



Office of Communications Technology

September 25, 2014

South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Brett Bayag	E911 Communications Manager
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
Sheri White	Site Manager, South Consolidated Dispatch Center
Virginia Bridwell	Asst. Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, September 25, 2014, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Tony Sabin called the meeting to order at 11:01 am.

Mr. Sabin reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. The purpose of this meeting is to set expectations for the municipal agencies and establish a uniform process to bring participating agencies' input into the consolidated dispatch operations process. He went on to review slides depicting the incident ticketing process, a copy of which is attached hereto and made a part hereof these minutes. The County requested two points of contact from each participating agency's police and fire rescue departments. These individuals will vet incidents and enter tickets into the system. Scott Medvin said the only agency at the South Consolidated Dispatch Center that had provided points of contact was Hollywood Fire Rescue. Mr. Sabin clarified that "911 Operations" should be entered in the subject line of all incident email submissions. Mr. Medvin indicated that he would provide the points of contact with an email template for incident submissions.

Mr. Sabin reviewed a slide depicting the Consolidated Dispatch Center Quality Improvement Process Workflow for FR (Fire Rescue) draft, a copy of which is attached hereto and made a part hereof these minutes. He noted that tactical issues should be reported directly to the duty officer at the consolidated dispatch center. Each incident is investigated and that information is provided to the client. The client then decides whether to accept the information and close the ticket, or leave it open (for further investigation).

Mr. Sabin went on to review slides depicting priority and response, a copy of which is attached hereto and made a part hereof these minutes. He pointed out that this matter was previously addressed with Operational Review Team members at the North and Central Consolidated Dispatch Centers. The suggested turnaround time for a Priority 1 incident is 48 hours. He asked agency representatives if that was an acceptable turnaround time. He clarified for an agency representative that a verbal response would be provided (by the duty officer at the consolidated dispatch center) in a shorter timeframe. The agency representative thought 48 hours is reasonable for a written investigation turnaround time. Mr. Sabin went on to ask agency representatives if they found ten business days to be a reasonable turnaround time for Priority 2 incidents. Angela Mize pointed out that the average turnaround time is usually significantly less than ten business days. But the ten business day window is needed to allow for prioritization, and in the event a backlog develops. Mr. Sabin noted the suggested turnaround time for Priority 3 incidents is 14 business days. An agency representative thought there would be an issue with agency representatives classifying all incidents as Priority 1 simply to have a faster turnaround time. Mr. Sabin indicated that it is the client's discretion as to assignment of incident priority level.

Mr. Sabin went on to note that agency representatives at other consolidated centers have requested access to their agency's audio records. If that is implemented, many incidents could be investigated and likely clarified without the need to submit an incident ticket. The objective of the ticketing system is to target root causes and address them directly. He reviewed a slide depicting disposition codes, a copy of which is attached hereto and made a part hereof these minutes. He pointed out that policy changes must be vetted through a governance process. He invited feedback as to any additional disposition codes agency representatives would like to include. An agency representative thought ten business days was a lengthy turnaround time for a Priority 2 incident involving a citizen complaint. Mr. Sabin clarified that an incident that takes priority for the agency like one that prompts a citizen complaint should be classified as a Priority 1.

Mr. Medvin reviewed incident ticket number 288580, a copy of which is attached hereto and made a part hereof these minutes. He reiterated that only two individuals from each agency will be authorized to submit incident tickets. He pointed out the components of the ticket, including the audit trail. He went on to review incident ticket number 288521, a copy of which is attached hereto and made a part hereof these minutes. He noted that audio recording attachments can be included with incident tickets in the system. Mr. Sabin clarified for an agency representative that the ticketing system being presented today is only utilized for operational, dispatch-related breakdowns; "selfhelp" ticketing is still to be used for technical issues.

Mr. Sabin went on to note that "sick person" calls have been an issue for fire-rescue representatives at the other consolidated centers, (and the matter is being considered for governance). He asked agency representatives if there are any additional issues that should be considered for governance. The process would include reviewing an issue at this Operational Review Team meeting, as well as at the Operational Review Team meetings at the North and Central Consolidated Dispatch Centers. Then, the issue would be brought before the Fire Chiefs' Association of Broward County as, either, a recommended change or as a request for a decision to be made.

An agency representative inquired as to whether there are standardized guidelines for field personnel (on the regional system). Ms. Mize explained that there are Standard Operating Procedures (SOPs), but those apply to dispatch, and not field personnel. Moreover, the current SOPs must be reviewed for the purpose of standardization. The agency representative

elaborated upon a need for SOPs related to radio channel usage. Mr. Sabin and Ms. Mize agreed. Mr. Sabin said the idea is to take measures to avoid confusion and thereby avoid errors. He added that this suggestion would be taken as an action item. Discussion ensued about usage and procedures for INFO and other radio channels. Further discussion ensued between Ms. Mize and Hollywood Fire Rescue representatives about the cutover process for Hollywood's migration onto the consolidated dispatch system (on October 1, 2014).

There being no further matters to address, the meeting adjourned at 12:05 p.m.

Regional Consolidated Dispatch - Operational Review Team

September 25, 2014

South Regional Center FR






















Agenda:

- Welcome
- Purpose
- Post Transition Operations
 - Reporting Process
 - Operational Review Process Flow
- Review Priority and Response
 - Incident Priority
 - Issue Turn Around Time
- Action Register-Review Incidents in Process
- Disposition Codes
- Governance
- New Issues
- Adjourn

Ticketing Process

Email: regionalcommunications@broward.org

Subject: 911 ISSUE

 Copy	 Format Painter	 B	 I	 U	 A										
 Paste	Clipboard	Basic Text										 Address Book	 Check Names		
 Send	To...	regionalcommunications@broward.org													
	Cc...														
	Subject:	911 ISSUE													

Body of email:

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: _____

INCIDENT NUMBER: _____

PRIORITY LEVEL: _____

LOCATION: _____

REPORTED BY

(NAME): _____

(AGENCY): _____

(TELEPHONE): _____

(EMAIL): _____

INCIDENT DETAILS:
ADDITIONAL COMMENTS:

Ticketing Process

Report Incident

Clipboard Copy Paste Format Printer B I U A Basic Text Address Check Book Names Attach File Attach Rem Include Follow Up High Importance Low Importance Tags Zoom

To: resolutions@broward.org

Subject: 911 ISSUE

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: 09/03/2014

INCIDENT NUMBER: TEST 1234 (From CAD)

PRIORITY LEVEL: HIGH

LOCATION: TEST

REPORTED BY

(NAME): Tony Sabin

(AGENCY): Broward County

(TELEPHONE): 954-357-7312

(EMAIL): asabin@broward.org

INCIDENT DETAILS:

Fill out incident details, include as much information as available. Who, what and where. Details as to Unit #, time of day, Dispatcher Name etc.

ADDITIONAL COMMENTS:

Ticketing Process

Reply from: selfhelp@broward.org

From: selfhelp@broward.org
To: Sabin, Antonio
Cc
Subject: Service Desk Express Notification *ref#24-286698

Incident Ticket # 286698 has been opened and assigned
Incident Number: 286698
Open Date: 9/3/2014 11:48:10 AM
Client Name: ANTONIO SABIN
Client Phone: 954-357-7312
Client Department:
Expected Resolution Time: 9/9/2014 3:48:10 PM
Subject Description:
Incident Description: 911 ISSUE

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

REGIONAL COMMUNICATIONS ISSUE REPORTING FORM

DATE OF INCIDENT: 09/03/2014
INCIDENT NUMBER: TEST 1234 (From CAD)
PRIORITY LEVEL: HIGH
LOCATION: TEST
REPORTED BY
(NAME): Tony Sabin
(AGENCY): Broward County
(TELEPHONE): 954-357-7312
(EMAIL): asabin@broward.org

INCIDENT DETAILS:

Fill out incident details , include as much information as available. Who, what and where. Details as to Unit #, time of day, Dispatcher Name etc.

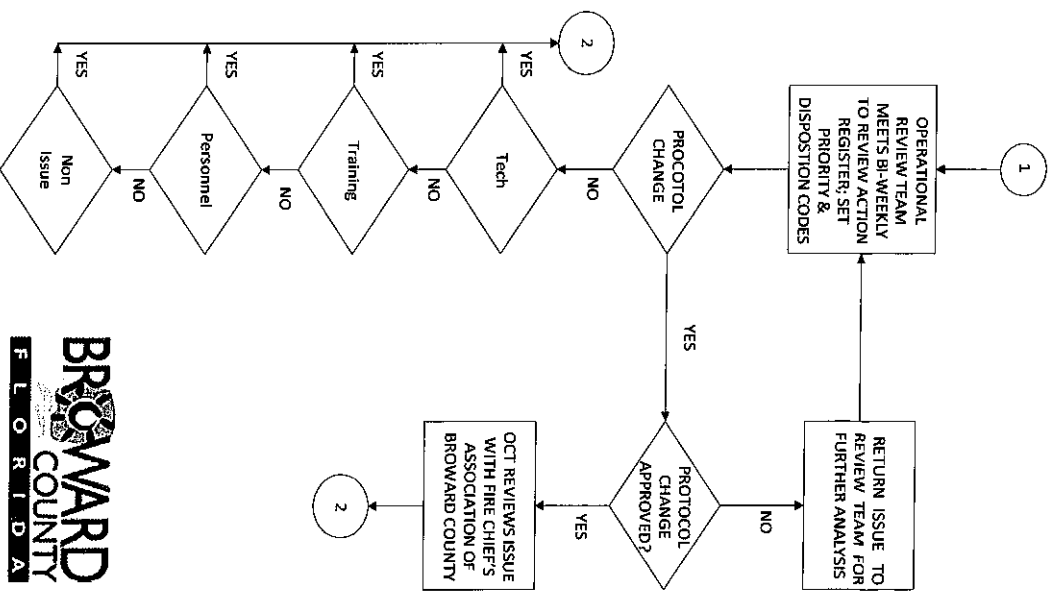
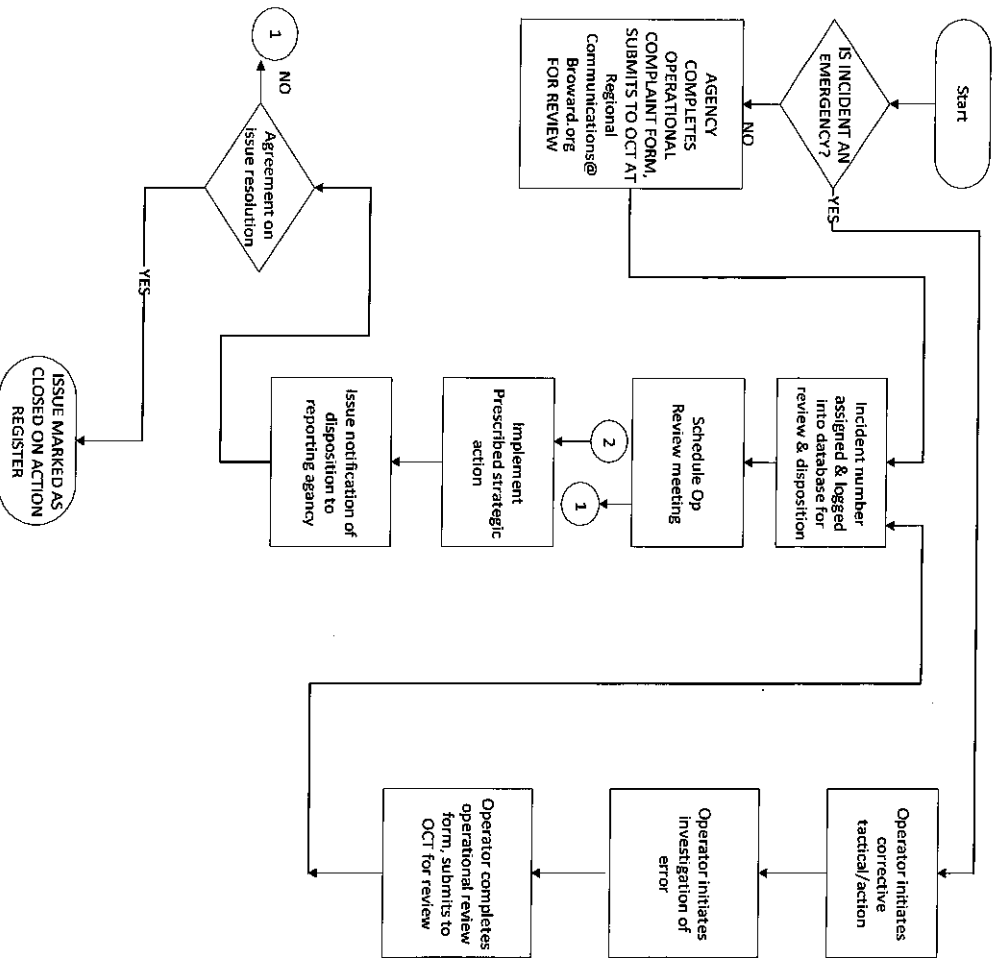


09/09/2014

Process Workflow

CONSOLIDATED DISPATCH CENTER QUALITY IMPROVEMENT PROCESS WORKFLOW FR (DRAFT)

PARTICIPATING AGENCY: OFFICE OF COMMUNICATIONS TECHNOLOGY OPERATOR DISPATCH CENTER-SPECIFIC OPERATIONAL REVIEW TEAM FIRE CHIEF'S ASSOCIATION OF BROWARD COUNTY



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. (Suggested 48 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 (Suggested 10 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(Suggested 14 business days)

Disposition Codes

- Operator Error
- Field
- Training
- Equipment
- Pending
- Governance

BMC SERVICE DESK EXPRESS

Incident: 288580

As of Monday, Sep 22, 2014 18:26

Page 1 of 2

Incident

Client Information		Assign to Information	
Name: RICK BROWN		SMEDVIN	954 357-7078 Ext:
Client ID: RBROWN		SCOTT MEDVIN	
Company ID:		OCT 911	
Phone: 561-302-4170	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/11/2014 2:16:51PM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/18/2014 9:16:51AM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS - Station 13 Tones for B13

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

Message: B13's dispatch/alert tones have somehow been crossed over with R13's tones. To be clear, when B13 is being dispatched the tones that sound at Station 13 are the same as R13. Can this be review and rectified? Thanks.

BC Richard Brown
Fort Lauderdale Fire-Rescue
Personal Cell: (561) 302-4170

Note:

Accounting Fields:

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

RESOLUTION: Dear Scott, CAD sends a tone to the bay. This is the response I received from Motorola when I sent them the Description - B13 and R13 are both configured to use zone (bay) 2 in MN.23. Reading the email below, it sounds like that is how they want it to work, so I'm not sure what the problem is.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/11/2014 2:16:51PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/11/2014 2:16:52PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/11/2014 2:16:53PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/11/2014 2:16:54PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/11/2014 4:31:40PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:04
9/11/2014 4:31:58PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/11/2014 4:34:37PM	SMEDVIN	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:06
9/19/2014 5:46:14PM	LMOLITOR	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:02:01
9/19/2014 5:46:33PM		Sent EMail To SMEDVIN	EMAIL_SENT	00:00:00

Work Orders**Attachments**

BMC SERVICE DESK EXPRESS

Incident: 288521

As of Monday, Sep 22, 2014 18:19

Page 1 of 3

Incident

Client Information		Assign to Information	
Name: RICK BROWN		SMEDVIN	954 357-7078 Ext:
Client ID: RBROWN		SCOTT MEDVIN	
Company ID:		OCT 911	
Phone: 561-302-4170	Ext:		

Incident Information			
Category: OCT - REQUESTS	OCT - REQUESTS		
Impact ID: LOW	Opened: 9/11/2014 11:59:22AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 9/17/2014 3:59:22PM	Service Name:	
First Call Resolution:	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS - FFL140909033204 Acute Medical Call Coded and Dispatched as an IFT

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

Message:

FFL140909033204: 09-09-14 This call was actually dispatched as an IFT from Westside Regional and then FireCom asked Battalion 2 which unit should respond. BC2 advised FireCom that all IFTs were to be authorized by Division 2 at which point they contacted Division 2 who authorized the IFT and directed that R-2 be assigned the IFT at Westside Regional. When R-2 noticed the address on their MDT was not Westside Regional, they advised FireCom that the location was a residence. I requested more information and were told this was an abdominal pain patient and the call taker entered it into the system incorrectly. BC2 added an Engine to the call, Code 3, with R-2 and both units and handled the call.

CAD Incident # :FFL140909033204

Incident Type Description: ABDMONIAL PAIN

Disposition Code: TFR TRANSPORTED BY FIRE DEPARTMENT

Comments:

Primary Event: MAIN Opened: 14/09/09 15:39 Incident Initiated By: BS/JOHNSON, NICOLE Original Location : WESTSIDE REGIONAL ADV SIGNAL S67SPCE: YOU ARE RESPONDING TO A PATIENT WHO IS SICK (OR HAS A CURRENT MEDICAL CONDITION) THE PATIENT IS A 37-YEAR-OLD FEMALE WHO IS CONSCIOUS AND BREATHING SICK PERSON (SPECIFIC DIAGNOSIS) CALLER STATEMENT: FEM IN PAIN ADV FEM FEELING FAINT

BC Richard Brown
Fort Lauderdale Fire-Rescue
Personal Cell: (561) 302-4170

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: incident initially sent directly to BSO by client 9/11/14 11:14 AM; acknowledged by BSO 9/11/14 11:22 AM.

Findings provided by BSO to client at 9/11/14 2:24 PM.

Ticket submitted after the fact. Attachements added.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/11/2014 11:59:22AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9/11/2014 11:59:23AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/11/2014 11:59:24AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
9/11/2014 11:59:25AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9/11/2014 3:15:56PM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
9/11/2014 3:15:57PM	SMEDVIN	Close Call # 288521	HD_CLOSE	00:00:00
9/19/2014 4:33:33PM	SMEDVIN	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
9/19/2014 4:33:34PM	SMEDVIN	Reopened Call	HD_REOPEN	00:00:00
9/19/2014 4:36:26PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:02:44
9/19/2014 4:36:39PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
9/22/2014 3:14:47PM	SMEDVIN	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:32

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FFL140909033204 -DISPATCH.wav		282733
FFL140909033204.docx		17804
FFL140909033204.pdf		111602
FFL140909033204.wav		506918

Broward County Regional Communications

Incident Analysis Review

Conducted By: Robert Brownstein

Date: 9/9/14

Incident #: FFL140909033204

Incident Address: 2220 NW 23RD LN, FL

Operator: Johnson, Nicole

Dispatcher: Hernandez, Lynda

Chronology and Time Line

Call Received: 15:37

Interrogation (expand to include interaction) N/A

Entered in CAD: 15:39

Dispatched: 15:39

Details of Dispatch (expand to include interaction)

15:39 Dispatcher raised Battalion 2 to advise him of an IFT, provided the facility name then provided the physical address that was entered which was that of a residence. B2 advised that call needs to be handled through Division 2.

15:40 Dispatcher raises DIV 2 advises him of the event, states the facility and then reiterates the full physical address, DIV 2 asks and confirms if Rescue 2 is coming up, he advises affirmative.

15:41 Dispatcher then copies Rescue 2 MDC en-route status and even verbalizes the address again that they are responding to.

End of Incident: 16:58

Incident Details:

The caller dialed in stating she needs a paramedics, this is for "Transport" the operator asked if this was from a facility. The caller stated "Umm actually to a hospital, West side hospital" The address was given by the caller. Call taker then asked "Okay what's the name of the hospital?" She repeated West-side. At 15:39 the call taker removed "West-side regional" from the location field and entered comments stating the signal is a 67 Sick person when the caller stated they were at the residence and not the hospital.

Conclusion – The call taker did misinterpret the information being provided. The call taker thought the caller was from a facility based on the caller requesting “Transport” She incorrectly classified the call as a 67T; she did correct her errors within the same minute or so. The dispatcher provided the updates however he still advised West-side regional. The fire department should have also known that the address being populated was not for Westside regional since Westside regional is at 8201 W Broward Blvd. Rescue 2 was dispatched to the call because Rescue 46 and Rescue 8 were on other events so Rescue 2 was third up. Rescue 2 placed themselves en-route code 1. The audios during this event on the dispatch side reflect the fire-com dispatcher voicing the full physical address to Battalion Chief 2, Division Chief 2 and even Rescue 2. Not one of these individuals inquired about the discrepancy.

Remediation and Mitigation:

Sources of Evidence

CAD Audit Log

Audio Recordings

**Broward Sheriff's Office
Communications Division - Fire Rescue Incident
In-house Summary Sheet***

Incident Number: FFL140909033204	Prio./Disp.: 6 / TFR
Signal: S67AP ABDOMIAL PAIN	Agency: FL
Address: 2220 NW 23RD LN - ****	Zone: 46
Caller: KAREN @ 9548652814	Date: 09/09/14
Caller Address:	
Dispatch Time: 15:39:30	Arrival Time: 16:00:12
Primary Unit: R2	

Operator Console Summary

Time: 15:39:10 Console: 82 Operator: Johnson, Nicole
Incident Initiated By: Johnson, Nicole

Time: 15:39:10.000 Console: 82 Operator: Johnson, Nicole
Primary Event: MAIN Opened: 14/09/09 15:39
Incident Initiated By: BS/JOHNSON, NICOLE
Original Location : WESTSIDE REGIONAL

Time: 15:39:28.000 Console: 82 Operator: Johnson, Nicole
CPhone Fr: 9543947968 To: 9548652814

Time: 15:39:29.000 Console: SQ Operator: Hernandez, Lynda
FL/R2 - Dispatched --> 2220 NW 23RD LN -- S67T

Time: 15:39:30.000 Console: SQ Operator: Hernandez, Lynda
Response Type CHANGED Fr: 1R To:
Alarm Level CHANGED Fr: 00 To: 01
Primary Unit CHANGED To: FL/R2

Time: 15:39:58.000 Console: 82 Operator: Johnson, Nicole
Location CHANGED Fr: WESTSIDE REGIONAL To: ****

Time: 15:40:09.000 Console: 82 Operator: Johnson, Nicole
ADV SIGNAL S67SP

Time: 15:40:10.000 Console: 00 Operator: Unknown
FL/R2 - Enroute --> 2220 NW 23RD LN -- S67T

Time: 15:40:50.000 Console: 82 Operator: Johnson, Nicole
CE: YOU ARE RESPONDING TO A PATIENT WHO IS SICK (OR HAS A CURRENT MEDICAL
CONDITION) THE PATIENT IS A 37-YEAR-OLD FEMALE WHO IS CONSCIOUS AND
BREATHING SICK PERSON (SPECIFIC DIAGNOSIS) CALLER STATEMENT: FEM IN
PAIN

Time: 15:41:29.000 Console: 00 Operator: Unknown
FL/R2 - USC1 --> 2220 NW 23RD LN -- S67T

Time: 15:41:49.000 Console: 82 Operator: Johnson, Nicole
ADV FEM FEELING FAINT

Time: 15:42:07.000 Console: 82 Operator: Johnson, Nicole
31C2.CM;MYOU ARE RESPONDING TO A PATIENT WHO IS UNCONSCIOUS (OR HAS
FAINTED) THE PATIENT IS A 37-YEAR-OLD FEMALE WHO IS CONSCIOUS AND
BREATHING FAINTING EPISODE(S) AND ALERT => 35 (WITH CARDIAC HISTORY)

Time: 15:42:08.000 Console: 82 Operator: Johnson, Nicole
UNCONSCIOUS / FAINTING (NEAR) FAINTING EPISODE(S) AND ALERT => 35 (WITH
CARDIAC HISTORY)

1)HER BREATHING IS COMPLETELY NORMAL
2)SHE IS COMPLETELY ALERT (RESPONDING APPROPRIATELY)
3)SHE IS NOT CHANGING COLOR
4)SHE HAS A HISTORY OF HEART PROBLEMS
5)SHE HAS ABDOMINAL PAIN -COMMENTS: ABDOMINAL-
0114058763 31C02

Time: 15:42:52.000 Console: 82 Operator: Johnson, Nicole
PROQA CASE COMPLETE

Time: 15:42:57.000 Console: 82 Operator: Johnson, Nicole
Caller Name CHANGED To: KAREN
Caller Name Changed From: ----- To: KAREN

Time: 15:46:40.000 Console: SQ Operator: Hernandez, Lynda

Response Type CHANGED To: 1R

Time: 15:53:59.000 Console: SU Operator: Perez, Francine

Incident Type Changed From: S67T:INTERFACILITY TRANSP() To: S67AP:ABDOMINAL PAIN()

Incident Type CHANGED Fr: S67T To: S67AP

Time: 15:54:00.000 Console: SU Operator: Perez, Francine

Response Type CHANGED Fr: 1R To: EM

Time: 15:54:32.000 Console: SU Operator: Perez, Francine

PT IS AT ABOVE 20 AND NEEDS TRANSPORT REF/ABDOMINAL PAIN

Time: 15:55:31.000 Console: SQ Operator: Hernandez, Lynda

FL/E8 - Dispatched --> 2220 NW 23RD LN -- S67AP

Time: 15:55:32.000 Console: SQ Operator: Hernandez, Lynda

Response Type CHANGED Fr: EM To:

Alarm Level CHANGED Fr: 01 To: 02

Time: 15:55:54.000 Console: SU Operator: Perez, Francine

Response Type CHANGED To: EM

Time: 15:56:24.000 Console: SQ Operator: Hernandez, Lynda

FL/E8 - Enroute --> 2220 NW 23RD LN -- S67AP

Time: 16:00:12.000 Console: SQ Operator: Hernandez, Lynda

FL/R2 - Arrived --> 2220 NW 23RD LN -- S67AP

Time: 16:01:50.000 Console: SQ Operator: Hernandez, Lynda

FL/R2 - Patient Contacted --> 2220 NW 23RD LN -- S67AP

FL/E8 - Arrived --> 2220 NW 23RD LN -- S67AP

Time: 16:01:58.000 Console: 00 Operator: Unknown

FL/E8 - Arrived --> 2220 NW 23RD LN -- S67AP

Time: 16:13:45.000 Console: SQ Operator: Hernandez, Lynda

FL/E8 - Available --> S67AP

Time: 16:15:16.000 Console: SQ Operator: Hernandez, Lynda

FL/R2 - Medical Unit Enroute to Hospital --> WSR AL -- S67AP

Time: 16:31:02.000 Console: SQ Operator: Therency, Gladys

FL/R2 - Medical Unit At Hospital --> WSR AL -- S67AP

Time: 16:58:52.000 Console: Error Operator:

Route Closed: MAIN TFR

Incident Closed: 14/09/09 16:58

Time: 16:58:52.000 Console: 82 Operator: Johnson, Nicole

Disposition #1 Changed From: TFR: To: TFR:TRANSPORTED BY FIRE DEPARTMENT

Time: 16:58:52.000 Console: SQ Operator: Therency, Gladys

FL/R2 - Available --> S67AP

FL/R2 - D --> Added disposition: TFR

Disposition #1 Changed From: ----- To: TFR:

Disposition CHANGED To: TFR

Generated: 9/11/2014 12:13:54 PM