



Office of Communications Technology

November 6, 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
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Angela Mize	Regional Communications Assistant Director
Virginia Bridwell	Asst. Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, November 6, 2014, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 11:05 a.m.

Mr. Whitworth announced that there is a problem with the incident ticketing system which ORCAT (Office of Regional Communications and Technology) staff has escalated. He noted that all Priority 1 incidents should be reported directly to the consolidated dispatch center. He went on to review the agenda, a copy of which is attached hereto and made a part hereof these minutes. Agency access to audio is in process and training will be made available. With regard to (fire) alarm validation, Chief Thomas DiBernardo of Sunrise Fire Rescue noted the Operator (Broward Sheriff's Office) submitted the resolution and it was implemented. He asked that the policy be provided to each fire department. The process is complete and seems to be working, but agencies have not received the resolution in writing. Tony Sabin said the matter would be taken as an action item.

With regard to Priority 1 incident ticket number 298861, Angela Mize indicated that this matter had been addressed. She thought it was just a case of unfamiliarity with the EIDS (Emerging Infectious Disease Surveillance) Tool. As for Priority 1 incident ticket number 298219, Ms. Mize stated that she had not yet received this ticket. But, upon her review of it at this meeting, she gleaned that the matter related to assignment of the unmonitored TAC channel. She assumed (the agency) was told that an unmonitored TAC was available because the fire rescue TAC dispatcher was working an incident at that time. She pointed out that the (TAC) position is staffed 24/7, but an unmonitored TAC can be offered, and it is the discretion of the battalion chief as to whether it should be utilized. She reiterated that she had not yet reviewed the incident. Mr. Sabin noted that a resolution must be determined. Chief Jorge Hernandez of Pembroke Pines Fire Rescue said he had concern about sending an assignment to an

unmonitored channel. He thought it is a safety issue. Ms. Mize noted that some cities find an unmonitored (TAC) channel acceptable in a situation where the desire is to keep the communications off the MAIN channel. Chief DiBernardo emphasized that his duty is to represent the Fire Chiefs' Association of Broward County at (Operational Review Team) meetings to ensure continuity. This issue has appeared at all three consolidated dispatch centers. If an incident is sent to the TAC channel, it is expected to be monitored. However, it is (the agency's) option, at any point, to switch to an unmonitored (TAC) channel. If an incident is sent to an unmonitored TAC channel, an incident ticket should be submitted as there appears to be a theme of TAC operators being busy. This matter should be investigated. When an agency no longer needs a monitored TAC channel, the incident commander should release (the dispatcher). Chief Rodolfo Jurado of Hollywood Fire Rescue asked how this information is being disseminated. Chief DiBernardo thought it should be sent to the Mutual Aid Committee. Ms. Mize confirmed for Mr. Whitworth that a (TAC dispatcher) at another consolidated dispatch center could be utilized if the dispatchers at a given center are working incidents. Mr. Whitworth noted (ORCAT staff) is endeavoring to add spare fire rescue positions which could be utilized as TAC positions if needed. Ms. Mize stressed that it will take some time to get 360 (dispatch staff members) moving in the same direction. The training and direction have been given; now it is simply a matter of getting all of the (dispatch staff) to follow. Currently, Broward Sheriff's Office site managers are working on cross-training dispatch staff. Discussion ensued. Ms. Mize went on to note that position manuals for each city in the entire county have been replicated (and placed) at the TAC position at all three consolidated dispatch centers. Mr. Whitworth said incident 298219 would remain open and be re-submitted to Ms. Mize for review.

Chief Jurado noted that his agency had reported some incidents directly to the duty officer at the consolidated dispatch center. Chief DiBernardo stated that it is the duty officer's responsibility to submit the incident ticket (when an issue is reported directly to the dispatch center). Chief Jurado expressed concern about trusting the duty officer to submit the incident ticket as he had not received feedback on recurring issues. Mr. Sabin clarified that the idea is to directly report a Priority 1 incident to the duty officer so that, primarily, the issue can be handled immediately and, secondarily, the incident ticket can be submitted. If any agency has reported Priority 1 incidents and has not received (a written resolution), that must be addressed. Ms. Mize indicated that a BSO (Broward Sheriff's Office) duty officer meeting was recently held and the incident ticketing process was re-explained. She emphasized that BSO's turnaround time for review of incident tickets has been two days at most. So, if an agency has not received a response to an incident ticket after several days, it is likely that BSO representatives did not receive the ticket. Mr. Whitworth emphasized that ORCAT and County staff are working to resolve the issue with the incident ticketing system in a timely manner. Ms. Mize elaborated upon the investigative procedure followed by BSO staff for reported Priority 1 incidents. Chief Jurado stated that he directed his agency's battalion chiefs to submit the incident tickets (on Priority 1 incidents). Mr. Whitworth noted that the agency should receive a receipt for each incident ticket submitted; but apparently that is not occurring for Hollywood Fire Rescue. Mr. Sabin explained that, when an incident ticket is submitted, a confirmation is sent to the submitter and a ticket number is provided for tracking. The ticket is assigned to appropriate parties and the resolution process is followed. The (review) is provided to the ticket submitter and ORCAT staff follows-up with the submitting agency to determine if the incident ticket can be closed. In the case of a Priority 1 incident, the same cycle is supposed to occur, except that the (participating) agency is not the originator of the ticket as the ticket is submitted by BSO staff. If an origination notice and closure notice is not received by a ticket submitter, there is a bug in the ticketing system. Lory Farmer clarified for an agency representative that she would forward a copy of each incident ticket to the submitting agency to serve as a receipt until the issue with the ticketing system is resolved.

Chief Jurado indicated that a recurring issue related to automatic aid is that only tones in the station are sent, but no pre-alert, when the agency is called out on a BSO call. Chief DiBernardo explained an automatic aid-related issue he experienced wherein only tones were sent out, and no voice. The tones are followed-up with a page denoting the (radio) channel to utilize. This was problematic until Sunrise Fire Department began utilizing pagers. Chief Jurado clarified that the (pagers) either do not alert, or there is a time delay. Chief DiBernardo noted there is a time delay related to the transmission process for pagers which ranges from five seconds to 1.5 minutes. Discussion ensued. Ms. Mize stated the "no voice" process was implemented about three years ago, and has worked well for Davie, Lauderhill, and Sunrise. Mr. Sabin thought the automatic aid issue should be further addressed at a system level in a side meeting; although a (paging) solution is currently in place. Ms. Mize asked Chief Jurado if this was an issue prior to consolidation. Chief Jurado said the process utilized during pre-consolidation was cumbersome, but not as significant an issue as the present one. Ms. Mize noted that the pre-consolidation process may have to be re-implemented for Hollywood Fire Rescue, though she believed it is an inefficient process because it involved dispatchers contacting other dispatchers. She explained to Mr. Sabin that these types of events occur very frequently. Discussion ensued. Chief DiBernardo suggested Chief Jurado seek to have Dania moved back to (Hollywood's radio) channel. Ms. Mize agreed.

Ms. Mize went on to review incident ticket number 297585, a copy of which is attached hereto and made a part hereof these minutes. She pointed out that fire rescue dispatchers are required to verbalize that the EIDS Tool was utilized, and field personnel are able to view which questions were affirmatively answered (by the 911 caller). If fire rescue personnel need to include law enforcement on such a call, it is their responsibility to alert the dispatcher. Law enforcement will not be automatically sent to calls where the EIDS Tool is utilized. Chief Jurado asked if fire rescue dispatchers are not allowed to state "use universal precautions" over the radio. Ms. Mize answered in the affirmative. She explained that this matter is currently being reviewed by BSO's legal staff. A directive was given to BSO many years ago to not state the term "universal precautions" (over the radio) because it essentially constitutes a HIPAA (Health Insurance Portability and Accountability Act) violation. The expectation is that (all incidents) should be approached with universal precautions. However, since consolidation took place, two cities have expressed desire to verbalize "universal precautions" over the radio for addresses flagged as such in CAD (Computer Aided Dispatch). Chief Jurado asked if it is acceptable to direct fire rescue field personnel (via radio) to check their MDTs (Mobile Data Terminals). Ms. Mize answered in the affirmative, and stated that field personnel could be advised to "check the safety flag". Chief DiBernardo agreed. Mr. Whitworth pointed out that the fact that a dispatcher utilized the EIDS Tool conveys a clear message to field personnel.

Ms. Mize referred to incident ticket number 298103, a copy of which is attached hereto and made a part hereof these minutes. There is concern that Pembroke Pines Fire Rescue's run cards are incomplete and a significant amount of run card assignment is left to the dispatcher's recollection which can result in errors. Chief Hernandez said he had provided multiple CAD run card changes for Lynn Molitor of ORCAT but did not receive a response. Mr. Whitworth asked Chief Hernandez to provide the (CAD run card) changes directly to him. Chief Hernandez elaborated upon the CAD run card changes he had provided. Mr. Whitworth said he would meet with Ms. Molitor to resolve the issue. Virginia Bridwell stated another issue related to Pembroke Pines Fire Rescue and Hollywood Fire Rescue is that (the run card) does not suggest the in-zone engine when a rescue unit is on a call; rather only the next rescue unit is suggested. Chief Jurado noted his awareness of the issue, and indicated that measures are being taken to obtain more administrative staffing. Ms. Mize reviewed incident ticket number 299755, a copy of which

is attached hereto and made a part hereof these minutes. She explained that the Main channel dispatcher will advise MedCom 10 (radio channel) to pre-alert the hospital (for stroke and trauma incidents); MedCom 10 will then pre-alert the hospital and reserve a talkgroup and wait for the (fire rescue) unit to switch over to connect to the hospital. The objective is to ensure all cities utilize the same protocol. Chief DiBernardo thought more discussion on this matter was needed at the Central Consolidated Dispatch Center as it seemed agency representatives desired alerts on numerous incidents. Ms. Mize clarified that BSO automatically pre-alerts on stroke and trauma incidents, but will oblige pre-alerts on additional incidents upon cities' requests. Discussion ensued.

Chief DiBernardo provided handouts depicting pie charts and time analysis by dispatch level information. A copy of the handouts is attached hereto and made a part hereof these minutes. He noted the County gave the Operator (BSO) strict guidelines as to what benchmarks must be met. He recalled an 800-call analysis (he conducted) on one complaint type. There is an element of calls being under-triaged in this case. The red portion of the pie chart represents "sick person" calls involving chest pain or trouble breathing. These calls exemplify under-triaged calls which are problematic. The green portion of the pie chart represents calls that went out as "sick person" calls but, for example, were actually abdominal pain. This is not a call-taker error; rather it is caused by the process. The call-taker must take the call, quickly figure out what the caller's issue is, get the call out, and then use diagnostic tools to figure out what the issue actually is. These types of calls must be analyzed in order to determine a resolution. The purple portion of the pie chart represents calls where the call-taker obtained the correct complaint type, but the complaint type is not offered in the CAD list. So the call is classified as "sick person". He believed this presents an unfair situation for call-takers because they are told to follow one set of rules, but those rules must then be made to fit into another set of rules. He asked that a presentation be provided by the Operator's EMD-Q (Emergency Medical Dispatch Quality) office as this division researches these matters. He went on to highlight some information reflected in the handouts labeled Time Analysis by Dispatch Level. Mr. Whitworth noted that Operational Review Team meetings would be scheduled monthly going forward. There was no objection.

There being no further matters to address, the meeting adjourned at 12:20 p.m.



Agenda

**South FR Operational Review Team Meeting
Emergency Operations Center
201 NW 84 Avenue, Plantation – Room 332-A
Date: Thursday, November 6, 2014
Time: 11:00 AM**

- I. Call to Order
- II. Old Business
 - a. Agency access to audio
- III. Priority 1 Incident Review
 - a. MM FR – 298861
 - b. PP FR - 298219
- IV. Incident Disposition Review
- V. Data Review
- VI. Participating Agency Policy Issues
- VII. Operator Policy Issues
 - a. 297585 – EIDS Tool and DLE Response
- VIII. New Business
 - a. PP FR – Incomplete Run Card Programming – 298103
 - b. All Agencies FR – Review MedCom Pre-Alerts - 299755
- IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 298861

As of 6 May 2015 3:07:14 PM

Incident

Page 1 of 6

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: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 29 Oct 2014 5:21:07 PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: CLOSED	Due Date: 5 Nov 2014 12:00:00 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	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: Resolution provided by Tara Thomas on 10/29/14 at 5:21 p.m.

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 .
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.

Incident closed at 11/6/14 South FR ORT Meeting

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
7 Nov 2014 4:14:12 PM 	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:03:04
7 Nov 2014 4:14:13 PM 	LFARMER	Close Call # 298861	HD_CLOSE	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

BMC SERVICE DESK EXPRESS

Incident: 298219

As of 6 May 2015 3:07:42 PM

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: HERNANDEZ	First Name: JORGE	AMIZE	954-321-4496	Ext:
Client ID: JORHERNANDEZ		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone: 305-984-6976	Ext:			

Incident Information		
Category: OCT911 - TRAINING	OCT911 - Training	
Impact ID: OCT911	Opened: 27 Oct 2014 2:36:17 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 29 Oct 2014 2:36:17 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{jhernandez@ppines.com}jhernandez@ppines.com

Message: DATE OF INCIDENT: 10/25/14

INCIDENT NUMBER: #18051

PRIORITY LEVEL: 1

LOCATION: 305 SW 167 Ave

REPORTED BY: Jorge Hernandez

NAME: Jorge Hernandez

MUNICIPALITY

AGENCY: Pembroke Pines Fire

EMAIL ADDRESS: jhernandez@ppines.com

TELEPHONE NUMBER: 954-435-6711

INCIDENT DETAILS: On 10/25/14, a full company response was dispatched to 305 SW 167 Ave. for a fire alarm, call #18051@17:49 hours. The dispatcher advised Battalion 99 that tact 3 was available, however, not monitored and asked if Battalion 99 would like to stay on main or go to the tact channel unmonitored. Battalion 99 advised dispatch to keep assignment on main until the call was mitigated. Battalion 99 spoke to the dispatch supervisor (Yolanda) to express concerns about the unmonitored channels on calls. Dispatch Supervisor Yolanda expressed that not all the dispatching centers are patched into our frequencies and if they are working multiple calls at their center there would be nobody to monitor our channels.

ADDITIONAL COMMENTS: I believe all channels assigned to incidents should be monitored regardless of severity or nature of the call. If there is no dispatcher available to monitor a channel, that channel should not be offered to the crews.

RESOLUTION: Resolution provided by A. Mize on November 10, 2014 at 3:55 p.m.

The assignment of PPFR to an unmonitored TAC channel was due to the FR TAC dispatcher working a TAC event for Hollywood. When this call was received, the units were given a TAC assignment, but advised that the talkgroup would not be monitored. Procedurally, that is expected of any tactical assignment in which a dispatcher is not available. This announcement gives the BC an opportunity to either accept the talkgroup for the working incident, or to decline and keep the case on the main talkgroup.

Checking the roster for the date/time of this incident reflects that another FR dispatcher was not available at the time of this case. This is a temporary situation in that we are still very much actively training FR dispatchers to the new assignments that are in the South Region – to include the FR TAC position. Unfortunately, we did not have staffing support at South to allow for a second TAC assignment.

To remedy this – the Duty Officer should have offered to have the event monitored by the Central or North PSAP FR TAC. That assignment should have been considered. Keep in mind that this assignment would have resulted in the requirement for staff to use a System 12 mutual aid talkgroup, but the talkgroup could have been monitored for PPFR. This is a training issue and consideration that needs to be reiterated to DOs.

We will consider that there was no operator error on this matter. The moving of the event to another PSAP will be considered a training initiative for all regional PSAPs to consider.

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
27 Oct 2014 2:36:17 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
27 Oct 2014 2:36:18 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
27 Oct 2014 2:36:19 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
27 Oct 2014 2:36:20 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
27 Oct 2014 2:45:39 PM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:05:35
27 Oct 2014 2:45:40 PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
27 Oct 2014 2:45:51 PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
13 Nov 2014 10:28:20 AM	LFARMER	Subject Changed To OCT911 - TRAINING	HD_SUBJ_CHANG E	00:02:20
13 Nov 2014 10:28:28 AM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:08
13 Nov 2014 10:28:29 AM	LFARMER	Close Call # 298219	HD_CLOSE	00:00:00
13 Nov 2014 10:45:15 AM	LFARMER	User Defined Status Changed To OPEN	HD_STATUSCHAN GE	00:00:00
13 Nov 2014 10:45:16 AM	LFARMER	Reopened Call	HD_REOPEN	00:00:00
13 Nov 2014 10:45:59 AM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:03
13 Nov 2014 10:46:00 AM	LFARMER	Close Call # 298219	HD_CLOSE	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FPP141025018051.pdf		98531
ref24-298219 - tac dispatch audio.wav		237558
TSCRoster.pdf		55888

BMC SERVICE DESK EXPRESS

Incident: 297585

As of 31 Oct 2014 9:33:56 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: 298103

As of 11 May 2015 2:01:49 PM

Incident

Page 1 of 5

Client Information		Assign to Information		
Last Name: MIZE	First Name: ANGELA	DWHITWORTH	954-336-2915	Ext:
Client ID: AMIZE		DAVID	WHITWORTH	
Company ID: BROWARD COUNTY		OCT 911		
Phone:	Ext:			

Incident Information		
Category: OCT911 - EQUIPMENT	OCT911 - EQUIPMENT	
Impact ID: OCT911	Opened: 27 Oct 2014 11:10:02 AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 29 Oct 2014 11:10:02 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: Various

INCIDENT NUMBER: N/A

PRIORITY LEVEL: HIGH

LOCATION: South Region - PEMBROKE PINES FR COMMAND

REPORTED BY: Duty Officer Maeghan Foley

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

PEMBROKE PINES FR HAS A HOST OF INEFFICIENT, INACCURATE, OR INCOMPLETE RUN CARD PROGRAMMING. THIS RESULTS IN THE RUN CARDS NOT PROPERLY RECOMMENDING UNITS AS PER THE CITY'S INTENDED RESPONSE. THIS NEEDS TO BE ADDRESSED BY THE CITY ASAP AS OPERATORS ARE ASSIGNING UNITS TO THE RUN CARD. ERRORS, THEREFORE, THAT WILL BE MADE WILL BE CONSIDERED "UNFOUNDED" IF THE ASSIGNMENT IS SUPPORTED BY THE RUN CARD. WE CANNOT LEAVE RUN CARD ASSIGNMENTS TO THE DISPATCHER'S RECOLLECTIONS.

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: Agreed with Angie and PPFR has worked with CAD to correct issues.

Close per SW 3-18-15

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
27 Oct 2014 11:10:02 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
27 Oct 2014 11:10:03 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
27 Oct 2014 11:10:04 AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
27 Oct 2014 11:10:05 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
27 Oct 2014 11:30:44 AM	LFARMER	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:59
27 Oct 2014 11:30:45 AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
15 Dec 2014 4:53:11 PM	RURIVERA	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:39
19 Feb 2015 6:07:44 PM	JDIPLACIDO	Forwarded To Staff DWHITWORTH	HD_FRWD_STAFF	00:00:52
19 Feb 2015 6:07:57 PM		Sent EMail To DWHITWORTH	EMAIL_SENT	00:00:00
18 Mar 2015 2:27:59 PM	DWHITWORTH	Notes	NOTES	00:02:13
18 Mar 2015 2:28:07 PM	DWHITWORTH	Subject Changed To OCT911 - EQUIPMENT	HD_SUBJ_CHANG E	00:00:08
18 Mar 2015 2:28:08 PM	DWHITWORTH	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
18 Mar 2015 2:28:09 PM	DWHITWORTH	Close Call # 298103	HD_CLOSE	00:00:00

Work Orders

Attachments

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

BMC SERVICE DESK EXPRESS

Incident: 299755

As of 11 May 2015 1:58:05 PM

Incident

Page 1 of 4

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: 3 Nov 2014 4:28:39 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 5 Nov 2014 4:28:39 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: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: HIGH

LOCATION: Central

REPORTED BY: Duty Officers

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Comm

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

Need FR to review the pre-alerts for MedCom - they have different pre-alert needs. If they choose to keep the pre-alerts as is current - need clarification on which will require them to directly contact the hospital via MedCom so that a talkgroup can be reserved.

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 #:

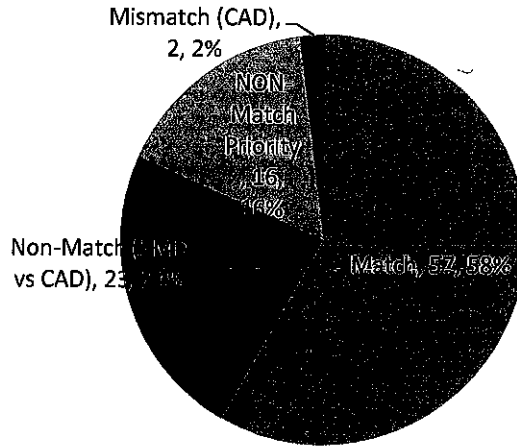
Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3 Nov 2014 4:28:39 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
3 Nov 2014 4:28:40 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3 Nov 2014 4:28:41 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3 Nov 2014 4:28:42 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
3 Nov 2014 4:36:58 PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:00:55
3 Nov 2014 4:36:59 PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
3 Nov 2014 4:37:21 PM		Sent EMail To ASABIN	EMAIL_SENT	00:00:00
19 Mar 2015 11:40:52 AM	DSMOUS	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:06

Work Orders**Attachments**

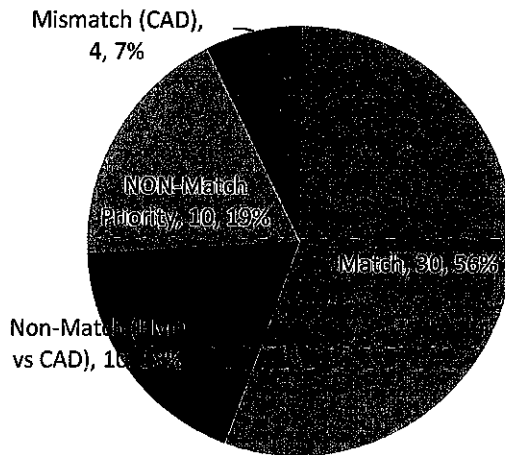
FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032

Bravo - 10/1/2014



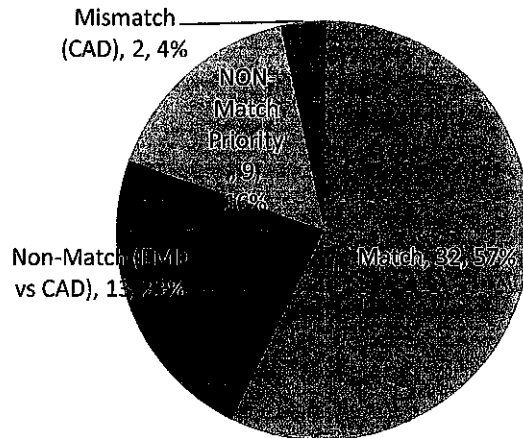
Notes: p=484, n=98, 20.24%. 26C and 33C - should be noted South Does not appear to be dumping correctly

Bravo - 10/6/2014



Notes: p=321, n=55, 17.13%. 26C and 33C - Charlies should be noted

Charlie - 10/17/2014



Notes: p=290, n=57, 19.65%. 26C and 33C - Charlies should be noted

Time Analysis by Dispatch Level Medical

Filter: | Case status: Completed | Dispatch Level: (ALPHA -- BRAVO -- CHARLIE -- DELTA -- ECHO -- OMEGA) | Date range: 9/1/2014 - 10/31/2014

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	186	6169	2649	5508	5640	359	20511
% of All Levels:	0.91%	30.10%	12.90%	26.90%	27.50%	1.75%	100.00%
Avg. time to queue:	00:02:00	00:01:42	00:01:54	00:01:53	00:01:35	00:01:25	00:01:44
Avg. time in Case Entry:	00:00:56	00:00:48	00:00:49	00:00:49	00:00:58	00:01:13	00:00:52
# > 30 sec:	134	4508	1950	4213	4358	305	15468
# > 60 sec:	53	1362	645	1211	1583	150	5004
Avg. time in Key Questions:	00:01:04	00:00:53	00:01:03	00:01:10	00:01:07	00:01:08	00:01:03
Overrides							
ALPHA:	0	0	0	0	0	0	0
BRAVO:	0	0	0	0	0	0	0
CHARLIE:	0	0	0	0	0	0	0
DELTA:	0	0	0	0	0	0	0
ECHO:	0	0	0	0	0	0	0
Total:	0	0	0	0	0	0	0
Reconfigured to:	0	1	0	0	3	0	4

Time Analysis by Dispatch Level Medical

Filter: | Case status: Completed | Dispatch Level: (ALPHA - BRAVO - CHARLIE - DELTA - ECHO - OMEGA) | Date range: 9/1/2014 - 9/30/2014

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	85	2773	1476	2456	2519	155	9164
% of All Levels:	0.93%	30.30%	12.80%	26.80%	27.50%	1.69%	100.00%
Avg. time to queue:	00:02:02	00:01:40	00:01:53	00:01:52	00:01:30	00:01:16	00:01:42
Avg. time in Case Entry:	00:00:50	00:00:46	00:00:48	00:00:48	00:00:52	00:01:03	00:00:49
# > 30 sec:	60	1955	857	1853	1908	132	6765
# > 60 sec:	24	571	260	496	685	55	2091
Avg. time in Key Questions:	00:01:12	00:00:52	00:01:04	00:01:10	00:01:07	00:01:11	00:01:03
Overrides							
ALPHA:	0	0	0	0	0	0	0
BRAVO:	0	0	0	0	0	0	0
CHARLIE:	0	0	0	0	0	0	0
DELTA:	0	0	0	0	0	0	0
ECHO:	0	0	0	0	0	0	0
Total:	0	0	0	0	0	0	0
Reconfigured to:	0	0	0	0	2	0	2

Time Analysis by Dispatch Level Medical

Filter: | Case status: Completed | Dispatch Level: (ALPHA - BRAVO - CHARLIE - DELTA - ECHO - OMEGA) | Date range: 10/1/2014 - 10/31/2014

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	101	3396	1473	3052	3121	204	11347
% of All Levels:	0.89%	29.90%	13.00%	26.90%	27.50%	1.80%	100.00%
Avg. time to queue:	00:01:59	00:01:45	00:01:54	00:01:54	00:01:38	00:01:32	00:01:46
Avg. time in Case Entry:	00:01:01	00:00:49	00:00:51	00:00:50	00:01:03	00:01:21	00:00:54
# > 30 sec:	74	2553	1093	2360	2450	173	8703
# > 60 sec:	29	791	385	745	898	95	2913
Avg. time in Key Questions:	00:00:57	00:00:54	00:01:02	00:01:09	00:01:06	00:01:05	00:01:03
Overrides							
ALPHA:	0	0	0	0	0	0	0
BRAVO:	0	0	0	0	0	0	0
CHARLIE:	0	0	0	0	0	0	0
DELTA:	0	0	0	0	0	0	0
ECHO:	0	0	0	0	0	0	0
Total:	0	0	0	0	0	0	0
Reconfigured to:	0	1	0	0	1	0	2