



Office of Regional Communications and Technology

May 28, 2015

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

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| Jenna DiPlacido | Regional E911 Communications Manager |
| Drew Smous | Regional E911 Communications Manager |
| Lory Farmer | Administrative Aide |

Broward Sheriff's Office Staff in Attendance:

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| Sheri White | Site Manager, South Consolidated Dispatch Center |
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A South Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Thursday, May 28, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Jenna DiPlacido called the meeting to order at 1:39 p.m.

Ms. DiPlacido referred to phone outage notification procedures as set forth on the meeting agenda, a copy of which is attached hereto and made a part hereof these minutes. An email was distributed by ORCAT (Office of Regional Communications and Technology) staff to ORT (Operational Review Team) members inviting them to provide contact information to be included on the alert list. Generally, dispatch personnel will notify over the radio and send a message via MDTs (Mobile Data Terminals). However, off-duty personnel were not receiving the radio and MDT messages. At this point, the contact information for automatic notifications has been programmed.

With regard to an update on the time checks policy, Captain Jose Vargas of the Pembroke Pines Police Department noted that there are numerous (Signal) 13 incidents (Suspicious Incident/Person/Vehicle) that are currently left to the dispatcher's discretion as to conducting time checks. He said his agency's position is that time checks (for Signal 13 incidents) should be done automatically, until stopped by the officer. He offered to email Ms. DiPlacido suggested revisions to this policy. Currently, time checks are left at the dispatcher's discretion for incidents involving stalking, murder suspects, escaped prisoners, lewd acts, bomb threats, suicides, gun shots, and stabbings. Ms. DiPlacido inquired as to what priorities are assigned to those signals. Captain Vargas replied that they are, either, Priority 3 or 4. An agency representative added that all "suspicious" signals should be a Priority 1 or 2, and time checks should be automatically conducted by dispatch until cancelled by the responding officer. This is an officer safety issue. Ms. DiPlacido agreed that this policy is in need of improvement. She thought interpretation of the policy is confusing as some believe it states the dispatcher must verify with the officer if time

checks are desired, and others believe it states that time checks are at the dispatcher's discretion. Captain Vargas confirmed for Ms. DiPlacido that he would send her a list of suggestions related to this policy. Ms. DiPlacido indicated that signal prioritization is being revisited as part of the Next Generation CAD (Computer Aided Dispatch) provisioning. Sheri White believed changing a call's priority will not solve the problem. Rather, it is necessary to identify the signal and incident types that require automatic time checks. Ms. DiPlacido noted that automatic time checks cannot be based on signal types in the current CAD system, but can be based on priority. She said she would look at whether automatic time checks can be based on signal types in the Next Generation CAD; in the meantime, criteria can be set so that anything suspicious and/or escalating must be automatically time checked. She asked what the suggested timeframe is for the time checks. Ms. White thought the current policy calls for an initial three-minute time check, followed by three- to five-minute time checks. She said she did not believe the timeframe is being disputed. An agency representative expressed concern that the current policy allows time checks to be extended to ten minutes, and suggested that language be removed. Ms. DiPlacido recalled being told by BSO (Broward Sheriff's Office) staff about three-, five-, and seven-minute time checks. Ms. White noted the initial time check is three minutes, then several five-minute time checks are conducted, followed by seven-minute time checks after about twenty minutes have passed. Ms. White reiterated that the current policy calls for an initial three-minute time check, and thereafter three- to five-minute time checks. Ms. DiPlacido indicated that this policy will be reviewed.

Ms. DiPlacido presented a slide depicting the *Regional 911 Incident Response Form*, a copy of which is attached hereto and made a part hereof these minutes. Drew Smous reviewed the form, and noted a section to include incident details was added based on an ORT member's suggestion. Ms. DiPlacido pointed out that the regional portal contains ORT-related documents and the policy dashboard. Ms. White said she has opened incident tickets, but received no email response stating the incident was closed. Mr. Smous noted the process is different because the Operator is likely reporting issues related to, either, the field, policy changes, or facility issues. He recalled discussing the best resolution for this matter with Ms. DiPlacido and concluding that BSO needs a means of reporting (field) issues to the participating agencies. He added that ORCAT staff will continue to look at this matter. Ms. White recalled receiving email responses indicating incident tickets were opened and closed, but a resolution was not provided in the "closed" messages. Ms. DiPlacido advised that a resolution is included at the bottom of the "closed" message emails. Lieutenant Albert Cooper of the Hollywood Police Department thought there are a number of open incident tickets for his agency. Mr. Smous noted that ORCAT staff is working through the incident tickets.

Mr. Smous asked meeting attendees if they have had any issues with creating an account on the regional portal. No input was provided. Ms. DiPlacido reminded attendees to send their registration confirmation email to Mr. Smous so he can activate the account. She went on to note that SOP (Policy) Workshop meetings are being held weekly wherein policies are reviewed by ORCAT staff and BSO's QA (Quality Assurance) team, training division, and accreditation representative. The objective is to improve and clarify the policies. The address policy was recently revised and will be distributed next week to ORT members for feedback. She encouraged meeting attendees to submit comments on the policy, and advised that it can currently be viewed on the regional portal. BSO staff is developing a training program for ATM (Advanced Tactical Mapping) that they will submit to ORCAT staff in the next couple of weeks. A lack of map skills is currently an issue for a number of operators.

Captain Chris Stasio of the Pembroke Pines Police Department indicated that an address entered in CAD appears differently on his agency's MDTs. Ms. DiPlacido noted that CAD does not verify addresses for field events because they are meant to be entered immediately. She expressed

uncertainty as to whether there is a means for (the current) CAD to re-verify these addresses. Captain Stasio clarified that the issue is his agency is endeavoring to clean up the database by having a means to search addresses, but there are a number of duplicate addresses. Ms. DiPlacido asked Ms. White if operators are required to re-verify addresses after entering field events. Captain Stasio said he is uncertain if there is a means to get the validated (address) information from a call-taker. Ms. DiPlacido explained that the process in CAD is turned off for field events so they can be entered quickly. She offered to examine the issue to see if any steps can be taken to resolve the matter for Captain Stasio. Captain Stasio mentioned another issue his agency has experienced is officers coding out a call, 10-7 (Out of Service), only to find the next day that they are still assigned to the call in CAD. He advised his staff to submit incident tickets for such occurrences.

Ms. DiPlacido presented a slide depicting the *Regional Policy Change Request Form*, a copy of which is attached hereto and made a part hereof these minutes. She gave a live presentation of the regional portal and showed meeting attendees the form's location on the portal. Lieutenant Cooper asked if there is a multi-select policy for agencies with multiple (radio) channels like Hollywood, Fort Lauderdale, and Pompano Beach. Ms. DiPlacido replied that there is not a policy specific to those three cities; but, there have been multiple discussions about creating a policy section specific to that. She clarified that operators should be executing basic multi-selecting currently. Ms. White noted the policy currently states to multi-select for certain signals. Ms. DiPlacido believed the policy should be revised to reflect criteria-based, rather than signal-based, multi-selects.

Ms. DiPlacido went on to recall the issue raised at the previous South PD ORT meeting of calls meant for Hollywood, California being placed to Broward County's regional dispatch. As a remedial measure, training bulletins were issued to BSO personnel advising them to verify that the city is located in Florida if the caller has an out-of-state area code. She noted that there are no open status Priority 1 incident tickets to discuss at this time. She asked meeting attendees if they had any incident tickets they wished to discuss. Captain Richard Moore of the Davie Police Department recalled a recent armed robbery in Cooper City; his agency's units were located across the street from the incident and were told to switch to a different radio channel rather than being patched (into the Cooper City Police Department's talk group). Ms. White explained that the dispatcher told the duty officer that a patch was needed, and the duty officer advised the Davie officers to switch to another radio channel. She believed a miscommunication took place because the duty officer thought the Cooper City police were working the incident and the Davie police were just joining it. However, once it was explained to the duty officer that Davie motormen had a visual on the suspect and needed a patch, she indicated the correct step would have been to patch the MAIN channel. She recalled the duty officer stating that the Cooper City Police Department did not authorize the patch; but Ms. White said she advised the patch should have been made anyway.

Lieutenant Cooper recalled an incident wherein an officer at his agency followed a Signal 41 (Robbery) vehicle and requested a patch. The dispatcher then tried to raise the Delta unit to obtain approval (for the patch). Ms. White asked meeting attendees their preference – whether authorization is needed from a sergeant for patches or if road officers have authority to request a patch. Lieutenant Cooper believed that road officers actively following a Signal 41 vehicle should be able to request a patch. Captain Moore suggested dispatch execute the patch based on the (road) officer's request and then advise (the sergeant) that a patch was made. Ms. DiPlacido asked Ms. White to address this matter with the BSO site managers for the Central and North Consolidated Dispatch Centers to ensure uniformity on this practice.

Ms. DiPlacido went on to ask Ms. White if she has any Operator policy issues to discuss. Ms. White noted a CMR (Change Management Request) was issued to give notification of the CAD system being down on June 9, 10, and 11, 2015. CAD will be down at the South center on June 9 from 10:00 a.m. to 4:00 p.m.; operators will be utilizing cards during that time. Ms. DiPlacido indicated that (ORCAT) staff will send further notifications if there are any changes to the schedule. Ms. White confirmed that dispatch staff will provide a radio announcement in advance to remind field personnel. An agency representative asked why the CAD could not be taken down on a Sunday, rather than a weekday. Ms. White said ORCAT staff explained the type of work being performed requires participation by engineers and Motorola representatives.

Ms. DiPlacido asked if there was any other new business to discuss. Ms. White noted a call was received from a citizen that an individual in Pembroke Pines had a warrant (out for his arrest). The dispatch procedure is not to run a check on the individual being reported, but rather to dispatch the call and send officers. The (Pembroke Pines) sergeant advised that she wanted units to remain on the MAIN channel, rather than switch to another channel to run the subject to be certain officers had information on the subject before arriving on scene. The concern was the agency wanted dispatch to give the information to the x-ray unit, but that is not the procedure. She asked why the officers assigned to the call did not switch to the alternate channel and run it back. Captain Vargas believed his agency's chief is looking to implement a best practice by not tying up an on-duty officer with these tasks. Ms. White replied that the call-taker receives the information, and that is only run through teletype. She asked how that information can be sent from teletype to his agency because it would not be announced over the MAIN channel. She clarified for Ms. DiPlacido that the Pembroke Pines Police unit was not en route, but the sergeant still did not want him to switch to teletype to run the subject. Discussion ensued. Captain Stasio pointed out that a lot of discussion points relate to radio traffic. He clarified that his agency's MDTs do not have CAD, though he believed it would relieve radio traffic.

There being no further matters to address, the meeting adjourned at 2:40 p.m.



Agenda

South PD Operational Review Team Meeting

Emergency Operations Center

201 NW 84 Avenue, Plantation, FL

Room 332-A

Date: Thursday, May 28, 2015

Time: 1:30 PM

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- I. **Call to Order**
 - II. **Old Business**
 - a. **Phone outage notification procedures – Please complete and return “Information for Automatic Notifications” form emailed 5/4/15**
 - b. **Policy Dashboard Review – Update from Captain Vargas re: PD Time Checks & Silent Alarm Radio Communications**
 - c. **Regional 911 Incident Response Form**
 - d. **Regional 911 Portal – Important: After creating an account, forward the account creation confirmation to Drew Smous (dsmous@broward.org) and cc Tony Sabin (asabin@broward.org) so access permission can be granted.**
 - e. **Regional Policy Change Request Form**
 - f. **Regional Policy Change Request Process**
 - g. **Issue re: Hollywood, CA calls directed to Hollywood, FL PD – Follow-Up: Were training bulletins issued by BSO advising operators to verify state if CAD does not accept address?**

- III. Open Status Priority 1 Incident Review**
- IV. Incident Disposition Review**
- V. Data Review**
- VI. Participating Agency Policy Issues**
- VII. Operator Policy Issues**
- VIII. New Business**
- IX. Adjourn**

Regional 911 Incident Response Form

Incident # Click here to enter incident#

Response Date: Click here to enter a date.

Municipality: Click here to city

Agency: Click here to enter agency.

Incident Details

Paste Ticket Details

Operator Incident Response

Reviewed By: Click here to enter name Approved By: Click here to enter name

Disposition: Choose the disposition

Call Center Review:

Enter incident review findings

Related Policy: Enter Policy Section Number

Policy Verbiage:

Enter the Policy verbiage

Policy Change Request Required

Action Items:

Describe the counter measures to prevent future occurrences or improve current processes

Complete This Section for Incidents with Disposition of "Operator"

Employee#: Enter Employee Number

Employee Action Plan:

Training Estimated Completion Date: Click here to enter a date.

Description of Training to be provided: Enter Training description

Counseling Estimated Completion Date: Click here to enter a date.

Counseling Provided By: Enter Name

Other Description: Enter Details of Action Plan

To Be Completed by Office of Regional Communications and Technology

Review comments:

Enter concerns, desired action items related to findings here

Municipal Sponsor Comments

Approval to Close Incident: **Yes** **No**

Review comments:

Enter concerns, desired action items related to findings here

Broward County Regional Communications

Regional Policy Change Request

Requested By: Enter Name

ORT Representative: Enter Name

Request Date: Click here to enter a date.

Agency: Click here to enter agency

Request Type: New Change

Related Incident # Enter Incident number

Change Justification

Enter the justification of the change

Risk if Not Changed

Enter the impact if the policy is not implemented.

Complete for Policy Changes

Policy Section # Enter policy section number

Current Policy:

Enter the Policy verbiage

Regional Policy Verbiage

Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field