



Office of Regional Communications and Technology

November 18, 2014

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

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| Antonio "Tony" Sabin | Communications Manager |
| Lory Farmer | Administrative Aide |

Broward Sheriff's Office Staff in Attendance:

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| 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, November 18, 2014, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Tony Sabin called the meeting to order at 2:02 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He asked the agency representatives to submit a list of staff members to be granted access to the agency's audio files. An agency representative thought the same representatives registered as incident ticket submitters were to be utilized. Mr. Sabin said the list of incident ticket submitters would be sent out to agency representatives, and any desired additions or deletions can be made. He went on to note that it is necessary for Broward County's legal division to approve read-only agency access to audio. The official (custodian of audio records) is BSO (Broward Sheriff's Office), and BSO would therefore provide official records; listen-only agency access to audio is solely for the purposes of training or quality assurance. He went on to note that training for the agency access to audio system will be scheduled.

With regard to the universal precautions issue, Chief Thomas DiBernardo of Sunrise Fire Rescue did not believe a discussion was necessary as he thought the matter relates more to law enforcement. Mr. Sabin noted that, presently, there are no open status Priority 1 incident tickets for fire rescue agencies dispatched at the Central Consolidated Dispatch Center. No statements to the contrary were made. He asked if any agency representatives had not received responses to submitted incident tickets. Chief Douglas Stanley of Fort Lauderdale Fire Rescue said there were some issues with responses to incidents that date back to when consolidation first took place. He added that the incident review process had improved since the first days of consolidation. Mr. Sabin asked Chief Stanley to send ORCAT (Office of Regional Communications and Technology) staff a copy of those incidents. He said the tickets had been reviewed, but not closed out yet (by Fort Lauderdale Fire Rescue). Chief Stanley agreed.

Mr. Sabin noted that data review would be presented at an upcoming meeting. He asked if there were any agency policy issues to be discussed. Chief Jeff Levy of Lauderhill Fire Rescue said it was discussed at a prior Mutual Aid and Communications Committee meeting that BSO's policies should be revisited and distributed to all participating agencies on the consolidated system. Mr. Sabin agreed. Chief DiBernardo noted that a copy of any policy stemming from the Operational Review Team (ORT) meetings should be provided to all ORT members at each consolidated dispatch center. He said he is awaiting (completion of) the alarm verification policy.

Chief DiBernardo went on to recall his recent meeting with BSO representatives about the EIDS (Emergency Infectious Disease Surveillance) Tool. He explained that every affirmative answer a call-taker is given to the series of questions is added to the narrative; negative answers are not included in the narrative. He thought there had been a misunderstanding among fire rescue personnel to believe that a reference to EIDS Tool by dispatch indicates a positive requiring protective gear. He emphasized that fire rescue personnel must read the (CAD) narrative to have a clear understanding of the matter and not just act on the dispatcher's reference to EIDS Tool. He planned to develop correspondence to clearly convey this message to the (Fire Chiefs' Association of Broward County). It is not the dispatcher's duty to decide and convey whether the patient is positive or negative. Rather, fire rescue personnel must read the narrative and make the decision. An agency representative suggested the important negative (responses) be placed at the top (of the CAD screen). Chief DiBernardo explained that the software does not allow for that currently. He intended to speak with Christa Wisniewski of BSO to determine if such a modification is possible. Suzanne Lowe offered to discuss the matter with Ms. Wisniewski. Discussion ensued.

Mr. Sabin announced that the Operational Review Team meetings will be held monthly going forward. Chief John McNamara of Sunrise Fire Rescue asked if frequency of meetings was to be voted on, or just an announcement made. Mr. Sabin indicated that an announcement was made. Chief McNamara went on to inquire as to whether ORCAT staff could provide a quarterly report reflecting calls for service per agency, per channel. Mr. Sabin explained that ORCAT staff will conduct a deeper investigation that includes calls for service, calls initiated, and number of calls initiated versus calls for service. Chief McNamara wanted to provide some information to Mr. Sabin for his review. Mr. Sabin was agreeable. Chief McNamara stressed that quality levels differ on each radio channel. The low quality level is most evident when dispatcher talks to units, rather than when units talk to one another or units talk to dispatch. Further, he did not believe it is a volume issue. Discussion ensued.

Chief DiBernardo raised the issue of a call reconciliation problem. Apparently call-takers do not have time to reconcile similar calls, so dispatchers must perform the task. Ms. Lowe said that is not exactly the case. If the call is within 500 feet, the (call-taker) will get an on-screen duplicate window. If not, the call will drop into the pending queue and, once it is dispatched, (call-takers) will have that knowledge. Chief DiBernardo emphasized that some reconciliation must be done because this causes too many units to be bound. He expressed desire to look into a reconciliation process. Discussion ensued. Chief DiBernardo stressed that the policy allowing only two questions to call-takers is unfair. Mr. Sabin said the matter would hopefully be vetted in the next quarter. Ms. Lowe asked Mr. Sabin if he could find out if the range can be expanded beyond 500 feet. Mr. Sabin answered in the affirmative.

There being no further matters to address, the meeting adjourned at 2:36 p.m.



Agenda

**Central FR Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)**

Date: Tuesday, November 18, 2014

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio – provide designated agency representatives
 - b. Universal precautions
- III. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
- VIII. New Business
 - a. Monthly ORT meetings
- IX. Adjourn