IN911
Statewide 911 Board

2016 PSAP Call Count and Information Collection Form

Effective July 1, 2015, IC 36-8-16.7-38 (c) Not later than January 31 of each year, each PSAP shall submit to the board a report of the following:

2. Call data and statistics for the immediately preceding calendar year, as specified by the board and collected in accordance with any reporting method established or required by the board.

Report due to the Statewide 911 Board by January 31, 2017

1. General Information

PSAP Name:	Monroe County Central Emergency Dispatch Center
Director's Name:	Jeff Schemmer
Director's Direct Number:	812-3249-3301
Director's Email Address:	schemmej@bloomington.in.gov
Oversight Agency/Authority Name:	Bloomington Police Department
PSAP 24/7 Phone Number:	812-349-3332
PSAP Admin Phone Number:	812-349-3332
PSAP Physical Address:	301 S Walnut St, Suite 2 Bloomington, IN 47401
PSAP Mailing Address:	220 W 3rd St. Bloomington, IN 47401

2. 2016 Call Counts

Wireline:	8948
Wireless:	55419
VOIP:	2883
TDD:	1
Non-Service Initialized (NSI):	0
Total 911 calls received:	67,251

3. Text Counts

Total Text Sessions to 911:	240
Total Text Sessions from 911:	7370
Total Text Sessions:	7,610

4. PSAP Personnel

Total staff (#):	25	**Total supervisors (#):**	3
Total full-time telecommunicators staffed (#):	20	**Total full-time telecommunicators positions open (#):**	1
Total part-time telecommunicators staffed (#):		**Total part-time telecommunicators positions open (#):**	1

5. PSAP Training

Is new hire telecommunicator training mandatory: (Yes or No)	Yes
What type of new hire training is used: *(Classroom, OTJ-only, combination of classroom and OTJ, etc.)*	Classroom
If there is a classroom component, how long (expressed in hours) is the training:	60 hours
Does a new employee attend a formal basic training course during their "basic" training: *(such as APCO's PST1 or IAED's ETC Course, etc.)*	Yes, in house
If there is a classroom component, how long (expressed in hours) is the training:	40 hours
If a new employee has dispatch experience, is training different for that employee: If so, how?	No
How long (expressed in weeks) does a typical new-hire employee without prior experience take to be an "effective" dispatcher for your agency:	36 weeks
Is there a mandatory continuing education component:	Yes
If yes, how many hours of continuing education is required for each employee per year:	24 hours
Who performs training for your agency: *(agency name, in-house trainer, OTJ training, etc.)*	Training Coordinator and outside training
Is your agency accredited by any outside body regarding your training, operations, etc: *(CALEA, APCO P33 Training, IAED A.C.E., etc.)*	Not currently
Does PSAP have Emergency Medical Dispatch (EMD) ability: (Yes or No)	**Yes**
What EMD protocols (product names) are utilized:	**APCO**

6. Agencies Served

Specify Law, Fire, EMS, or Other:	Name of Agency:
Law	Bloomington Police Department
Law	Monroe County Sheriff
Law	Ellettsville Town Marshall
Law	Stinesville Town Marshall
EMS	IU Health EMS
Fire	Bean Blossom Fire Dept
Fire	Benton Township Fire Dept
Fire	Bloomington Fire Dept
Fire	Ellettsville Fire Dept
Fire	Indian Creek Fire Dept
Fire	Northern Monroe Fire Territory
Fire	Perry Clear Creek Fire Dept
Fire	Van Buren Fire Dept

7. PSAP Equipment

Total consoles (#):	9	**Total consoles staffed 24/7 (#):**	4
CPE/ALI Vendor:	AT&T	**CPE/ALI Model:**	Sentitinel 4
CAD Vendor:	Spillman	**CAD Model:**	
Mapping/GIS Vendor:	City of Bloomington GIS	**Mapping/GIS Software:**	Spillman
Recording Vendor:	DSS	**Recording Software:**	Equature
Emergency Notification System Vendor (ENS):	Everbridge	**Was it approved by the Board: (Yes or No)**	**No. Not our system we share with our EMA**
Does your PSAP have any planned upgrades or changes and when: Not at this time			

8. Back-up Plan

Do you have a back-up PSAP location (not staffed 24x7): (Yes or No)	**No**	**Do you have mobile emergency command center: (Yes or No)**	**No**
How does the PSAP manually go into a "busy" mode: *(make busy switch, call to a NOC, other)*		**Do you have formal back-up plan procedures: (Yes or No)**	**Yes**
When in "busy" mode, where do those calls go: *(List backup PSAPs)*		**1. IUPD** **2.Depends on who is able to handle calls at that time** **3.** **4.**	
Where do calls route when your PSAP is in an all circuits busy state: *(List backup PSAPs)*		**1. IUPD** **2. Depends on who is able to handle calls at that time** **3.** **4.**	