

2019 YEAR END REPORT



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

Introduction

The Hendricks County Communications Center completed its thirteenth full year of operation in 2019, 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. In 2019 we implemented the Target Solutions to track employee training.***

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. ***This project was implemented in fourth quarter 2018, and continued throughout 2019. We anticipate this will continue to be a major focus of ours through 2020.***

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. ***Implemented in 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 using Priority Dispatch's ProQA calltaking software for both Fire and Emergency Medical Dispatch calltaking. Once implemented, this will allow for better records keeping, and quality assurance.

This project was pushed into 2020, with training to be completed in second quarter, implementation in third quarter.

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. ***We are currently in discussions with Emergency Management and the Operations Board to define the role of this vehicle.***

GOAL: Smart911 is a software program that allows the public to provide 9-1-1 call takers and first responders critical information you want them to know in any kind of emergency. The Safety Profile displays on the 9-1-1 screen and the 9-1-1 call takers can view addresses, medical information, home information, description of pets and vehicles, and emergency contacts. The public has the ability to provide as much or as little information as they choose. ***We anticipate this program will be functional in first quarter of 2020.***

Training Accomplishments and Goals:

Since training is critical to our organization it has its own section in our multi-year plan.

Telecommunicator CPR (T-CPR) Program

Quick recognition of sudden cardiac arrest and swift action in starting CPR is one of the most important pieces of a Telecommunicator's job. The sooner CPR is started the greater chance for a positive outcome for the patient. The importance of the Telecommunicator's role in the chain of survival has been recognized and a new CPR program has been developed and tailored to their specific role.

Objectives:

- Find funding for the T-CPR program, an AHA approved CPR training designed specifically for the Telecommunicator.
- Roll out implementation of the program during 2020 which includes:
 - Ongoing quarterly continuing education on CPR/Cardiac arrest
 - Ongoing recertification quarterly with realistic scenarios and 1:1 skills coaching.
 - Independent review of all cardiac arrest calls

Implementation of ProQA for EMD & Fire**Objectives:**

- Initial 4 day training for employees (EMD & EFD)
- Review and implementation of CDE requirements
- ACE accreditation implementation & initial documentation planning.
- Implementation of AQUA QA program & initial training.
- Program administration training

Employee Career Development

The average Telecommunicator leaves the profession after 3-5 years of employment. 60% of our full time employees have been with HCCC for under 5 years. To prevent turnover and burnout it is important for employees to set goals and look at career development. Telecommunicators are beginning to become recognized as Public Safety Professionals and not just as support staff. As our profession is expanded and looked at as a career and not just a job it is important emphasize opportunities available to our team members.

Objectives:

- Assist employees in their career development by assisting in goal development and progress.
- Assisting supervisors, both new and seasoned, in development of leadership and management skills through continuing education opportunities.
 - APCO Registered Public Safety Leader (RPL) professional designation
 - NENA Center Manager Certification Program (CMCP) attendance for all management and supervisors. Currently have 4 CMCP Certified employees & 4 scheduled to attend in Q4. At the end of 2020 – Director, Operations Managers, and all Supervisors will be certified.
- Assisting employees interested in promotional opportunities in developing skills necessary to prepare them for promotional processes through mentorship and continuing education opportunities.
- Implement ENP study sessions in 2020 to assist those interested in obtaining the NENA Emergency Number Professional (ENP) professional designation.

Central Indiana Training Network

Many of the agencies in the Central Indiana area have expressed interested in working together in the further development of public safety Telecommunications profession and the level of service we provide to our communities. The coalition of these agencies along with the Indiana State 911 Board's support has produced many new opportunities available for the advancement of our profession.

Objectives:

- Develop a local network with agencies in surrounding counties to assist each other in development of training for employee development.
- Coordinate with surrounding agencies on hosting classes and working with the State 911 Board on funding for these opportunities.

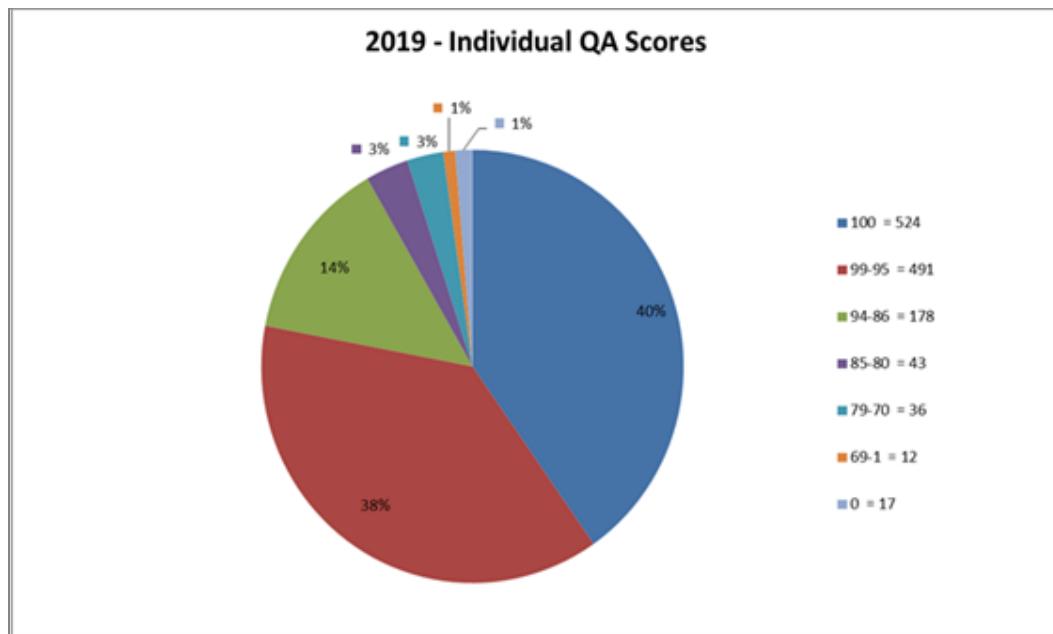
NENA Excellence in Dispatch Certification

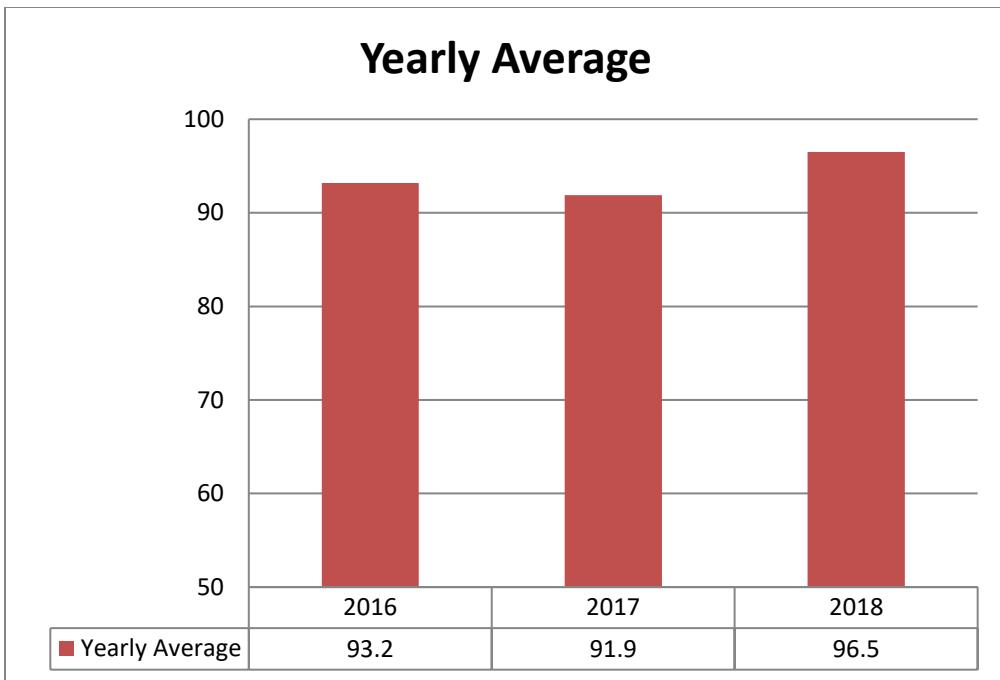
Excellence in Dispatch Certificate was introduced in September 2019 by NENA. EID is an advanced certification that is achieved by completing three of five approved 8 hours classes within a two year period. Classes include Advanced Fire & EMS Dispatching, Advanced Police Dispatching, Enhanced Caller Management, 911 Customer Service, and Preventing Telecommunicator Tunnel Vision. These classes

enhance the skills of the Telecommunicator and reduce instances of liability through advanced training.

Objectives:

- Achieve 100% completion for all employees hired prior to 2020 by the end of Q4.
- 1 employee achieved in 2019.
- Projected 22% completion by end Q1 2020.
- Projected 100% completion by end of 2020 after hosting 2 NENA classes in 2020.

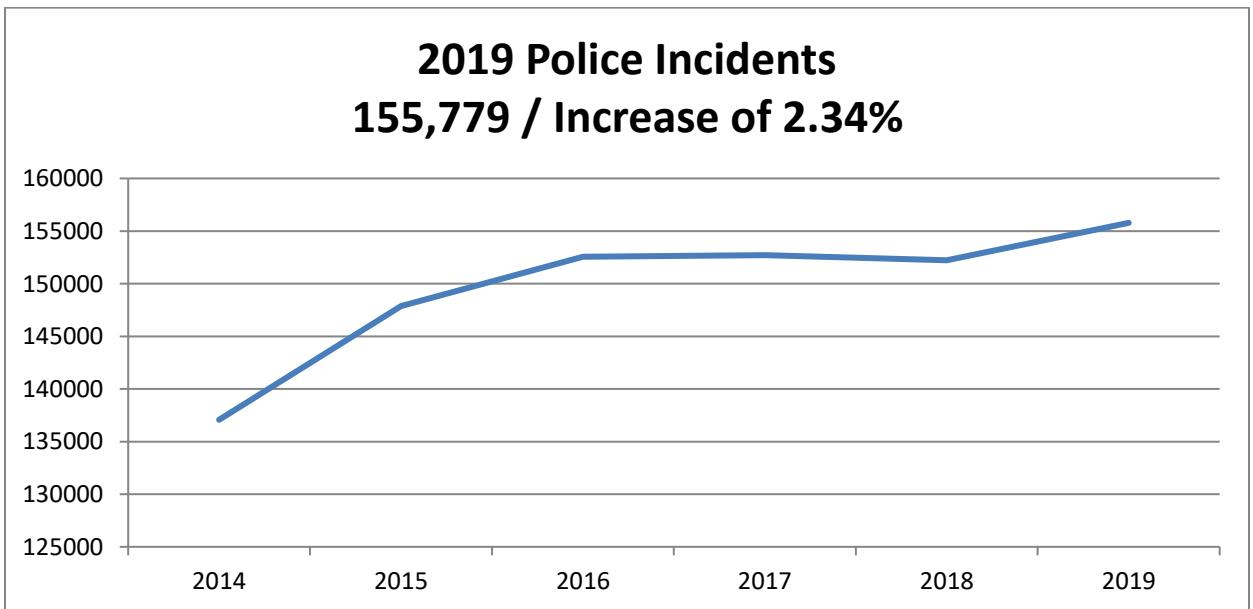




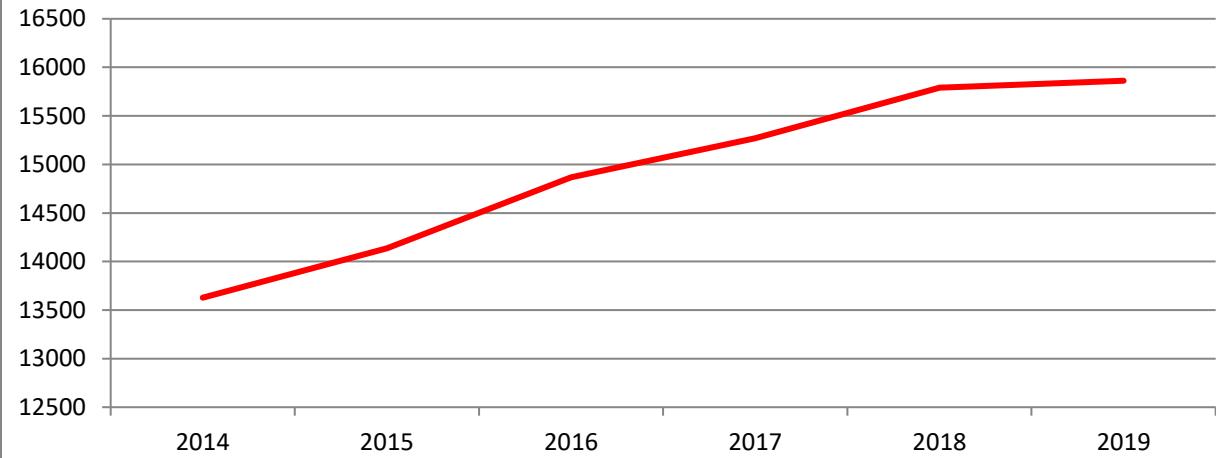
Anticipated Workload and Population Trends

CALEA Standard 1.2.8, 1.2.9B, 6.7.2

Number of Fire/Police Incidents:



2019 Fire Incidents 15,862 / Increase of 0.44%



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 2019: 57,750
- Average wait time was 4 seconds
- 98.47% of 911 calls picked up in under 10 seconds
- 99.91% of 911 calls picked up in under 20 seconds
- There were no calls that took more than 40 seconds

2019 Call Count by Quarter:	Q1	Q2	Q3	Q4	TOTAL
Emergency	12,987	14,786	15,898	14,593	57,750
Non-Emergency	32,479	34,260	34,120	32,703	133,562
Total	45,849	49,467	49,130	46,866	191,312

Percentage of Change from Prior Year:	Q1	Q2	Q3	Q4	TOTAL
Emergency	6.9%	-0.7%	0.9%	6.2%	3.1%
Non-Emergency	2.5%	-4.0%	-7.9%	5.6%	-1.3%
Total	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:

Fourth Year of using TexTTY (text to 911) at the Center:

There were a total of 4,353 outbound conversations, compared to 3,587 last year conversations, and additional 147 Inbound (last year: 144). This is a 21% increase in outbound as we continue to find this as a very useful tool in a variety of ways.

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: \$192,500

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

Timeline: 2019-2020

Cost: \$192,500

Locususa DiagnosX Radio Analyzer: Detects malfunctioning radios without having to bench test.

Timeline: 2020

Cost: \$145,000

Rave Smart911: Improves quality of information received prior to 911 call

Timeline: 2020

Cost: \$25,000

American Heart Association Telephone CPR (T-CPR):

Timeline: 2020-2021 (funding has not been identified)

Cost: \$38,000

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, 2019. The annual OSHA Form 300A report was posted 1/31/19.

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 2019 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.

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 2019

- February 21, 2019 – Plainfield Citizens Academy – 3 Employees - 20 residents attended
- April 25, 2019 – Danville Fire Department Education Session – 2 employees – 30 residents attended
- May 30, 2019 – Plainfield Rec Center – Summer Camp – 2 employees – 60 children attended
- June 8, 2019 – St. Susanna Summer Festival – 2 employees – 300 residents attended
- June 13, 2019 – Plainfield Rec Center – Summer Camp – 2 employees – 60 children attended
- July 9, 2019 – Danville Fire Department Education Session – 2 employees – 40 residents attended
- July 10, 2019 – Plainfield Rec Center – Summer Camp – 2 employees – 60 children attended
- August 6, 2019 – Danville & Avon National Night Out – 4 Employees (2 at each event) – approximately 3800 residents (total) attended
- August 10, 2019 – Plainfield PD National Night Out Family Day – 2 Employees –200 residents attended
- September 22, 2019 – Brownsburg Fire Safety Fair – 1 Employee –400 residents attended
- September 28, 2019 – Clayton Block Party – 2 Employees - 150 residents of attended
- October 1, 2019 – Brownsburg & Pittsboro National Night Out – 4 Employees (2 at each event) – approximately 3500 residents (total) attended
- October 8, 2019 – Danville Fire Department Education Session – 2 employees – 20 residents attended
- October 19, 2019 - Hendricks County Kids Fair (Prevent Child Abuse in Hendricks County) – 2 Employees - approximately 3,000 residents attended

- October 22, 2019 – Danville Fire Department Education Session – 2 employees –
20 residents attended
- October 24, 2019 Plainfield Library – Trick or Treat – 2 employees –
300 residents attended
- October 26, 2019 Plainfield Rec Center – Trick or Treat – 2 employees –
300 residents attended
- November 3, 2019 – Everyday Superheroes Cook Off - Hendricks County Fairgrounds – 3 employees - 300 residents attended

- **SCHOOLS**

- April 9, 2019 - Career Education Day at Ben Davis High School – 2 employees –
400 students attended
- October 11, 2019 – Central Elementary Fire Safety Day (Kindergarten) – 2 Employees – 4 Rotations – 200 students
- October 11, 2019 – Van Buren Elementary Fire Safety Day (Kindergarten) – 2 Employees – 4 Rotations – 200 students
- November 1, 2019– Clarks Creek Elementary Fire Safety Day (Kindergarten) – 2 Employees – 4 Rotations – 200 students

Estimated Total Community Contacts – 12,560

Estimated School Contacts – 1000

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 2019.

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. The generator is also ran under load on a weekly basis, while tracking hours of operation.

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 January 31, 2019.

Successes of 2019:

P1 CAD UPGRADE:

Worked with Marion County PSC to upgrade the CAD from version 4.2 to version 4.3.

Installed Police Records System:

Worked with Marion County PSC to install a Police Records for all Police Agencies in Hendricks County.

Certified Training Officers (CTOs)

6 new CTOs completed their initial certification training during 2019 bringing to the total Telecommunicators certified to 22. There has been a renewed interest in participation of the training program and an increase of CTO attendance at meetings. Many participated in the update of the new Telecommunicator Training program in Q3 of 2019, providing input used in the updating of the training program and accompanying training materials.

Implementation of Target Solutions

A complete roll out of the Target Solutions Online Training Management system was completed in Q3. Employees are able to track their required certifications and continuing educations hours through the program. The training department is able to push out mandatory training classes through the program such as Defensive Driving required by the Town of Plainfield, and semi-annual TTY testing required for CALEA accreditation. Additional training opportunities are also published in the program for self-assignment. The new Telecommunicator training program was also integrated into the platform to allow for paperless tracking of all tasks required for completion during their probationary phase.

Further Development of the New Hire Training Program

In Q3 the new Telecommunicator Training Program was re-evaluated and updated. Changes included:

- Building in daily training during the last 2 weeks on mapping, CAD, and additional skills to build retention.
- A complete rewriting of the training manual provided to the employee.
- A complete rewriting of the Daily Observation Report (DOR) and Evaluation Guidelines used for daily logging of the trainee's performance.
- Assessments completed every two weeks with the trainee during the training phase. Assessments included a written knowledge retention test and a timed skills test. During the assessment feedback on training was obtained from the trainee, trainer, and supervisor. Feedback was used to make modifications to the trainee's program to ensure every opportunity at success for the trainee.
- Assessment reports were created by the Training Manager and submitted to the Director/Deputy Director to keep them informed on the progress of the trainee.

Discipline Specific Continuing Education requirements

Telecommunicators & Supervisors are required to complete a minimum of 24 hours of continuing education per year to maintain certifications. In the past the only discipline specific requirement was 6 medical based hours for EMD certification. Beginning in 2020 all Telecommunicators will be required to meet minimums across all disciplines as follows:

<u>Telecommunicator – 24 hours</u>	<u>Supervisor & CTO – 33 hours</u>
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<ul style="list-style-type: none"> • Police – 6 hours • Fire – 6 hours • EMS – 6 hours • IDACS – 2 hours • Customer Service – 4 hours 	<ul style="list-style-type: none"> • Police – 6 hours • Fire – 6 hours • EMS – 6 hours • IDACS – 2 hours • Customer Service – 4 hours • CTO – 4 hours • Leadership & Management – 5 hours
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Creation of New In Service Training Opportunities

- Weekly SROVT (Solid, Realistic, Ongoing, Verifiable Training) on shift scenario training
 - Combination of tabletop & hands on practice for both the individual and the shift of scenarios ranging from routine to low frequency/high stress.
- Weekly Policy & Procedure review
 - On shift review of 1-2 assigned policies/procedures to be facilitated by the shift supervisor.
- Monthly Training Series
 - To be held in the training room and recorded for playback through Target Solutions.
 - Examples – EMA, DNR, Coroner, K9 handlers, National Weather Service, CSX, etc.)
- Implementation of Audit & Review process to go hand in hand with EMS Audit & Review process
 - 3-5 calls used for review of customer service, documentation, recognition of positives & areas of improvement.
- Self-guided E-Learning Opportunities for on shift downtime training
 - Combination of prerecorded webinars, prerecorded sessions of the monthly training series, and self-paced classes created with Adobe Captivate on various topics with an initial focus on Fire & EMS topics.

Completion of updates to New Hire Telecommunicator Training Program

During Q3 of 2019 the New Hire Telecommunicator Training Program was reviewed and initial changes were made. Further development of the program through the advanced disciplines is still needed.

Objectives:

- Completion of new Training Manual chapters for IDACS/Headquarters, Police Dispatch, and Fire/EMS dispatch.
- Completion of renovations to the training room including training consoles set up with CAD and the ability to process training calls.

- Review of pros and cons from the 2019 classroom training and how it translated into preparation of employee for on shift training.
- Review of 2019 DOR and make edits as necessary.