Joint Emergency Communications Services Association

2012 Annual Report

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December 14, 2011

Dear Policy Board and 28E member entities;

I am pleased to present the 2012 annual report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2012 including financials.

Overall fiscal year 2012 was the busiest year to date for the JECC. We experienced increases in both the number of emergency calls received and the number of calls for service that were dispatched.

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 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.
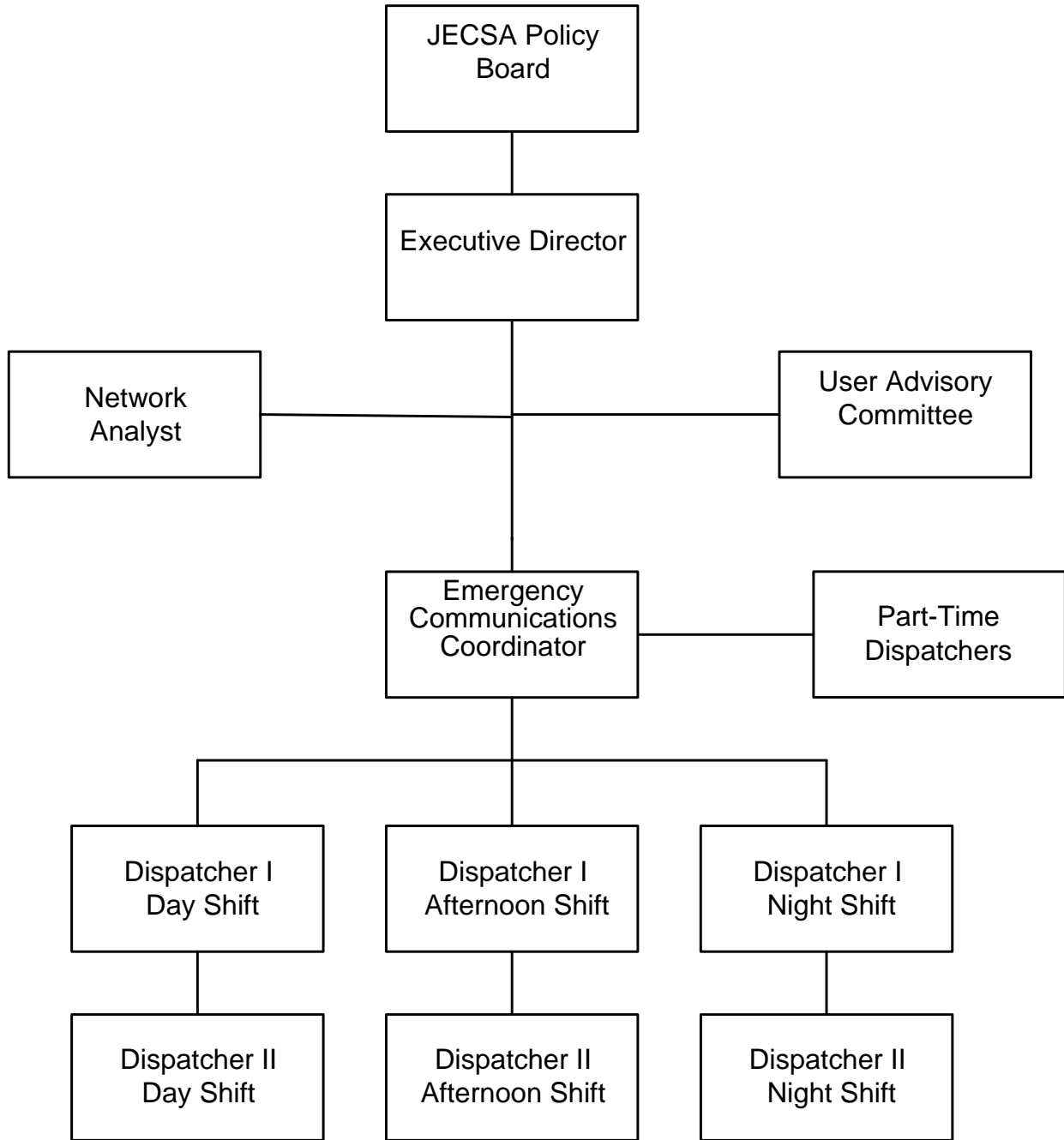
OVERVIEW

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.

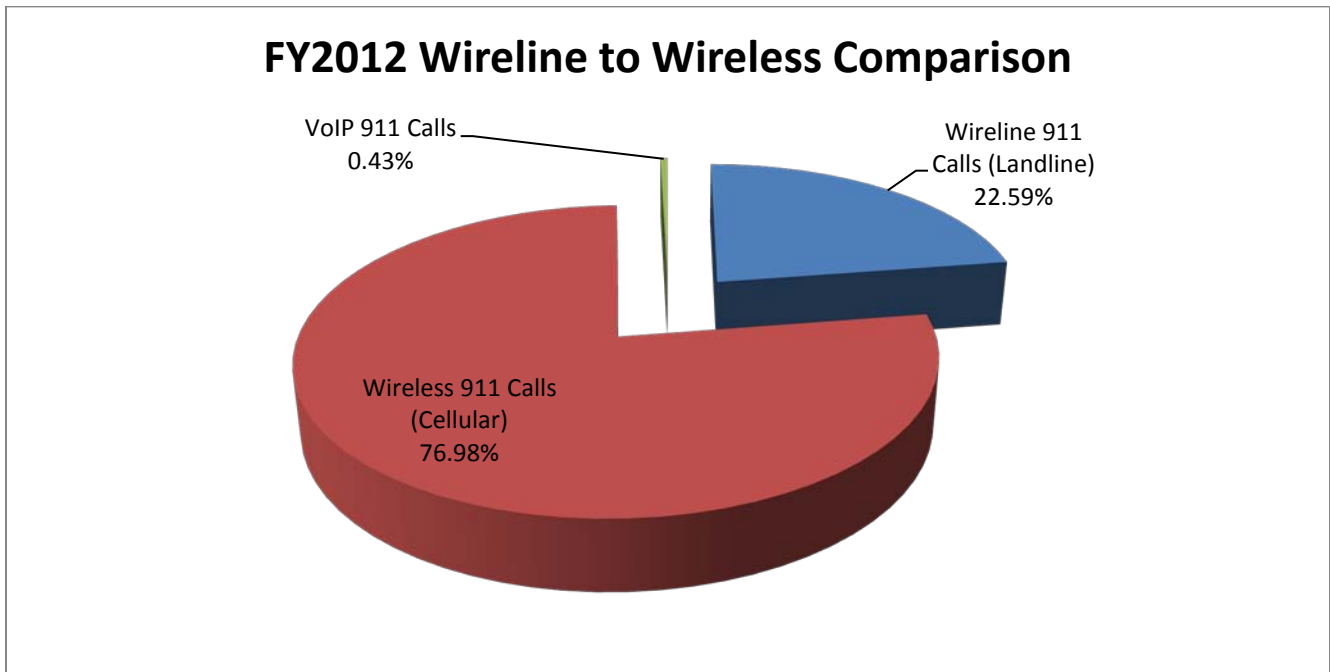# Joint Emergency Communications Center (JECC)
Organizational Chart

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                    ┌─────────────────┐
                    │  JECSA Policy   │
                    │     Board       │
                    └─────────────────┘
                             │
                    ┌─────────────────┐
                    │ Executive Director │
                    └─────────────────┘
                             │
┌─────────────┐             │             ┌─────────────┐
│  Network    │─────────────┼─────────────│ User Advisory │
│  Analyst    │             │             │  Committee   │
└─────────────┘             │             └─────────────┘
                             │
                    ┌─────────────────┐        ┌─────────────┐
                    │   Emergency     │────────│  Part-Time  │
                    │ Communications  │        │ Dispatchers │
                    │  Coordinator    │        └─────────────┘
                    └─────────────────┘
                             │
        ┌────────────────────┼────────────────────┐
┌─────────────┐      ┌─────────────┐      ┌─────────────┐
│ Dispatcher I │     │ Dispatcher I │     │ Dispatcher I │
│  Day Shift   │     │Afternoon Shift│    │ Night Shift  │
└─────────────┘      └─────────────┘      └─────────────┘
        │                    │                    │
┌─────────────┐      ┌─────────────┐      ┌─────────────┐
│ Dispatcher II│     │ Dispatcher II│     │ Dispatcher II│
│  Day Shift   │     │Afternoon Shift│    │ Night Shift  │
└─────────────┘      └─────────────┘      └─────────────┘
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PERSONNEL ALLOCATION – FY2012

Job Title	Management	Administrative	Operations	Total
Executive Director	1			1
Emergency Communications Coordinator		1		1
Network Analyst		1		1
Office Assistant – Part-Time		1		1
Dispatcher I			6	6
Dispatcher II			19	19
Dispatcher II / Part-Time			5	5
			Total	34

ANNUAL ACTIVITY SUMMMARIES – FY2012

CALL CATEGORIES AND VOLUMES

July 1, 2011 through June 30, 2012

911 Emergency Calls

FY2012 Wireline to Wireless Comparison

VoIP 911 Calls
0.43%

Wireline 911
Calls (Landline)
22.59%

Wireless 911 Calls
(Cellular)
76.98%

Call Type	Total
Wireline 911 Calls	10,636
Wireless (Cellular) 911 Calls	36,253
VoIP 911 Calls	202
Total	47,091

Summary of all Call Types

FY 2012 Call Type Categories
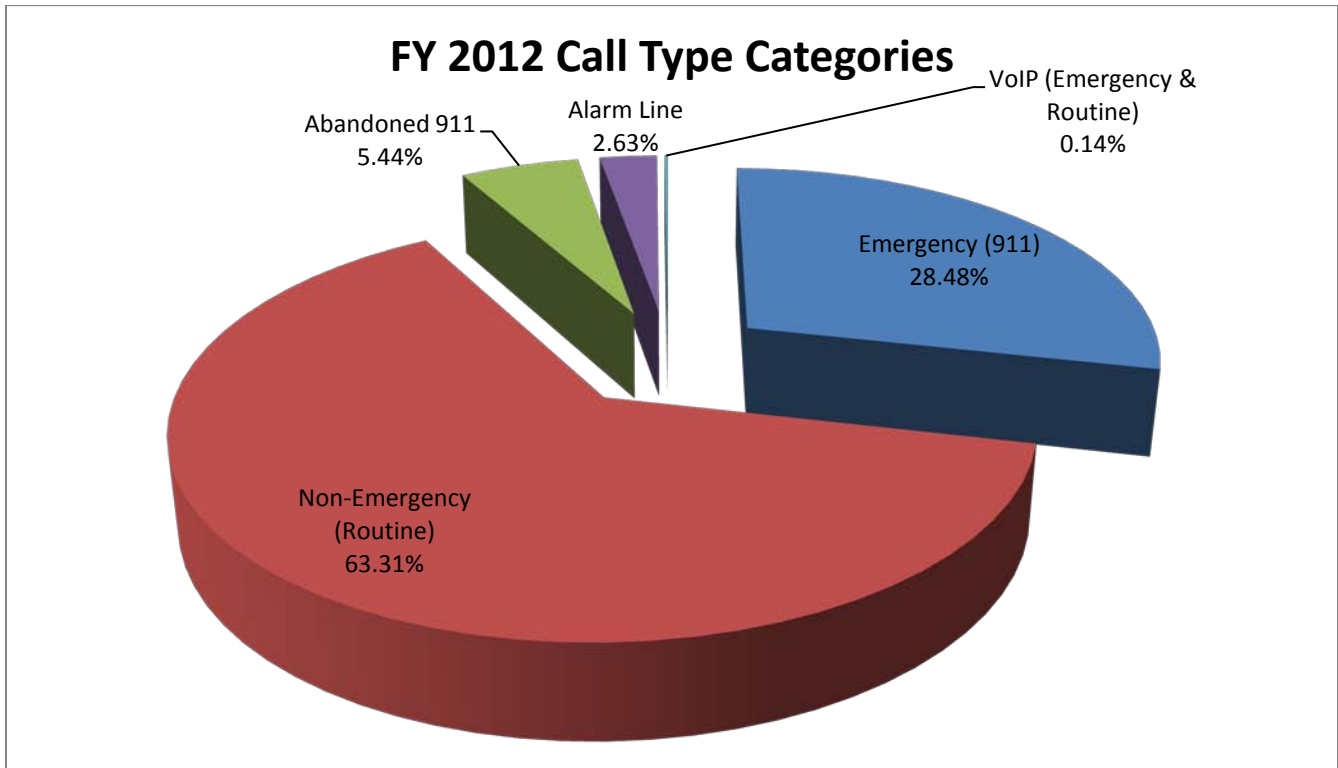
Categories	Volume	Percent
Emergency (911)	39,379	28.48%
Non-Emergency (Routine)	87,533	63.31%
Abandoned	7,521	5.44%
Alarm Line	3,635	2.63%
VoIP (Emergency & Routine)	192	0.14%
Total	138,260	100%

*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, 2011 through June 30, 2012

The Joint Emergency Communications Center processed approximately 138,260 emergency and non-emergency telephone calls in fiscal year 2011. During the fiscal year, these telephone calls resulted in the creation of 160,754 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.
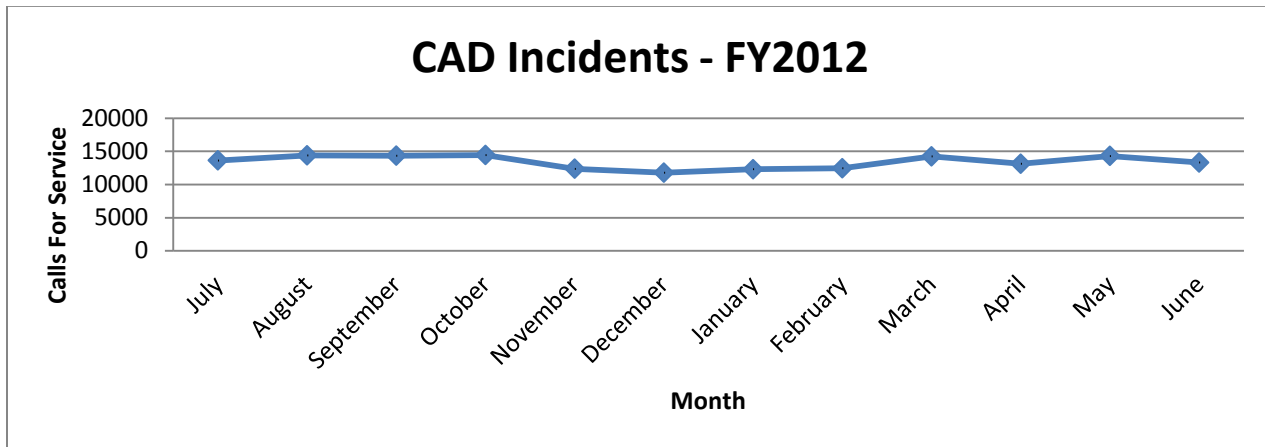
|	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	12,244	12,244	1,395	1,395	13,639	13,639
August	12,918	25,162	1,478	2,873	14,396	28,035
September	12,836	37,998	1,514	4,387	14,350	42,385
October	12,896	50,894	1,553	5,940	14,449	56,834
November	11,065	61,959	1,321	7,261	12,386	69,220
December	10,412	72,371	1,375	8,636	11,787	81,007
January	10,902	83,273	1,397	10,033	12,299	93,306
February	11,135	94,408	1,315	11,348	12,450	105,756
March	12,723	107,131	1,519	12,867	14,242	119,998
April	11,602	118,733	1,527	14,394	13,129	133,127
May	12,704	131,437	1,613	16,007	14,317	147,444
June	11,898	143,335	1,412	17,419	13,310	160,754
TOTAL	143,335	143,335	17,419	17,419	160,754	160,754

TELECOMMUNICATIONS

In fiscal year 2012, we continued to see more growth in incoming cellular 911 calls verses 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 380 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 as 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.
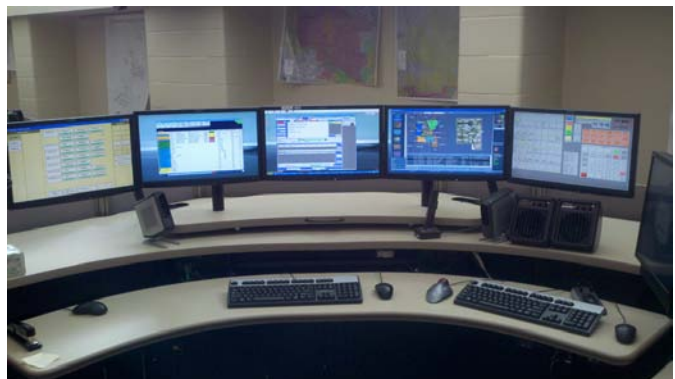
 We also continue to explore new technologies and Next Generation 911 (NG911) services such as receiving text messages to keep up with the technological advances in the field of 911 communications.

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.
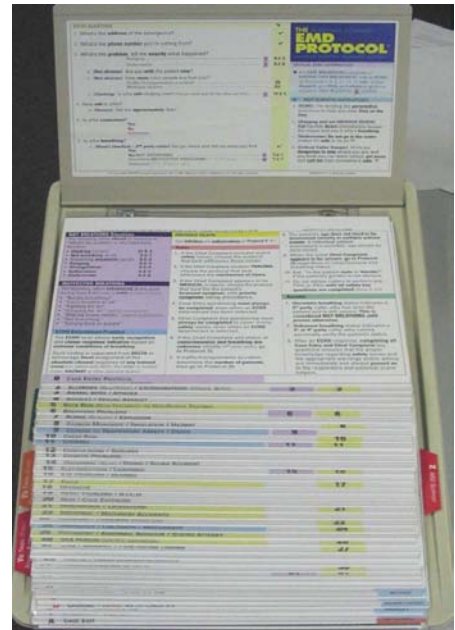
JECSA FY2013 Budget

July 1, 2012 through June 30, 2013
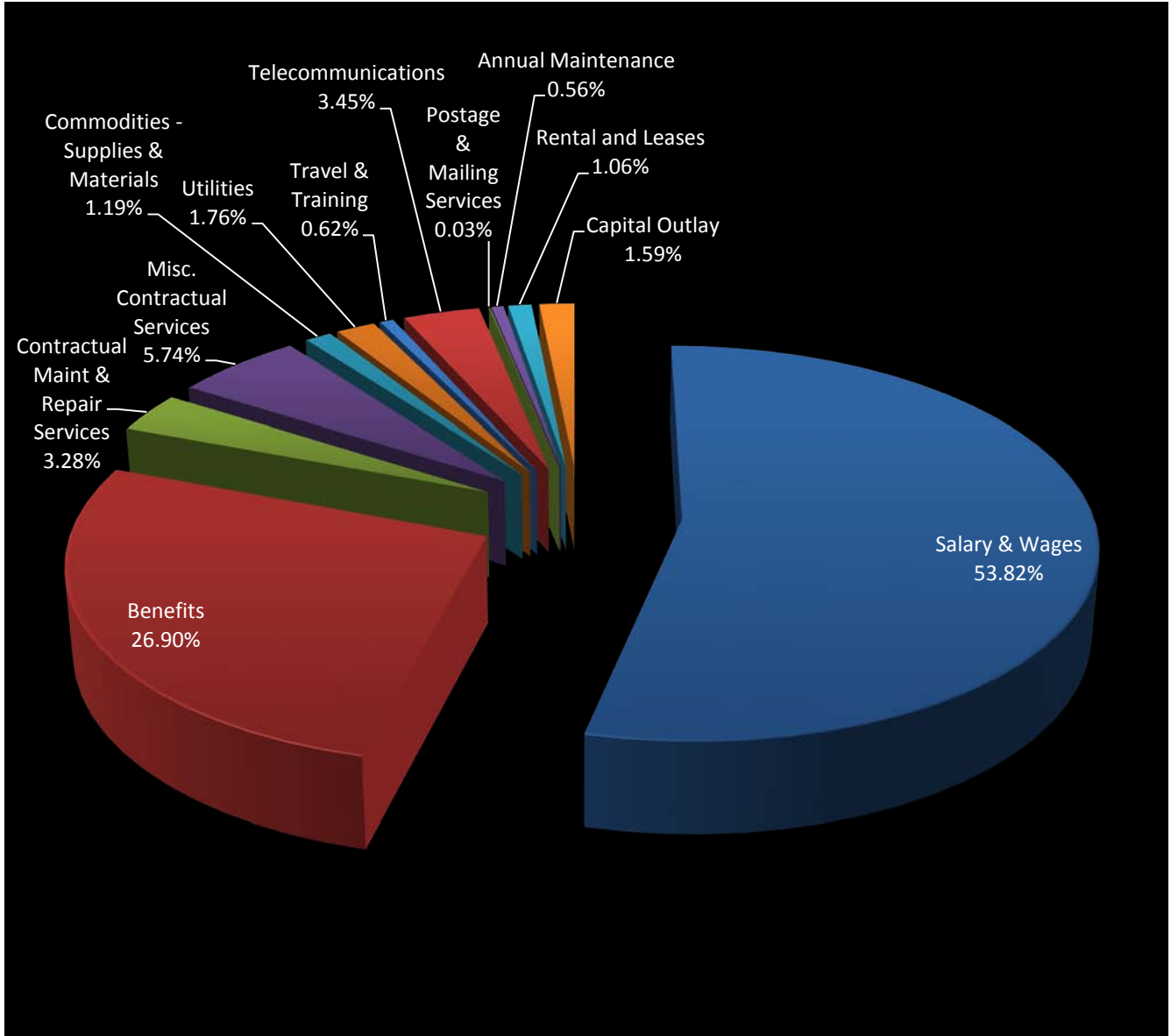
Total: $3,161,961

JOINT EMERGENCY COMMUNICATIONS SERVICES
ASSOCIATION OF JOHNSON COUNTY
STATEMENTS OF NET ASSETS
As of June 30, 2012 and 2011

ASSETS

	June 30, 2012	June 30, 2011
Current Assets:		
Checking	$ 1,549,679.09	$ 2,485,887.82
Accounts Receivable	136.44	8,087.48
Prepaid Insurance	70,945.06	61,014.41
Prepaid Rent	4,883.13	4,813.91
Prepaid Software License & Support	1,248.00	-
Prepaid Internet	636.81	-
Employee Advances Receivable	1,013.32	-
Cobra Premiums Receivable	1,172.80	-
Prepaid Maintenance Contracts	76,161.81	148,785.07
Total Current Assets	1,705,876.46	2,708,588.69
Property, Plant and Equipment		
Land	50,125.00	50,125.00
Building	5,296,989.09	5,296,989.09
Equipment	14,519,486.20	14,519,486.20
Total Property, Plant and Equipment Cost	19,866,600.29	19,866,600.29
Less: Accumulated Depreciation	(4,088,613.00)	(2,041,477.00)
Net Property Plant and Equipment	15,777,987.29	17,825,123.29
Total Assets	$ 17,483,863.75	$ 20,533,711.98

LIABILITIES

	June 30, 2012	June 30, 2011
Current Liabilities:		
Accounts Payable	$ 148,952.45	$ 187,826.83
Credit Cards Payable	5,271.09	830.74
Accrued Expenses	35,976.49	116,922.97
Payroll Taxes Payable	27,254.19	24,893.70
Union Dues Payable	1,205.66	-
College Savings Plan Payable	75.00	-
Flex Withholding Payable	663.83	-
IPERS Payable	23,246.27	13,918.61
Deferred Compensation Payable	880.00	780.00
Self Funded Health Payable	136.23	-
Paid Time Off Accrued	60,725.40	80,103.44
COPS Technology Grant Liability	-	23,780.11
Total Current Liabilities	304,386.61	449,056.40
Total Liabilities	304,386.61	449,056.40

NET ASSETS

	June 30, 2012	June 30, 2011
Net Assets	17,179,477.14	20,084,655.58
Total Net Assets and Liabilities	$ 17,483,863.75	$ 20,533,711.98

See accountant's compilation report.

JOINT EMERGENCY COMMUNICATIONS SERVICES
ASSOCIATION OF JOHNSON COUNTY
STATEMENTS OF ACTIVITIES
One Month and Twelve Months Ended June 30, 2012 and 2011

	June '12	July '11 - June '12	June '11	July '10 - June '11
Operations Budget Levy Proceeds	$ 213,006.00	$ 2,662,570.00	$ 274,004.00	$ 2,283,364.00
Operating Expenses:				
Salaries and Wages	119,299.10	1,641,081.14	164,343.57	1,570,373.08
Benefits	60,920.50	726,716.20	28,118.29	708,331.30
Wage Reimbursement	-	(136.44)	-	-
Maintenance and Repair Services	55,593.17	470,617.48	12,618.72	90,277.89
Miscellaneous Contractual Services	21,234.32	130,026.24	5,774.20	156,779.52
Commodities-Supplies/Materials	2,199.37	28,067.65	3,851.37	33,566.60
Utilities	9,889.17	52,406.02	8,914.44	52,978.48
Travel and Training	3,449.64	10,117.90	1,033.44	13,090.12
Telecommunications	14,108.93	99,175.66	16,579.46	101,193.76
Postage & Mailing Services	64.68	346.81	-	259.01
Dues and Memberships	-	-	-	200.00
Other Charges	-	2,240.00	-	-
Annual Maintenance	723.43	37,248.54	5,150.98	89,321.64
Rental and Leases	2,703.67	31,545.08	744.23	28,781.89
Capital Outlay	-	300,462.00	4,033.14	224,378.60
Total Operating Expenses	290,185.98	3,529,914.28	251,161.84	3,069,531.89
Net Operating Income	(77,179.98)	(867,344.28)	22,842.16	(786,167.89)
Non-Operating Revenue				
Promotional Revenue	-	-	-	150.00
Promotional Expense	-	-	-	(149.60)
Net Promotional Income & Expense	-	-	-	0.40
COPS Technology Grant Received	-	23,780.11	1,115.00	101,219.89
COPS Technology Grant Expenses	-	(23,780.11)	(1,115.00)	(101,219.89)
Net COPS Technology Grant	-	-	-	-
Interest Income	390.57	5,003.01	525.34	13,399.36
Pop Fund Revenue	(55.80)	3.83	7.20	401.24
Equipment Sale Proceeds	-	1,370.00	-	525.00
Excess Flex Witholding	-	-	2,465.62	2,465.62
Non-PS Radio System Fees	-	2,925.00	-	-
Depreciation Expense	(170,594.66)	(2,047,136.00)	(170,594.64)	(2,041,477.00)
Total Non-Operating Revenue	(170,259.89)	(2,037,834.16)	(167,596.48)	(2,024,685.38)
Change in Net Assets	$ (247,439.87)	$ (2,905,178.44)	$ (144,754.32)	$ (2,810,853.27)

See accountant's compilation report.

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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 91-1 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.