

GALLATIN COUNTY 911

# 2021 ANNUAL REPORT



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# DIRECTOR'S MESSAGE

I am pleased to share with you the 2021 Annual Report highlighting the activities and accomplishments of Gallatin County 911, the 911 center and records department serving the Gallatin County community.

These past twelve months have proven to be challenging as we faced staffing shortages, technological changes, operations upgrades, and like everyone else a global pandemic. Without the support of the community and our partner agencies we would not have been able to successfully navigate this past year. Most importantly though, our staff have overcome obstacles, worked long hours, and adapted to change for us to be successful. Without them Gallatin County 911 would not have made it through this past year and completed everything that we set out to accomplish.

In early 2020 our staff solidified our mission to provide prompt, efficient and progressive emergency communications, and records management. Throughout this past year they put that mission to the test. This was verified by our community, around the state and even around the country as members of the 911 community and our partner agencies reached out to comment on the changes they have seen within our department. We continue to strive to be the standard of public safety communications and records management in the state of Montana. We have taken steps to achieve and maintain this status, and we continue to move forward with this vision.

As you read through this report, my hope is that you too will be energized and encouraged by our staff's accomplishments. Over this past year not only did we complete major projects, implement new process and strategies to better serve our community but lives were saved along the way. At the end of the day that within itself is what we are here for. I am proud to serve with our staff and our partner agencies. We truly are living the dream.

Regards,



Tim Martindale Jr  
Gallatin County 911 Director



# DISPATCH STAFF



Left to right (years of service):

**ASSISTANT DIRECTOR OF OPERATIONS**  
Tara Murker (1)

**TRAINING MANAGER**  
Delaware Steingruber (4)

**SHIFT SUPERVISORS**  
Susan Walker (20) – day shift  
Bridgette Nyquist (5) – night shift



Left to right (years of service):

**DISPATCHERS:**

Back row: Jennifer LaCross (26),  
Drew Greer (< 1), Natalie Russell  
(2), Amanda Pratt (2), Andy Largess  
(< 1), JD Hennessey (1)

Front row: Olivia O’Halloran (1),  
Meghan Tomczyk (1), Jessica  
Sullivan (2)



**TRAINEE:**  
Hannah Drake (1 mo)



**TRAINEE:**  
Lana Fellows (< 1)



# RECORDS STAFF

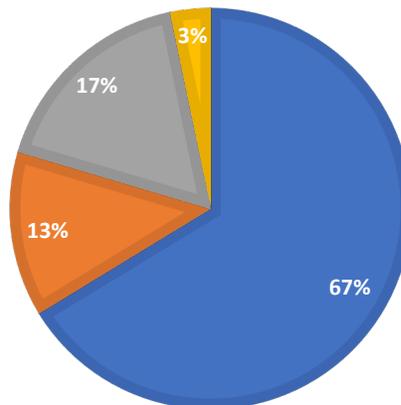


Left to Right (years of service):  
Steve Quinn (1), Lisa Hensleigh (1), Joyce Peterson (26), Laura Werley (manager - 12), Renee Berrier (< 1), Kira Axline (2), Sarah Eaton (1)

# RECORDS STATISTICS

## NUMBER OF CALLS

■ CFS input by Records - 7395   ■ Copy Requests - 1483   ■ New Warrants - 1915   ■ New Protection Orders - 361



# 911 ADMINISTRATIVE STAFF



Tim Martindale  
Director  
2 years



Michelle Talbot  
Administrative Assistant  
3 months

# PUBLIC SAFETY SYSTEMS STAFF



Left to Right (job position – years of service): Chris Erickson (IT - 1), John Hinkle (CAD - 18), Geoff Solberg (Assistant Director of Public Safety Systems - 4), Toby Morse (Radio Tech - 6) and Emely Lambert (Radio Tech - 2)



# 911 ADVISORY BOARD



**Dan Springer**  
*Gallatin County Sheriff  
Chair*



**Jim Veltkamp**  
*Bozeman PD Chief*



**Dustin Lensing**  
*Belgrade PD Chief*



**Josh Waldo**  
*Bozeman FD Chief*



**Jeremiah Hillier**  
*Rural Fire Chief  
Vice-Chair*



**Patrick Lonergan**  
*EMS Chief*



**Zach Brown**  
*County Commissioner*



**Mike Stanley**  
*MSU Police Chief*



**Shane Grube**  
*West Yellowstone Rep  
Hebgan 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



# 2021 BUDGET

## REVENUE

Mill Revenue	\$ 4,624,820.22
Non-Tax Revenue (Leases, User fees, etc.)	\$ 553,635.52
911 Fee (State Fund)	\$ <u>658,498.65</u>
<b>Total for 2021</b>	<b>\$ 5,836,954.39</b>

## EXPENDITURES

### RECORDS

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$558,278.67	\$421,717.79
Ops Expenses	\$ 75,873.00	\$ 69,931.98
CAP Expense	\$647,485.00	\$491,649.77

### DISPATCH

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$2,470,782.00	\$2,108,327.77
Ops Expenses	\$1,183,543.00	\$1,213,223.87
CAP Expense	\$ 883,333.33	\$ 187,123.50

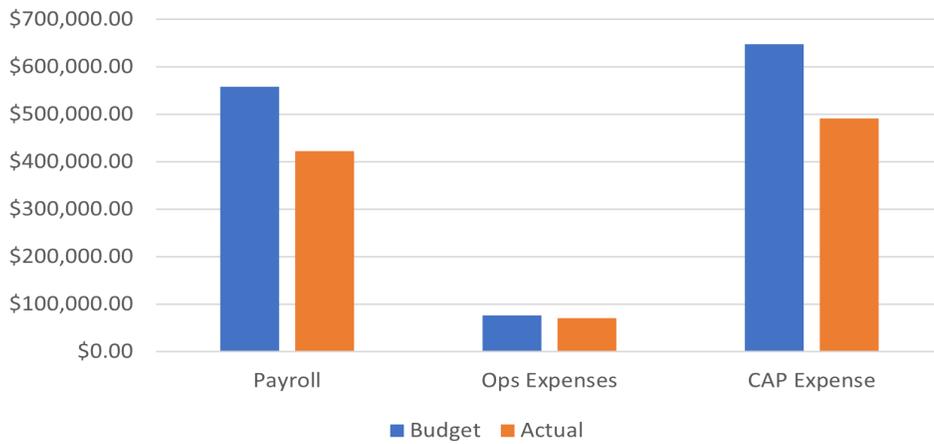
### STATE FUND

	<u>BUDGET</u>	<u>ACTUAL</u>
Central Emer	\$ 39,992.00	\$ 39,990.53
State Grant Ops/Ins	\$ 97,356.00	\$138,177.55
State Admin	\$ 20,554.00	\$ 17,107.84
State Grant CAP	\$ 944,974.67	\$ 44,825.48
Central Emer CAP	\$1,102,541.67	\$240,101.40

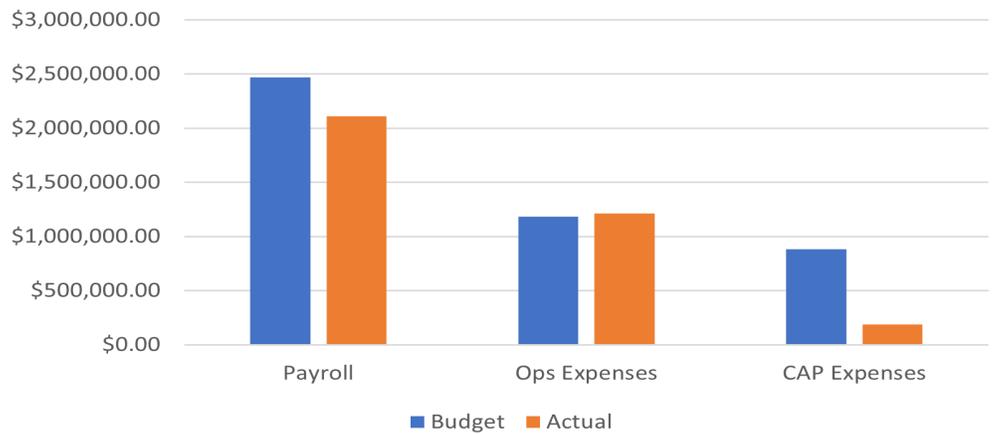


# 2021 BUDGET

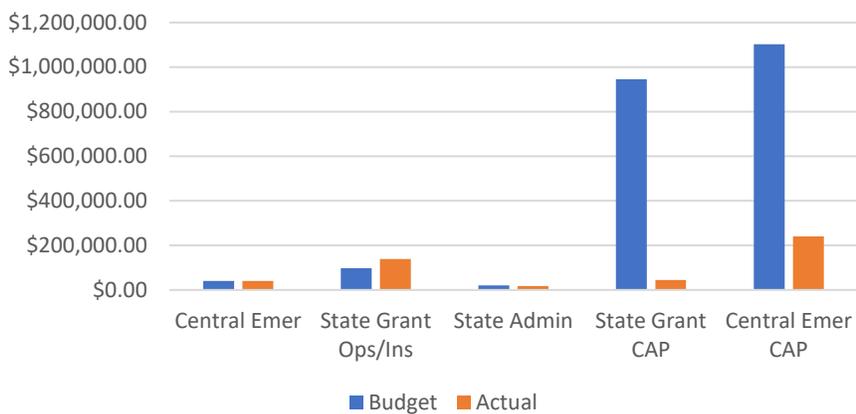
## RECORDS



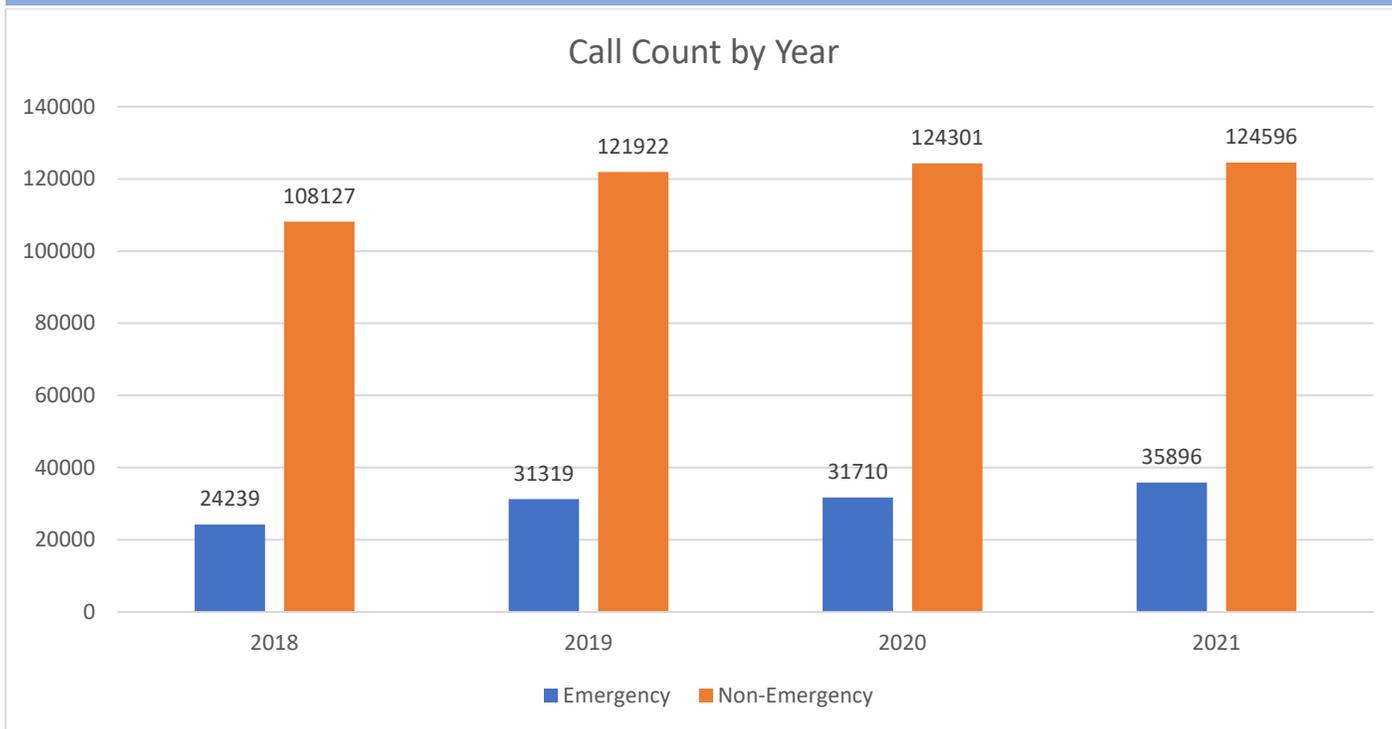
## DISPATCH



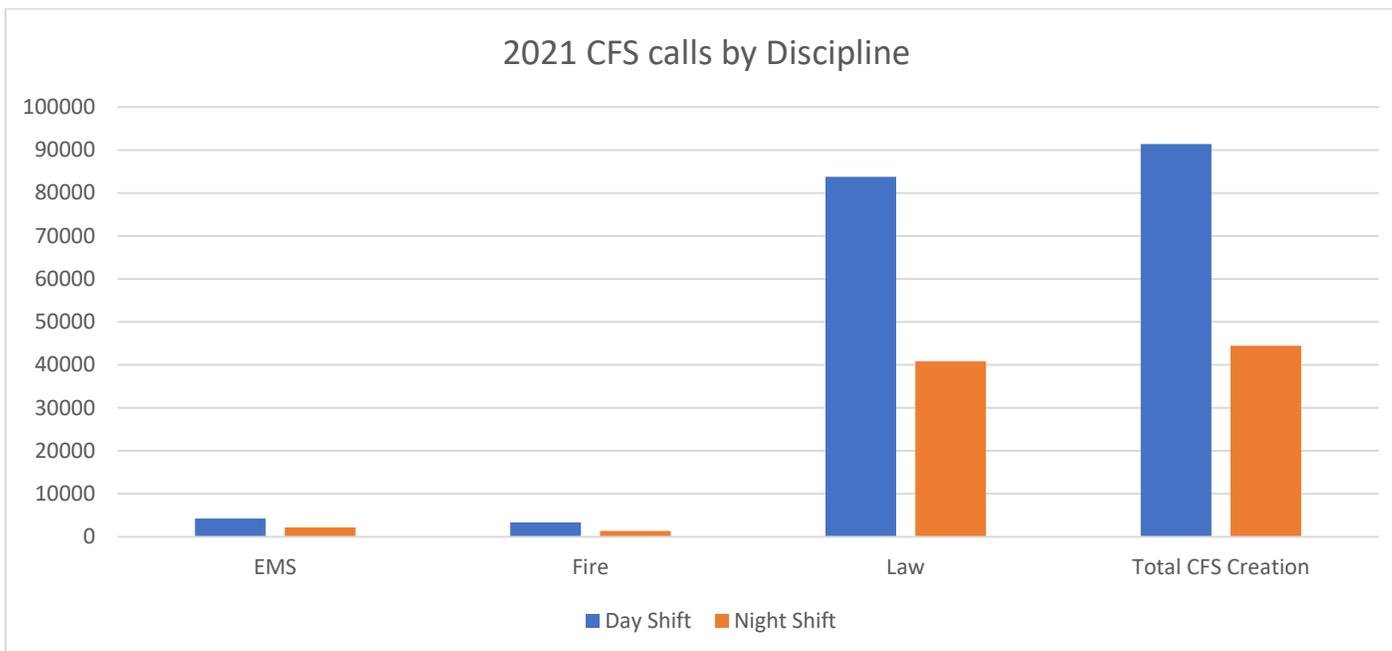
## STATE FUND



# STATISTICS



Dispatch processed 160,492 incoming calls and approximately 85% of those calls resulted in generating a CFS. The total CFS creation across both shifts for all disciplines for 2021 was 135,819. Dispatch also made 39,560 outgoing calls in 2021, which averages out to 3297 a month.



# TRAINING

- ◆ Hosted Emergency Mental Health Dispatch & LifeBridges Course with Jim Marshall – 5 dispatchers attended the course
- ◆ Hosted Emergency Fire Dispatch (EFD) course – 8 attended the course
- ◆ Training Manager Delaware Steingruber and Dispatchers Natalie Russell, Tayler Jacobson and Marcee Bain became certified in Emergency Medical Dispatch – Quality Assurance and Emergency Fire Dispatch – Quality Assurance
- ◆ Dispatch Supervisor Bridgette Nyquist attended a week-long supervisor course in Helena
- ◆ Dispatch Supervisor Susan Walker attended a NENA CTO (Certified Training Officer) training in Helena
- ◆ Dispatchers Amanda Pratt and Natalie Russell became CTOs through APCO
- ◆ Training Manager Delaware Steingruber created a CTO handbook for the trainers, so they know what is expected of them, as well as answering a lot of common questions.
- ◆ Dispatch Supervisors Bridgette Nyquist and Susan Walker completed their RPL (Registered Public Safety Leader) year-long classes
- ◆ Completed first full year using the new training manual with 6 trainees completing the program successfully. One trainee went through remedial training without delay as to not cause undue hardship on our trainers as she was not progressing in the training program. One resigned and went to another agency. Two are currently in training and doing well so far.
- ◆ Continuous in-house training regarding policy, standard operating procedures (SOPs), directives, fire and medical, CJIN and CAD through TalentLMS (Learning Management System). Some examples include: Air Ambulances, Locals Checks, Active Assailant
- ◆ Bozeman Fire instructed dispatch CPR certifications and 2-year recertifications at BFD Station 3
- ◆ Multiple agencies provided ride-alongs and tours throughout the year for our new hires during their training. This has helped the dispatchers get a better understanding of the field responders and what they do. This also counts towards their continuing education requirements for their recertifications.
- ◆ Dispatch Supervisor Andrew Cochran, Training Manager Delaware Steingruber, Dispatchers Jennifer LaCross and Lana Fellows completed an Irradiator Table Top training with MSU. All dispatchers took the Sentry Security training for the security alarms for the Irradiator.



# TRAINING (Cont)

- ◆ Dispatchers completed multiple fire and medical trainings through Priority Dispatch. Examples include: Wildland Fire, Childbirth and Delivery, Hemorrhage/Lacerations, Stab/Gunshot/Penetrating Trauma, etc.
- ◆ Within 911, there was approximately 1600 hours of scheduled additional training in 2021, not to include any general training hours of new employees on the dispatch floor.
- ◆ Not including Training Manager Delaware Steingruber, the other trainers put in 4,387 hours in 2021.
- ◆ Our staff participated in a drill at the Bozeman Yellowstone International Airport. We had 6 on scene and 4 working in the dispatch center.
- ◆ Director Tim Martindale, Asst Director of Operations Tara Murker, Training Manager Delaware Steingruber and Dispatcher Jennifer LaCross attended the National APCO Training Conference in San Antonio, TX.
- ◆ Asst Director of Public Safety Systems Geoff Solberg and CAD Administrator John Hinkle attended IAED Navigator Training Conference in Las Vegas, NV.
- ◆ The following staff members attended the State APCO/NENA Training Conference in Helena, MT: Director Tim Martindale, Asst Director of Operations Tara Murker, Asst Director of Public Safety Systems Geoff Solberg, CAD Administrator John Hinkle, Training Manager Delaware Steingruber, Dispatch Supervisor Susan Walker, Dispatcher Andy Largess, Dispatcher Olivia O'Halloran and Dispatcher Meg Tomczyk



# PUBLIC EVENTS

## 2021 EVENTS

- ◆ Bozeman Citizens Academy
- ◆ Amsterdam Fire Pancake Breakfast
- ◆ Out of the Darkness Walk
- ◆ National Night Out



Dispatcher Jessica Sullivan visited Mr. Steadman's 2nd grade class of 17 students at Ridge View Elementary on October 6, 2021. They discussed topics involving 911, identifying their home address, if they have ever needed police/fire/EMS and if they knew School Resource Officer (SRO) Stovall. Only 25% of the students knew their full address so the teacher tasked them with learning their full home address and be able to recite it verbatim. The kids all had a positive relationship with SRO Stovall.



# SOCIAL MEDIA

## facebook stats for 2021:

People reached: 71,658

Engagements: 25,578

Link clicks: 790

Comments: 1,382

Shares: 670

Reactions: 11,538

Photo views: 1,512

New followers: 263

## Follow us on



facebook.com/@GallatinMT911

## Total Page Followers

# 2,688

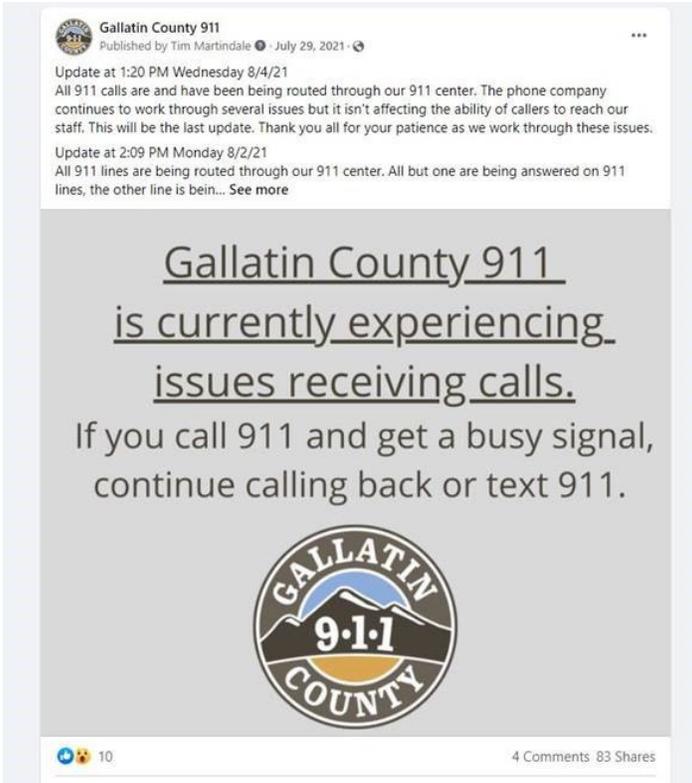
## Most engaging post of 2021

# 21,690

People Reached

# 228

Reactions, Comments & Shares



# ACCOMPLISHMENTS

## RECORDS CJIN AUDIT

Department of Justice (DOJ) performs an audit every 3 years. DOJ is designated as Montana's Criminal Justice Information Services (CJIS) System Agency (CSA) by the Federal Bureau of Investigation's National Crime Information Center (NCIC). This audit ensures compliance with State and NCIC policy and regulations. The audit determines compliance with policies and regulations as outlined in the CJIN and NCIC manuals, determines quality of records contributed by our agency and provides staff with an independent appraisal of our agency's procedures and policies. Our agency inputs records for Bozeman PD, Gallatin County Sheriff Department, Manhattan PD, Gallatin County Detention Center and Gallatin County Airport Authority. Records were reviewed for quality of entry for warrants, protection orders, vehicles, missing persons and guns. There was also a review of all users and unescorted persons documentation as well as contracts with other agencies.

## MERGER WITH MSU

As of July 1, 2021, the merger that began back in 2017 was complete. This merger gives the students, staff and visitors of MSU the ability to receive services from dispatchers who are fully trained in dispatching law enforcement, fire and EMS. The MSU Police Department also gained access to Gallatin County 911's Computer Aided Dispatch (CAD) and Records Management System (RMS), allowing them to free up resources by not having to maintain their own systems and to focus on other pressing needs.

## TEXT TO 911

Text to 911 was implemented as an option for reaching our dispatchers during an emergency. It provides deaf, hard of hearing or speech impaired communities direct access to 911 services. It also gives access to 911 in situations where the callers safety would be compromised if he/she was to speak out loud, such as domestic violence, home invasions or active shootings. It enables contact with dispatch when cellular service is too poor for voice calls. This tool will give better access to dispatchers when they are needed.

## OTHER ACCOMPLISHMENTS

- Replaced 60 batteries in the battery backup system
- Produced new EMS run cards to separate Basic Life Support (BLS) from Advanced Life Support (ALS)
- Requested the public to register their AEDs (Automated External Defibrillator) with PulsePoint so dispatchers can locate the closest one during a cardiac call
- Protocol 38 was developed for dispatchers to determine response for an officer medical request to a call for service since our ambulances went from just using ALS units to BLS units. Cards were produced to give to law enforcement, and it was verified that the protocol was added into our Priority Dispatch System correctly for the dispatchers to use.



# AWARDS

## Montana Chapter of APCO Awards:



**Director of the Year:** Director Tim Martindale, **Trainer of the Year:** Training Manager Delaware Steingruber, **Supervisor of the Year:** CAD Administrator John Hinkle

## Gallatin County 911 Awards:



Joyce Peterson – 25 Years of Service



Jennifer LaCross – 25 Years of Service



# AWARDS

## Gallatin County 911 Awards (cont):



**Telecommunicator of the Year – Marcee Bain**



**Records Staff of the Year – Lauren Bowman**



**Supervisor of the Year – Laura Werely**



**Public Safety Systems Staff of the Year  
Geoff Solberg**



**Appreciation Award  
for Interim Radio Manager  
Toby Morse**



**Trainer of the Year – John Hinkle**



# LIFESAVER AWARDS



February 25<sup>th</sup> – Natalie Russell

February 28<sup>th</sup> – Amanda Pratt

March 4<sup>th</sup> – Andrew Cochran

April 16<sup>th</sup> – Susan Walker

June 10<sup>th</sup> – Marcee Bain

June 23<sup>rd</sup> – Amanda Pratt

June 28<sup>th</sup> – Jennifer LaCross

October 2<sup>nd</sup> – Olivia O’Halloran

October 18<sup>th</sup> – Drew Greer

December 12<sup>th</sup> – Drew Greer

## **Additional Gallatin County 911 Awards:**

**Records Altruistic Award** – Benjamin Burton

**Dispatch Altruistic Award** – Amanda Pratt

**Leadership Award** – Delaware Steingruber

**Most Improved Award** – Natalie Russell

**Project Manager Award** – Bridgette Nyquist

