



Office of Communications Technology

October 7, 2014

Central Consolidated Dispatch Center Police Department 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:

Angela Mize	Regional Communications Assistant Director
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Police Department 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 9:09 am.

Mr. Sabin noted that standardized turnaround times for incident ticket investigations had been established. He reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that the consolidation project was completed on October 1, 2014. Going forward, there will be fine tuning of operational and technical components. The consensus turnaround time for Priority 1 incidents was 48 hours. A Priority 1 incident would be initiated by an agency representative contacting the duty officer at the consolidated dispatch center; the formal written response would be due within 48 hours. Priority 2 issues are critical, but not life-safety related; the incident turnaround time would be ten days. The turnaround time for Priority 3 incidents is 14 days. He asked if there were any questions about incident priorities. No questions were posed. Mr. Sabin went on to address agency access to audio files. These files would not be the official record, but solely for investigational purposes. It will take OCT (Office of Communications Technology) staff some time to look at this option; there may be some financial impacts.

Major Eric Brogna of the Fort Lauderdale Police Department explained to Scott Medvin that he had not received any of the email responses related to the Priority 1 incidents listed on the agenda. A copy of the Priority 1 incident tickets opened by the Fort Lauderdale Police Department and reflected on this agenda is attached hereto and made a part hereof these minutes. Mr. Medvin referred to his correspondence with an IT representative from the city of Fort Lauderdale about the issue with (Fort Lauderdale staff not receiving email responses to incident tickets that contain audio file attachments). The city's IT staff is endeavoring to resolve

this issue, but more information is needed. (County staff) is working with city staff on the matter. Mr. Sabin clarified that incident ticket resolutions are being emailed to originators of incident tickets. The objective is to resolve each incident to the agency's satisfaction, and agency representatives can retain the resolutions for their records. Given the current issue with the city's email filter, Ms. Mize offered to send (Major Brogna) only the written response, and the entire response including audio files to OCT. Mr. Medvin was agreeable. Major Brogna indicated that, (for the time being), he only needs the written response to review with personnel. If there are any discrepancies, he will request the evidence. Mr. Sabin was agreeable. He went on to ask Major Brogna if he wished to read over the incident tickets presently so they could be addressed at this meeting. Major Brogna said these incidents would have to be reviewed by city staff. Mr. Sabin noted the Fort Lauderdale Police Department Priority 1 incidents would be included on the agenda for the next Central PD Operational Review Team meeting.

Mr. Medvin went on to review the Priority 1 incident tickets opened by the Sunrise Police Department. A copy of the incident tickets is attached hereto and made a part hereof these minutes. Ms. Mize indicated that the disposition for incident ticket number 291411 is "unfounded" as it is a duplicate call. Suzanne Lowe explained the original incident began at a high school and moved to several other locations, so about four calls were created. Mr. Sabin asked BSO (Broward Sheriff's Office) staff if this was related to a procedural or training issue. Ms. Mize said neither of those dispositions would apply as nothing could have been done to prevent this. Mr. Sabin pointed out the agency representative who opened this ticket viewed it as an issue and it must be resolved. Sergeant Roger Krege of the Sunrise Police Department clarified that the need is to obtain the times for the actual incident. So this ticket can be closed but another (ticket) would have to be generated in order to get the information sought as this request was generated on an incorrect case number. Mr. Sabin understood and agreed that the disposition is "unfounded." Ms. Lowe said she had provided the details of all three cases to Captain Anthony Rosa and Lieutenant Brian Gerrity, both of the Sunrise Police Department.

With regard to incident ticket number 292848, Sergeant Krege said this is a prime example of the need for agencies to have access to their audio. If that were in place, it would not have been necessary to generate this ticket. He added that this issue was related to field personnel. Mr. Medvin noted the assigned disposition would be "field." As for incident ticket number 292867, Ms. Mize explained the search was expanded, but no call was found that was generated to (911) communications on September 27 at 3:00 p.m. Sergeant Krege asked that this incident remain open for the time being. He added that the Sunrise Police Department would like prisoner time checks to continue.

With regard to participating agency policy issues, Ms. Mize raised the tone alerting Signal 3 issue. This issue is two-fold; the first one being multi-selecting to three different districts. The cities of Pompano Beach and Fort Lauderdale are unique because their cities are divided in (multiple) talkgroups. So these cities need additional consideration with regard to multi-selecting city-specific incidents. Even matters that would not be pre-alerted normally should be pre-alerted for Fort Lauderdale and Pompano Beach. The other component of the Signal 3 issue is whether a hit-and-run with injuries should be tone alerted. BSO agrees that a Signal 3 with injuries and a Signal 5 should be tone alerted prior to being dispatched. If agreed upon (by all participating agencies), this would require BSO's SOP (Standard Operating Procedure) to be revised.

Major Brogna remarked that Fort Lauderdale Police Department's pre-consolidation practice was to tone and observe a moment of silence in memory of officers killed in the line of duty. Ms. Mize said the information could be provided to Ms. Lowe or the assistant site manager up to a

day in advance and that would be carried out. Major Brogna indicated that a script would be provided to BSO staff.

Ms. Mize referred to incident ticket number 292604 and indicated the North PD (police department) Operational Review Team members were not in favor of extending the notification (reminder) on Priority 5 calls (holding) to 30-minute intervals instead of 15-minute intervals. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Major Brogna asked if this matter could be appealed to a governance board. Mr. Sabin explained that it could be brought before the Broward County Chiefs of Police Association for a recommendation. He added that the North PD Operational Review Team agency representatives wanted to maintain the 15-minute interval. Ms. Mize recalled some agency representatives at North suggesting (intervals be adjusted) according to a call's priority level. Similarly, she believed CAD (Computer Aided Dispatch) would allow programming notification intervals on a city-by-city basis. However, the issue is the dispatcher would have to re-set it. Sergeant Krege suggested intervals be programmed for each consolidated dispatch center site, rather than for each city. Ms. Mize offered to research the matter with Lynn Molitor of OCT.

Ms. Mize went on to review incident ticket number 290942 regarding prisoner time checks. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She noted that some units had cancelled time checks, but BSO wants the time checks to be executed. There was no objection to maintaining prisoner time checks. Assistant Chief Michael Gregory of the Fort Lauderdale Police Department asked if it would be possible to utilize AVL (Automatic Vehicle Locator) for law enforcement (on the consolidated system). He added that Fort Lauderdale's police cars are equipped with AVL currently, but dispatch is not receiving the transmissions. Mr. Sabin said he would take the issue back to review with OCT staff. Sergeant Krege asked that incident ticket number 292867 be closed and assigned a disposition of "unfounded."

There being no further matters to address, the meeting adjourned at 9:44 a.m.



Agenda

Central PD Operational Review Team Meeting
Emergency Operations Center
201 NW 84 Avenue, Plantation - Room 332-B
Date: Tuesday October 7, 2014
Time: 9:00 AM

- 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
- IV. Incident Disposition Review
 - a. FLPD – 288916
 - b. FLPD – 289777
 - c. FLPD – 289903
 - d. FLPD - 290629
 - e. FLPD - 290783
 - f. FLPD – 290784
 - g. FLPD - 290786
 - h. FLPD - 290789
 - i. FLPD – 290790
 - j. SUN PD - 291411
 - k. SUN PD - 292848

I. SUN PD – 292867

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

a. Notification of Priority 5 Calls

b. Prisoner Transport Check

VIII. New Business

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 288916

As of Friday, Oct 3, 2014 15:28

Incident

Page 1 of 4

Client Information		Assign to Information	
Name: SCOTT MEDVIN GC	115 S. Andrews Ave.		Ext:
Client ID: 1000113881			
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/12/2014 4:35:07PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: CLOSED	Due Date: 9/19/2014 11:35:07AM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS - FW: Dispatch issue

From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

Scott R. Medvin, Administrative Manager
Office of Communications Technology
115 S Andrews Av, #325
Fort Lauderdale, FL 33301

Cell: 954.770.9206
Fax: 954.357.8518
<http://www.broward.org/CommunicationsTechnology>

From: Mize, Angela [Angela_Mize@sheriff.org]
Sent: Friday, September 12, 2014 4:21 PM
To: Michael Gregory; Eric Brogna; William Findlan
Cc: Zarazinski, Lisa; Salatheia L. Marion; Brownstein, Robert; Carpani, Richard; Sabin, Antonio; Medvin, Scott
Subject: RE: Dispatch issue

We will review and provide findings....

Rob – please pull recordings Monday....

Thank you.
Angie

From: Michael Gregory [mailto:MGregory@fortlauderdale.gov]
Sent: Friday, September 12, 2014 4:19 PM
To: Eric Brogna; William Findlan
Cc: Zarazinski, Lisa; Mize, Angela; Salatheia L. Marion
Subject: FW: Dispatch issue

Please see the below concerns...

Acting Assistant Chief Michael G. Gregory
Police Operations Bureau -
954.828.5481
- Office

From: Luis Alvarez
Sent: Thursday, September 11, 2014 8:38 AM
To: Michael Gregory; Victor London; Dave Wheeler
Subject: Fwd: Dispatch issue

L. Alvarez

Begin forwarded message:

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

From: Eric Pekrol

Sent: Sunday, September 07, 2014 9:12 PM

To: Cecil Stone; Matthew Bucella

Subject: Dispatch issue

Regarding the hit and run with injuries that occurred this evening, responding units (which includes me) were not provided with critical information while responding code 3 to the incident. We were required to read the updates on our CAD. Officer Dean read

the notes and advised dispatch of the new information which indicated that there was a witness following the culprit vehicle. None of the updates were provided which resulted in the culprit escaping. Even after advising dispatch to read the updates, they

were very minimal. Requiring units to read the call updates while running code 3 is not only ineffective, it is extremely unsafe.

Case number is 14-221418.

OFC PEKROL 1797

FLPD Dist 3 Shift 2

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: incident report forwarded to BSO 9/12/14 4:19 PM

ticket created after the fact.

Hello Chief

Please find the attached documents regarding this incident.

In summary – the 911 operator remained on the phone and updated the CAD event with the location of the subject. The dispatcher, however, failed to verbalize the information on the main talkgroup.

This is a training issue that will be documented and addressed with the dispatcher.

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

Thank you.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/12/2014 4:35:07PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/12/2014 4:35:08PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/12/2014 4:35:09PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/12/2014 4:35:10PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/12/2014 4:37:51PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:04
9/22/2014 3:21:42PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/22/2014 3:21:43PM	SMEDVIN	Close Call # 288916	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
Complaint Review Spreadsheet L34140907221418.xlsx		11734
L34140907221418 - UPDATES.wav		445753
L34140907221418.docx		17316
L34140907221418.pdf		169514
L34140907221418.wav		326283

BMC SERVICE DESK EXPRESS

Incident: 289777

As of Friday, Oct 3, 2014 15:30

Incident

Page 1 of 4

Client Information		Assign to Information	
Name: SCOTT MEDVIN			Ext:
GC	115 S. Andrews Ave.		
Client ID: 1000113881			
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954 357-7078	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/17/2014 3:15:11PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: CLOSED	Due Date: 9/24/2014 10:15:11AM	Service Name:	

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

DESCRIPTION: emnail received by BSO via email from Chief Gregory 9/12/14 11:51 AM

From: Michael Gregory [mailto:MGregory@fortlauderdale.gov]
Sent: Friday, September 12, 2014 11:51 AM
To: Eric Brogna
Cc: Zarazinski, Lisa; Mize, Angela
Subject: FW: 911 and non-emergency dispatch

FYI, regarding these two complaints from the General Manager of the Sonesta Fort Lauderdale Hotel regarding the Regional Dispatch Center. In addition, I'm hearing of similar concerns from others during public meetings around the City since the changeover.

Acting Assistant Chief Michael G. Gregory
Police Operations Bureau - 954.828.5481 - Office

From: William Schultz
Sent: Friday, September 12, 2014 11:30 AM
To: Dave Wheeler; Michael Gregory
Subject: FW: 911 and non-emergency dispatch

Just FYI.

Lieutenant Bill Schultz
Fort Lauderdale Police Department
954.828.5794 |
Wschultz@FortLauderdale.gov

From: Fernandez, Eduardo [mailto:EFERNANDEZ@sonesta.com]
Sent: Wednesday, September 10, 2014 11:42 AM
To: William Schultz
Subject: FW: 911 and non-emergency dispatch

FYI

Eduardo Fernandez
General Manager
Sonesta Fort Lauderdale
T: 954-302-5201
sonesta.com

From: Fernandez, Eduardo
Sent: Wednesday, September 10, 2014 11:42 AM
To: Ifeldman@fortlauderdale.gov
Cc: Jack.seiler@fortlauderdale.gov; Anne Sallee (asallee@FRLA.org); dan@ftlchamber.com; Tim Schiavone (E-mail) (wdparrot@aol.com)
Subject: 911 and non-emergency dispatch

Good morning Lee.

I am reaching out to you to share a growing concern pertaining to the new dispatching set up for 911 and non-emergency calls.

For the past several weeks, we have seen an increase of homeless activity, panhandling and in some cases trespassing in our neighborhood businesses. Our local PD team has been very helpful in assisting and addressing the issue and we've been asked to report any concerns through the new non-emergency number recently published.

Last week, I observed a repeat offender in our neighborhood and immediately called the non-emergency dispatch number. During this call, I was put on hold over eight times in a matter of minutes. The dispatcher was very apologetic but nevertheless, it was quite disturbing. This occurred on Wednesday, September 10th around 2pm. On Friday, I once again called the same number to report a similar situation, and was put on hold several times (I lost count). When the dispatcher got back on the call at one point, I asked her why she had to put me on hold so many times, and she apologized and explained that she needed to handle 911 calls. At that point, I ended the

call, to prevent my call from delaying any more urgent calls.

I have spoken to other businesses as well as residents, and this appears to be an ongoing concern since the there was a consolidation of the call centers with the County operation.

I know any changes in process sometimes take a while before they run smoothly, but I just want you to be aware of this situation. I will continue to monitor this and will pass on any additional feedback that might be valuable for all stakeholders.

Thank you in advance for your review of this matter and I look forward to your response.

Regards,

Eduardo Fernandez
General Manager
Sonesta Fort Lauderdale
T: 954-302-5201
sonesta.com

Note:

Accounting Fields:

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

RESOLUTION: issued closed via email from AMIZE on 9/12/14 4:51 PM

Hi Majors

While I understand the concerns outlined below, the comments actually reflect the correct manner in which operators must triage calls for service and address emergency

911 lines as a priority over non-emergency matters. Interestingly, this process was also adhered while the operators were at Fort Lauderdale, so there hasn't been any change in practice whatsoever.

I had the timeline reviewed to determine whether the delays (ie. placed on hold) as described occurred properly. The writer's date/time does not make sense, as he indicated that this occurred on 9/10 at 1400 hours, however, the date of the email was 9/10 at 1142 hours. Regardless, we checked for the timeline on the preceding Wednesday as a shot in the dark to see if that may have been the correct day, and could not find anything that supported the concern.

We can discuss this in greater detail next time we meet, but, again, the process that the operators are following now; placing non-emergency callers on hold to answer 911 calls; is the exact same process they followed while in Fort Lauderdale.

Sincerely,
Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/17/2014 3:15:11PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/17/2014 3:15:12PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/17/2014 3:15:13PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/17/2014 3:15:14PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/17/2014 3:33:12PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/17/2014 3:33:13PM	SMEDVIN	Close Call # 289777	HD_CLOSE	00:00:00
10/1/2014 4:12:32PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
10/1/2014 4:12:33PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
10/1/2014 4:12:39PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:01
10/1/2014 4:12:40PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
10/1/2014 4:12:41PM	SMEDVIN	Close Call # 289777	HD_CLOSE	00:00:00

Worked By

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		4071
image005.jpg		4094
image006.gif		599
image007.gif		607
image008.jpg		9923
image009.jpg		18976

BMC SERVICE DESK EXPRESS

Incident: 290629

As of Sunday, Oct 5, 2014 15:59

Incident

Page 1 of 4

Client Information		Assign to Information	
Name: ERIC BROGNA		AMIZE	954-321-4496 Ext:
Client ID: EBROGNA		ANGELA MIZE	
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 9/22/2014 2:55:14PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: CLOSED	Due Date: 9/29/2014 9:55:14AM	Service Name:
First Call Resolution:	SLA ID:	

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT: 9/21/14

INCIDENT NUMBER: L34140921229262

PRIORITY LEVEL: 5

LOCATION: NE 56 St / NE 15 Ave.

REPORTED BY: FPL Worker

NAME: Mike Griffin

MUNICIPALITY: Fort Lauderdale

AGENCY: Fort Lauderdale Police Department

EMAIL ADDRESS: EBrogna@fortlauderdale.gov<mailto:EBrogna@fortlauderdale.gov>;
Mgregory@fortlauderdale.gov<mailto:Mgregory@fortlauderdale.gov>

TELEPHONE NUMBER: 903-441-2317

INCIDENT DETAILS: This call held for 7 minutes before being dispatched and was not alert toned. The call stated a subject pulled a S/O (gun) on FPL workers.

ADDITIONAL COMMENTS:

If any questions, I can be reached at 954-261-9965.

Sgt. April Reddish

ERIC BROGNA

Major

Administrative Support Division

Ft. Lauderdale Police Department

(Office) 954-828-5500

(Cell) 954-818-9772

ebrogna@fortlauderdale.gov<mailto:ebrogna@fortlauderdale.gov>

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from city officials are public records available to the public and media upon request. Your e-mail communications may be subject to public disclosure.

[cid:image001.jpg@01CC6631.13B08D30]

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client by AMIZE at 9/23/14 12:36

The call was entered as a 22 disturbance, which CAD presented with a priority 3 – which is the correct default setting. The 911 Operator, based upon the presentation of a weapon, should have increased the priority level – and that will be addressed with the operator.

The dispatcher has a 3 minute window, per SOP, to assign a priority 3 call. She did not advise the sergeant of the pending incident until 7 minutes – that will be addressed with the operator. However, the sergeant was notified of the pending issue, advised of the weapon, and advised that no units were available. The sergeant directed to have the call hold. Shortly thereafter, the Lt questioned the call, and the operator provided all available updates, which prompted the assignment of the units who were dispatched.

In this case, the tone alert issue was no longer relevant as there had been considerable discussion on air about this call, and responding units, to include the sergeant and LT were cognizant of the event and the circumstances.

We have two issues here – the 911 operator who should have increased the priority of this event to a Priority 1 or 2 – and the dispatcher who exceeded the 3 minute window for notification of a pending call.

Sue Lowe will address both operators on this matter.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/22/2014 2:55:14PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/22/2014 2:55:15PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/22/2014 2:55:16PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/22/2014 2:55:17PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/22/2014 3:01:58PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:29
9/22/2014 3:41:28PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:06
9/22/2014 3:41:46PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 5:50:09PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/23/2014 5:50:10PM	SMEDVIN	Close Call # 290629	HD_CLOSE	00:00:00

Work Orders

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		9953
L34140921229262.pdf		142694
L34140921229262.wav		509388
L34140921229262.xlsx		14147

BMC SERVICE DESK EXPRESS

Incident: 290783

As of Sunday, Oct 5, 2014 16:02

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: ERIC BROGNA		AMIZE	954-321-4496 Ext:
Client ID: EBROGNA		ANGELA MIZE	
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 9/23/2014 10:39:09AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: CLOSED	Due Date: 9/29/2014 2:39:09PM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

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

Message:

DATE OF INCIDENT: 9/12/14

INCIDENT NUMBER: 14-223973

PRIORITY LEVEL: 2

LOCATION: 3493 Davie Blvd.

REPORTED BY: FLPD

NAME: Matthew Bucella

MUNICIPALITY Ft Luad

AGENCY: POLICE

EMAIL ADDRESS: ebrogna@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-5500

INCIDENT DETAILS: On 9/12/14 at 1427 a S-52 In Progress came out at 3493 Davie Blvd. Someone was trying to pass a fraudulent check. The dispatcher did not alert tone the call when it came in. A minute or two later she tried to advise me that a call was holding but I said I wasn't able to copy at that moment. A minute or two later, I reviewed the calls via MDT, saw that there was an In Progress call holding and asked about it. She said she tried to tell me about it. I said that In Progress calls need to be alert toned as soon as they come in. She alert toned the call and units responded at 1432. The suspect was located and an arrest was made. 14-223973.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to cleint at 9/23/2014 4:49 PM

Major

We reviewed the incident.

The dispatcher did attempt to advise the sergeant of the pending call and managed to provide the signal, location, and comments, before the sergeant stated that he wanted her to standby.

There may be confusion with regards to the alert tone process. We do not alert tone on a pending incident in which there is no assignment to be made, as was the case here. The alert tone immediately precedes a call assignment. Since there was no assignment available, the dispatcher proceeded to raise the sergeant for direction. In this case, an alert tone is not required. The sergeant was told of the events and took no action.

Based upon this review, there is no dispatch error found sustaining the original complaint. The dispatcher, however, should have responded to the pending call faster - as a priority 1 event, the call should have been immediately notified the sergeant for direction. In that observation, we will address the dispatcher.

Let me know if you have any questions.

Thank

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 10:39:09AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 10:39:10AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 10:39:11AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 10:39:12AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/23/2014 10:43:35AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:35
9/23/2014 10:43:45AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
9/23/2014 10:44:01AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 6:22:14PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/23/2014 6:22:15PM	SMEDVIN	Close Call # 290783	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
L34140912223973.pdf		106124
L34140912223973.wav		520243
L34140912223973.xlsx		13972

BMC SERVICE DESK EXPRESS

Incident: 290784

As of Friday, Oct 3, 2014 15:06

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: ERIC BROGNA		AMIZE	954-321-4496 Ext:
Client ID: EBROGNA		ANGELA MIZE	
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/23/2014 10:42:11AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/29/2014 2:42:11PM	Service Name:	

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

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

Message:

DATE OF INCIDENT: 9/12/14

INCIDENT NUMBER: 14-224006.

PRIORITY LEVEL: 2

LOCATION: 1700 Cordova Rd

REPORTED BY: 34C94 OFC Weston

NAME: Matthew Bucella

MUNICIPALITY Ft Lauderdale

AGENCY: POLICE

EMAIL ADDRESS: ebrogna@FORTLAUDERDALE.GOV

TELEPHONE NUMBER: 954-828-5500

INCIDENT DETAILS: On 9/12/14 34C94 (OFC Weston) was dispatched to 1700 Cordova Rd reference a disturbance. Once he arrived he made contact with some subjects and a short time later asked for a Code 3 10-94 at 1806. There was shouting in the background. Dist 3 units immediately went enroute Code 3 but the dispatcher never repeated the call, alert toned, or went all channels to summon units Code 3. Once other units arrived and the situation was resolved, a unit told everyone to slow the units down at 1807. At this point the dispatcher did go all channels to cancel the Code 3 10-94. 14-224006.

ADDITIONAL COMMENTS:

Note:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 10:42:11AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 10:42:12AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 10:42:13AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 10:42:14AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/23/2014 10:46:03AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:01:51
9/23/2014 10:46:12AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
9/23/2014 10:46:25AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 6:16:29PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/23/2014 6:16:30PM	SMEDVIN	Close Call # 290784	HD_CLOSE	00:00:00
10/1/2014 5:07:09PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
10/1/2014 5:07:10PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
L34140831217390.pdf		109442
L34140912224066.wav		118283
L34140912224066.xlsx		13869

BMC SERVICE DESK EXPRESS

Incident: 290786

As of Sunday, Oct 5, 2014 16:04

Page 1 of 3

Incident

Client Information		Assign to Information	
Name: ERIC BROGNA		AMIZE	954-321-4496 Ext:
Client ID: EBROGNA		ANGELA MIZE	
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information

Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/23/2014 10:47:15AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: CLOSED	Due Date: 9/29/2014 2:47:15PM	Service Name:	

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 9/1/14

INCIDENT NUMBER: 14-217390

PRIORITY LEVEL: 2

LOCATION: Crescent House

REPORTED BY: Jason S. Holding

NAME: Shannon Dameron

MUNICIPALITY Ft Laud

AGENCY: Police

EMAIL ADDRESS: ebrogna@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-5500

INCIDENT DETAILS: I went 10-15 with a Juv at the Crescent House, the air was 10-33 Ofc. Washington advised over District Two main channel of the 10-15 and location, and proceeded on to the call that had the air 10-33. I switched over to District One main channel and advised 10-15 with a Juv. and starting mileage. I arrived at the FLPD Jail and advised ending mileage over District One main channel due to District Two still being 10-33. Dispatch still had not entered the call into the CAD.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: additional information requested by AMIZE 9/23/2014 1:53 PM

Major

We are having difficulty in finding the issue as outlined. Can we verify the date/time and case number?

Thank you.
item closed per client:

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

From: Eric Brogna [mailto:EBrogna@fortlauderdale.gov]
Sent: Tuesday, September 23, 2014 2:47 PM
To: Mize, Angela
Subject: RE: Incident *ref#24-290786, with priority 5 has been assigned to you

Thank you for looking into this. The verbiage itself is difficult to understand. If the data provided is incorrect, please cancel the inquiry per me.

I consider myself satisfied with the effort.

ERIC BROGNA
Major
Administrative Support Division
Ft. Lauderdale Police Department
(Office) 954-828-5500
(Cell) 954-818-9772
ebrogna@fortlauderdale.gov

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 10:47:15AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 10:47:16AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 10:47:17AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 10:47:18AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/23/2014 10:48:49AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:29
9/23/2014 10:49:01AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
9/23/2014 10:49:16AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 6:19:36PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/23/2014 6:19:37PM	SMEDVIN	Close Call # 290786	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
L34140831217390.pdf		103902

BMC SERVICE DESK EXPRESS

Incident: 290789

As of Sunday, Oct 5, 2014 16:04

Incident

Page 1 of 5

Client Information		Assign to Information	
Name: ERIC BROGNA		Ext:	
Client ID: EBROGNA			
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 9/23/2014 10:51:19AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: CLOSED	Due Date: 9/29/2014 2:51:19PM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: Friday, September 05, 2014 1234

INCIDENT NUMBER: 14-220158

PRIORITY LEVEL: 2

LOCATION:

REPORTED BY: Edward Stewart

NAME:

MUNICIPALITY Ft. Lauderdale

AGENCY: Police

EMAIL ADDRESS: ebrogna@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-5500

INCIDENT DETAILS: This afternoon district 2 was working a shooting incident where the culprit was at large, had acquired a BOLO and given it out to district two units, but the BOLO was not broadcasted over district 3 air. A district 3 officer contacted a district 2 officer and acquired the BOLO and put it out over the district 3 air. When I asked the district 3 dispatcher if she had received the information from the district 2 dispatcher she advised that she had not. Upwards towards 30 minutes time had passed since district 2 had the BOLO and had not sent it to district 3 dispatch for broadcast.

I called and spoke to the BSO communication Duty Operator (Ms. Heather Scott) about the situation to find out what happened. She advised that they were busy and that they had put it out over the MDC. I asked if the district 3 dispatcher gets the BOLO when our MDCs do but she never answered the question. I expressed my concern about Officers who don't have a computer not getting the information and she began speaking of the laurels of how they survived for twenty some odd years doing things the way they are doing them. I reiterated that my concern was to ensure proper communication between districts in the future and not as much about today's incident since it was already handled. She discontinued the conversation and hung up the phone.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: reopened by accident 10-1-14

resolution provided to client by AMIZE at 9/23/2014 1:49 PM

Hello Major

Please see below findings....

The issue as outlined will be sustained.

The dispatcher in this case should be immediately held the air and multi-selected the transmission across all three districts instead of waiting for a message and/or CAD direction to be issued. The process that occurred is outdated and inefficient. While MDC distribution is a good practice, it is not and cannot be utilized in lieu of real time updates.

We will address this as a global direction which is supported by our SOP.

Please let me know if you have any other questions.

Thank you.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 10:51:19AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 10:51:20AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 10:51:21AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 10:51:22AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/23/2014 11:03:55AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:01:26
9/23/2014 11:04:04AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
9/23/2014 11:04:18AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/23/2014 6:09:04PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:03
9/23/2014 6:10:13PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/23/2014 6:10:14PM	SMEDVIN	Close Call # 290789	HD_CLOSE	00:00:00
10/1/2014 4:07:55PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
10/1/2014 4:07:56PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
10/1/2014 4:08:03PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:02
10/1/2014 4:08:26PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
10/1/2014 4:08:27PM	SMEDVIN	Close Call # 290789	HD_CLOSE	00:00:00

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
L34140905220158 - DUTY OFFICER PHONE CALL.wav		530318
L34140905220158.pdf		265218
L34140905220158.wav		331353
L34140905220158.xlsx		13928

BMC SERVICE DESK EXPRESS

Incident: 290790

As of Friday, Oct 3, 2014 15:07

Incident

Page 1 of 4

Client Information		Assign to Information	
Name: ERIC BROGNA		AMIZE	954-321-4496 Ext:
Client ID: EBROGNA		ANGELA MIZE	
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 9/23/2014 10:55:22AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 9/29/2014 2:55:22PM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 9/15/14

INCIDENT NUMBER: 14-225651

PRIORITY LEVEL: 2

LOCATION:

REPORTED BY: Capt Wheeler

NAME: Capt Wheeler

MUNICIPALITY Ft. Laud

AGENCY: Police

EMAIL ADDRESS: ebrogna@FORTLAUDERDALE.GOV

TELEPHONE NUMBER: 954-828-5500

INCIDENT DETAILS:

The victim called about a man passed out by her rear door on her enclosed patio. She was frightened and left her home waiting on PD. 30 minutes later she recalls and a new call is created - This was closed as a trespass, but sounds like a B&E in progress. The rear yard is fenced. Reason for incident review 2 calls were created. No Sgt. Was notified on notes of the first call, it may have been handed off as a medical call. I have a resident complaining and I can't tell w/o tapes what happened to explain or correct this situation.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided to client by AMIZE at 9/24/2014 10:09 AM

Hello Major

This incident was reviewed.

The original call was classified as a 13P. The dispatcher alerted the sergeant of the pending incident, provided the address, reference, and comments to the call. The sergeant authorized the call to hold. A second call was placed in which the caller now classified the event as an intruder, which prompted the operator to classify this as an in progress burglary. The caller hung up with the operator prior to giving any additional information. Due to the classification of the 21IP, units were immediately assigned.

In this case, the second 911 operator should have recognized the duplicate incident and updated the initial call with the added information. However, the concern below of the sergeant unaware of the specifics of the first call is inaccurate.

Sue - FYI on the QA for the 2nd 911 operator.

Thank you and 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
9/23/2014 10:55:22AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 10:55:23AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 10:55:24AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 10:55:25AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/23/2014 11:09:19AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:04:38
9/23/2014 11:09:28AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
9/23/2014 11:09:44AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/24/2014 2:23:41PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/24/2014 2:23:42PM	SMEDVIN	Close Call # 290790	HD_CLOSE	00:00:00
10/1/2014 5:12:14PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
10/1/2014 5:12:15PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00

Work Orders

BMC SERVICE DESK EXPRESS

Incident: 291411

As of Sunday, Oct 5, 2014 16:14

Incident

Page 1 of 3

Client Information		Assign to Information	
Name: BRIAN GERITY			Ext:
Client ID: BGERITY			
Company ID: BROWARD COUNTY		OCT	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 9/25/2014 1:37:37PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 10/2/2014 8:37:37AM	Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: 911 Operations

From: SMTP:{BGerity@sunrisefl.gov}BGerity@sunrisefl.gov

Message:

Subject: Dispatch Complaint - 36IP Fight in Progress

Please review the attached CAD report. This call was from Friday, 09/19/14 when the radios went down. Times were not entered in three of the fields. Please advise.

Thank you,

BG

Brian R. Gerity, Lieutenant
Sunrise Police Department
10440 W. Oakland Park Blvd.
Sunrise, FL 33351
954-746-3352

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City of Sunrise
Email: BGerity@sunrisefl.gov
Website: <http://www.sunrisefl.gov>

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Lt.

This event specifically was a duplicate call to case 57157 - due to that fact, case 57160 was documented as a duplicate, and closed out without unit assignment. There is no operational concern here as far as the dispatch operation.

If you have any questions, please let me know.

Angie

Lt.

It seems that this is an OCT issue - concerning the RMS system. I don't see an operational component unless I am missing something.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/25/2014 1:37:37PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/25/2014 1:37:38PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/25/2014 1:37:39PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/25/2014 1:37:40PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/25/2014 1:38:23PM		Automatic reply: OCT 911 Operations New Incident Notification*ref#24-291411	EMAILIN	00:00:00
<p>From: SBASS@broward.org</p> <p>OUT OF OFFICE ALERT. I am out of the office, returning on Monday September 29, 2014. If you require immediate assistance please contact Edna Klock at 954-254-9032 or eklock@broward.org.</p>				
9/26/2014 1:52:46PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:16
9/26/2014 1:52:53PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
9/26/2014 1:53:13PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
10/3/2014 3:11:02PM	SMEDVIN	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:04

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
DOC092514-09252014132417.pdf		135865

BMC SERVICE DESK EXPRESS

Incident: 292848

As of Friday, Oct 3, 2014 15:04

Incident

Page 1 of 4

Client Information		Assign to Information	
Name: BRIAN GERITY		AMIZE	954-321-4496 Ext:
Client ID: BGERITY		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 10/1/2014 11:07:44AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 10/7/2014 3:07:44PM	Service Name:
First Call Resolution:	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{BGerity@sunrisefl.gov}BGerity@sunrisefl.gov

Message: Please review the attached CAD report. A complaint was made to us regarding this incident and it had a dispatch portion to it. I have included the dispatch portion from the complaint below:

"So today I saw 2 kids outside today Sunday sept 28th from that unit and called the police and they said ok they will come out, then 30 min later someone called me from the police station and said things I didn't understand and she told me that if I want an officer to come out I would have to call it back in and then they will come out!!!! Unacceptable!!!"

I am requesting the call tapes to be reviewed to see if the complaint information is accurate.

This is a good example for access to be granted for tape review.

Thank You,

BG

Brian R. Gerity, Lieutenant
Sunrise Police Department
10440 W. Oakland Park Blvd.
Sunrise, FL 33351
954-746-3352

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City of Sunrise
Email: BGerity@sunrisefl.gov
Website: <http://www.sunrisefl.gov>

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Please see below findings.

Dispatch did not make contact with this caller and convey the below message. Sunrise U 3411 handled this event, and is possible that the conversation outlined below occurred with that unit, however, we do not find any audio to support that the discussion occurred with dispatch.

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

Angie

From: Brownstein, Robert
Sent: Wednesday, October 01, 2014 1:00 PM
To: Mize, Angela
Subject: RE: Incident *ref#24-292848, with priority 5 has been assigned to you
Importance: High

Angie,

Sunrise PD U3411 made the callback 30 minutes later and spoke with the caller. The caller dialed in advising he called a few weeks back about the people residing in the household and wanted to know what happened notes wise because the same people were still residing in the residence. The call taker entered the call for service; the dispatcher gave it to a uniform unit because she wasn't sure if it was a request for a response or a phone call reference an update only. The dispatcher sent the call taker a message asking if it was for response out or a phone call; the call taker responded back advising for response. U 3411 made LL with the caller and must have relayed to the caller something that triggered this complaint. Units did respond back out on this event anyway. This is going to be on the field side. Audios are all attached.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/1/2014 11:07:44AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/1/2014 11:07:45AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/1/2014 11:07:46AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/1/2014 11:07:47AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/1/2014 11:18:20AM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:02
10/1/2014 11:18:29AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
10/1/2014 11:18:41AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
DOC100114-10012014104916.pdf		192782
L42140928058913 - CALL TAKER AUDIO.wav		337008
L42140928058913 - DISPATCH AUDIO.wav		120038
L42140928058913 - SECONDARY DISPATCH AUDIOS.wav		230083
L42140928058913.pdf		110884

BMC SERVICE DESK EXPRESS

Incident: 292867

As of Friday, Oct 3, 2014 15:03

Incident

Page 1 of 4

Client Information		Assign to Information	
Name: BRIAN GERITY		AMIZE	954-321-4496 Ext:
Client ID: BGERITY		ANGELA MIZE	
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT - REQUESTS	OCT - REQUESTS	
Impact ID: LOW	Opened: 10/1/2014 11:46:57AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 10/7/2014 3:46:57PM	Service Name:
First Call Resolution:	SLA ID:	

DESCRIPTION: updated to add:

Case # 42-1409-058913

Call #393094

Subject: 911 Operations

From: SMTP:{BGerity@sunrisefl.gov}BGerity@sunrisefl.gov

Message: We received a complaint from a resident that he called dispatch three times to report a parking violation at 10760 NW 21 CT. We are only able to find two of the calls in the CAD reports. The caller would like to remain anonymous, however I have included his information below to help the review process along. He advised that he called on the following times:

Friday, September 26, 2014 between 8:00 - 10:00 pm
Saturday, September 27, 2014 approx. 10:00 am
Saturday, September 27, 2014 approx. 3:00 pm

I was able to find two CAD reports for the above dates/times. I could not find anything for the second call on 09/27 at 3pm. The caller's information is:

Rob Caine, 954 325 6999, 10761 N.W. 21 Court, Sunrise, FL.

Please advise if this call was received and never dispatched.

Thanks,

BG

Brian R. Gerity, Lieutenant
Sunrise Police Department
10440 W. Oakland Park Blvd.
Sunrise, FL 33351
954-746-3352

Please note that Florida has a broad public records law, and that all correspondence to me via email may be subject to disclosure.

This message, together with any attachments, is intended only for the addressee. It may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, use, or any action or reliance on this communication is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete the message, along with any attachments.

City of Sunrise
Email: BGerity@sunrisefl.gov
Website: <http://www.sunrisefl.gov>

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Lt.

See below....

No recordings were found to support the timeframe indicated on 9/27 at 1500 hours. If you would like us to expand the search times further, please let me know.

Angie

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

From: Brownstein, Robert

Sent: Wednesday, October 01, 2014 2:18 PM

To: Mize, Angela

Subject: RE: Incident *ref#24-292867, with priority 5 has been assigned to you

Importance: High

Angie,

The call in question was searched and I cannot locate any audio around that time frame to support that call. I searched all sites both 911 and non-emergency lines via the MIS reporting system. A call does not exist for a search period from 14:55 - 15:15.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/1/2014 11:46:57AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/1/2014 11:46:58AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/1/2014 11:46:59AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/1/2014 11:47:00AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/1/2014 12:21:28PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:04
10/1/2014 12:21:36PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
10/1/2014 12:21:49PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

BMC SERVICE DESK EXPRESS

Incident: 292604

As of Wednesday, Oct 1, 2014 11:14

Incident

Page 1 of 2

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

Incident Information

Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/30/2014 1:46:52PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 10/7/2014 8:46:52AM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 Operations
From: SMTP:{Angela_Mize@sheriff.org}Angela_Mize@sheriff.org

Message: AMENDED POLICY RECOMMENDATION FOR REVIEW BY CONSOLIDATED COMMUNICATIONS

Recommendation by various DLE agencies to amend SOP 2.16 (E) - Field Supervisor Notification - as outlined below: (highlighted areas denote recommended updates)

A. CAD will prompt the Dispatcher to assign all calls assigned a Priority 5 status every(30)minutes. The Dispatcher should be prompted to update or dispatch the call when the pending call's status timer is activated. If there are no available units to send when the call "times out," the field supervisor will be notified each time. Each time the field supervisor is notified (every(30)minutes), the narrative of the call will be updated. **The RI command will be used to reset the call timer and will not to exceed the default timer of(30)minutes.

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

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

History

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/30/2014 1:46:52PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/30/2014 1:46:53PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/30/2014 1:46:54PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/30/2014 1:46:55PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/30/2014 2:21:30PM	SMEDVIN	Opened WO 85623	WO_OPEN	00:00:13
9/30/2014 2:21:09PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:07

Work Order

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85623	O	9/30/2014 2:21:27PM		OCT - REQUESTS	SMEDVIN

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6047

BMC SERVICE DESK EXPRESS

Incident: 290942

As of Sunday, Oct 5, 2014 16:17

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: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/23/2014 5:22:17PM	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: Subject: 911 Operations

From: SMTP:{Angela_Mize@sheriff.org}Angela_Mize@sheriff.org

Message: For Sunrise/Fort Lauderdale -

From: Lowe, Suzanne
Sent: Tuesday, September 23, 2014 2:16 PM
To: Mize, Angela
Cc: Rosa, Anthony
Subject: Location checks wine transporting

Hi,

It has come to my attention that units from Sunrise and Fort Lauderdale are canceling location checks when transporting prisoners and/or persons of the opposite sex and juveniles.

It is the Regional policy to check on units in transport status every 3 minutes. We document the location at each interval which serves as a safeguard for the officers legally and in a practical sense. The units seem to think it is only a time check and have instructed the dispatcher to cancel.

I would like to recommend that the officers do not have overriding authority for this policy. We should continue location checks in these circumstances only.

Suzanne Lowe

Regional Communications Site Manager

Broward Sheriff's Office

Office: 954-321-4340

Cell: 954-770-0047

Please note that Florida has a broad public records law, and that all correspondence sent 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:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/23/2014 5:22:17PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/23/2014 5:22:18PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/23/2014 5:22:19PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/23/2014 5:22:20PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/30/2014 4:33:08PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:04
9/30/2014 4:33:47PM	SMEDVIN	Opened WO 85666	WO_OPEN	00:00:14

Work Orders

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85666	O	9/30/2014 4:33:44PM		OCT - REQUESTS	SMEDVIN

Attachments

BMC SERVICE DESK EXPRESS

Incident: 289903

As of Friday, Oct 3, 2014 15:25

Page 1 of 6

Incident

Client Information

Name: SCOTT MEDVIN
 GC
 115 S. Andrews Ave.
Client ID: 1000113881
Company ID: BROWARD COUNTY
Phone: 954 357-7078
Ext:

Assign to Information

BSO 911

Ext:

Incident Information

Category: OCT - REQUESTS
Impact ID: LOW
Urgency ID: LOW
Status: CLOSED
First Call Resolution:

OCT - REQUESTS
Opened: 9/18/2014 10:19:04AM
Priority ID: 5
Due Date: 9/24/2014 2:19:04PM
SLA ID:

Problem:
Responded Date and Time:
Service Name:

RESOLUTION: Resolution provided by AMIZE on 9/15/14 5:25 PM

Major

Attached are the findings.....

The 911 operator correctly entered the address as provided by the caller. Despite the location of the 911 call reflecting a different location, the operator verified and re-confirmed that the address that she provided was correct.

The information was assigned per the CAD details. The units did question the location, however, the operator correctly provided the information that was available, to include the address provided by the caller and the fact that the caller claimed to be behind the store. The discrepancy with this incident occurred due to an incorrect location verbalized by the caller versus the location of the business that she claimed to be behind.

There is an issue with the commentary that Info confirmed that the caller stated she was at 707 NE 13th ST. While a FLPD unit did switch to DLE HQ to have the address verified, the unit canceled HQ from making the call as soon as they made the request. Therefore, DLE HQ never confirmed the location of the caller as the unit stated on the main talkgroup.

The caller left an open line prior to the operator finishing her interrogation, which also prevented any further information from being obtained.

In this case, field units were aware of the discrepancy with the location, as was the dispatcher, however, all information was provided and assigned as outlined by the caller.

If you need anything further on this matter, please let me know.

Thank you
Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/18/2014 10:19:04AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/18/2014 10:19:05AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/18/2014 10:19:06AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/18/2014 10:19:07AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/18/2014 10:19:52AM		Automatic reply: OCT 911 Operations New Incident Notification*ref#24-289903	EMAILIN	00:00:00
From: EKLOCK@broward.org				
Out of office until 9/25. If necessary, please contact me on my cell phone. 954-254-9032 or speak with Soraya 954-803-0096				
9/18/2014 10:27:55AM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/18/2014 10:27:56AM	SMEDVIN	Close Call # 289903	HD_CLOSE	00:00:00
10/1/2014 4:11:15PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
10/1/2014 4:11:16PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
10/1/2014 4:11:25PM	SMEDVIN	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:02
10/1/2014 4:11:27PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
10/1/2014 4:11:28PM	SMEDVIN	Close Call # 289903	HD_CLOSE	00:00:00

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
L34140913224446 DISPATCH.wav		564378
L34140913224446 -INFO.wav		48018
L34140913224446.pdf		133817
L34140913224446.wav		353973
L34140913224446.docx		19177