



Office of Regional Communications and Technology

January 13, 2015

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Richard "Rick" Carpani	Director
Brett Bayag	E911 Communications Administrator
Jose M. De Zayas	E911 Communications Administrator
Scott Whitworth	Regional E911 Communications Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Bob Pusins	Executive Director, Department of Community Services
Lisa Zarazinski	Director of Regional Communications Division/911
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Sheri White	Site Manager, South Consolidated Dispatch Center
Latasha Elmaadawy	Asst. Site Manager, Central Consolidated Dispatch Center

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, January 13, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Scott Whitworth called the meeting to order at 2:05 p.m.

Mr. Whitworth reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that Broward County's legal department will not permit agency access to audio. Chief Thomas DiBernardo of Sunrise Fire Rescue asked to be provided with a copy of the letter of denial. He indicated that agency representatives want the audio access feature, and it is a step backward for it not to be provided. Mr. Whitworth said a response will be provided. He went on to announce his new position in ORCAT (Office of Regional Communications and Technology) as a Communications Manager at the South Consolidated Dispatch Center (South). There will be two additional Communications Managers hired, one for the Central Consolidated Dispatch Center (Central) and one for the North Consolidated Dispatch Center (North).

Mr. Whitworth elaborated upon priority rankings for incident tickets, as well as the procedure he follows to process each incident ticket. Currently, Lory Farmer handles all incident tickets received for Central and Scott Medvin of ORCAT handles all incident tickets received for North. When the new Communications Managers start, they will handle the incident tickets for Central and North as they will serve as the liaisons for those consolidated dispatch centers. Chief Douglas Stanley of Fort Lauderdale Fire Rescue said the ticketing system has been working

very well for their agency. He confirmed for Chief DiBernardo that his agency is receiving the investigative information responses to their incident tickets in a timely fashion. Chief DiBernardo indicated that an agency at North had not been receiving the Operator's (Broward Sheriff's Office's) responses to incident tickets in a timely fashion. However, he thought that issue was isolated at the North center. Mr. Whitworth pointed out that there have been instances where Priority 1 incident tickets were submitted late in the day on a Friday. In those cases, the tickets were sent for investigation to BSO (Broward Sheriff's Office), and Angela Mize of BSO indicated that a response would be provided by the following Monday morning. He went on to say that some tickets showing as "open" status were investigated and the investigative information was forwarded to the agency; however, the agency did not provide ORCAT staff with a response (as to whether the ticket could be closed). Chief Stanley suggested a web portal be utilized for incident ticketing. Mr. Whitworth said he would examine the possibility. Chief DiBernardo stressed that a written policy is still needed (for priority rankings and response times). Mr. Whitworth agreed. Ms. Zarazinski pointed out that, unless agency representatives copy BSO staff when submitting an incident ticket, BSO staff is unaware of the submission. BSO staff only receives incident tickets when they are forwarded by ORCAT staff. The general timeframe for BSO to investigate incidents is 24 to 48 hours. Then, BSO forwards the investigative response to ORCAT staff; BSO is not permitted to copy agency representatives on the responses. The investigative information is reviewed by ORCAT staff and it is forwarded to the incident ticket originator. As to Chief DiBernardo's claim of delays in agency representatives receiving ticket responses at North, Mr. Whitworth recalled Chief Chester Bolton of Pompano Beach Fire Rescue saying at a previous Operational Review Team (ORT) meeting that all but one of three or four incident tickets had been answered. He explained that the investigative responses come directly to ORCAT staff before being forwarded to agency representatives so ORCAT staff can ensure proper follow-up.

With regard to holding Operational Review Team meetings monthly, Chief John McNamara of Sunrise Fire Rescue believed it was insinuated that (frequency of meetings) was a collaborative decision, but that is not the case. Rather, it was announced. He recalled objecting to the matter. Rick Carpani asked Chief McNamara if his suggestion is to return to bi-weekly ORT meetings. Chief McNamara said Sunrise (Fire Rescue) would support bi-weekly meetings. Mr. Whitworth recalled leading the last South ORT meeting wherein monthly meetings were on the agenda and input from agency representatives was invited. There were no objections to monthly ORT meetings at that meeting. Nonetheless, any rationale supporting monthly meetings would be considered by ORCAT staff. Mr. Carpani asked agency representatives if they feel opportunities will be missed by transitioning to monthly meetings. Chief DiBernardo expressed concern that (mainly) quality assurance topics are discussed in these meetings, though the meetings are supposed to be operational. Mr. Carpani commented that these meetings were initiated because there were numerous issues to be addressed. However, the purpose of ORT meetings has always been to raise issues like changes to SOPs, policies, and procedures. Once agreement is made at these meetings, the matters are brought forward to the Broward County Chiefs of Police Association (Police Chiefs) and the Fire Chiefs' Association of Broward County (Fire Chiefs) for final disposition before implementation. Any topics (agency representatives) wish to address at ORT meetings, can be submitted via the incident ticketing system, raised during "New Business," or a request sent to Ms. Farmer to include on an upcoming agenda. Chief McNamara was concerned about the possibility of time being of the essence for certain issues, and how that relates to monthly, rather than bi-weekly meetings. Chief DiBernardo suggested going forward with monthly meetings, and, if necessary, transitioning to bi-weekly meetings for Central. With regard to frequency of ORT meetings, no other agency representatives at this meeting expressed desire for bi-weekly meetings, nor objected to monthly meetings.

Discussion ensued about the incident ticketing system. Mr. Carpani clarified for Lisa Zarazinski that ORCAT staff does not approve the (investigative) data provided by BSO staff, unless the incident involved a fatality. Ms. Zarazinski indicated that a contradictory message was conveyed at the Central PD ORT meeting that took place that morning. Captain Anthony Rosa of the Sunrise Police Department said meeting attendees were told at the morning ORT meeting that incident tickets are initially sent to ORCAT staff; ORCAT staff forwards the ticket to BSO; BSO sends the resolution back to ORCAT staff for approval; ORCAT staff reviews BSO's response and determines whether to accept the response which involves back-and-forth communications with BSO prior to the resolution being provided to the ticket originator. Mr. Carpani apologized for any confusion, and said he would discuss this with Tony Sabin of ORCAT. ORCAT staff should not be validating (responses to incident tickets) produced by BSO staff. Originally, that did occur simply because of the newness of the process; ORCAT staff worked with BSO staff to develop a template based on the level of (investigative) detail desired by agency representatives.

Chief DiBernardo believed incident tickets were to be assigned a priority level four when the matter involved is administrative and non-incident based. He recalled submitting several Priority 4 incident tickets, but had not received responses. He indicated that he did not expect responses, but rather thought the items would be presented at the ORT meeting. Ms. Farmer said she was not aware of any tickets submitted by Chief DiBernardo. Chief McNamara noted the incident ticket number of one of the items referenced by Chief DiBernardo, 310285. Mr. Whitworth said the matter would be looked at.

Mr. Whitworth went on to state that Angela Mize is coordinating BSO's EMD-Q (Emergency Medical Dispatch Quality) staff to give a presentation at the ORT meetings. Chief DiBernardo recalled his request that BSO's EMD-Q staff attend Central, South, and North ORT meetings to introduce themselves and discuss the functions of their department. Also, it is a requirement for EMD-Q to meet with (fire rescue representatives) quarterly and a scheduling plan is needed. Mr. Whitworth said dates are being arranged. Chief DiBernardo indicated that (Sunrise Fire Rescue) had an issue with alarm verification and the Operator immediately resolved the matter; this message must be distributed to other agencies. Mr. Carpani noted that a document will be created specifically for revised policies.

As for the issue of synchronizing dispatch to provide zone first followed by reference, Mr. Whitworth indicated that this procedure is being done. Chief DiBernardo believed the procedure is utilized sometimes, but not all of the time. He thought it simply is a matter of different dispatchers from different call centers which will be worked out over time. An agency representative said the procedure is not implemented 100 percent of the time, but there is overall improvement. Mr. Whitworth went on to ask agency representatives if they are still experiencing issues with paging. Chief Jeff Levy of the Lauderhill Fire Rescue Department said he recently submitted an incident ticket regarding this issue. He elaborated upon the incident. Discussion ensued. Chief Levy noted that his agency had built a second page on structure fires into the run card. Suzanne Lowe asked how it could be possible that pages are sent to agency representatives without pagers. An agency representative explained that the pager messages are sent to cellular phones. Chief William Findlan of Fort Lauderdale Fire Rescue added that dispatchers regularly state that (a message) is being sent to the pager; however, some staff members do not have pagers. Ms. Lowe asked agency representatives if there is an issue with messages not being sent (to either a pager or cellular phone). No input was provided. Mr. Whitworth thought it is just a matter of terminology; the idea is to ensure that agency representatives are receiving the pager messages they are supposed to receive. With regard to

the EIDS (Emerging Infectious Disease Surveillance) Tool, Ms. Zarazinski pointed out that the Fire Chiefs requested that all "yes" and "no" responses be visible for field personnel. BSO staff is reviewing the matter to determine if that can be customized to only the EIDS Tool in a particular incident. If not, then it will be necessary to look at this on a system wide basis. Discussion ensued.

Ms. Lowe gave an overview of incident ticket number 304077, a copy of which is attached hereto and made a part hereof these minutes. She said the unit was taken out of service, but was not placed back in service because that request was not verbalized (by the agency) to the dispatcher. Chief Stanley indicated that the agency should have caught this; nonetheless, he thought the dispatcher would have seen that the unit was out of service for (an extended period of time). Ms. Lowe indicated that when the unit is taken out of service, it is not visible to the dispatcher. She stressed the importance of agency representatives verbalizing such messages. Chief Stanley explained to Mr. Whitworth that incident tickets 307766 and 310023 should be closed. A copy of the incident tickets is attached hereto and made a part hereof these minutes. Ms. Lowe provided an overview of incident ticket number 310025, a copy of which is attached hereto and made a part hereof these minutes. Chief Stanley emphasized the importance of dispatchers providing verbal updates, being that units are dispatched to a number of "sick person" calls. Chief DiBernardo agreed the root matter is providing updates. He asked how this process can be repaired. Mr. Carpani noted that action plans have been created and ORCAT's Quality Improvement (QI) Team will be kicked-off (on January 14, 2015). Each incident will be examined in-depth and stratified. Presentations will be made at ORT meetings to provide updates on QI progress. Clearly, some procedural changes are needed. Chief McNamara asked who will be participating on the QI Team. Mr. Carpani explained that the team will include Angela Mize of BSO; JoAnne Alvarez of the National Federation of Public and Private Employees (FOPE); as well as Brett Bayag and the Communications Managers of ORCAT. Ms. Zarazinski pointed out that BSO also has a Quality Assurance (QA) Team that includes members from law enforcement and fire rescue. BSO's QA Team identifies and examines patterns and trends. Chief Stanley said an incident ticket was opened in regards to having battalion chiefs notified of suicide threats because of the event reflected in incident ticket number 305892, a copy of which is attached hereto and made a part hereof these minutes. Ms. Lowe said this incident begs the question of whether calls should be generated for suicide threats only; this would have to be system wide. Chief Stanley noted the caller threatened to drive his car into the water, and he did just that. Ms. Lowe said she did not have all of the incident details at the moment, but offered to review the incident to determine if operator error was involved. Chief Levy indicated that he receives notifications of suicide threats every day. Ms. Lowe said it was determined last year that calls would not be entered for 32Ts (suicide threats). Discussion ensued. Chief Findlan noted that Fort Lauderdale Fire Rescue is requesting that the dispatcher contacts the battalion chief with 32Ts, and the battalion chief then decides how to proceed. This procedure was followed by Fort Lauderdale Fire Rescue prior to consolidation. Ms. Zarazinski thought that would require agreement of all participating agencies. Chief Findlan said an issue to consider is whether the call-taker should have recognized that this incident (305892) was more than a threat. Mr. Whitworth pointed out that this incident was investigated and the resolution was operator error. Ms. Lowe said this incident would not have occurred if the call-taker had entered this as a 32T. She asked if creating calls for 32Ts should be placed back on the table. Discussion ensued. Mr. Whitworth said this matter will be brought forward for discussion at the North and South Fire Rescue ORT meetings.

Mr. Whitworth went on to present a slide entitled *Consolidated Dispatch Reported Incidents September – Present*, a copy of which is attached hereto and made a part hereof these minutes. He clarified that the incidents shown as "Operator" were investigated by BSO and the

investigative information was sent to ORCAT; ORCAT then submitted the responses to the originating agencies, but has not received responses from them as to whether these tickets can be closed. Ms. Zarazinski expressed concern that this graph gives the misimpression that the Operator has 80 pending incident tickets; she thought the depiction should be more accurate. Mr. Carpani said the creation of this chart relates to a letter written by Mayor Mike Ryan of the City of Sunrise claiming there are over 1,800 incident tickets in the system. Chief McNamara thought Mayor Ryan actually meant 1,800 audio requests, rather than incident tickets. Mr. Carpani reiterated that Mayor Ryan's letter referenced "tickets".

With regard to incident ticket number 299755, Ms. Lowe indicated that there are pre-alerts in addition to trauma alerts that can be provided to hospitals. A copy of the incident ticket is attached hereto and made a part hereof these minutes. She believed Fort Lauderdale Fire Rescue's original (pre-alert) list included strokes and cardiac. The idea is to create a uniform (pre-alert) list to be utilized at all three consolidated dispatch centers. Chief Stanley thought (this type of decision) should be handled by the EMS Fire Chiefs. Chief DiBernardo confirmed that he had received this incident ticket and forwarded it to the EMS Fire Chiefs. He thought this incident ticket also covered the issue of which dispatcher is to make the call to the hospital. He offered to follow-up (with the EMS Fire Chiefs) and provide a response. He went on to state that strokes, cardiac, and trauma alerts are handled by an assigned dispatcher, but (additional) pre-alerts are to be handled by fire rescue field personnel. Discussion ensued.

With regard to open water rescue protocol, Mr. Whitworth recalled this issue being raised at North by Chief Bolton of Pompano Beach Fire Rescue. The related incident involved an issue with locating the patient. He further recalled Chief DiBernardo's suggestion to activate the Intrado autobid (feature). Chief DiBernardo added, in regards to the incident previously discussed at North, the caller said the patient was located in the ocean, but was actually in the inlet. He asked if there is an autobid option that can be implemented, and if the Intrado map can be obtained. Brett Bayag said it should be investigated as to whether Phase 2 information was obtained on the open water rescue incident call because that should be available. If the call does not come through with Phase 2 location information, then it is necessary to execute a re-bid. Intrado has the capability to execute auto re-bids and auto refresh. But, before this is implemented it is necessary to examine how that integrates with CAD (Computer Aided Dispatch). Chief DiBernardo agreed. Mr. Bayag recalled a prior issue with auto refresh erasing all of the information previously entered into CAD by the call-taker. Chief DiBernardo requested that a couple of maps be piloted. Mr. Bayag noted that call-takers currently have the ability to plot Phase 2 location information on the map. Ms. Zarazinski agreed. She added that call-takers can enter the latitude and longitude information and it will populate on the map; nonetheless, call-takers would still be reasoning as to how the call should be entered because it is unknown how far into the water (the patient) is located. So it would still be problematic operationally for call-takers to convey location in the water. Chief DiBernardo recalled the cities of Pembroke Pines and Sunrise previously had the Geo-Comm mapping system which he thought provided far more accurate location information than what is currently utilized. Mr. Bayag reasoned that the matter is what call-takers do with the mapping information once it is executed. Mr. Whitworth thought the main issue with the Pompano Beach incident was that the caller said the patient was located in the ocean, (rather than the inlet). Mr. Bayag reiterated that, currently, call-takers can plot the location of the caller; a dispatchable address is not needed. Ms. Lowe thought it is the call-taker's responsibility to plot latitude and longitude; if the location is in the middle of a waterway, the call-taker must then zoom out on the map to determine the closest cross-streets. An agency representative noted that I-75 and US 27 are consistently misrepresented and (utilizing mapping functions) would provide a remedy. Discussion ensued. Ms. Lowe pointed out that a call-taker will not be held responsible if a caller cannot provide a valid address. However,

it is the call-taker's obligation to exhaust all resources including re-bid, ATM mapping, a map book, and caller interrogation. Mr. Bayag reiterated that there are currently mapping tools available and call-takers should be able to ascertain from Phase 2 location information where the caller is located. Chief McNamara thought the issue being lost in the current discussion is that some agencies previously had a better mapping system. He asked why that technology is not being explored. Chief DiBernardo asked Mr. Bayag if Intrado could be looked at. Mr. Bayag answered in the affirmative, and extended an offer to go to the dispatch area (after this meeting) to look at the mapping system currently available. Further discussion ensued. Mr. Carpani stressed that all participants have the same goal to improve upon best practices. But, for the time being, this is the (CAD) system in use. Nonetheless, any steps that can affect positive change will be taken. Mr. Bayag and Mr. Carpani indicated that this matter would be looked at today.

An agency representative noted that field personnel had lodged complaints about dispatchers, either, speaking too quickly or mumbling. Mr. Whitworth asked if any incident tickets were opened about this issue. Chief DiBernardo thought, in terms of the Central Consolidated Dispatch Center, this issue is related to the consolettes. Mr. Whitworth emphasized that incident tickets must be created for the purpose of investigation. Ms. Zarazinski indicated that there have been issues with low volume on 911 (lines) at Central. Chief McNamara said that dispatchers sound normal when he speaks to them in person, but are difficult to hear over the portable radio because the sound quality is poor. He further noted that the Main channel (at Central) sounds far different than the other channels quality-wise. Chief Michael Cassano of BSO's Department of Fire Rescue added that, if (poor sound quality on the radio channel) is coupled with poor cadence, the problem is worsened. Mr. Whitworth recalled an incident where poor sound quality was resolved by simply replacing a dispatcher's (malfunctioning) headset. Discussion ensued. Chief DiBernardo confirmed for Mr. Whitworth that he submitted an incident ticket to Jose M. De Zayas of ORCAT.

There being no further matters to address, the meeting adjourned at 3:58 p.m.

Meeting adjourned at 3:58 p.m.



Agenda

**Central FR Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)**

Date: Tuesday, January 13, 2015

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio – Not permitted by County legal
 - b. County Communications Manager
 - c. Written policy on priority rankings & response times – standardized reports showing QA
 - d. Monthly ORT Meetings
 - e. EMD-Q invitation
 - f. Written policy for fire alarm verification
 - g. Synchronize dispatch to provide zone first followed by reference
 - h. Paging issue (pages sent to Fort Lauderdale FR staff without pagers)
 - i. Visibility of negative EIDS responses as currently only "Yes" responses are visible (Operator to provide follow-up)

III. Priority 1 Incident Review

a. Incident ticket # 304077

b. Incident ticket # 307766

c. Incident ticket # 310023

d. Incident ticket # 310025

e. Incident ticket # 305892 (ticket closed – agency requested discussion)

IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

a. Incident ticket # 299755 – Review MedCom Pre-Alerts (include cardiac?)

VIII. New Business

a. Open water rescue protocol – discuss means to improve (caller interrogation) – request (Chief DiBernardo) to activate Intrado Autobid for latitude/longitude & place Intrado maps on caller screen

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 304077

As of Monday, Jan 12, 2015 11:07

Incident

Page 1 of 3

Client Information		Assign to Information	
Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496 Ext:
Client ID: DOSTANLEY		ANGELA	MIZE
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 11/24/2014 4:34:24PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 11/26/2014 4:34:24PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 11/24/14

INCIDENT NUMBER: N/A

PRIORITY LEVEL:1

LOCATION:N/A

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

HM88 was noticed to be out of service by DC2 today at 16:00 hours today. He contacted the Duty Officer and they found that the unit had been out of service for 9 days or over 6000 minutes.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

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

RESOLUTION: Resolutions provided by A. Mize & Robert Brownstein on November 25, 2014 at 10:08 a.m.

Please see below.

The HM team was taken out of service correctly as per the field unit's direction.

When a unit places themselves out of service, it is their responsibility to transmit when they are back available. That seems to not have happened until 4 days later.

If there is audio that we need to review of the unit stating that they were back in service sooner than the 4 day window, please let me know so that we can review that date/time and identify the dispatcher involved. Otherwise, this seems to be a field issue in that the field units did not verbalize their status once they were available.

I checked HM88's status and I show they were placed out of service on 11/20/14 at 08:28. I listened to the audio for that time frame as well and it does reflect HM88 going out of service via the radio. They were placed available on 11/24/2014 @ 16:29 and have been available ever since which is 4 days not 9 days as described below. Here is the issue. HM88 is a specialty unit and not a routine responder for standard calls. Unless HM88 came up on the air and advised they were back in service, or was specifically requested for a Hazmat or structure fire, no one would know. This is the issue that I always had in the past - units would make themselves out of service and forget to come back up on the air and make themselves available.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
11/24/2014 4:34:24PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/24/2014 4:34:25PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/24/2014 4:34:26PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/24/2014 4:34:27PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/24/2014 4:38:10PM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:38
11/24/2014 4:38:11PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/24/2014 4:38:26PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FW Incident ref#24-304077 with priority 5 has been assigned to you.msg		211968
HM88 ADVISING OUT OF SERVICE.wav		51138

BMC SERVICE DESK EXPRESS

Incident: 307766

As of Monday, Jan 12, 2015 11:07

Incident

Page 1 of 4

Client Information		Assign to Information		
Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496	Ext:
Client ID: DOSTANLEY		ANGELA	MIZE	
Company ID:		BSO 911		
Phone:	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 12/16/2014 11:04:00AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 12/18/2014 11:04:00AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 9/5/14

INCIDENT NUMBER: 08-32634

PRIORITY LEVEL: 1

LOCATION: 2980 West Broward Boulevard

REPORTED BY:

NAME: Chief Douglas Stanley

MUNICIPALITY Fort Lauderdale

AGENCY: Fire Rescue

EMAIL ADDRESS: dstanley@fortlauderdale.gov

TELEPHONE NUMBER:

INCIDENT DETAILS: CAD Incident # FFL140905032634: On September 5th at 08:04 hours, E47 was dispatched to 2980 West Broward Boulevard for a MVA (08-32634) at the request of the PD unit that was on scene. The initial Fire-Rescue dispatch was for a single Engine Company response. Upon arrival FLPD and BSO requested Fire-Rescue at 07:50 hours. According to the CAD narrative that was downloaded, PD apparently received the call at 07:40 hours.

ADDITIONAL COMMENTS:

Lory Farmer
Administrative Aide

Note:

Accounting Fields:

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

RESOLUTION: Resolution provided by A. Mize on December 23, 2014 at 12:58 p.m.

The review concluded with the determination that this was not operator error with regards to the initial call entry.

The initial call was interrogated with the caller not reporting any injuries. Based upon that process, a DLE only call was generated with DLE responding to the scene. Upon their arrival, DLE had requested FR to respond. A call was generated for FR at that time. This is the cause for the delay in the notification for FR. The DLE dispatcher, however, did take longer than necessary to generate the FR event, and to that effect we did find an issue with the timeliness of the request from DLE to the response of generating a FR event. That matter had been reviewed with the operator when this incident occurred in September.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/16/2014 11:04:00AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/16/2014 11:04:01AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/16/2014 11:04:02AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/16/2014 11:04:03AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/16/2014 11:29:38AM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:02:09
12/16/2014 11:29:39AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
12/16/2014 11:29:59AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
12/16/2014 11:30:00AM	LFARMER	Incident Client ID has been modified.	IN_CLIENT MOD	00:00:00

Incident Client ID has been modified from 1000252113 to DOSTANLEY by LFARMER on 12/16/2014 11:30:00 AM

From: FARMER, LORY
To: STANLEY, DOUGLAS

Work Orders**Attachments**

BMC SERVICE DESK EXPRESS

Incident: 310023

As of Monday, Jan 12, 2015 11:08

Incident

Page 1 of 4

Client Information		Assign to Information	
Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496 Ext:
Client ID: DOSTANLEY		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 12/31/2014 8:39:16AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 1/2/2015 8:39:16AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 12/28/14

INCIDENT NUMBER: 0848272

PRIORITY LEVEL:1

LOCATION:

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

Initially we were dispatched to 1600 SW 16 Street for an MVA with possible injuries. After arrival and nothing in the area dispatch made a call back. A few minutes later we were rerouted to 1600 S SR7 where we found two vehicles blocking the entire roadway of NB 441 with heavy damage and one person ejected. There was one adult male trauma alert and two other BLS patients.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Resolution provided by A. Mize on January 2, 2015 at 11:23 a.m.

The caller provided an incorrect address. When asked to verify, the caller repeated the same inaccurate location and then added "441". There is no operator error associated with this event.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/31/2014 8:39:16AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/31/2014 8:39:17AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/31/2014 8:39:18AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/31/2014 8:39:19AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/31/2014 8:40:05AM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-310023	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA11.bc.broward.cty

DHALL@broward.org

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca11.bc.broward.cty (10.10.40.76) with Microsoft SMTP Server id 14.3.169.1; Wed, 31 Dec 2014 08:39:37 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 31 Dec 2014 08:39:36 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Wed, 31 Dec 2014 08:39:36 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Wed, 31 Dec 2014 08:39:35 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-310023

Content-Type: text/html; charset="utf-8"

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10X3cf3ednHM0000de17@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 31 Dec 2014 13:39:36.0110 (UTC) FILETIME=[378EA4E0:01D024FF]

12/31/2014 3:20:21PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:08
12/31/2014 3:20:22PM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
12/31/2014 3:20:35PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FFL141228048272 - CALL TAKER AUDIO.wav		1085158
FFL141228048272.pdf		140937
OCT 911 Operations N.eml		3078
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 310025

As of Monday, Jan 12, 2015 11:08

Page 1 of 5

Incident

Client Information		Assign to Information	
Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496 Ext:
Client ID: DOSTANLEY		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 12/31/2014 8:42:21AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 1/2/2015 8:42:21AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 12/30/14

INCIDENT NUMBER: 0848597

PRIORITY LEVEL:1

LOCATION: 15th Pl and 15th Terr

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

E46 and R46 were dispatched to a MVC, and received info with the call that stated a child possibly hit the windshield and both parties on scene are fighting or attempting to fight and FLPD has been advised. E46 asked FireCom if FLPD was responding to the scene. FireCom repeated that they had only been advised of the call. E46 continued response and shortly later FireCom came back and advised that FLPD was enroute and a caller was reporting that one of the parties on scene was attempting to fight with someone, they did not see any blood and they were not going to approach the other vehicle. R46 and E46 arrived and after talking with people on scene it was confirmed that there was someone attempting to fight another person involved and that they displayed a hand gun. A second car arrived later to the scene and three people in that vehicle were reported to be armed with guns. E46 advised FireCom to tell FLPD to step it up, that people on scene were threatening to fight and at least one is confirmed to be armed with a hand gun. FLPD arrived shortly later and as I was explaining to them the particulars with the scene, one officer stated "you guys didn't know about the gun? That's how we got the call, a MVC with a person on scene threatening harm with a hand gun." E46 also confirmed that a child did not hit the windshield. There were no injuries from the MVC, E46 cleared without getting any info from involved parties due to the tempers escalating with armed subjects on scene. E46 and R46 cleared.

Had I known from FireCom that someone was threatening harm with a hand gun on scene, FD response would have staged for FLPD to advise. This is another situation where we have been placed in a dangerous scene due to lack of full information being provided. Obviously FLPD was aware of the gun prior to FD arrival. Ironically, this incident is at the exact location where a few months ago, the 46 units arrived to find a crowd of over 100 people in the street after a MVC and became involved in several active fights in an out of control crowd.

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

The below matter was reviewed.

The initial call was a DLE only event and was holding per the Sgt's authority. As the incident escalated, a second call was received in which the caller stated that the parties had begun to fight and that someone was armed with a hammer. A FR call was generated, and the information regarding the hammer was verbalized to responding FR units. A third call was received in which the caller stated that her boyfriend was enroute and possibly had a handgun. That information was updated into the DLE case only.

Responding FR units were aware of the escalating incident, and that someone was armed with a hammer upon arrival. Despite this, they chose to make contact with the scene without a DLE presence. The third call's information regarding another party enroute who may have been armed with a gun was not updated into the FR event, and that information should have been added to the FR incident. Still, FR units were aware of the aggressive nature of this call and did not chose to stage for DLE's arrival. DLE was delayed, again, because they had the call holding for any available unit.

We will have the QA Team review the third call which mentions that someone was possibly enroute with a gun and have that matter reviewed. There are no other issues found with regards to this event.

Tim - Please have the QA team review this incident and handle accordingly.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/31/2014 8:42:21AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/31/2014 8:42:22AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/31/2014 8:42:23AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/31/2014 8:42:24AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/31/2014 8:43:07AM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-310025	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA11.bc.broward.cty

DHALL@broward.org

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca11.bc.broward.cty (10.10.40.76) with Microsoft SMTP Server id 14.3.169.1; Wed, 31 Dec 2014 08:42:38 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 31 Dec 2014 08:42:37 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Wed, 31 Dec 2014 08:42:37 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Wed, 31 Dec 2014 08:42:37 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-310025

Content-Type: text/html; charset="utf-8"

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10YSopah9UYf0000de4b@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 31 Dec 2014 13:42:37.0897 (UTC) FILETIME=[A3E92390:01D024FF]

Return-Path: selfhelp@broward.org

12/31/2014 3:18:02PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:22
12/31/2014 3:18:03PM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
12/31/2014 3:18:22PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FFL141230048597 - DLE DISPATCH .wav		313933
FFL141230048597 - FIRE DISPATCH .wav		347928
FFL141230048597.pdf		111388
FFL141230048597.wav		266353
L34141230285571.pdf		109222
OCT 911 Operations N.eml		5432
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 305892

As of Monday, Jan 12, 2015 13:39

Incident

Page 1 of 5

Client Information

Assign to Information

Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496	Ext:
Client ID: DOSTANLEY		ANGELA	MIZE	
Company ID:		BSO 911		
Phone:	Ext:			

Incident Information

Category: OCT911 - OPERATOR	OCT911 - Operator	
Impact ID: OCT911	Opened: 12/5/2014 10:24:06AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: CLOSED	Due Date: 12/7/2014 10:24:06AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 12/04/14

INCIDENT NUMBER: FFL141204045000

PRIORITY LEVEL:1

LOCATION:1101 Bayview Dr

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

BC13 received a radio call from Fire Comm that Fort Lauderdale Fire Rescue (FLFR) units were being requested by Fort Lauderdale Police Department (FLPD) to respond with divers to the George English Park boat ramp (no reference was given). B13 directed E13, E49 and R49 to respond with their dive gear and fire apparatus.

The call was originally received by 911 and given to FLPD for a man threatening suicide by driving his car into the water near Macy's. This call was received by FLPD at 1813 hrs. FLPD then dispatched multiple units and FLPD boats to the park. The initial call was never transferred to FLFR dispatchers. FLPD then requested the FLFR to respond "divers" at 1901 hrs.

FLFR units arrived and began an underwater search (approx. 1914 hrs.) for a vehicle at the west boat ramp with no success. The search was then extended to the East boat ramp where a vehicle was located approx. 25 yds. from the shoreline. The FLFR divers located and removed a single male victim from the vehicle (confirmed signal 7). The scene was then turned over to PD.

We need to determine why there was a delay getting FLFR units responding.

Respectfully,

David DiPetrillo, Battalion Chief

Battalion 13, B-Shift

ADDITIONAL COMMENTS:

Note:

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Resolution provided by A. Mize on December 8, 2014 at 1:51 p.m.

The original call was received at the South PSAP. The operator generated a call for suicide threats – 32 – which only recommends a DLE response. The caller was not on scene, and the operator only had discussion with the 2nd party caller and not the actual victim. The call was generated for DLE and units assigned.

DLE arrived on scene and searched the area before they identified a submerged vehicle and at that time requested FR to respond with divers. A call for FLFR was generated at that time.

While there is no delay for the call creation or the assignment of DLE units, the classification utilized in this case only recommended a DLE response, as opposed to a suicide IN PROGRESS, which is a different classification and would have queried for a FR associated response. The utilization of the "threats" signal as opposed to the "in progress" signal directly related to the creation of a single response instead of a dual response. DLE arrived on scene and began a query of the location, to include the acquisition of multiple resources for the victim such as marine and aviation units. DLE only requested FR to respond after they found the vehicle upwards of 20-30 minutes into the event. Once FR was requested units were assigned.

The difference between the two classifications will be reviewed with the operator by the Quality Assurance Unit. The interrogation method utilized by the operator and the purpose behind the delay in the notification of FR was explainable in this case, however, the in progress suicide threat would have been the most appropriate classification.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/5/2014 10:24:06AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/5/2014 10:24:07AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/5/2014 10:24:08AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/5/2014 10:24:09AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/5/2014 10:42:48AM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:03:45
12/5/2014 10:42:49AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
12/5/2014 10:43:08AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
12/8/2014 3:41:49PM	LFARMER	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHANG E	00:00:51
12/8/2014 3:42:03PM	LFARMER	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:14
12/8/2014 3:42:04PM	LFARMER	Close Call # 305892	HD_CLOSE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FFL141204045000.docx		19505
FFL141204045000.pdf		110126
FFL141204045000.xlsx		21378
L34141204271061 - CALL TAKER AUDIO.wav		1504603
L34141204271061 - DLE DISPATCH AUDIO.wav		2052358
L34141204271061 - FIRE DISPATCH AUDIO .wav		425993
L34141204271061 - FIRE TAC AUDIO.wav		442373
L34141204271061.pdf		168988
RE Incident ref#24-305892 with priority 5 has been assigned to you.msg		117248

Farmer, Lory

From: Farmer, Lory
Sent: Monday, December 08, 2014 3:23 PM
To: Angela Mize
Cc: Sabin, Antonio
Subject: FW: Incident *ref#24-305892, with priority 5 has been assigned to you

Angie –

FYI – Chief Stanley’s message below. I will classify this as “operator error.”

Lory

From: Douglas Stanley [mailto:DStanley@fortlauderdale.gov]
Sent: Monday, December 08, 2014 3:14 PM
To: Farmer, Lory
Cc: Medvin, Scott; Sabin, Antonio; Whitworth, David; William Findlan
Subject: RE: Incident *ref#24-305892, with priority 5 has been assigned to you

As Angie stated below it is most certainly an “in progress” incident which would require a Fire Rescue response. The call taker clearly did not realize the difference and coded it incorrectly. Please close the ticket.

Thank you,

Douglas E. Stanley
Acting Division Chief EMS/Training
City of Fort Lauderdale Fire Department
Office: 954-828-6818
Cellular: 561-310-7086
DStanley@fortlauderdale.gov

From: Farmer, Lory [mailto:LFARMER@broward.org]
Sent: Monday, December 08, 2014 2:17 PM
To: Douglas Stanley
Cc: Medvin, Scott; Sabin, Antonio; Whitworth, David
Subject: FW: Incident *ref#24-305892, with priority 5 has been assigned to you
Importance: High

Chief Stanley –

Please let me know if you concur with the Operator’s response, and advise if the ticket can be closed.

Thank you,

Lory Farmer

From: Mize, Angela [mailto:Angela_Mize@sheriff.org]
Sent: Monday, December 08, 2014 1:51 PM
To: Sabin, Antonio

Sabin, Antonio

From: Douglas Stanley <DStanley@fortlauderdale.gov>
Sent: Monday, December 08, 2014 3:14 PM
To: Farmer, Lory
Cc: Medvin, Scott; Sabin, Antonio; Whitworth, David; William Findlan
Subject: RE: Incident *ref#24-305892, with priority 5 has been assigned to you

As Angie stated below it is most certainly an "in progress" incident which would require a Fire Rescue response. The call taker clearly did not realize the difference and coded it incorrectly. Please close the ticket.

Thank you,

Douglas E. Stanley
Acting Division Chief EMS/Training
City of Fort Lauderdale Fire Department
Office: 954-828-6818
Cellular: 561-310-7086
DStanley@fortlauderdale.gov

From: Farmer, Lory [mailto:LFARMER@broward.org]
Sent: Monday, December 08, 2014 2:17 PM
To: Douglas Stanley
Cc: Medvin, Scott; Sabin, Antonio; Whitworth, David
Subject: FW: Incident *ref#24-305892, with priority 5 has been assigned to you
Importance: High

Chief Stanley –

Please let me know if you concur with the Operator's response, and advise if the ticket can be closed.

Thank you,

Lory Farmer

From: Mize, Angela [mailto:Angela_Mize@sheriff.org]
Sent: Monday, December 08, 2014 1:51 PM
To: Sabin, Antonio
Cc: Farmer, Lory; White, Sheri; Bridwell, Virginia; Lowe, Suzanne; Elmaadawy, Latasha; Keough, Timothy; Jackson, Satonya
Subject: FW: Incident *ref#24-305892, with priority 5 has been assigned to you
Importance: High

Tony

The below incident was reviewed.

The original call was received at the South PSAP. The operator generated a call for suicide threats – 32 – which only recommends a DLE response. The caller was not on scene, and the operator only had discussion with the 2nd party caller and not the actual victim. The call was generated for DLE and units assigned.

DLE arrived on scene and searched the area before they identified a submerged vehicle and at that time requested FR to respond with divers. A call for FLFR was generated at that time.

While there is no delay for the call creation or the assignment of DLE units, the classification utilized in this case only recommended a DLE response, as opposed to a suicide IN PROGRESS, which is a different classification and would have queried for a FR associated response. The utilization of the "threats" signal as opposed to the "in progress" signal directly related to the creation of a single response instead of a dual response. DLE arrived on scene and began a query of the location, to include the acquisition of multiple resources for the victim such as marine and aviation units. DLE only requested FR to respond after they found the vehicle upwards of 20-30 minutes into the event. Once FR was requested units were assigned.

The difference between the two classifications will be reviewed with the operator by the Quality Assurance Unit. The interrogation method utilized by the operator and the purpose behind the delay in the notification of FR was explainable in this case, however, the in progress suicide threat would have been the most appropriate classification.

AS PER YOUR DIRECTION – THE RESULTS OF THIS REVIEW HAVE NOT BEEN PROVIDED TO THE CLIENT. PLEASE COMMUNICATE FINDINGS ACCORDINGLY.

Angie

From: Brownstein, Robert
Sent: Monday, December 08, 2014 12:33 PM
To: Mize, Angela
Cc: Zarazinski, Lisa
Subject: RE: Incident *ref#24-305892, with priority 5 has been assigned to you
Importance: High

A full analysis along with the time line spreadsheet and summary has been completed and attached. Please let me know if you have any questions

Thank you,



Sheriff Scott Israel

Robert Brownstein
Regional Communications Operations Analyst
Broward Sheriffs Office – Regional Communications Administration
2601 West Broward Blvd
4th Floor – Administrative Offices
Fort Lauderdale, Florida 33312
Tel: 954-321-4929
Mobile: 954-551-0920
Fax: 954-321-5090
Robert_Brownstein@sheriff.org
www.sheriff.org

Please note that Florida has a broad public records law, and that all correspondence sent to me via email may be subject to disclosure.

This email communication and any attachments may contain confidential and privileged information for the sole use of the designated recipient(s). Any unauthorized review, use, disclosure or distribution is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message

-----Original Message-----

From: Mize, Angela
Sent: Friday, December 05, 2014 3:32 PM
To: Brownstein, Robert
Subject: FW: Incident *ref#24-305892, with priority 5 has been assigned to you

For first thing Monday please.

Thank you.

-----Original Message-----

From: selfhelp@broward.org [mailto:selfhelp@broward.org]
Sent: Friday, December 05, 2014 10:43 AM
To: Mize, Angela
Subject: Incident *ref#24-305892, with priority 5 has been assigned to you

The following incident has been assigned to you:

Incident # 305892
Urgency: HIGH
Impact: OCT911
Priority: 5
Due: 12/7/2014 10:24:06 AM
Status: Open
Client Name: DOUGLAS STANLEY
Phone:

Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 12/04/14

INCIDENT NUMBER: FFL141204045000

PRIORITY LEVEL:1

LOCATION:1101 Bayview Dr

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

BC13 received a radio call from Fire Comm that Fort Lauderdale Fire Rescue (FLFR) units were being requested by Fort Lauderdale Police Department (FLPD) to respond with divers to the George English Park boat ramp (no reference was given). B13 directed E13, E49 and R49 to respond with their dive gear and fire apparatus.

The call was originally received by 911 and given to FLPD for a man threatening suicide by driving his car into the water near Macy's. This call was received by FLPD at 1813 hrs. FLPD then dispatched multiple units and FLPD boats to the park. The initial call was never transferred to FLFR dispatchers. FLPD then requested the FLFR to respond "divers" at 1901 hrs.

FLFR units arrived and began an underwater search (approx. 1914 hrs.) for a vehicle at the west boat ramp with no success. The search was then extended to the East boat ramp where a vehicle was located approx. 25 yds. from the shoreline. The FLFR divers located and removed a single male victim from the vehicle (confirmed signal 7). The scene was then turned over to PD.

We need to determine why there was a delay getting FLFR units responding.

Respectfully,

David DiPetrillo, Battalion Chief

Battalion 13, B-Shift

ADDITIONAL COMMENTS:

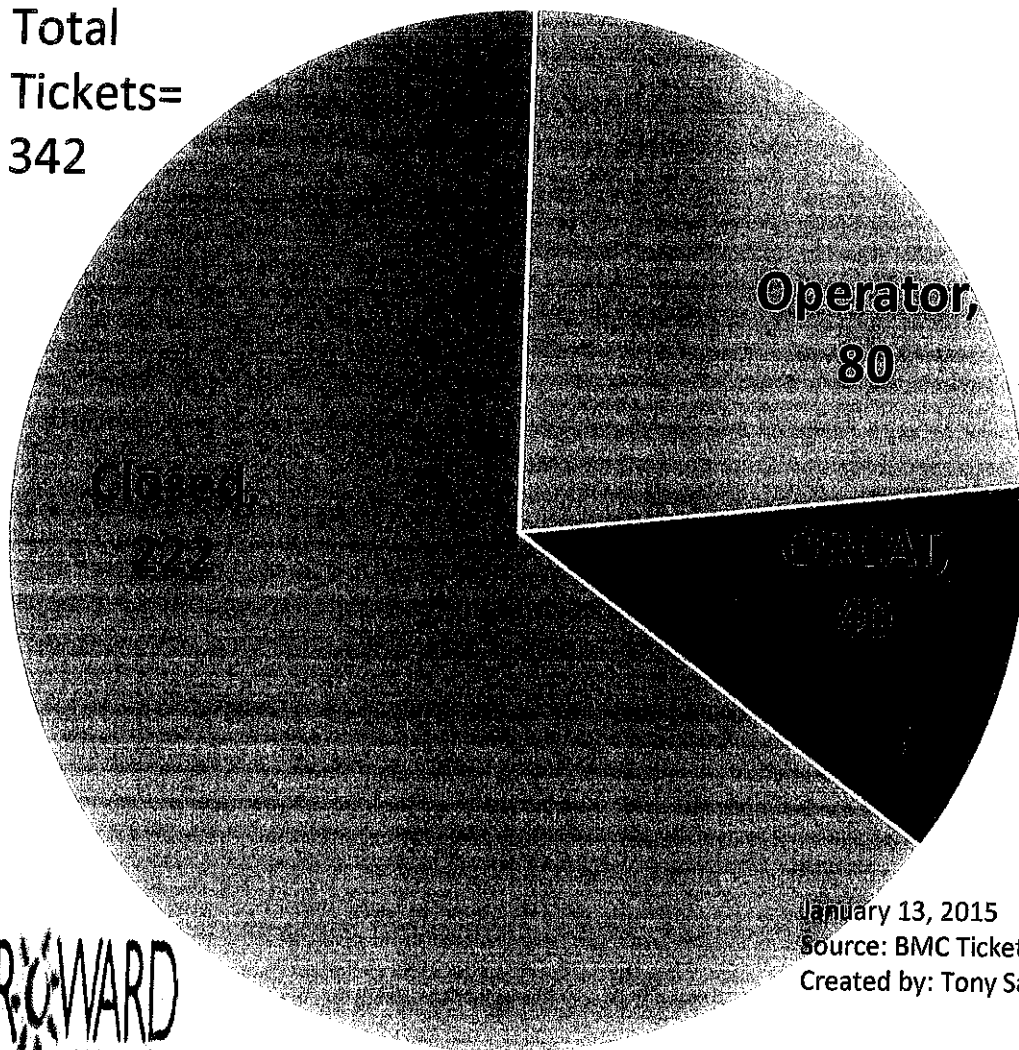
<http://1vbcsde10/sde/default.aspx?ModSeq=24&Sequence=305892&FormSeq=1014>

bc - Notify staff member when a ticket is assigned

Under Florida law, most e-mail messages to or from Broward County employees or officials are public records, available to any person upon request, absent an exemption. Therefore, any e-mail message to or from the County, inclusive of e-mail addresses contained therein, may be subject to public disclosure.

Consolidated Dispatch Reported Incidents September-Present

Total
Tickets=
342



January 13, 2015
Source: BMC Tickets
Created by: Tony Sabin

BMC SERVICE DESK EXPRESS

Incident: 299755

As of Monday, Jan 12, 2015 11:09

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: MIZE	First Name: ANGELA	ASABIN	954-357-7312	Ext:
Client ID: AMIZE		ANTONIO	SABIN	
Company ID: BROWARD COUNTY		OCT 911		
Phone:	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 11/3/2014 4:28:39PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 11/5/2014 4:28:39PM	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.

Note:

Accounting Fields:

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

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

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

Work Orders**Attachments**

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