

GALLATIN COUNTY 911

2022 ANNUAL REPORT



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DIRECTOR'S MESSAGE

I am pleased to share with you the 2022 Annual Report highlighting the activities and accomplishments of Gallatin County 911, operations, systems, and records divisions serving the Gallatin County community.

During 2022 we remained focused on completing projects and adding to our staff. While we met several challenges with both, our staff continued to work diligently. We saw challenges with hiring dispatch staff due to housing amongst other more traditional challenges we see around the country. We did see several positions filled with exceptional individuals. The highlight when it comes to hiring is at the end of 2022, the Records Division is fully staffed for the first time in several years. With this brought several different challenges such as not having enough space to facilitate everyone. These are great problems to have.

Regarding projects, we spent a majority of the year working on long term projects that would have a big impact for years to come. The radio project continues to be one of our priorities. While we were unable to complete this project in 2022, huge strides were made, and we see light at the end of the tunnel. Facilities were also at the forefront of our discussions this past year. Both the Records Division and the Radio Shop locations were in limbo. Ultimately the decision was made to move Records to the Farm Bureau building and the Radio Shop will be moved to the Coordination Center. These moves will not be quick, but steps have already been taken in the right direction. Lastly, the statewide 911 network has been on our minds and a move to a new Next Generation 911 system is in the works. This has been a long time coming. The work that has gone into the preparation of this system has been emotionally charged and political in nature, it is finally coming together. I expect 2023 to lay the groundwork for this new system that will serve Gallatin County and all of Montana for years to come.

Reading through this report, my hope is that you see that our staff has worked diligently throughout the year to accomplish our goals. I could not be prouder of the commitment and excellence that our staff exudes. Like any organization, there are times where we fall short, but with this staff, we pick ourselves up, take ownership and move forward. I am proud to work with both our internal team and our public safety partners.

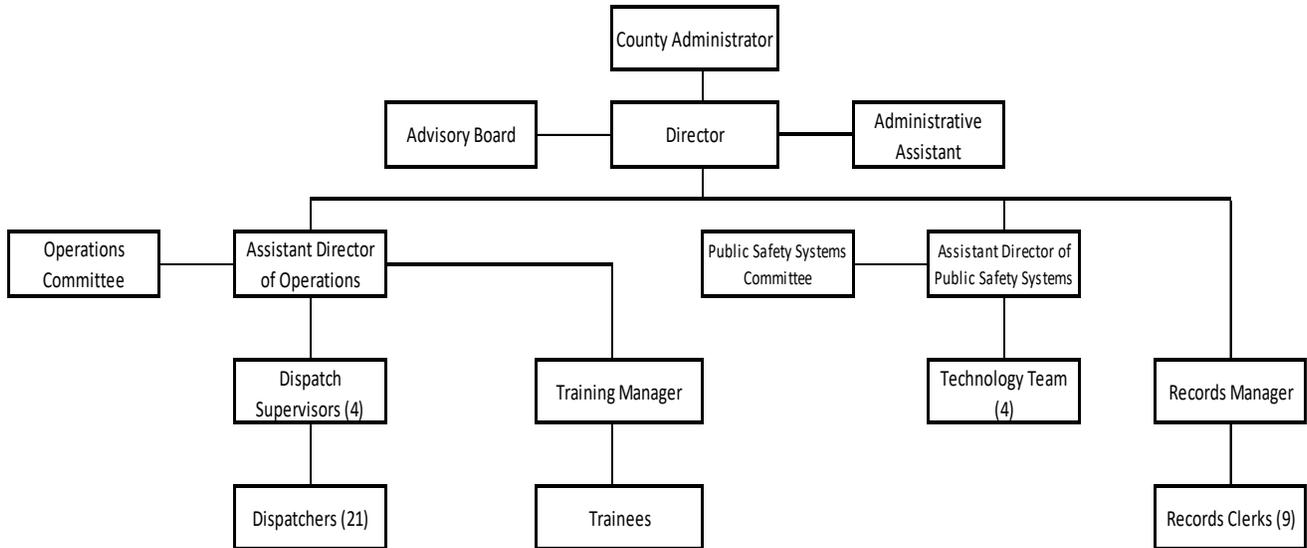
Regards,



Tim Martindale Jr
Gallatin County 911 Director



ORGANIZATION CHART



MISSION STATEMENT

“We are dedicated to providing prompt, efficient and progressive emergency communications and records management for the communities we serve.”



DISPATCH STAFF



ASSISTANT DIRECTOR OF OPERATIONS
Tara Murker (2)



TRAINING MANAGER
Delaware Steingruber (5)



DISPATCHERS: Left to right (years of service)

Back row: Supervisor Susan Walker (21), Lana Fellows (1.5), Supervisor Jessica Sullivan (2.5), Joshua Quimby (9 mo)

Front row: Maya Crawford (8 mo), Jennifer LaCross (27)

Left to right (years of service)

Back Row: Supervisor Amanda Pratt (3.5), Andy Largess (1.5), Drew Greer (1.5), Trainee Morgan Perry (3 mo)

Front row: Meghan Tomczyk (1.5), Natalie Russell (3)



RECORDS STAFF



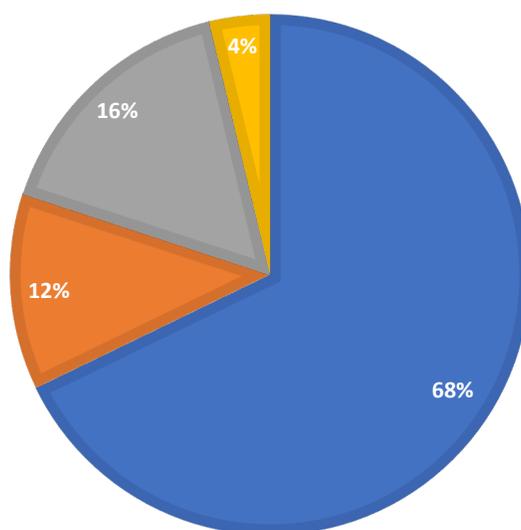
Left to Right (years of service):

Back row: Michelle Jackson (7 mo), Kacy Kimball (1 mo), Maranda Nelson (9 mo), Danielle Babcox (>1 mo), Lisa Hensleigh (2)

Front row: Olivia O'Halloran (2), Renee Birrer (1.5), Diana Pinto (7 mo), Joyce Peterson (27), Manager Bridgette Nyquist (5)

RECORDS STATISTICS

■ CFS input by Records - 8042 ■ Copy Requests - 1447 ■ New Warrants - 1926 ■ New Protection Orders - 443



911 ADMINISTRATIVE STAFF



DIRECTOR
Tim Martindale (3)



ADMINISTRATIVE ASSISTANT
Michelle Talbot (1)

PUBLIC SAFETY SYSTEMS STAFF



ASSISTANT DIRECTOR OF PUBLIC SAFETY SYSTEMS
Geoff Solberg (5)



CAD ADMINISTRATOR
John Hinkle (18)



INFORMATION TECHNOLOGIST
Chris Erickson (2)



RADIO TECHNOLOGIST
Toby Morse (7.5)



RADIO TECHNOLOGIST
Eric Gillitzer (< 1)



911 ADVISORY BOARD



Dan Springer
Gallatin County Sheriff



Jim Veltkamp
Bozeman PD Chief
Vice-Chair



Dustin Lensing
Belgrade PD Chief



Josh Waldo
Bozeman FD Chief



Jeremiah Hillier
Rural Fire Chief
Chair



Patrick Lonergan
EMS Chief



Zach Brown
County Commissioner



Mike Stanley
MSU Police Chief



Shane Grube
West Yellowstone Rep
Hebgen Basin Fire Chief



David J Mulick
Commission Appointee



David Ronsen
General Public Rep



USER AGENCIES

Law Enforcement Agencies

- ◆ Belgrade Police Department
- ◆ Bozeman Police Department
- ◆ Gallatin Airport Authority
- ◆ Gallatin County Sheriff's Office
- ◆ Manhattan Police Department
- ◆ Montana State University Police



Fire/EMS Agencies

- ◆ American Medical Response
- ◆ Amsterdam Rural Fire Department
- ◆ Big Sky Fire Department
- ◆ Bozeman Fire Department
- ◆ Bridger Canyon Fire
- ◆ Central Valley Fire District
- ◆ Clarkston Fire Services
- ◆ Fort Ellis Fire
- ◆ Gallatin Field Fire Station
- ◆ Gallatin County Rural Fire
- ◆ Gallatin Gateway Fire Department
- ◆ Gallatin River Ranch Fire Department
- ◆ Hyalite Rural Fire District
- ◆ Manhattan Fire Department
- ◆ Sedan Rural Fire District
- ◆ Three Forks Fire Department
- ◆ Willow Creek Rural Fire District



2022 BUDGET

REVENUE

Mill Revenue	\$ 4,996,197.84
Non-Tax Revenue (Leases, User fees, etc.)	\$ 560,945.51
911 Fee (State Fund)	<u>\$ 668,839.57</u>
Total for 2021	\$ 6,225,982.92

EXPENDITURES

RECORDS

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$614,999.00	\$451,060.97
Ops Expenses	\$ 80,509.00	\$ 69,931.98
CAP Expense	\$775,508.00	\$511,125.71

DISPATCH

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$2,887,462.00	\$2,224,070.95
Ops Expenses	\$1,186,976.00	\$1,180,317.67
CAP Expense	\$1,143,998.00	\$ 266,967.38

STATE FUND

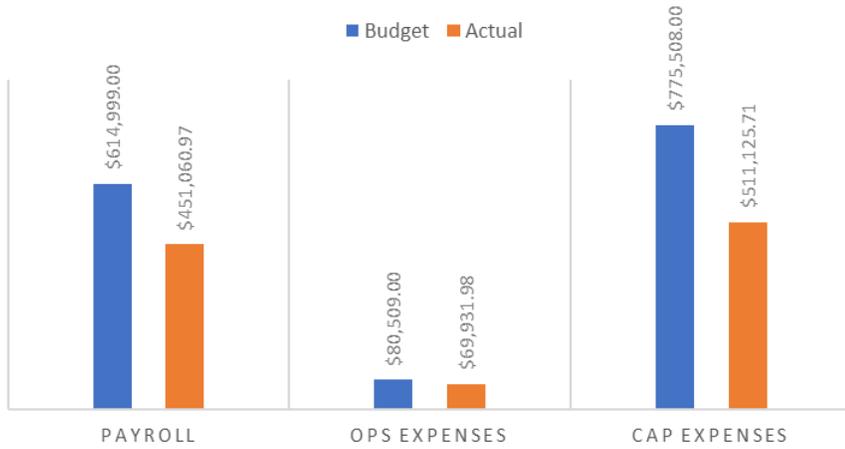
	<u>BUDGET</u>	<u>ACTUAL</u>
Central Emer	\$ 39,992.00	\$ 39,990.53
State Grant Ops/Ins	\$ 140,193.00	\$101,726.08
State Admin	\$ 20,554.00	\$ 0.00
State Grant CAP	\$1,286,139.00	\$ 24,718.35
Central Emer CAP	\$1,486,868.00	\$126,444.43



2022 BUDGET

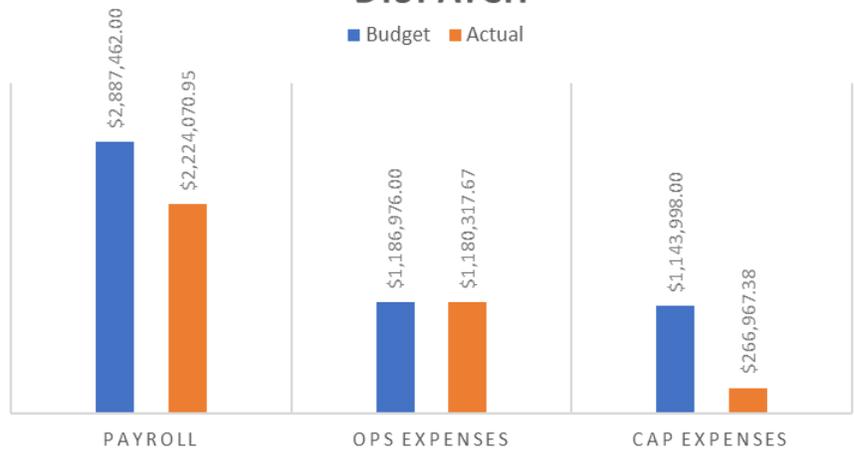
RECORDS

■ Budget ■ Actual



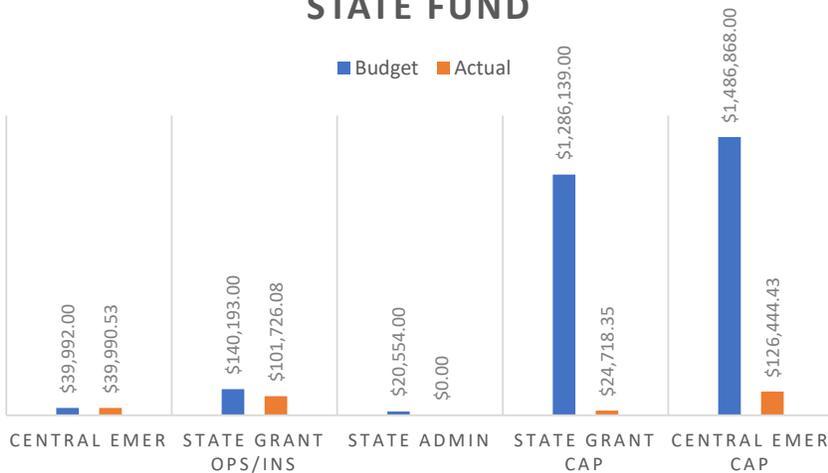
DISPATCH

■ Budget ■ Actual



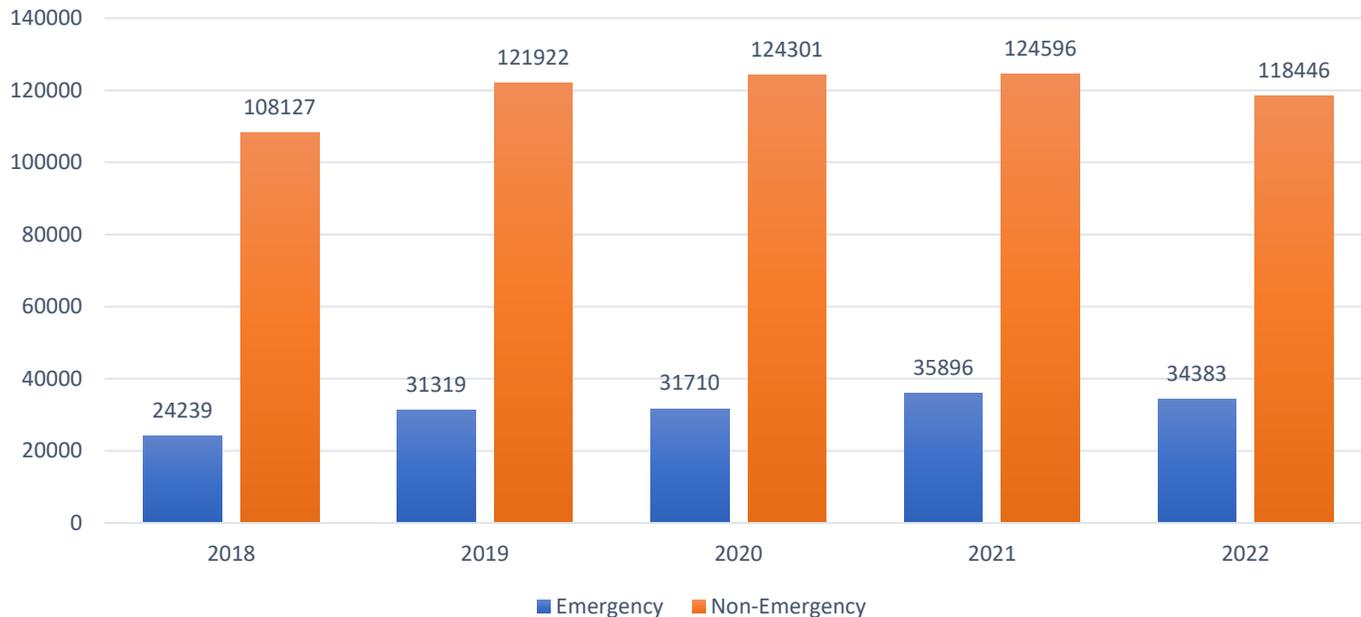
STATE FUND

■ Budget ■ Actual



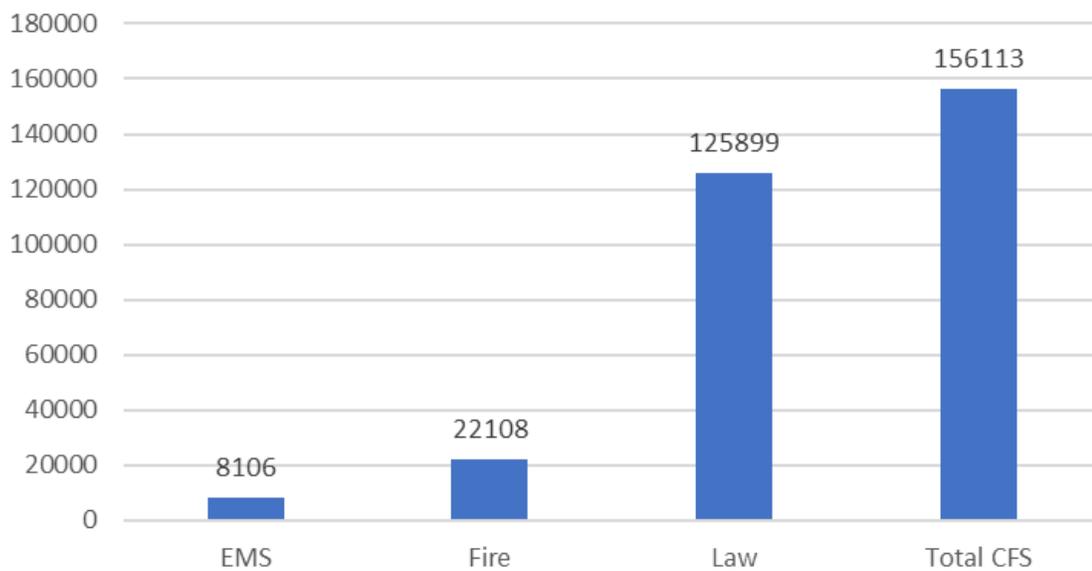
STATISTICS

Call Count by Year



Dispatch processed 152,829 incoming calls. The total CFS creation across both shifts for all disciplines for 2022 was 156,113.

2022 CFS Calls by Discipline



TRAINING

- ◆ Purchased AI SkillLab Call Simulator through Priority Dispatch so dispatchers could practice medical protocols to gain experience before taking a live call and give tenured dispatchers the opportunity to practice medical calls. We are currently working on setting up the simulator for our dispatchers to get started using.
- ◆ Training Manager Delaware Steingruber applied to certify our training manual with APCO through Project 33 (P33) – Agency Training Program Certification.
- ◆ Dispatch Supervisors Amanda Pratt and Jessica Sullivan attended the NENA Conference in Louisville, KY.
- ◆ Dispatcher Natalie Russell attended the Navigator Conference in Nashville, TN.
- ◆ Dispatcher Jennifer LaCross was nominated and voted in as Trainer of the year for Montana APCO.
- ◆ Director Tim Martindale and Assistant Director of Operations Tara Murker graduated from their CPE Programs.
- ◆ New Training Timeline was proposed, discussed, revised and accepted. The change created proficiency periods after phases 1 & 2. This change creates opportunity for the trainee to practice what they have learned on their own before advancing onto the next phase and when they are signed off training, they will already have solo experience. This extended the training program by 1 ½ months, making our new training program just short of 7 months.
- ◆ We Implemented a Communications Training Officer (CTO) Promotion. Dispatchers and Supervisors will now go through an application process in order to be promoted to a CTO.
- ◆ Added Standard Evaluation Guidelines (SEGs) to our Daily Observation Reports (DOR). This is to help ensure consistency with evaluating each trainee day to day and helps our training program meet the national training standard for that area.
- ◆ Dispatch Supervisors Amanda Pratt and Jessica Sullivan and Dispatchers Lana Fellows and Olivia O'Halloran attended Responder Risk training in Great Falls.
- ◆ Dispatchers Lana Fellows and Olivia O'Halloran participated in the MSU Northern Thunder Tabletop Training.
- ◆ Director Tim Martindale, CAD Administrator John Hinkle and Dispatch Supervisor Susan Walker attended the APCO Conference in Anaheim, CA.
- ◆ Dispatch Supervisor Jessica Sullivan attended NENA Supervisor Training in Utah.
- ◆ Dispatcher Sierra Stephens completed a 911 Training Institute Stress Course.
- ◆ Dispatchers Hannah Drake, Lana Fellows, Olivia O'Halloran and Natalie Russell participated in an Active Killer training at Sacajawea Middle School.
- ◆ Dispatcher Drew Greer helped Central Valley Fire Department with some Lieutenant training.
- ◆ Dispatcher Maya Crawford attended an Exxon Mobile tabletop exercise.
- ◆ Training Manager Delaware Steingruber completed the year-long Registered Public Safety Leader (RPL) course.



TRAINING (Cont)

- ◆ Dispatch Supervisors Jessica Sullivan and Susan Walker became certified in Emergency Medical Dispatch-Quality Assurance and Emergency Fire Dispatch-Quality Assurance.
- ◆ Dispatchers Josh Quimby, Maya Crawford, Morgan Perry, Hannah Drake, Sierra Stephens and Nicole Buescher became certified in both Emergency Medical Dispatch and Emergency Fire Dispatch.
- ◆ Dispatch Supervisor Amanda Pratt and Dispatcher Natalie Russell became Communications Training Officers (CTOs) to help train new dispatchers.
- ◆ Revision of the training manual to include P33 standards. Seven trainees began the training program, four of the trainees completed the program successfully. One trainee went through remedial training and did not complete the training. One resigned and moved out of state before completing the program. One is currently in training and doing well so far.
- ◆ The following staff members attended the State APCO/NENA Training Conference in Bozeman, MT: Director Tim Martindale, Asst Director of Operations Tara Murker, Asst Director of Public Safety Systems Geoff Solberg, CAD Administrator John Hinkle, Radio Tech Toby Morse, IT Chris Erickson, Training Manager Delaware Steingruber, Records Manager Bridgette Nyquist, Dispatch Supervisor Susan Walker, Dispatcher Lana Fellows, Dispatcher Jennifer LaCross, Dispatcher Olivia O'Halloran, Dispatcher Meghan Tomczyk, Dispatcher Nicole Buescher, Dispatcher Sierra Stephens and Dispatch Supervisor Jessica Sullivan.
- ◆ A 35-test booklet was created that is to be completed by the trainee during their time in training.
- ◆ Not including Training Manager Delaware Steingruber, CTOs Jennifer LaCross, Susan Walker, Amanda Pratt and Natalie Russell put in 4,047.25 hours of training trainees in 2022.
- ◆ Dispatchers completed multiple fire and medical trainings through Priority Dispatch. Examples: Wildland Fire, Chest Pain/Chest Discomfort, Convulsions/Seizures, Headache, Outside Fire, Alarms, Stroke, etc.
- ◆ All dispatchers completed Active Assailant training through Priority Dispatch.
- ◆ Dispatchers Meg Tomczyk, Hannah Drake, Joshua Quimby, Sierra Stephens and Maya Crawford graduated from MLEA.
- ◆ Dispatch Supervisor Jessica Sullivan completed Academy Analytics and AQUA training.
- ◆ Dispatch Supervisor Susan Walker completed ACE training.
- ◆ Dispatch Supervisors Amanda Pratt and Jessica Sullivan and Dispatcher Natalie Russell attended a Billings Clinic MedFlight hotload training.



FUN FACT:

Since implementation of Protocol 38 (LE requesting medical to a scene), it has been used 784 times.



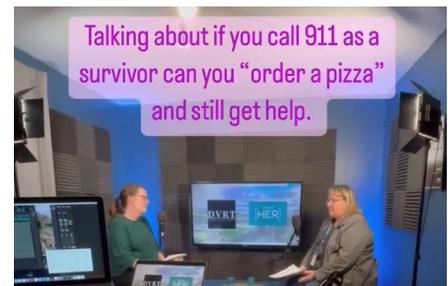
PUBLIC EVENTS

2022 EVENTS

- ◆ Fire Academy w/Big Sky Fire and Central Valley Fire
- ◆ GCSO Public Safety Academy
- ◆ MSU football games
- ◆ Kenny Chesney Concert
- ◆ National Night Out
- ◆ Gallatin County Fair



Dispatch Supervisor Susan Walker was invited to participate in a podcast to discuss Domestic Violence awareness month. She discussed the type of questions dispatch asks and why, the order in which they are asked and stressed that location is THE most important piece of the information. She also discussed how to call and remain safe if someone is listening. She explained how domestic violence calls are dispatched and that the number one priority is the safety of the responders and the caller!



SOCIAL MEDIA

facebook stats for 2022:

People reached: 47,651

Engagements: 20,346

Link clicks: 556

Comments: 944

Shares: 332

Reactions: 7,382

Photo views: 4,280

New followers: 298

Follow us on



facebook.com/@GallatinMT911

Total Page Followers

2,979

2021 total followers were 2688

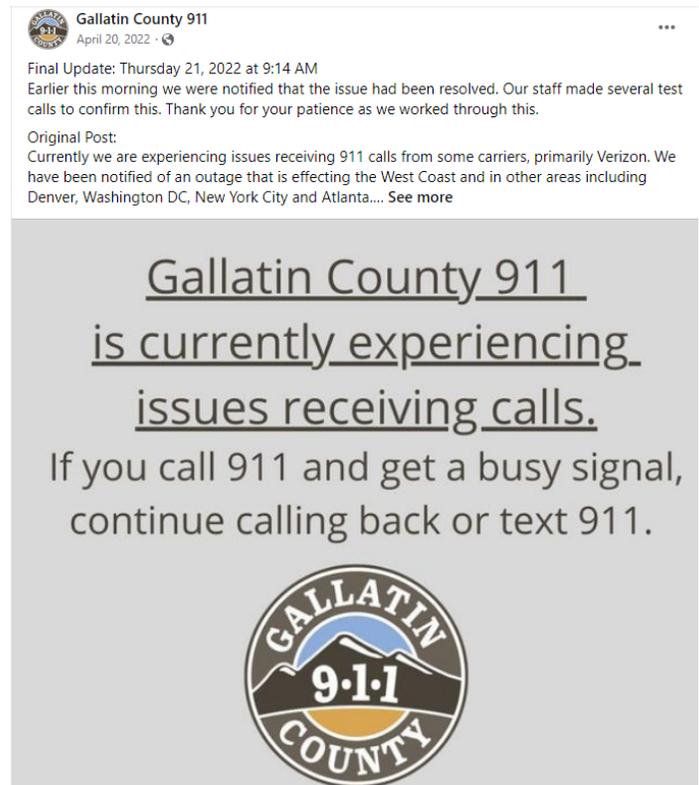
Most engaging post of 2022

12,722

People Reached

116

Reactions, Comments & Shares



Gallatin County 911
April 20, 2022 · 🌐

Final Update: Thursday 21, 2022 at 9:14 AM
Earlier this morning we were notified that the issue had been resolved. Our staff made several test calls to confirm this. Thank you for your patience as we worked through this.

Original Post:
Currently we are experiencing issues receiving 911 calls from some carriers, primarily Verizon. We have been notified of an outage that is effecting the West Coast and in other areas including Denver, Washington DC, New York City and Atlanta.... See more

Gallatin County 911
is currently experiencing
issues receiving calls.
If you call 911 and get a busy signal,
continue calling back or text 911.



ACCOMPLISHMENTS

RECORDS ONLINE REQUEST PORTAL

After nearly 2 years and with collaboration between Records Manager Bridgette Nyquist and Information Technologist Chris Erickson, an online records request portal was established for the Gallatin County 911 Records department. This portal allows the public to make paperless records request for the Gallatin County Sheriff's Office and Bozeman Police Department. It also provides the public the ability to pay online because Chris was able to create a payment portal within the website. The 911 Records Department is extremely excited about moving forward with this technological advancement to help move to a paperless process. Chris also created some posters that are posted on the window at the Records Department with a QR code that directs the public to the form to fill out. There will be one more step of getting kiosks set up at other locations like the new Public Safety Center for the public to use if they do not have a cell phone.

CONNECTIONS AND THE MOBILE RESPONSE TEAM

On July 16th the 988 suicide hotline went live. In line with that, Gallatin County also worked towards implementation of a mental health mobile response team. This team was discussed since 2021 and would replace the co-responder model that had previously been used. Throughout the year preparations were made for this new team. This included policy changes, agreements, selection of a vendor and hiring mobile responders. This all came to fruition at the end of the year. Gallatin County Mobile Response now offers services seven days a week and have become a great asset to everyone in public safety.

APCO'S AGENCY TRAINING PROGRAM CERTIFICATION (P33)

Initial and continuing training is exceedingly important for public safety telecommunicators because we provide essential services in an ever-expanding and rapidly changing public safety environment. Building and implementing a successful agency training program requires many resources and dedication. APCO's Agency Training Program Certification, an initiative of Project 33^o, provides a way for public safety agencies to certify that their training programs meet APCO American National Standards (ANS). An agency's curriculum, training materials and supporting documentation are reviewed and checked for compliance. Submitting our program for APCO certification shows that our agency is committed to training and to meeting national standards. Our training program was submitted for certification on October 4, 2022. Nationwide, there are 92 agencies certified in Project 33^o. There is only one agency in the State of Montana that is currently certified. This project requires a substantial amount of policy updating, collaboration and documentation to reach the standards required for certification. We are hopeful to receive certification in August 2023. Receiving certification for our training program will be a major accomplishment for our agency, staff and the communities we serve.



ACCOMPLISHMENTS (CONT)

RADIO PROJECT UPDATE

- All remote sites have been installed and are active.
- Radios are being programmed for use on the new system. By the end of December, we had 3 agencies completely programmed, one agency 50% programmed and code plugs in the works for 8 other agencies.
- Director Tim Martindale and the PSS team (Geoff Solberg, John Hinkle, Chris Erickson, Toby Morse and Emely Lambert) attended Factory Acceptance Testing in Texas with EF Johnson.
- Stargates were installed at all dispatch stations.
- Admin staff had console training with EF Johnson.
- Dispatchers had initial Stargate training in October. More dispatch familiarization with the Stargates occurred in December.
- Purchased 20 cache radios.
- Hired Eric Gillitzer as a radio tech to help Toby Morse.

OTHER ACCOMPLISHMENTS

- CAD Administrator John Hinkle was voted in as the Vice-President of the Montana Chapter of the National Emergency Number Association (NENA).
- Training Manager Delaware Steingruber was voted in as Montana APCO Western Ambassador and is also the APCO Awards Chair.



AWARDS

Montana Chapter of APCO Awards:



Radio Technologist of the Year
Toby Morse



Telecommunicator of the Year
Jessica Sullivan



Information Technologist of the Year
John Hinkle



Trainer of the Year
Jennifer LaCross



Supervisor of the Year
Bridgette Nyquist



AWARDS

Gallatin County 911 Awards:



Telecommunicator of the Year – Jessica Sullivan



Records Staff of the Year – Kira Axline



Supervisor of the Year – Bridgette Nyquist



**Public Safety Systems Staff of the Year
John Hinkle**



Trainer of the Year – Jennifer LaCross



LIFESAVER AWARDS



March 12th – Amanda Pratt

March 13th – Olivia O’Halloran

April 8th – Amanda Pratt

May 23rd – Jessica Sullivan

August 4th – Natalie Russell

August 7th – Hannah Drake

August 7th – Drew Greer

August 20th – Jennifer LaCross

August 24th – Natalie Russell

August 26th – Amanda Pratt

August 31st – Susan Walker

September 9th – Amanda Pratt

September 27th – Joshua Quimby

Additional Gallatin County 911 Awards:

Dispatch Altruistic Award – Jessica Sullivan

Most Improved Award – Olivia O’Halloran

Project Manager Award – Delaware Steingruber

Dispatch Under the Headset – Amanda Pratt (7356)

Records Under the Headset – Lisa Hensleigh (1432)

Leadership Award – Olivia O’Halloran

Most Inspirational Award – Bridgette Nyquist

Fire Dispatcher of the Year – Drew Greer

Medical Dispatcher of the Year – Amanda Pratt

