



# 2019 Annual Report

Delaware County Emergency Communications 9-1-1

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# Letter from the Director

Patrick Brandt



2019

*"We look forward to another exceptional year at Delaware County Emergency Communications. In 2019, we were proud to achieve CALEA accreditation. We also will be implementing the Tyler New World Computer Aided Dispatch (CAD) and Records Management System (RMS) for the 911 center. We look forward to providing excellent service to our partner agencies and our residents ..."*

Welcome to the 2019 annual report. Over the last year we have completed our CALEA assessment and were awarded Accreditation from CALEA. This was not an easy task as it took just over two years to get everything in place and provide proofs of our work. CALEA will continue to audit our operation yearly, and visit the center once every four years for an onsite evaluation.

With the completion of our accreditation, we have successfully achieved all of the tasks we set out to complete as a result of our current levy.

We also started researching Computer Aided Dispatch (CAD) software to bring additional technology into our operation. I'm pleased to announce that after almost a year of research, we have executed a contract with Tyler New World in December. This was a joint venture with the County Sheriff and Delaware City Police and is expected to take between twelve and eighteen months to implement. Once implemented all public safety agencies in Delaware County will be able to seamlessly share the information. This gives us the ability to dispatch the closest unit to a call for service as well as monitor the location of our safety forces. This allows for a faster, more effective response time.

In 2019, we dispatched 96.95% of all fire-related calls within 90 seconds of answering the 9-1-1 phone, and 98.99% within 120 seconds. We continue to monitor our dispatching times to ensure emergency calls are dispatched in a timely manner. Our goal is to meet, or exceed, the recommendation from the National Fire Protection Agency section 1221.

As we look forward to 2020, our team will continue the advancement of the CAD project, and seek ways to improve our operation to remain one of the best 9-1-1 centers in the Great State of Ohio. I am proud of our communications team and all they have accomplished in 2020.



## 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 John Donahue, City of Delaware Fire Department
- Vice Chair: Chief Steven Hrytzik, Powell Police
- Secretary: Chief Jeff Fishel, Delaware County EMS
- Commissioner Gary Merrell, Delaware County
- Sheriff Russell L. Martin, Delaware County
- Chief Gary Honeycutt, Genoa Township Fire Department
- Chief Bruce Pijanowski, City of Delaware Police Department
- City Manager Tom Homan, City of Delaware
- City Manager Stephen Lutz, City of Powell
- Assistant Chief Joe Pichert, Berlin Township Fire Department
- Charles Miley, Brown Township Trustee
- 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 2020:

- |                   |                    |
|-------------------|--------------------|
| • January 7, 2020 | • August 4, 2020   |
| • March 3, 2020   | • October 6, 2020  |
| • May 5, 2020     | • December 2, 2020 |

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



## About Us

Delaware County Emergency Communication (DelComm) is a 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. DelComm dispatches for 13 fire departments, Delaware County Emergency Medical Services (EMS), Office of Homeland Security and Emergency Management (EMA), Delaware City Police, Powell Police, and Ohio Wesleyan Public Safety. 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.

DelComm is CALEA accredited. The Commission on Accreditation for Law Enforcement Agencies (CALEA) Accreditation program seals are reserved for use by those public safety agencies that have demonstrated compliance with CALEA Standards and have been awarded CALEA Accreditation by the Commission. DelComm is one of fifty-eight 9-1-1 standalone Public Safety Answering Points in the USA that have been accredited by CALEA. We are very proud of our accomplishments.

## Mission Statement

Delaware County Emergency Communications provides superior public safety dispatching services!



Emergency Communications expands on the above by:

Providing 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.



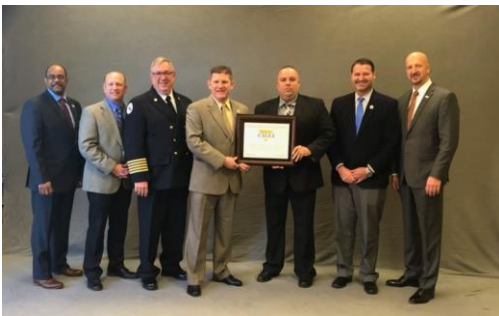


## Accomplishments

In 2019, we successfully completed our CALEA process with the help of our staff and public safety agencies. A formal hearing was held in Covington, Kentucky, in November of 2019 with the CALEA commissioners and we were awarded our accreditation. We also brought together Delaware County public safety agencies to work together on reviewing and selecting a new 9-1-1 computer-aided dispatch system and records management for all Delaware County agencies. With all Delaware County agencies using the same system, they will be able to share data, therefore, providing the best possible service to the Delaware County residents and visitors.

## Awards & Milestones

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 and milestones:



CALEA Accreditation: Left to Right, CALEA Chairperson/President Purcell, Chief Hrytzik, Chief Donahue, Director Brandt, System Administrator Fletcher, County Administrator Frommer, CALEA Executive Director Hartley

### 2019 Lifesaver Awards:

- ❖ Jeanette Adair - January 2, 2019
- ❖ Tricia McMunn - March 29, 2019
- ❖ Kaylyn Heading - May 3, 2019
- ❖ Kaylyn Heading - July 2, 2019
- ❖ Kaylyn Heading - September 6, 2019
- ❖ Bryan Rand - September 24, 2019

### 2019 Stork Award

- ❖ Kaylyn Heading - January 11, 2019

### 2019 Delaware County Prosecutor's Office Top Cop

- ❖ Jen Keck

### 2019 Years of Service Milestones

#### 15 Years of Service

- ❖ Amy Wright

#### 5 Years of Service

- ❖ Kadi Scheeler
- ❖ Chris Waldo



Chief Criminal Assistant Prosecutor Mark Sleeper and Tour Commander Jen Keck



## Structure and Coverage

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

- 5 Tour Commanders
- 21 Telecommunicators
- 3 Part-Time Telecommunicators
- 2 Technical Staff

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 for 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.



First Responder Yoga with Assistant Chief Cochran



9-1-1 center evacuation training with media coverage in Delaware Gazette (*photo courtesy of Delaware Gazette*)

## 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 2019, DelComm answered 99.8% of calls within 10 seconds.

Emergency Communications receive emergency phone calls from the residents and guests of Delaware County. In 2019, we processed over 109,959 calls within Delaware County. We also maintain and support the countywide 800MHz radio infrastructure that processes over 6.6 million transmissions in 2019. 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.

### 2019 Expenditures

Materials, Supplies and Equipment: \$419,916.16

Services & Charges: \$1,000,285.05

Salary & Benefits: \$2,104,828.16

Capital: 340,225.25

## Major Initiatives for 2020

We will be continuing our CALEA accreditation in 2020 by reviewing our policies and procedures to ensure that we are equal or above the industry standard in emergency communications. We will continue to promote our AED registry, along with public outreach. Our AED registry is a valuable tool; however, we need the public's assistance. We ask that all businesses that have an AED to 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 aware of what he or she can do to help save a person's life. In a cardiac situation, CPR and AED are your two best tools. Our staff can provide 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. We will be working on new CAD system and implementing automated voice dispatching to allow the telecommunicator stay on the phone with 9-1-1 caller and having the ability to dispatch the call to first responder expeditiously.

## Projections

Delaware County continues to grow as a community, so we anticipate our call volume to increase. As the number of officers on the street continues to increase, our workload will increase with all the self-initiated activity by the officers. With the combination 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 2019, 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



Delaware County Employee Appreciation Day Dunk Tank with Director Brandt



# Metrics

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

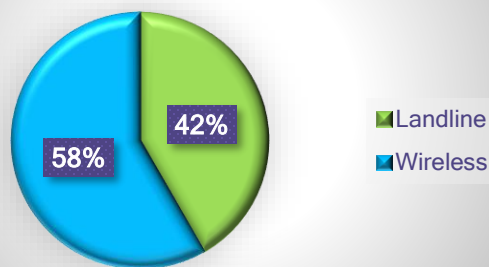
(A) Total 9-1-1 call volume, (B) 9-1-1 calls by hour of the day, (C) 9-1-1 calls by day of week, (D) 9-1-1 call ring/answer times, (E) 9-1-1 call roll overcounts, (F) 9-1-1 abandoned call counts, (G) 9-1-1 calls by type (wireline/wireless/VoIP/etc.), (H) All other data are required by the ESINet Steering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

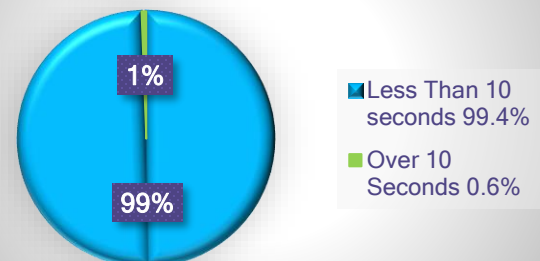
Here are a few of our metrics:

## 2019 Types of Calls



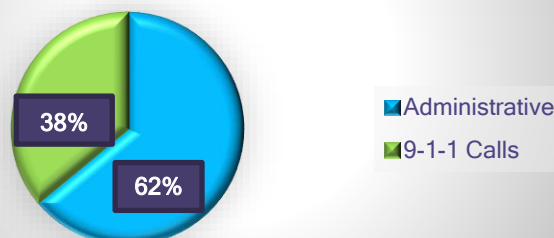
DelComm received more wireless calls than landline calls in 2019.

## 2019 RING TIME



In 2019, DelComm answered 99.4% of calls within 10 seconds.

## 2019 Administrative and 9-1-1 Calls



Administrative calls come in on the administrative lines (not by dialing 9-1-1)



# Statistics

The following are a 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.

Nature Code	2019 Grand Total
All Alarms (Burglar, Fire, Medical, Panic, Hold-up)	7,330
Suspicious Vehicle/People	4,466
Auto Accidents Injury/Non-Injury	4,839
Ill Person	3,190
Lift-Assist	1,071
Injured From Fall	1,818
Chest Pain	985
Difficulty Breathing	1,339
Water Rescue	20
Barking Dogs	41
Animal Calls (Including Animal Bites)	978
Disabled Vehicles	1,453





Delaware County Emergency Communications (9-1-1)

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