



Office of Regional Communications and Technology

April 1, 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:

Tara Thomas	Site Manager, North Consolidated Dispatch Center
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A North Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Wednesday, April 1, 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 3:24 p.m.

Mr. Smous presented a slide depicting the agenda, a copy of which is attached hereto and made a part hereof these minutes. Jenna DiPlacido stated that all agency representatives should be in receipt of BSO's (Broward Sheriff's Office) policies. The objective is to move forward with revising these policies, though it will be a lengthy process. She invited the meeting attendees to start listing any policies they would like to revise and serve as a policy sponsor. She said she would work with any policy sponsors on the revision process. Mr. Smous indicated that the desire is to have subject matter experts involved in this process. All revised policies will be brought forward to agency representatives at the ORT (Operational Review Team) meetings for approval, and final drafts will be brought forward to the Broward County Chiefs of Police Association (BCCPA) for final approval. Once final approval takes place, it becomes regional policy.

Mr. Smous provided an overview of incident ticket number 321146, a copy of which is attached hereto and made a part hereof these minutes. Lynn Burnside of the Margate Police Department stated that criminal history information is only to be provided to sworn personnel. Non-sworn personnel (civilians) can submit basic teletype queries for information on license plates and drivers' licenses. Ms. DiPlacido recalled a request made previously by Tara Thomas for a list of all civilian personnel approved to make teletype queries. However, a list that lengthy would be too difficult to maintain so the procedure for civilian personnel is to utilize their agency's records or x-ray units to run 10-27s (Complete Record Checks).

With regard to agency access to audio, Mr. Smous mentioned that there is an amendment to the Replay Systems contract. This is still in progress, and any updates will be announced. He noted

that there are no open status Priority 1 incident tickets to address at this meeting. He asked meeting attendees if they had any incident dispositions to discuss. There was no input provided. He went on to review data review slides. A copy of the slides is attached hereto and made a part hereof these minutes. He noted the Quality Improvement (QI) team continues to meet to address repetitive issues and develop countermeasures. He asked if there were any questions about QI. Lieutenant Mike DeVita of the BSO Parkland District Office recalled a bank robbery that occurred in Coconut Creek which borders Parkland, but it was not announced over the radio so his agency was not aware until the incident was over. Ms. Thomas indicated that Angela Mize of BSO had provided a response to this matter (which was submitted as an incident ticket). She went on to say that a multi-select should be utilized in these circumstances so the bordering cities are notified; however, in this case, that did not happen. There have been some performance issues related to this dispatcher and she has been placed in a 240-hour remedial training program. Discussion ensued between Captain Jonathan Greenberg of the BSO Parkland District Office, Lieutenant DeVita, and Ms. Thomas about radio talkgroups, procedures, and programming. Based on the information provided by Captain Greenberg and Lieutenant DeVita, Ms. DiPlacido thought their agency's radios were in need of reprogramming. Based on the information provided by Ms. Thomas, Lieutenant DeVita said he would announce in roll call for field personnel to follow the procedure of asking dispatch for a radio channel in situations like the one previously mentioned involving an in-progress event in a neighboring city.

Mr. Smous asked if there were any participating agency policy issues and/or Operator policy issues to be discussed. There was no input provided. Mr. Smous went on to mention that a suggestion was made to hold regional fire rescue and law enforcement ORT meetings twice per year. There was no objection. Mr. Smous reviewed slides depicting the Regional 911 Incident Response Form; the Regional 911 Portal New User Form; and the Regional Policy Change Request Form. A copy of the slides is attached hereto and made a part hereof these minutes. He pointed out that the BSO policies are currently posted on the regional portal. All proposed policy change requests will be brought to each law enforcement ORT meeting for approval, and then to the BCCPA for final approval (Regional Policy Change Request Process slide is attached hereto and made a part hereof these minutes). He asked if there were any questions about the regional portal. There were no questions posed. He added that statuses of policy changes will be posted on the regional portal. He invited suggestions for any desired content on the regional portal. Ms. Thomas announced National Telecommunicators Week to take place during the second week of April.

There being no further matters to address, the meeting adjourned at 4:00 p.m.



Agenda

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

Date: Wednesday, April 1, 2015

Time: 3:15 PM

- I. Call to Order
- II. Old Business
 - a. BSO's policies and procedures distributed to all agencies – Please review and advise of any desired revisions or alert field personnel of procedures (Follow-Up)
 - b. Incident Ticket # 321146 – Regional communications TTY units/civilian employees authorized to receive and request TTY information (Incident Ticket amended by BSO)
- III. Open Status Priority 1 Incident Review
- IV. Incident Disposition Review
- V. Data Review
 - a. Countermeasures
- 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 & no objection at 3/26/15 South FR ORT meeting)
 - b. Regional 911 Incident Response Form
 - c. Regional 911 Portal
 - d. Regional Policy Change Request Form
 - e. Regional Policy Change Request Process
- IX. Adjourn**

BMC SERVICE DESK EXPRESS

Incident: 321146
Incident

As of Monday, Feb 23, 2015 14:57
Page 1 of 2

Client 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:

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: 954-896-6306

INCIDENT DETAILS:

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

ADDITIONAL COMMENTS:

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

Note:

Accounting Fields:

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

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

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

Work Orders

Attachments

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

In an amendment to this ticket

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

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

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

Angie

Counter Measures – Follow Policy

C&E Category	Service Failure	Potential Causes of Failure	Counter Measures	Assigned To:	Projected Completion Date	
Follow Policy	Dispatcher did not complete unit status checks		Time check procedures sent to sites in Information Tips and Guidelines memos and read at roll calls	Angela Mize	22-Aug-2014 29-Aug-2014 26-Nov-2014	
			Training of employees	Individual counseling of employees not completing time checks was done by BSO Quality Assurance Team	Angela Mize	31-Jan-2015
				Ensure Dispatcher training material for time checks contains Regional approved policy language.	Angela Mize	1-May-2015
				Ensure time checks are emphasized in BSO's Adore system for new employee certification	Angela Mize	1-Apr-2015
		Policy not defined properly	Get time check policy approved by Regional partners	Jenna Diplacido	1-May-2015	
		Regional partners and Communication centers have differing time check criteria	Implement change control process to ensure no changes are made without proper notification	ORT	1-Feb-2015	
		Hollywood went into an arrival status AR on traffic stops	CMR changed Hollywood configurations in CAD	Lynn Molitor	11-Mar-2015	
		CAD terminal issue	Ensure time check settings on all the new CAD terminals are the same when they are installed.	Dan Revis	1-Apr-2015	

Counter Measures – Information Gathering

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

Counter Measures – Information Dissemination

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

Systemic Measures

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

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

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

Training – Build a well defined training program for new employees, retraining of current employees and counseling of individual employees in alignment with a well defined regional policy.

Change Control – Manage the System and Policy change control process already implemented to ensure a monitored and consistent rate of change.

Regional 911 Incident Response Form

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**

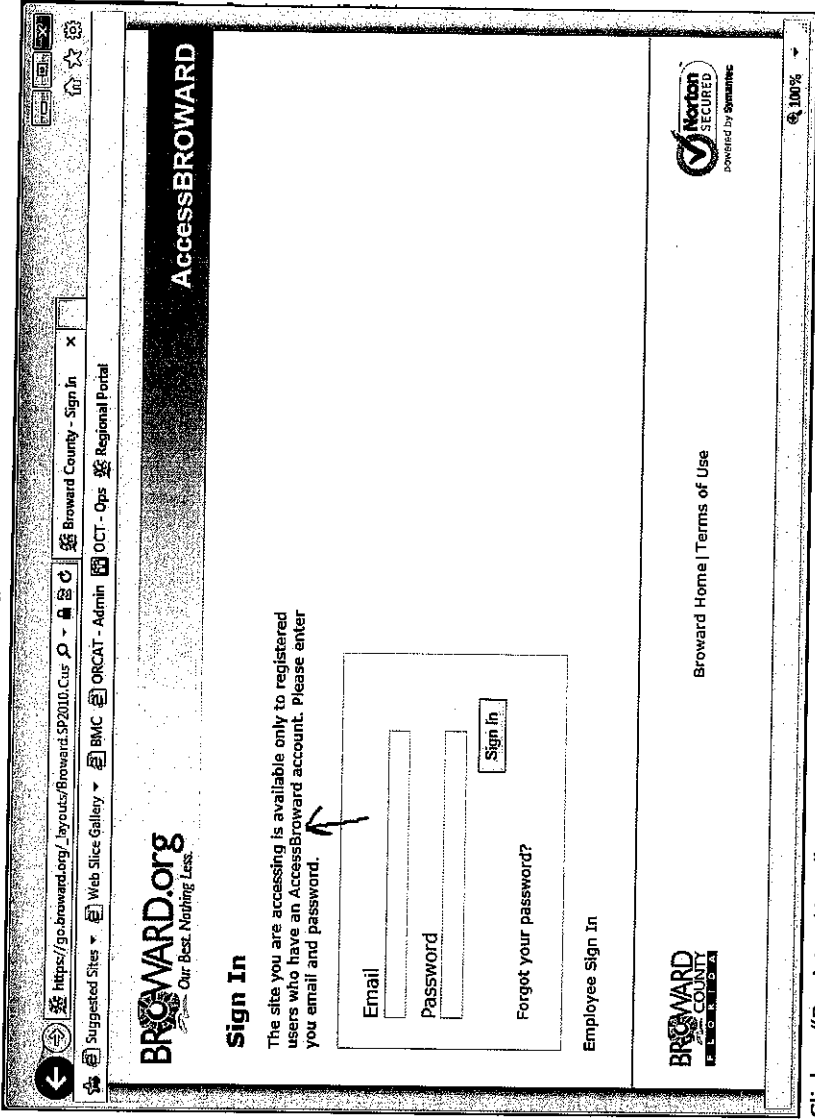
Review comments:

[Enter concerns related to findings here](#)

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

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 and cc: 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

Requested By: Enter Name
Request Date: Click here to enter a date. Change
Request Type: New Change
ORT Representative: Enter Name
Agency: Click here to enter agency
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 Field
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

Incident reveals need for New or Amended Policy

Regional/Policy Change Request form approved by Municipal command / ORT member

Regional Policy Champion completes Policy Change Request Form with

Issues with current policy identified

Regional Manager completes Policy Change Request Form

Policy Change request sent to North, South, Central ORT Meetings

Approved?

Denial sent to Requestor / Logged on Regional Dashboard

ORT Teams Validate Score to prioritize

ORT Teams review and modify verbiage as necessary

Final Verbiage approved?

Notify ORT of denial and reason for denial

Change Approval Doc completed by ORCT Operations

Change Approval Form sent to Police Chiefs Association and Fire Chiefs Association for approval

Approved?

Policy added or amended to Regional Policy

Notify ORT to initiate field training and implementations date

Notify Operator to Initiate Training and Implementation Date

