



**Office of Regional Communications and Technology**

**January 13, 2015**

**Central Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes**

**Broward County Staff in Attendance:**

Antonio "Tony" Sabin	E911 Communications Administrator
Lory Farmer	Administrative Aide

**Broward Sheriff's Office Staff in Attendance:**

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

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

Tony Sabin called the meeting to order at 9:03 a.m.

Captain Anthony Rosa of the Sunrise Police Department stated his belief that the (Operational Review Team [ORT]) meeting minutes do not accurately represent what occurs in the meetings. He inquired as to whether the ORT meeting minutes are being scrubbed, and asked Lory Farmer to add his statements to the meeting minutes. He went on to request that all (ORT) meeting minutes for all (consolidated dispatch center) sites and disciplines be, either, posted online or emailed to him. Mr. Sabin said the minutes will be made available to everyone. He clarified that the meeting minutes are not scrubbed, and that Ms. Farmer captures the information stated in the meetings well. As for turnaround time on production of meeting minutes (summaries), he and Ms. Farmer pointed out that the process is extremely time consuming. Mr. Sabin added that there are numerous meeting minutes in addition to ORT meetings that Ms. Farmer is responsible for - hence, the delay in production of minutes. Nonetheless, ORCAT (Office of Regional Communications and Technology) staff works from action items which are (extracted from the meeting notes immediately subsequent to each meeting).

With regard to agency access to audio, Mr. Sabin went on to note that ORCAT was prepared to provide this service. Although this was originally cleared by Broward County's legal department, their opinion changed and their current directive is for BSO (Broward Sheriff's Office) to serve as the custodian of records. Captain Rosa called into question what standing Broward County's legal department has in offering a legal opinion outside of BSO being the custodian of records. He believed the County's legal ruling should only be to the affect that Broward County agrees

that BSO is the custodian of records. Mr. Sabin noted that BSO has agreed to serve as the custodian of records, according to the contract, and BSO will provide (audio records to agency representatives) upon request. He clarified for Captain Rosa that all access to audio must be provided by the custodian of records (BSO). Captain Rosa inquired as to the status of the CMR (Change Management Request) to obtain audio access for his agency. Mr. Sabin said the CMR will be closed. Captain Rosa asked if he must now circumvent the County and go directly to BSO to obtain audio access for his agency. Mr. Sabin explained that BSO cannot grant agencies access to (the County's audio system). That ruling was made by Broward County's legal department. Captain Rosa stated that the idea is for all municipalities to have access (to audio records). He asked to be provided with the contact information for the Broward County attorney who made the ruling before the end of the day. He thought it was off base for a Broward County attorney to issue a ruling to the Sheriff as the Sheriff is the custodian of records. Mr. Sabin believed Captain Rosa's concern is valid and should be presented to the appropriate individuals. He said he would endeavor to provide Captain Rosa with the Broward County attorney's contact information before the end of the day. In response to Captain Rosa's inquiry as to whether Mr. Sabin knew the attorney who made the ruling, Mr. Sabin said he did not.

Bob Pusins stated that BSO recognizes that it is the custodian of records and will comply with all public records requests for audio recordings. The current issue is providing agency representatives access to (their) agencies' audio recordings to assist in managing their operations. BSO has no objection to agencies having access to their audio recordings, but BSO staff has been advised by ORCAT staff of Broward County's objection. BSO recognizes the benefit of providing agencies access to their audio records as a means to (internally review dispatch-related complaints and possibly provide an immediate resolution without the need for a full investigation through the incident ticketing system). It is a more efficient process as well as a matter of transparency and cooperation. Captain Rosa indicated that Sunrise Police Department's position would be that their agency does not recognize the County as having the legal authority to deny (agency access to audio records). Mr. Sabin said Captain Rosa's position is clear and has been documented. Captain Rosa recalled that this process was moving forward as of the last ORT meeting, and (his agency) provided ORCAT staff with the names of individuals who were to be granted access to the (audio records) system. Now a message to the contrary is being conveyed at this meeting. He emphasized that this is not a transparent process and asked Ms. Farmer to be certain that his comments are included in the record. As to Captain Rosa's comment regarding transparency of the process, Mr. Sabin disagreed.

Lisa Zarazinski commented that the matter is further complicated by fact that BSO is the custodian of records, but the County owns the system. Mr. Sabin recalled that preliminary conversations about agency access to audio files included the concern of the likelihood that a document could be generated that is not official record, yet ends up being a public document. That liability would fall to the County. As for transparency, he added that ORT meetings are held regularly and all agency representatives and ORCAT staff have access to one another's contact information. He emphasized that he personally has not held back any information, nor has any ORCAT staff member. Captain Rosa disagreed.

Sergeant Roger Krege of the Sunrise Police Department recalled the early planning phases of E911 consolidation that began in 2008. The foundation presented was that all agencies would work together and have a stake in the system. He believed that, before the (2014) holiday season, ORCAT staff was still fostering a cooperative spirit in this process; but he now sensed a distinctive shift. Mr. Sabin asked him what had changed. Sergeant Krege said he wanted to pose the same question. His current perception of the County's position is that it is all-inclusive

and makes all decisions for regionalized E911. It seems the County has shut the doors on (input and cooperation) now that most agencies within the County are participating in regionalized E911. Mr. Sabin clarified that his charter is to continue building relationships (with agency representatives) and address any issues or concerns at every level; this has remained unchanged since E911 consolidation was first rolled out. All agency representatives will be engaged in these processes; but, ultimately, the County owns the system and will make final decisions. Sergeant Krege emphasized that Broward County taxpayers own the system, and it will be problematic if ORCAT disallows Sunrise residents a voice in this process. Mr. Sabin thought the conversation in this meeting was becoming unnecessarily heated, and said he did not wish to continue in that direction.

Captain Rosa asked Mr. Sabin if an action plan for improvement of system performance had been developed as he had not yet seen it. Mr. Sabin asked Captain Rosa to direct the inquiry to the BSO representatives at this meeting. Captain Rosa thought the prior message conveyed by Mr. Sabin was that BSO did not have a standing, and, therefore, inquiries must be directed to ORCAT staff. Mr. Sabin reiterated his request for Captain Rosa to direct his inquiry to BSO representatives. Captain Rosa indicated that Sunrise Police Department is not aware of a plan for system performance. He asked what the improvement plan is, and if it is currently in place. He further inquired as to where the line in the sand is drawn regarding responsibilities of County and BSO. He asked if there are so many restrictions on BSO that their staff cannot respond. He went on to say that questions have been posed, but no mitigation plans have been presented.

Mr. Pusins explained that BSO staff received notice from Broward County in October and November, 2014, that BSO was non-compliant for some performance standards. BSO staff responded to the notices of non-compliance with mitigation that included an explanation of steps being taken for improvement. One of the performance standards of which BSO was not compliant was 90/10, the requirement to answer the emergency line within 10 seconds, 90 percent of the time. The standard is (that the performance measures are met) during the busiest hour of the month. BSO has examined a percentage of these calls; some contributing factors include caller error, operator error, and causes beyond control of operators like the need to transfer a caller to a language line (for translation services). An examination was conducted by BSO staff over an entire month for each (dispatch center) and the findings showed that, on average, the performance standard is met except during the busiest hour. BSO is looking at mitigation that includes training and adjustment of shifts. When (agency) employees were absorbed into BSO upon consolidation, it was a requirement to guarantee that they maintain their shifts and days off. Therefore, BSO's shifts were not in balance, but mitigation measures were recently taken.

Mr. Pusins went on to mention additional performance standards – to dispatch calls within 90 seconds from the time the call is answered 90 percent of the time, and that 95 percent of calls be handled within 120 seconds. BSO is coming close to meeting these standards and working toward improvement. He noted that the I-Board (Broward County Consolidated Communications Implementation Advisory Board) and the NFPA (National Fire Protection Association) originally believed the standard should be measured from the time a call is answered to the time it is dispatched. However, BSO was told that (the NFPA) will be revising the standard to reflect from the time a call is created to the time it is dispatched. He believed this measure is more realistic. BSO staff performed an analysis from October 1, 2014 to (January 12, 2015) at the proposed standard, and the results showed 99 percent at every (consolidated dispatch center). BSO staff is uncertain whether the busiest hour standard is a fair measurement, and has communicated that belief to County Administration and ORCAT staff, along with a demand that information

presented that depicts BSO not meeting the performance standard be shown in a (realistic) context.

Ms. Zarazinski pointed out that the monthly indicator scorecards reflect an analysis of only one hour. Also, the P1 through P3 indicators reflect raw data which does not eliminate calls that were beyond the control of BSO staff such as language line calls. She believed, according to the NFPA, there are six incident types that should fall under that standard. Mr. Sabin said he wished to comment on this statement later in the meeting. Ms. Zarazinski reiterated that there are calls included in the analysis equation that BSO should not be evaluated on because (those calls) are not required to meet the performance standard. Captain Rosa agreed. He recalled giving a presentation before the I-Board in January, 2013 about performance standards. He elaborated upon the types of industry standards that were discussed at that meeting. Ultimately, the I-Board adopted a specific performance matrix known as P1, P2, and P3. He recalled bringing up the (P1 indicator) again in October, 2013 as E911 consolidation was getting underway because he found that a disservice was being done to BSO in terms of calculating the P1 times. He believed calculating only one hour of one day per month as a performance measurement is borderline unethical and creates an inaccurate public perception. He recalled requesting status on an item, but said he had not received a response from ORCAT staff. He asked Ms. Farmer to include his statement in the minutes. Mr. Sabin asked Captain Rosa to discontinue his requests for his statements to be included in the meeting record as they amount to an indictment on a meeting participant (Ms. Farmer) which is unacceptable. Ms. Farmer emphasized that all important points discussed in the meeting would be included in the record. Captain Rosa informed Mr. Sabin that he did not have authority to give him any directive. He went on to read the following definition of busy hour from the *2014 National Emergency Number Association Master Glossary of 911 Terminology*: The hour of each day with the greatest call volume. Being that the busy hour is defined as occurring daily, he believed at least 30 hours should be considered (in terms of analyzing performance standards). He further noted that, in some instances, there are incoming 911 calls but all call-takers are busy handling other calls. Therefore, it is an issue that Broward County did not ensure calls were rolling (ACD [Automatic Call Distribution]) to other (consolidated dispatch centers) when BSO assumed the role of Operator in the E911 consolidation process. Mr. Sabin pointed out that Mayor Mike Ryan of the City of Sunrise had already sent correspondence to the County Administrator about these matters. Captain Rosa stressed that Broward County cannot evaluate BSO according to this standard if the tools to succeed are not provided.

Mr. Sabin expressed desire to share data with meeting attendees to address some of the concerns raised by Mayor Ryan. He clarified that input from this meeting will be analyzed and have a direct correlation to outcome in terms of system improvements and revisions. ORCAT staff is not assuming that (BSO's) failure to meet the 90/10 indicator is wrong; it is simply a statement that the indicator is not being met and remedial measures must be taken. The November, 2014 Regional Consolidated Dispatch Report (monthly report) contains detailed information and a copy will be distributed upon its release from County Administration. Captain Rosa reiterated that (ACD) is not currently in place at the consolidated dispatch centers, though a public statement was previously made (by Broward County staff) that it would be implemented. He asked when ACD will be implemented. Mr. Sabin explained that a feature release will take place in the next few days and the "end state" will be executed before the end of the second quarter. Bob Pusins noted that BSO staff has met with ORCAT staff and County Administration, and looks forward to a continued and improved relationship with Broward County. He stressed the need to go forward in the spirit of cooperation.

With regard to agency access to audio recordings, Assistant Police Chief Michael Gregory of the Fort Lauderdale Police Department suggested this matter be escalated to the Broward County Chiefs of Police Association (Police Chiefs). He asked that the performance indicator scorecard be included on upcoming ORT meeting agendas for discussion. Ms. Zarazinski thought BSO's performance should be addressed on a systemwide basis, rather than only in terms of each consolidated dispatch center. Mr. Sabin believed the newly revised monthly report includes systemwide analysis as well as each dispatch center.

Mr. Sabin went on to announce ORCAT's implementation of a Quality Improvement (QI) Team. The QI Team will be drilling down on incidents to determine root causes and implement fixes. The team will include representatives from BSO, FOPE (National Federation of Public and Private Employees), and ORCAT. Captain Rosa noted a County deliverable to provide an annual report, and inquired as to when that report will be distributed. Mr. Sabin indicated that E911 consolidation has only been in place for three months. Ms. Zarazinski asked if the participating municipalities had been provided with BSO's mitigation responses, or only the notices of non-compliance. Mr. Sabin explained that the (mitigation responses) are part of the action plan (in the monthly report); the October, 2014 (monthly report) did not include an action plan, but an action plan was included in the November, 2014 report. Suzanne Lowe asked if (BSO staff) could amend some of their previously submitted mitigation plans in order to provide a more clear depiction of the remedial steps taken. Mr. Sabin believed multiple amendments had already been made. Mr. Pusins asked if ORCAT staff is now accepting the mitigation to amend the calls that BSO had no control over. Mr. Sabin explained that some are valid and taken into consideration; others are invalid and additional (mitigation) plans need to be generated. He believed that, in the next several weeks, there will be clarity as to what an action plan is, and that clarity should put everyone at ease. Mr. Pusins indicated that feedback is needed on any mitigation plans that are not deemed acceptable by the County. Mr. Sabin said that information has been provided, but possibly was out of sequence and that will be corrected.

Mr. Sabin went on to present a slide entitled *Consolidated Dispatch Reported Incidents September – Present*, a copy of which is attached hereto and made a part hereof these minutes. He recalled hearing an inaccurate statement that there are 1,800 (open) incident tickets. He asked Captain Rosa if he was familiar with that information. Captain Rosa said he was unaware of where that information originated. Mr. Sabin clarified that there have been a total of 342 incident tickets submitted for, both, police and fire rescue and 222 of those incident tickets have been closed. Currently, 120 tickets are classified as pending. Ms. Zarazinski pointed out that BSO staff does not receive incident tickets until they are forwarded by ORCAT staff. Once BSO investigates the information which usually takes 24 to 48 hours, the information is sent back to ORCAT staff. BSO is unable to provide the investigative information directly to participating agency representatives. Captain Rosa thought there is a speed bump in that process. Mr. Sabin noted that ORCAT staff is accountable for the incident ticketing system and, therefore, wants to be certain the (investigative) response is accurate. Captain Rosa asked what process is followed if the (investigative) response from BSO is deemed unsatisfactory by ORCAT staff. Mr. Sabin explained that additional information is requested from BSO staff. Further, in some instances, ORCAT staff may disagree with BSO's resolution. BSO's (investigative) responses on Priority 2 and 3 incident tickets are sent directly to the ticket originator with a request for him to advise whether he is satisfied with the information and resolution provided. Captain Rosa asked if participating agency representatives are being provided with BSO's original responses on Priority 1 incident tickets. Mr. Sabin clarified that ORCAT staff does not tweak any responses to incident tickets provided by BSO staff; ORCAT staff forwards the response provided by BSO directly to the originator. The objective is to ensure that Priority 1 life safety issues are resolved as quickly as possible.

Mr. Sabin went on to review the agenda. He noted that the Regional E911 Communications Managers (Communications Managers) will be starting next week. Captain Rosa asked when participating agency representatives will be notified as to who the Communications Managers are. Mr. Sabin indicated that their names will be provided subsequent to their beginning the job next Tuesday. The County's position is that those individuals have only accepted the job at this point, and are not considered employees until they attend work on their start date. Captain Rosa noted that a (security) process must be followed for them to enter this building. He asked that the individuals' names be provided as soon as possible.

With regard to self-dispatching from mobiles, Assistant Chief Gregory noted that Fort Lauderdale Police Department wishes to utilize this feature. Mr. Sabin said the issue would be brought forward at the next South Consolidated Dispatch Center ORT meeting. Sergeant Krege noted that Sunrise Police Department also wants to utilize self-dispatching; however, he thought clarification is needed. He explained that, currently, Sunrise Police Department's mobiles allow officers to create a call at a traffic stop, bypass address verification and put themselves 51-97 on a call. The only option not available is the ability for the officer to click on a call and put himself on it. His interpretation of self-dispatching from mobiles is that the one thing officers cannot do is click on a call and make themselves 51. He thought discussion is needed as to whether officers should have the ability to create calls which allows them to bypass address verification; that bypass causes issues with the addresses in CAD (Computer Aided Dispatch). So it is necessary for all agencies to be on the same page as to exactly what is being requested in terms of self-dispatching from mobiles. In response to Assistant Chief Gregory, Mr. Sabin explained that the (type of self-dispatching proposed at this meeting) is for officers to be able to route themselves to existing calls as opposed to creating calls. Sergeant Krege clarified his preference that officers be able to dispatch themselves to a call that is currently in the system as a primary or a back-up. Ms. Zarazinski noted that there are dispatch-related concerns associated with self-dispatching. The concern is that officers advise that they have self-dispatched, so operators are aware of their location. Ms. Lowe thought the pros and cons should be reviewed. She suggested placing a three-minute timer on the arrival status. Discussion ensued.

Mr. Sabin referred to incident ticket number 295051, a copy of which is attached hereto and made a part hereof these minutes. Captain Rosa noted that this incident ticket was closed, but the only resolution provided thus far was that BSO legal is giving it consideration. He inquired as to the current status. Ms. Zarazinski explained that BSO conducted an investigation and received documents from the tow company stating that the (resident) does not owe them any funds. She then contacted the (resident) and provided contact information for BSO counsel if further information was desired. The matter was closed because the resident did not make contact. She added that the tow company had made attempts to contact the (resident), but the (resident) made no attempt to contact the tow company.

Mr. Sabin noted Priority 1 incident ticket number 292178, a copy of which is attached hereto and made a part hereof these minutes. Ms. Zarazinski noted that language line is dedicated to 911 and non-emergency calls. If officers need an interpreter, BSO does not utilize the language line but rather provides the service internally. Assistant Chief Gregory clarified that the issue set forth in the incident ticket was not just the need for the language line, but that the officer was transferred to different consolidated dispatch centers and, at one point, the call was dropped. He elaborated upon the incident details. Mr. Sabin noted that E911 funds the language line. He asked what procedures were followed (pre-consolidation) in the event an officer required an interpreter. Assistant Chief Gregory explained that a check would be done over the radio to

determine if there was an officer working who spoke the needed language. If no internal assistance was available, then the language line would be accessed via the city's dispatch center. Ms. Zarazinski noted the proper procedure for the language line is to transfer the individual to the language line, provide the Client ID and Operator ID, and wait on the line for an interpreter. Assistant Chief Gregory stated that the procedure he described previously had been followed historically by his agency. Being that the County is now handling dispatch, he believed the County should continue providing the language line service. Mr. Sabin said the matter would be brought back for discussion with ORCAT staff. Captain Rosa believed the Fort Lauderdale Police Department should not be provided with a reduced level of service. Assistant Chief Gregory expressed concern that the same level of service the city received pre-consolidation would not be provided presently. Mr. Pusins noted that, if the County agrees with the Fort Lauderdale Police Department's position, BSO would simply use the same (previously stated) process (for that agency). Mr. Sabin noted that the funding aspect of this issue must be reviewed.

Ms. Lowe referred to incident ticket number 311740, a copy of which is attached hereto and made a part hereof these minutes. She elaborated upon the information set forth in the incident ticket, and noted that (teletype) confirmations should be done at the host site. Discussion ensued. Mr. Sabin said there is a need for documentation that defines the proper protocol. He advised Ms. Lowe to circulate the protocol (via submission of an incident ticket). He recalled the initial intent was to keep radio channel switching to a minimum, especially for teletype. He thought that by providing two to three teletype operators, the queues would be minimized. Ms. Zarazinski said some related issues are that the third teletype position has not yet been set up. Also, only one individual can transmit at a time and common names tie up the system for a significant period of time. Mr. Sabin reasoned that the limitation is the one (radio) channel.

Ms. Zarazinski pointed out that providing the name and driver's license (DL) number to teletype is more accurate because it is quite easy to make a mistake entering a DL number. Discussion ensued. Mr. Sabin asked Ms. Zarazinski to submit documentation of this proposal. He asked if there was a consensus to submit, both, name and DL number to teletype. An agency representative thought this would tie up additional radio time, but also reduce the risk of error. There was no other input offered.

Ms. Zarazinski noted that agency representatives' special skill sets such as SWAT and K-9 can be entered into CAD. It would be the agency representatives' responsibility to continue to provide BSO with updated information. She advised meeting attendees to contact Maeghan Foley at BSO to provide that information. She went on to reference incident ticket number 309044, a copy of which is attached hereto and made a part hereof these minutes. She elaborated upon the details set forth in the incident ticket, and noted that this matter does not specifically pertain to the central consolidated dispatch center. Discussion ensued.

As for patching into the Main talkgroup, Ms. Zarazinski said it was raised at a prior Police Chiefs meeting that, at times, there are significant time delays on information getting from municipality-to-municipality or (BSO) district-to-district. BSO's position is that obtaining permission should be discontinued in the event a municipality or district needs assistance. Assistant Chief Gregory recalled a consensus at the Police Chiefs meeting to proceed with patching because of the related safety issue. Ms. Zarazinski said a point to consider is there are three consolidated dispatch centers and hundreds of radio channels. Each consolidated dispatch center is operationally set up for that center. For example, the alternate channels Bravo, Charlie, and Delta (at the central consolidated dispatch center) would pertain to the City of Fort Lauderdale. There may not be an ability to patch to Pompano Beach. If there is an instance where Pompano

Beach is involved in a pursuit and on Main channel, the procedure would not be to switch to an alternate channel. When Pompano officers come into the City of Fort Lauderdale, the dispatcher would have to patch them to Fort Lauderdale's Main channel because Fort Lauderdale officers would not have the ability to go to (Pompano's) channel, and (even if that were possible) the dispatcher would not ask officers to switch channels (during an active incident). She posed another hypothetical scenario involving a contained perimeter with officers requesting assistance from a bordering jurisdiction. She thought discussion is needed about this because there have been concerns expressed about Main-to-Main or tactical-to-Main patching. The only option in that scenario would be to patch to Main channel; the units going to the perimeter would stay on Main and other units would go to a Bravo channel for regular operations. Mr. Sabin asked if the patching issue is global or specific to a couple of jurisdictions. Ms. Zarazinski said it is mostly a global issue. Sergeant David Hennessy of the Lauderhill Police Department asked why the County could not present the issue to the Police Chiefs and recommend that all agencies reprogram radios to a countywide fleet map. Ms. Zarazinski recalled that issue being raised at the last RPSCC (Regional Public Safety Communications Committee) meeting (by a police agency representative). She noted that fire rescue agencies have a fleet map that matches the entire County. She elaborated upon the type of fleet mapping BSO would like to see in place (for law enforcement agencies). Mr. Sabin asked if there is a short- and long-term plan for fleet mapping. Captain Rosa indicated that the police side is not as engaged with some of these issues as a cohesive group like fire rescue agencies because (law enforcement's) needs differ drastically between jurisdictions. He thought (a law enforcement agency representative) should take ownership of this matter, present a proposal, and bring it before all (law enforcement) agencies for revision and approval. Mr. Sabin asked Ms. Zarazinski if she had knowledge of any progress made by the law enforcement agency representative who raised this issue at the RPSCC meeting. Ms. Zarazinski said she did not, but offered to request that this matter be included on the (next Police Chiefs) meeting agenda. Mr. Sabin said he would discuss fleet mapping with Jose M. De Zayas of ORCAT.

Ms. Lowe raised the issue of radio contingency plans. Her concern is that agency representatives must know how to find the statewide talkgroups on their radios in the event the Broward County radio system goes down. Mr. Sabin agreed that it is important that agency representatives are aware of how to transition in and out of that type of emergency situation. Ms. Lowe thought the process of educating agency representatives on these matters should be underway. Further, she thought it is important that this is programmed in an area that is easily located in the fleet map. Assistant Chief Gregory pointed out that (the city's) radio infrastructure remains operational and Fort Lauderdale personnel would utilize it in the event of a County radio failure. Mr. Sabin said a task at hand is to document a disaster plan to ensure all participants are on the same page. Discussion ensued. Ms. Zarazinski stated that an issue to consider is, when the County radio system fails, the County is unable to predict how long the failure will be; the question then becomes whether the County or municipality makes the determination as to when (operations) should go to an alternate channel. Mr. Sabin remarked on the need to work on disaster planning and business continuity collaboratively. The goal is to complete that process before the (2015) hurricane season begins.

Captain Rosa asked to be provided with an organizational chart for ORCAT that depicts personnel and their responsibilities. He also requested an organizational chart for the RPSCC that depicts its position among governance boards within the County. Mr. Sabin noted that the (Broward County Consolidated Communications Committee) will be meeting in February, 2015; it is a Sunshine Meeting and, therefore, open to the public. Ms. Zarazinski announced that equipment was removed from (BSO's Public Safety Building) and about one week later the recording feature was disconnected on the Bravo channel. BSO staff was not aware of the



disconnection until several weeks later. As of now, the Bravo channels from the Public Safety Building are not recorded. She was uncertain if that affected the agencies represented at this meeting, but warned meeting attendees of the possibility that their Bravo channels may not be recorded. Mr. Sabin clarified that positions are recorded; the question is whether the channel is being recorded. He went on to state that ORCAT staff would compile a list delineating recorded and non-recorded radio channels. Captain Rosa asked if notification could be provided to him about meetings that occur between the Operator (BSO) and ORCAT so a representative from Sunrise could observe. Mr. Sabin was uncertain if the relationship between the Operator and ORCAT would be an open forum. Captain Rosa asked if that decision is solely the County's, or if the Operator could extend an invitation to observe the meetings to a Sunrise representative. Mr. Sabin believed the County operates within the opinion that it owns (the consolidated E911 system) and, therefore, creates the related guidelines. Ms. Zarazinski indicated that the new NFPA standard will go into effect on the 25<sup>th</sup> of the month. Being that the next Operational Review Team meeting will not occur for one month and discussion about implementation is needed, she asked when that discussion could occur. Mr. Sabin said this matter will be reviewed by ORCAT staff to determine what process is needed to make the change. There may be agreements, addendums, and contract changes to be done. Furthermore, County and city commissions will have to review it as well which is time consuming.

There being no further matters to address, the meeting adjourned at 11:11 a.m.



## Agenda

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

**Date: Tuesday, January 13, 2015**

**Time: 9:00 AM**

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- I. Call to Order
- II. Old Business
  - a. Agency access to audio – Not permitted by County legal
  - b. County Communications Manager
  - c. Written policy on priority rankings & response times – standardized reports showing QA
  - d. Incident ticket # 295051 – get update from BSO
  - e. Self-dispatching from mobiles – consensus at North PD Meeting 1/8/15 not to utilize self-dispatching
  - f. Monthly ORT Meetings
- III. Priority 1 Incident Review
  - a. Incident ticket # 292178
- IV. Incident Disposition Review
- V. Data Review

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

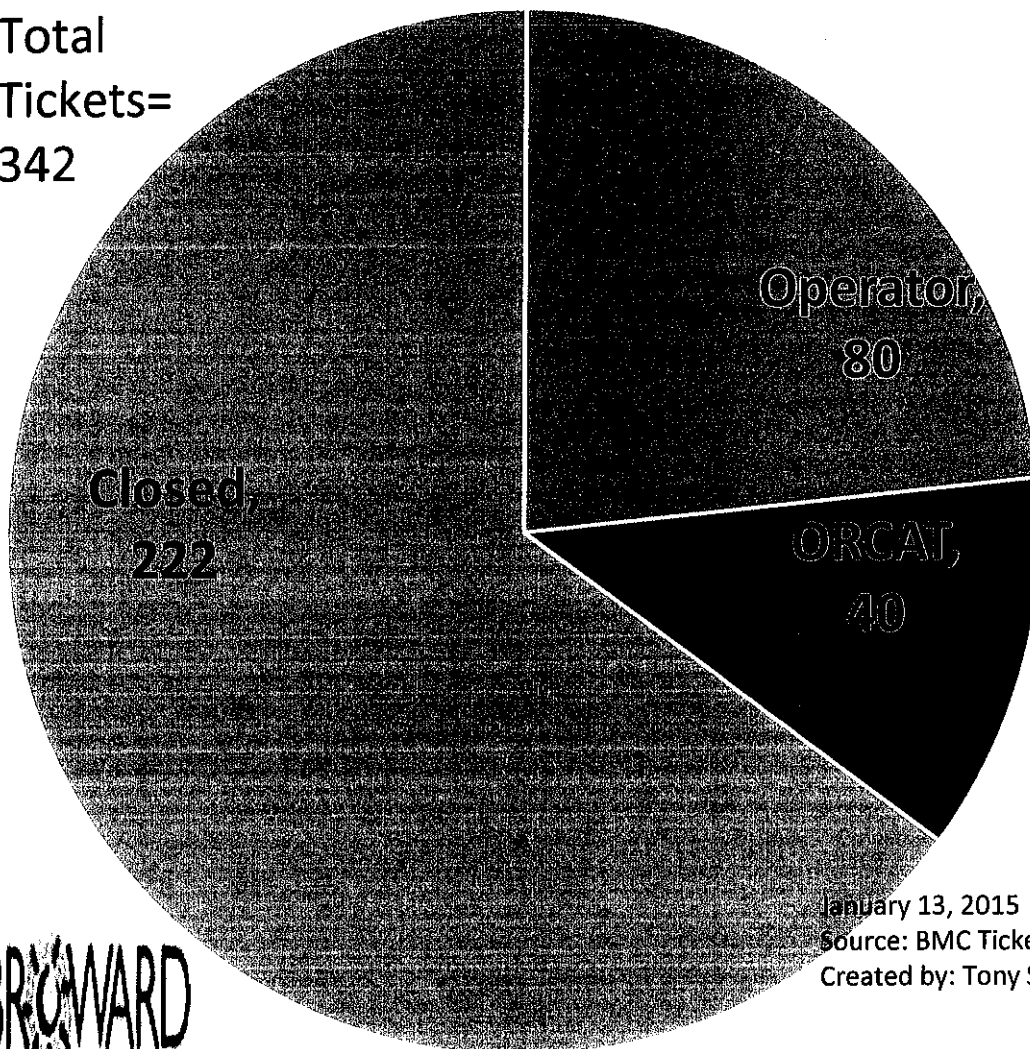
- a. Provide name and DL number to teletype as policy rather than only DL number – consensus at North PD Meeting 1/8/15 to implement
- b. Submit all specialized unit information for purpose of CAD programming for efficient dispatch queries (include officer name, officer ID number [CCN], and officer skill [example, SWAT or K-9])
- c. Incident ticket # 309044 – agreement needed among BSO, Hollywood, and Fort Lauderdale PDs as to programming of four Broward courthouses in CAD
- d. Incident ticket # 311740 re: teletype talkgroups
- e. Patching into main talkgroup – issue raised by BSO at 1/8/15 North PD meeting

VIII. New Business

IX. Adjourn

# Consolidated Dispatch Reported Incidents September-Present

Total  
Tickets=  
342



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



# BMC SERVICE DESK EXPRESS

**Incident: 295051**

As of Monday, Jan 12, 2015 10:24

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## Incident

### Client Information

### Assign to Information

<b>Last Name:</b> GERITY	<b>First Name:</b> BRIAN	<b>AMIZE</b>	<b>954-321-4496</b>	<b>Ext:</b>
<b>Client ID:</b> BGERITY		<b>ANGELA</b>	<b>MIZE</b>	
<b>Company ID:</b> BROWARD COUNTY		<b>BSO 911</b>		
<b>Phone:</b>	<b>Ext:</b>			

### Incident Information

<b>Category:</b> OCT911 - OPERATOR	<b>OCT911 - Operator</b>	
<b>Impact ID:</b> OCT911	<b>Opened:</b> 10/10/2014 11:31:06AM	<b>Problem:</b>
<b>Urgency ID:</b> HIGH	<b>Priority ID:</b> OCT911HIGH	<b>Responded Date and Time:</b>
<b>Status:</b> CLOSED	<b>Due Date:</b> 10/12/2014 11:31:06AM	<b>Service Name:</b>
<b>First Call Resolution:</b> <input type="checkbox"/>	<b>SLA ID:</b>	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{BGerity@sunrisefl.gov}BGerity@sunrisefl.gov

Message: Priority - High

This is in reference to a Signal 10 - Delayed.

On July 16th at 7:48 am, a BSO dispatcher wrote in the CAD notes that this vehicle was "54 Tow Repo Log" and dispatched an officer for a delayed stolen vehicle, yet this vehicle was entered as a tow into BSO Leads by a BSO operator for an expired tag that morning at 4:20 am. The owner is now trying to retrieve her vehicle and the towing company is asking for \$2800, which she feels she should not have to pay for.

Our personnel have been in contact with Suzanne Lowe already about this incident. I have attached the CAD report, BSO Leads page, and police report.

Thanks,

Lt. Gerity

Brian R. Gerity, Lieutenant  
Sunrise Police Department  
10440 W. Oakland Park Blvd.  
Sunrise, FL 33351  
954-746-3352

---

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

This message, together with any attachments, is intended only for the addressee. It may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, use, or any action or reliance on this communication is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete the message, along with any attachments.

City of Sunrise  
Email: BGerity@sunrisefl.gov  
Website: <http://www.sunrisefl.gov>

**Note:**

Accounting Fields:

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

Lt.

I was made aware of this issue by Site Manager Lowe.

My issue with this concern is that the City was advised that as of November 1st, 2013, which corresponded with the date of the consolidation of Sunrise into the regional system, that all City related tow and repo queries and entries would be the sole responsibility of the City and would not be part of the regional process.

While the operator should never have documented the CAD entry with this comment, and we will address that aspect of the issue, the responsibility for the query and verification of the tow should have been with the City.

The question of legality of the tow fees as it relates to BSO will be forwarded to BSO Legal for their consideration. There is nothing further that I can do regarding that aspect of the issue.

Angie

### Whiteboard Information

Whiteboard ID:

### CI Information

Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
10/10/2014 11:31:06AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
10/10/2014 11:31:07AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
10/10/2014 11:31:08AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
10/10/2014 11:31:09AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
10/10/2014 1:15:46PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:09
10/10/2014 1:16:00PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
10/10/2014 1:16:10PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
10/21/2014 9:44:24AM	SMEDVIN	Subject Changed To OCT911 - OPERATOR	HD_SUBJ_CHAN GE	00:00:14
10/21/2014 9:44:25AM	SMEDVIN	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
10/21/2014 9:44:26AM	SMEDVIN	Close Call # 295051	HD_CLOSE	00:00:00

**Work Orders****Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
DOC100914-10092014161736.pdf		978506



# BMC SERVICE DESK EXPRESS

**Incident: 292178**

As of Monday, Jan 12, 2015 10:26

Page 1 of 5

## Incident

Client Information		Assign to Information	
Last Name: BROGNA	First Name: ERIC	AMIZE	954-321-4496 Ext:
Client ID: EBROGNA		ANGELA	MIZE
Company ID:		BSO 911	
Phone:	Ext:		

Incident Information		
Category: SOFTWARE	Software	
Impact ID: OCT911	Opened: 9/29/2014 10:40:50AM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: OPEN	Due Date: 10/1/2014 10:40:50AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: FW: Dispatch Complaint 9.25.14

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

DATE OF INCIDENT: Sept 25, 2014

INCIDENT NUMBER: L34140925231251

PRIORITY LEVEL: High

LOCATION:

REPORTED BY: Officer Brian Meo

NAME:

MUNICIPALITY: Fort Lauderdale

AGENCY: Fort Lauderdale Police Department

EMAIL ADDRESS: EBrogna@fortlauderdale.gov<mailto:EBrogna@fortlauderdale.gov>;  
Mgregory@fortlauderdale.gov<mailto:Mgregory@fortlauderdale.gov>

TELEPHONE NUMBER:

INCIDENT DETAILS: Officer's inability to reach the language line : While on scene with a Spanish only speaking person I called 911 to utilize the language line. Upon reaching the dispatch center I advised who I was and my need. The call taker blindly transferred me to the language line without providing any assistance or a client ID#.

I called back and reached the South Regional Dispatch Center and again advised of my call sign and need. I was advised that they were not able to help me because I did not work for Hollywood. The call taker asked around and nobody spoke Spanish. They questioned if I was in Fort Lauderdale or Hollywood. I again had to advise I was definitely in the City of Fort Lauderdale. The call taker transferred me to the Sunrise Regional Dispatch Center because they had a language line.

Upon being transferred to the Sunrise Regional Dispatch Center I advised one more time of who I was and my need. I was placed on hold and eventually transferred to an unknown cellular phone and reached a voice mail.

While making all of these attempts my partner contacted headquarters on information channel to inquire about reaching a language line. The dispatcher on headquarters had never heard of the language line.

Through all the attempts I was not able to successfully be put in touch with the language line in order to facilitate a convenient and qualified translation. This extremely tedious and long delay prevented me from completing an investigation in a timely manner. This confusion and not being able to successfully reach important services like this are going to hinder effective investigations.

ADDITIONAL COMMENTS:

**Note:**

Accounting Fields:

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

RESOLUTION:

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

**Asset Tag #:**

## Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
9/29/2014 10:40:50AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
9/29/2014 10:40:51AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
9/29/2014 10:40:52AM	SYSTEMACCOU NT	Forwarded To Group DESK	HD_FRWD_GROU P	00:00:00
9/29/2014 10:40:53AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
9/29/2014 10:44:28AM	LGROSSMAN	Forwarded To Group OCT	HD_FRWD_GROU P	00:00:47
10/28/2014 11:27:46AM	RURIVERA	Notes	NOTES	00:00:07
Scott M, I believe this one belongs to you. RURIVERA 10/28/2014 11:28:11 AM				
10/28/2014 11:28:29AM	RURIVERA	Forwarded To Staff SMEDVIN	HD_FRWD_STAFF	00:00:32
10/28/2014 11:28:48AM		Sent EMail To SMEDVIN	EMAIL_SENT	00:00:00
11/25/2014 10:57:04AM	LFARMER	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:03:10
11/25/2014 10:57:05AM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/25/2014 10:57:23AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
11/25/2014 10:59:44AM	LFARMER	Ticket # 292178	EMAILOUT	00:01:29
To: angela_mize@sheriff.org				

Incident #: 292178

Open Date: 9/29/2014 10:40:50 AM

Client Name: ERIC BROGNA

Client Phone:

Client Department:

Group Assigned: BSO 911

Description: EBrogna@fortlauderdale.gov

DATE OF INCIDENT: Sept 25, 2014

INCIDENT NUMBER: L34140925231251

PRIORITY LEVEL: High

LOCATION:

REPORTED BY: Officer Brian Meo

NAME:

MUNICIPALITY: Fort Lauderdale

AGENCY: Fort Lauderdale Police Department

EMAIL ADDRESS: EBrogna@fortlauderdale.gov<mailto:EBrogna@fortlauderdale.gov>;  
Mgregory@fortlauderdale.gov<mailto:Mgregory@fortlauderdale.gov>

TELEPHONE NUMBER:

INCIDENT DETAILS: Officer's inability to reach the language line : While on scene with a Spanish only speaking person I called 911 to utilize the language line. Upon reaching the dispatch center I advised who I was and my need. The call taker blindly transferred me to the language line without providing any assistance or a client ID#.

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Through all the attempts I was not able to successfully be put in touch with the language line in order to facilitate a convenient and qualified translation. This extremely tedious and long delay prevented me from completing an investigation in a timely manner. This confusion and not being able to successfully reach important services like this are going to hinder effective investigations.

ADDITIONAL COMMENTS:

**Work Orders**

**Attachments**

# BMC SERVICE DESK EXPRESS

**Incident: 311740**

As of Monday, Jan 12, 2015 10:29

Page 1 of 5

## Incident

Client Information		Assign to Information		
Last Name: LOWE	First Name: SUZANNE	ASABIN	954-357-7312	Ext:
Client ID: SLOWE		ANTONIO	SABIN	
Company ID: BROWARD COUNTY		OCT 911		
Phone:	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 1/8/2015 6:03:42PM	Problem:
Urgency ID: LOW	Priority ID: OCT911LOW	Responded Date and Time:
Status: OPEN	Due Date: 1/22/2015 6:03:42PM	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 of Incident: Ongoing

Incident Number: N/A

PRIORITY LEVEL: 3

LOCATION: central Regional Communications Teletype

REPORTED BY: Broward County Regional Communications

NAME: Suzanne Lowe

MUNICIPALITY: Broward Sheriff's Office

AGENCY: Communications

EMAIL ADDRESS: Suzanne\_Lowe@sheriff.org

TELEPHONE NUMBER: 954-320-0597

INCIDENT DETAILS:

The Teletype talk group assignments are as follows:

- \* County Wide 13 (CW 13) - South Teletype
- \* County Wide 14 (CW14) - Central Teletype
- \* County Wide 15 (CW 15) - North Teletype

We have received reports of road patrol units using teletype talk groups interchangeably. Examples are as follows:

- \* BSO Pompano Beach uses Countywide 13 and 14 in addition to their assigned talk group.
- \* Fort Lauderdale uses Countywide 13 and 15 in addition to their assigned talk group.
- \* Hallandale uses Countywide 14 in addition to their assigned talk group.
- \* Lauderhill uses Countywide 13 in addition to their assigned talk group.

It is good and efficient practice to use an available resource when one channel is taxed.

However, when the inquiries necessitate confirmations, the tracking and documentation should be completed by the host site. There are often follow-up messages that are transmitted from the main jail, municipal records division, and local holding facilities back to the confirming agency. These messages often occur hours later and can cause confusion when the sister sites are completing hit confirmations for units that belong to the other PSAP's. The original request cannot be located amongst the paperwork at the host site and it laborious to track down the officer(s), inquiry and related confirmation documentation. This practice will also produce inaccurate results when tracking the number of inquiries/HITS generated from each site.

Proposed resolutions:

- 1.) Raise this issue at the consolidated meetings and publish instruction for field personnel to use their host teletype talk group for routine requests. Should an inquiry need urgent attention, field personnel may use the sister site talk groups, but all confirmations must be completed by the host communications site.

2.) Implement communications policy to direct teletype operators to communicate all HIT results and confirmation requests to the appropriate site as a safeguard. This will ensure the host site is alerted to complete and track the confirmation requests. Should the field units continue to use the sister site talk groups, the teletype operators will protect the integrity of the process.

Suzanne  
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.

**Note:**

Accounting Fields:

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

RESOLUTION:

**Whiteboard Information**

Whiteboard ID:

**CI Information**

Asset Tag #:



**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/8/2015 6:03:42PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/8/2015 6:03:43PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/8/2015 6:03:44PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/8/2015 6:03:45PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/8/2015 6:04:27PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-311740	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

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

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

Diagnostic information for administrators:

Generating server: MREXHTCA10.bc.broward.cty

DHALL@broward.org

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

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca10.bc.broward.cty (10.10.40.75) with Microsoft SMTP Server id 14.3.169.1; Thu, 8 Jan 2015 18:04:02 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 08 Jan 2015 18:04:02 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Thu, 8 Jan 2015 18:04:02 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Thu, 8 Jan 2015 18:04:01 -0500

Subject: OCT 911 Operations New Incident Notification \*ref#24-311740

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10RLVbNDN4Cx0001131d@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 08 Jan 2015 23:04:02.0028 (UTC) FILETIME=[6485A2C0:01D02B97]

Return-Path: selfhelp@broward.org

1/9/2015 8:51:30AM

LFARMER

Forwarded To Staff ASABIN

HD\_FRWD\_STAFF

00:02:39



1/9/2015 8:51:46AM

Sent EMail To ASABIN

EMAIL\_SENT

00:00:00



### Work Orders

### Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032
OCT 911 Operations N.eml		6195
unknown.log		285

# BMC SERVICE DESK EXPRESS

**Incident: 309044**

As of Monday, Jan 12, 2015 10:27

Page 1 of 7

## Incident

Client Information		Assign to Information		
Last Name: MIZE	First Name: ANGELA	LMOLITOR	954-882-7786	Ext:
Client ID: AMIZE		LYNN	MOLITOR	
Company ID: BROWARD COUNTY		CTD		
Phone:	Ext:			

Incident Information		
Category: MAPS-COMMONPLACES	MAPS-COMMONPLACES	
Impact ID: OCT911	Opened: 12/22/2014 4:52:45PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: WAITCUSTO MER	Due Date: 1/1/2015 4:52:45PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{Angela\_Mize@sheriff.org}Angela\_Mize@sheriff.org

Message: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: All PSAPs

REPORTED BY: Training

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela\_mize@sheriff.org<mailto:angela\_mize@sheriff.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

The four Broward County courthouses needs to be programmed in CAD as common named places to reflect INSIDE or OUTSIDE of the facility - as there are two very different DLE responses depending upon whether the need is inside or outside of the building.

All events within the facility must zone for BSO DISTRICT 6 - Courthouse Services. All events outside of the facility must zone for the respective city in which the building lies: ie. FL (Main), Plantation (West-side), Deerfield (North), and Hollywood (South).

Currently, most of the locations provide an internal zone only - for District 6 courthouse services. Only South zones for HW. This is a critical issue as the CAD will zone automatically if the address is used and without this clarification we will run the risk of operators generating a call improperly for service and the associated time delays that will result.

ADDITIONAL COMMENTS:

Angela Mize, ENP, RPL  
Regional Communications Assistant Director  
Broward Sheriff's Office  
(954) 321 - 4496 (office)  
(954) 895 - 3259 (cell) - Updated  
angela\_mize@sheriff.org<mailto:angela\_mize@sheriff.org>

[cid:image001.jpg@01D01E07.97681710]

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

**Note:**

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

Subject: RE: 911 Operations

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

Message: Dear Angie,

We do not have the ability to differentiate between the inside or outside of a building. The address must zone for one agency. I can test a common place solution (courthouse inside and courthouse outside) to see if I can use the same address and place it in different zones. Please be advised that I don't know if this will work and want to reiterate that this will NOT work in OSSI. If this works, it will require the operators to select the appropriate common place.

Sincerely,  
Lynn

Lynn Molitor  
Office of Regional Communications Technology  
115 S Andrews Av, Fort Lauderdale, FL 33301  
lmolitor@broward.org  
Telephone: (954) 383-8130  
www.broward.org

From: Mize, Angela [mailto:Angela\_Mize@sheriff.org]

Sent: Monday, December 22, 2014 4:52 PM

To: RegionalCommunications

Cc: Sabin, Antonio; Medvin, Scott; Farmer, Lory; Whitworth, David; Lowe, Suzanne; White, Sheri; Thomas, Tara; Bridwell, Virginia; Elmaadawy, Latasha; DiBernardo, Marysol; Revis, Daniel; Molitor, Lynn; Foley, Maeghan  
Subject: 911 Operations

DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: All PSAPs

REPORTED BY: Training

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela\_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

The four Broward County courthouses need to be programmed in CAD as common named places to reflect INSIDE or OUTSIDE of the facility – as there are two very different DLE responses depending upon whether the need is inside or outside of the building.

All events within the facility must zone for BSO DISTRICT 6 – Courthouse Services. All events outside of the facility must zone for the respective city in which the building lies: ie. FL (Main), Plantation (West-side), Deerfield

(North), and Hollywood (South).

Currently, most of the locations provide an internal zone only – for District 6 courthouse services. Only South zones for HW. This is a critical issue as the CAD will zone automatically if the address is used and without this clarification we will run the risk of operators generating a call improperly for service and the associated time delays that will result.

**ADDITIONAL COMMENTS:**

Angela Mize, ENP, RPL  
Regional Communications Assistant Director  
Broward Sheriff's Office  
(954) 321 - 4496 (office)  
(954) 895 - 3259 (cell) - Updated  
angela\_mize@sheriff.org

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

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

**Asset Tag #:**

## Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/22/2014 4:52:45PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/22/2014 4:52:46PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/22/2014 4:52:47PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/22/2014 4:52:48PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/22/2014 4:53:28PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-309044	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

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

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

Diagnostic information for administrators:

Generating server: MREXHTCA11.bc.broward.cty

DHALL@broward.org

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

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca11.bc.broward.cty (10.10.40.76) with Microsoft SMTP Server id 14.3.169.1; Mon, 22 Dec 2014 16:53:08 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 22 Dec 2014 16:53:08 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Mon, 22 Dec 2014 16:53:08 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Mon, 22 Dec 2014 16:53:07 -0500

Subject: OCT 911 Operations New Incident Notification \*ref#24-309044

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

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10RLVbNDN4Cx0000bfee@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 22 Dec 2014 21:53:08.0005 (UTC) FILETIME=[ABE77D50:01D01E31]



Return-Path: selfhelp@broward.org

12/22/2014 4:53:28PM

Automatic reply: OCT 911 Operations New Incident Notification\*ref#24-309044

EMAILIN

00:00:00

From: MAJONES@broward.org

Out of Office Alert:

I will be out of the office from 12/22/14 to 1/2/15, returning 1/5/15. If this is an urgent matter, please contact Brett Bayag at BBAYAG@broward.org. Otherwise, I will reply upon my return.

12/23/2014 8:09:25AM SMEDVIN Forwarded To Staff LMOLITOR HD\_FRWD\_STAFF 00:00:07

12/23/2014 8:09:26AM SMEDVIN Urgency has been changed URGENCY\_CHANGE 00:00:00

12/23/2014 8:09:36AM Sent EMail To LMOLITOR EMAIL\_SENT 00:00:00

1/5/2015 10:42:43AM LMOLITOR Subject Changed To MAPS-COMMONPLACES HD\_SUBJ\_CHANGE 00:01:19

1/5/2015 10:42:44AM LMOLITOR The Clock has been stopped STOP\_CLOCK 00:00:00

1/5/2015 10:42:51AM LMOLITOR User Defined Status Changed To WAITCUSTOMER HD\_STATUSCHANGE 00:00:07

1/5/2015 10:42:52AM LMOLITOR The Clock has been started START\_CLOCK 00:00:07

**Work Orders**

**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032
OCT 911 Operations N.eml		4352
unknown.log		286