



**Office of Communications Technology**

**September 18, 2014**

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

**Broward County Staff in Attendance:**

Brett Bayag	E911 Communications Manager (telephonic)
Antonio "Tony" Sabin	Communications Manager
Lory Farmer	Administrative Aide

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

Lisa Zarazinski	Director of Regional Communications Division/911
Angela Mize	Regional Communications Assistant Director
Tara Thomas	Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Thursday, September 18, 2014, at the Coconut Creek Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Tony Sabin called the meeting to order at 3:21 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He indicated the goal is to determine what criteria relate to a Priority 1 incident. Tactical issues should be referred to a duty officer or site manager at the consolidated dispatch center for immediate turnaround. He indicated that feedback from one municipality regarding priority (and response times) is being presented on slides. A copy of the slides is attached hereto and made a part hereof these minutes. He pointed out that agency representatives at the previous North Fire Rescue ORT (Operational Review Team) meeting indicated that 48 hours is a reasonable turnaround time for Priority 1 incidents. He invited input. An agency representative asked if it would be possible to obtain investigative information prior to 48 hours in extreme events. Lisa Zarazinski stated that agency representatives would simply place a telephone call to the duty officer at the consolidated dispatch center in such an instance. The representative would then generate a ticket for tracking purposes which would be sent to the site manager or assistant site manager for a more detailed investigation. Mr. Sabin added that the idea is to categorize the failure point. He asked agency representatives if they agreed with a 36-hour or 48-hour response time for Priority 1 incidents. Captain Wayne Adkins of Broward Sheriff's Office, Pompano Beach, said he had no objection to 48 hours. Mr. Sabin asked the participating agency representatives if there were any objections to 48 hours. No objections were expressed.

Mr. Sabin went on to review the Priority 2 slide. He asked agency representatives if they wanted to add any additional criteria. Lynn Burnside of the Margate Police Department thought "busy

signals” should be clarified as to whether it refers to telephone or radio. Mr. Sabin pointed out that the majority of incidents will fall under the Priority 2 classification. Discussion ensued about incident types and verbal updates from dispatch. Captain Adkins asked whether the dispatch mentality is that verbal updates are more suitable for fire rescue personnel, rather than police. He was concerned about a disconnect causing verbal updates not to be provided to police. Ms. Zarazinski explained that there is no expectation for police to read updates on MDCs (Mobile Digital Communicators), but that expectation does exist for fire rescue personnel. She added that BSO’s contract with Broward County is performance based. There are performance standards for fire rescue and law enforcement. Before these performance standards were implemented, operators conducted more interrogation (before creating the call). Furthermore, all of the update messages have to be retrieved by the dispatcher; they do not readily populate on the screen. The dispatcher has to prioritize the updates. There are simply too many updates coming through for the dispatchers, and that is the reason field personnel are not being provided as many updates as they once were. It has recently come to light that the law enforcement performance standard does not work; however, a number of dispatchers were trained according to that standard. She added that law enforcement calls that accompany fire rescue calls are also affected by the fire rescue performance standard.

Mr. Sabin asked if seven days would be an acceptable response time for a Priority 2 incident. An agency representative indicated that he had no objection to a seven-day response time for Priority 2 incidents. He noted his main concern was about any repeating incidents. Mr. Sabin asked if there was further input on Priority 2 incidents. No further input was provided. He went on to review the Priority 3 slide. He invited input. No input was provided. Mr. Sabin went on to review the slide depicting incident ticket number 289903, a copy of which is attached to and made a part hereof these minutes. He noted that this is an example of how incident tickets are documented in the system. The system will allow tickets to be tracked via time-stamping, and related (investigative) documentation can be attached. Each ticket will be assigned a disposition code as relates to the cause of the incident. Discussion ensued about disposition codes. Captain Adkins suggested OCT look at BSO’s policy regarding (disposition codes).

There being no further matters to address, the meeting adjourned at 4:05 p.m.

**Regional Consolidated Dispatch - Operational Review Team**  
**September 18, 2014**  
**North Regional Center PD**

**Agenda:**

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

# Priority and Response

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

# Priority and Response

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

# Priority and Response

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

# BMC SERVICE DESK EXPRESS

**Incident: 289903**

As of Thursday, Sep 18, 2014 10:27

Page 1 of 5

## Incident

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

## Incident Information

<b>Category:</b> OCT - REQUESTS	OCT - REQUESTS		
<b>Impact ID:</b> LOW	<b>Opened:</b> 9/18/2014 10:19:04AM	<b>Problem:</b>	
<b>Urgency ID:</b> LOW	<b>Priority ID:</b> 5	<b>Responded Date and Time:</b>	
<b>Status:</b> CLOSED	<b>Due Date:</b> 9/24/2014 2:19:04PM	<b>Service Name:</b>	
<b>First Call Resolution:</b>	<b>SLA ID:</b>		

DESCRIPTION: Incident reported via email to AMIZE on 9/15/14 at 11:27 AM

Subject: 911 OPERATIONS - FW: Dispatch Concerns  
From: SMTP:{SMEDVIN@broward.org}SMEDVIN@broward.org

Message:

From: Mize, Angela [mailto:Angela\_Mize@sheriff.org]  
Sent: Monday, September 15, 2014 11:27 AM  
To: Michael Gregory  
Cc: Eric Brogna; Lisa\_Zarazinski@sheriff.org; Salatheia L. Marion; Carpani, Richard; Sabin, Antonio; Medvin, Scott  
Subject: Re: Dispatch Concerns

We will review and advise. Thank you.  
Sent from my iPhone

On Sep 15, 2014, at 11:23 AM, "Michael Gregory" <MGregory@fortlauderdale.gov> wrote:

FYI, regarding the below concern...

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

From: Luis Alvarez  
Sent: Monday, September 15, 2014 10:54 AM  
To: Michael Gregory  
Subject: Fwd: Dispatch Concerns

L. Alvarez

Begin forwarded message:

From: Glenn Galt <GGalt@fortlauderdale.gov>  
Date: September 15, 2014 at 10:28:52 AM EDT  
To: Victor London <VictorL@fortlauderdale.gov>, Luis Alvarez <LAlvarez@fortlauderdale.gov>  
Cc: Michael Dew <MDew@fortlauderdale.gov>  
Subject: FW: Dispatch Concerns

Captains:  
Please see the below complaint reference Communications.

Thanks,

Lieutenant Glenn Galt  
Fort Lauderdale Police Department  
District 3 / Shift 1 Commander  
1300 W Broward Blvd.  
Fort Lauderdale, FL 33312  
(954)828-5482  
E-mail: Ggalt@Fortlauderdale.gov

From: Steven Kraft  
Sent: Sunday, September 14, 2014 12:28 PM  
To: Kim Maus  
Cc: Robert Borowski; Allan Lerner; Glenn Galt  
Subject: RE: Dispatch Concerns

Sgt Maus,  
Case is 14-224446. Times are 0811/18/0920 and 34B82 (Ofc Woods & Edwards) wrote it off on a MI card and 34B85 (Ofc Kraft & Maupin) were the 94s.



From: Kim Maus  
Sent: Saturday, September 13, 2014 11:52 AM  
To: Steven Kraft  
Cc: Robert Borowski; Allan Lerner; Glenn Galt  
Subject: Dispatch Concerns

Steve,

Please give me the case #, call signs and time of call. I spoke with the dispatch supervisor and she is reviewing the tape and looking into the matter. Thank you for remaining professional on the radio. Your complaint will be forwarded. I also believe that you left out the part that you checked with info channel (like you are supposed to) and were advised that call came from the sunshine food mart located in district 1 and that is how you found out it was a district 1 call.

Sgt. Maus

From: Steven Kraft  
Sent: Saturday, September 13, 2014 9:16 AM  
To: Kim Maus  
Cc: Robert Borowski; Allan Lerner  
Subject: Dispatcher's bad attitude

Sgt Maus,

On Saturday Sept 13, officers were dispatched to 1325 NW 7 Ter in reference to a domestic dispute. Upon arrival, Ofc Maupin, Ofc Edwards, Ofc Wood, and I made contact with the occupants, who advised that no one inside the residence called.

We checked the residence and all was normal and no issues. Dispatch advised that the caller was calling from the Sunshine Food Mart (707 NE 13 St), which was behind the residence. I then advised Ofc Maupin to advise Dist 2 dispatch that it was a Dist 1 call.

I also advised dispatch that the residents did not call and that all was normal at the residence.

Dist 2 dispatch then advised "Negative" and that she was calling from behind that residence. Dispatch then advised FLFR was "staging" and to advise. I advised FLFR was not in the area.

At that time Dist 2 dispatcher became very abrupt and abrasive towards us and the call. I advised that we would be in route to the location in Dist 1 and advise. The call was cleared out by Ofc Wood and Edwards, but the dispatcher's attitude was far from professional.

Thank you for your concern towards this matter.

**Note:**

**Accounting Fields:**

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN                      None

DI                        None

Subdi

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:

Call Information

Asset Tag #:

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
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9/18/2014 10:27:56AM	SMEDVIN	Close Call # 289903	HD_CLOSE	00:00:00
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FILE NAME	URL LINK	FILE SIZE(BYTES)
L34140913224446 DISPATCH.wav		564378
L34140913224446 -INFO.wav		48018
L34140913224446.pdf		133817
L34140913224446.wav		353973
L34140913224446.docx		19177

## **Broward County Regional Communications**

### **Incident Analysis Review**

**Conducted By: Robert Brownstein**

**Date: 9/13/14**

**incident #: L3414091322446**

**Incident Address: 1325 NW 7<sup>TH</sup> TER, FL**

**Operator: Shadeed, Barbara**

**Dispatcher: Wood, Kristen**

### **Chronology and Time Line**

**Call Received: 08:07**

**Interrogation (expand to include interaction) N/A**

**Entered in CAD: 8:08**

**Dispatched: 08:10**

**Details of Dispatch (expand to include interaction)**

**End of Incident: 09:20**

### **Details:**

Female victim called 911 reporting that she was assaulted by her boyfriend. She gave the address of 1325 NW 7<sup>TH</sup> TER, FL. The operator confirmed with her where she was at when she was calling a second time due to a different address being displayed on the ALI. The caller confirmed again the same address and that she was in a room in the back of the house. The caller stated her house was behind a store. The operator even clarified further to ask if the home was on top of a store or business.

08:10 34B82 34B85 are dispatched to the address of 1325 NW 7<sup>TH</sup> TER, female stating she was getting punched in the face by the boyfriend she ran out of the house and is at the Sunshine Food Market.

08:20 34B82 34B85 goes 10-97

08:20 Dispatcher states Rescue is staging advise when they can move in

08:20 34B82 Do you have a name for the reportee?

08:20 Dispatcher states negative she said she was borrowing someones phone but she would wait out at the store. What was the store she was located at? Dispatcher states Sunshine food market is where she

called from. Did she say that would still be her 1020? Dispatcher states 1004 she would wait out at the store.

08:21 34B85 going to info channel

08:23 34B85 states the 1020 is going to be 705 NE 13<sup>TH</sup> ST can you advise District 1? Dispatcher states you made 1025 with her there? 34B85 states 1054 we are at 1325 NW 7<sup>TH</sup> TER where the original call came in.

08:24 Dispatcher states "Okay where are you getting 705 NE 13<sup>TH</sup> ST? 34B85 comes up states via info channel the call taker must have taken the address down wrong; they said 705 NE 13<sup>TH</sup> ST, that's a district 1 call give it to them we will be 1008. Dispatcher states negative B85 she called from 1325 NW 7<sup>TH</sup> TER and stated she would wait in front of the store and the residence was located behind the store. B85 says Okay, the store is located in District 1 which would be behind 13<sup>TH</sup> ST NE no one at the residence knows what's going on.

08:25 34D22 raises states did we go over to info and call her back? No response from dispatcher. 34B85 comes up states "we'll make things a lot easier just going to go over to 13<sup>TH</sup> ST and find out what's going on and advise if it's a D1 or D2 call but yes info did advise that. D22 states Okay I'm 1026, B85 after you get this call cleared up I'd appreciate it.

08:26 Dispatcher states 'And I need someone on-scene to advise for fire if they can clear because as I stated they are staging" B85 once we get to that D1 call we will advise fire on that one. Can they clear from NW where they are staging? B85 they are nowhere in the area but you can clear them.

08:28 34B85 10-97 at second address

08:30 34B82 reportee on this call is GOA we will be heading toward 1325 NW 7<sup>TH</sup> TER check and see if that girl is still there.

08:33 34B85 states are you find out if 7<sup>TH</sup> TER exists here or is that an info thing? Dispatcher states info

08:34 34B82 states bad address on that call go ahead and close it out 1098. Dispatcher states what was the reference? B82 states 1023

#### Details of incident:

After review of the incident the following was observed: The call details were correct. The female caller dialed 9-1-1 from a landline phone with an address displayed of 707 NE 13<sup>TH</sup> ST, FL. The caller gave the operator a different address of 1325 NW 7<sup>TH</sup> TER, FL. The operator seeing the two different addresses verified with her multiple times the location she was calling from and was advised that the residence was located behind a store. The dispatcher provided all updates to the responders that were given to her by the call taker and the caller. The dispatcher was communicating with 34B85 who was a female officer possibly being trained by another officer. As the dispatcher was attempting to find out how the officers got their information and if contact was made with the complainant; the male officer 34B85

came up somewhat flustered because of the questions the dispatcher was asking the other officer and stated he was making himself 1008 and to give it to the other district. The dispatcher was being firm with him on the information she had. In addition I searched info channel recordings and info channel did not advise 34B85 of the information claimed to have been given about the address. At 08:22 34B85 (Female officer) went to info channel requested them to callback and get a better 1020 however then stated to 10-22 the request. I searched info channel recordings from 08:15 HRS to 08:35HRS and this is the only clip of 34B85 coming up on info channel. The info channel details that 34B85 relayed to District 3 dispatch and the delta unit was false.

#### **Remediation and Mitigation:**

#### **Sources of Evidence**

**CAD Audit Log**

**Audio Recordings**

**Broward Sheriff's Office  
Communications Division - Law Enforcement Incident  
In-house Summary Sheet\***

Incident Number: <b>L34140913224446</b>	Prio./Disp.: <b>1 / 2</b>
Signal: <b>38IP DOMESTIC DISTURBANCE</b>	Agency: <b>34</b>
Address: <b>1325 NW 7TH TER</b>	Zone: <b>3443</b>
Caller: <b>MARKET SUNSHINE FOOD @ 9547289659</b>	Date: <b>09/13/14</b>
Caller Address: <b>707 NE 13TH ST</b>	
Dispatch Time: <b>08:10:21</b>	Arrival Time: <b>08:19:53</b>
Primary Unit: <b>34B82</b>	Primary: <b>1554</b>

*Operator Console Summary*

Time 08 08 24 Console SH Operator Shadeed, Barbara  
**Incident Initiated By: Shadeed, Barbara**

Time 08 08 24.000 Console SH Operator Shadeed, Barbara  
**Primary Event: MAIN Opened: 14/09/13 08:08**  
**Incident Initiated By: BS/SHADEED, BARBARA**

Time 08 09 42.000 Console SH Operator Shadeed, Barbara  
**CALLER SHE WAS GETTING PUNCHED IN THE FACE BY BOYFRIEND , ADV SHE RAN OUT  
OF HOUSE AND IS USING SOME ONE'S PH**

Time 08 10 08.000 Console SH Operator Shadeed, Barbara  
**HOUSE IS BEHIND STORE**

Time 08 10 21.000 Console SH Operator Shadeed, Barbara  
**Unit Changed From: ----- To: 3434B82-**

Time 08 10 21.000 Console SO Operator Wood, Kristin  
**34/34B82 - Dispatched -> 1325 NW 7TH TER -- 38IP**  
**34/34B85 - Dispatched -> 1325 NW 7TH TER -- 38IP**  
**Primary Unit CHANGED To: 34/34B82**

Time 08 10 47.000 Console SH Operator Shadeed, Barbara  
**CALLER HAD TO RETURN THE PHONE TO OWNER**

Time 08 10 54.000 Console SH Operator Shadeed, Barbara  
**UNK CALLER'S NAME**

Time 08 11 00.000 Console SO Operator Wood, Kristin  
**34/34B82 - Enroute -> 1325 NW 7TH TER -- 38IP**  
**34/34B85 - Enroute -> 1325 NW 7TH TER -- 38IP**

Time 08 11 05.000 Console SH Operator Shadeed, Barbara  
**CALLER ADV SHE WAS SPITTING UP BLOOD**

Time 08 11 37.000 Console SH Operator Shadeed, Barbara  
**NO LONGER LL UNABLE TO GET ADDL S-14 BECAUSE CALLER HAD TO RETURN CELL PH  
TO OWNER**

Time 08 14 47.000 Console SH Operator Shadeed, Barbara  
**Incident Associated to: FFL140913033728**

Time 08 15 25.000 Console SP Operator Hernandez, Lynda  
**C\*: ADV WHEN EMS CAN MOVE IN**

Time 08 15 58.000 Console SK Operator Jones, Nicolette  
**CALLER CALLED BACK AND WILL WAIT AT THE STORE...SHE DISCONNECTED**

Time 08 17 32.000 Console SQ Operator Smith, Tahaji  
**Norm Mail Attach Dt: 14/09/13 Tm: 08:17 Cons: SQ Oper: SMITH, TAHAJI**  
**Subject: ADV WHEN EMS CAN MOVE IN**

Time 08 17 41.000 Console Error Operator  
**IAAssocInc FFL140913033728 First Unit Arrived: FL/R46 AS**

Time 08 18 08.000 Console SP Operator Hernandez, Lynda  
**EMS STAGING**

Time 08 18 50.000 Console SO Operator Wood, Kristin  
**Rply Mail Attach Dt: 14/09/13 Tm: 08:18 Cons: SO Oper: WOOD, KRISTIN**  
**Subject: ADV WHEN EMS CAN MOVE IN**  
**D**  
**---Original Message---**

Time 08:19:08.000 Console SQ Operator Smith, Tahaji  
Rply Mail Attach Dt: 14/09/13 Tm: 08:19 Cons: SQ Oper: SMITH, TAHAJI  
Subject: ADV WHEN EMS CAN MOVE IN  
HUH?

---Original Message---

D

---Original Message---

Time 08:19:34.000 Console SQ Operator Wood, Kristin  
Rply Mail Attach Dt: 14/09/13 Tm: 08:19 Cons: SQ Oper: WOOD, KRISTIN  
Subject: ADV WHEN EMS CAN MOVE IN  
I DONT KNOW LOL

---Original Message---

HUH?

---Original Message---

D

---Original Message---

Time 08:19:53.000 Console SQ Operator Wood, Kristin  
34/34B82 - Arrived -> 1325 NW 7TH TER -- 38IP  
34/34B85 - Arrived -> 1325 NW 7TH TER -- 38IP

Time 08:20:07.000 Console SQ Operator Smith, Tahaji  
Rply Mail Attach Dt: 14/09/13 Tm: 08:20 Cons: SQ Oper: SMITH, TAHAJI  
Subject: ADV WHEN EMS CAN MOVE IN  
LOL...OK...JUST LET ME KNOW IF WE CAN CLR

---Original Message---

I DONT KNOW LOL

---Original Message---

HUH?

---Original Message---

D

---Original Message---

Time 08:24:53.000 Console SQ Operator Wood, Kristin  
\*\*\*\*\* PER 34B85 THIS IS DG1 NE

Time 08:25:53.000 Console SQ Operator Wood, Kristin  
FD CAN CLEAR FROM NW

Time 08:26:54.000 Console SP Operator Hernandez, Lynda  
IAAssocInc FFL140913033728 UPDATE Dispo to CPD MAIN

Time 08:28:40.000 Console SQ Operator Wood, Kristin  
34/34B85 - Enroute -> 705 NE 13TH ST -- 38IP  
34/34B82 - Enroute -> 705 NE 13TH ST -- 38IP

Time 08:28:52.000 Console SQ Operator Wood, Kristin  
34/34B85 - Arrived -> 705 NE 13TH ST -- 38IP  
34/34B82 - Arrived -> 705 NE 13TH ST -- 38IP

Time 08:31:42.000 Console SQ Operator Wood, Kristin  
34B82 GOA

Time 08:31:53.000 Console SQ Operator Wood, Kristin  
51 1325 NE 7TH TER

Time 08:32:06.000 Console SQ Operator Wood, Kristin  
34/34B82 - Enroute -> 1325 NE 7TH TER -- 38IP  
34/34B85 - Enroute -> 1325 NE 7TH TER -- 38IP

Time 08:35:18.000 Console SQ Operator Wood, Kristin  
34B82 ADV BAD 10-20

Time 08:35:41.000 Console SQ Operator Wood, Kristin  
\*\* PER DO VERIFIED RPTEE STATED 1325 NW 7TH TER VIA 911 PLAYBACK

Time 08:36:55.000 Console SW Operator Breavon, Fayette  
PER RECORDING THE CALLER ADV 1325 NW 7TH TER A ROOMING HOUSE AND SHE WAS  
IN THE BACK OF THE HOUSE.

Time 08:37:09.000 Console SW Operator Breavon, Fayette  
SHE ALSO ADVISED THE HOUSE IS BEHIND A STORE

Time 09:11:52.000 Console SQ Operator Wood, Kristin  
34/34B85 - Available -> 38IP  
34/34B82 - Arrived -> 1325 NE 7TH TER -- 38IP

Time 09:20:09.000 Console Error Operator

Route Closed: MAIN 2

Incident Closed: 14/09/13 09:20

Time 09:24:04.000 Console SA Operator Shaddad, Barbara



**Disposition #1 Changed From: 2: To: 2:MISCELLANEOUS**

Time: 09/20/09 000 Console: S0 Operator: Wood, Kristin

**34/34B82 - Available --> 38IP**

**34/34B82 - D --> Added disposition: 2**

**Disposition #1 Changed From: ----- To: 2:**

**Disposition CHANGED To: 2**

Generated: 9/15/2014 11:31:41 AM