

2016 ANNUAL REPORT

DELAWARE COUNTY EMERGENCY COMMUNICATIONS 9-1-1

PATRICK V. BRANDT, ENP

DIRECTOR



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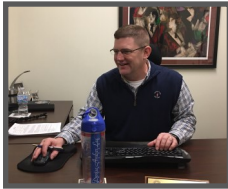
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Letter from the Director

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DELAWARE COUNTY EMERGENCY COMMUNICATIONS 9-1-1



I must begin the 2016 annual report for Delaware County Emergency Communications with a thank you to all the residents who supported our levy. We greatly appreciate the continuing support from our community. As good stewards of your funds, we will continue to diligently watch expenses and provide our community with the best services possible.

Over the last 12 months, we were able to complete several projects including going “live” with Association of Public Safety Communications (APCO) emergency medical dispatch software. We are working on the implementation of the law enforcement and fire portions of the software. This time last year, the Xybix Corporation was in the process of upgrading the 15-year-old dispatch consoles in the Center.

We worked with our Computer Aided Dispatch (CAD) vendor, Alert Public Safety Solutions, to integrate our Motorola radio system to work with CAD for dispatching Fire and EMS units. This takes several steps out of dispatching calls, which allows for a quicker response by Fire and EMS. In working with our CAD vendor, we integrated the receiving of commercial and residential alarms from various alarm companies directly into our CAD system. This allows the center to receive an alarm without the dispatcher having to receive a phone call from the alarm company. We are the only agency in the State of Ohio utilizing this technology. We have been able to reduce our call volume and increase dispatching times.

In 2017, I look forward to working with our residents, businesses and guests as your Director. We will be working on bringing texting to 9-1-1 to Delaware County in 2017 and becoming an accredited dispatch center.

Sincerely,

Patrick V. Brandt, ENP
Director
Delaware County Emergency Communications

Mission Statement/Core Values

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MISSION STATEMENT

Provide superior public safety dispatch services!

CORE VALUES

TEAMWORK: We give our full participation, by being cooperative, informative, responsive and supportive to work towards the common/collective goals of service and safety.

CUSTOMER SERVICE: We respond to the needs of our community and the responders we serve and work to exceed their expectations of service.

INTEGRITY: We shall always do what is legally, ethically and morally right. We are honest and truthful and our actions shall match our words.

DEDICATION: We are diligent in our efforts, principled in our approach, responsible for our actions and work to always “do the right thing.”

PROFESSIONALISM: We are committed to the highest level of professional standards through development of highly trained and motivated employees.

Advisory Board

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DELAWARE COUNTY EMERGENCY COMMUNICATIONS 9-1-1

The Delaware County Emergency Communications (9-1-1) Advisory Committee is comprised of local officials representing fire, EMS, law enforcement, townships, villages, cities and the county.

9-1-1 Advisory Board

President: Sheriff Russell Martin, Delaware County

Vice President : Charles Miley, Brown Township Trustee

Secretary: Chief Gary Vest, Powell Police

Members:

Chief John Donahue, City of Delaware Fire Department

Chief Gary Honeycutt, Genoa Township Fire Department

Assistant Chief Joe Pichert, Berlin Township Fire Department

Chief Michael Schuiling, Delaware County EMS

Chief Bruce Pijanowski, City of Delaware Police Department

Commissioner Gary Merrell, Delaware County

City Manager Stephen Lutz, City of Powell

City Manager Tom Homan, City of Delaware

Non voting

Lieutenant Marcus Pirrone, Ohio State Patrol

Ex-officio, non-voting

County Administrator Ferzan Ahmed, Delaware County

The Board meets at 1 p.m. in the Commissioners' Meeting Room on the following dates in 2017:

February 7

August 1

April 4

October 3

June 6

December 5

In 2016, the Ohio 131st General Assembly passed House Bill 277 (HB277). In June 2015, HB277 was introduced by Representative Brenner to amend section 5705.19 of the Ohio Revised Code. By revising 5705.19, this would allow Delaware County to tax only the residents we serve. Residents that reside in Delaware County, but live within the City limits of Columbus, Dublin, and Westerville have their calls routed to a 9-1-1 center that serves them. Delaware County did not want to tax a resident that we were unable to serve. We would like to thank Senator Jordan, Senator Bacon, Representative Brenner and Representative Ruhle, for their support and help on getting HB277 passed.

<https://www.legislature.ohio.gov/legislation/legislation-status?id=GA131-HB-277>

The State of Ohio 9-1-1 Office along with the Ohio Emergency Service Internet Protocol Network (ESINET) steering committee developed state standards for all Public Safety Answering Points (PSAP). On May 2, 2018, all PSAPs in the State of Ohio must adhere to Ohio Administrative Code section 5507-1-01 – 5507-1-19. Upon review of all sections, we are well on our way to becoming compliant on all sections. Our goal is to become compliant by June 30, 2017. This would allow us time to have a self audit prior to the State audit in 2018.

<http://codes.ohio.gov/oac/5507-1>

<http://911.ohio.gov/>



DELCOMM has had the following revenue and expenditures for 2016:

Revenue:

\$3,607,738.05

Expenditure:

\$3,716,699.30

Our cash balance as of December 31, 2016 was \$1,148,466.94.



Staffing

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Director Brandt has staffed the Delaware County Emergency Communications dispatch center with highly qualified and trained staff. Staffing for the department consists of four (4) administrative staffers, five (5) tour-commanders, twenty (20) full-time, and three (3) part-time employees.

The 2016 Dispatcher of the Year honor was awarded to Patrick “PJ” Roberts.

The 2016 Lifesaver plaque was proudly updated to reflect the following staff members for their lifesaving efforts. Whereas, the Telecommunicator provided CPR or life saving instructions to the caller and the actions of all involved were able to save the person’s life:

- ★ Kathleen Parker
- ★ Bethany Neighbarger
- ★ James Stambaugh
- ★ Jennifer Keck

The 2016 Stork plaque was proudly updated to reflect the following staff members for their dispatching assisting in the birth of a baby. Whereas, the caller or person calling for a person in labor and the actions of all involved where able to bring a new life into the world:

- ★ Bailey Cavinee
- ★ Kaylyn Heading

The dedication of the Delaware County Emergency Communications staff is unwavering. Our goal is to provide excellent service to our community.

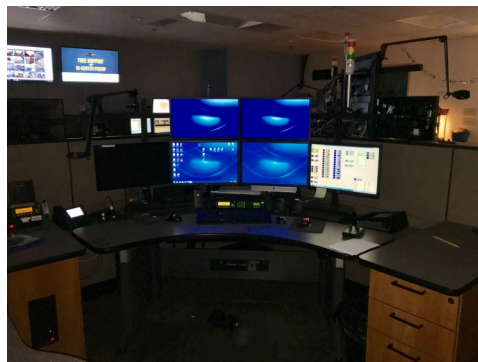
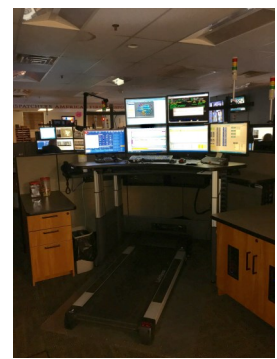
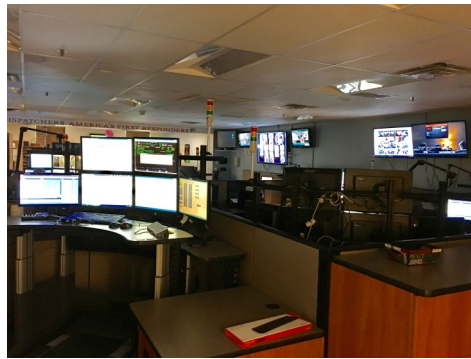
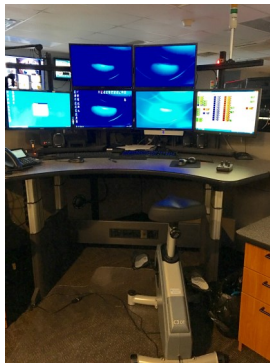
Communications' Center

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In 2016, the Delaware County Emergency Communications dispatch center had a make-over. As the job of a dispatcher is very important and can keep the dispatchers confined to their chairs for extended periods of time, the upgrades are a welcome addition to the center.

We have added several work stations that, depending on the dispatcher's preference, can be raised or lowered. We also added a station attached to an exercise bike and one to a treadmill. Our hope is that the upgrades will alleviate neck and back pain and allow the dispatchers to stand or sit as they desire, making their environment more comfortable.



Training

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Education and training are crucial to any dispatcher. Our staff continues ongoing education to better serve the community. We pride ourselves in having well trained personnel working in the communications center.

In 2016, all Tour Commanders, with the exception of recently promoted PJ Roberts, completed the National Emergency Number Association (NENA) Center Manager Certification Program (CMCP). The CMCP is designed to equip recently-hired, newly-promoted, managers and supervisors with the tools needed to effectively manage their agency. CMCP is a rigorous 40-hour course of lecture and lab-based education. For more seasoned 9-1-1 professionals, the CMCP may serve to fill in some of the gaps and strengthen core competencies required in emergency communications center management.

<http://www.nena.org/?page=CenterManagerCert>

Tour Commander Hutchinson and Director Brandt have completed the Emergency Number Professional Certification Program, thus are certified Emergency Number Professionals (ENP). ENP professionals have gained recognition throughout the nation and beyond as leaders in the 9-1-1 field.

<http://www.nena.org/?page=ENP>



Delaware City Police Chief Pijanowski and Fire Chief Donahue working in the Emergency Operations Center (EOC) with Director Brandt during the Ironman Triathlon.

In 2016 Delaware County was the first public-safety answering point (**PSAP**) in Ohio to start Automated Secure Alarm Protocol (ASAP) to PSAP.

ASAP to PSAP allows alarm companies that are members of the Central Station Alarm Association to transmit alarms electronically to PSAPs. Receiving alarms electronically allows for quicker dispatches and allows the staff to be available for 9-1-1 calls and other emergencies. Prior to the alarm company sending us an alarm, all addresses are now verified electronically when the alarm system comes on line. This reduces the potential for human error and delay of the address going to the wrong dispatch center. Since implementing this in July, we have received 1,155 alarms.

For additional information:

<http://csaaintl.org/asap>

If you would like to see if your alarm company is involved:

<http://csaaintl.org/asap-status>



Powell Police Academy alumni touring the 9-1-1 center.

Delaware County Emergency Communications works diligently to provide 9-1-1 education and outreach to the community. If you would like to have Delaware County Emergency Communications at your event, please contact us at (740) 833-2160.

- ♦ **Social Media** – In 2016, Delaware County Emergency Communications has begun to utilize social media as a way to reach the public. Our social media accounts are growing in numbers and we believe this will help us teach the public the importance of 9-1-1. You can find us on Twitter at @DelCoOH911 or <https://twitter.com/delcooh911> and we are on Facebook at Delaware County, OH 911 - DELCOMM or <https://www.facebook.com/DelCoOH911>
- ♦ **Tours and Presentations** – Our staff works closely with the Delaware County Emergency Management Agency to provide presentations and building tours to local scouts, civic groups, schools and other local organizations. Our common goal is educating the public on 9-1-1 protocol, safety and preparedness.
- ♦ **Partner Agency Events** – We attend many events throughout the year. These events are a tremendous way to reach many people at once. We proudly participate in fire department open houses in the month of October, EMS Touch a Truck events, National Night Out with our law enforcement partners, Kid's Safety Scenes and Recreation Unlimited Safety Day with the EMA.



2016 Kid's Safety Scene

Radio System

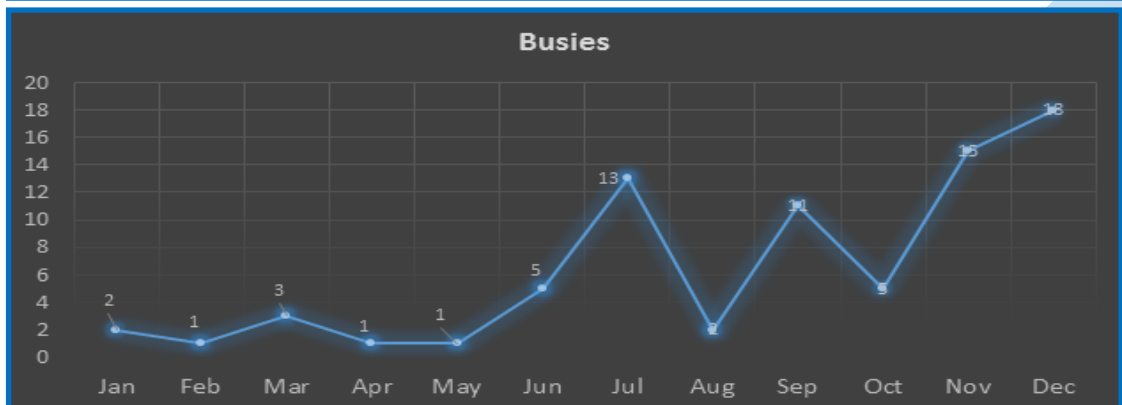
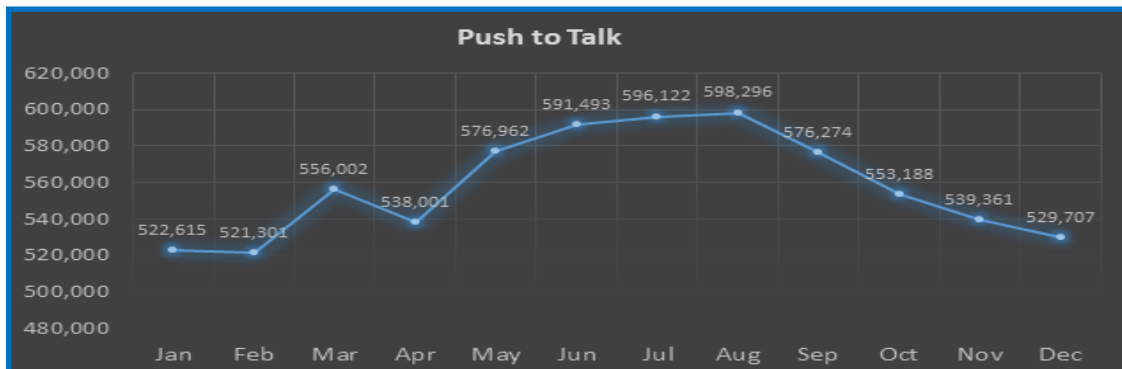
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All System Talk Groups

The following graphs breakdown the total number of Push To Talk (PTT), average call duration, and systemwide busies from various agencies keying up their public safety radios.

Talk Group	(All)	Delaware County and COIRS Radio System Usage	
	Sum of Push to Talk	Average of PTT Duration	Sum of Busies
Jan	522,615	0:00:09	2
Feb	521,301	0:00:08	1
Mar	556,002	0:00:08	3
Apr	538,001	0:00:09	1
May	576,962	0:00:08	1
Jun	591,493	0:00:07	5
Jul	596,122	0:00:08	13
Aug	598,296	0:00:08	2
Sep	576,274	0:00:08	11
Oct	553,188	0:00:08	5
Nov	539,361	0:00:07	15
Dec	529,707	0:00:08	18
Grand Total	6,699,322	0:00:08	77



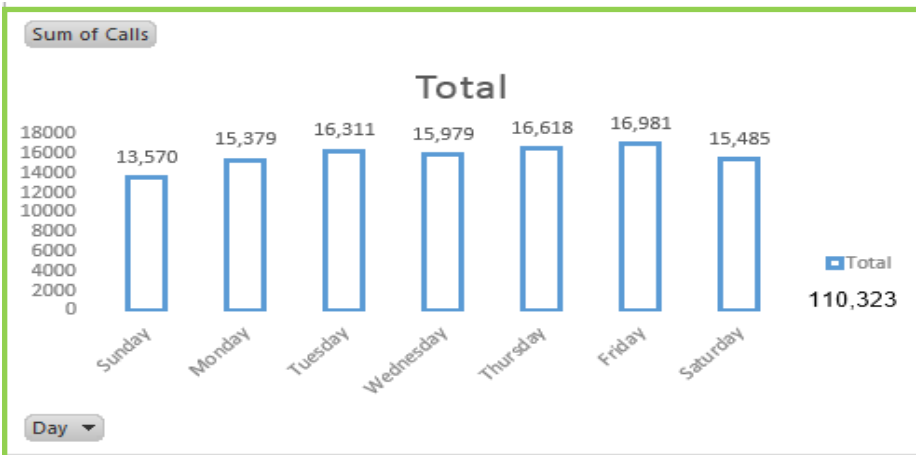
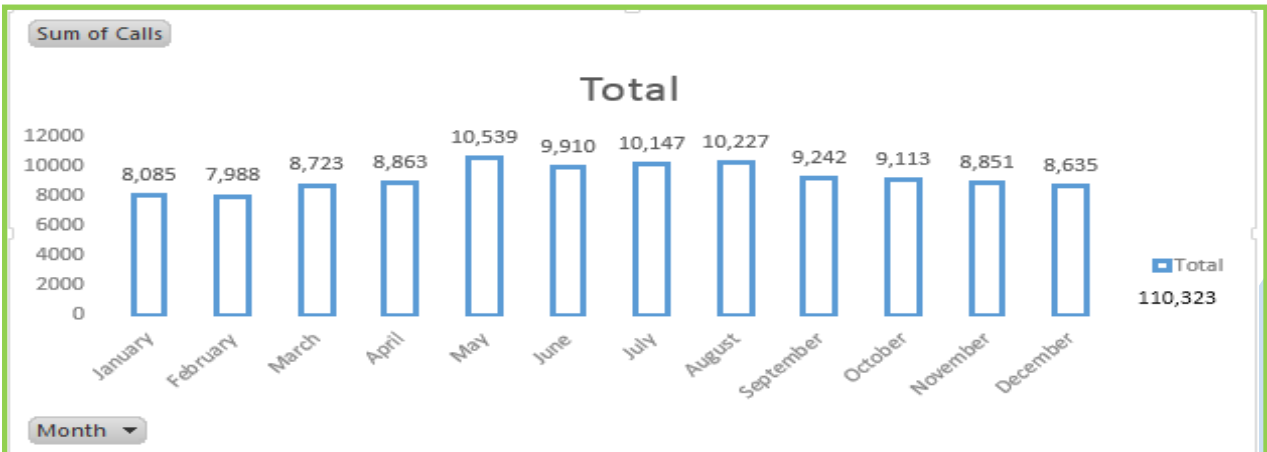
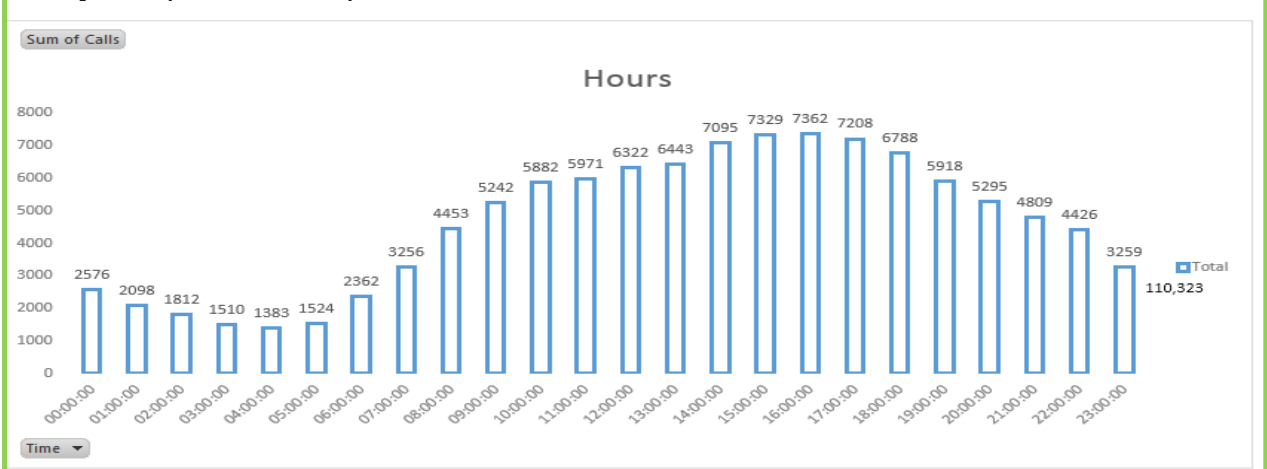
Answered Calls

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Below is a graph that shows the calls for 2016 for each hour of the day, week of the year and day of the week. In 2016, 4 pm was the busiest hour, May was the busiest month, and Friday is busiest day.

Incoming Calls Day of Week and Hourly

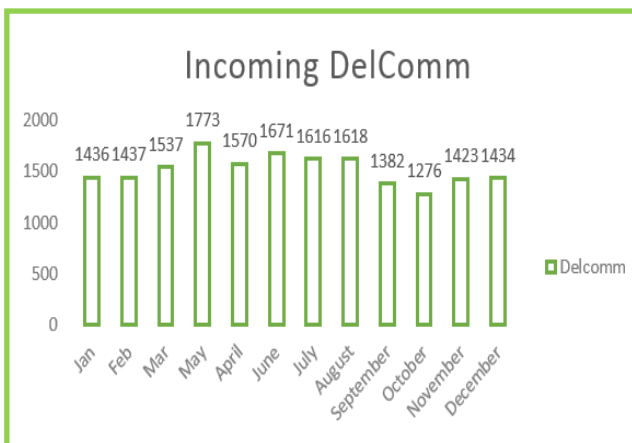
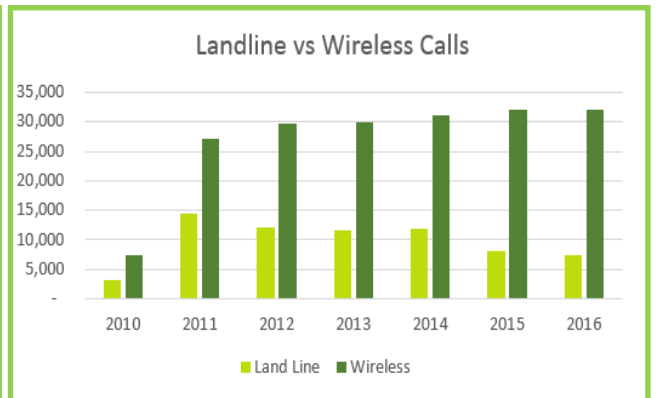
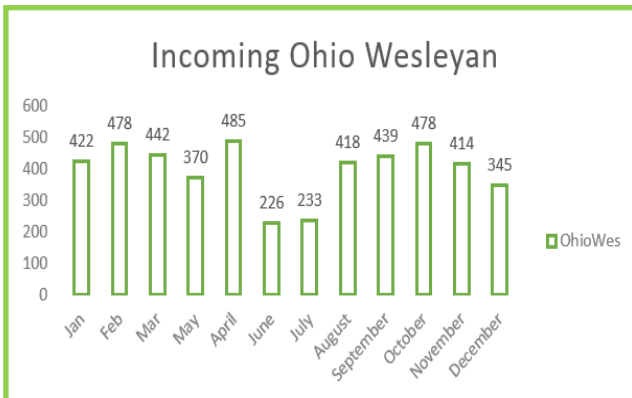
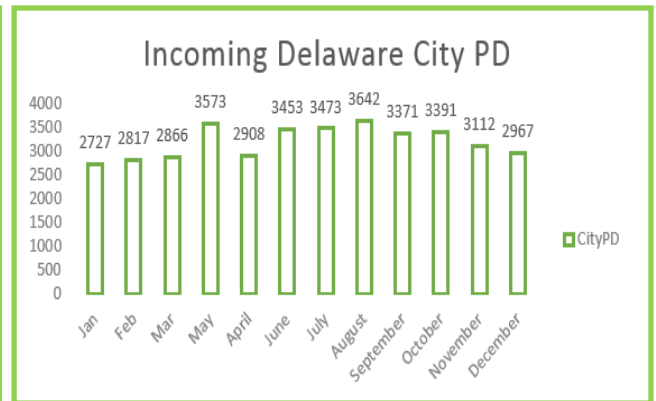
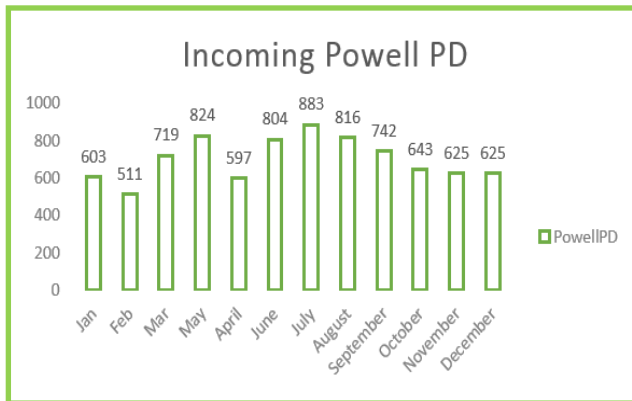


Answered Calls

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Below are graphs that represent the incoming calls for Delaware City Police, Powell Police, Ohio Wesleyan, and DELCOMM administrative calls.



Language Line

Spanish – 27

Japanese – 1

Korean – 1

Nepali -- 1

Somali -- 8

DELAWARE COUNTY EMERGENCY COMMUNICATIONS

PATRICK V. BRANDT, ENP

DIRECTOR

10 COURT STREET

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(740) 833-2160

www.delco911.org

**EMERGENCY
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OHIO**