

# Joint Emergency Communications Services Association

## FY2020 Annual Report



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# Message from Executive Director

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December 14, 2020

Dear Policy Board and 28E member entities;

I am pleased to present the Fiscal Year 2020 Annual Report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2020.

Fiscal Year 2020 was a milestone as it was the tenth (10<sup>th</sup>) year of operation for the Joint Emergency Communications Center. I am proud to have been a part of growing the center to where it is today over the past 10 years. We have seen many changes and technological advances in a short period of time. We will continue to streamline and improve our processes to process emergency calls quicker and dispatch them more efficiently.

During the second half of fiscal year 2020, like everyone else we were faced with the challenges of COVID-19. Staff have continued to adapt to the ongoing changes as we have navigated through these unprecedented times. We have continued to keep employee health and safety at the forefront of our operation. I want to thank each and every employee for doing their part to stay healthy and showing up for work every day during this time. Public Safety Communications cannot work from home and I sincerely thank each of them for their perseverance.

In Fiscal Year 2020, there was only an overall difference of 57 more emergency and non-emergency telephone calls received (~0%) over fiscal year 2019. We experienced a 7% decrease in the number of calls for service that were created in fiscal year 2020. We saw cellular 911 call volume increase by approximately 10% while wireline 911 calls decreased by approximately 14% over fiscal year 2019. We experienced a 3.5% increase in VoIP calls and approximately 20% increase in Text to 911 messages. There was a 4% decrease in non-emergency call volume compared to fiscal year 2019.

In the past year, Story, Tama, Mahaska, Buchanan and Olwein have signed SARA agreements and will connect to the regional radio system and become partners in emergency communications services with Johnson County.

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 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

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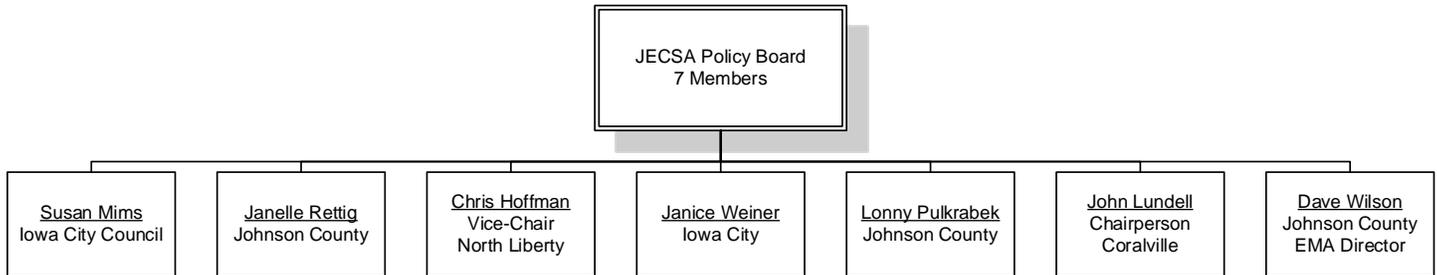
The Joint Emergency Communications Center of Johnson County (JECC) is the clearing house for all 9-1-1 calls and all Emergency Communications for Johnson County. With nearly 149,210 citizens (2017 US Census estimate), Johnson County is Iowa's fourth most populated county and covers 623 square miles. 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.

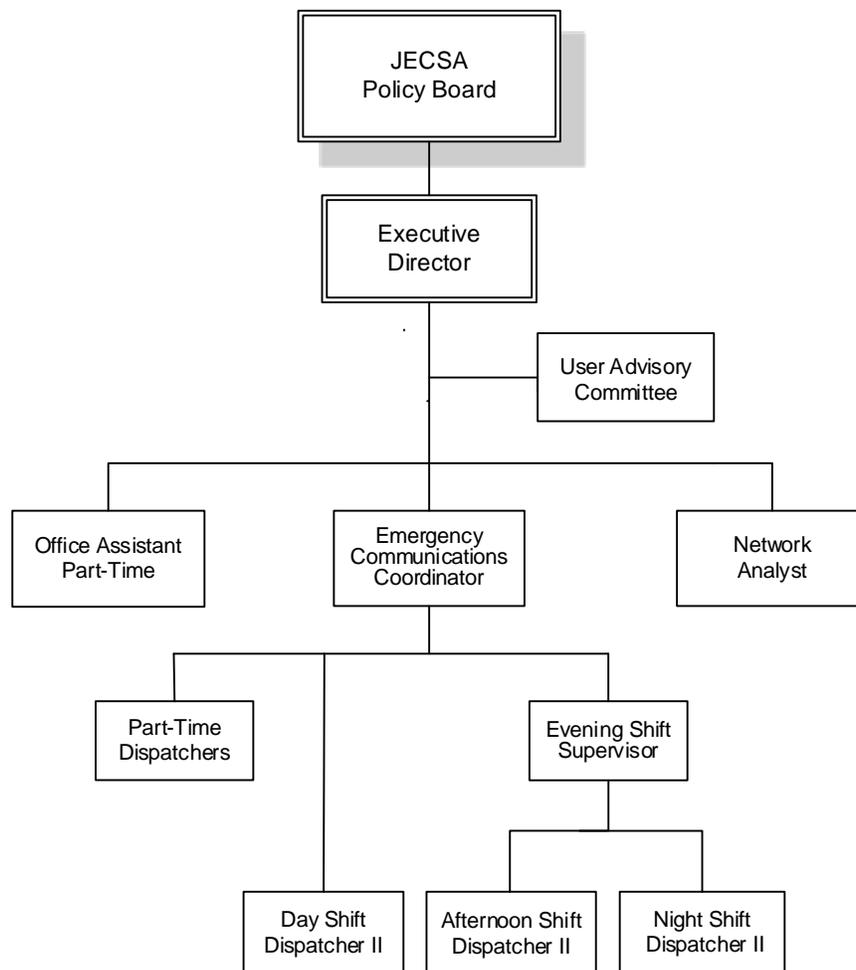
# Joint Emergency Communications Services Association Policy Board of Directors

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# Joint Emergency Communications Center (JECC) Organizational Chart

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# Personnel Allocation – FY2020

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<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			27	27
Dispatcher II / Part-Time			2	2
			Total	34

# 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:**

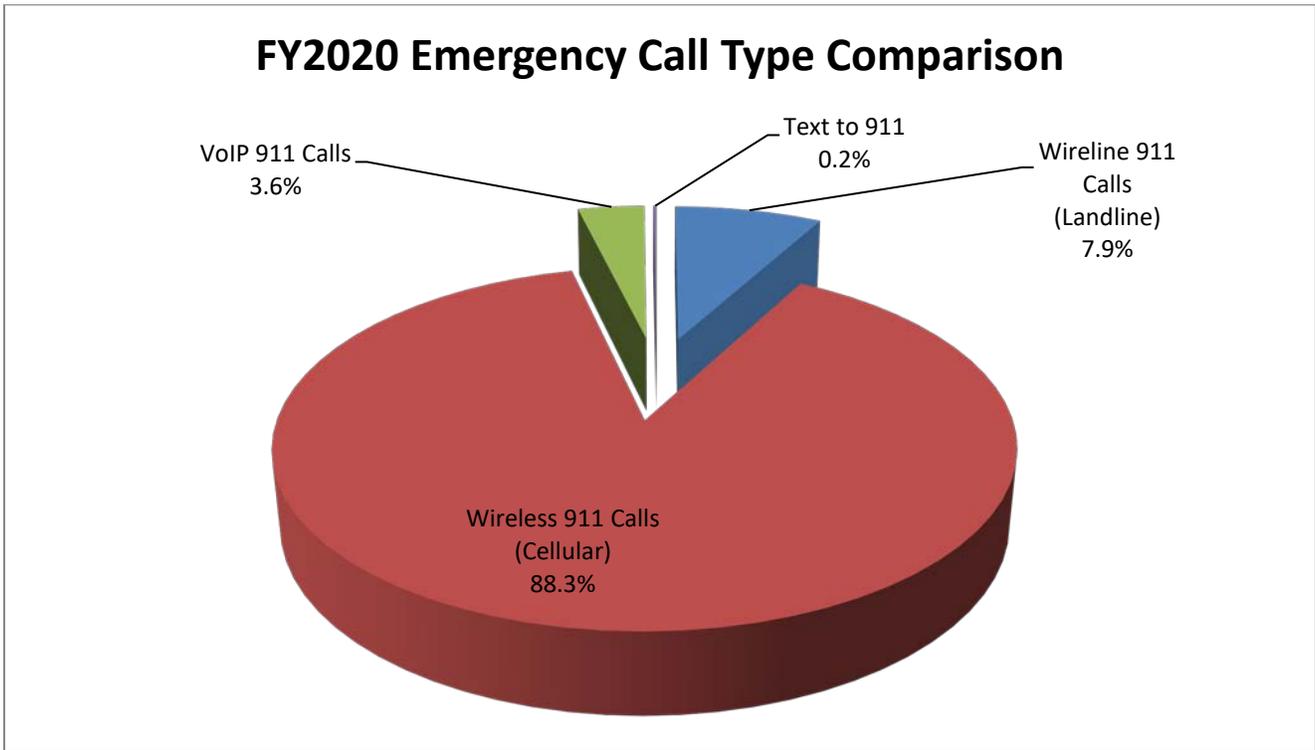
- Johnson County Fair
- UIHC Emergency Medicine Resident Training Program
- Citizens Police Academy
- Kirkwood Paramedic Program
- Iowa City Chamber of Commerce Community Leadership Program
- UIHC Paramedic Program Orientation
- Partner in UIHC EMS Fellowship Program
- HACAP Adopt a Family for Christmas

**The 911 Dispatchers took advantage of a number of training opportunities in fiscal year 2020 including:**

- APCO/NENA Spring and Fall Conference
- CJIS Training
- Police Legal Sciences
- 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
- EMD/EMD-Q Release Version 13.1 Training
- EMD Advancement Series – Drowning/Near Drowning
- EMD Advancement Series – Breathing Verification Tool
- EMD Advancement Series – Cardiac or Respiratory Arrest Protocol
- EMD Enhancement Series – Overdose/Poisoning Protocol
- EMD Enhancement Series – Understanding Obvious and Expected Death
- EMD Target Course – Opioid Overdose
- EMD Enhancement Series – Understanding Headache and Stroke
- EMD Enhancement Series – Electrocutation/Lightning Protocol
- EMD Enhancement Series – Chest Pain/Chest Discomfort
- EMD Target Course – Dispatch Stress
- Training4911Heroes – Mental Illness
- Training4911Heroes – Suicidal Callers

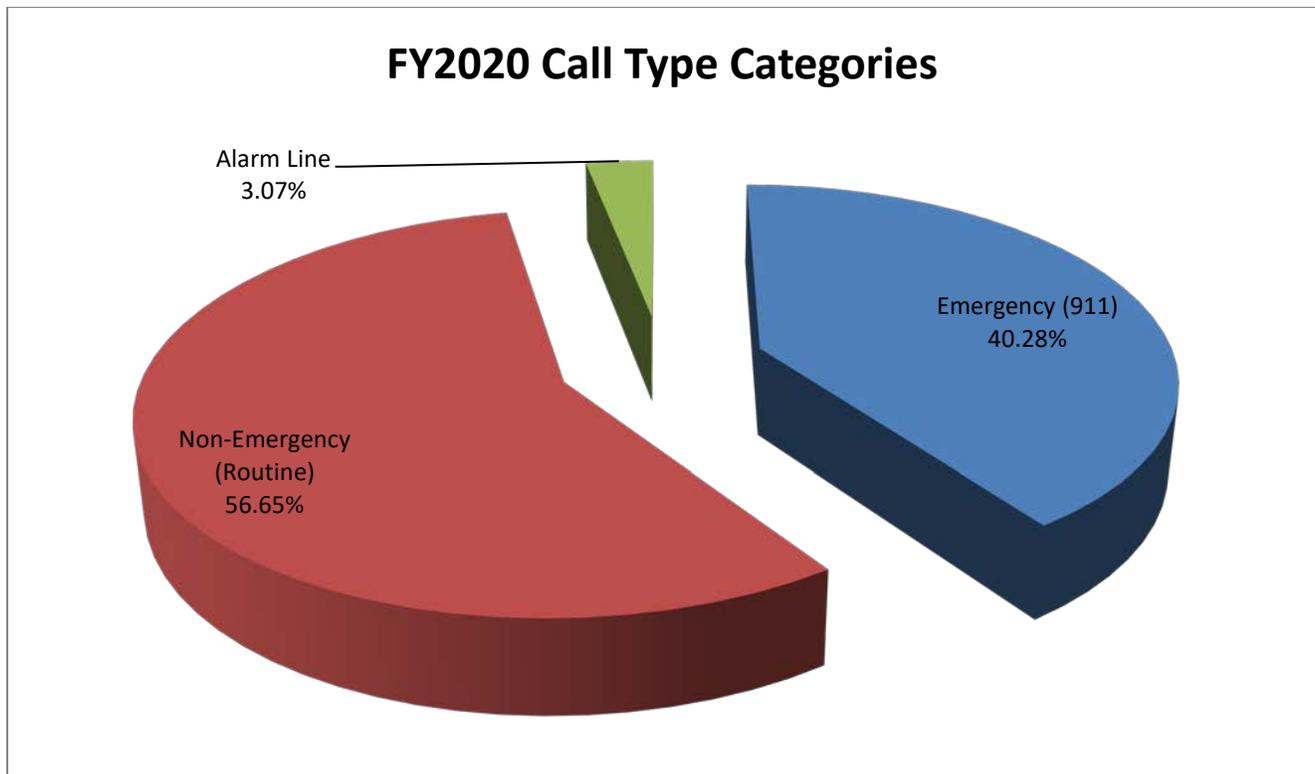
# Statistics – FY2020

This summary shows the total of Emergency 911 calls received in fiscal year 2020.



Call Type	Total	Percent
Wireline 911 Calls	4,375	7.9%
Wireless (Cellular) 911 Calls	48,617	88.3%
VoIP 911 Calls	1,974	3.6%
Text to 911	97	0.2%
<b>Total</b>	<b>51,088</b>	<b>100%</b>

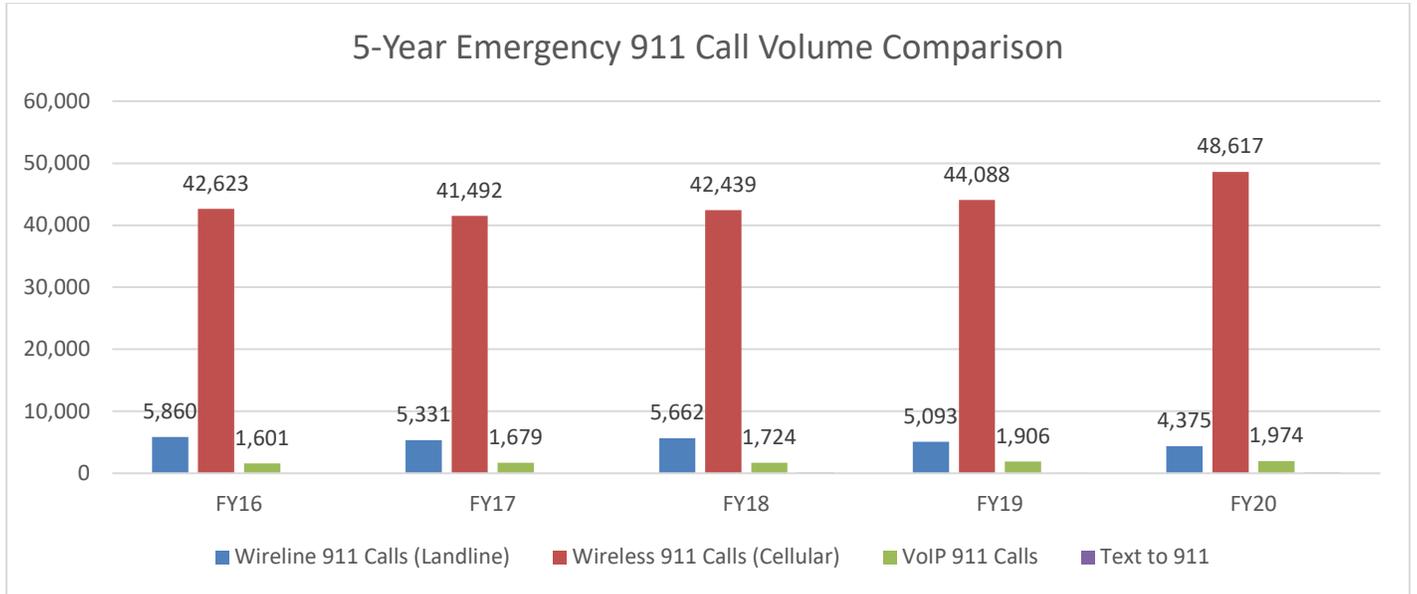
# Statistics – FY2020



Categories	Volume	Percent
Emergency (911) including VoIP & Text	55,063	40.28%
Non-Emergency (Routine)	77,440	56.65%
Alarm Line	4,198	3.07%
<b>Total</b>	<b>136,701</b>	<b>100%</b>

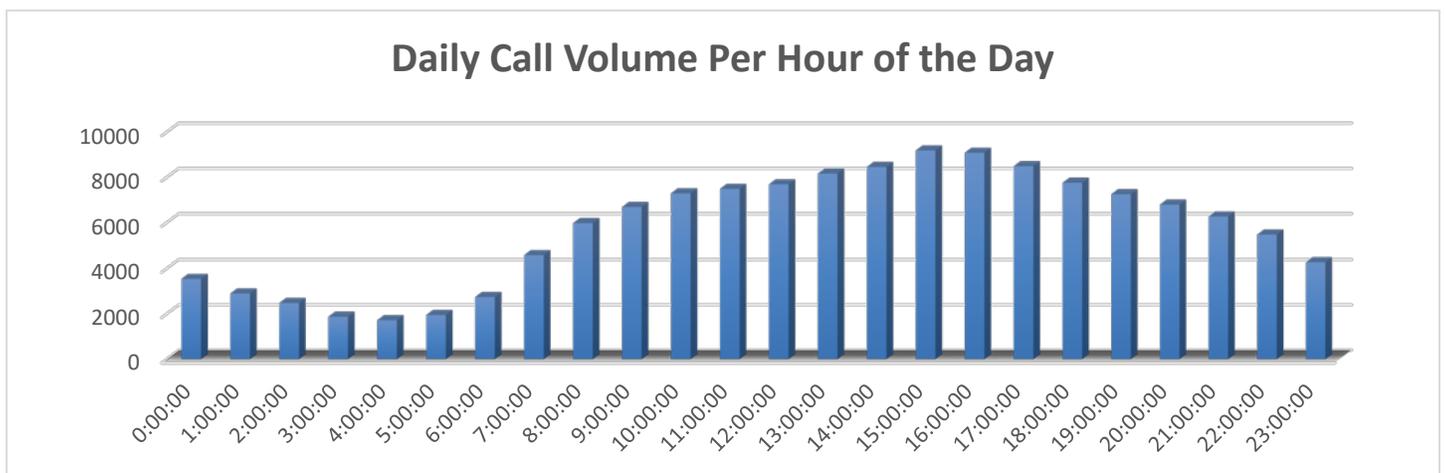
This summary shows the overall total volume and percentage of call types received in fiscal year 2020. There was only an overall difference of 57 more calls received over Fiscal Year 2019.

# Statistics – FY2020



Call Type	<u>FY16</u>	<u>FY17</u>	<u>FY18</u>	<u>FY19</u>	<u>FY20</u>
Wireline 911 Calls (Landline)	5,860	5,331	5,662	5,093	4,375
Wireless 911 Calls (Cellular)	42,623	41,492	42,439	44,088	48,617
VoIP 911 Calls	1,601	1,679	1,724	1,906	1,974
Text to 911	0	0	120	81	97
<b>Totals</b>	<b>50,084</b>	<b>48,502</b>	<b>49,945</b>	<b>51,088</b>	<b>55,063</b>

We experienced an approximate 10% increase in cellular 911 call volume compared to fiscal year 2019. Wireline 911 calls decreased by approximately 14% compared to fiscal year 2019. There was a 3.5% increase in VoIP calls and an approximate 20% increase in text to 911 messages received over fiscal year 2019.



Throughout the year, the JECC received its highest volume of phone calls between the hours of 1300 and 1700. The total hourly call volume was over 8,000 calls during each of those hours for the year. The 1500 hour (3:00 p.m.) had the most calls with a total of 9,183 calls up from 8,849 the previous year.

# Call Taking Standards

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

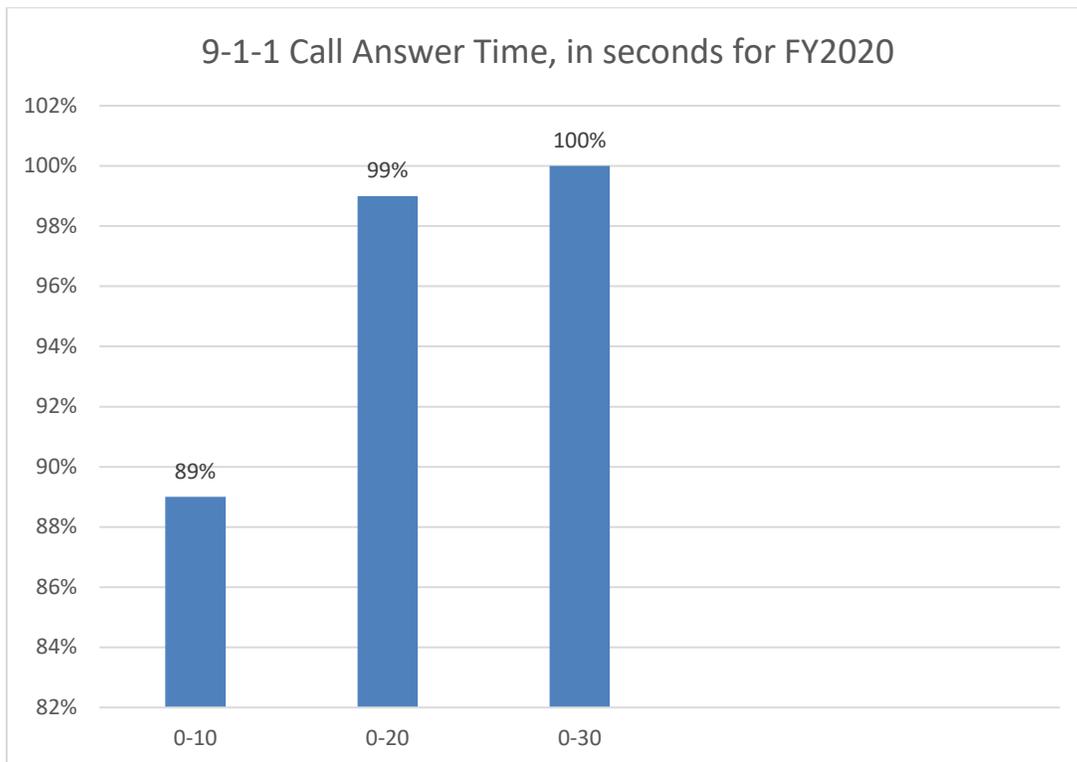
We continue to meet the National Emergency Number Association (NENA) Call Answering Standard Recommendation of:

- 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 89% percent of 9-1-1 calls within ten (10) seconds.*

*The average call answer time was seven (7) seconds for all 911 calls answered.*

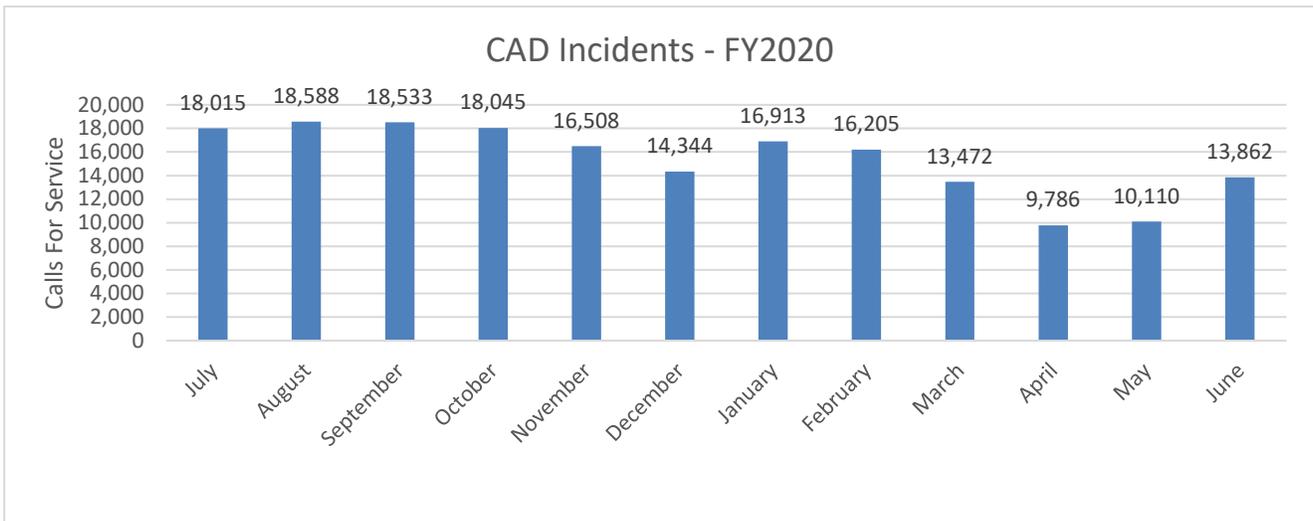
From time to time there are situations that are out of our control that can affect our call answering time. These situations include times where simultaneous emergency lines ring into the center and there are more lines ringing than there are staff to answer them. This is very common when accidents along 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 184,381 Computer Aided Dispatch (CAD) incidents processed by JECC staff in fiscal year 2020. This was less than a 7% decrease in the number of calls for service that were created in fiscal year 2019. The Joint Emergency Communications Center professionally handles calls for 15 Public Safety Agencies throughout Johnson County and surrounding counties.

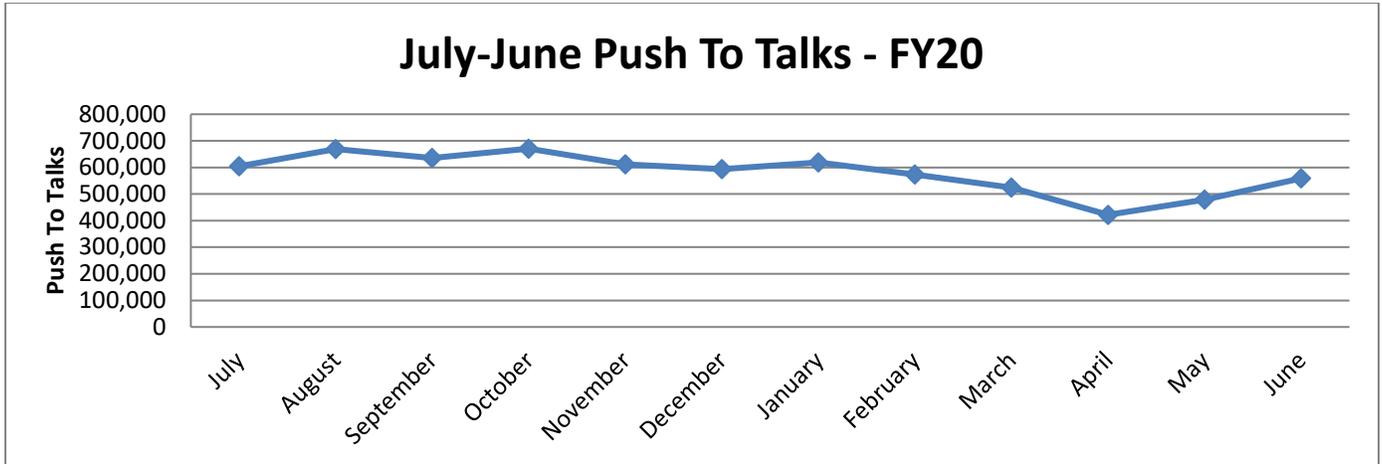


	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	15,749	15,749	2,266	2,266	18,015	18,015
August	16,148	31,987	2,440	4,706	18,588	36,603
September	16,159	48,056	2,374	7,080	18,533	55,136
October	15,444	63,500	2,601	9,681	18,045	73,181
November	14,303	77,803	2,205	11,886	15,508	88,689
December	11,961	89,764	2,383	14,269	14,344	103,033
January	14,634	104,398	2,279	16,548	16,913	119,946
February	14,144	118,542	2,061	18,609	16,205	136,151
March	11,294	129,836	2,178	20,787	13,472	149,623
April	7,849	137,685	1,937	22,724	9,786	159,409
May	8,136	145,821	1,974	24,698	10,110	169,519
June	11,661	157,482	2,201	26,899	13,862	184,381
TOTAL	157,482	157,482	26,899	26,899	184,381	184,381

\*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 2020, there were approximately 6,961,173 total push to talk (PTT) radio calls processed on the system utilizing up to 282 talk groups. This includes talk groups from six (6) SARA County systems that were utilized on the Johnson County system.



	<u>Push to Talks</u>	<u>Air Time (Minutes)</u>
July	604,619	35,421
August	669,578	38,939
September	635,596	36,749
October	670,640	39,585
November	611,869	35,860
December	593,426	34,119
January	619,223	35,724
February	572,825	32,866
March	524,083	30,777
April	421,855	24,921
May	478,701	28,488
June	558,758	35,820
TOTAL	6,961,173	409,269

# Telecommunications

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In fiscal year 2020, we continued to see more growth in incoming cellular 911 calls versus landline 911 phone calls. 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 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 2020, we had 103 total calls to the Language Line utilizing four (4) different languages for a total of 848 minutes.

<b>Language</b>	<b># of Calls</b>	<b>Total Minutes</b>
Spanish	76	650
French	13	82
Arabic	9	66
Swahili	5	50
<b>Total</b>	<b>103</b>	<b>848</b>

## 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.

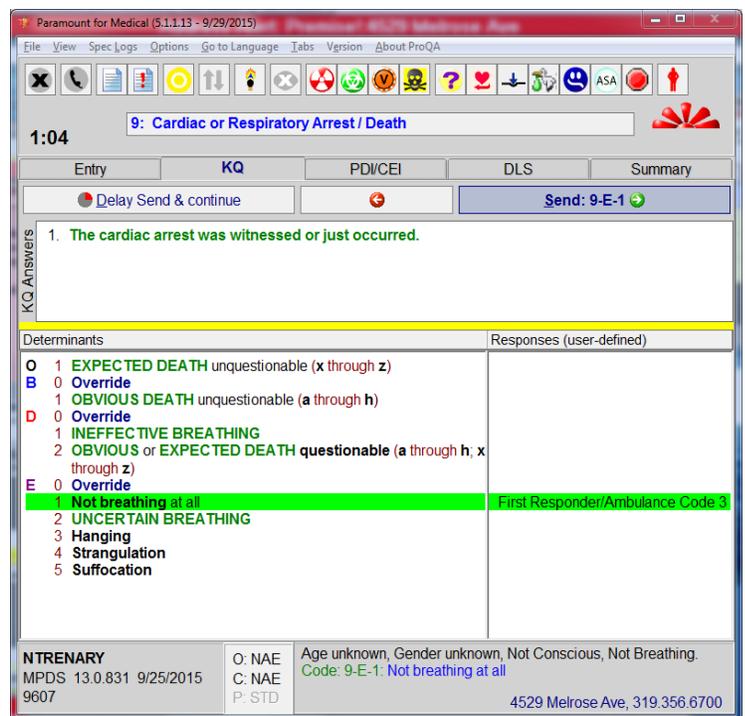
# Emergency Medical Dispatch

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 89.1% as of June of 2019. 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.

# 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.

# Budget Summary - FY2020

The total approved operating budget for Fiscal Year 2020 was \$3,682,847.00

