

Joint Emergency Communications Services Association

FY2018 Annual Report



Table of Contents

Message from Executive Director.....	3
Vision/Mission/Purpose.....	4
Overview.....	5
Policy Board of Directors/Organizational Chart.....	6
Personnel Allocation.....	7
Training and Events.....	8
Statistics.....	9
Telecommunications.....	15
Emergency Medical Dispatch.....	16
Frequently Asked Questions.....	17
Budget Summary.....	18

Message from Executive Director

December 6, 2018

Dear Policy Board and 28E member entities;

I am pleased to present the 2018 annual report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2018.

Fiscal year 2018 was the eighth (8th) year of operation for the Joint Emergency Communications Center. We have continued to streamline and improve our processes as we work with the member agencies to process emergency calls quicker and dispatch them more efficiently.

In October 2017, the JECC went live with Text to 911. This was another technological advancement in the realm of technology for 911 communications. Text to 911 gives callers who are hearing impaired or callers who may be in a situation where their safety may be compromised by calling 911 by phone a way to contact emergency services for help. The preferred method for contacting 911 is still by telephone because help can be sent quicker and it also provides the dispatch service with more thorough location information. We encourage people to remember the phrase “Call if you can, Text if you can’t” when contacting 911.

We experienced an approximate 4% increase in the number of overall emergency and non-emergency telephone calls in fiscal year 2018. We experienced an approximate 5% increase in the number of calls for service that were created in fiscal year 2018. We saw cellular 911 call volume increase by approximately 2% and wireline 911 calls increase by approximately 6% over fiscal year 2017. We experienced a 3% increase in VoIP calls. There was also an increase of approximately 3% in non-emergency call volume over fiscal year 2017.

In the past year, we also had two additional counties join our regional radio system. Both Dubuque and Iowa Counties have purchased systems that will connect to the regional radio system and become partners in emergency communications services with Johnson County.

We continue to look forward to the challenges that will be presented to us in the future and continuing to provide the highest level of emergency communications to the residents of Johnson County.

Sincerely,



Tom Jones
Executive Director

Vision

To serve and support the public safety communications needs of our customers in the most efficient and responsive manner possible.

Mission Statement

To provide all residents of Johnson County a single answering point for processing their calls for emergency and non-emergency assistance for police, fire, medical and general service responders. To provide primary communications for all public safety agencies responding within our jurisdictional boundaries through use of 2-way radios, telephones and/or teletype equipment. To maintain up-to-date and continuous training for all employees to insure prompt, professional and efficient services.

Services Provided by the JECC

- Enhanced Wireless and Wireline 911 services to all Citizens of Johnson County.
- Radio Communications/Computer Aided Dispatch to 5 Law Enforcement Agencies.
- Radio Communications/Paging Communications/Computer Aided Dispatch to 14 Fire Departments, Johnson County Ambulance Service and Johnson County HAZMAT team.
- Radio Communications only to the following:
 - University of Iowa Department of Public Safety
 - Iowa Department of Corrections High Risk Unit
 - U.S. Army Corps of Engineers
 - Iowa DNR-Lake McBride and Conservation
 - Johnson County Conservation
 - UIHC
 - Mercy Hospital
 - VA Hospital
 - North Liberty Public Works
 - Coralville Public Works
 - Johnson County Secondary Roads
 - University of Iowa Parking and Transportation
- Activates and monitors the Johnson County Outdoor Warning Systems.
- Notification and monitoring point for Severe Weather activity for the National Weather Service-Quad Cities
- Alert Iowa

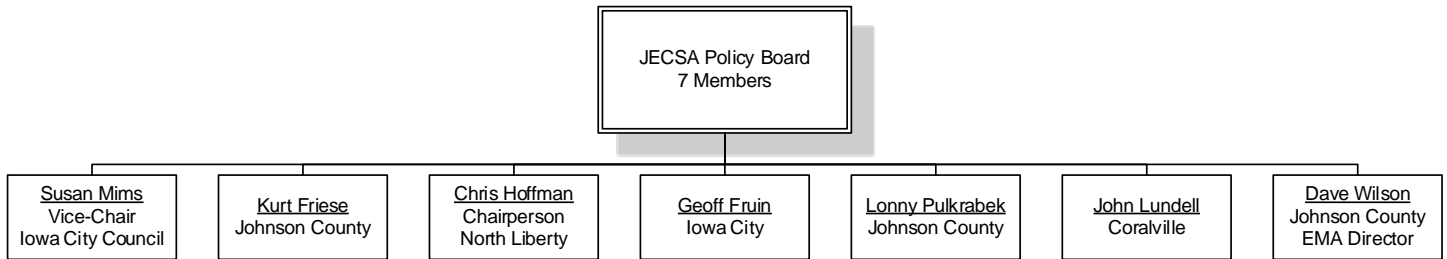
Overview

The Joint Emergency Communications Center of Johnson County (JECC) is the clearing house for all 9-1-1 calls and all Emergency Communications for Johnson County. With nearly 149,210 citizens (2017 US Census estimate), Johnson County is Iowa's fourth most populated county and covers 623 square miles. The JECC serves as the epicenter for emergency communications for all citizens of Johnson County. The Johnson County Emergency Management Agency (EMA) is also located in the same facility.

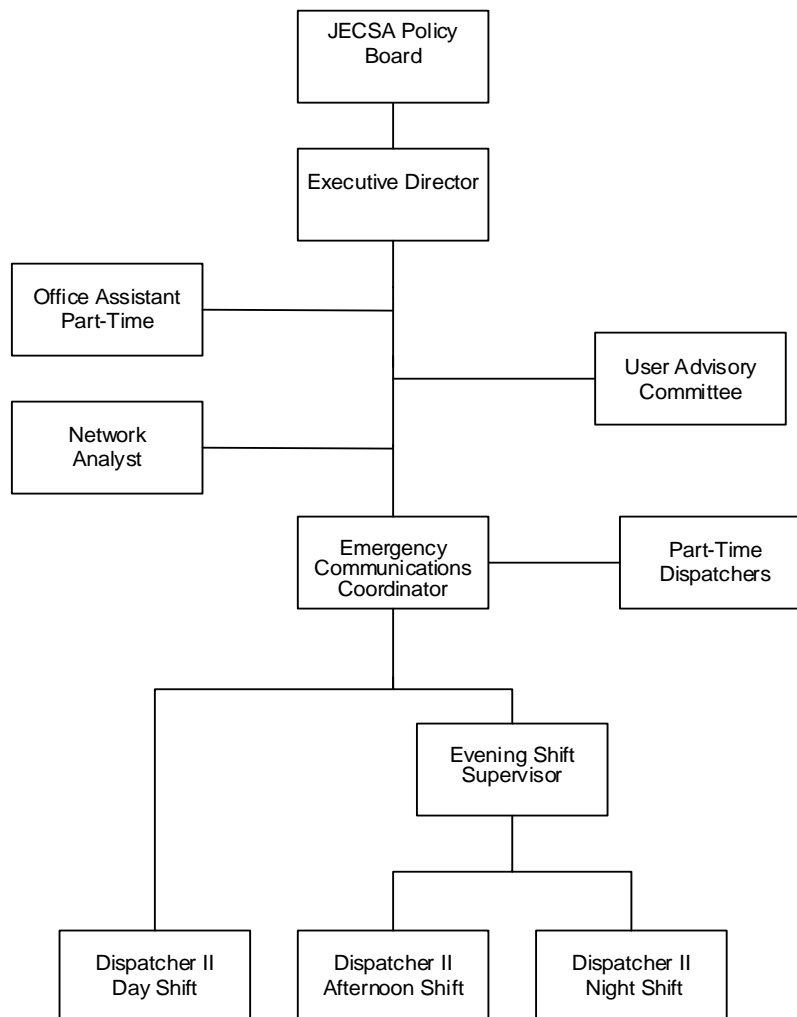
The JECC serves the public 24 hours a day, 7 days a week, and 365 days a year with specially trained dispatchers to answer all emergency calls for assistance. These operators receive and/or transmit emergency telephone, radio, alarm, and other types of data over multiple computer systems, then analyze it in a timely manner for the purpose of relaying the information between citizens and first responders during emergencies in order to preserve life and property.

Another important responsibility of Emergency Communications Personnel is the accurate entry and removal of wanted persons, articles and vehicles in NCIC. This includes providing, on demand, the results of NCIC queries made by field units.

Joint Emergency Communications Services Association Policy Board of Directors



Joint Emergency Communications Center (JECC) Organizational Chart



Personnel Allocation – FY2018

<u>Job Title</u>	<u>Management</u>	<u>Administrative</u>	<u>Operations</u>	<u>Total</u>
Executive Director	1			1
Emergency Communications Coordinator	1			1
Evening Shift Supervisor	1			1
Systems/Network Analyst		1		1
Office Assistant – Part-Time		1		1
Dispatcher II			25	25
Dispatcher II / Part-Time			3	3
			Total	33

Training and Events

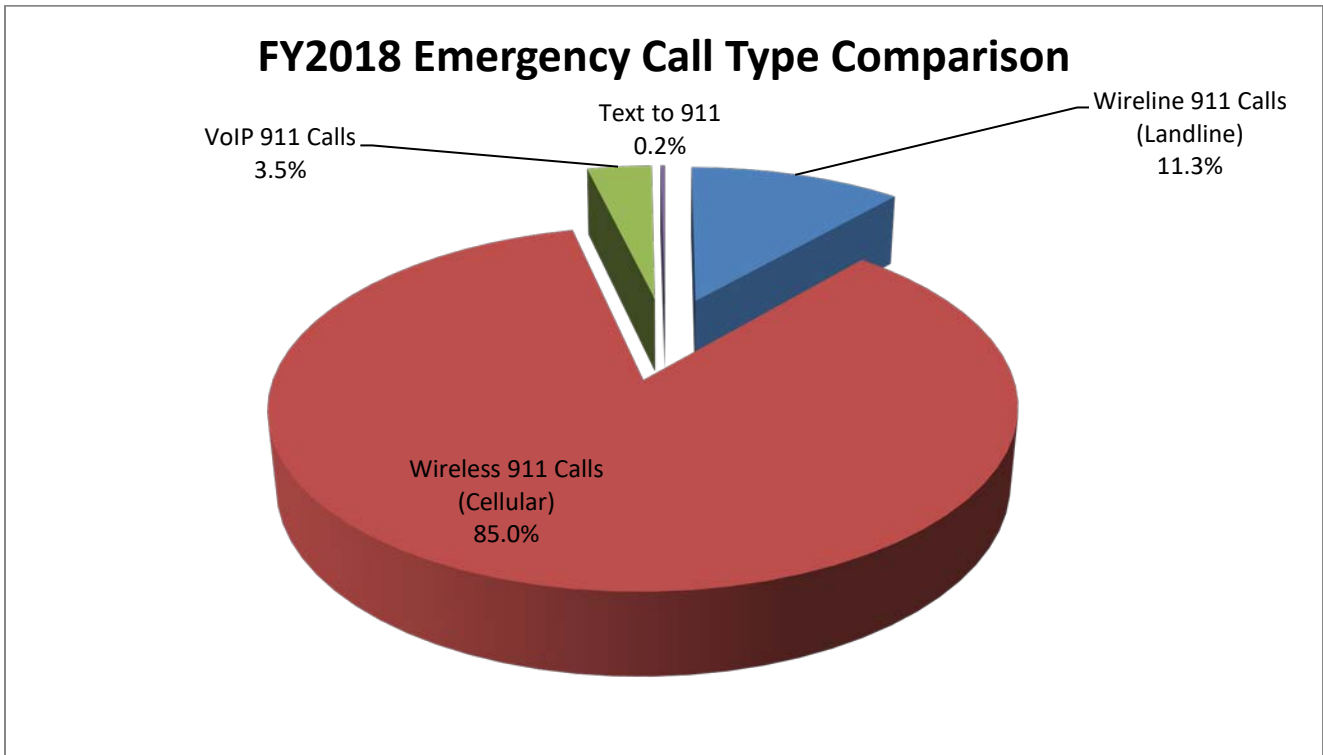
The dedicated 911 Dispatch Staff continue to promote the 911 Center in a positive way through participation in a number of volunteer events:

- Johnson County Fair
- UIHC Emergency Medicine Resident Training Program
- Citizens Police Academy
- Iowa City Chamber of Commerce Community Leadership Program
- UIHC Paramedic Program Orientation
- Partner in UIHC EMS Fellowship Program
- HACAP Adopt a Family for Christmas

The 911 Dispatchers took advantage of a number of training opportunities in fiscal year 2018 including:

- APCO/NENA Spring and Fall Conference
- CJIS Training
- Police Legal Sciences
- Crisis Intervention Training
- Radiological Emergency Preparedness Training
- WENS – Emergency Communications Network
- NENA Certified Training Officer Training
- Emergency Medical Dispatch Certification Class
- Emergency Medical Dispatch Quality Assurance Class
- Basic Iowa System Training
- State of Iowa 40 Hour Dispatch Class
- APCO Active Shooter Training
- Advanced Telecommunicator Training
- ProQA Training
- AQUA Training for EMD-Q's
- Cardiac/Respiratory/Death Protocol EMD Advancement Series
- Overdose/Poisoning (Ingestion) EMD Advancement Series
- Fast Track EMD Training
- EMD Universal Standards 10 Training
- Viper Text-to-911 Training

Statistics – FY2018

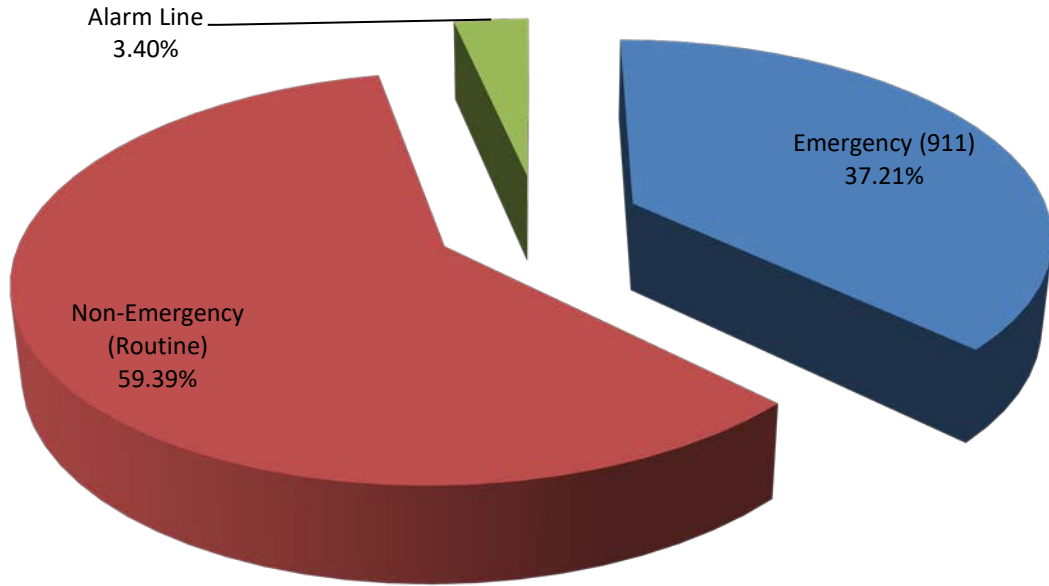


Call Type	Total	Percent
Wireline 911 Calls	5,662	11.3%
Wireless (Cellular) 911 Calls	42,439	85%
VoIP 911 Calls	1,724	3.5%
Text to 911	120	0.2%
Total	49,945	100%

This summary shows the total of Emergency 911 calls received in fiscal year 2018.

*Text to 911 statistics are from 10/1/17 since that is when the service was first available to the JECC. Approximately 75 of the 120 Texts received were from testing and training purposes.

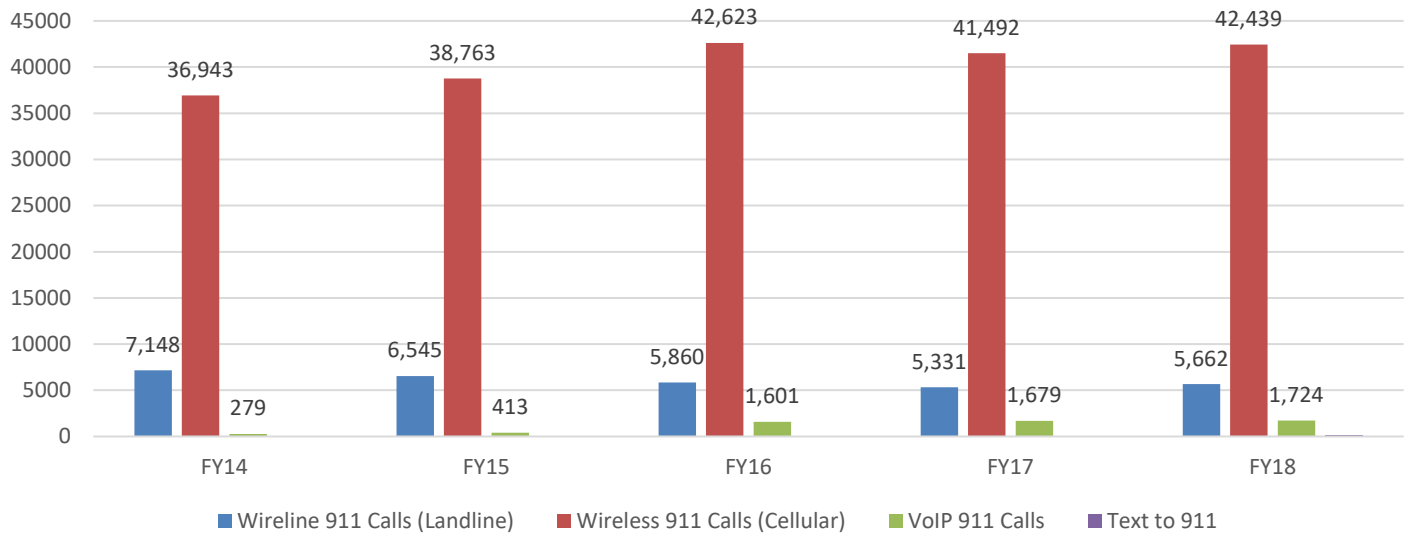
FY2018 Call Type Categories



Categories	Volume	Percent
Emergency (911) including VoIP & Text	49,945	37.21%
Non-Emergency (Routine)	79,722	59.39%
Alarm Line	4,563	3.40%
Total	134,230	100%

This summary shows the overall total volume and percentage of call types received in fiscal year 2018. This was a 4% overall increase over Fiscal Year 2017.

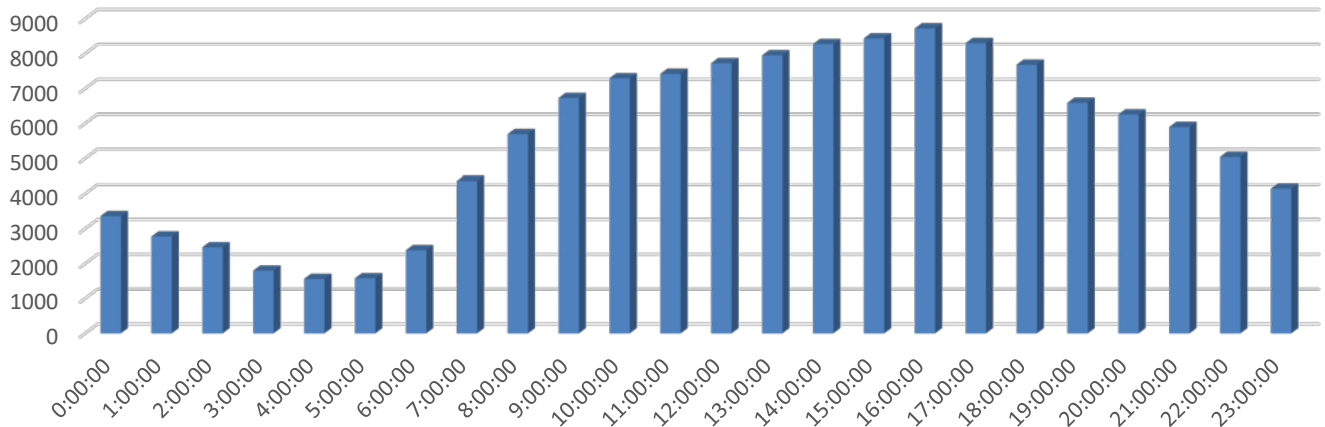
5-Year Emergency 911 Call Volume Comparison



Call Type	FY14	FY15	FY16	FY17	FY18
Wireline 911 Calls (Landline)	7,148	6,545	5,860	5,331	5,662
Wireless 911 Calls (Cellular)	36,943	38,763	42,623	41,492	42,439
VoIP 911 Calls	279	413	1,601	1,679	1,724
Text to 911	0	0	0	0	120
Totals	44,370	45,721	50,084	48,502	49,945

We experienced an overall 2% increase in cellular 911 call volume compared to fiscal year 2017. Wireline 911 calls also increased by approximately 6% compared to fiscal year 2017. There was a 3% increase in VoIP calls over fiscal year 2017.

Daily Call Volume Per Hour of the Day



Throughout the year, the JECC received its highest volume of phone calls between the hours of 1400 and 1700. The 1600 hour (4:00 p.m.), was the busiest hour with 8,720 calls being received during that hour throughout the year.

Call Taking Standards

A ringing 9-1-1 line is considered the highest priority until proven otherwise. Quick reaction and answer time is essential.

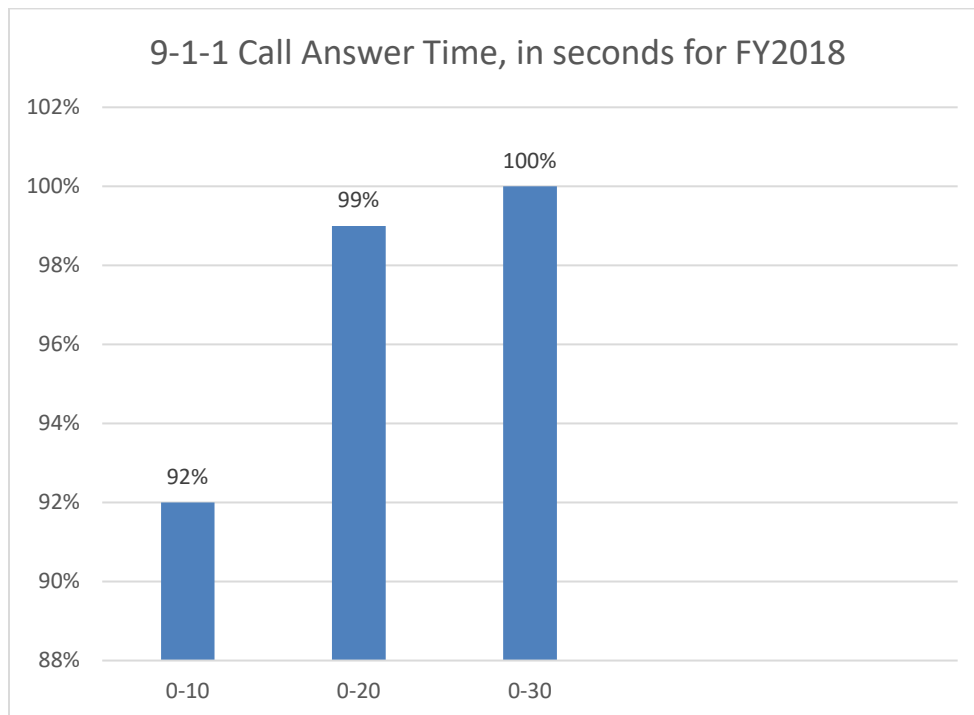
We continue to meet the National Emergency Number Association (NENA) Call Answering Standard Recommendation of:

- 90% of all 9-1-1 calls shall be answered within ten (10) seconds.
- 95% of all 9-1-1 calls shall be answered within fifteen (15) seconds.
- 95% of all 9-1-1 calls shall be answered within twenty (20) seconds.

JECC dispatchers answered 92% percent of 9-1-1 calls within ten (10) seconds. This was a 1% decrease over Fiscal Year 2017.

The average call answer time was six (6) seconds for all 911 calls answered.

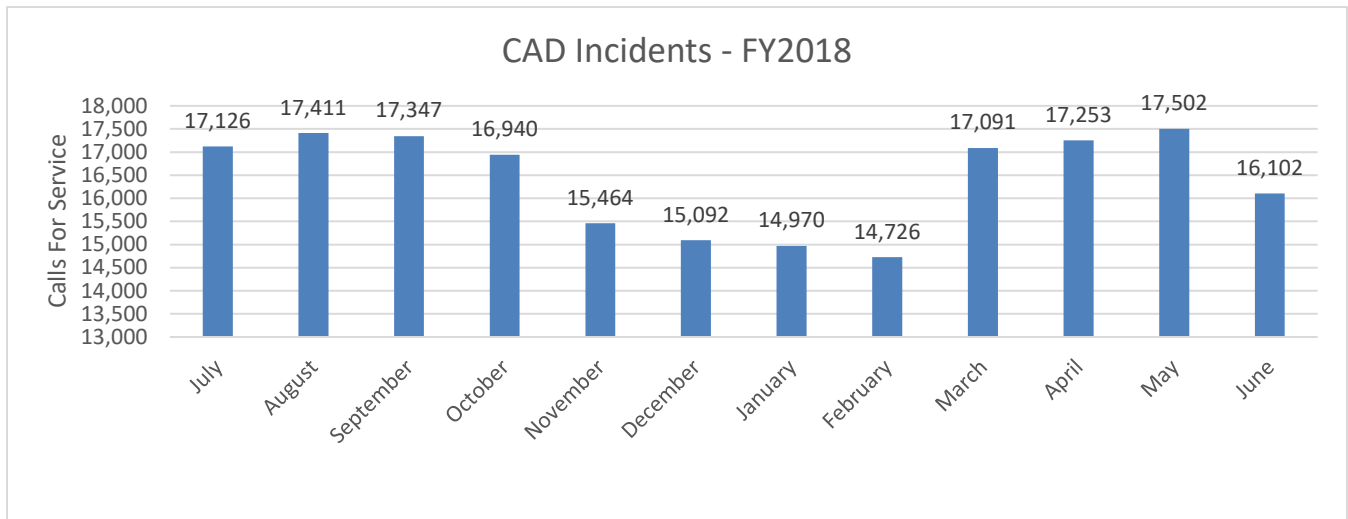
From time to time there are situations that are out of our control that can affect our call answering time. These situations include times where simultaneous emergency lines ring into the center and there are more lines ringing than there are staff to answer them. This is very common when accidents along the interstate occur and during severe weather events.



Statistics – Calls for Service/Dispatch Actions

In the same way that the JECC tracks the number of calls received during the fiscal year, dispatch actions in the Computer Aided Dispatch (CAD) system are also tracked. These actions include those initiated by dispatchers who communicate directly with officers in the field, traffic stops, officer-initiated on-view incidents and both routine and emergency calls into the communications center.

This activity resulted in the creation of 197,024 Computer Aided Dispatch (CAD) incidents processed by JECC staff in fiscal year 2018. This was a 5% increase in the number of calls for service that were created in fiscal year 2017. The Joint Emergency Communications Center professionally handles calls for 15 Public Safety Agencies throughout Johnson County and surrounding counties.

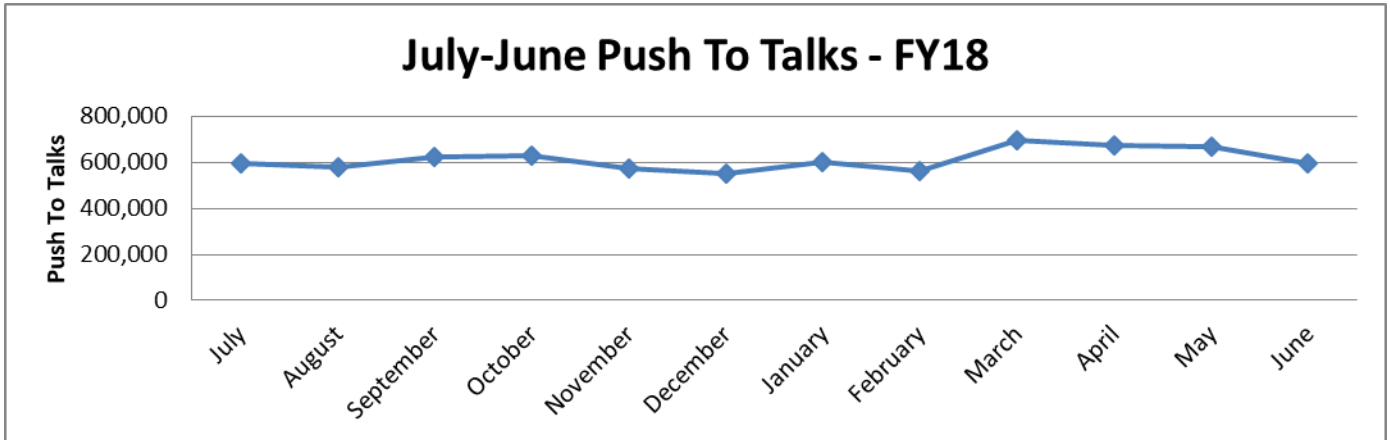


	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	14,934	14,934	2,192	2,192	17,126	17,126
August	15,276	30,210	2,135	4,327	17,411	34,537
September	15,100	45,310	2,247	6,574	17,347	51,884
October	14,543	59,853	2,397	8,971	16,940	68,824
November	13,353	73,206	2,111	11,082	15,464	84,288
December	12,948	86,154	2,144	13,226	15,092	99,380
January	12,781	98,935	2,189	15,415	14,970	114,350
February	12,894	111,829	1,832	17,247	14,726	129,076
March	15,025	126,854	2,066	19,313	17,091	146,167
April	14,971	141,825	2,282	21,595	17,253	163,420
May	15,256	157,081	2,246	23,841	17,502	180,922
June	13,989	171,070	2,113	25,954	16,102	197,024
TOTAL	171,070	171,070	25,954	25,954	197,024	197,024

*The number of calls for service processed are not a direct result of the number of telephone calls that we receive.

Statistics – Radio System Usage

The Joint Emergency Communications Services Association (JECSA) for Johnson County owns and operates a 7-site, Harris Linear Simulcast P25 Radio System. In fiscal year 2018 there were approximately 7,349,605 total push to talk (PTT) radio calls processed on the system utilizing up to 226 talk groups. This includes talk groups from the Linn County radio system that were utilized on the Johnson County system.



	<u>Push to Talks</u>	<u>Air Time (Minutes)</u>
July	597,373	37,494
August	578,615	35,802
September	625,679	38,865
October	628,702	38,752
November	570,505	34,901
December	549,415	34,645
January	603,334	36,943
February	560,966	33,704
March	695,270	42,026
April	674,304	40,311
May	668,294	40,597
June	597,148	36,196
TOTAL	7,349,605	450,236

Telecommunications

In fiscal year 2018, we continued to see more growth in incoming cellular 911 calls versus landline 911 phone calls. There is also an increasing number of VoIP (Voice over Internet Protocol) calls that come into the 911 Center as that technology is expanding into the homes. The heaviest volume of calls that we receive continue to come in on the non-emergency number 356-6800. Please remember that 911 should only be used for true emergencies.

911 and the non-emergency number 356-6800 are dedicated telephone lines that provide emergency dispatchers with the ability to see phone numbers, addresses, and names to assist them in pinpointing a caller's location. This is called Automatic Location Identification or ALI.

The Joint Emergency Communications Center also supports VoIP calls. Some examples of VoIP phone companies are Mediacom and Vonage. When placing a call to 911 using this technology, caller information may or may not appear on the dispatchers screen. It is important for all subscribers of this technology to ask their providers how 911 calls are handled with their company.



We also continue to explore new technologies and Next Generation 911 (NG911) services such as receiving text messages to keep up with the technological advances in the field of 911 communications.

Callers with Language Barriers

The Joint Emergency Communications Center utilizes Language Line Services to assist dispatchers with over-the-phone translation services in over 200 different languages for non-English speaking callers. Our call takers conference in the caller with a translator to assist them with information gathering from the caller to determine what type of emergency they are reporting. This service is accessed by calling an 800 number with the caller on the line and you are connected to a translator within minutes.

Communications with Impaired Callers

The Joint Emergency Communications Center personnel are trained to answer and process calls from TTY users. Deaf, hearing and/or speech impaired callers receive the same level of service from our telecommunicators. Personnel use a TTY system that is integrated into the phone system to process these calls and then relay the information to the appropriate agency for the emergency type and location.

Emergency Medical Dispatch

The Joint Emergency Communications Center (JECC) utilizes the Medical Priority Dispatch System's Emergency Medical Dispatch Program (EMD) to handle requests for emergency medical assistance. All of our dispatchers are EMD certified. The EMD program is a set of cards that direct the dispatcher to ask the caller a series of questions based on the nature of the medical emergency. This enables the dispatcher to determine the most appropriate medical response priority. EMD also provides written Post-Dispatch and Pre-Arrival instructions to give to callers when appropriate and possible.

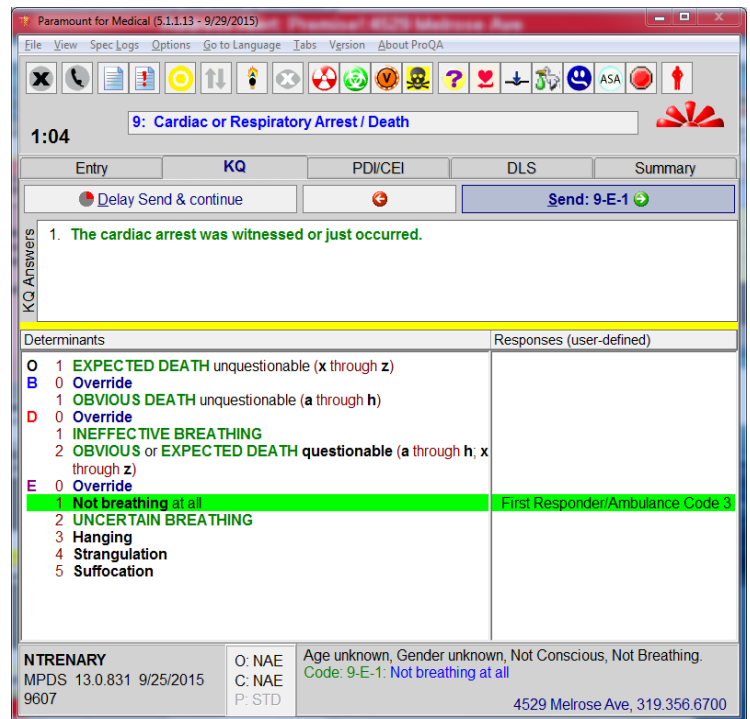
In November 2015, we migrated from the card sets to the ProQA Dispatch Software. ProQA is the computerized version of the Emergency Medical Dispatch protocols. ProQA helps emergency dispatchers move smoothly through the protocols and assists in quickly identifying the appropriate response code for each case. It also guides dispatchers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.

Included in this process is a Quality Assurance program. All certified EMD dispatchers receive ongoing feedback on their performance based on guidelines established by the National Academies of Emergency Dispatch and EMS, Inc. The purpose of Quality Assurance is to provide a non-punitive means of assisting staff in maintaining a high level of performance.

We also implemented the AQUA quality assurance/quality improvement software in conjunction with ProQA. AQUA automates the entire emergency dispatch case review process and assists in data entry, compliance scoring, record keeping and reporting. With AQUA, we can measure and document the quality of service that our call takers are providing to callers while also evaluating our level of compliance to International Academies of Emergency Dispatch (IAED) standards. AQUA has also streamlined the quality assurance process to allow the Quality Improvement Team to review 100 calls a month, compared to the 25 calls a month prior to implementation.

Since the migration to ProQA and the use of AQUA, we have seen a 38% increase in the percentage of compliant calls according to IAED standards over using the previous card system.

Our staff receives individual and group training and education throughout the year based on the overall findings of these reviews. All staff also has access to a variety of self-education tools to help them maintain their skills. In order to maintain their certification with the EMD program, all staff is required to recertify every two years. This includes the successful completion of a written examination, twenty-four (24) hours of training and CPR certification.



Frequently Asked Questions

Why am I asked so many questions?

Once a citizen is connected to 9-1-1, the Telecommunicator follows a standard set of questions. If the caller is requesting an ambulance or the fire department, protocols are used that are based on a system that is used by many centers worldwide. This is a state-of-the art emergency dispatch protocol that meets or exceeds all standards established by the US Department of Transportation and International Academies of Emergency Dispatch. It includes the following:

- What is the address of the emergency?
- What is the phone number you are calling from?
- Okay, tell me exactly what happened.
- What is your name and address?

The protocol also provides instructions to relay to the caller in life threatening situations, such as CPR or how to control bleeding.

Are these questions delaying help being sent?

No, the questions ensure the appropriate response is sent and provides critical information to the responders. Often police and/or fire/EMS department personnel are dispatched after obtaining the location & problem, and the call-taker will continue to ask questions or provide instructions while the responders are en route.

What should I do if I call 9-1-1 by accident?

Please, stay on the line and inform the Telecommunicator that you misdialed. When you hang up, it creates additional work for the Telecommunicator. The Telecommunicator will have to call back to determine if there is a problem and even potentially send out police, fire, or EMS responders. Letting the Telecommunicator know it was a misdial saves time and resources.

Can I text to 9-1-1?

The JECC accepts text to 9-1-1. In the event text to 9-1-1 is not available you will receive a bounce back message indicating to make a voice call. You should only text to 9-1-1 if you are unable to make a voice call. If you do not receive a response for a text to 9-1-1 call, make a voice call.

General Information

- 9-1-1 should not be used to report utility outages (power, gas, cable, etc), contact your provider.
- When Outdoor Warning Sirens are activated, seek shelter immediately. There is no “All Clear” siren or signal. In a weather event when a watch/warning expires, you must determine based on observations and information if it is safe to leave your place of shelter. Please do not call 9-1-1 unless you are reporting a life threatening situation or hazardous conditions. As a reminder, sirens are tested the first Wednesday of the month at 10am.

Budget Summary - FY2018

The total approved operating budget for fiscal year 2018 was \$3,411,113.00.

