



Office of Communications Technology

October 23, 2014

South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Antonio "Tony" Sabin	Communications Manager
Scott Whitworth	Program Manager
Scott Medvin	Administrative 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
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, October 23, 2014, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Tony Sabin called the meeting to order at 11:05 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, he noted that Mark Jones of OCT (Office of Communications Technology) was going to provide a demonstration of this procedure at today's meeting. But there was a scheduling conflict. Agency representatives must select individuals who will be granted access to the audio recordings; training will be provided to those individuals. The proposed audio access will be listen-only. If there is need for further investigation related to an audio recording, a records request to BSO (Broward Sheriff's Office) would be required. The purpose for the proposed audio access is for agencies to have the ability to quickly examine a given issue; any necessary additional documentation can be obtained from BSO.

Scott Medvin provided a brief overview of open status, priority one incident ticket number 296292, a copy of which is attached hereto and made a part hereof these minutes. Chief Jorge Hernandez of Pembroke Pines Fire Rescue said he had accepted the resolution based on BSO's investigation of this incident. The ticket can be closed. Mr. Sabin presented slides depicting graph information related to the consolidated dispatch system. A copy of the slides is attached hereto and made a part hereof these minutes. The intent is to drill down into specific details related to incident tickets. A total of 31 incident tickets have been submitted by agencies at the South Consolidated Dispatch Center. He explained that the "pending" items are, either, in

the process of being investigated, or were investigated but not yet closed by agency representatives. The expectation is that the process will improve and there will be fewer incidents to report. Chief Hernandez pointed out that the research process for the incident ticket he submitted was carried out in a timely fashion. Mr. Sabin noted that, in time, these operational review team meetings would be held with somewhat less frequency; the idea is to address systemic issues. There was no objection.

Ms. Mize noted the issue raised at the prior South Consolidated Dispatch Center Police Department Operational Review Team meeting related to dispatch verbalizing the term "universal precautions." BSO's longstanding position is that the term "universal precautions" cannot be utilized because it would create a HIPAA (Health Insurance Portability and Accountability Act) violation as an address is being provided along with terminology suggesting there is an individual with a communicable disease at that location. The expectation was that law enforcement should be approaching all situations as a universal precaution. This matter will be referred back to BSO's legal department for review.

There being no further matters to address, the meeting adjourned at 11:20 a.m.



Agenda

**South FR Operational Review Team Meeting
Emergency Operations Center (EOC)**

201 NW 84 Avenue, Plantation - Room 332-A

Date: Thursday, October 23, 2014

Time: 11:00 AM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio
- III. Priority 1 Incident Review
 - a. PP FR - 296292
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
- VIII. New Business
- IX. Adjourn

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: resolution provided by AMIZe to client at 10/17/2014 9:30 AM

This matter was reviewed.

It was determined that a TAC operator was present and in immediate receipt of the transfer of duties from the main dispatcher. The delayed verbalization was found to be seconds and was due to the TAC dispatcher communicating directly with the DLE dispatcher who was providing additional real-time updates.

There is no operational concern noted in this case.

Please let me know if you have any concerns.

Thank you.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

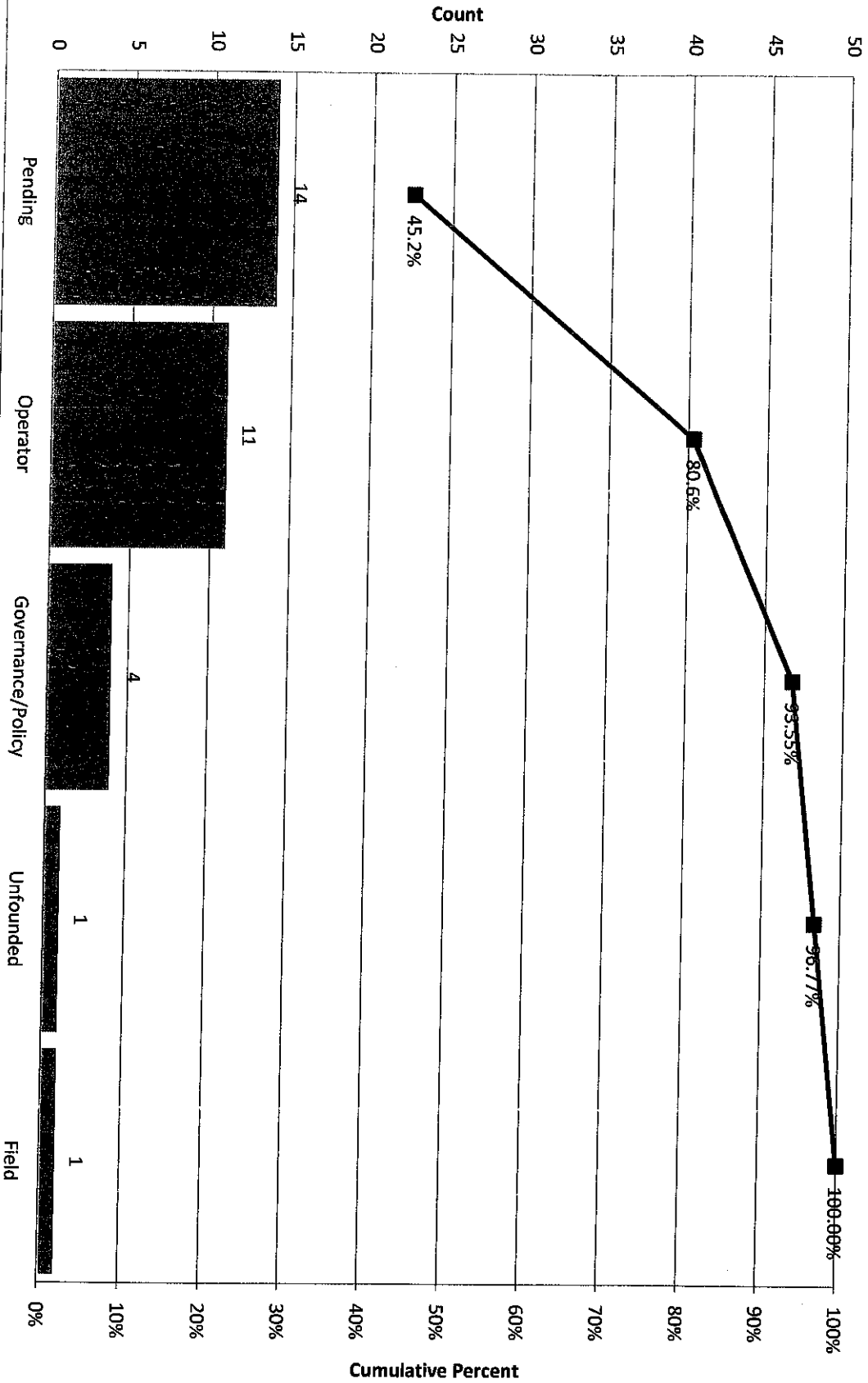
Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/16/2014 4:06:11PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
10/16/2014 4:06:12PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/16/2014 4:06:13PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/16/2014 4:06:14PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
10/16/2014 4:41:36PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:18
10/16/2014 4:41:37PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/16/2014 4:41:55PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
FPP141015017458 - DISPATCH AUDIO FROM TAC3.wav		524013
FPP141015017458 - MAIN CHANNEL.wav		248998
FPP141015017458.pdf		141148
FPP141015017458.xlsx		14386

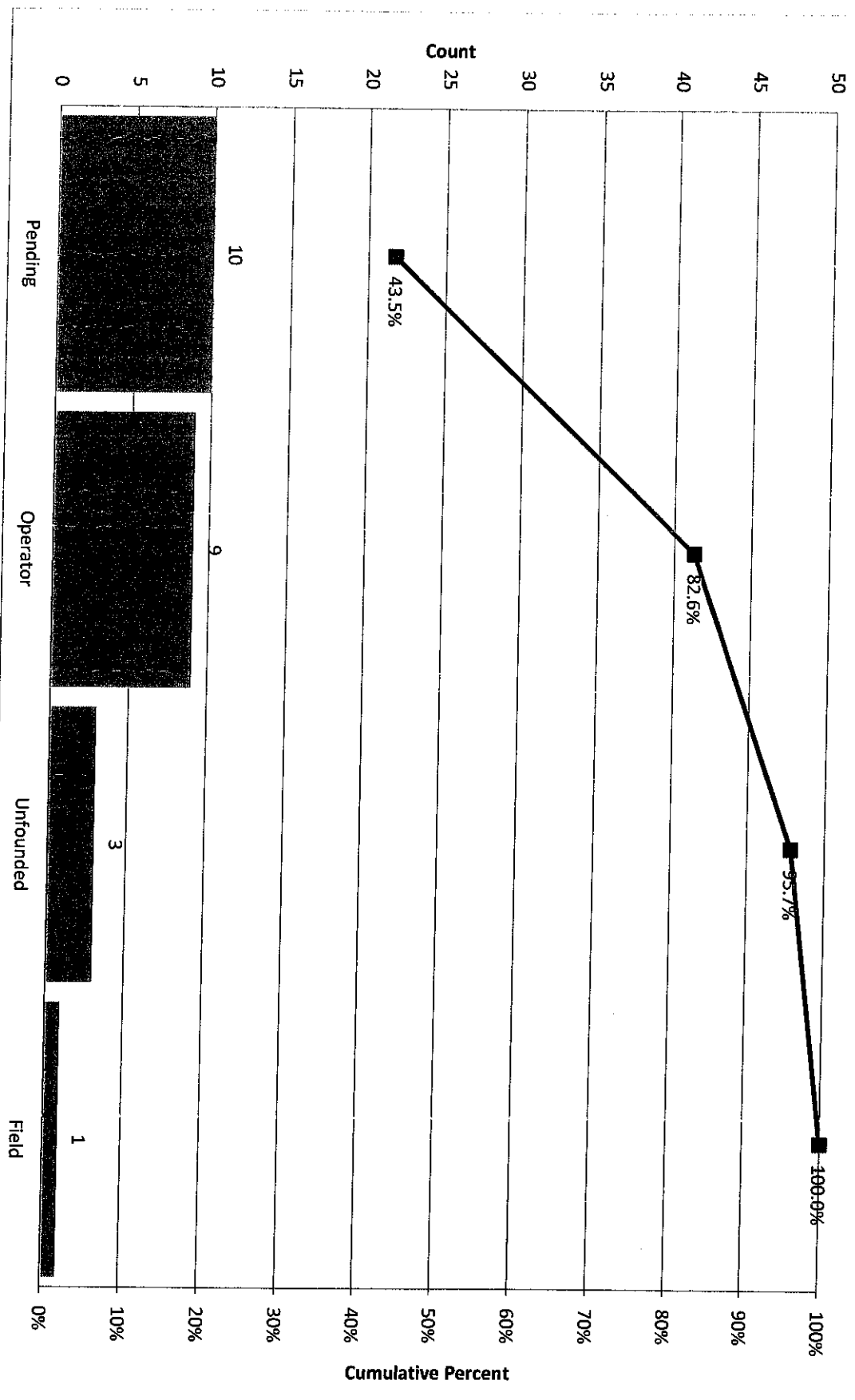
N = 31
Issues September 9, 2014 through
October 20, 2014

Consolidated Dispatch Center South Issues Analysis October 20, 2014



N = 23
 Issues September 9, 2014 through
 October 20, 2014

Consolidated Dispatch Center South PD Issues Analysis October 20, 2014



N = 8
Issues September 9, 2014 through
October 20, 2014

Consolidated Dispatch Center South FR Issues Analysis October 20, 2014

