

Central Emergency Dispatch Policy Board

November 13, 2018 Minutes

Members present:

Russell Brummett, Mike Cornman, Laury Flint, Joe Qualters & Jayme Washel

Attendees:

Christina Combs, Central Dispatch Jeff Schemmer, Central Dispatch
Mike Rouker, City Legal Mike Diekhoff, BPD
Amanda Stephens, Ferguson Law Office

Meeting called to order at 10:04 a.m. by Joe Qualters.

AGENDA

- I. Approval of Minutes: A motion was made by Russell Brummett to approve the September 18, 2018 minutes. Jayme Washel seconded the motion. Unanimously approved.

- II. Personnel Update: On October 24, 2018 a dispatcher resigned. Two new dispatchers were hired on November 5, 2018. They are currently in the observation phase.

Jeff is looking at changing the training process. He's talked with several directors throughout the state who are experiencing high turnover rates. The concern is that too much information is thrown at the dispatchers in a short amount of time. They want to start training them up to a certain level and then sign off on them. Then start a new level.

The first level would be train them as call takers and fire and ambulance dispatchers. They would work that level for a while before moving onto the next level.

Preliminary stages right now and Jeff will keep the Board informed as they implement it.

Qualters asked about additional personnel for 2019. Jeff said that there will be three additional supervisors added after January 1, 2019. The positions will be filled internally. Also, he got approval for trainers pay for dispatchers willing to help with training. The trainers will receive an additional \$500 a year.

Brummett asked how many dispatcher spots are open. According to Jeff there are currently four openings. Qualters asked if the Board can help with training. Jeff stated that Centers across the state are experiencing the same thing.

Brummett asked if it was because of the pay. Jeff said that the biggest issue is that it is shift work and requires people to work on weekends, holidays and evenings.

III. Committee Reports: None - no active committees._

IV. Statistics: The September stats are up by 188 phone calls. CFS's are up by 913 calls. October stats are up as well. Overall the phone calls for 2018 are down compared to last year. However the CFS's are up for 2018 compared to last year.

V. Old Business:

- *Locution*: Testing has been extended. Locution is live, but the currently doing long range testing. Everything is going, there are just a few issues that need trouble shot. The relay of information is the biggest issue. As of right now township fire departments do not have MDT's and cannot see information.

Jayme Washel with City Fire commented that they are impressed with Locution thus far. Firefighters are able to sleep better because of it; tones for different departments aren't constantly waking them up.

Mike Cornman with Ellettsville Fire said that they are responding faster. They still have some issues to work out, but overall it is going smoothly for them, too.

Schemmer said that the communication among the fire departments is improving. Township departments not having MDT's is a big problem. City Fire is the only department using AVL right now.

- *Pulse Point*: Going well. IU Health is registering their AED's and it seems to be working. City Fire would like to use Pule Point to flag structure fires.
- *Equalization Payment*: The City made the payment. Item can be removed from the Agenda.
- *Liability Insurance*: Jeff is requesting that \$10,059.99 be appropriated from the instruction line item to the LIT line to cover the cost. The request is due to the insurance payment being overlooked as a budgeted item for 2018. The appropriation will have to be presented to both the City and County Councils for final approval.

Mike Cornman made a motion to transfer funds from the instruction line item to the LIT line item. Brummett seconded the motion. Unanimously approved.

- *ERS Radio Maintenance Addendum:* The addendum is to the current contract that has already been approved. The maintenance is going up \$18,540 for the 5-year service agreement. The increase is due to additional radios for the township fire departments.

Russell Brummett made a motion to extend the current contract by \$18,540. Jayme Washel seconded the motion. Unanimously approved.

- *800 MHz/MDC update:* A live date has not been set. There will be a 3-day training in October for the township fire departments. One hundred forty-two radios were distributed. Majority of the departments are transferring over to the 800 MHz system on their own.

After January 1, 2019 the ambulance service will go to 800 MHz radios. The hospital is purchasing the radios for them. By switching over they will hear all of their radio traffic on one frequency and won't have to go back and forth between their frequency and the fire department frequency.

MDC – moving forward with it. Ellettsville Fire Department is currently testing a cradle point. Ran into a few hiccups, but everything is working fine now. A meeting with the vendors and ERS has been schedule to go over any issues and figure out how to proceed. If everything goes well, Jeff will be looking at buying tablets and the cradle point for the fire departments.

VI. New Business:

- *Spillman CAD Server Contract:* The expense of \$163,266 is in the 2019 budget to replace the CAD server and for maintenance. The money will come from the 911 fund capital replacement costs. Jeff is asking to start the process of ordering the server.

Russell Brummett made a motion to start the process of purchasing the new CAD server. Mike Cornman seconded the motion. Unanimously approved.

- *Fire/Police/EMS Protocols Contract:* This is a standardized computer questioning protocol. The information obtained from callers is dumped into the CFS comments for the first responders to see. Fire will be implemented first, then police and lastly EMD. The total cost is \$250, 277. That includes the software and 40 hours of training for each dispatcher. The protocols expense is in the 2019 budget.

Mike Cornman asked if it is customizable. Jeff said that the question part is not, but he recommendation side can be.

Jeff will be meeting with the fire chiefs to go over the question part of the protocols.

Jayne asked if the company will come in and train any new dispatchers. Jeff said that we will have to look to other counties who use the same program and see if they are offering any trainings at that time.

Russell Brummett made a motion to approve payment to Spillman for the Fire/Police/EMS Protocols contract. Jayme Washel seconded the motion. Unanimously approved.

- *2018 Encumbrances:* Jeff is asking permission to encumber money from the LIT fund for the radios. The final amount is unknown because \$800,000 was the initial budgeted amount. About \$400,000 has been spent and Jeff wants to encumber the difference. He would like to also encumber \$15,000 from the LIT capital replacement line for new chairs.

Joe Qualters clarified that Jeff is asking for encumbrances from just the LIT line. A final dollar amount will be available by December 13, 2018. Jeff will let the Board know at the January meeting the final dollar amounts of the encumbrances.

Mike Cornman made a motion to approve both encumbrances. Russell Brummett seconded the motion. Unanimously approved.

- *Claims:* No questions from the Board. Mike Cornman made a motion to approve the City & County claims. Jayme Washel seconded the motion. Unanimously approved.
- *Training Coordinator Job Description Change:* The Training Coordinator's job description was updated to include the Dispatch Policy Board Secretary as a new duty. Effective January 1, 2019 the Training Coordinator will be taking over as the new Dispatch Policy Board Secretary.

Russell Brummett made a motion to approve the amendment. Jayme Washel seconded the motion. Unanimously approved.

- *2019 Meeting Dates:* The dates for 2019 are January 22nd, March 19th, May 21st, July 16th, September 17th & November 19th.

Russell Brummett made a motion to approve the dates for the 2019 meetings. Mike Cornman seconded. Unanimously approved.

VII. Police/Sheriff/Fire/EMS: none

VIII. 2019 Board Member changes: A motion was made to define the terms of the positions on the Board as Chairperson and Vice Chair. Joe Qualters made a motion. Mike Cornman seconded it. Unanimously approved.

Russell Brummett made a motion for Joe Qualters to be the Chairperson of the Dispatch Policy Board for 2019. Mike Cornman seconded the motion. Qualters abstained from voting. Approved by all other members.

Mike Cornman made a motion for Russell Brummett to be the Vice Chair of the Dispatch Policy Board for 2019. Jayme Washel seconded the motion. Brummett abstained from voting. Approved by all other members.

IX. Public Comment: none

Motion to adjourn the meeting at 11:04 am.

The next meeting is scheduled for Tuesday, January 22, 2019 at 10:00 a.m. in the Training Room at BPD.