

# 2011 YEAR END REPORT

## Hendricks County



**Communications Center  
ACCREDITED 2009**



*Every Second, Every Day, We Are Here For You!*

## **Introduction**

The Hendricks County Communications Center completed its fourth full year of operation in 2011. The Center began operations in July, 2007 and by September, 2007 all of the agencies had transitioned to the new system.

In 2008, the Governing Board and Operations Board worked to approve policies for the Center in an effort to attain Accredited Status through the Commission on Accreditation for Law Enforcement Agencies. The Center held an on-site assessment in May, 2009 with confirmation at the Hampton, Virginia CALEA Conference in July. On August 1, 2009, The Hendricks County Communications Center was certified as an accredited Communications Agency.

Efforts continued throughout 2011 to establish a funding source for the Center and will extend into 2012. Elected Officials have been meeting with State Legislators in an attempt to develop a funding source that will cover the needs of Hendricks County as well as the rest of the state.

The Year End Report provides information regarding the operations of the Hendricks County Communications Center. These reports are required by Accreditation Standards and are published for public view. As the Center continues to move forward and learn more about the opportunities to best serve the public, the annual report will continue to provide direction to all those who are involved in the efforts of the Center.

# Multi-Year Plan

## Long Term Goals and Operational Objectives

GOAL: Determine a Legal Authority for the Center

The Hendricks County Communications Center operates under the legal authority of the Town of Plainfield. The Interlocal Agreement calls for a permanent solution to be determined for future legal authority. Our goal has been to have this accomplished by the end of 2010.

OBJECTIVES: Meet with Local Government Officials to determine the best method of governance for the county. Meet with State Legislators from the area to draft legislation. Determine method of providing financial, personnel and payroll services. **Continuing**

GOAL: Future Funding Sources

Currently, we are funded through the 911 funds and the general funds of the agencies that previously supported the four dispatch centers in the county. For 2009, the smaller entities have been asked to contribute to the Center's funding as well.

OBJECTIVES: Meet with Local Government Officials to determine the best method of funding for the county. Determine the total funding needed for operations. Meet with State Legislators from the area to draft legislation. **Continuing**

GOAL: Improve Training Program

The Center has adopted the APCO training programs for use for all employees.

Currently we have 9 employees who are trainers in the various APCO training courses.

OBJECTIVES: Develop training plan and timetable to ensure that all employees are trained in the four major APCO components; Basic Telecommunicator, EMD, Fire and Active Shooter. Develop Basic Training Academy for new hire employees (approximately 14 week course). Maintain all necessary certifications and provide in-house training for recertification. We appointed a Quality Assurance and Training Coordinator to oversee this program. **We continually strive to improve the education of our Communications Officers.**

GOAL: 911 Training for Children

The Center has worked with the Plainfield School System for the past several years providing training in the use of the 911 telephone system for children in 1<sup>st</sup> Grade.

OBJECTIVES: Expand our training program to include schools through out the County. In addition we will also reach out to church groups in an effort to train all of the children in the county in the use of the 911 telephone system. **Completed, in addition we are educating additional Communications officers to assist in this program.**

## Anticipated Workload and Population Trends

In 2011, Hendricks County responded to 144,022 police incidents an increase of 3.09% and 12,780 fire incidents an increase of 5.9%, for a total of 156,802 incidents. This averages out to 429 incidents per day and 17.32 incidents per hour. This is a 3.32% increase in total incidents from 2010.

The 2011 call volume report shows that there were a total of 217,450 calls handled by the Center. Inbound calls of 167,572 or 77.1%, and outbound calls of 49,878. Phone calls handled by the Center in 2011 were down by 4.55%, a reduction produced by the lower number of runs.

Hendricks County is currently the 11th largest county in the State of Indiana, with continual growth that is above the average for the rest of the State. In 2000, the Census report shows that the population in Hendricks County was 104,093. In 2010, the population was estimated at 145,448 showing a 39.7% increase during this ten year period. This percentage ranks second in growth for the state and 86<sup>th</sup> in the country. It is still difficult to statistically predict future workload numbers with any accuracy with only four years of historical data, but we anticipate that the calls for service and the number of phone calls handled will remain consistent over the next few years.

## Anticipated Personnel Levels

With the current economic issues, the growth rate has leveled off somewhat as new housing is down and the prospect of new jobs has declined. Current state laws regarding property taxes has also created funding issues for local government. Due to these factors, we will not anticipate needing to add additional employees for 2012.

## Anticipated Capital Improvements and Equipment Needs

**Mobile Data Devices:** The laptops need to be replaced in the next 18 months. As we replace those units, the older units can be used as spares and replacements. The Data Terminals will last several more years, however they do not accept the Air Cards. When the VRMs no longer function in the devices, or if IPSC abandons the Data Network the Data Terminals will have to be replaced.

**Timeline:** 4<sup>th</sup> Quarter 2012 – 2014

**Cost:** \$300,000 - \$427,000

**Data System:** As the VRMs need to be replaced we can switch over to Air Cards, however someone will have to pay the \$360/year. I believe it will be at least two years before we know if the new PSC Data System will be a viable alternative to the Air Cards. The pricing model that we looked at while I was at PSC showed that it will take seven years before the data system becomes cost effective versus the Air Cards. For Marion County they have a more difficult choice, they can't afford to have a system that isn't

available during storms and disasters. Hendricks County isn't as dependent on the data systems. We can over staff the Center when we believe there will be an issue.

**Timeline:** 4<sup>th</sup> Quarter 2012 – 2014

**Cost:** Air Cards \$110,000 / year

**IPSC Radio System:** We are completely at the mercy of the State on this. I met with IPSC on 12/20/11 to discuss this project. Their suggestion was to approach the politicians to fully fund the upgrade. If the project is fully funded IPSC would replace our consoles, backroom equipment, and the Plainfield Tower. If that happened I would approach Boone County to see if we could merge our two systems. This would save IPSC a significant amount of money and we could look at moving the tower located just south of Zionsville closer to Hendricks County and increase the radio coverage for both counties. Currently the cost of adding a new tower is \$750,000 if you could get the equipment. Relocating would be significantly cheaper. Another possibility that we might consider would be to move over to the PSC radio system, pay for transmitters at the Danville site. We would still have to replace the consoles at the Plainfield PSAP. That cost will be around \$600,000. That is the cost to replace consoles on IPSC or the PSC system.

**Timeline:** Unknown

**Cost:** Unknown

**Computer Aid Dispatch/Police Records/Mobile Data/Fire Station Alerting/Paging:** We are not interested in purchasing our own Computer Aid Dispatch/Police Records/Mobile Data/Fire Station Alerting/Paging System. We get excellent service from PSC; I only included these systems as the cost for having Marion County provide these services to us will be going up with the new system. Until they make a decision on the new system we will not know what the Fiscal impact will be on us. I included the costs from the other sources so you would have an idea what costs would be if we owned our own system. I wrote another UASI Grant to assist all of the counties in District 5 to migrate to the new PSC CAD. At this point Hendricks County would receive \$100,000 to migrate to the PSC CAD.

**Timeline:** 2013

**Cost:** Unknown

**911 Telephone Switch:** The last contract was for ten years. That contract expires 9/13. An issue is on the current contract; Hendricks County paid a significant down payment, and then financed the remainder. Keeping that in mind the current contract is \$228,004. The new contract will be \$233,684 an increase of \$9,120 per year. We are still evaluating the 911 trunk capacity and the number of administrative lines currently being utilized by the Center. There might be a minor adjustment on the final contract numbers. We want to be sure that we are not paying for more capacity than we currently need. We can add capacity at a further date and pay a prorated rate on the remaining years of the contract.

**Timeline:** 1/1/2013

**Cost:** \$ 1,750,422 (over 10 years) an additional \$9,120 per year over current budgeted contract.

**Remodel of Plainfield PSAP:** We will address this project over the next several years and use the current budget. We need to move the Supervisor Console to the Center of the room. Refresh computers, monitors, chairs and place sound absorbing material on the ceilings and walls.

**Timeline:** 2012 – 2014

**Cost:** \$80,000

The Center is co-located with the Plainfield Police Department and shares many of the required mechanical/electrical needs to operate a 24 hour emergency facility. The Center is currently out of office space. There are no immediate plans to move the Center to a new location.

**Narrow Banding:** We need to add at least two additional transmitters and infrastructure to support the additional transmitters.

**Timeline:** 2012

**Cost:** \$100,000

**Communication/Command Vehicle:** As we are discussing long range financing there is a need for this type of vehicle. Currently we are using suitcase to set up a command post.

**Timeline:** 2012 – 2013

**Cost:** \$300,000

## Required Reports

### Risk Management Program

An annual review of the Risk Management program was conducted on January 30, 2012. The annual OSHA Form 300A report was released on January 29 2012 and shows that there was one injury in 2011. There was an average of 33 employees working 57,616 hours.

For 2011, all OSHA requirements have been met including the required annual fire extinguisher training.

The exterior conditions of the Center are handled by the Plainfield Police Department and the Town of Plainfield. Grounds maintenance is contracted through a bid process. In 2011, Shumaker Incorporated provided services for mowing, snow removal and general grounds maintenance. The contact for 2012 has been extended to Shumaker Inc. once again.

As an emergency communications center, every call into the Center has the potential for liability. It is critical that Telecommunicators accurately record the location and nature of each incident in order to send the appropriate personnel for response. The Center did encounter 14 incidents of improper location during the past year. Ten of the incidents involved non-emergency responses 4 were caught by the dispatcher before sending units to the wrong location. Employees are constantly reminded of the importance in getting this information correct and each position has been supplied with a pre-shift plan as a reminder of the specialized duties at each console. Employees that are involved in incidents resulting in improper locations have been advised and disciplined as an attempt to avoid such occurrences in the future.

The liability policy for the Center is provided by Havens-Wiggins Insurance through the Town of Plainfield. The coverage was reviewed by the Executive Director and John Wiggins of Havens-Wiggins Insurance in February 2011 and found to provide comprehensive coverage for the Center.

## **Component Goals and Objectives**

Continuing Education—GOAL: The Center has established APCO as the training standard for Hendricks County. We are also looking into specialized training such as hostage negotiations, advanced fire, critical incident management and communications unit leader training. OBJECTIVES: Set training schedules for 2012-13, certify trainers locally to provide training, ensure all records are completed and look to additional areas for specialized training. This project is ongoing; the Center has been working with the Department of Homeland Security District 5 Planning Council to establish district wide standards for training of Communications Officers. **Continuing, Grant has been awarded, but not finalized yet.**

Connectivity—GOAL: By establishing a fiber connection throughout the county that will connect all of the public safety agencies, we can better communicate and provide services such as records management, communication and even branch out to non-public safety areas such as the engineers, building departments and government managers. Plainfield, Danville and Avon have installed the fiber and are on the system. Brownsburg Police is currently connected through a T-1 line and some of the smaller agencies are connected through the internet. Each agency in the county has access to the system at this time. OBJECTIVES: Serve as a liaison between the surrounding agencies and the Plainfield IT department to continue to improve connectivity and reduce costs.

**Completed**

Upgrade of VHF Radio System—GOAL: The Federal Communications Commission licenses all public safety agencies using radio frequencies. January 1, 2013 all VHF licenses expire and have to be relicensed on VHF. This new federal mandate will require significant upgrades to our current radio infrastructure. The Center started work on this mandate in 2010 with the replacement of the Fire House Alerting System. The volunteer

fire department paging system, tornado alerting system and the emergency management communications system are additional systems that will require upgrades or replacement to meet the new federal mandate. OBJECTIVES: To continue to work on enhancing the above identified systems. The projected cost of this project is \$60,000. **Continuing**

## **Annual Review of Specialized Assignments**

The Hendricks County Communications Center currently has one position listed as Specialized Assignments. These are the Communications Training Officer. This position requires advanced training and is in addition to the normal duties of the employee.

Communications Training Officer- The purpose of this position is to provide basic training for newly hired employees and remedial training to all other employees as needed. The need for this position comes from the fact that all employees of the Center need to receive thorough, comprehensive training prior to being released to work on their own within the Center. Since the Center has adopted the APCO standards for basic training, the Communications Training Officers are to be APCO certified in order to provide the initial training.

## **Annual Internal Affairs Summary**

The 2011 Internal Affairs Statistical Summary is provided to show the number of complaints and investigations conducted on the employees of the Center and the Hendricks County Communications Center. This information is helpful to the administration in determining the public's perception of the agency and to point out areas of training that would be of value. In 2011 we did not have any investigations.

## **Liability Incident Reports Analysis**

The supervisors of the Center did an excellent job of notifying the Administration throughout the year regarding potential liability issues. The Guardian Tracking system serves as a personnel early warning system, but also provides tracking of incidents that are potentially libelous to the Center. In addition our new quality assurance program was instituted in the fourth quarter of 2011. The planned expansion in 2012 will include review of each "Hot" police call as well as all Fire and EMS 911 calls.

There were 12 items handled through the disciplinary system and it should be noted that none of the events resulted in any major problems.

An analysis of this information shows that improper locations are a major concern for liability. We have established pre-shift briefing sheets for each of the positions in the Center to serve as a reminder of the specific issues related to each position. The call taker position sheets clearly remind each employee that the two most critical parts of the



position are to get the correct location and run type in order to send the correct response to the correct location. Training of Center employees and field units will remain an ongoing process as we continue to determine how best to serve the community. Finally, it is important that Supervisors know their subordinates well and are skilled in determining if there is an issue with their performance. Employees need to be at their physical and mental best when at the console, therefore if there is an issue with their health or mental capacity, it is imperative that the Supervisors recognize this and act as soon as possible.

## **Community Involvement Report**

The Annual Community Involvement Report is intended to make the Administration aware of situations that could have a bearing on public safety communications within the community. The mapping of the county is critical to the use of the CAD system. Ensuring that we have the proper address ranges and street names for the entire county as well as areas closely bordering the county is essential to proper response. Second, informing citizens of the county on the proper use of the 911 phone lines for emergencies only while utilizing the non-emergency lines for routine requests. Third, informing the public on how to best contact their local police and fire headquarters rather than calling the Communications Center. Fourth, informing the public on the use of the weather alert system and the reaction that the activation should provide.

In regards to the mapping system, the Center is working closely with the Hendricks County GIS department to improve communication and dissemination of information. The project led by Les Rice of Hendricks County GIS in 2008 developed a mapping organization that includes all of the towns in the county that meets periodically to discuss mapping issues and work toward refining the process of passing along the information. The Hendricks Co. Visitors Bureau is also working with the group to provide a public version of the most up to date map.

The Center has a 911 simulator that is used for school functions and was used 11 times in classroom settings in the county.

## **Personnel Early Warning System Annual Review**

There were 630 total incidents entered into the system, with 120 commendations/awards, 12 disciplinary actions. There were 99 incidents of PTOu, down from 143 the previous year. There were 6 Early Interventions for PTOu. We will continue to watch this area closely to measure the impact of the Town's policy on unexcused absences that was implemented in 2011.

## **Annual Grievance Analysis**

There were no grievances submitted to the Executive Director in 2011.

## **Annual Generator Inspection**

Full Service was completed on the Plainfield Police Station generator on July 07, 2011. Full Service was completed on the Water Tower generator on July 12, 2011. Inspections on the Police generator was completed on March 03, 2011, the Water Tower generator on April 04, 2011. The inspection was conducted by Cummins Crosspoint and the report is available with the Plainfield Police Department. The Generator is tested bi-weekly and documented by the Assistant Chief of the Plainfield Police Department.

## **Emergency Operations Plan Annual Review**

The Emergency Action Plan was developed on June 12, 2008 to give specific responses for certain incidents that could immediately impact the operations of the Center. The Center further follows the Hendricks County Emergency Management Agency (EMA) Emergency Operations Plan. The Plan is developed and maintained by the EMA Director. The Plan was reviewed by EMA Director David Warren, HCCC Executive Director Steven Cook. There were no changes recommended at this time.

**UPDATE**

## Hendricks County Communications Center 2011 Roster

<b>NAME</b>	<b>Position</b>
Cook, Steven	Executive Director
Douglas Burris	Deputy Director
Porter, Pamela	Supervisor
Brannon, Sue	Supervisor
Larimore, Michelle	Supervisor
Vacancy	Supervisor
Lamb, Kathleen	Assistant Supervisor
Oliphant, Ben	Assistant Supervisor
Umbanhowe, Deb	Assistant Supervisor
Tatman, Chad	Assistant Supervisor
Lees, Stephanie	Training/Quality Assurance
Broyles, Tonya	1st Class Telecommunicator
Cope, Belinda	1st Class Telecommunicator
Disbro, Glen Eric	1st Class Telecommunicator
Jones, Elizabeth	1st Class Telecommunicator
Gilbert, Amanda	1st Class Telecommunicator
Gilbert, Jennifer	1st Class Telecommunicator
Miller, LuAnn	1st Class Telecommunicator
Preutt, Dawn	1st Class Telecommunicator
Stanfield, Linda	1st Class Telecommunicator
Baughn, Andrea	2nd Class Telecommunicator
Harrell, Leslye	2nd Class Telecommunicator
Gunnell, Ed	2nd Class Telecommunicator
Stafford, Karen	2nd Class Telecommunicator
Hitchell, Judy	2nd Class Telecommunicator
Williams, Tim	2nd Class Telecommunicator
Ealy, Paula	2nd Class Telecommunicator
Pankiewicz, Susanne	2nd Class Telecommunicator
Powell, Veronica	2nd Class Telecommunicator
Brandon Richardson	Probationary Telecommunicator
Ashley Thaler	Probationary Telecommunicator

<b>NAME</b>	<b>Position</b>
Erin Carpenter	Part-Time Telecommunicator
Walker, Barbara	Part-Time Telecommunicator
Sell, Christina	Part-Time Telecommunicator
Woodall, Tracy	Part-Time Telecommunicator
Joyner, Bill	Part-Time Telecommunicator
Lantz, Eric	Part-Time Telecommunicator
Sims-Powell, Kim	Part-Time Telecommunicator

<b>Governing Board Members</b>	
Eric Wathen	Hendricks Co. Commissioners
Robin Brandgard	Plainfield Town Council
Steve Hartsock	Danville Town Council
Gary Hood	Brownsburg Town Council
Tim Griffith	Middle Twshp. Trustee
Greg Zusan	Avon Town Council
John Hart	Pittsboro Town Council

<b>Operations Board Members</b>	
Jason Stumm	Pittsboro Fire Department
Oran True	Brownsburg Fire Department
Steve Wagner	Hendricks Co. Sheriff's Dept.
Jack Miller	Avon Police Department
Christi Patterson	Clayton Police Department
Jeff Mitny	Plainfield Police Department
Tim Williams	Coatesville Fire Department
David Warren	Emergency Management

<b>Technical Committee</b>	
Eric Lees	Chairman