

# 2018 YEAR END REPORT



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

## Introduction

The Hendricks County Communications Center completed its twelfth full year of operation in 2018, to the 23 Public Safety Agencies and the citizens of Hendricks County. The Center began operations in July of 2007. The completion of the consolidated center, as it's comprised of today, consisting of all four previous PSAPs was completed in September 2007. This was made possible by the overwhelming support of our two partners, the Integrated Public Safety Commission (IPSC) who provides our radio communications, and Marion County's Public Safety Communications (PSC) which provides Computer Aid Dispatch, Mobile Data, Paging, Fire House Alerting, and Police/Fire Records Systems.

On August 1, 2009, The Hendricks County Communications Center was certified as an accredited Communications Agency. At this time HCCC is one of two in the State of Indiana, and one in fifty-two (52) in the country.

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 about opportunities to best serve the public, the annual report will continue to provide direction to all those 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, 1.2.8, 1.2.9A&E, 5.1.1C, 6.1.5D, 6.7.2**

**GOAL:** Improve Training Program

The Center has adopted the APCO training programs for use of all employees. Currently we have 5 employees who are instructors in the various APCO training courses. There are 18 employees who are APCO Certified Training Officers.

**OBJECTIVES:** Develop training plan and timetable to ensure that all employees are trained in the four major APCO components; Public Safety Telecommunicators, Emergency Medical Dispatch, Law Enforcement Communications and Fire Communications. Maintain all necessary certifications and provide in-house training for recertification. In addition to our core training in 2019 we will continue to focus on Customer Service, Management Leadership, and Dispatch Skills. **We continually strive to improve the education of our Communications Officers.**

**GOAL:** Refine and expand New Computer Aid Dispatch and Mobile Data System

The Communications Center has been partnered with Marion County Public Safety Communications Agency (PSC) since our inception in 2007 we have been using their Tiburon CAD. The last four years PSC has been working to replace the Tiburon CAD originally installed in 1992. In 2017, PSC signed an agreement with Motorola Solutions to implement the Premier One CAD system as the new CAD for both counties. Motorola Solutions will also provide a new mobile data system for Police and Fire Agencies. Opportunity to use true location of apparatus to recommend units. **Ongoing expected completion second quarter 2019**

**GOAL:** New Police Records System

The Communications Center has been partnered with Marion County Public Safety Communications Agency (PSC) since our inception in 2007 we have been using their Tiburon police and then the InterAct Police Records System. Both of the counties have outgrown the capabilities of those systems. With the implementation of the new CAD a new Police and Fire Records system needs to be purchased. PSC is in current negotiations with vendors on these systems.

**Ongoing expected completion fourth quarter 2019**

**GOAL:** New Computer based Emergency Medical protocol method for CAD

The Communications Center has always used a flip card system for medical protocols for Emergency Medical Dispatch (EMD). With the implementation of the new CAD system we want to integrate a software based approach to more effectively and efficiently prioritize Emergency Medical Calls. Once implemented, this will allow for better records keeping, and quality assurance.

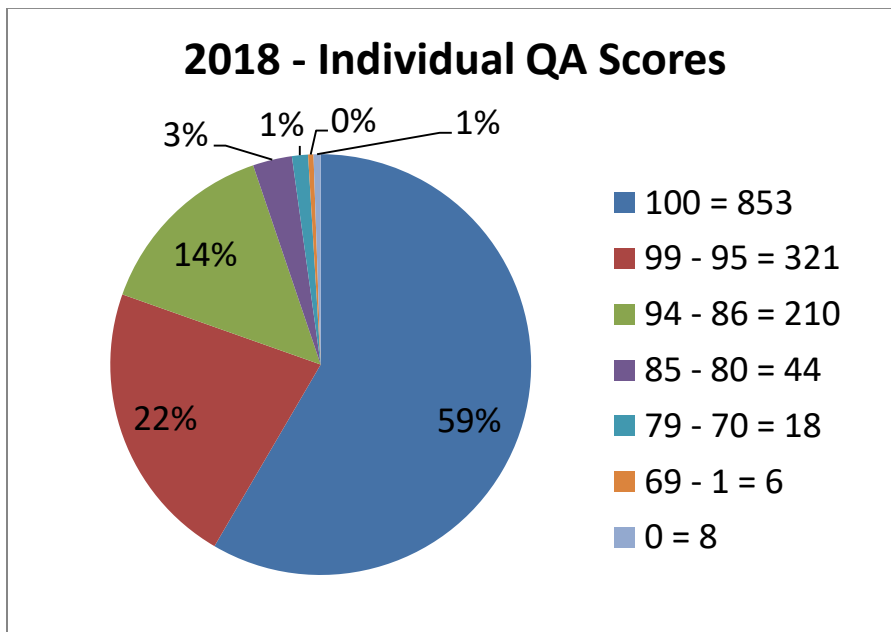
**Training to occur in the 4<sup>th</sup> quarter and implementation to occur in the first half of 2020.**

**GOAL:** Mobile Command Post

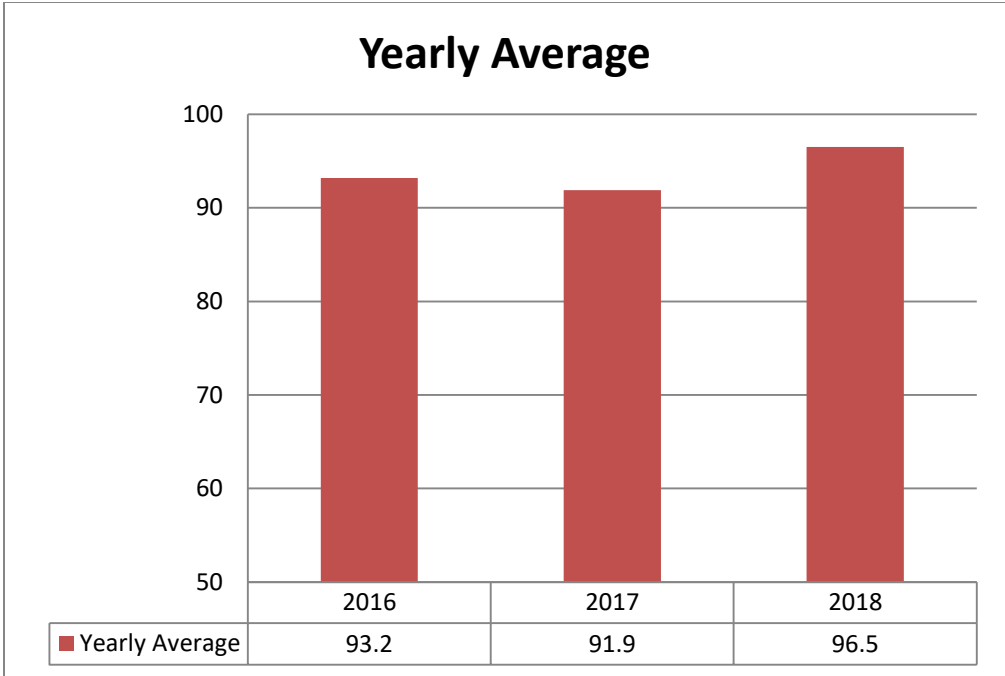
Hendricks County has a need for a Mobile Command Post to be sent directly to the scene of significant events. In addition this vehicle will be used at events needing on the scene coordination such as festivals, and large gatherings of visitors to Hendricks County.

**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.

**GOAL** – Expand Quality Assurance Program to include Fire incidents. The Centers Q/A program currently reviews and grades Police and Emergency Medical. The Employee evaluations are directly tied to the Q/A. **Ongoing**



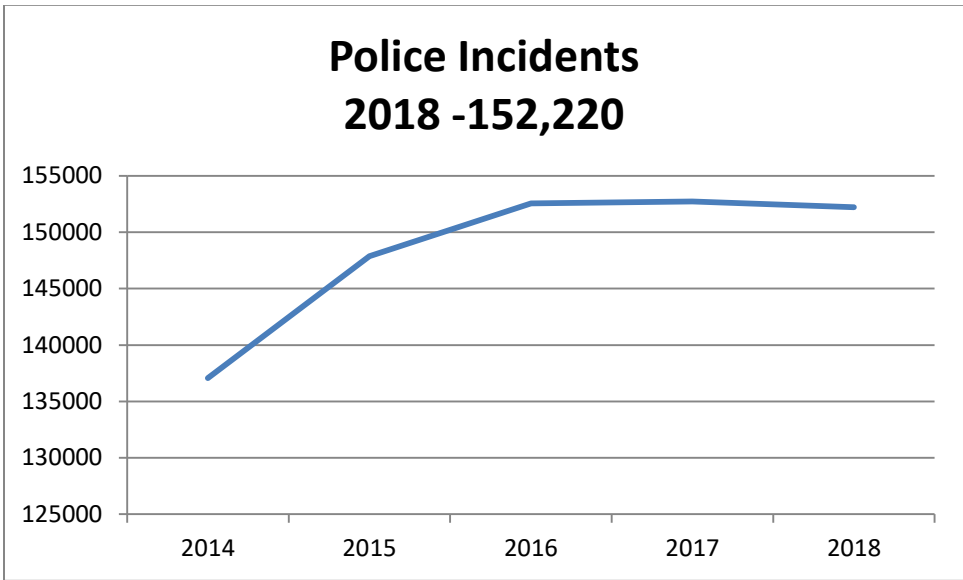
The 2018 QA Center average is a 96.5%; this is up 4.6% from 2017.

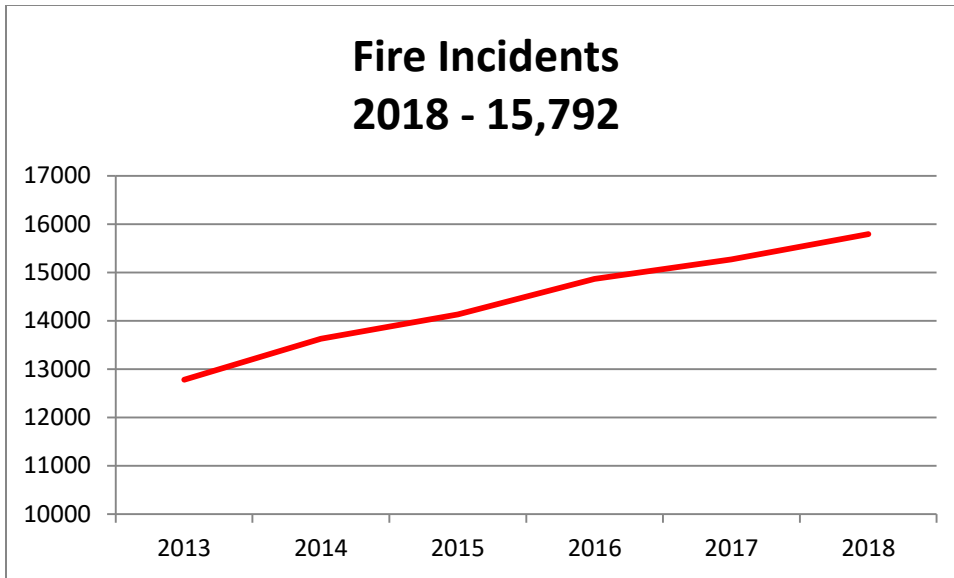


### Anticipated Workload and Population Trends

CALEA Standard 1.2.8, 1.2.9B, 6.7.2

Number of Fire/Police Incidents:





***PHONE ACTIVITY:***

**NENA (National Emergency Number Association) National Standard:**

- 90% of all 911 Calls answered under 10 seconds
- 95% of all 911 Calls answered under 20 seconds

**Hendricks County Communications Center:**

- 911 calls answered in 2018: 57,750
- Average wait time was 4 seconds
- 98.51% of 911 calls picked up in under 10 seconds
- 99.94% of 911 calls picked up in under 20 seconds

Following to be updated:

<b>2018 Call Count by Quarter:</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>TOTAL</b>
<b>Emergency</b>	13,370	15,207	15,010	14,163	57,750
<b>Non-Emergency</b>	32,479	34,260	34,120	32,703	133,562
<b>Total</b>	45,849	49,467	49,130	46,866	191,312

<b>Percentage of Change from Prior Year:</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>TOTAL</b>
<b>Emergency</b>	6.9%	-0.7%	0.9%	6.2%	3.1%
<b>Non-Emergency</b>	2.5%	-4.0%	-7.9%	5.6%	-1.3%
<b>Total</b>	3.8%	-3.0%	-5.4%	5.8%	-0.1%

These numbers are reported from Vesta Analytics, a product of AT&T, which is our 911 Telephony System. Our totals for the year fluctuated more than in recent past.

The quarterly counts were pulled from ECaTs (Emergency Call Tracking System) as well. And while there was a small discrepancy regarding the total number of calls, it did reflect the same quarterly pattern.

***TextTY:***

Being in our third year of using TextTY (text to 911), the Center has become that much more familiar with it and found it as a helpful resource in a number of different incidents.

There were a total of 3587 outbound conversations, compared to 2718 last year conversations, and additional 144 Inbound (last year: 158). This is a 32% increase in outbound as we continue to find this as a very useful tool. It is anticipated that these numbers will increase rapidly over the coming years, as this program becomes more known, we plan to advertise this more, and the increasing rate of texting preference to a voice call.

## **Anticipated Personnel Levels**

### **CALEA Standard 1.2.8, 1.2.9C, 6.7.2**

Hendricks County remains the 10<sup>th</sup> largest county in the State, and the growth rate continues to be in the State's top 5. As the population of the county has breached the 165,000 mark, all estimates anticipate continued growth as the county has had an annual growth rate of 14.9% since 2010.

Throughout the year, we analyze our staffing levels and workloads and there appears to be a need to increase our numbers on the Dispatch Floor at this time. As employee activity continues to climb, as job functions and customer service expectations continue to rise, and the population and activity of Hendricks continues to grow, this concept has merit. Further analysis will take place. There were 2265.5 hours of OT accounted for employees on the Floor, including 45 instances where Mandatory came into play. As a result the Town of Plainfield has hired an outside vendor as a consultant to review our manpower deployments and make recommendations on staffing levels. The vendor will make recommendations on methods to reduce stress in the working environment. It is well documented that stress and job turnover is a continuing issue in this line of work.

As for technical assistance, we continue to rely upon the assistance of a part-time employee to fulfill this need. This employee continued to apply critical hours (934 hrs) in 2017 on various key projects, such as the Radio Project and Radio Inventory. With the number of projects that the Center undertook and plan to move forward with, we continue

to rely on this position. The current authorized strength is 38 Full Time and 10 Part Time personnel. Full staffing for the Operations Division is 4 Shift Supervisors, 4 Assistant Supervisors, 26 Communication Officers (6 per shift plus 2 tac-shift). 4 Personnel are assigned to the Administrative Division.

## 2016

- Full-Time Positions Allowed: 34
- Staffing at Beginning of the Year: 30 (individual's hire date was Jan. 2<sup>nd</sup>)
- End of the Year Staffing: 31
- Resignations: 7
- Retired: 0
- Dismissals: 3
- Hired: 11
- Turnover rate = 32.3%

## 2017

- Full-Time Positions Allowed: 34
- Staffing at Beginning of the Year: 32
- End of the Year Staffing: 32
- Resignations: 4
- Retired: 2
- Dismissals: 0
- Hired: 6
- Turnover rate = **18.75%**
- A positive difference of 13.6%

## 2018

- Full-Time Positions Allowed: 34
- Staffing at Beginning of the Year: 32
- End of the Year Staffing: 33
- Resignations: 0
- Retired: 0
- Dismissals: 1
- Hired: 2
- Turnover rate = **3.1%**
- Positive difference of 15.65%

Over the previous 3 years, the Center's has greatly improved our retention rate.



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

**CALEA Standard 1.2.8, 1.2.9D&E, 6.7.2**

**Priority Dispatch Emergency Medical:** With the implementation of the new CAD system we would like to automate the EMD procedure.

**Timeline:** 2019-2020

**Cost:** \$152,000

**Priority Dispatch Emergency Fire:** With the implementation of the new CAD system we would like to automate the Fire procedure.

**Timeline:** 2020-2021

**Cost:** \$111,000

## **Required Reports**

### **Risk Management Program**

**CALEA Standard 1.2.1D, 1.2.3, 1.2.8, 2.2.5, 6.7.2**

An annual review of the Risk Management program was conducted on January 8, 2018. The annual OSHA Form 300A report was posted 1/30/18.

The liability policy for the Center is provided by Havens-Wiggins Insurance through the Town of Plainfield. The coverage was reviewed by the Director and John Wiggins of Havens-Wiggins Insurance in January 2018 and found to provide comprehensive coverage for the Center.

### **Component Goals and Objectives**

**CALEA Standard 1.2.3, 1.2.5, 1.2.6, 1.2.8, 1.2.9E, 5.1.1C, 6.7.2**

#### Continuing Education –

**GOAL:** The Center has established APCO as the training standard for Hendricks County. We are also looking into specialized training such as active shooter, advanced fire, critical incident management, suicide intervention and communications unit leader training. In the last quarter of 2018, with the new CAD system in play, it is recognized that internally training on the foundations of our operations will be focused on.

**OBJECTIVES:** Set training schedules for 2019-20, ensure all records are completed, implementation and use of Target Solutions and look to additional areas for specialized training. **Status: Ongoing**

CAD System –

**GOAL:** Refine and expand current Computer Aid Dispatch, Mobile Data, Police and Fire Records System. The Center has partnered with Public Safety Communications (formerly MECA) to utilize Marion County’s CAD, Mobile Data, Police and Fire Records since 2007. Hendricks County Communications Center will continue to partner with Marion County with the implementation of the new Motorola systems

**OBJECTIVE:** Install, test, and implement the new CAD, Data and records system

Dispatch Procedures –

**GOAL:** Implement Police and Fire Guide Cards that is integrated with the CAD system. The Center currently utilizes APCO EMD Guide Cards to provide guidance on Emergency Medical Dispatch incidents. In conjunction with the transition to ProQA, we are expanding this program to include Police and Fire incidents, to also involve our Quality Assurance program..

**OBJECTIVE:** Complete implementation in 2019.

## **Annual Review of Specialized Assignments**

### **CALEA Standard 1.2.8, 1.3.3A-C, 1.3.4, 6.7.2**

The Hendricks County Communications Center currently has a position listed as Specialized Assignments. This is the Communications Training Officer/APCO Instructor. These positions require advanced training and are in addition to the normal duties of the employee.

Communications Training Officer and Instructor - 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 and the Communication Training Instructors are to be APCO certified in order to provide the initial training.

## **Liability Incident Reports Analysis**

### **CALEA Standard 1.2.8, 6.7.2**

NEED TO UPDATE: Notification to the Administration throughout the year on potential liability issues is done primarily through the Guardian Tracking system as it serves as a personnel early warning system, while also tracking of incident that are potentially libelous to the Center.

There were 18 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. In addition to the QAs and the Incorrect Location Policy, it is believed that we have accounted for this issue with adequate attention. At the end of the year, the new CAD system also posed issues simply due to its unfamiliarity and the need for configuration/provisional changes as issues were found.

## **Community Involvement Report**

### **CALEA Standard 1.2.8, 2.6.3, 6.7.2**

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, the Everbridge mass notification system and the reaction that the activation should provide.

The Communication Center provided instruction on the proper use of the 911 system, passed out educational information and resource magnets at the following events in 2018

- May 16, 2018 – Children’s Bureau Community Block Party – 1 Employee - Had booth space with attendance of approximately 150 residents of Hendricks County attending
- July 18, 2018 – Hendricks County 4-H Fair with Hendricks Regional Hospital – 2 Employees - Had booth space with attendance of approximately 2000 residents of Hendricks County attending

- August 7, 2018 – Danville, Avon National Night Out – 4 Employees (2 at each event) – Had booth space with attendance of approximately 3800 residents (total) of Hendricks County attending
- August 11, 2018 – Plainfield PD National Night Out Family Day – 2 Employees – Had booth space with attendance of approximately 150 residents of Hendricks County attending
- August 15, 2018 – Senior Social – Sugar Grove Retirement Home – 1 Employee – Had booth space with attendance of approximately 40 attending
- September 22, 2018 – Clayton Block Party – 1 Employee – Had booth space with attendance of approximately 200 residents of Hendricks County attending
- September 23, 2018 – Brownsburg Fire Safety Fair – 1 Employee – Had booth space with attendance of approximately 700 residents of Hendricks County attending
- October 2, 2018 – Brownsburg National Night Out – 2 Employees – Had booth space with attendance of approximately 800 residents of Hendricks County attending
- October 13, 2018 - Hendricks County Kids Fair (Prevent Child Abuse in Hendricks County) – 3 Employees - Had booth space with attendance of approximately 3,500 residents of Hendricks County attending
- December 2, 2018 – Everyday Superheroes Cook Off - Hendricks County Fairgrounds – 4 Employees – Had booth space with attendance of approximately 300 residents of Hendricks County attending.
- **SCHOOLS**
- October 12, 2018 – Central Elementary Fire Safety Day (Kindergarten) – 2 Employees – 4 Rotations – 150 students
- October 12, 2018 – Van Buren Elementary Fire Safety Day (Kindergarten) – 2 Employees – 4 Rotations – 150 students
- October 30, 2018 - Brentwood Elementary Fire Safety Day (Kindergarten) – 2 Employees – 5 Rotations – 200 students
- November 2, 2018 – Clarks Creek Elementary Fire Safety Day (Kindergarten) – 2 Employees – 4 Rotations – 200 students
- November 2018 (daily for 3 weeks) – Imagination Lab (Clarks Creek Elementary) Superhero Recognition – 8 Employees – 2 Rotations – 1200 students.

Estimated Total Community Contacts – 11,640

Estimated School Contacts – 1900

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

**CALEA Standard 1.2.8, 3.4.7E, 6.7.2**

Using Guardian Tracking and Quality Assurance, issues that appeared to be reoccurring on an individual level or center wide, were addressed before the situation reached critical. This involved personal improvement plans, coaching and counseling, and in one occasion the documentation and DORs made it clear that termination was necessary.

### **Annual Grievance Analysis**

**CALEA Standard 1.2.3, 1.2.8, 3.5.1, 3.5.2, 3.5.3, 6.7.2**

There were no grievances submitted to the Director in 2018.

### **Annual Generator Inspection**

**CALEA Standard 1.2.8, 6.4.3C, 6.7.2**

The contractor retained for generator inspection changed to WW Williams. Inspected every 6 months. Currently awaiting documentation from their company.

### **Emergency Operations Plan Annual Review**

**CALEA Standard 1.2.8, 6.7.2, 7.1.2I**

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.

These plans are reviewed each year. This review was completed on September 12, 2018.