

2016 Annual Report





Melissa N. Christman
HCPSD Director

From the Director...

The year 2016 presented a challenging time for the dispatch center with the loss of one of our own, but it turned out to be a great year in terms of training opportunities and growth of the department; hiring two dispatchers to fill vacant full time positions, along with one part time dispatcher. I am extremely proud of the team that we are building here in dispatch.

The goal for 2016 was to bridge the gap in consistency within the department. This will always be a work in progress with the changes in technology and as the field we chose as a career is always evolving; however, I feel that we made a huge step in the right direction this year with the purchase of the PowerPhone protocols. Dispatchers were required to complete a vigorous course and evaluation to become certified to use the protocols, which they all completed without delay. The feedback received from the dispatchers on the curriculum learned was very positive and they all had a take-away from the course. This tool is not a fix-all by any means, but I am a believer in the protocol system. My goal in the years to come is to perfect the process in which we utilize and train on the program.

Policies and Procedures, another work in progress, were established in many different areas. The main focus this year was to complete policies and procedures pertaining to personnel, which was completed in September. Other policies and procedures completed include: radio communication, site-trunking events, bomb threats, status checks, and death scene response.

Completing the training program and manual was not accomplished in its entirety, but again we are making steps in the right direction. Two dispatchers joined the training team this year and are now certified trainers. We have come up with training phases and binders based off of technology, programs we currently use, and what we ourselves have learned over the years on-the-job. Evaluation software was purchased in an attempt to digitize paperwork and keep track of the trainee's performance.

Overall, I am pleased with the accomplishments of the dispatchers and our center as a whole. We are looking forward to another year serving the agencies we work alongside as well as our community.

Sincerely,

A handwritten signature in cursive script, appearing to read "MC", written in dark ink.

Melissa N. Christman
HCPSD Director

Agencies Served

Police:

Huntington County Sheriff's Department
Huntington City Police Department
Andrews Police Department
Markle Police Department
Roanoke Police Department
Warren Police Department
Huntington University Police Department
Parkview Huntington Police Department
Department of Natural Resources (DNR)
Indiana State Police - District 22

Fire:

Huntington City Fire Department
Huntington Township Fire Department
Andrews Fire Department
Bippus Fire Department
Markle Fire Department
Mt. Etna Fire Department
Roanoke Fire Department
Warren Fire Department
Tech Rescue

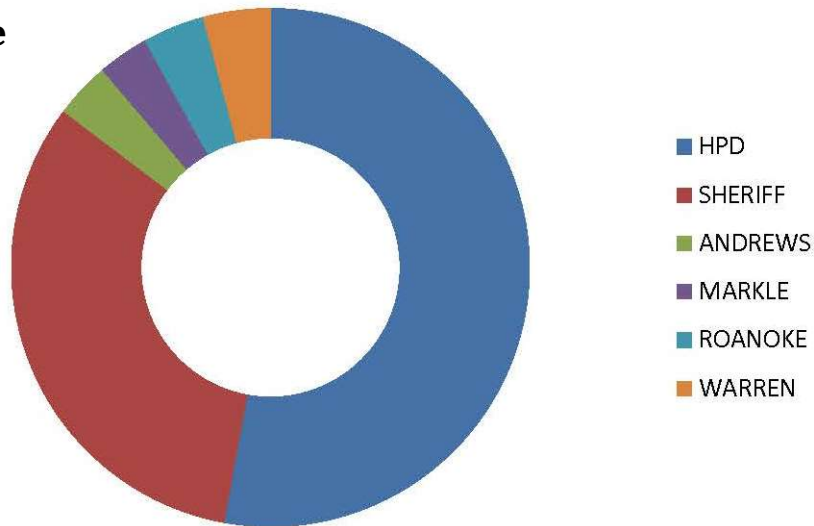
Other:

Huntington County Animal Control
Huntington City Animal Control
Disaster Action Team (DAT)
Emergency Management (EMA)

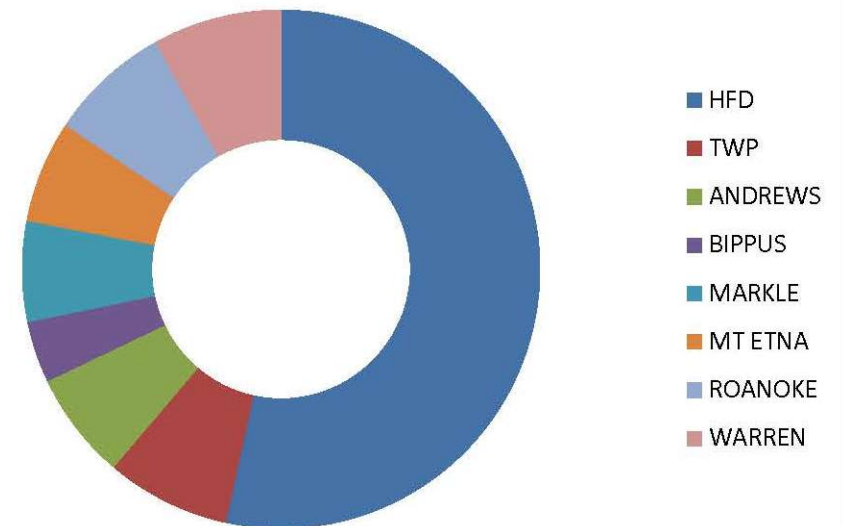
2016 Calls for Service Summary

AGENCY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
HPD	1,804	1,637	1,943	1,825	1,855	2,059	2,080	2,021	2,019	1,785	1,758	1,610	22,396
SHERIFF	1,004	935	1,167	1,099	1,247	1,305	1,280	1,312	1,195	1,088	1,069	1,021	13,722
ANDREWS	53	55	99	98	125	157	154	147	148	148	154	139	1,477
MARKLE	129	129	94	111	133	122	127	136	80	102	90	94	1,347
ROANOKE	92	103	122	111	105	142	160	203	195	139	114	144	1,630
WARREN	102	115	128	118	202	156	117	199	213	141	140	139	1,770
CORONER	11	14	7	11	1	3	5	5	14	18	7	4	100
HFD	195	193	210	170	165	217	194	215	239	214	220	199	2,431
TWP	11	13	28	34	25	34	32	38	39	38	37	24	353
ANDREWS	26	29	30	29	20	26	26	25	21	22	18	33	305
BIPPUS	16	19	14	8	13	19	19	7	9	14	21	15	174
MARKLE	24	25	21	29	12	20	20	25	40	29	20	20	285
MT ETNA	14	23	17	29	15	29	21	35	26	28	32	21	290
ROANOKE	19	20	25	29	27	35	27	33	35	30	33	32	345
WARREN	24	25	21	24	32	36	35	29	42	43	30	24	365
EMA	6	4	7	4	6	8	4	9	14	7	5	2	76
TOTAL													47,066

Police



Fire



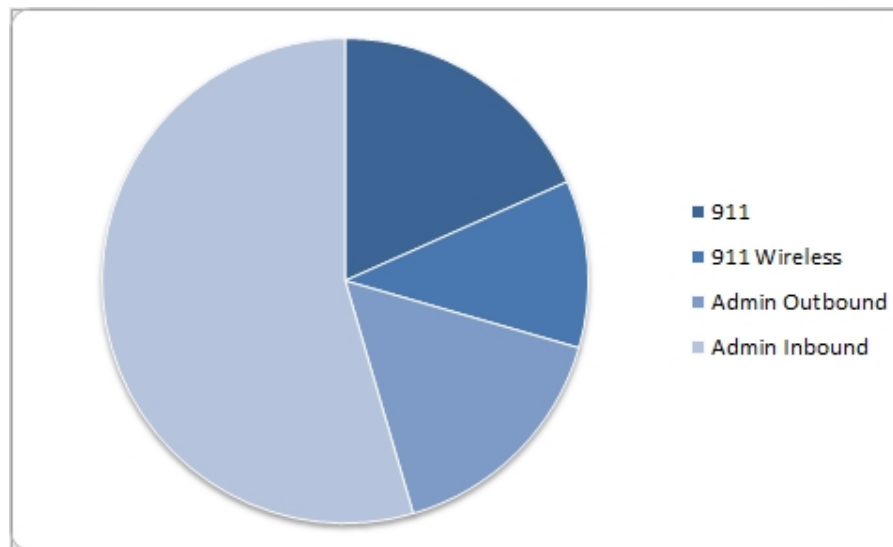
Call Summary

Huntington County Public Safety Dispatch
332 E State St.
Huntington, IN 46750

County: Huntington
Year: 2016

Report Date: 01/05/2017 11:44:24
Report Date From: 01/01/2016
Report Date To: 12/31/2016
Period Group: Month
Call Type: All
Abandoned Filters: Include Abandoned
Agency Affiliation: All

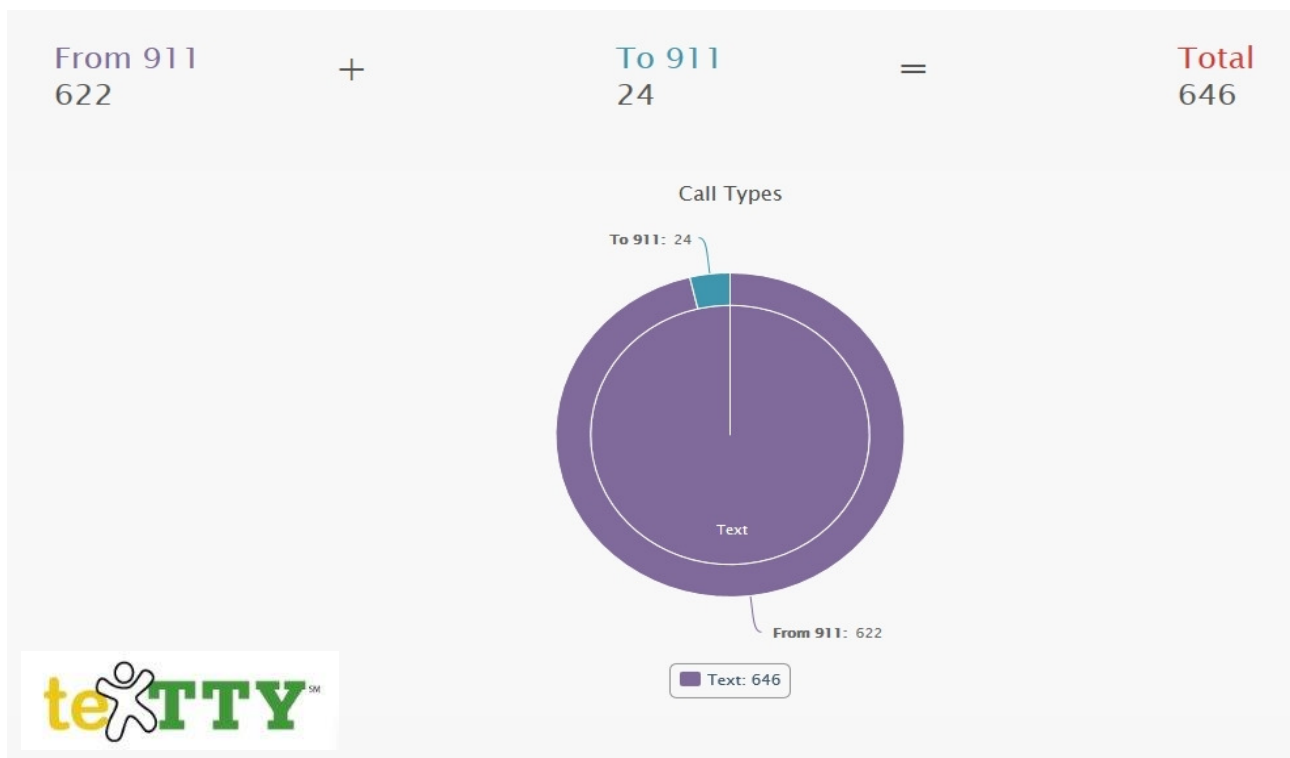
Date	911	911 Wireless	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls
January 2016	0	775	0	0	0	0.00%	0	0	0	0	0	0
February 2016	0	668	0	0	0	0.00%	0	0	0	0	0	0
March 2016	674	782	11	0	685	1.61%	587	2251	84	0	2922	3607
April 2016	1421	746	51	0	1472	3.46%	1320	4998	147	2	6467	7939
May 2016	1338	745	33	0	1371	2.41%	1030	4114	160	0	5304	6675
June 2016	1723	969	87	0	1810	4.81%	1548	5603	199	2	7352	9162
July 2016	2000	1065	90	0	2090	4.31%	1813	5953	210	2	7978	10068
August 2016	1922	1041	50	0	1972	2.54%	1710	5647	124	3	7484	9456
September 2016	1909	928	73	0	1982	3.68%	1626	5489	103	2	7220	9202
October 2016	1749	722	58	0	1807	3.21%	1582	5145	127	0	6854	8661
November 2016	1672	693	67	0	1739	3.85%	1453	4747	67	0	6267	8006
December 2016	1865	727	63	0	1928	3.27%	1554	4451	62	0	6067	7995
PSAP Totals	16273	9861	583	0	16856	3.46%	14223	48398	1283	11	63915	80771



2016 Text Summary

Huntington County Public Safety Dispatch utilizes a statewide issued platform called TextTTY. This platform offers text-to-9-1-1 capabilities to those that are deaf, speaking impaired, or in a situation where talking would make someone feel unsafe.

TextTTY also allows 9-1-1 centers the capability to text-FROM-9-1-1 to the public. Our center utilizes text-FROM-9-1-1 on a daily basis as shown on the chart below. Our process for using this function is part of receiving abandoned, silent, or hangup 9-1-1 calls and is used as another means to contact the calling person, in an attempt to check their welfare and/or obtain information related to possible emergencies.



Major purchases for 2016 include:

- PowerPhone Protocol Software and Training
- Expectations Software

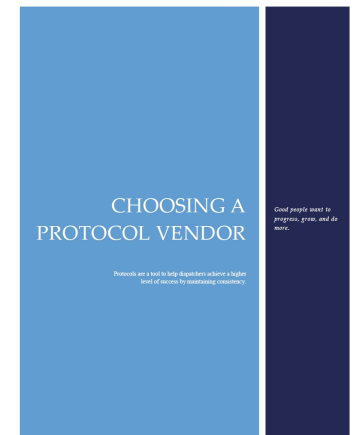


This software consists of protocols relating to police and fire disciplines. Protocols are used to gather information through structured questioning. Purchase of the PowerPhone Total Response protocol software came about with the intent for our agency to gain consistency when dispatching/paging the First Responders we serve as well as improving the overall standard of care.

Each full time dispatcher was required to complete the PowerPhone Total Response Foundation class, designed to build their knowledge of the PowerPhone principals and call taking formula, along with Law Enforcement Dispatch and Fire Dispatch courses. Both of these courses consisted of multiple online modules, quizzes, and final exam, which included an online instructor-led practicum. The practicum was a roleplaying exercise where the instructor played the role of a caller in distress while the student responded as the call handler, using the appropriate protocol.

Expectations

This software is used to track a trainee's training progress and will mainly be used by the Certified Training Officers (CTO) within the department. The CTO's present a daily observation report to be reviewed by the Director for each day that they are training a new hire. This report tracks the trainee's appearance & attendance, attitude, knowledge & skills, and performance. It also allows the CTO 's to make comments, especially in areas that the trainee needs to work on and helps keep track of that information, while allowing them to print out reports. This software can also be used as an evaluation tool for the Director when conducting annual evaluations.



TRAINING



2016 brought along some amazing training opportunities for Dispatchers, some of which were sponsored and paid for by the Indiana 9-1-1 Board and the Integrated Public Safety Commission (IPSC).

Thank You

- ▶ New FT hires accomplished their mandatory certification through the Association of Public-Safety Communications Officials (APCO) PST1 - Public Safety Telecommunicator.
 - The two new FT hires also completed Pursuit Training. This training is brought to us by IPSC and held at the Indiana Law Enforcement Academy (ILEA). Dispatchers work along with new police recruits who are in the EVOC portion of their training. This is one way to introduce new officers to their most important tool, the RADIO, while giving dispatchers the opportunity to call a pursuit in a controlled environment.
- ▶ Two dispatchers, who expressed interest in becoming part of the training team, were sent to APCO's CTO course and are now Certified Training Officers. Welcome to the team, Angie Scher and Tony Ehler!
- ▶ IN 9-1-1 Board in conjunction with the 9-1-1 Training Institute brought Indiana dispatchers an opportunity learn about stress resilience in a course called "Survive & Thrive." We were able to send three dispatchers!
- ▶ **REAL** Colors training was a hit among the six of us who attended the class in August. Among the six were three CTO's, myself, and two third shift dispatchers. I look forward to getting *all* of the dispatchers through this class in the future!
- ▶ The Indiana Chapters of APCO and NENA hold an annual conference in Indianapolis, giving the opportunity for line dispatchers and management to attend one or two-day classes. This year we were able to send seven dispatchers to classes for continuing education!



HUNTINGTON COUNTY BUDGET STATUS

Fund 1000 GENERAL

HUNTINGTON COUNTY AUDITOR

Department 382 HUNT CO PUB SAF DISPATCH

Period Ending Date: December 31, 2016

Account Number Account Name	Current Year Appropriated Budget	Net Budget Amendments	Current Year Total Amended Budget	Month-to-date Actual	Current Year-to-date Actual	Current Budget Balance
Fund 1000 GENERAL						
Fiscal Year 2016						
Department 382 HUNT CO PUB SAF DISPATCH						
Expenses						
382-10.0015 DIRECTOR	37,323.00	0.00	37,323.00	2,870.96	37,322.48	0.52
382-10.0016 DISPATCHERS (12)	399,598.00	-16,000.00	383,598.00	30,033.80	383,437.72	160.28
382-10.0017 PART TIME	29,420.00	-599.71	28,820.29	1,841.95	25,837.79	2,982.50
382-10.0019 LONGEVITY	16,800.00	1,000.00	17,800.00	3,600.00	17,800.00	0.00
382-10.0023 OVERTIME	7,000.00	15,599.71	22,599.71	1,663.14	22,599.71	0.00
382-10.0026 HOLIDAY PAY	22,956.00	0.00	22,956.00	2,433.52	17,149.15	5,806.85
382-10.0027 CERTIFICATION PAY	55,900.00	-348.59	55,551.41	4,184.50	53,850.02	1,701.39
382-10.0030 PART TIME CERTIFICATION PAY	7,000.00	0.00	7,000.00	361.88	4,528.03	2,471.97
382-20.0011 OFFICE SUPPLIES	2,000.00	481.75	2,481.75	326.09	2,481.75	0.00
382-20.0013 DISPATCHER SUPPLIES	500.00	-175.00	325.00	0.00	323.72	1.28
382-30.0025 TRAVEL	3,000.00	945.50	3,945.50	91.03	3,945.50	0.00
382-30.0061 EQUIPMENT PURCHASE AND REPA	2,000.00	-903.66	1,096.34	40.00	1,029.54	66.80
Expenses Total	583,497.00	0.00	583,497.00	47,446.87	570,305.41	13,191.59
HUNT CO PUB SAF DISPATCH Dept Total	583,497.00	0.00	583,497.00	47,446.87	570,305.41	13,191.59
Expenses Fund Total	583,497.00	0.00	583,497.00	47,446.87	570,305.41	13,191.59
Net (Rev/Exp)	583,497.00	0.00	583,497.00	47,446.87	570,305.41	13,191.59
Beginning/Adjusted Balance	YTD Revenues	YTD Expenses	Current Fund Balance			
3,117,669.75 +	9,847,771.24 -	9,289,537.33 =	3,675,903.66			
Grand Total for Expenses	583,497.00	0.00	583,497.00	47,446.87	570,305.41	13,191.59
Grand Total Net Rev/Exp	583,497.00	0.00	583,497.00	47,446.87	570,305.41	13,191.59

Parameters:

Operator: TINA

Period Ending Date: December 31, 2016

Fund Range: 1000 - 1000

HUNTINGTON COUNTY BUDGET STATUS

Fund 1222 HUNTINGTON COUNTY STATEWIDE 91

HUNTINGTON COUNTY AUDITOR

Department 087 MISCELLANEOUS RECEIPTS

Period Ending Date: December 31, 2016

Account Number Account Name	Current Year Appropriated Budget	Net Budget Amendments	Current Year Total Amended Budget	Month-to-date Actual	Current Year-to-date Actual	Current Budget Balance
Fund 1222 HUNTINGTON COUNTY STATEWIDE 91						
Fiscal Year 2016						
Department 087 MISCELLANEOUS RECEIPTS						
Expenses						
087-10.0011						
DIRECTOR SALARY	5,000.00	0.00	5,000.00	384.60	4,999.80	0.20
087-10.0012						
SUPPLEMENTAL DISPATCH SALARY	200,000.00	0.00	200,000.00	100,000.00	200,000.00	0.00
087-10.0013						
ASSISTANT DIRECTOR	1,000.00	0.00	1,000.00	76.92	999.96	0.04
087-20.0080						
DISPATCH EQUIPMENT	5,000.00	9,598.00	14,598.00	0.00	9,598.00	5,000.00
087-30.0013						
INSTRUCTION	5,000.00	0.00	5,000.00	0.00	4,666.34	333.66
087-30.0099						
MISC CONTRACTUAL SERVICES	109,000.00	0.00	109,000.00	7,223.70	104,061.11	4,938.89
Expenses Total	325,000.00	9,598.00	334,598.00	107,685.22	324,325.21	10,272.79
MISCELLANEOUS RECEIPTS Dept Total	325,000.00	9,598.00	334,598.00	107,685.22	324,325.21	10,272.79
Expenses Fund Total	325,000.00	9,598.00	334,598.00	107,685.22	324,325.21	10,272.79
Net (Rev/Exp)	325,000.00	9,598.00	334,598.00	107,685.22	324,325.21	10,272.79
Beginning/Adjusted Balance						
942,665.59 +	YTD Revenues 460,065.58 -	YTD Expenses 324,325.21	Current Fund Balance = 1,078,405.96			
Grand Total for Expenses	325,000.00	9,598.00	334,598.00	107,685.22	324,325.21	10,272.79
Grand Total Net Rev/Exp	325,000.00	9,598.00	334,598.00	107,685.22	324,325.21	10,272.79

Parameters:

Operator: TINA

Period Ending Date: December 31, 2016

Fund Range: 1222 - 1222

Welcome our new hires in 2016:

Angel Bechtel-Smith - March

Quinton Greer - June

Kirby Jones - July



Quinton and Kirby were current part time dispatchers and then went to full time status, filling vacancies. Angel is again a part time dispatcher with us after leaving for a couple of years, then returning.

Congratulations on years of service in 2016:

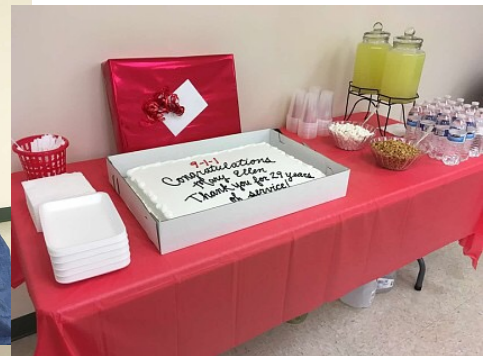
Kim Gamble - 15 years

Angela Bailey - 10 years

Candace Long - 10 years

Amy Shock - 10 years

Mary Ellen Scheiber - Retired with 29 years of service!



Forever remembered
1949-2016

LOOKING AHEAD ...

- Preparing for an upcoming retirement by filling part time positions and training those new hires who are interested in the full time opening.
- Continued work on updating and implementing policies and procedures.
- Continued work on training procedures and manual for new hires.
- Implementation of new recording software.
- Addition of another 800 MHz console radio used to enhance the capabilities of radio communication between the center and first responders.
- Establishing and implementing new public-safety software throughout Huntington County. A huge undertaking for the coordinators involved.
- Continued training opportunities such as:
 - Peer Support
 - Bullying and Negativity in the workplace
 - Stress Management
 - Pursuit Training
 - Suicide Intervention
 - Quality Assurance...and more that present themselves available throughout the year.