

2016 Monroe County Central Emergency Dispatch Center Year-end Report

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Introduction

Monroe County Central Emergency Dispatch just completed its 19th year of operation, having begun in 1998. The Central Emergency Dispatch Center is the primary Public Safety Answering point for the 12th largest county in Indiana serving a population of 137,974.

This Year End Report provides information regarding the operations of CEDC. The CEDC provides services for four law enforcement agencies, eight fire departments and one EMS provider.

Law Enforcement

Bloomington Police Department
Ellettsville Town Marshal

Monroe County Sheriff Office
Stinesville Town Marshal

Fire Department

Bean Blossom Fire Department
Benton Township Fire Department
Bloomington City Fire Department
Ellettsville Fire Department

Indiana Creek Fire Department
Northern Monroe Fire Territory
Perry Clear Creek Fire Department
Van Buren Fire Department

EMS

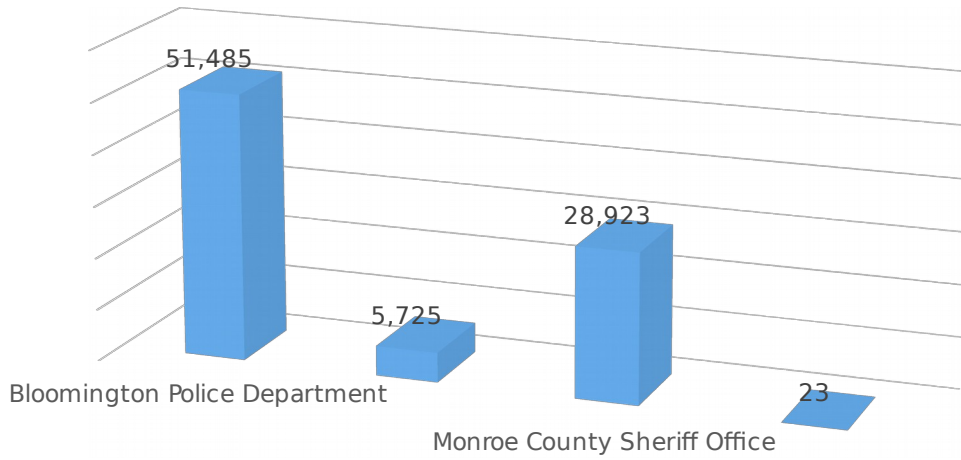
IU Health Emergency Medical Transport Service

Calls for Service

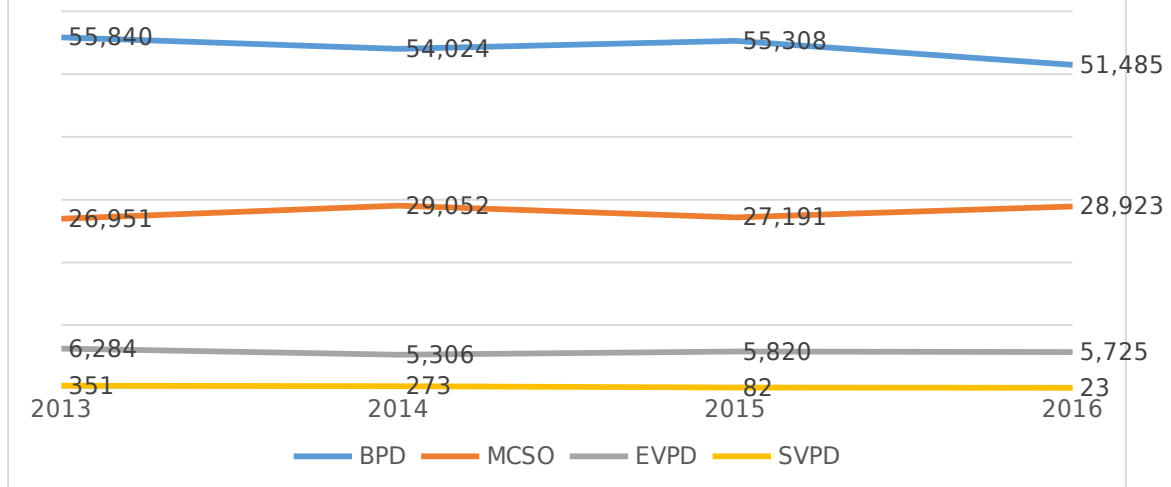
In 2016, Monroe County CEDC dispatched 108,620 calls for service. Of these calls, 86,156 were for law enforcement in nature, 9,236 were countywide fire responses and 13,228 were responses by IU Health EMS.

Included in the charts below are the 2,412 tow company requests that were handled by Central Dispatch.

2016 Law Enforcement Calls for Service

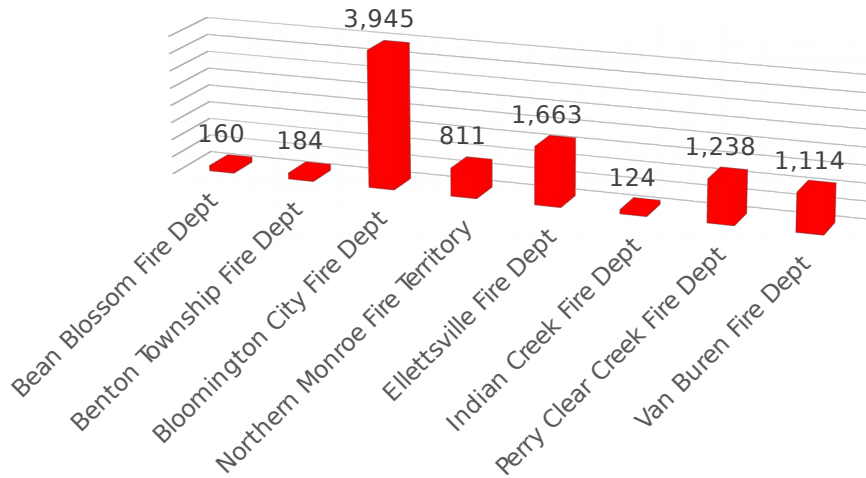


Law Enforcement 4 Year Trend

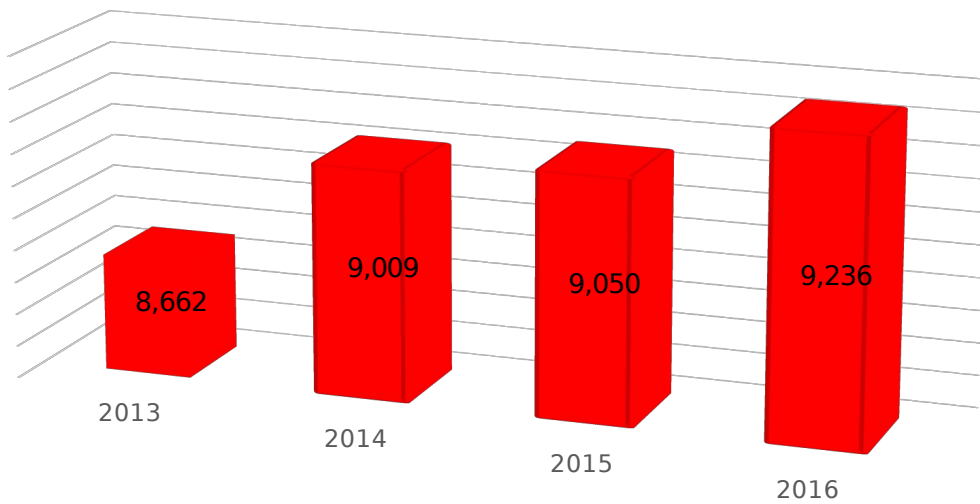


Fire Service

2016 Fire Calls for Service by Department

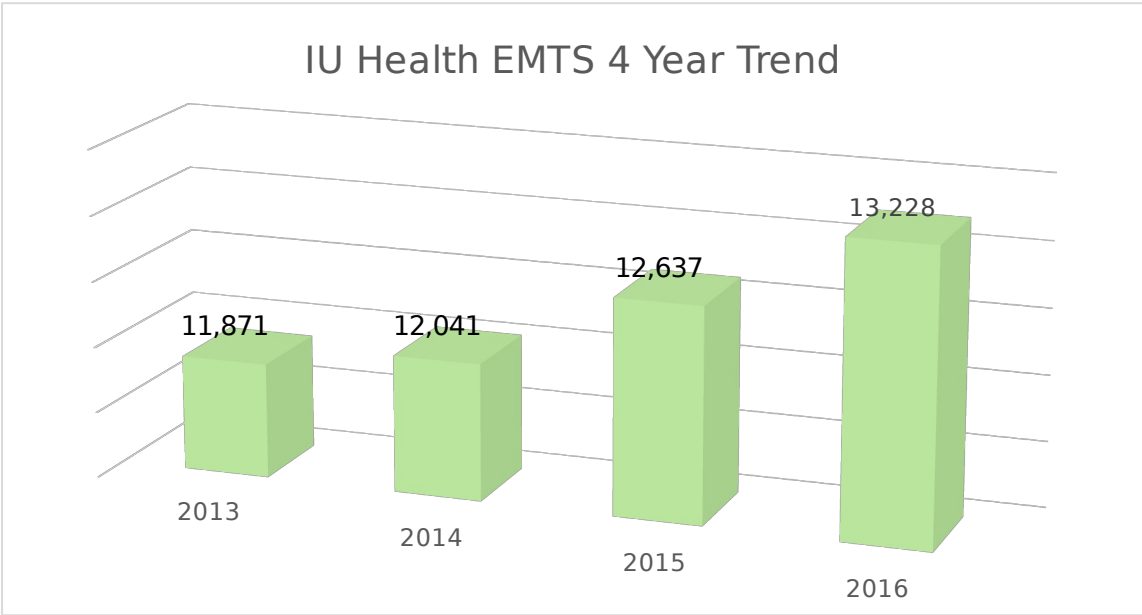


4 Year Fire Trend

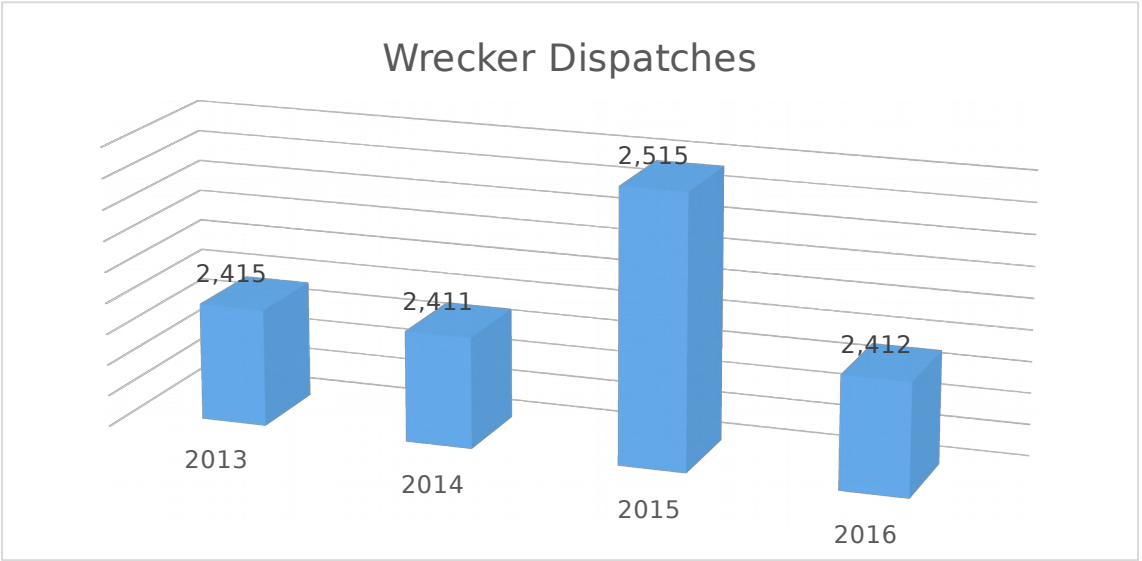


EMS Dispatches

The dispatching of EMS units continues to have the highest yearly increase in calls for service among the agencies we dispatch.



Towing Services



2016 Phone Activity

Monroe County CEDC answered 163,898 in-coming phone calls in 2016; 66,070 of which were 9-1-1 calls. The rest were split between city and county administrative

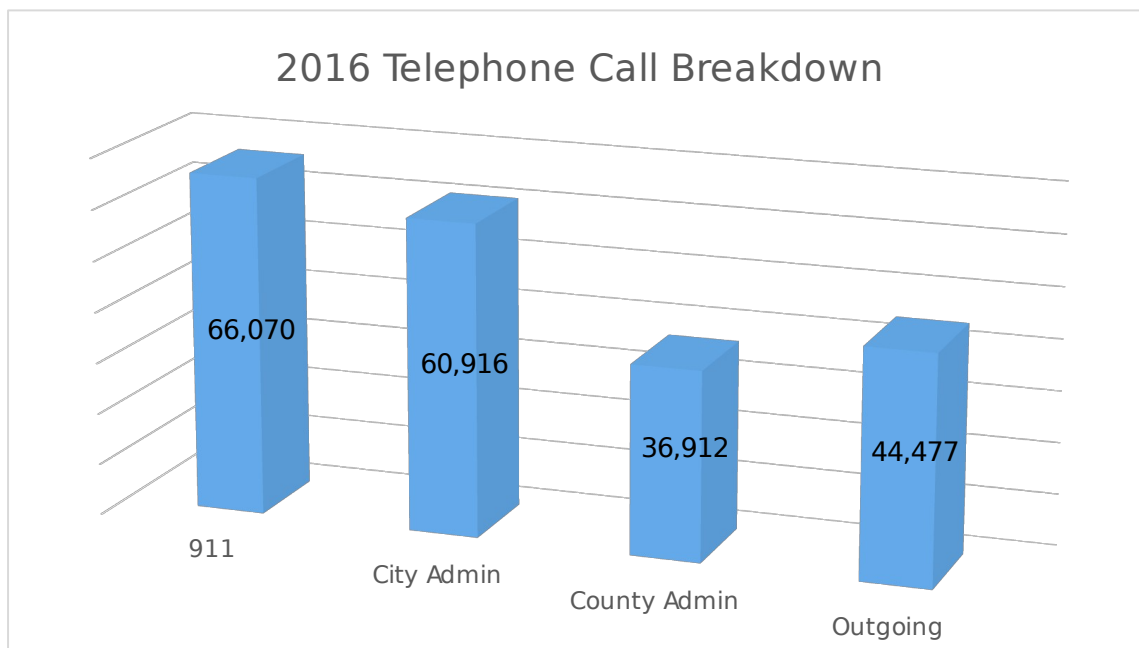
phone lines. When including outgoing phone calls, CEDC handled 208,375 telephone calls.

Of the 66,070 9-1-1 calls received by the CEDC, 81% were cellular in nature.

Not included in the above totals were Text to 9-1-1 calls that were handled. The CEDC responded to 204 Text to 9-1-1 calls in 2016. During this same period, the CEDC initiated 7,370 outgoing texts; these were in response to 9-1-1 hang-up calls.

The National Emergency Number Association Standards states that ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour of each day with the greatest call volume. Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

CEDC's average answering time for 9-1-1 calls was five (5) seconds. Half of what the NENA Standards suggests.



Phone calls handled by CEDC during 2016 totaled 208,375.

Personnel

2016 continued to be a difficult year from a staffing standpoint. Since the beginning of 2017, we have already had one dispatcher resign to take a position elsewhere in the city.

We currently have 25 positions approved for staffing

Allocated Positions include:

- 1 Communications Manager
- 1 Training Coordinator
- 3 Shift Supervisors who work as dispatchers 95% of the time
- 20 dispatchers including one part-timer
- 18 dispatcher positions currently filled
 - o 3 employees resigned
 - o 3 employees hired (currently in training)
 - o 2 position currently open

BY the National Emergency Number Association (NENA) standards, we should have 30 dispatchers; not including supervisors.

With the exception of one county employee, all of the county employees were made city employees effective December 19th

As of December 31st, 2016:

- 4 employees with 25-36 years' experience
- 6 employees with 10-16 years' experience
- 5 employees with 5-9 years' experience
- 3 employees with 1-4 years' experience
- 3 employees with less than 1 year (currently in training)

Our most recent application process closed on January 20th. This process netted 19 applicants.

Our current turnover rate is 18% a year, which falls within the national average of 19%. Some centers in Indiana are seeing as high as 30%.

Top reasons for dispatchers leaving

- Seeking employment in M-F 9-5 jobs
 - o Some will even take lower paying positions just to have what they consider a normal life
- Increased demands on dispatchers within the center
- Large amounts of overtime required to cover vacant positions due to staffing shortage and illnesses
- Little to no room for advancement
- Pursuing employment in other public safety related fields
 - o Stepping stone to become police officers or fire fighters

CEDC employees accumulated 722 hours of training covering a variety of topics. This is down from previous years due to staffing issues.

Overtime continues to be a problem within CEDC with dispatch employees working 2,850 hours of overtime, the equivalent of 356 days.

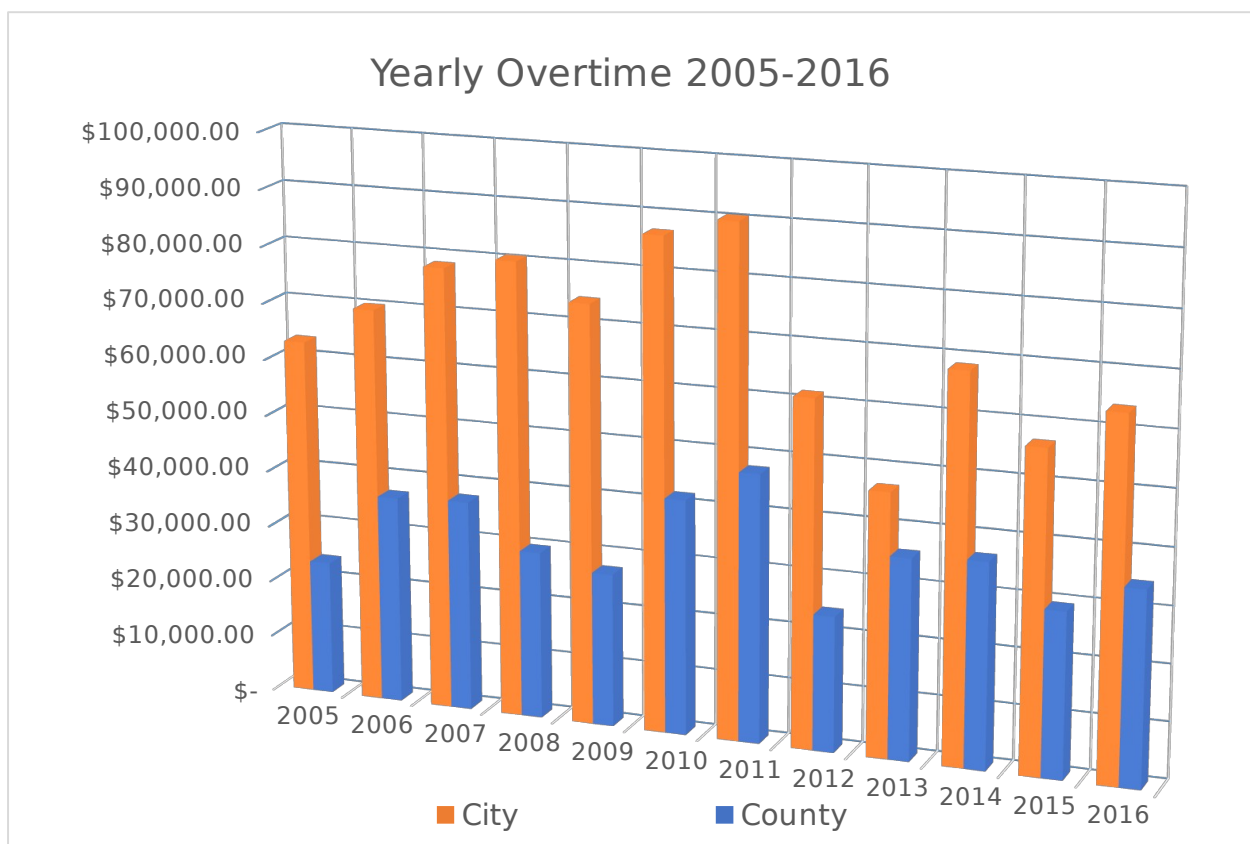
Overtime covers for vacations, illness and training totaled \$98,316.69. This is a \$12,275.89 increase over 2015.

The breakdown between city and county is as follows.

City Employees \$63,777.25

County Employees \$34,539.44

The follow chart shows the yearly overtime expenditures since 2005.



High turnover within dispatch centers is a problem throughout the country. No single thing will reduce the turnover. It is a combination of things centers have to look at, including competitive pay, reduction in overtime, additional staffing to reduce the multitasking dispatchers are expected to perform and schedules that allow one to have time away from work.

Seventeen of CEDC's twenty-two dispatchers worked in excess of 100 hours of overtime last year. One dispatcher worked 337 hours of overtime; the equivalent of 42 days.

Operational Expenses

Since 2015, the Statewide 9-1-1 Board has required each Public Safety Answering Point (PSAP) in the state submit a report showing the expenditures and from where those disbursements are paid.

Personnel expenses Totaled:	\$ 1,551,619.40
Communications:	\$296,482.84
Radio Infrastructure:	\$86,142.35
Building and Grounds:	\$44,363.02
Administrative costs:	\$16,961.03
Administrative Phone System:	\$4,742.87
Insurance:	\$4,661.00
Operations:	\$2,715.64
Total Expenditures:	\$2,007,688.15