker	21	11
Addressing		11
Failure to Create CAD event		4
Event Interrogation		3
Regional knowledge		2
EMD Classification		1
Dispatcher	9	
Reviewing Updates		3
Updating Status		2
Failure to Create CAD event		2
Verbalizing Safety Flag		1
Radio Traffic Management		1

Call Taker - Address Collection Workflow

Event Interrogation

Address Collection

EMD / Scene Detail

DRAFT

What's your emergency?

What's the address of the emergency?

Verify address to ANI/ALI information

Match?

Have Caller repeat address

Address in CAD?

F12 - Submit to Dispatch

F12 - Submit to Dispatch

X

Address confirmation process

Secondary Validation

[Redacted]

Serial Address updates to Dispatch

Is Call Taker Still on the Phone?

Dispatcher calls Caller back

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

Unit Found Location?

Unit radios Dispatcher

Start EMD Protocol

Medical Event?

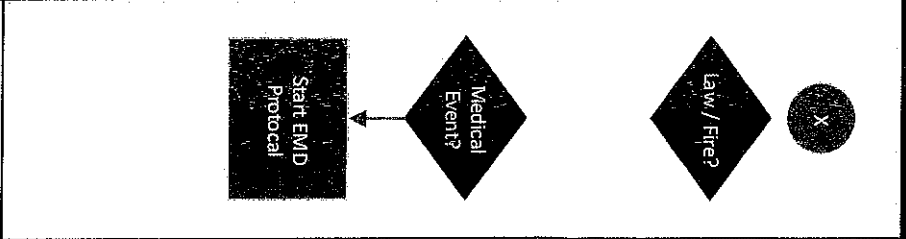
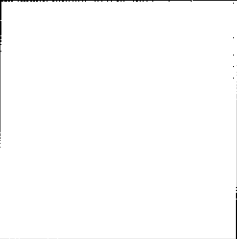
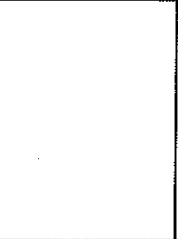
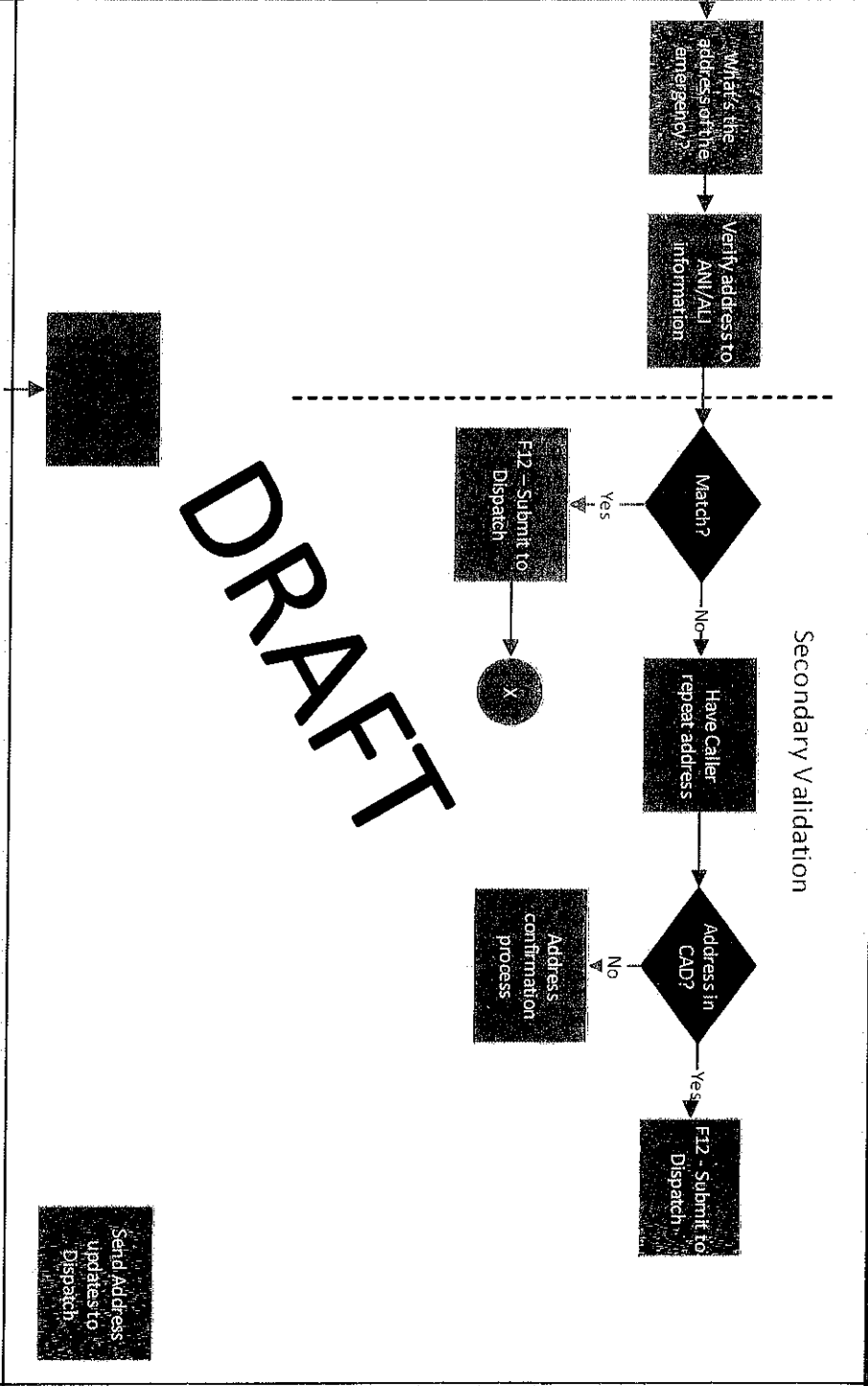
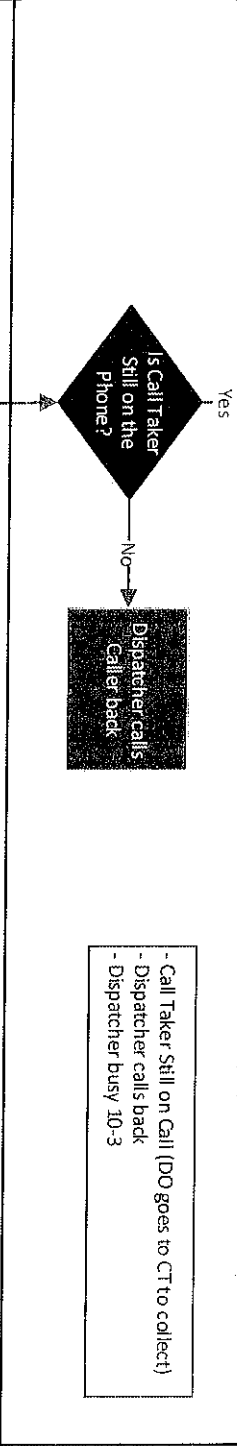
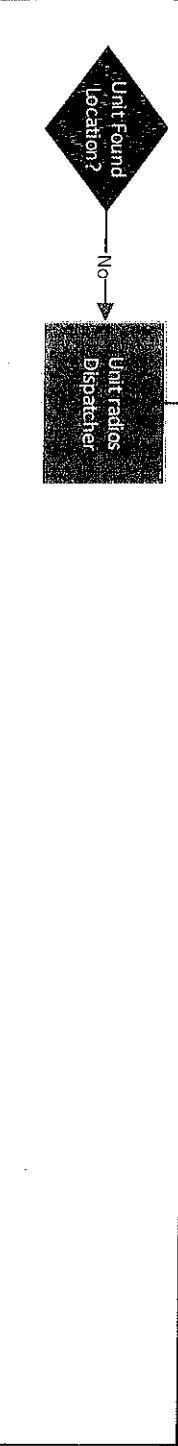
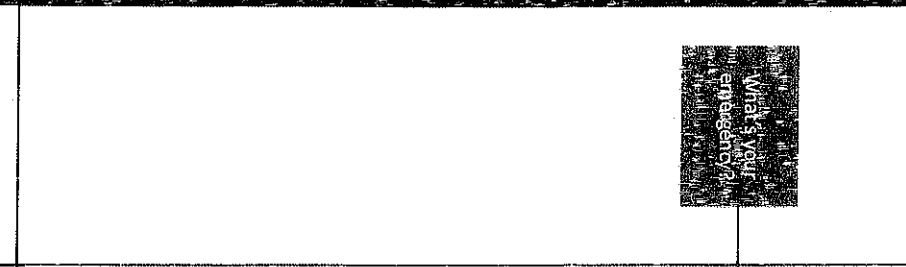
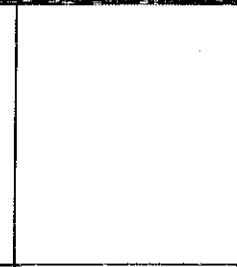
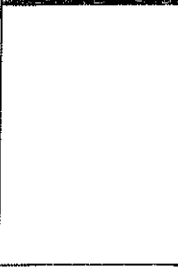
Law / Fire?

X

Field Unit

Dispatcher

Call Taker



BMC SERVICE DESK EXPRESS

Incident: 329027

As of 28 Apr 2015 3:14:16 PM

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Incident

Client Information		Assign to Information
Last Name: WHITE	First Name: SHERI	Ext:
Client ID: SHWHITE		
Company ID: BROWARD COUNTY		OCT OPS
Phone:	Ext:	

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 25 Mar 2015 1:53:24 PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 1 Apr 2015 8:53:24 AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT: 3/24/2015

INCIDENT NUMBER: See below

PRIORITY LEVEL: MEDIUM

LOCATION: South PSAP

REPORTED BY:

NAME: Sheri White

MUNICIPALITY:

AGENCY: BSO Regional Communications

EMAIL ADDRESS: sheri_white@sheriff.org

TELEPHONE NUMBER:954-320-0608

1. INCIDENT DETAILS: Hollywood Units continue to pull case numbers and place themselves arrival on calls via MDC without verbal notification to the dispatcher. They additionally will code-out calls without notifying the dispatcher 33B19 case (33/43208), 33B02 .. 33/42861, 33/42785 and 33/42775.

ADDITIONAL COMMENTS:

Sheri White, RPL, ENP
Site Manager
South Regional Communications
Broward Sheriff's Office
Office: 954-320-0608 | Email: Sheri_White@sheriff.org

[BSO_Logo]

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

RESOLUTION:

Whiteboard Information





Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
25 Mar 2015 1:53:24 PM 	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
25 Mar 2015 1:53:25 PM 	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
25 Mar 2015 1:53:26 PM 	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
25 Mar 2015 1:53:27 PM 	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		7127

BMC SERVICE DESK EXPRESS

Incident: 336585

As of 28 Apr 2015 3:17:01 PM

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Incident

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

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 24 Apr 2015 3:30:24 PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 1 May 2015 10:30:24 AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	
DESCRIPTION: Subject: 911 Operations		
From: SMTP:{Angela_Mize@sheriff.org}Angela_Mize@sheriff.org		
Message: Requesting all DLE Agencies to include a SGT/OIC cell phone with the daily line ups - this will assist us in identifying and being able to contact the appropriate supervisor in the event of a critical incident in which notifications are required.		
RESOLUTION:		

Whiteboard Information
Whiteboard ID:

CI Information
CI Assembly:
Asset Tag #:

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

Work Orders

Attachments

Broward County Regional Communications

Regional Policy Change Request

Requested By: Enter Name

ORT Representative: Enter Name

Request Date: Click here to enter a date.

Agency: Click here to enter agency

Request Type: New Change

Related Incident # Enter Incident number

Change Justification

Enter the justification of the change

Risk if Not Changed

Enter the impact if the policy is not implemented.

Complete for Policy Changes

Policy Section # Enter policy section number

Current Policy:

Enter the Policy verbiage

Regional Policy Verbiage

Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field

Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT)
North, Central and South

Change Control

