



Office of Regional Communications and Technology

March 4, 2015

North 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:

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

A North Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Wednesday, March 4, 2015, at the City of Coconut Creek Government Center, Public Works Building, EOC Conference Room, 4900 West Copans Road, Coconut Creek, Florida.

Drew Smous called the meeting to order at 3:18 p.m.

Mr. Smous introduced himself and Jenna DiPlacido, noting their positions as Regional E911 Communications Managers for the North and Central Consolidated Dispatch Centers, respectively. He reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. With regard to agency access to audio, he said it is still being reviewed by the County's legal department. A final decision has not been made. Any updates will be provided to Operational Review Team (ORT) members. He reviewed a slide depicting a support matrix delineating Self Help (selfhelp@broward.org) versus Regional Communications (regionalcommunications@broward.org) issues, and invited ORT members to provide suggestions for any additional information desired in the matrix. A copy of the support matrix is attached hereto and made a part hereof these minutes.

As for whether a teletype operator should obtain an officer's address as a safeguard, Angela Mize explained that the location will be obtained before officers switch to teletype, so it is unnecessary. However, BSO (Broward Sheriff's Office) has no objection to an officer providing his location (to the teletype operator). Jenna DiPlacido stated that she would be provided a final copy of BSO's policies upon completion of an internal approval process at BSO. The final copy provided by BSO will be distributed to all ORT members. Then, the review process will begin which will be handled in phases according to prioritization. When a draft policy is complete, it will be distributed to ORT members for an opportunity to review and provide feedback. The final draft policy will also be distributed to ORT members for review and feedback prior to publishing

the final policy. There will be an established method in place for handling policy re-writes and additional new policies. She confirmed for Lynn Burnside of the Margate Police Department that (new and revised) policies must be approved by, either, the Broward County Chiefs of Police Association (BCCPA) or the Fire Chiefs' Association of Broward County (FCABC). There will be a form for regional and non-regional impact issues. Issues that do not have a regional impact will not be brought forward at ORT meetings; however, policy changes will always be considered at a regional level.

Mr. Smous pointed out that there were no open status Priority 1 incident tickets to review on the agenda. He asked if there were any incident dispositions to be raised. Thomas Ciampi of the Coral Springs Police Department asked what correctional processes are being followed for (operator-related) incidents. Ms. Mize explained that the error is documented and a meeting is held with the operator. The BSO Quality Assurance Team tracks any possible escalation issues; a progressive disciplinary approach is utilized for an operator who makes the same mistake repeatedly. A lot of issues are addressed globally through training. There are 363 (operators) that BSO staff must get to a level of understanding. She elaborated upon some incidents related to the cities of Coral Springs and Parkland. BSO has also utilized quizzes for specialized response areas. The incident tickets are helpful in keeping BSO staff aware of the operators making mistakes and where it is necessary to focus instruction.

Mr. Smous reviewed slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. He explained that the operator-related incidents comprised the largest sub-set of data. Each incident was reviewed to determine its root cause, a process that is referred to as single case boring. He asked if there were any questions. No questions were posed. Sergeant Henry Cabrera of the Coconut Creek Police Department stated the matter set forth in incident ticket number 323081 is a request from a road supervisor in his agency. A copy of the incident ticket is attached hereto and made a part hereof these minutes. This practice was carried out by the Coconut Creek Police Department prior to consolidation, and is primarily meant for night shift. This allows supervisors to better keep track of their officers. Ms. Mize had no objection. Sergeant Cabrera replied to her inquiries that a case number and time checks are not desired. Ms. Mize thought dispatch staff would not need instruction on this practice as it would not be an unusual transmission to receive. Mr. Smous indicated that this incident ticket would be closed.

With regard to incident ticket number 321146, Ms. Mize said each agency must provide BSO a list of any civilians allowed to perform teletype queries. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Mr. Smous pointed out the complexity of maintaining such a list. He questioned whether a better method could be utilized. Ms. Mize replied that a list has been the method historically, but she expressed openness to suggestions. Discussion ensued. Ms. DiPlacido thought these individuals should possibly utilize their own agency's teletype for anything beyond a basic query like a driver's license check. Mr. Smous agreed, and noted that a policy should be created. He asked Ms. Mize to develop policy language. Ms. Mize said she would work on it. Ms. DiPlacido thought BSO's teletype should be limited to road units; internal personnel should either be running teletype queries themselves or using their own (agency's) teletype records (personnel to run the queries).

Mr. Smous asked if there were any participating agency issues to be raised. No input was offered. He went on to highlight details set forth in incident ticket number 311135. A copy of the incident ticket is attached hereto and made a part hereof these minutes. Ms. Mize pointed out that this incident is associated with the Pembroke Pines Police Department rather than the Hollywood Police Department as (incorrectly) shown on the agenda. The position of the

Pembroke Pines Police Department is, if the (regional) operator has spoken with a caller and the line disconnects, make the (participating) police agency aware of it and, if need be, the (participating) police agency will institute a cell phone trace. Ms. DiPlacido said this matter will be taken into consideration when policy revisions are underway. If there is room for improvement in the policy, it will be worked on. Discussion ensued. Ms. DiPlacido stated that it is best to err on the side of caution and assume it is an emergency in such instances where there was contact with a caller (prior to a disconnection). Mr. Smous asked if there was any new business to be raised. Sergeant Cabrera asked that dispatchers be reminded that the Coconut Creek Police Department responds to parking violations. Some residents have complained that BSO dispatchers have told them to contact their homeowners association, rather than send a police officer. Ms. Mize said that practice was incorrect. BSO's policy states that a call for service is never refused. She asked Sergeant Cabrera to submit incident tickets for that issue. She noted that a blanket reiteration of the policy would be provided to dispatch staff.

There being no further matters to address, the meeting adjourned at 3:52 p.m.




Agenda

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

**Date: Wednesday, March 4, 2015
Time: 3:15 PM**

- I. Call to Order
- II. Old Business
 - a. Agency access to audio – status update
 - b. Written policy delineating ticketing – selfhelp vs. regional communications
 - c. Follow-up – Should teletype operator obtain officer's address as a safeguard in case officer cannot be raised at a later time; Was not supported at Central and South; Per BSO, this information should be provided to main channel dispatcher, but it is no issue for BSO to take officer's address at teletype
 - d. BSO's policies and procedures to be distributed to all agencies
- III. Priority 1 Incident Review
- IV. Incident Disposition Review


- V. Data Review
 - a. Cause & Effect Analysis
 - b. Stratified Data
 - c. Next Steps
- VI. Participating Agency Policy Issues
 - a. Incident Ticket # 323081 – Institute 10-6 status for burglary patrol
- VII. Operator Policy Issues
 - a. Incident Ticket # 321146 – Each regional communications TTY unit must have a current list of civilian employees authorized to receive and request TTY information
 - b. Incident Ticket # 311135 (Hollywood PD) – Per Hollywood 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
- VIII. New Business
 - a. Selfhelp vs. regionalcommunications issues matrix
 - b. Implementation of policy change process – Change Approval Form
- IX. Adjourn

 Office of Regional Communications and Technology ▶ Support Contacts All Items


I Like It



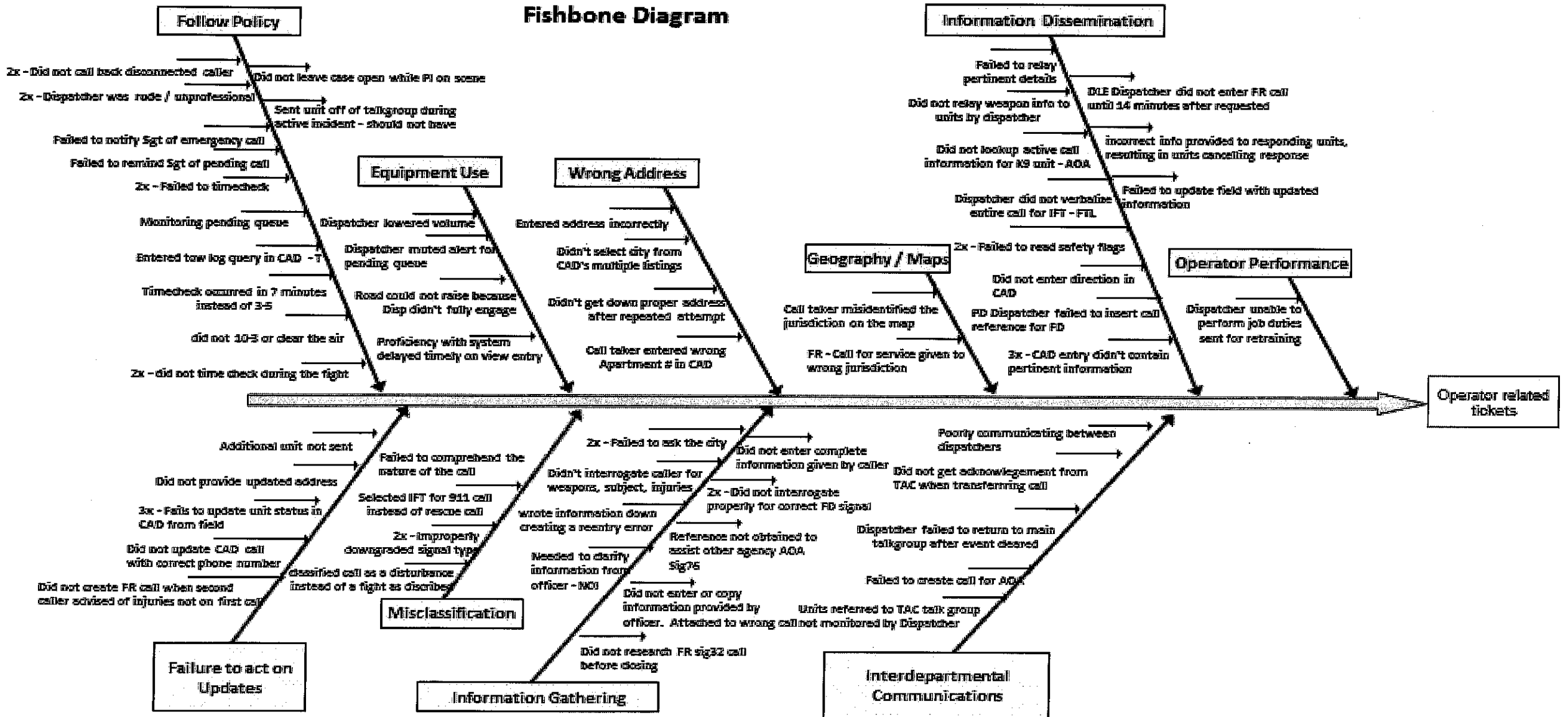
Tags & Notes

 @	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@evolvtech.com	866.299.3246	Evolv Tec	N/A	
	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
	Consoles (Physical Desk)	regionalcommunications@broward.org		OCT Operations	911 Operations	
	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
	GoldElite - Software	Call in	800.323.9949	Motorola	N/A	
	HipLink	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	Viper (Group in Hiplink)
	MARS Phone	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 sytem
	Paramount PCs	selfhelp@broward.org	954.357.8600	Broward County ETS	N/A	
	Power911, Entrada, Viper, Positron	can email and phone	800.361.2596	Intrado	N/A	Get from DO
	ProQA	selfhelp@broward.org	954.357.8686	OCT Applications	Forward to OCT	Software to read EMD questions
	Radio - EID Changes	selfhelp@broward.org		OCT Apps & OCT Radio	Forward to OCT	
	Radios - Hardware	Call in	800.323.9949	Motorola	N/A	Radio at the console

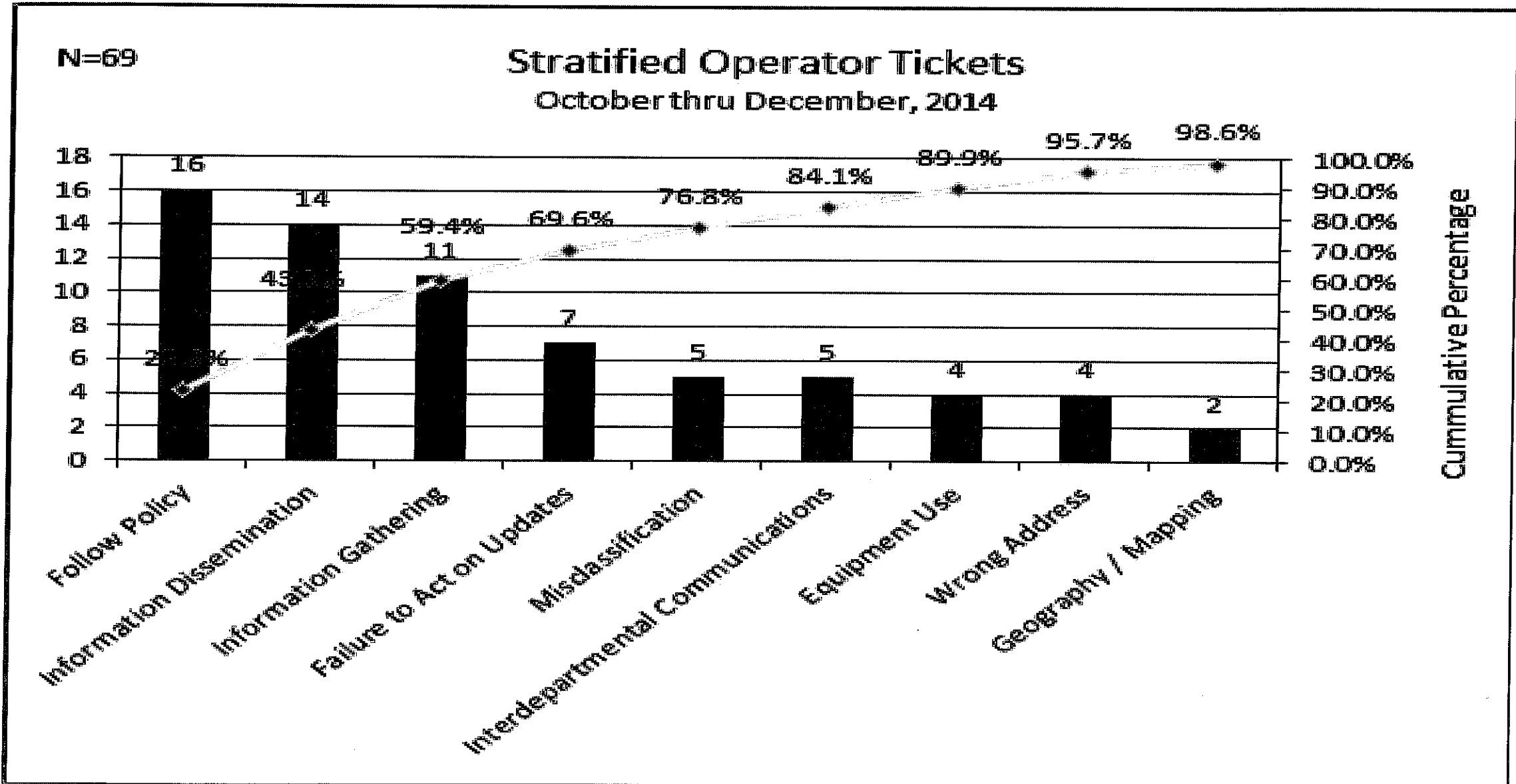
Uni page (RF Pager)	Michael_Kane@sheriff.org	954.831.8200 (M) 954.547.8715	Michael Kane	N/A	D.O.'s and some Fire Rescue units
VoIP phones at Consoles (ETS phones)	regionalcommunications@broward.org	954.357.8686	Broward County ETS	911 Operations	The phones at the consoles are maintained by the County.
Ztron (at Dispatch)	Call in to Motorola	800.323.9950	Motorola		Fire only. Hardware that sets off the tone alerts at fire stations. Motorola will route to Jose Dezayas is radio box has to be rebooted. New unit needs to be added. Some are radio frequency and some are connected by a circuit. CAD feeds Ztron call data.

Cause & Effect Analysis

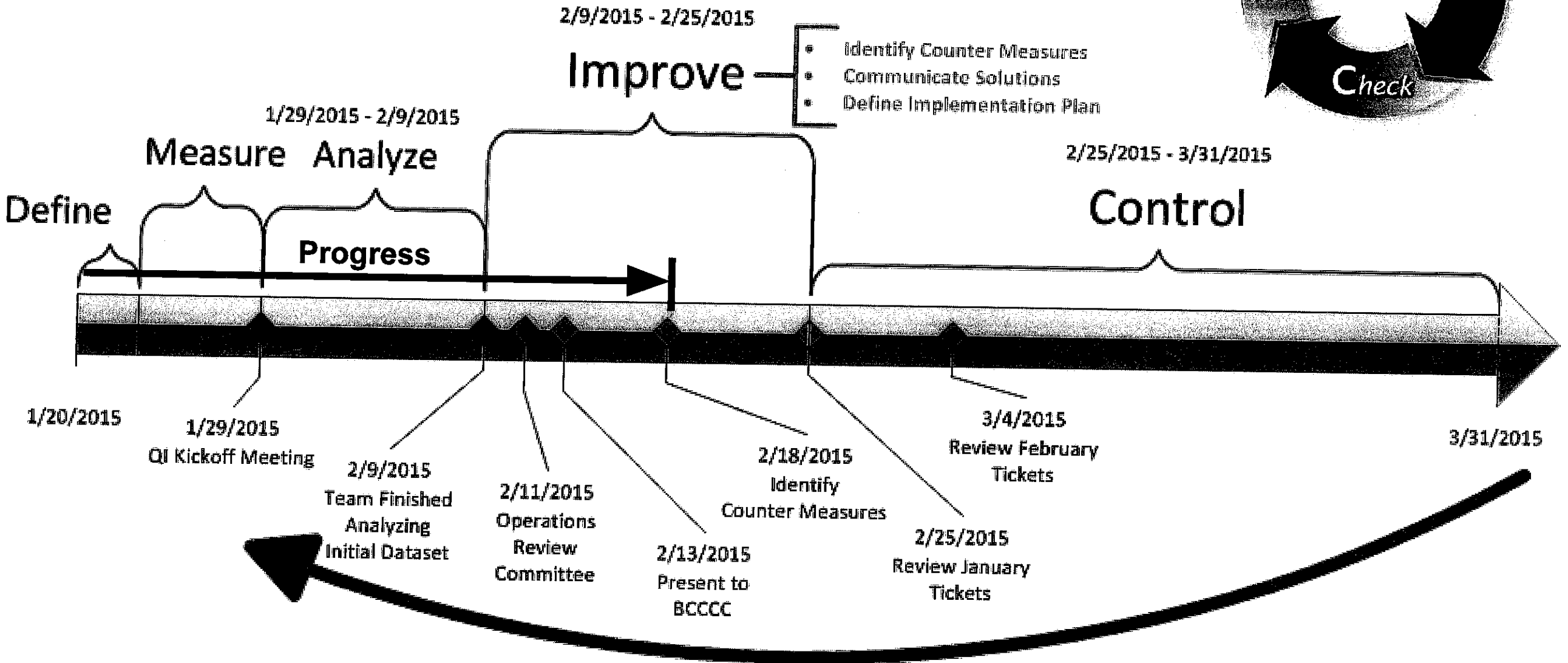
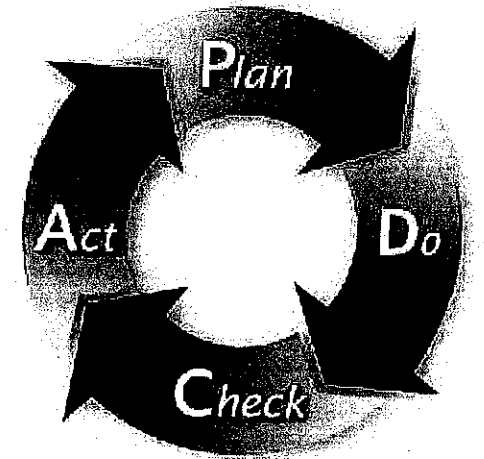
Fishbone Diagram



Stratified Data



Next Steps



BMC SERVICE DESK EXPRESS

Incident: 323081

As of Tuesday, Mar 3, 2015 08:46

Incident

Page 1 of 3

Client Information

Client Information		Assign to Information	
Last Name:	Cabrera	First Name:	Henry
Client ID:	HCABRERA	DSMOUS	Ext:
Company ID:	BROWARD COUNTY	DREW	SMOUS
Phone:		OCT 911	

Incident Information

Category:	OCT911 - GOV/POLICY	OCT911 - Gov/Policy	
Impact ID:	LOW	Opened:	3/2/2015 7:02:55AM
Urgency ID:	LOW	Priority ID:	5
Status:	OPEN	Due Date:	3/6/2015 12:00:00PM
First Call Resolution:	<input type="checkbox"/>	SLA ID:	
		Responded Date and Time:	
		Service Name:	

DESCRIPTION: 10-6 status of Burglary Patrol.

From: SMTP:{HCabrera@coconutcreek.net}HCabrera@coconutcreek.net

Message: DATE OF INCIDENT: 03-02-15

INCIDENT NUMBER:

PRIORITY LEVEL:

LOCATION:

REPORTED BY: Coconut Creek P.D

NAME: Sgt. Henry Cabrera

MUNICIPALITY: City of Coconut Creek

AGENCY: Coconut Creek P.D

EMAIL ADDRESS: hcabrera@coconutcreek.net

TELEPHONE NUMBER: (954) 973-6712

INCIDENT DETAILS: The below message was sent to me by a road patrol supervisor.

This is a request to institute a (10-6 status) for burglary patrol. Please let me know if this is possible.

Team 2 would like to start using the 10-6 status of Burglary Patrol. We feel this will help the supervisory staff to more effectively allocate and monitor our personnel resources in dealing with known crime areas. It will also serve to enhance officer safety practices by providing a general location of our officers as they perform these duties.

ADDITIONAL COMMENTS:

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited. This email is copied and archived by the City of Coconut Creek.

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
3/2/2015 7:02:55AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/2/2015 7:02:56AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/2/2015 7:02:57AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3/2/2015 7:02:58AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/2/2015 6:24:55PM	DSMOUS	Forwarded To Staff DSMOUS	HD_FRWD_STAFF	00:00:04
3/2/2015 6:25:39PM	DSMOUS	Subject Changed To OCT911 - GOV-POLICY	HD_SUBJ_CHANG E	00:00:14

Work Orders

Attachments

BMC SERVICE DESK EXPRESS

Incident: **321146**

As of Monday, Feb 23, 2015 14:57

Incident

Page 1 of 2

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

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		
Urgency ID: HIGH	Priority ID: OCT911HIGH	Problem:	
Status: DELAYED_BY_CUST	Due Date: 1/24/2015 3:07:46PM	Responded Date and Time:	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: 1

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 SYSTEMACACCOUNT	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



E911 Regional Consolidated Communications

Change Approval

General Information

Nature of Change:

Participating Municipality Requesting Change:

- What agency is the primary proponent of this Change?
- Who, within that agency, is the Project Sponsor? (Note: This person must be a decision-maker with the authority to commit department resources.)
- Agency Lead:

Contacts

	Name	Department	Telephone	E-mail
BC ORCAT	Rick Carpani	BCORCAT	954-357-8570	rcarpani@broward.org
BC ORCAT Operations	Tony Sebin	BCORCAT	954-357-7312	asebin@broward.org
BC ORCAT Agency Lead (Applications):	Daniel Revis	BCORCAT	954-410-2665	drevis@broward.org
BC ORCAT Agency Lead (Radio):	José M. De Zayas	BCORCAT	954-357-8012	idezayas@broward.org
BC ORCAT Agency Lead (911):	Brett Bayag	BCORCAT	954-594-7774	bbavag@broward.org
Communications Manager-South	Scott Whitworth	BCORCAT		
Communications Manager-Central	Jenna DiPlacido	BCORCAT		
Communications Manager-North	Drew Smous	BCORCAT		
Consolidated Dispatch Operator	Liza Zarrazinski	BSO	954-321-4300 561-602-5554	Lisa_Zarrazinski@Sheriff.Org

E911 Regional Consolidated Communications

Submitting Agency Lead			
Submitting Agency Police Chief			
Submitting Agency Fire Chief			

6. Approval			
Name	Title	Signature	Date (MM/DD/YYYY)
ORCAT-Director	Rick Carpani	Director	
ORCAT-Operations	Tony Sabin	E-911 Administrator	
Police Chiefs Association			
Fire Chief Association			

7. List of Attachments	
List all files supplemental to this Charge here.	
Document Name	Filename and Location
CMR #12345	
Room Layout	
SOP #	



E911 Regional Consolidated Communications

7. Notes/Comments