



Office of Regional Communications and Technology

March 26, 2015

South Consolidated Dispatch Center Police Department Operational Review Team Meeting Minutes

Broward County Staff in Attendance:

Scott Whitworth 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

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

Scott Whitworth called the meeting to order at 9:10 a.m.

Mr. Whitworth announced that the communications contact for the Hollywood Police Department has a conflict with the current timeframe for this meeting. As such, Lory Farmer will be looking at a time change for the South PD and FR ORT (Operational Review Team) meetings. He presented a slide depicting the agenda for this meeting, a copy of which is attached hereto and made a part hereof these minutes. He noted that the BSO (Broward Sheriff's Office) policies and procedures were distributed to ORT members for their review. The goal is to come together regionally in terms of dispatch policies and employ best practices. Assistant Chief Keith Dunn of the Davie Police Department asked what Fort Lauderdale (Police Department) is sending out about zones and geographic changes. Sheri White believed Fort Lauderdale utilizes districts, and there is a further breakdown within each of the city's districts so there are many coverage areas. An additional layer of dispatcher knowledge is necessary to be able to dispatch the correct units. Mr. Whitworth noted the areas are not built into CAD (Computer Aided Dispatch). Sergeant Ed Smith of the Davie Police Department indicated that correspondence was provided by the assistant chief of the Pembroke Pines Police Department stating that he is updating all zones countywide in CAD, and inviting agency representatives to provide any changes to districts. Mr. Whitworth noted that the Pembroke Pines PD utilizes areas, which is not practiced by any of the other agencies. In terms of consolidated dispatch, that level of uniqueness can be problematic. Fort Lauderdale has three districts which are run in zones with the next available officer (automatically) called up at the console for each E911 call. However, for Pembroke Pines, it takes work on the dispatcher's part to determine which officer to send on each E911 call. He recalled meeting with the assistant chief and Captain Chris Stasio of the Pembroke Pines PD about this matter; follow-up is needed from their staff. Captain Jose Vargas of the Pembroke Pines PD agreed.

Mr. Whitworth referenced incident ticket 316255, a copy of which is attached hereto and made a part hereof these minutes. He noted that Hollywood PD does not want an alert tone for a Signal 49A (alarm); rather the agency wants to continue following the current (BSO) policy. He recalled Lieutenant Albert Cooper of the Hollywood PD expressing desire for his agency to be tone alerted according to the State's standardized set of signals. As for the Lima Logs item on the agenda, Mr. Whitworth explained that currently the dispatcher (for Hollywood PD) must maintain a log which is a practice unique to that city. He indicated that Lieutenant Cooper wants dispatchers to continue utilizing the log. Ms. White disagreed with the practice, stating that it should not have to be followed as it is not uniform to other agencies' practices. Mr. Whitworth asked what procedure is followed by Fort Lauderdale PD and Pompano Beach PD. Ms. White explained that those agencies raise a crime scene unit and the unit goes to the incident; if the crime scene units are already on a call, the field personnel write down the information related to the next call and go to the next call when the current call is complete. Mr. Whitworth said Lieutenant Cooper asked to be provided with a current policy (regarding this practice) and to make him aware of other cities' practices; at that point, Hollywood PD will consider a change (in practice). Ms. White reiterated her belief that Hollywood PD should not be utilizing the Lima Log, but rather following the same practice as other agencies on the consolidated dispatch system. She did not believe there is currently a BSO policy regarding this matter. Mr. Whitworth said he would invite Lieutenant Cooper to propose a policy on this issue.

Mr. Whitworth provided an overview of incident ticket number 321146, a copy of which is attached hereto and made a part hereof these minutes. Discussion ensued. Mr. Whitworth noted that this issue does not pertain to most agencies at the South Consolidated Dispatch Center because all of the agencies have their own teletype. He went on to note that currently there are no open status Priority 1 incident tickets to review. Drew Smous presented slides related to data review, specifically countermeasures. A copy of the data review slides is attached hereto and made a part hereof these minutes. Mr. Whitworth pointed out that ORCAT's (Office of Regional Communications and Technology) QI (Quality Improvement) Team consists of ORCAT and BSO staff. Positive changes are taking place as a result of the QI process.

Mr. Whitworth went on to provide an overview of incident ticket number 327618, a copy of which is attached hereto and made a part hereof these minutes. He referred to incident ticket number 327495, and noted that it was based on the same issue as ticket 327618. A copy of incident ticket number 327495 is attached hereto and made a part hereof these minutes. He thought making a determination about time checks is based on asking an officer what he prefers. Captain Vargas noted that there was no safety check whatsoever for these two incidents, despite the fact that the officer was reporting to a suspicious person. As such, there would have been no way of knowing if the officer had met with harm. Mr. Whitworth asked meeting attendees if they thought officers should alert dispatch upon arrival that time checks will be needed. Ms. White confirmed for Assistant Chief Dunn that there is a list of call types that require time checks; she suggested this list be reviewed in order to resolve this matter. In CAD, every call type is assigned a priority classification of, either, one, two, three, or four. In this case, a Signal 13 (suspicious person, incident, or vehicle) should be moved to a priority two and then the officer will receive time checks. Assistant Chief Dunn agreed with Ms. White's proposed solution because police officers rarely ask for time checks. Ms. White noted that the process must be automatic, and should be in place for all potentially dangerous calls. She clarified that only priority one and two calls should be time checked. The CAD system assigns a priority to each signal type, and three-minute timers are automatically assigned by CAD for on-view incidents. Mr. Whitworth suggested ORT members review the signal priorities. Mr. Smous noted that a sponsor is needed to review BSO's current

policy on this issue. Mr. Whitworth indicated that Captain Vargas would serve as the policy sponsor.

Mr. Whitworth referred to an issue involving non-emergency calls for Hollywood, California coming into the Broward County consolidated dispatch system. He assumed the issue stems from individuals in Hollywood, California looking up the term "Hollywood Police Department" on the internet. There have been four incidents wherein the address provided by the California caller was accepted by CAD at the Broward County dispatch center. He said Lieutenant Cooper understands that nothing can be done about a (California) address that is accepted by CAD in Broward County; however, he requested that, if an address must be forced into CAD, the caller ask the caller if he is referring to Hollywood, Florida. Ms. White replied that this relates to a prior discussion about entering calls and using all available resources. If a caller asks for a call to be entered, it will be entered. Mr. Whitworth asked Ms. White to join him on a conference call later to provide that explanation to Lieutenant Cooper. Ms. White agreed.

With regard to Operator policy issues, Ms. White referred to the Pembroke Pines PD issue regarding silent hold-up alarms at banks and switching to the TAC radio channel. Initially, this procedure was believed to work fine. However, some questions have arisen because this dispatch practice is unique to Pembroke Pines. She asked if Pembroke Pines PD has considered adopting the procedure followed by the other agencies on the consolidated dispatch system which is BSO's recommendation. She further inquired as to whether Pembroke Pines PD has a listing of the banks in its city. If that list is provided to consolidated dispatch, a notation can be programmed into CAD to prompt the dispatcher. The idea is for the practice to, either, be uniform with the other agencies or to provide notification to the dispatchers. Discussion ensued. Mr. Whitworth indicated that Ms. White would provide correspondence regarding this matter to Captain Vargas as well as the related policy for his review.

Mr. Smous presented the contact support matrix, a copy of which is attached hereto and made a part hereof these minutes. He invited meeting attendees to provide any additional contact information they would like included in the matrix. He went on to note that a regional portal will be established to share all information related to regional communications. The portal has just been set up; the next steps will be uploading content and creating users. Mr. Whitworth noted there was a suggestion to hold combined (regional) PD and FR ORT meetings twice per year. Ms. Farmer clarified that the regional ORT meetings will be separate for PD and FR. Assistant Chief Dunn pointed out that Davie PD's radio was (recently) down for about one hour. He asked if there was any information on the outage. Mr. Whitworth recalled that Motorola had a vendor in town on the day of the outage. He said follow-up information would be sought from Jose M. De Zayas, E911 Communications Administrator for ORCAT. Assistant Chief Dunn believed the outage only affected Davie and Hollywood. He added that there have been about four radio outages in the last eight months. Also, Davie is experiencing an increase in static and override in the area of Nob Hill (Road) and Orange Drive. Mr. Whitworth explained the procedure for completing a Self Help incident ticket to Assistant Chief Dunn; the ticket will be sent to the radio division of ORCAT and the issue will be investigated. He stressed the importance of submitting a ticket for such matters, and offered Assistant Chief Dunn any needed assistance in completing the ticket process.

There being no further matters to address, the meeting adjourned at 10:14 a.m.



Agenda

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

**Date: Thursday, March 26, 2015
Time: 9:00 AM**

-
- I. Call to Order**
 - II. Old Business**
 - a. BSO's policies and procedures distributed to all agencies – Please review and advise of any desired revisions or alert field personnel of procedures (Follow-Up)**
 - b. Review ILA as to Pembroke Pines maintaining areas on consolidated system, rather than zones – concern expressed by BSO re: removing manual processes from dispatchers (Follow-Up)**
 - c. Incident ticket # 316255 – re: Signal 49 a/k/a Signal 49A – BSO recommends meeting with Hollywood, Fort Lauderdale, and Pompano Beach to address this (Follow-Up)**
 - d. Lima Logs (Log for CSAs to respond) – Hollywood PD**
 - e. Incident Ticket # 321146 – Regional communications TTY units/civilian employees authorized to receive and request TTY information (Incident Ticket amended by BSO)**
 - III. Open Status Priority 1 Incident Review**

- IV. Incident Disposition Review**
- V. Data Review**
 - a. Countermeasures**
- VI. Participating Agency Policy Issues**
 - a. Incident ticket # 327618 – PP PD**
 - b. Incident ticket # 327495 – PP PD**
- VII. Operator Policy Issues**
- VIII. New Business**
 - a. Selfhelp vs. regionalcommunications issues matrix**
 - b. Hold combined center PD & FR ORT meetings twice per year (suggested at 3/17/15 Central FR ORT meeting)**
- IX. Adjourn**

BMC SERVICE DESK EXPRESS

Incident: 316255

As of Friday, Feb 13, 2015 10:45

Incident

Page 1 of 3

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
Urgency ID: LOW	Priority ID: 5
Status: OPEN	Due Date: 2/4/2015 3:10:53PM
First Call Resolution: <input type="checkbox"/>	SLA ID:
	Problem:
	Responded Date and Time:
	Service Name:

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

Incident

Page 1 of 2

Client Information		Assign to Information	
Last Name:	THOMAS	First Name:	TARA
		DSMOUS	Ext:
Client ID:	TTHOMAS	DREW	SMOUS
Company ID:	BROWARD COUNTY	OCT911	
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

Counter Measures – Follow Policy

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

Counter Measures – Information Gathering

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

Counter Measures – Information Dissemination

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

Systemic Measures

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

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

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

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

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

BMC SERVICE DESK EXPRESS

Incident: 327618

As of Tuesday, Mar 24, 2015 13:55

Incident

Page 1 of 4

Client Information		Assign to Information	
Last Name: Vargas	First Name: Jose	AMIZE	954-321-4496 Ext:
Client ID: JOVARGAS		ANGELA	MIZE
Company ID: BROWARD COUNTY		BSO 911	
Phone:	Ext:		

Incident Information			
Category: ORCAT - REQUESTS	ORCAT - REQUESTS		
Impact ID: OCT911	Opened: 3/19/2015 8:49:05PM		Problem:
Urgency ID: MEDIUM	Priority ID: OCT911MED		Responded Date and Time:
Status: REQUESTED INFOR	Due Date: 3/29/2015 8:49:05PM		Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:		

DESCRIPTION: Subject: RE: 911 OPERATIONS

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

Message: DATE OF INCIDENT: 3/18/15

CASE NUMBER: 2015-018085

PRIORITY LEVEL: (Leave Blank)

LOCATION: 11278 Pines Blvd

REPORTED BY: CAPTAIN VARGAS

NAME: Sgt. J. Helms

MUNICIPALITY:

AGENCY: Pembroke Pines PD

EMAIL ADDRESS: jvargas@ppines.com

TELEPHONE NUMBER: 954-436-3220

INCIDENT DETAILS: Ofc. Miro responded to a suspicious person call (homeless male; 10-97 @ 0930) and was not safety checked by Dispatcher during call (10-98 @ 0948). Officer Safety concern.

ADDITIONAL COMMENTS:

Please contact me directly with any questions.

Captain Vargas

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:

Whiteboard Information

Whiteboard ID:

CI Information

Asset Tag #:

Incident Details

DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/19/2015 8:49:05PM	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/19/2015 8:49:06PM	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/19/2015 8:49:07PM	SYSTEMACCOU NT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
3/19/2015 8:49:08PM	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/20/2015 8:37:40AM	DWHITWORTH	User Defined Status Changed To REQUESTED INFOR	HD_STATUSCHAN GE	00:00:20
3/20/2015 8:37:41AM	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:20
3/20/2015 8:37:42AM	DWHITWORTH	Urgency has been changed	URGENCY_CHAN GE	00:00:00
3/20/2015 8:37:57AM		Sent Email To AMIZE	EMAIL_SENT	00:00:00

Work Orders

BMC SERVICE DESK EXPRESS

Incident: 327495

As of Tuesday, Mar 24, 2015 13:56

Incident

Page 1 of 3

Client Information

Client Information		Assign to Information	
Last Name:	Vargas	First Name:	Jose
		AMIZE	954-321-4496
			Ext:
Client ID:	JOVARGAS	ANGELA	MIZE
Company ID:	BROWARD COUNTY	BSO 911	
Phone:			
			Ext:

Incident Information

Category:	ORCAT - REQUESTS	ORCAT - REQUESTS	
Impact ID:	OCT911	Opened:	3/19/2015 2:26:38PM
Urgency ID:	LOW	Priority ID:	OCT911LOW
Status:	REQUESTED	Due Date:	4/2/2015 2:26:38PM
	INFOR	Responded Date and Time:	
First Call Resolution:	<input type="checkbox"/>	Service Name:	
		SLA ID:	

DESCRIPTION: Subject RE: 911 OPERATIONS

From: SMTP:[jvargas@ppines.com]jvargas@ppines.com

Message: DATE OF INCIDENT: 3/18/15

CASE NUMBER: 2015-018093

PRIORITY LEVEL: 3

LOCATION: 11210 Pines Blvd

REPORTED BY: CAPTAIN VARGAS

NAME: Sgt. J. Helms

MUNICIPALITY: (Leave Blank)

AGENCY: Pembroke Pines PD

EMAIL ADDRESS: jvargas@ppines.com

TELEPHONE NUMBER: 954-436-3220

INCIDENT DETAILS: Ofc. Boiger responded to a suspicious person call (same homeless male as 2015-018085; 10-97 @ 1007) and was not safety checked by Dispatcher during call (10-98 @ 1027). Officer Safety concern.

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:








Whiteboard Information

Whiteboard ID:

CI Information


Asset Tag #:

Incident Details



DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
3/19/2015 2:26:38PM 	SYSTEMACCOU NT	Opened Call	HD_OPEN	00:00:00
3/19/2015 2:26:39PM 	SYSTEMACCOU NT	Call Taken By SYSTEMACCOUNT	HD_TAKEN	00:00:00
3/19/2015 2:26:40PM 	SYSTEMACCOU NT	Forwarded To Group OCT OPS	HD_FRWD_GROU P	00:00:00
3/19/2015 2:26:41PM 	SYSTEMACCOU NT	The Clock has been started	START_CLOCK	00:00:00
3/20/2015 9:36:53AM 	DWHITWORTH	User Defined Status Changed To REQUESTED INFOR	HD_STATUSCHAN GE	00:00:13
3/20/2015 9:36:54AM 	DWHITWORTH	Forwarded To Staff AMIZE	HD_FRWD_STAFF	00:00:13
3/20/2015 9:37:10AM 		Sent Email To AMIZE	EMAIL_SENT	00:00:00

Work Orders

Attachments

 Office of Regional Communications and Technology ▶ Support Contacts All Items

Systems / Examples	Email	Email Subject	Phone	Company / Group	Notes - System Description
Aqua	selfhelp@broward.org	Forward to OCT	Priority dispatch number	OCT Applications	ORCAT provide BSO with access to do QA. If they have a problem with AQUA they can call Priority Dispatch
CAD Software - Enhancements/Changes	regionalcommunications@broward.org	911 Operations		OCT Applications	
CAD Software - Issues	selfhelp@broward.org	Forward to OCT	954.357.8686		
CAD Terminal - Hardware (Deli PCs)	Dispatch@evolvtec.com		866.299.3246	EvolvTec	4) You can open the service request directly through our Web Portal www.alert.bimnow.com/alert you will need your login and password to open a service request or you can monitor the status of the call, as well. User ID: BROWARDCAD Password: service2014
CAD Terminal - Hardware (HP PCs)			954-791-8040	Control Communications	
Call Taker / Dispatcher (Call Center issues)	regionalcommunications@broward.org	911 Operations		OCT Operations	Municipalities / Operator Managers
Closest Unit Response MDTs - Panasonic Toughbooks			954.791.8040	Control Communications	SLA: 30mins response / 2 hours arrival / 4 hours resolution
Consoles (Physical Desk)	regionalcommunications@broward.org	911 Operations		OCT Operations	North (Office Elements 954.782.1855 marc@oefurniture.com)
Facility Issues	regionalcommunications@broward.org	911 Operations		OCT Operations	
FINS/ Motobridge	Call in to Motorola		800.323.9950-validate	Motorola	Florida Interoperability Network System; Provides connectivity to multiple incompatible radio systems
FireRMS	selfhelp@broward.org	Forward to OCT	954.357.8686	ORCAT Applications	Fire Records Management System delivered via Citrix XenApp
First Look Pro	selfhelp@broward.org	Forward to OCT	954.357.8686	ORCAT Applications	Fire Pre Planning Application used by first responders in every Regional participating FR agency
GoldElite - Software	Call in		800.323.9949	Motorola	
HipLink (Paging/Messaging System)	selfhelp@broward.org	Forward to OCT	954.357.8686	OCT Applications	Viper (Group in Hiplink)
Language Line	http://www.languageline.com/page/voc			Language Line	Translation services for 911 callers
MARS Phone - Ckt # 80PLX502024 with multiple drops	selfhelp@broward.org	Forward to OCT		ORCT - Radio	Mutual Aid Response System; Telephone at the FR Comm Centers used to contact other Mutual Aid participants.
Open Query	selfhelp@broward.org	Forward to OCT	954.357.8686	OCT Applications	FCIC/NCIC query ability through the Printrak CAD system
Paramount PCs	bso_helpdesk@sheriff.org		954.831.8301	BSO Helpdesk	BSO Informant -> Contact the Helpdesk
Power911, Intrado, Viper, Positron	ICHSupport@intrado.com		800.361.2596	Intrado	Positron Help Desk (ICHSupport@intrado.com)
ProQA	selfhelp@broward.org	Forward to OCT	954.357.8686	OCT Applications	Software to read EMD questions
Radio - EID Changes	selfhelp@broward.org	Forward to OCT		OCT Apps & OCT Radio	
Radios - At Dispatch	Call in		800.323.9949	Motorola	Radio at the console
Uni page (RF Pager)	Michael_Kane@sheriff.org		954.831.8200 (M) 954.547.8715	Michael Kane	D.O.'s and some Fire Rescue units
VoIP phones at Consoles (ETS phones)	selfhelp@broward.org	Cisco VoIP Phone	954.357.8600	Broward County ETS	The phones at the Call Center consoles are maintained by the County.

VPI Voice Recording System	Call in	N/A	954.267.9199 1.800.722.3472	Replay Systems	Voice recording system
Wireless Trace -AT&T			1.800.635.6840 option 4	AT&T Wireless/National Subpoena Compliance Center	9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- Sprint			1.866.398.3284	Sprint/ Corporate Security	9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- T-Mobile			1.973.292.8911	T-Mobile/Law Enforcement Relations	9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace- Verizon			1.800.451.5242 option 4	Verizon	9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Wireless Trace-Metro PCS			1.800.571.1265	Metro PCS/Subpoena and Court Order Compliance	9-1-1 EMERGENCY TRACE NUMBERS to Report Problems with Wireless 9-1-1 calls
Zetron (at Dispatch)	Call in to Motorola		800.323.9950	Motorola	Fire only. Hardware that sets off the tone alerts at fire stations. Motorola will route to Jose Dezayas is radio box has to be rebooted. New unit needs to be added. Some are radio frequency and some are connected by a circuit. CAD feeds Ztron call data.
 Zetron (at Stations) - BSO only 	selfhelp@broward.org	ORCAT Radio Shop	954-357-8442	ORCAT / Radio Shop	Tones and/or audio not working at BSO Fire Stations

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