

2012 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 fifth full year of operation in 2012. 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. On August 1, 2009, The Hendricks County Communications Center was certified as an accredited Communications Agency.

Efforts continued throughout 2012 to establish a funding source for the Center and will extend into 2013. 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

CALEA Standard: 1.2.3, 1.2.5, 1.2.6, 1.2.9A&E, 5.1.1C, 7.1.4

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.

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. Since 2009, the smaller entities have been asked to contribute to the Center's funding as well. The Governing Board determined an interim funding formula for all entities to contribute in 2013. The Board will continue to work with the legislature to determine a permanent funding source.

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 Communications Officer, EMD, Fire and Active Shooter. Maintain all necessary certifications and provide in-house training for recertification. **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 1st Grade.

OBJECTIVES: Expand our training program to include schools throughout 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.**

GOAL: Employee Assistance Program (EAP)

The Hendricks County Communications Center understands that our employees are our

most valuable asset. HCCC has a significant investment in our employees; we also recognize that the position of Communications Officer is a stressful occupation. OBJECTIVES: Work with Town of Plainfield Public Safety Agencies to establish an EAP.

GOAL: Mobile Command Post

Hendricks County has a need for a Mobile Command Post to be sent directly to the scene of significant events. In addition this vehicle will be used at events needing on the scene coordination such as festivals, and large gatherings of visitors to Hendricks County.

OBJECTIVE: Establish a Committee to specify the design and capability of the vehicle. Funding of the vehicle, it is expected that the cost of this vehicle will be spread across several budget cycles.

Anticipated Workload and Population Trends

CALEA Standard 1.2.9B

In 2012, Hendricks County responded to 150,975 police incidents an increase of 4.82% and 13,044 fire incidents for an increase of 2.07%, for a total of 164,019 incidents. This is a 4.6% increase in total incidents from 2011 (156,802).

The 2012 call volume report shows that there were a total of 218,956 calls handled by the Center. Inbound calls of 167,072 or 76.3%, and outbound calls of 51,884 or 23.7%. Phone calls handled by the Center in 2012 were up by 0.7% from the previous year.

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 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 86th in the country. It is still difficult to statistically predict future workload numbers with any accuracy with only five 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

CALEA Standard 1.2.9C

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. In 2012 we looked at staffing levels, workloads and adjusted our staffing levels with a decrease of two full time personnel. We raised our authorized strength of Part Time personnel from 7 to 10 personnel. The Part Time personnel go through the same hiring and training processes as the full time employees. The current authorized strength is 38 Full Time and 10 Part Time personnel. Full staffing for the Operations Division is 34 Communication Officers (8 per shift plus 2 tac-shift): 4 Personnel are assigned to the Administrative Division

2010

- Avg. staffing: 32
- Quit/Fired: 5
- Turnover rate: 15.6%

2011

- Avg. Staffing: 29.5
- Quit/Fired: 7
- Turnover rate: 23.7%
- This included 5 individuals leaving in a 4 month period due to:
 - Airport Hiring and paying more than ourselves (2)
 - Employee started her own daycare (1) --- and she has now returned to work at the Center
 - Could not get through training program (1)
 - New hire refused to work nights (1)

2012

- Avg. Staffing: 29.5
- Quit/Fired: 5
- Turnover rate: 16.9%

Anticipated Capital Improvements and Equipment Needs

CALEA Standard 1.2.9D&E

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: 4th Quarter 2012 – 2014

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

IPSC Radio System: No decision has been made by the IPSC Board on replacement of the infrastructure. Until the State of Indiana decides what is going to be funded by the State we cannot budget for the enhanced 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. Marion County picked InterAct as their next CAD/Records system provider.

Timeline: 2015

Cost: Unknown

911 Telephone Switch: The microDATA Regional 911 Telephone switch began installation in December and will be complete by the summer of 2013

Timeline: 3/1/2013

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

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: 2013 – 2015

Cost: \$250,000

Required Reports

Risk Management Program

CALEA Standard 1.2.1D, 1.2.3, 2.2.5

An annual review of the Risk Management program was conducted on February 1, 2013. The annual OSHA Form 300A report was released on January 31, 2013 and shows that there was one illness in 2012. There was an average of 43 employees working 70,323 hours.

For 2012, all OSHA requirements have been met including the required annual fire extinguisher training.

As an emergency communications center, every call into the Center has the potential for liability. It is critical that Communications Officers accurately record the location and nature of each incident in order to send the appropriate personnel for response. The Center did encounter 12 incidents of improper location during the past year. 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 January 2013 and found to provide comprehensive coverage for the Center.

Component Goals and Objectives

CALEA Standard 1.2.3, 1.2.5, 1.2.6, 5.1.1C

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 2013-14, certify trainers locally to provide training, ensure all records are completed and look to additional areas for specialized training. **Continuing**

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 cost of this project is \$84,000. **Completed 2/2013**

CALEA Accreditation – GOAL: The Communication Center completed the CALEA On-Site Assessment December 18, 2012. The assessment team that completed our assessment will be recommending to the CALEA Accreditation Committee, that we be re-accredited for another 3 years. We will be attending the CALEA Conference in March 2013 to receive our re-accreditation award for achieving professional excellence. OBJECTIVES: To continue reviewing and updating our policies and procedures to ensure we continue to be in compliance with the CALEA Accreditation Standards. **Continuing**

Annual Review of Specialized Assignments

CALEA Standard 1.3.3

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. In 2012 the Board approved the salary increase of \$.25/hour

for CTO's. The authorized strength for CTO'S is two per shift, the Assistant Supervisor and one Communications Officer fill that role on each shift.

Annual Internal Affairs Summary

CALEA Standard 1.2.3, 1.4.11

The 2012 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 2012 we did not have any investigations.

Liability Incident Reports Analysis

CALEA Standard 1.4.1, 1.4.2, 1.4.3, 1.4.4, 1.4.5

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.

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 on-going 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

CALEA Standard 2.6.3

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 provided instruction on the proper use of the 911 system to 450 students in 2012. There were 300 students instructed in 2011.

Personnel Early Warning System Annual Review

CALEA Standard 3.4.7E

There were 301 total incidents entered into the system, with 108 commendations/awards, 12 disciplinary actions. There were 82 incidents of PTOu, down from 99 the previous year and 143 in 2010. 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

CALEA Standard 1.2.3, 3.5.1, 3.5.2, 3.5.3

There were no grievances submitted to the Executive Director in 2012.

Annual Generator Inspection

CALEA Standard 6.4.2, 7.1.4

Full Service was completed on the Plainfield Police Station generator in July 2012. Full Service was completed on the Water Tower generator in July 2012. Inspections on the Police generator was completed on 11/15/12, the Water Tower generator on 12/4/2012. 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

CALEA Standard 7.1.2I, 7.1.4, 7.1.5, 7.1.11

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.

In 2012 the Deputy Director developed an Emergency Evacuation Plan for the Center. This plan documents the procedures for abandoning the Center in case of disaster. The plan was exercised on April 26th 2012 when we moved operations over to the Airport PSAP. This exercise lasted 4 hours and tested our capability to transfer operations for a short term time period. The second exercise to validate the Emergency Evacuation Plan occurred September 11th when the Center transferred operations to the Public Safety Communications Perry PSAP in Marion County. This exercise lasted 2 days and validated that the Center could sustain long term operations outside of the Plainfield PSAP.

Hendricks County Communications Center 2012 Roster

NAME	Position
Cook, Steven	Executive Director
Douglas Burris	Deputy Director
Porter, Pamela	Supervisor
Brannon, Sue	Supervisor
Larimore, Michelle	Supervisor
Harrell, Leslye	Supervisor
Lamb, Kathleen	Assistant Supervisor
Oliphant, Ben	Assistant Supervisor
Umbanhower, Deb	Assistant Supervisor
Tatman, Chad	Assistant Supervisor
Kidwell, Janice	Accreditation Manager
Lees, Stephanie	Training/Quality Assurance
Broyles, Tonya	1st Class Communications Officer
Cope, Belinda	1st Class Communications Officer
Disbro, Glen Eric	1st Class Communications Officer
Jones, Elizabeth	1st Class Communications Officer
Gilbert, Amanda	1st Class Communications Officer
Gilbert, Jennifer	1st Class Communications Officer
Miller, LuAnn	1st Class Communications Officer
Preutt, Dawn	1st Class Communications Officer
Stanfield, Linda	1st Class Communications Officer
Baughn, Andrea	2nd Class Communications Officer
Harrell, Leslye	2nd Class Communications Officer
Gunnell, Ed	2nd Class Communications Officer
Stafford, Karen	2nd Class Communications Officer
Hitchell, Judy	2nd Class Communications Officer
Williams, Tim	2nd Class Communications Officer

NAME	Position
Erin Carpenter	Part-Time Communications Officer
Walker, Barbara	Part-Time Communications Officer
Sell, Christina	Part-Time Communications Officer
Woodall, Tracy	Part-Time Communications Officer
Joyner, Bill	Part-Time Communications Officer
Lantz, Eric	Part-Time Communications Officer
Sims-Powell, Kim	Part-Time Communications Officer

Governing Board Members	
Eric Wathen	Hendricks Co. Commissioners
Robin Brandgard	Plainfield Town Council
Steve Hartsock	Danville Town Council
Dave Richardson	Brownsburg Town Council
Tim Griffith	Middle Twshp. Trustee
Dave Cox	Avon Town Council
John Hart	Pittsboro Town Council

Operations Board Members	
Jason Stumm	Pittsboro Fire Department
Mark Morgan	Danville Fire Department
Steve Wagner	Hendricks Co. Sheriff's Dept.
Jack Miller	Avon Police Department
Christi Patterson	Clayton Police Department

Ealy, Paula	2nd Class Communications Officer
Pankiewicz, Susanne	2nd Class Communications Officer
Powell, Veronica	2nd Class Communications Officer
Brandon Richardson	Probationary Communications Officer

Jeff Mitny	Plainfield Police Department
Tim Williams	Coatesville Fire Department
David Warren	Emergency Management

Technical Committee	
Eric Lees	Chairman

Hendricks County Communications Center Organizational Chart

