



Monroe County Central Emergency Dispatch Center

CALEA Year in Review 2023

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INTRODUCTION

The Monroe County Central Emergency Dispatch Center (CEDC) completed its 26th year of operation, becoming operational in 1997. The Central Emergency Dispatch Center is the primary Public Safety Answering Point for the 12th largest county in Indiana, serving roughly 140,240 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 our community, this year in review report will continue to provide direction to all involved in the efforts of the center.

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ANTICIPATED WORKLOAD

CALEA Standard 1.2.8, 1.2.9B, 6.7.2

CALLS FOR SERVICE

In 2023, the CEDC dispatched a total of 130,885 calls for service. An increase of 22,123 calls or 20.3% over 2022.

- 113,521 County-wide law enforcement
- 13,181 County-wide fire
- 16,731 EMS

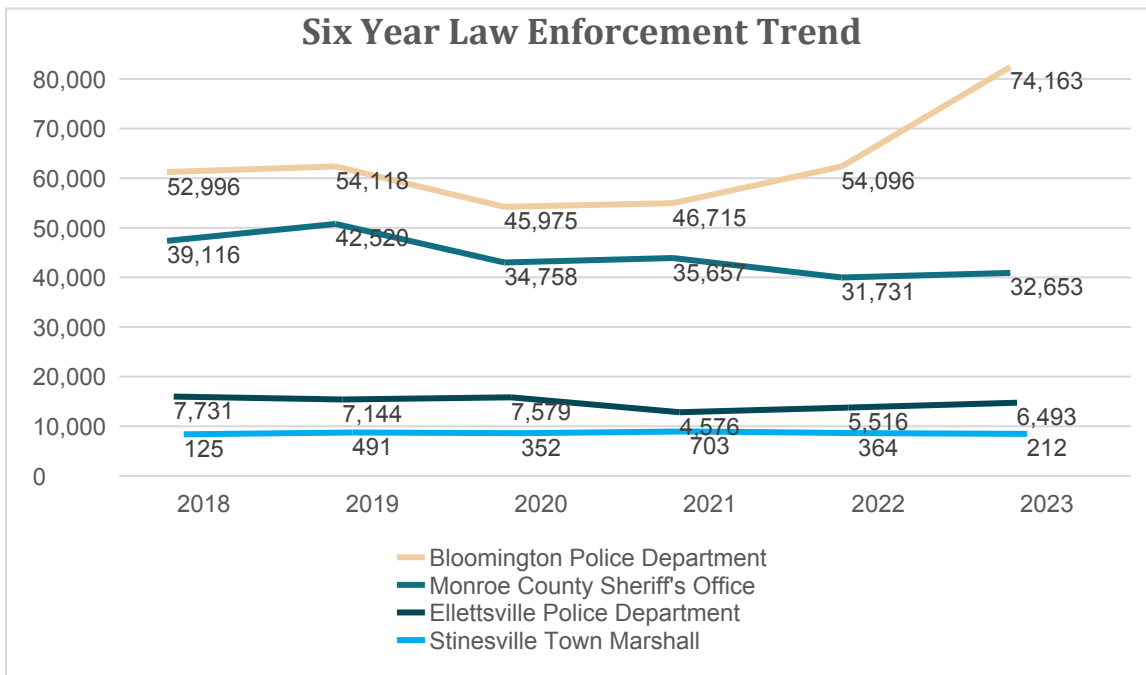
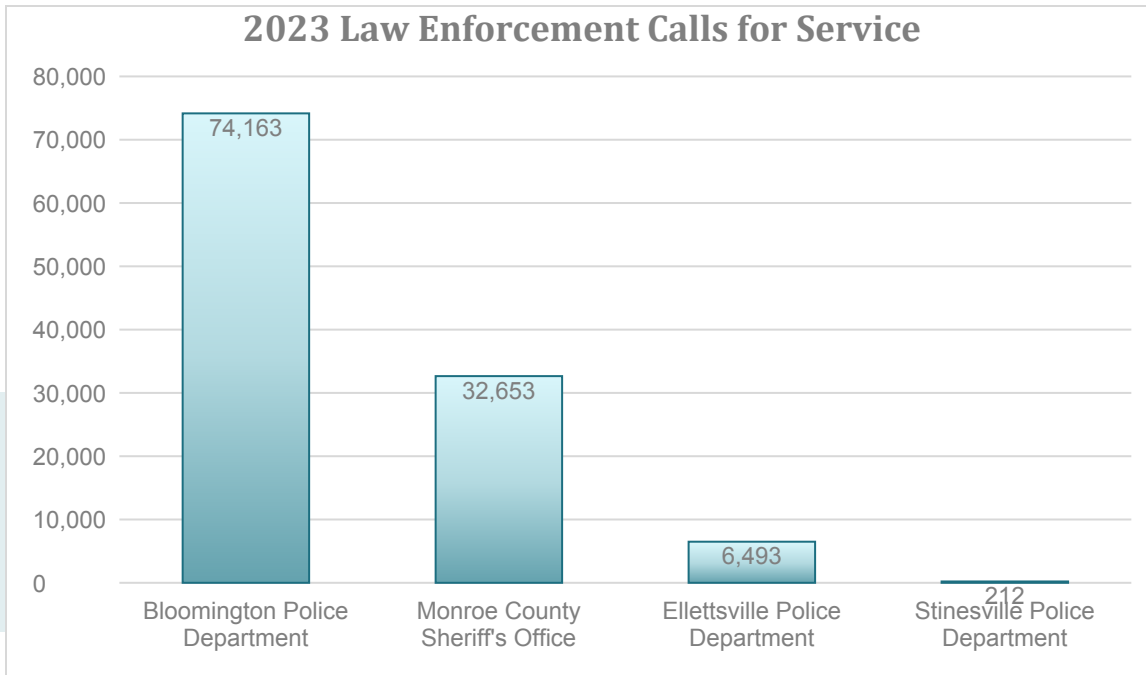
Additionally, the CEDC handled 1,934 tow requests and 8,150 911 texts through TEXTY.

Law Enforcement

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

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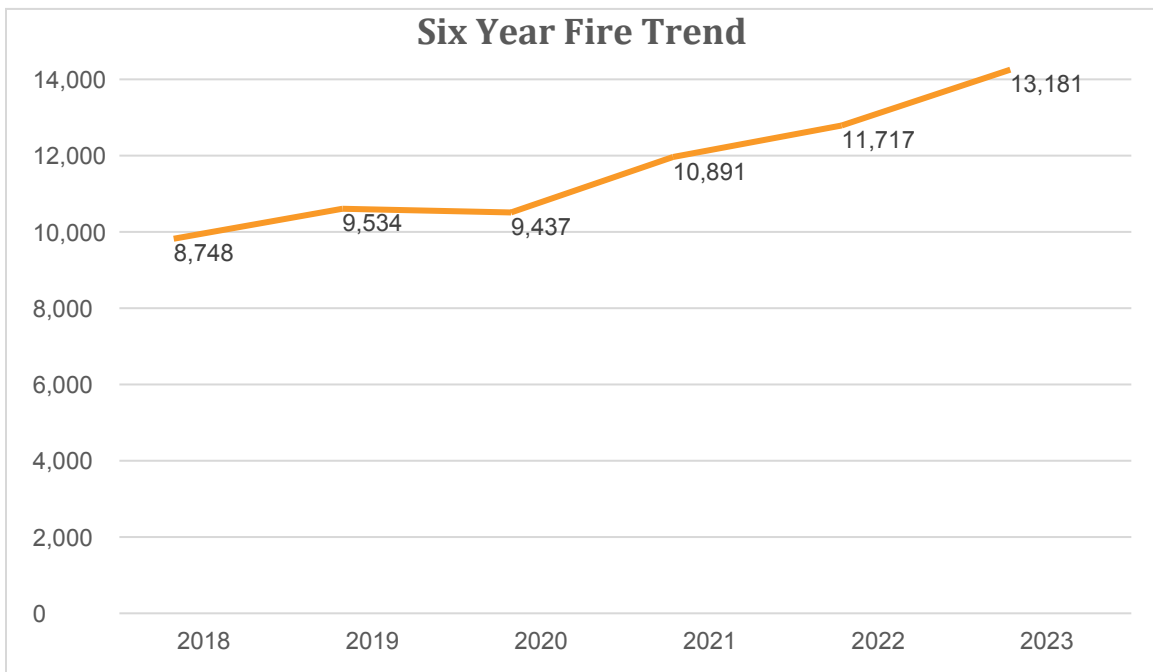
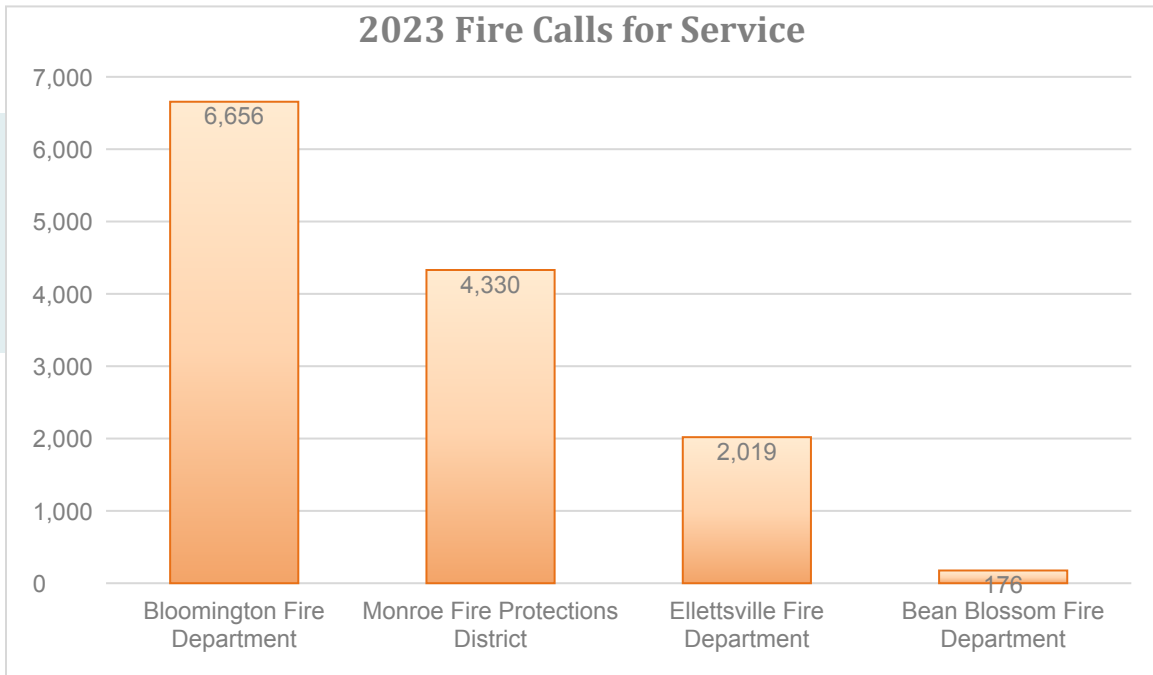


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Fire Service

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

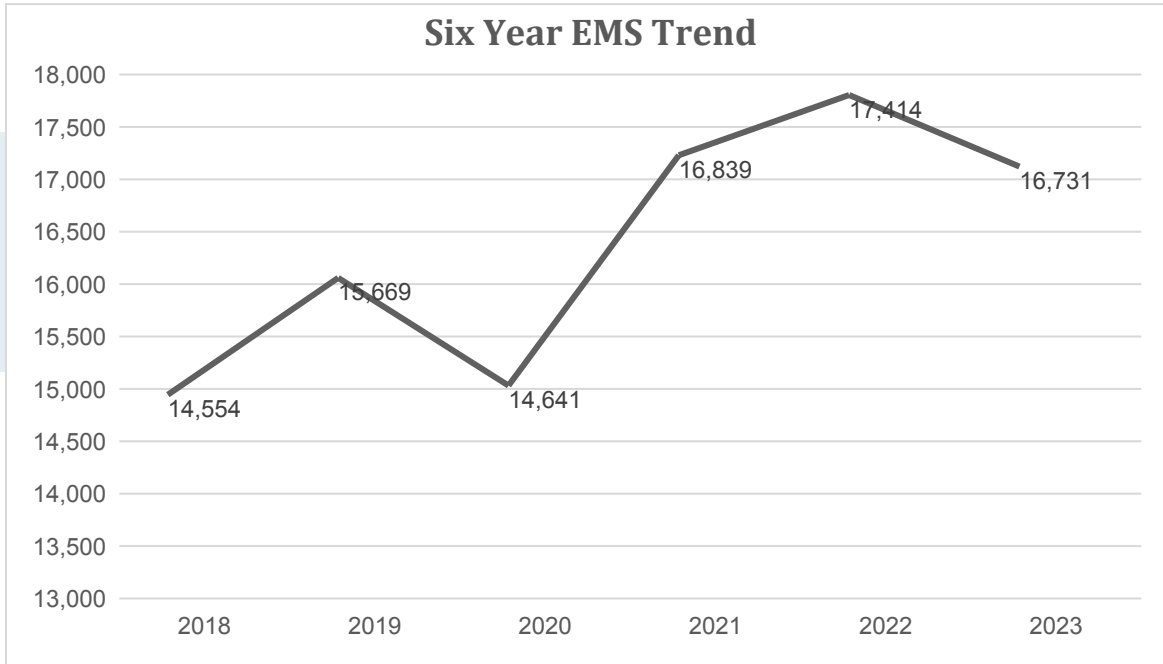


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EMS

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



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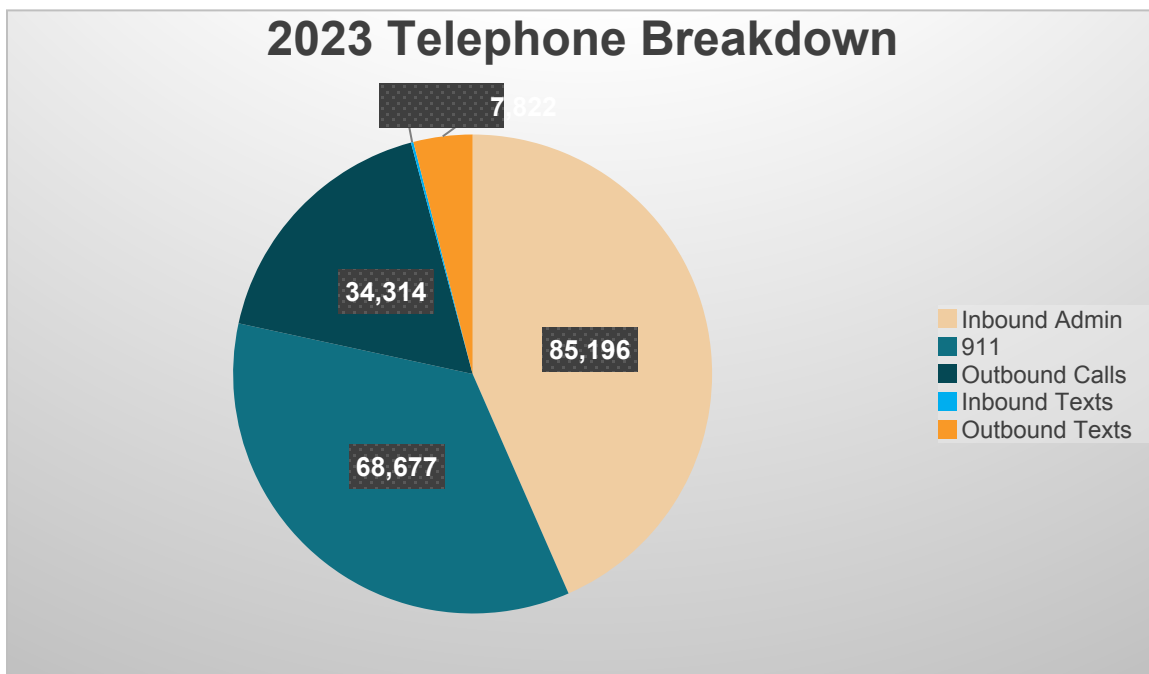
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PHONE ACTIVITY

The CEDC answered 154,343 incoming phone calls in 2023, 68,677 of which were 911 calls, and 85,196 of which were administrative. The CEDC handled a total of 188,487 calls including inbound and outbound.

Text to 911 remained steady. In 2023 dispatch answered 328 text to 911 calls, compared to 322 texts to 911 in 2022. The center initiated 7,822 outgoing texts in response to 911 hang-up calls; an increase of 1,758 texts compared to 2022.

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 98.41% 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 99.59% of all 911 calls within 20 seconds.



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The average length of a 911 call from the time answered to the caller being released was 116 seconds. Call lengths vary due to the nature of the emergency. It is estimated that dispatch protocols in all 3 disciplines have had a limited increase in the length of calls. Police protocols were implemented in July 2023 and while it is evident that call duration increased by around 20 seconds during the second half of the year, the CEDC has still managed to reduce call durations by an average of 3 seconds compared to 2022, which is a testament to dispatchers' skill level and excellence in this field.

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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. In 2023 we held 2 hiring processes, one in February and one in May. We hired 9 and retained 5 of those hired. There were several contributing factors to the 4 who left shortly after being hired including high stress, difficulty of the job, and moving for family reasons. In 2023, we had 3 retirements and 1 dispatcher leave for a better schedule with competitive pay and benefits.

CEDC's total 2023 allocated FTEs is 41; 2 managers, 6 supervisors, 32 dispatchers, and 1 social worker. We currently have 3 supervisor positions that remain open, 1 social worker position, and 12 dispatcher positions open, for a total of 16 vacancies. The CEDC is holding a January 2024 hiring process and 1-2 hiring processes later in the year until all positions are filled.

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TRAINING

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

Below are some notable training accomplishments in 2023:

- 5 Trainers completed their Communications Training Officer (CTO) certification
- 2 Trainers were added to the training staff
- 3 dispatchers completed the courses to obtain their Excellence in Dispatching Certificate
- 4 CTOs completed the Telecommunications Supervisor Class
- All staff completed the training for EPD protocols that went live on July 18, 2023
- 2 hiring processes were completed with 5 new hires who have successfully completed their training and passed all certifications
- 11 dispatchers were certified and/or recertified in EMD
- 10 dispatchers were certified and/or recertified in EFD
- All trainers/CTOs participated in the 2023 Trainer Summit on January 13, 2023

Total hours of training for 2023 = 1,755.50

These hours include the following trainings:

- Communications Training Officer
 - 911 Center Supervisor Refresher
 - Telecommunication Supervisor
 - Indiana NENA Conference
 - Kyle Plush Foundation
 - Denise Amber Lee Foundation – Be the Difference Conference
 - Domestic Violence
 - Pursuit Training at ILEA
 - CPR
 - Advanced Police Dispatching
 - Preventing Telecommunicator Tunnel Vision
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OPERATIONAL PROJECTS

In 2023, police protocols were implemented, completing the last of 3 protocol disciplines. These protocols have increased call duration slightly, but have been detrimental in providing lifesaving care to callers and detailed information to first responders before they arrive on scene. Dispatch staff are continually improving their compliance and are marking above expectations in their protocol disciplines.

The CEDC is preparing for CALEA accreditation by taking many steps to update policies and procedures and document current operations. In 2023, dispatchers participated in a Policy Review Committee and provided feedback to ensure all of the CEDC's Standard Operating Procedures (SOPs) reflect current practices. Although the Policy Review Committee is completed, dispatch is provided an online form to suggest any changes, in which they are actively clarifying practices to make sure we are operating uniformly.

The CEDC updated our mission, vision, and values to better align with our future trajectory toward excellence. A dispatch supervisor also created a logo to encompass our operations as seen on the cover page of this report. Central Dispatch also formed a Morale Committee in which members brainstorm innovative ways to celebrate staff and boost morale.

The CEDC has continued efforts to build a full mobile backup by securing 2 additional VESTA Command Posts for a total of 4. With the aid of MDTs and portable radios, dispatch can go mobile in any location with internet access. Dispatch management has created an Emergency Operations Plan in 2023 establishing backup locations for dispatch in the event of an evacuation.

Lastly, Central Dispatch is focused on becoming more involved in our community by participating in several events in 2023. Central Dispatch participated in several Christmas events focused on giving back, participated in the 2023 Boo to Drugs DEA event, and our Training Coordinator facilitated a course at BPD's 2023 Citizens Academy. We look forward to improving outreach year over year.

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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

Goal: CALEA accreditation

Reach CALEA accreditation in 2024

Objective: Accreditation will establish the CEDC among the top communications centers in our area for quality assurance, interoperability, risk analysis, emerging technologies, and innovation. This includes partnerships with many divisions, including legal, human resources, facilities, and others as we seek to streamline every aspect of our operations.

Goal: Improve Training Opportunities

Provide quality training opportunities to develop CEDC staff

Objective: In 2024 we hope to help at least 5 dispatchers complete their Excellence in Dispatch Certificate, create and implement further training for CTOs and supervisors, send one supervisor to the next CMCP class in Indiana, establish a Ride Along program with law, fire, and ems on an ongoing basis, and establish at least 3 in-service training curriculum.

Goal: Improve interoperability

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

Objective: The CEDC has budgeted and planned to encrypt the remaining 7 consoles in the dispatch center to allow dispatchers in any position to properly monitor and interact with law enforcement officers on covert ops channels. These channels allow officers and dispatchers to interact on a channel that cannot be monitored by the public. Currently, 2 channels are fully encrypted and the other 7 are encrypted on a workaround.

Goal: Staffing

Approach fuller staffing levels

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Objective: Dispatch management will continue to make strides to achieve full staffing by year-end with a series of hiring processes and comprehensive training for new hires. We aim 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.

Goal: Employee satisfaction

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

Objective: The CEDC is focused on creating the most comfortable environment possible for dispatch by looking into schedule options that are more favorable to having every other weekend off and is looking at solutions to compete with the private industry that too often entices dispatchers to leave. Central Dispatch is interested in participating in more community events in 2024 and hopes to share the perks of being a dispatcher to attract employment interest in others.

Goal: Increase backup call-taking capability

Acquire 2 additional VESTA Command Posts

Objective: The CEDC has purchased 2 additional VESTA Command Posts for a total of 4. We are currently awaiting programming and delivery of the 2 additional command posts. This will equip the CEDC with a full mobile backup call-taking option to any location with internet access.

Goal: Increase backup call-taking capability

MEVO phone replacement and add 2 additional

Objective: The MEVO phones at the CEDC will be replaced under the current IN911 contract. Existing AASTRAS will be replaced by Mitel MEVOs. INdigital is currently working on plan documents and will be in touch when they are ready to replace existing MEVOs. The wiring has been placed for the additional 2 MEVOs, which will be added same day.

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Goal: Increased communication with community and first responders

Implement Prepared Live

Objectives: Implement Prepared Live in the CEDC, which 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

Objective: Complete camera installation project within the CEDC soon. Cameras have been placed in the hallway outside of both dispatcher entrances and along the admin hall. The exterior camera has been moved to face the employee parking lot. ITs will complete installation soon and display these camera views within the dispatch center so dispatchers can watch over others leaving shift and reporting to shift.

Goal: Become fully backup capable

Purchase backup portable radios in 2025-2026

Objective: The acquisition of backup portable radios will give the CEDC full backup capability including radios, CAD, and phones. This will allow the CEDC to transform any safe 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.

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ANTICIPATED CAPITAL IMPROVEMENTS & EQUIPMENT NEEDS

CALEA Standard 1.2.8, 1.2.9D&E, 6.7.2

Motorola Radio Consoles- Encrypt 7 remaining

Timeline: 2024

Cost: \$35,000

Spillman CAD/RMS- Contract Renewal 5-Year

Timeline: 2024

Cost: \$338,648.51

Repeater- VHF Fire Repeater Replacement

Timeline: 2024 (funding has not been identified)

Cost: \$15,394.54

Generator- Replace UPS A

Timeline: 2024-2026

Cost: \$24,000

Motorola APX Consolettes- Replace x22

Timeline: 2025

Cost: \$191,400

Motorola Radio Consoles- MCC7500 VPM Upgrade to MCC7500e

Timeline: 2026

Cost: \$35,000

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REQUIRED REPORTS

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 1/24/24. The annual OSHA Form 300A report was posted on 2/14/24.

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 ongoing quality training opportunities for CEDC staff

Objective: Create and implement further training for CTOs and supervisors, establish ride-along program with law, fire, and ems, and establish 3 in-service training curriculum.

Dispatch Procedures

Goal: Provide quality care to the community by maintaining ProQA compliance

Objective: A dispatch supervisor has been assigned the Qing responsibility for police, fire, and ems protocols. One reviewer ensures consistent reviews for all dispatchers. This supervisor provides meaningful feedback to dispatchers to ensure compliance and works to resolve any issues where there is confusion by the group on how to properly field the call.

911 Technology Upgrades

Goal: Continue to be an innovative center, implementing new 911 technology

Objective: Implement Prepared Live to receive photos, video, and video chat capabilities within the CEDC. Share caller information with first responders to ensure the most successful response and first responder and caller safety.

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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 employee.

Communications Training Officer- The purpose of this position is to provide basic hands-on training for newly hired employees 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 is designed to make the Administration aware of situations that could have a bearing on public safety communications within the community. Potential problems having a bearing on public safety include the road centerline vs the address point options within Spillman CAD. If the road centerline is chosen rather than the address point option, the wrong fire service could be sent. This can result in either a delayed response or an overresponse, taking too many apparatus out of service. To mitigate this issue dispatch has engaged the CAD/RMS coordinator who is working with Spillman GIS to try to get the address point always weighted above the road centerline. Dispatchers are doing their due diligence by ensuring their locator name field is enabled on their address validation screen to pick the correct option.

Second, large events like the 2024 Total Solar Eclipse and Indiana University’s Little 500 bring an influx of visitors to our area who have a hard time identifying where they are in the event of an emergency. Verifying the location of the emergency is vital to a successful dispatch. The CEDC aspires to provide public education on 911 including the significance of expressing your address expediently to get first responders on the way. The CEDC is committed to meeting with and educating our community more by engaging in community events including:

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- BPD's Citizen's Academy
- BPD community events
- City of Bloomington community events
- Other community events within Monroe County where CEDC presence is valuable

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 will be 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.

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 were no grievances submitted to the Director in 2023.

Annual Statistical Report of Complaints & Internal Investigations

CALEA Standard 1.4.11

A complaint log form will be created and published in early 2024 for the CEDC. Any complaints and allegations regarding the CEDC will be summarized in future Year in Review reports.

Annual Generator Inspection

CALEA Standard 1.2.8, 6.4.3C, 6.7.2

Generator inspections are performed by Cummins at the direction of the City of Bloomington's Director of Public Works. The Director of Public Works conducts and documents monthly tests, quarterly full loads tests, and an annual prevention check of the CEDC generator.

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The annual prevention check of the CEDC generator identified concerns pertaining to batteries and the cooling system. Cummins' report has been distributed to the Director of Public Works to review. The Director of Public Works is addressing the concerns outlined.

Emergency Operations Plan Annual Review

CALEA Standard 1.2.8, 6.7.2, 7.1.2I

In 2023, the Telecommunications Manager began developing an Emergency Operations Plan for the CEDC. This plan documents the procedures for evacuating the CEDC in the event of a disaster. This plan will be finalized in 2024 and reviewed each year following.
