

# 2010 YEAR END REPORT

## Hendricks County



**Communications Center  
ACCREDITED 2009**



## **Introduction**

The Hendricks County Communications Center completed its third full year of operation in 2010. 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 2010 to establish a funding source for the Center and will extend into 2011. 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.

**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.

**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.

**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.

## **Anticipated Workload and Population Trends**

In 2010, Hendricks County responded to 139,700 police runs and 12,061 fire runs, for a total of 151,761 runs. This averages out to 416 runs per day and 17.32 runs per hour. This is a 4.39% reduction in total runs from 2009, with police runs down 4.8% and a very slight increase of 0.34% in fire runs.

The 2010 call volume report shows that there were a total of 227,832 calls handled by the Center. Inbound calls of 173,811 or 76.3%, and outbound calls of 54,021. Phone calls handled by the Center in 2010 were down by 8.5%, a reduction produced by the lower number of runs and changes within operations as we continue to be more efficient.

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 2011.

## **Anticipated Capital Improvements and Equipment Needs**

Equipment – In 2007 we purchased a Telephone/Radio Logging Recorder from Word Systems. Since the installation of the new logging recorder the Center has experienced significant issues with the reliability of the recorder. During 2010 the logging recorder was replaced with a new logging recorder, the older machine was completely rebuilt and installed as a redundant back-up system. We continue to have reliability issues with the logging recorder. As a result of the unreliability of the current equipment we are investigating the replacement of both of the logging recorders we a new solution.

Modems – Currently, the Hendricks County field units rely on radio modems for mobile data transfer. This technology is becoming out-dated and is currently not available for new purchase at this time. Motorola will continue to support the system for at least 2 more years. There is a next generation of mobile data modems available through Motorola but would require that the State add this system to their towers. Another

solution is the use of air cards leased monthly through cellular phone companies. Our current configuration at MECA with the Z-Client server will support air cards as we have demonstrated by adding several units from Hendricks County Public Safety Agencies to the system using this method. It will be necessary to move to another mobile data solution within the next several years.

The average life of a computer is between 3-5 years. As software and operating systems change, many older computers are not able to operate with the new systems. In the Center, we have several computers at each of the consoles and each runs 24 hours a day. Wear and tear on the computers will also affect their longevity. It is anticipated that the computers used for the in-house system will need to be replaced within the next year, as well as the CAD computers when the new Computer Aid Dispatch system is installed. The radio computers and 911 computers will most likely last longer as there is no know upgrade planned for either in the near future. Computers used in the field are designed for rugged use and are completely upgradable. It is anticipated that these units will last well beyond the next 3-4 years, but may require funding for upgrades.

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.

## **Required Reports**

### **Risk Management Program**

An annual review of the Risk Management program was conducted on February 8, 2011. The annual OSHA Form 300A report was released on February 2, 2011 and shows that there was one injury reported in 2010. There was an average of 42 employees in the Center during the year that worked 72,274 hours.

For 2010, 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 2010, Shumaker Incorporated provided services for mowing, snow removal and general grounds maintenance. The contact for 2011 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 10 incidents of improper location during the past year. Eight of the incidents involved non-emergency responses 1 was caught by the dispatcher before sending units to the wrong location and 1 was dispatched to the wrong agency but recognized the error and dispatched the correct agency, 3 of the calls incorrectly entered were by probationary dispatchers. 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 on February 23, 2010 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 2010-11, 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 Telecommunicators.

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.

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.

## **Annual Review of Specialized Assignments**

The Hendricks County Communications Center currently has two positions listed as Specialized Assignments. These are the Communications Training Officer and the Tactical Dispatch Officer. Each 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.

Tactical Dispatch Officer – The Tactical Dispatch Officer position is to provide advanced, on-scene communications for special events, disasters and as needed by the public safety community. The need for this position comes from the fact that in emergency or planned event situations, it is often advantageous to assign a dispatcher to the scene to assist the field units as needed. During 2010, we did not use the Tactical Dispatch Officer program. During 2011, we intend to increase our efforts in this area through training and utilization of the officers.

## **Annual Internal Affairs Summary**

The 2010 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 2010 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 2010. The planned expansion in 2011 will include review of each "Hot" police call as well as all Fire and EMS 911 calls.

There were 10 incidents reported to the Administration during 2010, five of which were for not showing up for mandatory training. Those five items were handled through the disciplinary system and it should be noted that none of the events resulted in any major problems.

Of the five other incidents, disciplinary action was taken due to repeated violations of the General Operations Manual.

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**

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 8 times in classroom settings in the county.



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

The Hendricks County Communications Center Early Warning System was purchased on October 21, 2008 from Guardian Tracking LLC. The software was installed in early November, 2008 and employee training was provided. There were 631 total incidents entered into the system, with 137 commendations/awards, 24 disciplinary actions and 21 early interventions. There were 134 instances of PTO Unscheduled (PTOU). The Town has instituted a new policy on PTOU. We will closely monitor the unscheduled absences to ensure compliance of the new policy.

## **Annual Grievance Analysis**

There were no grievances submitted to the Executive Director in 2010.

## **Annual Generator Inspection**

Full Service was completed on both Generators on June 16, 2010. (Police Department and 267) Inspections on both were completed on August 31, 2010 and December 16, 2010. 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 Deputy Director Steve Cook. There were no changes recommended at this time.

**UPDATE**

## Hendricks County Communications Center 2010 Roster

<b>NAME</b>	<b>Position</b>
Brinker, Larry	Executive Director
Cook, Steven	Deputy Director
Porter, Pamela	Supervisor
Brannon, Sue	Supervisor
Larimore, Michelle	Supervisor
Habermehl, Brenda	Supervisor
Lamb, Kathleen	Assistant Supervisor
Oliphant, Ben	Assistant Supervisor
Umbanhower, Deb	Assistant Supervisor
Tatman, Chad	Assistant Supervisor
Lees, Stephanie	Training/Quality Assurance
Broyles, Tonya	1st Class Telecommunicator
Cline, Paula	1st Class Telecommunicator
Cope, Belinda	1st Class Telecommunicator
Curl, Tom	1st Class Telecommunicator
Disbro, Glen Eric	1st Class Telecommunicator
Jones, Elizabeth	1st Class Telecommunicator
Miller, LuAnn	1st Class Telecommunicator
Stanfield, Linda	1st Class Telecommunicator
Eitenne, Leslye	2nd Class Telecommunicator
Gilbert, Amanda	2nd Class Telecommunicator
Gunnell, Ed	2nd Class Telecommunicator
Stafford, Karen	2nd Class Telecommunicator
Stewart, Wendi	2nd Class Telecommunicator
Williams, Tim	2nd Class Telecommunicator
Ealy, Paula	2nd Class Telecommunicator
Biesel, Elizabeth	Probationary Telecommunicator
Baughn, Andrea	Probationary Telecommunicator
Baker, Matthew	Probationary Telecommunicator
Powell, Veronica	Probationary Telecommunicator
Hitchell, Judy	Probationary Telecommunicator
Roach, Amanda	Probationary Telecommunicator

<b>NAME</b>	<b>Position</b>
Pankiewicz, Susanne	Probationary Telecommunicator
Burris, Doug	GIS Coordinator
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>	
David Whicker	Hendricks Co. Commissioners
Robin Brandgard	Plainfield Town Council
Steve Hartsock	Danville Town Council
Gary Hood	Brownsburg Town Council
Tim Griffith	Middle Twshp. Trustee
Charles Dorton	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