



Office of Regional Communications and Technology

February 26, 2015

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Brett Bayag	E911 Communications Administrator
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
Virginia Bridwell	Asst. Site Manager, South Consolidated Dispatch Center

A South Consolidated Dispatch Center Police Department Operational Review Team Meeting was held on Thursday, February 26, 2015, at the Emergency Operations Center, Room 332-A, 201 NW 84 Avenue, Plantation, Florida.

Scott Whitworth called the meeting to order at 9:33 a.m.

Mr. Whitworth reviewed the agenda, a copy of which is attached hereto and made a part hereof these minutes. He announced that Broward County's legal department is still reviewing agency access to audio, and no update regarding a timeline was provided. He went on to reference incident ticket number 309044, a copy of which is attached hereto and made a part hereof these minutes. The idea is that BSO (Broward Sheriff's Office) will handle issues inside the courthouse, and the Hollywood Police Department will handle issues outside of the building. Lieutenant Albert Cooper of the Hollywood Police Department (Hollywood PD) expressed agreement to that arrangement. Angela Mize clarified that Hollywood PD is currently set up to handle issues, both, inside and outside of the courthouse. The question is whether Hollywood PD wishes to have BSO Courthouse take over the inside response and, if so, it will be necessary to have an address identified for the outside versus inside. Lieutenant Cooper said it seems BSO was already handling issues inside the courthouse; nonetheless, Hollywood PD can serve as back-up for the inside. Ms. Mize pointed out that, currently, there is no choice in CAD so it will only zone for Hollywood PD. So, if BSO is responding inside, it is because the agency is aware of the issue and not because a call was generated. Lieutenant Cooper reiterated his agreement to the proposed arrangement. Mr. Whitworth asked Lieutenant Cooper to provide ORCAT (Office of Regional Communications and Technology) staff with an email confirming Hollywood PD's agreement.

Mr. Whitworth went on to reference incident ticket number 299919, a copy of which is attached hereto and made a part hereof these minutes. He noted that a room, staffing, and scheduling are ready to go. The radio positions have been updated. Lieutenant Cooper said the new configuration is currently being tested; and the CAD (Computer Aided Dispatch) has been started. The targeted start date is March 9, 2015 or sooner. Mr. Whitworth said he would make note of the targeted start date and prepare a CMR (Change Management Request), if given the go-ahead from Jose M. De Zayas of ORCAT. Ms. Mize pointed out that, prior to execution, BSO must be made aware of how the city will be split (into two zones) and the dispatch procedure for each zone. Mr. Whitworth elaborated upon the details of the zone split. Lieutenant Cooper confirmed the accuracy of the details provided by Mr. Whitworth. Ms. Mize reiterated the need to understand the transition procedurally. Lieutenant Cooper elaborated upon procedural details related to the zone split. At Ms. Mize's request, Mr. Whitworth advised Lieutenant Cooper that a teleconference with representatives from (ORCAT), BSO, Hollywood, Fort Lauderdale, and Pompano Beach would be arranged.

Mr. Whitworth went on to ask Jennifer Anton of the Davie Police Department if the issue regarding dispatch not receiving the agency's daily line-ups was resolved. Ms. Anton said the matter had improved. Mr. Whitworth indicated that Drew Smous is currently working on (a policy) defining Self Help (selfhelp@broward.org) versus Regional Communications (regionalcommunications@broward.org) issues. Mr. Smous said the document would be brought to the Operational Review Team meetings for feedback. Ms. Anton mentioned that she sent Davie Police Department's radio changes to four different individuals who confirmed the changes were made. However, a couple days later an individual (who was not one of the four previously noted) sent her a radio list spreadsheet and none of the updates were reflected. Mr. Whitworth advised the matter would be brought back to ORCAT staff and corrected.

Mr. Whitworth went on to review Priority 1 incident ticket number 311135, a copy of which is attached hereto and made a part hereof these minutes. Captain Chris Stasio of the Pembroke Pines Police Department provided an overview of the incident details. He expressed concern about the resolution stating that the caller did not sound like she was in distress. He was also concerned that mapping was not done even though the call was basically considered a hang-up. Ms. Mize thought the caller's cell phone type would have only allowed for Phase 1 mapping which pinpoints the cell tower, not the caller. Captain Stasio believed the (ticket response) stated that a Phase 2 cell phone was used. Ms. Mize clarified that a Phase 2 cell phone would not have provided the caller's exact location. Captain Stasio stated that the caller contacted 911 because she was being physically abused by her husband. The caller spoke to a dispatcher and the call was transferred (to a language line). In such circumstances, he wanted his agency to be made aware of the incident so he (or representatives from his agency) could make a decision as to follow-up. Ms. Mize noted that a call-back is made on cellular phones, and the key is whether there was an indication (of distress) as opposed to just a disconnect. Further, the caller's voice was not such that it gave the operator pause and there were no background noises. Cellular phones can be traced, but the process is time consuming. Captain Stasio questioned why the tone of the caller's voice did not cause concern for the operator. Ms. Mize explained that the caller's tone was not concerning. Rather, the caller said she did not speak English so she was transferred to a language line and the line went dead. Mr. Smous questioned, from a process perspective, whether it is reasonable not to have followed up because the phone disconnected. Captain Stasio agreed. Mr. Smous thought the ticket response is in need of more definitive logic, rather than just indicating that the caller's voice seemed calm. Captain Stasio agreed, and stated that he understood it is impossible for BSO to call back and execute the mapping process on every 911 hang-up. However, he wanted to know where the line in the sand is drawn being

that this incident had involved an actual caller on the line. Ms. Mize replied that the line is divided according to what the operator hears while on the call, and, in this case, the operator did not hear anything (suspicious). Further, call-backs were made so policy was followed. An agency representative commented that the individual called 911 for a reason and, if dispatch cannot re-gain a connection, the police agency should be made aware. Captain Stasio explained to Ms. Mize the information he would have liked conveyed to his agency with regard to this incident. Discussion ensued. Captain Stasio confirmed for Mr. Whitworth that he would have liked his agency to be provided with the audiotape of the call and the caller's telephone number; then the agency can begin their own investigation. Ms. Mize confirmed that it would be possible to provide the police agency with that information. She went on to say that she had no objection to dispatch generating a call for incidents like this, even though it may not be possible to obtain the caller's exact location. Captain Stasio said it is reasonable to think that is the expectation of participating agencies. He confirmed for her that his agency would execute the cell phone trace if necessary. Jenna DiPlacido referenced the BSO policy entitled *Abandoned and 911 Hang-Up Calls*, a copy of which is attached hereto and made a part hereof these minutes. She asked Ms. Mize if this is the only policy related to this type of incident. Ms. Mize answered in the affirmative. Ms. DiPlacido pointed out that the policy states a call should have been entered; it does not specify a difference between a cellular phone and land line call. Ms. Mize indicated that the policy should make that specification. In summary, Mr. Whitworth sought confirmation as to whether there will be a change of procedure wherein BSO dispatch provides the cellular tower information, phone number, and name of cellular provider to the (police agency's) Delta unit, creates a call, and the police agency then follows-up on the call. Ms. Mize said she had no objection to the change, but it must be done globally. Captain Stasio expressed approval.

Ms. DiPlacido noted that Ms. Mize is currently reviewing BSO's policies and procedures. ORCAT staff should be provided with the policies on (March 2, 2015). Once the policies are received, they will be distributed to all participating agency representatives. From there, decisions will be made as to which policy revisions will be prioritized. Once revisions have been made, the Operator (BSO) will review as well as participating agency representatives. Any feedback provided will be taken into consideration. Fundamental policies will be reviewed first, followed by those of increasing intricacy. Mr. Whitworth stated that Lieutenant Cooper had disconnected from the conference bridge line; if he calls back in to the meeting, incident ticket numbers 311390 and 314994 (both submitted by the Hollywood Police Department) will be reviewed. A copy of the incident tickets is attached hereto and made a part hereof these minutes.

Mr. Smous presented slides pertaining to data review. A copy of the slides is attached hereto and made a part hereof these minutes. Captain Stasio said he advised his staff to continue reporting incidents. Mr. Smous expressed approval and noted that agency feedback drives the data review process. Mr. Whitworth referenced incident ticket number 317512, a copy of which is attached hereto and made a part hereof these minutes. Captain Stasio inquired as to the policy on visitor transports. Ms. Mize stated that she had updated the visitor transport SOP (Standard Operating Procedure). She elaborated upon the revised SOP which includes a clear distinction between visitor transports and prisoner transports. Captain Stasio expressed approval.

Mr. Whitworth referenced incident ticket number 316255, a copy of which is attached hereto and made a part hereof these minutes. Ms. Mize noted that Fort Lauderdale Police Department had requested that Signal 49's (alarms) be tone alerted. She went on to state the consensus at the Operational Review Team meetings has been not to implement this, but it is necessary to meet

with police representatives from Fort Lauderdale, Hollywood, and Pompano Beach to discuss the matter because these cities are divided into zones and, therefore have unique circumstances. The concern is that the entire (divided) city be made aware of certain signals. She went on to provide an overview of incident ticket number 321146, a copy of which is attached hereto and made a part hereof these minutes. Mr. Whitworth elaborated upon the Change Approval form and process, a copy of the form is attached hereto and made a part hereof these minutes. He remarked that the Lima Logs item on this agenda is unique to the Hollywood Police Department, and said he would arrange a teleconference to discuss it with Ms. Mize, Lieutenant Cooper, and himself. With regard to whether a teletype operator should obtain an officer's address as a safeguard in case the officer cannot be raised at a later time, Ms. Mize explained that this topic was previously raised by a Pompano Beach Police Department representative. From an operational standpoint, BSO has no objection. However, this matter would not impact any of the agency representatives at this meeting because they utilize their own teletypes.

There being no further matters to address, the meeting adjourned at 10:36 a.m.



Agenda

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

Date: Thursday, February 26, 2015

Time: 9:30 AM

-
- I. Call to Order
 - II. Old Business
 - a. Agency access to audio – status update
 - b. Incident ticket # 309044 – agreement needed among BSO, Hollywood, and Fort Lauderdale PDs as to programming of four Broward courthouses in CAD – Brought back for further discussion, previously addressed at 1/28/15 South PD ORT Meeting
 - c. Incident # 299919 – HW PD – Second radio channel (Follow-Up)
 - d. Davie PD Issue (Follow-Up) – Dispatch not receiving daily line-ups
 - e. Written policy delineating ticketing – selfhelp versus regionalcommunications
 - f. BSO's policies and procedures to be distributed to all agencies
 - III. Priority 1 Incident Review
 - a. Incident ticket # 311135 – PP PD
 - b. Incident ticket # 311390 – HW PD

- c. Incident ticket # 314994 – HW PD
- 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 # 317512 – PP PD
- VII. Operator Policy Issues
 - a. Incident ticket # 316255 – Consensus at 2/4/15 North PD
ORT Meeting not to tone alert Signal 49 – Fort Lauderdale
wants tone alert
 - b. Incident ticket # 321146 – Each regional communications
TTY unit must have a current list of civilian employees
authorized to receive and request TTY information
- VIII. New Business
 - a. Implementation of policy change process – Change Approval
Form
 - b. Lima Logs (Log for CSAs to respond) – Hollywood PD
 - c. Possible policy change – Should teletype operator obtain
officer's address as a safeguard in case officer cannot be
raised at a later time?
- IX. Adjourn

BMC SERVICE DESK EXPRESS

Incident: 309044

As of Friday, Feb 13, 2015 10:51

Incident

Page 1 of 7

Client Information		Assign to Information	
Last Name: MIZE	First Name: ANGELA	LMOLITOR	954-882-7786 Ext:
Client ID: AMIZE		LYNN	MOLITOR
Company ID: BROWARD COUNTY		CTD	
Phone:	Ext:		

Incident Information		
Category: MAPS-COMMONPLACES	MAPS-COMMONPLACES	
Impact ID: OCT911	Opened: 12/22/2014 4:52:45PM	Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:
Status: WAITCUSTO MER	Due Date: 1/1/2015 4:52:45PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: All PSAPs

REPORTED BY: Training

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org<mailto:angela_mize@sheriff.org>

TELEPHONE NUMBER:

INCIDENT DETAILS:

The four Broward County courthouses needs to be programmed in CAD as common named places to reflect INSIDE or OUTSIDE of the facility - as there are two very different DLE responses depending upon whether the need is inside or outside of the building.

All events within the facility must zone for BSO DISTRICT 6 - Courthouse Services. All events outside of the facility must zone for the respective city in which the building lies: ie. FL (Main), Plantation (West-side), Deerfield (North), and Hollywood (South).

Currently, most of the locations provide an internal zone only - for District 6 courthouse services. Only South zones for HW. This is a critical issue as the CAD will zone automatically if the address is used and without this clarification we will run the risk of operators generating a call improperly for service and the associated time delays that will result.

ADDITIONAL COMMENTS:

Angela Mize, ENP, RPL
Regional Communications Assistant Director
Broward Sheriff's Office
(954) 321 - 4496 (office)
(954) 895 - 3259 (cell) - Updated
angela_mize@sheriff.org<mailto:angela_mize@sheriff.org>

[cid:image001.jpg@01D01E07.97681710]

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

Note: LMOLITOR added on Thu, Feb 5 2015 3:48PM:
reviewed with Jenna 2/4/2015

LMOLITOR 2/5/2015 3:48:59 PM

Accounting Fields:

Vendor Quote: 0.00

Invoice Number

Invoice Amount 0.00

Charge Point

BTN None

DI None

Subdi

RESOLUTION: Response provided by Lynn Molitor on December 22, 2014 at 6:10 p.m.

Subject: RE: 911 Operations

From: SMTP:{LMOLITOR@broward.org}LMOLITOR@broward.org

Message: Dear Angie,

We do not have the ability to differentiate between the inside or outside of a building. The address must zone for one agency. I can test a common place solution (courthouse inside and courthouse outside) to see if I can use the same address and place it in different zones. Please be advised that I don't know if this will work and want to reiterate that this will NOT work in OSSI. If this works, it will require the operators to select the appropriate common place.

Sincerely,
Lynn

Lynn Molitor
Office of Regional Communications Technology
115 S Andrews Av, Fort Lauderdale, FL 33301
lmolitor@broward.org
Telephone: (954) 383-8130
www.broward.org

From: Mize, Angela [mailto:Angela_Mize@sheriff.org]
Sent: Monday, December 22, 2014 4:52 PM
To: RegionalCommunications
Cc: Sabin, Antonio; Medvin, Scott; Farmer, Lory; Whitworth, David; Lowe, Suzanne; White, Sheri; Thomas, Tara; Bridwell, Virginia; Elmaadawy, Latasha; DiBernardo, Marysol; Revis, Daniel; Molitor, Lynn; Foley, Maeghan
Subject: 911 Operations

DATE OF INCIDENT: N/A

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM

LOCATION: All PSAPs

REPORTED BY: Training

NAME: Angie Mize

MUNICIPALITY

AGENCY: BSO Regional Communications

EMAIL ADDRESS: angela_mize@sheriff.org

TELEPHONE NUMBER:

INCIDENT DETAILS:

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Angela Mize, ENP, RPL
Regional Communications Assistant Director
Broward Sheriff's Office
(954) 321 - 4496 (office)
(954) 895 - 3259 (cell) - Updated
angela_mize@sheriff.org

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

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
12/22/2014 4:52:45PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
12/22/2014 4:52:46PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
12/22/2014 4:52:47PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
12/22/2014 4:52:48PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
12/22/2014 4:53:28PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-309044	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA11.bc.broward.cty

DHALL@broward.org

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca11.bc.broward.cty (10.10.40.76) with Microsoft SMTP Server id 14.3.169.1; Mon, 22 Dec 2014 16:53:08 -0500

Received: from 1vbcjde10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 22 Dec 2014 16:53:08 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Mon, 22 Dec 2014 16:53:08 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Mon, 22 Dec 2014 16:53:07 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-309044

Content-Type: text/html; charset="utf-8"

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10RLVbNDN4Cx0000bfee@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 22 Dec 2014 21:53:08.0005 (UTC) FILETIME=[ABE77D50:01D01E31]

Return-Path: selfhelp@broward.org

12/22/2014 4:53:28PM

Automatic reply: OCT 911 Operations New
Incident Notification*ref#24-309044

EMAILIN

00:00:00

From: MAJONES@broward.org

Out of Office Alert:

I will be out of the office from 12/22/14 to 1/2/15, returning 1/5/15. If this is an urgent matter, please contact Brett Bayag at BBAYAG@broward.org. Otherwise, I will reply upon my return.

12/23/2014 8:09:25AM

SMEDVIN

Forwarded To Staff LMOLITOR

HD_FRWD_STAFF

00:00:07

12/23/2014 8:09:26AM

SMEDVIN

Urgency has been changed

URGENCY_CHAN
GE

00:00:00

12/23/2014 8:09:36AM

Sent EMail To LMOLITOR

EMAIL_SENT

00:00:00

1/5/2015 10:42:43AM

LMOLITOR

Subject Changed To
MAPS-COMMONPLACES

HD_SUBJ_CHANG
E

00:01:19

1/5/2015 10:42:44AM

LMOLITOR

The Clock has been stopped

STOP_CLOCK

00:00:00

1/5/2015 10:42:51AM

LMOLITOR

User Defined Status Changed To
WAITCUSTOMER

HD_STATUSCHAN
GE

00:00:07

1/5/2015 10:42:52AM

LMOLITOR

The Clock has been started

START_CLOCK

00:00:07

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032
OCT 911 Operations N.eml		4352
unknown.log		286

BMC SERVICE DESK EXPRESS

Incident: 299919

As of Monday, Jan 26, 2015 16:37

Incident

Page 1 of 4

Client Information		Assign to Information	
Last Name: COOPER	First Name: ALBERT	DWHITWORTH	954-336-2915 Ext:
Client ID: ACOOPER		DAVID	WHITWORTH
Company ID: BROWARD COUNTY		OCT 911	
Phone: 954-448-3035	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 11/4/2014 11:17:47AM	Problem:	
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:	
Status: OPEN	Due Date: 11/14/2014 11:17:47AM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS

From: SMTP:(AJCOOPER@hollywoodfl.org)AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14

INCIDENT NUMBER:

PRIORITY LEVEL: 2

LOCATION: Hollywood

REPORTED BY: Lieutenant Albert Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLI2_pbn3mCVHRoviH0R_YHgE-I.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

INCIDENT DETAILS:

There is a need and concern to investigate the necessity of a second Hollywood channel. At the present time, one main dispatch channel for a city with the call volume the size of Hollywood seems to overwhelm and over taxes the dispatchers. The amount of radio traffic frequently forces the dispatchers to request a halt to all radio transmissions except for emergency traffic so that they might catch up on previous transmissions. This concern was brought to attention of the County at the October 9th Regional Communications meeting.

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
11/4/2014 11:17:47AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
11/4/2014 11:17:48AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
11/4/2014 11:17:49AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
11/4/2014 11:17:50AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
11/4/2014 12:06:55PM	LFARMER	Urgency has been changed	URGENCY_CHAN GE	00:00:00
11/13/2014 3:11:14PM	LFARMER	Ticket # 299919 Incident 299919	EMAILOUT	00:00:31

To: AJCOOPER@HOLLYWOODFL.org

Subject: 911 OPERATIONS

From: SMTP:(AJCOOPER@hollywoodfl.org)AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14
 INCIDENT NUMBER:
 PRIORITY LEVEL: 2
 LOCATION: Hollywood
 REPORTED BY: Lieutenant Albert Cooper
 MUNICIPALITY: City of Hollywood
 AGENCY: Hollywood
 EMAIL ADDRESS:

ajcooper@hollywoodfl.org<https://mail.hollywoodfl.org/OWA/redir.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLi2_pbn3mCVHRoviHOR_YHgE-f.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

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OPEN
 Incident #: 299919
 Open Date: 11/4/2014 11:17:47 AM
 Client Name: ALBERT COOPER
 Client Phone: 954-448-3035
 Client Department:
 Group Assigned: OCT 911
 Description: AJCOOPER@hollywoodfl.org

Message: DATE OF INCIDENT: 11/3/14
 INCIDENT NUMBER:
 PRIORITY LEVEL: 2

LOCATION: Hollywood

REPORTED BY: Lieutenant Albert Cooper

MUNICIPALITY: City of Hollywood

AGENCY: Hollywood

EMAIL ADDRESS:

ajcooper@hollywoodfl.org <https://mail.hollywoodfl.org/OWA/redirect.aspx?C=nQaPhCEsLkaaoPaExyTbbsDm9qhxu9EI60XsqV8vduObQrXArLi2_pbn3mCVHRoviH0R_YHgE-I.&URL=mailto%3aajcooper%40hollywoodfl.org>

TELEPHONE NUMBER: 954.967.4504

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11/20/2014 10:52:44AM

DWHITWORTH

Forwarded To Staff DWHITWORTH

HD_FRWD_STAFF

00:00:30

Work Orders

Attachments

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

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 SYSTEMACCOUNT	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

BROWARD SHERIFF'S OFFICE	VOLUME TWO - OPERATIONS	EFFECTIVE DATE:
REGIONAL COMMUNICATIONS OPERATIONS	CHAPTER ONE	OCTOBER 1, 2013
STANDARD OPERATING PROCEDURES MANUAL	POLICY NUMBER(S): 1.13	
	SUBJECT: ABANDONED AND 911 HANG UP CALLS	

1.13

ABANDONED AND 911 HANG UP CALLS: (PSCAP 6.2.6) An abandoned call occurs when a call was disconnected prior to being answered. 911 hang ups occur when the call is terminated prior to any interrogation to determine the reason for calling 911. Abandoned calls and 911 hang ups will be processed before other incoming calls.

- A. Upon answering an abandoned or 911 hang up, the E911 Operator will allow the ANI/ALI to auto-populate in the Incident Initiate Form.
- B. On a recorded line, the E911 Operator will attempt to contact the telephone number provided by the ANI/ALI screen and verify if help is needed as follows:
 - 1. If assistance is needed, the call will be classified and processed as normal procedure.
 - 2. If there was no answer on the attempt to call back, the E911 Operator will generate an incident and classify the call as a Signal 911. The narrative of the call will specify:
 - a. Abandoned or 911 hang up
 - b. Results of the call back attempt (i.e., no answer, line was busy, answering machine)
 - c. Include if the line is registered to a business, residence, or coin telephone.
 - 3. If an answering machine is received on a call back, a message will not be left.
- C. Cellular Telephones: The E911 Operator will attempt to call back using the ALT number on the ALI screen.

- D. Landlines without regular phone service: When a call is received from a landline phone that displays on the ANI/ALI as "line not in service" will still be entered into CAD for the address displayed. These lines have the capability to dial 911, but do not have service for other telephonic connections.
- E. Fort Lauderdale site: The E911 Operator will use the applicable ANI/ALI CAD function key to populate the CAD entry. The call will be classified as a Signal SPC (Suspicious Call). The "Remarks" section of the call for service will be documented as follows:
1. Abandoned or 911 hang up
 2. Results of the call back attempt (Do not leave messages if an answering machine is received on call back)
 3. Include if the telephone is listed as a business, residence, coin telephone, etc.
- F. Abandoned 911 calls – The Power 911 Telephony system affords the E911 Operator the ability to retrieve abandoned 911 call information. To retrieve the data, the E911 Operator will:
1. Select the "Abandoned Calls" in the List Module.
 2. Double click on the telephone number of the abandoned call to bring the telephone number into the Dial Entry Panel of the Computer Telephony Module (i.e., area to the right of the "Redial" button).
 3. Press the "Enter" key or click on the "Redial" button to initiate dialing. The ALI screen will transfer automatically with this function.
 4. Click on the "Macro" button assigned to clearing abandoned calls to remove the call from the Abandoned Call list.
 5. Click the "R" button in the Computer Telephony Module when the call is completed.
 6. If assistance is needed, The E911 Operator will process the call.

BMC SERVICE DESK EXPRESS

Incident: 311390

As of Monday, Feb 23, 2015 14:10

Incident

Page 1 of 5

Client Information		Assign to Information	
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496 Ext:
Client ID: ACOOPER		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone: 954-448-3035	Ext:		

Incident Information	
Category: ORCAT - REQUESTS	ORCAT - REQUESTS
Impact ID: OCT911	Opened: 1/7/2015 3:39:02PM Problem:
Urgency ID: HIGH	Priority ID: OCT911HIGH Responded Date and Time:
Status: OPEN	Due Date: 1/9/2015 3:39:02PM Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT: 01/07/15

INCIDENT NUMBER: 33-1501-2733/ 28-1501-0713

PRIORITY LEVEL: HIGH

LOCATION: South PSAP

REPORTED BY:

NAME: Lieutenant Albert Cooper

MUNICIPALITY

AGENCY: Hollywood Police Department

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

TELEPHONE NUMBER:

INCIDENT DETAILS:

At approximately 1239 hours an incident was initiated in Hallandale in reference to a suspect vehicle they were in pursuit pursuing. The pursuit travelled into Hollywood; however Hollywood units were not notified via dispatch until 33F35 advised over the air of the pursuit. The dispatcher was notified via 33F35 who then advised Hollywood units of further which seemed to be delayed information. At this time, two neighboring cities were engaged in an active pursuit. The pursuit continued until it was advised over the radio channel the suspect was in custody at 1253 hours in the 2700 block of Sheridan Street. At no time did the channel become patched.

The concern is the failure to notify Hollywood of an active pursuit occurring within the city boundaries as well as the inability to quickly patch the two cities to communicate seamlessly.

ADDITIONAL COMMENTS:

Lieutenant Albert Cooper
Special Operations Beach District
Office: 954.967.4567
Email: ajcooper@hollywoodfl.org

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/7/2015 3:39:02PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/7/2015 3:39:03PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/7/2015 3:39:04PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/7/2015 3:39:05PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/7/2015 3:39:44PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-311390	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA13.bc.broward.cty

DHALL@broward.org

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca13.bc.broward.cty (10.10.40.78) with Microsoft SMTP Server id 14.3.169.1; Wed, 7 Jan 2015 15:39:22 -0500

Received: from 1vbcsde10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 07 Jan 2015 15:39:22 -0500

Received: from mail pickup service by 1VBXSDE10.bc.broward.cty with Microsoft SMTPSVC; Wed, 7 Jan 2015 15:39:21 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Wed, 7 Jan 2015 15:39:21 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-311390

Content-Type: text/html; charset="utf-8"

Content-Transfer-Encoding: base64

Message-ID: <1VBXSDE10ZyVsWHpeqd000107b3@1VBXSDE10.bc.broward.cty>

X-OriginalArrivalTime: 07 Jan 2015 20:39:21.0240 (UTC) FILETIME=[03F4C180:01D02ABA]

Return-Path: selfhelp@broward.org

1/7/2015 4:51:36PM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:22
1/7/2015 4:51:37PM	DWHITWORTH	Urgency has been changed	URGENCY_CHANGE	00:00:00
1/7/2015 4:51:49PM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
OCT 911 Operations N.eml		3983
unknown.log		285

BMC SERVICE DESK EXPRESS

Incident: 314994

As of Monday, Feb 23, 2015 14:06

Page 1 of 4

Incident

Client Information		Assign to Information		
Last Name: COOPER	First Name: ALBERT	AMIZE	954-321-4496	Ext:
Client ID: ACOOPER		ANGELA	MIZE	
Company ID: BROWARD COUNTY		BSO 911		
Phone: 954-448-3035	Ext:			

Incident Information

Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 1/23/2015 6:56:14PM	Problem:	
Urgency ID: HIGH	Priority ID: OCT911HIGH	Responded Date and Time:	
Status: OPEN	Due Date: 1/25/2015 6:56:14PM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 Operations

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

Message: DATE OF INCIDENT:
January 22, 2015

INCIDENT NUMBER:
1501-010845 @ 2020

PRIORITY LEVEL: HIGH

LOCATION: South PSAP

REPORTED BY: Lieutenant Michael McKinney

NAME:
Lieutenant Albert Cooper

MUNICIPALITY
Hollywood

AGENCY:
Hollywood

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

TELEPHONE NUMBER:

INCIDENT DETAILS:

During the above incident, which was an armed robbery to an auto parts store on the east side of the city, a shots fired (possibly fireworks) came out on the west side of the city. During the coinciding incidents, radio communications with Dispatch failed. Dispatch could not transmit and/or understand Officers. I attempted to raise Dispatch and was met with negative results. The radios did work car to car, however; a Sergeant had to the order the Officers to communicate with each other, and keep radio talk down to a minimum during the two simultaneous critical incidents. Dispatch came back up after a short time; however, this radio failure clearly shows a justifiable concern for Officers Safety.

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
1/23/2015 6:56:14PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/23/2015 6:56:15PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/23/2015 6:56:16PM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/23/2015 6:56:17PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
1/23/2015 6:56:57PM		Undeliverable: OCT 911 Operations New Incident Notification*ref#24-314994	EMAILIN	00:00:00

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@broward.org

Delivery has failed to these recipients or groups:

DHALL@broward.org<mailto:DHALL@broward.org>
The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: MREXHTCA13.bc.broward.cty

DHALL@broward.org
#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from mxrmail.broward.org (10.1.23.10) by mrexhtca13.bc.broward.cty (10.10.40.78) with Microsoft SMTP Server id 14.3.169.1; Fri, 23 Jan 2015 18:56:35 -0500

Received: from 1vbcside10.bc.broward.cty ([10.10.21.52]) by unit8.co.broward.fl.us with ESMTP; 23 Jan 2015 18:56:35 -0500

Received: from mail pickup service by 1VBCSDE10.bc.broward.cty with Microsoft SMTPSVC; Fri, 23 Jan 2015 18:56:35 -0500

MIME-Version: 1.0

From: <selfhelp@broward.org>

To: <DHALL@broward.org>

Reply-To: selfhelp@broward.org

Date: Fri, 23 Jan 2015 18:56:34 -0500

Subject: OCT 911 Operations New Incident Notification *ref#24-314994

Content-Type: text/html; charset="utf-8"

Content-Transfer-Encoding: base64

Message-ID: <1VBCSDE10FRaqbC8wSA00018e6b@1VBCSDE10.bc.broward.cty>

X-OriginalArrivalTime: 23 Jan 2015 23:56:35.0152 (UTC) FILETIME=[38206D00:01D03768]

Return-Path: selfhelp@broward.org

1/23/2015 6:56:58PM

Automatic reply: OCT 911 Operations New
Incident Notification*ref#24-314994

EMAILIN

00:00:00

From: JDEZAYAS@broward.org

I am out of the office 01/23/2015 with limited access to email. I will reply as soon as possible. If this is of urgent matter, please call my mobile phone and leave a message.

Thank you,

José M. De Zayas

1/26/2015 3:39:02PM

DWHITWORTH

Forwarded To Staff AMIZE

HD_FRWD_STAFF

00:00:09

1/26/2015 3:39:03PM

DWHITWORTH

Urgency has been changed

URGENCY_CHANGE

00:00:00

1/26/2015 3:42:40PM

Sent EMail To AMIZE

EMAIL_SENT

00:00:00

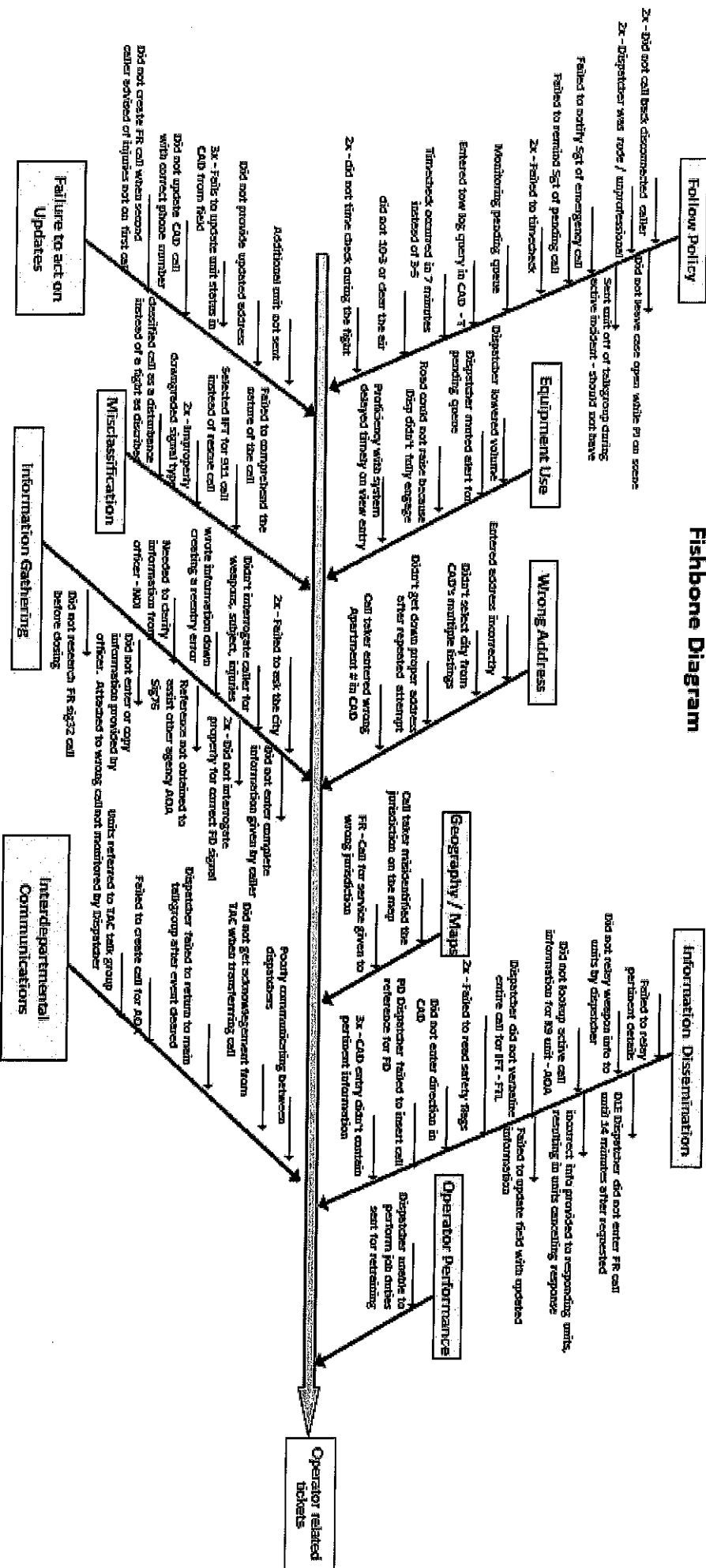
Work Orders

Attachments

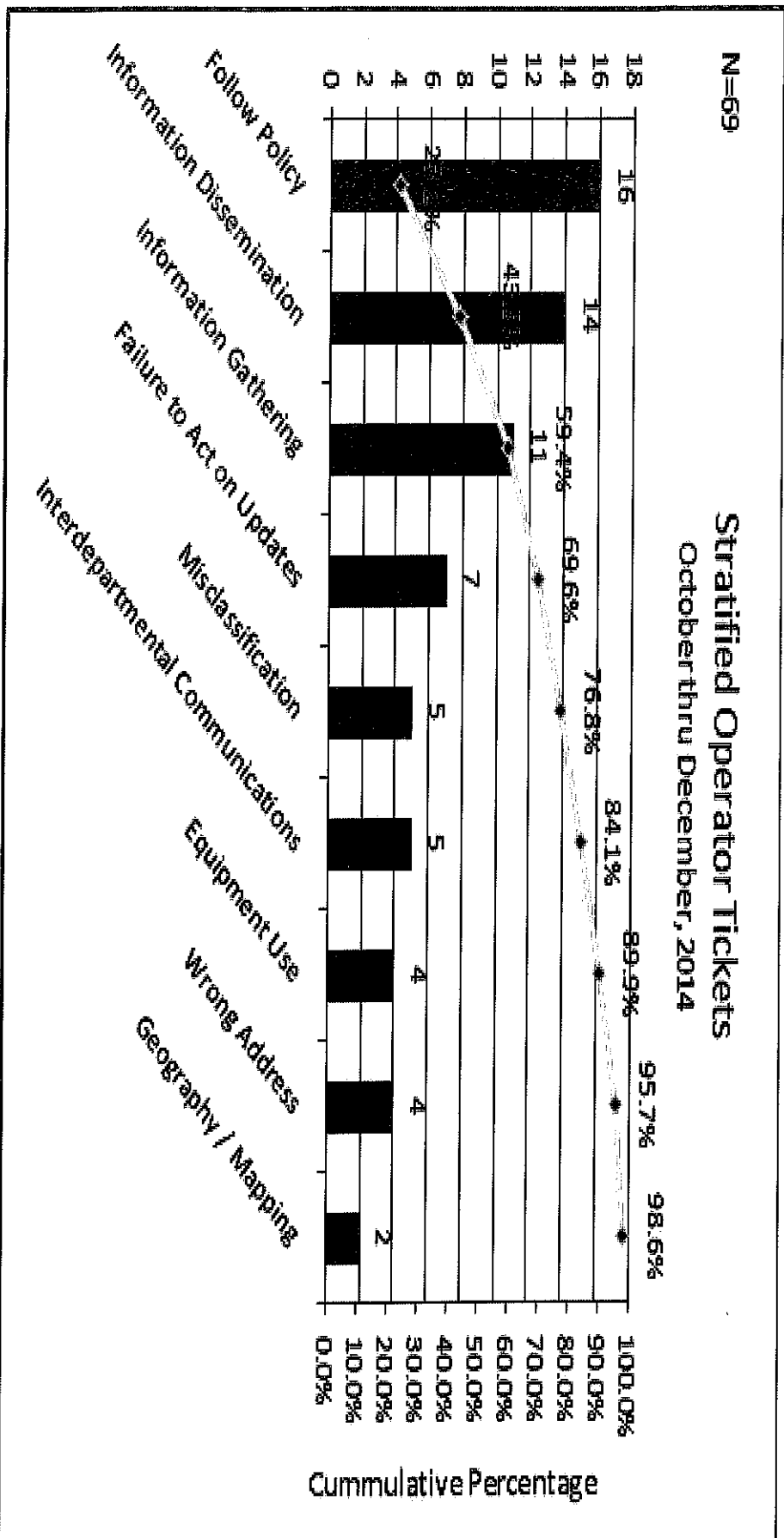
FILE NAME	URL LINK	FILE SIZE(BYTES)
OCT 911 Operations N.eml		3624
unknown.log		286

Cause & Effect Analysis

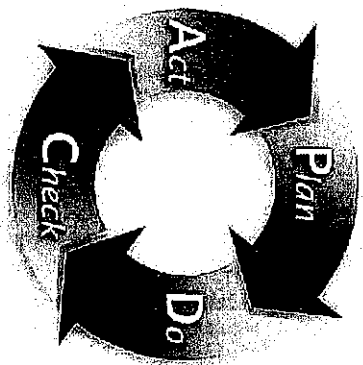
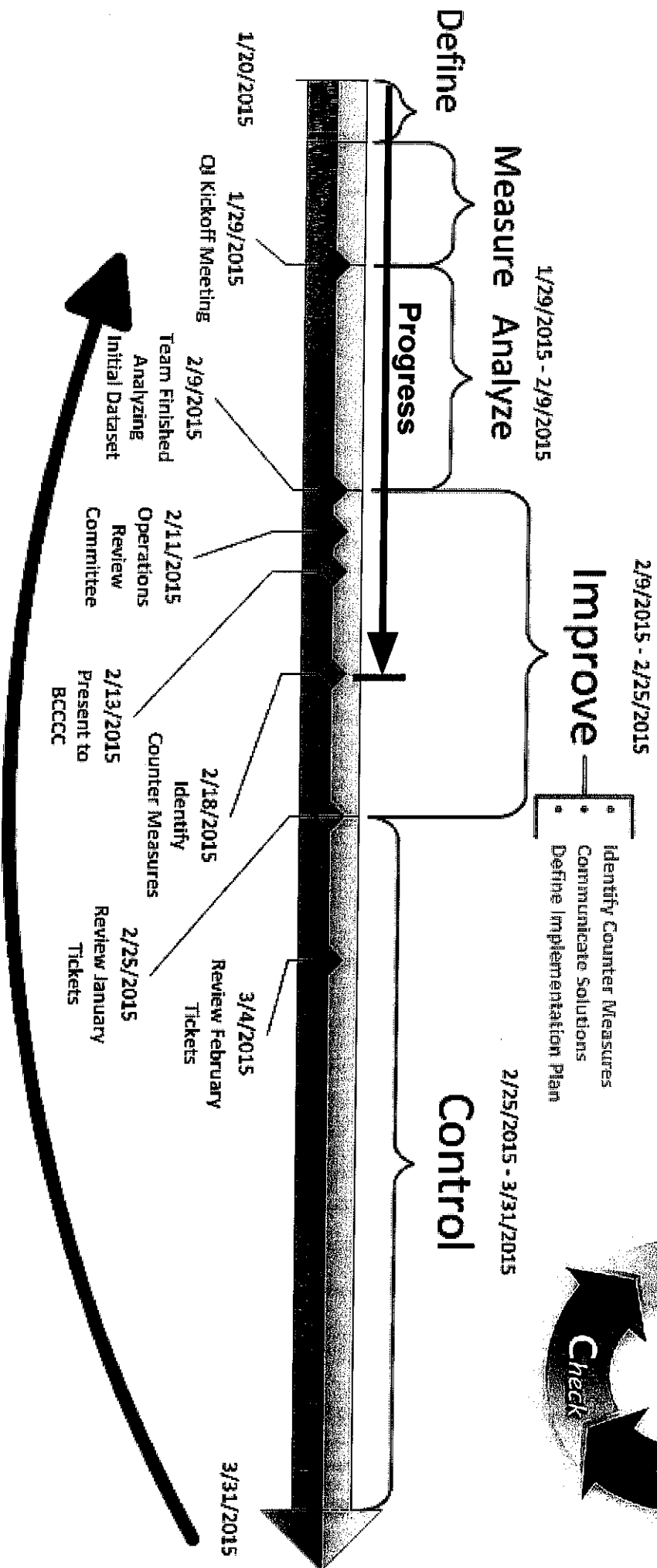
Fishbone Diagram



Stratified Data



Next Steps



BMC SERVICE DESK EXPRESS

Incident: 317512

As of Monday, Feb 23, 2015 14:35

Page 1 of 5

Incident

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: OCT911 - GOV-POLICY	OCT911 - Gov-Policy		
Impact ID: OCT911	Opened: 2/4/2015 1:45:07AM	Problem:	
Urgency ID: MEDIUM	Priority ID: OCT911MED	Responded Date and Time:	
Status: CLOSED	Due Date: 2/14/2015 1:45:07AM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: RE: 911 OPERATIONS

From: SMTP:{cstasio@ppines.com}cstasio@ppines.com

Message: DATE OF INCIDENT: 2/2/2015

INCIDENT NUMBER: L25150202007578

PRIORITY LEVEL: II

LOCATION: 1943 NW 173 Ave

REPORTED BY: Captain Stasio

NAME: Sergeant Arcuri

MUNICIPALITY

AGENCY: Pembroke Pines PD

EMAIL ADDRESS: cstasio@ppines.com

TELEPHONE NUMBER: 954-431-2501

INCIDENT DETAILS: The officer advised 2x juv male 10-12 to West Brow High, but no time checks were done. This is both a gender and age related situation where time checks are a MUST. Upon inquiry, dispatch admitted, on air, that he did not have her on a timer.

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: We can close the ticket, but think it may be something we should consider discussing at the next meeting. In this case, the 10-12 was both a juvenile and opposite gender....thank you

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

From: Whitworth, David [mailto:DWITWORTH@broward.org]
Sent: Wednesday, February 04, 2015 11:12 AM
To: Stasio, Chris
Subject: FW: Incident *ref#24-317512, with priority 5 has been assigned to you

Captain Stasio,
Please review the response from BSO and advise.
Thanks,
Scott

Scott Whitworth, South Regional Communications Manager Office of Regional Communications and Technology
6057 SW 198th Terr
Pembroke Pines, FL 33332
954-336-2915 cell
954-320-0590 office

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

From: Mize, Angela [mailto:Angela_Mize@sheriff.org]
Sent: Wednesday, February 04, 2015 9:49 AM
To: Sabin, Antonio
Cc: Medvin, Scott; Farmer, Lory; Whitworth, David; Smous, Drew; Diplacido, Jenna; White, Sheri; Bridwell, Virginia
Subject: FW: Incident *ref#24-317512, with priority 5 has been assigned to you

Tony

I believe that we have an issue of expected policy versus SOP direction.

There is no SOP requirement for a time check on a "visitor" transport. The "1012" in this case was not a prisoner - therefore, time checks are not required per SOP. The only information that is utilized in these cases is the starting/ending mileage because the transport is a juvenile. Had the transport been an adult, starting/ending mileage would not have been required or expected. Regardless, time checks are not required for visitor transports - only prisoner transports.

There is no policy violation in this matter. The operator was not required to initiate a time check for the transport of a "visitor".

If there is a need to review this policy overall with all of our county partners, we can initiate that discussion.

Angie

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
2/4/2015 1:45:07AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
2/4/2015 1:45:08AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
2/4/2015 1:45:09AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
2/4/2015 1:45:10AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
2/4/2015 8:08:42AM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:10
2/4/2015 8:08:43AM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
2/4/2015 8:09:01AM		Sent EMail To AMIZE	EMAIL_SENT	00:00:00
2/11/2015 10:39:01AM	DWHITWORTH	Notes	NOTES	00:12:21
2/11/2015 10:39:20AM	DWHITWORTH	Subject Changed To OCT911 - GOV-POLICY	HD_SUBJ_CHANG E	00:00:18
2/11/2015 10:39:21AM	DWHITWORTH	User Defined Status Changed To CLOSED	HD_STATUSCHAN GE	00:00:00
2/11/2015 10:39:22AM	DWHITWORTH	Close Call # 317512	HD_CLOSE	00:00:00

Work Orders

Attachments		
FILE NAME	URL LINK	FILE SIZE(BYTES)
FW Incident ref#24-317512 with priority 5 has been assigned to you.msg		57856
RE Incident ref#24-317512 with priority 5 has been assigned to you.msg		59392

BMC SERVICE DESK EXPRESS

Incident: 316255

As of Friday, Feb 13, 2015 10:45

Page 1 of 3

Incident

Client Information		Assign to Information	
Last Name: LOWE	First Name: SUZANNE		Ext:
Client ID: SLOWE			
Company ID: BROWARD COUNTY		OCT 911	
Phone:	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: LOW	Opened: 1/29/2015 11:10:53AM	Problem:	
Urgency ID: LOW	Priority ID: 5	Responded Date and Time:	
Status: OPEN	Due Date: 2/4/2015 3:10:53PM	Service Name:	
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: 911 OPERATIONS

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

Message: DATE OF INCIDENT: ONGOING

INCIDENT NUMBER: N/A

PRIORITY LEVEL: MEDIUM (2)

LOCATION: CENTRAL REGIONAL - TO BE DISCUSSED WITH NORTH AND SOUTH

REPORTED BY: REGIONAL COMMUNICATIONS

NAME: SUZANNE LOWE

MUNICIPALITY: N/A

AGENCY: N/A

EMAIL ADDRESS: SUZANNE_LOWE@SHERIFF.ORG<mailto:SUZANNE_LOWE@SHERIFF.ORG>

TELEPHONE NUMBER: 954-320-0597

INCIDENT DETAILS:

Fort Lauderdale PD has a historical practice requiring dispatchers to use the alert tone and multi-select ALL Signal 49 audible (aka Signal 49A) calls. Current communications policy stipulates only business alarms, Signal 49 Silent, and Silent Hold-Up calls meet the criteria for alert ones and multi-select broadcasts. The multi-select policy is written as:

1. Multi-jurisdictional BOLO's are necessary when the incident is classified as one of the following incident types: 6, 10IP, 10JO, 21IP, 21JO, 24IP, 33IP, 34IP, 41IP, 41JO. Delayed incidents classified with these incident types may not require a multi-jurisdictional call announcement unless an exigent circumstance exists. Duty Officers should be queried for any delayed event in which the Dispatcher is unsure whether a multi-jurisdictional broadcast is warranted.

As Fort Lauderdale PD's practice is not common to all municipal agencies; and, is not in harmony with the our current policy, it is prudent for all agencies to discuss best practice. The following consequences should be weighed:

* The Signal 49A classification is used for residential and business locations. It is frequently used and often accidentally triggered. The alert tone and multi-select may be overused and lose the urgency associated with high priority calls.

* Multi-selecting is used when assistance may be required from another jurisdiction or the incident may affect another jurisdiction. In most cases, Signal 49A's do not meet the criteria.

Should all agencies agree to change the current policy and incorporate all audible Signal 49A's as a critical incident, we will institute a policy change and train the dispatchers accordingly.

Suzanne Lowe
Regional Communications Site Manager
Broward Sheriff's Office
Office: 954-320-0597
Cell: 954-770-0047

[cid:image001.jpg@01CFBACD.526C6050]

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

Note:

Accounting Fields:

Vendor Quote:

Invoice Number

Invoice Amount

Charge Point

BTN None

DI None

Subdi

RESOLUTION:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1/29/2015 11:10:53AM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
1/29/2015 11:10:54AM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
1/29/2015 11:10:55AM	SYSTEMACCOU NT	Forwarded To Group OCT 911	HD_FRWD_GROU P	00:00:00
1/29/2015 11:10:56AM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00

Work Orders

Attachments

FILE NAME	URL LINK	FILE SIZE(BYTES)
image001.jpg		6032

BMC SERVICE DESK EXPRESS

Incident: 321146

As of Monday, Feb 23, 2015 14:57

Page 1 of 2

Incident

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



E911 Regional Consolidated Communications

Change Approval

1. General Information	
Nature of Change:	
Participating Municipality Requesting Change:	
<ul style="list-style-type: none"> • What agency is the primary proponent of this Change? 	
<ul style="list-style-type: none"> • Who, within that agency, is the Project Sponsor? <i>(Note: This person must be a decision-maker with the authority to commit department resources.)</i> 	
<ul style="list-style-type: none"> • Agency Lead: 	

2. Stakeholders				
	Name	Department	Telephone	E-mail
BC ORCAT	Rick Carpani	BCORCAT	954-357-8570	rcarpani@broward.org
BC ORCAT Operations	Tony Sabin	BCORCAT	954-357-7312	asabin@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	jdezayas@broward.org
BC ORCAT Agency Lead (911):	Brett Bayag	BCORCAT	954-594-7774	bbayag@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_Zarazinski@Sheriff.Org



E911 Regional Consolidated Communications

3. Change Description
Change Description / Justification
<ul style="list-style-type: none"> Describe reason for change Describe Operations Justification. <p><u>Description/Intentions</u> XX</p> <p><u>Summary</u> XX</p>
Deliverables
1.

4. Sign off				
	Name	Title	Signature	Date (MM/DD/YYYY)
BC ORCAT	Daniel Revis	Applications Manager		
BC ORCAT	José M. De Zayas	Radio Manager		
BC OCT	Brett Bayag	911 Manager		
Consolidated Dispatch Operator	Liza Zarrazinski	BSO		



E911 Regional Consolidated Communications

Submitting Agency Lead				
Submitting Agency Police Chief				
Submitting Agency Fire Chief				

5. 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				

6. List of Addenda	
<i>List all files supplemental to this Change here.</i>	
Document Name	Filename and Location
CMR #12345	
Room Layout	
SOP #	



E911 Regional Consolidated Communications

7. Notes/Comments