



# 2022 Annual Report

Delaware County Emergency Communications 9-1-1

Patrick V. Brandt, ENP, Director



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# 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 present you with our 2022 Annual Report.

As you will see, our call volume is returning to pre-COVID numbers. At the end of 2022, we are at 96% of pre-COVID call volume. Calls for service continue to rise. However, staffing continues to be a challenge.

In 2022, our phone call volume increase continued to 102,541. We are within 4,200 calls of pre-pandemic numbers. As the year progresses, our numbers will continue to increase. It might be another year until we meet our 2018 call volume.

We completed one full year with Tyler New World Computer-aided dispatch (CAD) system and US Digital Design automated voice dispatching (AVD) system. Our goal was to increase efficiency in the communication center and dispatch the call for service as correctly and quickly as possible. We succeeded! In 2021, we dispatched 95.97% of all fire and medical calls within 90 seconds. In 2022, improvement was shown and we are now at 98.52%. When seconds count on a cardiac arrest, we need to do what we can to get the call for service dispatched as quickly as possible.

In 2023, we will finish our first four (4) year cycle of our CALEA accreditation. As we prepare to close out Year Four, our friends at CALEA will be onsite to reassess our operation. Annually, CALEA reviews a portion of our policies and proofs to ensure we are in compliance and policies are being adhered to. In Year Four, a site visit including a tour of the facilities and meeting with our partner agencies is completed. In November, we will meet with the CALEA Commissioners to review our progress and start another four year cycle.

In closing, staffing is difficult these days. Our staff puts in a great deal of overtime to ensure someone is available to answer your call for service. As the director, I'm proud to have the most dedicated and professional staff in the industry. Thank you!



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, according to 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.

## 2023 EMERGENCY COMMUNICATIONS 9-1-1 BOARD:

- Chair: Chief Stephen Hrytzik, Powell Police
- Vice-Chair: Chief Christopher Kovach, BST&G Fire District
- Secretary: Charles Miley, Brown Township Trustee
- Commissioner Gary Merrell, Delaware County
- Sheriff Jeffrey Balzer, Delaware County
- Chief Jeff Fishel, Delaware County EMS
- Chief Kyle McIntire, Scioto Township Fire Department
- Chief Thomas O'Brien, Harlem Township Fire Department
- Chief Adam Moore, City of Delaware Police Department
- City Manager Tom Homan, City of Delaware
- City Manager Andy White, City of Powell
- 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 Delaware County Emergency Operations Center on the following dates in 2023:

- February 7, 2023
- April 4, 2023
- June 6, 2023
- October 3, 2023
- December 5, 2023

*\* 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, 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 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 60 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!
- Striving to maintain our mission by adhering to our core values:

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



# ACCOMPLISHMENTS & MILESTONES

## ACCOMPLISHMENTS

- Reduction in dispatch times utilizing our Tyler New World CAD and US Digital Design Technology
- Successful Year Three CALEA audit. CALEA reviews a portion of our standards to ensure agencies are keeping up with the requirements.
- Successful compliance review by the State of Ohio 9-1-1 Program Office. Yearly, the State of Ohio 9-1-1 Program Office reviews our operation to ensure we are in compliance with the requirements set forth under Ohio Administrative Code 5507.

## 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:

### Years of Service Milestones in 2022

#### 25 Years of Service

Karla Jacobs

#### 10 Years of Service

Jason Hutchisson

#### 5 Years of Service

Chelsea Lyle

Connor Pierson



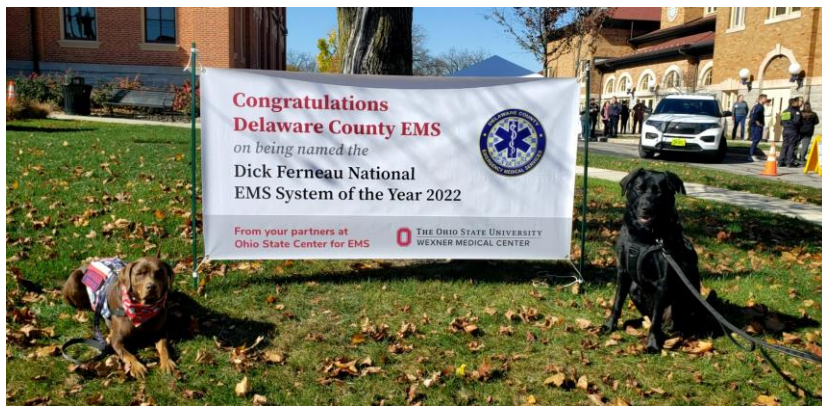


# COCO

Coco, our Therapy Dog is a female Catahoula leopard dog. Coco is handled by Tour Commander Karla Jacobs. In 2022, Coco continued supporting our staff and public safety agencies. This program offers peer support and assists in critical incidents throughout the area as needed. Coco attended four (4) Ohio Assist Sessions, fifteen (15) visits to high schools, a combined total of sixty-one (61) visits to various Police, Fire, and EMS stations along with Grady Hospital, thirty-seven (37) various public-relations events and eight (8) 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 visited our friends in Clark, Hancock, Marion, Union, and Franklin Counties. 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



Congratulations Delaware County EMS



Happy retirement Captain Bob Fish



Officer Heading



Ohio Assist is here to help. It's OK to not be OK. We are here for you!

## 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 - 6 Vacancies as of May 8, 2023
- 3 Part-Time Telecommunicators

Delaware County Emergency Communications strives for excellence and is continually looking to expand our team with professional and reliable communicators. We continue to look for ways to introduce new technology and education opportunities for our staff.

### 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 2022, DelComm answered 99.7% of calls within 10 seconds. Emergency Communications received emergency phone calls from the residents, guests, and visitors of Delaware County. In 2022, we processed 102,541 phone calls. We maintain and support the countywide 800MHz radio infrastructure that processes over 5,124,573 million transmissions in 2022. In 2021 we reported 6,301,662, the correct number was 5,467,330. We continue to 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.

### 2022 EXPENDITURES

Materials, Supplies and Equipment: \$ 366,929.85  
Services & Charges: \$1,397,651.51

Salary & Benefits: \$2,606,110.47  
Capital: \$279,787





## MAJOR INITIATIVES FOR 2023

In 2023, we are working to replace two equipment shelters at our tower sites. These building were installed in 2004 and are in need of replacement. We continue to work on our fiber optic projects. We hope to have fiber optic communication to all tower sites by the end of 2023. We also have two other projects planned with Motorola Solutions. One project will provide an upgrade to our countywide 800MHz system which includes updating all of our workstations. Our other project with Motorola will be to upgrade our Vesta 9-1-1 phone system. This includes updates to all the servers and workstations on the system.

## CALEA 1.2.1 (D) and 1.4.11

In 2022, 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 2022

## OUTREACH

In 2022, we continued to increase our outreach and promote the 9-1-1 to the public. At the end of last year, we started to see Girl Scout and Brownies returning to the center. Several Girl Scout and Brownie groups came to the center to tour and learn about 9-1-1. We continue to work with our 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
- Girl Scouts and Brownies



# METRICS

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

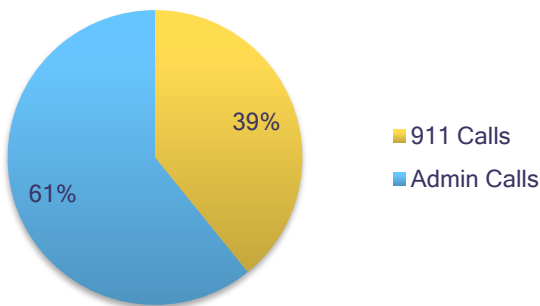
(A) Total 9-1-1 call volume, (B) 9-1-1 calls by the hour of the day, (C) 9-1-1 calls by day of the week, (D) 9-1-1 call ring/answer times, (E) 9-1-1 call roll overcounts, (F) 9-1-1 abandoned call counts, (G) 9-1-1 calls by type (wireline/wireless/VoIP/etc.), (H) All other data are required by the ESINet 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 60 seconds, and 95% of alarm processing shall be completed within 106 seconds.

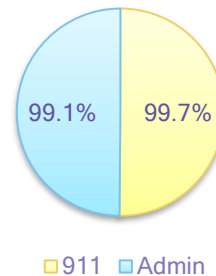
You can view some of the 2022 metrics below:

## 9-1-1 vs Administrative



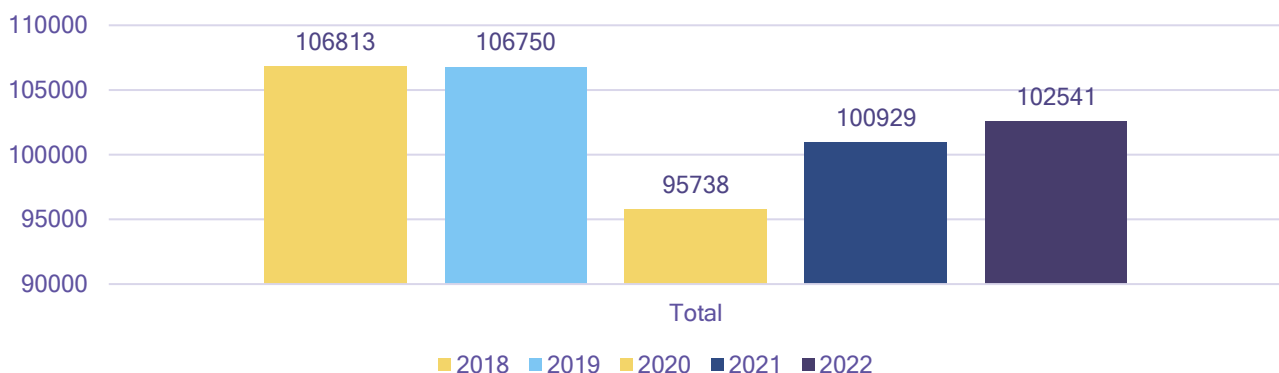
Administrative calls come in on the administrative lines (not by dialing 9-1-1)

## Calls Answered within 10 Seconds



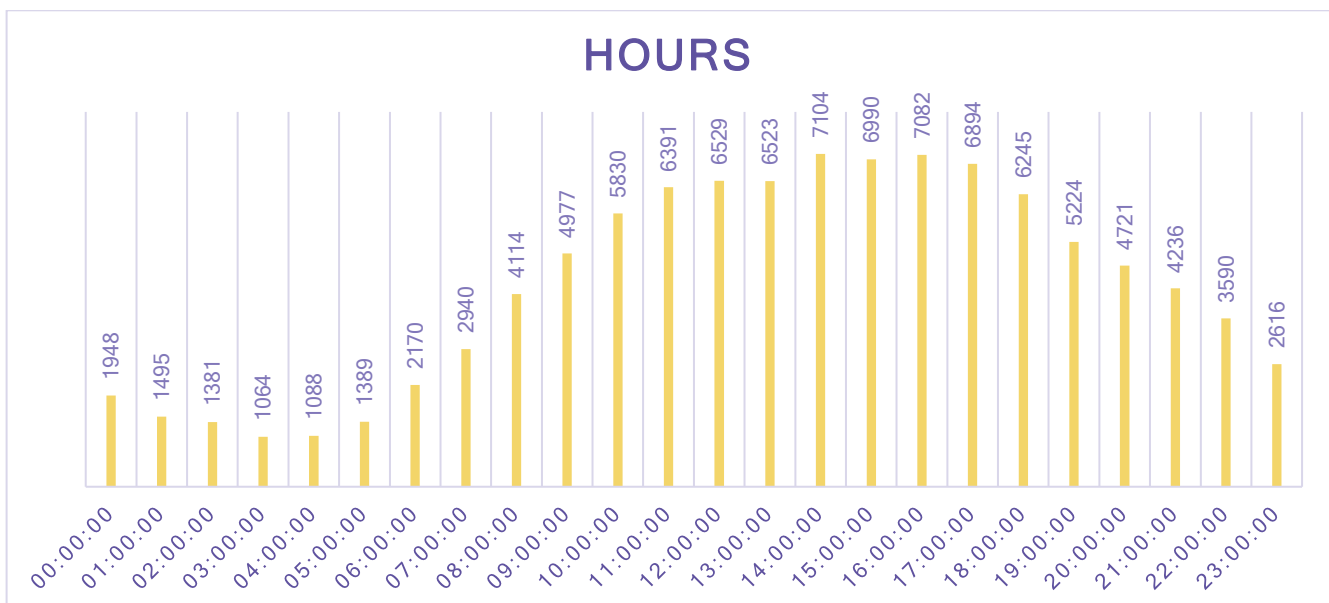
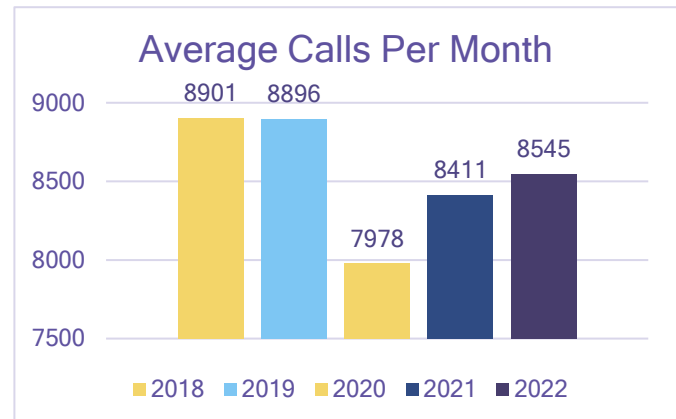
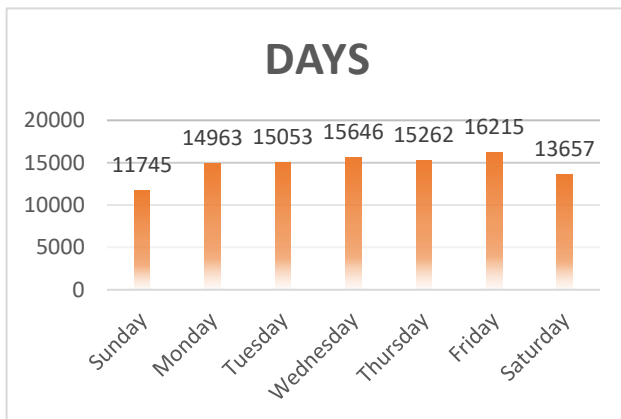
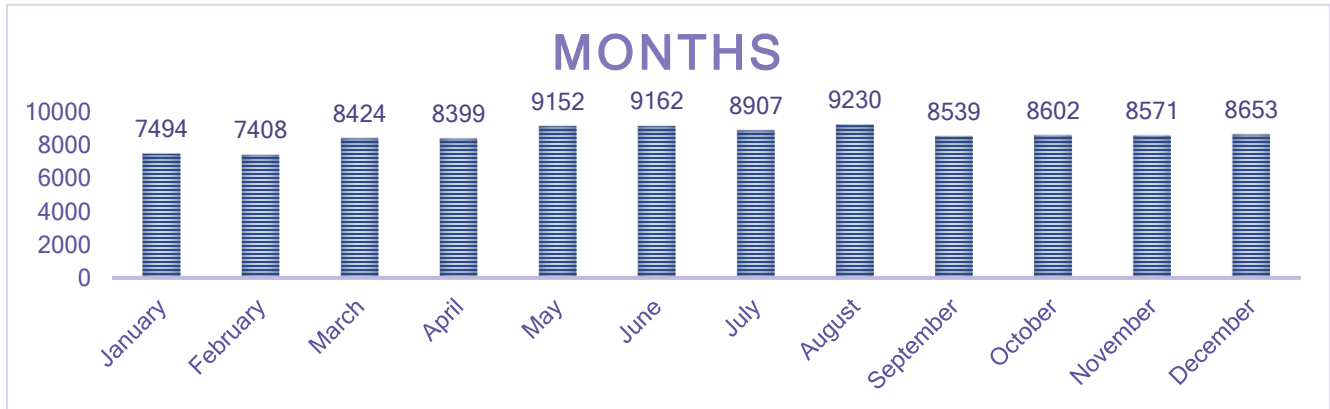
In 2022, DelComm answered 99.7% of all 9-1-1 calls within 10 seconds.

## Total Incoming Calls



# STATISTICS

Below are statistics of incoming calls in the communications center. These include yearly incoming calls and average calls per month from 2018 to 2022.



## 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	2022 Grand Total
All Alarms (Burglar, Fire, Medical, Panic, Hold-up)	4,559
Suspicious Vehicle/People	3,383
Auto Accidents Injury/Non-Injury	3,630
Ill Person	3,807
Lift-Assist	1,539
Injured From Fall	2,180
Chest Pain	1,219
Difficulty Breathing	1,524
Water Rescue	17
Barking Dogs	57
Animal Calls (Including Animal Bites)	1013
Disabled Vehicles	1389





Delaware County Emergency Communications (9-1-1)

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