

## **Notice of Meeting**

### Central Emergency Dispatch Policy Board Regular Session

January 19, 2021 10:00 am  
Zoom Meeting

### **AGENDA**

- I Approval of Minutes –
  - December 15, 2020
- II Personnel Update
- III Committee Reports - No active committees
- IV Statistics – November and December 2020
- V Old Business
  - Novak Consulting Group – report review pages 20-27
  - Priority Dispatch Protocol Update
  - Priority Dispatch Policies 8-14
- VI New Business
  - Election of Board Officials
- VII Police/Sheriff/Fire/EMS Business
- VIII Public Comment
- IX Next meeting March 16, 2021, 10:00 am (Zoom meeting scheduled)

**KARIN DAVIS is inviting you to a scheduled Zoom meeting.**

**Topic: KARIN DAVIS' Zoom Meeting**

**Time: Jan 19, 2021 10:00 AM Eastern Time (US and Canada)**

**Join Zoom Meeting**

**<https://bloomington.zoom.us/j/91923906384?pwd=L3VpZUNQTVNsbjBFZ0VxQWlpaCtIQT09>**

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Posted January 16, 2021

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

# Central Emergency Dispatch Policy Board

December 15, 2020  
(Zoom Meeting)

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

Attendees:

Karin Davis  
Mike Cornman  
Christine Bartlett

Amy Hensley  
Mike Diekhoff  
Jennifer Lloyd

Meeting called to order at 10:02 a.m. by Chairman Joe Qualters.

AGENDA

- I. Approval of Minutes: Motion from Bunger for approval of the September 22, 2020 minutes. Seconded by Washel and passed unanimously.
- II. Personnel Update: Report on staffing provided by Amy Hensley. Dispatch currently has 18 dispatchers and 4 supervisors. One of the supervisors is on medical leave, due back in January. There are 5 new hires that are scheduled to begin Dec. 28, 2020. We have 3.5 dispatchers in the 2021 budget and will most likely be another hiring process around Feb. 1<sup>st</sup>. There are 5 that have been out with COVID. All but one is back to work, with the last one scheduled to return on 12/24/2020. One dispatcher is out on FMLA and one on a Leave of Absence.

Question from Bunger – Have heard that the relocation of Central to IUPD dispatch went smoothly. What can we do to make it better? Hensley advised she is working with Tricia Edwards from IUPD Dispatch to get procedures in writing for both agencies. City IT has ordered laptops for Dispatch to be able to pick up and take if this happens again that will tie into City servers and make dispatching seamless. She expressed thanks to Shannon and IU Dispatch for their willingness and help. Qualters expressed kudos to dispatch staff for their hard work in all the coverage needed during COVID.

- III. Committee Reports: None - no active committees.
- IV. Statistics: Statistics report for September and October 2020 presented by Amy Hensley. She advised that the numbers appear consistent with the same time frame as last year.
- V. Old Business:

- *Novak Consulting Group update:* Pages 11-20 were reviewed and commented on in reference to the staffing models and the training and quality assurance proposed. Hensley explained the schedules this year included both 8 hour and 12 hour shifts and that in 2021 all schedules would be 12 hours shifts as proposed in the report. On training she explained the training that has gone on this year with crisis negotiation, CTO, mental health and implementing the Priority Dispatch protocols. QA is being addressed by Equature until the protocols are in place. Three people have been on Performance Improvement Plans this year, the last one ends today.

Brummett asked how many hours of training per year is required. The minimum amount of training per year is 12 hours just to keep up the EMD certification but we've exceeded that by far this year and will continue to do so.

Washel asked if there was any burnout noticed between people working the 8 hour shifts and those working 12 hour shifts. Hensley advised that most of the 12 hour people only work 3 days a week, that most have said "I have a life now," and there has been no negative kick-back in going to 12 hour shifts next year.

Qualters commented that it sounds like some of the recommendations made in the Novak report were already being done.

- VI. New Business: Priority Dispatch. Hensley reported that the Go Live date for implementing the protocols has been pushed from December to February due to the amount of work dispatchers have to do to be ready for implementation. Policies 1-7 were presented to the Board for approval that is required by Priority Dispatch. Qualters commented that they seem like basic templates that outline the requirements of a dispatch center, they are very generic. There was little open discussion since Washel commented that they seem straightforward and Bunger and Brummett have no issues with any of them.

Motion made by Dillard to approved Policies 1-7 and seconded by Brummett. Passed with unanimous vote.

VII. Police/Sheriff/Fire/EMS:

Amy Hensley reported that from an email from ERS the cost for the purchase, programing, staging, and installing of the repeaters for the Fire department is \$122,069.40. The timeline depends on Motorola but the money can be encumbered if Legal approved. Jennifer Lloyd suggested that the Board do something at this meeting today to give Joe Qualters approval to sign for approval of this expenditure.

Dillard commented that this project has been delayed a couple of years and Amy has worked hard to get this accomplished.

Motion made by Dillard and seconded by Brummett that Amy move forward with the cost of \$122,069.40 with the intent of using 2020 funds and that Joe has the authorization to sign if anything needs to be signed before the Board meets again.

Motion approved by unanimous vote.

VIII. Public Comment: None

The next meeting is scheduled for Tuesday, January 19, 2021 and will be a Zoom meeting. Qualters would like the election of Board members be put on the January agenda.

Meeting adjourned at 10:48 am.

## 2020 CFS Quarterly Comparison Statistics

Breakdown by month, 2020

Nov-Dec Year Comparison

2020 totals Jan-Dec

	Nov-20		Dec-20		Monthly Difference	2020		2019		Difference	2020 IN REVIEW-CALLS BY Agency	2019 totals	2020 comparison to 2019
<b>Calls for Service</b>													
Bean Blossom Fire Dept.	18	6	-12	24	32	-8	127	191	-64				
Bloomington Fire Dept.	363	319	-44	682	698	-16	4,089	4,376	-287				
Benton Township Fire Dept.	15	18	3	33	32	1	215	199	16				
Ellettsville Fire Dept.	115	72	-43	187	152	35	898	877	21				
Monroe Fire Protection District	175	263	88	438	275	163	1,992	1,728	264				
Northern Monroe Fire Territory	73	43	-30	116	137	-21	836	841	-5				
Van Buren Fire Dept.	120	77	-43	197	230	-33	1,280	1,322	-42				
<b>Total Calls for Service</b>	<b>879</b>	<b>798</b>	<b>-81</b>	<b>1,677</b>	<b>1,556</b>	<b>121</b>	<b>9,437</b>	<b>9,534</b>	<b>-97</b>				
IU HEALTH EMS	1,287	1,284	-3	2,571	2,650	-79	14,641	15,669	-1,028				
Bloomington Police Dept.	3,446	3,056	-390	6,502	8,110	-1,608	45,947	54,118	-8,171				
Ellettsville Police Dept.	415	567	152	982	1,110	-128	7,579	7,144	435				
Monroe County Sheriff	2,840	2,571	-269	5,411	6,315	-904	34,758	42,520	-7,762				
Stinesville Town Marshall	38	36	-2	74	120	-46	352	491	-139				
<b>Total Calls for Service</b>	<b>6,739</b>	<b>6,230</b>	<b>-509</b>	<b>12,969</b>	<b>15,655</b>	<b>-2,686</b>	<b>88,636</b>	<b>104,273</b>	<b>-15,637</b>				
<b>Phone Calls</b>													
911 Inbound	4,602	4,021	-581	8,623	11,172	-2,549	55,162	57,793	-2,631				
911 Abandoned	587	524	-63	1,111	1,633	-522	7,879	7,639	240				
911 Abandoned %	11.31%	11.53%	1.63%	12.29%	12.75%	1.51%	12.50%	11.67%	0				
<b>Total</b>	<b>5,189</b>	<b>4,545</b>	<b>-644</b>	<b>9,734</b>	<b>12,805</b>	<b>-3,071</b>	<b>63,041</b>	<b>65,432</b>	<b>-2,391</b>				
Avg Call Duration (sec.)	83.3	87.9	4.6	77.4	73.4	4.0	80.5	81	81				
Inbound Admin	6,912	6,460	-452	13,372	16,471	-3,099	73,908	92,150	-18,242				
Abandoned Admin	841	777	-64	1,618	1,550	68	7,598	7,416	182				
Outbound Admin	3,999	3,512	-487	7,511	7,691	-180	35,187	42,954	-7,767				
<b>Total Admin</b>	<b>11,752</b>	<b>10,749</b>	<b>-1,003</b>	<b>22,501</b>	<b>25,712</b>	<b>-3,211</b>	<b>116,693</b>	<b>142,520</b>	<b>-25,827</b>				
<b>Total CFS and Admin calls processed by Dispatch</b>							<b>213,930</b>	<b>256,941</b>	<b>-43,011</b>				