

Joint Emergency Communications Services Association

FY2017 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
Budget Summary.....	17

Message from Executive Director

December 6, 2017

Dear Policy Board and 28E member entities;

I am pleased to present the 2017 annual report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2017.

Fiscal year 2017 was the sixth (7th) 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.

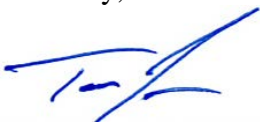
The most significant accomplishment in Fiscal Year 2017 was the upgrade of the radio communications infrastructure. This upgrade was completed in coordination with Linn County and prepares the regional radio system between Johnson and Linn County to add Black Hawk County in Fiscal Year 2018. We are continuing to add additional counties to the regional radio system throughout Eastern and Central Iowa.

We experienced an approximate 1% increase in the number of overall emergency and non-emergency telephone calls in fiscal year 2017, which resulted in an approximate 3% increase in the number of calls for service that were created in fiscal year 2016. We continued to see cellular 911 call volume remain steady in fiscal year 2017. Wireline 911 calls decreased by approximately 10% compared to fiscal year 2016. We experienced a 5% increase in VoIP calls.

In fiscal year 2018, we will be implementing Text-911 in Johnson County. This will give residents and visitors to our communities another avenue to access 911 resources. There will be more to come on this topic in next year's report.

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

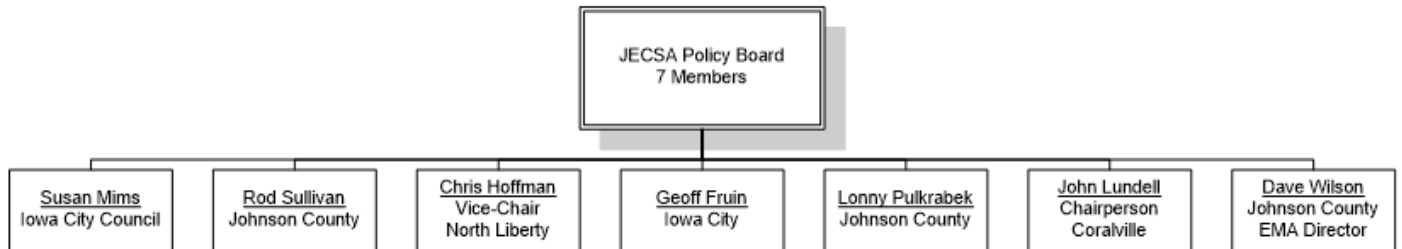
Overview

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 140,000 citizens, Johnson County is Iowa's fourth most populated county and covers 632 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.

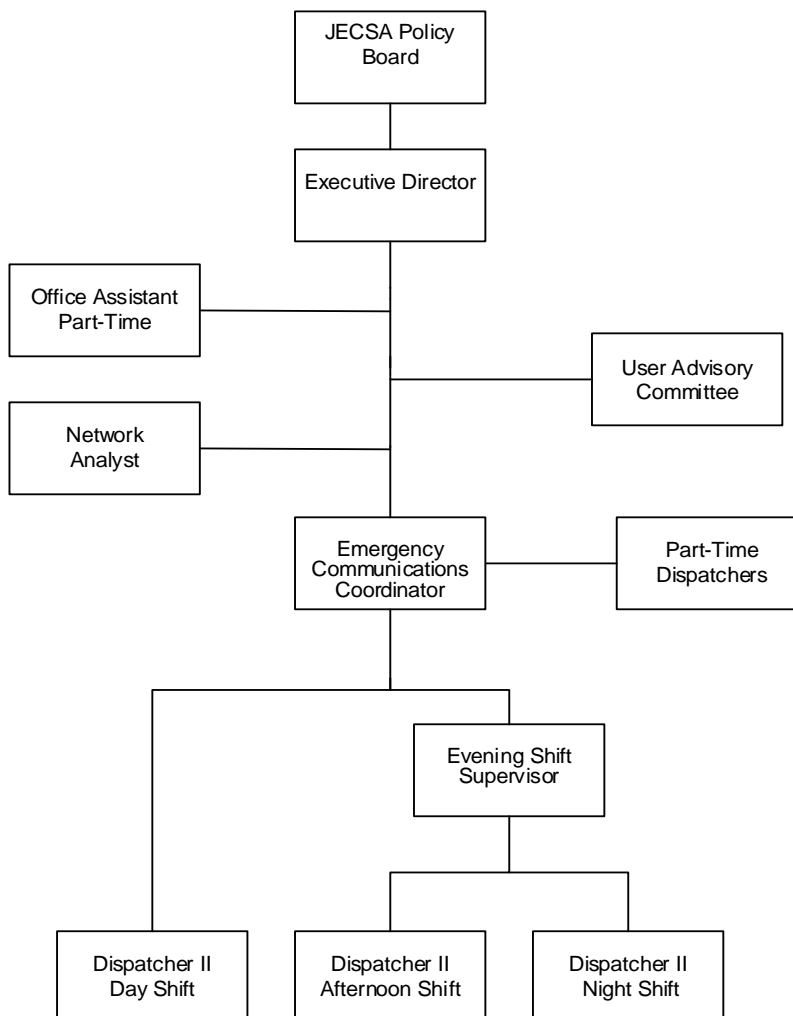
The JECC serves the public 24 hours a day, 7 days a week, and 365 days a year with specially trained dispatchers to answer all emergency calls for assistance. These operators receive and/or transmit emergency telephone, radio, alarm, and other types of data over multiple computer systems, then analyze 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 – FY2017

<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

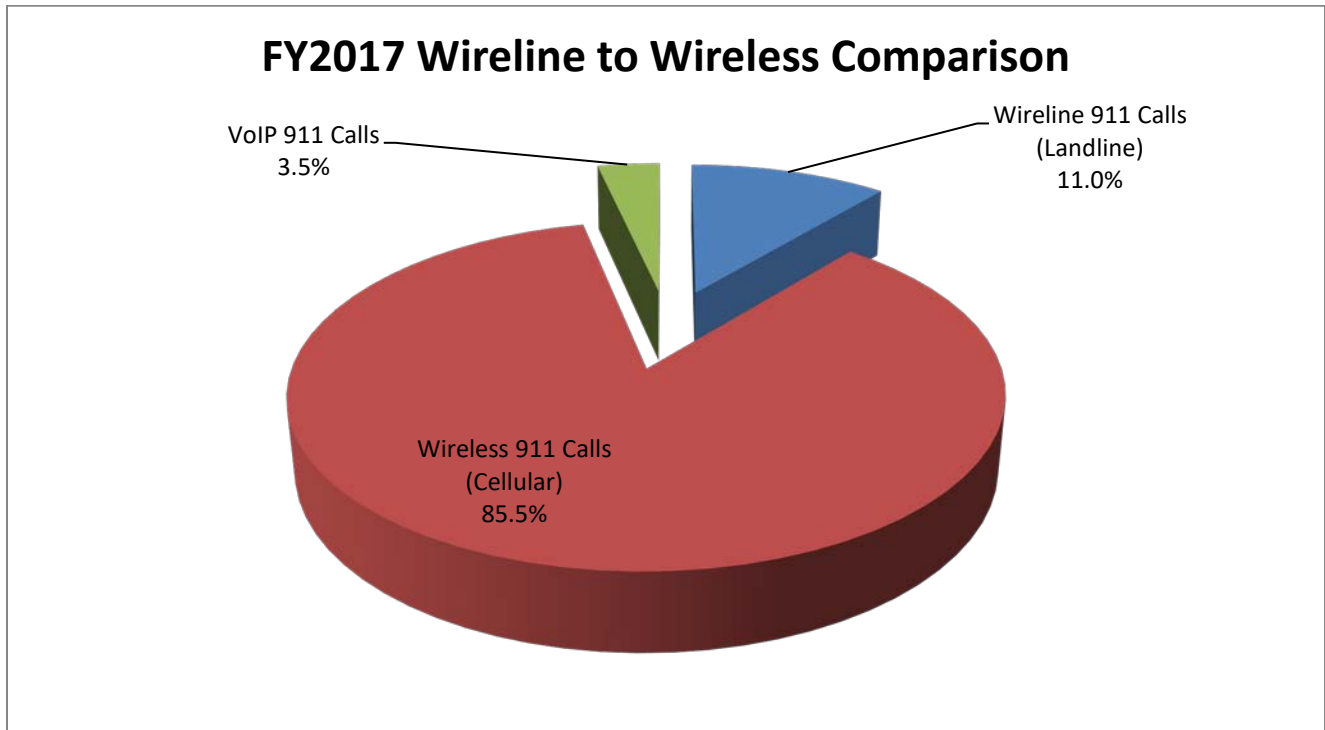
The dedicated 911 Dispatch Staff continue to promote the 911 Center in a positive way through participation in a number of volunteer events:

- Johnson County Fair
- UIHC Emergency Medicine Resident Training Program
- Citizens Police Academy
- MATS Training
- 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 2017 including:

- APCO/NENA Spring and Fall Conference
- CJIS Training
- Police Legal Sciences
- Pipeline Safety & Awareness
- Radiological Emergency Preparedness Training
- WENS – Emergency Communications Network
- APCO 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 Advancement Series

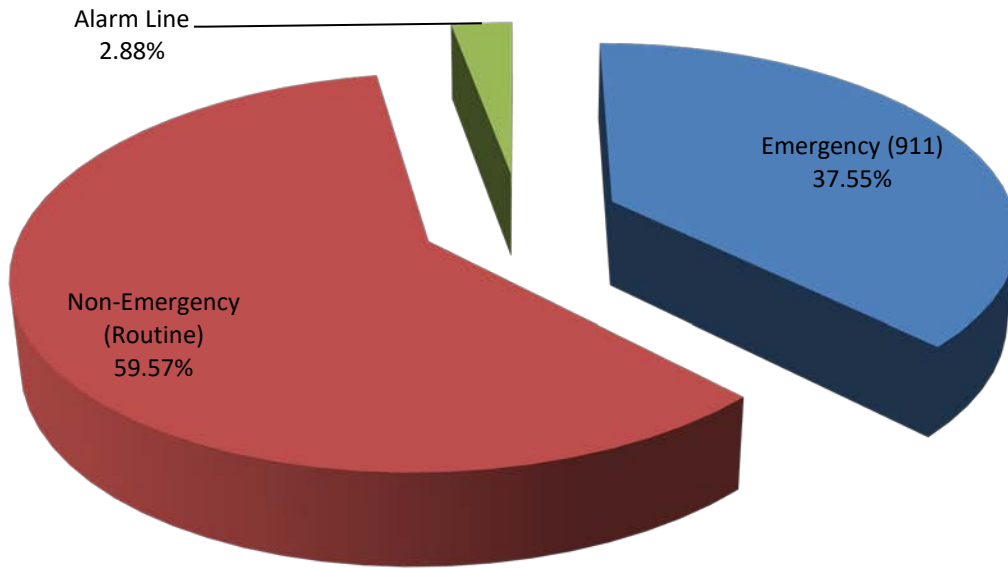
Statistics – FY2017



Call Type	Total	Percent
Wireline 911 Calls	5,331	11.0%
Wireless (Cellular) 911 Calls	41,492	85.5%
VoIP 911 Calls	1,679	3.5%
Total	48,502	100%

This summary shows the total of Emergency 911 calls received in fiscal year 2017.

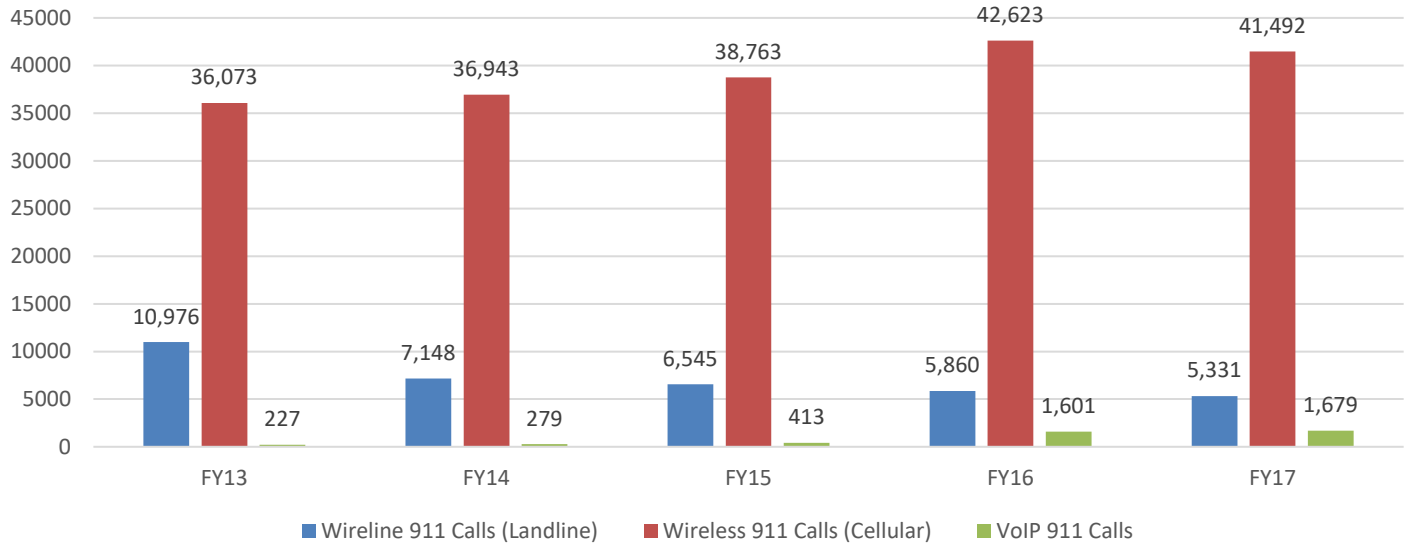
FY2017 Call Type Categories



Categories	Volume	Percent
Emergency (911) including VoIP	48,502	37.55%
Non-Emergency (Routine)	76,940	59.57%
Alarm Line	3,716	2.88%
Total	129,158	100%

This summary shows the overall total volume and percentage of call types received in fiscal year 2017. This was a 1% overall increase over Fiscal Year 2016.

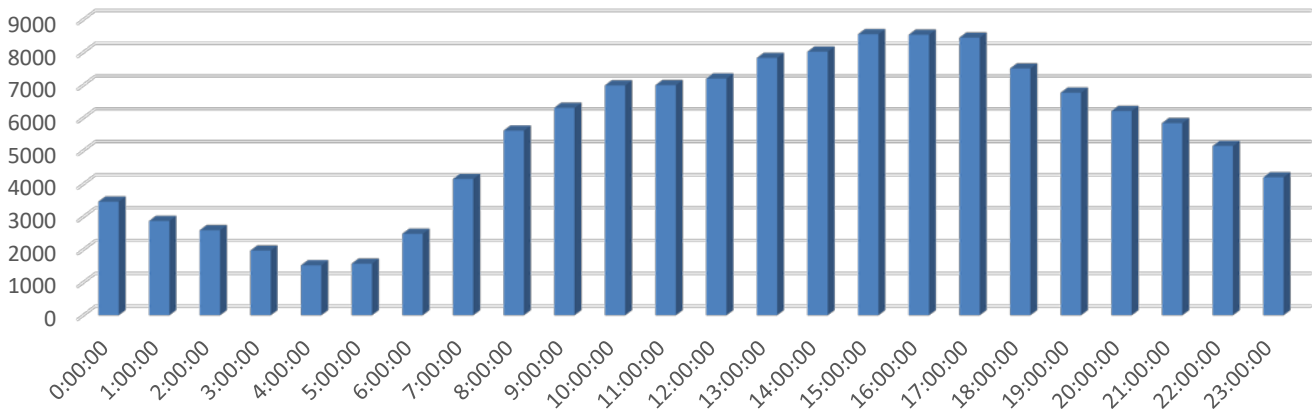
5-Year Emergency 911 Call Volume Comparison



Call Type	<u>FY13</u>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Wireline 911 Calls (Landline)	10,976	7,148	6,545	5,860	5,331
Wireless 911 Calls (Cellular)	36,073	36,943	38,763	42,623	41,492
VoIP 911 Calls	227	279	413	1,601	1,679
Totals	47,276	44,370	45,721	50,084	48,502

We experienced an overall 3% decrease in cellular 911 call volume compared to fiscal year 2016. Wireline 911 calls decreased by approximately 10% compared to fiscal year 2016. There was a 5% increase in VoIP calls over fiscal year 2016.

Daily Call Volume Per Hour of the Day



Call Taking Standards

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

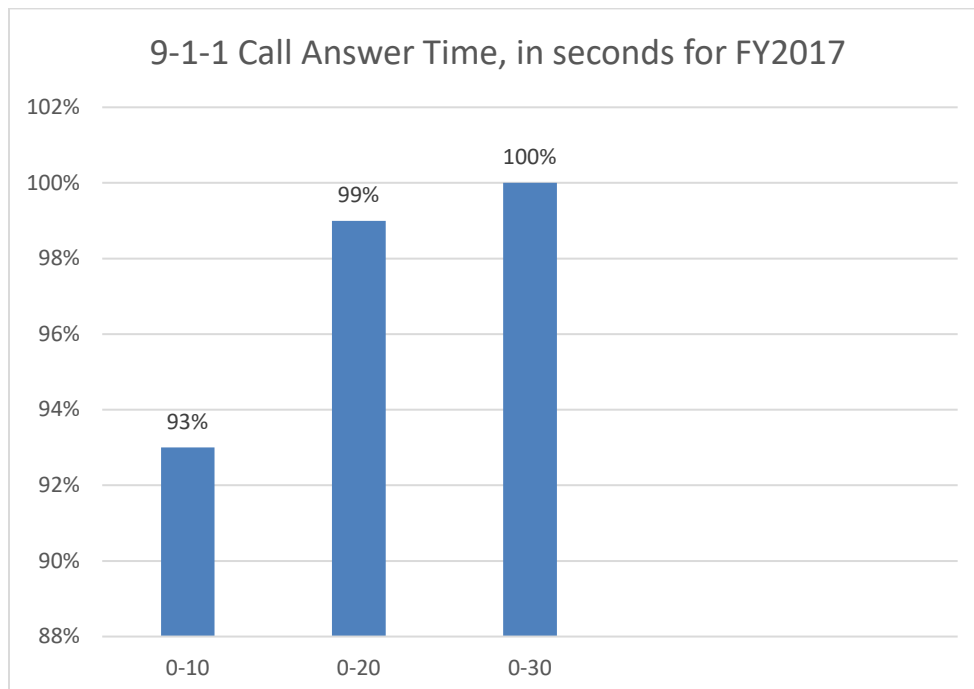
We continue to meet the National Emergency Number Association (NENA) Call Answering Standard Recommendation of:

- 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 93% percent of 9-1-1 calls within ten (10) seconds. This was a 1% increase over Fiscal Year 2016.

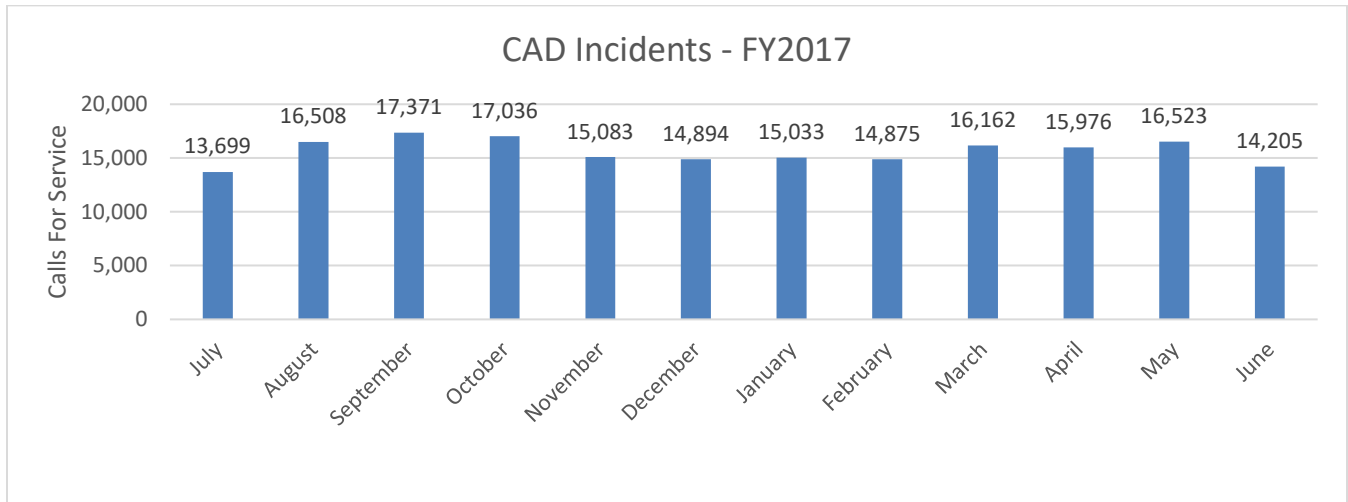
The average call answer time was six (6) seconds for all 911 calls answered.

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

During the fiscal year, phone calls in addition to field initiated activity resulted in the creation of 187,365 Computer Aided Dispatch (CAD) incidents processed by JECC staff. This resulted in a 3% increase in the number of calls for service that we created in fiscal year 2016. The Joint Emergency Communications Center professionally handles calls for 15 Public Safety Agencies throughout Johnson County and surrounding counties.

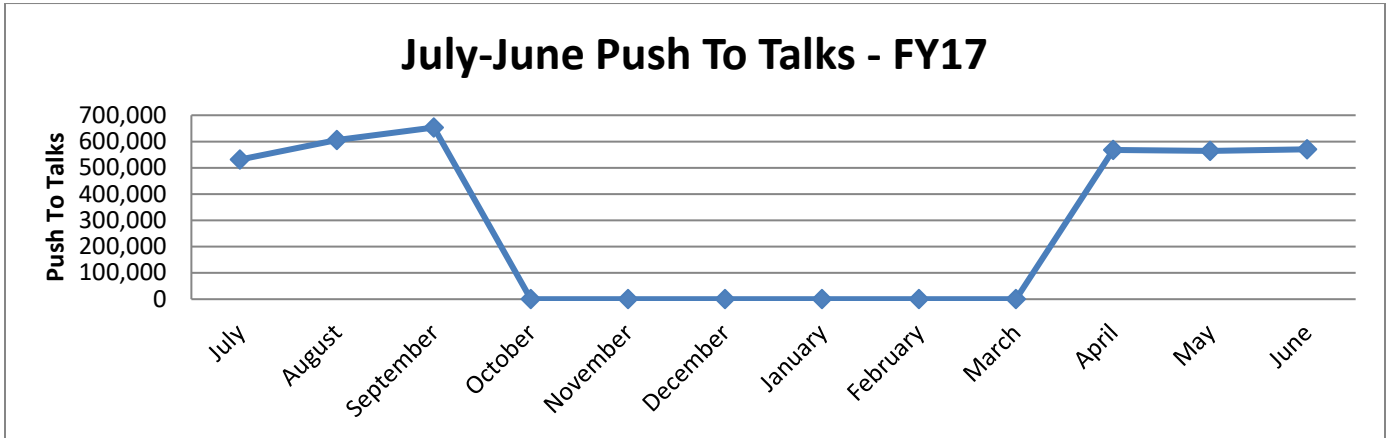


	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	11,524	11,524	2,175	2,175	13,699	13,699
August	14,249	25,773	2,259	4,434	16,508	30,207
September	14,999	40,772	2,372	6,806	17,371	47,578
October	14,695	55,467	2,341	9,147	17,036	64,614
November	12,927	68,394	2,156	11,303	15,083	79,697
December	12,826	81,220	2,068	13,371	14,894	94,591
January	13,031	94,251	2,002	15,373	15,033	109,624
February	12,998	107,249	1,877	17,250	14,875	124,499
March	14,162	121,411	2,000	19,250	16,162	140,661
April	13,942	135,353	2,034	21,284	15,976	156,637
May	14,422	149,775	2,101	23,385	16,523	173,160
June	12,103	161,878	2,102	25,487	14,205	187,365
TOTAL	161,878	161,878	25,487	25,487	187,365	187,365

*The number of calls for service processed is not a direct result of the number of telephone calls that we receive. Our staff also creates calls for service for officer initiated activity and incidents received via radio or teletype from surrounding counties.

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 2017 there were approximately 3,494,004 total push to talk (PTT) radio calls processed on the system utilizing up to 255 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 (Hours)</u>
July	531,704	582.8
August	606,272	666.39
September	653,303	716.35
October	*	*
November	*	*
December	*	*
January	*	*
February	*	*
March	*	*
April	568,081	579
May	564,279	519.83
June	570,365	580.09
TOTAL	3,494,004	3,644.46

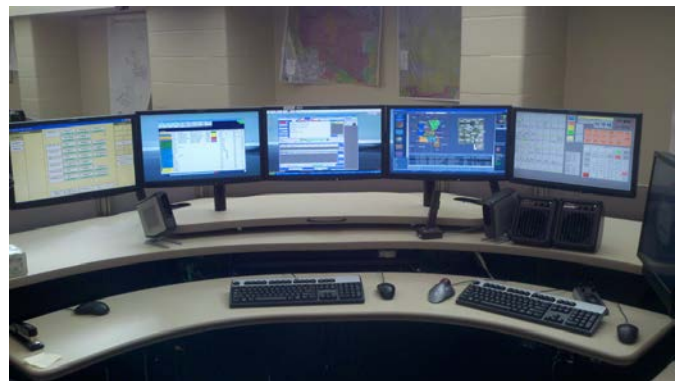
*October - March statistics were not available due to radio system upgrade and upgrade of databases.

Telecommunications

In fiscal year 2017, 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.

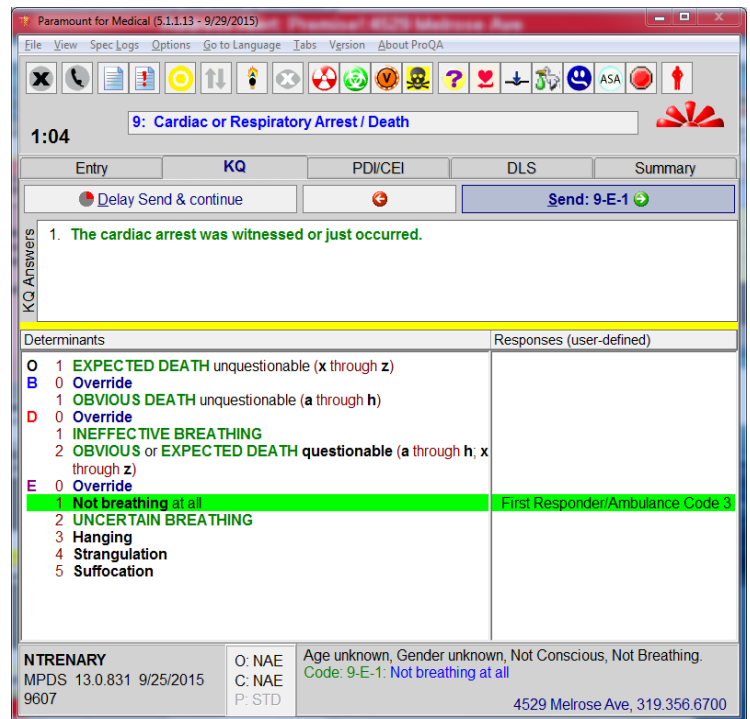
In November 2015, we migrated from the card sets to the ProQA Dispatch Software. ProQA is the computerized version of the Emergency Medical Dispatch protocols. ProQA helps emergency dispatchers move smoothly through the protocols and assists in quickly identifying the appropriate response code for each 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.



Budget Summary - FY2017

The total approved operating budget for fiscal year 2017 was \$3,349,875.00.

