

# Joint Emergency Communications Services Association

## 2011 Annual Report



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Joint Emergency Communications Center  
4529 Melrose Avenue  
Iowa City, Iowa 52246

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December 16, 2011

Dear Joint Emergency Communications Services Association Policy Board members and 28E member entities:

As Executive Director, I am pleased to present the 2011 annual report of the Joint Emergency Communications Services Association of Johnson County (JECSA). FY 2011 was a unique year as the JECC went live on June 29<sup>th</sup> of 2010 and hired a new Executive Director, who started January 3, 2011.

This report contains 12 months of statistics for FY-2011.

As you read through the report, I have summarized the total number of telephone calls and CAD calls for service that were processed at the JECC during the 12 months of operation in FY-2011. You will notice that wireless 911 calls account for a majority of our 911 calls as more residents are getting rid of their land lines.

While FY-2011 presented some challenges, none were too great to overcome and I look forward to the future, and providing the highest level of emergency communications to the residents of Johnson County.

Sincerely,

Gary Albrecht  
Executive Director, JECC

## **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 911 services to all Citizens of Johnson County.
- Wireless 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.
- Radio Communications/Paging Communications/Computer Aided Dispatch to Johnson County Ambulance Service.
- Radio Communications to University of Iowa Department of Public Safety.
- Radio Communications to the Iowa Department of Corrections High Risk Unit.
- Radio Communications to the U.S. Army Corps of Engineers, DNR-Lake McBride, DNR Conservation and Johnson County Conservation.
- Radio Communications/Paging Communications to Johnson County Hazardous Materials Team.
- Radio Communications to UIHC, Mercy Hospital and VA Hospital.
- Radio Communications to North Liberty Public Works Department.
- Activates and monitors the Johnson County Outdoor Warning Systems.
- Notification and monitoring point for Severe Weather activity for the National Weather Service--Quad Cities.

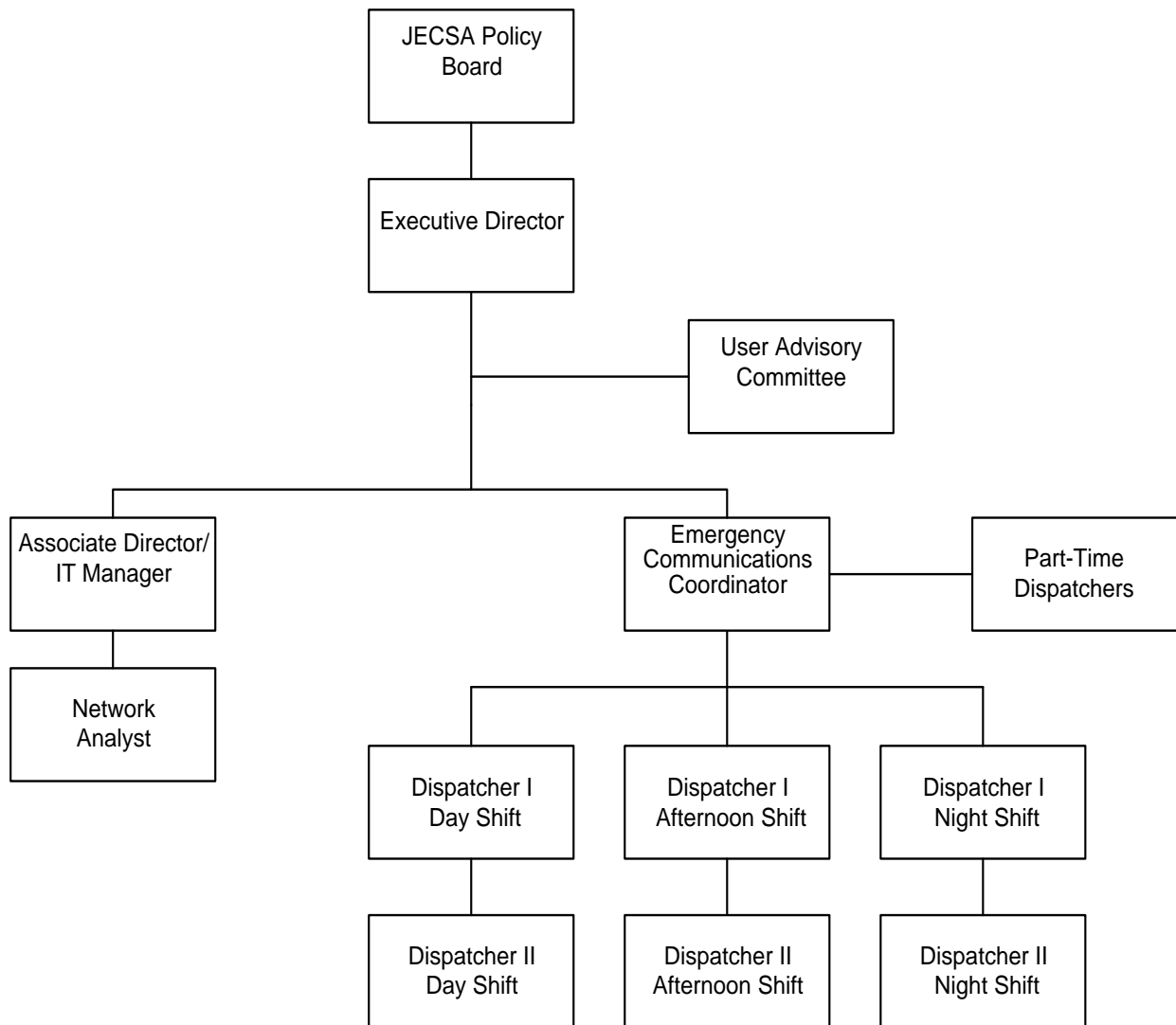
## OVERVIEW

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. 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 Center (JECC) Organizational Chart



## PERSONNEL ALLOCATION – FY2012

<u>Job Title</u>	<u>Management</u>	<u>Administrative</u>	<u>Operations</u>	<u>Total</u>
Executive Director	1			1
Associate Director/IT Manager	1			1
Emergency Communications Coordinator		1		1
Network Analyst		1		1
Dispatcher I			6	6
Dispatcher II			19	19
Dispatcher II / Part-Time			3	3
			Total	32

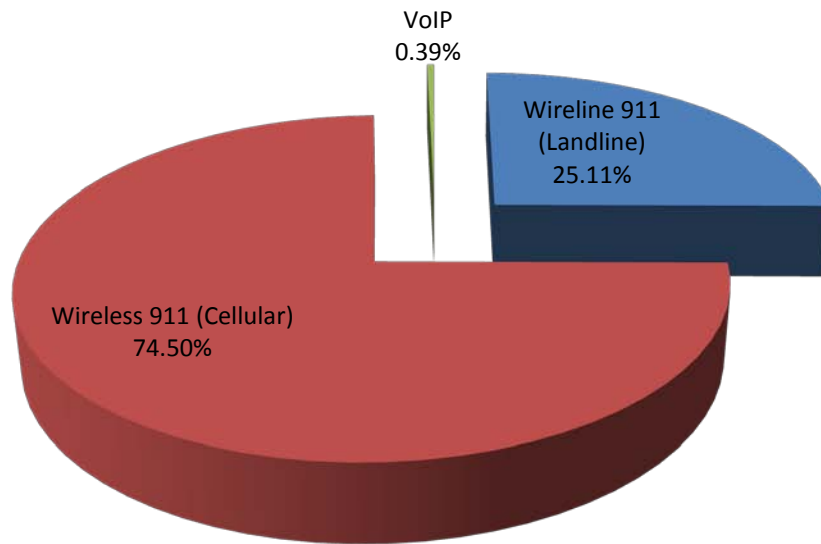
# ANNUAL ACTIVITY SUMMMARIES – FY2011

## CALL CATEGORIES AND VOLUMES

July 1, 2010 through June 30, 2011

### 911 Emergency Calls

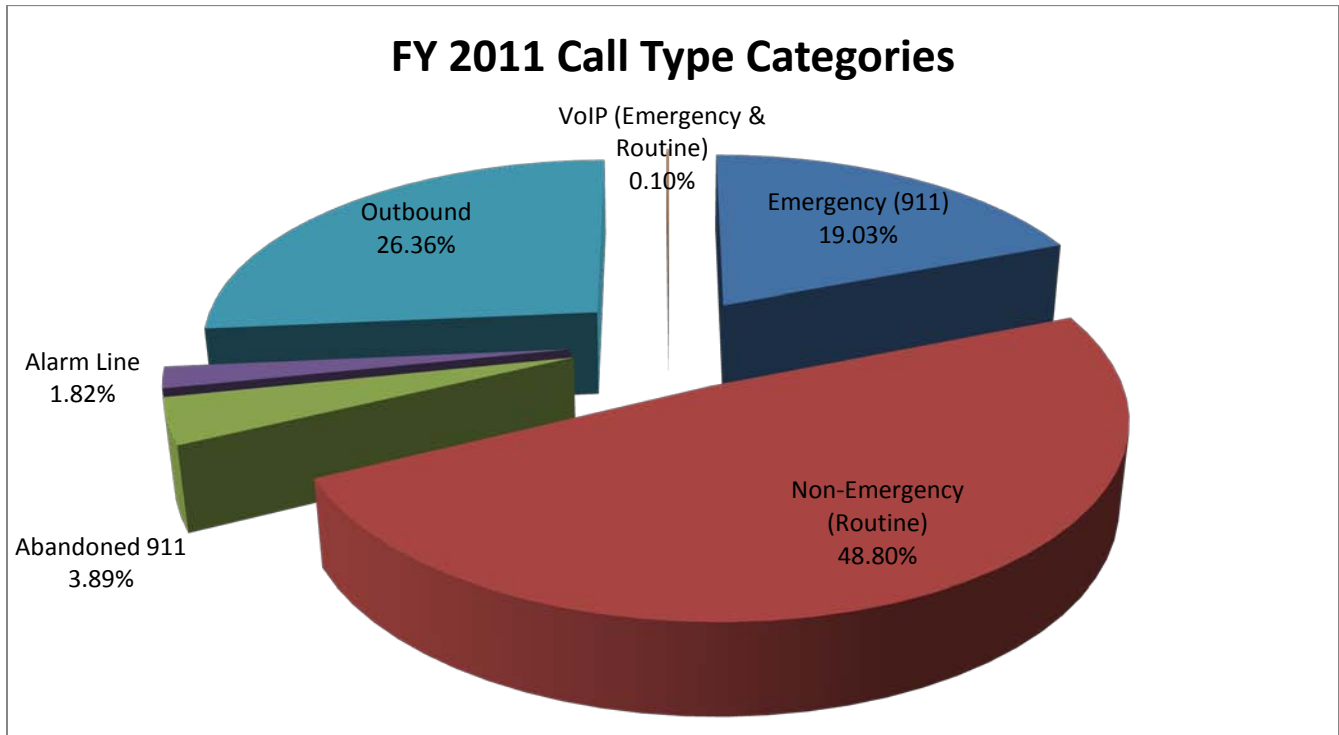
#### FY 2011 Wireline to Wireless Comparison



Call Type	Total
Wireline 911 Calls	11,290
Wireless (Cellular) 911 Calls	33,496
VoIP 911 Calls	177
Total	44,963



**Summary of all Call Types**



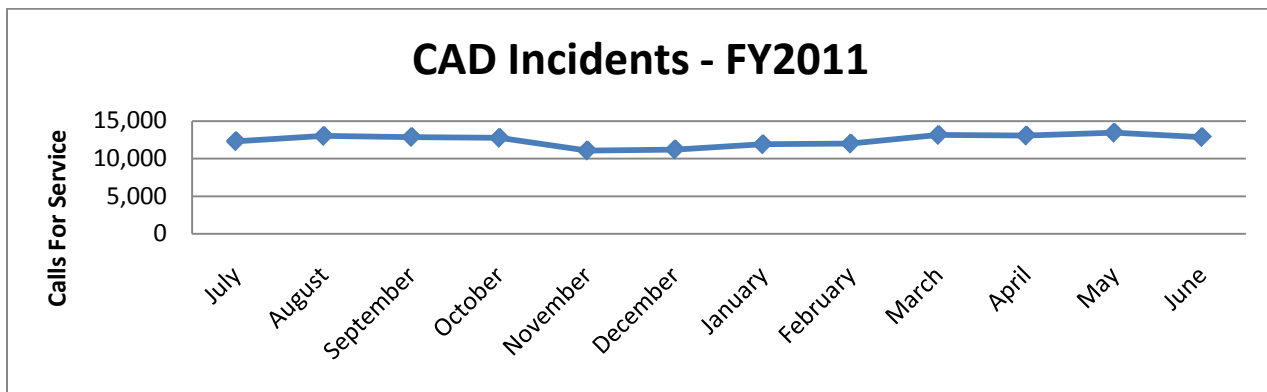
Categories	Volume	Percent
Emergency (911)	37,424	19.03%
Non-Emergency (Routine)	95,942	48.80%
Abandoned	7,651	3.89%
Alarm Line	3,572	1.82%
Outbound	51,830	26.36%
VoIP (Emergency & Routine)	197	0.10%
Total	196,616	100%

\*For reporting purposes, the Abandoned Call category lists calls in which the caller hung up before the call was answered, or while the call was being processed. Dispatch initiates a call back to each abandoned call received by the JECC.

# COMPUTER AIDED DISPATCH SUMMARY

July 1, 2010 through June 30, 2011

The Joint Emergency Communications Center processed approximately 196,616 emergency and non-emergency telephone calls in fiscal year 2011. During the fiscal year, these telephone calls resulted in the creation of 149,628 Computer Aided Dispatch (CAD) incidents processed by JECC staff. The Joint Emergency Communications Center professionally handles calls for 15 Public Safety Agencies throughout Johnson County and surrounding counties.

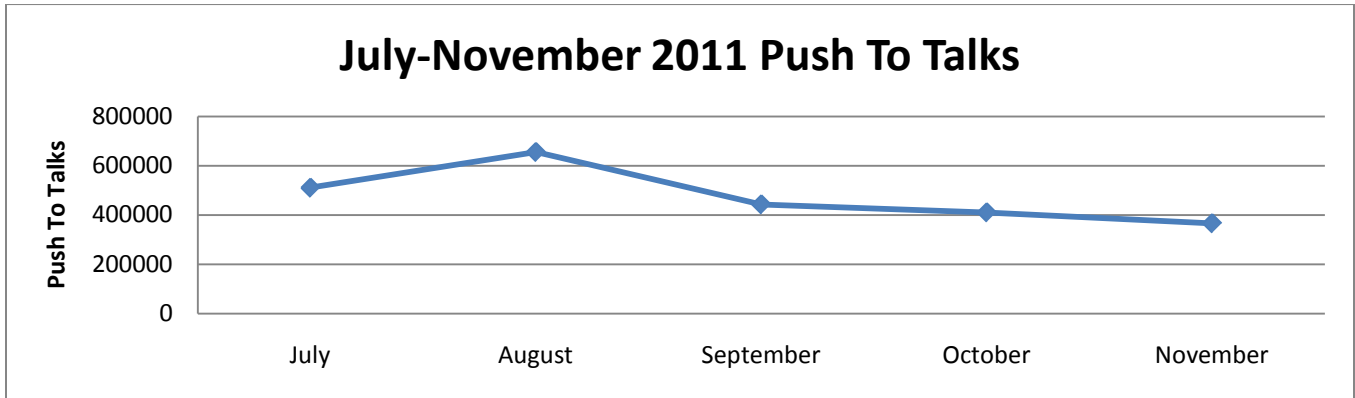


	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	11,158	11,158	1,154	1,154	12,312	12,312
August	11,874	23,032	1,134	2,288	13,008	25,320
September	11,755	34,787	1,113	3,401	12,868	38,188
October	11,426	46,213	1,333	4,734	12,759	50,947
November	9,983	56,196	1,092	5,826	11,075	62,022
December	10,131	66,327	1,085	6,911	11,216	73,238
January	10,811	77,138	1,092	8,003	11,903	85,141
February	10,754	87,892	1,238	9,241	11,992	97,133
March	11,925	99,817	1,215	10,456	13,140	110,273
April	11,706	111,523	1,349	11,805	13,055	123,328
May	12,117	123,640	1,325	13,130	13,442	136,770
June	11,511	135,151	1,347	14,477	12,858	149,628
TOTAL	135,151	135,151	14,477	14,477	149,628	149,628

# RADIO SYSTEM USEAGE

**July 1, 2011 through November 30, 2011**

The Joint Emergency Communications Services Association (JECSA) for Johnson County owns and operates a 7-site, Harris Linear IP Simulcast P25 Radio System. During the first five months of fiscal year 2012 there were approximately 2,386,473 push to talks (radio calls) processed on the system utilizing up to 95 talk groups.



	<u>Push to Talks</u>	<u>Duration (HH:MM:SS)</u>
July	510,711	849:20:04
August	655,569	1016:32:00
September	443,076	915:25:58
October	410,687	930:08:18
November	410,687	828:43:14
<b>TOTAL</b>	<b>2,386,473</b>	<b>4540:09:34</b>



# TELECOMMUNICATIONS

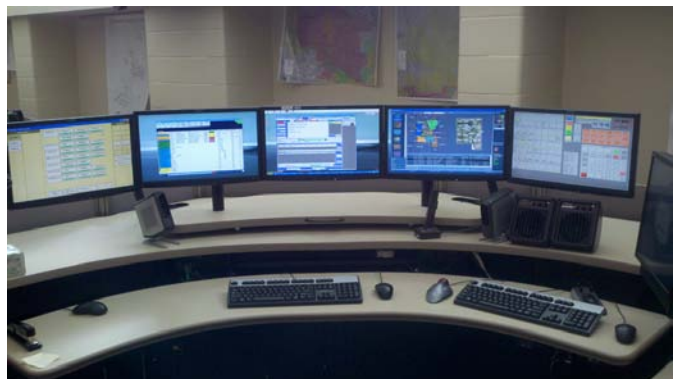
In fiscal year 2011, we continued to see more growth in incoming cellular 911 calls versus landline 911 phone calls. There are also an increasing number of VoIP (Voice over Internet Protocol) calls that come into the 911 Center as that technology is expanding into the homes.

On an average day, the Joint Emergency Communications Center will receive approximately 539 calls. This includes Emergency 911 calls and Non-Emergency calls. The heaviest volume of calls is received on the non-emergency number 356-6800 between the hours of 11:00 a.m. and 7:00 p.m. Please remember that 911 should only be used for true emergencies.

The 911 and 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.

Specially designated telephone trunks are installed for cellular 911 phone calls received at the 911 Center as well. Depending on the type of cellular phone that is being used, the dispatcher may or may not be able to locate you in an emergency. The 911 phone system at the JECC supports both Phase I and Phase II type wireless 911 calls. A Phase II call provides 911 dispatchers with the telephone number and location by plotting the latitude and longitude that appears on the ALI screen when a cellular 911 call is received. Dispatchers have the ability to retransmit a call, if necessary, (as long as the cell phone call remains connected) to continue to update and re-plot the location within 100 meters or 328 feet. If a caller is using a prepaid cellular phone with Phase II capability, their location can also be plotted; however, they cannot be called back because there is no telephone number associated with prepaid wireless phones.

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.

# EMERGENCY MEDICAL DISPATCH

## Introduction:

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 dispatcher's 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.

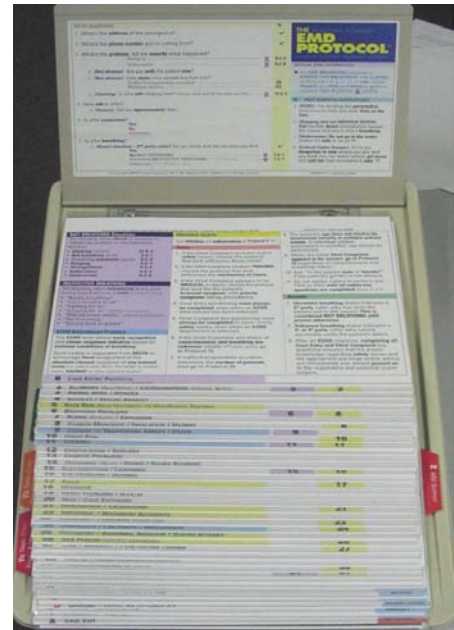
Included in this process is a Quality Assurance program. All certified EMD dispatchers receive ongoing feedback on their performance based on guidelines established by the National Academies of Emergency Dispatch and EMS, Inc. The purpose of Quality Assurance is to provide a non-punitive means of assisting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

## Overview:

The EMD card set is made up of thirty-three (33) protocols including specific Post-Dispatch and Pre-Arrival instructions. The first thirty-two (32) protocols are geared toward the general public by addressing medical emergencies such as difficulty breathing, seizures and traumatic injuries. These protocols include specific Post-Dispatch instructions based on the Chief Complaint and lead the dispatcher to detailed Pre-Arrival instructions as needed. Examples of Pre-Arrival instructions include step-by-step directions on how to perform CPR and childbirth delivery.

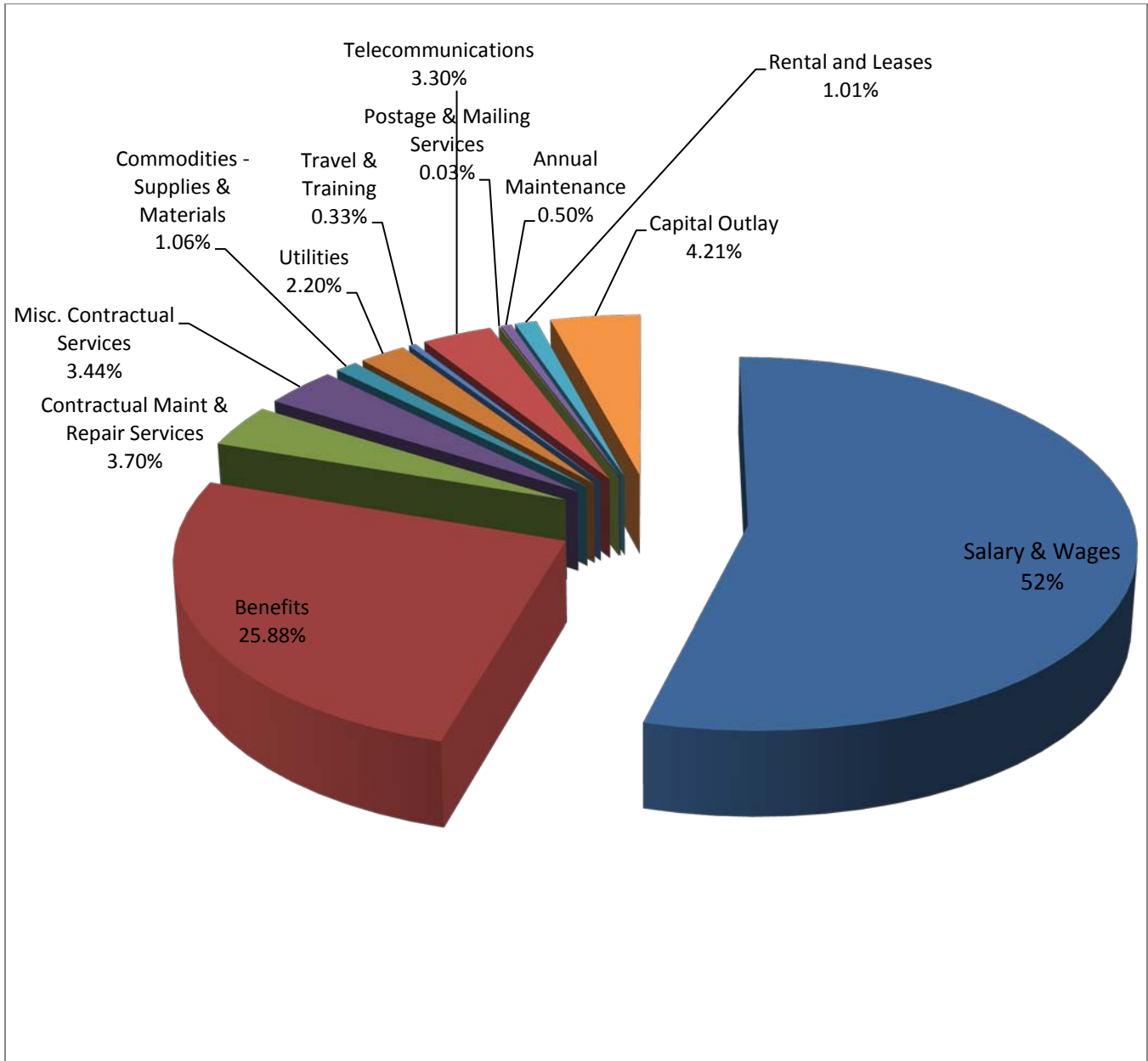
The remaining protocol is geared toward skilled care facilities. This protocol does not require specific Post-Dispatch and/or Pre-Arrival instructions as staff in these facilities possess medical skill and knowledge.

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.



# JECSA FY2012 Budget

July 1, 2011 through June 30, 2012



**Total: \$2,995,936**

## 9-1-1 THINGS EVERYONE NEEDS TO KNOW

It's important to know how to help 9-1-1 help YOU! In an emergency seconds matter, so being prepared can make all the difference.

**Know WHEN to call 9-1-1.** 9-1-1 is for emergencies only. You should only dial 9-1-1 if someone is hurt or in danger, or if you are in immediate need of police, fire or medical assistance. If you aren't sure if your situation is an emergency, you should err on the side of safety and call 9-1-1 and let the expert who answers your call make the decision whether to send help or not.

**Know WHEN NOT to call 9-1-1.** Don't call 9-1-1 because your power or cable is out or because you are late for a meeting and need to find an address. While those situations may count as emergencies for you, they aren't for public safety. Inappropriate use of the 9-1-1 system wastes resources and ties up the lines at the 9-1-1 center, and nobody wants to be on hold when they are in the middle of a real crisis.

**Know the capabilities of the device you are using.** 9-1-1 can be contacted from pretty much every device that can make a phone call (traditional landline, cell phones, VoIP), but the callback and location information that accompanies your call to the 9-1-1 center can vary drastically amongst technologies and between geographic regions.

**Know WHERE you are.** This is probably the most important information you can provide as a 9-1-1 caller, so try to be aware of your surroundings. Make a real effort to be as detailed as possible, if you are outside and don't know the street address, take a look around and try to find landmarks or cross streets. If you are inside a large building or one with multiple levels, you can help emergency services by letting them know which floor you are on, which apartment you are in, etc.

**Stay calm.** When you are on the phone with 9-1-1, you are their eyes and ears. Even though, you may want to, try not to panic. If you are crying or yelling, it can be hard for the 9-1-1 operator to understand you. If you are unable to stay strong, pull yourself together and answer ALL of the 9-1-1 operator's questions, the faster they can get the right services to your location.

**NEVER hang up.** You may have called 9-1-1 by accident, or your situation may have resolved itself, but it is important to let the 9-1-1 operator know this. If you end the call abruptly, the 9-1-1 operator is going to assume that something has gone very wrong and will either call you back or send help anyway. This will take away from the 9-1-1 center's ability to take calls and dispatch services to on-going emergencies, so make sure the 9-1-1 operator tells you it is okay to hang up. Keep in mind that the 9-1-1 operator can dispatch responders to your location with disconnecting from the call, so, until you are instructed to do otherwise, make sure to hold the line so that you can provide any necessary information or assistance to the 9-1-1 operator.