

Notice of Meeting

Central Emergency Dispatch Policy Board Regular Session

January 18, 2022 10:00 am
Zoom Meeting

AGENDA

- I Approval of Minutes –
 - November 16, 2021
- II Personnel Update
- III Committee Reports - No active committees
- IV Statistics – November – December 2021
- V Old Business
- VI New Business
 - Election of 2022 Board Officials
 - Approval of Claims
- VII Police/Sheriff/Fire/EMS Business
- VIII Public Comment
- IX Next meeting March 15, 2022, 10:00 am (Zoom meeting scheduled)

KARIN DAVIS is inviting you to a scheduled Zoom meeting.

Topic: Central Dispatch Policy Board Meeting

Time: Jan 18, 2022 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://bloomington.zoom.us/j/85305538607?pwd=TThiMXo4TXpESEtxc25TYUJkSWlwdz09>

Meeting ID: 853 0553 8607

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Posted January 14, 2022

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

Central Emergency Dispatch Policy Board

November 16, 2021
(Zoom Meeting)

Members present: Russell Brummett, Shannon Bunger, Ryan Pedigo, Dustin Dillard

Attendees:

Amy Hensley
Jennifer Lloyd
Christine Bartlett
Eli Eccles

Karin Davis
Mike Rouker
Garrett Hedeem
Joe Qualters

Cheryl Munson
Kate Petrolina
Joel Bomgardner

Meeting called to order at 10:03 a.m. by Russell Brummett.

AGENDA

- I. Approval of Minutes: Motion from Bunger for approval of the September 21, 2021 minutes. Seconded by Dillard and passed unanimous.
- II. Personnel Update: Report on staffing provided by Amy Hensley. Dispatch just had a hiring process and received 15 applications. Interviews were scheduled for 8 people, 4 did not show up. There are currently 19 dispatchers, 1 in training for a couple more weeks, and 4 supervisors with 1 supervisor leaving next week. We're trying to open another hiring process to hire a class in January.

Bunger – are the 12 hour shifts working?

Hensley – yes, but for next year the dispatchers are asking to work 2 12's and 2 8's and get rid of the 4 hour shifts.

- III. Committee Reports: None - no active committees.
- IV. Statistics: Hensley reports that numbers are up from last year. 911 calls in 2020 were at 41K, thru October of this year they are at 59K. Calls over the last 2 months are also higher than September and October of 2020.
- V. Old Business:
 - *Smart 9-1-1:* Hensley reports that there have been 79 new profiles added in Smart 9-1-1 over the last 8 weeks.

VI. New Business:

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

Hensley reports that all expenditures as normal expenses. There was nothing major and nothing out of the ordinary.

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

Motion passed unanimously

VII. Police/Sheriff/Fire/EMS:

Pedigo states that he hopes to get together with law enforcement agencies in the county in the near future (most likely after Jan 1) to begin looking into the Emergency Police Dispatching part of ProQa.

Brummett complimented and thanked Joe Qualters for his service on the Policy Board.

Qualters expressed thanks to the present Board members and those in the past for their support.

Dillard presented 4 points for discussion:

1. Has there been any change in law enforcement response to suicide situations?
 - a. Brummett – yes, the County changed two years ago.
 - b. Pedigo – BPD has not had a change. It depends on the information the caller provides whether or not LE is sent.
2. Radio traffic on the Fire frequency seems busier than normal. Has this been mentioned by Dispatchers?
 - a. Hensley – no, nothing has been mentioned. The fire frequency has been busier for a while since the decision was made to move EMS to the 800 fire frequency.
3. There have been some problems with Station 24 being sent to the wrong areas and other districts being sent to Station 24's area.

Mike Rouker commented that this discussion needed to take place outside of the Policy Board.

4. There are still some mapping features that are not working.

Hensley advised that the CAD recommendations and mapping issues would need to be discussed with the CAD Administrator, Eli Eccles. Those are things that dispatch has no control over.

VIII. Public Comment: Nothing

The next meeting is scheduled for Tuesday, January 18, 2022 and will be a Zoom meeting. Elections will be held at the next meeting..

Meeting adjourned at 10:22 am by motion from Dillard..

	Nov-21	Dec-21	Monthly Difference	2021	2020	Difference	2021 IN REVIEW-CALLS By Agency	2020 totals	2021 comparison to 2020
Calls for Service									
Bean Blossom Fire Dept.	16	21	5	37	24	13	156	127	29
Bloomington Fire Dept.	413	445	32	858	682	176	5,582	4,089	1,493
Benton Township Fire Dept.	0	0	0	0	33	-33	0	215	-215
Ellettsville Fire Dept.	71	95	24	166	187	-21	980	898	82
Monroe Fire Protection District	349	370	21	719	438	281	4,173	1,992	2,181
Northern Monroe Fire Territory	0	0	0	0	116	-116	0	836	-836
Van Buren Fire Dept.	0	0	0	0	197	-197	0	1,280	-1,280
Total Calls for Service	849	931	82	1,780	1,677	103	10,891	9,437	1,454
IU HEALTH EMS	1,399	1,424	25	2,823	2,650	173		14,641	-14,641
Bloomington Police Dept.	3,806	3,573	-233	7,379	8,110	-731	46,715	45,975	740
Ellettsville Police Dept.	320	331	11	651	1,110	-459	4,576	7,579	-3,003
Monroe County Sheriff	2,681	2,839	158	5,520	6,315	-795	35,657	34,758	899
Stinesville Town Marshall	83	68	-15	151	120	31	703	352	351
Total Calls for Service	6,890	6,811	-79	13,701	15,655	-1,954	87,651	88,664	-1,013
Phone Calls									
911 Inbound	4,602	4,938	336	9,540	11,172	-1,632	61,985	55,162	6,823
911 Abandoned	587	655	68	1,242	1,633	-391	8,808	7,879	929
911 Abandoned %	11.31%	11.71%	1.63%	12.29%	12.75%	1.51%	12.44%	12.50%	0
Total	5,189	5,593	404	10,782	12,805	-2,023	70,793	63,041	7,752
Avg Call Duration (sec.)	83.3	114.6	31.3	77.4	73.4	4.0			0
NSI CALLS									
Inbound Admin	6,912	6,189	-723	13,101	16,471	-3,370	83,542	86,962	-3,420
Abandoned Admin	841	883	42	1,724	1,550	174	11,908	9,200	2,708
Outbound Admin	3,999	3,074	-925	7,073	7,691	-618	42,383	42,518	-135
Total Admin	11,752	10,146	-1,606	21,898	25,712	-3,814	137,833	138,680	-847
Total CFS and Admin calls processed by Dispatch				215,659				234,343	-18,684

Benton Township Fire Dept.
 Monroe Fire Protection District
 Northern Monroe Fire Territory
 Van Buren Fire Dept.
 (total for 2020) 4,323
 2021 had 150 less Calls for Service