



# Delaware County Emergency Communications 2025 ANNUAL REPORT

## A Message from the Director

This past year once again highlighted the vital role our 9-1-1 center plays in protecting our community. Every call answered represents a moment of urgency, trust, and responsibility—and our dedicated team met each moment with professionalism, dedication, and integrity.

Despite evolving challenges and increasing call complexity, our telecommunicators, supervisors, and support staff remained committed to excellence. Through continued training, technology improvements, and strong partnerships with our public safety agencies, we worked to ensure timely, accurate, and lifesaving responses for those who depend on us.

I am deeply proud of this team and grateful for their unwavering service. Thank you to our partners, leadership, and community for your continued support.

–Lauren Yankanin, Director

## DELCOMM by the Numbers

**99.6%**

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

**0 Complaints**

**98.98%**

Percentage of Fire/EMS calls dispatched in <90 seconds

**2 Grievances**

**>115,000**

Number of phone calls handled by DELCOMM IN 2025

**0 BWC or Liability Reports**

## AWARDS

- Telecommunicator of the Year
  - Kimberly Dittermer
- Stork Award
  - 7/11/25 Domanic Hockman
- Life Saver Awards
  - 1/18/25 Bethani Holdren
  - 5/8/25 Jason Hutchisson
  - 5/24/25 Hunter Frey
  - 8/2/25 Bella Rivelle
  - 8/12/25 Tricia McMunn
- Service Awards
  - Hunter Frey (5)
  - Tricia McMunn (15)
  - Amanda Strohl (25)

## Financial Summary

Expenditures	Government Assistance Funds
Property Tax Levy	
<b>\$5,146,291.05</b>	<b>\$346,811.13</b>

Revenues	Government Assistance Funds
Property Tax Levy	
<b>\$5,327,769.91</b>	<b>\$962,208.48</b>

## Accomplishments

- 97.74% citizen positive satisfaction score
- Tower shelter replacement at the Riverview radio tower site
- UPS replacement at the Prime radio tower site
- Radio system hardware and software upgrades
- Renewal of operating levy
- Addition of eight (8) team members
- Continued compliance with state and national industry standards

@delcomm911 • 740-833-2160



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

