

Central Emergency Dispatch Policy Board

March 15, 2022
BPD Training Room
220 E 3rd Street

Members present: Shannon Bunger, Ryan Pedigo, Dustin Dillard, Jayme Washel

Attendees:

Amy Hensley
George Cornwell

Karin Davis
Matt Bright

Christine Bartlett
Cheryl Munson

Meeting called to order at 10:01 a.m. by Ryan Pedigo.

AGENDA

- I. Approval of Minutes: Motion from Dillard for approval of the minutes from January 18, 2022. . Seconded by Bunger. Motion passed unanimously.
- II. Personnel Update: (Hensley) Dispatch is approved for 31 FTE's and currently has 14 positions open. Four new dispatchers started in the room on March 7th and should be on their own by the end of May. There is a current process going on where we hope to hire 4 more. There will be another hiring process around September.

Pedigo – a salary study was recently done and dispatchers received a significant increase.

Hensley – the base salary last year was \$39k. The base salary has been raised this year to \$47,039.15. Hopefully this will bring an improvement in recruiting. All staff did receive in increase in their wage.

- III. Committee Reports: None - no active committees.
- IV. Statistics: Call volumes are up overall from last year. Fire, EMS, and BPD have all seen an increase. MCSO calls have decreased since last year. Dispatch processed 8,133 text calls and 1,057 text conversations.

Dillard – still looking for stats for time to dispatch and would like the information presented to this board at this meeting.

Washel – what percentage of calls are landline calls?

Hensley – low, most are businesses and stats can be pulled for the next meeting.

Washel – is the public taking advantage of Smart 911?

Hensley – we now have fliers that can be distributed with the information. Last year community engagement officers were given fliers.

Washel – there are addresses in the city where persons on upper level floors have special needs.

Pedigo – these address can be flagged in Spillman.

Hensley – A lot of good information is given to dispatchers from Rapid SOS, such as medical information can be shared from Apple devices and it is voluntary.

V. Old Business: None

VI. New Business:

Pedigo – Where do we stand on ProQa for Police?

Hensley – when purchased in 2019 it was a package deal for police, fire and ems. Fire and ems have been implemented and police is the next step. The vendor needs to visit to start the set up process. We will need standards set for police protocols for all law enforcement agencies. The soonest the kick-off could be held would be in April and possibly go live by the end of the year or early 2023.

Pedigo will reach out to MCSO and EYPD to get a kick-off date set.

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

VII. Police/Sheriff/Fire/EMS:

Pedigo – Little 500 is a go for this year and staffing levels will be looked at for the weekend. There are several on campus that have never experienced Little 5 due to it being canceled in prior years for COVID.

Hensley – did anyone report any problems during the last CAD outage that lasted 2 hours?

Pedigo – Heard nothing

VIII. Public Comment: None

The next meeting is scheduled for Tuesday, May 17, 2022 and will be held in the BPD Training Room, 220 E 3rd Street (unless there are further orders from the Governor).

Meeting adjourned at 10:21 am..