

Central Emergency Dispatch Policy Board

May 18, 2021
(Zoom Meeting)

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

Attendees:

Amy Hensley
Mike Rouker
Ryan Pedigo

Garrett Hedeem

Meeting called to order at 10:00a.m. by Chairman Joe Qualters.

AGENDA

- I. Approval of Minutes: Motion from Brummett for approval of the March 16, 2021 minutes. Seconded by Dillard and passed unanimous.
- II. Personnel Update: Report on staffing provided by Amy Hensley. We currently have 18 dispatchers and 4 supervisors with 2 staff out on leave, one is due back mid to late June.

We hired one in the last hiring round that's going to start June 1 which will bring us up to 19. She is scheduled to start with a trainer July 19 and then will be on her own on August 23. As we go through this next interview process we're hoping to have them in the classroom in July, out in the room in August and on their own in mid-October.

Qualters: Can you tell me again how many openings we have? When does the process close for hiring the 6?

Hensley: We have 10 open The process closes May 26. We won't see the applications until the process closes. We have tried to be proactive and get it posted on social media.

- III. Committee Reports: None - no active committees.
- IV. Statistics: From March to April total calls for Fire are up about 14%, EMS by 4% and law enforcement are down by about 6%. 911 calls are up by 14% and admin calls are down by 6%. In the yearly comparison Fire calls are up 23%, EMS by 16% and law enforcement is down by 2% Our total 911 calls are up by 14% and total admin up about 13% over last year.

V. Old Business:

- *Priority Dispatch Protocol Update:* Hensley advised that the protocols were started February 23rd and in our monthly report for March we were 8% Full Compliance, 73% non-compliant and 19% partial compliant. In April our medical went up to 11% compliant, 62.5% non compliant and 26.5% partial to low compliance. But to show improvement, last week's report shows we were 30% compliant, 40% non compliant and 30% partial to low compliance so we are seeing significant increase. In March we were 11% complaint, 79% non compliant, and 10% partial to low compliance for fire.

This is certainly an adjustment. Other centers have said their adjustment period was anywhere from nine months to a year.

Dillard: What type of comments are you hearing from the dispatchers, I noticed they are starting to get more customers in this program, are you hearing that from them?

Hensley: Yes, and we're making some adjustments in how we're handling calls, especially the medical facility calls. The callers from the facilities are getting frustrated being asked questions that are designed for a lay person. We're working with IU Health and Dr Reppito to implement a protocol that we can utilize that is specifically written and designed for speaking with medical professionals.

Qualters: From a fire perspective, are you still getting positive energy and beneficial information?

Dillard: We are definitely getting more precise information that crews are walking out the door with. I think the only issues we're experiencing at this point are still just mapping related and not procedure related, so I think it's headed in the right direction.

- *Pulse Point.* Are we getting any data that we can evaluate to see what we're getting from it and it is what we hoped when we started this?

Garrett Hedeem: We are getting some data about total number of followers, sudden cardiac incidents, CPR alerts.

Hensley: There is some data coming back when the responders enter in the information about their response, or lack thereof, to the notifications.

Qualters: We need to evaluate the information that goes out to the public and what they see that can be of concern.

Dillard: I'll have to look into what information folks are receiving. Let me follow up with that at the next meeting.

VI. New Business:

Approval of Claims Both city and county reports were reviewed and nothing of concern brought forward.

Brummett made a motion to approve all city and county claims. Seconded by Dillard.

Motion passed unanimously.

VII. Police/Sheriff/Fire/EMS:

Dillard asked about the mapping concerns. It appears we've had to go back to the premium zones for dispatching that is preventing us from sending the nearest fire station.

Hensley: This has to do with a module in Spillman that Eli takes care of. I will reach out to him and see where we are and let you know.

VIII. Public Comment:

Mike Rouker: We need to schedule a special session for the 2022 budget review.

Qualters: Tuesday, June 15, 10am by Zoom.

The next meeting is scheduled for Tuesday, July 20, 2021 and will be a Zoom meeting.

Meeting adjourned at 10:25 am.