

Central Emergency Dispatch Policy Board

January 22, 2019 Minutes

Members present: Russell Brummett, Mike Cornman, Joe Qualters & Jayme Washel

Not present: Laury Flint

Attendees:

Jeff Schemmer, Central Dispatch
Mike Rouker, City Legal
Diana Wires, Ferguson Law Office

Jamie Jahnke, BPD
Mike Diekhoff, BPD
Eli Eccles, BPD

Meeting called to order at 10:07 a.m. by Chairperson Joe Qualters.

AGENDA

I. Approval of Minutes: A motion was made by Russell Brummett to approve the November 13, 2018 minutes. Mike Cornman seconded the motion. Unanimously approved.

II. Personnel Update: Since the last meeting one dispatcher has resigned. There are currently five openings. Four are in training. Another hiring process will start within the next couple of weeks.

The changes to how training will done is a work in progress. New dispatchers will be trained up to a certain point before moving onto the next step of training.

III. Committee Reports: None - no active committees.

IV. Statistics: Comparison of 2017 and 2018 presented. There was a drop in phone calls between the two years. Both inbound and outbound text to 911 calls went up. Law Enforcement calls went up as did the EMS calls. Overall the fire department calls went down.

V. Old Business:

- *Locution:* Overall feedback is positive. There continues to be a decrease in the dispatch time.
- *800 MHz/MDC Update:* All of the radios have been issued. All fire departments have transitioned over to 800MHz with no issues.
- *Fire/Police/EMS Protocols Update:* Standardized process for asking questions on the phone. The first protocol to be implemented will be the fire and police one. The third week in April is the kick off meeting. The

meetings last five days and are with every agency. Each department will have to be there for a few hours each day. Jeff said that it is imperative that each fire department have a representative there.

Go live for the fire and police protocol will be in June. Once that is up and running there will be a two month break so that the EMD protocol can be implemented. Once all three protocols are live, dispatch has two years to complete an accreditation program. The ISO ratings for the fire departments will drop once dispatch is accredited.

VI. New Business:

- *2018 Encumbrances:* Jeff encumbered money from the PS Lit fund to continue the 800MHz and MDT project. Jeff is asking the Board for approval after the fact since the money had to be encumbered by the end of 2018.

Mike Cornman made a motion for the approval of the 2018 encumbrances. Russell Brummett seconded the motion. Unanimously approved.

- *Claims:* Russell Brummett made a motion to approve the 911 fund and PS Lit claims. Jayme Washell seconded the motion. Unanimously approved.
- *Consulting:* Ritter Strategic Services will be conducting a review of dispatch. Barry Ritter will be at the next Policy Board meeting to answer any questions and explain the review process.

VII. Police/Sheriff/Fire/EMS: none

VIII. Public Comment: none

Motion to adjourn the meeting at 10:39 am.

The next meeting is scheduled for Tuesday, March 19, 2019 at 10:00 a.m. in the Training Room at BPD.