

Central Emergency Dispatch Policy Board

May 16, 2017 Minutes

Members present:

Russell Brummett Mike Cornman
Joe Qualters Jayme Washel

Members not present:

Andy Stephenson

Attendees:

| | |
|---------------------------------|-----------------------------------|
| Jeff Schemmer, Central Dispatch | Jason Moore, BFD |
| Kelly Mullis, IU Health EMS | Shane Chapman, PCCFD |
| Margie Rice, County Legal | Rick Dietz, City ITS |
| Mike Diekhoff, BPD | Kevin Patton, EFD |
| Curtis Clark, IU Health | Christina Combs, Central Dispatch |

Meeting called to order at 10:02 a.m., by Chairperson Joe Qualters. Qualters introduced Jayme Washel of Bloomington Fire Department, as the newest member of the Board.

AGENDA

I. Approval of Minutes: Russell Brummett made a motion. Mike Cornman seconded it. Minutes from the March 21, 2017 meeting were unanimously approved.

II. Personnel Update: Currently have four in training. A new hiring process will start within the next three weeks. There are currently two openings.

A Letter of Commendation for Dispatcher Erica Lantz was read. See attachment.

Dispatch has currently worked 1326 hours of overtime since January 1, 2017.

III. Committee Reports: None - no active committees.

IV. Statistics:

- *March & April 2017:* See attached documents and year-end memo. Telephone calls are up overall. Jeff Schemmer commented that phone calls are the biggest influence on how dispatch operates.

V. Old Business:

- *Locution:* Quote from Owens Communication is for \$328,630. That is for dispatch only. The fire department will receive their own quote. The program is \$275,065 and the console edition is \$53,565. The yearly maintenance is \$28,698. Locution will work with all of the fire departments. Even a department doesn't want all of the bells and whistles, they will still be able to use Locution.

The Spillman interface for Locution is \$7,334 with a yearly maintenance fee of \$648.

The cost for Locution is covered in the 2017 budget.

- *RBBCSC Radio Presentation:* Jeff found three agencies that have a proposal in place like the one that RBBCSC would like. Bartholomew County is only county that actually ties into their dispatch center.

Due to the staffing issues and current workload that dispatch has, Jeff is concerned with adding this responsibility to the Center.

Joe Qualters asked for a motion. Mike Cornman made a motion to deny the request of RBBCSC. Russell Brummett seconded the motion. All approved the denial.

- *Pulse Point:* The original concern with Pulse Point was with the contract. It stated that dispatch would be responsible for a server and maintenance. Rick Dietz, City of Bloomington IT researched it and decided that having a server for Pulse Point will not be an issue. Rick stated that a virtual server will be used.

Kelly Mullis, IU Health Ambulance recently found out that Physio-Control sold out to Stryker Corporation. Physio-Control assured Kelly that nothing will change. The contract will switch over and everything will stay the same. Kelly stated that IU Health has dealt with Stryker Corp before and have no issues with them.

Joe Qualters asked for a motion. Russell Brummett made a motion to approve Pulse Point. Jayme Washel seconded the motion. The Board unanimously approved the motion.

VI. New Business:

- *2017 Budget:* The budget is broken down into the LIT fund and the E911 fund. Locution will come of the E911 fund as will a couple of other projects. The LIT budget is \$1,946,584 and the E911 budget is \$862,635. The City Council has approved the budget. The Board approved \$50,000 of the 2017 budget. The 2017 budget was originally presented to the Board at the January 2017 meeting. Jeff is asking that the Board approve the remainder of the budget.

Jeff requests that a special meeting be held in June for the 2018 budget. The Board agreed and will meet on June 13, 2017 at 10:00 am, here at BPD in the training room.

Russell Brummett made a motion to approve the entire 2017 budget. Jayme Washel seconded the motion. The Board unanimously approved the 2017 budget.

- *Smart 911:* Currently dispatch has a Special Needs Database. The SND is a database of people in Monroe County with special needs. Right now, anyone in the public can go to a website and enter information on a family member or friend that has a special needs. That info is dumped into a spreadsheet that Jeff

gets. Jeff enters that information into Spillman to create an alert. Then, Jeff sends the information over an attorney at City Hall, who sends out monthly letters to those that have submitted information, asking them to update their contact information. The City attorney then sends the updates to Jeff and he updates Spillman.

Smart 911 is a subscription service. Anyone who signs up will be sent an e-mail or phone call every six months to update their information. Smart 911 dumps into the phone system. If someone has registered with Smart 911 and they call into dispatch, an alert comes up in dispatch letting them know that someone related to that phone number, has a special need. Right now it's based on an address. If someone calls in and they are not at the address that they registered with the City, then you don't know that they have a special need. Dispatch is only alerted if they call from the specific address. With Smart 911 it will be based on the phone number, allowing the person with the special need to call from anywhere and dispatch will know that they are someone with a special need. Jeff likes that the public has the ability to enter addresses, phone numbers, floor plans, and additional information; all of which will be available to the first responder. Jeff also likes that public may add a cell phone number to their contact info, not just a land line number.

Vigo County is using it and loves it.

The setup fee is \$49,000. That includes setup and a 3 year maintenance. If we prepay on the annual maintenance fee the price drops 5%, making it \$46,550.

Mike Cornman made a motion to approve the purchase of Smart 911. Russell Brummett seconded the motion. The Board unanimously approved.

- Neverfail Maintenance: Neverfail allows the current CAD system to switch from the main server over to the backup server should dispatch lose the main server on Spillman. This maintenance contract allows for an update to the system. The cost of the maintenance is \$11,373.

Russell Brummett made a motion to approve the Neverfail maintenance contract. Jayme Washel seconded the motion. The Board unanimously approved.

VII. Police/Sheriff/Fire/EMS:

- Police: Asking for six additional dispatchers in the 2018 budget.
- EMS: Kelly Mullis – several years ago a agreement between dispatch and MCCSC was made regarding accidents involving school buses. If there was a school bus accident and no injuries were on board, that those calls would be downgraded to non-emergent responses. An ambulance would go to the scene and check out the kids. Kelly says that there have been a lot of calls where they show up and it's only one kid on the bus with, maybe a scratch. It's just

starting to overtax the ambulance service. A formal notification has been made to MCCSC about no longer responding to non-emergent bus accidents.

- Fire: Chief Jason Moore thanked Jeff Schemmer and the Board for the approval of Locution.

VIII. Public Comment:

Mike Cornman finds the situation with RBBCSC problematic. Anytime that a first responder cannot get a radio signal is a problem. There is a fire code that allows the fire chiefs to cite a building, requiring them to have a compatible system. He suggests that the fire chiefs review the building permits in the county and see which buildings need reviewed.

Rick Dietz thanked the Board for approving all of the IT related issues.

There will be a special meeting held on June 13, 2017 to discuss the 2018 Budget only. The meeting will be 10:00am in the training room at BPD.

The next meeting is scheduled for Tuesday, July 18, 2017, at 10:00 a.m. in the Training Room at B.P.D.

Meeting adjourned at 10:50 am.