



**Office of Regional Communications and Technology**

**April 14, 2015**

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

**Broward County Staff in Attendance:**

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

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

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

A Central Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Tuesday, April 14, 2015, at the Sunrise Public Safety Building, Community Room, 10440 West Oakland Park Boulevard, Sunrise, Florida.

Jenna DiPlacido called the meeting to order at 9:07 a.m.

Ms. DiPlacido presented a slide depicting the agenda, a copy of which is attached hereto and made a part hereof these minutes. Drew Smous announced that the agency access to audio matter is moving forward as there is an amendment to the Replay Systems contract. Any updates will be announced. Ms. DiPlacido noted the Signal 49A (Alarm) issue shown on the agenda was brought around to the North and South Consolidated Dispatch Centers; the consensus among those PD ORT (Operational Review Team) members was not to tone alert 49As. She asked Angela Mize if Pompano Beach PD representatives wished to have 49As tone alerted. Ms. Mize explained that Pompano Beach PD did not implement this practice (pre-consolidation) and, therefore, had a wait-and-see attitude dependent upon responses from Fort Lauderdale and Hollywood PD representatives. Ms. DiPlacido thought Fort Lauderdale PD representatives could bring this issue forward to the Broward County Chiefs of Police Association (BCCPA) if they wish (being that theirs is the only participating agency desirous of tone alerting Signal 49As).

Ms. DiPlacido went on to state that the only open status Priority 1 incident tickets for agency representatives at this ORT meeting are for BSO's (Broward Sheriff's Office) West Park/Pembroke Park District Office (incident ticket numbers 322556 and 321754, a copy of each is attached hereto and made a part hereof these minutes). These incidents were left in open status for tracking purposes. She asked Sergeant George Anthony of the BSO West

Park/Pembroke Park District Office if he had any (additional) issues to discuss. Sergeant Anthony said he did not. Ms. DiPlacido asked the participating agency representatives if there were any incident dispositions to be discussed. Bob Pusins requested an update on the status of moving the Pembroke Park/West Park District (law enforcement only) to the South Consolidated Dispatch Center (South) from the Central Consolidated Dispatch Center (Central). Ms. DiPlacido explained that a change approval form was completed by the West Park/Pembroke Park District, but their signatures are needed. Then it must be submitted to ORCAT (Office of Regional Communications and Technology) for signatures. Mr. Pusins emphasized the Sheriff's desire for this to be completed. He asked if he could sign the change approval form as the Sheriff's designee to expedite the process. Ms. DiPlacido reiterated that the form is currently with the West Park/Pembroke Park District staff. Sergeant Anthony explained to Mr. Pusins that Lieutenant Nadine Dunn of the BSO West Park/Pembroke Park District currently has the form. Ms. DiPlacido restated her inquiry as to whether participating agency representatives wished to discuss any incident dispositions. There was no input provided.

Mr. Smous presented slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. The Quality Improvement (QI) team is looking at the addressing issue with the objective to map out the logic of addressing and develop a solid workflow. The incident tickets submitted in January, 2015 were reviewed by the QI team; of 21 call-taker issues, 11 related to addressing. The QI team will continue to focus on addressing issues and develop countermeasures. He asked if there were any questions. Sergeant David Hennessy of the Lauderhill Police Department inquired as to the current protocol for an on-scene unit advising dispatch they cannot locate an address. Ms. Mize replied that it depends upon the call's priority. The unit should not be told to switch to INFO channel if the call is critical, but INFO channel is acceptable for delayed response calls. She went on to state that BSO's Quality Assurance (QA) team reviewed over 300 random 911 dispatch and teletype calls. The incident tickets submitted by agency representatives are extremely useful as they drive the ability to focus on specific issues. The QA reviews have resulted in some commendations of dispatchers as well as counseling and remedial training. The objective is to take a proactive, rather than reactionary, approach. She went on to provide clarification for Mr. Pusins about incidents involving Internal Affairs (IA). A progressive policy with progressive action is utilized. IA complaints extend beyond conduct as they are performance related. There have been several IA complaints since January, 2015 and prior; these incidents were thoroughly investigated and disciplinary measures, including suspension, were recommended. If the discipline warrants more than a five-day suspension, it is brought forward to BSO's Professional Standards Committee (PSC) committee for review. Overall, BSO's QA reviews are showing increased commendations and decreased repetitive policy violations.

Ms. DiPlacido indicated that meeting attendees should have received the regional portal information to create a (user) log-in. Mr. Smous presented slides depicting the Regional 911 Portal – New User form; Regional Policy Change Request form; Regional Policy Change Request Process; and Regional 911 Incident Response form. A copy of each slide is attached hereto and made a part hereof these minutes. He clarified that the intended audience for the regional portal is the same agency representatives who are registered to submit incident tickets. Ms. DiPlacido and Mr. Pusins encouraged meeting attendees to submit any desired policy change requests. Mr. Smous invited meeting attendees to advise him of any desired content for the regional portal. Updates will be provided by policy sponsors during ORT meetings; agency representatives will serve as policy sponsors.

Ms. DiPlacido asked meeting attendees if they had any policy matters to discuss. Commander Gary Blocker of the Wilton Manors Police Department recalled a recent (dispatch-related)

telephone outage. He inquired as to the procedures in place to notify participating agencies of future telephone outages. Ms. Mize noted that the non-emergency line went down at all three consolidated dispatch centers. Notifications for this type of outage are generally provided by CAD (Computer Aided Dispatch) pages and/or radio and teletype announcements depending upon the nature and impact of the outage. Commander Blocker asked if any notifications were issued for the outage he mentioned previously. Suzanne Lowe replied that notifications were provided in the forms of CAD pages and radio announcements. Ms. DiPlacido asked Commander Blocker if his agency received the notifications. Commander Blocker said he would follow up on the matter. He wanted to ensure his agency's duty sergeant receives such notifications in a timely fashion. Brett Bayag explained that, in terms of redundancy, ORCAT staff conducted a review to identify the higher priority telephone numbers and establish alternate routing. ORCAT staff is moving toward taking the priority numbers off the Voice over IP (VoIP). The (recent) outage was part of a larger regional outage experienced by AT&T. The intent is, in the event of a failure of one type of circuit, it will be picked up by another (circuit). Ms. Mize indicated that, the (notification) procedure for law enforcement is the duty officer issues CAD driven pages. She recalled suggesting months ago that a pool of regional partners be included in a separate page linked to an existing page. Fire rescue has a toning process in place that reaches every agency countywide, but law enforcement does not have this. CAD driven pages are executed for law enforcement (to notify of the outage), but only certain agency representatives receive them. She believed Daniel Revis of ORCAT should be consulted to include an additional (page) group in HipLink for law enforcement. She explained to Commander Blocker that the (suggested) page will generate text messages and/or emails. Commander Blocker stated his agency's support of Ms. Mize's suggestion. Mr. Pusins pointed out that, even if a list of agency representatives is in place for notifications, the individuals listed are not on duty 24/7 so agencies must have a process for the notifications to be provided to the correct individuals. He thought perhaps ORCAT staff should work with agency representatives to develop a redundant process. Commander Blocker stated that his agency will implement a procedure for the duty sergeant to notify him (of any outages). Ms. DiPlacido asked meeting attendees if there were any other policy issues to address. Sergeant Roger Krege of the Sunrise Police Department wanted to verify that there would be follow-up on the suggested notification method. Ms. DiPlacido answered in the affirmative.

Ms. DiPlacido asked meeting attendees if they had any new business to discuss. Sergeant Krege thought there is a failure at communicating the names of radio stations; there is need to standardize, at least at Central, the naming of radio stations. He believed this issue has caused numerous problems for field personnel and dispatchers. Ms. DiPlacido recalled discussing at a prior meeting providing trends reports to field personnel. Ms. Mize said she has the preparation of a bullet point for law enforcement and fire rescue on her to-do list. When completed, she said she would forward it to Ms. DiPlacido. She agreed with Sergeant Krege's point. It is a matter of radio nomenclature. She asked Ms. Lowe and Latasha Elmaadawy to address this matter internally. Mr. Smous recalled a fire chief's request for status abbreviations. The information has been uploaded to the regional portal. He asked BSO representatives if they would work on defining that terminology. Ms. Mize answered in the affirmative. Sergeant Krege requested a copy of the trends report upon its completion. Ms. DiPlacido noted that, currently, BSO develops a trends report for dispatch. She reiterated that there was a previous discussion about the same report being generated for road patrol and distributing it to all agency representatives; agency representatives can then provide it to their staff members.

There being no further matters to address, the meeting adjourned at 9:50 a.m.



## Agenda

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

**Date: Tuesday, April 14, 2015**

**Time: 9:00 AM**

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- I. Call to Order**
- II. Old Business**
  - a. Agency access to audio update**
  - b. BSO's policies and procedures distributed to all agencies – Please review and advise of any desired revisions or alert field personnel of procedures**
  - c. Signal 49A tone alert – UPDATE: Consensus at North PD ORT not to tone alert 49A & Hollywood PD does not want tone alerts on 49A**
- III. Open Status Priority 1 Incident Review**
  - a. Incident ticket #322556 – BSO West Park/Pembroke Park**
  - b. Incident ticket #321754 – BSO West Park/Pembroke Park**
- IV. Incident Disposition Review**
- V. Data Review**
- VI. Participating Agency Policy Issues**

**VII. Operator Policy Issues**

**VIII. New Business**

**a. Hold combined center meetings twice per year (all PD at each center & all FR at each center separately) – suggested at 3/17/15 Central FR ORT meeting  
UPDATE: no objection at other centers**

**b. Policy Dashboard Review**

**c. Regional 911 Incident Response Form**

**d. Regional 911 Portal**

**e. Regional Policy Change Request Form**

**f. Regional Policy Change Request Process**

**g. Phone outage notification procedures**

**IX. Adjourn**

# BMC SERVICE DESK EXPRESS

Incident: 322556

As of 9 Apr 2015 10:58:46 AM

Incident

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## Client Information

## Assign to Information

Last Name: DUNN	First Name: NADINE	AMIZE	954-321-4496	Ext:
Client ID: NADUNN		ANGELA	MIZE	
Company ID:		BSO 911		
Phone: 954-540-6849	Ext:			

## Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 26 Feb 2015 8:42:32 AM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: REQUESTED INFOR	Due Date: 28 Feb 2015 8:42:32 AM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: FW: 911 OPERATIONS

From: SMTP:{Nadine\_Dunn@sheriff.org}Nadine\_Dunn@sheriff.org

Message: DATE OF INCIDENT: 02/26/2015

INCIDENT NUMBER: L33150226028970

PRIORITY LEVEL: Level 1

LOCATION: N Surf Road & Johnson Street

REPORTED BY: Sgt. George Anthony/Road Patrol Sergeant

NAME: Lt Nadine Dunn

MUNICIPALITY: West Park/Pembroke Park

AGENCY: BSO

EMAIL ADDRESS: nadine\_dunn@sheriff.org

TELEPHONE NUMBER: 954-964-0271

INCIDENT DETAILS: We are continuing to document and address the issues with central dispatch regarding unreported Bolo's or updates of violent crimes happening in our neighboring jurisdictions. It happened again last night, the City of Hollywood had a 41/0 occur at 0030hrs. The subjects were originally on foot and a update was given again around 0105hrs advising they were now in a vehicle fleeing Northbound. Hollywood was able to obtain a tag, which came back to a residence in the City of Miramar.

South dispatch issued a Bolo over 14 call to Hallandale Beach PD as well as Miramar PD however, again it was never relayed to South Broward. If it was not for a proactive deputy reaching out to the City of Hollywood we would have never known the above was happening around us. The deputy then ask central dispatcher if she was aware of the above incident, and only then at 0115hrs 45 minutes later was the above information Bolo'd on our radio.

ADDITIONAL COMMENTS:

RESOLUTION:

#### Whiteboard Information

Whiteboard ID:

#### CI Information

CI Assembly:

Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
26 Feb 2015 8:42:32 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
26 Feb 2015 8:42:33 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
26 Feb 2015 8:42:34 AM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
26 Feb 2015 8:42:35 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
5 Mar 2015 10:57:00 PM	DSMOUS	Forwarded To Staff DWHITWORTH	HD_FRWD_STAFF	00:00:06
5 Mar 2015 10:57:13 PM		Sent EMail To DWHITWORTH	EMAIL_SENT	00:00:00
6 Mar 2015 9:21:33 AM	DWHITWORTH	User Defined Status Changed To REQUESTED INFOR	HD_STATUSCHAN GE	00:00:14
6 Mar 2015 9:21:34 AM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:14
6 Mar 2015 9:21:35 AM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
6 Mar 2015 9:21:50 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

**Work Orders****Attachments**



# BMC SERVICE DESK EXPRESS

Incident: 321754

As of 9 Apr 2015 11:01:25 AM

Incident

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## Client Information

## Assign to Information

Last Name: DUNN	First Name: NADINE	AMIZE	954-321-4496	Ext:
Client ID: NADUNN		ANGELA	MIZE	
Company ID:		BSO 911		
Phone: 954-540-6849	Ext:			

## Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 23 Feb 2015 2:00:14 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: REQUESTED INFOR	Due Date: 8 Mar 2015 9:31:39 AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{Nadine\_Dunn@sheriff.org}Nadine\_Dunn@sheriff.org

Message: DATE OF INCIDENT:	INCIDENT NUMBER:
09/23/2014	L19140923000439
09/23/2014	L28140923033763
09/29/2014	L28140929034520
10/02/2014	L28141002034846
10/03/2014	L01141003000082
10/14/2014	L33141014137874
11/08/2014	L28141108039170
12/02/2014	L19141202000025/L28141202041808
12/31/2014	L2314231006094
01/14/2015	L23141123006094/L2314123006123

PRIORITY LEVEL: Level 1

LOCATION: Multiple locations in the south end of Broward county (Pembroke Park, Hollywood, Hallandale, Miramar)

REPORTED BY:

NAME: Lt. Nadine Dunn

MUNICIPALITY: South Broward/District 1

AGENCY: BSO

EMAIL ADDRESS: Nadine\_dunn@sheriff.org<mailto:Nadine\_dunn@sheriff.org>

TELEPHONE NUMBER: (954) 964-0271

INCIDENT DETAILS: SEE BELOW

ADDITIONAL COMMENTS: Due to the change to Regional Communications, South Broward/District 1/BSO was taken off 4A (south dispatch with Hallandale PD) and placed on 3A (central dispatch with Cooper City and Weston). Since the change of being on the same radio channel with Hallandale PD, there have been multiple incidents where information, bolos, etc., have not been disseminated over 3A in a timely and safe manner. On many occasions, this has created a serious officer safety issue. The types of calls have been robberies, shootings, car jackings, etc.

In addition, the South Broward District runs daily with 5 units and a sergeant. Prior to the dispatch change, we counted on our neighbors at Hallandale PD to be an immediate back up, should the need arise, and we often returned the favor, having created an excellent working relationship between the two agencies. The closet district to us now (Cooper City) on our current channel is at best 15-20 minutes out, running code 3. Although there is the ability to "patch" this has often created issues as well, and the request for HPD has often been delayed due to communication misunderstandings.

Having the BSO South Broward District dispatched from Central Communications is dangerous and I believe will result in tragedy at some point. In the interest of officer safety and the safety of the community, it is my professional that South Broward/BSO should be reunited on 4A with Hallandale Beach PD.

On multiple occasions, we have expressed our concerns at meetings and in open forums, but were told that the channel change was out of their hands.

Lieutenant Nadine R. Dunn  
Executive Officer  
Broward Sheriff's Office  
South Broward District

Pembroke Park/West Park

Office (954) 985-1953

Fax (954) 964-0224

nadine\_dunn@sheriff.org<mailto:nadine\_dunn@sheriff.org>

[cid:image001.jpg@01D04F70.ED79FA70]

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

**RESOLUTION:**

**Whiteboard Information**

**Whiteboard ID:**

**CI Information**

**CI Assembly:**

**Asset Tag #:**

## Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
23 Feb 2015 2:00:14 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
23 Feb 2015 2:00:15 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
23 Feb 2015 2:00:16 PM	SYSTEMACCOUNT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
23 Feb 2015 2:00:17 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
5 Mar 2015 10:56:22 PM	DSMOUS	Forwarded To Staff DWHITWORTH	HD_FRWD_STAFF	00:00:22
5 Mar 2015 10:56:42 PM		Sent EMail To DWHITWORTH	EMAIL_SENT	00:00:00
6 Mar 2015 9:09:16 AM	DSMOUS	Forwarded To Staff JDIPLACIDO	HD_FRWD_STAFF	00:06:23
6 Mar 2015 9:09:31 AM		Sent EMail To JDIPLACIDO	EMAIL_SENT	00:00:00
6 Mar 2015 9:31:39 AM	DWHITWORTH	User Defined Status Changed To REQUESTED INFOR	HD_STATUSCHAN GE	00:00:21
6 Mar 2015 9:31:40 AM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:21
6 Mar 2015 9:31:41 AM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
6 Mar 2015 9:31:58 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

## Work Orders

## Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		5047

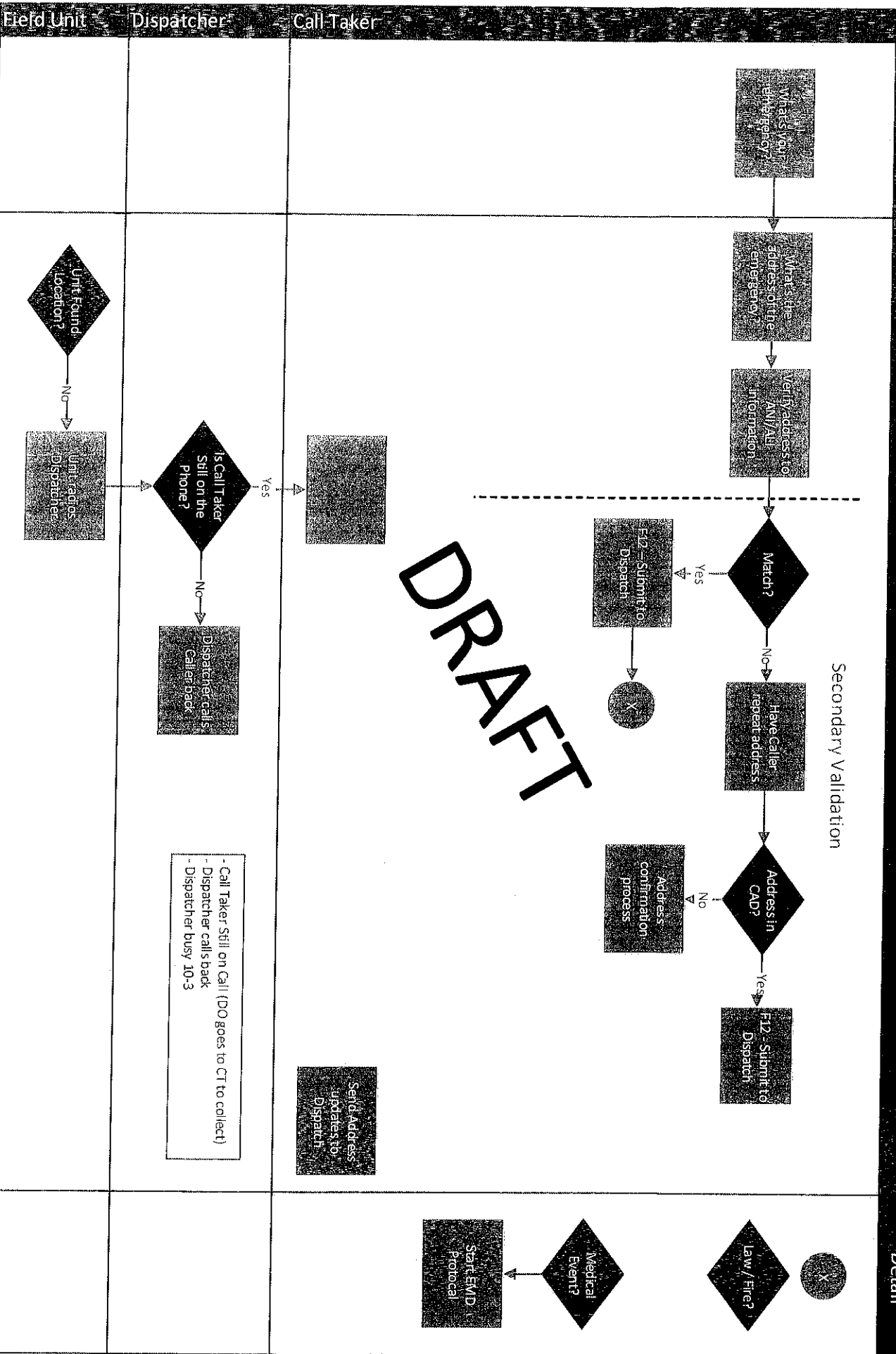
# Call Taker - Address Collection Workflow

Event Interrogation

Address Collection

EMD / Scene Detail

DRAFT



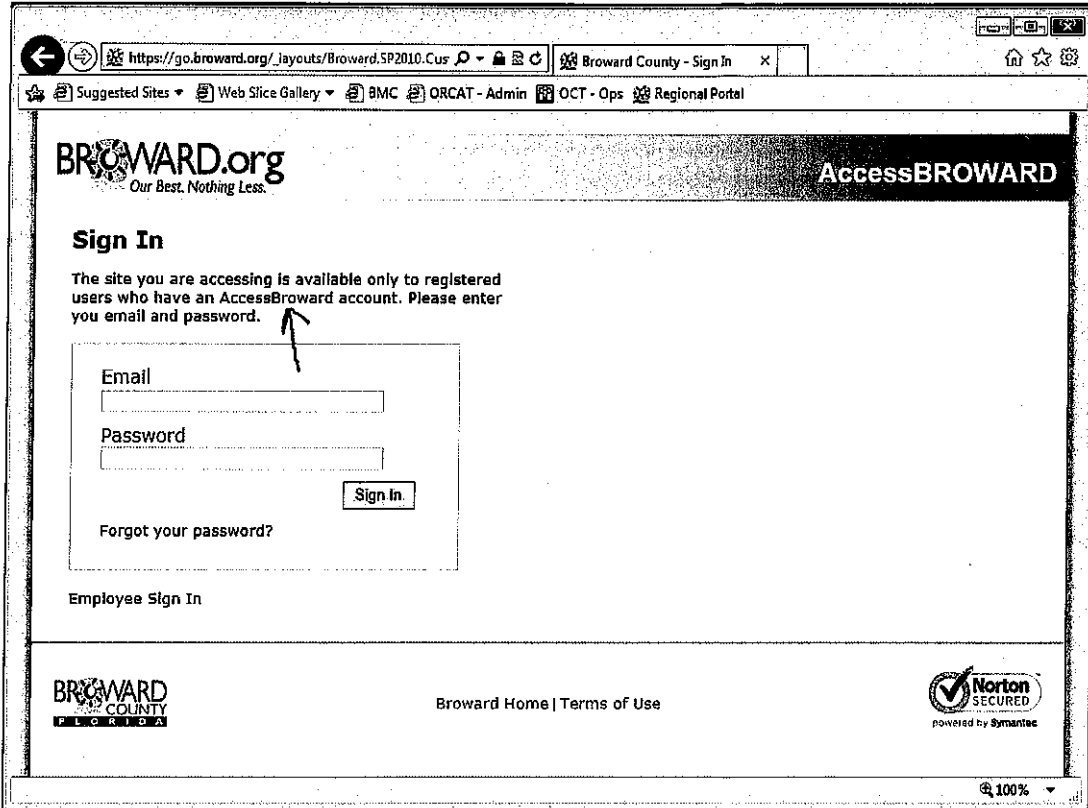
January Incidents

Incident	Category	Position	Service Category	Summary
316184	Information Gathering	Call Taker	Event Interrogation - FR	Didn't interrogate caller properly for an accident with injuries
315930	Equipment Use	Call Taker	Addressing	Entered incorrect street type in CAD (St instead of Ave)
315620	Failure to act on updates	Dispatcher	Addressing	Didn't select proper city in CAD
315008	Information Gathering	Call Taker	Reviewing Updates - EMD Assignment	Didn't assign proper Rescue units based on the escalation
314442	Equipment Use	Call Taker	Addressing	Didn't properly get secondary address validation
314364	Follow Policy	Dispatcher	Addressing	Didn't use address or phone number provided by system.
314136	Non Issue	Dispatcher	Updating Unit Status	Changed the status of the OnView to Arrival Status stopping the timer
314126	Follow Policy			Not an operator error but no policy to define whether or not the dispatcher should have asked the officer if they needed backup.
313978	Information Gathering	Call Taker	Addressing	Did not enter correct address
313920	Equipment Use	Call Taker	Addressing	Didn't select proper city in CAD
313841	Failure to act on updates	Dispatcher	Failure to Create CAD Event	Didn't submit HAZMAT page once advised
313656	Operator Performance	Dispatcher	Updating Unit Status	Removed Officer from call us stopping timechecks when requested
312950	Equipment Use	Call Taker	Addressing	Didn't search for common place properly
312387	Information Dissemination	Dispatcher	Verbalizing Safety Flag	Didn't read safety flags
311612	Information Dissemination	Dispatcher	Reviewing Updates	Didn't monitor calls - Second CT got new information; assault
	Failure to act on updates	Dispatcher	Failure to create CAD event	didn't change signal type.
	Information Gathering	Call Taker	Event Interrogation - FR	Didn't verbalize updates
311560	Information Dissemination	Call Taker	Event Interrogation - FR	Didn't interrogate for injuries
311162	Information Dissemination	Call Taker	Regional Knowledge - Dispatched for Parkland	Send EMD to non participating Parkland Dispatch
	Information Gathering	Call Taker	Failure to create CAD event	Didn't create proper Rescue call when information provided
311122	Miscclassification	Call Taker	Addressing	Didn't enter address properly
311027	Information Gathering	Call Taker	EMD Classification	Didn't choose the right signal
310873	Information Dissemination	Call Taker	Event Interrogation - Law	Didn't interrogate properly before dispatching call. Didn't ask if weapon caused injury to wrist
310590	Operator Performance	Dispatcher	Failure to create CAD event	CAD Entry - Didn't create CAD event when receiving a call for alarm activation
309491			Radio Traffic Management	Was not responding in a timely manner. Handling the volume of traffic.
309343	Information Dissemination	Call Taker	Failure to create CAD event	Resolution in 311027 - Duplicate Incident
308524	Information Gathering	Call Taker	Addressing	Didn't create a fire HAZMAT call with initial Law event
308008	Information Dissemination	Call Taker	Addressing	Entered wrong address. Repeated address instead of asking caller to repeat it.
307766	Information Dissemination	Dispatcher	Regional Knowledge - Dispatched for Parkland	Sent FR call to non participating Parkland Dispatch
297591	Information Gathering	Call Taker	Failure to Create CAD Event	Didn't enter the FR call from Law in a timely manner
297572	Information Gathering	Call Taker	Addressing	Send call to Seminole instead of creating a call for Seminole park in HW
			Addressing	Created call for the Coconut Creek Seminole Hardrock instead of Hollywood
<b>Call Taker</b>				
	Addressing	21		11
	Failure to Create CAD event			4
	Event Interrogation			3
	Regional Knowledge			2
	EMD Classification			1
<b>Dispatcher</b>				
	9			3
	Reviewing Updates			2
	Updating Status			2
	Failure to Create CAD event			2
	Verbalizing Safety Flag			1
	Radio Traffic Management			1

# Regional 911 Portal – New User

The following instructions are for non-Broward County Employees

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



- 3) Click -> "Register Here"

## Sign In

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

Email

Password

Keep me signed in

Forgot your password?

**Sign In**

Don't have an AccessBROWARD Account?  
Register here.



4) Complete the New Account form

**Create a New Account**

Complete the information below to create your account.

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

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

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

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

— Forwarded Message —

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

Dear **asmous**,

*Thank you for creating an AccessBROWARD account!*

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

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

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

*Not your account request?*

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

Your account is now valid.

Forward the email above to [dsmous@broward.org](mailto:dsmous@broward.org) and cc: [asabin@broward.org](mailto:asabin@broward.org)

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



# Broward County Regional Communications

## Regional Policy Change Request

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Requested By: Enter Name

ORT Representative: Enter Name

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

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

Request Type:  New  Change

Related Incident # Enter Incident number

### Change Justification

---

Enter the justification of the change

### Risk if Not Changed

---

Enter the impact if the policy is not implemented.

### Complete for Policy Changes

---

Policy Section # Enter policy section number

Current Policy:

Enter the Policy verbiage

### Regional Policy Verbiage

---

Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field

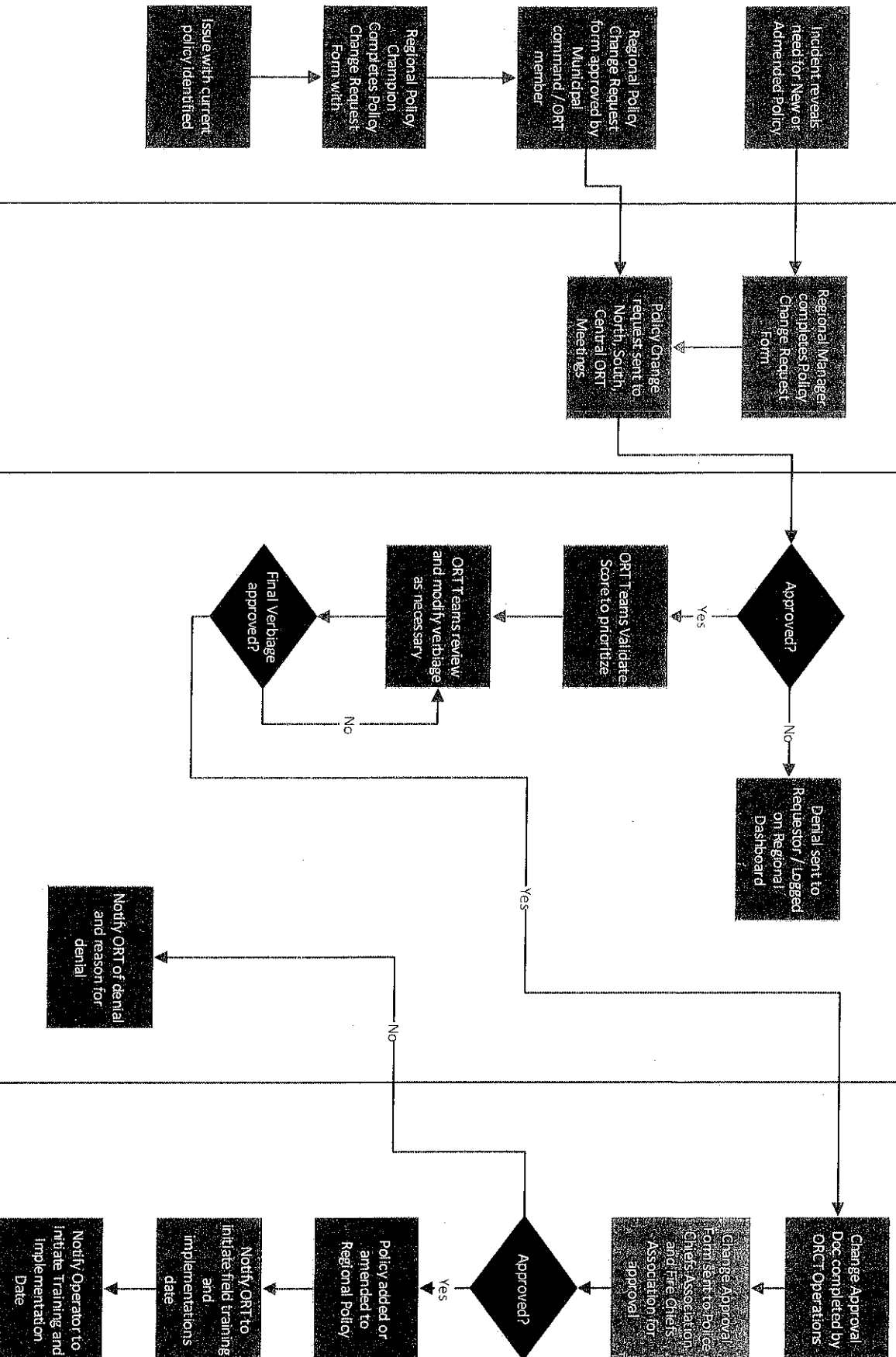
# Regional Policy Change Request Process

Identification Process

ORCT

Operational Review Teams (ORT)  
North, Central and South

Change Control



# Regional 911 Incident Response Form

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

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

Municipality: [Click here to city](#)

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

## Incident Response

---

Reviewed By: [Enter Name.](#)

Approved By: [Enter Name.](#)

Disposition: [Choose the disposition](#)

Call Center Review:

[Enter incident review findings](#)

Corrective Action:

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

### Incidents with Operator Disposition

---

Employee#: [Enter Employee Number](#)

Policy: [Enter Policy Section](#)

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

Policy Verbiage:

[Enter the Policy verbiage](#)

Employee Follow Up:

**Training**

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

**Counseling**

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

[To Be Completed by Office of Regional Communications and Technology](#)

---

Review comments:

[Enter concerns related to findings here](#)

[To Be Completed by Municipal Sponsor](#)

---

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

Review comments:

[Enter concerns related to findings here](#)