

DELAWARE COUNTY EMERGENCY COMMUNICATIONS (9-1-1)

PATRICK V. BRANDT, DIRECTOR

EMERGENCY COMMUNICATIONS



**DELAWARE COUNTY
OHIO**

2015 ANNUAL REPORT

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LETTER FROM THE DIRECTOR



Welcome to the 2015 annual report for Delaware County Emergency Communications. Over the last twelve months I have had the opportunity to work for you as the Interim Director, Deputy Director and Director. As we wish Director Galligher success in his new position, I look forward to the endless opportunities within the dispatch center.

Emergency Communications is comprised of a great staff that provide excellent service when answering your 9-1-1 calls and dispatching the public safety responders to help you in time of need. Last year, we presented 3-lifesaving awards to our staff. The incidents ranged from providing CPR instructions to a caller, giving a caller instructions on how to get out of a sinking vehicle and giving first responders information on a woman's location in a burning house. All three individuals made it out of their crisis with the help of our Telecommunicators. Our staff receives monthly training on a wide variety of topics, and we work with our public safety responders during the year on mock exercises.

In late 2015, we executed a contract with B&C Communications to upgrade the County 9-1-1 phone system. This project is expected to take several months to complete. We are working with the Xybix Corporation to upgrade the console furniture in the dispatch center. The current furniture has lasted over 15-years of continuous use. We are also working with Alert Public Safety Solution to integrate our Computer Aided Dispatch (CAD) system with our Motorola 800 system.

In 2016, we look forward to serving the residents and guests of Delaware County. Completing our ongoing projects and continuing education to better our staff.

If you have any comments, questions or concerns regarding the Delaware County Emergency Communications Center, please don't hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Patrick V. Brandt".

Patrick V. Brandt, ENP

Director
Delaware County Emergency Communications

ABOUT US

The Delaware County Emergency Communications 9-1-1 Center was established in 1989 as a public safety answering point in Delaware County for EMS, fire, and law enforcement. The 9-1-1 Center serves the residents of the county, including all the cities, townships and villages.

Delaware County Emergency Communications 9-1-1 Center operates 24-hours a days, 365 days a year, to answer your calls and send out the appropriate responders. As the Telecommunicators answer all the 9-1-1 calls in Delaware County, they also dispatch 13 fire departments, Delaware City Police, Powell Police Delaware County EMS and Delaware County EMA.

In 2015, the center answered 111,986 calls for service, 40,357 of those were 9-1-1 phone calls and 71,629 were administrative calls. 9-1-1 calls can be separated into two categories; land line and cellular. Of our 40,357 911 calls 20% or 8,174 were from land lines with the remaining 80% or 32,183 calls from cellular. The administrative lines are for all non-emergency calls which include alarm companies and general information such as outreach and local events. DELCOMM processed 8,899 9-1-1 cellular hang up calls and 1,079 9-1-1 hang up calls from landlines. We also processed 1,066 fire alarms and 3,630 burglar alarm calls. Statistically speaking, our slowest day of the week is Sunday, while, our busiest day of the week is Thursday. Our slowest hour of the day is 4 AM and our busiest hour of the day is 3 PM.

This year DELCOMM identified several areas of savings that were implemented, switching to a secure, virtual, private network connection to Law Enforcement Automated Data System (LEADS), instead of utilizing a T1 from Frontier. We also reviewed our Emergency Medical Dispatching software. After completing an analysis it was determined to change to APCO EMD.

DELCOMM uses a language line for translation services. 9-1-1 call takers have trained professionals like the 9-1-1 telephone interpreters from Language Line available to assist at a moment's notice.

Language Line Statics for 2015:

- 10 Spanish calls
- 1 Arabic
- 2 Mandarin



The staff at Delaware County Emergency Communications strives to provide exceptional service to the community.

MISSION STATEMENT

To provide superior public safety dispatch service that will enhance the quality of life for every person who lives, works, and visits Delaware County.

CORE VALUES

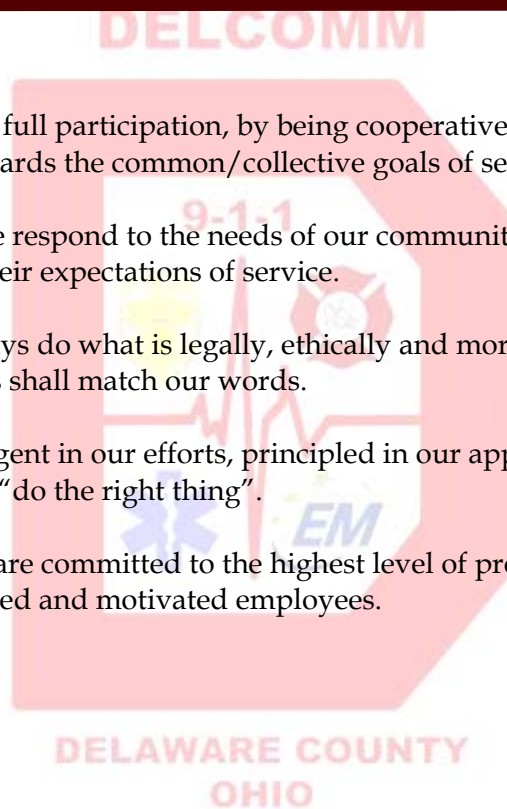
TEAMWORK: We give our full participation, by being cooperative, informative, responsive and supportive to work towards the common/collective goals of service and safety.

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.



BUDGET

DELCOMM has had the following revenue and expenditures for 2015:

Revenue:

\$3,379,566.95

Expenditure:

\$3,519,475.72

Due to a healthy cash balance, Emergency Communications used existing cash balance to fund the difference instead of receiving fund from the County general fund. Our ending cash balance as of December 31, 2015 is \$1,275,128.19



STAFFING / COMMUNICATION CENTER

In 2015, Patrick Brandt became Director of Emergency Communications (9-1-1) after former Director Brian Galligher assumed the position of Delaware County Director of Safety and Security.

Staffing for the department consists of three (3) administrative staffers and the communications center has four (4) tour-commanders, two (2) leads, seventeen (17) full-time and two (2) part-time employees. This year witnessed the hiring of six (6) full-time employees, the resignation of one (1) part time, and one (1) full-time employees and the termination of three (3) employees.



Due to the amount variation with the amount of Fire and EMS runs we are trying to standardize where possible. We are also working with Alerts to integrate our Computer Automated Dispatch (CAD) system with the radio system. This will allow the dispatchers to click the dispatch button and CAD will automatically send out the appropriate tones for the fire departments. Director Brandt attended a 9-1-1 conference in Denver, Colorado and participated in the discussion of ways to promote awareness of outstanding achievements of 9-1-1 staff. One of the items discussed was a plaque that lists the names of dispatchers whose efforts have saved a life or assisted on a call that resulted in the birth of a child. We now have a Life Saver award plaque and Stork plaque which are hung proudly on the first floor of the Commissioners' Building. Any time the efforts of an employee saves the life of another, or helps in the birth of a child, their name will be placed on the plaque. This year will see the implementation of the Dispatcher of the Year award. Based on certain criteria one person each year will be identified for their outstanding work in the 9-1-1 Dispatch Center. During the second week of April, Telecommunicators Week, the Center will select one employee who has shown exemplary performance and add their name to the plaque.

In 2015, the lifesaver plaque was proudly updated to reflect the following lifesaving efforts of DELCOMM staff:

- ♥ Kathy Price: July 10, 2015 - Woman from a burning house
- ♥ Bryan Rand: September 14, 2015 - Teenager from a sinking vehicle
- ♥ Bryan Rand: October 19, 2015 - CPR instructions given to caller. When Medic 7 and Genoa Township arrived the patient had a strong pulse.

TRAINING

Training has become a priority for the staff of DELCOMM. We pride ourselves in having a well trained personnel working in the communications center.



We have focused on education for our training staff to provide them with the knowledge they need to train new hires, thus our training staff has completed the APCO Communications Training Officer Course. All new trainers are now required to complete the course prior to providing training to new hires.

- ❖ All Tour Commanders and Lead Dispatchers are now required to take APCO Communication Supervisor Training. As of December 31, 2015 all 4-Tour Commanders and 1-Lead Dispatcher have completed the training. The additional Lead will finish their training by the end of first quarter.
- ❖ The City of Columbus in conjunction with the Polaris Mall hosted a table top mass casualty exercise. Due to the placement of area cellular towers, it is likely that Delaware County 9-1-1 would receive these calls. DELCOMM staff took part in the exercise and discussed various impacts from a mass casualty event.
- ❖ Delaware County EMS hosted a medic refresher course. Part of this refresher course included a mass casualty exercise scenario to work through. DELCOMM personnel interacted, dispatched, and “completed” task as requested.
- ❖ Telecommunicators Roberts and Landis attended a Complacency, Cannibalism, and Critical Thinking training in Dublin, Ohio.
- ❖ Tour Commanders Keck and Hatten attended *It's your Ship* Leadership Training
- ❖ Director Brandt successfully passed the National Emergency Number Association Emergency Number Professional testing. An ENP is the highest ranking a person can obtain from NENA in the 9-1-1 profession.
- ❖ Staff also took part in an active shooter exercise with the Village Academy School, City of Powell Police, Delaware County EMA, Liberty Township Fire, Delaware County Sheriff's Office, Delaware County EMS and other mutual-aid fire departments.

In June, Director Brandt attend the Center Manager Certification Program from the National Emergency Number Association. This course was developed by NENA specific for 9-1-1 center management staff. The training is based on elements and issues a Communication Center Manager could be involved in during their operation. Due to the knowledge gained from this training all Tour Commanders will be scheduled to complete this course.

OUTREACH AND EDUCATION

The Delaware County Emergency Communications Center (DELCOMM) is dedicated to educating the public on the importance of 9-1-1. We offer free presentations on 9-1-1 protocol, from land lines and/or cellular telephones on what to expect when contacting 9-1-1.

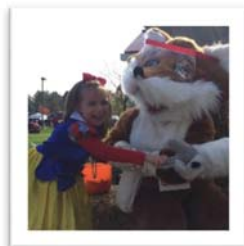
We offer free presentations and tours of the 9-1-1 Dispatch Center and Delaware County Emergency Operations Center (EOC) to schools, scouts, civic group, homeowner associations and other interested groups. In conjunction with Delaware County Emergency Management Agency, we offer information and discussions that assist in receiving emergency preparedness related merit badges for Scouts.

For schools, we offer programs dedicated to show to use 9-1-1 in an emergency and how 9-1-1 protocol. There is no cost for our presentation, and the knowledge gained could potentially save a life. We offer the opportunity to have a DELCOMM representative visit a community organization's meeting location, or the group may schedule a visit to our 9-1-1 Dispatch Center and Emergency Management Agency's Emergency Operations Center (EOC) to learn more about 9-1-1 protocol, safety and preparedness.



DELCOMM also participates in partner agency open houses, especially during the month of October when the fire departments open their stations up and ask us to join them with a display table. We have our mascot, Redd E. Fox, who is a beloved character and is always requested to attend local events.

During outreach events DELCOMM staff hands out educational promotional items to attendees. These items consist of mood pencils, mood bracelets, ink pens, bookmarks, magnetic clips and hacky sack balls. The items are very popular and it is not uncommon to see someone wearing a 9-1-1 *Know Your Location* bracelet around town!



LOOKING AHEAD TO 2016

- In 2016, staffing and training will continue to be a priority for DELCOMM.
- We will re-implement a Quality Assurance / Quality Improvement program to adhere to APCO standards.
- We will also complete a full review of all policies and procedures and modify as necessary.
- We are also working on the remodeling of the 9-1-1 Center. Current furniture is past its useful life. A contract was signed in 2015 with Xybix Corporation for 15 new positions along with the needed accessories. Each dispatch position will be fully adjustable to meet the needs of all employees. Each position will include a task light, heater, and fan for additional comfort. One of the fifteen positions will have a treadmill for physical activity and another will be equipped with an exercise bike.
- In 2016, we will work with the district on the NFPA 1221 guidelines on dispatch and communications.
- We also signed a contract with B&C Communications to upgrade our existing Cassidian 9-1-1 phone system. Our current system running on XP workstation were unable to be maintained. This system will also be able to support texting to 9-1-1. A texting to 9-1-1 service provided still needs to be identified.

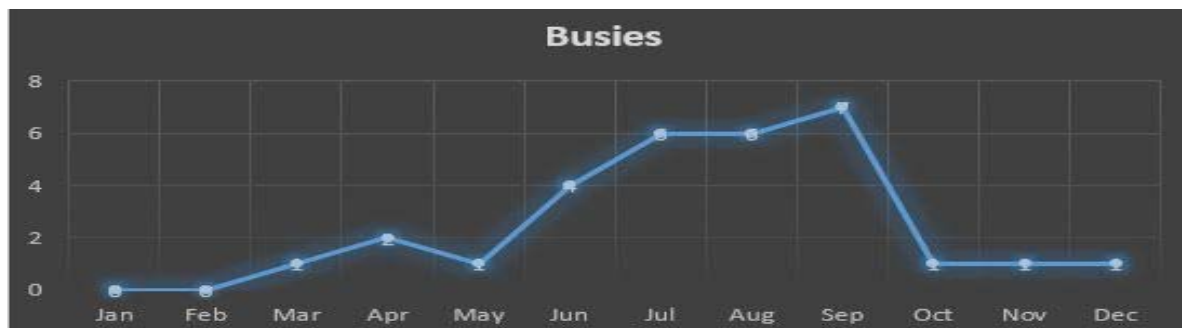


2015 RADIO SYSTEM

All System Talk Groups

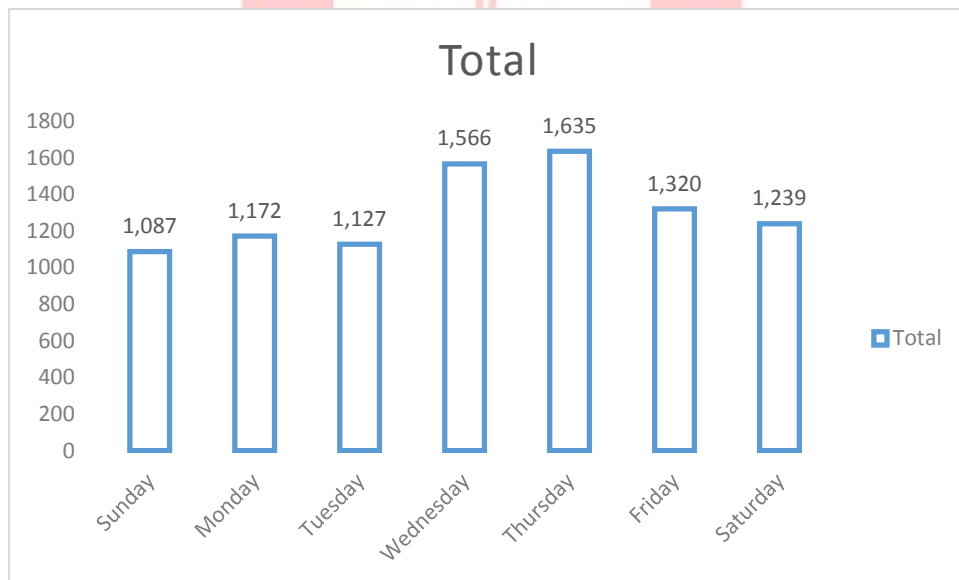
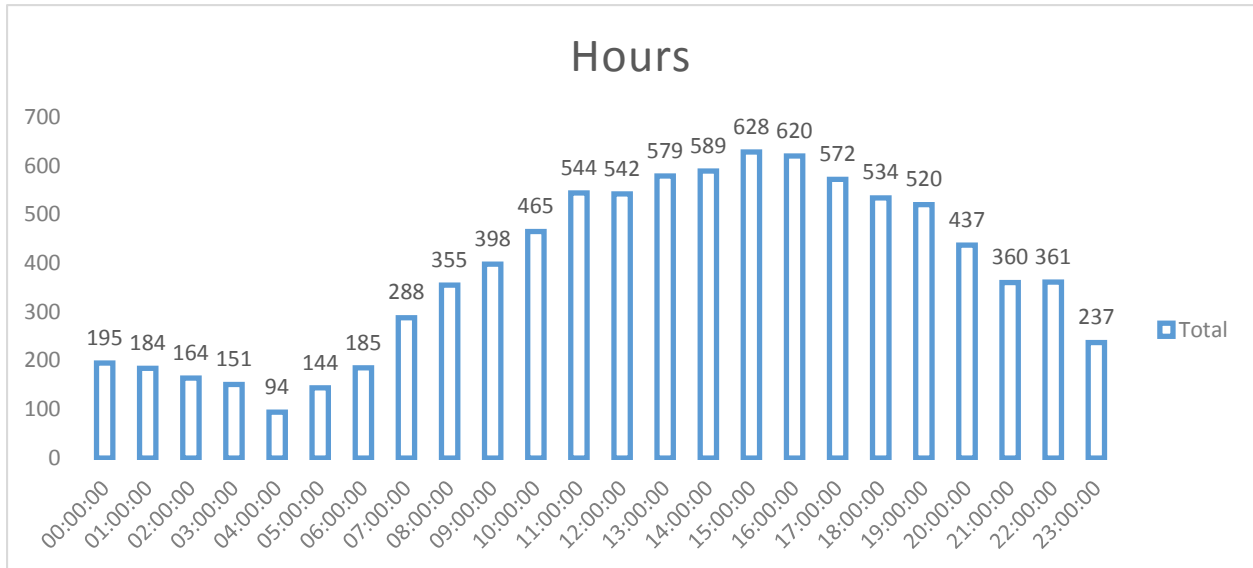
The following graphs breakdown the total number of Push To Talk (PTT) from various agencies keying up their public safety radios.

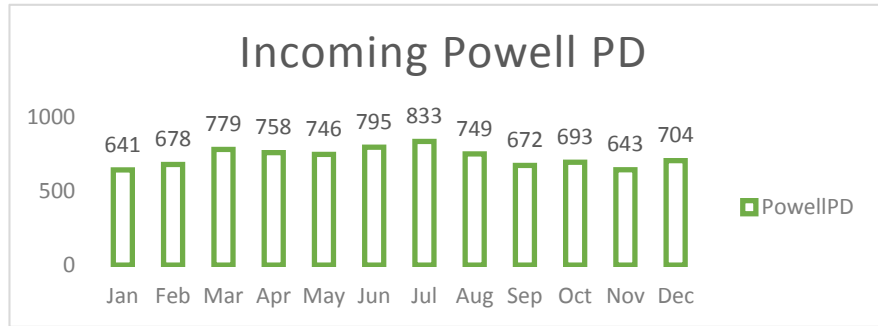
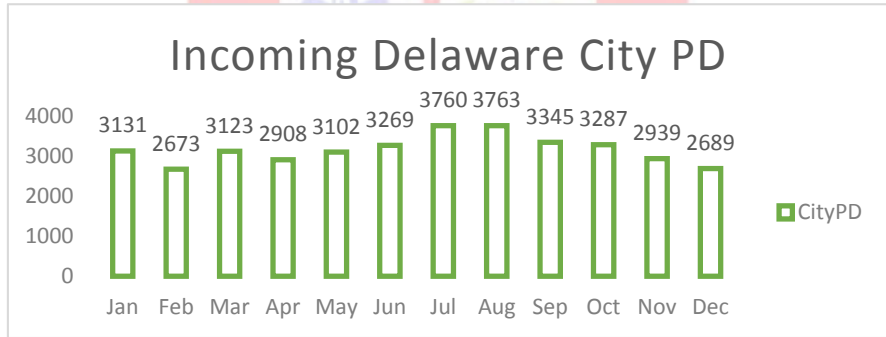
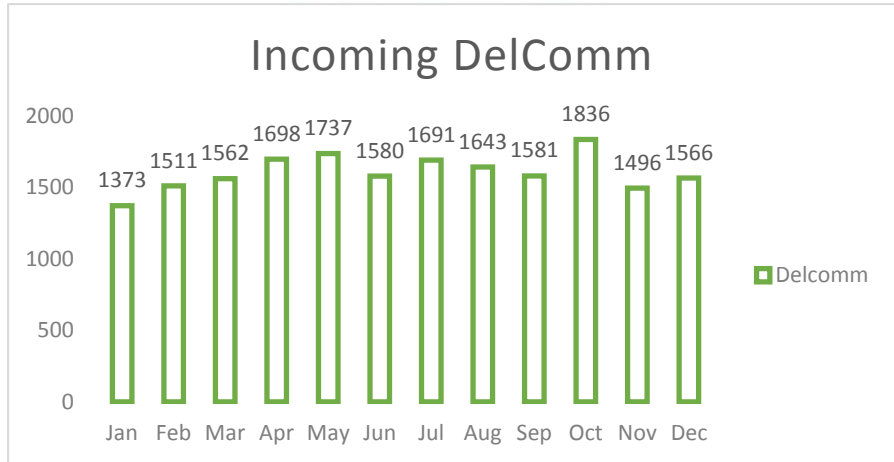
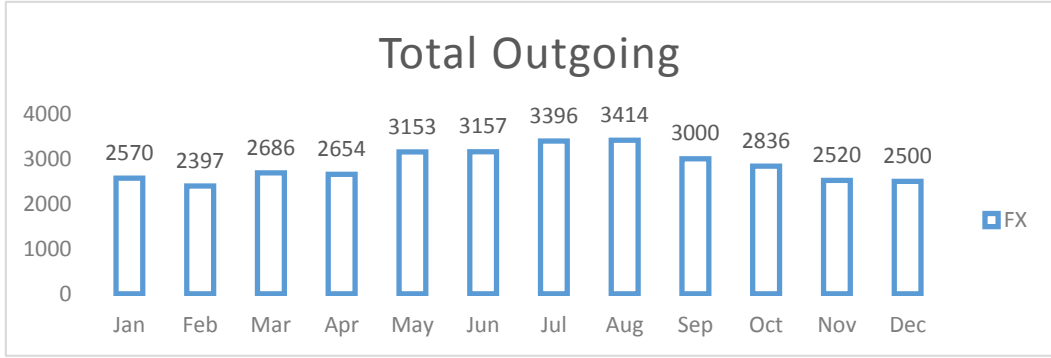
Row Labels	Sum of Push to Talk	Average of PTT Duration	Sum of Busies
Jan	337,329	0:00:08	0
Feb	315,067	0:00:07	0
Mar	359,641	0:00:08	1
Apr	355,041	0:00:08	2
May	385,065	0:00:08	1
Jun	360,395	0:00:08	4
Jul	387,103	0:00:08	6
Aug	405,263	0:00:08	6
Sep	375,932	0:00:08	7
Oct	389,334	0:00:07	1
Nov	350,691	0:00:07	1
Dec	348,304	0:00:08	1
Grand Total	4,369,165	0:00:08	30

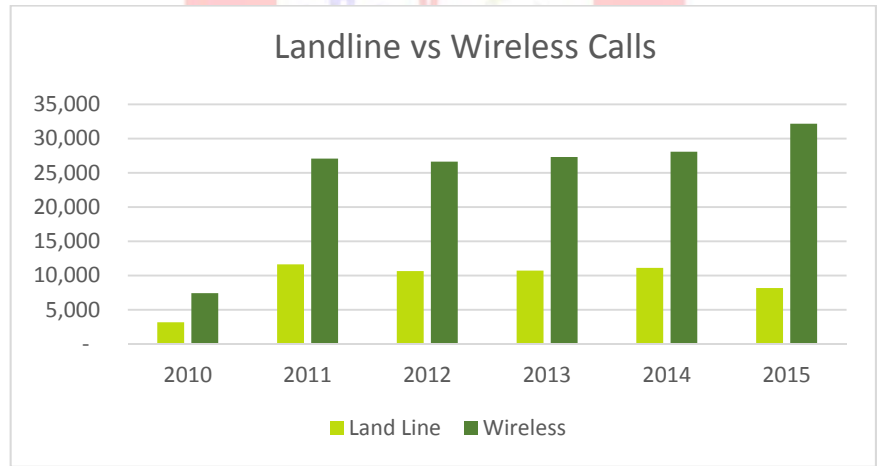
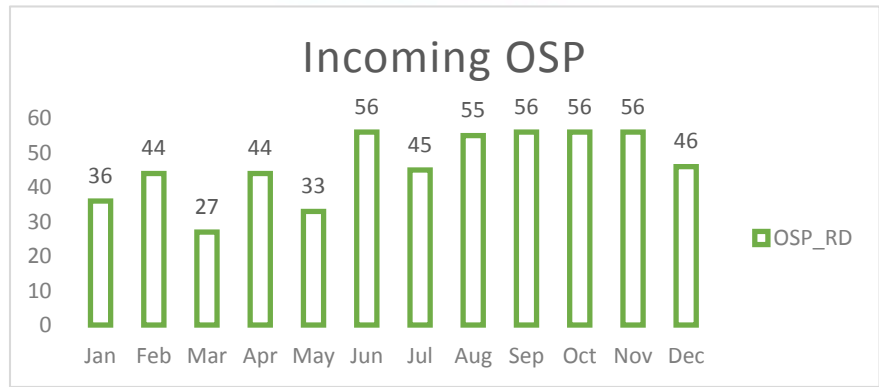
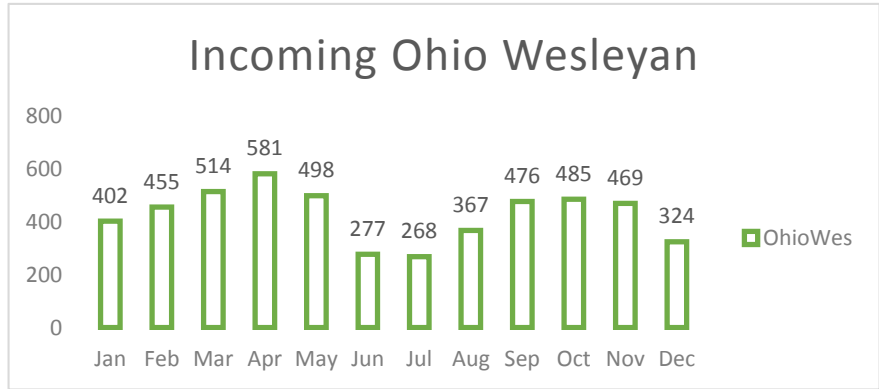


ANSWERED CALLS

The following graphs breakdown the total number of answered calls versus day of the month, and hours in a day.







DELCOMM

DELAWARE COUNTY EMERGENCY COMMUNICATIONS

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