

Central Emergency Dispatch Policy Board Regular Session

May 19, 2026, Bloomington Police Department Training Room, 220 E. 3rd St.

Call to Order

Board member BPD Captain Ryan Pedigo called the May 19th regular session to order at 10:00 a.m. Board members also present were BFD Chief Roger Kerr, IUPD Deputy Superintendent Anthony Williams, Monroe Fire Assistant Chief Jeff Combs and MCSO Staff Sergeant Michael Ruiz.

Also in attendance were:

Enedina Kassamanian (City of Bloomington Legal Department)

Sarah Shahnavaz (Bloomington Police Department)

Katie Rock (Bloomington Police Department/ Central Emergency Dispatch Center)

Jarrold Bailey (Bloomington Police Department/Central Emergency Dispatch Center)

Eli Eccles (Bloomington Police Department)

Cheryl Hinds (Bloomington Police Department/ Central Emergency Dispatch Center)

Margie Rice (City of Bloomington Legal Department)

Justin Roddye (Monroe County Legal Department)

Jason Hess (IU Health LifeLine)

Brad Warren (IU Health LifeLine)

Bob Wilhoit (IU Health LifeLine)

Approval of Minutes

Board member Combs motioned to approve the minutes from the February 3rd Special Session. Board Member Ruiz seconded the motion. None of the board members had questions or objections, all items were approved.

Personnel Update

Board member Pedigo asked Telecommunications Manager Jarrod Bailey if he had any personnel updates to share. Jarrod shared that there are still 12.1 vacancies to fill in dispatch; the .1 accounting for the part time dispatcher on staff. Currently there is one external telecommunications supervisor and one telecommunicator in training. Board member Pedigo asked about the recent hiring process. Jarrod Bailey stated that they received 114 applications from the latest job posting, conducted 44 telephone interviews, and 19 in person interviews. At this time there are 5 applicants moving forward with a hiring timeline in late June/ early July.

Committee Reports

There are no active committees, so there was nothing reported.

Report of Statistics

Telecommunications manager, Jarrod Bailey reviewed the new statistics report provided in the meeting packet, pointing out that the report is more focused on dispatch itself versus external agencies served. NENA standards state that 90% of 911 calls arriving at the PSAP *shall* be answered within 15 seconds and 95% of all 911 calls *should* be answered within 20 seconds. Jarrod reported that the CEDC consistently exceeds the NENA standards for 911 call answering times. Major incidents are also included in the report; specifically the tornado on February 19, 2026 which resulted in an increase of 911 calls to the center with reports of storm damage. Finally, the new report also provides the board with information on training hours completed by the telecommunicators as well as current staffing data for January through April 2026. Board member Williams had a question about whether there was data available to show how many 911 calls were received that were for IUPD. Jarrod Bailey explained that most of the 911 calls the CEDC receives for IUPD are for medical runs and would fall into that reporting category rather than IUPD specifically. Any IUPD calls received that are of a law enforcement nature would be transferred directly to IUPD and would not be tracked by CEDC. Board member Pedigo called attention to the inclusion of the multi year plan that was included in the meeting packet as required by CALEA standards which reports on the goals for the center moving forward through 2028.

Old Business

There was no old business to report.

Approval of Claims

Board member Pedigo gave an overview of the claims for January 2026 - April 2026. One claim of note was for \$22,904.91 for new desktop computers for each position in the dispatch center, otherwise there were no other claims outside of normal expenditures. Board member Combs moved to approve the claims. The motion was seconded by Board member Pedigo and approved.

New Business

No other new business was reported

Police/ Sheriff/ Fire/ EMS Business

EMS- Jason Hess introduced himself to the board. He is the new director of IU Health LifeLine. Bob Wilhoit with IU Health LifeLine IT provided an update on the AVLs. Units are still continuing to experience loss of service due to modems being obsolete on 4G. They are working with their vendor to secure new modems for testing. IU Health Lifeline also discovered that the service they have through Verizon is not true Frontline service so they are looking to go with Frontline service or AT&T FirstNet.

Board member Pedigo also congratulated telecommunicator Breanna Axsom for receiving the Valor Award at an awards ceremony held by the Northside Exchange Club and the Bloomington Chamber of Commerce on May 14, 2026.

Public Comment

No members from the public made comments.

Next Meeting

Board member Pedigo stated that the next meeting will be a special session in June that will be for the approval of the budget. Board member Pedigo called the meeting adjourned at 10:14 a.m.