



Delaware County, Ohio

Emergency Communications

Patrick V. Brandt, ENP, Director



2017 Annual Report





Delaware County Emergency Communications

Table of Contents

Agency Information	Page: 3
Agency Mission Statement	Page: 3
9-1-1 Advisory Board	Page: 4
2017 Accomplishments	Page: 5
2017 Awards	Page: 6
Structure and Coverage	Page: 6
Core Business Function	Page: 7
Metrics	Page: 7
Trends	Page: 8
Major Initiatives	Page: 9
Funding	Page: 9
Risk and Opportunities	Page: 9
AED Registry	Page: 10
Outreach and Events	Page: 11





Delaware County Emergency Communications

About Us

Delaware County Emergency Communications is the only Public Safety Answering Point (PSAP) in Delaware County and is responsible for answering all 9-1-1 calls within Delaware County, excluding the areas annexed into the Cities of Columbus, Dublin and Westerville. This includes wireless, wireline, VOIP, and soon we will support text to 9-1-1. We dispatch for thirteen fire departments, Delaware County Emergency Medical Services (EMS), Office of Homeland Security and Emergency Management (EMA), Ohio Wesleyan Public Safety, Delaware City Police and Powell Police. Delaware County Emergency Communications meets and adheres to Ohio Revised Code (ORC) 128 and the Ohio Administrative Code (OAC) 5507-Emergency Response.

Along with our 9-1-1 responsibilities, we also maintain and manage the countywide Motorola 800MHz radio system, Motorola VHF radio system, and Aviat Microwave system. The system is made up of 13 tower sites in Delaware County. Emergency Communications also owns and maintains over 1,200 portable and mobile radios utilized by our public safety responders.

Mission Statement

Delaware County Emergency Communications provides superior public safety dispatching services to our residents and guests to the communities that we serve in a fiscally responsible manner. We strive to be professional and disciplined in both our thoughts and actions, and make focused decisions that are in the best interest of the public and our customers.



Emergency Communications strives to maintain our mission but adhering to our core values:

Quality, Teamwork, Integrity, Professionalism, Pride and Service.





Delaware County Emergency Communications

9-1-1 Advisory Board

The Delaware County Emergency Communications (9-1-1) Advisory Committee is comprised of local officials representing fire, EMS, law enforcement, townships, villages, cities and the county.

2018 9-1-1 Advisory Board Members

Chair: Charles Miley, Brown Township Trustee

Vice Chair: Chief Gary Vest, Powell Police

Secretary: Chief Michael Schuiling, Delaware County EMS

Members:

Chief John Donahue, City of Delaware Fire Department

Chief Gary Honeycutt, Genoa Township Fire Department

Assistant Chief Joe Pichert, Berlin Township Fire Department

Chief Bruce Pijanowski, City of Delaware Police Department

Commissioner Gary Merrell, Delaware County

City Manager Stephen Lutz, City of Powell

City Manager Tom Homan, City of Delaware

Non-voting Lieutenant Eric Caudill, Ohio State Patrol

Ex-officio, non-voting Delaware County Administrator Mike Frommer

The Board meets at 1 p.m. in the Commissioners' Meeting Room on the following dates in 2018:

February 6

May 8

October 6

December 4

*Subject to change as the Board may schedule additional meeting if needed





2017 Accomplishments

We contracted with West Safety Services to provide text to 9-1-1 services for Delaware County. This is an ongoing project that includes upgrades to servers and networking equipment along with becoming certified. We anticipate this being completed by the middle of 2018. According to the rules and orders of the Federal Communications Commission, cellular phone companies have six (6) months to activate text to 9-1-1 once we are certified by our vendor.

We have also been working with the City of Dublin and Westerville to expand our 9-1-1 phone system into their dispatch centers. This would allow either agency to assist the other in the event of a major incident or if either communications center has a failure. Calls would be able to roll over to the other center automatically without human intervention. Thus allowing minimal delay in the call being processed by a Telecommunicator.

We executed a contract with the Commission on Accreditation for Law Enforcement Agencies (CALEA). This will help us review all of our standards and to verify the operation of the center is keeping up with best policies and procedures in the industry. This project is estimated to take two years to complete.

In 2015, our Tour Commanders began attending the National Emergency Number Association Center Manager Certification Program (CMCP). The CMCP provides supervisors with the tools needed to effectively manage a 9-1-1 center. It also provides hands-on approach to topics encountered daily by managerial and supervisory-level personnel. This includes Business Writing, Financial Management, Human Resources, Legal Issues and Communications Skills. As of June 2017, I'm proud to report that all of our Tour Commanders have completed the training.





2017 Awards

We are proud to have exceptional personnel in the Delaware County Emergency Communications Center. This year we are proud to announce the following awards:

2017 Dispatcher of the Year: Bryan Rand

2017 Lifesaver Awards: David Mason and Ashley Riley

2017 Stork Award: Catharine Dobyns

Structure and Coverage

Under the direction of the Emergency Communications Director, our current structure is as follows:

- 5 Tour Commanders
- 20 Telecommunicators
- 3 Part-Time Telecommunicators
- 2 Technical Staff
- 1 Administrative Assistant (shared with Emergency Medical Services)

Delaware County Emergency Communications strives for excellence and is continually looking to expand our team with professional and reliable communicators.

The Emergency Communications management team continues to introduce new technology and education opportunities to our staff. Examples include the integration of our Motorola interface, which reduces the number of steps to dispatch a run, and the integration of the Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Point (PSAP) which allows us to receive alarms electronically.





Core Business Functions

To meet or exceed the requirements of Ohio Administrative Code 5507–Emergency Response, including but not limited to 5507–1–18, Minimum Call Answering Standards: 90% of all 9–1–1 calls will be answered within 10 seconds and 95% of all calls to be answered within 20 seconds.

Emergency Communications receives emergency phone calls from the residents of and visitors to Delaware County. In 2017, we processed over 106,000 calls within Delaware County. We also maintain and support the countywide 800MHz radio infrastructure that processes over 6.7 million transmissions.

In 2017 we spent over 240 minutes on the phone with our interpretation service translating information from our foreign–language callers. Through the interpretation service we contract with, we communicated with callers who spoke Spanish, Cantonese, Mandarin, Japanese, Gujarati, Albanian and Somali languages.

Metrics

Under OAC 5507–1–17 we must collect and report on the following items:

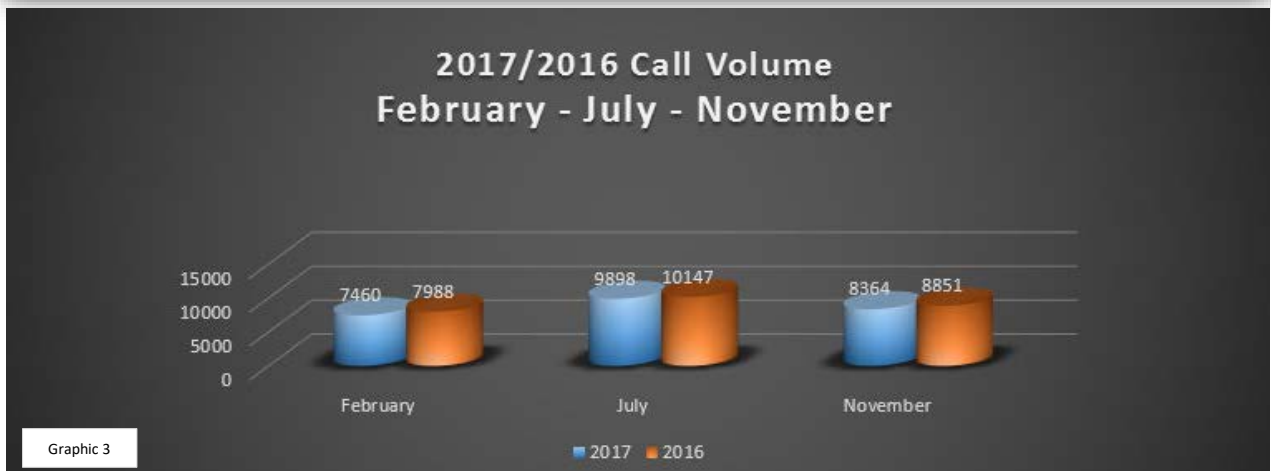
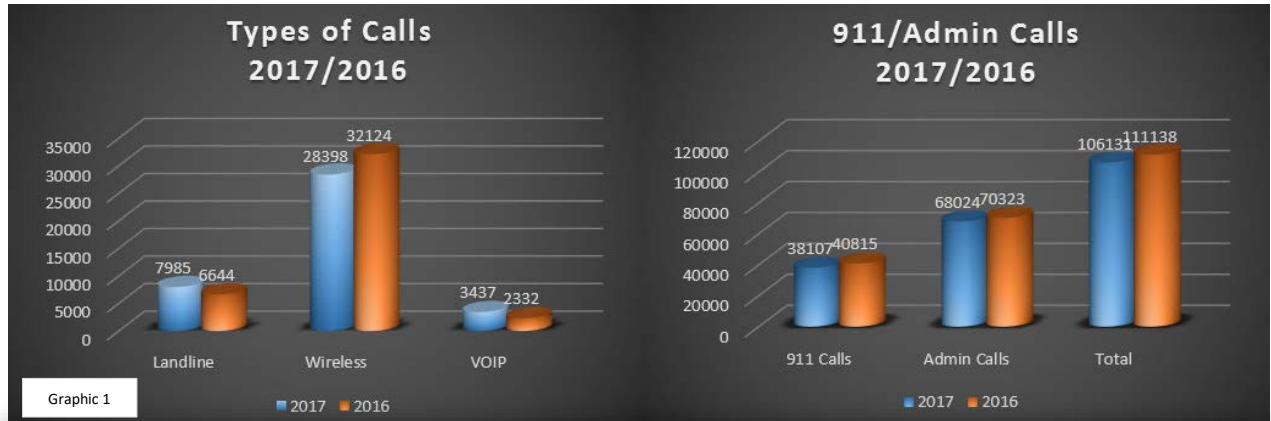
(A) Total 9–1–1 call volume, (B) 9–1–1 calls by hour of the day, (C) 9–1–1 calls by day of week, (D) 9–1–1 call ring/answer times, (E) 9–1–1 call roll over counts, (F) 9–1–1 abandoned call counts, (G) 9–1–1 calls by type (wireline/wireless/VoIP/etc.), (H) All other data a required by the ESINet Steering Committee or the state 9–1–1 administrator.

OAC 5507 including but not limited to 5507–1–18, Minimum Call Answering Standards: 90% of all 9–1–1 calls will be answered within 10 seconds and 95% of all calls to be answered within 20 seconds. We have maintained a 99% answer rate for all calls within 10 seconds.





Trends and Comparison from Previous Years



Graphic 1 shows comparisons from 2016/2017 for Types of Calls and 911/administrative calls. Graphic 2 shows 2017 call volume comparisons for days of the week from 3-different months. Graphic 3 shows 2017/2016 call volume comparisons for three different months.





Major Initiatives for 2018

In 2018, Delaware County Emergency Communication will continue with our review of all policies and procedures in anticipation of being CALEA-accredited in 2019. We will also work with our area partners to educate our residents on the utilization of Text to 9-1-1, once it is available to our community. We completed the majority of our building plan which calls for the roofing materials on all tower site buildings to be redone due to their age. The Uninterruptible Power Supply that contains sixty (60) batteries at the Prime Site Tower is scheduled to be replaced due to age.

Funding Sources

Our revenue is generated from multiple sources. Our primary revenue is from a .63-mill property tax levy that was approved by the voters in November 2016. We also receive funds from wireless fees, which is currently being reviewed at the State level. Lastly, we have a multi-year agreement with AT&T for vertical space on our tower at Medic Station 2 in Sunbury.

Risk and Opportunities

With the County having equipment on 13 different tower sites, and owning 10 of the sites, we continue to have a risk of weather-related damages. We have lightning resistors at each tower site that has saved us from some damage in the past. However, we still have the opportunity for other damage. Our technical staff, along with the Delaware County Facilities Management Department, continues to inspect our sites to maintain readiness in the event of an emergency.





AED Registry

In a cardiac-arrest situation, providing high quality cardio-pulmonary resuscitation (CPR) to the patient while Emergency Medical Services (EMS) are en route to the location is critical. Over time it has been discovered that a victim's chance of surviving drops by seven to 10 percent for every minute a normal heartbeat isn't restored. The objective is to get the electrical system of the heart restarted as soon as possible. To accomplish this, an Automated External Defibrillator (AED) is needed. In the past, our Telecommunicators could only provide CPR instructions to anyone that called 9-1-1, Now, however, instruction can now be provided on AED use.



Delaware County EMS Lieutenant Jennifer Ransom approached us with the idea of creating a registry of AED locations in the County. As this represented a potentially lifesaving idea, our staff worked with the Delaware County IT/DATA department to make it a reality. The AED registry is completely voluntary to anyone in Delaware County. Once an AED is registered with the 9-1-1 Center, it is added into the Computer-Aided Dispatch (CAD) system. This allows the dispatcher to provide instructions as to where the closest AED is located. A user does not have to be trained in first aid in order to use an AED. As soon as the AED device is turned on, the unit will provide simple audio and visual commands that guides the user through the process. Registration is quick and easy for any business.

A 2001 U.S. Department of Labor study found that sixth-grade students, who were not trained in the use of AEDs, were able to successfully administer defibrillation within an average of 90 seconds, while trained AED operators took about 67 seconds.

To register, simply go to <http://delco911.org/index.php/aed-registration> and submit your information and our staff will follow up with you. Your entry could potentially help save a life.

For more information on Automated External Defibrillators (AEDs), visit the American Heart Association website at: www.heart.org





Delaware County Emergency Communications

Outreach and Events

In 2017, Delaware County Emergency Communications participated in many outreach events. Our goal is to promote 9-1-1 protocol to the public. We work closely with partner agencies including fire, law enforcement, emergency management and EMS on public education.

Some of the events we participated in:

- Touch-a-Trucks
- Fire Department Open Houses
- First Friday October Fire Safety
- Kid's Safety Scenes
- Safety Town
- Olentangy School Presentations (w/EMS)
- Public Safety Day (w/Emergency Management)
- Scout visits to Dispatch Center



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