

# Joint Emergency Communications Services Association

## FY2022 Annual Report



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# Message from Executive Director

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January 17, 2023

Dear Policy Board and 28E member entities;

I am pleased to present the Fiscal Year 2022 Annual Report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2022.

Our public safety responders and the citizens of Johnson County continue to depend on our services and team as we continue to navigate the challenges post COVID-19. We face the same staffing challenges that centers across the state are facing and our agency's top priority continues to be focusing on our staff and ensuring reliable, accurate, and timely emergency dispatch services.

As we look ahead into fiscal year 2023; we will be preparing to receive calls from the National Suicide Prevention Hotline 988 that went into effect in July 2022. As we prepare to receive calls from 988 we will also be focusing on new procedures for diverting 911 calls to 988 that can be appropriately handled by mobile crisis teams. We are committed to working together on a local level to make sure that the appropriate resources are sent to those who need them.

In fiscal year 2022; there was an overall decrease of 16,330 total emergency and non-emergency telephone calls received (~12%) over fiscal year 2021. We experienced an 9% increase in the number of calls for service created compared to fiscal year 2021. We saw NG911 (combined wireline and wireless 911) call volume decrease by approximately 22% over fiscal year 2021. We experienced an approximate 66% increase in Text to 911 messages. We experienced a 24% increase in calls to the Alarm line and an 8% decrease in non-emergency call volume compared to fiscal year 2021.

In closing, we look forward to another year and the new challenges presented to us as we continue to proudly serve our public safety partners, communities and residents of Johnson County.

Sincerely,

Tom Jones  
Executive Director

# Vision

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

## Mission Statement

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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

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- 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 15 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

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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 152,854 citizens (2020 US Census estimate), Johnson County is Iowa's fourth most populated county and covers 623 square miles.

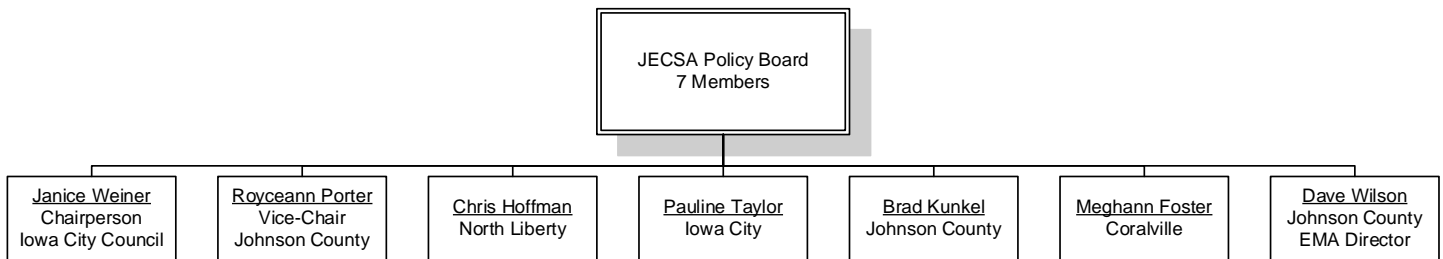
In 2009, Johnson County installed the first Harris P25 Trunked IP Linear Simulcast System in the State of Iowa. The seven (7) site radio system has approximately 967 Mobile and Portable Public Safety Radios in addition to approximately 500 non-public safety radios operating on its system throughout Johnson County. The JECC system shares radio communications resources with 17 counties in Central and Eastern Iowa along with connectivity to the Iowa Interoperable State-wide communications system (ISICS). Johnson County also houses three (3) Federal Interop repeated talkgroups for interoperable communications. The JECC serves as the epicenter for emergency communications for all citizens of Johnson County.

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.

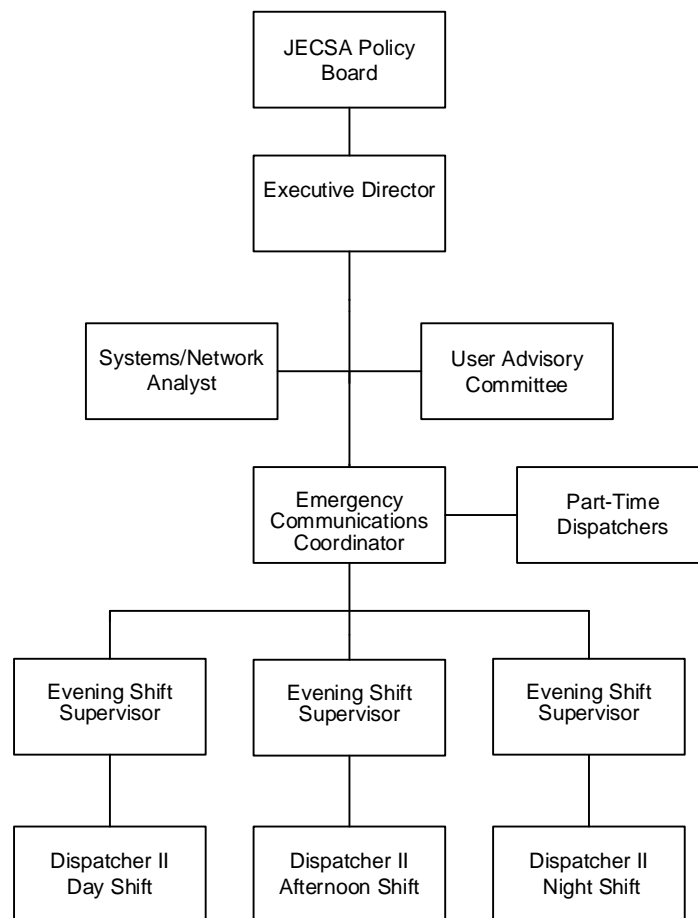
# Joint Emergency Communications Services Association Policy Board of Directors

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## Joint Emergency Communications Center (JECC) Organizational Chart

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## Personnel Allocation – FY2022

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<u>Job Title</u>	<u>Management</u>	<u>Administrative</u>	<u>Operations</u>	<u>Total</u>
Executive Director	1			1
Dispatch Operations Manager	1			1
Evening Shift Supervisor	1			1
Systems/Network Analyst		1		1
Dispatcher II			27	27
			Total	31

# Training and Events

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

- UIHC Emergency Medicine Resident Training Program
- North Liberty Kids for Kites Event
- 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 2022 including:**

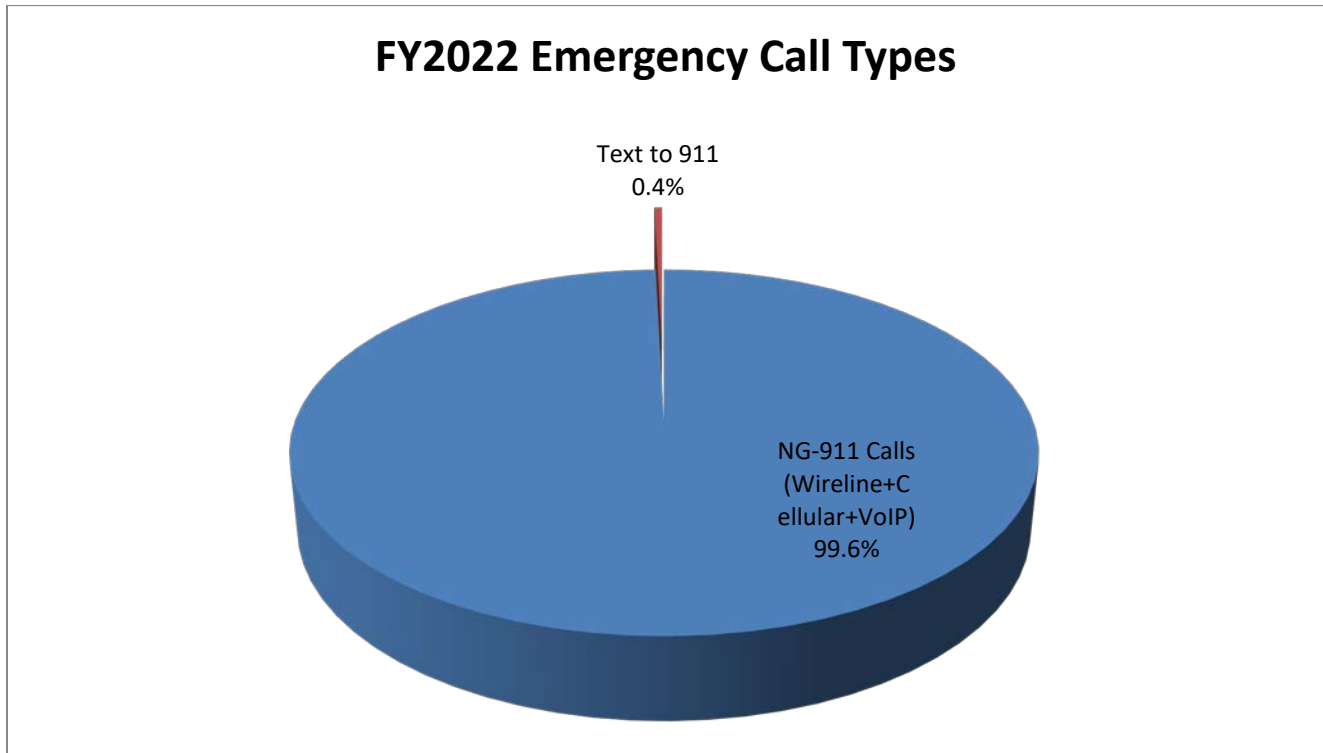
- Iowa Law Enforcement Academy – De-Escalation for Dispatchers
- APCO/NENA Spring Conference
- APCO/NENA Fall Conference
- CJIS Training
- Police Legal Sciences
- RAVE – Emergency Communications Network
- Zetron Max Training
- Emergency Medical Dispatch Certification Class
- Basic Iowa System Training
- State of Iowa – ISICS Training
- State of Iowa – Iowa System Guide
- State of Iowa - 40 Hour Dispatch Class
- State of Iowa – Criminal History and Re-Dissemination
- CPR Re-Certification
- RapidSOS Training
- ProQA Training
- IAED Learning Portal Training
- EMD CDE – Understanding Overdose/Poisoning
- EMD CDE – Traffic/Transportation Incidents
- EMD CDE – Precise Language Matters
- EMD CDE – Assault/Sexual Assault Incidents
- EMD CDE – PAI Target Tool
- EMD CDE – Repetitive Persistence
- EMD CDE – Inaccessible Incident/Entrapments
- EMD CDE – Aspirin and ASA Diagnostic Tool
- EMD CDE – Abdominal Pain
- EMD CDE – Case Entry Gender Selection
- EMD CDE – Allergies/Envenomations
- EMD Journal – “Clearly Dead?”
- EMD Journal – “Mechanism of Injury”
- EMD Journal – “Post-Dispatch Instructions in AQUA”
- APCO Journal – “Stress in the ECC”
- APCO Journal – “Critical Decision Points”
- NENA Journal – “Effective Call Taking”
- NENA Journal – “Address Verification”



## Statistics – FY2022

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This summary shows the total of Emergency 911 calls received in fiscal year 2022.



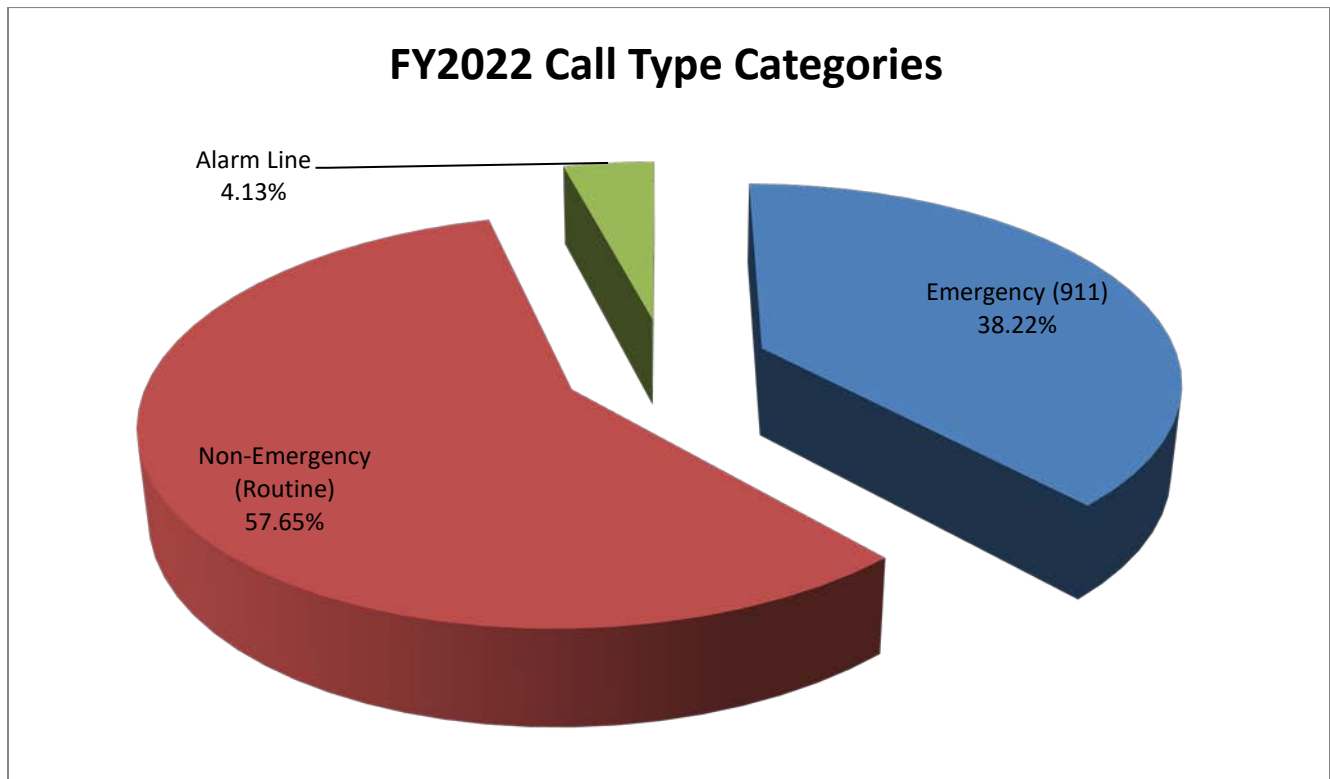
Call Type	Total	Percent
NG-911 Calls (Wireline+Cellular+VoIP Combined)	50,065	99.6%
Text to 911	203	0.4%
Total	50,268	100%

This summary shows the overall total of emergency call types received. In FY22 there was an 22% decrease in the total number of emergency call types received over FY21.

## Statistics – FY2022

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This summary shows the total call volume for all call types received in fiscal year 2022.

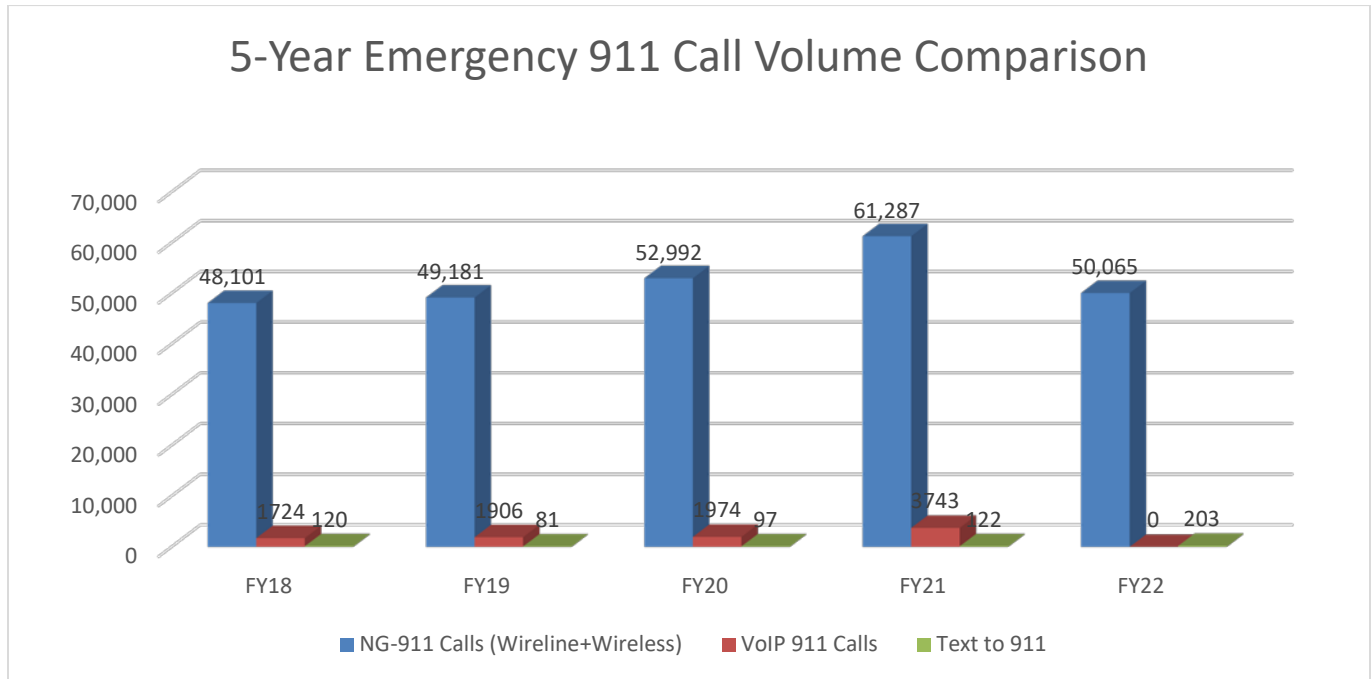


Categories	Volume	Percent
Emergency (911 & Text-911)	50,268	38.22%
Non-Emergency (Routine)	75,826	57.65%
Alarm Line	5,434	4.13%
Total	131,528	100%

This summary shows the overall total volume and percentage of call types received in fiscal year 2022. There was an overall 12% decrease of total calls received over Fiscal Year 2021.

## Statistics – FY2022

This chart shows a comparison of 911 call volume for the past 5 years.



Call Type	FY18	FY19	FY20	FY21	FY22
NG-911 (Wireline+Cellular)*	48,101	49,181	52,992	61,287	50,065
VoIP 911 Calls	1,724	1,906	1,974	3,743	N/A
Text to 911	120	81	97	122	203
<b>Totals</b>	<b>49,945</b>	<b>51,088</b>	<b>55,063</b>	<b>65,152</b>	<b>50,268</b>

\*VoIP 911 calls are now included in NG911 statistics.

We experienced an approximate 18% decrease in overall 911 call volume compared to fiscal year 2021. There was an approximate 66% increase in text to 911 messages received over fiscal year 2021. In FY22 we received the highest volume of Text-911 messages over previous years.

Throughout the year, the JECC continued to receive its highest volume of phone calls between the hours of 1000 and 1800. The 1500 hour (3:00 p.m.) continues to be the peak hour of the day for the most calls per hour.

# Call Taking Standards

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

In FY2022, the call answering standards were adjusted to the below recommendations. We continue to meet the National Emergency Number Association (NENA) Call Answering Standard Recommendation of:

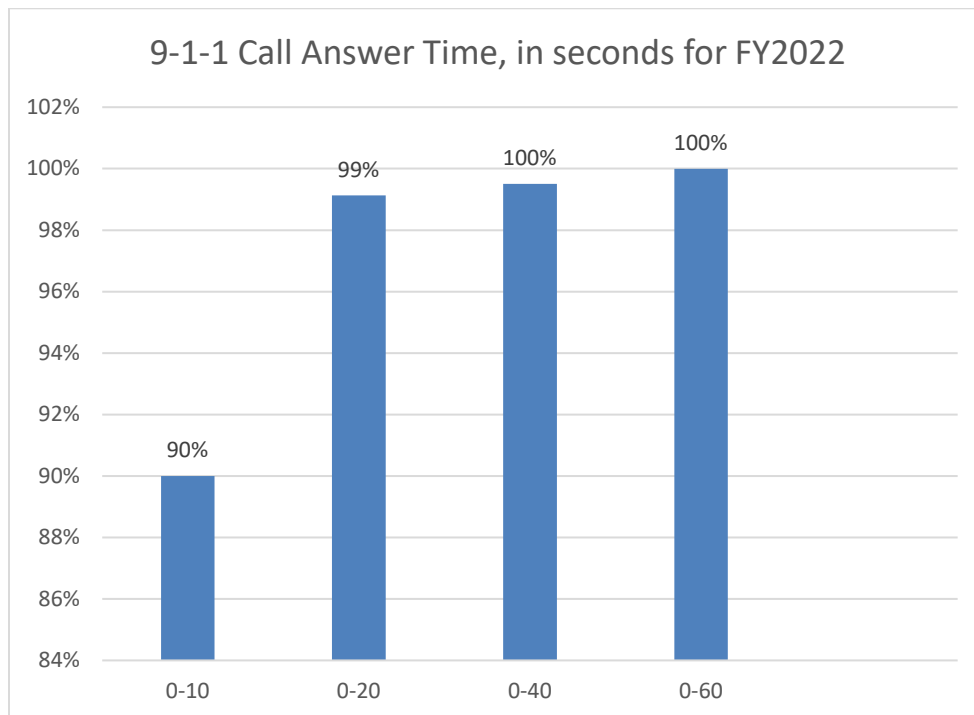
- 90% of all 9-1-1 calls shall be answered within fifteen (15) seconds.
- 95% of all 9-1-1 calls shall be answered within twenty (20) seconds.

*JECC dispatchers answered 90% percent of 9-1-1 calls within ten (10) seconds.*

*JECC dispatchers answered 99% percent of 9-1-1 calls within twenty (20) seconds.*

*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.

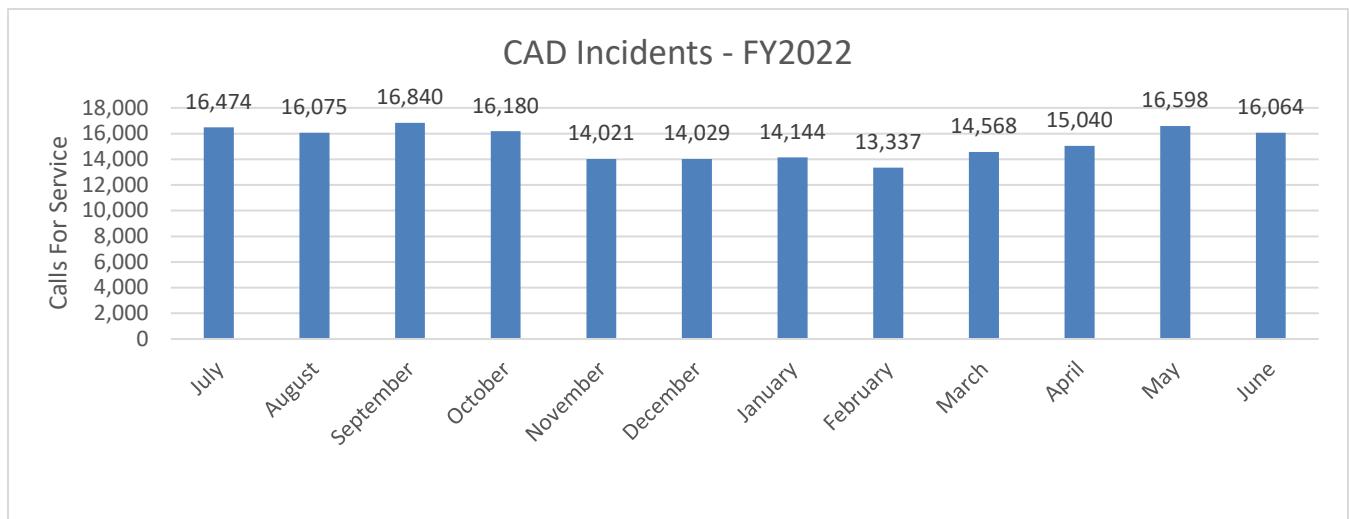


\*In FY22 the average time length of a 911 call was 2 minutes and 15 seconds and a non-emergency call was 1 minute and 31 seconds.

# 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 183,370 Computer Aided Dispatch (CAD) incidents processed by JECC staff in fiscal year 2022. This was an approximate 9% increase in the number of calls for service that were created in fiscal year 2021. The Joint Emergency Communications Center professionally handles calls for 21 Public Safety Agencies throughout Johnson County and surrounding counties.



	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	13,925	13,925	2,549	2,549	16,474	16,474
August	13,391	27,316	2,684	5,233	16,075	32,549
September	14,049	41,365	2,791	8,024	16,840	49,389
October	13,388	54,753	2,792	10,816	16,180	65,569
November	11,504	66,257	2,517	13,333	14,021	79,590
December	11,404	77,661	2,625	15,958	14,029	93,619
January	11,475	89,136	2,669	18,627	14,144	107,763
February	10,976	100,112	2,361	20,998	13,337	121,100
March	11,930	112,042	2,638	23,626	14,568	135,668
April	12,305	124,347	2,735	26,361	15,040	150,708
May	13,749	138,096	2,849	29,210	16,598	167,306
June	13,277	151,373	2,787	31,997	16,064	183,370
TOTAL	151,373	151,373	31,997	31,997	183,370	183,370

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

# Telecommunications

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The heaviest volume of calls that we receive continue to come in on the non-emergency number (319) 356-6800. Please remember that 911 should only be used for true emergencies. 911 lines 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. 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

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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

<u>Language</u>	<u># of Calls</u>	<u>Total Minutes</u>
Spanish	93	622
French	27	215
Swahili	8	116
Arabic	3	17
Bosnian	2	9
Mandarin	1	4
<b>Total</b>	<b>134</b>	<b>983</b>

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. In fiscal year 2022, we had 134 total calls to the Language Line utilizing six (6) different languages for a total of 983 minutes. We also saw the total minutes increase from 957 in FY21 to 983 in FY22.

## Communications with Impaired Callers

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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. Text to 911 is also supported at the JECC and is a great resource for the hearing impaired when reporting emergencies.

# Emergency Medical Dispatch

The Joint Emergency Communications Center (JECC) utilizes the Priority Dispatch Emergency Medical Dispatch Program (EMD) to handle requests for emergency medical assistance. All of our dispatchers are EMD certified. The EMD program directs 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.

Since 2015, the JECC has used ProQA, which 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.

In conjunction with ProQA we also use the AQUA Quality Assurance/Improvement 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.

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.

Since our migration to ProQA and the use of AQUA, we have seen the compliance level for the Center rise to 89% as of June of 2022. Our goal is to attain a compliance level of 90% in order to achieve accreditation through IAED. An accreditation through the Academy would show that the JECC meets and exceeds the highest national standards for Emergency Medical Dispatch. It also shows that the JECC will provide the highest level of care and professionalism to the communities we serve.

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.

Paramount for Medical (5.1.1.13 - 9/29/2015)

File View Spec Logs Options Go to Language Tabs Version About ProQA

1:04 9: Cardiac or Respiratory Arrest / Death

Entry KQ PDI/CEI DLS Summary

Delay Send & continue Send: 9-E-1

KQ Answers

1. The cardiac arrest was witnessed or just occurred.

Determinants	Responses (user-defined)
O 1 EXPECTED DEATH unquestionable (x through z)	
B 0 Override	
1 OBVIOUS DEATH unquestionable (a through h)	
D 0 Override	
1 INEFFECTIVE BREATHING	
2 OBVIOUS or EXPECTED DEATH questionable (a through h, x through z)	
E 0 Override	
1 Not breathing at all	First Responder/Ambulance Code 3
2 UNCERTAIN BREATHING	
3 Hanging	
4 Strangulation	
5 Suffocation	

NTREARY  
MPDS 13.0.831 9/25/2015  
9607

O: NAE  
C: NAE  
P: STD

Age unknown, Gender unknown, Not Conscious, Not Breathing.  
Code: 9-E-1: Not breathing at all

4529 Melrose Ave, 319.356.6700

# Frequently Asked Questions

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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 misdialled. 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.



# 911 or 988 - Mental Health and Addiction Emergency or Crisis?

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## **Mental Health and Addiction EMERGENCY - 911**

A mental health and/or addiction emergency is a life-threatening situation. An immediate response from law enforcement or medics is needed. A person may be actively trying to harm themselves or someone else. In other situations, a person may be out of touch with reality, be unable to function properly, or may be out of control.

Examples of mental health and addiction emergencies are:

- Active suicide threat.
- Threatening harm to self or others.
- Self-injury that needs medical attention.
- Severe intoxication.
- Inability to care for oneself.
- Apparent drug overdose.

If someone is having a mental health and/or addiction emergency, CALL 911.

What to expect when you call 911:

- A dispatcher will answer your call and ask about your emergency.
- Local law enforcement or paramedics will be sent to your location.
- In some cases, a crisis intervention team will accompany law enforcement.
- You will get help dispatched immediately.
- You may be transferred to 988, if appropriate.

## **Mental Health and Addiction CRISIS – 988**

A mental health and/or addiction crisis is not a life-threatening situation. Intervention may be possible without an immediate response by law enforcement or medics. A person may be thinking about hurting themselves or someone else or may be extremely emotionally upset or distressed.

Examples of a mental health and addiction crises are:

- Talking about suicide or planning to harm oneself.
- Talking about harm to self or others.
- Self-injury that doesn't need immediate medical attention.
- Overuse of alcohol or other drugs.
- Extreme depression, anxiety, or other mental illness symptoms.

If someone is having a mental health and/or addiction crisis, CALL 988.

What to expect when you call 988:

- A trained professional will answer your call.
- The professional will ask you to describe your crisis.
- In many cases, the professional will assist you over the phone and link you to additional care as necessary.
- In some cases, a mobile team will be sent to your location.
- If necessary, the person experiencing a crisis will be taken to a stabilization facility.
- You may be transferred to 911, if needed.

# Budget Summary - FY2022

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The total approved operating budget for Fiscal Year 2022 was \$4,661,251.00

