

Central Emergency Dispatch Policy Board

July 22, 2020 Minutes

Members present: Joe Qualters, Russell Brummett, Shannon Bunger, Dustin Dillard, Jayme Washel

Attendees:

Eli Eccles, BPD
Kevin Patton, EVFD
Ryan Pedigo, BPD
Ken Farr, IU Health
Cheryl Munson, County Council

Amy Hensley, Central Dispatch
Karin Davis, Central Dispatch
Garrett Hedeem, IU Health
Jennifer Lloyd, City Legal

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

Qualters made attendees aware that there may be some joining this meeting by conference call. Other options for future meetings will be looked into instead of having in-person meetings.

AGENDA

- I. Approval of Minutes: Motion from Brummett for approval of the January 21, 2020 minutes with a modification of changing the adjournment of that meeting to read: Motion made by Brummett, seconded by Dustin Dillard (not Cornman.). Washel seconded the motion with modification. Unanimously approved. Modification was made to reflect the correction in the 1/21/2020 minutes.
- II. Personnel Update: Amy Hensley advised there are currently 2.5 FTE positions open. There are 6 new hires that are now with trainers. There have been 2 out sick but will be back this week. Consideration is being given to another hiring process in the fall. Washel asked about COVID sickness in dispatch. There have been some with symptoms but no active cases.
- III. Committee Reports: None - no active committees.
- IV. Statistics: Statistics presented were quarterly just to get caught up. Hensley advised that 2020 vs. 2019, calls down because of COVID. Statistics presented included calls per hour and answer times.

V. Old Business:

- *Novak Consulting Group update:* The final report was presented to the City in February. Qualters requested copies of the final report to be distributed to the Board and Amy Hensley and Karin Davis so a review of the report or at least a plan to review can be put together at the next Policy Board meeting.
- *Pulse Point update:* Kelly Mullis addressed this issue stating that they now have data that they've never seen before. She will start showing data at upcoming meetings. Neither EMS nor Fire report anything inappropriate going on now. Pulse Point will remain on the Agenda throughout the end of the year to look at data to see if it is validated. This is the 3rd year of a 5 year program.

VI. New Business:

- *Claims:* No claims to approve but there were claims to review that had been dealt with earlier in the year. Motion to accept the claims presented made by Bunger and seconded by Brummett. Unanimously approved.

2020 contracts presented that have been signed earlier in the year. Hensley gave an explanation of each contract. Discussion of the RAVE contract. Hensley will see what information we have that can be presented to the community.

ERS contract – \$34,787. Motion made to accept by Dillard and seconded by Washel. Unanimously approved.

Equature contract – \$33,902. Motion made to accept by Dillard and seconded by Bunger. Unanimously approved.

RAVE contract – \$17,120. Motion made to accept by Brummett seconded by Bunger. Unanimously approved. Washel commented that it would be nice to have RAVE on MDT's.

Priority Dispatch contract – \$24,447. Motion made to accept by Bunger and seconded by Brummett. Unanimously approved. Qualters asked for a summarization of Priority Dispatch. Hensley explained the protocols and standardization of call information by flip cards presented on computer screens for dispatchers. Status of ProQA implementation: will begin with EMD/EFD with a go live date in the fall. Live with the police portion later in the year.

VII. Police/Sheriff/Fire/EMS:

EMS – Kelly Mullis – ambulance service with change over to the 800 fire frequency 7/23/20. Kelly also commented that IU Health appreciated the COVID screening that was being done by dispatch on ambulance calls.

VIII. Public Comment: None

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The next regular meeting is scheduled for Tuesday, November 17, 2020 at 10:00 am.
This meeting will most likely be a Zoom meeting.

Meeting adjourned at 10:41 am.