



Office of Communications Technology

September 23, 2014

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Richard "Rick" Carpani	Director
Brett Bayag	E911 Communications Manager
Antonio "Tony" Sabin	Communications Manager
Scott Medvin	Administrative Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Sheri White	Site Manager, South Consolidated Dispatch Center

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, September 23, 2014, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Tony Sabin called the meeting to order at 2:04 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He noted the prioritizations and turnaround times on the slides to be presented were suggestions from a North ORT (Operational Review Team) member. He presented a slide depicting proposed Priority 1 criteria and turnaround time, a copy of which is attached hereto and made a part hereof these minutes. He pointed out that other ORT members suggested 48 hours for a turnaround time on Priority 1 incidents. He invited input. Rick Brown of Fort Lauderdale Fire Rescue said he had received some ticketing information stating the incident was closed, but he was uncertain how to track the matter. He explained to Scott Medvin that he had not received the (emailed) ticket resolutions with the attachments. Mr. Medvin indicated that he would (re-send) the resolutions and attachments. Mr. Sabin asked if the 48-hour turnaround time was acceptable. There was no objection. An agency representative wanted the group to be aware that 48 hours seems like a lengthy turnaround time for a process error that caused a Priority 1 incident. Chief Thomas DiBernardo of Sunrise Fire Rescue stated that there will be incidents that require agency representatives to contact the duty officer at the consolidated dispatch center directly. He went on to express support of the 48-hour turnaround time. Mr. Sabin added that any incident requiring immediate action should be directed to the duty officer at the consolidated dispatch center. An agency representative questioned if a 48-hour turnaround time could be fulfilled for an incident that occurs at 5:00 p.m. on a Friday. Rick Carpani noted that (48 hours) is simply a standard; there will be anomalies.

Mr. Sabin went on to present a slide depicting proposed Priority 2 criteria and turnaround time, a copy of which is attached hereto and made a part hereof these minutes. The suggestion from other ORT members was a seven day turnaround time. He invited input. No input was provided. He presented a slide depicting proposed Priority 3 criteria and turnaround time, a copy of which is attached hereto and made a part hereof these minutes. The suggestion from other ORT members was a 14 business day turnaround. Chief Timothy Heiser of Fort Lauderdale Fire Rescue asked what the recourse would be if agency representatives decided the turnaround times were not acceptable after agreeing to them in this meeting. Mr. Sabin said any revisions would be addressed at an upcoming ORT meeting, and it would be up to the members to come to agreement. There is no intent to constrain the process. Chief DiBernardo asked Fort Lauderdale Fire Rescue representatives if they found the proposed prioritizations suitable. Chief Rick Brown of Fort Lauderdale Fire Rescue was hesitant to categorize every incident. In some cases normal operating issues can cause Priority 1 incidents. He thought all incidents are critical. Mr. Carpani clarified that ticket submitters will set the priority. He stressed that the proposed prioritizations must be re-examined if agency representatives do not agree. Chief William Findlan of Fort Lauderdale Fire Rescue said any issue that affects the agency's service to the public will be considered a Priority 1.

Scott Medvin presented slides depicting incident ticket numbers 290683 and 288521, copies of which are attached hereto and made a part hereof these minutes. He provided an overview of the incidents. Depending upon the issue, a ticket will either be assigned to OCT's technical staff or to BSO (Broward Sheriff's Office) staff for review and resolution. Mr. Sabin noted a component to consider is the attributing factor to the error. Mr. Medvin recalled an incident resolution that did not meet an agency's standards, and the incident ticket was re-submitted to BSO staff for further review. Tickets will not be closed without approval from the submitting agency. Mr. Sabin remarked that certain issues will have to go before governance and be reviewed by the Fire Chiefs' Association of Broward County (fire chiefs). Chief Brown said he preferred resolutions be provided in the form of a brief synopsis.

Mr. Sabin went on to note the disposition codes in use which are operator error, field personnel, equipment, no issue, and training. He asked if agency representatives wished to change or add to the disposition codes. Chief Heiser objected to the "no issue" disposition code because it implies there was nothing wrong. Mr. Medvin indicated that "caller error" should be added. Mr. Sabin thought (excluding) the "no issue" disposition should be brought before governance. There was a consensus to not utilize the "no issue" disposition. Chief Findlan believed there had been an increase in callers providing the wrong address. Sheri White explained that, in some cases, the caller did provide the wrong address; but, in others, the operators entered the wrong address. She noted that operators are still getting acclimated to a new CAD (Computer Aided Dispatch) system. Suzanne Lowe clarified that instances involving operators entering an incorrect address are classified as "operator error." Discussion ensued. In agreement with Chief Findlan, Chief Heiser said there had been a significant increase in callers providing wrong addresses which he thought could be related to call-in/call-out. Mr. Sabin said the issue should be validated with data, and a mitigation plan developed.

Chief DiBernardo asked if the Intrado 911 mapping solution could be reevaluated. In instances where the same address exists in two different cities, (this could assist in locating the caller). With regard to call-in/call-out, he said he would prefer to allow call-takers additional seconds for the sake of accuracy. Mr. Carpani emphasized that quality should not be sacrificed for speed; it is management's responsibility to articulate to staff why performance measures are utilized and that their sole purpose is not speed. Discussion ensued about the "sick person" issue. Chief Brown inquired about verbalization of updates. Ms. Lowe explained that all updates related to

unit response or patient condition get verbalized. Mr. Carpani thought the matter of verbalization of updates should be brought forward to the fire chiefs. Chief Brown emphasized the need for verbalized updates on patient condition. Chiefs DiBernardo and Heiser thought protocol and process issues could be hashed out at ORT meetings; if there is disagreement at one or more centers, then the matter should be brought before the fire chiefs. However, if an issue is agreed upon at all three centers, it is not necessary to bring it before the fire chiefs. Mr. Carpani agreed. Discussion ensued about verbalized updates. Chief Findlan noted that Fort Lauderdale Fire Rescue is in favor of verbalized updates. Mr. Sabin indicated that North ORT members agree.

There being no further matters to address, the meeting adjourned at 3:14 p.m.

Regional Consolidated Dispatch - Operational Review Team
September 23, 2014
Central Regional Center FR

Agenda:

- Review Priority and Response
 - Incident Priority
 - Issue Turn Around Time
- Action Register-Review Incidents in Process
- Assign Disposition Codes
- Governance
- New Issues
- Adjourn

Priority and Response

- **Priority 1 – The highest, most important issues**
 - Should involve those incidents or issues where life safety has been compromised and a fatality/significant injury (citizen or emergency response person) has occurred that could be directly attributed to a dispatch process issue, dispatcher error or technology issue.
 - Issues that involve a shutdown of the radio system, or major technology failure or problem
 - These issues should be investigated promptly and reported back within 24-36 hours. Suggested 48 hours

Priority and Response

- **Priority 2 – Critical issues**
 - Incidents that involve a technology issue, not indicated above, such as static, cut-outs, busy signals, etc.
 - Incidents where wrong patient, call type or address information is provided to responders
 - Incidents where inappropriate response resources are assigned or there is a delay in dispatching
 - These issues should be investigated and reported back within 5-7 business days. Suggested 7 business days.

Priority and Response

- **Priority 3 – Normal Operating Issues**
 - Incidents that involve dispatcher or emergency service personnel miscommunication, misunderstood directions, assignments, etc.
 - These issues should be investigated and reported back within 10-14 business days. Suggested 14 days

BMC SERVICE DESK EXPRESS

Incident: 290683

As of Tuesday, Sep 23, 2014 13:19

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Incident

Client Information		Assign to Information	
Name: RICK BROWN		AMIZE	954-321-4496 Ext:
Client ID: RBROWN		ANGELA MIZE	
Company ID:		BSO 911	
Phone: 561-302-4170	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/22/2014 7:53:15PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/29/2014 12:00:00PM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS - FFL2014091233673 Wrong Address

From: SMTP:{RBrown@fortlauderdale.gov}RBrown@fortlauderdale.gov

Message: Date: 09-12-2014
Incident Number: 0833673
Location: 1501 NW 7TH AVE

FFL2014091233673: E2 and R2 were dispatched to 1501 NW 7TH Ave a sick person: diabetic. Upon arrival there was no answer at the door. Dispatch was asked to attempt a call back. Dispatch advised the caller was walking to the door. E2 requested that dispatch confirm the address and city. By this time occupants answered our knocking and shining flash lights in their windows only to find out we were dispatched to the wrong address. Dispatch then updated the address to a Northeast address in zone 16 and dispatched E16 and R16.

R2 dispatched at 22:23:25
E2 dispatched at 22:25:11
E16 and R16 were dispatched at 22:37:23

There was a lengthy delay in dispatching the appropriate units to the correct address.

This error put E2 and R2 in danger. Because crews were concerned about a passed out patient, they attempted to visualize the patient through windows around the house. This action could have been perceived as a break in by the sleeping occupants that they eventually woke up.

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
9/22/2014 7:53:15PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/22/2014 7:53:16PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/22/2014 7:53:17PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/22/2014 7:53:18PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/22/2014 8:12:55PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:28
9/22/2014 8:13:08PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
9/22/2014 8:13:23PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 7:59:30AM	AMIZE	911 OPERATIONS - *ref#24-290683 FFL2014091233673	EMAILIN	00:00:00

From: RBrown@fortlauderdale.gov

Can you please add this additional information to this ticket? It's an additional error on the same call.

Date: 9/12/14

Incident #: 0833673

Location: 1501 NW 7th Avenue

E2 and R2 dispatched to 1501 NW 7 Ave. Upon arrival occupants advised that they did not call 911. After 2 call back requests dispatch advised call was at 1501 NE 7 Ave. E2 advised to send E16 and R16 the appropriate zone units. FireCom dispatched E16 and R16 to 1501 NW 7 Ave. Upon arrival occupants advised units were just there (E2 and R2) and that they had told them they did not call 911. FireCom advised the correct address was 1501 NE 7 Ave. E16 and R16 relocated to the NE address to find the occupant requesting EMS.

B/C Richard Brown
Fort Lauderdale Fire-Rescue
Email: RBrown@fortlauderdale.gov
Personal Cell (561) 302 - 4170

—Original Message—

From: selfhelp@broward.org [mailto:selfhelp@broward.org]

Sent: Monday, September 22, 2014 7:54 PM

To: Rick Brown

Subject: Service Desk Express Notification *ref#24-290683

Incident Ticket # 290683 has been opened and assigned

Incident Number: 290683

Open Date: 9/22/2014 7:53:15 PM

Client Name: RICK BROWN

Client Phone: 561-302-4170

Client Department:

Expected Resolution Time: 9/29/2014 12:00:00 PM

Subject Description: OCT - REQUESTS

Incident Description: Subject: 911 OPERATIONS - FFL2014091233673 Wrong Address

From: SMTP:{RBrown@fortlauderdale.gov}RBrown@fortlauderdale.gov

Message: Date: 09-12-2014

Incident Number: 0833673

Location: 1501 NW 7TH AVE

FFL2014091233673: E2 and R2 were dispatched to 1501 NW 7TH Ave a sick person: diabetic. Upon arrival there was no answer at the door. Dispatch was asked to attempt a call back. Dispatch advised the caller was walking to the door. E2 requested that dispatch confirm the address and city. By this time occupants answered our knocking and shining flash lights in their windows only to find out we were dispatched to the wrong address. Dispatch then updated the address to a Northeast address in zone 16 and dispatched E16 and R16.

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There was a lengthy delay in dispatching the appropriate units to the correct address.

This error put E2 and R2 in danger. Because crews were concerned about a passed out patient, they attempted to visualize the patient through windows around the house. This action could have been perceived as a break in by the sleeping occupants that they eventually woke up.

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

Work Orders

Attachments

BMC SERVICE DESK EXPRESS

Incident: 288521

As of Monday, Sep 22, 2014 18:19

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Incident

Client Information		Assign to Information	
Name: RICK BROWN		SMEDVIN	954 357-7078 Ext:
Client ID: RBROWN		SCOTT MEDVIN	
Company ID:		OCT 911	
Phone: 561-302-4170	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/11/2014 11:59:22AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/17/2014 3:59:22PM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS - FFL140909033204 Acute Medical Call Coded and Dispatched as an IFT

From: SMTP:{RBrown@fortlauderdale.gov}RBrown@fortlauderdale.gov

Message:

FFL140909033204: 09-09-14 This call was actually dispatched as an IFT from Westside Regional and then FireCom asked Battalion 2 which unit should respond. BC2 advised FireCom that all IFTs were to be authorized by Division 2 at which point they contacted Division 2 who authorized the IFT and directed that R-2 be assigned the IFT at Westside Regional. When R-2 noticed the address on their MDT was not Westside Regional, they advised FireCom that the location was a residence. I requested more information and were told this was an abdominal pain patient and the call taker entered it into the system incorrectly. BC2 added an Engine to the call, Code 3, with R-2 and both units and handled the call.

CAD Incident # :FFL140909033204

Incident Type Description: ABDOMIAL PAIN

Disposition Code: TFR TRANSPORTED BY FIRE DEPARTMENT

Comments:

Primary Event: MAIN Opened: 14/09/09 15:39 Incident Initiated By: BS/JOHNSON, NICOLE Original Location : WESTSIDE REGIONAL ADV SIGNAL S67SPCE: YOU ARE RESPONDING TO A PATIENT WHO IS SICK (OR HAS A CURRENT MEDICAL CONDITION) THE PATIENT IS A 37-YEAR-OLD FEMALE WHO IS CONSCIOUS AND BREATHING SICK PERSON (SPECIFIC DIAGNOSIS) CALLER STATEMENT: FEM IN PAIN ADV FEM FEELING FAINT

BC Richard Brown
Fort Lauderdale Fire-Rescue
Personal Cell: (561) 302-4170

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: incident initially sent directly to BSO by client 9/11/14 11:14 AM; acknowledged by BSO 9/11/14 11:22 AM.

Findings provided by BSO to client at 9/11/14 2:24 PM.

Ticket submitted after the fact. Attachements added.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/11/2014 11:59:22AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/11/2014 11:59:23AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/11/2014 11:59:24AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/11/2014 11:59:25AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/11/2014 3:15:56PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/11/2014 3:15:57PM	SMEDVIN	Close Call # 288521	HD_CLOSE	00:00:00
9/19/2014 4:33:33PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
9/19/2014 4:33:34PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
9/19/2014 4:36:26PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:02:44
9/19/2014 4:36:39PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/22/2014 3:14:47PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:32

Workorders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FFL140909033204 -DISPATCH.wav		282733
FFL140909033204.docx		17804
FFL140909033204.pdf		111602
FFL140909033204.wav		506918

Broward County Regional Communications

Incident Analysis Review

Conducted By: Robert Brownstein

Date: 9/9/14

Incident #: FFL140909033204

Incident Address: 2220 NW 23RD LN, FL

Operator: Johnson, Nicole

Dispatcher: Hernandez, Lynda

Chronology and Time Line

Call Received: 15:37

Interrogation (expand to include interaction) N/A

Entered in CAD: 15:39

Dispatched: 15:39

Details of Dispatch (expand to include interaction)

15:39 Dispatcher raised Battalion 2 to advise him of an IFT, provided the facility name then provided the physical address that was entered which was that of a residence. B2 advised that call needs to be handled through Division 2.

15:40 Dispatcher raises DIV 2 advises him of the event, states the facility and then reiterates the full physical address, DIV 2 asks and confirms if Rescue 2 is coming up, he advises affirmative.

15:41 Dispatcher then copies Rescue 2 MDC en-route status and even verbalizes the address again that they are responding to.

End of Incident: 16:58

Incident Details:

The caller dialed in stating she needs a paramedics, this is for "Transport" the operator asked if this was from a facility. The caller stated "Umm actually to a hospital, West side hospital" The address was given by the caller. Call taker then asked "Okay what's the name of the hospital?" She repeated West-side. At 15:39 the call taker removed "West-side regional" from the location field and entered comments stating the signal is a 67 Sick person when the caller stated they were at the residence and not the hospital.

Conclusion – The call taker did misinterpret the information being provided. The call taker thought the caller was from a facility based on the caller requesting “Transport” She incorrectly classified the call as a 67T; she did correct her errors within the same minute or so. The dispatcher provided the updates however he still advised West-side regional. The fire department should have also known that the address being populated was not for Westside regional since Westside regional is at 8201 W Broward Blvd. Rescue 2 was dispatched to the call because Rescue 46 and Rescue 8 were on other events so Rescue 2 was third up. Rescue 2 placed themselves en-route code 1. The audios during this event on the dispatch side reflect the fire-com dispatcher voicing the full physical address to Battalion Chief 2, Division Chief 2 and even Rescue 2. Not one of these individuals inquired about the discrepancy.

Remediation and Mitigation:

Sources of Evidence

CAD Audit Log

Audio Recordings

**Broward Sheriff's Office
Communications Division - Fire Rescue Incident
In-house Summary Sheet***

Incident Number: FFL140909033204	Prio./Disp.: 6 / TFR
Signal: S67AP ABDMONIAL PAIN	Agency: FL
Address: 2220 NW 23RD LN - ****	Zone: 46
Caller: KAREN @ 9548652814	Date: 09/09/14
Caller Address:	
Dispatch Time: 15:39:30	Arrival Time: 16:00:12
Primary Unit: R2	

Operator Console Summary

Time: 15:39:10 Console: 82 Operator: Johnson, Nicole
Incident Initiated By: Johnson, Nicole

Time: 15:39:10.000 Console: 82 Operator: Johnson, Nicole
Primary Event: MAIN Opened: 14/09/09 15:39
Incident Initiated By: BS/JOHNSON, NICOLE
Original Location : WESTSIDE REGIONAL

Time: 15:39:28.000 Console: 82 Operator: Johnson, Nicole
CPhone Fr: 9543947968 To: 9548652814

Time: 15:39:29.000 Console: SQ Operator: Hernandez, Lynda
FL/R2 - Dispatched --> 2220 NW 23RD LN -- S67T

Time: 15:39:30.000 Console: SQ Operator: Hernandez, Lynda
Response Type CHANGED Fr: 1R To:
Alarm Level CHANGED Fr: 00 To: 01
Primary Unit CHANGED To: FL/R2

Time: 15:39:58.000 Console: 82 Operator: Johnson, Nicole
Location CHANGED Fr: WESTSIDE REGIONAL To: ****

Time: 15:40:09.000 Console: 82 Operator: Johnson, Nicole
ADV SIGNAL S67SP

Time: 15:40:10.000 Console: 00 Operator: Unknown
FL/R2 - Enroute --> 2220 NW 23RD LN -- S67T

Time: 15:40:50.000 Console: 82 Operator: Johnson, Nicole
**CE: YOU ARE RESPONDING TO A PATIENT WHO IS SICK (OR HAS A CURRENT MEDICAL
CONDITION) THE PATIENT IS A 37-YEAR-OLD FEMALE WHO IS CONSCIOUS AND
BREATHING SICK PERSON (SPECIFIC DIAGNOSIS) CALLER STATEMENT: FEM IN
PAIN**

Time: 15:41:29.000 Console: 00 Operator: Unknown
FL/R2 - USC1 --> 2220 NW 23RD LN -- S67T

Time: 15:41:49.000 Console: 82 Operator: Johnson, Nicole
ADV FEM FEELING FAINT

Time: 15:42:07.000 Console: 82 Operator: Johnson, Nicole
**31C2.CM;MYOU ARE RESPONDING TO A PATIENT WHO IS UNCONSCIOUS (OR HAS
FAINTED) THE PATIENT IS A 37-YEAR-OLD FEMALE WHO IS CONSCIOUS AND
BREATHING FAINTING EPISODE(S) AND ALERT => 35 (WITH CARDIAC HISTORY)**

Time: 15:42:08.000 Console: 82 Operator: Johnson, Nicole
**UNCONSCIOUS / FAINTING (NEAR) FAINTING EPISODE(S) AND ALERT => 35 (WITH
CARDIAC HISTORY)**
1)HER BREATHING IS COMPLETELY NORMAL
2)SHE IS COMPLETELY ALERT (RESPONDING APPROPRIATELY)
3)SHE IS NOT CHANGING COLOR
4)SHE HAS A HISTORY OF HEART PROBLEMS
5)SHE HAS ABDOMINAL PAIN -COMMENTS: ABDOMINAL-
0114058763 31C02

Time: 15:42:52.000 Console: 82 Operator: Johnson, Nicole
PROQA CASE COMPLETE

Time: 15:42:57.000 Console: 82 Operator: Johnson, Nicole
Caller Name CHANGED To: KAREN
Caller Name Changed From: - - - - - To: KAREN

Time: 15:46:40.000 Console: SQ Operator: Hernandez, Lynda

Response Type CHANGED To: 1R

Time: 15:53:59.000 Console: SU Operator: Perez, Francine

Incident Type Changed From: S67T:INTERFACILITY TRANSP() To: S67AP:ABDOMINAL PAIN()

Incident Type CHANGED Fr: S67T To: S67AP

Time: 15:54:00.000 Console: SU Operator: Perez, Francine

Response Type CHANGED Fr: 1R To: EM

Time: 15:54:32.000 Console: SU Operator: Perez, Francine

PT IS AT ABOVE 20 AND NEEDS TRANSPORT REF/ABDOMINAL PAIN

Time: 15:55:31.000 Console: SQ Operator: Hernandez, Lynda

FL/E8 - Dispatched ---> 2220 NW 23RD LN --- S67AP

Time: 15:55:32.000 Console: SQ Operator: Hernandez, Lynda

Response Type CHANGED Fr: EM To:

Alarm Level CHANGED Fr: 01 To: 02

Time: 15:55:54.000 Console: SU Operator: Perez, Francine

Response Type CHANGED To: EM

Time: 15:56:24.000 Console: SQ Operator: Hernandez, Lynda

FL/E8 - Enroute ---> 2220 NW 23RD LN --- S67AP

Time: 16:00:12.000 Console: SQ Operator: Hernandez, Lynda

FL/R2 - Arrived ---> 2220 NW 23RD LN --- S67AP

Time: 16:01:50.000 Console: SQ Operator: Hernandez, Lynda

FL/R2 - Patient Contacted ---> 2220 NW 23RD LN --- S67AP

FL/E8 - Arrived ---> 2220 NW 23RD LN --- S67AP

Time: 16:01:58.000 Console: 00 Operator: Unknown

FL/E8 - Arrived ---> 2220 NW 23RD LN --- S67AP

Time: 16:13:45.000 Console: SQ Operator: Hernandez, Lynda

FL/E8 - Available ---> S67AP

Time: 16:15:16.000 Console: SQ Operator: Hernandez, Lynda

FL/R2 - Medical Unit Enroute to Hospital ---> WSR AL --- S67AP

Time: 16:31:02.000 Console: SQ Operator: Therency, Gladys

FL/R2 - Medical Unit At Hospital ---> WSR AL --- S67AP

Time: 16:58:52.000 Console: Error Operator:

Route Closed: MAIN TFR

Incident Closed: 14/09/09 16:58

Time: 16:58:52.000 Console: 82 Operator: Johnson, Nicole

Disposition #1 Changed From: TFR: To: TFR:TRANSPORTED BY FIRE DEPARTMENT

Time: 16:58:52.000 Console: SQ Operator: Therency, Gladys

FL/R2 - Available ---> S67AP

FL/R2 - D ---> Added disposition: TFR

Disposition #1 Changed From: ----- To: TFR:

Disposition CHANGED To: TFR

Generated: 9/11/2014 12:13:54 PM