

Notice of Meeting

Central Emergency Dispatch Policy Board Regular Session

September 22, 2020 10:00 am
Zoom Meeting

AGENDA

- I Approval of Minutes
 - July 21, 20120
- II Personnel Update
- III Committee Reports - No active committees
- IV Statistics – July and August 2020
- V Old Business
 - Novak Consulting Group – report review
- VI New Business
- VIII Police/Sheriff/Fire/EMS Business
 - EMS – Pulse Point data
- VIII Public Comment
- IX Next meeting November 17, 2020, 10:00 am

KARIN DAVIS is inviting you to a scheduled Zoom meeting.

Topic: Central Dispatch Policy Board Meeting

Time: Sep 22, 2020 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://bloomington.zoom.us/j/95636590906?pwd=azNxbUhlY0hBUVBBDVnkrcWZvd2wvUT09>

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Posted September 17, 2020

<https://bloomington.in.gov/boards/dispatch-policy>

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	Amy Hensley, Central Dispatch
Kevin Patton, EVFD	Karin Davis, Central Dispatch
Ryan Pedigo, BPD	Garrett Hedeem, IU Health
Ken Farr, IU Health	Jennifer Lloyd, City Legal
Cheryl Munson, County Council	

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 Corman.). 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.

Egature 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/FFD 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

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.

2020 CFS Quarterly Comparison Statistics

Breakdown by month 2020

July/Aug. year comparison

2020 totals Jan-Aug

	Jul-20	Aug-20	Monthly Difference	2020	2019	Difference
Calls for Service	8	12	4	20	21	-1
Bean Blossom Fire Dept.	345	368	23	713	767	-54
Bloomington Fire Dept.	21	14	-7	35	35	0
Benton Township Fire Dept.	79	72	-7	151	160	-9
Ellettsville Fire Dept.	175	174	-1	349	286	63
Monroe Fire Protection District	79	63	-16	142	154	-12
Northern Monroe Fire Territory	130	114	-16	244	207	37
Van Buren Fire Dept.	837	817	-20	1,654	1,630	24
Total Calls for Service	1,232	1,255	23	2,487	2,745	-258
IU HEALTH EMS	3,779	3,951	172	7,730	9,901	-2,171
Bloomington Police Dept.	612	559	-53	1,171	1,291	-120
Ellettsville Police Dept.	2,901	3,017	116	5,918	7,459	-1,541
Monroe County Sheriff	54	31	-23	85	57	28
Stinesville Town Marshall	7,346	7,558	212	14,904	18,708	-3,804
Phone Calls	5,116	5,014	-102	10,130	12,630	-2,500
911 Inbound	665	754	89	1,419	1,567	-148
911 Abandoned %	11.50%	13.07%	1.63%	12.29%	11.40%	1.51%
Total	5,781	5,768	-13	11,549	14,197	-2,648
Avg Call Duration (sec.)	75.5	77.4	1.9	77.4	79.0	-1.6
Inbound Admin	7,857	7,965	108	15,822	22,416	-6,594
Abandoned Admin	845	1,041	196	1,886	1,505	381
Outbound Admin	3,628	3,645	17	7,273	10,932	-3,659
Total Admin	12,330	12,651	321	24,981	34,853	-9,872
Phone Calls	5,116	5,014	-102	10,130	12,630	-2,500
911 Inbound	36,399	36,399	0	73,798	73,798	0
911 Abandoned	5,288	5,288	0	10,576	10,576	0
Total	41,687	41,687	0	84,374	84,374	0
Avg Call Duration (sec.)	75.8	75.8	0	75.8	75.8	0
Inbound Admin	58,077	58,077	0	116,154	116,154	0
Abandoned Admin	5,623	5,623	0	11,246	11,246	0
Outbound Admin	27,132	27,132	0	54,264	54,264	0
Total Admin	90,832	90,832	0	182,664	182,664	0
Total calls processed	132,519	132,519	0	265,038	265,038	0

Dispatch Policy Board

Update Memo: September 22, 2020

STAFFING: We have 5 current trainees, 4 of which are scheduled to be on their own starting October 5th. Karin will evaluate their progress sheets to determine their readiness. We are down 5 FTE's and have advertised for a new hire round with plans to hire 4 new dispatchers within the next 6-8 weeks. Our goal is to get them through the classroom portion and in-the-seat training by April 1st. We have put in the 2021 budget request for 3.5 additional dispatch positions and if approved we plan to have another hire round during the late spring of 2021. This would raise our Telecommunicator staffing to 32.5 FTEs and 5 Supervisors.

COVID and STAFFING: To date we have had a few with symptoms and 2 with exposures but no one has tested positive.

PROJECTS:

(1) PROTOCOL PROJECT: Fire and EMS have a completed their Special Definitions portion and linking ProQA to current practices and modifications. Eli has worked on coding it all into Spillman and interface testing went very well. We are currently working on the SOPs needed for implementation and Dispatch is in the middle of training. We have completed 3 of the certification classes to date. Our go-live for ProQA EFD and EMD is set for November 2nd and 3rd.

(2) The Police Protocol project: will be scheduled after the first of the year. This includes working with Law Enforcement to link ProQA protocols with current practices, identifying special circumstances, special definitions, uploading all into Spillman, and 3 days of training for each dispatcher in Assailant Training, Emergency Police Dispatch, and Police Pro QA Software training. *I am unable to provide a target Go-live date for police protocols at this time.*