



Office of Regional Communications and Technology

January 8, 2015

North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Scott Whitworth	Regional E911 Communications Manager
Lory Farmer	Administrative Aide

Broward Sheriff's Office Staff in Attendance:

Angela Mize	Regional Communications Assistant Director
Tara Thomas	Site Manager, North Consolidated Dispatch Center
Marysol DiBernardo	Asst. Site Manager, North Consolidated Dispatch Center

A North Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, January 8, 2015, at the City of Coconut Creek Government Center, Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Scott Whitworth called the meeting to order at 2:07 p.m.

Mr. Whitworth reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. Chief Frank Edwards of Margate Fire Rescue asked if audio requests by agency representatives will be prioritized. Angela Mize explained that the Broward Sheriff's Office audio evidence department is currently understaffed and requests are backlogged. She recommended that high priority requests be made clear to audio evidence staff. Further, it should be made clear if only listening is desired, and not a CD. She explained that more staff will be added to the audio evidence department in the near future.

Mr. Whitworth noted that two additional Regional E911 Communications Managers will be added to Office of Regional Communications and Technology's (ORCAT) staff later this month. As for EMD-Q (Emergency Medical Dispatch Quality), ORCAT staff is arranging with BSO's EMD-Q staff to make a presentation at fire rescue Operational Review Team (ORT) meetings to explain the EMD-Q process. Chief Thomas DiBernardo of Sunrise Fire Rescue indicated that (an EMD-Q presentation) was supposed to have been done prior to January. He went on to state that an EMD-Q introduction could occur at any time. But, according to the standard, EMD-Q must meet with all EMS (Emergency Medical Services) agencies. He thought that could be arranged to occur in alignment with ORT meetings. Currently, EMD-Q is only meeting with BSO Fire Rescue. He thought the requirement is for EMD-Q to meet with agencies quarterly. Discussion ensued. Ms. Mize offered to have Christa Wisniewski of BSO coordinate scheduling with Tony Sabin. Chief DiBernardo believed that EMD-Q meetings are valuable.

Mr. Whitworth asked Chief Chester Bolton of Pompano Beach Fire Rescue if he had taken part in the development of a protocol for open water rescue. Chief Bolton said his primary concern relates to dispatchers being able to shift (from land rescue) to open water rescue protocol when necessary. He recalled listening to three open water rescue incidents and the dispatch issues were the same in each call. Mr. Whitworth thought it would be beneficial for applicable agencies to meet and discuss each of their open water rescue protocols. Chief DiBernardo recalled an open water rescue event (discussed at a prior ORT meeting) that was initially land-based, but transitioned completely to open water. It was a matter of determining how operators manage that type of incident. Chief Bolton elaborated upon the open water rescue incident. He was concerned about the operator's interrogation of the caller as he believed it lacked questions targeted for determining the caller's exact location. He asked if any dispatch-related issues regarding open water rescue had been raised at other ORT meetings. No responses were provided to his inquiry, but discussion ensued related to open water rescue as well as the incident previously discussed. Mr. Whitworth pointed out that most individuals (in a vessel) on the water have a GPS system. Therefore, he suggested the dispatch interrogation include an inquiry as to whether the caller has a GPS. Nonetheless, a significant factor is whether the caller is capable of providing the necessary (location) information. Chief Bolton asked if unique sections of each city such as the Hillsboro Inlet are addressed in BSO's dispatcher training. Ms. Mize explained that BSO's operator training includes a countywide tour. However, it is nearly impossible for operators to remember every nuance of each city. Chief DiBernardo asked Tara Thomas if the longitude and latitude coordinates had come in on the call. Ms. Thomas did not believe longitude and latitude (were done by the operator). Chief DiBernardo suggested Intrado auto-bid be activated as he did not believe this should be a manual process for operators. He noted his plans to open dialogue over the next few months to put the Intrado maps back onto the caller screen; that way dispatchers would see the longitude and latitude coordinates, rather than having to fetch and input the information. He recalled asking about two months prior for one Intrado map to be made available (again) at the Central Consolidated Dispatch Center. Ms. Mize thought she recalled there having been issues related to the Intrado map which is why the option was turned off. Chief DiBernardo said there were (Intrado map) issues at Plantation. Ms. Thomas elaborated upon the previously discussed open water rescue incident. Mr. Whitworth said he would follow-up on Chief DiBernardo's (request for the Intrado map) and discuss interrogation for open water rescue with Ms. Mize.

With regard to paging, Chief Bolton explained that his agency's chiefs and emergency manager get pages for the two battalion chiefs. But there has been an issue with the emergency manager not receiving pages. He recalled Ruben Rivera of ORCAT telling him that agencies will be able to access individuals who are included in the pages, so agency representatives can determine if pager numbers have been dropped. Chief DiBernardo noted that HipLink was due in October, but still has not been provided. Chief Bolton clarified that his staff does not carry pagers, rather the pages are sent to the cellular phones. He noted that there have been instances where he thought the issue was resolved, but then complaints are received again about staff not receiving pages. Mr. Whitworth recalled similar issues at Pembroke Pines' dispatch center; however, the matter was cleared up once all of the numbers were properly input. Ms. Thomas recalled an issue where pages were being sent out, but some field personnel were not receiving them. A list was sent to Mr. Rivera with (numbers) and cell phone carriers. She asked Chief Bolton if the issue had been resolved. Chief Bolton believed all of the supervisors are receiving (pages). Mr. Whitworth asked if any other agency representatives had experienced issues with paging. An agency representative indicated that some pages are sent to (all of his agency representatives), including those who carry CAD (Computer Aided Dispatch) pagers and those on HipLink. At other times, pages are only sent to, either, CAD pagers or HipLink. This matter should be

addressed as well as countywide pages. Mr. Whitworth said he would address the issue with Mr. Rivera.

As for the topic of Margate Fire Rescue utilizing Coral Springs' radio as back-up, Chief Edwards explained that a final copy (of the procedure) was sent to Rick Carpani, Director of ORCAT. According to Mr. Carpani, implementation would be the County's decision. Ms. Thomas pointed out the need for a headset as the dispatcher would be on a portable (in a back-up situation). Chief DiBernardo asked representatives dispatched from the North Consolidated Dispatch Center (North) to check their consolettes to ensure an updated fleet map is included. Mr. Whitworth recalled testing that when he worked in the capacity of program manager for ORCAT.

With regard to a written policy on priority rankings and response times as well as standardized reports for QA (Quality Assurance), Mr. Whitworth noted that these had not yet been put in writing. Chief DiBernardo emphasized the need for these policies. He also pointed out the need for a policy that clarifies the difference between Self Help ticketing for technology issues and ticketing for (dispatch-related) incidents. Discussion ensued. Chief DiBernardo expressed concern that adequate (written confirmation of follow-up) was not being provided to agency representatives about issues raised at ORT meetings. With regard to fire alarm verification, he said he knew measures had been taken toward resolving the issue by BSO; however, no confirmation was provided. Ms. Mize offered to place in writing the measures taken to resolve the matter. Chief DiBernardo was agreeable and advised her to forward the written response to ORCAT staff who could then send it (to him). Mr. Whitworth said he made note (of Chief DiBernardo's) concern.

Ms. Mize pointed out that incident tickets are viewed by BSO as valuable feedback. She provided an overview of incident ticket number 295152, a copy of which is attached hereto and made a part hereof these minutes. This incident revealed that the ACD (Automatic Call Distribution) programming needed an adjustment, and the adjustment was made. Mr. Whitworth explained that he is responsible for processing incident tickets for the South Consolidated Dispatch Center. The procedure he follows is to forward incident tickets to Ms. Mize; BSO staff analyzes the incident and provides him a response, and that response is then sent to the agency representative who submitted the ticket. The ticket is not closed until permission is granted from the ticket submitter. He believed the ticketing system is working and has revealed some deficiencies and training issues that are being documented. Chief DiBernardo thought a goal of ACD was to roll calls to other consolidated dispatch centers if one is inundated. Ms. Mize explained that the (call roll) feature was not yet in place. Chief DiBernardo wanted to monitor the ACD. Ms. Mize noted that non-emergency calls bounce to all three consolidated dispatch centers based on an estimated percentage of call volume; 911 calls do not bounce to all three consolidated dispatch centers yet. Chief DiBernardo noted that the regional consolidated dispatch centers were designed with ACD in mind; otherwise all call-takers would have been stationed at Central, all fire rescue (operators) at North, and all law enforcement (operators) at South. He thought (ACD not currently rolling emergency calls at centers) should be denoted (in the monthly report) in correlation with P1 times which are not currently being met as he believed it could be a cause. Chief Edwards agreed that his impression since inception of E911 consolidation was that ACD was in place (for, both, 911 and non-emergency calls). Ms. Mize clarified that all three consolidated dispatch centers are meeting the 90/10 performance indicator; but there is an issue with the busy hour.

Ms. Mize gave an overview of incident ticket number 302374, a copy of which is attached hereto and made a part hereof these minutes. Chief Bolton said there have been several instances where callers clearly provided their location, but the dispatcher refused to accept the caller's

information because (CAD did not accept the address). Ms. Mize said that did not occur in this incident. Operators are required to utilize the address provided by the caller. She went on to explain that SW 15 Street and McNab Road has been a long-standing problem in Pompano Beach because, being that SW 15 Street exists elsewhere in the city, CAD only accepts McNab Road at that location. In order to force CAD to accept SW 15 Street, she had Lynn Molitor of ORCAT enter "SW 15 Street" rather than the abbreviation of "St" which is normally utilized. However, regarding this incident (302374), the operator did not look for and utilize the correct CAD entry which was the first critical mistake. The operator, instead, entered the call as "NW 15 Street". Also, (the operator) did not attempt EMD (Emergency Medical Dispatch) protocol and disconnected, despite the fact that the caller was with the patient. This incident resulted in an internal affairs investigation and the employee is subjected to termination. The employee was removed from the (dispatch) floor and administratively re-assigned.

Ms. Mize went on to note that BSO's investigational information related to incident tickets submitted by agency representatives is provided to ORCAT staff. She asked meeting attendees to follow-up if the investigational information is not being forwarded to them (timely) as the investigation turnaround time for BSO ranges from within one hour to a couple of days if the incident is submitted on a Friday afternoon. Chief DiBernardo recalled that issue being raised at the South center. He thought it is problematic if (BSO completes incident investigations), but agencies do not receive that information in a timely fashion. Chief Bolton indicated that he thought the process of receiving investigational information on incident tickets had slowed in the last couple months. Mr. Whitworth stressed that there have been no purposeful delays of providing investigational information to agency representatives. Chief DiBernardo thought BSO is conducting the incident investigations in a timely fashion; the issue is that ORCAT staff is not providing the information to agency representatives in a timely fashion. Mr. Whitworth indicated that he was aware of (a delay that occurred at South) and the matter was resolved. Chief DiBernardo said it may simply be an anomaly, but, nonetheless, he intended to monitor to see if the issue of delays in agency representatives receiving responses to incident tickets is raised at future ORT meetings.

With regard to incident ticket number 303594, Mr. Whitworth indicated that this is a technology issue and that he would address it with ORCAT staff. A copy of the incident ticket is attached hereto and made a part hereof these minutes. As for incident ticket number 306288, Chief Edwards confirmed for Mr. Whitworth that the incident ticket was closed. He believed the incident had been closed about one week prior. Ms. Mize noted that there was discussion on this incident just yesterday with Chief Rick Donahue of Margate/Coconut Creek Fire Rescue. Mr. Whitworth said this incident was included on this agenda for that reason.

Mr. Whitworth went on to ask meeting attendees if they had copies of the data review included on this agenda. Confirmation was provided. A copy of the data review slides is attached hereto and made a part hereof these minutes. An agency representative asked what procedure BSO wants his agency to follow on automatic aid and mutual aid calls in terms of CAD. Ms. Mize explained that, with automatic aid, the host agency is responsible for running the case number. She advised to contact the duty officer to obtain a case number when the incident closes. As for incident ticket number 299755, Ms. Mize asked meeting attendees if cardiac arrest should be included in MedCom pre-alerts. This has been recommended, but it is not currently in policy. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Chief DiBernardo offered to bring this issue before (the Broward County Mutual Aid and Communications Committee) and bring back their decision. As for new business, Chief DiBernardo noted there is a Change Management Request (CMR) related to the duplicate calls issue at the consolidated dispatch centers. He invited meeting attendees to analyze their

addressing system for 24-hour periods. He added that CAD is pre-designed for 500 feet. Sunrise Fire Rescue will be performing a test next week wherein CAD is stretched to 1,500 feet. He thought the 500 foot radius was a cause for duplicate calls as it is more applicable for residential areas rather than (city) streets.

There being no further matters to address, the meeting adjourned at 3:25 p.m.



Agenda

**North FR Operational Review Team Meeting
4900 W. Copans Road, Coconut Creek
EOC Conference Room**

Date: Thursday, January 8, 2015

Time: 2:00 PM

- I. Call to Order
- II. Old Business
 - a. Agency access to audio - Not permitted by County legal
 - b. County Communications Manager
 - c. ED-Q invitation
 - d. Develop protocol for open water rescue
 - e. Paging issue (pages sent to Pompano Beach FR staff without pagers)
 - f. Margate FR utilizing Coral Springs radio as back-up
 - g. Written policy on priority rankings & response times – standardized reports showing QA
 - h. Written policy for fire alarm verification
- III. Priority 1 Incident Review
 - a. 295152 – North Lauderdale FR
 - b. 302374 – Pompano Beach FR
 - c. 303594 – Pompano Beach FR

d. 306288 – Margate FR

IV. Incident Disposition Review

V. Data Review

a. October and November, 2014 Incident Pareto Graphs

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

a. 299755 – Review MedCom Pre-Alerts (include cardiac?)

VIII. New Business

IX. Adjourn

Incident: 295152

As of Monday, Jan 5, 2015 15:16

Incident

Page 1 of 8

Client Information

Last Name: SUCHER First Name: JON

ClientID: JOSUCHER

Company JD: BROWARD COUNTY

Phone: Ext:

Assign to Information

AMIZE 954-321-4496 Ext:

ANGELA MIZE

BSO 911

Incident Information

Category: ORCAT- REQUESTS ORCAT- REQUESTS

Impact JD: OCT911 Opened: 10/10/2014 6:20:10PM Problem:

Urgency ID: HIGH Priority JD: OCT911HIGH Responded Date and Time:

Status: OPEN Due Date: 10/12/2014 6:20:10PM Service Name:

First Call Resolution: SLAJD:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:Usucher@nlauderdale.org; jsucher@nlauderdale.org

Message:

DATE OF INCIDENT: 10-7-14

INCIDENT NUMBER: NL3954

PRIORITY LEVEL: 1

LOCATION: 6330 SW 9 PI.

REPORTED BY: NLFR

NAME: Jon Sucher

MUNICIPALITY North Lauderdale

AGENCY: NLFR

EMAIL ADDRESS: jsucher@nlauderdale.org

TELEPHONE NUMBER: 954-444-8353

INCIDENT DETAILS: Patient's husband stated he dialed 911, it rang approx. 20 times and nobody picked up. Then called back and was able to place his call.

ADDITIONAL COMMENTS: Communications inquiry submitted with the North dispatch center.

Note:

Accounting Fields:

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

Angie,

The eprinter record corroborates the fact that the call came in to the 911 queue and later routed to the alternate ring group and ultimately abandoned. (see below, my notes highlighted and in red).

What we see from the ePrinter is that the call is routed to the alternate route (Ring Group 3) after it was not answered in the 911 ACD queue for the duration of the time out period (9 seconds). Intrado provided logs that demonstrate the call then rang in to all positions that are logged in, and assigned to ring group 3 (positions 55, 58, 59, 60, 61, 69, 70, 71, 72, 78, 79, and 80.) However, what's not clear is where and how the call rang in at these positions for Ring Group 3. In fact, there is P911 audit log information for one of these positions that appears to indicate that the call rang in to the admin queue button. We've asked for additional log information to ID how the call rang in and appeared at the other positions. We've also opened a high priority ticket with Intrado to test and verify that the alternate routing of 911 calls out of the 911 ACD queue to the alternate ring group is working as we require (i.e. alternate route in the 911 queue button, as a high priority call). After noticing this in the logs, Mark began observing the call processing on the floor this morning and witnessed at least one instance of a 911 call appearing in the admin queue button. We are reviewing traces of that call to ID how and why this happened. While this is being investigating and corrected, would you make the DOs and call takers aware that we have witnessed this behavior and that they should look at the type of call when answering admin queue butter calls because it may be a 911 call.

We will advise you of further findings on this incident.

From ePrinter: (the first call from the caller, which abandoned)
====CDR BEGIN: 10/07/14 20:30:19.770 ===== Incoming call to VIPER (20:30:19)
00:00:00.000 [TS] SYSTEM ID = EOC
00:00:00.000 [CIM]Incoming Call (ID: 911079-01300-20141008003021) Offered on Trunk 911079
00:00:02.233 [CIM] ANI: (40)"9543198199" [VALID] PseudoANI: ""[NONE]
00:00:02.233 [TS] Initial All Request for ANI : 9543198199
00:00:02.634 [CIM] Call Presented
00:00:02.914 [VoIP] External Call-Identifier 911079-01300-20141008003021
00:00:03.134 [VoIP] Routing call QUEUE= 6001 Call sent to 911 ACD queue (20:30:22)
00:00:09.344 [PAS]Initial All Response received / All TYPE = 1
00:00:11.407 [VoIP] Routing call RINGGROUP = 003 Call alternate routed to Ring Group 3 (20:30:31)
00:01:06.088 [CIM] Caller Disconnected Before Supervision Caller disconnected (20:31:26)
00:01:06.378 [CIM] Call Terminated
00:01:06.378 [TS] Call Completed
==== All ====

(954) 319-8199 20:30 10/07
101 ROCK ISLAND RD-
E
MARGATE FL 459 WRLS
AT&T MOBILITY
9546465814 P# 319-8199
ALT# 954-646-5814 LEC:ATTMO
WIRELESS CALL
QUERY CALLER FOR LOCATION
QUERY CALLER FOR PHONE#
-080.219293 +26.232187
==== CDR END =====

Brett H. Bayag, Manager

additional information provided by BBAYAG at 10/14/2014 3:57PM

The analysis and review of logs by Intrado level 3 support is ongoing. What they've found to date is that the

abandoned call was as summary, the logs demonstrate that the call stayed in the 911 ACD queue for 9 seconds, during which time no call takers were available to answer the call (they were either on a call or in an unavailable state). After the 9 seconds in the ACD queue, the call was then routed as a high priority call in the 911 ring group (no longer an ACD queue). While the call was presented as a high priority call for another 55 seconds, the call was not answered by any of the call takers. (While ringing in as a high priority call, there is both ringing, and the 911 queue button displays in an amber, reverse video appearance at all logged in call taker positions.)

I've asked for additional logs to identify the state that each call takers were in during the time the call was ringing in as a high priority call. Keep in mind that when the call is ringing in as a high priority call, it must be manually picked up by a call taker because the call is no longer in the 911 ACD queue.

Time	Description
20:30:19	Incoming call to VIPER
20:30:22	Call sent to 911 ACD queue

At this time, there are no call takers available to take the call

20:30:31	Call routed as a high priority call in the 911 Ring Group (call rings and lamps at all call taker positions; no longer an ACD call)
20:31:26	Caller disconnected.

I will let you know as we get additional information. At this point it appears that the call rang in to the 911 ACD queue, and then in the 911 high priority ring group, and then later the caller hung up.

Would you let me know what documentation you reviewed that indicates a technology issue?

initial resolution provided by AMIZE at 10/11/2014 8:57PM

This incident was reviewed. The caller did dial 911 and the call was unanswered as indicated by the caller.

A review of the occurrence revealed that the 911 system allow the caller's emergency call to be presented to an operator that was unavailable as she was working on a previous incident and was in attempt to transfer that call to another location. The 911 call failed to present to other operators who were available as intended.

This incident will be considered a technology issue. The VIPER system should never have presented a caller to an operator who was unavailable for service. Additionally, the system, after 10 seconds, should have presented the call to all available operators to answer. Neither occurred as intended.

This matter will be forwarded to OCT E911 Office for their review and consultation with Intrado.

If you have any questions or concerns, please let me know.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag#:

Please have the DOs open a ticket with Intrado to review as a result of these findings if it has not been done already. We have documentation to support that this issue was technology based.

Brett / Mark- FYI - this should be reviewed internally as well to see what other steps must be addressed.

-----Original Message-----

From: Mize, Angela
Sent: Sat 10/11/2014 8:57 PM
To: jsucher@nlauderdale.org
Cc: smedvin@broward.org; asabin@broward.org; Thomas, Tara
Subject: FW: Incident •ref#24-295152, with priority 5 has been assigned to you

Hello

This incident was reviewed. The caller did dial 911 and the call was unanswered as indicated by the caller.

A review of the occurrence revealed that the 911 system allow the caller's emergency call to be presented to an operator that was unavailable as she was working on a previous incident and was in attempt to transfer that call to another location. The 911 call failed to present to other operators who were available as intended.

This incident will be considered a technology issue. The VIPER system should never have presented a caller to an operator who was unavailable for service. Additionally, the system, after 10 seconds, should have represented the call to all available operators to answer. Neither occurred as intended.

This matter will be forwarded to OCT E911 Office for their review and consultation with Intrado.

If you have any questions or concerns, please let me know.

Thank you

Angie

-----Original Message-----

From: Brownstein, Robert
Sent: Sat 10/11/2014 1:27 PM
To: Mize, Angela
Subject: RE: Incident •ref#24-295152, with priority 5 has been assigned to you

Angie,

After review of this incident; the following was notated

The caller dialed 911 20:31:35 and for an unknown reason the call was forwarded to position 69 on viper. Position 69 was on a call at the time attempting to transfer a call when this event tried to ring in at the same time. The call did not ring in as an abandoned incident nor did it roll over onto the DO bridge like they are supposed to when or if there is an overflow. It has been confirmed that there were other operators available at the time. MIS reports reflect the first call as being abandoned and the second call as being processed. This is going to be an equipment issue. Let me know if you have any questions. The MIS report is also attached, you'll see the two calls telephone number 954-646-5814

Robert Brownstein

Regional Communications Operations Analyst

Broward Sheriffs Office - Regional Communications Administration

2601 West Broward Blvd

4th Floor- Administrative Offices

Fort Lauderdale, Florida 33312

Tel: 954-321-4929

Mobile: 954-551-0920

Fax: 954-321-5090

Robert.Brownstein@sheriff.org

www.sheriff.org <<http://www.sheriff.org/>>

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

This email communication and any attachments may contain confidential and privileged information for the sole use of the designated recipient(s). Any unauthorized review, use, disclosure or distribution is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Begin forwarded message:

From: <selfhelp@broward.org>
Date: October 10, 2014 at 9:02:34 PM EDT
To: <Angela_mize@sheriff.org>
Subject: Incident #ref#24-295152, with priority 5 has been assigned to you
Reply-To: <selfhelp@broward.org>

The following incident has been assigned to you:

Incident# 295152
Urgency: HIGH
Impact: OCT911
Priority: 5
Due: 10/12/2014 6:20:10 PM
Status: Open
Client Name: JON SUCHER
Phone:

Subject: 911 OPERATIONS

From: SMTP:{jsucher@nlauderdale.org}jsucher@nlauderdale.org

Message:

DATE OF INCIDENT: 10-7-14

INCIDENT NUMBER: NL3954

PRIORITY LEVEL: 1

LOCATION: 6330 SW9 PI.

REPORTED BY: NLFR

NAME: Jon Sucher

MUNICIPALITY North Lauderdale

AGENCY: NLFR

EMAILADDRESS: jsucher@nlauderdale.org

TELEPHONE NUMBER: 954-444-8353

INCIDENT DETAILS: Patient's husband stated he dialed 911, it rang approx. 20 times and nobody picked up. Then called back and was able to place his call.

ADDITIONAL COMMENTS: Communications inquiry submitted with the North dispatch center.

<http://1vbcsde10/sde/default.aspx?ModSeq=24&Sequence=295152&FormSeq=1014>

be - Notify staff member when a ticket is assigned

10/12/2014 9:35:12AM	SMEDVIN	Forwarded To Staff BBAYAG	HD_FRWD_STAFF	00:00:58
[g,				
10/12/2014 9:35:34AM		Sent EMail To BBAYAG	EMAIL_SENT	00:00:00
10/14/2014 5:35:50PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:34
.				
10/14/2014 5:36:05PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
[g,				

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
FNL141007003954.pdf		109125
FNL141007003954.xlsx		13931
image002.jpg		5704
image004.jpg		8131
NLCASE.pdf		5330
NLCASE.wav		423718
NL-COMPL.xlsx		13604

Incident: 302374

As of Monday, Jan 5, 2015 15:17

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Incident

Client Information

Assign to Information

Last Name: BOLTON First Name: CHESTER

AMIZE 954-321-4496 Ext:

Client ID: CBOLTON

ANGELA MIZE

Company ID: BROWARD COUNTY

BSO 911

Phone: Ext:

Incident Information

Category: ORCAT- REQUESTS

ORCAT- REQUESTS

Impact ID: OCT911

Opened: 11/17/2014 7:49:26AM

Problem:

Urgency ID: HIGH

Priority ID: OCT911HIGH

Responded Date and Time:

Status: OPEN

Due Date: 11/19/2014 7:49:26AM

Service Name:

First Call Resolution: f

SLAID:

DESCRIPTION: Subject: 911 Operations

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

Message: Date of Incident: 11-15-2014

Incident Number: FPB141115021829/ FPB141115021830

Priority Level: 1

Location: 315 W MCNAB RD

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell954-740-9473

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

Incident Detail:

Chief,

On 11/15/14 Rescue 63 and T61 were dispatched to a Unconscious/fainting call at 215 NW 15 St.

19:15 the call was unfounded and or updated to correct address of 215 W. McNab Rd.

Rescue 63 turned around and went to the address on McNab Rd. For some reason another run number was generated and units put on that run number.

It has the appearance of normal response times due to two separate run numbers, when in fact, there was a significant delay.

The call ended up being a 27 year old in Cardiac Arrest and was unable to be brought back

Run numbers and times:

21829	call received at	19:14:26
	dispatched	19:15:01

21830	second call dispatched	19:20:52
	working a code	19:25:00

I do not know if this was a mistake by the caller or dispatch. I'm not sure why we are now getting two run numbers for the same call if the address changes. This happened the other night on the trauma code, it makes the response times appear ok when in fact there is quite a delay if only one run number is looked at.

Additional Comments:

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
11/17/2014 7:49:26AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/17/2014 7:49:27AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/17/2014 7:49:28AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/17/2014 7:49:29AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/17/2014 9:38:21AM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:58
11/17/2014 9:38:22AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/17/2014 9:38:38AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

FILE NAME	URLLINK	FILE SIZE(BYTES)
image001.emz		17186
image002.png		17186

Incident: 303594

As of Monday, Jan 5, 2015 15:18

Page 1 of 5

Incident

Client Information

Last Name: BOLTON First Name: CHESTER

Client ID: CBOLTON

Company ID: BROWARD COUNTY

Phone: Ext:

Assign to Information

LTORRES 954-357-8512 Ext:

LYGIA TORRES

CTD

Incident Information

Category: ORCAT- REQUESTS

ORCAT- REQUESTS

Impact ID: OCT911

Opened: 11/21/2014 9:57:44AM

Problem:

Urgency ID: HIGH

Priority ID: OCT911HIGH

Responded Date and Time:

Status: OPEN

Due Date: 11/23/2014 9:57:44AM

Service Name:

First Call Resolution: F

SLAID:

DESCRIPTION: Subject: 911 Operations Attention OTC

From: SMTP:{Chester. [Bolton@copbfl.com](mailto:Chester.Bolton@copbfl.com)}Chester. Bolton@copbfl.com

Message: Date of Incident: NA

Incident Number: NA

Priority Level: 1

Location: NA

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell954-740-9473

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

Incident Detail: NA

Additional Comments: The alias for R103 is incorrect. It is keying up as R52. When dispatch sees that a unit is incorrect a proactive change needs to be made in the system. Confusing who the units are is a safety issue. A list was sent in months ago to make changes and it never was changed. We have other units that are incorrect as well and they need to be changed. I repeat not knowing who the correct crew is on a fire is a safety issue. Below is the information.

The alias associated with ID 715013 needs to be R103

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	ACTIONID	DURATION
11/21/2014 9:57:44AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
m				
11/21/2014 9:57:45AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
.				
11/21/2014 9:57:46AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU p	00:00:00
.				
11/21/2014 9:57:47AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
m				
11/21/2014 11:50:34AM	SMEDVIN	Forwarded To Staff LTORRES	HD_FRWD_STAFF	00:24:06
m				
11/21/2014 11:50:35AM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/21/2014 11:50:47AM		Sent EMail To LTORRES	EMAIL_SENT	00:00:00
.				
12/16/2014 8:01:29AM	LTORRES	FW: Service Desk Express Notification *ref#24-303594	EMAILIN	00:00:00

From: Chester.Bolton@copbfi.com

What is the status of what I declared a priority 1 because of scene safety implications. Having the correct unit identifiers is important when we are in a fire ground situation.

Chester M Bolton, MBA
 Pompano Beach Fire Rescue
 Office (954) 786-4343
 Cell (954) 740-9473

-----Original Message-----

From: selfhelp@broward.org [mailto:selfhelp@broward.org]
 Sent: Friday, November 21, 2014 9:58AM
 To: Chester Bolton
 Subject: Service Desk Express Notification *ref#24-303594

Incident Ticket# 303594 has been opened and assigned
 Incident Number: 303594
 Open Date: 11/21/2014 9:57:44 AM
 Client Name: CHESTER BOLTON
 Client Phone:
 Client Department:
 Expected Resolution Time: 12/1/2014 1:57:44 PM
 Subject Description: OCT - REQUESTS
 Incident Description: Subject: 911 Operations Attention OTC

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

Message: Date of Incident: NA

Incident Number: NA

Priority Level: 1

Location: NA

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

Telephone: Office 954-786-4343 Cell954-740-9473

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

Incident Detail: NA

Additional Comments: The alias for R103 is incorrect. It is keying up as R52. When dispatch sees that a unit is incorrect a proactive change needs to be made in the system. Confusing who the units are is a safety issue. A list was sent in months ago to make changes and it never was changed. We have other units that are incorrect as well and they need to be changed. I repeat not knowing who the correct crew is on a fire is a safety issue. Below is the information.

The alias associated with ID 715013 needs to be R103

Tickets are only monitored during normal County business hours M-F and all emergency outages with high priority should be directly reported to 954-357-8600.

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17223
image002.png		17223

Incident: 306288

As of Monday, Jan 5, 2015 15:19

Page 1 of 4

Incident

Client Information

Last Name: DONAHUE First Name: RICK

Client ID: RDONAHUE

Company 10: BROWARD COUNTY

Phone: 954-971-7010 Ext:

Assign to Information

AMIZE 954-321-4496 Ext:

ANGELA MIZE

BSO 911

Incident Information

Category: ORCAT- REQUESTS

ORCAT- REQUESTS

Impact ID: OCT911

Opened: 12/8/2014 5:05:58PM

Problem:

Urgency ID: HIGH

Priority 10: OCT911HIGH

Responded Date and Time:

Status: OPEN

Due Date: 12/10/2014 5:05:58PM

Service Name:

First Call Resolution:

SLAID:

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{rdonahue@margatefl.com}rdonahue@margatefl.com

Message: DATE OF INCIDENT: 12/06/14

INCIDENT NUMBER: FMG1206014297

PRIORITY LEVEL: 1

LOCATION: 2565 NW 49th Terrace, Coconut Creek

REPORTED BY: BC98

NAME: Rick Donahue

MUNICIPALITY: Margate

AGENCY: Fire Rescue

EMAIL ADDRESS:

rdonahue@margatefl.com<mailto:rdonahue@margatefl.com><mailto:rdonahue@margatefl.com>

TELEPHONE NUMBER: 954-971-7010

INCIDENT DETAILS: FD was dispatched to a child drowning in a canal. After arrival, Coconut Creek PO informed FD responders that the child was actually at a park on the other side of the canal from the dispatched address. CCPD Sergeant on scene told dispatch that the child was actually at the park, not the initial address. This information was not relayed to responding FD units.

ADDITIONAL COMMENTS:

public records. Under Florida law, e-mails are yours, not your e-mail. Released in response to a public records request, do not send electronic mail to this entity. All e-mail messages sent and received are captured by our server and retained as public records.

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

01 None

Subdi

RESOLUTION: resolution provided by AMIZE to ASABIN on December 09, 2014 11:12 AM

The below incident was reviewed.

The original address was obtained via using the CAD common name place programmed for Cypress Park. The caller was unable to provide an address, therefore, the common place address was utilized appropriately. EMD was immediately begun. The caller disconnected after stating that the police were on scene.

Field units were assigned per the run card and given TAC 1.

There is no audio in which the address is identified or queried as an issue.

There is no error notated in this case.

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag#:

Incident Details

DATE	TIME	STAFF	DESCRIPTION	ACTIONID	DURATION
12/8/2014	5:05:58PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/8/2014	5:05:59PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/8/2014	5:06:00PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/8/2014	5:06:01PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/8/2014	5:15:03PM	SMEDVIN	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:30
12/8/2014	5:15:04PM	SMEDVIN	Urgency has been changed	URGENCY_CHAN GE	00:00:00
12/8/2014	5:15:14PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders**Attachments**

FILENAME	URL LINK	FILE SIZE(BYTES)
FMG141206014297- CALL TAKER AUDIO.wav		231448
FMG141206014297- DLE DISPATCH AUDIO .wav		267913
FMG141206014297- FIRE DISPATCH .wav		162418
FMG141206014297- FIRE TAC.wav		223453
FMG141206014297.pdf		137795
L30141206034726.pdf		110380

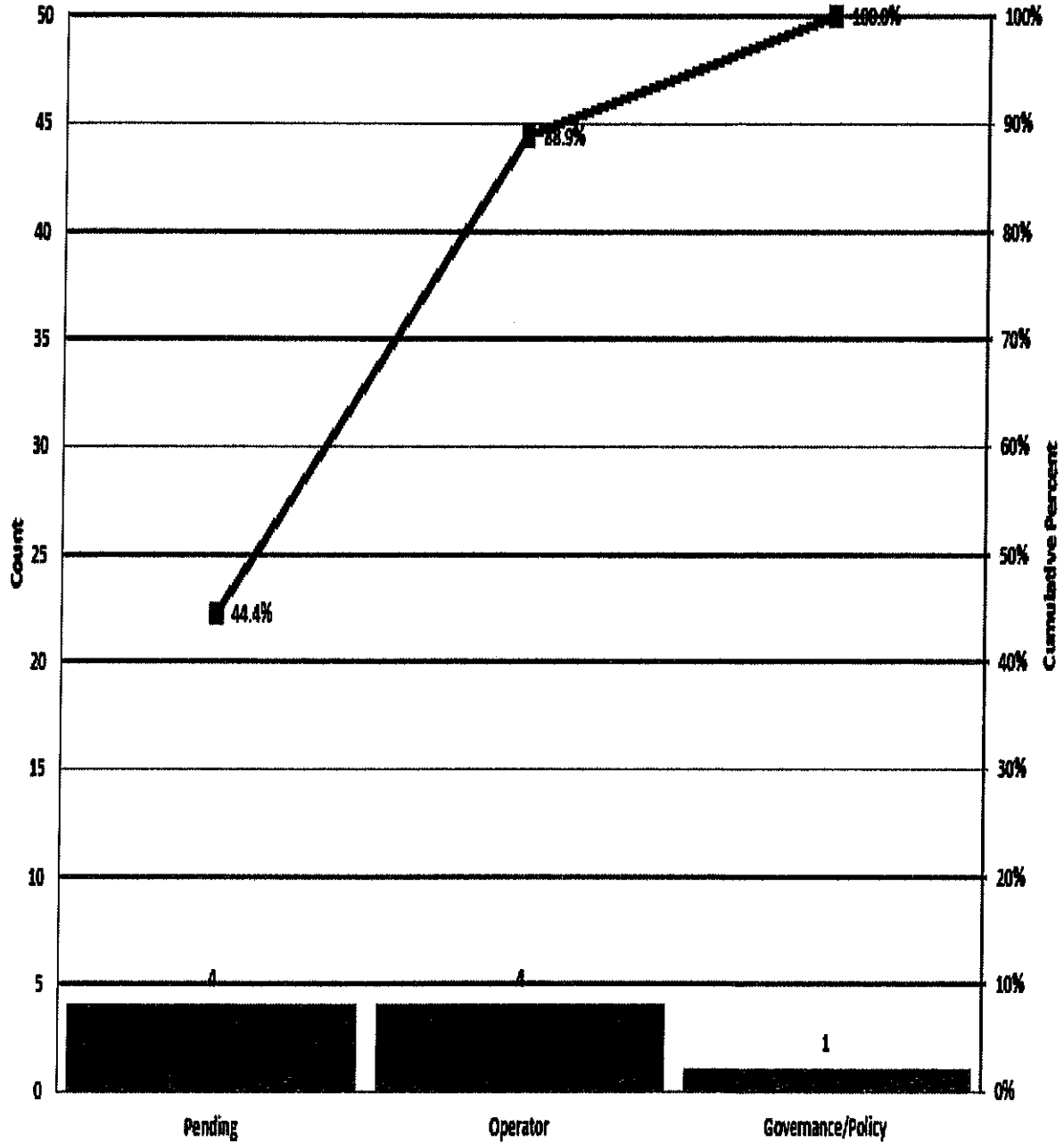
N = 9

Issues October 1, 2014 through
October 31, 2014

Consolidated Dispatch Center North

FR Issues Analysis

October 20, 2014



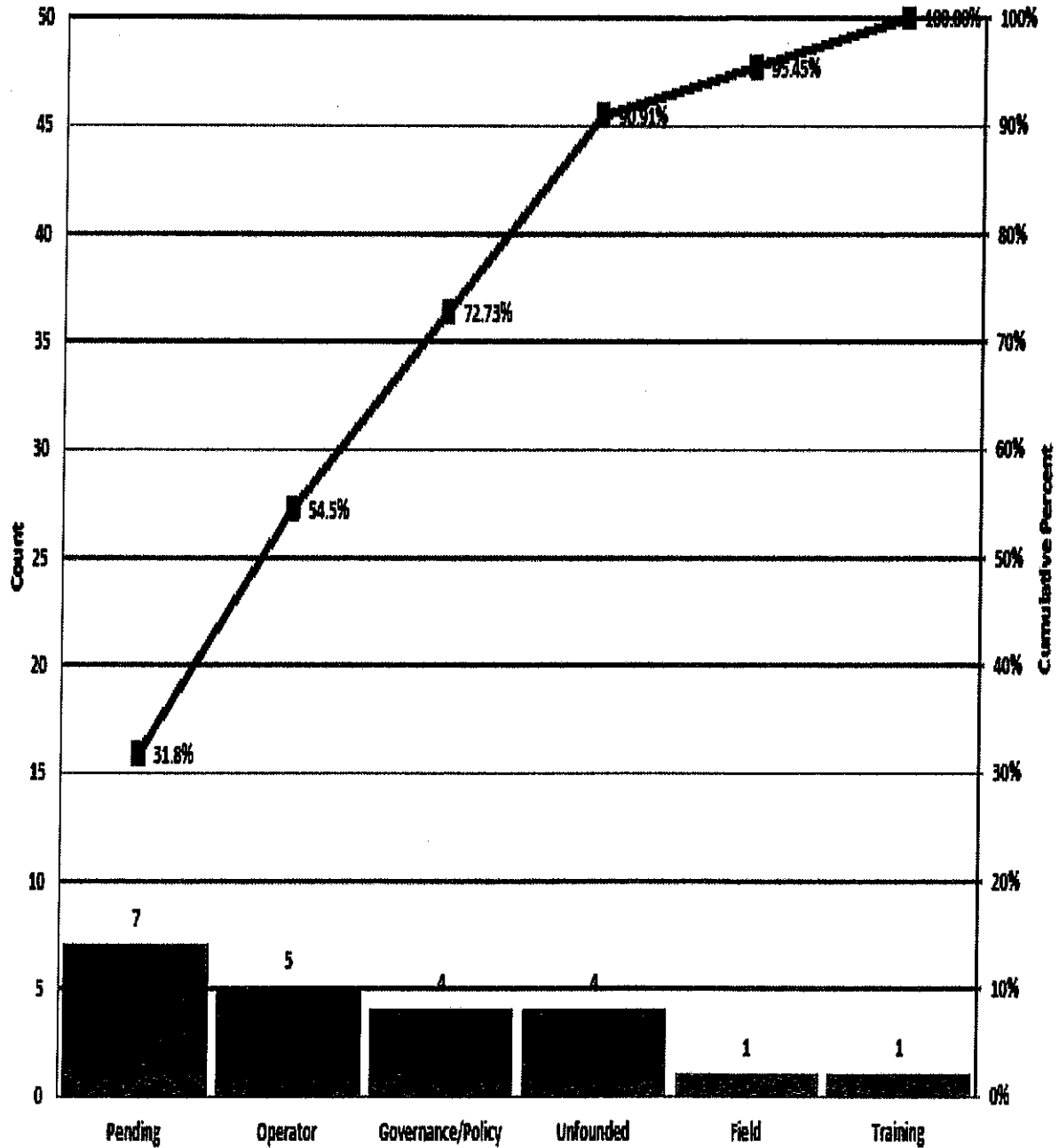
N = 22

Issues October 1, 2014 through
October 31, 2014

Consolidated Dispatch Center North

Issues Analysis

October 2014



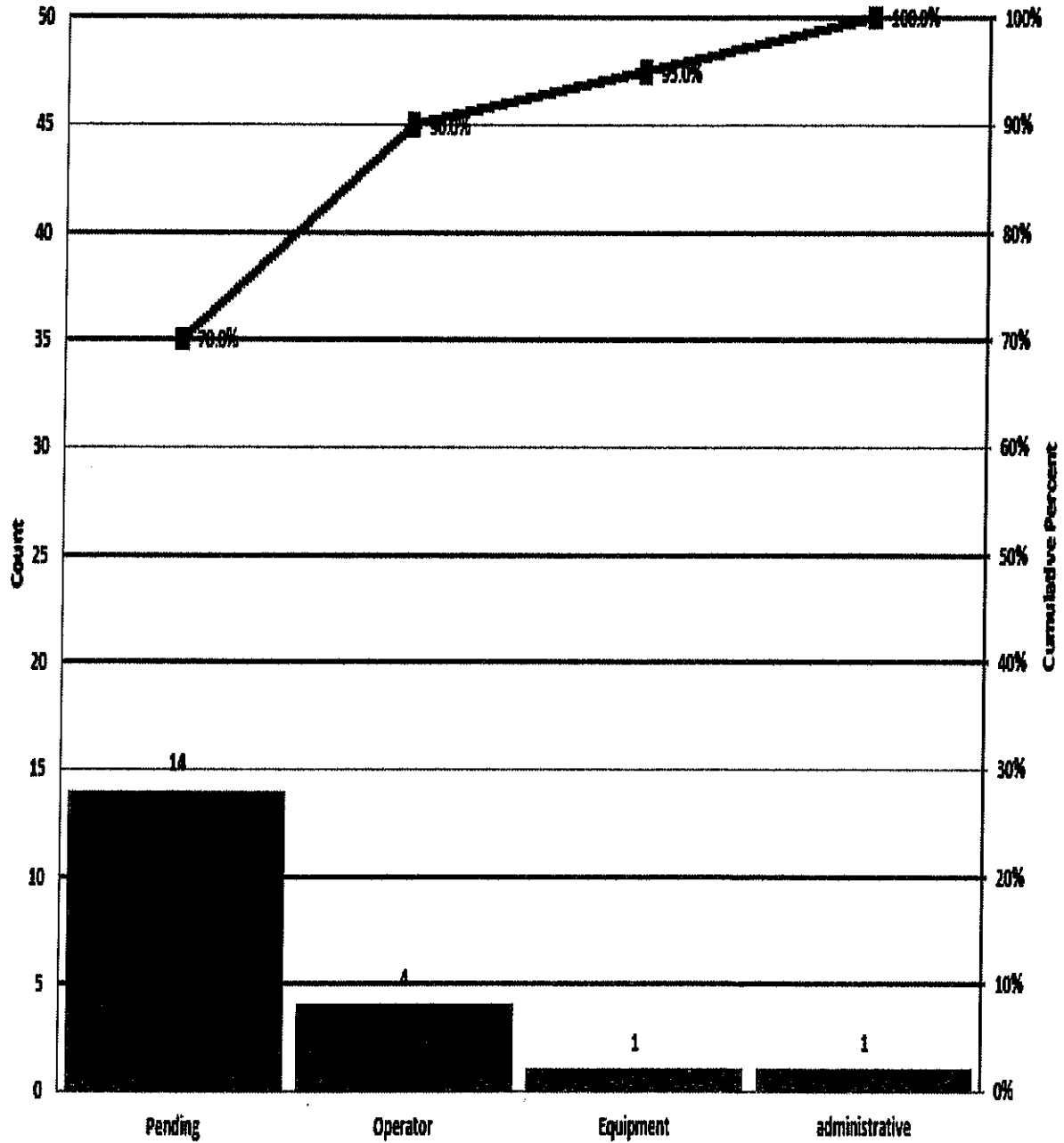
N = 20

Issues October 1, 2014 through
November 30, 2014

Consolidated Dispatch Center North

FR Issues Analysis

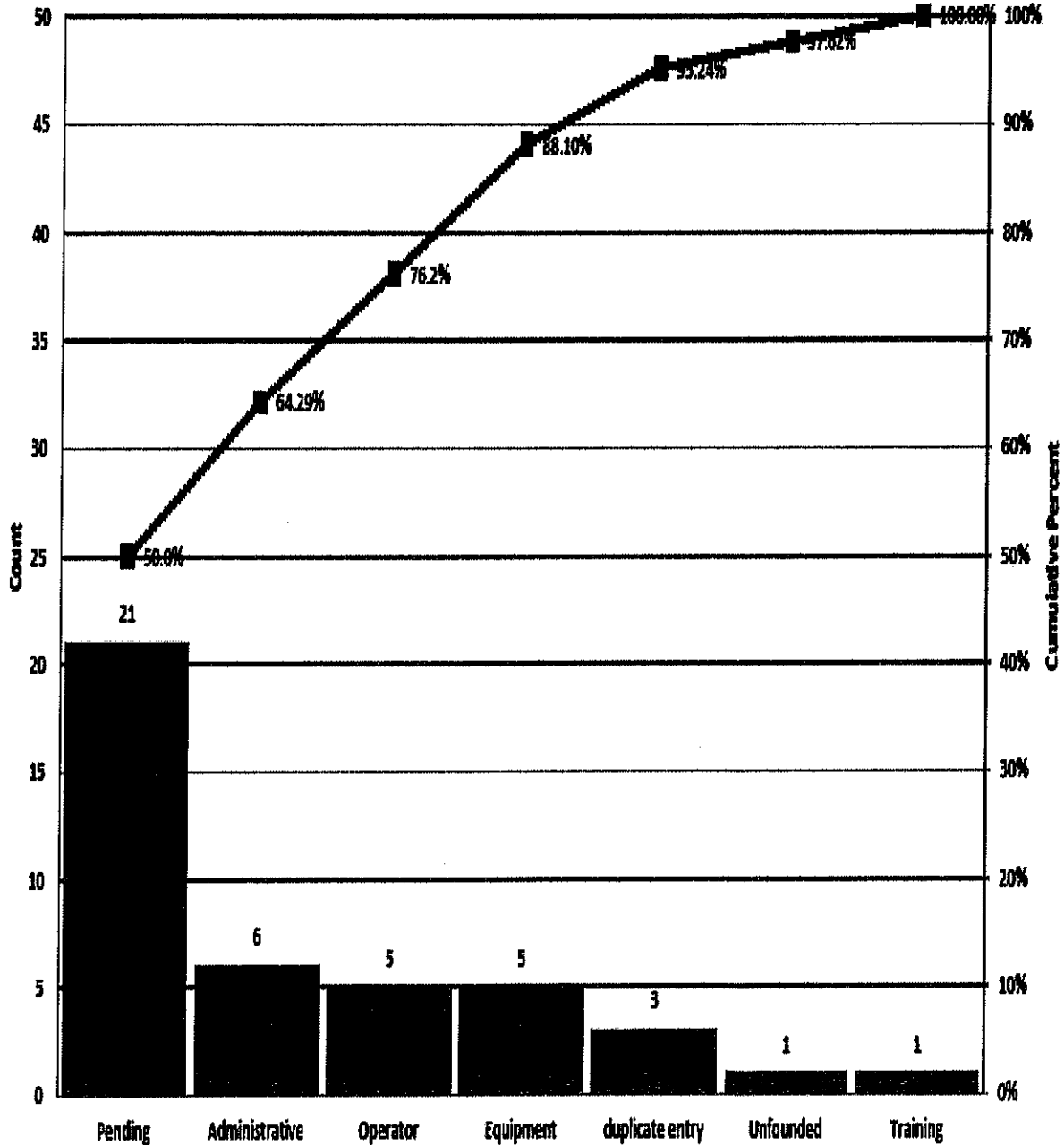
YTD 2014



N = 42

Issues October 1, 2014 through
November 30, 2014

Consolidated Dispatch Center North Issues Analysis YTD 2014





Incident: 299755

As of Monday, Jan 5, 2015 15:36

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Incident

Client Information

Last Name: MIZE First Name: ANGELA

Client ID: AMIZE

Company ID: BROWARD COUNTY

Phone: Ext:

Assign to Information

ASABIN 954-357"7312 Ext:

ANTONIO SABIN

OCT 911

Incident Information

Category: ORCAT • REQUESTS ORCAT • REQUESTS

Impact ID: OCT911 Opened: 11/3/2014 4:28:39PM Problem:

Urgency ID: HIGH Priority ID: OCT911HIGH Responded Date and Time:

Status: OPEN Due Date: 11/5/2014 4:28:39PM Service Name:

First Call Resolution: f SLAID:

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: HIGH

LOCATION: Central

REPORTED BY: Duty Officers

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Comm

EMAILADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

Need FR to review the pre-alerts for MedCom - they have different pre-alert needs. If they choose to keep the pre-alerts as is current - need clarification on which will require them to directly contact the hospital via MedCom so that a talkgroup can be reserved.

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.

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	ACTIONID	DURATION
11/3/2014 4:28:39PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/3/2014 4:28:40PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/3/2014 4:28:41PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/3/2014 4:28:42PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/3/2014 4:36:58PM	LFARMER	Forwarded To Staff ASABIN	HD_FRWD_STAFF	00:00:55
11/3/2014 4:36:59PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/3/2014 4:37:21PM		Sent EMail To ASABIN	EMAIL_SENT	00:00:00

Work Orders**Attachments**

FILENAME	URLLINK	FILE SIZE(BYTES)
image001.jpg		6032