

## **Notice of Meeting**

### Central Emergency Dispatch Policy Board Regular Session

March 18, 2025 10:00 am  
Bloomington Police Department  
Training Room  
220 E 3<sup>rd</sup> Street

### **AGENDA**

- I Approval of Minutes – January 21, 2025
- II Personnel Update
- III Committee Reports - No active committees
- IV Statistics – January – February, 2025
- V Old Business
- VI New Business
  - Approval of Claims
  - CALEA 2024 Review
  - Review of Contracts
    - ◆ BPD/IUPD MOU
    - ◆ Equature
    - ◆ ProQa
    - ◆ Rave
    - ◆ Janitorial Services

VII Police/Sheriff/Fire/EMS Business

VIII Public Comment

IX Next meeting, May 20, 2025 10:00 am – 220 E. 3<sup>rd</sup>,  
Bloomington Police Department Training Room

# Central Emergency Dispatch Policy Board

January 21, 2025  
Bloomington Police Department  
Training Room  
220 E. 3<sup>rd</sup> Street

Members present: Ryan Pedigo, Roger Kerr, Dustin Dillard, Proxy Michael Ruiz

Attendees:

Sarah Taylor                      Karin Davis                      Eli Eccles  
Jeffrey Combs

Meeting was called to order at 10:02 a.m. by Ryan Pedigo

## AGENDA

- I. Approval of Minutes: Motion from Dillard and seconded by Pedigo for approval of the minutes from November 19, 2024. Motion passed unanimously.
- II. Personnel Update Vacancies have stayed the same with 11 dispatchers and 3 supervisors. There are 4 in training. We received 105 applicants in this latest process. We plan to make job offers to 5..
- III. Committee Reports: None - no active committees.
- IV. Statistics: Very little change from November to December 2024. Comparing year-over-year, 2024 shows slight increases in police, fire, and ems. Phone calls, both 911 and admin lines decreased in 2024.
- V. Old Business –
- VI. New Business:

Claims – motion made by Pedigo and seconded by Kerr to accept the claims as presented by City and County. Passed unanimously.

Election of 2025 Chair - Ryan Pedigo was nominated to be the Chair for 2025 by Kerr and seconded by Dillard. Passed unanimously.

Appointment Letter – needed for new member, Staff Sft. Ruiz. Letter was submitted from Monroe County Board of Commissioners.

VII. Police/Sheriff/Fire/EMS –

VIII. Public Comment: None

The next meeting is scheduled for Tuesday, March 18 2025, and will be held in the Bloomington Police Department Training Room at 10am.

Meeting adjourned at 10:14 am.

	2025 CFS COMPARISON STATISTICS					
	Breakdown by month - 2025			Jan - February Year Comparison		
	January 2025	February 2025	Monthly Difference	2025	2024	Difference
Calls for Service						
Bean Blossom Fire	14	14	0	28	22	6
Bloomington Fire	556	502	-54	1,058	1,082	-24
Ellettsville Fire	220	188	-32	408	347	61
Monroe Fire Protection Dist.	509	477	-32	986	808	178
TOTAL FIRE	1,299	1,181	-118	2,480	2,259	221
IU Health EMS	1,372	1,300	-72	2,672	2,656	16
Bloomington Police	6,591	6,245	-346	12,836	11,203	1,633
Ellettsville Police	585	562	-23	1,147	926	221
Monroe Co Sheriff	2,263	2,131	-132	4,394	4,860	-466
Stinesville Police	5	4	-1	9	26	-17
TOTAL LAW	9,444	8,942	-502	18,386	17,015	1,371
TOTAL CFS	12,115	11,423	-692	23,538	21,930	1,608
Phone Calls						
911 Inbound	4,203	3,913	-290	8,116	8,628	-512
911 Abandoned	326	402	76	728	921	-193
TOTAL 911 CALLS	4,529	4,315	-214	8,844	9,549	-705
Average Call Duration	109.0	106.5				
Inbound Admin	4,942	4,401	-541	9,343	10,792	-1,449
Abandoned Admin	1,193	1,071	-122	2,264	1,416	848
Outbound Admin	2,230	1,964	-266	4,194	5,027	-833
Total Admin	8,365	7,436	-929	15,801	17,235	-1,434
TOTAL PHONE CALLS	12,894	11,751	-1,143	24,645	26,784	-2,139
Monroe County Central Emergency Dispatch Center						
2025 CFS and Phone Statistics						



# Detail General Ledger Report

G/L Date Range 01/01/25 - 02/28/25  
Include Sub Ledger Detail  
Exclude Accounts with No Activity

G/L Date	Journal	Journal Type	Sub Ledger	Description/Project	Source	Reference	Debit Amount	Credit Amount	Actual Balance
G/L Account Number 2240-14-145000-51110 Salaries and Wages - Regular									
01/10/2025	2025-00000299	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250110	Payroll Post		55,933.17	Balance To Date: \$0.00	55,933.17
01/24/2025	2025-00000855	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250124	Payroll Post		65,011.52		120,944.69
02/07/2025	2025-00001547	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250207	Payroll Post		64,833.65		185,778.34
02/21/2025	2025-00002256	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250221	Payroll Post		63,089.69		248,868.03
Account Totals							\$248,868.03	\$0.00	\$248,868.03
G/L Account Number 2240-14-145000-51130 Salaries and Wages- Overtime									
01/10/2025	2025-00000299	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250110	Payroll Post		17,895.19	Balance To Date: \$0.00	17,895.19
01/24/2025	2025-00000855	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250124	Payroll Post		5,183.27		23,078.46
02/07/2025	2025-00001547	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250207	Payroll Post		9,432.81		32,511.27
02/21/2025	2025-00002256	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250221	Payroll Post		12,848.75		45,360.02
Account Totals							\$45,360.02	\$0.00	\$45,360.02
G/L Account Number 2240-14-145000-51210 FICA									
01/10/2025	2025-00000299	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250110	Payroll Post		5,488.70	Balance To Date: \$0.00	5,488.70
01/24/2025	2025-00000855	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250124	Payroll Post		5,234.74		10,723.44
02/07/2025	2025-00001547	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250207	Payroll Post		5,517.44		16,240.88
02/21/2025	2025-00002256	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250221	Payroll Post		5,585.91		21,826.79
Account Totals							\$21,826.79	\$0.00	\$21,826.79
G/L Account Number 2240-14-145000-51220 PERF									
01/10/2025	2025-00000299	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250110	Payroll Post		10,483.63	Balance To Date: \$0.00	10,483.63
01/24/2025	2025-00000855	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250124	Payroll Post		9,967.65		20,451.28
02/07/2025	2025-00001547	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250207	Payroll Post		10,545.84		30,997.12
02/21/2025	2025-00002256	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250221	Payroll Post		10,783.24		41,780.36
Account Totals							\$41,780.36	\$0.00	\$41,780.36
G/L Account Number 2240-14-145000-51320 Other Personal Services -DC Match									
01/10/2025	2025-00000299	JE	HR	Payroll Post Bi-Weekly Bi-Weekly 20250110	Payroll Post		270.00	Balance To Date: \$0.00	270.00
Account Totals							\$41,780.36	\$0.00	\$41,780.36





Include Sub Ledger Detail

### Exclude Accounts with No Activity

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# Detail General Ledger Report

G/L Date Range 01/01/25 - 02/28/25  
Include Sub Ledger Detail  
Exclude Accounts with No Activity

G/L Date	Journal	Sub	Description/Project	Source	Reference	Debit Amount	Credit Amount	Actual Balance
<b>Building Materials and Supplies</b>								
G/L Account Number	2240-14-145000-52310			Accounts Payable			Balance To Date:	\$0.00
02/14/2025	2025-00001597	JE	AP A/P Invoice Entry	02/04/2025	EFT	42.60		42.60
<i>Invoice Number</i>	<i>Vendor</i>		<i>Description</i>	<i>Payable</i>	<i>Payment Type</i>	<i>Payment Number</i>	<i>Amount</i>	<i>Distribution Amount</i>
263020	J&S Locksmith Shop, INC		14-keys/Dispatch (12)	02/04/2025	EFT	63970	42.60	42.60
Total							\$42.60	\$42.60
<b>Account Building Materials and Supplies Totals</b>								
G/L Account Number	2240-14-145000-52420		Other Supplies	Accounts Payable			Balance To Date:	\$0.00
01/17/2025	2025-00000247	JE	AP A/P Invoice Entry	01/07/2025	EFT	203.48		203.48
<i>Invoice Number</i>	<i>Vendor</i>		<i>Description</i>	<i>Payable</i>	<i>Payment Type</i>	<i>Payment Number</i>	<i>Amount</i>	<i>Distribution Amount</i>
S210654653.001	Kirby Risk Corp		14-3 downlights for Dispatch restroom	01/07/2025	EFT	63536	152.61	152.61
S210652150.001	Kirby Risk Corp		14-1 downlights for Dispatch restroom	12/18/2024	EFT	63536	50.87	50.87
Total							\$203.48	\$203.48
<b>Account Building Materials and Supplies Totals</b>								
G/L Account Number	2240-14-145000-52310			Accounts Payable			Balance To Date:	\$0.00
02/14/2025	2025-00001597	JE	AP A/P Invoice Entry	02/04/2025	EFT	1,175.76		1,379.24
<i>Invoice Number</i>	<i>Vendor</i>		<i>Description</i>	<i>Payable</i>	<i>Payment Type</i>	<i>Payment Number</i>	<i>Amount</i>	<i>Distribution Amount</i>
21002	1818 Apparel Co., INC (dba Freethink Apparel)		14-Dispatch sweatshirt jackets/2024 order (26)	02/04/2025	EFT	63878	1,103.00	1,103.00
1KLF-3XFP-PMNP	Amazon.com Sales, INC (Amazon.com Services LLC)		14-4 Clorox wipes & scrub daddy sponge set for Dispatch	02/04/2025	EFT	63886	72.76	72.76
Total							\$1,175.76	\$1,175.76
<b>Account Building Materials and Supplies Totals</b>								
G/L Account Number	2025-00002287	JE	AP A/P Invoice Entry	Accounts Payable			Balance To Date:	\$3,552.14
02/28/2025	2025-00002287	JE	AP A/P Invoice Entry	02/18/2025	EFT	64126	229.95	229.95
<i>Invoice Number</i>	<i>Vendor</i>		<i>Description</i>	<i>Payable</i>	<i>Payment Type</i>	<i>Payment Number</i>	<i>Amount</i>	<i>Distribution Amount</i>
17YF-7CXM-1LVQ	Amazon.com Sales, INC (Amazon.com Services LLC)		14-4(5) keyboards for dispatch	02/18/2025	EFT	64126	229.95	229.95
1QRH-FICR-1G3K	Amazon.com Sales, INC (Amazon.com Services LLC)		14-Cleaning supplies-Dispatch-floor cleaner, All purpose cleaner	02/18/2025	EFT	64126	50.39	50.39
125163	Location Systems INC		14-replacement central system location hardware/old one died	02/18/2025	EFT	64230	1,892.56	1,892.56
Total							\$2,172.90	\$2,172.90
<b>Account Building Materials and Supplies Totals</b>								
G/L Account Number	2240-14-145000-53140		Exterminator Services	Accounts Payable			Balance To Date:	\$3,552.14
02/14/2025	2025-00001597	JE	AP A/P Invoice Entry	02/04/2025	EFT	65.00		\$50.00
<i>Invoice Number</i>	<i>Vendor</i>		<i>Description</i>	<i>Payable</i>	<i>Payment Type</i>	<i>Payment Number</i>	<i>Amount</i>	<i>Distribution Amount</i>
64928	Economy Termite & Pest Control, INC		14-Dispatch-monthly pest control-1/9/25	02/04/2025	EFT	63936	65.00	65.00
Total							\$65.00	\$65.00





# Detail General Ledger Report

G/L Date Range 01/01/25 - 02/28/25  
Include Sub Ledger Detail  
Exclude Accounts with No Activity

G/L Date	Journal	Type	Sub Ledger	Description/Project	Source	Reference	Debit Amount	Credit Amount	Actual Balance
G/L Account Number 2240-14-145000-53140 Exterminator Services									
02/28/2025	2025-00002287	JE	AP	A/P Invoice Entry	Accounts Payable		65.00	Balance To Date:	\$0.00
					Invoice Date				130.00
					Payment Type	EFT			
							64177	Amount	
								Distribution Amount	65.00
							Total	\$65.00	\$65.00
G/L Account Number 2240-14-145000-53210 Telephone									
01/08/2025	2025-00000179	JE	AP	A/P Invoice Entry	Accounts Payable		212.50	Balance To Date:	\$0.00
					Invoice Date				212.50
					Payment Type	Check		Amount	
							79588	Distribution Amount	212.50
							Total	\$3,063.57	\$212.50
01/22/2025	2025-00000826	JE	AP	A/P Invoice Entry	Accounts Payable		215.36		427.86
					Invoice Date			Amount	
					Payment Type	Check		Distribution Amount	
							79613		215.36
							Total	\$215.36	\$215.36
01/29/2025	2025-00001238	JE	AP	A/P Invoice Entry	Accounts Payable		187.44		615.30
					Invoice Date			Amount	
					Payment Type	Check		Distribution Amount	
							79669		187.44
							Total	\$187.44	\$187.44
02/05/2025	2025-00001529	JE	AP	A/P Invoice Entry	Accounts Payable		212.50		827.80
					Invoice Date			Amount	
					Payment Type	Check		Distribution Amount	
							79702		212.50
							Total	\$10,533.23	\$212.50
02/26/2025	2025-00002465	JE	AP	A/P Invoice Entry	Accounts Payable		215.36		1,043.16
					Invoice Date			Amount	
					Payment Type	Check		Distribution Amount	
							79793		215.36
							Total	\$215.36	\$215.36
Account Telephone Totals							\$1,043.16	\$0.00	\$1,043.16



# Detail General Ledger Report

G/L Date Range 01/01/25 - 02/28/25  
Include Sub Ledger Detail  
Exclude Accounts with No Activity

G/L Date	Journal	Sub	Description/Project	Source	Reference	Debit Amount	Credit Amount	Actual Balance
G/L Account Number	2240-14-145000-53410	Liability / Casualty Premiums					Balance To Date:	\$0.00
02/25/2025	2025-00002465	JE	AP A/P Invoice Entry	Accounts Payable		7,635.76		7,635.76
Invoice Number	Vendor	Description	Account	Payment Type	Payment Number	Amount	Distribution Amount	
460621COB	Hyant of Indianapolis, LLC	06-Insurance Premium 01/01/25-12/31/2025	02/25/2025	EFT	64341	1,736,522.86	7,635.76	
Total						\$1,736,522.86	\$7,635.76	
G/L Account Number	2240-14-145000-53510	Electrical Services					Balance To Date:	\$0.00
01/29/2025	2025-00001238	JE	AP A/P Invoice Entry	Accounts Payable		3,857.64		3,857.64
Invoice Number	Vendor	Description	Account	Payment Type	Payment Number	Amount	Distribution Amount	
91012057612501	Duke Energy	14-Dispatch-electric charges 12/04/24-01/03/25	01/29/2025	Check	79675	3,857.64	3,857.64	
Total						\$3,857.64	\$3,857.64	
02/19/2025	2025-00002159	JE	AP A/P Invoice Entry	Accounts Payable		3,751.40		7,609.04
Invoice Number	Vendor	Description	Account	Payment Type	Payment Number	Amount	Distribution Amount	
91012057612502	Duke Energy	14-Dispatch-electric charges 01/04/25-02/04/25	02/19/2025	Check	79746	3,751.40	3,751.40	
Total						\$3,751.40	\$3,751.40	
G/L Account Number	2240-14-145000-53530	Water and Sewer					Balance To Date:	\$0.00
01/22/2025	2025-00000826	JE	AP A/P Invoice Entry	Accounts Payable		77.05		77.05
Invoice Number	Vendor	Description	Account	Payment Type	Payment Number	Amount	Distribution Amount	
200251-001 1224	City Of Bloomington Utilities	14-Dispatch-water/sewer bill - December 2024	01/22/2025	Check	79615	77.05	77.05	
Total						\$77.05	\$77.05	
02/19/2025	2025-00002159	JE	AP A/P Invoice Entry	Accounts Payable		79.76		156.81
Invoice Number	Vendor	Description	Account	Payment Type	Payment Number	Amount	Distribution Amount	
200251-001 0125	City Of Bloomington Utilities	14-Dispatch-water/sewer bill - January 2025	02/19/2025	Check	79744	79.76	79.76	
Total						\$79.76	\$79.76	
Account Water and Sewer Totals						\$156.81	\$0.00	\$156.81





## Detail General Ledger Report

G/L Date Range 01/01/25 - 02/28/25

Include Sub Ledger Detail

### Exclude Accounts with No Activity

G/L Date	Journal	Sub	Description/Project	Source	Reference	Debit Amount	Credit Amount	Actual Balance
<hr/>								
G/L Account Number	2240-14-145000-53610 Building Repairs							
02/14/2025	2025-00001597	JE	AP A/P Invoice Entry	Accounts Payable		2,750.00	Balance To Date:	\$0.00
								2,750.00
<hr/>								
Invoice Number	Vendor	Description	Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount	
2197943	B&L Sheet Metal and Roofing, INC	14-repairs to Dispatch roof-12/23/24	02/04/2025	EFT	63897	2,750.00	2,750.00	
						Total	\$2,750.00	\$2,750.00
<hr/>								
G/L Account Number	2240-14-145000-53630 Machinery and Equipment Repairs							
01/17/2025	2025-00000247	JE	AP A/P Invoice Entry	Accounts Payable		587.76	Balance To Date:	\$0.00
								587.76
<hr/>								
Invoice Number	Vendor	Description	Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount	
W11613	Huston Electric Holding CORP (Cassady Electric)	14-Dispatch generator repair	12/15/2024	EFT	63524	190.00	190.00	
871563798	Kone INC	14-Dispatch-elevator maintenance-1/1-1/31/25	01/07/2025	EFT	63539	80.00	80.00	
871563797	Kone INC	14-Dispatch-elevator maintenance & repairs-01/01/25-01/31/25	01/07/2025	EFT	63539	317.76	317.76	
						Total	\$587.76	\$587.76
<hr/>								
02/14/2025	2025-00001597	JE	AP A/P Invoice Entry	Accounts Payable		423.30		1,011.06
<hr/>								
Invoice Number	Vendor	Description	Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount	
N8-250117009	Cummins INC dba Cummins Sales and Service	14-planned maintenance for DISPATCH generator-6/3/24	02/04/2025	EFT	63928	423.30	423.30	
						Total	\$423.30	\$423.30
<hr/>								
02/28/2025	2025-00002287	JE	AP A/P Invoice Entry	Accounts Payable		8,233.50		9,244.56
<hr/>								
Invoice Number	Vendor	Description	Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount	
871591355	Kone INC	14-elevator maintenance & repairs/DISPATCH 02/01/25-02/28/25	02/18/2025	EFT	64224	317.76	317.76	
871591356	Kone INC	14-Dispatch-elevator maintenance & repairs 02/01/25-02/28/25	02/18/2025	EFT	64224	80.00	80.00	
N8-241113382	Cummins INC dba Cummins Sales and Service	14-Nov 2024 inv/replace control board/Dispatch generator	02/18/2025	EFT	64168	7,835.74	7,835.74	
						Total	\$8,233.50	\$8,233.50
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G/L Account Number	2240-14-145000-53650 Other Repairs							
01/31/2025	2025-00000887	JE	AP A/P Invoice Entry	Accounts Payable		500.00	Balance To Date:	\$0.00
								500.00
<hr/>								
Invoice Number	Vendor	Description	Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount	
881660	Economy Janitor Services INC	14-cleaning services/Dispatch December 2024	12/31/2024	EFT	63691	500.00	500.00	
						Total	\$500.00	\$500.00



# Detail General Ledger Report

G/L Date Range 01/01/25 - 02/28/25  
Include Sub Ledger Detail  
Exclude Accounts with No Activity

G/L Date	Journal	Sub	Description/Project	Source	Reference	Debit Amount	Credit Amount	Actual Balance
G/L Account Number 2240-14-145000-53650 Other Repairs								
02/28/2025	2025-00002287	JE	AP A/P Invoice Entry	Accounts Payable		500.00	Balance To Date:	\$0.00
				Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount
				02/18/2025	EFT	64176	500.00	500.00
				Total			\$500.00	\$500.00
G/L Account Number 2240-14-145000-53990 Other Services and Charges								
01/31/2025	2025-00000887	JE	AP A/P Invoice Entry	Accounts Payable		50.00	Balance To Date:	\$0.00
				Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount
				01/21/2025	EFT	63787	50.00	50.00
				Total			\$50.00	\$50.00
Invoice Number 77 Vendor Public Safety Comm Accreditation Support Network								
02/14/2025 2025-00001597 JE AP A/P Invoice Entry								
				Accounts Payable		3,000.00		3,050.00
				Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount
				02/04/2025	EFT	63930	3,000.00	3,000.00
				Total			\$3,000.00	\$3,000.00
Invoice Number 402 Vendor Kelly Dardeen (Suncrest Psychological Serv)								
02/28/2025 2025-00002287 JE AP A/P Invoice Entry								
				Accounts Payable		1,695.18		4,745.18
				Invoice Date	Payment Type	Payment Number	Amount	Distribution Amount
				02/18/2025	EFT	64180	1,695.18	1,695.18
				Total			\$1,695.18	\$1,695.18
Invoice Number 65056-Dispatch Vendor Employers Choice Online INC								
				Description				
				14-Dispatch portion of background screening services January 25				
				Account Other Services and Charges Totals		\$4,745.18	\$0.00	\$4,745.18
				Program Dispatch Totals		\$398,423.93	\$0.00	
				Department Police Totals		\$398,423.93	\$0.00	
				Fund LIT – Public Safety Totals		\$398,423.93	\$0.00	
				Grand Totals		\$398,423.93	\$0.00	



# Combined Ledger by Location (All Detail) within Date Span 01/01/2025 thru 02/28/2025

Monroe County

The Last Posted Date is 12/31/2024.

Fund 1222 Monroe County 911 Fund

Loc 0000 No Department

Budget Account Code	Effective Date	Transaction Date	Transaction Type	Amount	Other Data
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1222.00000.00000.0000

01/01/2025	01/01/2025	Rec/Carr/FwdRec		No Department	
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2,042,452.34	Carr Forward
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Estimated Revenue	Receipts	Appropriation	Expenditure	Unexpended:	Cash:
0.00	0.00	0.00	0.00	0.00	
0.00	2,042,452.34	0.00	0.00		2,042,452.34
Total					

1222.02407.00000.0000 911 Telephone Service

01/14/2025	01/14/2025	Rec/AutoRcpt		No Department	
02/14/2025	02/14/2025	Rec/AutoRcpt			

Estimated Revenue	Receipts	Appropriation	Expenditure	Unexpended:	Cash:
0.00	58,264.00	0.00	0.00	0.00	
0.00	116,528.00	0.00	0.00		116,528.00
Total					

1222.30006.00000.0000 Contractual

No Department

01/01/2025	01/01/2025	Approp/BdgProj	710,000.00		
01/17/2025	01/17/2025	Claim/RegDocket	898.59	BK:001 CK:313495 Inv:1000902 Vend:001160 Smithville Telephone Co Inc Commissioners	
01/17/2025	01/17/2025	Claim/RegDocket	143.47	BK:001 CK:313489 Inv:812R06124101 Vend:025089 AT&T Commissioners	
01/30/2025	01/30/2025	Claim/RegDocket	3,600.00	BK:001 CK:313637 Inv:INV00388270 Vend:009346 Aladtec, LLC Commissioners	
01/30/2025	01/30/2025	Claim/RegDocket	41,239.07	BK:001 CK:313649 Inv:509997 Vend:025648 ERS WIRELESS Commissioners	
01/30/2025	01/30/2025	Claim/RegDocket	26,070.00	BK:001 CK:313662 Inv:SIN262240 Vend:004795 PRIORITY DISPATCH CORP Commissioners	
01/30/2025	01/30/2025	Claim/RegDocket	2,688.00	BK:001 CK:313662 Inv:SIN2700988 Vend:004795 PRIORITY DISPATCH CORP Commissioners	
01/30/2025	01/30/2025	Claim/RegDocket	152.00	BK:001 CK:313660 Inv:300080867 Vend:025777 Nena- NATIONAL EMERGENCY Commissioners	
01/30/2025	01/30/2025	Claim/RegDocket	571.54	BK:001 CK:313643 Inv:8755326903 Vend:025089 AT&T Commissioners	
02/06/2025	02/06/2025	Claim/RegDocket	317.13	BK:001 CK:313950 Inv:5849437 Vend:006022 Indiana Office Of Technology Commissioners	
02/06/2025	02/06/2025	Claim/RegDocket	573.65	BK:001 CK:314128 Inv:2258137908 Vend:025089 AT&T Commissioners	
02/06/2025	02/06/2025	Claim/RegDocket	126.85	BK:001 CK:314130 Inv:0610609 Vend:021236 Comcast Cable Commissioners	
02/18/2025	02/18/2025	Claim/RegDocket	898.59	BK:001 CK:314245 Inv:1000902 Vend:001160 Smithville Telephone Co Inc Commissioners	
02/20/2025	02/20/2025	Claim/RegDocket	317.13	BK:001 CK:314343 Inv:5873837 Vend:006022 Indiana Office Of Technology Commissioners	
02/20/2025	02/20/2025	Claim/RegDocket	43,867.00	BK:001 CK:314349 Inv:8230449022 Vend:003896 Motorola Solutions, Inc. Commissioners	
02/28/2025	02/28/2025	Claim/RegDocket	126.85	BK:001 CK:314576 Inv:0610609 Vend:021236 Comcast Cable Commissioners	

Financial

03/13/2025 11:58 AM by JNEWMAN

\*\* Information obtained from the Investment System.

Combined Ledger by Location (All Detail) within Date Span 01/01/2025 thru 02/28/2025

Monroe County

The Last Posted Date is 12/31/2024.

Fund 1222 Monroe County 911 Fund

Loc 0000 No Department

Budget	Effective	Transaction	Transaction	Amount Other Data	
Account Code	Date	Date	Type		
1222.30006.00000.0000	Contractual			No Department	

Estimated		Receipts		Appropriation		Expenditure		Unexpended:	
Current	0.00	0.00	0.00	0.00	46,227.20	588,410.13			
Total	0.00	0.00	710,000.00	121,589.87	Cash:	(121,589.87)			

1222.30028.00000.0000 Training/Travel

No Department

01/01/2025	01/01/2025	Approp/BdgtProj	27,000.00						
01/30/2025	01/30/2025	Claim/RegDocket	360.00	BK:001 CK:313640 Inv:1167250 Vend:021468 Apco International Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	335.00	BK:001 CK:313640 Inv:00092318 Vend:021468 Apco International Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	1,000.00	BK:001 CK:313662 Inv:SN388350 Vend:004795 PRIORITY DISPATCH CORP Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	1,000.00	BK:001 CK:313662 Inv:SN388567 Vend:004795 PRIORITY DISPATCH CORP Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	1,000.00	BK:001 CK:313662 Inv:SN389546 Vend:004795 PRIORITY DISPATCH CORP Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	607.00	BK:001 CK:313662 Inv:SN390293 Vend:004795 PRIORITY DISPATCH CORP Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	155.00	BK:001 CK:313660 Inv:200040266 Vend:025777 Nena- NATIONAL EMERGENCY Commissioners					
01/30/2025	01/30/2025	Claim/RegDocket	380.00	BK:001 CK:313640 Inv:00094015 Vend:021468 Apco International Commissioners					

Estimated		Receipts		Appropriation		Expenditure		Unexpended:	
Current	0.00	0.00	0.00	0.00	0.00	22,183.00			
Total	0.00	0.00	27,000.00	4,817.00	Cash:	(4,817.00)			

Estimated		Receipts		Appropriation		Expenditure		Unexpended:	
Location Totals Current	0.00	58,264.00	0.00	46,227.20	610,593.13				
Total	0.00	2,158,980.34	737,000.00	126,406.87	2,032,573.47				

Financial

03/13/2025 11:58 AM by JNEWMAN

\*\* Information obtained from the Investment System.

Combined Ledger by Location (All Detail) within Date Span 01/01/2025 thru 02/28/2025

Monroe County

The Last Posted Date is 12/31/2024.

Fund 1222 Monroe County 911 Fund

		Estimated					
		Revenue	Receipts	Appropriation	Expenditure	Unexpended:	
Normal	Current	0.00	58,264.00	0.00	46,227.20	610,593.13	
	Total	0.00	2,158,980.34	737,000.00	126,406.87	2,032,573.47	
** Outstanding Investments		Current		0.00			
		Total		0.00			
Fund Totals		Current	58,264.00	0.00	46,227.20		
		Total	2,158,980.34	737,000.00	126,406.87	Cash:	2,032,573.47

Combined Ledger by Location (All Detail) within Date Span 01/01/2025 thru 02/28/2025

Montrose County

The Last Posted Date is 12/31/2024.

		Estimated					
		Revenue	Receipts	Appropriation	Expenditure		
Normal	Current	0.00	58,264.00	0.00	46,227.20	Unexpended:	610,593.13
	Total	0.00	2,158,980.34	737,000.00	126,406.87	Cash:	2,032,573.47
** Outstanding Investments Current			0.00				
	Total		0.00				
Grand Totals	Current	0.00	58,264.00	0.00	46,227.20		
	Total	0.00	2,158,980.34	737,000.00	126,406.87	Cash:	2,032,573.47





# **Monroe County Central Emergency Dispatch Center**

**CALEA Year in Review 2024**

Sarah Taylor  
Director of Civilian Operations

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## **INTRODUCTION**

The Monroe County Central Emergency Dispatch Center (CEDC) completed its 27<sup>th</sup> year of operation, becoming operational in 1997. The Central Emergency Dispatch Center is the primary Public Safety Answering Point for the 12<sup>th</sup> largest county in Indiana, serving roughly 140,836 people and covering 395 square miles. The CEDC provides dispatch services to four law enforcement agencies, four fire departments, and one EMS provider.

### **Law Enforcement**

- Bloomington Police Department
- Monroe County Sheriff's Office
- Ellettsville Police Department
- Stinesville Police Department

### **Fire Department**

- Bloomington Fire Department
- Monroe Fire Protection District
- Ellettsville Fire Department
- Bean Blossom Fire Department

### **EMS**

- IU Health LifeLine Emergency Medical Services

This year-end report provides a synopsis of the operations of the CEDC. These reports are required by Accreditation Standards and are published for public view. As the CEDC continues to make strides to best serve the Monroe County community, this year in review report will continue to provide direction to all involved in the efforts of the center.

# Central Emergency Dispatch Center

*Year In Review 2024*

## ANTICIPATED WORKLOAD

CALEA Standard 1.2.8, 1.2.9B, 6.7.2

### CALLS FOR SERVICE

In 2024, the CEDC dispatched a total of 144,429 calls for service. An increase of 13,544 calls or 10.3% over 2023.

- 113,531 County-wide law enforcement
- 14,563 County-wide fire
- 16,335 EMS

Additionally, the CEDC handled 1,962 tow requests and 5,369 911 texts through TEXTY.

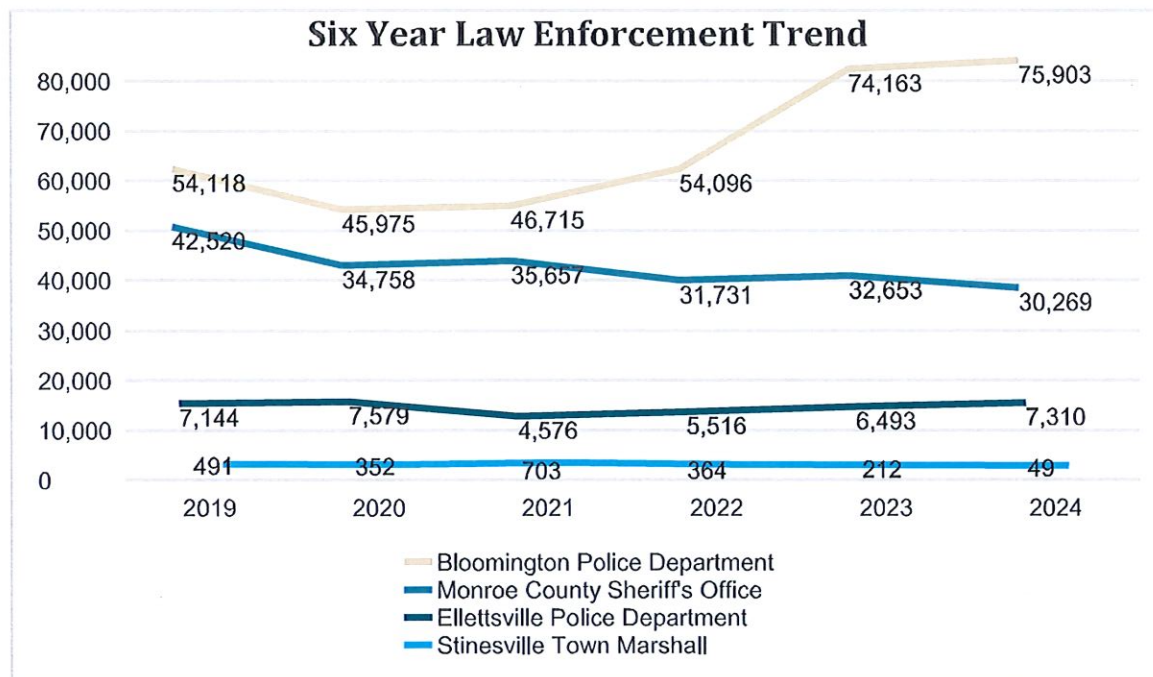
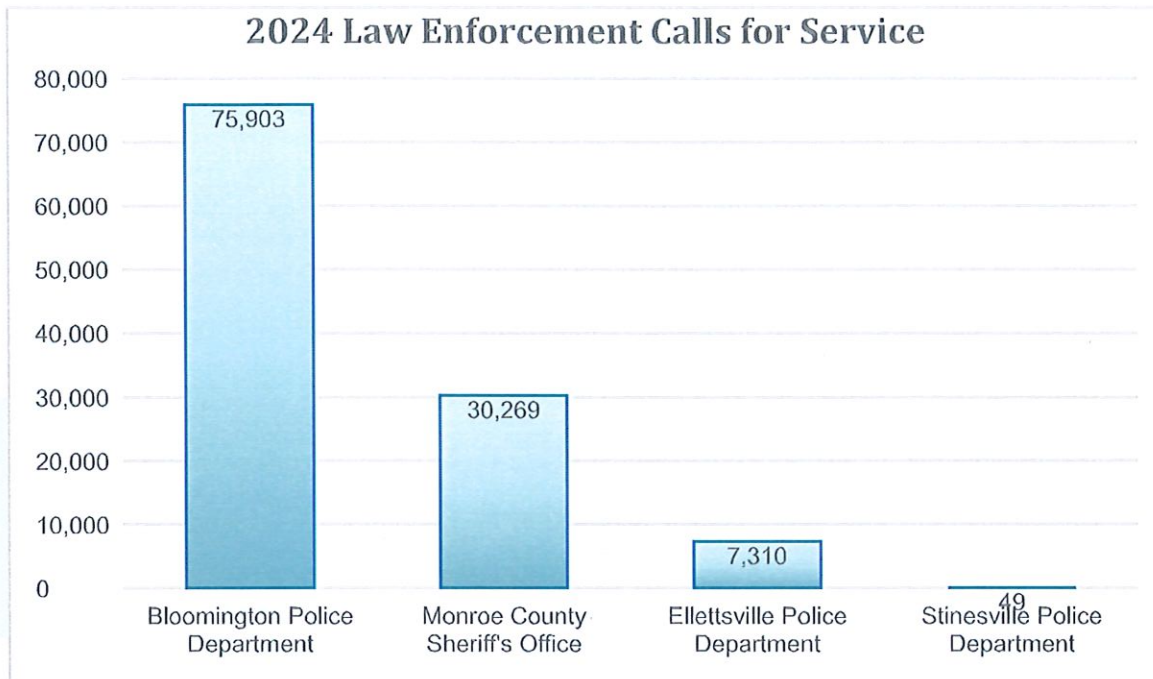
### Law Enforcement

CEDC dispatches for four of the county's law enforcement agencies. Indiana University Police Department (IUPD), IU Health Department of Public Safety, the Department of Natural Resources (DNR), and Indiana State Police (ISP) have their own dispatch centers and their statistics are not included in this report.



# Central Emergency Dispatch Center

Year In Review 2024

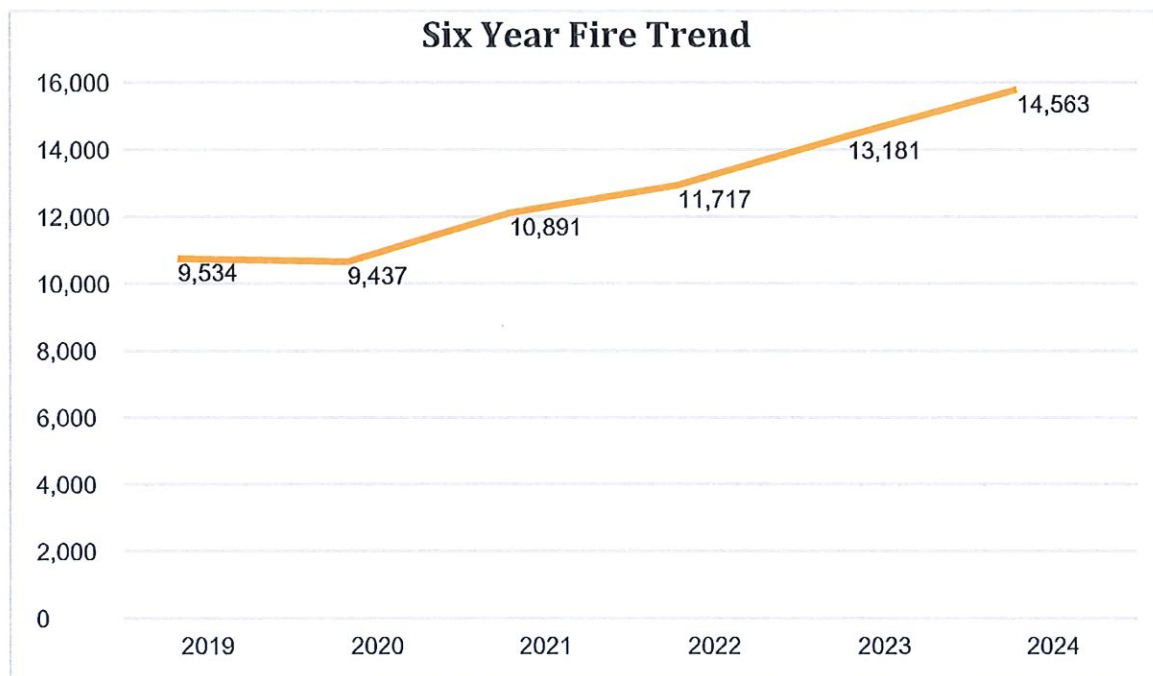


# Central Emergency Dispatch Center

Year In Review 2024

## Fire Service

CEDC dispatches four fire departments that are responsible for providing coverage for the City of Bloomington and Monroe County.

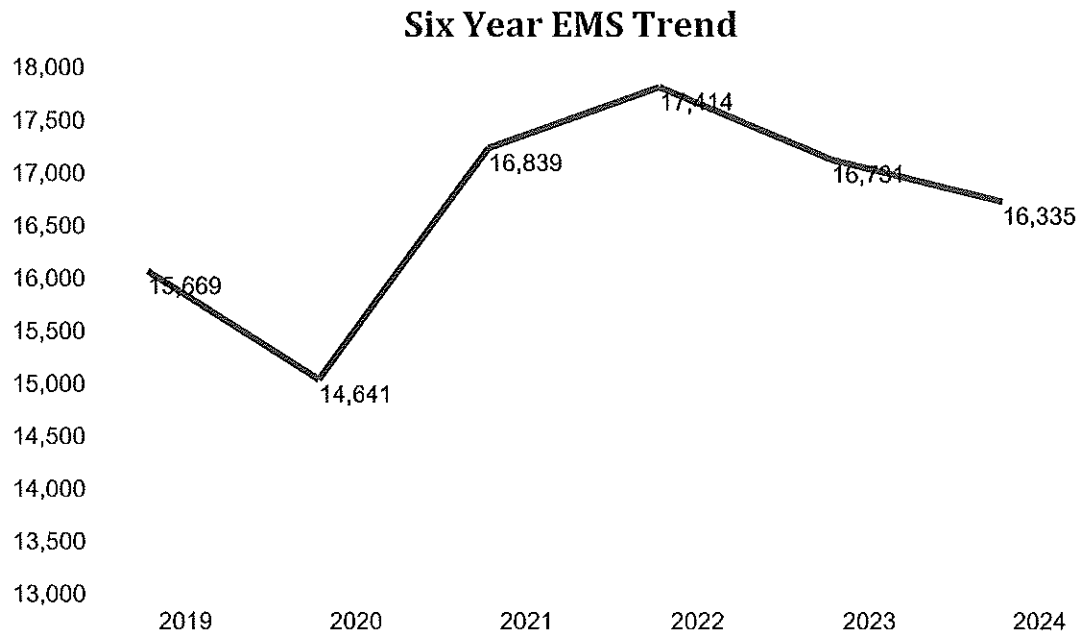


# Central Emergency Dispatch Center

Year In Review 2024

## EMS

IU Health LifeLine Emergency Medical Services is responsible for providing EMS coverage for the City of Bloomington and Monroe County.



# Central Emergency Dispatch Center

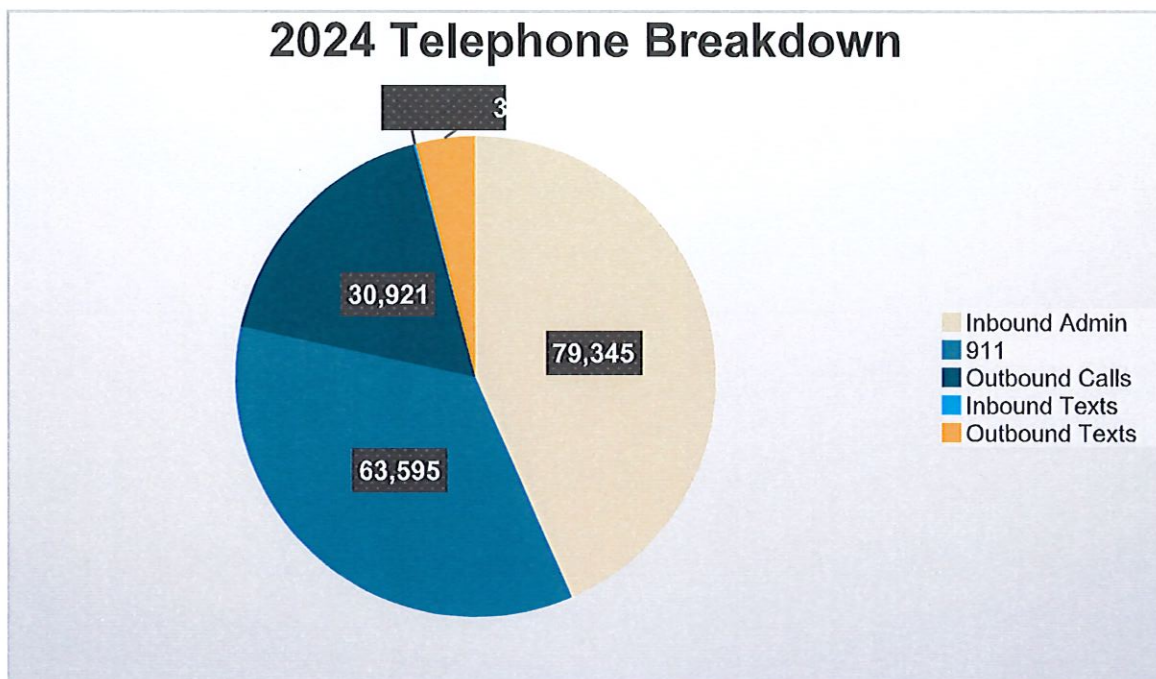
Year In Review 2024

## PHONE ACTIVITY

The CEDC answered 142,940 incoming phone calls in 2024, 63,595 of which were 911 calls, and 79,345 of which were administrative. The CEDC handled a total of 173,861 calls including inbound and outbound.

Text to 911 nearly doubled compared to 2023. In 2024 dispatch answered 600 text to 911 texts, compared to 328 texts to 911 in 2023. The center initiated 4,769 outgoing texts in response to 911 hang-up calls; a decrease of 3,053 texts compared to 2023.

The National Emergency Number Association (NENA) states that 90% of all 911 calls arriving at a Public Safety Answering Point (PSAP) should be answered within 10 seconds. The CEDC answered 98.49% of all 911 calls within 10 seconds. NENA states that 95% of all 911 calls arriving at a PSAP should be answered within 20 seconds. The CEDC answered 99.32% of all 911 calls within 20 seconds. The CEDC improved call answer time within the 10-second threshold by 0.08% compared to 2023.





## **Central Emergency Dispatch Center**

### *Year In Review 2024*

The average length of a 911 call from the time answered to the caller being released was 107.5 seconds, an average decline of 4.5 seconds per call compared to 2023. The decreased call time is likely related to the team's familiarity with the Emergency Police Dispatch (EPD) protocols which were new in July of 2023, as well as the ongoing training and improvements in dispatching efficiency over the past several months. These efforts have not only reduced call times but also improved overall service delivery and response accuracy.

## PERSONNEL

Minimum staffing is currently four dispatchers on duty for the first and third shifts and five dispatchers on duty for the middle shift, which is the busiest shift year over year. As part of their regular duties dispatchers are responsible for answering ten 911 lines, seventeen administrative phone lines, ten radio channels, TEXTY text to 911 application, and instant messaging through Spillman mobile data terminals (MDTs). Dispatchers also provide information to responders, IDACS information to officers, monitor Rapid SOS and RAVE for response information and provide life-saving pre-arrival and post-dispatch instructions for caller safety.

Staffing remains a challenge for 911 PSAPs across the county, including the CEDC. 3 hiring processes were held in 2024, one ending in February 2024, one ending in August 2024, and a rolling post ending in February 2025. 13 were hired and 11 of those hired were retained. 2 applicants from the February 2024 hiring process quit during training due to the stress of the job and lack of progression. In 2024, the CEDC had 1 retirement, 2 dispatchers leave for a better schedule with competitive pay and benefits, and 1 dispatcher leave due to life changes.

In 2024, the CEDC's total allocated FTEs were 41, including 2 managers, 6 supervisors, 32 dispatchers, and 1 social worker. By the end of the year, 15 positions remained vacant, including 3 supervisors, 1 social worker, and 11 dispatchers.

To address these vacancies, CEDC plans to conduct two hiring processes in 2025, with a particular focus on filling the remaining dispatch supervisor roles. In 2025, the total FTE count has increased to 45, with 2 managers, 6 supervisors, 36 dispatchers, and 1 social worker. Currently, open positions include 3 supervisors, 1 social worker, and 9 dispatchers.

## TRAINING

CEDC dispatchers continue to make strides towards excellence by attending multiple trainings throughout the year. The training coordinator is attentive to current training opportunities and educational trends in 911, providing quality training opportunities to new and tenured dispatchers.

Notable training accomplishments in 2024:

- 1 dispatcher earned their Excellence in Dispatching certification
- 3 dispatchers started their Excellence in Dispatching certification
- 2 hiring process with 5 retained and working independently
- 5 dispatchers recertified in EMD and EFD
- 1 supervisor completed the CMCP program

Total hours of training for 2024 = 1,212

These hours include the following trainings:

- National NENA Conference
- Indiana NENA Conference
- Denise Amber Lee Foundation - Be The Difference Conference
- Crisis Intervention Training
- CPR
- EMD/EFD/EPD
- Crisis Communications
- Ride-alongs
- TDD refresher
- Missing/Exploited Children
- Deadly Calls, Fatal Encounters
- National APCO Conference

## **OPERATIONAL PROJECTS**

---

In November 2024, the CEDC proudly achieved CALEA accreditation, marking a significant milestone in the ongoing commitment to excellence. The journey to this achievement has been extensive and necessary, with every policy thoroughly revamped, updated, and strengthened. In addition to updating existing policies, new ones were created, and detailed directives were established to ensure full compliance with all CALEA standards. This process has not only reinforced strengths but has also illuminated areas for improvement, driving the CEDC toward greater operational excellence. The CEDC is honored to be one of only two accredited centers in the state, a testament to the dedication to the highest standards of public safety communications.

To further enhance operational performance and build on the CEDC's mission, vision, and values (MVV), MVV statements were strategically placed throughout the dispatch center. This initiative serves as a daily reminder to the team of the core principles that guide this important work.

In support of the safety and well-being of staff, a security camera was installed facing the parking lot to monitor dispatcher safety as staff arrive and leave the building, providing an additional layer of protection.

Further advancing preparedness, the Emergency Operations Plan (EOP) was finalized, distributed, and tested with the team, offering a real-world preview of how the CEDC would implement the plan during an emergency. Additionally, the CEDC developed a Solar Eclipse Plan, a first for the center, ensuring preparedness for unique situations that may arise.

In 2024, a dedicated CEDC supervisor began conducting quality assurance reviews on Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocols. By providing this service in-house, the CEDC can ensure more consistent and timely reviews, allowing recurring issues to be addressed swiftly. Dispatch staff has consistently improved compliance with protocols year over year, exceeding expectations in all areas.

A key initiative for 2025 is the exploration of a 12-hour scheduling solution to improve work-life balance for the team. With the potential implementation of a Pittman schedule in mid-2025,

## **Central Emergency Dispatch Center**

*Year In Review 2024*

dispatchers will benefit from every other weekend off, as well as more balanced shift coverage during peak call volumes.

To improve efficiency, the CEDC has transitioned to receiving some alarm calls via text rather than phone, further enhancing workflow. Additionally, new software tools are being procured, such as Aladtec for streamlined scheduling and RAVE for mass alerting, both of which will further enhance operational capabilities and responsiveness.

These ongoing projects and improvements reflect the CEDC's unwavering commitment to excellence and focus on continuous growth to better serve the Monroe County community.

## **MULTI-YEAR PLAN**

### **Long-Term Goals and Operational Objectives**

**CALEA Standard: 1.2.3, 1.2.5, 1.2.6, 1.2.8, 1.2.9A&E, 5.1.1C, 6.1.5D, 6.7.2**

### **GOALS- PROGRESS & LOOKING FORWARD**

**Goal:** CALEA accreditation

Reach CALEA accreditation in 2024

**Outcome:** Completed in 2024.

**Goal:** Improve Training Opportunities

Provide quality training opportunities to develop CEDC staff

**Outcome:** Partially completed. 1 dispatcher completed their Excellence in Dispatch Certificate, 3 dispatchers started the process, and 1 supervisor completed CMCP training.

**2025 Objective:** The Training Coordinator will continue to offer training opportunities to the team and actively encourage dispatchers to obtain their Excellence in Dispatching Certificate. Additionally, the Training Coordinator will collaborate regularly with Communications Training Officers (CTOs) to refine and enhance the CTO program, ensuring consistency and quality in training across the CEDC.

**Goal:** Improve interoperability

Ensure all consoles are fully encrypted to support our law enforcement partners

**Outcome:** Project delayed to early 2025 due to an equipment error by vendor.



# Central Emergency Dispatch Center

*Year In Review 2024*

## **Goal:** Staffing

Approach fuller staffing levels

**Outcome:** Staffing goal is partially complete with more work to be done, with two hiring rounds in 2024 resulting in the retention of five dispatchers. The third hiring process, initiated in 2024, is expected to be completed in early 2025, with an additional five new hires.

**2025 Objective:** Dispatch management will continue to make strides to achieve full staffing with a series of hiring processes and comprehensive training for new hires. Dispatch management aims to attract those with dispatch experience who are certain they enjoy dispatching and can handle the stressors of the job. Those who have previous experience in dispatching have the opportunity to be fast-tracked through training. In 2024, the CEDC trialed a rolling job post method for the first time and found 5 highly qualified candidates of whom all accepted the job offer. Dispatch management plans to make future job posts rolling posts for 2-3 month time periods to attract the best talent.

## **Goal:** Employee satisfaction

Support the growth, education, comfort, and morale of staff

**Outcome:** Delayed to 2025. Although a Pittman schedule was not achievable in the past due to several obstacles from the previous HR administration, persistent advocacy from CEDC and BPD Admin has now garnered the attention of the Office of the Mayor and the new HR administration.

**2025 Objective:** CEDC management is focused on creating the most comfortable environment possible for dispatch by striving to implement Pittman mid-year 2025. This schedule provides every other weekend off and a better work/life balance. Through the City of Bloomington's new pay grade and step pay system, the implementation of a Pittman schedule in 2025, developing the supervisor team, and CALEA accreditation in 2024, the CEDC is making every effort to become the exemplary center in the region.

## **Goal:** Increase backup call-taking capability

Acquire 2 additional VESTA Command Posts

**Outcome:** Completed in 2024.

## Central Emergency Dispatch Center

*Year In Review 2024*

**Goal:** Increase backup call-taking capability

MEVO phone replacement and add 2 additional

**Outcome:** Wiring installation by ITS staff completed in 2024, INdigital delayed this project due to sourcing issues and updates have not been provided.

**Goal:** Increased communication with community and first responders

Implement Prepared Live

**Outcome:** This project has been postponed to 2025 due to several high-priority projects taking precedence.

**2025 Objective:** Implementation will occur after the February classroom training is completed.

Prepared Live enables media sharing including pictures, videos, and video chat. Prepared Live allows the CEDC to share critical information with first responders before they arrive onscene.

**Goal:** Center Safety

Camera installation within the CEDC

**Outcome:** Completed in 2024.

**Goal:** Become fully backup capable

Purchase backup portable radios in 2025-2026

**Outcome:** To occur in 2025. Approved in 2025 budget.

**2025 Objective:** The CEDC has budgeted for a mobile radio solution through Motorola that is internet-based and can be run off laptops. This radio solution will enhance backup capabilities and will be an asset when evacuating the center. This solution eliminates the use of handheld radios and ensures better communication with first responders. This addition will make the CEDC fully backup capable including radios, CAD, and phones. This will allow the CEDC to transform any secure space into a backup 911 center. As technologies change, permanent backup PSAPs are becoming a thing of the past. The CEDC looks forward to being fully backup mobile.

# Central Emergency Dispatch Center

*Year In Review 2024*

## **Goal: Leadership**

Fill 3 remaining supervisor roles and the Telecommunications Manager role

**Objective:** Attention will be given to developing leadership in the center with stress on filling the remaining supervisor positions and the Telecommunications Manager role. With these roles filled, communication with all staff and the development of dispatchers will improve. The City of Bloomington's new pay structure is designed to enhance benefits for leadership roles, helping to attract greater interest in these positions.

## **Goal: Morale**

Improve morale within the CEDC

**Objective:** Implement the recommendations from the Bloombase report within the dispatch center to enhance communication, boost morale, and foster a sense of community and camaraderie among the team. Adopt a top-down approach to improve morale, recognizing the fast-paced and high-stress nature of this profession.

## **Goal: Emergency Preparedness**

Develop Continuity of Operations Plan (COOP)

**Objective:** While the EOP plays a crucial role in mitigating risk and preparing the team for disasters, its primary focus is on ensuring employee safety and establishing immediate communication. In contrast, the COOP is designed to address more prolonged events. This plan will help the CEDC focus on the broader scope of disaster recovery, ensuring preparedness for even the most catastrophic situations.

## **ANTICIPATED CAPITAL IMPROVEMENTS & EQUIPMENT NEEDS**

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**CALEA Standard 1.2.8, 1.2.9D&E, 6.7.2**

**UPS-** Replace UPS A

Timeline: 2025

Cost: \$45,000

**Motorola Consolettes-** Replace 22 APX Consolettes- out of support 6/30/25

Timeline: 2<sup>nd</sup> Quarter 2025

Cost: 219,483

**Motorola Radios-** Mobile Radio Solution to replace handheld radios when relocating

Timeline: 2025

Cost: \$16,180

**MDTs-** Capital Replace x4

Timeline: 2025

Cost: \$12,000

**Motorola Radio Consoles-** MCC7500 VPM Upgrade to MCC7500e

Timeline: 2026

Cost: \$35,000

## **REQUIRED REPORTS**

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### **Risk Management Program**

#### **CALEA Standard 1.2.1D, 1.2.3, 1.2.8, 2.2.5, 6.7.2**

An annual review of the Risk Management Program was conducted on 2/26/25. The annual OSHA Form 300A report was posted on 1/30/25. To effectively assess the risks affecting the CEDC, the following factors are analyzed:

- CAD incident count
- Inbound phone activity
- Workplace injury incidents
- Incorrect address incidents
- Improper call-handling incidents
- Incorrect radio procedures
- EMD, EPD, and EFD compliance levels
- System downtime

By examining these components, CEDC management gains a comprehensive understanding of the risks within the center and their impact on the community. To mitigate risk, stress, operational errors, and downtime during disasters, the following actions have been implemented:

- Development and implementation of the EOP
- Installation of security cameras
- Personnel early intervention system through Guardian to detect early signs of stress

#### **Key Findings:**

- The continued growth of Bloomington and Monroe County has led to increased call volume and resource deployment, resulting in greater responsibilities for dispatchers in managing calls and tracking first responders.
- Ongoing communication with external agencies has resolved discrepancies, ensuring Central Dispatch effectively serves all nine agencies within Monroe County.

# Central Emergency Dispatch Center

*Year In Review 2024*

- The implementation of Guardian tracking and in-house ProQA queuing has enhanced incident tracking, providing a detailed and comprehensive liability analysis.
- Address errors continue to be a challenge and must be closely monitored for timely intervention.
- Prolonged system downtime, particularly during inclement weather events and power outages, poses a significant risk to ongoing operations. A COOP is crucial for effectively addressing these challenges.

## Component Goals and Objectives

**CALEA Standard 1.2.3, 1.2.5, 1.2.6, 1.2.8, 1.2.9E, 5.1.1C, 6.7.2**

### Continuing Education

**Goal:** Provide training support to CTO staff to develop the program further

**Objective:** Create and implement further training for CTOs and supervisors. Regular meetings with CTOs will be held to ensure alignment on training objectives and to address any challenges, ensuring all trainees receive the same high-quality instruction and maintain consistent performance standards.

### Dispatch Procedures

**Goal:** Provide quality care to the community by improving address accuracy errors

**Objective:** Through a combination of classroom instruction and hands-on training, staff learn the importance of address accuracy from day one. This value is reinforced throughout the training process, both with a CTO and once the dispatcher is working independently. Address errors are promptly addressed as they occur. To mitigate common issues, such as multiple businesses with the same name on the same road, the CEDC is committed to identifying problem areas early, helping dispatchers quickly familiarize themselves with the county's geographical layout.



# Central Emergency Dispatch Center

*Year In Review 2024*

## 911 Technology Upgrades

**Goal:** Explore AI technologies to accelerate response and search times

**Objective:** The CEDC will explore AI-driven solutions across all software platforms as new technologies emerge, ensuring industry leadership in system efficiency and software innovation. The initial focus will be on implementing AI transcription for call audio and radio recordings through Equature, reducing the time spent locating and transcribing key messages, thereby enhancing efficiency and streamlining the review process.

## **Annual Review of Specialized Assignments**

### **CALEA Standard 1.2.8, 1.3.3A-C, 1.3.4, 6.7.2**

The CEDC currently has a position listed as a specialized assignment. This is the Communications Training Officer (CTO) position. This position requires advanced training and is in addition to the normal duties of the dispatcher.

Communications Training Officer- The purpose of this position is to provide basic hands-on training for newly hired dispatchers who are in the “in-room” phase of training. This position is responsible for providing thorough training to new hires and daily observation reports (DORs) to ensure new personnel are progressing through training appropriately.

## **Community Involvement Report**

### **CALEA Standard 1.2.8, 2.6.3, 6.7.2**

The Annual Community Involvement Report serves as a critical tool to inform the Administration of situations that may impact public safety communications within the community. This report highlights potential issues that could affect the accuracy and efficiency of emergency response.

## Community Involvement

In 2023, a potential problem having a bearing on public safety included the road centerline v the address options within Spillman CAD. When the road centerline option is selected instead of the address point, there is a risk of dispatching the wrong fire service, which could delay emergency response times and compromise public safety. To mitigate this risk, dispatchers are

# Central Emergency Dispatch Center

*Year In Review 2024*

actively ensuring that the locator name field is enabled on their address validation screen. This step is a proactive measure that allows dispatchers to verify and select the correct address point, ensuring the right emergency services are dispatched to the correct location. By taking these extra precautions, dispatchers are helping to maintain the highest standards of accuracy and reliability in public safety communications.

The Quality Assurance & Quality Improvement (QA/QI) program is now fully managed in-house, ensuring consistent and timely reviews. This approach enables supervisors to effectively address recurring issues, such as address and call-handling errors.

In 2024, industry partners identified a significant concern regarding mass casualty incidents (MCIs). Local hospitals may not have sufficient capacity to accommodate the surge of patients, and there may not be enough ambulances available to transport patients to other facilities. In response to this challenge, along with other related concerns, the Monroe County Emergency Management Agency (EMA) has initiated the development of an MCI Plan. The CEDC has been actively involved in the planning process, offering valuable insights into dispatch capabilities and providing education on dispatch operations during a mass incident. Once the MCI plan is finalized, it is recommended that all Monroe County service providers participate in a county-wide training exercise to ensure readiness.

## Public Education

The CEDC aspires to provide public education on 911 including the significance of expressing the address of the emergency expediently to get first responders on the way. The CEDC is committed to meeting with and educating the community more by engaging in community events including:

- BPD's Citizen's Academy
- National Night Out
- Boo to Drugs Halloween Event with the Drug Enforcement Administration (DEA)
- Quality tours and sit-alongs within the dispatch center

# **Central Emergency Dispatch Center**

## *Year In Review 2024*

In 2024, the CEDC organized and facilitated a total of eight comprehensive tours, offering an in-depth look into the operations of the center. These tours were attended by 26 outside professionals from a variety of fields, including local area Mayors, representatives from the Commission on Accreditation for Law Enforcement Agencies (CALEA), members of the IN911 Board, members of the Department of Homeland Security (DHS) as well as dispatchers and administrators from various other centers. Additionally, public safety personnel from multiple sectors participated in these tours to gain a deeper understanding of the CEDC's procedures and technologies.

Throughout the year, the CEDC also provided valuable observational opportunities for 15 individuals, including dispatchers and fire personnel, who were interested in learning more about the inner workings of a busy dispatch center. This initiative not only helped enhance the participant's knowledge and skills but also promoted the exchange of best practices across different departments and centers, contributing to an overall improvement in public safety operations and inter-agency collaboration.

### **Personnel Early Warning System Annual Review**

#### **CALEA Standard 1.2.8, 3.4.7E, 6.7.2**

Guardian tracking was implemented in early 2024. Issues that appear to be reoccurring on an individual level or center-wide are addressed before the situation escalates. These issues can include counseling, additional training, attendance, tardiness, call handling, general items, grooming/dress, performance improvement plans, ProQA issues, radio procedures, and significant emotional events.

CEDC management has reviewed definitions of employee behaviors and actions, threshold and trigger levels for initiating a review of an employee's actions, and as Guardian tracking has not yet been fully implemented for a calendar year, CEDC management is still compiling data on its efficacy. Dispatch supervision is consistent in tracking both positive and negative interactions within the system. In 2024, there was one positive recognition flag for a dispatcher and no early warning flags. In 2025, the efficacy of the early warning system will continue to be monitored to determine if any changes need to be made.

# **Central Emergency Dispatch Center**

*Year In Review 2024*

## **Annual Grievance Analysis**

### **CALEA Standard 1.2.3, 1.2.8, 1.4.11, 3.5.1, 3.5.2, 3.5.3, 6.7.2**

There was one grievance submitted to the Director in 2024 for an incident occurring in 2023. The grievance was voluntarily held for the new HR administration in 2024. After full review by HR the grievance was upheld. The analysis did support our current practice and department philosophy which we believe results in few to no grievances filed annually:

- CEDC staff adhere to Written Directives, Standard Operating Procedures, and the City of Bloomington's Personnel Manual.
- All disciplinary actions are documented in writing, signed, and include references to the City of Bloomington's Uniform Disciplinary Policy, Section 11.01.
- CEDC leadership staff maintain open communication and transparency in all actions.
- CEDC leadership fosters an open-door policy, encouraging staff to bring forward concerns as they arise.
- Grievance policies and procedures are reviewed annually as part of the analysis, with updates made based on best practices or changes in industry standards.
- The City of Bloomington's HR department participates in any investigations involving disciplinary actions with CEDC employees.

After conducting the analysis and review, there were no recommended changes to the Chief in regards to policy, procedures, or training in respect to grievances.

## **Annual Analysis of Recruitment Plan**

### **CALEA Standard 4.1.3**

An annual review of the Recruitment Plan was conducted on 2/26/25 to attract the highest quantity of quality applicants. The CEDC has implemented rolling job posts to attract new talent. By keeping job postings open for 2-3 months, a steady flow of high-quality applicants can be ensured. This extended timeline allows for reaching a broader audience, attracting a greater volume of qualified candidates, and increases the chances of selecting the best fit for the role. The



# **Central Emergency Dispatch Center**

*Year In Review 2024*

CEDC has partnered with the City of Bloomington to create behind-the-scenes videos that showcase current staff and highlight the meaningful work being done in the community.

## **Annual Statistical Report of Complaints & Internal Investigations**

### **CALEA Standard 1.4.11**

A complaint log form was created and published in early 2024 for the CEDC. The CEDC received four complaints from the public regarding dispatch staff. Two complaints were unfounded, one was intended for an employee in a different division, not CEDC personnel, and one was found to be factual, where a dispatcher unintentionally provided inaccurate information. This incident was reviewed with the dispatcher and corrected. No internal affairs investigations were conducted regarding CEDC staff in 2024.

## **Annual Generator Inspection**

### **CALEA Standard 1.2.8, 6.4.3C, 6.7.2**

Generator inspections are conducted by Cummins under the direction of the City of Bloomington's Director of Public Works. The Director of Public Works performs and documents monthly tests, quarterly full-load tests, and an annual preventive check of the CEDC generator. All quarterly load tests have shown no issues in diagnostics.

In November 2024, during an extended period of use, the circuit board on the Dispatch Generator triggered a fault code, preventing the generator from restarting properly. As a result, the dispatch center was without power for approximately an hour. The circuit board was replaced within the same week and has since undergone multiple successful tests. The most recent quarterly load test showed no issues, and the generator has been operating properly since.

Following the November outage, facilities personnel developed a Manual Generator Start-Up Guide for dispatch staff. Additionally, management has been trained on the generator's location, the placement of its keys, and how to manually force-start the generator if necessary.

# Central Emergency Dispatch Center

*Year In Review 2024*

## Emergency Operations Plan Annual Review

### CALEA Standard 1.2.8, 6.7.2, 7.1.2I

In 2024, the Telecommunications Manager completed the EOP for the CEDC, outlining procedures for evacuating the facility in the event of a disaster. The plan was distributed to the CEDC team in March 2024 and will be reviewed annually.

During the EOP training in July 2024, no issues were identified with the EOP itself. However, improvements were suggested regarding evacuation procedures in the dispatch center. These changes include relocating to a larger backup center in the event of a prolonged outage, ongoing training on the EOP and evacuation protocols, the purchase of additional equipment, and ensuring that the VESTA go-kits are stored outside the dispatch center.

As the EOP is thorough and newly updated to encompass all aspects of dispatch, including technology and evacuation procedures, no further changes are necessary at this time.