



**Office of Regional Communications and Technology**

**October 30, 2014**

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

**Broward County Staff in Attendance:**

Antonio "Tony" Sabin	Communications Manager
Lory Farmer	Administrative Aide

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

Tara Thomas	Site Manager, North Consolidated Dispatch Center
Marysol DiBernardo	Asst. Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, October 30, 2014, at the City of Coconut Creek Government Center, Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Tony Sabin called the meeting to order at 2:01 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He indicated that agency access to audio would be available in a listen-only mode. The official audio record should still be obtained through BSO (Broward Sheriff's Office) as the custodian of record. ORCAT (Office of Regional Communications and Technology) staff will provide training to agency representatives. Agency representatives will provide the names of individuals designated to access the system. The idea is for agencies to utilize the proposed audio access to validate issues that are unclear in a timely fashion. He elaborated upon various features of the audio access system.

Mr. Sabin referred to open status, priority one incident ticket number 298861. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Tara Thomas clarified that she had researched this incident, but it was for Miramar Fire Rescue. Although Miramar Fire Rescue (is dispatched from the South Consolidated Dispatch Center), the North Consolidated Dispatch Center handles the County's BCF/INFO radio channel so the incident was directed to her for review. Mr. Sabin said the incident ticket would be addressed (at a South Fire Rescue Operational Review Team meeting). Chief Rick Donahue of Margate/Coconut Creek Fire Rescue indicated that he had a question pertaining to the subject of the incident ticket. He asked if it is official policy to verbalize to fire rescue crews that the EIDS (Emerging Infectious Disease Surveillance) Tool is activated. Ms. Thomas explained that is the direction Angela Mize, Regional Communications Assistant Director for Broward Sheriff's Office, wanted to take. Further, Ms. Mize wanted fire rescue to request a law enforcement response, rather than (dispatch) immediately sending law enforcement. She believed Ms. Mize was in the process of addressing the matter with ORCAT staff. Chief Donahue asked if he could convey

that information to field personnel. Mr. Sabin said he could; however, there is an additional matter regarding (dispatchers using the term) "universal precautions" that Ms. Mize was going to have BSO's legal department review. ORCAT staff will advise as to which method (becomes policy). Discussion ensued.

Chief Frank Edwards of Margate/Coconut Creek Fire Rescue asked if a written (policy) had been developed for prioritization of incidents and (research) response times. Mr. Sabin said the written policy needs to be created, and a copy will be provided. He noted that Priority 1 incidents should be called in directly to the consolidated dispatch center and the response time is 48 hours. He confirmed for Lynn Burnside of Margate/Coconut Creek Fire Rescue that it is the responsibility of dispatch center staff to submit an incident ticket for Priority 1 incidents. Agency representatives are responsible for submitting tickets for Priority 2 and 3 incidents.

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. He noted that there are issues associated with the "operator error" disposition that will require a drill-down review. Ms. Thomas asked how nine complaints, four being "operator error," of a total of about 900 fire rescue calls processed per month is considered a serious performance issue. Mr. Sabin said her question should be directed to fire rescue personnel by asking them how many (errors) are acceptable. He stressed the importance of determining the root causes of the errors. Currently, there is no established acceptable rate of error. Ms. Thomas said she understood, but believed the focus (of the data being presented) is negative as the number of calls processed correctly is not shown. Chief Thomas DiBernardo of Sunrise Fire Rescue thought the idea behind the data is to determine root causes which may involve equipment or technology, not necessarily an operator. Further, he believed the (low) number of complaints does not even warrant holding this meeting. Mr. Sabin noted that the frequency of Operational Review Team meetings would be reduced to monthly, and eventually quarterly. There was no objection.

Mr. Sabin went on to note that the Broward County Board of County Commissioners recently changed the name of Office of Communications Technology to the Office of Regional Communications and Technology. Also, three (communications manager) positions were created; one manager will be placed at each consolidated dispatch center. The expectation is for the (County) communications managers to serve as a liaison for the municipalities dispatched at each center. In reference to the graph data, Chief DiBernardo asked what the root causes were for the incidents shown. Mr. Sabin explained that the research component has not yet reached that level of detail. He went on to ask if there were any participating agency policy issues to be raised. No input was provided.

With regard to operator policy issues, Mr. Sabin referenced incident ticket number 295041, a copy of which is attached hereto and made a part hereof these minutes. Ms. Thomas believed that only some of Pompano Beach Fire Rescue's personnel have CAD (Computer Aided Dispatch) pagers. She thought Ms. Mize opened this incident ticket so that ORCAT staff would contact Pompano Beach Fire Rescue to establish that protocol. Chief DiBernardo asked if Pompano Beach Fire Rescue personnel have smartphones. Ms. Thomas was uncertain. Chief DiBernardo elaborated upon how pages could be sent to smartphones.

Chief Edwards inquired about receiving a quarterly quality assurance (QA) report. Mr. Sabin indicated that he could make that request. Chief Edwards wanted to see a comparison between a QA report and the (monthly report). Mr. Sabin explained that a more user friendly report will be developed that includes quality indicators. Chief Edwards wanted separate reports showing percentages of calls that are, either, over- or under-triaged by the call-taker to determine if the

correct amount of resources are being sent to incidents. Chief DiBernardo explained that the Operator (BSO) has an EMD-Q (Emergency Medical Dispatch Quality) division. He noted that he is in the process of completing a 2,400-call analysis to determine a root cause for the "sick person" issue. He thought BSO's EMD-Q division should be included at the January Fire Rescue Operational Review Team meetings. He believed a coding issue is related to the "sick person" matter as there is no code for a headache. Chief DiBernardo said call-takers should be able to have (the proper) code, so it can be utilized. Mr. Sabin stressed that the intent of regionalized dispatch is not only to dispatch calls quickly, but also to be certain the information is accurate.

There being no further matters to address, the meeting adjourned at 2:32 p.m.



## Agenda

**North FR Operational Review Team Meeting  
4900 W. Copans Road, Coconut Creek  
EOC Conference Room**

**Date: Thursday, October 30, 2014**

**Time: 2:00 PM**

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- I. Call to Order
- II. Old Business
  - a. Agency access to audio
- III. Priority 1 Incident Review
  - a. 298861 – Margate FR
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
  - a. 295041 – PBFR pager use
- VIII. New Business
- IX. Adjourn

# BMC SERVICE DESK EXPRESS

**Incident: 298861**

As of 30 Oct 2014 9:12:13 AM

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## Incident

### Client Information

### Assign to Information

Last Name: THOMAS      First Name: TARA

Ext:

Client ID: TTHOMAS

Company ID: BROWARD COUNTY

OCT 911

Phone:

Ext:

### Incident Information

Category: OCT - REQUESTS

OCT - REQUESTS

Impact ID: LOW

Opened: 29 Oct 2014 5:21:07 PM

Problem:

Urgency ID: LOW

Priority ID: 5

Responded Date and Time:

Status: OPEN

Due Date: 5 Nov 2014 12:00:00 PM

Service Name:

First Call Resolution:

SLA ID:

DESCRIPTION: Subject: RE: 911 Operations

From: SMTP:{Tara\_Thomas@sheriff.org}Tara\_Thomas@sheriff.org

Message: It's confirmed that the Dispatcher's response on INFO was inappropriate, each employee has received the EIDS training. This issue will be addressed with the employee via re-training. An EMDQ review of the call-taker reveals that there was no purpose for the EIDS Tool to have been utilized for this type of call.

\* DATE OF INCIDENT: 10/21/14

\* INCIDENT NUMBER: FMM141021009313

\* PRIORITY LEVEL: High

\* LOCATION: 17340 SW 33RD LN - HOUSE

\* REPORTED BY:

\* NAME: Chief Nunez

\* MUNICIPALITY: MM

\* AGENCY: MMFR

\* EMAIL ADDRESS:

\* TELEPHONE NUMBER: 954-551-1064

\* INCIDENT DETAILS: Chief Nunez called the center to question if the Dispatchers were updated with regard to the new protocol to follow for questioning citizens regarding EBOLA; specifically the EIDS tool questions provided in PROQA. He states that when the dispatcher assigned to BCF INFO was questioned on whether the EID protocol was followed, she advised she did not know that was.

From: Wisniewski, Christa  
Sent: Wednesday, October 29, 2014 10:26 AM  
To: Thomas, Tara  
Cc: Mize, Angela  
Subject: RE: 911 Operations

Tara,

There is no purpose for the EIDS Tool to have been utilized for this type of call. Kendra McSwain did the EMD appropriately.

Vertigo on a 78 yo female with no other symptoms does NOT warrant the extended interrogation.

As far as Aquino, her response to R84 is clearly due to lack of understanding/training. She is not the only one who has been unclear on this. I think that the field received incorrect data which caused her confusion.

Hopefully with the additional information that we have put out over the past few days, things are starting to make more sense to the call takers and the field.

Christa N. Wisniewski

BSO Regional Communications Duty Officer

Accreditation Manager / EMD QI Supervisor / Audio Evidence Supervisor

Office 954-321-4444

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

From: Thomas, Tara

Sent: Tuesday, October 28, 2014 12:17 PM

To: Wisniewski, Christa

Cc: Mize, Angela

Subject: 911 Operations

Christa,

Its confirmed that the Dispatcher's response on INFO was inappropriate; however, please have one of your staff members review the call-taker to determine if the EID protocol was properly used for this incident.

Thanks,

T

- \* DATE OF INCIDENT: 10/21/14
- \* INCIDENT NUMBER: FMM141021009313
- \* PRIORITY LEVEL: High
- \* LOCATION: 17340 SW 33RD LN - HOUSE
- \* REPORTED BY:
- \* NAME: Chief Nunez
- \* MUNICIPALITY: MM
- \* AGENCY: MMFR
- \* EMAIL ADDRESS:



\* TELEPHONE NUMBER: 954-551-1064

\* INCIDENT DETAILS: Chief Nunez called the center to question if the Dispatchers were updated with regard to the new protocol to follow for questioning citizens regarding EBOLA; specifically the EIDS tool questions provided in PROQA. He states that when the dispatcher assigned to BCF INFO was questioned on whether the EID protocol was followed, she advised she did not know that was.

ADDITIONAL COMMENTS:

Tara D. Thomas, ENP, RPL  
Communications Site Manager  
Regional Communications Division - North  
Broward Sheriff's Office  
(954) 968 - 685 (office)  
(954) 895 - 5306 (cellular)

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

RESOLUTION:

### Whiteboard Information

Whiteboard ID:

### CI Information

CI Assembly:

Asset Tag #:

**Incident Details**

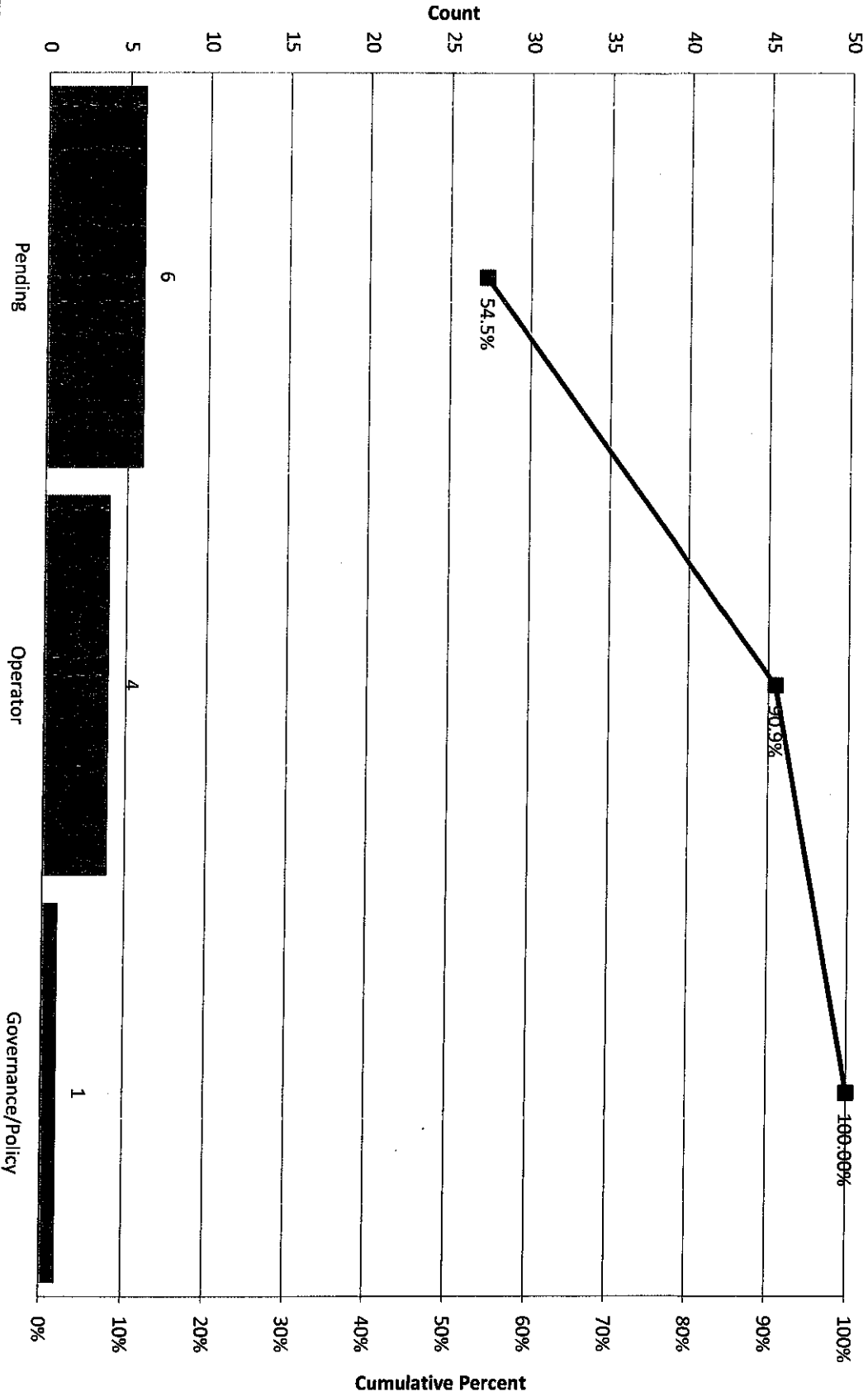
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
29 Oct 2014 5:21:07 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
29 Oct 2014 5:21:08 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
29 Oct 2014 5:21:09 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
29 Oct 2014 5:21:10 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00

**Work Orders****Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
2014-10-21 (1) BCF INFO AQUINO.wav		6028
2014-10-21 BCF INFO AQUINO 2.wav		188223
image001.jpg		1571
image002.jpg		4902

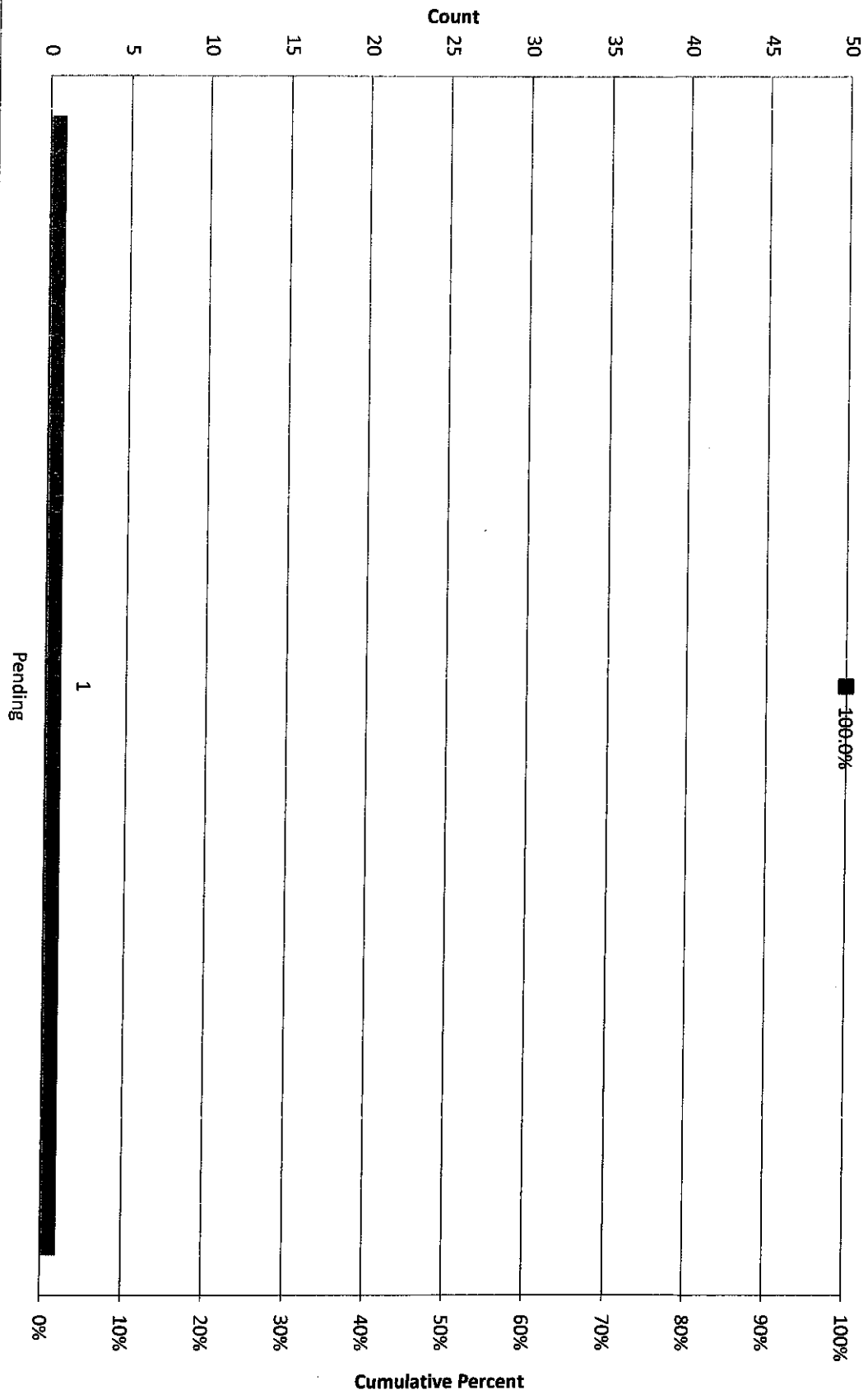
N = 11  
Issues September 9, 2014 through  
October 20, 2014

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



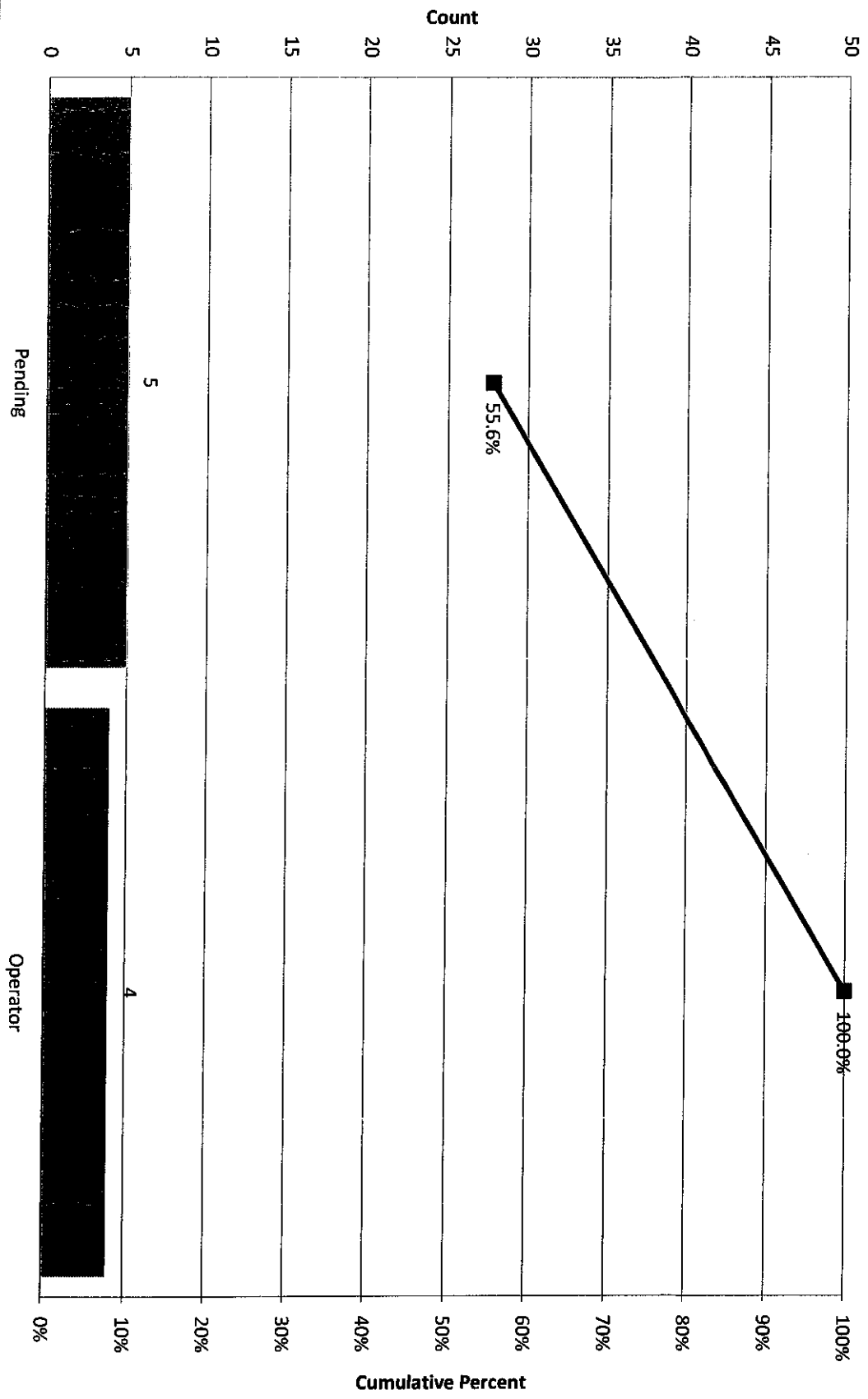
N = 1  
Issues September 9, 2014 through  
October 20, 2014

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



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

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



# BMC SERVICE DESK EXPRESS

**Incident: 295041**

As of 3 Apr 2015 11:57:17 AM

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## Incident

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA		Ext:
Client ID: AMIZE			
Company ID: BROWARD COUNTY		OCT OPS	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 10 Oct 2014 11:14:03 AM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: OPEN	Due Date: 24 Oct 2014 11:14:03 AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

**DESCRIPTION:** Subject: 911 Operations

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

Message: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: High

LOCATION: re: Pompano Beach FR

REPORTED BY: North Duty Officers

NAME: Angela Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela\_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

PBFR field units must carry issued pagers at all times. Paging to command is done via CAD messaging - without the pager available to the command member, the notifications are not received timely.

ADDITIONAL COMMENTS:

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From: Mitchell, Kevin  
Sent: Thursday, October 09, 2014 9:21 PM

To: Mize, Angela; Thomas, Tara  
Cc: Rogers, Christine  
Subject: PBFR Command Staff Contact via Pagers

10/9/2014

Tara/Angie:

Can you please contact PBFR regarding the utilization of Pagers to be contacted by Dispatch and Communications for incidents and various requests. On this evening the PBFR Dispatcher attempted to make contact with B63 whom advised that they DO NOT CARRY THEIR PAGERS... This is a similar issue regarding the expectation of personal and individual phone calls for notification.

Kevin L. Mitchell, Sr. - Duty Officer

Broward County Sheriff's Office

Regional Communications North Site

(954) 968-6402 - Office

(954) 604-4339 - Cell

4900 Copans Road

Coconut Creek, FL 33063

**RESOLUTION:**

**Whiteboard Information**

**Whiteboard ID:**






**CI Information**

**CI Assembly:**

**Asset Tag #:**



**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10 Oct 2014 11:14:03 AM 	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10 Oct 2014 11:14:04 AM 	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10 Oct 2014 11:14:05 AM 	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10 Oct 2014 11:14:06 AM 	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
19 Mar 2015 11:36:16 AM 	DSMOUS	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:04

**Work Orders****Attachments**