



**Office of Communications Technology**

**May 28, 2015**

**South Consolidated Dispatch Center Fire Rescue 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:**

Sheri White	Site Manager, South Consolidated Dispatch Center
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A South Consolidated Dispatch Center Fire Rescue Operational Review Team Meeting was held on Thursday, May 28, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Jenna DiPlacido called the meeting to order at 3:05 p.m.

Ms. DiPlacido presented a slide depicting the meeting agenda, a copy of which is attached hereto and made a part hereof these minutes. With regard to the policy dashboard review, she recalled examining the station tone alerts matter with Lynn Molitor of ORCAT (Office of Regional Communications and Technology). The DS (Dispatched) timer can be defined on a per agency basis. The original intent was to have this consistent with all agencies (on the regional system), and it was configured as such. However, agency-based changes can be made. Chief Jorge Hernandez of Pembroke Pines Fire Rescue said he had intended to modify the related policy, but there is no need. Ms. DiPlacido agreed. She asked Sheri White for any feedback as to how customizing the DS timer may affect dispatchers. Ms. White said it would not impact the dispatchers. Ms. DiPlacido advised Chief Hernandez to submit a [selfhelp@broward.org](mailto:selfhelp@broward.org) ticket stating the request. Ms. White asked Chief Hernandez to contact her when he receives a response from Ms. Molitor so she can advise dispatch staff of the change to the DS timer for his agency. Ms. DiPlacido asked Chief Hernandez to also make her aware of Ms. Molitor's response so she can follow up on the related CMR (Change Management Request). Chief Hernandez noted that, when a call is received, his agency's crews acknowledge the call, the call is timestamped, and then crews go en route. He wanted his agency's crews to be prompted at the ten-second mark if they have not responded to a call; at that point, the dispatcher should contact either the battalion chief or the station to note the call was not yet acknowledged. Ms. White advised this process must be sent through the SOP (Policy) change process. She confirmed for Chief Hernandez that his request involves two separate times – one for the acknowledgement and one for the DS timer. The DS timer can be changed through [selfhelp@broward.org](mailto:selfhelp@broward.org), but the policy still must be revised with the suggested timeframe parameters. Chief Gregg Pagliarulo of Hallandale thought a ten-second prompt is quick. Ms. White agreed. Ms. DiPlacido asked Ms. White to clarify what SOP

change is needed. Ms. White explained the procedure is for dispatch to raise a unit. If the unit does not acknowledge, the dispatcher raises the unit again. If there is still no acknowledgement, the dispatcher is to contact the battalion chief. Currently, policy does not clearly state a timeframe (the dispatcher is to follow) for this process. Ms. DiPlacido pointed out that, if agencies customize their DS timers, it will not be possible to have a set timeframe in policy; rather, the timeframe would have to be agency-specific. Chief Hernandez thought it would be more reasonable to set his agency's DS timer at 30 seconds; it does not make sense to change the policy because some agencies do not follow the same procedure. Ms. DiPlacido asked Chief Hernandez about his agency's "acknowledge" timestamp. Chief Hernandez explained that his agency pulls those times through their IT department to ensure personnel are acknowledging calls within a specific timeframe. Ms. DiPlacido asked where that timestamp happens as she was uncertain where it would come from if there is no "acknowledge" status. Chief Hernandez said he would provide her that information. Ms. DiPlacido indicated that it will be necessary to streamline the policy according to the ability to customize the DS timer. Discussion ensued. Chief Pagliarulo mentioned the goal is to strive for the NFPA's (National Fire Protection Association) standard for turnout times. Hence, field personnel do not utilize their radios until they are en route which is defined as "wheels turning." He did not see the point in having a DS timer set for a shorter timeframe than the NFPA standard for turnout which is 90 seconds, 90 percent of the time. He suggested posting an inquiry on the regional portal as to whether the DS timer can be set at 15 seconds less than the NFPA standard (for all participating agencies) which would allow units some extra time to ensure the standard is met. Ms. DiPlacido recommended that Chief Pagliarulo bring his suggestion forward at the Fire Chiefs' Association of Broward County (FCABC) meeting and then bring the response back to ORT (Operational Review Team) members. Chief Pagliarulo agreed. Ms. DiPlacido asked if there were any further comments on this topic. Chief Hernandez inquired as to the procedure followed by dispatch for a customized DS timer. Ms. DiPlacido explained that the timer would simply go off as programmed, but it is necessary to notify dispatch staff of the customization.

Ms. DiPlacido went on to give a live presentation of the regional portal. She strongly suggested that any ORT members who have not yet registered to access the portal do so. She presented and reviewed the *Regional 911 Incident Response Form*, a copy of which is attached hereto and made a part hereof these minutes. Chief Pagliarulo thought this form could replace the current incident ticketing process. Drew Smous said that is not currently possible because statistics cannot be drawn from the form, rather data is taken from the incident ticketing system being utilized.

Ms. DiPlacido referenced the *Regional 911 Portal – New User* form, a copy of which is attached hereto and made a part hereof these minutes. ORT members should email their registration confirmation to Mr. Smous so he can grant access permission. She presented and reviewed the *Regional Policy Change Request* form, a copy of which is attached hereto and made a part hereof these minutes. With regard to policy review, ORT and BSO (Broward Sheriff's Office) staff is focusing on policies related to call-takers such as interrogation, address verification, and entering calls in the system as these comprise the majority of incident tickets. She invited ORT members to complete and submit the *Regional Policy Change Request* form if they would like ORT and BSO staff to prioritize review of a certain policy.

Ms. DiPlacido went on to review open status Priority 1 incident ticket number 335467, a copy of which is attached hereto and made a part hereof these minutes. She provided a brief overview of the incident. This issue was raised at a prior FR ORT meeting and it was made clear that, if the matter is related to an active call, the MAIN channel dispatcher is supposed to provide the information rather than send the unit to the INFO channel. She went on to provide a brief overview

of incident ticket number 342662, a copy of which is attached hereto and made a part hereof these minutes. Ms. White said the findings were that the incident did occur and a review was conducted. Ms. DiPlacido asked meeting attendees if there were any questions regarding the incident tickets. There were no questions posed.

Ms. DiPlacido asked meeting attendees if there were any participating agency policy issues to discuss. There was no input offered. Ms. DiPlacido asked Ms. White if she had any Operator policy issues to discuss. Ms. White said she did not. As part of new business, Ms. DiPlacido gave a brief overview of incident ticket number 339224, a copy of which is attached hereto and made a part hereof these minutes. She recalled a recommendation made for a three-hour out-of-service timer, and there was no objection by the Central FR ORT members. Discussion ensued. Chief Pagliarulo did not think a timer is necessary as he believed this matter should be handled by each agency. Chief Andrew Teixeira of Pembroke Pines Fire Rescue agreed, and added that it is the responsibility of his agency's field personnel to make dispatch aware that they are back in service. Discussion ensued. Ms. White said she did not disagree with the proposed out-of-service timer, but questioned whether the appropriate timeframe is three hours for a fire rescue apparatus. Chief Pagliarulo offered to raise this issue at the FCABC's Mutual Aid and Communications Committee meeting (in June).

Ms. DiPlacido asked meeting attendees if they had any additional new business to discuss. Ms. White noted that CAD (Computer Aided Dispatch) will be down on June 9, 10, and 11, 2015. On June 9, from 10:00 a.m. to 4:00 p.m., operators (at the South Consolidated Dispatch Center) will be utilizing cards and there will be no station toning.

There being no further matters to address, the meeting adjourned at 3:45 p.m.



## **Agenda**

### **South FR Operational Review Team Meeting**

**Emergency Operations Center**

**201 NW 84 Avenue, Plantation**

**Room 332-A**

**Date: Thursday, May 28, 2015**

**Time: 3:00 PM**

- 
- I. **Call to Order**
  - II. **Old Business**
    - a. **Policy Dashboard Review - Update from Chief Hernandez re: Station Tone Alerts & Timeframe for Dispatcher to Take Further Action if Call Unacknowledged – Per Lynn Molitor, status times can be defined by each agency; Discuss Fire Alarm Testing**
    - b. **Regional 911 Incident Response Form**
    - c. **Regional 911 Portal - Important: After creating an account, forward the account creation confirmation to Drew Smous ([dsmous@broward.org](mailto:dsmous@broward.org)) and cc Tony Sabin ([asabin@broward.org](mailto:asabin@broward.org)) so access permission can be granted.**
    - d. **Regional Policy Change Request Form**
    - e. **Regional Policy Change Request Process**

- III. Open Status Priority 1 Incident Review**
  - a. Incident Ticket #335467 – Miramar FR**
  - b. Incident Ticket #342662 – Hollywood FR**
- IV. Incident Disposition Review**
- V. Data Review**
- VI. Participating Agency Policy Issues**
- VII. Operator Policy Issues**
- VIII. New Business**
  - a. Incident Ticket #339224 – Fort Lauderdale FR Out-Of-Service Timer 3 Hours**
- IX. Adjourn**

# Regional 911 Incident Response Form

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

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

## Incident Details

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Paste Ticket Details

## Operator Incident Response

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Reviewed By: [Click here to enter name](#) Approved By: [Click here to enter name](#)

Disposition: Choose the disposition

Call Center Review:

Enter incident review findings

Related Policy: Enter Policy Section Number

Policy Verbiage:

Enter the Policy verbiage

**Policy Change Request Required**

Action Items:

Describe the counter measures to prevent future occurrences or improve current processes

Complete This Section for Incidents with Disposition of "Operator"

Employee#: Enter Employee Number

Employee Action Plan:

- Training**      Estimated Completion Date: [Click here to enter a date.](#)  
Description of Training to be provided: Enter Training description
- Counseling**      Estimated Completion Date: [Click here to enter a date.](#)  
Counseling Provided By: Enter Name
- Other**      Description: Enter Details of Action Plan

## To Be Completed by Office of Regional Communications and Technology

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Review comments:

Enter concerns, desired action items related to findings here

## Municipal Sponsor Comments

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

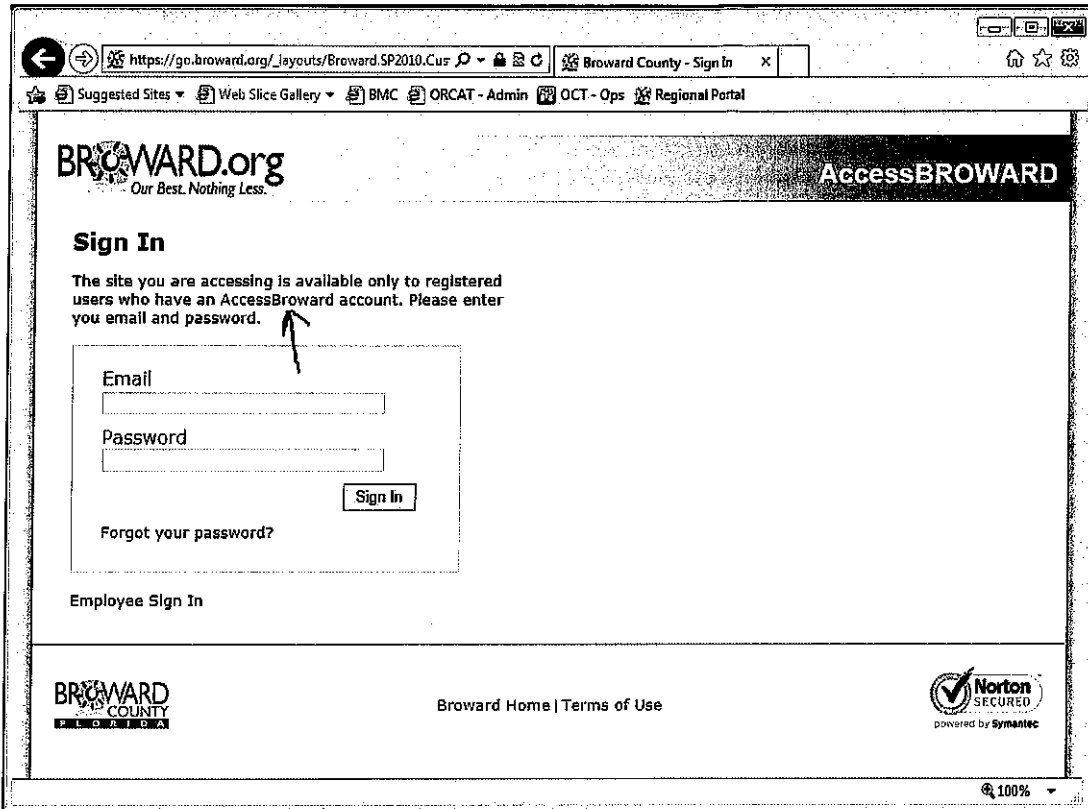
Review comments:

Enter concerns, desired action items 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	*	Use First initial and last name. E.g. dsmous
Email	*	Use your government email address. No public (yahoo, gmail)
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=ae418f97-5e6c-4e6e-a508-9ff254ab5ab7>

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

*Not your account request?*

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

Regards, Access BROWARD Account Services

Your account is now valid.

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

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



# Broward County Regional Communications

## Regional Policy Change Request

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Requested By: Enter Name

ORT Representative: Enter Name

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

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

Request Type:  New  Change

Related Incident # Enter Incident number

### Change Justification

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Enter the justification of the change

### Risk if Not Changed

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Enter the impact if the policy is not implemented.

### Complete for Policy Changes

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Policy Section # Enter policy section number

Current Policy:

Enter the Policy verbiage

### Regional Policy Verbiage

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Modified or New Policy:

Enter the new Policy verbiage

Training Required

Call Center

Field

# BMC SERVICE DESK EXPRESS

**Incident: 335467**

As of 26 May 2015 1:53:42 PM

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## Incident

Client Information		Assign to Information		
<b>Last Name:</b> VAZQUEZ	<b>First Name:</b> CARLOS	AMIZE	954-321-4496	<b>Ext:</b>
<b>Client ID:</b> CVAZQUEZ		ANGELA	MIZE	
<b>Company ID:</b> BROWARD COUNTY		BSO 911		
<b>Phone:</b> 954-602-4835	<b>Ext:</b>			

Incident Information		
<b>Category:</b> ORCAT - REQUESTS	ORCAT - REQUESTS	
<b>Impact ID:</b> OCT911	<b>Opened:</b> 21 Apr 2015 11:06:04 AM	<b>Problem:</b>
<b>Urgency ID:</b> HIGH	<b>Priority ID:</b> OCT911HIGH	<b>Responded Date and Time:</b>
<b>Status:</b> REQUESTED INFOR	<b>Due Date:</b> 23 Apr 2015 11:06:04 AM	<b>Service Name:</b>
<b>First Call Resolution:</b> <input type="checkbox"/>	<b>SLA ID:</b>	

DESCRIPTION: Subject: 911 Operations

From: SMTP:{civazquez@miramarfd.org}civazquez@miramarfd.org

Message: [jotform.com]

Question

Answer

Date of Incident:

04-21-2015

Incident Number:

1503481

Priority Level:

High

Location:

107G

Reported by:

Battalion 19

Name:

Frank Vrklan

Municipality:

Miramar

Agency:

Miramar Fire-Rescue

Email address:

civazquez@miramarfd.org<mailto:civazquez@miramarfd.org>

Telephone Number:

954-602-4835

Incident Details:

While responding to this incident, it was determined that there was an incorrect address provided. R70 asked for FireCom to verify the address. They were told to go to info channel to do so. This process should not happen during initial response while critical information is needed. Address verification is a basic need that the main channel dispatcher should be able to provide.

Additional Comments:

Please note: Florida has a very broad public records law. Most written communications to or from City officials regarding city business are public records, and are available to the public and media upon request. Your e-mail communications, including your email address, may therefore be subject to public disclosure. This message, together with any attachments, is intended only for the addressee. It may contain information which is legally privileged, confidential and exempt from public disclosure. If you have received this e-mail in error, please notify the City of Miramar immediately by return e-mail.

RESOLUTION:

### Whiteboard Information

Whiteboard ID:

### CI Information

CI Assembly:

Asset Tag #:

### Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
21 Apr 2015 11:06:04 AM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
21 Apr 2015 11:06:05 AM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
21 Apr 2015 11:06:06 AM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROUP	00:00:00
21 Apr 2015 11:06:07 AM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
30 Apr 2015 11:42:05 AM	DWHITWORTH	User Defined Status Changed To REQUESTED INFOR	HD_STATUSCHANGE	00:00:41
30 Apr 2015 11:42:06 AM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:41
30 Apr 2015 11:42:07 AM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
30 Apr 2015 11:42:27 AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

### Work Orders



# BMC SERVICE DESK EXPRESS

**Incident: 342662**

As of 26 May 2015 1:48:41 PM

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## Incident

Client Information		Assign to Information		
Last Name: Miller	First Name: Mark	AMIZE	954-321-4496	Ext:
Client ID: MMILLER		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone:	Ext:			

Incident Information		
Category: ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID: OCT911	Opened: 21 May 2015 1:59:23 PM	Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:
Status: REQUESTED INFOR	Due Date: 29 May 2015 8:59:23 AM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

**DESCRIPTION:** Subject: 911 OPERATIONS

From: SMTP:{MMiller@hollywoodfl.org}MMiller@hollywoodfl.org

Message: DATE OF INCIDENT: 05/19/2015  
INCIDENT NUMBER: 15-12016

PRIORITY LEVEL: 1

LOCATION: S I-95 and Hollywood Blvd

REPORTED BY: Lt Brito

NAME: Chief Mark Miller

MUNICIPALITY Hollywood

AGENCY: Fire Rescue

EMAIL ADDRESS: mmiller@hollywoodfl.org<mailto:mmiller@hollywoodfl.org>

TELEPHONE NUMBER: (954) 967-4248

INCIDENT DETAILS: Trauma alert called by E105 and acknowledged by Fire Comm, but Memorial Regional Hospital not notified.

ADDITIONAL COMMENTS: E105 responded to a Tractor trailer roll-over on I-95 and all responding units were assigned to Tactical channel 2. As first arriving unit, E105 notified Fire Comm of an adult male trauma alert to MRH with a 15 minute ETA. While on "Tac 2", Fire Comm acknowledged the transmission. Upon R5's arrival at MRH with the trauma patient, it was discovered that MRH never received trauma alert notification from Fire Comm.

To my knowledge, this issue has occurred at least one other time. Most recently to R45 on C shift -- Lt Deabreu. Incident # 15-11210

Mark Miller  
Battalion Chief  
Operation Division  
City of Hollywood Fire Rescue and Beach Safety  
(954)967-4248 Ext.8539 (W)  
(954)559-5933 (C)  
mmiller@hollywoodfl.org

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Mark Miller  
Battalion Chief  
City of Hollywood  
Fire Rescue and Beach Safety  
Operation Division  
P.O. Box 229045  
Hollywood, FL 33020  
Office: 954-967-4248 Ext. 8539 | Mobile: 954-559-5933  
E-mail: MMiller@hollywoodfl.org  
[www.hollywoodfl.org]

Notice: Florida has a broad public records law. All correspondence sent to the City of Hollywood via e-mail may be subject to disclosure as a matter of public record.

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RESOLUTION:

**Whiteboard Information**

Whiteboard ID:

**CI Information**

CI Assembly:

Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
21 May 2015 1:59:23 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
21 May 2015 1:59:24 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
21 May 2015 1:59:25 PM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
21 May 2015 1:59:26 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
21 May 2015 2:03:24 PM	DWHITWORTH	User Defined Status Changed To REQUESTED INFOR	HD_STATUSCHAN GE	00:00:16
21 May 2015 2:03:25 PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:16
21 May 2015 2:03:26 PM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
21 May 2015 2:03:45 PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

**Work Orders**

**Attachments**



# BMC SERVICE DESK EXPRESS

**Incident: 339224**

As of 18 May 2015 9:31:33 AM

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## Incident

Client Information		Assign to Information		
Last Name: STANLEY	First Name: DOUGLAS	AMIZE	954-321-4496	Ext:
Client ID: DOSTANLEY		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone:	Ext:			

Incident Information		
Category: OCT911 - FIELD	OCT911 - Field	
Impact ID: OCT911	Opened: 5 May 2015 3:57:32 PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: WAITCUSTO MER	Due Date: 15 May 2015 3:57:32 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:{DStanley@fortlauderdale.gov}DStanley@fortlauderdale.gov

Message: DATE OF INCIDENT: 05/04/15

INCIDENT NUMBER: N/A

PRIORITY LEVEL:2

LOCATION: Firehouse 3

REPORTED BY: Doug Stanley

NAME: Fort Lauderdale Fire Rescue

MUNICIPALITY

AGENCY: FLFR

EMAIL ADDRESS: DStanley@fortlauderdale.gov

TELEPHONE NUMBER: 954-828-6818

INCIDENT DETAILS:

E-3 went out of service to the garage at approximately 1930 hours. No dispatcher prompted or requested a status update from E-3 until I tried to put them on a call at 0655 this morning and was advised they were out of service at the garage. Although the fact that I heard the unit go back in service on the air, the Lieutenant should have noticed on the MDT that he was still shown OOS. However, the dispatchers should have inquired after seeing the unit out well after midnight.

Thanks,

Dave Carter

ADDITIONAL COMMENTS:

RESOLUTION:

**Whiteboard Information**

Whiteboard ID:

**CI Information**

CI Assembly:

Asset Tag #:

**Incident Details**

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
5 May 2015 3:57:32 PM	SYSTEMACCOUNT	Opened Call	HD_OPEN	00:00:00
5 May 2015 3:57:33 PM	SYSTEMACCOUNT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
5 May 2015 3:57:34 PM	SYSTEMACCOUNT	Forwarded To Group OCT OPS	HD_FRWD_GROUP	00:00:00
5 May 2015 3:57:35 PM	SYSTEMACCOUNT	The Clock has been started	START_CLOCK	00:00:00
5 May 2015 3:59:53 PM	DSMOUS	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:05
5 May 2015 4:00:24 PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
8 May 2015 11:30:56 AM	JDIPLACIDO	Subject Changed To OCT911 - FIELD	HD_SUBJ_CHANGE	00:00:15
8 May 2015 11:30:57 AM	JDIPLACIDO	User Defined Status Changed To WAITCUSTOMER	HD_STATUSCHANGE	00:00:00
8 May 2015 11:30:58 AM	JDIPLACIDO	Urgency has been changed	URGENCY_CHANGE	00:00:00

**Work Orders**

**Attachments**

FILE NAME	URL LINK	FILE SIZE(BYTES)
FW Incident ref#24-339224 with priority 5 has been assigned to you.msg		413184