



Office of Regional Communications and Technology

February 17, 2015

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Brett Bayag	E911 Communications Administrator
Antonio "Tony" Sabin	E911 Communications Administrator
Jenna DiPlacido	Regional E911 Communications Manager
Drew Smous	Regional E911 Communications Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Lisa Zarazinski	Director of Regional Communications Division/911
Angela Mize	Regional Communications Assistant Director
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center
Latasha Elmaadawy	Asst. Site Manager, Central Consolidated Dispatch Center
Christa Wisniewski	Duty Officer – Emergency Medical Dispatch Quality Assurance Unit
Deidre Snyder	Duty Officer – Emergency Medical Dispatch Quality Assurance Unit

A Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Tuesday, February 17, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Tony Sabin called the meeting to order at 2:02 p.m.

Mr. Sabin announced that Christa Wisniewski and Deidre Snyder would be giving a presentation on EMD-Q (Emergency Medical Dispatch Quality). Ms. Wisniewski stated that the Broward Sheriff's Office (BSO) has an eight-person Emergency Medical Dispatch Quality Assurance Unit. Cases are randomly selected, and the selection is governed by BSO's accreditation with the National Academy of Emergency Medical Dispatch (NAEMD). The objective is to perform a quality assurance review on at least three percent of incoming calls. An average score of 95 percent must be met. Scores are submitted to Broward County and the NAEMD. The monthly score is consistently 96 percent, and the average for the year is 98 percent. She asked if there were any questions. There were no questions posed. Chief Thomas DiBernardo of Sunrise Fire Rescue indicated that EMD-Q is an I-Board (Broward County Consolidated Communications Implementation Advisory Board) recommendation, and there is need to address EMD-Q on a regional level. For accreditation reasons, (BSO's EMD-Q) must have a relationship with EMS (Emergency Medical Services) agencies. The Fire Chiefs' Association of Broward County (FCABC) tasked the EMS Sub-Committee with this. However, the EMS Sub-Committee meetings are protected, so (EMD-Q) issues cannot be discussed. He thought EMD-Q meetings could possibly be held quarterly in alignment with, but outside of, the Operational Review Team

(ORT) meetings. He invited suggestions from meeting attendees. He confirmed for Mr. Sabin that he would provide a framework as to who would be attending the EMD-Q meetings.

Mr. Sabin stated that Jenna DiPlacido would be working from the Central Consolidated Dispatch Center (Central) to serve as a liaison between Broward County and agencies dispatched from Central, as well as between the Operator (BSO) and Broward County. Drew Smous and Scott Whitworth will perform the same duties at the North Consolidated Dispatch Center (North) and South Consolidated Dispatch Center, respectively. With regard to agency access to audio, he indicated that Broward County's legal department placed this on hold. However, participating agency representatives have expressed strong desire for this feature. An obstacle to consider is the privacy of each agency's audio records such that agency representatives would only be able to access audio from their own agency. BSO will retain its position as Custodian of Records. There should be a resolution to this matter in the next few weeks which will be conveyed to Operational Review Team members.

Mr. Sabin continued to review items set forth on the agenda, a copy of which is attached hereto and made a part hereof these minutes. A policy will be created that defines the priority rankings for incident tickets. A Priority 1 incident should be conveyed directly to a duty officer or site manager at the consolidated dispatch center. For Priority 2 and Priority 3 incidents, participating agency representatives should generate an incident ticket. He stressed that ORCAT (Office of Regional Communications and Technology) staff does not add or delete any information to BSO's incident ticket responses; BSO responses are sent directly to participating agency representatives. However, if the incident involves a fatality, ORCAT staff requires BSO to provide a significant amount of additional (investigative) information in their response. Chief DiBernardo asked if a Priority 4 classification could be used to reflect low priority, non-incident based items. Mr. Sabin was agreeable. Chief John McNamara of Sunrise Fire Rescue asked what process is in place to notify agency representatives of completed policy changes. Mr. Sabin explained that ORCAT is introducing a new process wherein requested policy changes will be documented and participating agency representatives are notified. The (policy) change is included in a Change Management Process so it can be vetted; it will be clear to participating agency representatives the sponsor of the policy change, how it came about, and when it was completed. He confirmed that this information will be shared at all ORT meetings. Any items with a systemwide impact must also be approved by the FCABC. The idea is to have a process in place that ensures all involved parties are made privy to the information.

Mr. Sabin went on to note that incident reports must be sent to regionalcommunications@broward.org. He stressed the importance of using that exact email address so tickets are properly routed. Lisa Zarazinski inquired as to what process is followed if agreement is not reached (on a given item brought forward) at all ORT meetings (North, Central, and South). Mr. Sabin said, in that case, the item would have to be brought forward to the FCABC to decide. Ms. Zarazinski said that process could be lengthy. Mr. Sabin stated that the Self Help (selfhelp@broward.org) email address is for technology break/fix issues, whereas the Regional Communications (regionalcommunications@broward.org) email address is utilized solely for operations. He confirmed for Chief DiBernardo that a policy delineating the two incident ticketing email addresses is currently being developed.

Chief DiBernardo said the FCABC tasked Chief Timothy Heiser of Fort Lauderdale Fire Rescue with development of an open water rescue protocol. Chief Heiser said he will author the protocol and then submit it for approval. Mr. Sabin asked if he had a timeline for development. Chief Heiser thought it would not take long to develop. The main dispatch-related aspect involves automatic notification of various law enforcement agencies. Chief Jeff Levy of Lauderhill Fire

Rescue mentioned that it was BSO's (pre-consolidation) policy to send out a group page when a working structure fire is declared. His agency has been receiving these pages, so he thought this issue had been resolved. Chief Heiser said there is a long delay (in receiving pages); the pages are difficult to understand and frequently his agency does not receive them. He confirmed for Mr. Sabin that his agency has been experiencing these issues since last summer. Discussion ensued about group pages. Angela Mize pointed out that, regardless of information on an agency's run card, once the information is verbally confirmed, operators are required to execute it again (via page), otherwise it is an operator error. Being that dispatchers from seven different PSAPs have been brought into regional dispatch, there are disconnects related to dispatcher expectations. She confirmed for Mr. Sabin that there was no need for a procedural change.

With regard to the Signal 32 (suicide) threats issue, Chief DiBernardo indicated that it had been brought before the FCABC. He confirmed for Ms. Mize the decision was for fire rescue to be notified regardless of whether the Signal 32 (S32) is a threat or in progress. Ms. Mize said, in that case, the only reason a second run card would be necessary is if a different response was desired on threats. Discussion ensued about run card changes needed in the event an agency wants S32 threats to be directed to a battalion chief. Ms. Mize explained to Chief DiBernardo that BSO would need about two weeks to allow for making dispatch staff aware. Chief DiBernardo added that implementation may take longer than two weeks because of the time needed to make run card changes. Ms. Mize advised participating agency representatives to have their run cards reviewed by ORCAT staff. Discussion ensued. Mr. Sabin said the (policy) change would be documented. Chief DiBernardo indicated that it would have to be brought forward to the CAD Governance Board. Mr. Sabin added that the Broward County Chiefs of Police Association will be made aware that fire rescue agencies will be notified of all S32 threats.

Ms. Wisniewski remarked that BSO was advised that the EIDS (Emerging Infectious Disease Surveillance) Tool cannot be customized. Lory Farmer confirmed for Mr. Sabin that there were no open status Priority 1 incidents for review on this agenda. Mr. Smous reviewed slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. He stressed the importance of agency representatives submitting incident tickets so their concerns are conveyed. Mr. Sabin stated that the objective is for ORCAT staff to be able to have data and countermeasures so issues are successfully addressed. Discussion ensued about data review processes. Chief DiBernardo wanted to know how the wrong address dispatch-related issue could be minimized. Chief Douglas Stanley of Fort Lauderdale Fire Rescue thought a viable solution is automatic Phase 2 (mapping). Chief DiBernardo mentioned that his agency will be piloting a process to address the duplicate call issue by extending the duplicate distance in CAD from 500 feet to 1,000 feet. Ms. DiPlacido clarified that this will only apply to addresses in Sunrise because it is agency-specific. Chief DiBernardo thought extending the duplicate distance in CAD will help with close proximity address groupings. Ms. Mize stated that half of the wrong address issues stem from callers providing a wrong location. It is possible for dispatchers to compare addresses provided by callers with mapping, but that is a time-consuming process. Chief Stanley suggested dispatchers quickly view the mapping just to validate the address provided.

Ms. DiPlacido noted that if CAD does not accept an address provided by a caller, it is necessary for the call-taker to take additional steps to obtain a correct address. Chief Stanley thought the mapping feature should be automatic in CAD. Mr. Sabin believed that feature will be available on the Next Generation CAD system. He emphasized that a wrong address should not be entered in CAD because the call-taker thought time (to enter the call) was an issue. Sending

field personnel to incorrect addresses is not favorable for anyone. Further, time has nothing to do with a call-taker entering an incorrect address in CAD as there are incidents where operators enter the wrong address in CAD and still miss the performance indicator. Chief McNamara inquired as to who makes the final decision on categorizing incidents for data analysis. He expressed concern about falsely assuming dispatch staff purposely entered an invalid address in CAD. Ms. DiPlacido clarified her belief that malpractice (on the part of dispatch) did not occur; rather steps were missed. If CAD does not accept a cross street, it is the operator's responsibility to verify the caller's location. If the operator does not verify the caller's location and instead enters a physical address in CAD because the cross-street was invalid, she believed that constitutes an operator making up an address. Chief McNamara asked what dispatch procedure would be followed if, upon second verification of the caller's location, the caller re-verifies the correctness of the original location. Ms. DiPlacido explained that the operator should then utilize mapping tools. Suzanne Lowe noted that there is a protocol to be followed when an invalid address is provided; the protocol involves utilizing mapping and caller interrogation. If a valid address is not obtained by the operator within about two minutes, the operator should then make a supervisor aware of the call. In the event CAD does not accept a valid address, dispatch staff should submit an incident ticket to ORCAT describing the matter. There are times when a caller provides an incorrect address, but the incorrect address is accepted by CAD. Mr. Sabin reiterated that dispatch staff should not become so preoccupied with performance indicators that necessary steps are missed (in the call-taking process).

Mr. Sabin went on to ask if there were any participating agency policy issues to be discussed. No input was offered. Chief DiBernardo indicated that incident number 313937 was resolved. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Dispatch will continue to notify agencies of the message received from the hospital, but dispatchers will not advise units to divert. It is up to the fire rescue agency to make a transport decision, not the dispatcher. Chief DiBernardo went on to recall Chief Chester Bolton of Pompano Beach Fire Rescue raising an issue of duplicate calls in RMS (Records Management System) which is an entirely different issue than duplicate calls in CAD. He elaborated upon the cause for duplicate calls in RMS. An agency representative stated that there is a fix for the issue. Mr. Sabin noted that Scott Whitworth is leading the effort to document disaster and business continuity planning for the consolidated dispatch centers. In addition, ORCAT staff is currently working on system re-balancing of call-taking and dispatch positions for the 2016 budget; call volume, push-to-talks, and calls for service will be examined. He added that the Hollywood Police Department will be divided into two zones, east and west, in the next several weeks. This came about because the department's dispatch position had extremely high traffic. He went on to present a slide depicting a Broward County E911 Regional Consolidated Communications Change Approval form, a copy of which is attached hereto and made a part hereof these minutes. Chief McNamara asked if he could be provided with the current policy manual. Chief DiBernardo remarked that, on August 1, Broward County accepted all of BSO's standard operating procedures unbeknownst to the (participating) agencies. He reiterated Chief McNamara's request to be provided with BSO's policy manual. Ms. DiPlacido said ORCAT staff will be provided BSO's policy manual on March 2 by Ms. Mize. ORCAT staff will then distribute the policy manual to ORT members. ORCAT staff will be working collaboratively with ORT members to make policy revisions.

There being no further matters to address, the meeting adjourned at 3:26 p.m.



Agenda

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

Date: Tuesday, February 17, 2015

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. County Communications Managers - Introduction
 - b. Agency access to audio – Status Update
 - c. EMD-Q Invitation – Status Update from BSO
 - d. Clarification on Priority Rankings (1 – High, 2 – Medium, 3 – Low)
 - e. Clarify incident ticket process as relates to ORCAT and BSO's responses
 - f. Incident reports must be sent to regionalcommunications@broward.org and include **911 OPERATIONS** in subject line
 - g. Written policy delineating ticketing – selfhelp versus regionalcommunications
 - h. Open water rescue protocol – CAD currently plots latitude longitude when calls come in; Broward coastal cities should

discuss; Open water & brush fires to be brought before Mutual Aid Committee

- i. Second page on working fire (requested by Lauderhill & Fort Lauderdale FR) – Consensus at 1/28/15 South FR ORT Meeting that pages should be sent via active dispatcher process, not run card; Per BSO, a GP1 page will initially be sent for all critical incidents like working fires, anything beyond that is per the agency's direction; Chief DiBernardo suggested creating another name for a group page (a virtual unit) on run card that is not GP1 and let GP1 be an active dispatcher process only
- j. Generate calls for Signal 32 (suicide) threats versus dispatcher contacting battalion chief & allowing chief to decide if call created (preferred by Fort Lauderdale FR) – Consensus at 1/28/15 South FR ORT Meeting & 2/4/15 North FR ORT Meeting not to generate calls for Signal 32 threats
- k. Visibility of negative EIDS tool responses as currently only "Yes" responses are visible (Operator to provide follow-up as to whether EIDS tool is customizable)

III. Priority 1 Incident Review

IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

- a. Incident ticket # 313937 – Communicating countywide hospital diversions to FR field units – Feedback available from EMS subcommittee? Noted at 1/28/15 South FR ORT Meeting that diversion messages are simply courtesy messages to crew

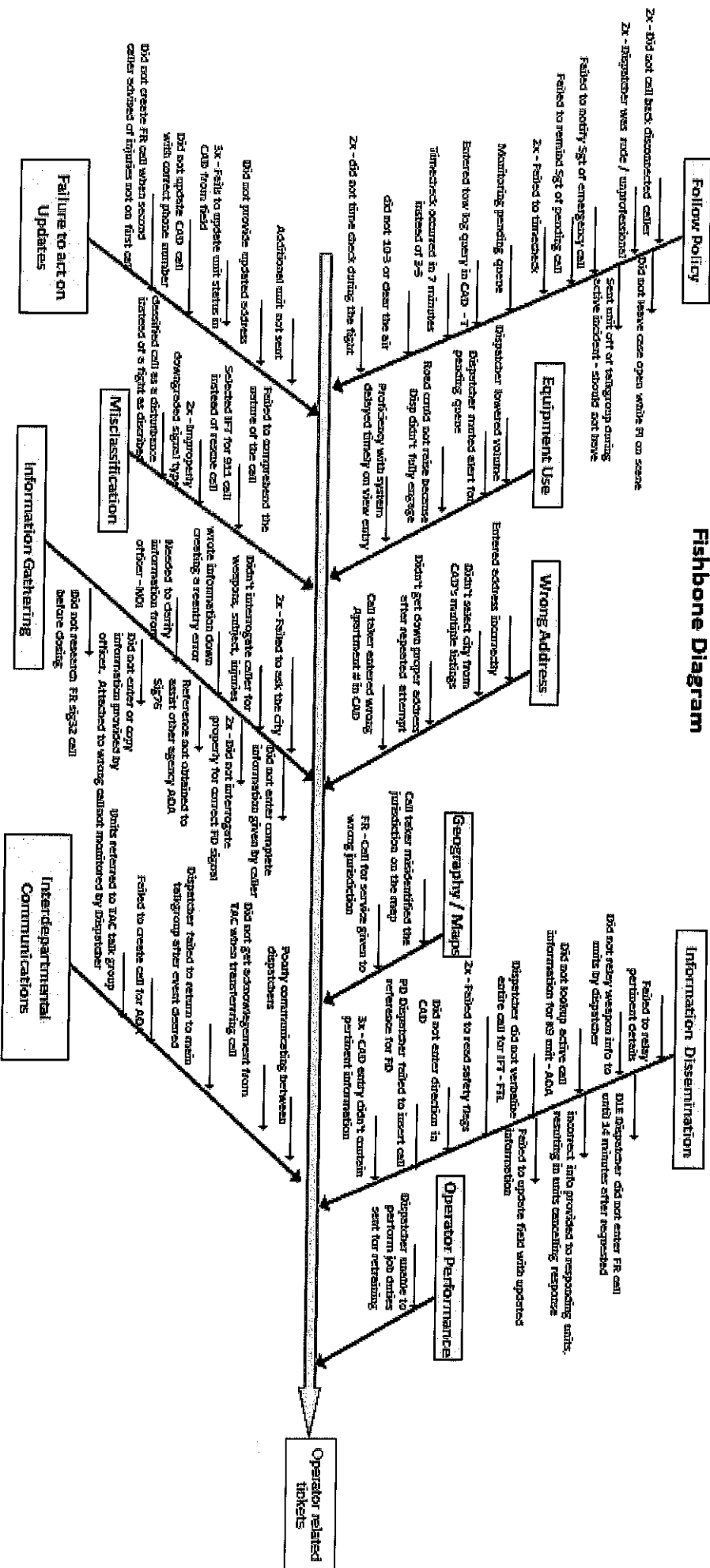
VIII. New Business

- a. Discuss issue of duplicate calls in CAD
- b. Disaster and Business Continuity Plan
- c. System re-balancing of call-taking and dispatch positions for 2016 budget
- d. Implementation of policy change process – Change Approval Form

IX. Adjourn

Cause & Effect Analysis

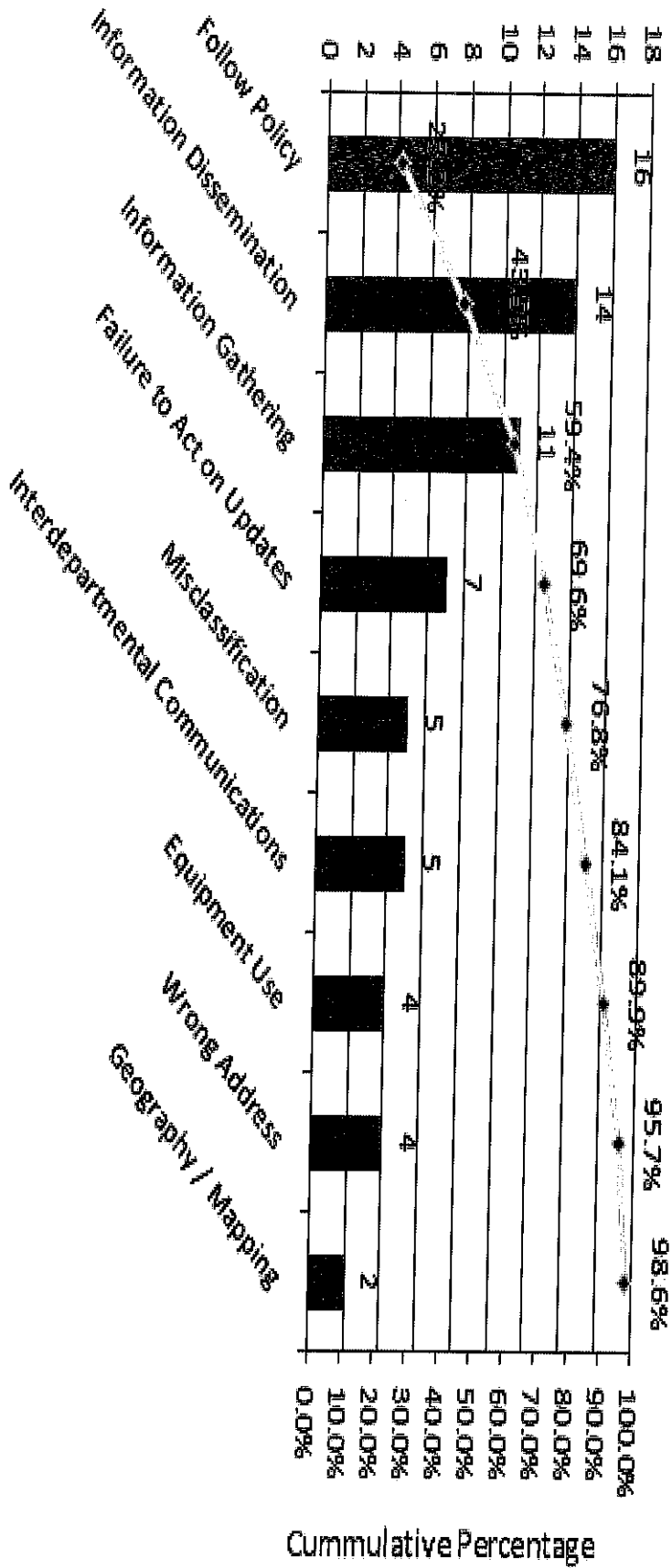
Fishbone Diagram



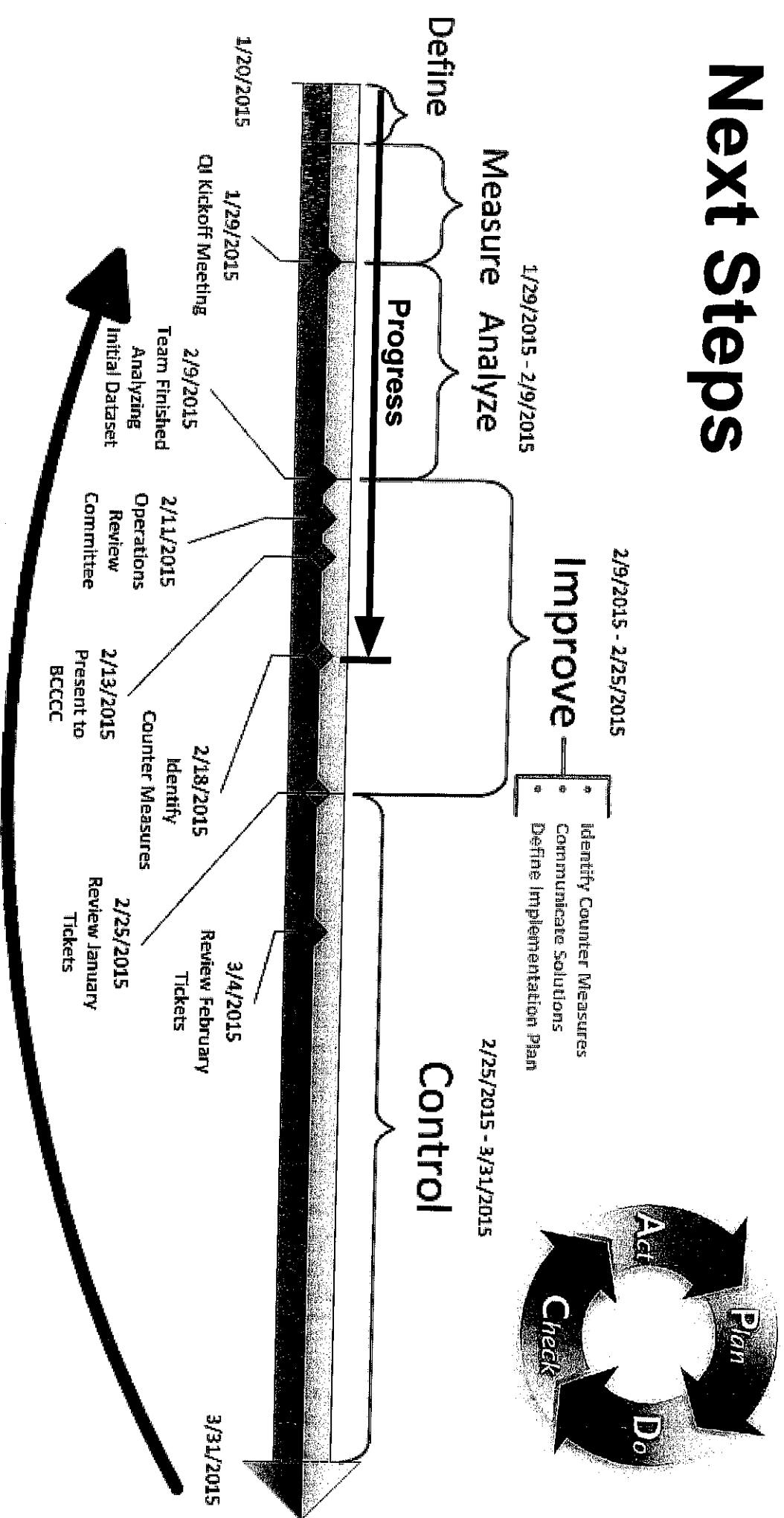
Stratified Data

N=69

Stratified Operator Tickets October thru December, 2014



Next Steps



BMC SERVICE DESK EXPRESS

Incident: 313937

As of Tuesday, Jan 27, 2015 10:04

Incident

Page 1 of 5

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-011	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/20/2015 3:21:25PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: OPEN	Due Date: 1/30/2015 3:21:25PM	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: MEDIUM

LOCATION: ALL PSAPS

REPORTED BY:

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org<mailto:angela_mize@sheriff.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

PERIODICALLY, WE RECEIVE INFORMATION FROM COUNTY-WIDE HOSPITALS INDICATING A DIVERSION FROM THEIR FACILITY DUE TO A VARIETY OF ISSUES.

QUESTION FOR ALL FR AGENCIES COUNTY-WIDE - IS THERE ANY NEED TO COMMUNICATE THIS DIVERSION TO FIELD UNITS?

THERE ARE TWO VERY DIFFERENT THOUGHTS PREVAILING -

THE FIRST IS THAT THIS INFORMATION IS USEFUL TO FR AGENCIES TRANSPORTING PATIENTS .

THE SECOND IS THAT THIS INFORMATION IS UNNECESSARY AS FR AGENCIES WILL CONTINUE TO TRANSPORT AND IF WE TRY TO COMMUNICATE A DIVERSION THEN IT WOULD ACTUALLY LEAD TO LONGER AND UNNECESSARY TRANSPORT DELAYS.

SO - WHAT DOES FR AGENCIES COUNTY-WIDE WANT REGIONAL COMM. TO DO WITH THESE NOTIFICATIONS, IF ANYTHING?

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<mailto:angela_mize@sheriff.org>

[cid:image001.jpg@01D034C4.85E70A90]

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
1/20/2015 3:21:25PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/20/2015 3:21:26PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/20/2015 3:21:27PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/20/2015 3:21:28PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/20/2015 3:22:12PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-313937	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: MREXHTCA12.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 mrexhtca12.bc.broward.cty (10.10.40.77) with Microsoft SMTP Server id 14.3.169.1; Tue, 20 Jan 2015 15:21:45 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unil8.co.broward.fl.us with ESMTP; 20 Jan 2015 15:21:45 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Tue, 20 Jan 2015 15:21:45 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Tue, 20 Jan 2015 15:21:45 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-313937

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10M5VIME4MBw000167a1@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 20 Jan 2015 20:21:45.0235 (UTC) FILETIME=[B5E5EE30:01D034EE]

Return-Path: selfhelp@broward.org

1/20/2015 3:36:30PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:01:01
1/20/2015 3:36:31PM	LFARMER	Urgency has been changed	URGENCY_CHANGE	00:00:00
1/20/2015 3:36:48PM		Sent Email To ASABIN	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032
OCT 911 Operations N.eml		4076
unknown.log		286



E911 Regional Consolidated Communications

Change Approval

1. General Information	
Nature of Change:	
Participating Municipality Requesting Change:	
• What agency is the primary proponent of this Change?	
• Who, within that agency, is the Project Sponsor? <i>(Note: This person must be a decision-maker with the authority to commit department resources.)</i>	
• Agency Lead:	

2. Stakeholders				
	Name	Department	Telephone	E-mail
BC ORCAT	Rick Carpani	BCORCAT	954-357-8570	rcarpani@broward.org
BC ORCAT Operations	Tony Sabin	BCORCAT	954-357-7312	asabin@broward.org
BC ORCAT Agency Lead (Applications):	Daniel Revis	BCORCAT	954-410-2665	drevis@broward.org
BC ORCAT Agency Lead (Radio):	José M. De Zayas	BCORCAT	954-357-8012	idezayas@broward.org
BC ORCAT Agency Lead (911):	Brett Bayag	BCORCAT	954-594-7774	bbayag@broward.org
Communications Manager-South	Scott Whitworth	BCORCAT		
Communications Manager-Central	Jenna DiPlacido	BCORCAT		
Communications Manager-North	Drew Smous	BCORCAT		
Consolidated Dispatch Operator	Liza Zarrazinski	BSO	954-321-4300 561-602-5554	Lisa_Zarazinski@Sheriff.Org



E911 Regional Consolidated Communications

3. Change Description
Change Description / Justification
<ul style="list-style-type: none"> Describe reason for change Describe Operations Justification. <p><u>Description/Intentions</u> XX</p> <p><u>Summary</u> XX</p>
Deliverables
1.

4. Sign off				
	Name	Title	Signature	Date (MM/DD/YYYY)
BC ORCAT	Daniel Revis	Applications Manager		
BC ORCAT	José M. De Zayas	Radio Manager		
BC OCT	Brett Bayag	911 Manager		
Consolidated Dispatch Operator	Liza Zarrazinski	BSO		



E911 Regional Consolidated Communications

Submitting Agency Lead				
Submitting Agency Police Chief				
Submitting Agency Fire Chief				

5. Approval				
	Name	Title	Signature	Date (MM/DD/YYYY)
ORCAT-Director	Rick Carpani	Director		
ORCAT-Operations	Tony Sabin	E-911 Administrator		
Police Chiefs Association				
Fire Chief Association				

6. List of Addenda	
Document Name	Filename and Location
<i>List all files supplemental to this Change here.</i>	
CMR #12345	
Room Layout	
SOP #	



E911 Regional Consolidated Communications

7. Notes / Comments

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