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2017

Monroe County Central Emergency Dispatch Center

THE YEAR IN REVIEW

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Introduction

Monroe County Central Emergency Dispatch Center (CEDC) just completed its 19th year of operation, becoming operational in 1998. The Central Emergency Dispatch Center is the primary Public Safety Answering point for the 12th largest county in Indiana serving a population of roughly 145,496 people and covers 395 square miles.

This Year End Report provides information regarding the operations of CEDC. CEDC provides dispatch services for four law enforcement agencies, eight fire departments and one EMS provider.

Law Enforcement

- Bloomington Police Department
- Ellettsville Town Marshal
- Monroe County Sheriff Office
- Stinesville Town Marshal

Fire Department

- Bean Blossom Fire Department
- Benton Township Fire Department
- Bloomington City Fire Department
- Ellettsville Fire Department
- Indiana Creek Fire Department
- Northern Monroe Fire Territory
- Perry Clear Creek Fire Department
- Van Buren Fire Department

EMS

- IU Health Emergency Medical Services

In 2017, Monroe County CEDC dispatched a total of 114,253 calls for service; an increase of 5,632 over 2016.

- 91,268 County-wide law enforcement
- 9,091 County-wide fire
- 13,894 EMS

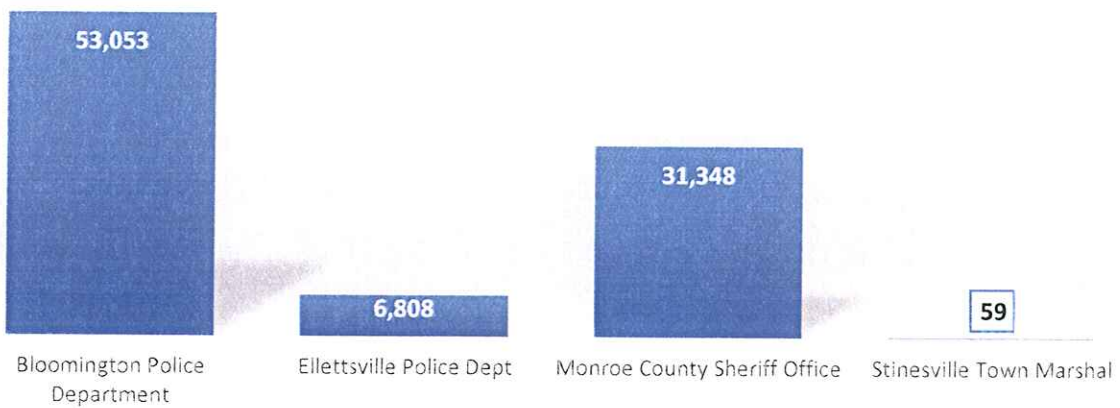
Not included in the figures above are the 2,412 tow company requests that were handled by Central Dispatch.

Calls for Service

Law Enforcement

CEDC provides dispatch services for four of the county's law enforcement agencies. Indiana University Police Department has their own dispatch center.

2017 Law Enforcement Calls for Service



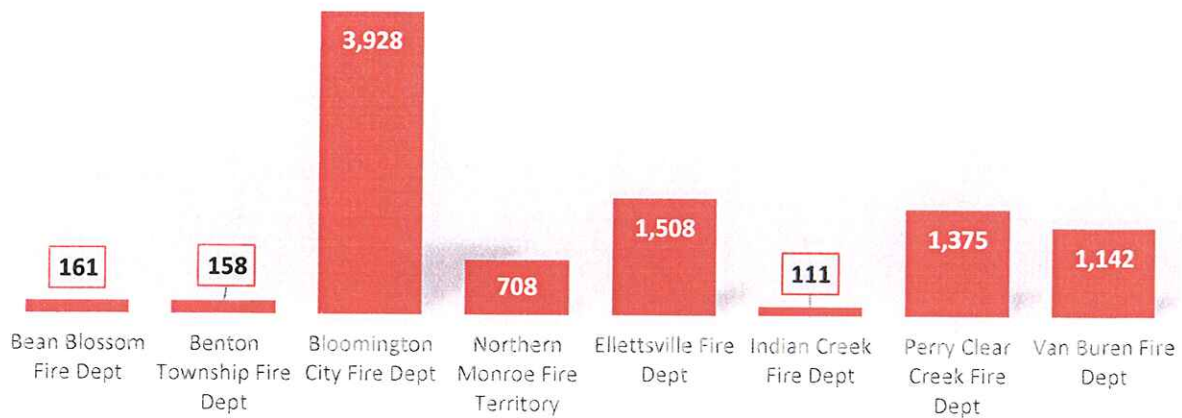
5 Year Trend Law Enforcement



Fire Service

CEDC provide dispatch services for the eight fire departments that are responsible for providing fire coverage for the City of Bloomington and Monroe County.

2017 Fire Calls for Service by Department



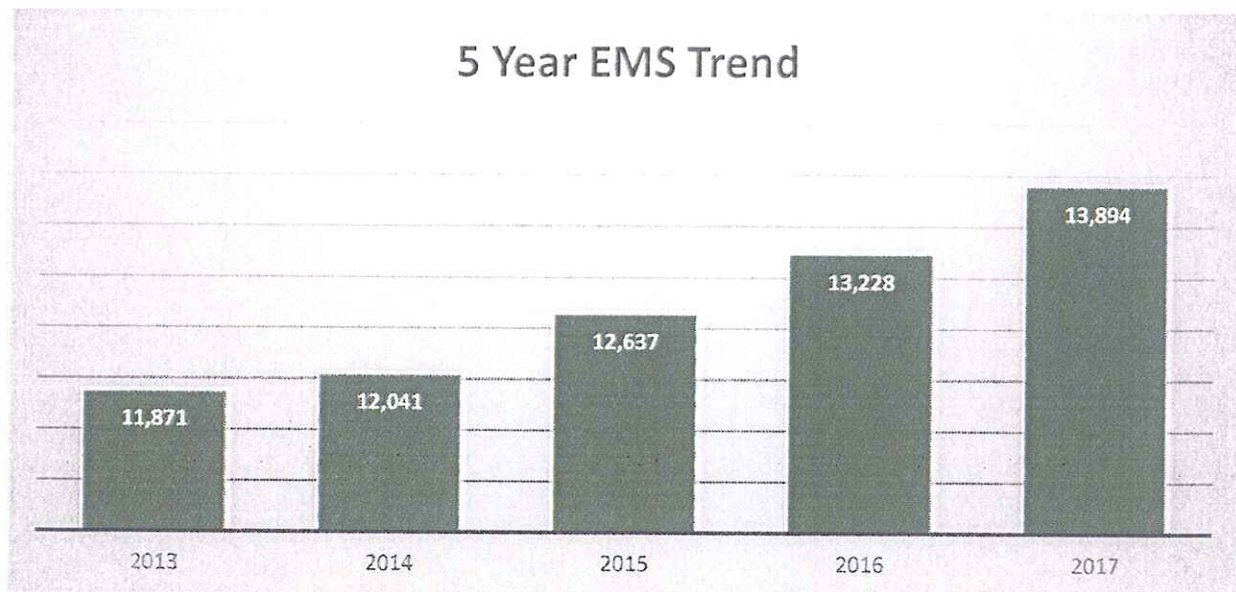
For the first time in five years, the total number of fire dispatches has gone down. The reason for the decline was partially influenced by Ellettsville Fire Department's changing their response criteria for EMS runs. As of mid-October, instead of responding to all EMS runs, as they had previously, they changed to only responding to life threatening runs; dual runs. As a result, his reduced their EMS runs by at least 50%.



While the Bloomington City Fire Department was going through their Insurance Service Office (ISO) audit, I met with the auditor to see what steps CEDC could take to help improve the dispatch portion of the ISO rating. The implementation of Locution (which will be discussed under projects) was a step in the right direction. The next and final step will be the implementation of fire protocols by CEDC. The ISO rating affects the insurance rates of Monroe County property owners.

EMS Dispatches

Calls for service for IU Health EMS continue to increase yearly. This year saw a five percent increase in dispatches over the previous year.



2017 Phone Activity

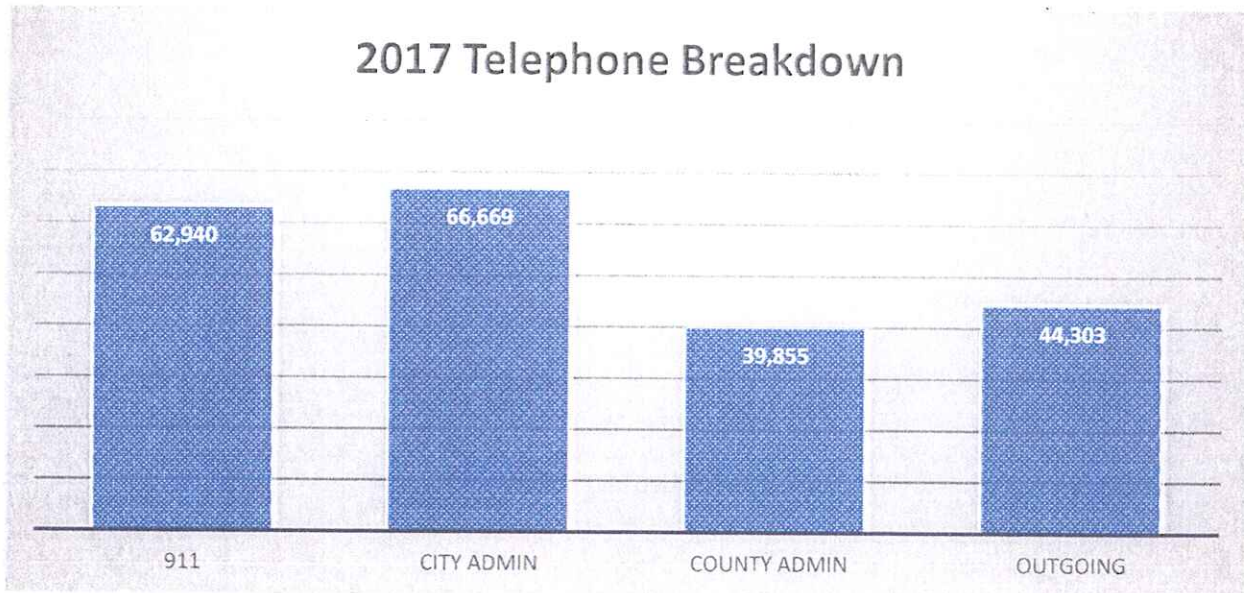
Monroe County CEDC answered 169,464 in-coming phone calls in 2017; 62,940 of which were 9-1-1 calls. The rest were split between city and county administrative phone lines. One thing to note is that police and fire alarm calls from alarm companies are counted as admin calls, since they come in on a ten digit number. In 2017 that accounted for 5,820 phone calls.

When including outgoing phone calls, CEDC handled 213,767 telephone calls. Incoming 9-1-1 calls were down for 2017. However, incoming non-emergency calls were up.

Of the 62,940 9-1-1 calls received by the CEDC, 80% were generated by cellular phones. CEDC is the default answering point for cellular 9-1-1 calls for Monroe County.

Not included in the above totals were Text to 9-1-1 calls that were handled. The CEDC answered 158 Text to 9-1-1 calls in 2017. During this same period, the CEDC initiated 5,875 outgoing texts; these were in response to 9-1-1 hang-up calls. Both numbers are down from last year.

The National Emergency Number Association Standards states that ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour of each day with the greatest call volume. Ninety-five percent (95%) of all 9-1-1 calls should be answered within twenty (20) seconds. CEDC's average answering time for 9-1-1 calls is five (5) seconds. Half of what the NENA standards suggests.



The total number of phone calls handled by CEDC, both incoming and outgoing, totaled 213,767.

Personnel/Operations

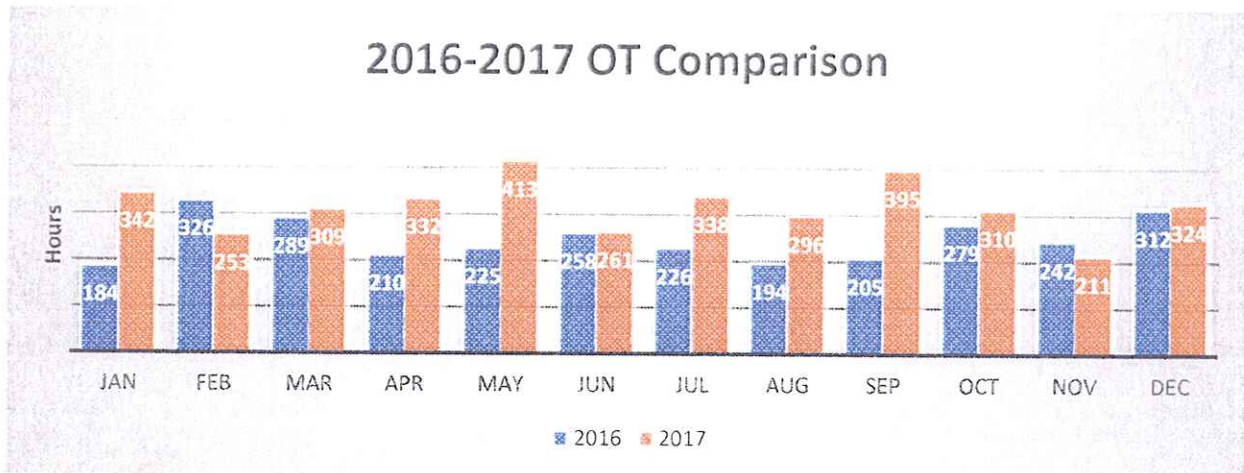
Personnel

Minimum staffing is currently four dispatchers on duty for each shift. As part of their normal duties, they are responsible for answering ten 9-1-1 lines, seventeen administrative phone lines, ten radio channels, the text to 9-1-1 app as well the instant messaging from the mobile data terminals (MDTs) for both MSCO and BPD. They provide IDACS information for four law enforcement agencies.

2017 proved to be a most challenging year for keeping minimum staffing of four telecommunicators per shift. Historically, reducing overtime has always been a challenge. Expected/unexpected employee turnover and illnesses often makes it difficult to forecast staffing needs.

Overtime continues to be challenging within the CEDC with dispatch employees working 3,784 hours of overtime, the equivalent of 473 days. This is up from last year's 369 days. While the final dollar breakdown is pending, total overtime cost for 2017 totaled \$161,921.74. This amount includes all overtime expenses; training, shift coverage and holiday pay. This is an increase of \$23,874.07 over 2016.

CEDC also saw the number of days where dispatchers called in sick increase by 113%. In 2016, CEDC ended the year with 122 days where employees called off sick. For 2017 saw that number increase to 260 days. 2016 total to cover sick days was \$15,637.12. For 2017 that amount rose to \$30,898.92; a 97.6% increase.



High turnover within dispatch centers continues to be a problem throughout the nation. There is no single solution to reducing turnover. It is a combination of things centers have to look at, including competitive pay, reduction in overtime, additional staffing to reduce the multitasking dispatchers are expected to perform and schedules that allow one to have time away from work.

Seventeen of CEDC's twenty-two dispatchers worked in excess of 100 hours of overtime last year. One dispatcher worked 399 hours of overtime; the equivalent of 50 days.

- Three dispatchers working 300+ hours
- Two dispatchers working 200+ hours
- Twelve dispatchers working 100+ hours

At the beginning of 2017, all of the telecommunicators working in CEDC became City of Bloomington employees.

Allocated Positions include:

- One Communications Manager
- One Training Coordinator
- Three Shift Supervisors who work as dispatchers 95% of the time
- Twenty dispatchers including one part-timer
- Eighteen dispatcher positions currently filled (up from three this time last year)
 - two employees left our employment
 - three employees hired (2 currently in training)
 - two position currently open (based on last year's budget)

By the National Emergency Number Association (NENA) standards, we should have 34 dispatchers, not including supervisors.

As of December 31st, 2017:

- Four employees with 30 or more years experience
- One employ with 20 or more years experience
- Eight employees with 10 or more years experience
- Four employees with 5 or more years experience
- Two employees with less than two years experience
- Two employees with less than 1 year (currently in training)

Our current turnover rate is 18% a year, which falls below the national average of 19%. Some centers in Indiana are seeing as high as 30%.

Top reasons for dispatchers leaving:

- Seeking employment in M-F 9-5 jobs
 - Some will even take lower paying positions just to have what they consider a normal life
- Increased demands on dispatchers within the center
- Large amounts of overtime required to cover vacant positions due to staffing shortage, vacations and illnesses
- Little to no room for advancement within centers
- Pursuing employment in other public safety related fields
 - Stepping stone to become police officers or fire fighters
- Low wages

Training

CEDC employees accumulated 722 hours of training covering a variety of topics. This total is down from previous years due to staffing issues.

One area that CEDC needs to improve upon is continuing education for current dispatchers. We spend so much time with the hiring and training process of new dispatchers, current employees do not receive the ongoing training that is vital to the performance of their jobs.

Money was budgeted for 2018 that will allow us to compensate those dispatchers that are willing to take on the extra duties as trainers to help with the training process.

Operational Expenses

Statewide 9-1-1 Board has required each Public Safety Answering Point (PSAP) in the state submit a report showing the expenditures and from where those disbursements are paid since 2015

2016 CEDC filed their yearly expenditure report to the State showing expenditures of \$2,007,688.15. The 2017 report showed expenditures totaling \$2,286,873.54.

The approved budget for 2018 is \$3,737,820. This amount includes \$800,000 that will go towards the communications plan for the township fire departments.

Current Central Dispatch Projects

During 2017, CEDC began projects to better serve the citizens of Monroe County.

- The implementation of Smart911
 - Smart911 replaces our antiquated special needs database
 - Allows those that register to maintain their own information
 - Linking a home address to their cell phone number
 - Special needs information for residence that may reside in the dwelling
 - Photo of house for easier location of residence during an emergency

- The implementation of Locution
 - Will automate the dispatching of fire/EMS units
 - Allows for the individual toning of fire stations/departments without disturbing other department/stations
 - Expected to reduce dispatch times by up to two-thirds
 - Implementation of installing MDC terminals into all of the township fire department response apparatus will allow fire departments to change the status of their respective fire units for more accuracy of tracking units
 - Ties in with the locution project long term

- Implementation of a countywide 800 MHz radio system for fire departments
 - Will have all of the fire departments in Monroe County communicating on one communications platform
 - This will allow the different fire departments to better communicate in mutual aid situations
 - Include the purchase of mobile and portable radios for township fire departments
 - Training will be included for fire fighters on the 800 MHz radio system

- Township Fire Mobile Data Computer Project
 - Will include the installation of mobile data terminals in all township fire department fire apparatus
 - Will allow automatic vehicle location (AVL) to the township fire departments
 - Bloomington City Fire already has this in place
 - In theory, would allow for the dispatch of the closest fire unit rather than dispatch by districts
 - Will allow fire departments to track the times of their equipment by allowing them to change their statuses from within the trucks
 - Will also tie into the national FirstNet project which will prove emergency responders with high-speed nationwide network dedicated to public safety.

- PulsePoint Mobile App (Status Currently on Hold)
 - Alerts CPR-trained bystanders to someone nearby having a sudden cardiac arrest they may require CPR
 - Is activated by CEDC simultaneous with the dispatch of local fire and EMS resources
 - The purpose is to increase the survival rates of cardiac arrest victims by:
 - Reducing collapse-to-CPR times by increasing citizen awareness of cardiac events beyond a traditional "witnessed" area
 - Reducing collapse-to-defibrillation times by increasing awareness of public access defibrillator (AED) locations through real-time mapping of nearby devices
 - The app is only activated if the event is occurring in a public place (the app is not activated for residential addresses)
 - This system is possible because of IU Health who purchased the system for CEDC

Goals for CEDC Looking Ahead

Fire Protocols

As stated earlier, one of the goals looking forward is maxing out the points that dispatch can contribute to the county's ISO rating. The single step that would max out dispatch is the implementation of fire dispatch protocols. This is very similar to emergency medical dispatch (EMD) protocols except geared towards the fire service.

The benefits include:

- Provides accountability for everyone involved in an incident
- Allows agencies to make informed decisions on resource allocation
- Provides a consistent and predictable standard of fire dispatch
- Provides reliable tracking of agency specific data
- Ensures the correct dispatch for the specific incident circumstances

Police Protocols

Police protocols would benefit law enforcement much as the fire protocols will benefit fire. Protocols would ensure every dispatch, day in and day out, asks consistent questions. For everyone call, regardless of the situation, responders in the field would be able to rely on dispatchers gathering and distributing reliable information.

- Identification and ordering of key questions
- The protocol identifies and prompts the dispatcher to ask the necessary questions for each chief complaint
- The questions and information are logically ordered with scene safety first, followed by other essential information