

HOWARD COUNTY BOARD OF COMMISSIONERS MEETING NOVEMBER 2, 2015

The Howard County Board of Commissioners met in Regular Session on Monday, November 2, 2015, at 4:00 p.m. in Hearing Room 338 of the Howard County Administration Center. Those in attendance included President Paul Wyman, Vice President Tyler Moore, and Member Brad Bray. Also in attendance were County Attorney Larry Murrell, Assistant County Attorney Alan D. Wilson, and Auditor Martha Lake.

The meeting was opened by Sheriff Steve Rogers and conducted by President Paul Wyman. Commissioner Brad Bray led in the Pledge of Allegiance and Commissioner Tyler Moore offered a word of prayer.

IN THE MATTER OF APPROVAL OF MINUTES:

The minutes of the October 19, 2015, Regular Meeting Minutes, having been previously submitted and reviewed, were approved as submitted on a motion made by Mr. Moore, seconded by Mr. Bray and carried.

IN THE MATTER OF SPECIAL RECOGNITION:

1. **Wanda McKillip:** President Wyman recognized Ms. Wanda McKillip, retiring Personnel Director. Ms. McKillip has faithfully served Howard County for twenty-one (21) years. She has worked in the Recorder's Office and as the Personnel Director, working hard for the employees of Howard County. Mr. Wyman expressed appreciation for a job well done. Applause was given to Ms. McKillip for her years of service and at its conclusion Ms. McKillip spoke of her years as an employee and close relationships she has formed.
2. **Swear-in For A New Deputy, Adam Whitfield:** Sheriff Steve Rogers called Officer Adam Whitfield to the podium for a swearing-in ceremony as a new Deputy for Howard County Sheriff's Department. He will be going to the Academy for additional training November 16, 2015, and has already passed his physical evaluation. Officer Whitfield spoke to the Board of Commissioners and introduced his mother, Debbie Whitfield. He expressed appreciation to the Sheriff's Department for this opportunity. Officer Whitfield was sworn-in by Deputy Clerk Robin Tetrault and the Board of Commissioners welcomed and congratulated Officer Whitfield.

IN THE MATTER OF DEPARTMENTAL REPORTS:

EMERGENCY MANAGEMENT AGENCY:

Janice Hart: presented the 2015 Emergency Management Performance Grant – Generators for commissioner ratification. New "EMPG Grant – Generators" needs commissioner signature on page 10. A motion was made by Mr. Moore, seconded by Mr. Bray and carried to accept and authorize President Wyman to sign the 2015 EMPG Local Base Grants Subrecipient Agreement CFDA #97.042 Contract #14636. Mr. Wyman thanked EMA for their assistance during the recent power outage.

BUILDING & GROUNDS:

Bill Stonestreet: three (3) agenda items

- Carpet replacement in Superior IV court room – Cost \$3,663.64 from fund 1138-000-04724.05
- Carpet & paint 2nd floor Government Center – Cost \$2,790.73 + paint would total \$3,315.73 from fund 1138-000-04724.05
- Replacement tiles for all county elevators (excluding inmate elevator at courthouse). This would include two (2) at Administration Center, two (2) at Government Center, and one (1) at Courthouse. The material is not to exceed \$1,300.00 from fund 1138-000-04724.05.

A motion was made by Mr. Moore, seconded by Mr. Bray and carried to accept all three (3) projects as submitted to be paid from fund 1138-000-04724.05.

IN THE MATTER OF DISPATCH UPDATE/PROGRESS:

Sheriff Steve Rogers: This is in response to the dispatch concerns of August 17, 2015 when representatives from the city of Kokomo brought complaints to the Howard County Board of Commissioners concerning the Howard County Dispatch Center. Sheriff Rogers's description of how complaints have been addressed:

- On September 1st representatives from city and county government were invited to start a process of review and evaluation of alleged complaints. This meeting included the police chief, fire chief, sheriff, dispatch

director, along with the city and county executives. From this meeting a working group composed of personnel from all public safety entities were tasked with sorting through the allegations.

- This group has met 3 times, but have been in continued communications since mid-September. The working group looked at the complaint allegations and the director, Gary Bates, has also assessed the overall 911 center operation. The majority of the alleged complaints received from the city of Kokomo, some which dated back to 2011, had previously been addressed and dealt with by city police, city fire, and Howard County dispatch personnel long before August 2015. There had been continual dialog between city and county employee since dispatch consolidation in 2011.
- Some of the complaint allegations were the result of a new computer aided dispatch software which replaced an old software program. The changeover process required most of 2014 to complete and issues continued to be addressed. Remaining complaint allegations were found to be misunderstandings, miscommunication, and as expected human error was found in a very few complaints. Sheriff Rogers said he had previously stated there were 100,000 telephone calls since 2011. It should be closer to a million, dispatch gets approximately 250,000 calls a year.
- The remaining complaints are the result of confusing policies carried over before the 2011 consolidation. Prior to 2011 city employed dispatchers worked alongside county dispatchers utilizing different standard operating procedures (SOP). Some pre-consolidation city SOP and policy was utilized to facilitate the transition. Some confusion and excessive telephone traffic has resulted from the pre-consolidation procedures. While there were good intentions by all public safety personnel working through the transition to a consolidated dispatch center, it has become apparent that a uniform SOP and policy will help reduce non-essential work and confusion.
- Some examples of procedure changes resulting from the review of the working group are:
 - Police related non-emergency calls will no longer be triaged at dispatch.
 - No administrative or non-police related business will be processed by the 911 dispatchers.
 - Effective December 1, 2015, citizens of Kokomo, Greentown, Russiaville, and unincorporated Howard County will be instructed to call 911 for emergencies and 457-1105 for non-emergency law enforcement needs.
 - To help minimize future confusion, the software was provided to the Kokomo fire department allowing the access of recorded 911 telephone and radio calls at their administrative office.
 - A complaint form and procedure has been created allowing for the tracking and the documentation of the resolution of dispatch complaints.
 - Currently there is a discussion concerning the standardization of fire alert tones for Kokomo fire department and all volunteer fire departments. The pending P25 radio project may provide options to help streamline fire and medical dispatching.
- Our intent is to keep in communication with all public safety entities and provide all Howard County residents with the best 911 emergency service possible.

Sheriff Rogers would like to thank KPD and KFD personnel that have, and he hopes will continue, to work with the dispatch center to resolve issues as they may occur. The citizens of Howard County can have full confidence and trust in the men and women working in public safety to include the 911 dispatch center. Director Bates fielded the following questions from President Wyman:

- Were there boxes of complaints delivered to county government regarding dispatch? – Sheriff Rogers: There were a few complaints contained in a small cardboard box. Most complaints originated from 2011 forward and had already been addressed by the working group for the transition/consolidation.
- Provide an example of a non-emergency or administrative type calls that dispatch has been dealing with over the years. – Sheriff Rogers & Gary Bates: Answering two (2) telephone lines for the KPD. Over years 459-5101 police non-emergency transferred to dispatch and had nothing to do with dispatch. i.e. City bus line, humane society, etc. 39% of calls received were non-related to law enforcement. Will implement dial 457-1105 for non-emergency police call will reduce this. Terminating lines coming to dispatch will cut down non-essential calls.
- During your investigation do you believe dispatch was ever in disarray? – Sheriff Rogers: No. I think the community understands that we can't be perfect but they do expect us to operate at the highest level we possibly can. There were some human errors but are very few (small) based on volume of calls and they are corrected by dispatcher quickly. Citizens should have high level of confidence in emergency 911 dispatch.

Larry Murrell commended Sheriff Rogers for his professional way of handling this issue considering the way it was presented. Because he is professional and dedicated to the public safety of the citizens of Howard County the sheriff

reached out and worked through this and the report is evidence the sheriff was able to bring the issue to a conclusion to solve the problem while being a consummate professional.

IN THE MATTER OF CLAIMS AND REPORTS:

Auditor Martha Lake submitted the following issues for the Commissioners information and approval:

1. **Salary Claims:** The Commissioners' Salary, Hourly, and Overtime Claims for November 6 & 13, 2015, in the amount of \$376,815.86 each, were approved on a motion made by Mr. Bray, seconded by Mr. Moore and carried.
2. **Operating Claims:** The Commissioners' Operating Claims payable today, in the amount of \$617,635.68, were approved on a motion made by Mr. Bray, seconded by Mr. Moore and carried.
3. **Early Paid Claims:** Three (3) claims need to have President Wyman's signature ratified. Mr. Wyman's signature was ratified on a motion made by Mr. Bray, seconded by Mr. Moore and carried.
4. **Tax Sale:** 124 properties were sold, \$477,194.62 in taxes and fees were collected. It was a very successful tax sale.

IN THE MATTER OF COUNTY ATTORNEY ISSUES:

1. **Indemnification Agreement with IUK:** motion made by Mr. Moore to approve the Agreement between trustees of the Indiana University / Kokomo and Howard County Sheriff department and authorize President Wyman to sign agreement, seconded by Mr. Bray and carried.
2. **Word Systems Agreement:** Mr. Tribby has been working on obtaining court recording equipment. This is the 3 year agreement for \$12,096 for the technical service for the equipment. A motion was made by Mr. Moore to approve Word Systems, Inc. Remote Technical Services Agreement between Word Systems and Howard County Courts by the Howard County Board of Commissioners and authorize President Wyman to sign on behalf of the board. The motion was seconded by Mr. Bray and carried.
3. **Contract between Commissioners and Wanda McKillip:** to continue training of personnel. Wanda will make herself available, as needed, in November and December to help train and transition the new personnel. A motion was made by Mr. Moore to approve the contract between Wanda McKillip and Howard County Board of Commissioners as presented and authorize the President to sign on behalf of the board. The motion was seconded by Mr. Bray and carried.

Larry Murrell wished Wanda the very best. They worked together on a daily basis and Wanda was very diligent and helpful. She always went beyond the call of duty with the employees. She was very compassionate and caring to all the employees.

IN THE MATTER OF COMMISSIONER ISSUES:

COMMISSIONER BRAY:

Thanked Wanda for her service. We will miss her.

COMMISSIONER MOORE:

Presided over township appeal hearing for David E. Turner. Based on information provided by Mr. Turner and the Township Trustee it would be Mr. Moore's recommendation to the board to uphold the denial of the Township Trustee. A motion made by Mr. Moore to uphold the denial of the Township Trustee. The motion was seconded by Mr. Bray and motion carried.

There being no further business to come before the Board of Commissioners at this time, the meeting was adjourned at 4:42 p.m. on a motion made by Mr. Moore, seconded by Mr. Bray and carried.

HOWARD COUNTY COMMISSIONERS:

PAUL G. WYMAN, PRESIDENT

TYLER O. MOORE, VICE PRESIDENT

ROBERT B. BRAY, MEMBER

ATTEST:

MARTHA J. LAKE, AUDITOR
Howard County Commissioner Meeting November 2, 2015