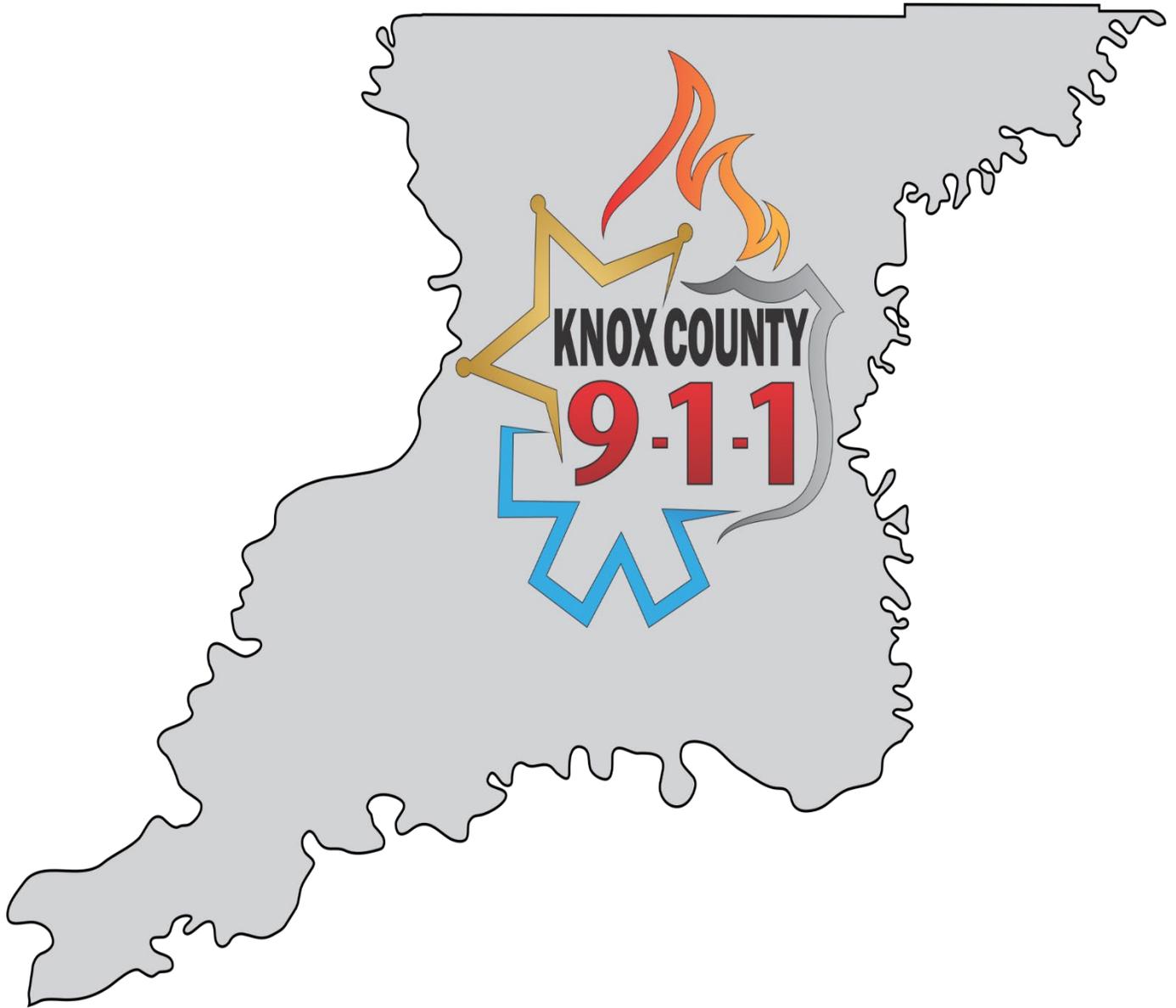


2021 YEAR-END REPORT



Rob McMullen, ENP
Executive Director

INTRODUCTION

2020 was a year like no other and 2021 has been a year to recover. Knox County Central Dispatch has seen a year with an extreme amount of employee turnover. Employees leaving and hiring new staff has been a constant challenge. Most of the year has been spent training the new employees. As one person is trained another employee leaves for better pay, insurance, or a less stressful job.

OVERVIEW

The Year-End Report provides information regarding the operations of the Knox County 911/Central Dispatch. The reports are provided by Knox County 911 for all Public Safety agencies that are served by Knox County Central Dispatch 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 Knox County Central Dispatch.

Knox County is the sixth largest county in the State of Indiana area-wise with 516.03 square miles and 41st in population with 38,181 residents. Knox County has seen a slight decrease in population in the last several years according to Census data.

Technologically, we are committed to the TextTTY (911 texting) program and anticipate the associated workload to accompany this. We are also experiencing the nationwide trend of greater cell phone use, compared to landline use.

RapidSOS continues to be a great asset for Knox County 911. RapidSOS is a free software program that connects public safety agencies with citizens via cellular devices to provide First Responders with details that could provide lifesaving information.

Knox County Central Dispatch continues to use the LifeLine Helicopter Flight Call application. This allows Central Dispatch to enter information on a website when requesting air medical assistance for a major medical incident. The program also will allow dispatch to track the air medical unit while en-route to Knox County.

Multi-Year Plan

GOAL: Future Funding Sources

Currently, Knox County Central Dispatch is funded through State 911 funds collected from residential/business cellular, land, and VoIP devices along with the Knox County General Fund. The 911 monies collected from business and residential telephones are then distributed by the State 911 board to pay for the majority of the operational needs of the Center. The monies provided by the General Fund pay for the majority of employee salaries and benefits.

OBJECTIVE: Ongoing meetings with Knox County Council and Commissioners to discuss the option of developing a Local Income Tax (LIT) in order to fund Knox County 911/Central Dispatch.

GOAL: Improve Training Program

Knox County Central Dispatch uses a variety of training programs. All employees are Emergency Medical Dispatch certified through the International Academy of Emergency Dispatch (IAED). Knox County Central Dispatch currently has twelve (12) Emergency Medical certified dispatchers.

OBJECTIVE: In 2021, Knox County Central Dispatch focused on Police and Fire Dispatching.

GOAL: Back-up Dispatch Center

Knox County Central Dispatch currently does not have a back-up 911 center. The Knox County EMA purchased a MEOC (Mobile Emergency Operations Center). Knox County Central Dispatch purchased two computers with mapping, CAD, and EMD licenses. This will allow the MEOC to operate as a backup 911 center if need be.

GOAL: Expand the Quality Assurance Program

The Center Q/A program currently only reviews and grades Emergency Medical incidents.

OBJECTIVE: Central Dispatch will train multiple dispatchers to become QA certified. These training efforts will assist Knox County Central Dispatch in becoming an International Association of Emergency Dispatch ACE certified center.

2021 Communications Roadmap

Although 2021 has seen a large amount of turnover, the current staff has taken it with stride and overcome the obstacles thrown at them.

Virtual Academy, an online training program is allowing Knox County dispatchers the ability to complete multiple hours of training covering various topics. Dispatchers can complete this training in between calls while still completing their work within dispatch.

OUTCOME: ONGOING

Knox County Central Dispatch has established various accounts on social media. This allows Central Dispatch the ability to better communicate with the citizens of Knox and surrounding counties, and to make them aware of what is happening in the community.

OUTCOME: ONGOING

2022 Projects

In 2022, Knox County 911 will be further implementing Smart911. When the global Covid-19 pandemic struck large gatherings were halted. That put the implementation of Smart911 on hold. Hopefully, we will be able continue community outreach events. This will allow citizens to sign up for a Smart911 profile in person.

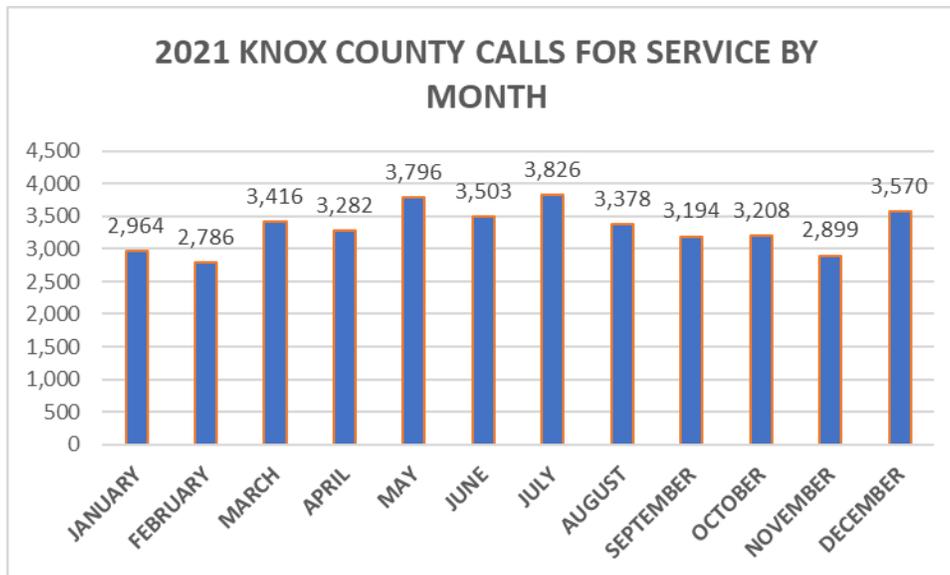
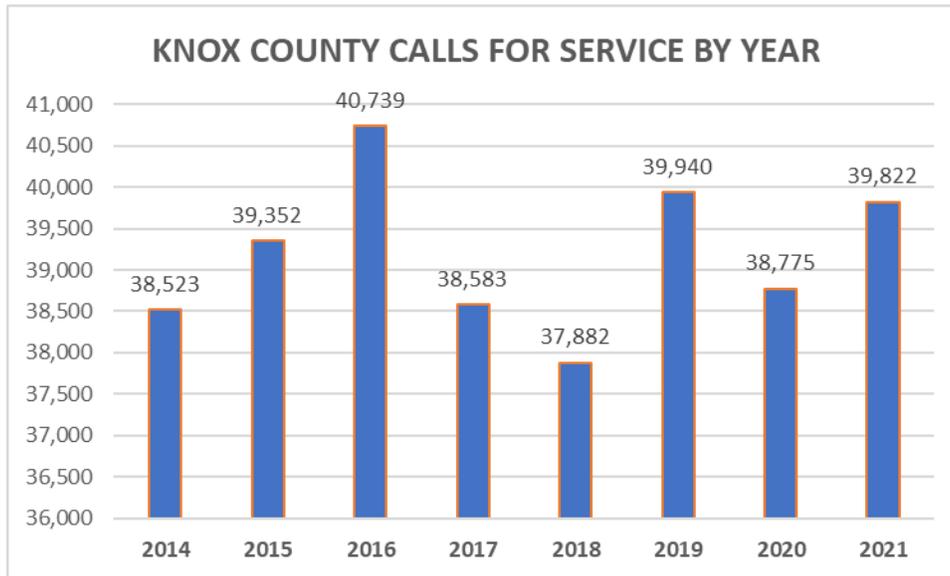
An upgraded recording system will be installed in early 2022. It will replace the current 911/radio recorder that was installed in 2015 which has not been updated since then. This update will cost around \$21,000. The funding for this project will come from 911 funding.

2022 will also see the implementation of Emergency Fire Dispatch and Emergency Police Dispatch protocols. The use of this hardware and software will allow for all dispatchers to follow scripted protocols so that everyone asks the same questions to all callers. The training for this will start in mid-March 2022. The project will cost around \$100,000. The training alone for this will be in excess of \$16,000. Fortunately, the Statewide Indiana 911 Board will pay for the training.

CueHit, a Customer Service feedback survey is another program Central Dispatch will be using in 2022. This program will automatically send feedback surveys to 911/administrative line callers to see how dispatchers are performing their duties. The goal of this program is to improve dispatch morale and assist with Quality Assurance.

Calls for Service= Total

In 2021, **KNOX COUNTY** public safety agencies responded to 39,822 calls for service, an increase of just over 1,100 calls from 2010.



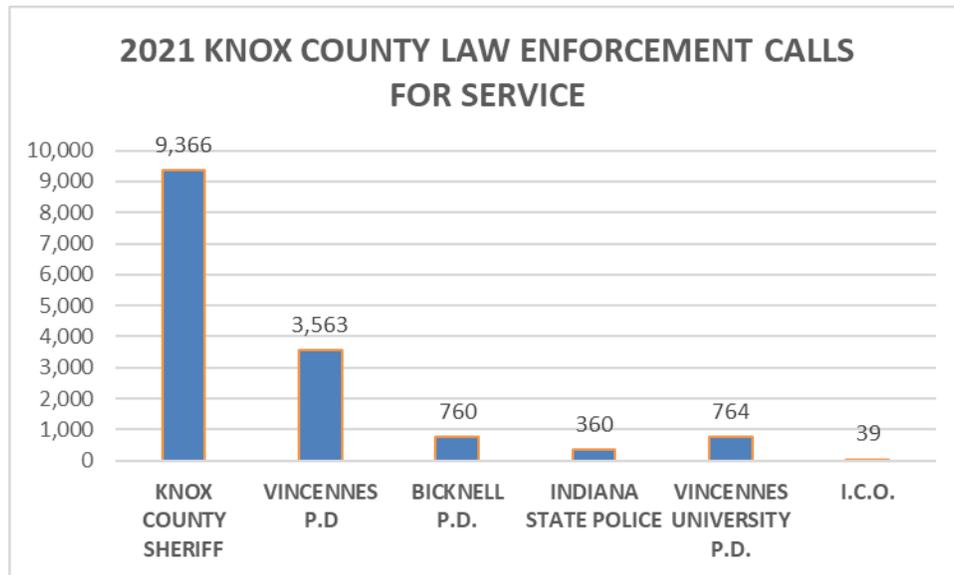
Calls for Service= Law Enforcement

In 2021, **Knox County Law Enforcement** responded to 13,975 calls for service. That is a decrease of 579 calls from 2020.

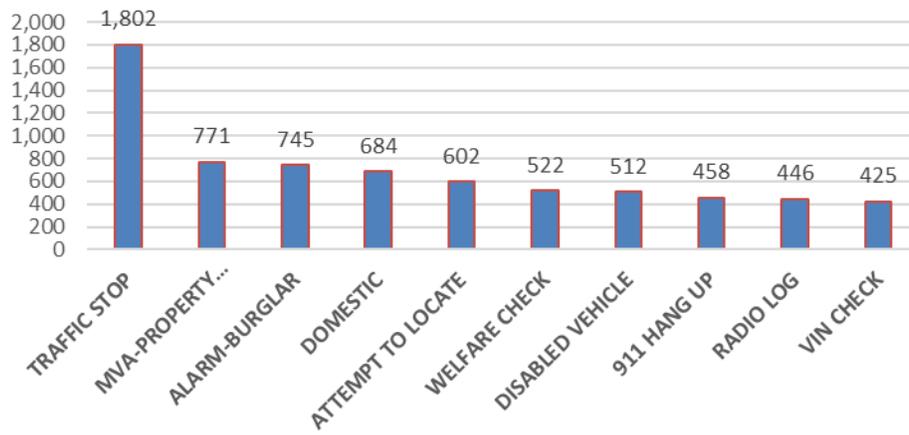
Knox County Law Enforcement includes the following agencies:

Knox County Sheriff's Office	9,366
Vincennes Police Department	3,563
Bicknell Police Department	760
*Indiana State Police	360
*Vincennes University Police Department	764
*Indiana Conservation Officers	39

*Indicate secondary response agencies. Agencies usually are not primary agency dispatched to call.



2021 KNOX COUNTY LAW ENFORCEMENT TOP 10 CALL TYPES

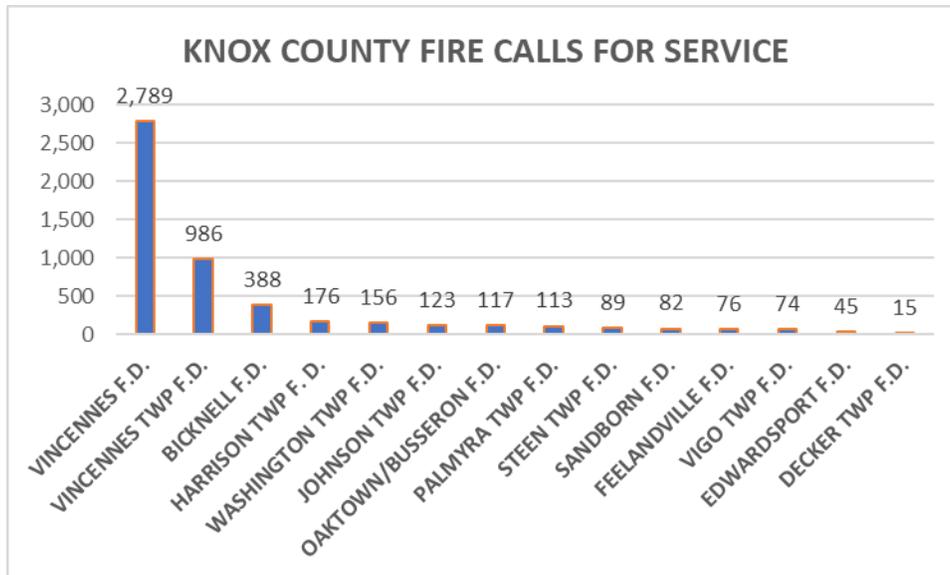


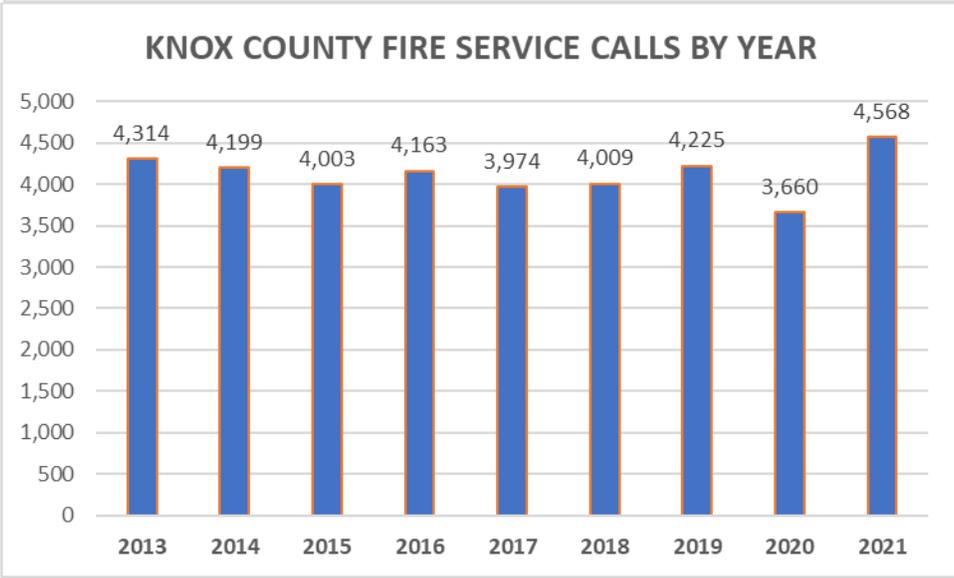
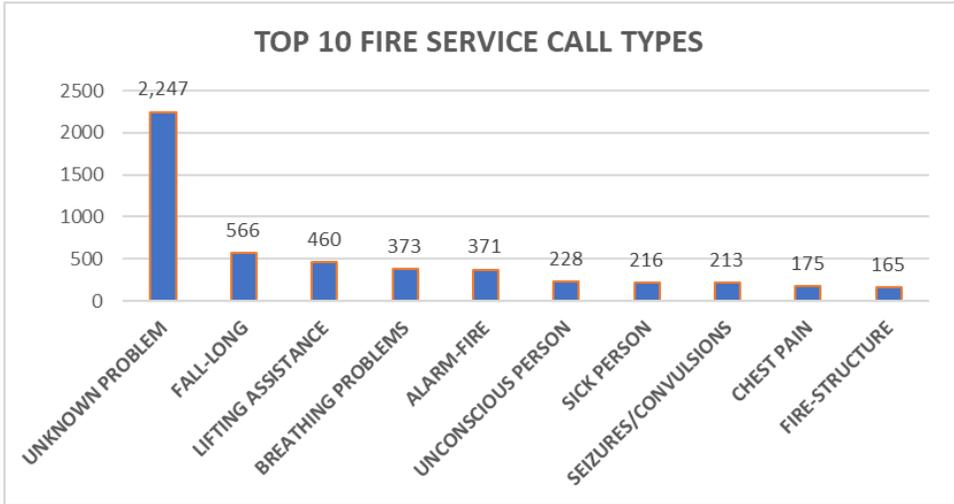
Calls for Service= FIRE SERVICES

In 2021, **KNOX COUNTY FIRE SERVICES** responded to 4,568 calls for service. An increase of 908 calls for service from 2020.

Knox County Fire Service includes the following agencies:

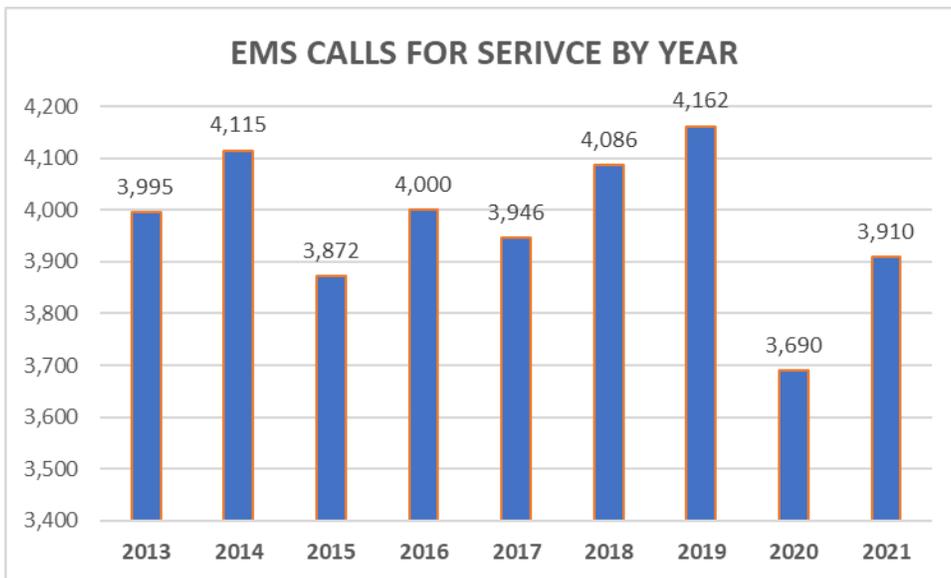
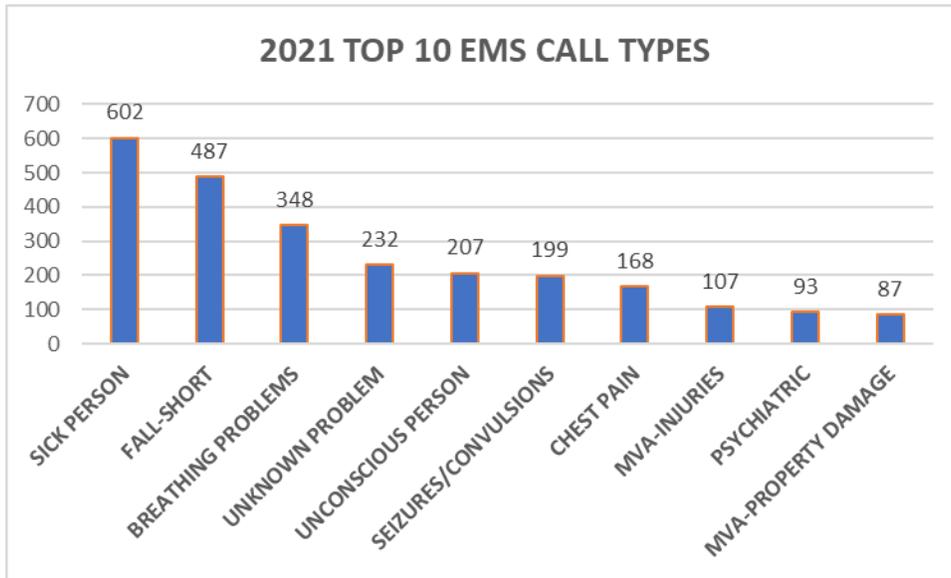
- Vincennes Fire Department
2789
- Vincennes Township FD
986
- Bicknell Fire Department
388
- Harrison Township Fire Department
176
- Washington Township FD
156
- Johnson Township Fire Department
123
- Oaktown/Busseron Fire Department
117
- Palmyra Township Fire Department
113
- Steen Township Fire Department
89
- Sandborn Fire Department
82
- Freelandville Fire Department
76
- Vigo Township Fire Department
74
- Edwardsport Fire Department
45
- Decker Township Fire Department
15





Calls for Service= EMS ACTIVITY

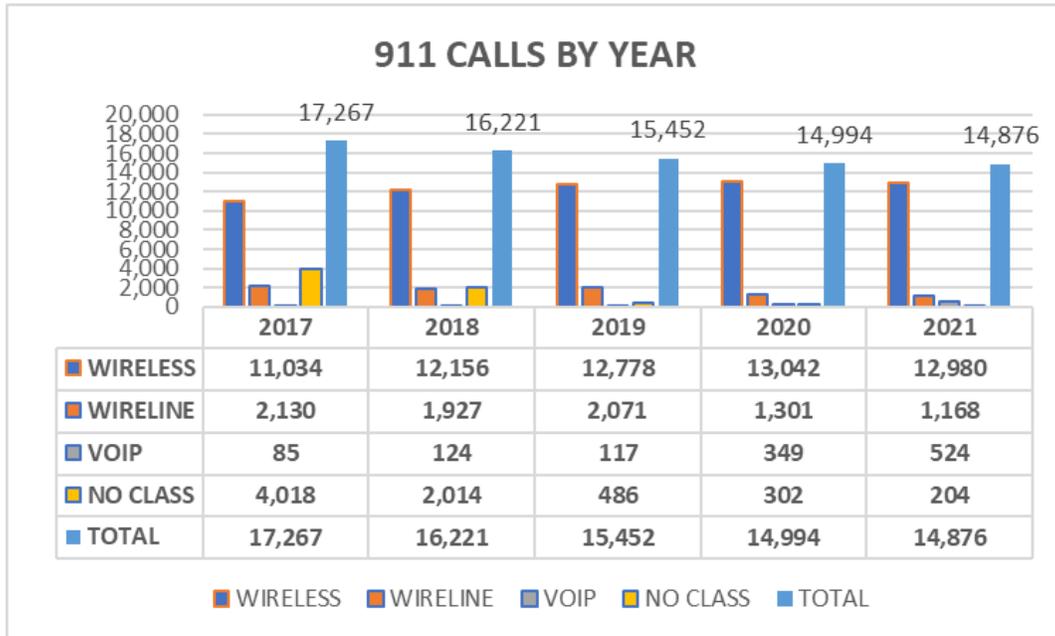
In 2021, Knox County EMS responded to 3,910 calls for service, an increase of 220 calls from 2020.



2020 PHONE ACTIVITY

Calls for Service= 911 CALLS

In 2021, **KNOX COUNTY CENTRAL DISPATCH** answered 14,876 911 calls. A decrease of 118 from 2020.



911 CALLS

January – December 14,876

NON-EMERGENCY CALLS INBOUND

January - December 24,874

OUTBOUND TOTAL

January - December 14,393

GRAND TOTAL PHONE CALLS (including 911)

54,143

TEXTING TO 911

January – December 50

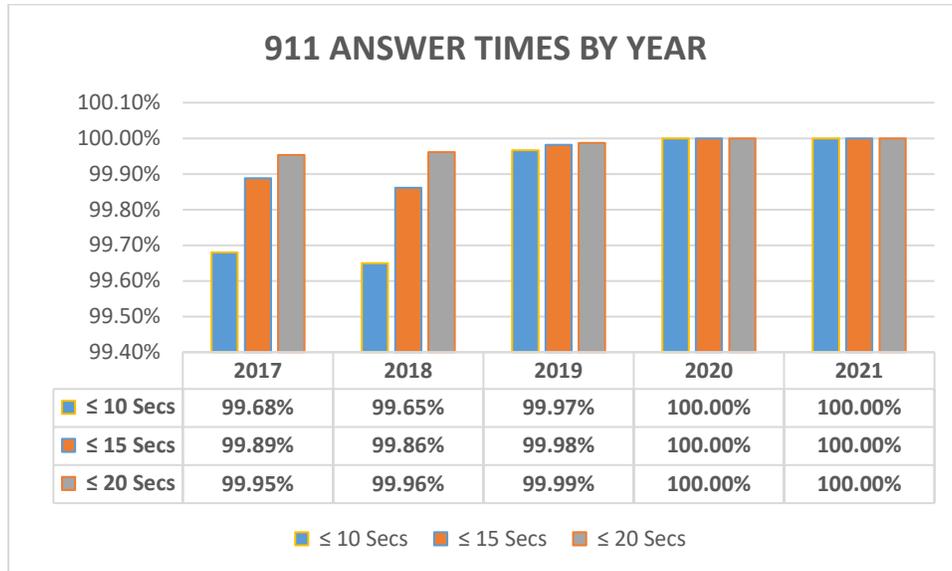
TEXTING FROM 911

January – December 445

GRAND TOTAL TEXTING TO AND FROM 911

495

The National Emergency Number Association standard (NENA-STA-020.1-2020) for 911 call answer time is 90% of all 9-1-1 calls being answered within 15 seconds and 95% answered within 20 seconds.



Personnel

Knox County Central Dispatch works eight-hour shifts. Although the employee shifts were transitioned to 12 hour shifts to accommodate staffing shortages.

12 Full-Time Employees

4 Part- Time Employee

10 employees resigned employment:

- 2 employees terminated.
- 4 resigned to take employment elsewhere.
- 4 resigned during training.

As of Dec 31, 2020:

Five (5) employees have less than 1 year of experience.

Two (2) employees have just of 7 years' experience.

One (1) employee has over 9 years' experience

One (1) employee has over 10 years' experience.

One (1) employee has over 11 years' experience.

One (1) employee has over 14 years' experience.

Knox County Central Dispatch Staff

Name	Title	Years of Service as of Dec. 2021
FULL-TIME		
Blacketer, Danny	Emergency Communication Specialist	14
Baize, Tresa	Emergency Communication Specialist	11
Thompson, Paul	Supervisor, IDACS Coordinator	10
Westfall, Chance	Supervisor	9
Doades, Corbin	IDACS Coordinator	7
Fischer, Carolyn	Supervisor	7
Welton, Angela	Emergency Communication Specialist	5 Months
Wallace, Eden	Emergency Communication Specialist	3 Months
Blaney, Heather	Emergency Communication Specialist	3 Months
Pearison, Laura	Emergency Communication Specialist	2 Months
Crane, Remington	Emergency Communication Specialist	1 Months
Open	Emergency Communication Specialist	
PART-TIME		
Linenburg, Savannah	Emergency Communication Specialist	4
Beaman, Jim	Emergency Communication Specialist	1
Jones, Randy	Emergency Communication Specialist	2 Months
Luce, Carter	Emergency Communication Specialist	Former Full-time
EXECUTIVE DIRECTOR		
Rob McMullen, ENP		

911 Advisory Board

Bobe, Brett	Vincennes Fire
Smith, Tim	Vincennes Township Fire Department
Vantlin, Doug	Knox County Sheriff
McClure, Stephen	Knox County EMS
Streeter, John	Knox County EMA
Hansen, Chad	Knox County Commissioner Appointment
Estabrook, Thomas	Bicknell Mayor
Trotter, Tim	Knox County Council Appointment