



Office of Communications Technology

April 30, 2015

South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Scott Whitworth	Regional E911 Communications Manager
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
Sheri White	Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, April 30, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 10:59 a.m.

Mr. Whitworth presented a slide depicting the agenda, a copy of which is attached hereto and made a part hereof these minutes. Agency access to audio is being reviewed by (Broward County's) legal department. ORCAT (Office of Regional Communications and Technology) staff is aware that agency representatives are desirous of this feature. He noted the meeting time for Regional FR Operational Review Team (ORT) meetings will be changing to 3:00 p.m. starting in May, 2015.

Chief Jorge Hernandez of Pembroke Pines Fire Rescue said he is still working on the station tone alerts policy. He inquired as to whether he should post the policy changes on the regional portal. Drew Smous replied that (policy revision) methods will differ according to the scale of the change. Angela Mize thought the question regarding the policy referenced by Chief Hernandez is whether the two-minute timer is too long. Chief Hernandez said he envisioned his policy change being sent out to all FR ORT members for their review and modification; then a meeting would take place and a final decision made as to the timer setting. Chief Thomas DiBernardo of Sunrise Fire Rescue stated that FR policy changes should evolve through all three (North, Central, and South) FR ORT groups and the Fire Chiefs' Association of Broward County's Mutual Aid and Communications Committee (Mutual Aid Committee) is the final sign-off. Mr. Smous advised Chief Hernandez to submit his policy changes to ORCAT staff who will bring it forward to all of the ORT groups. Mr. Whitworth urged Chief Hernandez to submit the policy change to ORCAT staff as soon as possible so it could be brought forward to the North FR ORT group next week. Chief Hernandez explained to an agency representative that the pre-consolidation station tone

alert timer setting for Pembroke Pines Fire Rescue was 10 seconds. Chief DiBernardo pointed out that the average tone-to-truck in Broward County is 1 minute, 20 seconds. Discussion ensued. Chief Hernandez asked if the DS status timer could be left at two minutes. Mr. Whitworth said he would look into whether customization is possible for the DS timer. Jenna DiPlacido indicated that it can be customized based on status, but she was uncertain about customization based on agency. Chief DiBernardo thought the matter is worthy of a global review. He expressed support of lowering the timer setting. Further discussion ensued.

As for the policy update item regarding the ability for the dispatcher to refer a closer unit, Chief Gregg Pagliarulo of Hallandale Beach Fire Rescue thought the battalion chief should handle this matter. Discussion ensued. Chief Hernandez clarified that his agency's desire is not for the dispatcher to place the units which is a battalion chief's duty; but rather to communicate over the radio that there is a closer unit. Chief Pagliarulo agreed, and noted that dispatchers often do convey a closer unit over the radio. Ms. Mize stated that, operationally, BSO (Broward Sheriff's Office) agrees, but it must be a cooperative effort involving, both, the dispatcher and field unit because some dispatchers are not operating at a skill level applicable for having full responsibility of this action. Mr. Whitworth asked Chief Hernandez the frequency of occurrence (for dispatchers not verbalizing a closer unit). Chief Hernandez replied that it happens often, but a resulting problem does not occur frequently. Chief DiBernardo agreed. Mr. Whitworth believed this responsibility should fall to units and battalion chiefs. He suggested Chief Hernandez review this matter to determine the significance of the issue; this item will be closed, unless otherwise directed. Chief Hernandez agreed.

With regard to a language line update, Ms. DiPlacido explained that field units were interested in utilizing language line. However, the language line is paid for by the County with 911 funds, and the service can only be utilized for 911-related matters. Hence, the language line cannot be used for on-scene investigations, though a number of agency representatives have expressed desire to use it in that capacity. ORCAT staff looked at the matter, and a State contract is available for all law and fire rescue agencies. The cost is 73 cents per minute; and, if desired, all agencies in the County could be on one contract with separate billing. If agency representatives are interested in obtaining this service, it would be necessary for them to choose a facilitator to get the process started. Chief Pagliarulo offered to raise the matter at the Fire Chiefs' Association of Broward County's (FCABC) Mutual Aid and Communications Committee meeting. Chief DiBernardo thought the simplest method is for each agency to obtain their own language line contract as his did. Ms. DiPlacido pointed out another option is a list of employee foreign language and sign language speakers offered by BSO which can be accessed by contacting duty officers.

Mr. Whitworth said he is not aware of any open status Priority 1 incident tickets for agency representatives at this meeting. He asked meeting attendees if they wished to discuss any incident tickets. There was no input provided. Mr. Smous noted the basis of data review is the incident tickets submitted by agency representatives. Each incident is examined by the QI (Quality Improvement) team as part of the data review process. He presented slides entitled *January Incidents* and *Call-Taker - Address Collection Workflow*. A copy of the slides is attached hereto and made a part hereof these minutes. He stressed the importance of agency representatives submitting incident tickets. Ms. Mize noted that BSO has a Quality Assurance (QA) unit which has randomly assessed 300 calls for service in March, 2015. Since January, 2015, the QA unit has randomly assessed over 1,000 calls for service. She remarked on the varied levels of training and experience amongst the operators on the consolidated system. BSO is currently taking steps to get all staff to center in terms of differences and expectations. Overall, BSO is taking a proactive, rather than reactive approach. There are about twelve employees in remediation training; operators are being pulled from their positions for timeframes ranging from 80 hours to 240 hours

for training purposes. This is a painstaking process, so patience is appreciated. There is a lot to work through to get all dispatch employees on a level playing field.

Mr. Smous recalled a complaint raised at other ORT meetings where field units are advised to go to the INFO channel (from the MAIN channel) by dispatch while on an active call looking for an address. He asked meeting attendees if they had experienced similar issues. An agency representative said his crews had experienced push-back from dispatch on this matter. The crews reached a point where they refer to the CAD (Computer Aided Dispatch) notes and make the call-back themselves (to obtain the address). He elaborated upon a recent incident of this type. Mr. Smous asked him to submit an incident ticket. The agency representative thought an incident ticket may have been submitted. He said he would follow up on it. Mr. Smous pointed out that Captain Jon Sucher of the North Lauderdale Fire Department offered to look at guidelines for the INFO channel (in terms of regional policy). Ms. Mize noted that dispatchers are not to have field units switch from a MAIN or TAC channel to INFO while on an active call. However, the INFO channel is new to a number of dispatchers on the consolidated system. The INFO channel is supposed to support the MAIN and TAC channels. She provided examples of how INFO channel should be used by field units such as utilizing it to obtain contact with Florida Power & Light, or to have an address verified while working an active call. The issue is that INFO channel is only at the North Consolidated Dispatch Center (North). So, the TAC channel is relied upon to support the MAIN, and the Law TAC to support the Fire TAC if the Fire TAC is busy; this is not ideal. In addition, there is confusion as to how and when to use the INFO channel. There is a need to have the INFO channel at all consolidated dispatch centers. Chief Pagliarulo agreed. Ms. Mize indicated that, currently, there are no resources to replicate the INFO channel (at the Central and South Consolidated Dispatch Centers). Discussion ensued. Mr. Whitworth noted that the incident ticket referenced earlier by the agency representative had not been properly received in the ticketing system. He said he would look into the matter and then forward the incident ticket (to BSO) for review.

An agency representative asked if steps are being taken to obtain an INFO channel dispatcher at South and Central. Mr. Whitworth explained that the process is complex. Currently, there is no space at South for an INFO dispatcher. Also, the budgetary impact must be considered. He recalled pulling data on the number of calls for service at the (INFO channel) position. Research is necessary to justify an actual need. The push-to-talks (on INFO channel) also have to be reviewed. Ms. Mize indicated that the research would only show the workload at the North dispatch center as Central and South are not necessarily using INFO with call-backs. Mr. Whitworth said, if necessary, he would seek clarification from Ms. Mize in conducting his research. He reiterated that justification is needed (for additional INFO channel positions). Ms. DiPlacido thought a number of agencies (that came onto the consolidated system) were not aware of how the INFO channel should be used; a policy was created and distributed to ORT members. Mr. Whitworth told Ms. Mize that he understood her point regarding the need for additional INFO channels, but it must be justified and a determination made as to placement (within the dispatch centers).

Chief DiBernardo suggested MAIN channels be included at all consolidated dispatch centers. Mr. Whitworth recalled that, in preparing for regionalized dispatch, the BSO Fire Rescue Department talk group was severely overworked in comparison to all others. But (BSO Fire Rescue) agency representatives did not want to split up that channel; rather, their solution was to utilize the INFO channel (for non-active matters). If the BSO Fire Rescue talk group could be split up, there would not be a need for the INFO channel. Ms. Mize reiterated that the INFO channel is supposed to be a support position for the MAIN and TAC channels. Mr. Whitworth stressed that a line in the sand must be drawn by establishing a (baseline) figure (of push-to-talks and calls for service). If that

figure is exceeded, advisement should be given to utilize INFO channel; if the figure is not exceeded, remain on the MAIN channel. Chief DiBernardo thought Central may need two INFO channel positions; but he wanted to start with one and then make a determination. Further discussion ensued.

Mr. Whitworth asked if there were any participating agency policy issues to address. An agency representative inquired as to hurricane procedures for the consolidated dispatch centers. Mr. Whitworth said the Emergency Operations Plan (EOP) is currently being developed. He elaborated upon components of the document, including a flee-to plan. He confirmed that the EOP will be a countywide plan that BSO will operate from (in the event of a storm or disaster). Chief DiBernardo suggested components of the EOP be reviewed at upcoming ORT meetings.

With regard to Operator policy issues, Mr. Whitworth highlighted information set forth in incident ticket 337044, a copy of which is attached hereto and made a part hereof these minutes. Chief Mark Miller of Hollywood Fire Rescue said he would meet with Sheri White to update the Hollywood Fire Rescue contact number list on file with BSO.

Mr. Whitworth reviewed incident ticket number 326352, a copy of which is attached hereto and made a part hereof these minutes. Chief DiBernardo noted the proposed timer setting must be brought to FR ORT meetings for all three consolidated dispatch centers (North, Central, and South). If approved at all three FR ORT meetings, it will be brought forward at the next Mutual Aid Committee meeting. If passed at the Mutual Aid Committee, a CAD ticket will be entered to create a "staging" status. There was no objection to the proposed 10-minute timer setting.

Mr. Smous stated that the regional portal is in place. The portal is secure and only accessible by agency representatives registered to submit incident tickets (as well as ORCAT and BSO staff). He presented a live demonstration of the regional portal, as well as a slide entitled *Regional 911 Portal – New User*, a copy of which is attached hereto and made a part hereof these minutes. He noted that ORT members must send him the acknowledgement showing their regional portal account was created; upon receipt, permission is given to access the site. He went on to present and review the *Regional Policy Change Request* and *Regional Policy Change Request Process* documents. A copy of each document is attached hereto and made a part hereof these minutes. Chief Pagliarulo asked if incident tickets can be submitted through the regional portal. Mr. Smous said he hoped, in the long-term, to establish an incident-based system in the portal so all incident tickets can be reviewed by ORT members. He explained to Chief DiBernardo that the regional portal contains information for, both, law and fire rescue.

With regard to phone outage notification procedures, Mr. Whitworth indicated that this topic applies to law enforcement, rather than fire rescue. Chief DiBernardo said he wanted to address a CAD programming matter. He recalled speaking to the CAD programmers who indicated that they are on board. He expressed gratitude to ORT members for providing him information via email. Currently, if there is an issue with an agency's run cards, a ticket is submitted to have it resolved. But, if an agency were to send 776 run cards for medical and double the amount for fire rescue; there would only be 30 days to look that up. He said he is looking for buy-in on advising the CAD programmers to start programming based on as it is today; if there are changes, they will be handled. All of the run cards printed on March 31 will be submitted (to CAD programmers). He invited agency representatives to have dialogue about the new options available on the Next Generation CAD. He added that the (CAD) common places were sent out. He elaborated upon some options available on the Next Generation CAD.

There being no further matters to address, the meeting adjourned at 12:26 p.m.



Agenda

**South FR Operational Review Team Meeting
Emergency Operations Center
201 NW 84 Avenue, Plantation
Room 332-A**

**Date: Thursday, April 30, 2015
Time: 10:45 AM**

- I. Call to Order**
- II. Old Business**
 - a. Agency access to audio update**
 - b. Beginning in May, South FR ORT meetings to be held in afternoons 3:00 p.m. to 4:00 p.m.**
 - c. Policy Sponsor Update – Chief Jorge Hernandez of Pembroke Pines (station tone alerts and length of time for a call not to be acknowledged before dispatcher must take further action)**
 - d. Policy Update – (ability for dispatcher to refer a closer unit)**
 - e. Language Line Update – agencies cannot piggyback on County contract, but can have one new contract for all County agencies with separate billing**
- III. Open Status Priority 1 Incident Review**
- IV. Incident Disposition Review**

V. Data Review

a. January Incidents

b. Call-taker Address Collection Workflow

VI. Participating Agency Policy Issues

VII. Operator Policy Issues

a. Incident Ticket # 337044

VIII. New Business

a. Incident Ticket # 326352 (Pompano Beach FR) – Timer settings for fire rescue personnel waiting on scene while PD stages (consensus at Central FR ORT 4/14/15 for 10-minute timers)

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

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
	Information Gathering	Call Taker	Addressing	Entered incorrect street type in CAD (St instead of Ave)
315930	Equipment Use	Call Taker	Addressing	Didn't select proper city in CAD
315620	Failure to act on updates	Dispatcher	Reviewing Updates - EMD Assignment	Didn't assign proper Rescue units based on the escalation
315008	Information Gathering	Call Taker	Addressing	Didn't properly get secondary address validation
314442	Equipment Use	Call Taker	Addressing	Didn't use address or phone number provided by system.
314364	Follow Policy	Dispatcher	Updating Unit Status	Changed the status of the OnView to Arrival Status stopping the timer
314136	Non Issue			
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 vs 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	Call Taker	Failure to create CAD event	didn't change signal type.
	Failure to act on updates	Dispatcher	Reviewing Updates - Verbalize Event	Didn't verbalize updates
	Information Gathering	Call Taker	Event Interrogation - FR	Didn't interrogate for injuries
311560	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Send EMD to non participating Parkland Dispatch
311162	Information Dissemination	Call Taker	Failure to create CAD event	Didn't create proper Rescue call when information provided
	Information Gathering	Call Taker	Addressing	Didn't enter address properly
311122	Misclassification	Call Taker	EMD Classification	Didn't choose the right signal
311027	Information Gathering	Call Taker	Event Interrogation - Law	Didn't interrogate properly before dispatching call. Didn't ask if weapon caused injury to wrist
310873	Information Dissemination	Call Taker	Failure to create CAD event	CAD Entry - Didn't create CAD event when receiving a call for alarm activation
310590	Operator Performance	Dispatcher	Radio Traffic Management	Was not responding in a timely manner. Handling the volume of traffic.
309491				Resolution in 311027 - Duplicate Incident
309343	Information Dissemination	Call Taker	Failure to create CAD event	Didn't create a fire HAZmat call with Initial Law event
308524	Information Gathering	Call Taker	Addressing	Entered wrong address. Repeated address instead of asking caller to repeat it.
308008	Information Dissemination	Call Taker	Regional knowledge - Dispatched for Parkland	Sent FR call to non participating Parkland Dispatch
307766	Information Dissemination	Dispatcher	Failure to Create CAD Event	Didn't enter the FR call from Law in a timely manner
297591	Information Gathering	Call Taker	Addressing	Send call to Seminole instead of creating a call for Seminole park in HW
297572	Information Gathering	Call Taker	Addressing	Created call for the Coconut Creek Seminole Hardrock instead of Hollywood

Call Taker	21	11
Addressing		11
Failure to Create CAD event		4
Event Interrogation		3
Regional knowledge		2
EMD Classification		1
Dispatcher	9	
Reviewing Updates		3
Updating Status		2
Failure to Create CAD event		2
Verbalizing Safety Flag		1
Radio Traffic Management		1

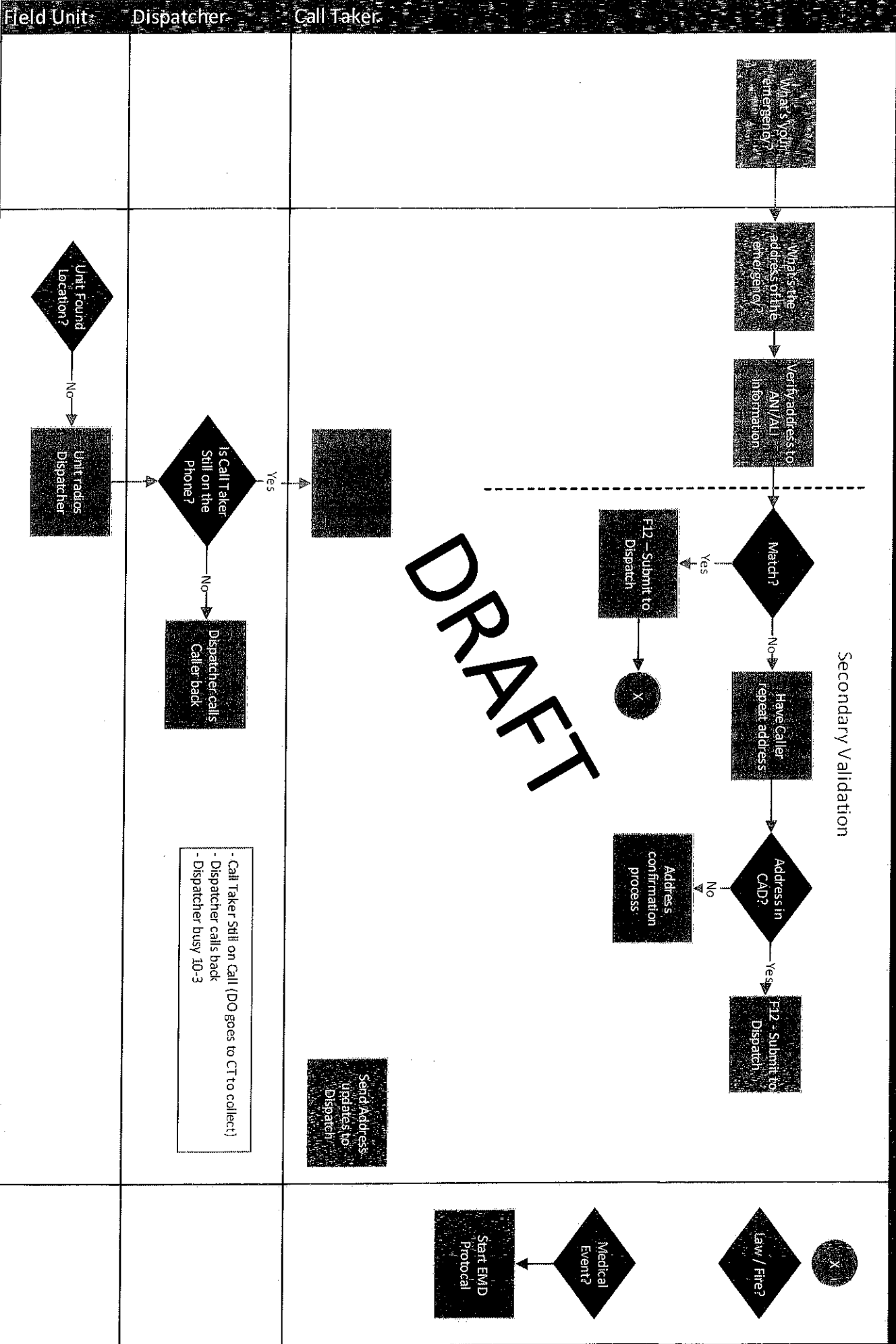
Call Taker – Address Collection Workflow

Event Interrogation

Address Collection

EMD / Scene Detail

DRAFT



BMC SERVICE DESK EXPRESS

Incident: 337044

As of 29 Apr 2015 10:06:31 AM

Incident

Page 1 of 3

Client Information

Assign to Information

Last Name: BRIDWELL	First Name: VIRGINIA	Ext:
Client ID: VBRIDWELL		
Company ID: BROWARD COUNTY	OCT OPS	
Phone:	Ext:	

Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: LOW	Opened: 28 Apr 2015 6:44:39 AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 4 May 2015 12:00:00 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{Virginia_Bridwell@sheriff.org}Virginia_Bridwell@sheriff.org

Message: DATE OF INCIDENT: April 27, 2015

INCIDENT NUMBER: N/A

PRIORITY LEVEL: 3

LOCATION: Hollywood Fire Stations

REPORTED BY: Virginia Bridwell

NAME: Virginia Bridwell

MUNICIPALITY: Hollywood

AGENCY: BSO

EMAIL ADDRESS: Virginia_Bridwell@sheriff.org

TELEPHONE NUMBER: 954-320-0633

INCIDENT DETAILS: Please have Hollywood Fire Rescue review attached document. During a recent outage of the fire toning system, it was determined that the telephone numbers on file for the city of Hollywood Fire Stations were both incomplete and incorrect. A Duty Officer revised the attached list with the on duty Battalion Chief. Please have Hollywood Fire confirm that these contact numbers are now correct. Thank you!

Virginia Bridwell,RPL
Broward Sheriff's Office
Assistant Site Manager
South Regional Communications
6057 SW 198 Ter
Pembroke Pines, FL 33332
(954) 320-0633
[color_email_logo_2013]

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

RESOLUTION:

Whiteboard Information





Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
28 Apr 2015 6:44:39 AM 	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
28 Apr 2015 6:44:40 AM 	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
28 Apr 2015 6:44:41 AM 	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
28 Apr 2015 6:44:42 AM 	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00

Work Orders**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
HWFR STATION NUMBERS.pdf		258476
image001.jpg		1571

BMC SERVICE DESK EXPRESS

Incident: 326352

As of Tuesday, Mar 31, 2015 09:31

Incident

Page 1 of 3

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: LOW	Opened: 3/16/2015 9:46:10AM	Problem:
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:
Status: OPEN	Due Date: 3/20/2015 1:46:10PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

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

Message: [Regional Communications Issue Reporting Form]

Date of Incident: 3/15/2015

Incident Number: FPB150315005534

Priority Level: 3

Location: 2551 NE 3RD TER

Reported By:

Name: Chester Bolton

Agency: Pompano Beach Fire rescue

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

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

Incident Detail: Chief, please see rms report 1505534 in ref to extended staging time. Res 103 arrived to safe staging area on a psych call at 0832. BSO did not arrive on scene until 0901. I pasted cad notes from both fire and law into the report for your review. Dispatcher did provide continuous updates, which was they would send a BSO unit when one became available.

Additional Comments: I have ask numerous times to not inconvenience a rescue when there is a delay in BSO responding. On those calls we cannot enter it makes no sense to dispatch a rescue until BSO is dispatched. This call started out as a law call and rescue should have not been cloned until BSO was in route.

A change needs to be made in the system to accommodate. It is the dispatcher duty to keep track of the units dispatched and not leave them sitting somewhere for 30 minutes. I have ask for a timer to be put on for time in staging and it was denied. I am asking again.

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
3/16/2015 9:46:10AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/16/2015 9:46:11AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/16/2015 9:46:12AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
3/16/2015 9:46:13AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/16/2015 12:49:37PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:02
3/16/2015 12:49:58PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.emz		17190
image002.png		17190

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"

BROWARD.org
Our Best. Nothing Less.

AccessBROWARD

Sign In

The site you are accessing is available only to registered users who have an AccessBroward account. Please enter your email and password.

Email
Password

Sign In

Forgot your password?

Employee Sign In

BROWARD COUNTY
FLORIDA

Broward Home | Terms of Use

Norton SECURED
powered by Symantec

100%

- 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. <i>dsmous</i>
Email	<input type="text"/>	Use your government email address. No public (yahoo, gmail)
Password	<input type="password"/>	
Reenter Password	<input type="password"/>	
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 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

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

Incident reveals need for New or Amend policy

Regional Manager completes Policy Change Request Form

Regional Policy Change Request Form approved by Municipal command/ORCT member

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

Regional Policy Change Request Form with ORCT Approval

Issue with current policy identified

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?

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

Notify ORT of denial and reason for denial

