



Office of Regional Communications and Technology

March 17, 2015

Central Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

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

Broward Sheriff's Office Staff in Attendance:

Bob Pusins	Executive Director, Department of Community Services
Angela Mize	Regional Communications Assistant Director
Suzanne Lowe	Site Manager, Central Consolidated Dispatch Center

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

Jenna DiPlacido called the meeting to order at 9:12 a.m.

Ms. DiPlacido referred to the agenda, a copy of which is attached hereto and made a part hereof these minutes. She noted the goal date for distributing the Broward Sheriff's Office's (BSO's) policies and procedures to agency representatives is March 18, 2015. Subsequent to that, review and revision processes will take place; all participating agencies will be involved in the revision process. As for the Signal 49 (alarm) issue described in incident ticket number 316255, Angela Mize recommended the cities of Fort Lauderdale, Hollywood, and Pompano Beach meet with BSO representatives to discuss the matter as these are the only cities on the consolidated dispatch system with divided main talk groups. A copy of the incident ticket is attached hereto and made a part hereof these minutes.

Ms. DiPlacido pointed out that there were no open status Priority 1 incident tickets on the agenda for discussion. She asked if any agency representatives wished to discuss any Priority 1 incident tickets. Sergeant George Anthony of BSO District 1 (Pembroke Park, West Park) asked if the incident tickets previously submitted by his agency had been reviewed. Ms. DiPlacido answered in the affirmative. ORCAT (Office of Regional Communications and Technology) staff agrees that District 1 should be dispatched from the South Consolidated Dispatch Center (South), rather than from the Central Consolidated Dispatch Center (Central). Call loads for each position are being examined and a plan is being developed for the radio positions. Sergeant Nadine Dunn of BSO District 1 asked if a meeting with BSO Fire Chief Anthony Stravino could be facilitated as she believed the issue of her agency being dispatched from Central is directly related to BSO Fire

Rescue (in terms of radio channel configuration). She elaborated upon a serious incident that she came upon on I-95, stating she had not been made aware of the details (by dispatch), but rather by Hallandale Beach law enforcement officers when they arrived twelve minutes later. Ms. DiPlacido stated that ORCAT staff can initiate the process and facilitate the meetings with an objective to bring awareness of the importance of moving BSO District 1 to South (and adding BSO District 1 to the Hallandale Beach Police Department's talk group). She went on to say that Ms. Mize is aware of the issue and ORCAT and BSO staff members are endeavoring to establish methods in CAD (Computer Aided Dispatch) to ensure BOLOs are sent to Central and reach District 1 officers. ORCAT and BSO staff will endeavor to fast track this matter. Ms. Mize added that, as an interim measure, DLE (Department of Law Enforcement) tactical dispatchers were established. The policy re-write will clearly depict the DLE tactical dispatcher's function which includes broadcasting in-progress incidents to the other two consolidated dispatch centers. Sergeant Dunn noted that her agency is comparatively smaller than others in Broward County and, therefore, does not have the same manpower to handle large issues. She believed the inability for her agency to be on the same channel with Hallandale PD, as it had been prior to consolidation, poses an officer safety issue. This is a matter of compromising law enforcement officers' safety because of a fire rescue (radio channel configuration) request. Discussion ensued. Ms. Mize articulated that the anticipated issue related to moving BSO District 1 to South and keeping BSO Fire Rescue at Central is a potential (dispatch) delay if CAD goes down. Deputy Chief Allen Siegel of the Lauderhill Police Department asked if dispatchers at the North Consolidated Dispatch Center (North) have the ability to broadcast countywide across all radio channels. Suzanne Lowe said it is possible to do on main talk groups. But, because so many primary talk groups would be routed, it would be taken over to the tactical dispatcher. She recalled discussions with BSO staff about the proper protocol for such an event. Deputy Chief Siegel questioned whether the matter should be brought before the Broward County Chiefs of Police Association (BCCPA) and the Fire Chiefs' Association of Broward County (FCABC) being that it is an officer safety issue. Ms. Mize replied that it is already BSO's policy to multi-select and broadcast in neighboring jurisdictions. It is just a matter of getting dispatchers to understand the procedure now that assignments and partnerships have been changed. She elaborated upon the multi-select process.

Sergeant Dunn inquired as to the possibility of bringing Hallandale Beach's fire rescue and law enforcement to Central. Ms. Mize thought there is a possibility; however, it would increase the workload at Central which would be problematic. Bob Pusins asked Ms. DiPlacido how this matter can be forwarded. Ms. DiPlacido explained that ORCAT staff has discussed the issue; it is now a matter of ensuring all parties understand the importance (of moving District 1). She agreed that an issue would be posed if CAD fails; but the impact would be relatively small because of District 1's size. Drew Smous said it would be necessary to have a representative from BSO Fire Rescue at the meeting and ORCAT staff will attend. He asked Mr. Pusins if Chief Stravino could attend. Mr. Pusins replied that Chief Stravino could be asked to attend, and, if necessary, a designee appointed. Ms. Mize confirmed for Sergeant Dunn that fire rescue would only be affected (by the proposed move) if CAD fails; law and fire rescue can be split, but there will be a delay in notification to fire rescue if CAD goes down. She expressed support for Sergeant Dunn's request. Sergeant Dunn stated that she and Sergeant Anthony will be available for any upcoming meetings. She expressed desire for the requested change to take place sooner rather than later, and before October. Ms. DiPlacido agreed that advanced planning is necessary. Captain Anthony Rosa of the Sunrise Police Department thought, with regard to this issue, the County's primary focus should not be on delays related to CAD failure as those delays already occur. Further, he was uncertain if asking fire rescue representatives for permission is appropriate as he believed they would be in opposition because of the delay. Ms. DiPlacido did not believe the meeting with fire rescue would be one where permission is sought, but rather a discussion involving individuals

who made the original decision so they are made aware of why changes would be made. Mr. Pusins asked if it would be helpful for BSO representatives to bring back a recommendation subsequent to internal discussions with police and fire rescue personnel. Ms. DiPlacido and Mr. Smous answered in the affirmative. Mr. Pusins agreed to bring back a recommendation. Discussion ensued between Ms. DiPlacido and Ms. Mize about talkgroups for law enforcement positions. Mr. Pusins asked ORCAT staff to provide him data depicting how often CAD went down over the past year. This information is needed before discussions are held. Mr. Smous indicated that Daniel Revis, E911 Communications Administrator for ORCAT, has that information.

Mr. Smous went on to present information related to data review. A copy of the slides is attached hereto and made a part hereof these minutes. Mr. Pusins asked Mr. Smous to convey the actual frequency of "frequently occurring issues." Mr. Smous explained the service failure of "dispatcher did not complete unit status checks" occurred about six times between October and December (2014). Mr. Pusins did not believe that figure reflected a high frequency. Mr. Smous elaborated upon different areas that were examined in terms of quality improvement (QI). He noted that BSO staff has taken measures to remind dispatchers of proper procedures. He continued to review the slides. Mr. Pusins asked Mr. Smous the frequency of the "didn't ask for city" service failure. If the frequency is not high, he reasoned that it may be more productive to deal with individual (operators) rather than taking a systemwide approach. Captain Rosa agreed. He thought the data review material is being presented as though the issues are systemwide, but he questioned if that is actually the case. Mr. Smous indicated that addressing is a prevalent issue. Mr. Pusins believed the information is not quantitative; he asked if there are numbers to depict the frequency of occurrence. Mr. Smous replied that there are numbers which were presented at previous (Operational Review Team) meetings. Further, Ms. Mize has participated in (QI) discussion groups. Captain Rosa inquired as to the specific prior meetings where this information was presented. Mr. Smous explained that a fishbone (Cause & Effect Analysis) diagram was presented at the (February 17, 2015) Central PD Operational Review Team meeting (ORT). Further, the counter measures are such that, if an issue is related to a particular employee, the matter should be addressed with that employee, and BSO's quality assurance (QA) team is doing that.

Ms. Mize noted that BSO's QA team has been operating since January (2015). In February (2015), the BSO QA team conducted 322 reviews, of which 260 were random. Operators at the South center are doing the best overall with 60 percent compliance (to policy); Central is at 57 percent compliance; and North is at 50 percent compliance. Common SOP violations were found. Eight operators were placed on remedial training; only one of the eight was a BSO employee prior to consolidation. The focus has been on revamping and fine tuning the SOP which will be distributed to (BSO) staff (in the near future). Common trends have been uncovered through the incident ticketing system, and these issues are being addressed one-on-one (with operators) as well as globally. Mr. Smous said the key component is that attention is being focused on dispatch issues. Mr. Pusins expressed support for the QI process, but thought the (frequency) of issues should be put in context. Captain Rosa referred to the service failures of "didn't get event details from caller" and "didn't get FR details for signal" shown on the data review slide. He asked if these were identified as service failures because of incident tickets submitted, and if the matters were investigated to determine whether causes were attributable to incoherent or uncooperative callers. Mr. Smous replied that, initially, BSO's QA team researched the incidents. Then, the QI team further examined the incidents to determine root causes. Captain Rosa referred to the countermeasure "define and document the caller interrogation decision diagram" depicted on the data review slide. He asked if it is possible to define and document a decision diagram on a medical call wherein EMD (Emergency Medical Dispatch) is followed. Mr. Smous said the objective is to map out the exact caller interrogation procedure.

Ms. DiPlacido asked if there were any participating agency policy issues to discuss. Lieutenant Rodney Brimlow of BSO District 8, Weston, said his agency has not been getting fire rescue information which is leading to problems. He elaborated upon some examples, including a recent plane crash in the Everglades wherein fire rescue information was not communicated to his agency. When the information was finally conveyed to his agency, it was conveyed as the 35 mile marker of I-75 which is about 40 minutes away from the actual location. Ms. Lowe articulated that the (South) site manager had contacted her and stated there was a plane crash in Pembroke Pines' jurisdiction and (dispatch staff members) were in the process of executing notifications. She was later told the crash was in BSO's jurisdiction and that the Weston units were only needed to go out and prepare the report. Ms. Mize thought it sounded like the communication breakdown was at the field level, rather than at the communications level. Ms. Lowe suggested a review of the entire incident. Lieutenant Brimlow agreed. He thought the cause is not communications, but rather some disconnect between fire rescue and law enforcement. Discussion ensued. Ms. Lowe said it is key that the address created for Weston was incorrect. Lieutenant Brimlow replied that the incorrect address is still in his agency's jurisdiction. Nonetheless, Ms. Lowe thought the incorrect address might be the reason his agency was not initially notified as it was thought to have occurred in Pembroke Pines. Lieutenant Brimlow elaborated upon another incident where law enforcement was not provided with pertinent fire rescue information. Ms. DiPlacido stressed the importance of submitting incident tickets for such issues so they can be examined on a case-by-case basis to ensure proper procedures are followed. Ms. Mize pointed out that a regional agreement was made about one year ago that limited the amount of information related to fire rescue calls that is shared with law enforcement. The general rule is that law enforcement should be informed of incidents involving heart attacks, children, and/or a crowd control element. Deputy Chief Siegel asked if fire rescue dispatchers and call-takers are trained to include more information in CAD than law enforcement dispatchers and call-takers. He expressed desire to be provided with more information in CAD notes for law enforcement. Ms. Mize explained that, for dual law/fire calls, the fire rescue component is entered and the law enforcement is then attached as the child call to the fire rescue event; the operator then continues with the fire rescue interrogation. The reason for the disconnect is that, although the CAD marries the law and fire rescue call as a dual connection, comments only dump into one side automatically. Being that the fire rescue call is the parent call, the comments will only dump into that side unless the operator executes a specific function. By the same token, for dual calls wherein law enforcement is the parent call, the comments will only dump automatically into the law side. The current version of CAD cannot automatically dump the comments into both calls, but this feature will be available in Next Generation CAD. However, it is policy that the information be sent to both law enforcement and fire rescue (for dual calls), and it is a procedural violation if that does not occur.

Ms. DiPlacido reviewed incident ticket number 311135, a copy of which is attached hereto and made a part hereof these minutes. She noted that Pembroke Pines Police Department's position is that consolidated dispatch convey all information to the agency, and the agency will decide as to whether further action should be taken. She invited feedback from agency representatives. Ms. Mize explained to an agency representative that the caller in this incident was speaking English, but was requesting to talk to a Spanish speaker. She went on to state that there was no background noise (indicating a violent situation) and the caller was calm. When the caller was transferred to the language line, she disconnected. Dispatch called back a couple of times, but there was no answer. The caller's cellular phone only provided the location of the cellular tower. The caller went to the Pembroke Pines Police station the following day and explained that it was a domestic violence incident. BSO has no objection to Pembroke Pines' position. This is simply being brought forward for feedback. Discussion ensued.

Ms. Mize provided an overview of incident ticket number 321146, a copy of which is attached hereto and made a part hereof these minutes. Mr. Smous explained to Deputy Chief Siegel that he believed all local agency personnel with radios should be (CJIS [Criminal Justice Information Systems]) certified. Ms. DiPlacido reviewed a slide depicting a support matrix. A copy of the matrix is attached hereto and made a part hereof these minutes. She invited meeting attendees to provide any additional contact information. Ms. Mize noted that Mr. Pusins said the BSO Pembroke Park/West Park issue (previously discussed) is being fast-tracked. She asked if Mr. Revis could provide the needed information within the next hour. Ms. DiPlacido offered to contact Mr. Revis about the matter.

There being no further matters to address, the meeting adjourned at 10:28 a.m.



Agenda

**Central PD Operational Review Team Meeting
Sunrise Public Safety Building
10440 W. Oakland Park Blvd - Community Room
(ground floor)
Date: Tuesday, March 17, 2015
Time: 9:00 AM**

- I. **Call to Order**
- II. **Old Business**
 - a. **BSO's policies and procedures to be distributed to all agencies**
 - b. **Incident Ticket # 316255 re: Signal 49 a/k/a Signal 49A – consensus at North PD meeting 2/4/15 not to tone alert Signal 49 – UPDATE to be provided by BSO**
- III. **Open Status Priority 1 Incident Review**
- IV. **Incident Disposition Review**
- V. **Data Review**
- VI. **Participating Agency Policy Issues**

VII. Operator Policy Issues

- a. Related to Incident Ticket # 311135 (Pembroke Pines PD)
– Per Pembroke Pines PD's request, BSO to extend their policy on hang-up calls like the one reflected in this incident, so call is referred back to agency for agency to determine how to proceed**
- b. Incident Ticket # 321146 – Regional communications TTY units/civilian employees authorized to receive and request TTY information (Incident Ticket amended by BSO)**

VIII. New Business

- a. Selfhelp vs. regionalcommunications issues matrix**

IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 311135

As of Monday, Feb 23, 2015 14:07

Incident

Page 1 of 4

Client Information		Assign to Information		
Last Name: Stasio	First Name: Chris	AMIZE	954-321-4496	Ext:
Client ID: CSTASIO		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone: 954-436-3200	Ext:			

Incident Information		
Category: OTHER	Other	
Impact ID: OCT911	Opened: 1/6/2015 8:55:33PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: DELAYED_BY_CUST	Due Date: 1/24/2015 3:07:46PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: RE: 911 Communications

From:SMTP:{cstasio@ppines.com}cstasio@ppines.com

DATE OF INCIDENT: 12.28.14

CASE NUMBER: 2014-096269 @ 1255 hrs

PRIORITY LEVEL: I

LOCATION: 14373 SW 9 Ct (Pembroke Cay)

REPORTED BY: CAPTAIN STASIO

NAME: Sgt. Walsh

MUNICIPALITY: (Leave Blank)

AGENCY: Pembroke Pines PD

EMAIL ADDRESS: cstasio@ppines.com

TELEPHONE NUMBER: 954-431-2501

INCIDENT DETAILS: Units were dispatched to a delayed domestic disturbance which had occurred on the night of 12.27.14 according to the reportee. The reportee responded to police headquarters on 12.28.14 to meet with officers. Investigation revealed the reportee dialed 911 on 12.27.14 @ 2330 hrs from her cell phone, 201-560-7919 and was transferred due to a language barrier. During this time, the call disconnected. BSO called back on two occasions. No call was entered for Pines PD to respond and check the area. It is unknown whether a latitude/longitude check was conducted by dispatch personnel in order to determine an area in which the reportee was calling from.

The final investigation revealed that the suspect battered his wife (the reportee) who was attempting to report the incident via 911. He then took her cell phone from her and disconnected the call.

This call should have been entered and a unit dispatched to investigate.

ADDITIONAL COMMENTS:

The City of Pembroke Pines is a public entity subject to Chapter 119 of the Florida statutes concerning public records. Email messages are covered under Chapter 119 and are thus subject to public records disclosure. All email messages sent and received are captured by our server and retained as public records.

Note:

Accounting Fields:

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

RESOLUTION: place on south regional agenda for further discussion per Capt Stasio 2-18-15

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/6/2015 8:55:33PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/6/2015 8:55:34PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/6/2015 8:55:35PM	SYSTEMACCOU NT	Forwarded To Group DESK	HD_FRWD_GROU P	00:00:00
1/6/2015 8:55:36PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/7/2015 6:46:07AM	DBORGIA	Subject Changed To OTHER	HD_SUBJ_CHANG E	00:01:20
1/7/2015 6:46:08AM	DBORGIA	Forwarded To Group BSO 911	HD_FRWD_GROU P	00:00:00
1/7/2015 6:46:14AM	DBORGIA	Notes	NOTES	00:01:03
1/22/2015 3:07:46PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:39
1/22/2015 3:07:47PM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
1/22/2015 3:08:00PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
2/18/2015 4:20:07PM	DWHITWORTH	User Defined Status Changed To DELAYED_BY_CUST	HD_STATUSCHAN GE	00:29:21

Work Orders**Attachments**

BMC SERVICE DESK EXPRESS

Incident: 316255

As of Friday, Feb 13, 2015 10:45

Page 1 of 3

Incident

Client Information		Assign to Information	
Last Name: LOWE	First Name: SUZANNE		Ext:
Client ID: SLOWE			
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: LOW	Opened: 1/29/2015 11:10:53AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 2/4/2015 3:10:53PM	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: MEDIUM (2)

LOCATION: CENTRAL REGIONAL - TO BE DISCUSSED WITH NORTH AND SOUTH

REPORTED BY: REGIONAL COMMUNICATIONS

NAME: SUZANNE LOWE

MUNICIPALITY: N/A

AGENCY: N/A

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

TELEPHONE NUMBER: 954-320-0597

INCIDENT DETAILS:

Fort Lauderdale PD has a historical practice requiring dispatchers to use the alert tone and multi-select ALL Signal 49 audible (aka Signal 49A) calls. Current communications policy stipulates only business alarms, Signal 49 Silent, and Silent Hold-Up calls meet the criteria for alert ones and multi-select broadcasts. The multi-select policy is written as:

1. Multi-jurisdictional BOLO's are necessary when the incident is classified as one of the following incident types: 6, 10IP, 10JO, 21IP, 21JO, 24IP, 33IP, 34IP, 41IP, 41JO. Delayed incidents classified with these incident types may not require a multi-jurisdictional call announcement unless an exigent circumstance exists. Duty Officers should be queried for any delayed event in which the Dispatcher is unsure whether a multi-jurisdictional broadcast is warranted.

As Fort Lauderdale PD's practice is not common to all municipal agencies; and, is not in harmony with our current policy, it is prudent for all agencies to discuss best practice. The following consequences should be weighed:

* The Signal 49A classification is used for residential and business locations. It is frequently used and often accidentally triggered. The alert tone and multi-select may be overused and lose the urgency associated with high priority calls.

* Multi-selecting is used when assistance may be required from another jurisdiction or the incident may affect another jurisdiction. In most cases, Signal 49A's do not meet the criteria.

Should all agencies agree to change the current policy and incorporate all audible Signal 49A's as a critical incident, we will institute a policy change and train the dispatchers accordingly.

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:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/29/2015 11:10:53AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/29/2015 11:10:54AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/29/2015 11:10:55AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/29/2015 11:10:56AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00

Work Orders

Attachments

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

Counter Measures – Follow Policy

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date
Follow Policy	Dispatcher did not complete unit status checks	Training of employees	Time check procedures sent to sites in Information Tips and Guidelines memos and read at roll calls	Angela Mize	22-Aug-2014 29-Aug-2014 26-Nov-2014
			Individual counseling of employees not completing time checks was done by BSO Quality Assurance Team	Angela Mize	31-Jan-2015
			Ensure Dispatcher training material for time checks contains Regional approved policy language.	Angela Mize	1-May-2015
			Ensure time checks are emphasized in BSO's Adore system for new employee certification	Angela Mize	1-Apr-2015
			Get time check policy approved by Regional partners	Jenna Diplacido	1-May-2015
			Regional partners and Communication centers have differing time check criteria	ORT	1-Feb-2015
			Hollywood went into an arrival status AR on traffic stops	Lynn Mollitor	11-Mar-2015
CAD terminal issue	Dan Revis	1-Apr-2015			

Counter Measures – Information Gathering

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date
Information Gathering	Didn't ask for city	Training of employees	Information Tips and Guidelines memos including information to verify city sent to all site and read at roll calls	Angela Mize	22-Aug-2014 26-Nov-2014
			Individual counseling of employees not verifying the city was performed by BSO Quality Assurance Team	Angela Mize	31-Jan-2015
			Ensure Call Taker training material has focus on city verification and effective usage of CAD mapping.	Angela Mize	1-Apr-2015
			Ensure address verification is emphasized in BSO's Adore system for new employee certification.	Angela Mize	1-Apr-2015
			Develop training program for proper usage of CAD mapping and ALL information for address verification.	Angela Mize	1-May-2015
			Provide training to staff on interrogation workflows, using CAD and ALL information and address verification.	Angela Mize	1-Jun-2015
			Define and document address validation workflow portion of Caller Interrogation process.	QI Team	15-Apr-2015
			Define and document the caller interrogation decision diagram	QI Team	1-May-2015
			Write Regional Policy for caller interrogation and get approved	Jenna Diplacido	1-Jun-2015
			Develop training program from approved caller interrogation Regional Policy	Angela Mize	1-Jun-2015
Train staff on new caller interrogation policy					

Counter Measures – Information Dissemination

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date
Information Dissemination	Failed to read safety flags	Well defined policy ensuring only the most relevant safety flags are in the system	Write Regional policy defining information to be provided in safety flags	Jenna Diplacido	1-Jun-2015
		Safety Flags contain old information causing pertinent info to be overlooked by Dispatchers	Have Regional partners review and correct the safety flags for their municipalities	Dan Revis	15-Jul-2015
		Training of employees	Trending Patterns memo including instructions for operators to verbalize all CAD flags was sent out to read at roll calls	Angela Mize	26-Nov-2014
			Ensure Dispatcher training material has focus on reading safety flags	Angela Mize	15-Apr-2015
			Ensure the reading of the safety flags is emphasized in BSO's Adore system for new employee certification	Angela Mize	15-Apr-2015
			Ensure Dispatcher training material has focus on reading updates from Call Taker	Angela Mize	15-Apr-2015
Not relaying pertinent information	Training of employees	Ensure there is a focus on relaying updates from the Call Taker to the field in BSO's Adore system for new employees	Angela Mize	15-Apr-2015	

Systemic Measures

The results of the QI team's single case boring of the tickets generated in October thru December, brought to light the need to implement measures on a broader scale. Many of the root causes lead to actions to standardize processes and training. To address these concerns on a broader scale, the team initiated the following projects.

Process Reengineering and Mapping – Conduct process mapping sessions to write thorough policies and training material.

Regional Policy – Initiate a project to build clear, concise regional policies to level set expectations between Cities, Comm center operators and Management. Policies will be written by priority determined by the impact and frequency of tickets.

Training – Build a well defined training program for new employees, retraining of current employees and counseling of individual employees in alignment with a well defined regional policy.
~~Change Control~~ Manage the System and Policy change control process already implemented to ensure a monitored and consistent rate of change.

BMC SERVICE DESK EXPRESS

Incident: 321146

As of Monday, Feb 23, 2015 14:57

Page 1 of 2

Incident

Client Information		Assign to Information	
Last Name: THOMAS	First Name: TARA	DSMOUS	Ext:
Client ID: TTHOMAS		DREW	SMOUS
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information		
Category: OCT911 - ADMIN	OCT911 - ADMINISTRATIVE	
Impact ID: LOW	Opened: 2/19/2015 4:59:50PM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 2/26/2015 11:59:50AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: TTY unit (North, Central & South) needs to have a current list

From: SMTP:{Tara_Thomas@sheriff.org}Tara_Thomas@sheriff.org
Message: DATE OF INCIDENT: 2/19/15
INCIDENT NUMBER: N/A
PRIORITY LEVEL: High
LOCATION: Regional Communications
REPORTED BY: Tara Thomas
NAME:
MUNICIPALITY
AGENCY: BSO
EMAIL ADDRESS: tara_thomas@sheriff.org<mailto:tara_thomas@sheriff.org>
TELEPHONE NUMBER: 954-895-5306

INCIDENT DETAILS:

Each Regional Communications TTY unit (North, Central & South) needs to have a current list of civilian employees that are authorized to receive and request TTY information. This information needs to be provided to BSO from each municipality, city and or unit that we provide TTY services.

ADDITIONAL COMMENTS:

Tara D. Thomas, ENP, RPL
Communications Site Manager
Regional Communications Division - North
Broward Sheriff's Office
(954) 968 - 685 (office)
(954) 895 - 5306 (cellular)

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
2/19/2015 4:59:50PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
2/19/2015 4:59:51PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
2/19/2015 4:59:52PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
2/19/2015 4:59:53PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
2/19/2015 5:19:28PM	DSMOUS	Forwarded To Staff DSMOUS	HD_FRWD_STAFF	00:00:02
2/19/2015 5:20:39PM	DSMOUS	Subject Changed To OCT911 - ADMIN	HD_SUBJ_CHANG E	00:01:05

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		4902

In an amendment to this ticket

We are proposing that a list is not required for TTY queries of any staff members.

Having said that, however, TTY will only proceed with 1028 / 1029 queries of staff members via radio request for "civilian" members – such as CSAs, PSAs, etc. We will not accept any query requests via telephone. Sworn members will be able to query additional details, such as criminal histories, etc.

Additionally, it will be the responsibility of each City to guarantee that those operating a radio and are able to query in TTY must be valid in their FCIC/NCIC credentials – this will include any Xray (base station) unit who queries anything in TTY.

Angie

Office of Regional Communications and Technology ▶ Support Contacts All Items

Systems / Examples	Email	Phone	Company / Group	Email Subject	Notes - System Description
Aqua	selfhelp@broward.org	Priority dispatch number	OCT Applications	Forward to OCT	ORCAT provide BSO with access to do QA. If they have a problem with AQUA they can call Priority Dispatch
CAD Software - Enhancements/Changes	regionalcommunications@broward.org		OCT Applications	911 Operations	
CAD Software - Issues	selfhelp@broward.org	954.357.8686		Forward to OCT	
CAD Terminal - Hardware (Dell PCs)	Dispatch@evolvtch.com	866.299.3246	Evolv Tec	N/A	4) You can open the service request directly through our Web Portal www.alert.blmnw.com/alert you will need your login and password to open a service request or you can monitor the status of the call, as well. User ID: BROWARDCAD Password: service2014
CAD Terminal - Hardware (HP PCs)		954-791-8040	Control Communications		
Call Taker / Dispatcher (Call Center issues)	regionalcommunications@broward.org		OCT Operations	911 Operations	Municipalities / Operator Managers
Closest Unit Response MDTs - Panasonic Toughbooks		954.791.8040	Control Communications		SLA: 30mins response / 2 hours arrival / 4 hours resolution
Consoles (Physical Desk)	regionalcommunications@broward.org		OCT Operations	911 Operations	North (Office Elements 954.782.1855 marc@oefurniture.com)
Facility Issues	regionalcommunications@broward.org		OCT Operations	911 Operations	
FINS/ Motobridge	Call in to Motorola	800.323.9950-validate	Motorola		Florida Interoperability Network System; Provides connectivity to multiple incompatible radio systems
FireRMS	selfhelp@broward.org	954.357.8686	ORCAT Applications	Forward to OCT	Fire Records Management System delivered via Citrix XenApp
First Look Pro	selfhelp@broward.org	954.357.8686	ORCAT Applications	Forward to OCT	Fire Pre Planning Application used by first responders in every Regional participating FR agency
GoldElite - Software	Call in	800.323.9949	Motorola	N/A	
HipLink (Paging/Messaging System)	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	Viper (Group in HipLink)
Language Line	http://www.languageline.com/page/voc		Language Line	N/A	Translation services for 911 callers
MARS Phone - Ckt # 80PLXX502024 with multiple drops	selfhelp@broward.org		ORCT - Radio	Forward to OCT	Mutual Aid Response System; Telephone at the FR Comm Centers used to contact other Mutual Aid participants.

Open Query	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	FCIC/NCIC query ability through the Printrak CAD system
Paramount DCs Power911, Intrado, Viper, Positron	see helpdesk@sheriff.org can email and phone	954.831.8301 800.361.2596	BSO Helpdesk Intrado	N/A N/A	BSO Informant -> Contact the Helpdesk Get from DO
ProQA Radio - EID Changes	selfhelp@broward.org selfhelp@broward.org	954.357.8686	OCT Applications OCT Apps & OCT Radio	Forward to OCT Forward to OCT	Software to read EMD questions
Radios - Hardware Uni page (RF Pager)	Call in Michael_Kane@sheriff.org	800.323.9949 954.831.8200 (M) 954.547.8715	Motorola Michael Kane	N/A N/A	Radio at the console D.O.'s and some Fire Rescue units
VoIP phones at Consoles (ETS phones)	regionalcommunications@broward.org	954.357.8686	Broward County ETS	911 Operations	The phones at the consoles are maintained by the County.
VPI Voice Recording System	Call in	954.267.9199 1.800.722.3472	Replay Systems	N/A	Voice recording system
Wireless Trace - AT&T		1.800.635.6840 option 4	AT&T Wireless/National Subpoena Compliance Center		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- Sprint		1.866.398.3284	Sprint/ Corporate Security		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- T-Mobile		1.973.292.8911	T-Mobile/Law Enforcement Relations		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- Verizon		1.800.451.5242 option 4	Verizon		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace-Metro PCS		1.800.571.1265	Metro PCS/Subpoena and Court Order Compliance		9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls

Add new item