

# **Central Emergency Dispatch Policy Board Regular Session**

November 18, 2025

Bloomington Police Department Training Room

220 E Third St

## **CALL TO ORDER**

Board member Ryan Pedigo called the November 18<sup>th</sup> Regular Session to order at 10:03am. Board members also present were Anthony Williams of IU Police Department, Michael Ruiz of Monroe County Sheriff's Office, and Dustin Dillard of Monroe Fire Protection District.

Board member Roger Kerr was absent from the meeting.

Also in attendance were:

Brad Warren (IU Health LifeLine)

Enedina Kassamanian (City of Bloomington Legal Department)

Michael Diekhoff (Bloomington Police Department)

Sarah Shahnavaz (Bloomington Police Department)

Jarrold Bailey (Bloomington Police Department/Central Emergency Dispatch Center)

Eli Eccles (Bloomington Police Department)

Jeffrey Combs (Monroe Fire Protection District)

Thomas Goodwin (Bean Blossom Township Fire Department)

Leigh Dillard (Monroe Fire Protection District)

Trisha Edwards (IU Police Department Dispatch)

## **APPROVAL OF MINUTES**

Board member Pedigo motioned to approve the minutes from the September 16<sup>th</sup> Regular Session. Board Member Dillard seconded the motion. None of the board members had questions or objections, all items were approved.

## **PERSONNEL UPDATE**

Chief Diekhoff introduced the new telecommunications manager of the Central Emergency Dispatch Center, Jarrod Bailey, specifying that he is not new to the department, but new to the position. Chief Diekhoff asked for patience amidst leadership changes that will hopefully improve dispatch services. Board member Pedigo added that he has sent a requisition to City of Bloomington Human Resources Department to have the assistant manager job listing posted, which should be posted soon.

Board member Pedigo asked Telecommunications Manager Bailey if he has any personnel updates to share, who stated that an externally hired dispatch supervisor is currently in on-the-job training on the floor, five dispatch telecommunicators are currently in training in the classroom, and another externally hired dispatch supervisor is set to start employment with the Central Emergency Dispatch Center on December 8<sup>th</sup>. Board member Pedigo clarified that the dispatch supervisor set to start on December 8<sup>th</sup> comes from Morgan County Sheriff's Office Dispatch.

## **COMMITTEE REPORTS**

There are no active committees, so there was nothing reported.

## **REPORT ON STATISTICS**

Board member Pedigo stated that 911 calls are down about 4400 calls and admin calls are down about 6200 calls from 2024. Board member Pedigo stated that Sheriff's calls continue to go down. Board member Ruiz brought up a discussion that was had during a previous board meeting where someone was questioning why calls for service did not seem to align with the number of inbound calls. Board member Ruiz stated he looked between calls of BPD and the Sheriff's Office and ran a quick report on it to see if it was possible to filter out some of the calls that wouldn't fit the traditional definition of calls for service, referencing extra patrols, traffic stops, and community engagement calls. Board member Pedigo asked for clarification on the statistics, and Board member Ruiz clarified that the number in red was the total number of calls for service not including extra patrols, traffic stops, and community engagement calls, while the original number in black is the total number of calls for service without filtering. Board member Pedigo cited that some extra patrols are generated as a call for service when someone calls in. Board member Ruiz indicated a need to run a more thorough report and Board member Pedigo stated that this would require more attention and discussion in the future.

Further elaboration regarding the statistics by Board member Ruiz ensued. Chief Diekhoff and Board member Dillard asked further clarifying questions regarding the statistics, and discussion ensued. Chief Diekhoff stated that the extra patrols are a part of the services provided by BPD, thus those calls will be accounted for in department statistics. Further discussion ensued between Chief Diekhoff and Board member Ruiz. Board member Pedigo stated that stats for agencies are not something that are to be dealt with by the Central Dispatch Policy Board. Board member Dillard asked the clarifying question that Board member Ruiz's intent was to look at inbound calls versus calls for service and that the numbers in red align more with inbound calls, which Board member Ruiz responded in the affirmative. Board member Dillard stated that this should be discussed more in depth at a later date. Board member Ruiz stated that he brought this up at an earlier meeting, asking if it could be looked at, but he did not receive an answer on it.

## **OLD BUSINESS**

Board member Pedigo again referenced the selection made between the Sheriff and the Chief of Police to promote Jarrod Bailey to the position of the Telecommunications Manager.

## **NEW BUSINESS**

No new business was discussed.

## **APPROVAL OF CLAIMS**

Board member Pedigo asked Telecommunications Manager Bailey about a recent \$5000 charge to HFI for air conditioner problems. Board member Pedigo cited that these issues have been ongoing and asked if this has fixed the issue. Telecommunications Manager Bailey replied that he believes this HFI service has fixed the issue.

Board member Pedigo referenced the replacement of one UPS battery backup that had failed during a power outage that caused the dispatch center to go down for a short period of time. Board member Pedigo stated that one UPS was replaced in 2024, and one was due to be replaced in 2025, which was installed a

few weeks ago and is now up and running. Board member Pedigo then stated that this should mean that if the center were to experience a power failure, everything should be able to go through without problems.

Board member Dillard motioned to approve the claims. Board member Ruiz seconded the motion. None of the board members had questions or objections, all claims were approved.

### **POLICE/SHERIFF/FIRE/EMS BUSINESS**

Tricia Edwards, director of IU Police Department Dispatch Communications, inquired as to whether any consideration has been given to IU Police Department Dispatch receiving access to the Central Emergency Dispatch Center's mobile CAD system. Board member Pedigo stated that this is not something the Dispatch Policy Board controls, rather permission would have to be granted by each entity.

Monroe Fire Assistant Chief Jeffrey Combs stated that ambulance 25 is up on the overflow, which means they get dispatched a lot due to the fact that fire resources are AVL based. Assistant Chief Combs stated this is something he has to get worked out with CAD Administrator Eli Eccles.

Assistant Chief Combs mentioned the decision previously made regarding storm mode. He stated that discussion was had in the past regarding increased call volume during storms, and to attempt to alleviate strain on the dispatch center, a decision was made to allow fire agencies to manage their own calls when storm mode goes into process. Assistant Chief Combs stated that all that needs to happen is that it has to be made official. Discussion ensued regarding whether the Dispatch Policy Board needs to be involved in approving this procedure.

IU Health LifeLine Regional Manager Brad Warren indicated IU Health LifeLine is going through scheduling changes internally after feedback from personnel, which may permit additional resources in the future pertaining staffing. LifeLine Regional Manager Warren stated progress is being made on AVL for EMS. Board member Pedigo asked if there is an estimated end date and LifeLine Regional Manager Warren replied in the negative, citing IT challenges. Board member Pedigo asked CAD administrator Eli Eccles if he had any input, and CAD Administrator Eccles stated that he has not heard any updates since testing had been done.

### **PUBLIC COMMENT**

No members from the public made comment.

### **NEXT MEETING**

Board member Pedigo stated that the next meeting will be held on January 20<sup>th</sup>, 2026 at 10:00am in the Bloomington Police Department training room, located at 220 E Third St.

Board member Pedigo called the meeting adjourned at 10:27am.