

**Brownsburg Metropolitan
Police Department**

Michael E. Dove
Chief of Police
F.B.I.N.A. 223



31 North Green Street
Brownsburg, IN 46112-1235

Board of Police Commissioners

Tom Garrison
Stan Comer
Ray Kotarski
Dwayne Sawyer
Allan Bolante

Attorney
Tricia A. Leminger

To: Chief Oran True
HCCC Operations Board Representative

From: Brownsburg Police Department
Date: 06/13/2011

On the date of Tuesday, May 10, 2011, Chief Michael Dove instructed Major Joseph Grimes to make efforts on compiling a list of concerns or issues that Brownsburg Police Department personnel have had in relation to the Hendricks County Communication Center (HCCC). According to Chief Dove, he was under the impression that significant problems existed in the level of service being provided; however, Major Grimes informed Chief Dove that there had only been a minimal number of concerns relayed to upper level staff in regards to incidents involving the HCCC, and that for the most part staff typically deal with matters directly when incidents occur with the supervisor on duty at the time at the HCCC. Chief Dove and Police Commission President, Tom Garrison, have expressed their concerns of the expense that the Town of Brownsburg was being charged for the services being rendered, and during conversations with Mr. Garrison, Major Grimes has indicated that if any problems do arise that it seems that they have been operational related issues during isolated incidents which are immediately addressed by a department supervisor through direct communication with personnel from HCCC. Chief Dove requested that this list be created and forwarded to Chief Oran True to be brought to the attention of the Operations Board for the Hendricks County Communication Center. After polling personnel from the Operations Division of the Brownsburg Police Department, only four personnel provided input to issues they themselves had observed, as well as items, Chief Dove, Mr. Garrison, and Major Grimes had added to this list. In addition, Major Grimes had also been contacted by a citizen of the Town of Brownsburg that had relayed their personal experience and belief of concerns with the HCCC, which is provided at the end of this document. It is the opinion of the officers/supervisors and Major Grimes that provided input for this list that this is merely a means of constructive criticism, and not in any way meant to be malicious or bashing. The statement was also made by personnel that HCCC has in many ways been an improvement to our old low band dispatch center (i.e. advancements in 800 mhz radios, Zclient, GPS, MDT, etc.), and that the central dispatch allows us to hear what is going on around us in real time and also allows other agency's to hear us in real time. The following is a list

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compiled of concerns or issues that have been brought to my attention for possible consideration by HCCC to identify needs for change or training:

- Most problems experienced in one officers opinion is lack of training of HCCC personnel, or need for refresher training on procedures
 - Many occasions when either not enough or too much information (no pertinent) being put over the air for responding units
 - Long delays when important information is needed when responding to “Hot” runs
 - Lack of information call takers are obtaining
 - Disconnecting with caller prior to officer arrival or locating of suspect
- Miscommunication and confusing practices
 - Incidents of officers from either Plainfield or County in active pursuits or foot pursuits who are ordered by HCCC to leave main dispatch and go to Ops channels
 - Difficult time changing while in active pursuit, and others assisting are confused on where to go
 - Dispatch at times will move them back to main dispatch and back to Ops sometimes 2 to 4 times
 - i.e. Josh Noren’s foot chase where he broke his leg in May
 - Dispatched run where multiple officers are being sent to a crime in progress, instead of having those units go to Ops channel they have the entire rest of county go to headquarters or an ops channel
 - If officers not in fresh pursuit then should go to Ops
 - When supervisors have asked HCCC personnel about these mention procedures, there has been contradicting answers that makes it seem as if there is no clear protocol on these situations
 - Even been told by HCCC personnel that they will not use Ops if have manpower shortages, but make do or call personnel in if need be
- Unable to distinguish our radio unit numbers from other agencies, such as 13, 14, or 32 which all sound alike at times on the radio
- High volume of radio traffic by particular agencies at times
- Inconsistency of HCCC personnel on checking on status of officers while on a run

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- Some check status every 5 minutes even if on routine calls on station of low priority runs
- April 8, 2011, at approximately 1005 hrs, a Brownsburg supervisor contacted the HCCC supervisor to obtain information on HCCC's procedures on Bank Alarm runs
 - According to BPD supervisor, the HCCC supervisor did not have a clear response on what or how the call would be handled, until prompted by BPD supervisor on what Brownsburg's policy/procedures have been (i.e. dispatch units to Bank Alarm, and immediately contact business via tx and report findings to responding units)
 - During their conversation, HCCC supervisor was searching for their policy/procedure on Bank Alarms the entire time, and did not locate it until much later in a location HCCC supervisor indicated was where it was not supposed to be
 - If have to search for reference materials on particular responses (i.e. Bank Alarm) and not familiar with these protocols, then probably is going to be a response time issue
 - Perpetrator fled prior to run being dispatched
- April 19, 2011, at approximately 1011 hrs, BPD supervisor received a page (MDT msg only, no dispatch run) in regards to a citizen complaint on station, to which the officer had to create a dispatch run screen via MDT
 - The citizen wanted to complain on officers driving by his residence and not stopping to take a Theft report that he called into the HCCC at 0650 hours (Time and call out on cellular phone confirmed by BPD supervisor)
 - BPD supervisor and officer determined complaint did contact HCCC at 0650 hrs to request officer to be dispatched to his residence for a Theft report, which was never dispatched
 - HCCC supervisor confirmed that this did happen and that it was handled on their end at HCCC to correct the problem
- On several occasions, Chief Michael Dove and Police Commission President Tom Garrison have called the HCCC to inquire of what Brownsburg officer was the supervisor in charge (Date and time unknown of telephone calls) at that particular time, to which Chief Dove and Mr. Garrison stated that the call taker was unable to provide them with a

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response to who that was, which should be easily determined by the beat persons are signed into (i.e. BBSP)

- GPS functionality not being optimized by HCCC as originally planned
 - Monitoring of location of on duty personnel
 - Active incidents (i.e. pursuits, robberies, etc)
 - Dispatching based upon GPS location
 - Closest unit to priority run
- Brownsburg Command Staff/ERT pages lacking information or partial page sent causing confusion or need for additional communication (i.e. directly calling HCCC or BPD supervisor) to understand what page was trying convey. This has occurred on the two below listed incidents just to name a few, as well as a couple K9 apprehensions this year. Informed that this may have been user error when sending out the page per Major Depinet based upon his conversation with persons at HCCC.
 - January 4, 2011, 2207 hrs Armed Barricaded Subj (CAD .2951)
 - April 11, 2011, 2234 hrs Vehicle Pursuit (CAD .3194)
- Priority runs at times are delayed on being dispatched instead of broadcasted to see if units can take run or break free from other details to tend to these more serious incidents
 - May 26, 2011, 16:46:43 hrs PI Accident (CAD .2100)
 - Call pended for Brownsburg Police units until dispatched at 16:51:59 hrs
 - Pedestrian struck by vehicle in parking lot

Town of Brownsburg Citizen statements of concern:

"The dispatchers need further basic education of Geography and should be better acquainted with the county: For example: A dispatcher asked if I was going **North or South** on I74.

During the widening of State Road 267 construction and there was only one lane, the dispatcher didn't realize the problem with a car being stalled under the I74 underpass. She could not visualize the situation.

There seems to be a lack of basic knowledge of the staffing of the police departments. I asked on the general information number 852-1100 if I could talk to the Brownsburg Police shift supervisor. The dispatcher asked, "Is that the person in charge?" When I answered if the shift supervisor would call me the dispatcher wanted to know why I wanted to talk to the supervisor.

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I left my name and phone number, but no one called back. I believe she didn't know how to find the name of the shift supervisor and so there was no call back.

The list of questions which they are required to ask are often irrelevant. For example: I called 911 to report that there are two women walking east on mile marker ____ on I74 and I was concerned for their safety. The list of questions included asking about the make and year of the vehicle. Since there was no vehicle involved it was truly irrelevant.

When there is a medical emergency the list of questions is particularly frustrating and the delay in dispatching is very upsetting.”

Thank you for your time and consideration in allowing the Town of Brownsburg representative, Chief Oran True, to present this document to the Operations Board of the Hendricks County Communication Center.

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