



Delaware County Emergency Communications 2024 ANNUAL REPORT

Answering the Call: A Message from the Director

This past year reaffirmed the vital role our 9-1-1 communications center plays in protecting lives and supporting first responders across our community. As the first point of contact in an emergency, our team worked tirelessly around the clock to ensure rapid, accurate, and compassionate response coordination — no matter the hour, no matter the call.

In 2024, DELCOMM's team once again demonstrated why we have much to be proud of. Our call answering and dispatch times consistently exceeded both state requirements and national industry standards, reflecting our commitment to operational excellence. Citizen feedback collected through our PowerEngage program further highlights our impact, with an exceptional 98.88% positive satisfaction rating for the year.

Thank you to our staff, partners in law enforcement, fire, EMS, and emergency management, and the communities we serve for their trust and collaboration.

—Lauren Yankanin, Director

DELCOMM by the Numbers

99.6%

Percentage of 9-1-1 calls answered within 10 seconds

Complaints

1 Formal – Sustained

98.9%

Percentage of Fire/EMS calls dispatched in <90 seconds

1 Grievance

Grievance filed but was not a grievable issue.

>110,000

Number of phone calls handled by DELCOMM IN 2024

0 BWC or Liability Reports

AWARDS

- Telecommunicator of the Year
 - Caeden Hanf
- Stork Awards
 - 2/28/24 Jeanette Adair
 - 3/23/24 Brittonie Miller
 - 3/24/24 Jeanette Adair
- Lifesaver Awards
 - 1/31/24 Karla Jacobs
 - 3/16/24 Mariah Van Hoose
 - 5/14/24 Matt Fletcher
 - 8/23/24 Zoe Cooper
 - 9/15/24 Jeanette Adair
 - 11/1/24 Tori Jones
 - 11/6/24 Mariah Van Hoose
 - 12/6/25 Bella Rivelle
 - 12/11/24 Jeanette Adair
- Service Awards
 - Kadi Scheeler (10)
 - Chris Waldo (10)

Financial Summary

Expenditures	Government Assistance Funds
Property Tax Levy	
\$5,366,974.36	\$502,747.86

Revenues	Government Assistance Funds
Property Tax Levy	
\$5,151,401.49	\$835,105.48

Accomplishments

- Successful State of Ohio 9-1-1 Program Office compliance review and site visit
- Launch of PowerEngage, a feedback and engagement tool that measures citizen satisfaction with DelComm's services
- Hiring of five new team members
- Achieved full compliance in the LEADS Technical Security Audit

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<https://emergencycomms.co.delaware.oh.us/>

