



Office of Regional Communications and Technology

October 30, 2014

North Consolidated Dispatch Center Police Department 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 Police Department 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 3:14 p.m.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He noted that agency access to audio was tested and is working. The audio will be accessed via the internet, and can be utilized by agencies for internal follow-up. He explained to Lynn Burnside of the Margate Police Department that agencies will have access to any recorded (telephone line or radio channel); however, it will be listen-only access. If an (official) audio record is needed, agencies will (still) have to obtain that from the Broward Sheriff's Office (BSO). He elaborated upon how the audio information can be sorted in the agency access system. The intent is to provide agency access to audio before the end of November, (2014). ORCAT (Office of Regional Communications and Technology) staff will provide training to agency representatives. It will be necessary for agencies to designate representatives to utilize the agency access system.

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 pointed out that County Communications Managers will be hired to work at the consolidated dispatch centers. Once in place, the County Communications Managers will be gathering data and performing analyses. The idea is to delve deeper into issue resolution and processes, so that standard operating procedures for the consolidated dispatch system are established.

Mr. Sabin went on to ask if there were any participating agency issues to be addressed. No issues were raised. As for Operator (BSO) policy issues, Mr. Sabin referred to incident ticket

number 297585 reflected on the agenda. A copy of the incident ticket is attached to these minutes. Tara Thomas believed it had been decided upon that, for infectious disease calls, dispatchers will verbalize that "the EIDS (Emerging Infectious Disease Surveillance) Tool has been launched on this call." It will be the fire rescue agency's decision as to whether a law enforcement response is needed; there will not be an automatic dual response on those types of calls. She thought this information should be brought forward to the Fire Chiefs' Association of Broward County (fire chiefs) and the Broward County Chiefs of Police Association (police chiefs). With regard to incident ticket number 297583, Mr. Sabin noted the issue has been whether a 15-minute timer (for notifications) is too frequent for some agencies. A copy of the incident ticket is attached hereto and made a part hereof these minutes. A consensus (among Operational Review Team members at all consolidated dispatch centers) was not reached. Perhaps it is possible to program notifications differently among agencies. But, this matter still must be worked through. He noted that representatives from the Fort Lauderdale Police Department preferred 30-minute intervals (for notifications), rather than 15-minute intervals. This will either be resolved (among the Operational Review Team members), or it will be brought forward to the police chiefs for a recommendation. He asked if there was any new business to be discussed. No input was provided. Mr. Sabin went on to note that these meetings would be scheduled on a monthly basis. He pointed out that the (call) volume for the North Consolidated Dispatch Center is significantly lower than the other consolidated centers.

There being no further matters to address, the meeting adjourned at 3:25 p.m.



Agenda

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

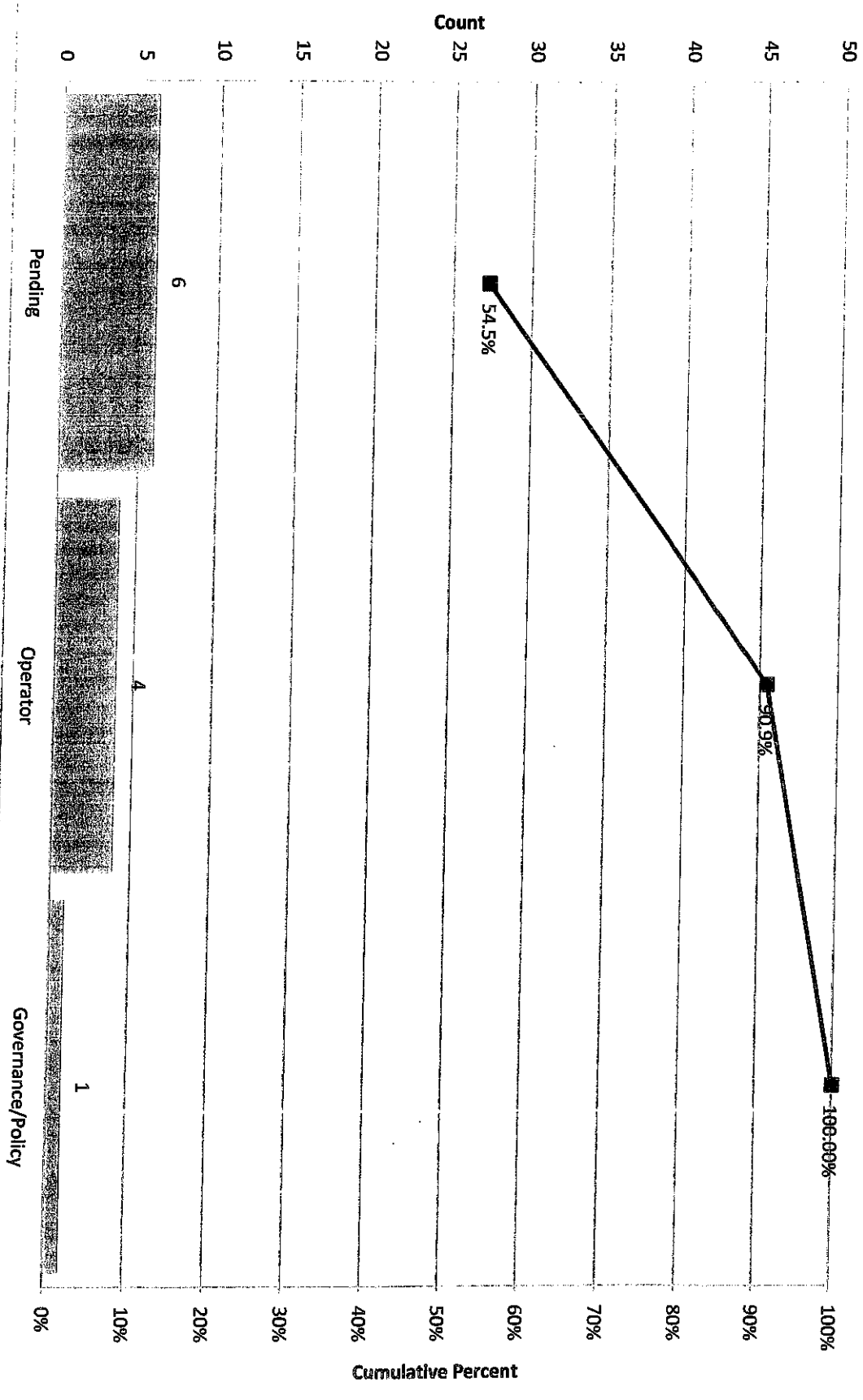
Date: Thursday, October 30, 2014

Time: 3:15 PM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio
- III. Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
 - a. 297585 – EIDS Tool and DLE Response
 - b. 297583 – 15 minute timer for Pending DLE Calls
- VIII. New Business
- IX. Adjourn

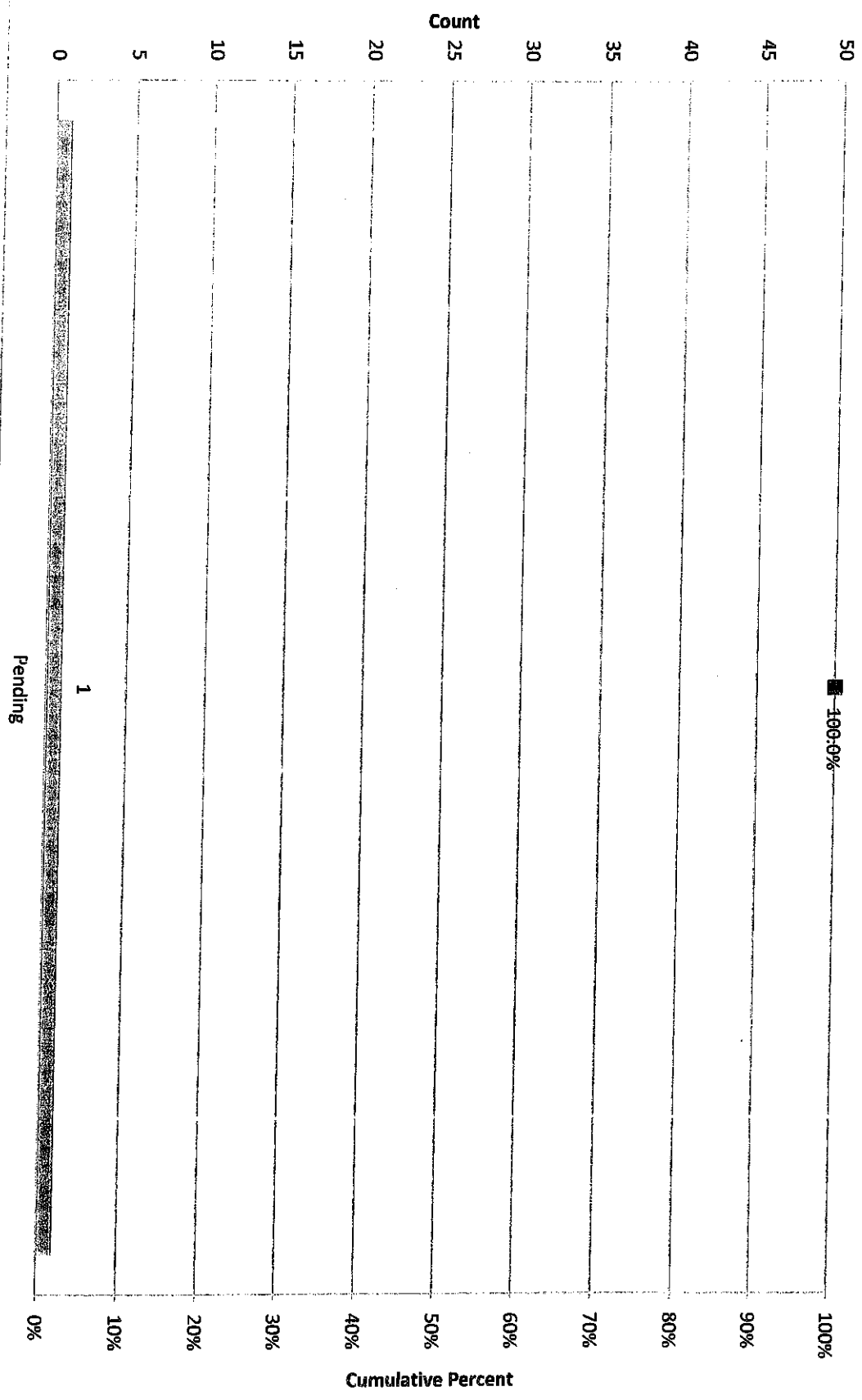
N = 11
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch Center North Issues Analysis October 20, 2014



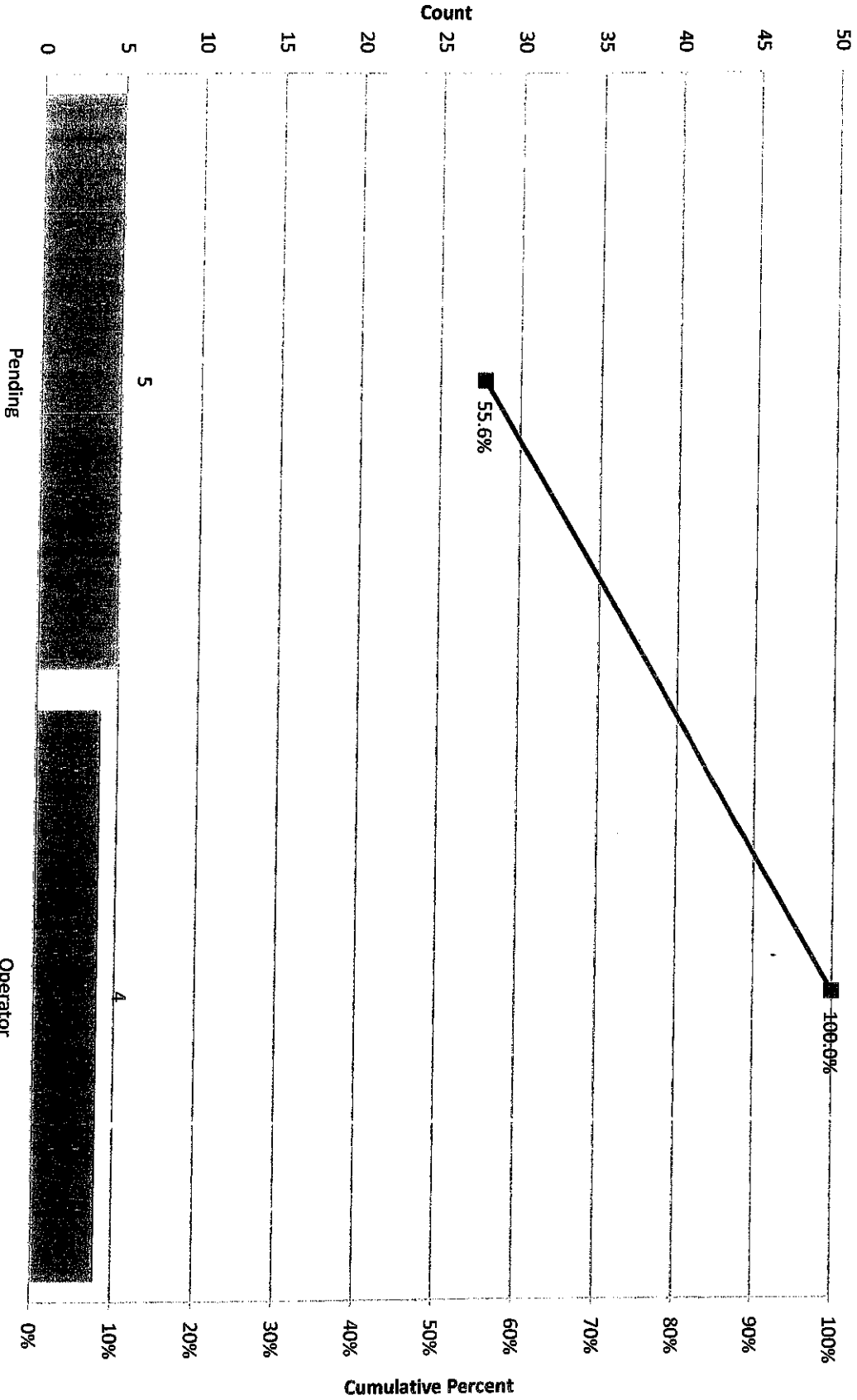
N = 1
Issues September 9, 2014 through
October 20, 2014

Consolidated Dispatch Center North PD Issues Analysis October 20, 2014



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

Consolidated Dispatch Center North FR Issues Analysis October 20, 2014



BMC SERVICE DESK EXPRESS

Incident: 297585

As of 30 Oct 2014 10:08:38 AM

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: MIZE	First Name: ANGELA	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: OCT911	Opened: 23 Oct 2014 4:30:14 PM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: OPEN	Due Date: 6 Nov 2014 4:30:14 PM	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: POLICY REVIEW - COUNTY-WIDE

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

* EIDS TOOL AND DLE RESPONSE

* County-wide response to have an infectious disease tool. The EMD ProQA uses the EID tool (which is a diagnostic tool for infectious disease). The tool, when used, stamps the information into the CAD entry and the FR dispatcher is aware of the use of the tool. They will verbalize that the tool has been used.

* DLE calls, however, are not currently initiated in these cases as the incident does not necessary warrant a DLE response.

* Solution - it is recommended that the calls remain a FR dispatch only event (barring the introduction of something that would immediately warrant DLE). The FR dispatcher will verbalize the use of

the EID tool, which will alert FR field that the tool was used and there may be a need for universal precaution. IF they (FR field) determine they want a DLE response, they will then make that request. A DLE case will be initiated at that time.

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.

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
23 Oct 2014 4:30:14 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Oct 2014 4:30:15 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Oct 2014 4:30:16 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Oct 2014 4:30:17 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
24 Oct 2014 11:28:24 AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:05

Work Orders**Attachments**

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

BMC SERVICE DESK EXPRESS

Incident: 297583

As of 30 Oct 2014 10:07:15 AM

Incident

Page 1 of 4

Client Information		Assign to Information		
Last Name: MIZE	First Name: ANGELA	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: OCT911	Opened: 23 Oct 2014 4:28:58 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 25 Oct 2014 4:28:58 PM	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: PROTOCOL RECOMMENDATION - COUNTY-WIDE

DATE OF INCIDENT:

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

This is a follow up to a previous policy review that did not gain universal support.

* 15 MINUTE TIMER FOR PENDING DLE CALLS - NO CONCENSUS

* This was an issue with some DLE wanting the 15 minute timer expended - and others didn't

* In researching this issue with Lynn, it was found that while the City can customize the timer to go off (or not) whenever they'd like, the dispatcher will have NO WAY OF RECOGNIZING the correct

reset time, which is a critical factor.

* Solution - My recommendation is to allow every City to customize their initial timer. However, once that timer is set, the dispatcher will reset for the 15 minute standard across the board. Therefore, FL can have the timer first set off at 30 minutes. Once the 30 minutes passes, it goes to 15. This may appease many of them as they will not be reminded of the call until a time period that they prefer initially.

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

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RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
23 Oct 2014 4:28:58 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Oct 2014 4:28:59 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Oct 2014 4:29:00 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Oct 2014 4:29:01 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
24 Oct 2014 11:26:52 AM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:20
24 Oct 2014 11:27:04 AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Work Orders**Attachments**

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