



Office of Regional Communications and Technology

April 14, 2015

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Jenna DiPlacido	Regional E911 Communications Manager
Drew Smous	Regional E911 Communications Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Angela Mize	Regional Communications Assistant Director
Suzanne Lowe	Site Manager, Central 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, April 14, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Jenna DiPlacido called the meeting to order at 2:06 p.m.

Ms. DiPlacido presented a slide depicting the agenda, a copy of which is attached hereto and made a part hereof these minutes. Drew Smous announced that agency access to audio is still in process; there is a contract amendment with Replay Systems. Ms. DiPlacido pointed out that all agency representatives should be in receipt of BSO's (Broward Sheriff's Office) policies and procedures. She strongly recommended that agency representatives peruse the policies to determine any necessary additions or revisions.

Ms. DiPlacido went on to note a consensus among Operational Review Team (ORT) members from the North and South Consolidated Dispatch Centers to hold regional ORT meetings twice per year. With regard to the purpose and use of the INFO channel, she referred to the related policy 2.22.1, a copy of which is attached hereto and made a part hereof these minutes. Angela Mize stated the true intent of the INFO channel dispatcher was to serve as a back-up system for the MAIN channel dispatcher. However, with the INFO channel dispatcher currently located at the North Consolidated Dispatch Center (North) it is challenging to fulfill the intended role. Ms. DiPlacido pointed out that INFO channel is a popular topic raised at a number of ORT meetings. There are differing opinions as to how INFO channel should be used. She invited meeting attendees to review policy 2.22.1 and possibly assist Captain Jon Sucher of North Lauderdale Fire Rescue (attendee of the North FR ORT meeting) in sponsoring it. To that end, Mr. Smous provided Captain Sucher's email address to meeting attendees. Chief Timothy Heiser of Fort Lauderdale Fire Rescue stated that his agency would have an issue with units going out of service on a separate channel. Ms. DiPlacido said other agency representatives have expressed the

same opinion. Chief John McNamara of Sunrise Fire Rescue indicated that he had issues with how fire alarm testing is being conducted. He recalled sending Ms. DiPlacido a response to an incident ticket submitted by his agency; he believed parts of the response do not make sense. He asked ORCAT staff to review the information he provided on this matter. Ms. DiPlacido clarified that Captain Sucher's position was not to have the INFO channel at all three consolidated dispatch centers, rather an agency representative from Fort Lauderdale Fire Rescue wanted that implemented. She said Captain Sucher raised inconsistencies related to INFO channel usage. Ms. DiPlacido agreed that the INFO channel policy is inconsistent. Ms. Mize believed that, ideally, there should be an INFO channel at each dispatch center. Chief Jeff Levy of Lauderdale Fire Rescue thought, currently, only agencies dispatched from the North center benefit from the INFO channel. Chief McNamara agreed that INFO channel should be at each dispatch center. Suzanne Lowe pointed out that the INFO channel dispatcher must prioritize calls. Chief McNamara agreed. Ms. Lowe noted that there are two ways of notifying (the dispatcher) that the fire inspector is performing an alarm test. She said it would be helpful for the fire inspector to give the dispatcher about 10 minutes of lead time before testing the alarm. Chief McNamara said he would look into the (suggested) timeframe to see what his agency's personnel are doing. However, sometimes the issue is simply that his personnel cannot report it because the INFO dispatcher is handling other calls. The fire inspectors for Sunrise Fire Rescue are required to provide him with a weekly log of all alarms with issues. Before making a suggestion as to how his personnel should proceed, he said he would ask them to make him aware of their normal process. Ms. DiPlacido recalled this topic being discussed at a North ORT meeting where attendees were confused about the process. She asked if a service (dispatch) call is supposed to be entered when an alarm technician or fire inspector places a fire alarm on test. Ms. Mize replied that it depends upon who is calling in; a fire inspector would be placed in status code and it is considered a status, not a call. An alarm technician calling in would become a call for service with the intent to relay that information to a battalion chief. Ms. DiPlacido asked if the call remains open for a period of time, or if it is just "for your information" and then closed out. Ms. Mize was uncertain if the policy states to keep the call open. She believed the call is ultimately closed out, but likely there is benefit in keeping it open. Chief Thomas DiBernardo of Sunrise Fire Rescue expressed support of INFO channel being at each dispatch center. Chief McNamara told Ms. DiPlacido that he would contact Chief Sucher. Chief Levy thought the INFO channel matter could be raised at the Fire Chiefs' Association of Broward County (FCABC) Mutual Aid and Communications Committee (Mutual Aid). Ms. DiPlacido asked Ms. Mize why fire inspectors are placed on a status and not a call. Ms. Mize replied that there is no reason why a call cannot be created, but the question falls to whether that would be problematic for agency representatives as the calls will dump into their RMS (Records Management System). Chief DiBernardo stated that his agency has been receiving the calls since August. Ms. Lowe indicated that some points to consider are that a duplicate event would be generated so the alarm company's incident can be attached. Also, if the alarm company's call-back response time is being tested, the call taker will have to verify that the address is correct, update the call, and send a message. She believed creating a call is the best option. Ms. DiPlacido invited meeting attendees to revisit various methods when this topic is discussed at Mutual Aid and determine the best choice. She thought the easiest method would be creating a call.

With regard to the language line, Ms. DiPlacido went on to state that agency representatives cannot piggyback on the County's contract. However, it would be possible for all participating law enforcement and fire rescue agencies to have one contract with the language line service and be billed separately. Each agency would be given separate client numbers, and billing would be based on those numbers. She clarified that the State provides language line services for about 73 cents per minute as she recalled some agency representatives mentioning charges as high as 20 dollars per minute.

As for open status Priority 1 incident tickets, Ms. DiPlacido pointed out that the incident tickets listed on the agenda (numbers 332778 and 329214) were closed out last week. A copy of each incident ticket is attached hereto and made a part hereof these minutes. She asked Fort Lauderdale Fire Rescue representatives if they wished to discuss the incidents. Chief Heiser asked to defer these items until the arrival of Chief Douglas Stanley of Fort Lauderdale Fire Rescue. Ms. DiPlacido agreed. She went on to ask if meeting attendees had any incident dispositions to review. There was no input provided. Chief Levy asked if it is possible to include a field for the incident ticket information on the Incident Response Form. Ms. DiPlacido agreed with his suggestion and said it could be included along with some other revisions.

Mr. Smous reviewed slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. As shown on the *January Incidents* slide, of the 30 incidents reported, 21 were call-taker related and 9 were dispatcher related. He went on to review the *Call Taker – Address Collection Workflow* slide. He asked meeting attendees if there were any questions. Chief McNamara asked if the QI (Quality Improvement) team considered the number of calls in the queue at the time of the incidents categorized as “failure to act on updates” shown on the *January Incidents* slide. He recalled personally reviewing similar incidents at his agency. Going forward, he asked Mr. Smous to look at the number of calls in the queue for “failure to act on updates” incidents. He recalled the amount of information provided in updates varies, ranging from 60-second updates when there are a number of calls in the dispatcher’s queue to very lengthy information when call volume is low. Mr. Smous indicated that call volume can be reviewed in terms of whether the dispatch position is capable of handling the traffic. Chief McNamara thought it is important to keep in perspective the concern that extremely lengthy updates increase radio traffic. Mr. Smous said the critical nature of updates must be taken into account and updates should be expected, but radio traffic should also be monitored. Chief McNamara recalled some instances where units were not provided updates because they were on scene; hence, all aspects of each incident should be reviewed before labeling it dispatcher error. Ms. Mize noted that BSO’s Quality Assurance (QA) unit has reviewed almost 950 calls since January; most were random reviews. Positive trends are emerging, including a decrease in the frequency of policy violations. The QA unit is taking proactive steps addressing operators and documenting frequency and types of operator violations. The incident tickets submitted by agency representatives are beneficial to this process. Overall, BSO’s QA unit is taking a proactive, rather than a reactionary approach to resolving issues.

With regard to addressing, Ms. Mize confirmed for Chief McNamara that operators are periodically trained in mapping; however, there is a tendency to forget the information if it is not used regularly. The incident tickets and random QA reviews as well as the analyst’s review of P2/P3 compliance for speed and accuracy are all utilized to determine root causes of mistakes. A finding is that a number of operators are not utilizing mapping resources, and there is focus on resolving this matter. Chief McNamara thought a contributing factor to addressing issues could be operators struggling to meet performance indicator timeframes. Ms. Mize noted that operators have been told that speed is of no value without accuracy. She added that highway-specific map training is being provided. Ms. DiPlacido noted that, in many cases, highway callers do not provide operators the information that allows them to select the correct direction. She clarified for Chief McNamara that the incidents in this data review presentation were reviewed by BSO’s QA team and deemed operator error; incidents involving a proper interrogation by dispatch, but incorrect information provided by the caller are not included.

Ms. DiPlacido referred to incident ticket number 331295, a copy of which is attached hereto and made a part hereof these minutes. Ms. Lowe provided an overview of the incident. Chief Stanley noted that his agency is not making a global request to connect the radio channels; rather, the

decision should be made by the incident commander on scene. Chief Heiser expressed desire to bring this matter forward at Mutual Aid. But, in the meantime, he wanted his agency's standard to remain the same with an allowance for Fort Lauderdale Fire Rescue agency representatives to be granted a patch upon their request in, either, the city of Fort Lauderdale or Wilton Manors. But Fort Lauderdale Fire Rescue does not want to allow any other agencies coming into Fort Lauderdale (or Wilton Manors) to obtain a patch unless Fort Lauderdale Fire Rescue makes the request. Ms. Lowe indicated that dispatchers will give the same level of authority to any battalion chief requesting a patch, regardless of their agency. Chief Stanley pointed out that the incident commander would have charge. Ms. Lowe thought the issue must be worked out as it results in dispatchers caught in the middle. Chief DiBernardo thought this matter was worked out four years ago at Mutual Aid where a decision was made to not allow automatic patching. Rather, the decision to patch is made by the host incident commander. Discussion ensued. Chief Heiser indicated that his request (regarding patching) is based on the direction of Fort Lauderdale's Fire Chief Robert Hoecherl.

Ms. DiPlacido provided an overview of incident ticket number 326352, a copy of which is attached hereto and made a part hereof these minutes. She asked meeting attendees their opinion on staging timers to remind dispatchers to verify with law enforcement if fire rescue can enter a scene and, if not, to let fire rescue know. Chief Heiser expressed support of staging timers. Ms. DiPlacido pointed out that Pompano Beach Fire Rescue recommended setting the timer at 10 minutes. Chief Heiser agreed. There was no additional input, or objections expressed.

Ms. DiPlacido reviewed the *Regional 911 Portal – New User* slide, a copy of which is attached hereto and made a part hereof these minutes. She noted that forms related to regional consolidation and BSO's policies will be posted on the regional portal. She went on to review the policy dashboard on the regional portal. Mr. Smous noted the objective is to provide a vehicle for subject matter experts to generate policy changes. Once the policy revisions are approved by ORT members, they will be brought forward to, either, the FCABC or the Broward County Chiefs of Police Association (BCCPA) for finalization and approval as regional policy. He went on to review slides depicting the Incident Response Form, the Regional Policy Change Request Form, and the Regional Policy Change Request Process. A copy of each slide is attached hereto and made a part hereof these minutes. An entry for employee number is included on the Incident Response Form in order to track any employees with repetitive issues. Ms. DiPlacido thought it may be possible to utilize the regional portal as a means to fast-track policies and avoid the time consuming process of bringing items forward to each ORT meeting (North, Central, and South).

With regard to telephone outage notification procedures, Ms. DiPlacido indicated that this relates to a recent incident involving loss of non-emergency lines. It was stated at the previous Central PD ORT meeting that dispatch will notify all road personnel if any phone service is loss. Notifications will be provided via any possible method including radio, MDT (Mobile Data Terminal), and pagers. Chief Levy elaborated upon an issue his agency has been experiencing with HipLink where numerous pages are sent for the same incident for events like CAD (Computer Aided Dispatch) and radio outages. He asked if it would be possible to have one person send an all-page, rather than each dispatch center sending one. Mr. Smous asked him to provide an example so he could look into the matter. Ms. DiPlacido inquired as to the protocol for dispatch employees to follow when equipment goes down at their center. Ms. Lowe replied that it is part of the protocol to notify site managers at the other dispatch centers. Chief Levy referred to his pager and noted that he recently received eight pages for one incident. Ms. DiPlacido asked Ms. Lowe if multiple groups are executed within one page, and possibly Chief Levy is included in each group. Ms. Lowe explained that one tone-all is executed and a group page for the involved

agency. She said she would ask the duty officer about the page Chief Levy referenced. Ms. DiPlacido indicated that the matter must be reviewed.

Ms. DiPlacido went on to state that Chief Heiser is listed as the sponsor for the ocean rescue policy. Chief Heiser said he already met with every agency that has marine access including BSO, Fort Lauderdale PD, the United States Coast Guard, and FWC (Florida Fish and Wildlife Conservation Commission) to develop a call-down ocean rescue plan. He said he will likely have the plan completed by the next FCABC meeting where he plans to distribute it for their review and modification. He added that he hoped to have a product compiled by next month for everyone to review and modify. He elaborated upon components of the draft plan. Mr. Smous inquired as to whether a boating accident with no injuries requiring only a law enforcement response is being considered in the off-shore response component. Chief Heiser answered in the affirmative. Discussion ensued. Mr. Smous pointed out that, upon completion, the ocean rescue plan will be posted on the regional portal.

There being no further matters to address, the meeting adjourned at 3:38 p.m.



Agenda

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

Date: Tuesday, April 14, 2015

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio update
 - b. BSO's policies and procedures to be distributed to all agencies – Please review and advise of any desired revisions or alert field personnel of procedures
 - c. Hold combined center meetings twice per year (all PD at each center & all FR at each center separately) – suggested at 3/17/15 Central FR ORT meeting
UPDATE: no objection at other centers
 - d. Purpose and use of INFO channel
 - e. Language line
- III. Open Status Priority 1 Incident Review
 - a. Incident ticket # 332778 - Fort Lauderdale FR
 - b. Incident ticket # 329214 – Fort Lauderdale FR
- IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

- a. Incident ticket # 331295 – Fort Lauderdale FR wants to be isolated on own talkgroup when working critical incidents

VIII. New Business

- a. Incident ticket # 326352 (Pompano Beach FR) – Timer settings for fire rescue personnel waiting on scene while PD stages

b. Policy Dashboard Review

c. Regional 911 Incident Response Form

d. Regional 911 Portal

e. Regional Policy Change Request Form

f. Regional Policy Change Request Process

g. Phone outage notification procedures

IX. Adjourn

2.22.1 BCF Info Dispatch: The BCF Info Dispatcher is a central answering point to process non-emergency requests for Fire Rescue personnel. The BCF Info Dispatcher also monitors radio talk groups where field personnel can make requests to include Fire Rescue field unit status updates. These talk groups are "BCF Info" and BCM 12 OPS 1.

- A. Duties and Responsibilities: Each BCF Info call should be answered within three rings to ensure expedient service by stating, "**Fire Rescue, may I help you?**" In the event that the BCF Info Dispatcher is handling another emergency request, the TAC and/or MedCom Dispatcher will assist by answering the incoming calls. Calls will be prioritized and processed according to the nature of the request. If the BCF Info Dispatcher is unable to process a request, the Duty Officer will be immediately notified.

Requests from Radio Operators will take priority over non-emergency telephone calls. The following are a list of common requests for the BCF Info Dispatcher:

1. Process Mutual Aid requests from the Mutual Aid Response System (MARS) telephone, agency telephone lines, notifications via 12 OPS 1, or Primary Dispatchers when the TAC Operator is busy.
2. Performs follow-up calls on fire alarm calls for service upon the receipt of the CAD automated message for cities within the North Region PSAP:
 - a. Contact the premise several times, if the line is busy.
 - b. Do not contact the premise if the alarm indicates burglary/panic type as well as fire.
 - c. Document the name and title of the person with whom contact is made.
 - d. Establish cause of the fire alarm and if smoke or flames are present.
 - e. Establish if the caller needs assistance resetting the fire alarm when it is determined to be a false activation.
 - f. Update the CAD incident with the findings of the status check.

3. Assist the North Primary Dispatchers, or via notification from 12 JOPS 1, with special requests on calls such as:
 - a. Contacting other fire rescue or law agencies.
 - b. Contacting the nearest airport tower or Fort Lauderdale-Hollywood International Airport (FLHIA) (after hours) to check for wind speed and direction for all hazmat calls as applicable.
 - c. Reporting electrical hazards to the appropriate business or servicing agency.
 - d. Retrieving and/or verifying information for the CAD call for service for events within the North Region PSAP.
 - e. Relay information to business or other public safety entities i.e. State Fire Marshall via FHP, American Red Cross, FPL, Telephone Companies, Cable Companies, etc.
 - (1.) When contacting FPL, ascertain if there are any safety hazards such as downed wires, if the wires are live, and a pole number, if applicable.
 - (2.) Ask for an estimated time of arrival and a ticket or reference number, if applicable.
 - f. Provide response times for field personnel.
4. The BCF Info Dispatcher will document the CAD call for service with the request and outcome as they are received. The Primary Dispatchers should also be notified of any updates.
5. Broadcast information listed on the Working Incident Advisory Form for qualifying incidents, such as confirmed working fires, Hazmat incidents, incidents requiring Technical Rescue Team response, and Mass Casualty incidents via 12 JOPS 1/MARS.

B. Specialized Requests:

1. **Knox Box:** A Knox Box is a safe, containing keys to commercial and residential property. In the event of an emergency, Fire Rescue personnel utilize these keys to gain access/entry to the property without causing damage. The Knox Boxes are located on certain fire rescue vehicles. The keys cannot be removed from the

safe until an access code is sent from the Regional Communications Center.

2. The request for a release code will be made on BCF Info to the BCF Info Dispatcher. When the request is made, the BCF Info Dispatcher will:
 - a. Ask the unit for their 4-digit vehicle number, which is also their Knox Box number.
 - b. Locate the Menu Bar the CENTRACOM Gold Elite Radio System Monitor and select Page.
 - c. The page will display four options. The Standard Page will be selected.
 - d. A master list will appear on the left side of the screen. Select the appropriate Knox Box number.
 - e. Depress the box containing the picture of a total of 4 pagers with a red arrow pointing to the right.
 - f. The Knox Box number will appear in the pending pages box. Depress "Send" to activate the Knox Box page.
 - g. Close all screens and confirm that the safe has opened on the fire rescue vehicle.
3. **Inter-Facility/Out-Of-County Transports (IFT):** An inter-facility transport is necessary when a hospital patient requires more extensive treatment than the hospital can accommodate. BSO Air Rescue and/or FR field apparatuses may be requested to transport these patients to another hospital or a facility out of county.

Intra-facility transports will be called in directly to the FR Point of Contact (POC) for each respective jurisdiction participating in IFTs. The FR POC will notify their respective main talkgroup dispatcher, who will generate a CAD event for service utilizing the signal S67T. The Fire Rescue Dispatcher will be provided the correct zone assignment and/or field apparatus to assign for the IFT.

For any out of county transports for AR85 dialed into Regional Communications, a CAD event will be zoned for "County at Large" and bypassed to reach the BCF Info Dispatcher who will notify the Duty Officer of a request for any out- of-county transport. The Battalion Chief overseeing Air Rescue will be notified. BCF Info

Dispatcher will complete the "Out of County Facility Helicopter Transfer Request Form." Once approved by the Battalion Chief, the Air Rescue Unit will be assigned to the call.

6. **Hazmat Incidents:** Hazardous materials are defined as any material that possesses an unreasonable risk to the health and safety of persons and/or the environment. A hazmat incident may evolve from improper control of hazardous material during handling, storage, manufacture, processing, packaging, use, disposal, or transportation.
 - a. The BCF Info Dispatcher/FR TAC Dispatchers should be monitoring the pending queue county-wide. If a call is generated that fits the criteria to qualify as a hazmat incident within their respective PSAPs municipal jurisdictions, the appropriate BCF Info Dispatcher/FR TAC Dispatcher will contact the nearest Airport Tower or the FLHIA for current wind speed and direction.
 - b. The information will be entered into the CAD call for service and relayed to the Dispatcher monitoring the incident.
7. **Automated Temperature Alarms (Chiller Alarms):** The air conditioning system for the generators at the radio towers have a monitoring system to ensure that the generators are being properly cooled. When conditions are dangerous for the generators, the PSAP may receive notification. The Dispatcher will notify the Duty Officer and contact the Radio Shop immediately.

2.22.2 Local Government: All Local Government matters are the responsibility of either Broward County or a part of municipal services.

- A. Animal Care and Regulation (ACAR): Animal Care and Regulation handles calls involving injured, abandoned, neglected, or abused dogs and cats; however, in extreme cases, a call may be generated for injured wildlife. ACAR is not contracted to provide service to the cities of Coral Springs, Margate and Pompano Beach.
 1. Reports of barking dogs will be referred to the local Law Enforcement agency.
 2. ACAR can be referred to for the following types of situations: (Bold text signifies an emergency classification for Animal Care)
 - a. Investigation of claims of animal abuse and abandonment.
Animals left without food, water, or shelter for more than 24

BMC SERVICE DESK EXPRESS

Incident: 332778

As of 10 Apr 2015 3:45:13 PM

Incident

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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: 9 Apr 2015 8:04:24 AM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 11 Apr 2015 8:04:24 AM	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: 04/08/15

INCIDENT NUMBER: 08-14554

PRIORITY LEVEL: 1

LOCATION: 530 SW 20 Ave

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

E47 and R47 responded to a call earlier that was dispatched as a sick person. R47 was initially the only unit dispatched to this incident. Upon receiving the call R47 verified the information with FireCom and FireCom repeated the original information they sent out. This was a significant error because upon arrival R47 observed CPR in progress by the family, who subsequently informed R47 crew that they told the call takers that their loved one was not breathing. Failure to transmit the updates in a timely manner led to a delay in E47 being added to the call, which delayed patient care.

ADDITIONAL COMMENTS:

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9 Apr 2015 8:04:24 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
9 Apr 2015 8:04:25 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9 Apr 2015 8:04:26 AM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
9 Apr 2015 8:04:27 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
9 Apr 2015 11:06:08 AM	JDIPLACIDO	Urgency has been changed	URGENCY_CHAN GE	00:00:00
9 Apr 2015 11:06:17 AM	JDIPLACIDO	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:03
9 Apr 2015 11:06:51 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

BMC SERVICE DESK EXPRESS

Incident: 329214

As of 10 Apr 2015 3:46:26 PM

Incident

Page 1 of 3

Client Information		Assign to Information	
Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4498
Client ID: DOSTANLEY		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: OCT911 - OPERATOR	OCT911 - Operator	
Impact ID: OCT911	Opened: 26 Mar 2015 8:22:58 AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911 HIGH	Responded Date and Time:
Status: WAITCUSTO MER	Due Date: 26 Mar 2015 8:22:58 AM	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: 03/25/15

INCIDENT NUMBER: 0812480

PRIORITY LEVEL:1

LOCATION: 1312 SW 9 Ave

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

Announced on main channel that they had a structure fire when they were asking for a mutual aide rescue for Oakland Park. Units waited approximately 2-3 minutes till tones and address came across. Units dispatched to 839 NW 14 St. When units almost arrived, FireCom announced address correction to 1312 SW 9 Ave. Units re-routed and E3 dispatched. Westway Tow supervisor on scene stated that he monitors PD channel and PD was notified of correct address long before we were. Please find out how PD can get the correct address and we had a delay getting the changes and also verify if the call taker was given the incorrect address by the caller initially. This was a well involved kitchen fire in an elderly woman's house.

ADDITIONAL COMMENTS:

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
26 Mar 2015 8:22:58 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
26 Mar 2015 8:22:59 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
26 Mar 2015 8:23:00 AM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
26 Mar 2015 8:23:01 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
26 Mar 2015 9:57:07 AM	JDIPLACIDO	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:18
26 Mar 2015 9:57:08 AM	JDIPLACIDO	Urgency has been changed	URGENCY_CHAN GE	00:00:00
26 Mar 2015 9:57:22 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
26 Mar 2015 4:08:17 PM	JDIPLACIDO	Notes	NOTES	00:30:00
<p>Waiting on response from Angie ref multiple questions about incident. Sent what was received so far to Chief Stanley JDIPLACIDO 3/26/2015 4:08:58 PM JDIPLACIDO 4/6/2015 10:12:05 AM</p>				
26 Mar 2015 4:09:14 PM	JDIPLACIDO	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHANG E	00:00:50
26 Mar 2015 4:09:15 PM	JDIPLACIDO	User Defined Status Changed To WAITOTHER	HD_STATUSCHAN GE	00:00:00
6 Apr 2015 10:21:48 AM	JDIPLACIDO	Contacted Customer with Updated Status	_CONTACT CUST UPD	00:09:56
<p>Sent incident response form to Chief Stanley JDIPLACIDO 4/6/2015 10:22:11 AM</p>				
6 Apr 2015 10:22:17 AM	JDIPLACIDO	User Defined Status Changed To WAITCUSTOMER	HD_STATUSCHAN GE	00:00:29

Work Orders

Attachments

January Incidents

Incident	Category	Position	Service Category	Summary
316184	Information Gathering	Call Taker	Event Interrogation - FR	Didn't interrogate caller properly for an accident with injuries
315930	Equipment Use	Call Taker	Addressing	Entered incorrect street type in CAD (St instead of Ave)
315620	Failure to act on updates	Dispatcher	Addressing	Didn't select proper city in CAD
315008	Information Gathering	Call Taker	Reviewing Updates - EMD Assignment	Didn't assign proper Rescue units based on the escalation
314442	Equipment Use	Call Taker	Addressing	Didn't properly get secondary address validation
314364	Follow Policy	Dispatcher	Addressing	Didn't use address or phone number provided by system.
314136	Non Issue	Dispatcher	Updating Unit Status	Changed the status of the ONView to Arrival Status stopping the timer
314126	Follow Policy			Not an operator error but no policy to define whether or not the dispatcher should have asked the officer if they needed backup.
313978	Information Gathering	Call Taker	Addressing	Did not enter correct address
313920	Equipment Use	Call Taker	Addressing	Didn't select proper city in CAD
313841	Failure to act on updates	Dispatcher	Failure to Create CAD Event	Didn't submit HAZMAT page once advised
313656	Operator Performance	Dispatcher	Updating Unit Status	Removed Officer from call vs stopping timerecks when requested
312950	Equipment Use	Call Taker	Addressing	Didn't search for common place properly
312387	Information Dissemination	Dispatcher	Verbalizing Safety Flag	Didn't read safety flags
311612	Information Dissemination	Dispatcher	Reviewing Updates	Didn't monitor calls - Second CT got new information; assault
	Failure to act on updates	Call Taker	Failure to create CAD event	didn't change signal type.
	Information Gathering	Dispatcher	Reviewing Updates - Verbalize Event	Didn't verbalize updates
311560	Information Dissemination	Call Taker	Event Interrogation - FR	Didn't interrogate for injuries
311162	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Send EMD to non participating Parkland Dispatch
	Information Gathering	Call Taker	Failure to create CAD event	Didn't create proper Rescue call when information provided
311122	Misclassification	Call Taker	Addressing	Didn't enter address properly
311027	Information Gathering	Call Taker	EMD Classification	Didn't choose the right signal
310873	Information Dissemination	Call Taker	Event Interrogation - Law	Didn't interrogate properly before dispatching call. Didn't ask if weapon caused injury to wrist
310590	Operator Performance	Dispatcher	Failure to create CAD event	CAD Entry - Didn't create CAD event when receiving a call for alarm activation
309491	Information Dissemination	Dispatcher	Radio Traffic Management	Was not responding in a timely manner. Handling the volume of traffic.
309343	Information Dissemination	Call Taker	Failure to create CAD event	Resolution in 311027 - Duplicate Incident
308524	Information Gathering	Call Taker	Addressing	Didn't create a fire HAZMAT call with initial Law event
308008	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Entered wrong address. Repeated address instead of asking caller to repeat it.
30766	Information Dissemination	Dispatcher	Failure to Create CAD Event	Sent FR call to non participating Parkland Dispatch
297591	Information Gathering	Call Taker	Addressing	Didn't enter the FR call from Law in a timely manner
297572	Information Gathering	Call Taker	Addressing	Send call to Seminole instead of creating a call for Seminole park in HW
				Created call for the Coconut Creek Seminole Hardrock instead of Hollywood

Call Taker

21

Addressing	11
Failure to Create CAD event	4
Event Interrogation	3
Regional knowledge	2
EMD Classification	1
Dispatcher	9

Reviewing Updates	3
Updating Status	2
Failure to Create CAD event	2
Verbalizing Safety Flag	1
Radio Traffic Management	1

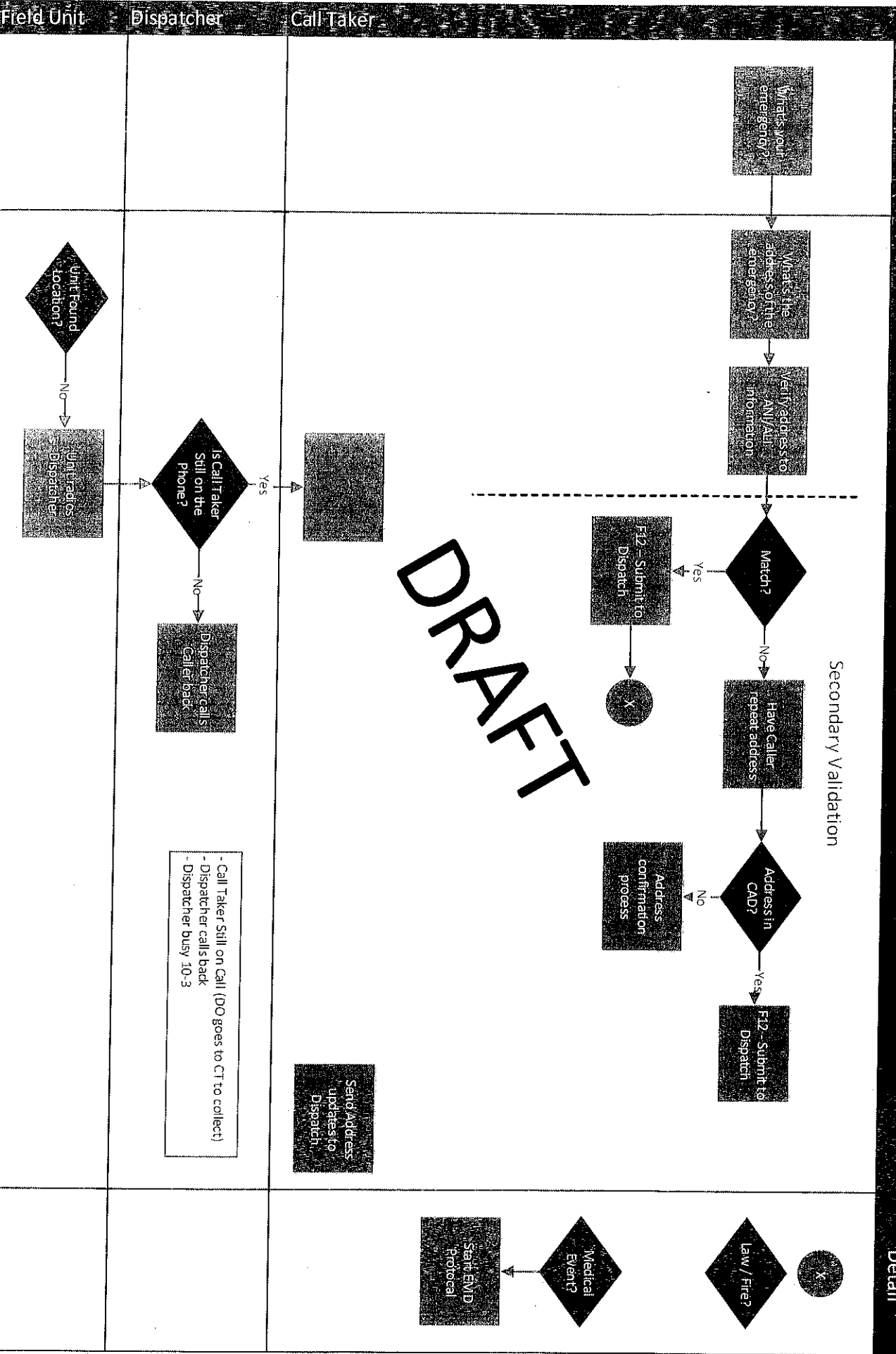
Call Taker - Address Collection Workflow

Event
Interrogation

Address Collection

EMD / Scene
Detail

DRAFT



BMC SERVICE DESK EXPRESS

Incident: 331295

As of 13 Apr 2015 9:29:58 AM

Incident

Page 1 of 11

Client Information

Assign to Information

Last Name: LOWE	First Name: SUZANNE	JDIPLACIDO	Ext:
Client ID: SLOWE		JENNA	DIPACIDO
Company ID: BROWARD COUNTY		OCT OPS	
Phone:	Ext:		

Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 2 Apr 2015 5:50:59 PM		Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED		Responded Date and Time:
Status: OPEN	Due Date: 12 Apr 2015 5:50:59 PM		Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{Suzanne_Lowe@sheriff.org}Suzanne_Lowe@sheriff.org

Message: DATE: March 11, 2015

INCIDENT NUMBERS: FOP150311001523/FFL150311010295

PRIORITY LEVEL: MEDIUM

LOCATION: CENTRAL REGIONAL COMMUNICATIONS

REPORTED BY: FIRE RESCUE DISPATCHERS

NAME: N/A

MUNICIPALITY: N/A

AGENCY: BROWARD SHERIFF'S OFFICE

EMAIL ADDRESS: SUZANNE_LOWE@SHERIFF.ORG<mailto:SUZANNE_LOWE@SHERIFF.ORG>

TELEPHONE: 954-320-0597

INCIDENT DETAILS:

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From: Lowe, Suzanne

Sent: Wednesday, March 11, 2015 5:54 PM

To: Keough, Timothy; Brownstein, Robert

Cc: Mize, Angela; Elmaadawy, Latasha

Subject: Potential Complaint #1 - Fort Lauderdale FR

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Suzanne Lowe

From: Lowe, Suzanne

Sent: Tuesday, February 10, 2015 8:07 PM

To: Mize, Angela

Cc: Elmaadawy, Latasha

Subject: FW: FLFR TAC

Hi,

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Sue

From: Mitchell, Kevin
Sent: Tuesday, February 10, 2015 7:31 PM
To: Lowe, Suzanne; Mize, Angela
Cc: Elmaadawy, Latasha
Subject: RE: FLFR TAC

2/10/2015

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The caveat to this entire scenario was that an additional rescue unit was requested to respond by FLFR. The triage patients were being taken to the 15th Street Dock the FLFR Battalion requested a closer FLFR Unit to respond - the BSOFR Battalion on scene advised that R6 was there and available - the FLFR BC continued to request a closer FLFR unit and not utilize R6. During this ensuing situation one of the patients was indeed a full code. If regionalization is to take place we really need common communications, interoperability, and closest unit response. NO WAY Possible would these patient been located with two different TAC working the same incident in the same room at the same time this would have indeed been tying up valuable resources and staff when we really needed all hands on deck to accomplish this critical mission.

Regards,

Kevin L. Mitchell, Sr.
Regional Communications Duty Officer
Broward County Sheriff's Office - Central Region
10440 W. Oakland Park Blvd
Sunrise, FL 33351
Office: (954) 476-4730
Cell: (954) 604-4339
Kevin_mitchell@sheriff.org<mailto:Kevin_mitchell@sheriff.org>

From: William Findlan [mailto:WFindlan@fortlauderdale.gov]
Sent: Monday, February 09, 2015 4:11 PM
To: Mize, Angela; Robert Hoecherl; Timothy Heiser; Douglas Stanley
Cc: Lowe, Suzanne; Elmaadawy, Latasha
Subject: RE: FLFR TAC

Hello Angela,

Yes that is correct.

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Thanks for your assistance in this issue,
Bill

William C. Findlan
Deputy Fire Chief
Fort Lauderdale Fire-Rescue
954-828-4351 Office
954-242-4396 Mobile

"Saving Lives and Property Since 1912"

From: Mize, Angela [mailto:Angela_Mize@sheriff.org]
Sent: Monday, February 09, 2015 3:58 PM
To: William Findlan
Cc: Lowe, Suzanne; Elmaadawy, Latasha
Subject: FLFR TAC

Hi Chief

I've spoken with Suzanne -

Making sure we are clear

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However, if FLFR is requested for mutual aid, they will assume the assignment, or be patched into the working assignment, of the host agency.

Is this accurate?

Angela Mize, ENP, RPL
Regional Communications Assistant Director

Suzanne Lowe
Regional Communications Site Manager
Broward Sheriff's Office
Office: 954-320-0597
Cell: 954-770-0047

[cid:image001.jpg@01CFBACD.526C6050]

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RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
2 Apr 2015 5:50:59 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
2 Apr 2015 5:51:00 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
2 Apr 2015 5:51:01 PM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
2 Apr 2015 5:51:02 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
7 Apr 2015 1:17:26 PM	JDIPLACIDO	Forwarded To Staff JDIPLACIDO	HD_FRWD_STAFF	00:00:04
7 Apr 2015 1:22:08 PM	JDIPLACIDO	Ticket # 331295	EMAILOUT	00:00:30

To: jdiplacido@broward.org

331295

Subject: 911 OPERATIONS

From: SMTP:{Suzanne_Lowe@sheriff.org}Suzanne_Lowe@sheriff.org

Message: DATE: March 11, 2015

INCIDENT NUMBERS: FOP150311001523/FFL150311010295

PRIORITY LEVEL: MEDIUM

LOCATION: CENTRAL REGIONAL COMMUNICATIONS

REPORTED BY: FIRE RESCUE DISPATCHERS

NAME: N/A

MUNICIPALITY: N/A

AGENCY: BROWARD SHERIFF'S OFFICE

EMAIL ADDRESS: SUZANNE_LOWE@SHERIFF.ORG<mailto:SUZANNE_LOWE@SHERIFF.ORG>

TELEPHONE: 954-320-0597

INCIDENT DETAILS:

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To: Keough, Timothy; Brownstein, Robert

Cc: Mize, Angela; Elmaadawy, Latasha

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Suzanne Lowe

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Sent: Tuesday, February 10, 2015 8:07 PM
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Cc: Elmaadawy, Latasha
Subject: FW: FLFR TAC

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There is concern that two TAC dispatchers are tied up on the same event. Additionally, this call required several landline requests. With both TACs busy and the Duty Officers directly involved in overseeing the event, we did not have anyone internally to take care of ancillary requests. It was much more efficient to condense the TAC operations.

Sue

From: Mitchell, Kevin
Sent: Tuesday, February 10, 2015 7:31 PM
To: Lowe, Suzanne; Mize, Angela
Cc: Elmaadawy, Latasha
Subject: RE: FLFR TAC

2/10/2015

Angie/Sue/Tasha:

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10440 W. Oakland Park Blvd
Sunrise, FL 33351
Office: (954) 476-4730
Cell: (954) 604-4339
Kevin_mitchell@sheriff.org<mailto:Kevin_mitchell@sheriff.org>

From: William Findlan [mailto:WFindlan@fortlauderdale.gov]
Sent: Monday, February 09, 2015 4:11 PM
To: Mize, Angela; Robert Hoecherl; Timothy Heiser; Douglas Stanley
Cc: Lowe, Suzanne; Elmaadawy, Latasha
Subject: RE: FLFR TAC

Hello Angela,

Yes that is correct.

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Thanks for your assistance in this issue,
Bill

William C. Findlan
Deputy Fire Chief
Fort Lauderdale Fire-Rescue
954-828-4351 Office
954-242-4396 Mobile

"Saving Lives and Property Since 1912"

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To: William Findlan
Cc: Lowe, Suzanne; Elmaadawy, Latasha
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Office: 954-320-0597
Cell: 954-770-0047

[cid:image001.jpg@01CFBACD.526C6050]

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Incident #: 331295

Open Date: 4/2/2015 5:50:59 PM

Client Name: SUZANNE LOWE

Client Phone:

Client Department:

Group Assigned: OCT OPS

Description: Suzanne_Lowe@sheriff.org

Message: DATE: March 11, 2015

INCIDENT NUMBERS: FOP150311001523/FFL150311010295

PRIORITY LEVEL: MEDIUM

LOCATION: CENTRAL REGIONAL COMMUNICATIONS

REPORTED BY: FIRE RESCUE DISPATCHERS

NAME: N/A

MUNICIPALITY: N/A

AGENCY: BROWARD SHERIFF'S OFFICE

EMAIL ADDRESS: SUZANNE_LOWE@SHERIFF.ORG<mailto:SUZANNE_LOWE@SHERIFF.ORG>

TELEPHONE: 954-320-0597

INCIDENT DETAILS:

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Kevin_mitchell@sheriff.org<mailto:Kevin_mitchell@sheriff.org>

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William C. Findlan
Deputy Fire Chief
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954-828-4351 Office
954-242-4396 Mobile

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Regional Communications Assistant Director

Suzanne Lowe
Regional Communications Site Manager
Broward Sheriff's Office
Office: 954-320-0597
Cell: 954-770-0047

[cid:image001.jpg@01CFBACD.526C6050]

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7 Apr 2015 1:28:52 PM

JDIPLACIDO

Urgency has been changed

URGENCY_CHAN
GE

00:00:00



Work Orders

Attachments

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

BMC SERVICE DESK EXPRESS

Incident: 326352

As of 13 Apr 2015 9:30:54 AM

Incident

Page 1 of 3

Client Information		Assign to Information	
Last Name: BOLTON	First Name: CHESTER	AMIZE	954-321-4496 Ext:
Client ID: CBOLTON		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 16 Mar 2015 9:46:10 AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: WAITMGMT	Due Date: 20 Mar 2015 1:46:10 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Chester.Bolton@copbfl.com}Chester.Bolton@copbfl.com

Message: [Regional Communications Issue Reporting Form]

Date of Incident: 3/15/2015

Incident Number: FPB150315005534

Priority Level: 3

Location: 2551 NE 3RD TER

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell 954-740-9473

Email: chester.bolton@copbfl.com<mailto:chester.bolton@copbfl.com>

Incident Detail: Chief, please see rms report 1505534 in ref to extended staging time. Res 103 arrived to safe staging area on a psych call at 0832. BSO did not arrive on scene until 0901. I pasted cad notes from both fire and law into the report for your review. Dispatcher did provide continuous updates, which was they would send a BSO unit when one became available.

Additional Comments: I have ask numerous times to not inconvenience a rescue when there is a delay in BSO responding. On those calls we cannot enter it makes no sense to dispatch a rescue until BSO is dispatched. This call started out as a law call and rescue should have not been cloned until BSO was in route.

A change needs to be made in the system to accommodate. It is the dispatcher duty to keep track of the units dispatched and not leave them sitting somewhere for 30 minutes. I have ask for a timer to be put on for time in staging and it was denied. I am asking again.

RESOLUTION:

Whiteboard Information








Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
16 Mar 2015 9:46:10 AM 	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
16 Mar 2015 9:46:11 AM 	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
16 Mar 2015 9:46:12 AM 	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
16 Mar 2015 9:46:13 AM 	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
16 Mar 2015 12:49:37 PM 	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
16 Mar 2015 12:49:58 PM 		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
6 Apr 2015 10:10:44 PM 	DSMOUS	User Defined Status Changed To WAITMGMT	HD_STATUSCHAN GE	00:00:40

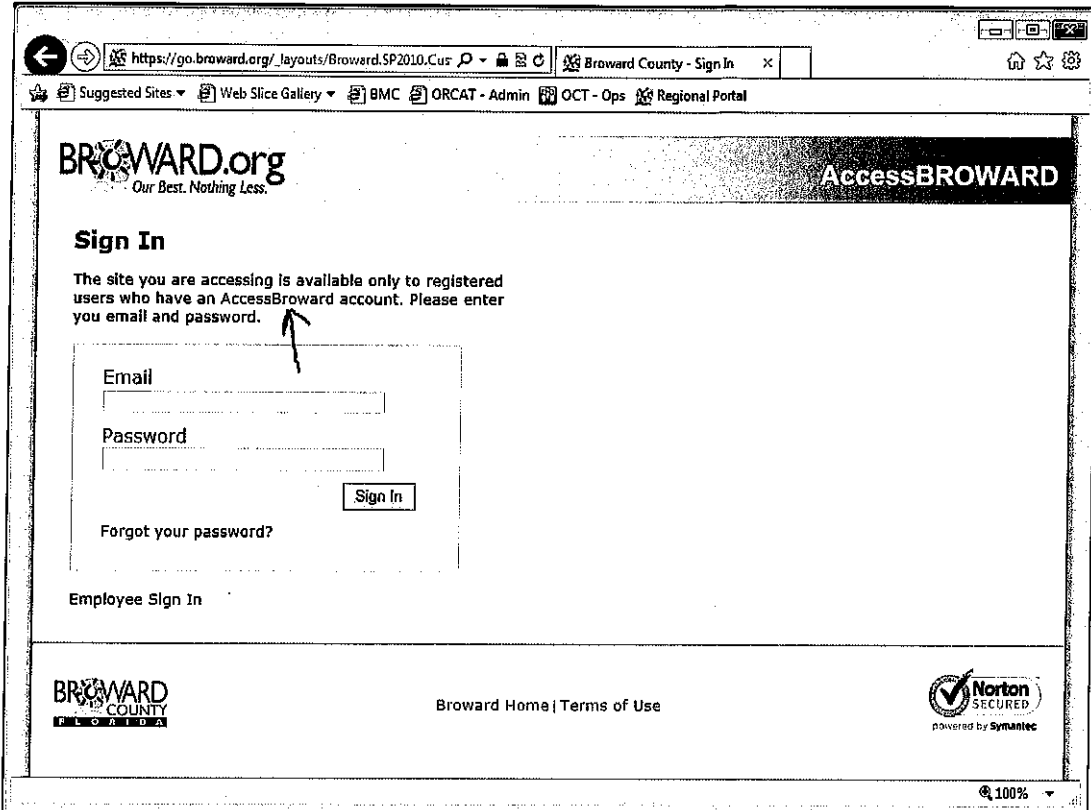
Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17190
image002.png		17190

Regional 911 Portal – New User

The following instructions are for non-Broward County Employees

- 1) Browse to <http://go.broward.org/sites/ets/orct/Regional911>
- 2) To create an account click -> "AccessBroward"



- 3) Click -> "Register Here"

Sign In

If you already have an account, please enter your email and password.

Email

Password

Keep me signed in

Forgot your password?

Don't have an AccessBROWARD Account?
Register here.



4) Complete the New Account form

Create a New Account

Complete the information below to create your account.

When you click *Create My Account*, you will receive an email with a link to confirm your registration. To ensure this email is not treated as spam and you receive the email, please add *no-reply@broward.org* to your email account contact list before you register.

Please note that passwords must be a minimum of 8 characters in length, contain at least one number, one uppercase letter, and one lowercase letter.

User Name	*	Use First initial and last name. E.g. dsmous
<input type="text"/>		
Email	*	Use your government email address. No public (yahoo, gmail)
<input type="text"/>		
Password		
<input type="text"/>		
Reenter Password		
<input type="text"/>		
First Name	*	
<input type="text"/>		
Last Name	*	
<input type="text"/>		
Postal Code (optional)		
<input type="text"/>		

5) After you've completed the form, the system will send the following email. Confirm your email address by clicking on the link in the email.

----- Forwarded Message -----

From: "no-reply@broward.org" <no-reply@broward.org>
To: [REDACTED]
Sent: Monday, March 16, 2015 7:40 PM
Subject: Your new AccessBROWARD account

Dear **asmous**,

Thank you for creating an AccessBROWARD account!

You recently created an AccessBROWARD account using this email address. Confirming your account with this email address ensures that you can securely retrieve your account information if you forget your password. Simply click on the following link to confirm your account.

<https://access.broward.org/validate.aspx?id=ae418f97-5eec-4e6e-a508-9ff254ab5ab7>

Please keep your email address information up-to-date. If this information changes, you can always update it by signing into your AccessBROWARD account [Sign In](#).

Not your account request?

If you did not request this Access BROWARD account, please [click this](#) to delete this account.

Regards, Access BROWARD Account Services

Your account is now valid.

Forward the email above to dsmous@broward.org and cc: asabin@broward.org

When your access has been granted to the Regional 911 Portal your email will be returned.

Regional 911 Incident Response Form

Incident # [Click here to enter incident#](#)

Municipality: [Click here to city](#)

Response Date: [Click here to enter a date.](#)

Agency: [Click here to enter agency.](#)

Incident Response

Reviewed By: [Enter Name.](#)

Approved By: [Enter Name.](#)

Disposition: [Choose the disposition](#)

Call Center Review:

[Enter incident review findings](#)

Corrective Action:

[Describe the counter measures to be taken](#)

Incidents with Operator Disposition

Employee#: [Enter Employee Number](#)

Policy: [Enter Policy Section](#)

Regional Policy Required *(If new policy or changes required, complete Policy Change Request Form)*

Policy Verbiage:

[Enter the Policy verbiage](#)

Employee Follow Up:

Training

[Estimated Completion Date: Click here to enter a date.](#)

Counseling

[Estimated Completion Date: Click here to enter a date.](#)

To Be Completed by Office of Regional Communications and Technology

Review comments:

[Enter concerns related to findings here](#)

To Be Completed by Municipal Sponsor

Approval to Close Incident: **Yes** **No**

Review comments:

[Enter concerns related to findings here](#)

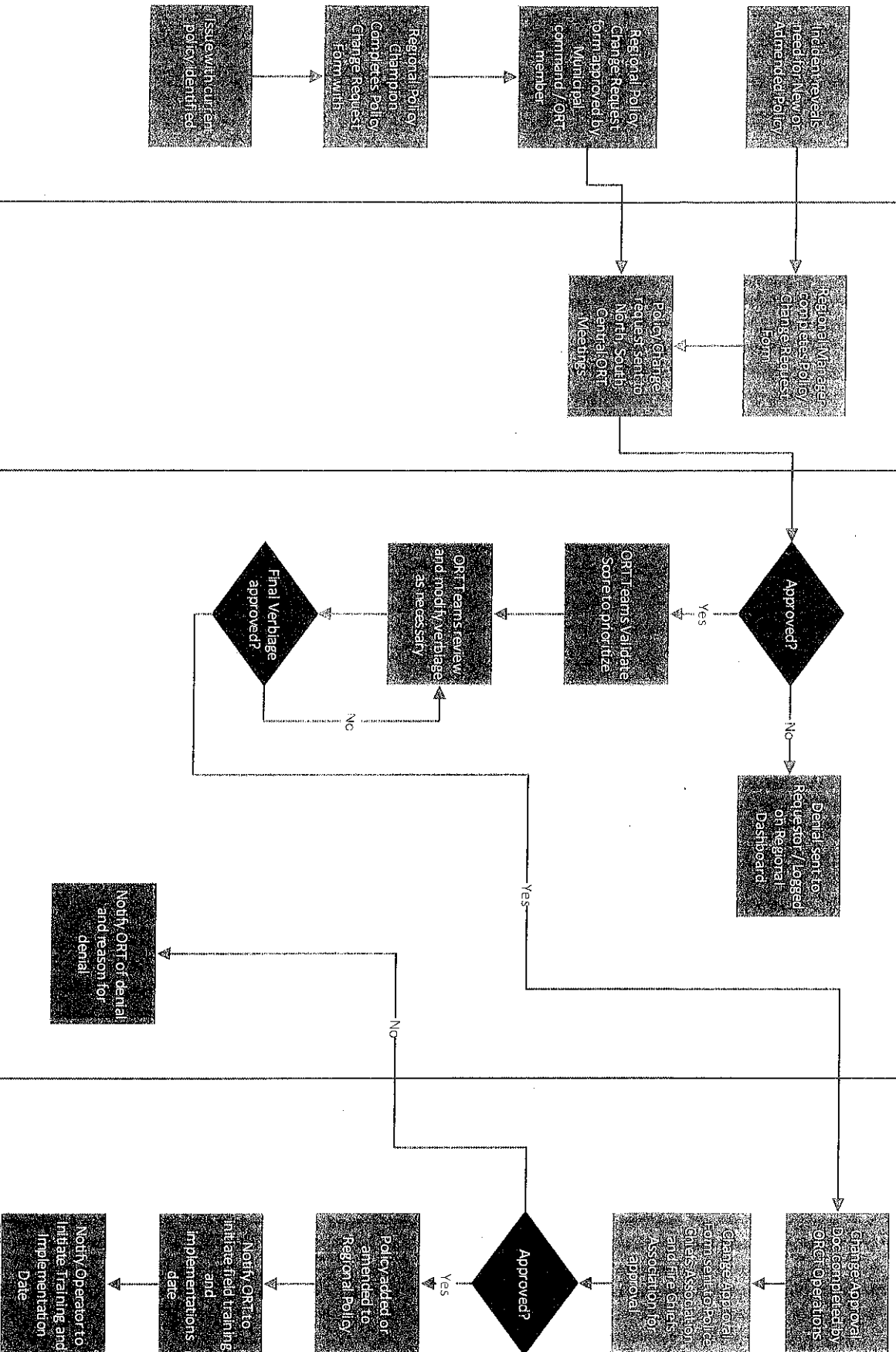
Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT)
North, Central and South

Change Control



Broward County Regional Communications

Regional Policy Change Request

Requested By: Enter Name

ORT Representative: Enter Name

Request Date: Click here to enter a date.

Agency: Click here to enter agency

Request Type: New Change

Related Incident # Enter Incident number

Change Justification

Enter the justification of the change

Risk if Not Changed

Enter the impact if the policy is not implemented.

Complete for Policy Changes

Policy Section # Enter policy section number

Current Policy:

Enter the Policy verbiage

Regional Policy Verbiage

Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field