

Central Emergency Dispatch Policy Board

July 20, 2021
(Zoom Meeting)

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

Attendees:

Amy Hensley	Karin Davis
Mike Rouker	Lee Baker
Mike Diekhoff	Eli Eccles
Jennifer Lloyd	Curtis Clark
Angie Purdie	Garrett Hedeem
Diana (guest)	

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

AGENDA

- I. Approval of Minutes: Motion from Brummett for approval of the May 18, 2021 minutes. Seconded by Washel and passed unanimous.
- II. Personnel Update: Report on staffing provided by Amy Hensley. We currently have 19 dispatchers out of 29,4 supervisors and 5 new hires. The next new hire process will be January 2022.
- III. Committee Reports: None - no active committees.
- IV. Statistics: Hensley reports that numbers are up from last year. COVID has had an impact on dispatch. All vacation and PTO requests have been approved. Dispatch has not seen any improvement in ProQa due to the busy call volume.
- V. Old Business:
 - *Priority Dispatch Protocol Update:* Hensley reports that a new Protocol has been introduced and has an August 2nd roll out date. This should cut down on the frustration from the callers calling from a medical facility. Dispatch is continuing to do focused reviews with Dispatchers to get the compliance level to where it needs to be.

Qualters questioned the reaction from the public to ProQa. Hensley reports they are frustrated with all the questions presented to them.

- *Pulse Pont:* Dustin Dillard was to bring info to this meeting and he's unable to be here today.

The concern for people showing up on calls is no longer present. Bunger reports no additional problems since it was dealt with last time.

The consensus of the board is to let this issue go and remove from future agendas.

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 Bunger.

Motion passed unanimously

Renewal of RAVE Contract:

Benefits of RAVE:

- get locations of 911 callers
- links to other databases (Rapid SOS)
- gives dispatchers more data/info on callers & situations

Renewal request

- 3-year contract length instead of just 1 year
- adding video capability

Mike Rouker advised there were no concerns with this proposal.

Qualters: How aware is the public of this service?

Hensley: Not sure how widely promoted it has been. Before the next meeting Amy will get with Brittany about promoting Smart 911 and will get data on how many users are in the system.

Brummett made the motion to approve the RAVE contract and proposal. Washel seconded the motion. Passed by unanimous vote.

VII. Police/Sheriff/Fire/EMS: Nothing

VIII. Public Comment: Nothing

The next meeting is scheduled for Tuesday, September 21, 2021 and will be a Zoom meeting.
Meeting adjourned at 10:29 am.