



# 2018 Annual Report

Delaware County Emergency Communications 9-1-1

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# CONTENTS

Letter from the Director _____	3
9-1-1 Board _____	4
Board Meetings _____	4
About Us _____	5
Mission Statement _____	5
Accomplishments _____	6
Awards _____	6
Structure and Coverage _____	7
Core Business Functions _____	7
Financial Summary _____	8
Major Initiatives for 2019 _____	8
Projections _____	8
Risk and Opportunities _____	9
Outreach _____	9
Metrics _____	10
Statistics _____	11



# Letter from the Director

Patrick Brandt



Patrick Brandt

"We are fortunate in Delaware County to have an excellent communications center, staffed with dedicated, knowledgeable and well-trained personnel..."

To the residents, guests, and visitors of Delaware County, welcome to our 2018 annual report. In 2018, we have seen minimal increase in the number of phone calls from the previous year. However, our Computer Aided Dispatch (CAD) incidents increased by 2.14%. We attribute this to our ability to receive residential and commercial burglary, medical, and fire alarms electronically. Also in 2018, we had 38% of our alarms received electronically. By receiving alarms electronically, it allows the Telecommunicator to quickly dispatch the call, and be available to answer 9-1-1 calls.

As we reported in our 2017 report, we anticipated Text to 9-1-1 in early 2018. We met this goal and as of December 31, 2018, we processed 216 Text to 9-1-1 calls. Most of these calls were test text and accidental text calls. However, we processed several legitimate text to 9-1-1 callers. Keep in mind that it is better to CALL if you can, TEXT if you can't. If you have to text 9-1-1, try to use common language and never use slang or emojis as they may be difficult to interpret.

In 2018, we saw an increase 24% or (2,210) 9-1-1 hang up calls from cellular devices. Like most people, I carry my cellular phone in my coat or pants pocket. I'll admit that I have accidentally called a friend before, but I've not called 9-1-1. If you accidentally call 9-1-1, please stay on the phone and don't hang-up. During school outreach, we teach the students that we are not here to get you in trouble for calling 9-1-1, but we need to ensure your safety. Accidentally calling 9-1-1 ties up a Telecommunicator as they must call you back along with contacting law enforcement. As always, our goal is efficient and accurate 9-1-1 service, and the safety of those we serve.

Very Respectfully,



## 9-1-1 Board

The Delaware County Emergency Communications 9-1-1 Board has 12 members representing Delaware County. The Committee works closely with the Delaware County Commissioners. Its primary purpose, in accordance with the Consolidation Agreement, is to make recommendations regarding policy and operational matters related to the operations of the Delaware County 9-1-1 Emergency Communications System.

### 2019 Emergency Communications 9-1-1 Board:

- Chair: Chief Michael Schuiling, Delaware County EMS
- Vice Chair: Assistant Chief Joe Pichert, Berlin Township Fire Department
- Secretary: City Manager Stephen Lutz, City of Powell
- Charles Miley, Brown Township Trustee
- Chief Gary Vest, Powell Police
- Chief John Donahue, City of Delaware Fire Department
- Chief Gary Honeycutt, Genoa Township Fire Department
- Chief Bruce Pijanowski, City of Delaware Police Department
- Commissioner Gary Merrell, Delaware County
- City Manager Tom Homan, City of Delaware
- Ex-officio, Non-voting Lieutenant Eric Caudill, Ohio State Patrol
- Ex-officio, Non-voting Delaware County Administrator Mike Frommer

### Board Meetings

The Board meets at 1 p.m. in the Commissioners' Meeting Room on the following dates in 2019:

- |                   |                    |
|-------------------|--------------------|
| • January 8, 2019 | • August 6, 2019   |
| • March 5, 2019   | • October 1, 2019  |
| • May 7, 2019     | • December 3, 2019 |

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



## About Us

Delaware County Emergency Communication (DelComm) is the only Public Safety Answering Point (PSAP) in Delaware County, excluding the areas annexed into the Cities of Columbus, Dublin and Westerville. This includes wireless, wireline, VOIP, and text to 9-1-1. We dispatch for 13 fire departments, Delaware County Emergency Medical Services (EMS), Office of Homeland Security and Emergency Management (EMA), 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 1,300 portable and mobile radios utilized by our public safety responders.

## Mission Statement

Delaware County Emergency Communications provides superior public safety dispatching services!



Emergency Communications expands on the above by:

Provide superior public safety dispatching services!

We strive to maintain our mission by adhering to our core values:

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



# Accomplishments

In 2018, Delaware County successfully launched text to 9-1-1 to provide our residents, guests, and visitors another means to contact us when they are unable to call. Planned maintenance of tower sites, which included repairing and replacing the roof top, was implemented. Delaware County Emergency Communications personnel continued work on attaining Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) accreditation. Our on-site CALEA evaluation is planned for June, and we anticipate our final review to be in November 2019.

# Awards

We are proud to have exceptional personnel in the Delaware County Emergency Communications Center. It is with great pride and appreciation that we announce the following awards:



## 2018 Dispatcher of the Year:

- ❖ Bethani Holdren

## 2018 Lifesaver Awards:

- ❖ Bethani Holden - January 12, 2018
- ❖ David Mason - March 7, 2018
- ❖ Catharine Dobyys - April 21, October 17 and October 18, 2018



# Structure and Coverage

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

- 5 Tour Commanders
- 20 Telecommunicators
- 2 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. In 2018, DelComm answered 99.4% of calls within 10 seconds.

Emergency Communications receive emergency phone calls from the residents and guests of Delaware County. In 2018, we processed over 106,800 calls within Delaware County. We also maintain and support the countywide 800MHz radio infrastructure that processes over 7.0 million transmissions in 2018. We also support and maintain over 1,300 county owned subscriber radios utilized by our public safety forces.



# Financial Summary

Our revenue is generated from multiple sources. Our primary revenue is from a .63 mill property tax. We also receive funds from wireless fees and a multi-year agreement with AT&T for vertical space on our tower at Medic Station 2 in Sunbury.

## 2018 Expenditures

Materials, Supplies and Equipment: \$400,310.10

Services & Charges: \$1,030,786.68

Salary & Benefits: \$2,114,635.62

## Major Initiatives for 2019

In 2019, Delaware County Emergency Communications is starting off the year with the addition of a Deputy Director to our staff. In the absence of the Director, the Deputy will assume the role. We will continue to review of all policies and procedures for anticipation of being CALEA-accredited in November 2019. We will also work with our area partners in educating our residents on the utilization of text to 9-1-1. We will continue to promote our AED and Special Needs registry, along with public outreach. Our AED registry is a valuable tool, however, we need the public's assistance. If your business has an AED please register at [www.delco911.org](http://www.delco911.org). In the event a person is having a heart attack, the caller is not always thinking of what he or she can do to help save a person. In a cardiac situation, CPR and AED are your two best tools. Our staff can provide you CPR instructions for the untrained and if you have an AED we can remind the caller of the location. In turn, you could help save a life.

## Projections

Delaware County continue to grow as a community, so we anticipate our call volume to increase. Also, as the number of officers on the street continues to increase, our work load will increase with all the self-initiated activity by the officers. With the combinations of these two facts, we anticipate additional staffing will be needed in 2020.





# 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 have saved us from some damage in the past, but we still have the opportunity for other damage.

## Outreach

In 2018, 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:

- Powell Mystery Night Out
- Camp Skeeter
- Fire Department Open Houses
- First Friday October Fire Safety
- Local & Home School Outreach
- Kid's Safety Scenes
- Safety Camps and Safety Towns
- 9-1-1 Protocol Presentation & Dispatch Center Tour
- Local Business Outreach
- Faith Based Group Outreach



# Metrics

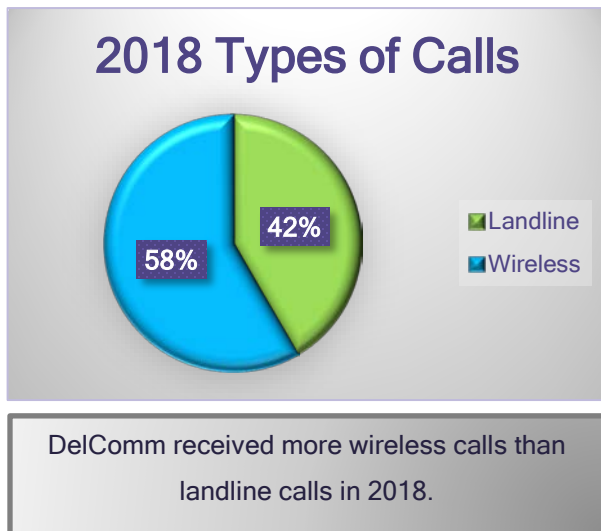
Under OAC 5507-1-17 we must collect and report on the following items:

(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 are 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.

NFPA 1221 recommends that 90% of emergency alarm processing shall be completed within 64 seconds, and 95% of alarm processing shall be completed with 106 seconds.

Here are a few of our metrics:



# Statistics

The following are sample of the calls we take in the communications center. The categories are considered “Nature Codes” such as Animal Call, HAZMAT, Medical Alarm and Traffic Stop.

2018	Nature Code	Grand Total
	All Alarms (Burglar, Fire, Medical, Panic, Hold-up)	7,155
	Suspicious Vehicle/People	3,651
	Auto Accidents Injury/Non-Injury	4,872
	Ill Person	2,876
	Lift Assist	1,194
	Injured From Fall	1,734
	Chest Pain	1,145
	Difficulty Breathing	1,471
	Water Rescue	20
	Barking Dogs	27
	Animal Calls (Including Animal Bites)	1,048
	Disabled Vehicles	1,521



# EMERGENCY COMMUNICATIONS



## DELAWARE COUNTY OHIO

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