

Central Emergency Dispatch Policy Board

November 16, 2021
(Zoom Meeting)

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

Attendees:

Amy Hensley	Karin Davis	Cheryl Munson
Jennifer Lloyd	Mike Rouker	Kate Petrolina
Christine Bartlett	Garrett Hedeem	Joel Bomgardner
Eli Eccles	Joe Qualters	

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..