



**Office of Communications Technology**

**September 23, 2014**

**Central Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes**

**Broward County Staff in Attendance:**

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

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

Bob Pusins	Executive Director, Department of Community Services
Lisa Zarazinski	Director of Regional Communications Division/911
Angela Mize	Regional Communications Assistant Director
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Marysol DiBernardo	Asst. Site Manager, North Consolidated Dispatch Center

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

Tony Sabin called the meeting to order at 9:02 am.

Chief John Brooks of the Sunrise Police Department announced that he and other city of Sunrise officials are proponents of regional communications. However, there have been a number of issues on, both, the technological and operational sides. He has met with Rick Carpani and Bob Pusins of the Broward Sheriff's Office. He expressed concern about BSO's (PSB) migration tomorrow, considering that issues are still occurring. He elaborated upon a serious incident that recently occurred at a local high school where radio dispatch-related issues were involved. He emphasized that BSO's (dispatch) employees must follow rules for cleanliness and maintain the high standard in place at this building. Due diligence is needed from all participants. He pledged to contribute anything that he could provide.

Ms. Sabin reviewed the agenda, \*a copy of which is attached hereto and made a part hereof these minutes. He noted that a recent meeting was held with Fort Lauderdale Police Department representatives wherein a number of dispatch-related issues were addressed. He presented a slide depicting proposed Priority 1 criteria and turnaround time, \*a copy of which is attached hereto and made a part hereof these minutes. He noted that North ORT (Operational Review Team) members suggested 48 hours as a turnaround time for investigation on a Priority

1 incident. He invited input. No input was provided. He went on to present a slide depicting proposed Priority 2 criteria and turnaround time, \*a copy of which is attached hereto and made a part hereof these minutes. The North ORT members suggested a turnaround time of seven business days for Priority 2 incidents. He asked if any agency participants had feedback. Captain Anthony Rosa of the Sunrise Police Department pointed out that an incident involving a field officer unable to transmit on his radio is just as significant as a global radio outage, so he thought it should be included as a Priority 1 criterion. Mr. Sabin asked if agency representatives had any other concerns regarding Priority 2 incidents and turnaround time. No further concerns were expressed. He went on to present a slide depicting proposed Priority 3 criteria and turnaround time, \*a copy of which is attached hereto and made a part hereof these minutes. He noted the suggested turnaround time is 14 business days. He invited input. No input was provided.

Lisa Zarazinski noted that, if a violation of policy occurs, BSO would route the matter through Internal Affairs. In that instance, a response would be provided within 14 days, but the information would be limited. Mr. Sabin noted the importance of diligently determining errors and diligently implementing fixes. In order to remedy dispatch-related issues, it must be known what they are and their cause. Major Eric Brogna of the Fort Lauderdale Police Department expressed support of the suggested prioritizations and turnaround times. Mr. Sabin confirmed for Captain Rosa that consideration would be given to making the radio issue he previously raised a higher priority.

Scott Medvin announced that the automated ticketing system has been operating for about two weeks. He explained to Captain Rosa the ticket submission procedure. He indicated that an email template (for incident tickets) had been sent to agency representatives. He presented a slide depicting incident ticket number 288521, a copy of which is attached hereto and made a part hereof these minutes. He clarified for Major Brogna that the automated ticketing system will only accept submissions from each agency's authorized submitters. The proper procedure for a dispatch issue that needs immediate attention is to contact the duty officer at the consolidated dispatch center. Mr. Sabin pointed out that the ticketing system will assign a number to each ticket and timestamp the process. Hence, the tickets can be tracked. Mr. Medvin asked if there were any questions related to the ticketing system. No questions were posed.

Mr. Sabin went on to note that the procedure has been to assign disposition codes to incident tickets. The disposition codes are operator error, equipment, field personnel, no issue, and training. The idea is to cover all related aspects which include technology, process, personnel, and equipment. He asked if any agency representatives wished to add any disposition codes. No input was provided. Some governance issues have been raised at the (ORT meetings). OCT (Office of Communications Technology) staff will extract the governance issues that need to be brought around to all ORT representatives, and, if recommended, brought before, either, the Broward County Chiefs of Police Association or the Fire Chiefs' Association of Broward County.

Major Brogna elaborated upon an issue related to Signal 3 with injuries, requesting that that the current dispatch procedure be revised according to the way his agency wanted it handled. Captain Rosa thought Fort Lauderdale Police Department's request was reasonable and, therefore, questioned why it would have to go before governance. Mr. Sabin noted that (dispatch) practices on the consolidated system must be standardized. Hence, the request would have to go through a governance process. Major Brogna indicated that his agency simply wants (the Signal 3) issue to move through the (governance) process and will be accepting of the outcome. He went on to ask that dispatch extend the window for verbalizing calls on hold from every 10 minutes to every 20 minutes. Angela Mize indicated that BSO would like to

extend the window to 30 minutes. But BSO's current SOP calls for every 15 minutes. The desire is to obtain countywide buy-in for this change. Discussion ensued regarding the Signal 3 issue raised by the Fort Lauderdale Police Department.

An agency representative asked if consideration had been given to allowing individual agencies access to their audio recordings. Mr. Sabin said that is being looked at in terms of how it could be implemented. He indicated that, both, fire rescue and police department representatives had expressed that interest. Points to consider would be the records and legal implications. Mr. Carpani asked BSO representatives if they had concern about allowing audio access. Ms. Mize said there is no concern as long as agency representatives do not make copies to be utilized for evidentiary purposes.

There being no further matters to address, the meeting adjourned at 9:50 am.

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

**Agenda:**

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

# Priority and Response

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

# Priority and Response

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

# Priority and Response

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

# BMC SERVICE DESK EXPRESS

**Incident: 288521**

As of Monday, Sep 22, 2014 18:19

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## Incident

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 11:59:22AM	<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 3:59:22PM	<b>Service Name:</b>	
<b>First Call Resolution:</b>	<b>SLA ID:</b>		

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

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

Message:

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

CAD Incident # :FFL140909033204

Incident Type Description: ABDMONIAL PAIN

Disposition Code: TFR TRANSPORTED BY FIRE DEPARTMENT

Comments:

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

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

**Note:**



**Accounting Fields:**

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                         None

Subdi

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

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

Ticket submitted after the fact. Attachements added.

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

**Asset Tag #:**

**Incident Details**

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

**Work Orders****Attachments**

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

## **Broward County Regional Communications**

### **Incident Analysis Review**

Conducted By: Robert Brownstein

Date: 9/9/14

Incident #: FFL140909033204

Incident Address: 2220 NW 23<sup>RD</sup> LN, FL

Operator: Johnson, Nicole

Dispatcher: Hernandez, Lynda

### **Chronology and Time Line**

Call Received: 15:37

Interrogation (expand to include interaction) N/A

Entered in CAD: 15:39

Dispatched: 15:39

Details of Dispatch (expand to include interaction)

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

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

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

End of Incident: 16:58

### **Incident Details:**

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

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

Remediation and Mitigation:

Sources of Evidence

CAD Audit Log

Audio Recordings

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

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

**Operator Console Summary**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Response Type CHANGED To: 1R

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

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

Incident Type CHANGED Fr: S67T To: S67AP

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

Response Type CHANGED Fr: 1R To: EM

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

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

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

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

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

Response Type CHANGED Fr: EM To:

Alarm Level CHANGED Fr: 01 To: 02

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

Response Type CHANGED To: EM

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

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

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

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

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

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

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

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

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

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

FL/E8 - Available ----> S67AP

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

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

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

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

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

Route Closed: MAIN TFR

Incident Closed: 14/09/09 16:58

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

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

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

FL/R2 - Available ----> S67AP

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

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

Disposition CHANGED To: TFR

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