



**Office of Communications Technology**

**October 7, 2014**

**Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes**

**Broward County Staff in Attendance:**

|                      |                        |
|----------------------|------------------------|
| Antonio "Tony" Sabin | Communications Manager |
| Scott Medvin         | Administrative Manager |
| Lory Farmer          | Administrative Aide    |

**Broward Sheriff's Office Staff in Attendance:**

|                   |  |
|-------------------|--|
| Lisa Zarazinski   | Director of Regional Communications Division/911         |
| Angela Mize       | Regional Communications Assistant Director               |
| Suzanne Lowe      | Site Manager, Central Consolidated Dispatch Center       |
| Latasha Elmaadawy | Asst. Site Manager, Central Consolidated Dispatch Center |

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, October 7, 2014, at the Emergency Operations Center, Room 332-B, Plantation, Florida.

Tony Sabin called the meeting to order at 2:03 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He noted the consensus among the Operational Review Teams was for a 48-hour turnaround time for Priority 1 incidents. A Priority 1 incident is initiated by an agency representative contacting the duty officer at the consolidated dispatch center. The agreed upon turnaround time for Priority 2 incidents is ten days and 14 days for Priority 3 incidents. He asked if there were any questions. Chief Thomas DiBernardo of Sunrise Fire Rescue suggested the priorities and turnaround times be placed in writing. It is important for agency representatives to know that the 48-hour turnaround time for Priority 1 incidents refers to the formal report.

With regard to agency access to audio, Mr. Sabin said it is a matter of establishing a means to execute. This has been requested by, both, police and fire rescue representatives and OCT (Office of Communications Technology) staff wants to move forward with it. He went on to address Priority 1 incidents on the agenda. Scott Medvin pointed out that some of the incidents listed as Priority 1 on the agenda are not Priority 1, but rather are being brought forward for discussion with Fort Lauderdale Fire Rescue representatives. A copy of the incident tickets reflected on this agenda is attached hereto and made a part hereof these minutes. (Being that there were no Fort Lauderdale Fire Rescue representatives in attendance, these incidents were not addressed during this meeting.)

Mr. Sabin asked agency representatives if there were any participating agency policy issues to be addressed. No input was provided. Ms. Mize reviewed incident ticket number 288911 regarding "sick person" verbal updates. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She indicated that, currently, updates for "sick person" calls are only verbalized if there is a change in the run card response, or critical changes in scene safety. However, agency representatives from the North FR (fire rescue) Operational Review Team expressed concern about numerous "sick person" calls and a lack of (verbalized) updates. Hence, BSO (Broward Sheriff's Office) staff has advised dispatchers to verbalize the nature of the "sick person" call. (Being that there were no Fort Lauderdale Fire Rescue representatives in attendance, incident ticket number 290943 was not addressed during this meeting. A copy of the incident ticket is attached hereto and made a part hereof these minutes.)

Ms. Mize went on to review incident ticket number 292607 regarding fire alarm notification. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She explained the expectation has been for the dispatcher to place a telephone call immediately after dispatching a fire alarm to determine if there is actually a fire. Some cities expect this to be executed, though others do not wish to have it done. This dispatch feature is no longer automatic because (of changes related to) the BCF/INFO radio channel. BSO staff recommends this be a BCF/INFO request with an agency representative going to the BCF/INFO channel to submit the request. Discussion ensued lead by Chief DiBernardo about duplicate calls in the RMS (Records Management System). He asked OCT staff to review this matter and look for a solution. Mr. Sabin confirmed the matter would be taken to OCT staff for review.

Mr. Sabin went on to ask agency representatives if they had any new business to address. Captain Jeff Sandy of Oakland Park Fire Rescue said his agency is accustomed to being provided with the zone first, followed by the reference. But (since consolidation), dispatchers usually give the reference first, followed by the zone. He asked if there is a correct way to execute this. Ms. Mize explained the correct method is that which his agency was accustomed to. She said BSO staff would convey that to dispatchers. Chief DiBernardo suggested Captain Sandy work with programmers to reconfigure Oakland Park's adaptive response (as it is burdensome for dispatchers). Discussion ensued about this matter between Chief DiBernardo and Captain Sandy. Chief Jeff Levy of Lauderhill Fire Rescue noted that, currently, MDT (Mobile Data Terminal) updates populate at the bottom of the screen. He asked if it was possible for these updates to appear at the top of the screen. Mr. Sabin indicated that he would bring that issue back to OCT staff for review. Chief Levy asked Suzanne Lowe to articulate a CAD-(Computer Aided Dispatch) related issue his agency is experiencing. Ms. Lowe explained that it is necessary to streamline the appearance of the turnpike area in CAD so call-takers can make the right choice as to which agency and resources to send. Chief Levy added that call-takers are not seeing fire zones in CAD (with regard to the turnpike area); rather they only see PD (police department) zones. Further, Ms. Lowe's CAD screen shows three (turnpike) locations, but Lynn Molitor's (of OCT) CAD screen shows five locations. Ms. Lowe noted that each of the (turnpike) addresses look the same in CAD. Chief Levy stated that Tamarac Fire Rescue is being dispatched to calls that should be for Lauderhill Fire Rescue because call-takers cannot see the cities on the CAD screen. Mr. Sabin said the matter would be brought back to OCT staff for review.

Chief DiBernardo said he would like input from other agencies at this meeting as to the fire alarm notification matter. Captain Sandy said his agency wants alarms to be verified. Chief DiBernardo stated his expectation is that all fire alarms be verified so it is clear as to the amount of necessary resources to send. Discussion ensued. Chief DiBernardo recalled his suggestion at a prior Operational Review Team meeting to have the call-taker perform the verification as he

believed BSO's recommendation would (place too much traffic) on the BCF/INFO channel. There was a consensus that switching to BCF/INFO for alarm verifications is not a satisfactory choice. Mr. Sabin said the matter would be addressed at the upcoming South Fire Rescue Operational Review Team meeting. Ms. Mize said there may be another option for fire alarm notification wherein the TAC dispatcher places the telephone call.

There being no further matters to address, the meeting adjourned at 2:52 p.m.



## Agenda

### **Central FR Operational Review Team Meeting Emergency Operations Center**

**201 NW 84 Avenue, Plantation - Room 332-B**

**Date: Tuesday, October 7, 2014**

**Time: 2:00 PM**

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- I. Call to Order
- II. Old Business
  - a. Adopted ticket response time
    - i. Priority 1 – 48 hours
    - ii. Priority 2 – 10 days
    - iii. Priority 3 – 14 days
  - b. Agency access to audio
- III. Priority 1 Incident Review
  - a. FLFR – 288519
  - b. FLFR – 288520
  - c. FLFR – 288521
  - d. FLFR – 288558
  - e. FLFR – 288560
  - f. FLFR – 288568
  - g. FLFR – 288577
  - h. FLFR – 288593
  - i. FLFR – 290684
  - j. FLFR – 290685
  - k. FLFR – 290716
  - l. FLFR – 290729
  - m. FLFR – 291932
  - n. FLFR – 291934

- o. FLFR – 291936
- p. FLFR – 291941
- q. FLFR – 291942
- r. FLFR – 291943

IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

- a. Sick Person Verbal Updates – 288911
- b. FLFR Radio Etiquette – 290943
- c. Fire Alarm Notification – 292607

VIII. New Business

IX. Adjourn

# BMC SERVICE DESK EXPRESS

**Incident: 288519**

As of Sunday, Oct 5, 2014 16:34

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## Incident

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

| Incident Information            |                                      |                                 |
|---------------------------------|--------------------------------------|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 11:56:19AM  | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                | <b>Responded Date and Time:</b> |
| <b>Status:</b> CLOSED           | <b>Due Date:</b> 9/17/2014 3:56:19PM | <b>Service Name:</b>            |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL14090432499 Dispatch issue swapping to units with better access

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

Message:

FLL140904032499: On 09-04-11 at 06:33 FireCom dispatched E-47 and R-47 to a MVC south of Davie on NB I-95 (Incident #08-32499). As this location would require the units to go to State Road 84 and turn around, I requested FireCom to dispatch the units from Station 3. It took them almost two minutes to dispatch the Station 3 units.

E-47 and R-47 dispatched at 06:33:51

E-3 and R-3 dispatched at 06:35:39

This is another example of why we need zones for I-95 in the Broward County CAD which as I understand it, is still holding for implementation pending committee approval. There is also a delay issue in dispatching the Station 3 units.

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:** issue with incorrecet interstate zoning, will be corrected by Mutual Aid Committee's new interstate zones as they are prgrammed into CAD.

After review of the above incident, it was determined that the Battalion chief misinterpreted information that was dispatched over the radio. The dispatcher verbally advised the correct directional on I-95 as northbound lanes Just South of the Exit. Battalion chief 2 came up on the air and questioned the information relayed as "I thought you said Southbound then you say northbound lanes, can you clarify the location" Per his remarks she then came back up and reiterated the location a second time. That's when he requested station 3 units to be sent. Station 3 units were added to the call within approximately 23 seconds which is an acceptable time frame.

inadvertedly reopened on 9/19/14

incident initiatlly sent directly to BSO by client 9/11/14 9:14 AM; acknowledged by BSO 9/11/14 9:38 AM.

Findings provided by BSO to client at 9/11/14 10:24 AM.

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 11:56:19AM  | SYSTEMACCOUNT | Opened Call   | HD_OPEN             | 00:00:00 |
| 9/11/2014 11:56:20AM  | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT   | HD_TAKEN            | 00:00:00 |
| 9/11/2014 11:56:21AM  | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 11:56:22AM  | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK         | 00:00:00 |
| 9/11/2014 11:57:06AM  |               | Automatic reply: OCT 911 Operations New Incident Notification*ref#24-288519 | EMAILIN             | 00:00:00 |
| From: EKLOCK@broward.org  |               |   |                     |          |
| Out of office today and tomorrow. If necessary, please contact me on my cell phone.<br>954-254-9032 |               |   |                     |          |
| 9/11/2014 12:41:48PM  | SMEDVIN       | User Defined Status Changed To CLOSED                                       | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/11/2014 12:41:49PM  | SMEDVIN       | Close Call # 288519   | HD_CLOSE            | 00:00:00 |
| 9/19/2014 4:37:48PM   | SMEDVIN       | User Defined Status Changed To OPEN   | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/19/2014 4:37:49PM   | SMEDVIN       | Reopened Call   | HD_REOPEN           | 00:00:00 |
| 9/19/2014 4:37:59PM   | SMEDVIN       | Forwarded To Staff AMIZE  | HD_FRWD_STAFF       | 00:00:02 |
| 9/19/2014 4:38:11PM   |               | Sent EMail To AMIZE   | EMAIL_SENT          | 00:00:00 |
| 9/19/2014 4:39:30PM   | SMEDVIN       | User Defined Status Changed To CLOSED                                       | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/19/2014 4:39:31PM   | SMEDVIN       | Close Call # 288519   | HD_CLOSE            | 00:00:00 |
| 9/24/2014 3:29:55PM   | SMEDVIN       | Ticket # 288519 288519 resolution   | EMAILOUT            | 00:01:03 |
| To: RBROWN@FORTLAUDERDALE.GOV   |               |   |                     |          |

Incident #: 288519  
Open Date: 9/11/2014 11:56:19 AM



Client Name: RICK BROWN  
 Client Phone: 561-302-4170  
 Client Department:  
 Group Assigned: BSO 911  
 Description: RBrown@fortlauderdale.gov

Message:

FLL140904032499: On 09-04-11 at 06:33 FireCom dispatched E-47 and R-47 to a MVC south of Davie on NB I-95 (Incident #08-32499). As this location would require the units to go to State Road 84 and turn around, I requested FireCom to dispatch the units from Station 3. It took them almost two minutes to dispatch the Station 3 units.

E-47 and R-47 dispatched at 06:33:51  
 E-3 and R-3 dispatched at 06:35:39

This is another example of why we need zones for I-95 in the Broward County CAD which as I understand it, is still holding for implementation pending committee approval. There is also a delay issue in dispatching the Station 3 units.

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

|                     |         |  |                     |          |
|---------------------|---------|--|---------------------|----------|
| 9/26/2014 2:15:37PM | SMEDVIN | User Defined Status Changed To OPEN      | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/26/2014 2:15:38PM | SMEDVIN | Reopened Call                            | HD_REOPEN           | 00:00:00 |
| 9/26/2014 2:27:59PM | SMEDVIN | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/26/2014 2:28:00PM | SMEDVIN | Close Call # 288519                      | HD_CLOSE            | 00:00:00 |

Attachments

Attachments

| FILE NAME            | URL LINK | FILE SIZE(BYTES) |
|----------------------|----------|------------------|
| FFL140904032499.docx |          | 17549            |
| FFL140904032499.docx |          | 17549            |
| FFL140904032499.pdf  |          | 109860           |
| FFL140904032499.pdf  |          | 109860           |
| FFL140904032499.wav  |          | 83053            |
| FFL140904032499.wav  |          | 83053            |

# BMC SERVICE DESK EXPRESS

**Incident: 288520**

As of Sunday, Oct 5, 2014 16:37

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## Incident

| Client Information         |             | Assign to Information |             |
|----------------------------|-------------|-----------------------|-------------|
| <b>Name:</b> RICK BROWN    |             |                       | <b>Ext:</b> |
| <b>Client ID:</b> RBROWN   |             |                       |             |
| <b>Company ID:</b>         |             | BSO 911               |             |
| <b>Phone:</b> 561-302-4170 | <b>Ext:</b> |                       |             |

## Incident Information

|                                 |                                      |  |                                 |
|---------------------------------|--------------------------------------|--|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |  |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 11:58:21AM  |  | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                |  | <b>Responded Date and Time:</b> |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 9/17/2014 3:58:21PM |  | <b>Service Name:</b>            |
| <b>First Call Resolution:</b>   | <b>SLA ID:</b>                       |  |                                 |

DESCRIPTION: additional info requested 9/26/14 2:46 PM

Can you look back into this and advise why E46 and R46 were dispatched to the updated South Federal Hwy. Also, why there was a response type changed with regard to the assigning of E46 & R46 as it is not clear what that means. Lastly I still can't determine what the reason was for the North and South discrepancy.

Subject: 911 OPERATIONS - FFL140909033186 North / South Federal Address MixUp and Significant Delay in Initial Dispatch

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

Message: 09-09-14 Incident 08-33186, L13 and R29 responded to a MVA at the North Federal address that they were given but were unable to locate the accident. FireCom was advised that it was an incorrect location and other units should be dispatched to the address on South Federal. FireCom appeared to have difficulty dispatching the new units. When the other units did arrive (E3 and R2), they found additional issues. Apparently she had called 23 minutes prior to our receiving the North Federal address.

The photo of the callers cell phone call log is attached. She stated the call taker wasn't able to figure out where just south of Davie Blvd on Federal Hwy was located and she expressed her concerns about her experience to our crews. According to the caller's cell phone log, she initially called 911 at 13:38 and then again at 13:49. Our initial units were dispatched at 14:01 to the North Federal Hwy address.

CAD Narrative in SunPro:

CAD Incident # :FFL140909033186

Incident Type Description: ACCIDENT W/INJURIES

Disposition Code: CL CLEARED

Comments:

Primary Event: MAIN Opened: 14/09/09 14:01 Incident Initiated By: BS/HAMILTON-RIGBY,DAWNSEE PD CASE 34/222366....COMP IS ADV THAT SHE WANTS RESCUE TO COME ANDCHECK HER OUT...SHE WAS HIT WITH THE AIR BAG....RED NISSAN VS GOLD HONDIAAssocInc L34140909222366 UPDATE Prior to 51 BLK SOUTH OF DAVIE BLVD/SIDE OF BEAUTY SALON /P/LOTIAAssocInc L34140909222366 UPDATE Addr to 1248 S FEDERAL HWYIAAssocInc L34140909222366 UPDATE Cmnt \* to 8R2 CLEARING/ VEH NOW AT 1244 S FEDERAL HWY

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: Evidence demonstrates that while the caller did contact us a number of times, she never reported injuries or the need for FR until the last call.

incident initiatly sent directly to BSO by client 9/11/14 11:00 AM.

assigned to BSO by SMEDVIN on 9/11/14 2:10 PM

Findings provided by BSO to client at 9/11/14 2:15 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 11:58:21AM | SYSTEMACCOUNT | Opened Call                           | HD_OPEN             | 00:00:00 |
| 9/11/2014 11:58:22AM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT           | HD_TAKEN            | 00:00:00 |
| 9/11/2014 11:58:23AM | SYSTEMACCOUNT | Forwarded To Group OCT 911            | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 11:58:24AM | SYSTEMACCOUNT | The Clock has been started            | START_CLOCK         | 00:00:00 |
| 9/11/2014 2:46:18PM  | SMEDVIN       | User Defined Status Changed To CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/11/2014 2:46:19PM  | SMEDVIN       | Close Call # 288520                   | HD_CLOSE            | 00:00:00 |
| 9/26/2014 2:33:21PM  | SMEDVIN       | User Defined Status Changed To OPEN   | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/26/2014 2:33:22PM  | SMEDVIN       | Reopened Call                         | HD_REOPEN           | 00:00:00 |
| 10/1/2014 4:20:03PM  | SMEDVIN       | Forwarded To Group BSO 911            | HD_FRWD_GROU<br>P   | 00:00:02 |

**Work Order****Attachments**

| FILE NAME                       | URL LINK | FILE SIZE(BYTES) |
|---------------------------------|----------|------------------|
| 288520 Audio Renaming notes.txt |          | 371              |
| FED MVA Cell Phone Pic.jpeg     |          | 3031042          |
| FFL140909033186 - 1 of 3.wav    |          | 182048           |
| FFL140909033186 - 2 of 3.wav    |          | 92283            |
| FFL140909033186 - 3 of 3.wav    |          | 88968            |
| FFL140909033186.docx            |          | 18354            |
| FFL140909033186.pdf             |          | 112906           |
| FFL140909033186.wav             |          | 690933           |

# BMC SERVICE DESK EXPRESS

**Incident: 288521**

As of Sunday, Oct 5, 2014 16:39

**Incident**

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| 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: 9/11/2014 11:59:22AM  | Problem:                 |  |
| Urgency ID: LOW          | Priority ID: 5                | Responded Date and Time: |  |
| Status: CLOSED           | Due Date: 9/17/2014 3:59:22PM | Service Name:            |  |

**First Call Resolution:**

**SLA ID:**

DESCRIPTION: closed as per client 9/26/14 3:50

additional information regarding mediation/remediation required; this is an Operator Error: IFTs are from facility to facility and not from a residence to a facility

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<br>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<br>CLOSED | HD_STATUSCHAN<br>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<br>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 |
| 9/26/2014 3:07:18PM  | SMEDVIN       | Forwarded To Group BSO 911               | HD_FRWD_GROU<br>P   | 00:07:37 |
| 9/26/2014 3:07:27PM  | SMEDVIN       | Forwarded To Staff AMIZE                 | HD_FRWD_STAFF       | 00:00:04 |
| 9/26/2014 3:07:38PM  |               | Sent EMail To AMIZE                      | EMAIL_SENT          | 00:00:00 |
| 9/26/2014 3:50:20PM  | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/26/2014 3:50:21PM  | SMEDVIN       | Close Call # 288521                      | HD_CLOSE            | 00:00:00 |

**Work Orders****Attachments**

| <b>FILE NAME</b>              | <b>URL LINK</b> | <b>FILE SIZE(BYTES)</b> |
|-------------------------------|-----------------|-------------------------|
| FFL140909033204 -DISPATCH.wav |                 | 282733                  |
| FFL140909033204.docx          |                 | 17804                   |
| FFL140909033204.pdf           |                 | 111602                  |
| FFL140909033204.wav           |                 | 506918                  |



# BMC SERVICE DESK EXPRESS

**Incident: 288558**

As of Sunday, Oct 5, 2014 16:40

Incident

Page 1 of 2

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

| Incident Information            |                                      |                                 |  |
|---------------------------------|--------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 1:32:17PM   | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 9/18/2014 8:32:17AM | <b>Service Name:</b>            |  |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** incident reopened on 9/26/14 2:52; issue still exists

Subject: 911 OPERATIONS Engine 13's MDT 09-10-14

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

**Message:**

E13's MDT - Every day the MDT is offline at one time or another. The directions to repair and the calling instructions are well noted and followed but it is getting very frustrating for an everyday practice. Please review and advise.

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

**Note:**

**Accounting Fields:**

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

**RESOLUTION:** This is either an issue for Control Communications if the units are experiencing issues outside of the bay or Fort Lauderdale's IT department if they're experiencing issues inside the bay. SNFR discussed with FLFR about how to improve the signal in the bays

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                           | ACTION ID           | DURATION |
|---------------------|---------------|---------------------------------------|---------------------|----------|
| 9/11/2014 1:32:17PM | SYSTEMACCOUNT | Opened Call                           | HD_OPEN             | 00:00:00 |
| 9/11/2014 1:32:18PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT           | HD_TAKEN            | 00:00:00 |
| 9/11/2014 1:32:19PM | SYSTEMACCOUNT | Forwarded To Group OCT 911            | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 1:32:20PM | SYSTEMACCOUNT | The Clock has been started            | START_CLOCK         | 00:00:00 |
| 9/11/2014 4:26:22PM | SMEDVIN       | Forwarded To Group OCT                | HD_FRWD_GROU<br>P   | 00:00:06 |
| 9/19/2014 5:41:17PM | LMOLITOR      | Forwarded To Staff SMEDVIN            | HD_FRWD_STAFF       | 00:00:07 |
| 9/19/2014 5:41:31PM |               | Sent EMail To SMEDVIN                 | EMAIL_SENT          | 00:00:00 |
| 9/22/2014 2:14:21PM | SMEDVIN       | User Defined Status Changed To CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/22/2014 2:14:22PM | SMEDVIN       | Close Call # 288558                   | HD_CLOSE            | 00:00:00 |
| 9/26/2014 2:52:12PM | SMEDVIN       | User Defined Status Changed To OPEN   | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/26/2014 2:52:13PM | SMEDVIN       | Reopened Call                         | HD_REOPEN           | 00:00:00 |
| 9/30/2014 4:24:58PM | SMEDVIN       | Opened WO 85641                       | WO_OPEN             | 00:00:21 |

| WORK ORDER # | STATE | OPENED              | CLOSED | CATEGORY ID    | ASSIGNED TO |
|--------------|-------|---------------------|--------|----------------|-------------|
| 85641        | O     | 9/30/2014 4:24:55PM |        | OCT - REQUESTS | SMEDVIN     |

# BMC SERVICE DESK EXPRESS

**Incident: 288560**

As of Sunday, Oct 5, 2014 16:42

Page 1 of 3

## Incident

| Client Information         |             | Assign to Information |             |
|----------------------------|-------------|-----------------------|-------------|
| <b>Name:</b> RICK BROWN    |             |                       | <b>Ext:</b> |
| <b>Client ID:</b> RBROWN   |             |                       |             |
| <b>Company ID:</b>         |             | BSO 911               |             |
| <b>Phone:</b> 561-302-4170 | <b>Ext:</b> |                       |             |

| Incident Information            |                                      |  |                                 |
|---------------------------------|--------------------------------------|--|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |  |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 1:38:25PM   |  | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                |  | <b>Responded Date and Time:</b> |
| <b>Status:</b> CLOSED           | <b>Due Date:</b> 9/18/2014 8:38:25AM |  | <b>Service Name:</b>            |

### First Call Resolution:

### SLA ID:

**DESCRIPTION:** Subject: 911 OPERATIONS - Station 13 Voice Over Issues 09-10-14

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

Message: It doesn't appear that dispatchers are aware of station 13's older system (Zetron) and continue to report the call (voiceover) prior to or during the activation of the alert tones. It appears that there is a minute delay after they dispatch to the time the alerts go off. The only way the calls are heard on time is by listening to portables which is not a problem during the day but a significant issue at night. Dispatchers are being asked to repeat everything tying up the air and has the real potential of delaying emergent transmissions.

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

### Note:

### Accounting Fields:

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

### RESOLUTION: TECH from LMOLITOR:

The timing issue with the Zetron is due to the age of the Fort Lauderdale equipment. When I was working with them to test toning prior to the go-live, the dispatchers were aware that they had to wait and give the equipment time to catch up. The lag is not due to the Motorola CAD system but something they were coping with on their previous CAD system.

## Whiteboard Information

**Whiteboard ID:**

## CI Information

Asset Tag #:

Incident Details

| DATE                | STAFF         | DESCRIPTION                              | ACTION ID           | DURATION |
|---------------------|---------------|--|---------------------|----------|
| 9/11/2014 1:38:25PM | SYSTEMACCOUNT | Opened Call                              | HD_OPEN             | 00:00:00 |
| 9/11/2014 1:38:26PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT              | HD_TAKEN            | 00:00:00 |
| 9/11/2014 1:38:27PM | SYSTEMACCOUNT | Forwarded To Group OCT 911               | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 1:38:28PM | SYSTEMACCOUNT | The Clock has been started               | START_CLOCK         | 00:00:00 |
| 9/11/2014 4:25:00PM | SMEDVIN       | Forwarded To Group OCT                   | HD_FRWD_GROU<br>P   | 00:02:21 |
| 9/19/2014 5:43:26PM | LMOLITOR      | Forwarded To Staff SMEDVIN               | HD_FRWD_STAFF       | 00:01:01 |
| 9/19/2014 5:43:42PM |               | Sent EMail To SMEDVIN                    | EMAIL_SENT          | 00:00:00 |
| 9/26/2014 3:22:54PM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/26/2014 3:22:55PM | SMEDVIN       | Close Call # 288560                      | HD_CLOSE            | 00:00:00 |
| 10/1/2014 4:13:37PM | SMEDVIN       | User Defined Status Changed To OPEN      | HD_STATUSCHAN<br>GE | 00:00:00 |
| 10/1/2014 4:13:38PM | SMEDVIN       | Reopened Call                            | HD_REOPEN           | 00:00:00 |
| 10/1/2014 4:13:46PM | SMEDVIN       | Forwarded To Group BSO 911               | HD_FRWD_GROU<br>P   | 00:00:02 |
| 10/1/2014 4:13:48PM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 10/1/2014 4:13:49PM | SMEDVIN       | Close Call # 288560                      | HD_CLOSE            | 00:00:00 |

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# BMC SERVICE DESK EXPRESS

**Incident: 288568**

As of Sunday, Oct 5, 2014 16:43

Page 1 of 3

## Incident

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

| Incident Information            |                                      |                                 |  |
|---------------------------------|--------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 1:56:45PM   | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> CLOSED           | <b>Due Date:</b> 9/18/2014 8:56:45AM | <b>Service Name:</b>            |  |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS - #08-33289

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

Message: FFL140910033289: E8 responded to a request for an Engine, code one to an MVA at 400 SE 2 Street. Upon arrival, E8 found a patient on the bus bench c/o ankle injury. The patient was an FLPD Officer. There were multiple police officers on scene, one of the other officers stated that they requested a rescue unit for transport around twenty minutes prior to our arrival. Our dispatch time was 09:51, responded at 09:51 and arrived at 09:56. EN29 was also on the call initially and canceled when we became available, as we were the closest unit to the call location. EN29's dispatch time was 09:43, responded at 09:44 and cleared at 09:50 when E8 picked up the call. Once we arrived on scene and assessed the patient, a rescue was requested and arrived at 10:09. Our concern is that the call reference didn't indicate that a law enforcement officer was involved / the patient. This lends more evidence to a lack of communication between the PD dispatchers and the FD dispatchers. Please review and advise. Thanks.

CAD Incident # :FFL140910033289

Incident Type Description: TRAFFIC ACCIDENT STA

Disposition Code: TFR TRANSPORTED BY FIRE DEPARTMENT

Comments:

Primary Event: MAIN Opened: 14/09/10 09:43 Incident Initiated By: BS/SMITH, LAVENA CODE 1 Original

Date/Time for Event Update: 14/09/10 09:33 Primary Event: MAIN Opened: 14/09/10 09:33 Original

Date/Time for Event Update: 14/09/10 09:33IN FRM- TO-BS10071 Original Date/Time

for Unit Status: 14/09/10 09:33 USD I400 SE 2ND ST

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: information provided to client by AMIZE 9/13/14 9:56 AM

Chief,

Here are the findings...

Ref- FL140910033289;

FL Motor unit 1 advised over the District 1 channel at 09:30:30 to have a PSA respond to a single vehicle accident involving a motor unit with minor injuries. The dispatcher raises a PSA to see his eta from clearing his current call and raises another PSA to copy. The call is created for PD and unit assigned at 09:33:14 hours. The PD dispatcher clones the call for rescue and states for EMS code 1. The PD Call is updated at 09:43:59 that a motor unit is involved and neglects to include this information on the fire rescue call.

At 09:42:55 the Fire Rescue dispatcher pre-alerts the call and raises E29 to copy advising responding to vehicle accident code 1 no injuries. E29 en-route at 09:44:27. At 09:50:26 Ladder 2 advises he is available and asks if he needs to handle any thing else. The dispatcher advises negative and E29 raises Ladder 2. E29 advises he is responding code 1 from 16 zone to a vehicle accident and he was only at Sunrise. Ladder 2 then advises he would handle to put him on the call. Dispatch acknowledges and assigns him and clears E29. The fire rescue call was never updated to reflect the PD unit was involved however the request was made directly from a motor unit on scene for code 1 response for minor injuries.

The incident will be reviewed with the Police dispatcher.

If you need any further information on this event, please let me know.

Thank you.

Angie

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                 | STAFF         | DESCRIPTION                              | ACTION ID           | DURATION |
|----------------------|---------------|--|---------------------|----------|
| 9/11/2014 1:56:45PM  | SYSTEMACCOUNT | Opened Call                              | HD_OPEN             | 00:00:00 |
| 9/11/2014 1:56:46PM  | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT              | HD_TAKEN            | 00:00:00 |
| 9/11/2014 1:56:47PM  | SYSTEMACCOUNT | Forwarded To Group OCT 911               | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 1:56:48PM  | SYSTEMACCOUNT | The Clock has been started               | START_CLOCK         | 00:00:00 |
| 9/11/2014 4:28:46PM  | SMEDVIN       | Forwarded To Staff AMIZE                 | HD_FRWD_STAFF       | 00:01:10 |
| 9/11/2014 4:29:05PM  |               | Sent EMail To AMIZE                      | EMAIL_SENT          | 00:00:00 |
| 9/12/2014 10:20:13AM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/12/2014 10:20:14AM | SMEDVIN       | Close Call # 288568                      | HD_CLOSE            | 00:00:00 |

**Work Orders****Attachments**



# BMC SERVICE DESK EXPRESS

**Incident: 288577**

As of Sunday, Oct 5, 2014 16:44

**Incident**

Page 1 of 4

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

| Incident Information            |                                      |                                 |  |
|---------------------------------|--------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 2:12:47PM   | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> CLOSED           | <b>Due Date:</b> 9/18/2014 9:12:47AM | <b>Service Name:</b>            |  |

**First Call Resolution:** SLA ID:

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL140910033369: 10-19 at PD Sally Port

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

Message: R8 was dispatched to 1300 West Broward Boulevard (#08-33369) in reference an injured person or sick person with no further information. B2 requested dispatch add E8 to the call. E8 requested more information while responding to the call. Just prior to units arriving, dispatch advised CPR was in progress for a Police officer. Upon arrival, E8 was escorted into the sally port area and found multiple officers on scene providing care (CPR & AED). R8 and E8 assumed patient care and transported the patient to BGH. Please review and determine why Fire-Rescue wasn't provided a more accurate reference and why an appropriate level of response was not initiated given the nature of the call. Thanks

CAD Incident # :FFL140910033369

Incident Type Description: INJURY

Disposition Code: TFR TRANSPORTED BY FIRE DEPARTMENT

Comments:

Primary Event: MAIN Opened: 14/09/10 20:40 Incident Initiated By: BS/MAGNANT, LUCIENNE Original Location : FT LAUDERDALE PD CODE 3 FOR PD RESCUE CODE 3 FOR 10/37 SALLY PORT OFFICER INSIDE SALLY PORT CPR IN PROGRESS AED WAS USED

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: reported back to client by AMIZE 9/13/14 10:04 AM

Chief

Here are the findings for the below incident. No operator error noted.

Please let me know if you have any questions.

Thank you.

From: Lowe, Suzanne  
Sent: Friday, September 12, 2014 10:01 AM  
To: Mize, Angela  
Cc: White, Sheri  
Subject: RE: Incident \*ref#24-288577, with priority 5 has been assigned to you

Angie:

In regards to the inquiry below, the findings are as follows:

- PD call received on air at: 20:39:35
- 34D24 requested additional units for a "problem at the jail". An additional PD unit was dispatched.
- PD requested EMS code 3 at 20:39:54
- PD requested EMS code 3 at sally port 20:40:10
- PD requested EMS code 3 for 10-37 at 20:41:01
- Dispatcher confirmed EMS is en-route
  
- FR call dispatched at: 20:40:39
- B2 requested details at 20:41:15, FIRECOMM confirmed the only information available was a request for CODE 3 response at the PD.
- B2 instructed FIRECOMM to assign the engine
- FIRECOMM assigned E8.
- FIRECOMM advised Fire Rescue to respond to the sally port at 20:42:05
- 20:42:39 FIRECOMM advised B2 that PD is still requesting a CODE 3 response, but for an unknown injury. She advised no additional information was received.
- 20:43:40 – PD unit raised responding Fire Rescue Units on the Fire talk group and advised the RESPONDING units of the following:
  - o Flagging you down for an officer inside sallyport..
  - o CPR in progress
  - o Utilizing AED, one shock.
  - o R8 to E8 copy the update? R8 copied update.
  - o L2 confirmed the location was the police station
- B2 copied the update as well

The information regarding the status of the officer was provided prior to the fire rescue units going on scene . This information was not provided to the dispatcher who entered the call. The PD units opted to use the fire rescue talk group to communicate the real time updates. We did not find a delay in the call being dispatched as the request for EMS was relayed verbally prior to entering the call for service.

Sue

From: Mize, Angela  
Sent: Friday, September 12, 2014 7:45 AM  
To: Lowe, Suzanne  
Subject: Fwd: Incident \*ref#24-288577, with priority 5 has been assigned to you

Here is one

Sent from my iPhone

Begin forwarded message:

From: <selfhelp@broward.org>  
Date: September 11, 2014 at 4:31:40 PM EDT  
To: <Angela\_mize@sheriff.org>  
Subject: Incident \*ref#24-288577, with priority 5 has been assigned to you  
Reply-To: <selfhelp@broward.org>  
The following incident has been assigned to you:

Incident # 288577  
Urgency: LOW  
Impact: LOW  
Priority: 5  
Due: 9/18/2014 9:12:47 AM  
Status: Open  
Client Name: RICK BROWN  
Phone: 561-302-4170

Subject: 911 OPERATIONS - FFL140910033369: 10-19 at PD Sally Port

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

Message: R8 was dispatched to 1300 West Broward Boulevard (#08-33369) in reference an injured person or sick person with no further information. B2 requested dispatch add E8 to the call. E8 requested more information while responding to the call. Just prior to units arriving, dispatch advised CPR was in progress for a Police officer. Upon arrival, E8 was escorted into the sally port area and found multiple officers on scene providing care (CPR & AED). R8 and E8 assumed patient care and transported the patient to BGH. Please review and determine why Fire-Rescue wasn't provided a more accurate reference and why an appropriate level of response was not initiated given the nature of the call. Thanks

CAD Incident # :FFL140910033369  
Incident Type Description: INJURY  
Disposition Code: TFR TRANSPORTED BY FIRE DEPARTMENT  
Comments:  
Primary Event: MAIN Opened: 14/09/10 20:40 Incident Initiated By: BS/MAGNANT, LUCIENNE Original Location : FT LAUDERDALE PD CODE 3 FOR PD RESCUE CODE 3 FOR 10/37 SALLY PORT OFFICER INSIDE SALLY PORT CPR IN PROGRESS AED WAS USED

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

<http://1vbcsde10/sde/default.aspx?ModSeq=24&Sequence=288577&FormSeq=1014>

bc - Notify staff member when a ticket is assigned

#### Whiteboard Information

Whiteboard ID:

#### CI Information

Asset Tag #:

| Incident Details     |               |  |                     |          |
|----------------------|---------------|--|---------------------|----------|
| DATE                 | STAFF         | DESCRIPTION                              | ACTION ID           | DURATION |
| 9/11/2014 2:12:47PM  | SYSTEMACCOUNT | Opened Call                              | HD_OPEN             | 00:00:00 |
| 9/11/2014 2:12:48PM  | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT              | HD_TAKEN            | 00:00:00 |
| 9/11/2014 2:12:49PM  | SYSTEMACCOUNT | Forwarded To Group OCT 911               | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 2:12:50PM  | SYSTEMACCOUNT | The Clock has been started               | START_CLOCK         | 00:00:00 |
| 9/11/2014 4:31:22PM  | SMEDVIN       | Forwarded To Staff AMIZE                 | HD_FRWD_STAFF       | 00:00:23 |
| 9/11/2014 4:31:40PM  |               | Sent EMail To AMIZE                      | EMAIL_SENT          | 00:00:00 |
| 9/12/2014 10:26:11AM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/12/2014 10:26:12AM | SMEDVIN       | Close Call # 288577                      | HD_CLOSE            | 00:00:00 |

### Work Orders

### Attachments

| FILE NAME               | URL LINK | FILE SIZE(BYTES) |
|-------------------------|----------|------------------|
| FFL1409100033369.wav    |          | 305938           |
| FFL140910033369.docx    |          | 21602            |
| L34140910223109.wav     |          | 505293           |
| pd L34140910223109.docx |          | 23780            |

# BMC SERVICE DESK EXPRESS

**Incident: 288593**

As of Sunday, Oct 5, 2014 16:45

**Incident**

Page 1 of 3

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

| Incident Information            |                                      |                                 |  |
|---------------------------------|--------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                       |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/11/2014 2:46:13PM   | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> CLOSED           | <b>Due Date:</b> 9/18/2014 9:46:13AM | <b>Service Name:</b>            |  |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS Failure to Contact FEC in Jacksonville to Stop an Imminent Train

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

Message:

FFL140909033135 Dispatch either didn't or couldn't contact FEC in Jacksonville to stop an imminent train. Crews had to run down the track and wave the train down. Fortunately the train engineer had slowed to the mandatory 35 mph for the area and notice our crew's flashlights. He was able, using all available braking methods, to stop the train about 100' shy of the car that was stuck on the tracks. Can you look at having preprogrammed numbers via any number of available technologies to aid the dispatchers in calling critical and frequent numbers rather than having to look each number up and manually dial all 10 digits (12 if they have to dial out and it's long distance) which adds time and potential human errors.

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: information provided to client by AMIZE 9/11/14 4:35 PM

Chief

We are currently in progress to have very comprehensive resource materials made available to all tactical and support dispatch assignments as well as quick reference materials for main dispatch positions. This issue will be rectified as a high priority.

-----Original Message-----

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

Sent: Thursday, September 11, 2014 4:32 PM

To: Mize, Angela

Subject: Incident \*ref#24-288593, with priority 5 has been assigned to you

The following incident has been assigned to you:

Incident # 288593

Urgency: LOW

Impact: LOW

Priority: 5

Due: 9/18/2014 9:46:13 AM

Status: Open

Client Name: RICK BROWN

Phone: 561-302-4170

Subject: 911 OPERATIONS Failure to Contact FEC in Jacksonville to Stop an Imminent Train

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

Message:

FFL140909033135 Dispatch either didn't or couldn't contact FEC in Jacksonville to stop an imminent train. Crews had to run down the track and wave the train down. Fortunately the train engineer had slowed to the mandatory 35 mph for the area and notice our crew's flashlights. He was able, using all available braking methods, to stop the train about 100' shy of the car that was stuck on the tracks. Can you look at having preprogrammed numbers via any number of available technologies to aid the dispatchers in calling critical and frequent numbers rather than having to look each number up and manually dial all 10 digits (12 if they have to dial out and it's long distance) which adds time and potential human errors.

BC Richard Brown

Fort Lauderdale Fire-Rescue

Personal Cell: (561) 302-4170

<http://1vbcsde10/sde/default.aspx?ModSeq=24&Sequence=288593&FormSeq=1014>

bc - Notify staff member when a ticket is assigned

#### Whiteboard Information

Whiteboard ID:

#### CI Information

Asset Tag #:

**Incident Details**

| DATE                 | STAFF         | DESCRIPTION                              | ACTION ID           | DURATION |
|----------------------|---------------|--|---------------------|----------|
| 9/11/2014 2:46:13PM  | SYSTEMACCOUNT | Opened Call                              | HD_OPEN             | 00:00:00 |
| 9/11/2014 2:46:14PM  | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT              | HD_TAKEN            | 00:00:00 |
| 9/11/2014 2:46:15PM  | SYSTEMACCOUNT | Forwarded To Group OCT 911               | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/11/2014 2:46:16PM  | SYSTEMACCOUNT | The Clock has been started               | START_CLOCK         | 00:00:00 |
| 9/11/2014 4:32:02PM  | SMEDVIN       | Forwarded To Staff AMIZE                 | HD_FRWD_STAFF       | 00:00:05 |
| 9/11/2014 4:32:17PM  |               | Sent EMail To AMIZE                      | EMAIL_SENT          | 00:00:00 |
| 9/12/2014 10:31:46AM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/12/2014 10:31:47AM | SMEDVIN       | Close Call # 288593                      | HD_CLOSE            | 00:00:00 |

**Work Orders****Attachments**

# BMC SERVICE DESK EXPRESS

**Incident: 290684**

As of Sunday, Oct 5, 2014 16:47

Page 1 of 3

## 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 8:31:22PM    | Problem:                 |  |
| Urgency ID: LOW          | Priority ID: 5                 | Responded Date and Time: |  |
| Status: CLOSED           | Due Date: 9/29/2014 12:00:00PM | Service Name:            |  |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL2014091534004: Delayed Dispatch

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

Message: Date: 09-15-2014

Incident Number: 0834004

Location: 6451 North Federal Highway

RE35 was dispatched to this call at 13:49:04. Caller states she had to call 911 twice, beginning at 13:07, which indicates a 42 minute delay from our units receiving the call. There was also a delay with PD dispatching a unit to respond to this accident. The BC had to request an officer or PSA respond on PD's District 1 channel. It is unclear what the delay was on PD's end or if they even received our request for them to respond prior to the BC going on their dispatch channel.

B/C Richard S. 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: resolution provided to client bty AMIZE at 9/23/2014 12:54

Chief

The first 2 911 calls only reported an accident with no injuries, which is why FR was never initially advised of the incident. The third call was the only time when the caller reported that FR was needed due to a headache.

The timeliness of the PD assignment was appropriate as the call was low in priority and was awaiting an available unit for assignment.

There are no errors noted here on behalf of the operator or dispatchers.

If you have any questions, please let me know.

Angie

### Whiteboard Information

Whiteboard ID:

### CI Information

Asset Tag #:

### Incident Details

| DATE                | STAFF         | DESCRIPTION                              | ACTION ID           | DURATION |
|---------------------|---------------|--|---------------------|----------|
| 9/22/2014 8:31:22PM | SYSTEMACCOUNT | Opened Call                              | HD_OPEN             | 00:00:00 |
| 9/22/2014 8:31:23PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT              | HD_TAKEN            | 00:00:00 |
| 9/22/2014 8:31:24PM | SYSTEMACCOUNT | Forwarded To Group OCT 911               | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/22/2014 8:31:25PM | SYSTEMACCOUNT | The Clock has been started               | START_CLOCK         | 00:00:00 |
| 9/23/2014 7:21:22AM | SMEDVIN       | Forwarded To Group BSO 911               | HD_FRWD_GROU<br>P   | 00:00:19 |
| 9/23/2014 7:21:35AM | SMEDVIN       | Forwarded To Staff AMIZE                 | HD_FRWD_STAFF       | 00:00:03 |
| 9/23/2014 7:21:52AM |               | Sent EMail To AMIZE                      | EMAIL_SENT          | 00:00:00 |
| 9/23/2014 6:06:22PM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/23/2014 6:06:23PM | SMEDVIN       | Close Call # 290684                      | HD_CLOSE            | 00:00:00 |

**Attachments**

| <b>FILE NAME</b>  | <b>URL LINK</b> | <b>FILE SIZE(BYTES)</b> |
|---|-----------------|-------------------------|
| FFL140915034004 - (2).wav                                   |                 | 99628                   |
| FFL140915034004 - BC16 GOES<br>ACROSS DLE CHANNEL.wav       |                 | 70898                   |
| FFL140915034004 - DISPATCH.wav                              |                 | 62968                   |
| FFL140915034004.pdf   |                 | 113114                  |
| FFL140915034004.xlsx  |                 | 14121                   |
| L11140915003612.pdf   |                 | 81011                   |
| L11140915003612.wav   |                 | 111198                  |
| L34140915225605 - (1).wav                                   |                 | 144348                  |
| L34140915225605 - CENTRAL<br>PSAP CALL INITIAL 1307 HRS.wav |                 | 102423                  |
| L34140915225605.pdf   |                 | 109148                  |

# BMC SERVICE DESK EXPRESS

**Incident: 290685**

As of Sunday, Oct 5, 2014 16:49

Page 1 of 6

## Incident

| Client Information         |             | Assign to Information |             |
|----------------------------|-------------|-----------------------|-------------|
| <b>Name:</b> RICK BROWN    |             | SLOWE                 | <b>Ext:</b> |
| <b>Client ID:</b> RBROWN   |             | SUZANNE LOWE          |             |
| <b>Company ID:</b>         |             | BSO 911               |             |
| <b>Phone:</b> 561-302-4170 | <b>Ext:</b> |                       |             |

| Incident Information            |                                       |                                 |  |
|---------------------------------|---------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/22/2014 8:55:33PM    | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 9/29/2014 12:00:00PM | <b>Service Name:</b>            |  |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL2014091634094: Difficulty Raising Dispatch

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

Message: Date: 9/16/2014

Incident Number: 08-34094

Location: 6401 North Federal Highway

After arriving to IPH for a cardiac STEMI transfer to BGH, RE35 attempted to raise dispatch several times with no response. RE35, RE16 and RE3 could all communicate between units however dispatch did not respond. RE35 was attempting to raise dispatch so that they could add EN35 to the call due to the pt condition and the need for assistance on the transport. After several minutes dispatch answered and started EN35 to our location.

RE35 arrived 02:42:18

EN35 arrival 02:54:37

B/C Richard Brown

Fort Lauderdale Fire-Rescue

Email: RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>

Personal Cell (561) 302 - 4170

**Note:**

**Accounting Fields:**

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                        None

Subdi

**RESOLUTION:** resolution provided to client by AMIZE on 9/23/14 12:50

Chief

There is no explanation for the loss of audio. The dispatcher was found to be off air, however, it could be due to either radio jack/headset issue and/or accidental off channel selection. Sue will investigate this matter from the PSAP location and with the operators involved.

Please review the audio, however. There are inappropriate comments made by the field that is unwarranted and unprofessional.

Angie

#### Whiteboard Information

**Whiteboard ID:**

#### CI Information

**Asset Tag #:**

**Incident Details**

| DATE                | STAFF         | DESCRIPTION   | ACTION ID         | DURATION |
|---------------------|---------------|---|-------------------|----------|
| 9/22/2014 8:55:33PM | SYSTEMACCOUNT | Opened Call   | HD_OPEN           | 00:00:00 |
| 9/22/2014 8:55:34PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT   | HD_TAKEN          | 00:00:00 |
| 9/22/2014 8:55:35PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/22/2014 8:55:36PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/23/2014 7:22:18AM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:00:14 |
| 9/23/2014 7:22:31AM | SMEDVIN       | Forwarded To Staff AMIZE  | HD_FRWD_STAFF     | 00:00:04 |
| 9/23/2014 7:22:42AM |               | Sent EMail To AMIZE   | EMAIL_SENT        | 00:00:00 |
| 9/23/2014 5:59:02PM | SMEDVIN       | Forwarded To Staff SLOWE  | HD_FRWD_STAFF     | 00:03:23 |
| 9/23/2014 5:59:18PM |               | Sent EMail To SLOWE   | EMAIL_SENT        | 00:00:00 |
| 9/24/2014 9:18:51PM | SLOWE         | RE: Incident *ref#24-290685, with priority 5 has been assigned to you | EMAILIN           | 00:00:00 |

From: Suzanne\_Lowe@sheriff.org

Hello:

Preliminary investigation revealed, the complaint is valid.

The audio recording captured the dispatcher announcing a Signal 67T to Rescue 35 at 02:33:59hrs. The audio does not capture anything again until 02:46:32. This segment is a response from Rescue 16 to Rescue 35 stating, "I hear you, but FIRECOM" is not answering. 02:47:10 dialogue continues between the units and Rescue 16 also attempts raise FIRECOM. 02:47:48, Rescue 3 advises they will contact the BC via cell and have an engine dispatched. 02:48:34, FIRECOM is captured confirming if Engine 29 is responding Code 3 to case FL/140916034096. Rescue 35 is also able to make contact with dispatch.

I have checked other positions and have not been able to locate any other transmissions from the same operator. However, I did locate the transmission capturing another operator dispatching Engine 29 to the aforementioned case. Based upon the review of the CAD audit trails and the recordings, I have concluded the Operators may have been working in tandem and the primary dispatch was not selected on the correct talk group after dispatching the Signal 67T. I have requested the Assistant Site Manager to interview both employees for further insight.

I also would like to validate why the equipment did not capture the initial attempts to raise dispatch and the concluding commentary for the call assignment on the S67T. We will be investigating how the talk groups are recorded to ensure that we are not missing vital audio.

Kind Regards,

Suzanne

-----Original Message-----

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

Sent: Tuesday, September 23, 2014 5:59 PM

To: Lowe, Suzanne

Subject: Incident \*ref#24-290685, with priority 5 has been assigned to you

The following incident has been assigned to you:

Incident # 290685

Urgency: LOW

Impact: LOW

Priority: 5

Due: 9/29/2014 12:00:00 PM

Status: Open

Client Name: RICK BROWN

Phone: 561-302-4170

Subject: 911 OPERATIONS - FFL2014091634094: Difficulty Raising Dispatch

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

Message: Date: 9/16/2014

Incident Number: 08-34094

Location: 6401 North Federal Highway

After arriving to IPH for a cardiac STEMI transfer to BGH, RE35 attempted to raise dispatch several times with no response. RE35, RE16 and RE3 could all communicate between units however dispatch did not respond. RE35 was attempting to raise dispatch so that they could add EN35 to the call due to the pt condition and the need for assistance on the transport. After several minutes dispatch answered and started EN35 to our location.

RE35 arrived 02:42:18

EN35 arrival 02:54:37

B/C Richard Brown

Fort Lauderdale Fire-Rescue

Email: RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>

Personal Cell (561) 302 - 4170

<http://1vbcsde10/sde/default.aspx?ModSeq=24&Sequence=290685&FormSeq=1014>

bc - Notify staff member when a ticket is assigned

9/30/2014 3:18:03PM SLOWE

911 COMMUNICATIONS - FW: Incident  
\*ref#24-290685, with priority 5 has been  
assigned to you

EMAILIN

00:00:00

From: SMEDVIN@broward.org

Please create ticket as per discussion below

Scott R. Medvin, Administrative Manager

Office of Communications Technology

115 S Andrews Ave, #325

Fort Lauderdale, FL 33301

Cell: 954.770.9206

Fax: 954.357.8518

<http://www.broward.org/CommunicationsTechnology>

From: Lowe, Suzanne [mailto:Suzanne\_Lowe@sheriff.org]

Sent: Friday, September 26, 2014 6:09 PM

To: Mize, Angela; Medvin, Scott

Subject: RE: Incident \*ref#24-290685, with priority 5 has been assigned to you

From: Lowe, Suzanne

Sent: Wednesday, September 24, 2014 9:18 PM

To: 'selfhelp@broward.org'

Cc: Mize, Angela; Elmaadawy, Latasha

Subject: RE: Incident \*ref#24-290685, with priority 5 has been assigned to you

Hello:

Preliminary investigation revealed, the complaint is valid.

The audio recording captured the dispatcher announcing a Signal 67T to Rescue 35 at 02:33:59hrs.

The audio does not capture anything again until 02:46:32. This segment is a response from Rescue 16 to Rescue 35 stating, "I hear you, but FIRECOM" is not answering.

02:47:10 dialogue continues between the units and Rescue 16 also attempts raise FIRECOM.

02:47:48, Rescue 3 advises they will contact the BC via cell and have an engine dispatched.

02:48:34, FIRECOM is captured confirming if Engine 29 is responding Code 3 to case FL/140916034096. Rescue 35 is also able to make contact with dispatch.

I have checked other positions and have not been able to locate any other transmissions from the same operator. However, I did locate the transmission capturing another operator dispatching Engine 29 to the aforementioned case. Based upon the review of the CAD audit trails and the recordings, I have concluded the Operators may have been working in tandem and the primary dispatch was not selected on the correct talk group after dispatching the Signal 67T. I have requested the Assistant Site Manager to interview both employees for further insight.

I also would like to validate why the equipment did not capture the initial attempts to raise dispatch and the concluding commentary for the call assignment on the S67T. We will be investigating how the talk groups are recorded to ensure that we are not missing vital audio.

Kind Regards,

Suzanne

-----Original Message-----

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

Sent: Tuesday, September 23, 2014 5:59 PM

To: Lowe, Suzanne

Subject: Incident \*ref#24-290685, with priority 5 has been assigned to you

The following incident has been assigned to you:

Incident # 290685

Urgency: LOW

Impact: LOW

Priority: 5

Due: 9/29/2014 12:00:00 PM

Status: Open

Client Name: RICK BROWN

Phone: 561-302-4170

Subject: 911 OPERATIONS - FFL2014091634094: Difficulty Raising Dispatch

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

Message: Date: 9/16/2014

Incident Number: 08-34094

Location: 6401 North Federal Highway

After arriving to IPH for a cardiac STEMI transfer to BGH, RE35 attempted to raise dispatch several times with no response. RE35, RE16 and RE3 could all communicate between units however dispatch did not respond. RE35 was attempting to raise dispatch so that they could add EN35 to the call due to the pt condition and the need for assistance on the transport. After several minutes dispatch answered and started EN35 to our location.

RE35 arrived 02:42:18

EN35 arrival 02:54:37

B/C Richard Brown  
Fort Lauderdale Fire-Rescue  
Email:  
RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>  
Personal Cell (561) 302 - 4170  
<http://1vbcside10/sde/default.aspx?ModSeq=24&Sequence=290685&FormSeq=1014>  
bc - Notify staff member when a ticket is assigned

Under Florida law, most e-mail messages to or from Broward County employees or officials are public records, available to any person upon request, absent an exemption. Therefore, any e-mail message to or from the County, inclusive of e-mail addresses contained therein, may be subject to public disclosure.

**Work Orders**

**Attachments**

| FILE NAME            | URL LINK | FILE SIZE(BYTES) |
|----------------------|----------|------------------|
| FFL140916034094.pdf  |          | 109338           |
| FFL140916034094.wav  |          | 506528           |
| FFL140916034094.xlsx |          | 13877            |
| FR audio 091714.wav  |          | 524728           |
| image001.jpg         |          | 4071             |



# BMC SERVICE DESK EXPRESS

**Incident: 290716**

As of Sunday, Oct 5, 2014 16:50

**Incident**

Page 1 of 3

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

| Incident Information            |                                       |                                 |  |
|---------------------------------|---------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/23/2014 8:20:58AM    | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> CLOSED           | <b>Due Date:</b> 9/29/2014 12:20:58PM | <b>Service Name:</b>            |  |
| <b>First Call Resolution:</b>   | <b>SLA ID:</b>                        |                                 |  |

DESCRIPTION: Subject: 911 OPERATIONS - FFL2014091834474: Possible Incorrect ZoneAssignment in CAD

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

Message:

Date: 9-18-14

Incident # 0834474

Location: 1 West Sunrise Boulevard

E16 was dispatched to the topic address that is in Zone 46B.

Plases check the CAD and advise if the unit response order for Zone 46B is as noted below. Thanks

46B

46

2

16

8

29

13

54

47

53

35

3

49

B/C Richard Brown

Fort Lauderdale Fire-Rescue

Email: RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>

Personal Cell (561) 302 - 4170

**Note:**

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION: relocated common place and it's now zoning correctly

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                              | ACTION ID           | DURATION |
|---------------------|---------------|--|---------------------|----------|
| 9/23/2014 8:20:58AM | SYSTEMACCOUNT | Opened Call                              | HD_OPEN             | 00:00:00 |
| 9/23/2014 8:20:59AM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT              | HD_TAKEN            | 00:00:00 |
| 9/23/2014 8:21:00AM | SYSTEMACCOUNT | Forwarded To Group OCT 911               | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/23/2014 8:21:01AM | SYSTEMACCOUNT | The Clock has been started               | START_CLOCK         | 00:00:00 |
| 9/23/2014 8:55:23AM | LMOLITOR      | Forwarded To Staff SMEDVIN               | HD_FRWD_STAFF       | 00:00:12 |
| 9/23/2014 8:55:42AM |               | Sent EMail To SMEDVIN                    | EMAIL_SENT          | 00:00:00 |
| 9/23/2014 9:41:53AM | SMEDVIN       | User Defined Status Changed To<br>CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/23/2014 9:41:54AM | SMEDVIN       | Close Call # 290716                      | HD_CLOSE            | 00:00:00 |

**Work Orders**

**Attachments**

# BMC SERVICE DESK EXPRESS

**Incident: 290729**

As of Sunday, Oct 5, 2014 16:51

## Incident

Page 1 of 2

| 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: 9/23/2014 8:44:04AM    | Problem:                 |
| Urgency ID: LOW          | Priority ID: 5                 | Responded Date and Time: |
| Status: CLOSED           | Due Date: 9/29/2014 12:44:04PM | Service Name:            |

**First Call Resolution:** SLA ID:

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL140920034726: Dispatch Unable to Locate FortLauderdale Ocean Rescue Channel on the Radio

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

Message: Date: 9/20/14

Incident Number: 08-34726

Location: 1800 North Ocean Boulevard

BSO Dispatcher was unable to locate Fort Lauderdale Ocean Rescue Channel on the radio.

On Saturday, September 20th at approximately 16:50, Ocean Rescue Chief Breck Ballou received a call from a BSO dispatcher (954.476.4728) on his cell phone. The Dispatcher said that there was an incident involving a diver down and that he could not find the Fort Lauderdale Ocean Rescue channel on the radio.

Ocean Rescue Lt. Tracie Moll called the dispatcher (954.476.4728) and noted that while she was talking to the dispatcher on the phone, he made numerous attempts to find the Fort Lauderdale Ocean Rescue channel on the radio and was unsuccessful.

B/C Richard Brown

Fort Lauderdale Fire-Rescue

Email: RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>

Personal Cell (561) 302 - 4170

### Note:

#### Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client by AMIZE at 9/23/2014 2:11 PM

Hello Chief

This is a mystery in that the talkgroup for Ocean Rescue is presented on the Gold Elite console at every FR position. When reviewed this morning, the talkgroup is there and working properly. The Dispatcher assigned this morning was well aware of the talkgroup and its function.

We will ensure that everyone is cognizant of this talkgroup and where it is located.

I apologize for the issue and we will immediately rectify.

Angie

### Whiteboard Information

Whiteboard ID:

### CI Information

Asset Tag #:

### Incident Details

| DATE                | STAFF         | DESCRIPTION                           | ACTION ID           | DURATION |
|---------------------|---------------|---------------------------------------|---------------------|----------|
| 9/23/2014 8:44:04AM | SYSTEMACCOUNT | Opened Call                           | HD_OPEN             | 00:00:00 |
| 9/23/2014 8:44:05AM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT           | HD_TAKEN            | 00:00:00 |
| 9/23/2014 8:44:06AM | SYSTEMACCOUNT | Forwarded To Group OCT 911            | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/23/2014 8:44:07AM | SYSTEMACCOUNT | The Clock has been started            | START_CLOCK         | 00:00:00 |
| 9/23/2014 9:08:27AM | SMEDVIN       | Forwarded To Group BSO 911            | HD_FRWD_GROU<br>P   | 00:00:26 |
| 9/23/2014 9:08:37AM | SMEDVIN       | Forwarded To Staff AMIZE              | HD_FRWD_STAFF       | 00:00:03 |
| 9/23/2014 9:08:52AM |               | Sent EMail To AMIZE                   | EMAIL_SENT          | 00:00:00 |
| 9/23/2014 6:17:49PM | SMEDVIN       | User Defined Status Changed To CLOSED | HD_STATUSCHAN<br>GE | 00:00:00 |
| 9/23/2014 6:17:50PM | SMEDVIN       | Close Call # 290729                   | HD_CLOSE            | 00:00:00 |

# BMC SERVICE DESK EXPRESS

**Incident:** 291932

As of Sunday, Oct 5, 2014 16:58

**Incident**

Page 1 of 2

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

| Incident Information            |                                       |                                 |
|---------------------------------|---------------------------------------|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/26/2014 4:59:11PM    | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 10/3/2014 11:59:11AM | <b>Service Name:</b>            |

**First Call Resolution:** SLA ID:

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL2014092435253

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

Message: Date: 09-24-2011

Incident Number: 08-35253

Location: 660 NW 19 AVE - 660 Tennis Club Drive

E2 was dispatched to a reported choking at 660 NW 19 AVE. Upon arrival address could not be located. E2 advised dispatch and dispatch stated call was coming from 660 NW 19 ST and they attempted a call back. E2 relocated to the new address. Dispatched updated the address as 660 Tennis Club Drive.

**Note:**

**Accounting Fields:**

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

**RESOLUTION:** Chief

This is an operator error. Please review the findings below. The caller did provide a valid location, however, it seems that the operator must have used the ANI/ALI data, leaving off the Street (from 19th Street), allowing CAD to find a match. The first choice was Avenue in Fort Lauderdale, and that was what was selected.

Sue – this will need to be reviewed and documented as an error.

Should there be any questions, please let us know.

Thank you.

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/26/2014 4:59:11PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/26/2014 4:59:12PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/26/2014 4:59:13PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/26/2014 4:59:14PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/27/2014 7:32:43PM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:00:19 |
| 9/27/2014 7:33:00PM | SMEDVIN       | Forwarded To Staff AMIZE    | HD_FRWD_STAFF     | 00:00:06 |
| 9/27/2014 7:33:15PM |               | Sent EMail To AMIZE         | EMAIL_SENT        | 00:00:00 |

**Work Orders****Attachments**

| FILE NAME                      | URL LINK | FILE SIZE(BYTES) |
|--------------------------------|----------|------------------|
| FFL140924035253 - DISPATCH.wav |          | 667273           |
| FFL140924035253.pdf            |          | 110824           |
| FFL140924035253.wav            |          | 651868           |
| FFL140924035253.xlsx           |          | 14144            |

# BMC SERVICE DESK EXPRESS

**Incident: 291934**

As of Sunday, Oct 5, 2014 17:01

**Incident**

Page 1 of 3

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

| Incident Information            |                                       |                                 |
|---------------------------------|---------------------------------------|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/26/2014 5:04:14PM    | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 10/3/2014 12:00:00PM | <b>Service Name:</b>            |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** PLEASE NOTE THAT FFL2014092435304 IS THE CORRECT INCIDENT NUMBER

Subject: 911 OPERATIONS - FFL201092433673 OJI Call

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

Message: Date: 9/24/14

Incident #: 08-33673

Location: 4800 N. Powerline Rd

R53 and E88 responded to the above address (The Waffle House). Pt was transported without delay, complaining of chest pain. This call is in Oakland Park and right across the street from the Oakland Park fire station.

B/C Richard Brown

Fort Lauderdale Fire-Rescue

Email: RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>

Personal Cell (561) 302 - 4170

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi



**RESOLUTION: Chief**

The caller reported his location at Commercial and Powerline Rd in Fort Lauderdale. The CAD enter was initiated with that intersection. The CAD offers two city locations - Fort Lauderdale (which is the first location offered) and Oakland Park. CAD, however, does not reflect the differences between either choice, giving the selection to the operator to decide often without clear guidance.

The dispatcher provided the information, however, prior to being able to provide any updates, the transmission was interrupted for an IFT assignment, which dominated the air time. Once the IFT was finalized, field units questioned the Waffle House location. Patient was contacted shortly thereafter when the unit advised that it was Oakland Park jurisdiction.

In this case, there was no "operator error" per se, in that the location was entered as outlined by the caller - to include the City of jurisdiction. The CAD does offer two jurisdictional choices, however, the operator choose the 1st selection. General training must be given to have the operators confirm the location on the ATM mapping (provided with the CAD) to determine which jurisdiction a location belongs, especially when the caller provides a firm direction of travel.

Sue - we do need this as a general training guide for all operators. The ATM mapping should have given the operator a better indication of which selection to choose.

Please let me know if you have any other concerns.

Angie

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/26/2014 5:04:14PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/26/2014 5:04:15PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/26/2014 5:04:16PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/26/2014 5:04:17PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/27/2014 7:33:41PM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:00:23 |
| 9/27/2014 7:33:50PM | SMEDVIN       | Forwarded To Staff AMIZE    | HD_FRWD_STAFF     | 00:00:02 |
| 9/27/2014 7:34:05PM |               | Sent EMail To AMIZE         | EMAIL_SENT        | 00:00:00 |

| Attachments                             |          |                  |
|---|----------|------------------|
| FILE NAME                               | URL LINK | FILE SIZE(BYTES) |
| FFL140925035304 - DISPATCH<br>AUDIO.wav |          | 376853           |
| FFL140925035304.pdf                     |          | 109866           |
| FFL140925035304.wav                     |          | 387123           |
| FFL140925035304.xlsx                    |          | 14313            |

# BMC SERVICE DESK EXPRESS

**Incident:** 291936

As of Sunday, Oct 5, 2014 17:04

**Incident**

Page 1 of 2

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

| Incident Information            |                                       |                                 |
|---------------------------------|---------------------------------------|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/26/2014 5:11:28PM    | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 10/3/2014 12:00:00PM | <b>Service Name:</b>            |

**First Call Resolution:** SLA ID:

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL201092635450 Incorrect Unit Bid / Selected

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

Message: Date: 9-26-14 @ 2:15:11hrs

Incident Number: 08-35450

Location: 3333 NE 34st

R13 was dispatched to Zone 54 with R54 in quarters. When asked, Firecom indicated that they did show R54 available at the time. R13 was canceled and R54 was placed on the call.

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

**RESOLUTION:** R54 was not available and reflected out of service at the time of this call. The dispatcher was incorrect when advised that the unit was clear for the assignment. See below unit history log.

If you have any other questions, please let me know.

Thank you

## Whiteboard Information

**Whiteboard ID:**

## CI Information

**Asset Tag #:**

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/26/2014 5:11:28PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/26/2014 5:11:29PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/26/2014 5:11:30PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/26/2014 5:11:31PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/27/2014 7:34:28PM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:00:19 |
| 9/27/2014 7:34:37PM | SMEDVIN       | Forwarded To Staff AMIZE    | HD_FRWD_STAFF     | 00:00:02 |
| 9/27/2014 7:34:55PM |               | Sent EMail To AMIZE         | EMAIL_SENT        | 00:00:00 |

**Work Orders****Attachments**

| FILE NAME    | URL LINK | FILE SIZE(BYTES) |
|--------------|----------|------------------|
| untitled.png |          | 171791           |

# BMC SERVICE DESK EXPRESS

**Incident: 291941**

As of Sunday, Oct 5, 2014 17:05

Page 1 of 3

## Incident

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

| Incident Information            |                                       |                                 |  |
|---------------------------------|---------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/26/2014 6:21:43PM    | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 10/3/2014 12:00:00PM | <b>Service Name:</b>            |  |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** update from Client 10/2/14 1:33 PM:

I have reviewed the incident report again and it substantiates that the patient was indeed a Signal 7 and was not transported. There were no transport times that downloaded and the CAD narrative did not completely download into the incident report under "CAD Narrative" (see below). The CAD narrative is difficult to read as it is in all CAPS and many of the words run together, although this particular narrative is not as bad as others I've seen. The units are not far from the facility and if the information is not verbalized, it might be missed, which is one of the predominate reasons we are asking for the verbalization of information. I'm not sure that the information below was on the MDT and/or available. According to the investigation it was available and verbalized, but according to our crews it was not. I'm not sure where to go from this point but I would like to ask for clarification on the following findings:

Field units indicated that the patient was not breathing; however, the CAD comments clearly reflect that she was conscious and breathing.

There is also no indication that the patient was a S/7 - the CAD reflects that she was transported.

If these are as contradictory to the actual events as they seem, I'm not sure how much faith we, as a cooperative partners, can place in the CAD documentation.

Subject: 911 OPERATIONS - FFL20140924035091 Missing Location Info & Updates

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

Message: Date: 9/24/2014

Incident Number: 08-35091

Location: 2675 N Andrews Ave

E16 and R16 responded code 3 for a person not breathing at Wilton Manor Health and Rehab. No room number was given. E16 requested this information while enroute and did not receive it until after arrival. E16 and R16 took a chance on which building it was and guessed correctly. This address is a large facility that we run calls there frequently. If the room number is not known it can cause a significant delay in patient contact, as the room number determines which building to go to. Updates were given very late. We were informed that CPR was in progress after we determined the patient to be signal 7.

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                        None

Subdi

RESOLUTION: update provided by AMIZE 10/2/14 1:43 PM

Hi Chief

Please review the case number and confirm if the case number that was in the original inquiry matches what was reviewed. I indicated that there were too many discrepancies to lead me to believe that the case number that we researched may not have been the correct case that you were concerned about.

Chief

There are a few observations here

Field units indicated that the patient was not breathing, however, the CAD comments clearly reflect that she was conscious and breathing.

Additionally, the bed and room number was updated within a minute of dispatch assignment, and that information was verbalized minutes before units arrived on scene.

There is also no indication that the patient was a S/7 - the CAD reflects that she was transported.

Based upon these issues, I do not find any operator error. Was this the correct incident? It seems that there are too many differences that perhaps the field units cited the incorrect event?

Please let me know if you have any concerns.

Thank you.

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/26/2014 6:21:43PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/26/2014 6:21:44PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/26/2014 6:21:45PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/26/2014 6:21:46PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/27/2014 7:35:23PM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:00:30 |
| 9/27/2014 7:35:35PM | SMEDVIN       | Forwarded To Staff AMIZE    | HD_FRWD_STAFF     | 00:00:04 |
| 9/27/2014 7:35:46PM |               | Sent EMail To AMIZE         | EMAIL_SENT        | 00:00:00 |

**Work Orders****Attachments**

# BMC SERVICE DESK EXPRESS

**Incident: 291942**

As of Sunday, Oct 5, 2014 17:07

**Incident**

Page 1 of 3

| 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: 9/26/2014 6:22:54PM    |  | Problem:                 |
| Urgency ID: LOW          | Priority ID: 5                 |  | Responded Date and Time: |
| Status: OPEN             | Due Date: 10/3/2014 12:00:00PM |  | Service Name:            |

**First Call Resolution:** SLA ID:

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL20140924035176 Domestic Refernced Only asMedical & No PD

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

Message: Date: 9/24/2014

Incident Number: 08-35176

Location: 1132 NE 5 AV

E16 was dispatched to "trouble breathing" and the call was actually a domestic without PD dispatched. The caller advised that he explained it was a domestic and that he needed PD to respond. PD arrived after E16 requested them.

B/C Richard Brown

Fort Lauderdale Fire-Rescue

Email: RBrown@fortlauderdale.gov<mailto:RBrown@fortlauderdale.gov>

Personal Cell (561) 302 - 4170

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi



RESOLUTION: Chief

The initial 911 call generated a DLE only event as a suspicious incident at 0018 hours. The caller was Creole speaking, and according to the CAD entry was not articulating what was occurring, only repeating to "come help me". The 911 operator documented that he was difficult to understand. The 911 operator generated a DLE only event, and remained land line.

When the caller begin to demonstrate that he was having trouble breathing, the original 911 operator created a call for FR - this occurred at 0020 hours. DLE units were dispatched at 0021 hours, and FR dispatched at 0020 hours. At this time, there was no indicated of a domestic situation occurring. There was also no indication from the audio of any type of violence occurring, as no sounds are heard in the background.

FR arrived on scene at 0025 and DLE arrived at 0035.

There was no delay in the notification to DLE, and DLE was already enroute prior to FR receiving the call.

The caller did begin to state that he had been beaten during the interrogation - those comments, however, were never updated into the original call.

Sue - Please have that issue addressed via documentation with the operator.

Please let me know if you have any other concerns.

Angie

#### Whiteboard Information

Whiteboard ID:

#### CI Information

Asset Tag #:

#### Incident Details

| DATE                | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/26/2014 6:22:54PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/26/2014 6:22:55PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/26/2014 6:22:56PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/26/2014 6:22:57PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/27/2014 7:36:08PM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:00:16 |
| 9/27/2014 7:36:16PM | SMEDVIN       | Forwarded To Staff AMIZE    | HD_FRWD_STAFF     | 00:00:03 |
| 9/27/2014 7:36:28PM |               | Sent EMail To AMIZE         | EMAIL_SENT        | 00:00:00 |

| Attachments          |          |                  |
|----------------------|----------|------------------|
| FILE NAME            | URL LINK | FILE SIZE(BYTES) |
| FFL140924035176.pdf  |          | 108360           |
| FFL140924035176.wav  |          | 1185193          |
| FFL140924035176.xlsx |          | 14940            |
| L34140924230377.pdf  |          | 107956           |
| L34140924230386.pdf  |          | 109709           |
| L34140924230386.wav  |          | 142463           |

# BMC SERVICE DESK EXPRESS

**Incident: 291943**

As of Sunday, Oct 5, 2014 17:08

**Incident**

Page 1 of 2

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

| Incident Information            |                                       |                                 |  |
|---------------------------------|---------------------------------------|---------------------------------|--|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |                                 |  |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/26/2014 6:23:55PM    | <b>Problem:</b>                 |  |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 | <b>Responded Date and Time:</b> |  |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 10/3/2014 12:00:00PM | <b>Service Name:</b>            |  |

**First Call Resolution:** **SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS - FFL20140924035178 Delayed Info from WMPD

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

Message: Date: 9/24/2014  
Incident Number: 08-35178  
Location: 2416 N Andrews Ave

E16 and R16 responded to a head on MVC with injuries with WMPD on scene. On arrival WMPD advised that they were on scene waiting for us for almost 10 minutes. The call was originally dispatched as 2400 S. Andrews Ave, with E3 and R3 dispatched and then updated to N Andrews. WMPD received call and updated address much earlier than FLFR.

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

**Note:**

**Accounting Fields:**

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

**RESOLUTION:** Chief

This was operator error - please note below.

Sue- this will need to be documented as an error on the operator's behalf. Please handle accordingly.

Thank you.

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:

**Incident Details**

| DATE                | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/26/2014 6:23:55PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/26/2014 6:23:56PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/26/2014 6:23:57PM | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/26/2014 6:23:58PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/27/2014 7:37:39PM | SMEDVIN       | Forwarded To Group BSO 911  | HD_FRWD_GROU<br>P | 00:01:07 |
| 9/27/2014 7:37:59PM | SMEDVIN       | Forwarded To Staff AMIZE    | HD_FRWD_STAFF     | 00:00:13 |
| 9/27/2014 7:38:18PM |               | Sent EMail To AMIZE         | EMAIL_SENT        | 00:00:00 |

**Work Orders****Attachments**

| FILE NAME                      | URL LINK | FILE SIZE(BYTES) |
|--------------------------------|----------|------------------|
| FFL140924035178 - DISPATCH.wav |          | 104828           |
| FFL140924035178.pdf            |          | 112066           |
| FFL140924035178.wav            |          | 461613           |
| FFL140924035178.xlsx           |          | 14241            |
| L34140924230399.pdf            |          | 82522            |

# BMC SERVICE DESK EXPRESS

**Incident: 288911**

As of Thursday, Oct 2, 2014 09:40

## Incident

Page 1 of 2

| Client Information                |                     | Assign to Information |             |
|-----------------------------------|---------------------|-----------------------|-------------|
| <b>Name:</b> SCOTT MEDVIN<br>GC   | 115 S. Andrews Ave. |                       | <b>Ext:</b> |
| <b>Client ID:</b> 1000113881      |                     |                       |             |
| <b>Company ID:</b> BROWARD COUNTY |                     | OCT 911               |             |
| <b>Phone:</b> 954 357-7078        | <b>Ext:</b>         |                       |             |

| Incident Information            |                                       |  |                                 |
|---------------------------------|---------------------------------------|--|---------------------------------|
| <b>Category:</b> OCT - REQUESTS | OCT - REQUESTS                        |  |                                 |
| <b>Impact ID:</b> LOW           | <b>Opened:</b> 9/12/2014 4:28:03PM    |  | <b>Problem:</b>                 |
| <b>Urgency ID:</b> LOW          | <b>Priority ID:</b> 5                 |  | <b>Responded Date and Time:</b> |
| <b>Status:</b> OPEN             | <b>Due Date:</b> 9/19/2014 11:28:03AM |  | <b>Service Name:</b>            |

**First Call Resolution:**

**SLA ID:**

**DESCRIPTION:** Subject: 911 OPERATIONS - FW: FLFR Practice - For Review  
From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

From: Mize, Angela [Angela\_Mize@sheriff.org]  
Sent: Friday, September 12, 2014 2:28 PM  
To: Rick Brown; Douglas Stanley; William Findlan  
Cc: Sabin, Antonio; Medvin, Scott; Carpani, Richard; Zarazinski, Lisa  
Subject: FLFR Practice - For Review

**Chiefs**

There is a difference in the expectation of a hospital pre-alert by dispatch staff in comparison to those county-wide.  
As a general rule – if a FR field unit expresses either Trauma Alert or Stoke Alert, the dispatcher will have the hospital pre-alerted in advance of the field unit switching to MedCom for direct communication.  
FR Dispatch, however, has been expected to perform this function for other incidents. Specifically: Working Codes, Level 2 Trauma (High Index), Stemi Alert, ICE Alert, Cardiac Alert.  
We would like to discuss this at our next meeting with the intent of coming away with understanding and standardizing this as much as possible.  
Scott – Can you open a ticket with regards to this need, please?  
Thank you.

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.

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: ticket opened by SMEDVIN on behalf of AMIZE - request received 9/12/14 2:28 PM

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

| DATE                 | STAFF         | DESCRIPTION                 | ACTION ID         | DURATION |
|----------------------|---------------|-----------------------------|-------------------|----------|
| 9/12/2014 4:28:03PM  | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/12/2014 4:28:04PM  | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/12/2014 4:28:05PM  | SYSTEMACCOUNT | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/12/2014 4:28:06PM  | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/16/2014 10:54:43AM | SMEDVIN       | Forwarded To Staff SMEDVIN  | HD_FRWD_STAFF     | 00:00:06 |
| 9/22/2014 2:59:29PM  | SMEDVIN       | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:06 |

Attachments

Attachments

| FILE NAME    | URL LINK | FILE SIZE(BYTES) |
|--------------|----------|------------------|
| image001.jpg |          | 6032             |

# BMC SERVICE DESK EXPRESS

Incident: 290943

As of Sunday, Oct 5, 2014 16:56

Incident

Page 1 of 3

| Client Information         |      | Assign to Information |                   |
|----------------------------|------|-----------------------|-------------------|
| Name: ANGELA MIZE          |      | SMEDVIN               | 954 357-7078 Ext: |
| Client ID: AMIZE           |      | SCOTT MEDVIN          |                   |
| Company ID: BROWARD COUNTY |      | OCT 911               |                   |
| Phone:                     | Ext: |                       |                   |

| Incident Information |                                |  |                          |
|----------------------|--------------------------------|--|--------------------------|
| Category: OTHER      | Other                          |  |                          |
| Impact ID: LOW       | Opened: 9/23/2014 5:27:20PM    |  | Problem:                 |
| Urgency ID: LOW      | Priority ID: 5                 |  | Responded Date and Time: |
| Status: OPEN         | Due Date: 9/30/2014 12:00:00PM |  | Service Name:            |

First Call Resolution:

SLA ID:

DESCRIPTION: FW: FLFR radio etiquette

From:SMTP:{Angela\_Mize@sheriff.org}Angela\_Mize@sheriff.org

For Fort Lauderdale FR - complaint regarding radio etiquette

---

From: White, Sheri  
Sent: Tuesday, September 23, 2014 12:58 PM  
To: Mize, Angela  
Cc: Zarazinski, Lisa  
Subject: FLFR radio etiquette

Hello,

I wanted to pass along a segment of transmissions that occurred on the Fort Lauderdale Fire Rescue dispatch position. The dispatcher was working several calls at the time, but from the operators this is a typical example of what occurs on the radio which hinders the ability to properly pre-alert and dispatch calls. It is an ongoing issue with the field units transmitting on the radio without cutting the dispatcher or another off. In addition they are not in the habit of raising dispatch and being acknowledged prior to just talking. If this is an item that can be discussed with FLFR command

Thank you

Sheri

**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 |
|---------------------|---------------|-----------------------------|-------------------|----------|
| 9/23/2014 5:27:20PM | SYSTEMACCOUNT | Opened Call                 | HD_OPEN           | 00:00:00 |
| 9/23/2014 5:27:21PM | SYSTEMACCOUNT | Call Taken By SYSTEMACCOUNT | HD_TAKEN          | 00:00:00 |
| 9/23/2014 5:27:22PM | SYSTEMACCOUNT | Forwarded To Group DESK     | HD_FRWD_GROU<br>P | 00:00:00 |
| 9/23/2014 5:27:23PM | SYSTEMACCOUNT | The Clock has been started  | START_CLOCK       | 00:00:00 |
| 9/24/2014 6:37:18AM | DBORGIA       | Forwarded To Group OCT      | HD_FRWD_GROU<br>P | 00:00:03 |
| 9/24/2014 6:37:28AM | DBORGIA       | Notes                       | NOTES             | 00:01:07 |
| 9/24/2014 4:37:09PM | SMEDVIN       | Forwarded To Group OCT 911  | HD_FRWD_GROU<br>P | 00:00:05 |
| 9/24/2014 4:37:12PM | SMEDVIN       | Forwarded To Staff SMEDVIN  | HD_FRWD_STAFF     | 00:00:03 |
| 9/30/2014 4:29:18PM | SMEDVIN       | Opened WO 85643             | WO_OPEN           | 00:00:08 |



**Work Orders**

| WORK ORDER # | STATE | OPENED              | CLOSED | CATEGORY ID | ASSIGNED TO |
|--------------|-------|---------------------|--------|-------------|-------------|
| 85643        | O     | 9/30/2014 4:29:15PM |        | OTHER       | SMEDVIN     |

**Attachments**

| FILE NAME           | URL LINK | FILE SIZE(BYTES) |
|---------------------|----------|------------------|
| FR audio 091714.wav |          | 524728           |

# BMC SERVICE DESK EXPRESS

**Incident: 292607**

As of Tuesday, Mar 10, 2015 10:45

Page 1 of 5

## Incident

| Client Information         |                    | Assign to Information |                   |
|----------------------------|--------------------|-----------------------|-------------------|
| Last Name: MIZE            | First Name: ANGELA | SMEDVIN               | 954 367 7078 Ext: |
| Client ID: AMIZE           |                    | SCOTT                 | MEDVIN            |
| Company ID: BROWARD COUNTY |                    | OCT911                |                   |
| Phone:                     | Ext:               |                       |                   |

| Incident Information                            |                               |                          |
|---|-------------------------------|--------------------------|
| Category: OCT911 - GOV-POLICY                   | OCT911 - Gov.Policy           |                          |
| Impact ID: LOW                                  | Opened: 9/30/2014 1:51:56PM   | Problem:                 |
| Urgency ID: LOW                                 | Priority ID: 5                | Responded Date and Time: |
| Status: OPEN                                    | Due Date: 10/7/2014 8:51:56AM | 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:** AGENCY POLICY RECOMMENDATION FOR REVIEW BY CONSOLIDATED COMMUNICATIONS

**DATE OF INCIDENT:**

**INCIDENT NUMBER:**

**PRIORITY LEVEL:**

**LOCATION:**

**REPORTED BY:**

**NAME:** Angela Mize

**MUNICIPALITY**

**AGENCY:** BSO Regional Communications

**EMAIL ADDRESS:** angela\_mize@sheriff.org

**TELEPHONE NUMBER:**

**INCIDENT DETAILS:**

**ADDITIONAL COMMENTS:**

Recommendation to amend the below SOP - 2.22 A-2 (highlighted areas denote change).

1. Performs follow-up calls on fire alarm calls for

service upon the request from FR field units via the BCF Info talkgroup:

- a. Contact the premise several times, if the line is busy.
- b. Do not contact the premise if the alarm indicates burglary/panic type as well as fire.
- c. Document the name and title of the person with whom contact is made.
- d. Establish cause of the fire alarm and if smoke or flames are present.
- e. Establish if the caller needs assistance resetting the fire alarm when it is determined to be a false activation.

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.

**Note:**

## Accounting Fields:

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

RESOLUTION: will be handled in upcoming SOP revision

## Whiteboard Information

Whiteboard ID:

## CI Information

Asset Tag #:

## Incident Details

| DATE                | STAFF             | DESCRIPTION                               | ACTION ID           | DURATION |
|---------------------|-------------------|---|---------------------|----------|
| 9/30/2014 1:51:56PM | SYSTEMACCOU<br>NT | Opened Call                               | HD_OPEN             | 00:00:00 |
| 9/30/2014 1:51:57PM | SYSTEMACCOU<br>NT | Call Taken By SYSTEMACCOUNT               | HD_TAKEN            | 00:00:00 |
| 9/30/2014 1:51:58PM | SYSTEMACCOU<br>NT | Forwarded To Group OCT 911                | HD_FRWD_GROU<br>P   | 00:00:00 |
| 9/30/2014 1:51:59PM | SYSTEMACCOU<br>NT | The Clock has been started                | START_CLOCK         | 00:00:00 |
| 9/30/2014 2:19:34PM | SMEDVIN           | Forwarded To Staff SMEDVIN                | HD_FRWD_STAFF       | 00:00:23 |
| 9/30/2014 2:19:58PM | SMEDVIN           | Opened WO 85622                           | WO_OPEN             | 00:00:18 |
| 2/19/2015 4:21:53PM | SMEDVIN           | Subject Changed To OCT911 -<br>GOV-POLICY | HD_SUBJ_CHANG<br>E  | 00:00:34 |
| 2/19/2015 4:22:44PM | SMEDVIN           | Contacted Customer and Left Message       | _CONTACTCUSTM<br>SG | 00:00:46 |

**Work Orders**

| WORK ORDER # | STATE | OPENED              | CLOSED | CATEGORY ID      | ASSIGNED TO |
|--------------|-------|---------------------|--------|------------------|-------------|
| 85622        | O     | 9/30/2014 2:19:55PM |        | ORCAT - REQUESTS | SMEDVIN     |

**Attachments**

| FILE NAME    | URL LINK | FILE SIZE(BYTES) |
|--------------|----------|------------------|
| image001.jpg |          | 6032             |

## AGENCY POLICY RECOMMENDATION FOR REVIEW BY CONSOLIDATED COMMUNICATIONS

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angela Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: [angela\\_mize@sheriff.org](mailto:angela_mize@sheriff.org)

TELEPHONE NUMBER:

INCIDENT DETAILS:

ADDITIONAL COMMENTS:

Recommendation to amend the below SOP – 2.22 A-2 (highlighted areas denote change).

1. Performs follow-up calls on fire alarm calls for service upon the request from FR field units via the BCF Info talkgroup:
  - a. Contact the premise several times, if the line is busy.
  - b. Do not contact the premise if the alarm indicates burglary/panic type as well as fire.
  - c. Document the name and title of the person with whom contact is made.
  - d. Establish cause of the fire alarm and if smoke or flames are present.
  - e. Establish if the caller needs assistance resetting the fire alarm when it is determined to be a false activation.