



Delaware County Emergency Communications 2023 ANNUAL REPORT

Serving our Community & Responders

Welcome to the 2023 DELCOMM one-pager Annual Report. Below are key facts and figures demonstrating DELCOMM's commitment to serving our communities and responders. Our highly trained team consistently outperforms national and state standards in call-taking and dispatch times. Our team members' outstanding performance also earned them several awards in 2023.

In addition to our accomplishments, 2023 brought change to DELCOMM by adding new team members and leadership. As we move into the future and prepare for technological advancements, including Next Generation 9-1-1, we are fortunate to have the guidance of our 9-1-1 Board and the support of our responders and communities.

2023 was a productive year, and we look forward to our successes in 2024. -Lauren Yankanin, Director

DELCOMM by the Numbers

99.6%

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

Complaints

1 Informal
1 Formal
Both sustained

98.98%

Percentage of Fire/EMS calls dispatched in <90 seconds

5 Grievances

Settled without arbitration

>100,000

Number of phone calls handled by DELCOMM IN 2023

0 BWC or Liability Reports

AWARDS

- Service Awards
 - Jeanette Adair (25)
 - Marcus Chapman (10)
 - Bryan Rand (10)
- Stork Awards
 - 5/11/23 Miranda Robbins
 - 11/25/23 Jen Keck
- Lifesaver Awards
 - 4/22/23 Hunter Frey
 - 7/21/23 Karla Jacobs
 - 9/14/23 Marcus Chapman
 - 12/17/23 Tricia McMunn
- Telecommunicator of the Year
 - Hunter Frey

Congratulations

Financial Summary

Expenditures	Government Assistance Funds
Property Tax Levy	\$385,767.60
\$4,624,671.63	

Revenues	Government Assistance Funds
Property Tax Levy	\$585,671.71
\$4,981,281.16	

Accomplishments

- Successful year four CALEA on-site audit in June, with reaccreditation awarded in November.
- Successful State of Ohio 9-1-1 Program Office compliance review.
- Coco and her handler, 9-1-1 Dispatch Supervisor Karla Jacobs, spent 180.5 hours serving communities and responders.

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

