



# 2020 Annual Report

Delaware County Emergency Communications 9-1-1

Patrick V. Brandt, ENP, Director



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# Letter from the Director

Patrick V. Brandt



“At the end of the day, our goal is to provide the residents, guests and visitors of the County a resource in their time of need. We strive to provide excellent assistance and support to our fire departments, EMS, and law enforcement agencies. We are here to connect you with our public safety forces.”

-Patrick V. Brandt  
Director

It is with great pleasure that I share the Delaware County Emergency Communications 2020 Annual Report. I would like to take this opportunity to thank each and every resident of our County for supporting our levy renewal.

As you know, 2020 was an interesting year, to say the least. Due to the global pandemic, traveling was at a minimum, and outside training was completed via webinars or Zoom Meetings. Throughout this unusual year, our dedicated staff reported to work every single day. Unfortunately, 9-1-1 Telecommunicators and public safety agencies don't have the ability to work remotely. Over the last year, we have taken extra precautions to ensure our staff remains healthy.

I can say with certainty that COVID-19 impacted our call volume, calls for service and radio communications. Usually, February is the slowest month for our operation. In reviewing our historical data back to 2011, April 2020 broke all the records in recent times. Our call volume in April was down by 37% or almost 2,300 phone calls.

Radio communications amongst all public safety forces were also down due to the decrease in calls for service. Radio communications with our public safety forces was down by 19% or 1,068,150 push-to-talks.

We are continuing to review our policy and procedures to ensure our CALEA accreditation compliance, and we are working on the implementation of our Tyler New World Computer aided dispatch (CAD) system. It will go live in August of 2021. Our new CAD system is replacing our existing system, which was purchased in 2006. Our new system will require multiple hours of training and preparation for all public safety forces.

In closing, I would like to acknowledge our Telecommunicators and commend them for their excellent work this year. We congratulate four of our staff on the births of their babies this year! We also extend a heartfelt thank you to Telecommunicator Chelsea, who was deployed with the Ohio National Guard for a year: We are glad to have her back safely.



## 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.

### 2021 Emergency Communications 9-1-1 Board:

- Chair: Chief John Donahue, City of Delaware Fire Department
- Vice Chair: Chief Stephen Hrytzik, Powell Police
- Secretary: Chief Jeff Fishel, Delaware County EMS
- Commissioner Gary Merrell, Delaware County
- Sheriff Russell L. Martin, Delaware County
- Chief Tom O'Brien - Liberty Township Fire Department
- Assistant Chief Rob Stambaugh, BST&G Fire District
- Chief Bruce Pijanowski, City of Delaware Police Department
- City Manager Tom Homan, City of Delaware
- City Manager Andy White, City of Powell
- 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 2021:

- |                   |                    |
|-------------------|--------------------|
| • January 5, 2021 | • August 3, 2021   |
| • March 2, 2021   | • October 5, 2021  |
| • May 4, 2021     | • December 7, 2021 |

*\* 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 12 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 58 9-1-1 standalone Public Safety Answering Points in the U.S. 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 2020, we continued to work with all public safety agencies in Delaware County on building the new dispatch and law enforcement software that will be going live in August of 2021. We also contracted with Motorola Corporation to add an additional frequency to our radio system for public safety. Each year CALEA audits a portion of our standards to ensure agencies are keeping up with the requirements. Delaware County successfully completed our 2020 audit.

An exciting addition to our emergency communications team was the implementation of a therapy dog program. We are proud to have Coco join us as the first 9-1-1 therapy dog in Delaware County. Coco is a Catahoula leopard hound who was brought on to provide emotional support to our responders.

## Meet Coco!



In Delaware County Emergency Communications implemented a Therapy Dog program in partnership with our public safety agencies. This program offers peer support and assists in critical incidents throughout the area as needed. In the first year of this program the Therapy Dog attended one (1) peer support training, four (4) Critical Incident Stress Debriefing (CISD) call outs for traumatic events with first responders, and visited our public safety partners to hold discussions on how the Therapy Dog program works. Coco, a 1-year-old female Catahoula leopard dog, is funded entirely by donations with no tax dollars being used to support her. Coco has passed the AKC Canine Good Citizen and AKC Advanced Canine Good Citizen Tests and has been welcomed with open arms by our partners. Coco is handled by Tour Commander Karla Jacobs.



Coco enjoyed visiting DCEMS new hires



Coco visiting with Delaware City Police Officers



## 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:

### 2020 Lifesaver Awards:

Bailey Cavinee	- February 13
Aaron Robbins	- July 16
Katrina Low	- September 7
Kimberly Romero-Curren	- October 19

### 2020 Years of Service Milestones

#### 10 Years of Service

- Tricia McMunn
- Peter O'Flaherty
- Kimberly Romero-Curren

#### 5 Years of Service

- Bailey Cavinee

## Structure and Coverage

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

- 1 Director
- 3 Technical Staff
- 5 Tour Commanders
- 21 Telecommunicators - 3 Vacancies
- 4 Part-Time Telecommunicators

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.

## 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 2020, DelComm answered 99.8% of calls within 10 seconds. Emergency Communications received  
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emergency phone calls from the residents and guests of Delaware County. In 2020, we processed over 109,959 calls within Delaware County. We also maintain and support the countywide 800MHz radio infrastructure that processes over 5,585,346 million transmissions in 2020. 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 .68 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.

### 2020 Expenditures

Materials, Supplies and Equipment: \$ 444,020.70

Services & Charges: \$1,158,738.56

Salary & Benefits: \$2,293,798.34

Capital: \$589,818.87

## Major Initiatives for 2021

In 2021, we will be implementing Tyler New World Computer Aided Dispatching (CAD) software. Tyler New World will be replacing our 2006 CAD software. We are also working with our law enforcement agencies to implement Tyler New World Record Management Software (RMS). The RMS software will be integrated with our CAD system to allow for seamless data transfer by Officers and Deputies to complete their reports. We are working with US Digital Design to implement their Automated Voice Dispatching (AVD) software. The AVD software will allow a Telecommunicator to continue to communicate with a caller and allow the call to be dispatched at the same time without tying up other staff. Motorola Corporation is in process of installing an additional frequency to the countywide 800MHz System. The additional talk group will allow our first responders to communicate, reducing the possibility of not having adequate recourses. We are also looking at bringing Smart911 and PulsePoint to our community. Smart911 could potentially replace our special-needs registration system, while PulsePoint would be utilized for AED registration to notify someone in need if an AED is close by. Also, if a non-breather is dispatched, PulsePoint would notify trained and certified CPR individuals in close proximity of the need. The goal is to have CPR started as soon as possible. We are also reviewing Smart911 to will help our special-needs population. Smart911 is used by other PSAPs in the area where the data could be utilized by other PSAPs, not just our center.

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Finally, we will continue our CALEA process as we are set for our annual audit in October 2021. We are also working on replacing our audio recording system, which was originally installed in 2010, and we are upgrading the DC inverters at several tower sites.

## CALEA 1.2.1 (D) and 1.4.11

In 2020, Delaware County Emergency Communications did not have any worker compensation claims. However, we filed three workplace incident reports with the County's Human Resources Department. Two were for equipment being damaged at tower sites due to a lightning strike and one was for a possible injured hand, which ended up being fine. We also received a total of 10 inquiries to review:

Investigations, Complaints, and Grievances	Counts	Findings
Informal Complaints	7	Sustained - Counseling/Training
Formal Complaints	3	Sustained - Counseling/Training
Grievances	0	None Filed in 2020

## Outreach

In 2020, with the global pandemic [COVID-19], Delaware County Emergency Communications' participation in outreach events was limited. 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. We look forward to resuming our outreach program. Below are some of the events we participate in annually:



- Powell Mystery Night Out
- Camp Skeeter
- Fire Department Open Houses
- First Friday October Fire Safety
- Local & Home School Outreach



# Metrics

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

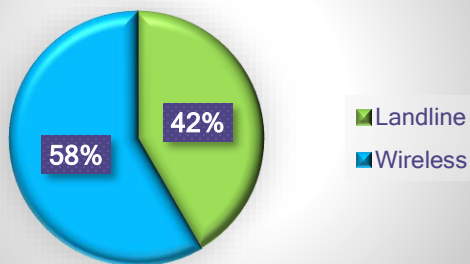
(A) Total 9-1-1 call volume, (B) 9-1-1 calls by hour of the day, (C) 9-1-1 calls by day of week, (D) 9-1-1 call ring/answer times, (E) 9-1-1 call roll overcounts, (F) 9-1-1 abandoned call counts, (G) 9-1-1 calls by type (wireline/wireless/VoIP/etc.), (H) All other data are required by the ESINet Steering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

OAC 5507 including but not limited to 5507-1-18, Minimum Call Answering Standards are: 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 99.8% 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.

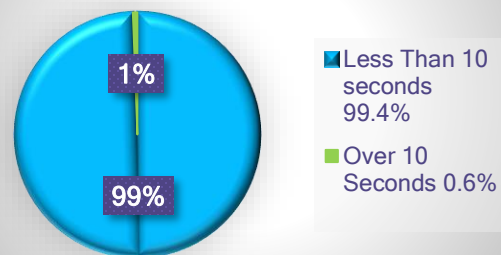
You can view some of the 2020 metrics below:

## 2020 Types of Calls



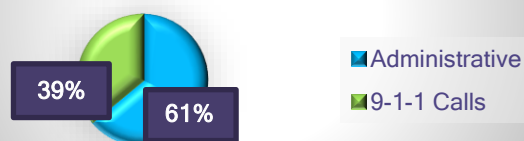
DelComm received more wireless calls than landline calls in 2020.

## 2020 RING TIME



In 2020, DelComm answered 99.8% of calls within 10 seconds.

## 2020 Administrative and 9-1-1 Calls

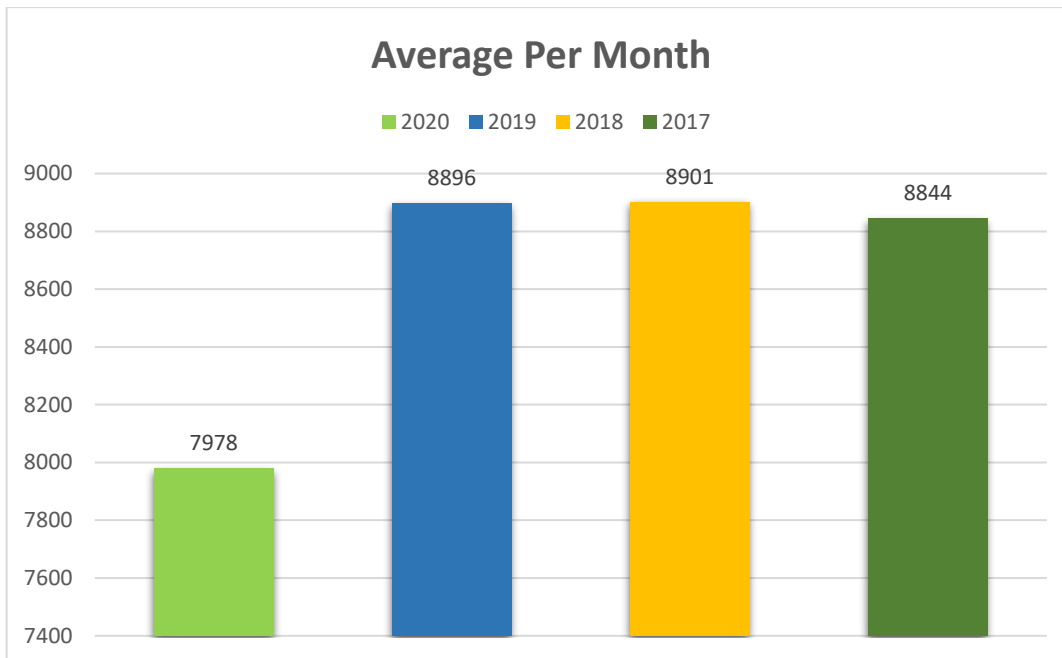
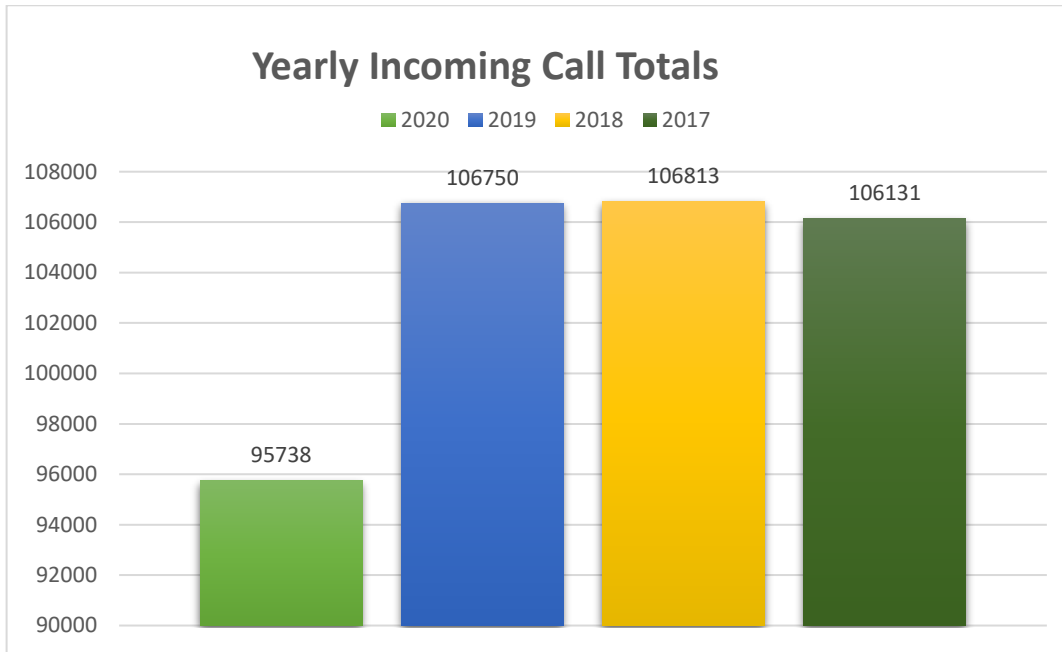


Administrative calls come in on the administrative lines (not by dialing 9-1-1)



# Statistics

Below are statistics of incoming calls in the communications center. These include yearly incoming calls and average calls per month from 2017 -2020.



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	2020 Grand Total
All Alarms (Burglar, Fire, Medical, Panic, Hold-up)	4,866
Suspicious Vehicle/People	3,821
Auto Accidents Injury/Non-Injury	3,856
Ill Person	3,103
Lift-Assist	1,246
Injured From Fall	1,797
Chest Pain	799
Difficulty Breathing	1,210
Water Rescue	24
Barking Dogs	52
Animal Calls (Including Animal Bites)	724
Disabled Vehicles	1,091





Delaware County Emergency Communications (9-1-1)

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