

# Central Emergency Dispatch Policy Board

March 21, 2017 Minutes

## Members present:

Russell Brummett	Mike Cornman	- Jim Davis
Craig Munroe	Joe Qualters	

## Attendees:

Jeff Schemmer, Central Dispatch	Jason Moore, BFD
Kelly Mullis, IU Health EMS	Eli Eccles, Central Dispatch
Margie Rice, County Legal	Michael Rouker, City Legal
Mike Diekhoff, BPD	Kevin Patton, EFD
Tom Miller, COB Director of Innovation	Bob Loviscek, BFD
Jayme Washel, BFD	Cheryl Munson, County Commissioners
Jimmie Durnil, EPD	Jared Myers, EPD
Shane Hanna, Owens Communications	Milan Pece, DHS
Curtis Clark, IU Health	Mike Wilcox, RBB Schools
Joel Bomgardner, Bloomington Township Fire	

Meeting called to order at 10:00 a.m., by Chairperson Joe Qualters.

Effective March 17, 2017 Mike Cornman with Ellettsville Fire Department joins the Board. Mike replaces long term board member, Milan Pece. Joe Qualters thanked Milan for over 19 years of service.

## AGENDA

- I. Approval of Minutes: Davis made a motion. Brummett seconded it. Unanimously approved January 24, 2017 minutes.
- II. Personnel Update: Currently have 3 in training. The process closed on February 22<sup>nd</sup>. There were 22 applications, 11 tested, 7 interviewed and 4 were invited to observe. There are 2 opening, but will only fill 1 position right now.
- III. Committee Reports: None - no active committees.
- IV. Statistics:
  - *January & February 2017:* See attached documents and year-end memo. Telephone calls are down overall. Calls for service are up since this time last year.
- V. Old Business:
  - *Auto Toner & Status Buttons:* Currently researching Locution. Tabling Toner while the research on Locution is being conducted.

The Bloomington Fire portion of Locution will be pulled from the BPD budget and Fire will pay for everything that is in their building. Should Dispatch decide to switch over, they will pay for their own. They are still waiting on a quote. All agencies can use Locution. Nobody would have to update their equipment, unless they want any of the extra options. Spillman has an interface for it. For Spillman to build Toner it will cost \$63,000. For Locution to build their interface, it is \$7,000, because they already have a module in place. Maintenance would be \$6,000 a year for Toner and \$600 a year for Locution.

Locution has a couple of features will eliminate some of the steps that dispatch has to take to dispatch not only fire, but EMS, too.

Jeff pulled the stats to see how long it is taking dispatch to dispatch fire and EMS calls. It takes them an average of 143 seconds. NENA standards say that the call shouldn't last longer than 90 seconds. By going to Locution the call time will go down by about a third.

Qualters asked if we are responsible for the \$63,000 agreement with Spillman. That agreement is only if we decided to go forward with Toner. If we chose to not go with Toner a letter would need to be drafted stating that we are no longer going forward with Toner.

Jeff would hold training sessions with the other agencies to get them on board.

There is no time line for implementation. Johnson County took about 2 years, Jeff hopes that ours would not take that long.

Jeff will speak about Locution and the possible switch at the next fire chiefs meeting.

- *Pulse Point:* Rick Dietz, City ITS was not present. Jeff thinks that everything is okay, based on the e-mail strings. Kelly had nothing to add. Waiting on Rick Dietz for his recommendation.
- *2017 Budget:* Jeff is asking the Board to approve the budget minus the \$475,000 for Locution. The County Council approved half of the budget at their last meeting.

Motion to approve the entire 2017 budget minus \$475,000 for Locution with a modification to reduce the capital line item to \$50,000. Motion made by Munroe. Brummett seconded. Cornman abstained. Approved.

#### VI. New Business:

- *RBBCSC Radio Presentation* – Jimmie Durnil with Ellettsville Police Department is asking that Central Dispatch install a control station in dispatch to monitor emergencies at RBBCSC. In 2016 RBBCSC purchased a new UHF

radio system. Each of the six RBBCSC buildings has a desktop radio in their office. They have 125 handheld radios and 50 mobile radios. Every bus has a mobile radio. There are 100 Building Safety Team members that includes teachers with high risk students. The other 25 radios are distributed to the superintendent, school resource officers at each school and the central office. RBBCSC is asking the Central Dispatch monitor the radio frequency for emergency situations only. Each RBBCSC staff member with a radio would be trained on the emergency reporting procedures. Routine radio traffic would not be heard on this talkgroup. There is no cost to Central Dispatch for the installation of the control system. Maintenance costs are covered by RBBCSC. There are five other dispatch agencies in Indiana that have a similar resource in place.

Qualters clarified that the obligation on dispatch is just to monitor the radio and dispatch resources accordingly.

Schemmer stated that with the current staffing this would cause issues for dispatch. MCCSC does not have anything like this in place. He will take a look at the proposal and give his recommendation. Dispatch currently monitors five frequencies.

Munroe stated that IU currently has a similar resource in place for their dispatch center.

Qualters suggests that Schemmer review the proposal and talk to the other counties that have this in place. To determine what impact this would have on dispatch. Speak with City Legal and see what liabilities this will have on dispatch, too.

Munroe suggested writing a procedure on how the radios will be used and what is expected from dispatch and present it to the Board at the next meeting.

Tabled until the May meeting.

- *2016 Year-End Report* – In December 2016 all but one County dispatcher were made City employees. Approved for 25 positions, 20 are dispatcher positions. Currently there are 2 openings. By NENA standards, we should have 30 dispatchers. Current turnover rate is 18%. CEDC employees accumulated 722 hours of training in 2016. CEDC employees worked 2,850 hours of overtime in 2016. Seventeen of the 22 employees that worked overtime, worked over 100 hours. Dispatching of EMS units continues to have highest yearly increase in CFS' among the agencies that they dispatch for. CEDC responded to 2014 Text to 9-1-1 calls in 2016. The average answering time for a 9-1-1 call in 2016 was five seconds. That is half of what the NENA standard suggests.

The full report is attached.

VII. Police/Sheriff/Fire/EMS: None

VIII. Public Comment: Cheryl Munson, Monroe County Council is happy to be moving forward with the 2017 budget. She advised that the Board begin preparing for the 2018 budget in June or July of 2017, since the budget is presented in August 2017.

The next meeting is scheduled for Tuesday, May 16, 2017, at 10:00 a.m. in the Training Room at B.P.D.

Meeting adjourned at 10:45 am.