



Office of Regional Communications and Technology

May 19, 2015

Central Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Brett Bayag	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:

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, May 19, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Jenna DiPlacido called the meeting to order at 2:04 p.m.

Ms. DiPlacido recalled interest expressed at a prior Central FR ORT (Operational Review Team) meeting for one additional INFO radio position at the Central and South Consolidated Dispatch Centers. The push-to-talks (PTTs) on the INFO channel at the North Consolidated Dispatch Center were to be examined; however, it was discovered that they had not been documented. ORCAT (Office of Regional Communications and Technology) staff currently has a ticket open with Motorola to address this issue. The (requested) INFO channels are being considered as part of the reconfiguration.

Drew Smous gave a live presentation of the policy dashboard. He noted that all regional partners have a stake in policy development. He referenced the *Regional 911 Portal – New User* form, a copy of which is attached hereto and made a part hereof these minutes. Chief Thomas DiBernardo of Sunrise Fire Rescue confirmed that he had registered for the regional portal as did Chief Douglas Stanley of Fort Lauderdale Fire Rescue. Mr. Smous noted the "Queued Pending Sponsor" section of the policy dashboard. These are proposed policy revisions that are not currently sponsored by agency representatives; they need to be addressed, but are not currently in flight. Ms. DiPlacido mentioned a talk group policy she had discussed with Chief Jeff Levy of Lauderhill Fire Rescue which is currently posted on the dashboard. Chief Levy pointed out that the Fire Chiefs' Association of Broward County's (FCABC) policy states that any incident involving two alarms or greater requires two additional TAC channels. He recalled speaking with Angela Mize, the Regional Communications Assistant Director for the Broward Sheriff's Office (BSO), after two local incidents wherein she informed him that there is nothing related to this currently in

policy. He said Ms. Mize created policy language which was submitted to ORCAT staff. Essentially, agencies will be assigned two additional TAC channels; the second TAC channel will be monitored and, if needed, a third channel will be available for a medical talk group. He explained to Ms. DiPlacido that the medical talk group is rarely used; however, if utilized, it would not be monitored except for mass casualty incidents. Discussion ensued. Chief Levy asked Suzanne Lowe what dispatch procedure would currently be followed if an agency requests a second or third alarm. Ms. Lowe elaborated upon the procedure dispatch would follow to endeavor to fill the run card. Chief Levy asked how the dispatcher would know the quantity of units to send. Ms. Lowe replied that would be based on, either, the directive from the battalion chief or what is called for in the run card. Chief Levy asked if there is a need to (set it up) such that, when the incident commander states the incident is a second alarm assignment, the dispatcher re-classifies the call as a second alarm fire and an automatic recommendation is made as to quantities and types of vehicles to send. Ms. DiPlacido said her understanding of the current CAD (Computer Aided Dispatch) is that it cannot automatically determine what additional units are needed. Further discussion ensued. Chief DiBernardo indicated that it will be possible to fill a second alarm on the Next Generation CAD. He said his agency's goal is to have pre-built entirely through a second alarm in 18 months. Chief Levy reiterated his question as to whether it is possible for CAD to recommend the amount of needed units in a case where a residential structure fire is changed to a second alarm. Ms. Lowe thought Chief Levy's proposal would work the same way as another process which she elaborated upon. Chief Levy indicated that his proposal would have to be brought forward to the CAD Governance Board. He clarified that his request is for CAD to prompt the dispatcher to assign a given number of additional unit types to the scene when multiple alarms are called. Ms. DiPlacido asked if such escalations are being built into run cards with the CAD provisioning project. Chief DiBernardo said, with regard to run cards, they should be validated and then move forward. Groups should be formed now to build out their agency's run cards so the project can be completed in 18 months. Ms. DiPlacido asked, if a signal is created that adds a second alarm, what timeline is expected to get the needed (run card) information from participating agencies. Chief DiBernardo thought the process would be fairly simple, though there would be some time consuming aspects. Chief Levy indicated that a generic card can be built out and it can be modified if an agency so desires. Chief DiBernardo suggested the generic card be sent to each agency for any desired modifications. Ms. DiPlacido said she would research the matter in terms of CAD to determine everything that is needed, and then send an email to ORT members. She asked Chiefs Levy and DiBernardo to assist her in conveying the message to agency representatives, so this can be expedited. Chief Levy inquired as to a timeframe for automatic assignment of TAC channels. Ms. DiPlacido replied that it is already FCABC policy, so it does not have to be brought around to all ORT meetings. The next step is the change approval process; that form must be completed and signed by all parties. Then it will be brought forward to the FCABC. She said she would get this moving forward. She recalled Ms. Lowe expressing concern about staffing for the talk groups. Ms. Lowe noted that, both, staffing and the prospect of running out of talk groups are concerns. It will likely be necessary to do a lot of patching. Further discussion ensued.

Ms. DiPlacido asked Chief Timothy Heiser of Fort Lauderdale Fire Rescue to provide an update on the ocean rescue policy. Chief Heiser said he does not have an update at this time, but hopes to provide one at the June FR ORT meeting. Ms. DiPlacido recalled Chief DiBernardo stating that fire alarm testing was addressed at the FCABC's Mutual Aid and Communications Committee (Mutual Aid Committee) meeting. Chief Levy indicated that it was discussed at the Mutual Aid Committee meeting and it was agreed upon for agencies to do this on the MAIN radio channel. Ms. DiPlacido indicated that the current policy directs units to the INFO channel, so it will have to be modified. Chief DiBernardo recalled North FR ORT members being satisfied with utilizing the INFO channel for fire alarm testing.

Mr. Smous asked the meeting attendees if they were familiar with the *Regional 911 Incident Response* form, a copy of which is attached hereto and made a part hereof these minutes. One agency representative said he was not familiar with the form. Mr. Smous reviewed the form and noted that it is initially completed by BSO staff and then reviewed by ORCAT staff members who usually include some additional comments. He invited meeting attendees to include their own additional comments on the form as well. Chief Levy asked if a suggested change from the last Central FR ORT meeting to include the original incident ticket information on the form was incorporated. Mr. Smous said the change would be made.

Ms. DiPlacido noted that weekly SOP (Policy) Workshops are scheduled involving ORCAT and BSO staff members. The first policies being reviewed are those related to call-takers; the addressing policy was reviewed first and call processing is currently being looked at. The policy drafts will be distributed to ORT members. She invited meeting attendees to review the policies and provide comments. Being that each (BSO) policy is to be reviewed, this process will be time consuming. She presented a slide depicting the *Regional Policy Change Request* form, a copy of which is attached hereto and made a part hereof these minutes. Mr. Smous presented a slide depicting the *Regional Policy Change Request Process*, a copy of which is attached hereto and made a part hereof these minutes. He asked Chief DiBernardo to explain the roles of the Mutual Aid Committee and the CAD Governance Board within the formal approval process. Chief DiBernardo said issues should be vetted at all three FR ORT meetings (North, Central, and South). Once vetted at all three FR ORT meetings, he said he will refer the matter to the Mutual Aid Committee. The Mutual Aid Committee will vote and the response will be brought back to the ORT meetings. If the matter relates to the CAD Governance Board, Lynn Molitor of ORCAT (CAD division) attends each Mutual Aid Committee. In further response to Mr. Smous, he explained that he serves as the recorder of all FCABC activities. Chief Levy pointed out that it is necessary for ORCAT (consolidated communications) staff to be present at Mutual Aid Committee meetings to answer inquiries. Currently, Tony Sabin and Rick Carpani, both of ORCAT, receive the Mutual Aid Committee meeting invitations. Ms. DiPlacido said she had not received the Mutual Aid Committee meeting invitations. Chief DiBernardo recalled placing a formal request with the County for a radio representative from ORCAT to attend the Mutual Aid Committee meetings to address radio programming issues. But, currently, the only ORCAT staff member who regularly attends Mutual Aid Committee meetings is Ms. Molitor. Chief Levy confirmed for Ms. DiPlacido that meeting agendas are distributed, so ORCAT staff can review the agenda for any topics related to ORCAT. Chief DiBernardo noted that some topics are raised as "new business," and, therefore are not specified on the meeting agenda. Mr. Smous indicated that ORCAT (consolidated communications) staff will be in attendance at Mutual Aid Committee meetings.

Ms. DiPlacido reviewed incident ticket number 331295, a copy of which is attached hereto and made a part hereof these minutes. Chief Heiser confirmed that this matter was brought forward to the Mutual Aid Committee, and it shall be a matter of "home rule" wherein a patch can only be requested by the "home" agency, and not by another agency assisting the "home" agency. He believed the matter was discussed and well-vetted.

Ms. DiPlacido pointed out that there were no open status Priority 1 incident tickets to review at the time this meeting agenda was created. However, some Priority 1 incident tickets were submitted by Fort Lauderdale Fire Rescue this morning. She indicated that responses to those tickets were not yet provided (by BSO). Chief Heiser stated that there have been some issues related to addressing and dead air space wherein units attempting to contact dispatch are not acknowledged. Ms. DiPlacido recalled an incident ticket submitted by Chief John McNamara of Sunrise Fire Rescue about radio quality issues on his agency's talk group. The matter was examined, but no radio quality issues were found. However, she said she listened to the audio

recording of the incident and the volume of the dispatcher's voice was extremely low. Upon further inspection, it was discovered that the dispatcher was not plugged into the radio consolette being used to dispatch that talk group, but rather was plugged into the wrong position. She recalled advising Chief McNamara that, if this incident occurs again, to look for a new dispatcher who just plugged into the consolette; or, if the issue was immediately corrected, contact the dispatch center immediately to determine if that was the case. She asked if the consolette jacks are labeled. Ms. Lowe replied that the jacks are not labeled; rather, the jack should be attached to the consolette which is the case with some of them. Ms. DiPlacido suggested the jacks be labeled. Ms. Lowe believed the best option is to move the jacks (that are not attached). There are two jacks under each workstation; one is a regular jack and the other is a consolette jack. Being that the two jacks are in close proximity, she thought labeling would be ineffective. Ms. DiPlacido asked why dispatchers have their own adapters rather than leaving an adapter (at the workstation) for when the headset is plugged in. Ms. Lowe replied that dispatchers have their own adapters because, if the headset becomes unplugged, at least the dispatch will come over the loudspeaker.

Chief Stanley indicated that his agency has received requests from field units about obtaining an "available" button on the MDT (Mobile Data Terminal). This would prevent the issue of busy dispatchers missing units going "available" (over the air), and units, therefore, not receiving calls. Ms. Lowe noted a concern is the "available" button is for a specific unit, and not for multiple units. Chief Stanley said that is fine. He thought the "available" button will reduce radio traffic. Ms. DiPlacido asked if it is not possible for all participating agencies countywide to utilize the "available" button on the MDT. An agency representative answered in the affirmative. Chief Stanley said there is a need for an improved way to view which units are available. An agency representative recalled a Motorola representative telling him about Next Generation CAD features that may meet that need. Discussion ensued. Ms. DiPlacido recalled the Motorola team riding along with units of some (Broward County) participating agencies. The Motorola team noticed that none of the agencies they rode with were using any status change (MDT) buttons. This was discussed at a (Motorola) debriefing, and the attendees at that gathering said they wanted the Next Generation CAD to include that feature. Chief Levy suggested a confirmation feature be included to avoid units mistakenly entering an incorrect status.

Ms. DiPlacido asked Ms. Lowe if she had any Operator policy issues to discuss. Ms. Lowe indicated that she did not. Ms. DiPlacido provided highlights of incident ticket number 339224, a copy of which is attached hereto and made a part hereof these minutes. She said Chief Stanley recommended a three-hour out-of-service timer. This recommendation will be brought around to all FR ORT meetings. It would simply involve a timer to remind dispatchers to check with units to verify if they are still out of service. Some meeting attendees expressed support for the recommended timer. Ms. DiPlacido asked meeting attendees if they wished to raise any new business. No input was offered.

There being no further matters to address, the meeting adjourned at 3:13 p.m.



Agenda

**Central FR Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)
Date: Tuesday, May 19, 2015
Time: 2:00 PM**

- I. **Call to Order**
- II. **Old Business**
 - a. **Additional INFO positions at Central and South**
 - b. **Policy Dashboard Review**
 - c. **Regional 911 Incident Response Form**
 - d. **Regional 911 Portal – Important: After creating an account, forward the account creation confirmation email to Drew Smous (dsmous@broward.org) and cc Tony Sabin (asabin@broward.org) so access permission can be granted**
 - e. **Regional Policy Change Request Form**
 - f. **Regional Policy Change Request Process**
 - g. **Incident Ticket #331295 – Fort Lauderdale FR, Isolation on own talkgroup for critical incidents; Per Chief Heiser at 4/14/15 Central FR ORT meeting, this matter to be brought forward at Mutual Aid Committee**

III. Open Status Priority 1 Incident Review

IV. Incident Disposition Review

V. Data Review

VI. Participating Agency Policy Issues

**a. Incident Ticket # 339224 – Fort Lauderdale FR
Out-of-Service Timer 3 Hours**

VII. Operator Policy Issues

VIII. New Business

IX. Adjourn

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"

The screenshot shows a web browser window with the URL https://go.broward.org/_layouts/Broward.SP2010.Cus. The page header includes the Broward.org logo with the tagline "Our Best. Nothing Less." and the "AccessBROWARD" title. Below the header, the "Sign In" section contains the following text: "The site you are accessing is available only to registered users who have an AccessBroward account. Please enter your email and password." An arrow points to this text. The sign-in form includes an "Email" input field, a "Password" input field, and a "Sign In" button. A link for "Forgot your password?" is also present. At the bottom of the sign-in section, there is a link for "Employee Sign In". The footer of the page features the Broward County logo, a "Broward Home | Terms of Use" link, and a "Norton SECURED" logo powered by Symantec. The browser's zoom level is set to 100%.

- 3) Click -> "Register Here"

Sign In

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

The sign-in form contains the following elements: an "Email" input field, a "Password" input field, a checkbox labeled "Keep me signed in", a link for "Forgot your password?", and a "Sign In" button.

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
Email	**	Use your government email address. No public (yahoo, gmail)
Password		
Reenter Password		
First Name	*	
Last Name	*	
Postal Code (optional)		

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: asmous@broward.org
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.

Broward County Regional Communications

Regional Policy Change Request

Requested By: A. Mize
Request Date: 5/7/2015

Request Type: New Change

ORT Representative: Enter Name

Agency: FR County-Wide

Related Incident # Enter Incident number

Change Justification

The Broward County Mutual Aid process, included as added attachment to this request, outlines the definition and requirements of Level 2 staging for fire events countywide.

Currently, there is no SOP that outlines the required assignment of additional mutual aid talkgroups for any 2nd alarm, or higher, fire declared in the county. The below proposed policy would memorialize the procedure in accordance with the Fire Chief's Association of Broward County processes.

Risk if Not Changed

Additional mutual aid talkgroups would not be secured as required pursuant to this directive.

Complete for Policy Changes

Policy Section # N/A – no current SOP outlines the Fire Watch procedure.

Current Policy:

N/A

Regional Policy Verbiage

Modified or New Policy:

SOP – (Citation to be determined)

In the event of a 2nd alarm, or higher, for any working fire county-wide, the FR Tactical Dispatcher will secure additional mutual aid talkgroup assignments to be identified as follows:

*** Operational Talkgroup – Which would be the original working tactical assignment. Once a 2nd alarm, or higher, is declared, the Operational Talkgroup would be identified as the only working talkgroup assignment.**

*** Staging Talkgroup – A new mutual aid talkgroup, that would require an additional FR Dispatcher, would be established to serve as a staging talkgroup assignment. The Staging Talkgroup would be the talkgroup assignment for any additional mutual aid resources summoned in response to the 2nd alarm, or higher, declaration. Additional mutual aid units identified to respond would utilize the Staging Talkgroup to announce their enroute and arrival statuses, and will remain on this talkgroup until directly summoned by the Incident Commander to assume an operational assignment. Once a unit is given an operational assignment, that unit will then switch to the Operational Talkgroup.**

*** Medical Talkgroup – The FR Tactical Dispatcher will query the Incident Commander to determine the requirement of securing a third mutual aid talkgroup as the Medical Talkgroup. If directed, the Medical**

Talkgroup will be established as a triage and transport talkgroup assignment. This talkgroup would not require dispatch assignment.

Training Required

Call Center

Field

Regional 911 Incident Response Form

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

Municipality: [Click here to city](#)
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](#)

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

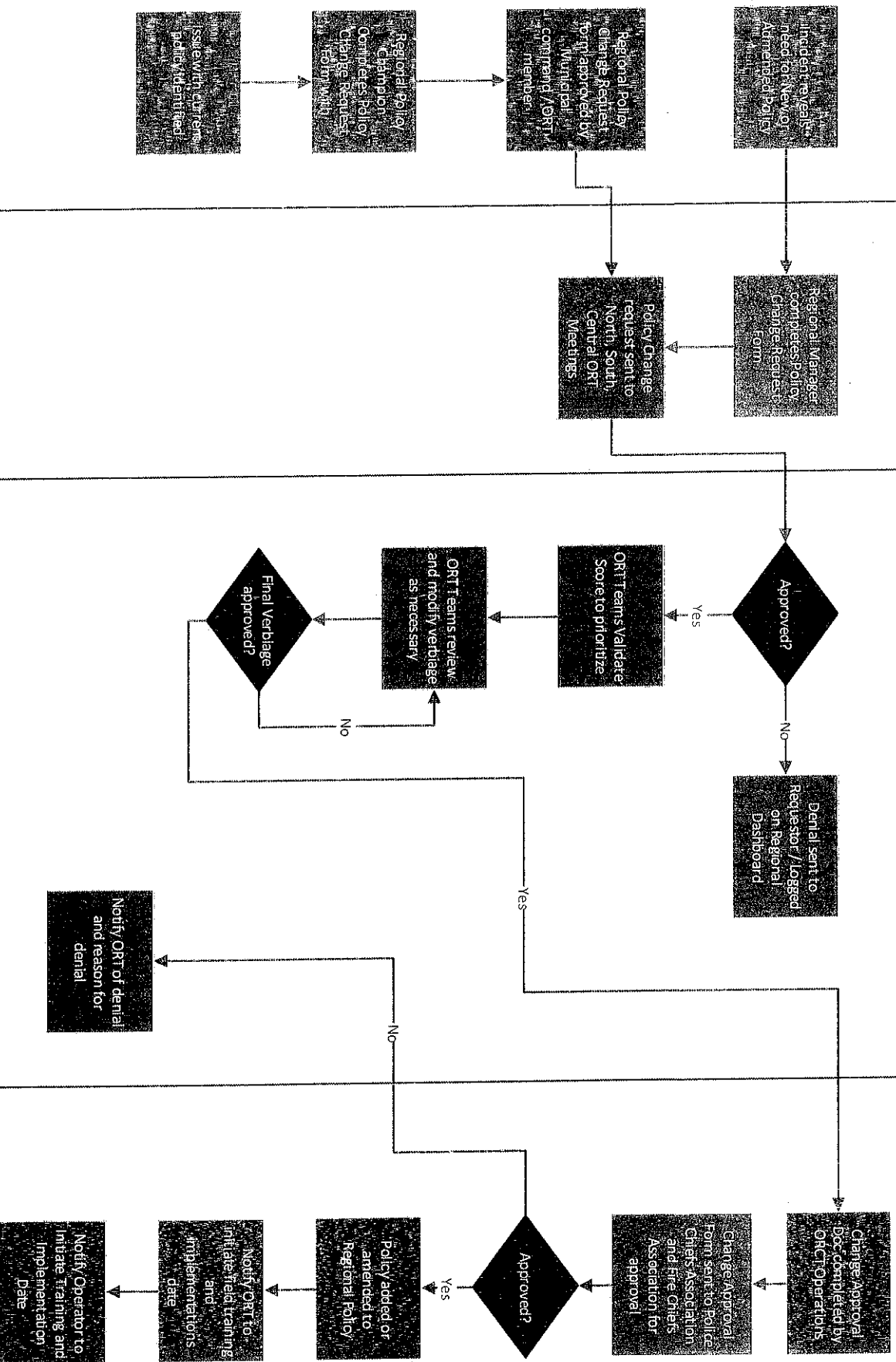
Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT)
North, Central and South

Change Control



BMC SERVICE DESK EXPRESS

Incident: 331295

As of 13 Apr 2015 9:29:58 AM

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Incident

Client Information		Assign to Information	
Last Name: LOWE	First Name: SUZANNE	JDIPLACIDO	Ext:
Client ID: SLOWE		JENNA	DIPLACIDO
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:

The Fire Rescue dispatchers are in receipt of a recent directive to keep Fort Lauderdale Fire Rescue isolated to their own talk group when working critical incidents, unless directed by the Battalion Chief. As an overview of the email dialogue, we have experienced several incidents which called for the use of mutual aid with Fort Lauderdale units as the host agency and/or assisting agency. Under both circumstances, Fort Lauderdale was determined to maintain an independent talk group. By doing so, two dispatch resources are used, two tactical channels are used, duplicate efforts are made, and can potentially lead to confusion on scene because the units lack interoperability. This practice goes against the fundamental mutual aid protocol. This topic was briefly discussed at the last consolidated communications meeting, but we failed to reach a resolution in this forum.

For details on the history of this issue, please review the email string below.

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

The call was originally hosted by Oakland Park FR. Fort Lauderdale FR was dispatched after and eventually located the fire in Wilton Manors. They refused to join Oakland Park on a Mutual Aid channel, which tied up two dispatchers on the event.

This also happened in the recent past with Carla Hadden and Shajuan McCall-Foy. When separating the tacticals, we are duplicating notifications/efforts. It is extremely cumbersome to coordinate the units, check for duplication of requests for callouts, and acquire mutual aid, etc. when two dispatchers are working the same event. Can we explore this issue again?

Suzanne Lowe

From: Lowe, Suzanne

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

To: Mize, Angela

Cc: Elmaadawy, Latasha

Subject: FW: FLFR TAC

Hi,

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:

On the date of the boating accident we initially received the call that eight subjects were on a water vessel that was sinking approximately one mile off shore initially said to have been off of Port Everglades. As additional information was being gathered it was determined that it was in fact possibly east of Fort Lauderdale Beach near Bahia Mar one mile off shore in the Atlantic Ocean (prior to this Port Everglades Units had established a command post at one of the Births Dockside at the Port) and made the request to check with the United States Coast Guard/FWC/and BSO Marine Unit for response.

An additional call was created by North Regional Center for the incorrect incident type - the patching occurred when one of the tactical operators had to do callouts and this was conveyed to both IC's, from my understanding the chiefs were in agreement with this being done. Because of this center lacking a Information Channel and not delaying information and requested resources. Interoperability was a key and intricate part of this endeavor. The caller somehow had his wife make a 911 call which routed to the North Region, the victim himself contacted 911 and his call was intercepted by Nesmith whom connected the call to language line and the three way caller interrogation began. Because of the obstructed view and the caller was in the water with the 911 operator at Central Region who was getting real time information and updates I utilized the radio to relay this information and actual directions left/right /forward to the AR85 Pilot and crew that were able to locate the subjects. This information was also relayed to the United States Coast Guard by Comm. Operator Ashley Miller. Because of the non-essential radio chatter the AR85 Pilot directed all non-essential radio traffic to cease and only information provided by me (Duty Officer) was what need to be conveyed. Approximately 8mins or maybe sooner they were able to locate the victims. The Tactical Operator Brandee Moore was extremely busy and managing multiple unit requests.

One victim a elderly male subject had gone under and floated off into the black of night he was equipped with a beacon which was conveyed and FLFR units if I am correct located him, retrieved him and began immediate CPR on the rescue boat. Conflicting information was the number of patients that were on board, we had initially as 8 but in fact were a total of 5 passengers. The craft size (was for 8 passengers) one of the passengers was a child whom they initially had reported was possibly missing as well.

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.

Please do not patch any other agency onto FLFR Tac channels unless we request/approve it. If FLFR is responding to another jurisdiction for mutual aid we will go to the appropriate host agency channel or have an FLFR Tac channel patched to the appropriate host agency channel.

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

On any FLFR TAC situation in which FL is the host agency for the event - no other agency will be patched into the talkgroup without the BC/IC's approval.

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]

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

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
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:

The Fire Rescue dispatchers are in receipt of a recent directive to keep Fort Lauderdale Fire Rescue isolated to their own talk group when working critical incidents, unless directed by the Battalion Chief. As an overview of the email dialogue, we have experienced several incidents which called for the use of mutual aid with Fort Lauderdale units as the host agency and/or assisting agency. Under both circumstances, Fort Lauderdale was determined to maintain an independent talk group. By doing so, two dispatch resources are used, two tactical channels are used, duplicate efforts are made, and can potentially lead to confusion on scene because the units lack interoperability. This practice goes against the fundamental mutual aid protocol. This topic was briefly discussed at the last consolidated communications meeting, but we failed to reach a resolution in this forum.

For details on the history of this issue, please review the email string below.

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

The call was originally hosted by Oakland Park FR. Fort Lauderdale FR was dispatched after and eventually located the fire in Wilton Manors. They refused to join Oakland Park on a Mutual Aid channel, which tied up two dispatchers on the event.

This also happened in the recent past with Carla Hadden and Shajuan McCall-Foy. When separating the tacticals, we are duplicating notifications/efforts. It is extremely cumbersome to coordinate the units, check for duplication of requests for callouts, and acquire mutual aid, etc. when two dispatchers are working the same event. Can we explore this issue again?

Suzanne Lowe

From: Lowe, Suzanne
Sent: Tuesday, February 10, 2015 8:07 PM
To: Mize, Angela
Cc: Elmaadawy, Latasha
Subject: FW: FLFR TAC

Hi,

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:

On the date of the boating accident we initially received the call that eight subjects were on a water vessel that was sinking approximately one mile off shore initially said to have been off of Port Everglades. As additional information was being gathered it was determined that it was in fact possibly east of Fort Lauderdale Beach near Bahia Mar one mile off shore in the Atlantic Ocean (prior to this Port Everglades Units had established a command post at one of the Births Dockside at the Port) and made the request to check with the United States Coast Guard/FWC/and BSO Marine Unit for response.

An additional call was created by North Regional Center for the incorrect incident type - the patching occurred when one of the tactical operators had to do callouts and this was conveyed to both IC's, from my understanding the chiefs were in agreement with this being done. Because of this center lacking a Information Channel and not delaying information and requested resources. Interoperability was a key and intricate part of this endeavor. The caller somehow had his wife make a 911 call which routed to the North Region, the victim himself contacted 911 and his call was intercepted by Nesmith whom connected the call to language line and the three way caller interrogation began. Because of the obstructed view and the caller was in the water with the 911 operator at Central Region who was getting real time information and updates I utilized the radio to relay this information and actual directions left/right /forward to the AR85 Pilot and crew that were able to locate the subjects. This information was also relayed to the United States Coast Guard by Comm. Operator Ashley Miller. Because of the non-essential radio chatter the AR85 Pilot directed all non-essential radio traffic to cease and only information provided by me (Duty Officer) was what need to be conveyed. Approximately 8mins or maybe sooner they were able to locate the victims. The Tactical Operator Brandee Moore was extremely busy and managing multiple unit requests.

One victim a elderly male subject had gone under and floated off into the black of night he was equipped with a beacon which was conveyed and FLFR units if I am correct located him, retrieved him and began immediate CPR on the rescue boat. Conflicting information was the number of patients that were on board, we had initially as 8 but in fact were a total of 5 passengers. The craft size (was for 8 passengers) one of the passengers was a child whom they initially had reported was possibly missing as well.

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.

Please do not patch any other agency onto FLFR Tac channels unless we request/approve it. If FLFR is responding to another jurisdiction for mutual aid we will go to the appropriate host agency channel or have an FLFR Tac channel patched to the appropriate host agency channel.

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

On any FLFR TAC situation in which FL is the host agency for the event - no other agency will be patched into the talkgroup without the BC/IC's approval.

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]

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

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_LOWES@SHERIFF.ORG<mailto:SUZANNE_LOWES@SHERIFF.ORG>
TELEPHONE: 954-320-0597
INCIDENT DETAILS:

The Fire Rescue dispatchers are in receipt of a recent directive to keep Fort Lauderdale Fire Rescue isolated to their own talk group when working critical incidents, unless directed by the Battalion Chief. As an overview of the email dialogue, we have experienced several incidents which called for the use of mutual aid with Fort Lauderdale units as the host agency and/or assisting agency. Under both circumstances, Fort Lauderdale was determined to maintain an independent talk group. By doing so, two dispatch resources are used, two tactical channels are used, duplicate efforts are made, and can potentially lead to confusion on scene because the units lack interoperability. This practice goes against the fundamental mutual aid protocol. This topic was briefly discussed at the last consolidated communications meeting, but we failed to reach a resolution in this forum.

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Cc: Elmaadawy, Latasha
Subject: RE: FLFR TAC

2/10/2015

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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]
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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

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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: **339224**

As of 18 May 2015 9:31:33 AM

Page 1 of 2

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: OCT911 - FIELD	OCT911 - Field	
Impact ID: OCT911	Opened: 5 May 2015 3:57:32 PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: WAITCUSTO MER	Due Date: 15 May 2015 3:57:32 PM	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: 05/04/15

INCIDENT NUMBER: N/A

PRIORITY LEVEL:2

LOCATION: Firehouse 3

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

E-3 went out of service to the garage at approximately 1930 hours. No dispatcher prompted or requested a status update from E-3 until I tried to put them on a call at 0655 this morning and was advised they were out of service at the garage. Although the fact that I heard the unit go back in service on the air, the Lieutenant should have noticed on the MDT that he was still shown OOS. However, the dispatchers should have inquired after seeing the unit out well after midnight.

Thanks,

Dave Carter

ADDITIONAL COMMENTS:

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
5 May 2015 3:57:32 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
5 May 2015 3:57:33 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
5 May 2015 3:57:34 PM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
5 May 2015 3:57:35 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
5 May 2015 3:59:53 PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:05
5 May 2015 4:00:24 PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
8 May 2015 11:30:56 AM	JDIPLACIDO	Subject Changed To OCT911 - FIELD	HD_SUBJ_CHANG E	00:00:15
8 May 2015 11:30:57 AM	JDIPLACIDO	User Defined Status Changed To WAITCUSTOMER	HD_STATUSCHAN GE	00:00:00
8 May 2015 11:30:58 AM	JDIPLACIDO	Urgency has been changed	URGENCY_CHAN GE	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FW Incident ref#24-339224 with priority 5 has been assigned to you.msg		413184