



**Office of Communications Technology**

**October 21, 2014**

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

**Broward County Staff in Attendance:**

Brett Bayag	E911 Communications Manager
Antonio "Tony" Sabin	Communications Manager
Dennis Hall	Program Manager
Mark Jones	Program 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
Latasha Elmaadaw	Asst. Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Tuesday, October 21, 2014, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Tony Sabin called the meeting to order at 9:04 a.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. With regard to agency access to audio, Mark Jones explained the application utilizes Citrix to gain access to the VRS servers at the three consolidated dispatch centers. Access to the Broward County VPN is not required. Mr. Sabin said the procedure will be placed in writing for agency representatives. Mr. Jones noted his understanding that the only requirement (for agency representatives) is internet access. All users must have a user ID and password. He went on to give a brief demonstration of how audio files can be accessed and played. The types of recorded devices are 911 telephones, radio consoles, radio talkgroups, 911 trunks, and the telephones at the dispatch desks. Mr. Sabin asked agency representatives if there were any questions. No questions were posed. Mr. Jones noted that access permissions will need to be addressed in terms of whether all users should be granted access to all channels. Mr. Sabin thought agencies should consider how many representatives will be granted access. Another consideration is the scope of training. Captain Anthony Rosa of the Sunrise Police Department asked if users will be able to log on from any location. Mr. Jones answered in the affirmative. An agency representative asked what agreements are in place regarding release of information. Mr. Sabin explained this data should (only) be utilized for an (internal) investigation; for example, to determine if a dispatch mistake was made. If audio

records are required, agency representatives will still have to go through BSO (Broward Sheriff's Office). The agency representative noted that agency representatives will have access to all agencies' audio. As such, he expressed concern about investigation-related information being inadvertently released. But he agreed that (audio access) will speed up the investigative process for agencies and relieve (BSO) of unnecessary work. He thought an agreement should be in place stating that all agency representatives recognize that the audio is only working information. Mr. Sabin said there is an agreement between Broward County and each agency participating in consolidated dispatch, and the agreement can be reviewed. Captain Rosa thought the intent is (for each city to be able to listen to its own audio). He thought there would be a problem with the telephones as there are not dedicated lines (for fire and police). He noted that Sunrise representatives would not want to allow everyone access to their city's audio. Brett Bayag pointed out that a template request could be utilized wherein the agency representative requests certain channels, and agrees not to release any information. The agency representative clarified that the idea is not to limit access for agency representatives, but simply to ensure protective measures are in place with regard to release of audio evidence. Captain Rosa noted the benefit of having audio access, and expressed willingness to participate in any necessary agreement. Discussion ensued about the approximate number of representatives from each agency who would be designated for audio access. Mr. Sabin said the development stage of the audio access process is complete, now it is a matter of working through the details of user access and security. Mr. Bayag suggested the access requests for designated agency representatives be sent through the County's incident ticketing system. He asked if there should be established restrictions as to whether the audio files can be saved or emailed. He further inquired as to whether users can have listen-only access. Mr. Jones said listen-only access can be configured. Captain Rosa and Mr. Sabin agreed that allowing listen-only access to users would resolve security concerns. Mr. Bayag said the system would be set-up as listen-only access.

Scott Medvin noted the Fort Lauderdale Police Department incident ticket shown on the agenda (296434) would not be reviewed, because it was recently closed. However, incident tickets submitted by the Sunrise Police Department would be discussed (294719 and 295051). A copy of each incident ticket is attached hereto and made a part hereof these minutes. With regard to incident 294719, Captain Rosa indicated that there is a problem with the building's vehicle gate and pedestrian access gate. There may be a temporary fix in place currently. He expressed gratitude to BSO staff for advising their employees to close the gate. Likely, the gate would not close because there was a problem with it. He said this ticket can be closed. With regard to incident 295051, Angela Mize said this matter was referred to BSO's risk management and legal departments. If the (vehicle) owner wants to pursue this issue, she will be referred to BSO's risk management department. Captain Rosa recalled (Sunrise Police Department) staff recently referred the (vehicle owner) to BSO's IA (Internal Affairs) department. He went on to note the city of Sunrise's position is that Broward County has a lot of ownership of this issue and must take a more active role in resolving this. This matter affected a Sunrise resident and was the result of a mistake that occurred in the consolidated dispatch system. The resident either wants her vehicle returned, or wants to be compensated for the vehicle. Mr. Sabin noted the County recognizes this responsibility and the matter will be handled accordingly. Mr. Medvin pointed out that Angela Mize provided a response to this incident on the same day the ticket was submitted. Captain Rosa said the resident did not believe this issue was handled properly. Mr. Sabin agreed that the matter must be streamlined.

Mr. Sabin went on to review slides depicting consolidated dispatch system data. A copy of the slides is attached hereto and made a part hereof these minutes. Mr. Medvin pointed out that the "pending" items reflected in the data include incidents submitted by Fort Lauderdale Fire

Rescue representatives who were unable to attend the last Operational Review Team meeting. He clarified for Ms. Mize that the "pending" status did not refer to the investigational process, but rather the process of reviewing the investigative information (with agency representatives) and obtaining their permission to close the incident tickets. Mr. Sabin said the next process will be to drill down on issues that recur frequently. He asked if there were any data-related questions. No questions were posed.

Mr. Sabin asked agency representatives if there were any participating agency policy issues to be addressed. Captain Rosa wanted to address officers running a driver's license number on regional teletype. (Sunrise Police Department's pre-consolidation) practice was to run the driver's license by number and confirm the name. He asked if that had been the Fort Lauderdale Police Department's common practice. Major Eric Brogna of the Fort Lauderdale Police Department said it was done either way. Suzanne Lowe indicated the concern is when only the driver's license number is run, the individual's identity is not being confirmed. Further, if only one digit is incorrect, a misidentification could occur. As a safeguard, she asked that officers provide the driver's license, name, and date of birth; this is the procedure (BSO) has always followed. Mr. Sabin asked if teletype operators have been asking for this information from officers and received pushback. Ms. Lowe answered in the affirmative. Captain Rosa asked Ms. Lowe to make him aware if any Sunrise Police Department officers give pushback on this matter. Sergeant Roger Krege of the Sunrise Police Department asked if the process would be improved by the officer providing the driver's license number and the operator verbalizing the associated name. He elaborated upon a teletype dispatch-related issue where the information conveyed to him was initially incoherent, but was then conveyed understandably after he specifically asked the operator to speak articulately. He questioned whether it was a radio- or employee-related issue. He thought the matter could have been related to his not being expectant of the teletype dispatcher asking him a question, rather than just reading the information. If submitting a name and driver's license number for teletype operators becomes a countywide process, every agency (on the consolidated system) must make field personnel aware. Mr. Sabin said the issue of driver's license and name for teletype will be brought forward at the North and South Consolidated Dispatch Center Operational Review Team meetings. Sergeant Krege asked Ms. Lowe if the preference is for Sunrise officers to be re-trained to run teletype by name and date of birth first. Ms. Lowe answered in the affirmative. Sergeant Krege noted that a process that is more efficient for dispatch will also be more efficient for field personnel. Mr. Sabin said the matter must be looked at in terms of best practice, and an agreement must be reached. Captain Rosa thought it is just a matter of the agency knowing what procedure to follow. He asked that the policy be set forth in writing. Major Brogna pointed out that Fort Lauderdale Police Department field personnel are advised not to argue with dispatchers over the air; rather they are to follow the dispatcher's directive even if the process differs from previous practice. If necessary, an incident ticket can be submitted afterward. Mr. Sabin asked if there were any other agency policy issues to be addressed. No input was provided.

With regard to Operator (BSO) policy issues, the information set forth in incident ticket 292610 was referred to by Ms. Mize. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Major Brogna confirmed for her that rolling 29s are done on the main radio channel, not the teletype channel. Ms. Mize said she just wanted confirmation of that. Captain Rosa raised the issue of parking (at the Central Consolidated Dispatch Center). Mr. Sabin said those types of issues will be a work in progress. The city's position is understood and must be thought through. Sergeant Krege recalled that (Sunrise staff) had recommended a parking garage with a third-story entrance two years ago.

There being no further matters to address, the meeting adjourned at 9:52 a.m.



## Agenda

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

**Date: Tuesday, October 21, 2014**

**Time: 9:00 AM**

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- I. Call to Order
- II. Old Business
  - a. Agency access to audio
- III. Priority 1 Incident Review
  - a. SUN PD – 294719
  - b. SUN PD – 295051
  - c. FL PD – 296434
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
  - a. FL PD “Rolling 29s” – 292610
- VIII. New Business
- IX. Adjourn

# BMC SERVICE DESK EXPRESS

**Incident: 294719**

As of Monday, Oct 20, 2014 16:25

**Incident**

Page 1 of 4

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

## Incident Information

<b>Category:</b> OCT - REQUESTS	OCT - REQUESTS		
<b>Impact ID:</b> OCT911	<b>Opened:</b> 10/9/2014 9:49:37AM	<b>Problem:</b>	
<b>Urgency ID:</b> HIGH	<b>Priority ID:</b> OCT911HIGH	<b>Responded Date and Time:</b>	
<b>Status:</b> OPEN	<b>Due Date:</b> 10/11/2014 9:49:37AM	<b>Service Name:</b>	
<b>First Call Resolution:</b>	<b>SLA ID:</b>		

DESCRIPTION: Subject: 911 Operations

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

Message: Please have someone address the building security concern with the below employee. The security gate was left open. See below.

Lt. Gerity

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>

From: Krege, Roger  
Sent: Wednesday, October 08, 2014 3:47 PM  
To: Rosa, Anthony  
Cc: Gerity, Brian  
Subject: RE: Leaving the door open - again.

The personal displayed in the below image is the person responsible for the incident observed by Lt. West.

[cid:image001.jpg@01CFE30F.141133C0]

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Sergeant Roger Krege  
Sunrise Police Department  
Phone: (954) 746-3345  
Email: RKrege@SunriseFL.gov<mailto:RKrege@SunriseFL.gov>  
Website: <http://www.SunrisePolice.org>

From: West, Michael <MWest@sunrisefl.gov<mailto:MWest@sunrisefl.gov>>  
Sent: Tuesday, October 7, 2014 4:33 PM  
To: Rosa, Anthony  
Cc: Gerity, Brian; Torres, Rogelio  
Subject: Leaving the door open - again.

Again this happened right in front of me as I pulled into my space.. A BSO dispatcher just left the door open. Made no effort to close it behind her. Just prior to this email (5 min or so), you should find out who it is by her access card.

Lt. Michael West  
Sunrise Police Department  
10440 W. Oakland Park Blvd  
Sunrise, FL 33351  
Office: 954-746-3583  
Email: mwest@sunrisefl.gov<mailto:mwest@sunrisefl.gov>

**Note:**

Accounting Fields:

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

**RESOLUTION:** This matter was reviewed and the employee identified. She will be counseled in writing on this incident. This is her first occurrence in committing this infraction.

Due to the severity of this issue, we will be issuing a standing directive to all operators at all sites highlighting the significance of building and PSAP security and the repercussions of violating the order.

I apologize for this issue, and we will take proactive strides towards rectifying

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

**Asset Tag #:**



**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/9/2014 9:49:37AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/9/2014 9:49:38AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/9/2014 9:49:39AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/9/2014 9:49:40AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/9/2014 9:51:27AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:50
10/9/2014 9:51:40AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
10/9/2014 10:17:30AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00

**Work Orders**

**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		13180
IMG_20141007_162746.jpg		1126424

# BMC SERVICE DESK EXPRESS

**Incident: 295051**

As of Monday, Oct 20, 2014 16:27

**Incident**

Page 1 of 3

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

## Incident Information

<b>Category:</b> OCT - REQUESTS	OCT - REQUESTS		
<b>Impact ID:</b> OCT911	<b>Opened:</b> 10/10/2014 11:31:06AM	<b>Problem:</b>	
<b>Urgency ID:</b> HIGH	<b>Priority ID:</b> OCT911HIGH	<b>Responded Date and Time:</b>	
<b>Status:</b> OPEN	<b>Due Date:</b> 10/12/2014 11:31:06AM	<b>Service Name:</b>	
<b>First Call Resolution:</b>	<b>SLA ID:</b>		

DESCRIPTION: Subject: 911 Operations

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

Message: Priority - High

This is in reference to a Signal 10 - Delayed.

On July 16th at 7:48 am, a BSO dispatcher wrote in the CAD notes that this vehicle was "54 Tow Repo Log" and dispatched an officer for a delayed stolen vehicle, yet this vehicle was entered as a tow into BSO Leads by a BSO operator for an expired tag that morning at 4:20 am. The owner is now trying to retrieve her vehicle and the towing company is asking for \$2800, which she feels she should not have to pay for.

Our personnel have been in contact with Suzanne Lowe already about this incident. I have attached the CAD report, BSO Leads page, and police report.

Thanks,

Lt. Gerity

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

RESOLUTION: response from AMIZE at 10/10/2014 1:30 PM

Lt.

I was made aware of this issue by Site Manager Lowe.

My issue with this concern is that the City was advised that as of November 1st, 2013, which corresponded with the date of the consolidation of Sunrise into the regional system, that all City related tow and repo queries and entries would be the sole responsibility of the City and would not be part of the regional process.

While the operator should never have documented the CAD entry with this comment, and we will address that aspect of the issue, the responsibility for the query and verification of the tow should have been with the City.

The question of legality of the tow fees as it relates to BSO will be forwarded to BSO Legal for their consideration. There is nothing further that I can do regarding that aspect of the issue.

Angie

### Whiteboard Information

Whiteboard ID:

### CI Information

Asset Tag #:

### Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/10/2014 11:31:06AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/10/2014 11:31:07AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/10/2014 11:31:08AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/10/2014 11:31:09AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/10/2014 1:15:46PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:09
10/10/2014 1:16:00PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
10/10/2014 1:16:10PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00

FILE NAME

URL LINK

FILE SIZE(BYTES)

DOC100914-10092014161736.pdf

978506

# BMC SERVICE DESK EXPRESS

**Incident: 296434**

As of Monday, Oct 20, 2014 16:28

**Incident**

Page 1 of 3

Client Information		Assign to Information	
<b>Name:</b> MICHAEL GREGORY		AMIZE	954-321-4496 <b>Ext:</b>
<b>Client ID:</b> MGREGORY		ANGELA MIZE	
<b>Company ID:</b>		BSO 911	
<b>Phone:</b> 954.828.5481	<b>Ext:</b>		

## Incident Information

<b>Category:</b> OCT - REQUESTS	OCT - REQUESTS		
<b>Impact ID:</b> OCT911	<b>Opened:</b> 10/17/2014 11:53:46AM	<b>Problem:</b>	
<b>Urgency ID:</b> HIGH	<b>Priority ID:</b> OCT911HIGH	<b>Responded Date and Time:</b>	
<b>Status:</b> OPEN	<b>Due Date:</b> 10/19/2014 11:53:46AM	<b>Service Name:</b>	
<b>First Call Resolution:</b>	<b>SLA ID:</b>		

DESCRIPTION: Subject: 911 OPERATIONS

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

Message:

DATE OF INCIDENT:10-15-14

INCIDENT NUMBER: L341410152014243347

PRIORITY LEVEL:high

LOCATION: 3090 W. Sunrise BLVD

REPORTED BY: Asst. Chief Gregory

NAME: PSA Joseph Polan / Sgt. T. Bunin

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:

INCIDENT DETAILS: At approx. 2000hrs while stopped at the south bound traffic light of NW 31 Ave at W Sunrise Blvd I, PSA Polan, observed what was later determined to be a van fully engulfed in fire at the gas station. I requested via our radio for BCFR to respond. Fearing that the fire may spread to the fuel pumps I positioned my vehicle blocking one of the entrances and evacuated the business. At the same time I requested via radio for a BSO D5 deputy to be sent for traffic control.

The fire was eventually put out by BCFR and after approx. 15 minutes went by a deputy was yet to arrive. While speaking with one of the fireman we were approached by one of the males related to the van fire. This subject who was intoxicated asked for his friend to be taken to the hospital for unrelated issues. Myself and the fireman made contact with the friend who denied needing rescue services and appeared to only be drunk. The initial subject then began to shove the fireman and myself in the chest and made various threats.

While I was attempting to gain separation from the subject the fireman requested via his radio for BSO to respond code 3. At this point the subject lunged towards me with a closed fist and attempted to strike me in the face. I was able to avoid the punch and pushed the male to the ground and request via my radio for FLPD code 3.

The dispatcher did not know where I was for some reason and to my knowledge did not alert tone the code 3 all channels. It was later learned that my request for a deputy upon my initial arrival was not documented on the cad and presumably was not requested by the dispatcher. After speaking with the D5 deputies on scene it was learned that they never received any requests until 2021 hrs and it was only for traffic assistance not a code 3 response.

ADDITIONAL COMMENTS:

**Note:**

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                        None

Subdi

RESOLUTION:

**Whiteboard Information**

Whiteboard ID:

**CI Information**

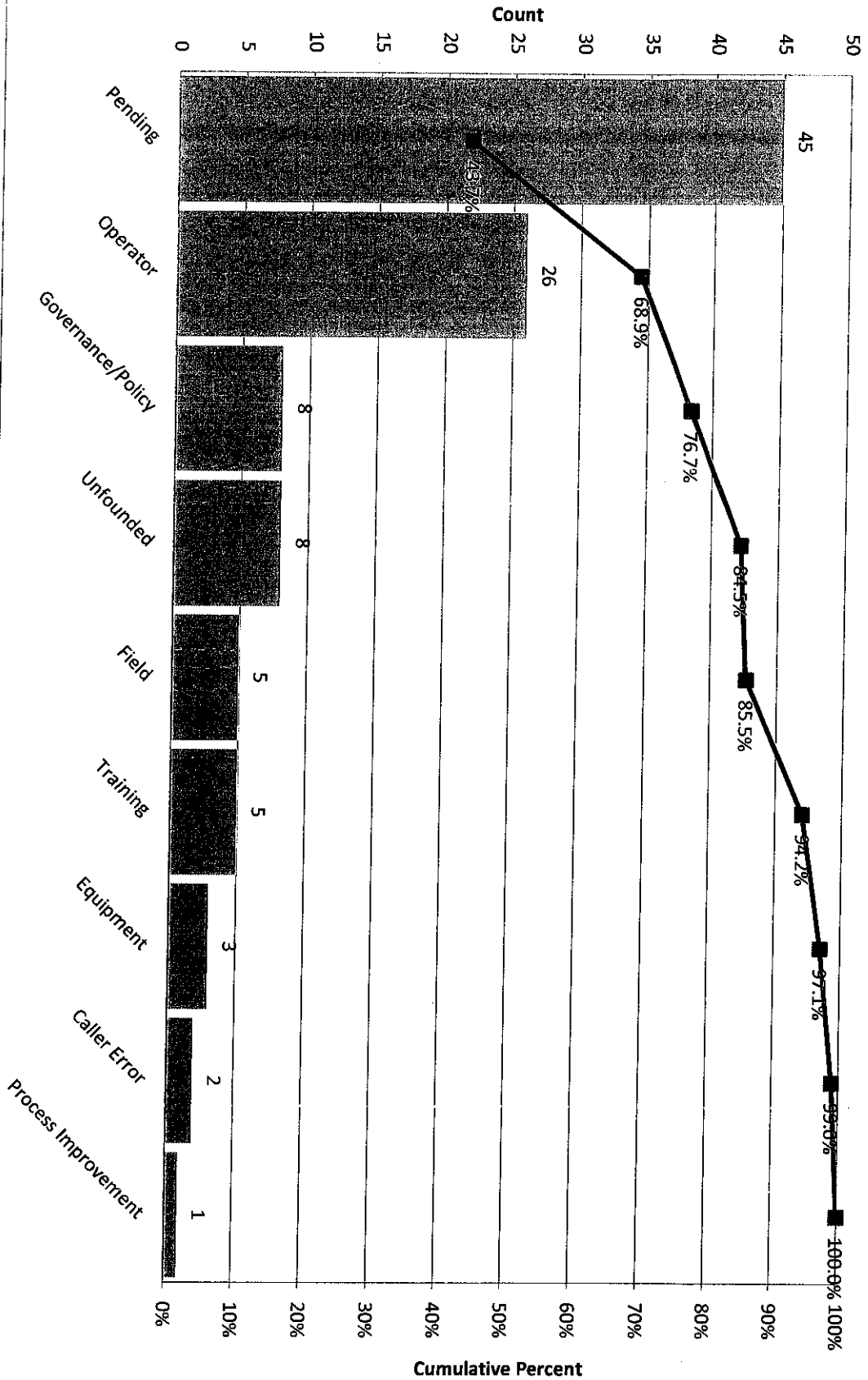
Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
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10/17/2014 11:53:47AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/17/2014 11:53:48AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/17/2014 11:53:49AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/20/2014 10:32:07AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:43
10/20/2014 10:32:08AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/20/2014 10:32:21AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

N = 103  
 Issues September 9, 2014 through  
 October 20, 2014

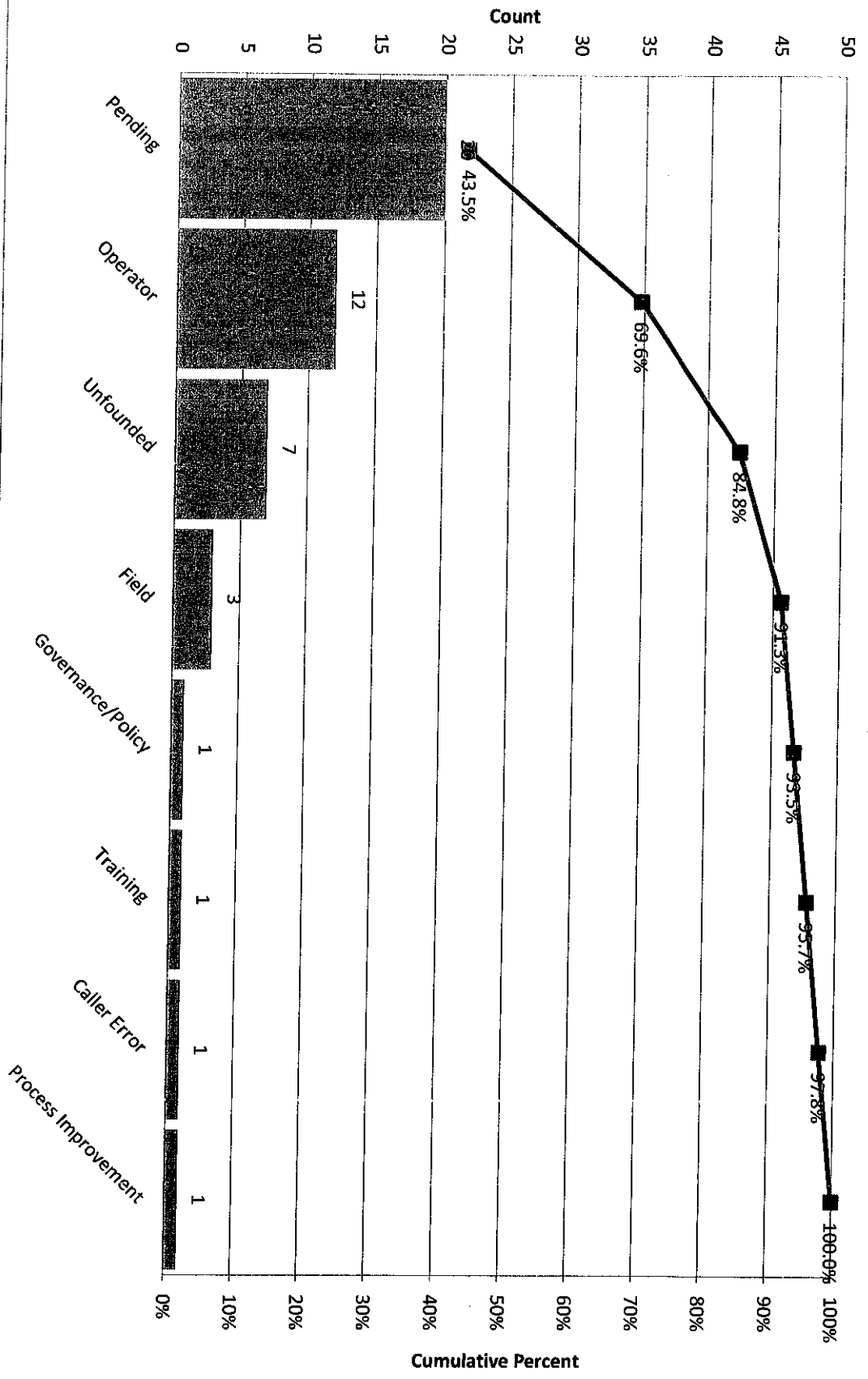
### Consolidated Dispatch System Issues Analysis October 20, 2014





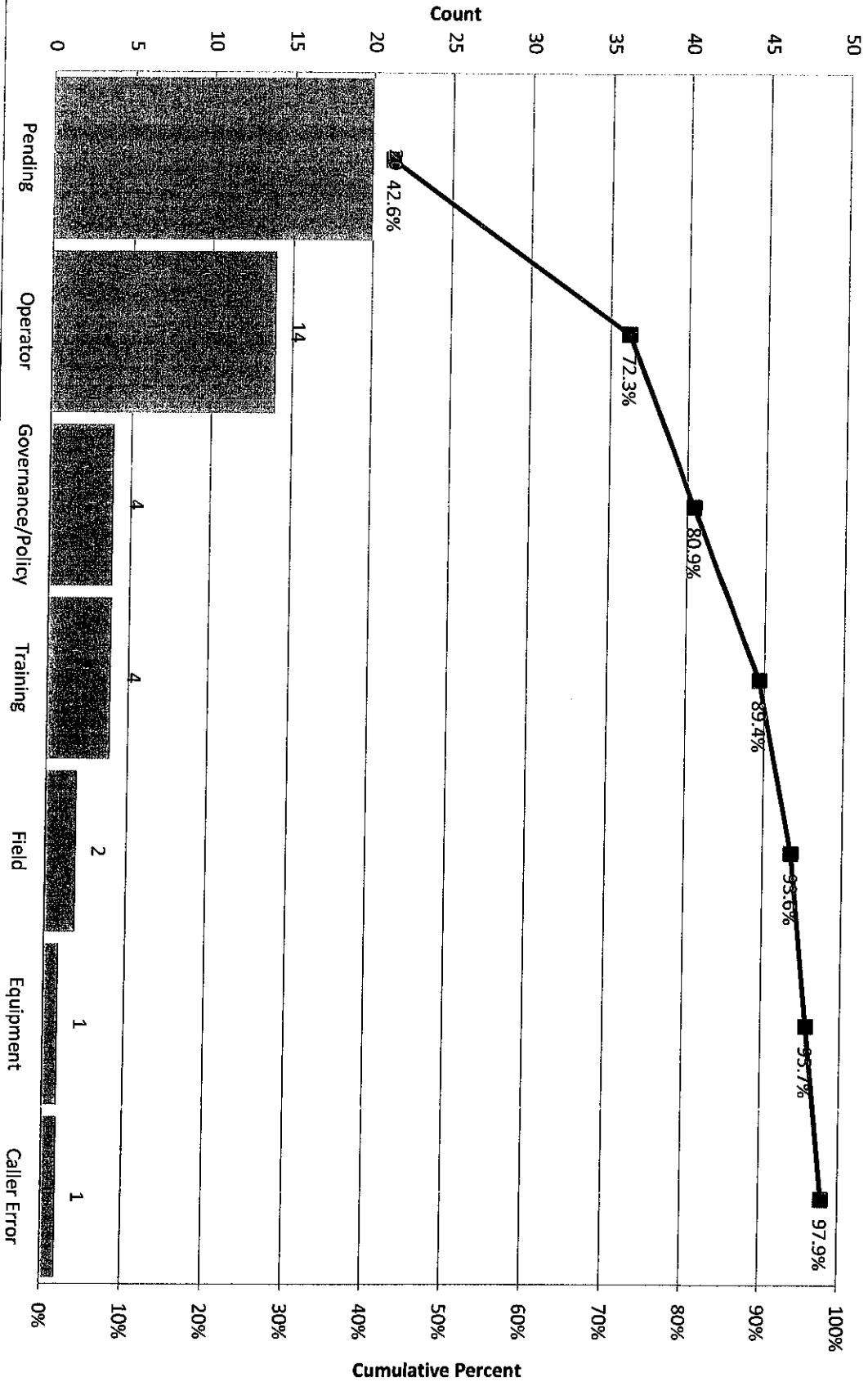
N = 46  
 Issues September 9, 2014 through  
 October 20, 2014

### Consolidated Dispatch System PD Issues Analysis October 20, 2014



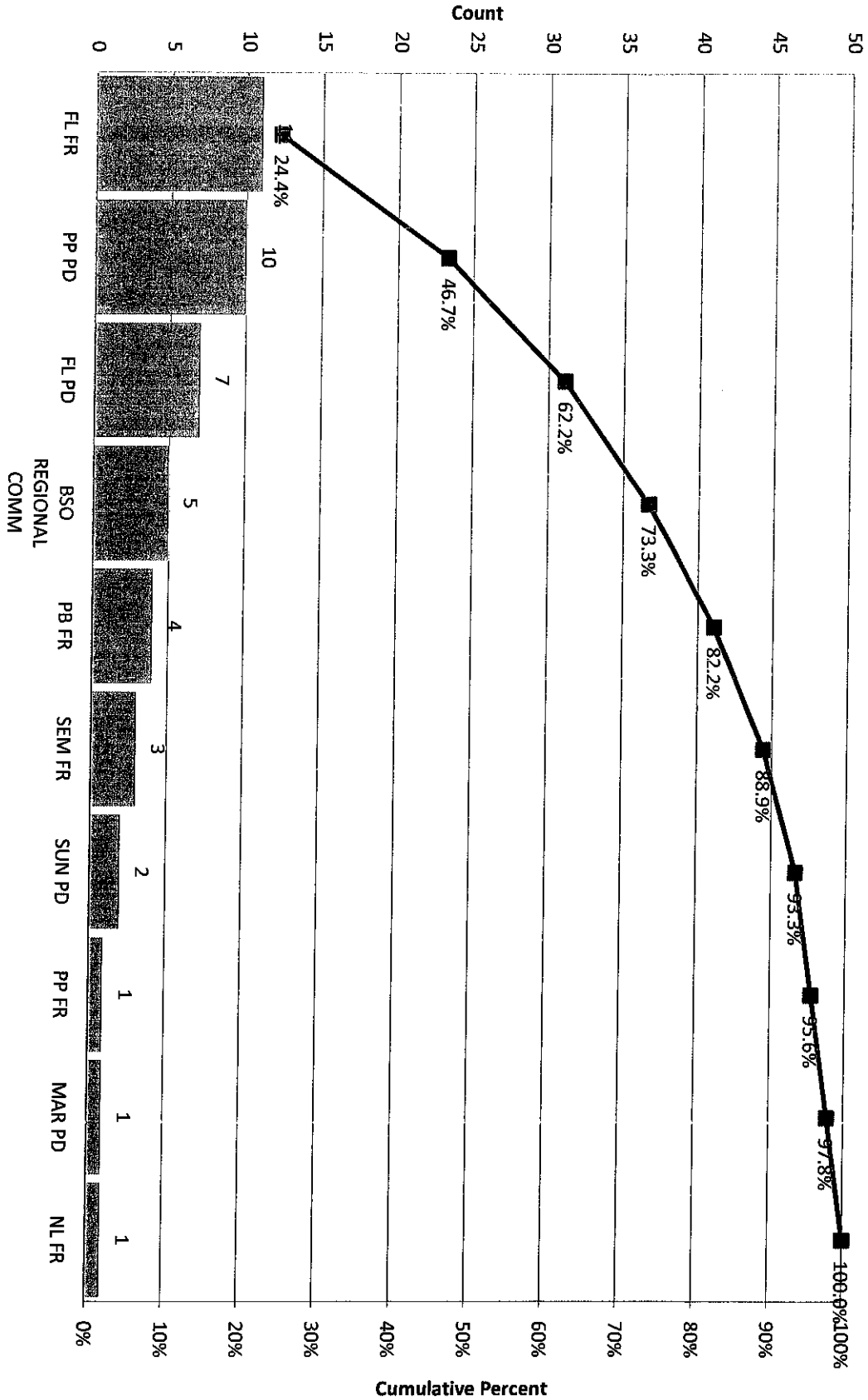
N = 47  
 Issues September 9, 2014 through  
 October 20, 2014

## Consolidated Dispatch System FR Issues Analysis October 20, 2014



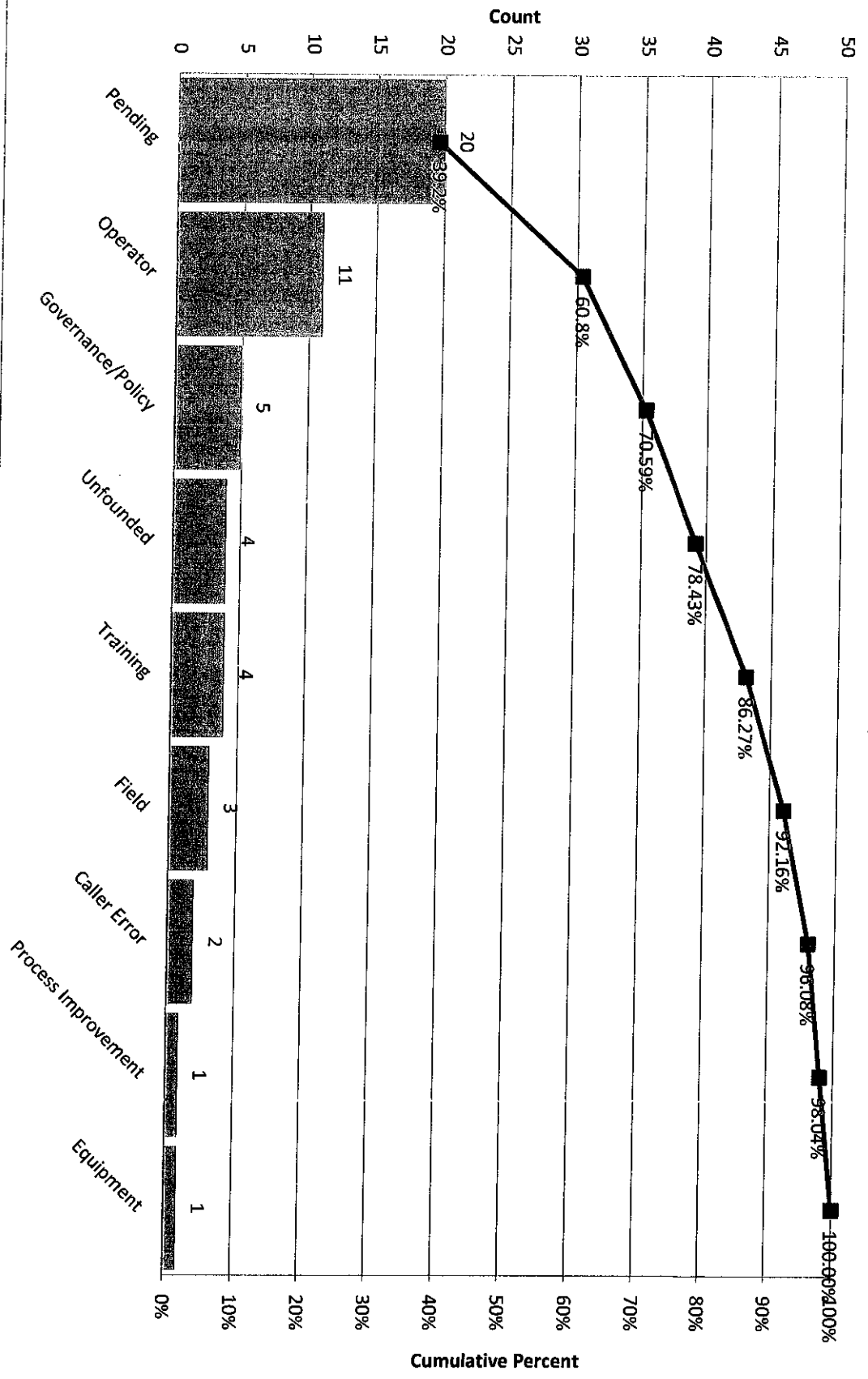
N = 45  
 Issues Pending as of October 20, 2014

## Consolidated Dispatch System Pending Issues Analysis October 20, 2014



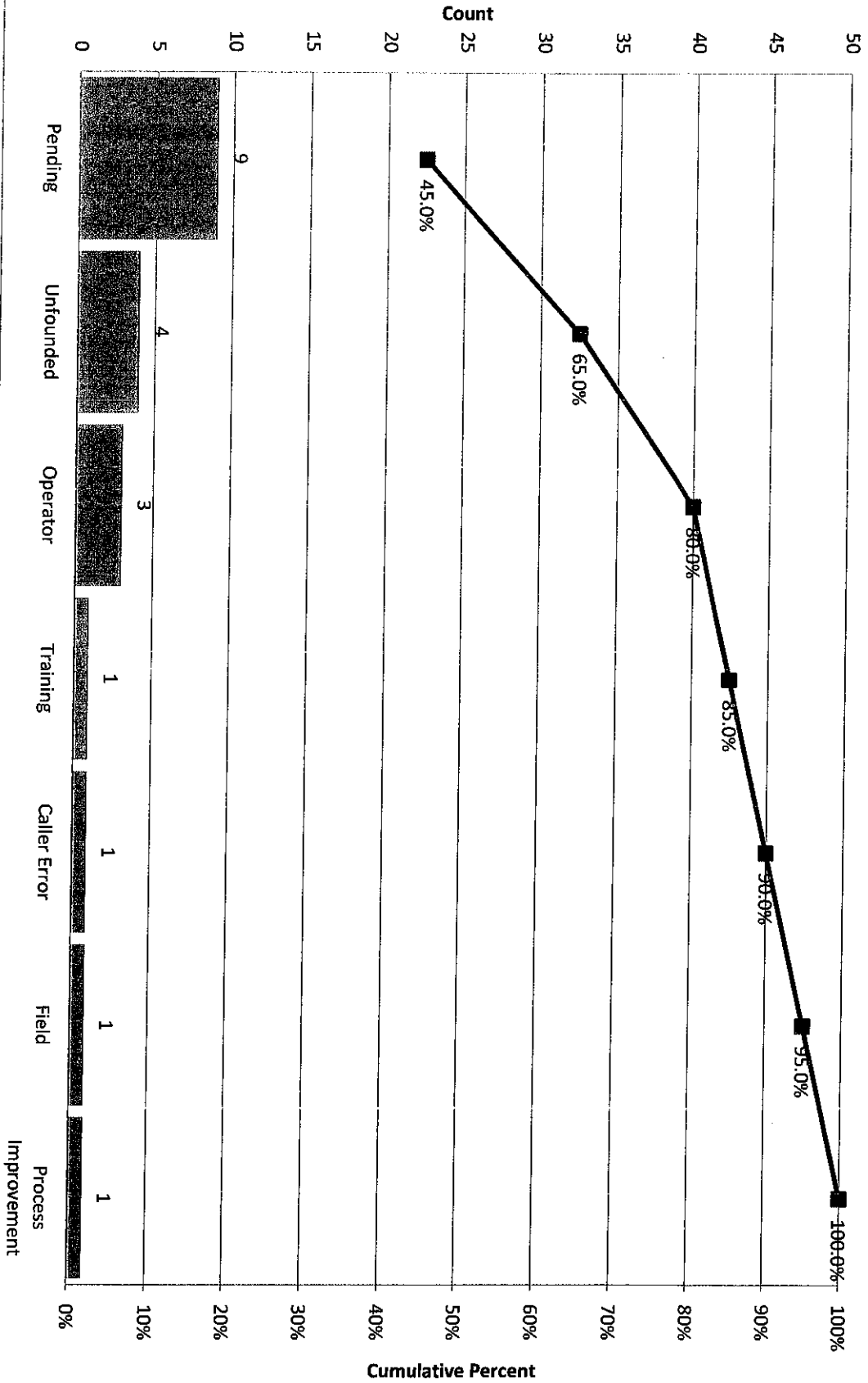
N = 51  
 Issues September 9, 2014 through  
 October 20, 2014

### Consolidated Dispatch Center Central Issues Analysis October 20, 2014



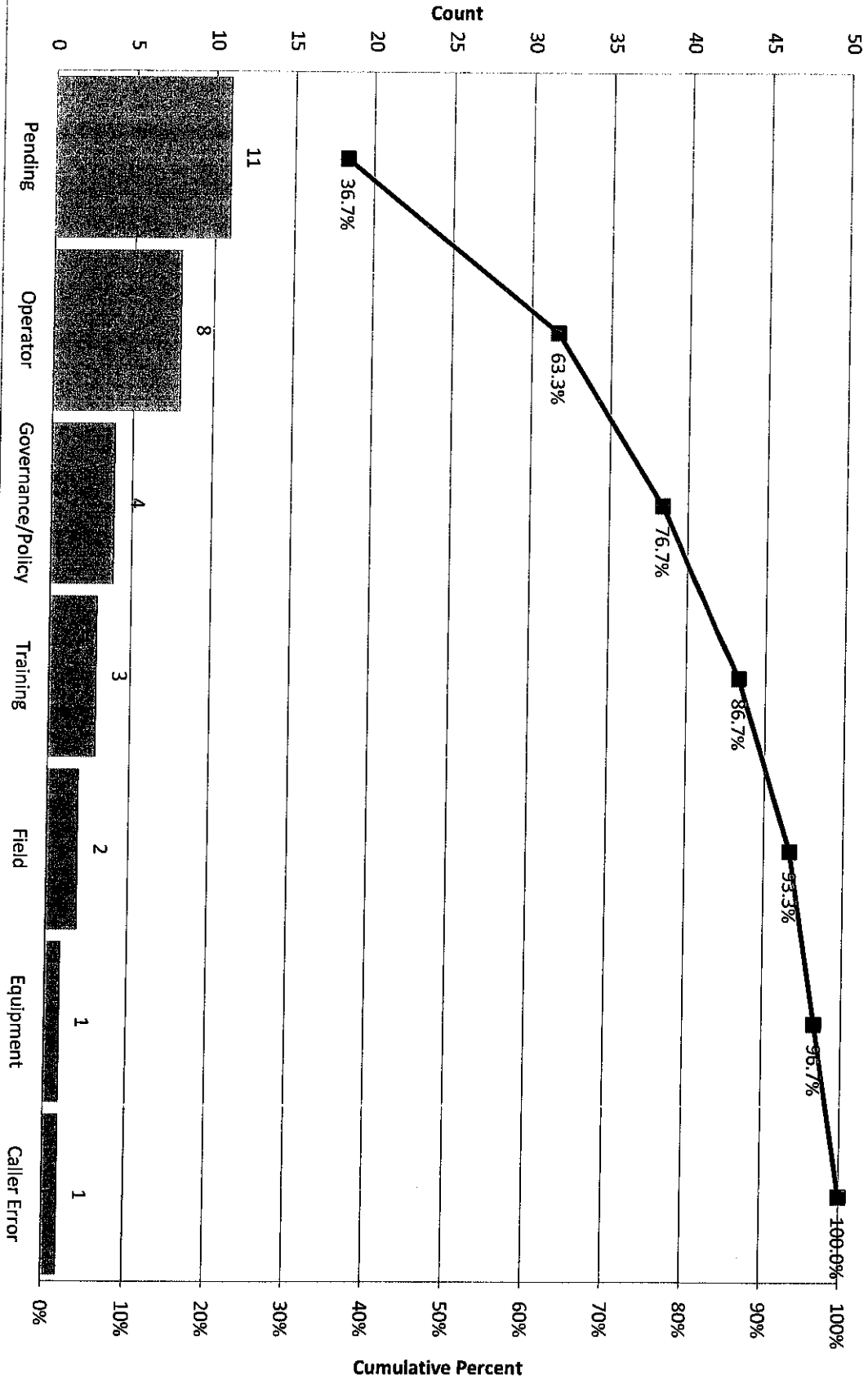
N = 20  
 Issues September 9, 2014 through  
 October 20, 2014

### Consolidated Dispatch Center Central PD Issues Analysis October 20, 2014



N = 30  
Issues September 9, 2014 through  
October 20, 2014

### Consolidated Dispatch Center Central FR Issues Analysis October 20, 2014



# BMC SERVICE DESK EXPRESS

**Incident: 292610**

As of Monday, Oct 20, 2014 16:28

**Incident**

Page 1 of 4

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

Incident Information			
<b>Category:</b> OCT - REQUESTS	OCT - REQUESTS		
<b>Impact ID:</b> LOW	<b>Opened:</b> 9/30/2014 1:54:58PM	<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> 10/7/2014 8:54:58AM	<b>Service Name:</b>	

**First Call Resolution:**

**SLA ID:**

DESCRIPTION: Subject: 911 Operations

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

Message: FOR REVIEW WITH FLPD SPECIFICALLY - THIS IS AN AGENCY SPECIFIC ISSUE

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:

FLPD utilizes Teletype talkgroup for "rolling 29" license checks. This service, however, is best served on the main talkgroup due to the critical nature of the request and the potential for the request to initiate driver contact. Additionally, the request would be more expediently served on the main talkgroup than on the Teletype talkgroup where the potential for a wait list may occur. We would like FLPD to adopt the standard directive to have their field units conduct "rolling 29's" via their main talkgroup.



ADDITIONAL COMMENTS:

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:

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/30/2014 1:54:58PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/30/2014 1:54:59PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/30/2014 1:55:00PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/30/2014 1:55:01PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/30/2014 2:17:03PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:23
9/30/2014 2:17:46PM	SMEDVIN	Opened WO 85618	WO_OPEN	00:00:33

**Work Orders**

WORK ORDER #	STATE	OPENED	CLOSED	CATEGORY ID	ASSIGNED TO
85618	O	9/30/2014 2:17:43PM		OCT - REQUESTS	SMEDVIN

**Attachments**

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