

E9-1-1 Governing Board
Meeting Minutes, August 5, 2019

Members Present:

Ed Schroder, Rob Smith, Mayor Kitchell, Ryan Browning, George Stebbins, John O'Conner, and Alvin Beckman. E9-1-1 Asst. Director Amber Offutt was also present.

Call to Order:

Meeting was called to order by Ed Schroder

Minutes from May 14th, 2019 and the Special Budget meeting on June 17, 2019 were presented and passed on a motion by George Stebbins and seconded by Rob Smith.

Director's Report:

The Director's report was given by Asst. Director Amber Offutt, due to the resignation of Dan McDonald

Statistics:

Amber stated she didn't have access to Dan's forms, but she was able to show the number of calls each agency has had for the month of June, July and up to August 4, 2019

Amber also stated she can't access the financial data until she gets a log-in issued to her by the Auditor's Office.

Advisory Board Report:

Alvin gave the advisory Board report, stating that they had a meeting in June. The main topic was that department were to be given a copy of the Standard Operating Procedures/Guidelines to review, and bring to the next meeting any recommendations or changes that they felt needed to be made. Those recommendations would then be review by the board.

Extra Equipment;

Amber told the board about extra equipment, (chairs, etc.), and ask how to go about getting them removed, as they are cluttering up the dispatch center.

Equipment issues:

Amber told the board that the ALI Viewer is not working, and that InDigital is no longer supporting this because the center does not have a true 9-1-1 phone system in place.

The have been experiencing problems with the MDT System of the CAD. Cushing Technologies has been contact, but have not responded. They have reached out to Robert Bryant, and Ed will contact him to discuss the issue.

The 800 radios have been going into site trunking quite frequently. Problem seems to have been solved, as radios haven't gone into site trunking recently.

Alvin brought up that there continues to be a problem on the VHF side. This is an ongoing issue that needs to get resolved.

Grant:

The county was awarded \$78,000 from the Indiana Statewide 9-1-1 board for a new phone system. Ed referred to guest Barry Ritter of Ritter Strategic Services for more information about the grant. Barry stated that Cass County will get the grant and money once the Federal side of the house releases the funds. We can't make the purchase until we get the grant funds, or else we lose the grant. The grant covers 60 percent of the cost, while the county has to pay the remaining 40 percent.

Staffing:

We still have a major issue with staffing. We are 2 short, plus have 1 on extended sick time due to health problems, and a second that just went on sick leave with a health related problem. Amber ask Ryan if they are still on a hiring freeze, and Ryan said that they could replace the one that was already approved and filled, but the applicant left after only a couple of days. They have 12 applications currently, but those have been there since March 2019. Amber stated she was concerned with the staff wearing down due to working so much overtime. The board discussed part-time positions, and if the current part-time staff is stepping up to help out. One part-time employee has stepped up and covered a lot of the open slots for overtime, and another will come in on occasion when they are called. The other has not covered a shift for quite a while. The board approved a motion by Ryan Browning, seconded by George Stebbins, to try to bring in experienced dispatchers to fill opening for part-time help. In looking at the 12 hour shift possibility, it was decided that we would let the new director be involved in this decision.

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Ghost Employment:

The board heard from Amber regarding a current full-time employee who has 2 full-time jobs only working 7 hours while being paid for 8 hours. Dan would cover for her until she came in. The board discussed this and will follow up on this topic.

Children in the dispatch center:

Alvin brought up that he has heard that staff are bringing their children into work with them, and having them in the dispatch center while they are working. He stated that during the Advisory Board meeting that members heard a baby crying, and were told that a staff member had their grandchild in the dispatch center while her daughter went to an appointment. The crying could be heard over the radio. He expressed his concerned that this is not a good thing, as it can be a distraction within the center. Amber stated that it has happened, but normally for emergency-type situations until someone else could pick them up. Alvin said he has heard that some of the times this has happened that the child/children are there for the entire shift. Amber said she didn't know of any time someone was there for the entire shift.

Consultant Discussion:

Barry Ritter of Ritter Strategic Services presented a proposal to the board for his services to do a comprehensive study of the dispatch center as a whole, looking at things like operations, staffing, training, equipment needs etc., and doing an efficiency study of the center. On a motion by Dave Kitchell, the proposal was taken under advisement.