



2021 Annual Report

Delaware County Emergency Communications 9-1-1

Patrick V. Brandt, ENP, Director



Website: www.delco911.org

Social Media: @delcooh911

Tel: 740.833.2160

10 Court Street, Delaware, Ohio

TABLE OF CONTENTS

| | |
|--|-----------|
| LETTER FROM THE DIRECTOR | 3 |
| 9-1-1 BOARD | 4 |
| 2022 EMERGENCY COMMUNICATIONS 9-1-1 BOARD: | 4 |
| BOARD MEETINGS | 4 |
| ABOUT US | 5 |
| MISSION STATEMENT | 5 |
| ACCOMPLISHMENTS & MILESTONES | 6 |
| ACCOMPLISHMENTS | 6 |
| MILESTONES | 6 |
| COCO | 7 |
| BUSINESS DETAILS | 8 |
| STRUCTURE & COVERAGE | 8 |
| CORE BUSINESS FUNCTIONS | 8 |
| FINANCIAL SUMMARY | 8 |
| 2021 EXPENDITURES | 8 |
| MAJOR INITIATIVES FOR 2022 | 9 |
| CALEA 1.2.1 (D) AND 1.4.11 | 9 |
| OUTREACH | 9 |
| METRICS | 10 |
| STATISTICS | 11 |



LETTER FROM THE DIRECTOR

Patrick V. Brandt



“Delaware County Emergency Communications strives to provide excellent service to the communities we serve. We work closely with our public safety partners to provide uninterrupted service before, during and after emergency and crisis situations. The staff at the 9-1-1 center are exceptionally talented, dedicated individuals who care about the community.”

-Patrick V. Brandt
Director

As Director of Delaware County Emergency Communications, I am proud to present the 2021 Annual Report. Within the pages of this report, you will find information on our operations.

As COVID-19 carried into 2021, it proved to be another challenging year. Staff illnesses continued to impact the 9-1-1 call center. Protecting our team from illness was not easy, and staffing proved to be a challenge as 9-1-1 telecommunicators are unable to work from home as other departments and businesses can. The loss of staff to companies that allowed new hires to work from home was difficult, thus placing a burden on the remaining telecommunicators.

As COVID-19 restrictions adjusted and people got back to their normal routines, our call volume rebounded. Our phone call volume increased by approximately 5,000 calls through 2021, but remains 5,000 - 6,000 calls behind pre-pandemic numbers.

Radio communications among all public safety forces increased by 12% or 710,358 “push-to-talks” compared to 2020.

We successfully went live on our Tyler New World Computer-aided dispatch (CAD) system, on August 31, 2021. As with all new software, there are several configuration settings that we are still learning about and adjusting to our operation. Our talented technical staff worked with the vendor and engaged public safety responders in training on the system. Our end goal is for all calls to be entered and dispatched promptly.

As part of our accreditation, we continue to review our policies to ensure we operate by our CALEA accreditation standards.

In closing, I would like to acknowledge our entire team. These are dedicated professionals who, even amid a pandemic, came to work to provide a critical service to their community. Their dedication to the community even without the ability to telework was exemplary and much appreciated.



9-1-1 BOARD

The Delaware County Emergency Communications 9-1-1 Board has 13 members representing Delaware County. The Committee works closely with the Delaware County Commissioners. Its primary purpose, of 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.

2022 EMERGENCY COMMUNICATIONS 9-1-1 BOARD:

- Chair: Chief Stephen Hrytzik, Powell Police
- Vice-Chair: Charles Miley, Brown Township Trustee
- 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
- Chief John Donahue, City of Delaware Fire Department
- Ex-officio, non-voting Lieutenant Robert Curry, Ohio State Patrol
- Ex-officio, non-voting Delaware County Administrator Tracie Davies

BOARD MEETINGS

The Board meets at 1 p.m. in the Commissioners' Meeting Room on the following dates in 2022:

- | | |
|--------------------|--------------------|
| • February 8, 2022 | • August 2, 2022 |
| • April 5, 2022 | • October 4, 2022 |
| • June 7, 2022 | • December 6, 2022 |

** 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 only 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 & MILESTONES

ACCOMPLISHMENTS



- Director Brandt was awarded the 2021 Distinguished Service Award from the State of Ohio for his efforts in working with the State of Ohio 9-1-1 Program Office.
- Telecommunicator Cavinee was a finalist for the 2021 Trainer of the Year award from the Ohio Gold Star Award for Ohio Public Safety Telecommunicators.
- In late 2019, we executed a contract with Tyler New World for a new Computer Aid Dispatch (CAD) and Records Management

System (RMS). On August 31, 2021, we officially shut down our 2006 Computer Aided Dispatch (CAD) software application and went live with Tyler New World CAD.

- We also went live with the Phoenix G2 Station Alerting Software from US Digital Design. The initial report shows our dispatches are going out between 20-40 seconds quicker than manual dispatching.
- In November 2021, we implemented a new Eventide audio recording system. We also integrated the New World CAD system with Pulse Point Software. Anyone who installs the Pulse Point application on their phone will be notified anytime a person is reported to be in cardiac arrest near their location.
- Each year CALEA audits a portion of our standards to ensure agencies are keeping up with the requirements.
- The State of Ohio 9-1-1 Program Office also audits our agencies to ensure we are meeting the requirement set forth under Ohio Administrative Code 5507. Delaware County successfully completed both audits in 2021.
- Won the Sound of Blue contest - a friendly competition between communication centers around Ohio that decorated their center to support our Law Enforcement friends - Hosted by the Light Ohio Blue.



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 milestones:

2021 Years of Service Milestones

25 Years of Service
Director Patrick Brandt

10 Years of Service
Jennifer Keck

5 Years of Service
Ashley Riley



COCO

Coco, our Therapy Dog is a female Catahoula leopard dog. Coco is handled by Tour Commander Karla Jacobs. In 2021, Coco continued to support our staff along with our public safety agencies. This program offers peer support and assists in critical incidents throughout the area as needed. In 2021 Coco attended four (4) Ohio Assist Sessions, twelve (12) visits to high schools, a combined total of forty-five (45) visits to various Police, Fire, and EMS stations along with Grady Hospital, twenty-seven (27) various public-relations events and (7) Critical Incident Stress Debriefing (CISD) call outs for traumatic events with first responders. Coco continues to support various public safety agencies in Delaware County and also made visits to our friends in Marion, Morrow and Franklin Counties as well. Coco is funded entirely by donations with no tax dollars being used to support her. Click on [Donations](#) to donate.



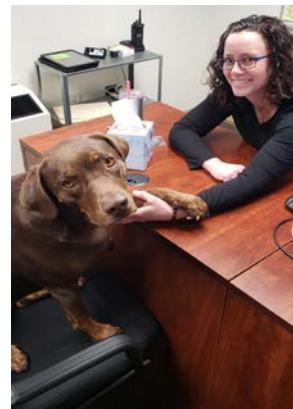
Coco and handler Karla Jacobs

Police, Fire, and EMS stations along with Grady Hospital, twenty-

seven (27) various public-relations events and (7) Critical Incident Stress Debriefing (CISD) call outs for traumatic events with first responders. Coco continues to support various public safety agencies in Delaware County and also made visits to our friends in Marion, Morrow and Franklin Counties as well. Coco is funded entirely by donations with no tax dollars being used to support her. Click on [Donations](#) to donate.



Commissioner Lewis and the Medic 4 Team



Assistant Chief Cochran



Officer Eusey



Specialist Stewart (EMA), Director Brandt, Chief Morris (Tri-Township), Coco, Deputy Director Mackey (EMA), Chief Donahue (Delaware City FD), and Director Miller (EMA)



BUSINESS DETAILS

STRUCTURE & COVERAGE

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

- 1 Director
- 3 Technical Staff
- 5 Tour Commanders
- 22 Telecommunicators - 5 Vacancies
- 3 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 2021, DelComm answered 99.8% of calls within 10 seconds. Emergency Communications received emergency phone calls from the residents and guests of Delaware County. In 2021, we processed over 100,929 calls within Delaware County. We also maintain and support the countywide 800MHz radio infrastructure that processes over 6,301,622 million transmissions in 2021. 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 0.68-mill property tax. We also receive funds from wireless fees and a multi-year agreement with AT&T and Verizon for vertical space on our various towers owned by Delaware County.

2021 EXPENDITURES

Materials, Supplies and Equipment: \$ 409,046.56

Salary & Benefits: \$2,330,846.83

Services & Charges: \$1,153,898.91

Capital: \$800,824.00



MAJOR INITIATIVES FOR 2022

In 2022, we are working on replacing several AC to DC power converter units. The existing units were purchased in 2004 and are no longer supported. A good portion of the electronics at our tower sites run off DC power. The structures at our tower sites need replacement. We will start to obtain quotes and plan to have one site replaced before the end of the year. We will be working with the Pre-Hospital care board to hopefully find a solution to replace our existing special-needs registry. As our Tyler New World system went live in 2021, we still have a lot of work to fine-tune the system. We will continue to work with our local public safety partners and the County GIS office to improve performance. Finally, we will continue our CALEA process as we are scheduled for our annual audit in October 2022.

CALEA 1.2.1 (D) and 1.4.11

In 2021, Delaware County Emergency Communications did not have any worker compensation claims or workplace incident reports. We also received a total of 6 inquiries to review:

| Investigations, Complaints, and Grievances | Counts | Findings |
|--|--------|---------------------------------|
| Informal Complaints | 3 | Sustained - Counseling/Training |
| Formal Complaints | 3 | Sustained - Counseling/Training |
| Grievances | 0 | None Filed in 2021 |

OUTREACH

As COVID rates continue to decline, our goal in 2021 is to increase our outreach and promote the 9-1-1 protocol to the public. We will continue to 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 the hour of the day, (C) 9-1-1 calls by day of the 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 within 106 seconds.

You can view some of the 2021 metrics below:



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



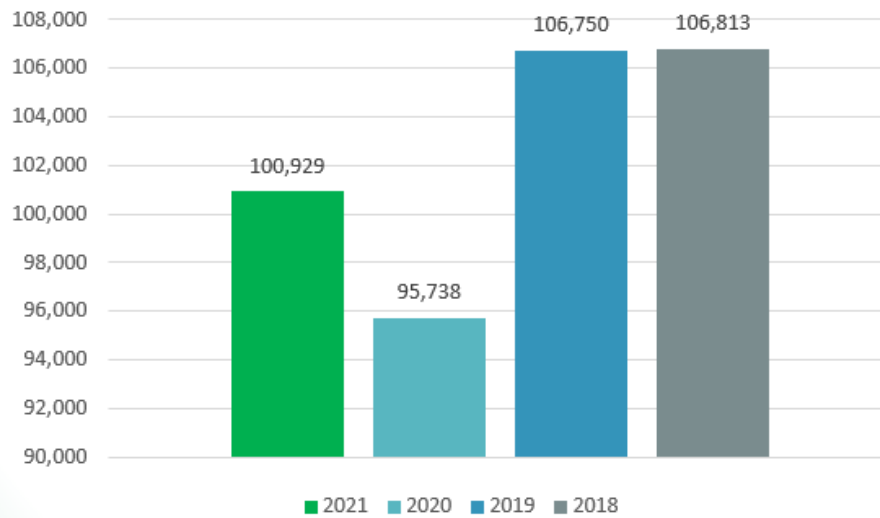
In 2021, DelComm answered 99.8% of calls within 10 seconds.



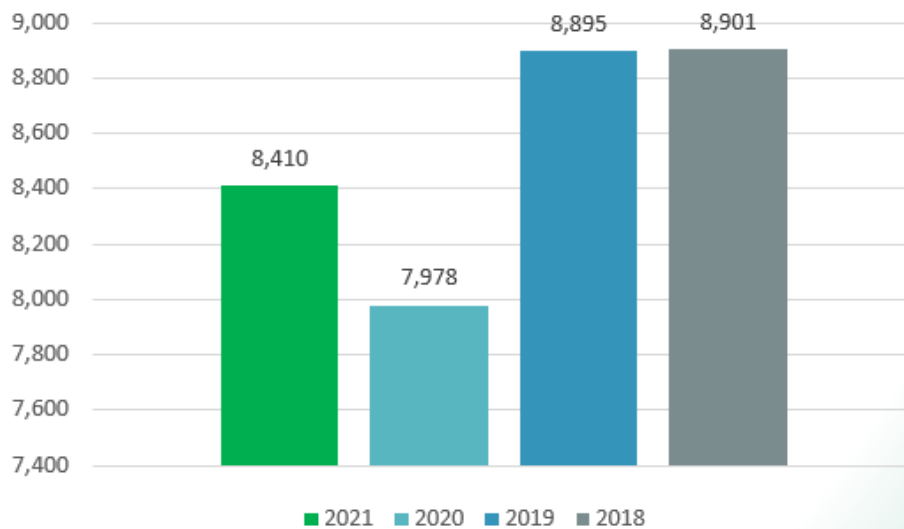
STATISTICS

Below are statistics of incoming calls in the communications center. These include yearly incoming calls and average calls per month from 2018 to 2021.

Yearly Incoming Call Totals



Average Per Month



STATISTICS, *continued*

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 | 2021 Grand Total |
|---|------------------|
| All Alarms (Burglar, Fire, Medical, Panic, Hold-up) | 4,633 |
| Suspicious Vehicle/People | 3,405 |
| Auto Accidents Injury/Non-Injury | 3,713 |
| Ill Person | 3,410 |
| Lift-Assist | 1,327 |
| Injured From Fall | 1,940 |
| Chest Pain | 943 |
| Difficulty Breathing | 1,371 |
| Water Rescue | 20 |
| Barking Dogs | 67 |
| Animal Calls (Including Animal Bites) | 763 |
| Disabled Vehicles | 1,053 |





Delaware County Emergency Communications (9-1-1)

10 Court Street

Delaware, Ohio 43015 (740)833-2160

www.delco911.org

@DelCoOH911

