

# Central Emergency Dispatch Policy Board

January 19, 2021  
(Zoom Meeting)

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

Attendees:

Karin Davis  
Brad Swain  
Mike Rouker  
Christine Bartlett  
Curtis Clark  
812-325-3407

Amy Hensley  
Mike Diekhoff  
Jennifer Lloyd  
Ryan Pedigo  
emoney

Meeting called to order at 10:011a.m. by Chairman Joe Qualters.

Before starting down the Agenda, Chairman Qualters spoke about the late Milan Pece and his many years of service to this community. He served on many boards throughout the years including this Central Dispatch Policy Board and dedicated his life to public safety. His contributions were acknowledged and condolences spoken for his family.

AGENDA

- I. Approval of Minutes: Motion from Brummett for approval of the December 15, 2020 minutes. Seconded by Washel and passed unanimous.
  
- II. Personnel Update: Report on staffing provided by Amy Hensley. Dispatch currently has 23 dispatchers and 4 supervisors. We are currently approved for 28 FTE's and 2 PTE's, so we have 5 full-time and 2 part-time spots open. There are 6 new hires in training now who will be with a Trainer in February and released on their own in April. We will advertise for the open positions around mid-February  
  
Dispatch has moved to all 12 hour shifts this year and there has been lots of positive feedback about this.
  
- III. Committee Reports: None - no active committees.
  
- IV. Statistics: Statistics for 2020 were presented by Amy Hensley. Due to COVID, call volume was down for all agencies last year by a total of 43,000 calls.
  
- V. Old Business:

- *Novak Consulting Group update:* Pages 20-27 were reviewed and commented on in reference to the Protocols that will standardize and refine information for responders. The Go Live date for implementation is Feb. 22<sup>nd</sup>. The Police Protocols are not implemented yet but will be scheduled later this year.

Service level agreements are something that needs to be looked at in the future showing what services are provided to what agencies that dispatch serves. Cross training is also something to be addressed.

One organizational change that has been implemented is that the Training Coordinator is now the Assistant Telecommunications Manager. Another organizational change that the report suggested was for the CAD Coordinator to be placed under the Telecommunications Manager. Qualters stated this would be something that would be addressed later.

- *Priority Dispatch.* Hensley reported that the Go Live date for implementing the protocols is Feb. 22<sup>nd</sup>. Policies 8-14 were presented to the Board for approval that is required by Priority Dispatch. These are just like Policies 1-7 that are boilerplate policies and can be customized to our organization. The Steering Committee and the Dispatch Review Committee were explained. Reports will be pulled by Dispatch Supervisors and data will be reviewed by Amy, Karin, a Supervisor and representatives from EMS and Fire. The Policy Board will provide guidance to Dispatch on the recommendations they receive from the Steering Committee.

.Motion made by Brummett to approve Policies 8-14 and seconded by Washel. Passed with unanimous vote

It appears that out of the recommendations made by the Novak Report approximately 50% have already been adopted and put in place. The Board may need to look at what hasn't been put in place and look at the reasons for or against.

- VI. New Business: Election of 2021 Officers – Qualters asked for any nominations for the position of the Chair. Qualters was nominated to serve again as Chairperson for 2021 by Brummett. No other nominations were brought forward.

Qualters was voted in as Chairperson for 2021 by 4 Yea votes and 1 abstain (Qualters).

Qualters asked for nominations for the Vice Chairperson. Washel nominated Brummett to serve again as Vice Chairperson for 2021. No other nominations were brought forward.

Brummett was voted in as Vice Chairperson for 2021 by 4 Yea votes and 1 abstain (Brummett).

VII. Police/Sheriff/Fire/EMS:

Amy Hensley advised that the new mobile repeaters have been ordered. There is on-going discussion about the templates and the re-programming of all portable radios.

VIII. Public Comment: None

The next meeting is scheduled for Tuesday, March 16, 2021 and will be a Zoom meeting.

Meeting adjourned at 10:38 am.