

# Joint Emergency Communications Services Association

## FY2013 Annual Report



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

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December 18, 2013

Dear Policy Board and 28E member entities;

I am pleased to present the 2013 annual report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2013 including financials.

For fiscal year 2013 we continued to maintain comparable call volume as fiscal year 2012. We remained steady in both the number of emergency calls received and the number of calls for service that were dispatched.

One of the most notable events in the past years was the joining of the Johnson County and Linn County radio systems to form a regional P25 radio system. This allows for the sharing of resources and expanded radio coverage for the public safety responders in the two counties. We look forward to the many other advantages that this opens up for Johnson County and the potential cost savings of a regional maintenance agreement to lower costs for radio system maintenance.

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.

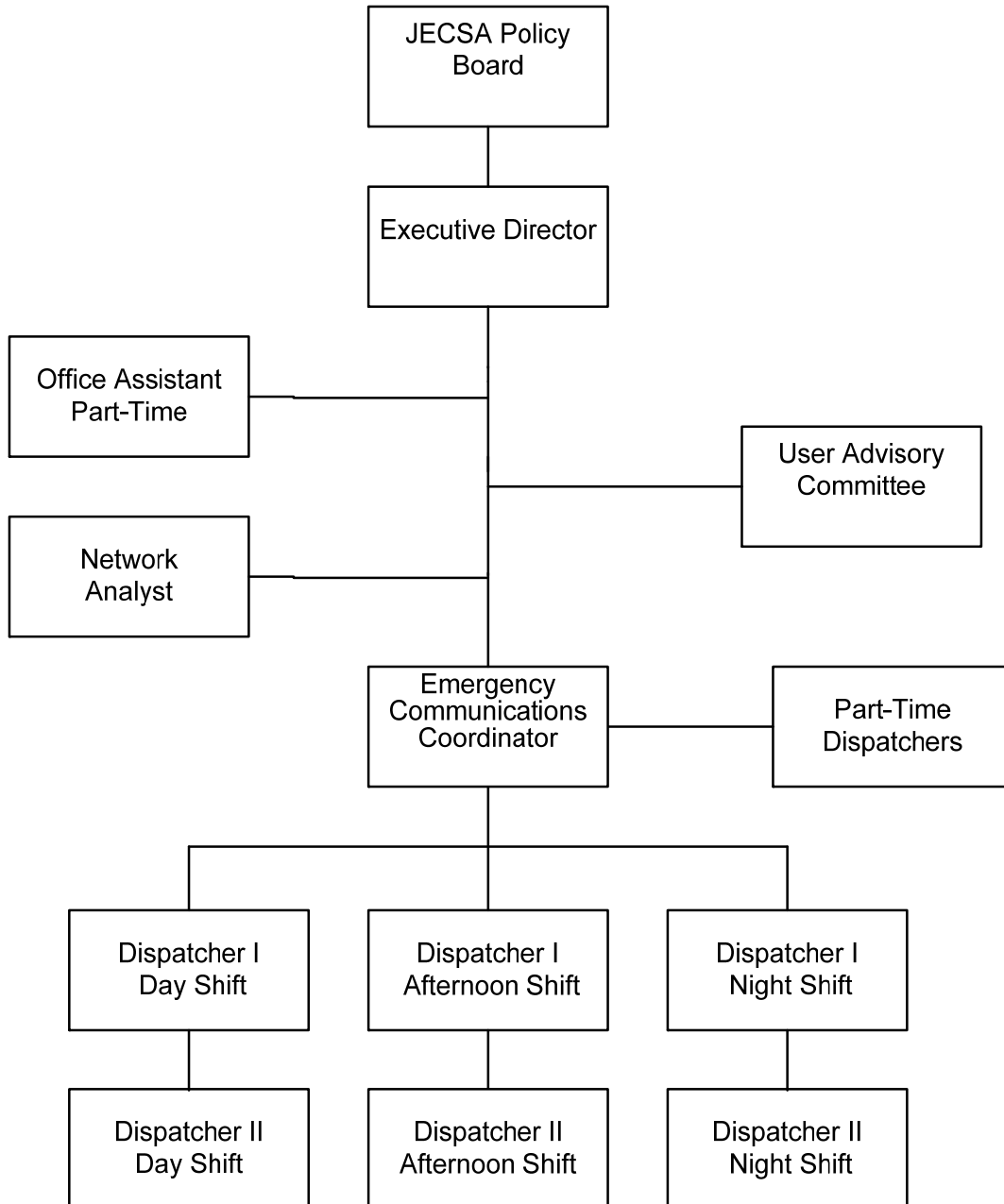
## OVERVIEW

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



## PERSONNEL ALLOCATION – FY2013

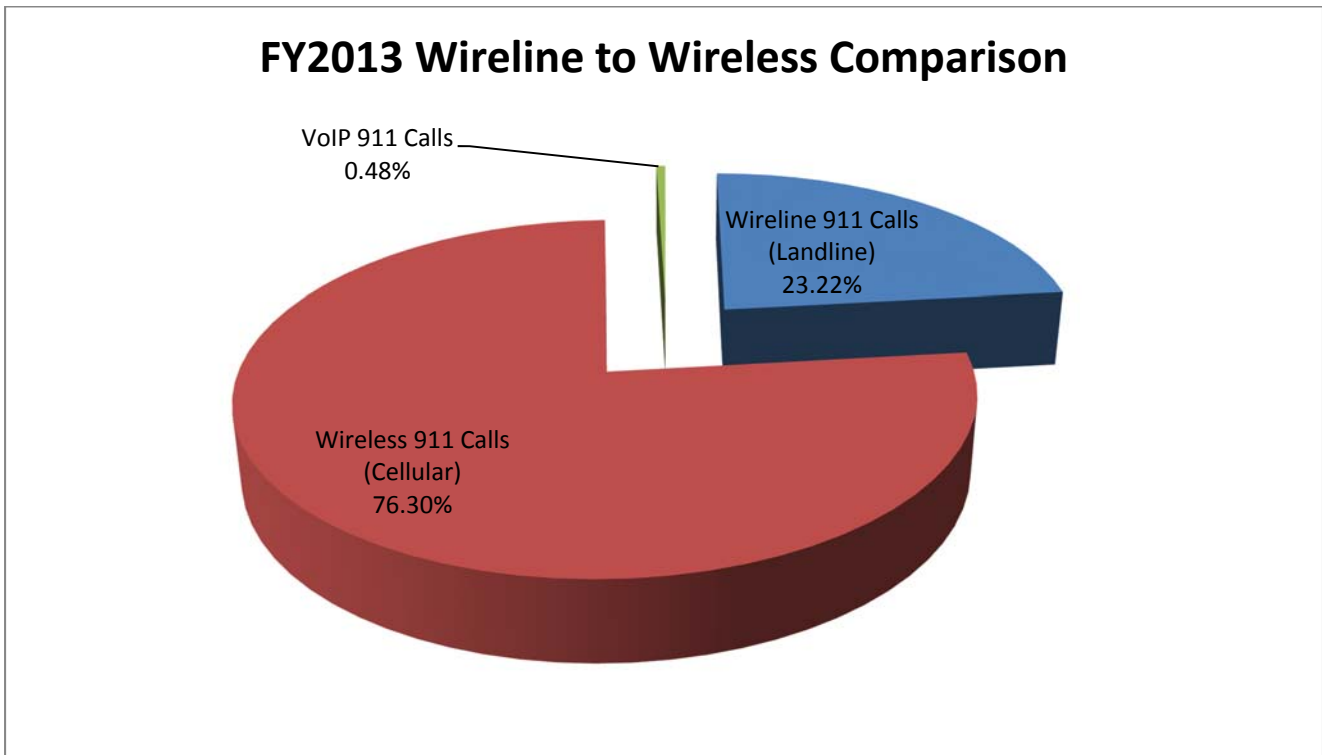
<u>Job Title</u>	<u>Management</u>	<u>Administrative</u>	<u>Operations</u>	<u>Total</u>
Executive Director	1			1
Emergency Communications Coordinator	1			1
Network Analyst		1		1
Office Assistant – Part-Time		1		1
Dispatcher I			6	6
Dispatcher II			19	19
Dispatcher II / Part-Time			3	3
			Total	31

# ANNUAL ACTIVITY SUMMMARIES – FY2012

## CALL CATEGORIES AND VOLUMES

July 1, 2011 through June 30, 2012

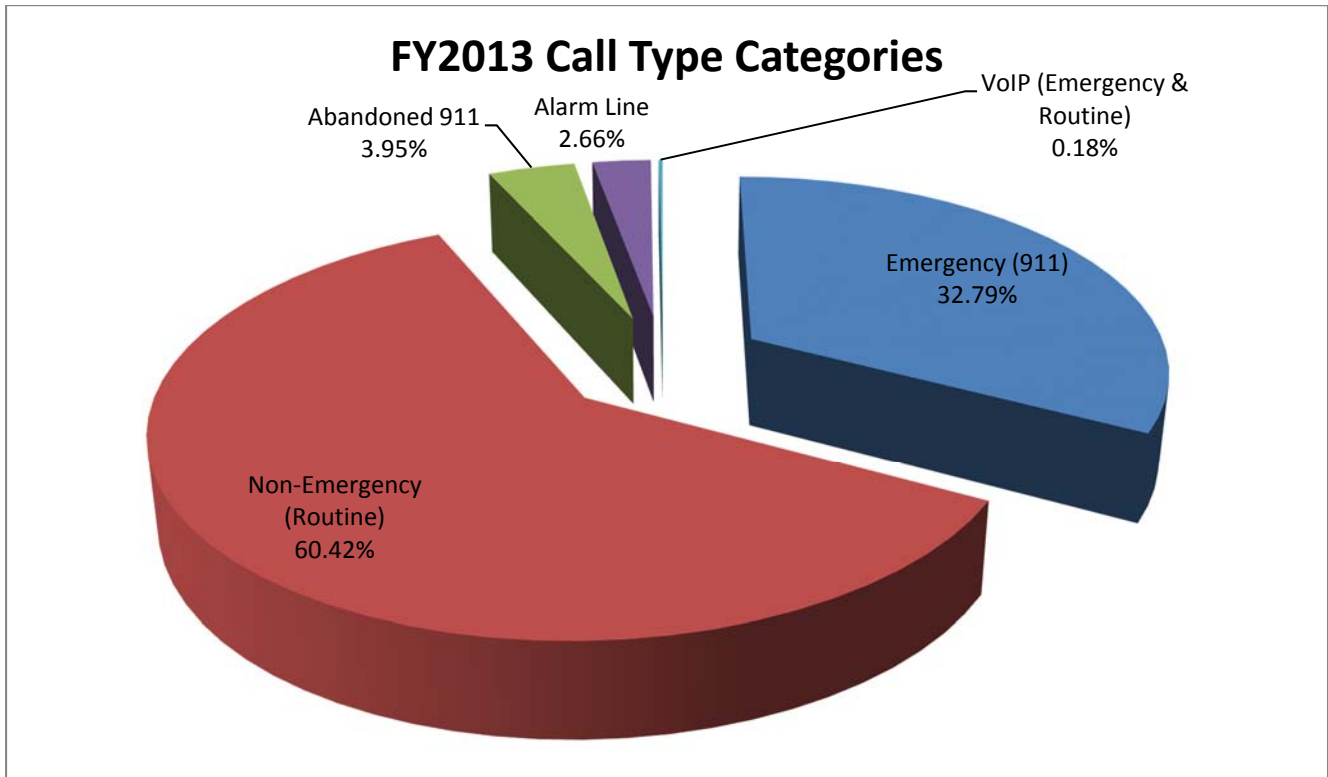
### 911 Emergency Calls



Call Type	Total
Wireline 911 Calls	10,976
Wireless (Cellular) 911 Calls	36,073
VoIP 911 Calls	227
Total	47,276



**Summary of all Call Types**



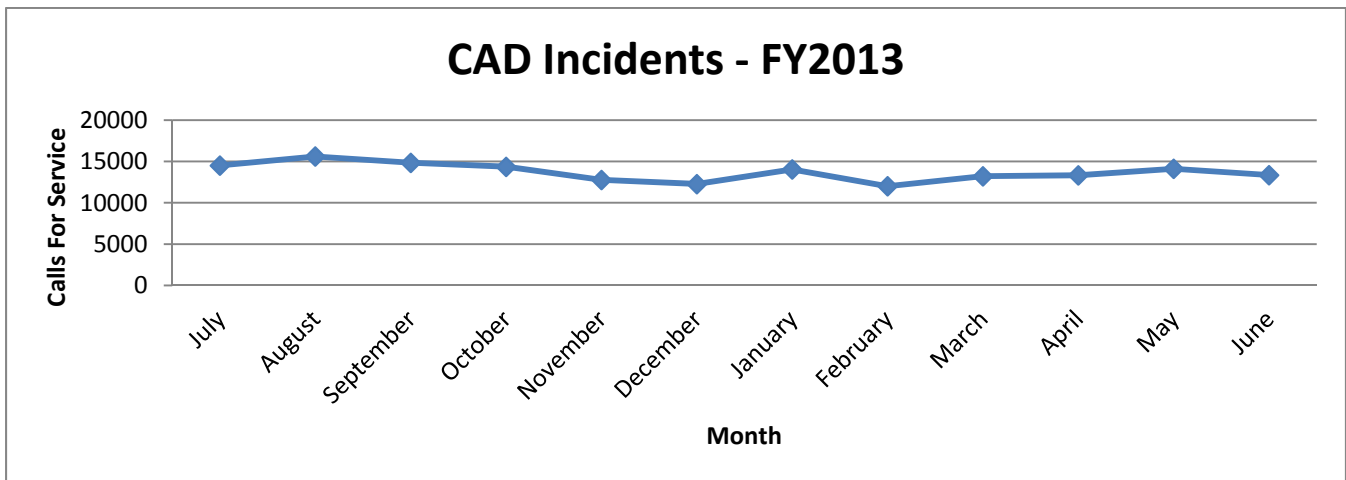
Categories	Volume	Percent
Emergency (911)	41,987	32.79%
Non-Emergency (Routine)	77,357	60.42%
Abandoned	5,062	3.95%
Alarm Line	3,405	2.66%
VoIP (Emergency & Routine)	227	0.19%
Total	128,038	100%

\*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, 2012 through June 30, 2013

The Joint Emergency Communications Center processed approximately 128,038 emergency and non-emergency telephone calls in fiscal year 2013. During the fiscal year, these telephone calls resulted in the creation of 164,400 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.



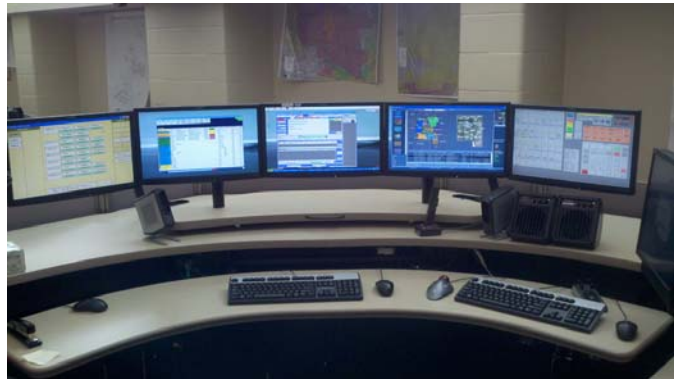
	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	12,831	12,831	1,678	1,678	14,509	14,509
August	13,800	26,631	1,808	3,486	15,608	30,117
September	13,063	39,694	1,782	5,268	14,845	44,962
October	12,559	52,253	1,801	7,069	14,360	59,322
November	11,230	63,483	1,536	8,605	12,766	72,088
December	10,768	74,251	1,499	10,104	12,267	84,355
January	12,189	86,440	1,853	11,957	14,042	98,397
February	10,632	97,072	1,372	13,329	12,004	110,401
March	11,580	108,652	1,631	14,960	13,211	123,612
April	11,529	120,181	1,790	16,750	13,319	136,931
May	12,447	132,628	1,672	18,422	14,119	151,050
June	11,654	144,282	1,696	20,118	13,350	164,400
TOTAL	144,282	144,282	20,118	20,118	164,400	164,400

## TELECOMMUNICATIONS

In fiscal year 2013, 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. The heaviest volume of calls is received on the non-emergency number 356-6800 between the hours of 11:00 a.m. and 10:00 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.

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 uses Language Line Services to process calls from Non-English speaking callers. Our call takers conference the caller to a translator who in turn provides us with the emergency information.

## 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

## 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 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.

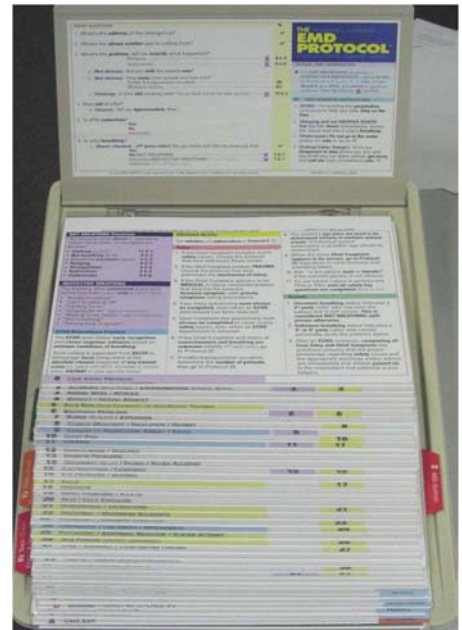
Included in this process is a Quality Assurance program. All certified EMD dispatchers receive ongoing feedback on their performance based on guidelines established by the National Academies of Emergency Dispatch and EMS, Inc. The purpose of Quality Assurance is to provide a non-punitive means of assisting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

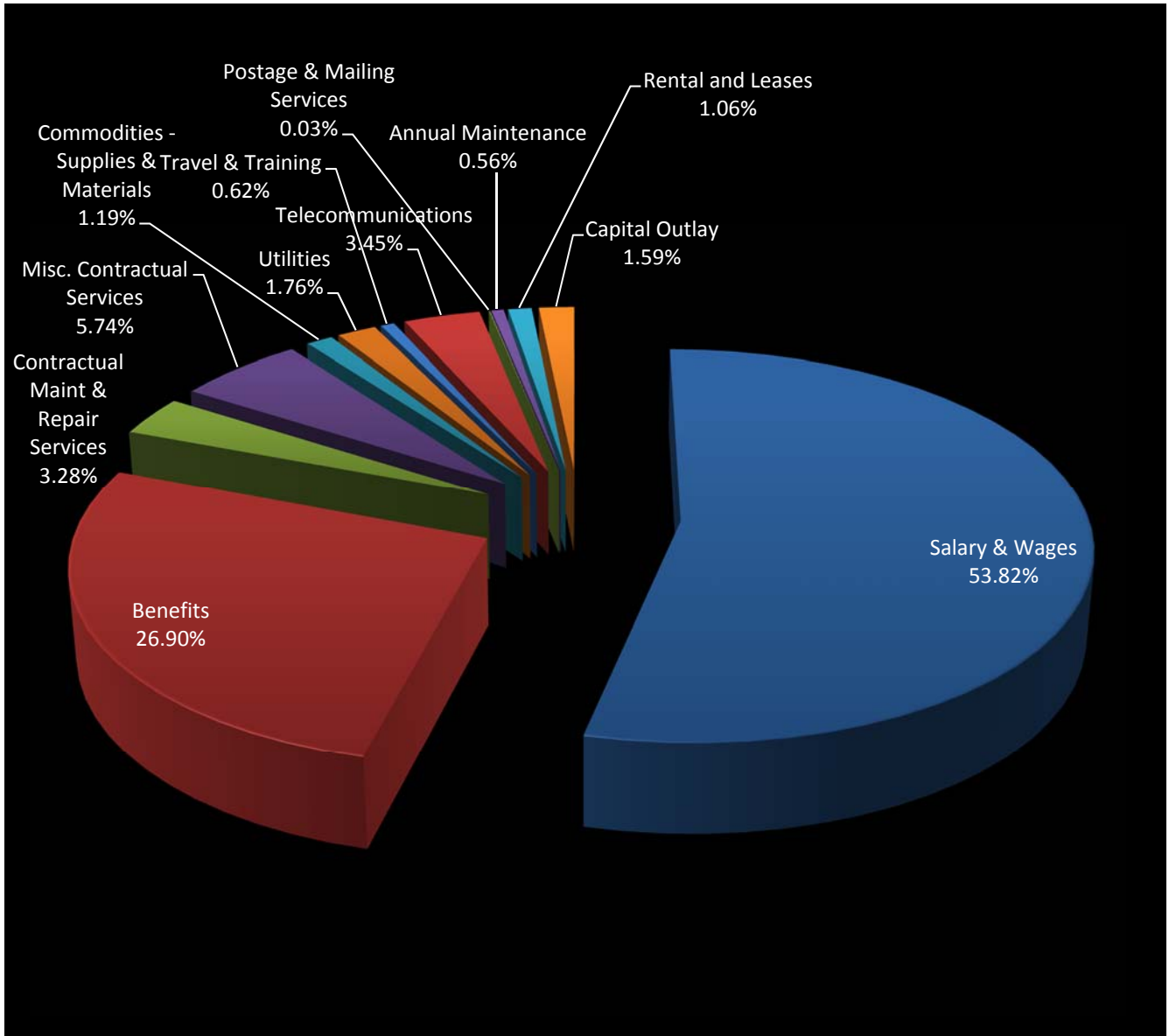
The remaining protocol is geared toward skilled care facilities. This protocol does not require specific Post-Dispatch and/or Pre-Arrival instructions as staff in these facilities possess medical skill and knowledge.

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, 2013 and 2012

ASSETS

	June 30, 2013	June 30, 2012
Current Assets:		
Checking	\$ 1,310,966.08	\$ 1,549,679.09
Accounts Receivable	818.55	136.44
Prepaid Insurance	75,800.61	67,735.98
Prepaid Rent	4,955.11	4,883.12
Prepaid Software License	1,644.52	1,248.00
Prepaid Internet	636.81	636.81
Employee Advances Receivable	116.02	1,013.32
Cobra Premiums Receivable	-	1,172.80
Prepaid Maintenance Contracts	2,128.75	76,161.81
Total Current Assets	1,397,066.45	1,702,667.37
Property, Plant and Equipment		
Land	50,125.00	50,125.00
Building	5,296,989.09	5,296,989.09
Equipment	14,532,095.83	14,519,486.20
Total Property, Plant and Equipment Cost	19,879,209.92	19,866,600.29
Less: Accumulated Depreciation	(6,137,431.00)	(4,088,613.00)
Net Property Plant and Equipment	13,741,778.92	15,777,987.29
Total Assets	\$ 15,138,845.37	\$ 17,480,654.66

See accountant's compilation report.

**JOINT EMERGENCY COMMUNICATIONS SERVICES  
ASSOCIATION OF JOHNSON COUNTY  
STATEMENTS OF NET ASSETS**

As of June 30, 2013 and 2012

LIABILITIES

	June 30, 2013	June 30, 2012
Current Liabilities:		
Accounts Payable	\$ 62,244.38	\$ 148,952.45
Credit Cards Payable	11,053.29	5,271.09
Accrued Expenses	39,300.82	35,976.49
Payroll Taxes and Other Withholding Payable	26,176.27	30,078.68
Self Funded Health Payable	366.33	136.23
IPERS Payable	16,885.14	23,246.27
Paid Time Off Accrued	57,082.23	60,725.40
Total Current Liabilities	213,108.46	304,386.61
Long Term Liabilities:		
Equipment Lease Payable	10,949.06	-
Total Liabilities	224,057.52	304,386.61
NET ASSETS		
Net Assets	14,914,787.85	17,176,268.05
Total Net Assets and Liabilities	\$ 15,138,845.37	\$ 17,480,654.66

See accountant's compilation report.

**JOINT EMERGENCY COMMUNICATIONS SERVICES  
ASSOCIATION OF JOHNSON COUNTY  
STATEMENTS OF ACTIVITIES  
One and Twelve Months Ended June 30, 2013 and 2012**

	<u>June '13</u>	<u>July '12 - June '13</u>	<u>June '12</u>	<u>July '11 - June '12</u>
Operations Budget Levy Proceeds	\$ 252,957.00	\$ 3,161,961.00	\$ 213,006.00	\$ 2,662,570.00
Operating Expenses:				
Salaries and Wages	115,474.94	1,607,224.41	119,299.10	1,641,081.14
Benefits	60,316.15	742,616.30	53,640.50	719,436.20
Wage Reimbursement	-	(299.92)	-	(136.44)
Maintenance and Repair Services	62,452.82	595,962.80	55,593.17	470,617.48
Miscellaneous Contractual Services	11,971.39	129,848.07	24,443.40	133,235.32
Commodities-Supplies/Materials	7,479.93	32,390.17	2,424.37	28,067.65
Utilities	9,879.33	51,874.72	9,889.17	52,406.02
Travel and Training	7,602.90	18,676.92	3,449.64	10,117.90
Telecommunications	22,190.49	107,128.61	14,108.93	99,175.66
Postage & Mailing Services	-	278.09	64.68	346.81
Other Charges	-	-	-	2,240.00
Annual Maintenance	751.58	9,609.52	723.43	37,248.54
Rental and Leases	2,137.98	28,061.25	2,703.68	31,545.09
Capital Outlay	-	57,241.91	-	300,462.00
Total Operating Expenses	<u>300,257.51</u>	<u>3,380,612.85</u>	<u>286,340.07</u>	<u>3,525,843.37</u>
Net Operating Income	(47,300.51)	(218,651.85)	(73,334.07)	(863,273.37)
Flood Disaster Reimbursements & Expenses	(2,707.61)	(2,707.61)	-	-
Interest Income	267.94	2,523.82	390.57	5,003.01
Pop Fund Revenue	-	25.29	(55.80)	3.83
COPS Technology Grant Received	-	-	-	23,780.11
COPS Technology Grant Expenses	-	-	-	(23,780.11)
Net COPS Technology Grant	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Equipment Sale Proceeds	-	942.50	-	1,370.00
Excess Flex Withholding	366.28	546.15	-	-
Non-PS Radio System Fees	-	4,425.00	-	2,925.00
Miscellaneous Revenue - Other	-	420.80	-	-
Lease Finance Charges	(23.90)	(186.30)	-	-
Depreciation Expense	(170,804.85)	(2,048,818.00)	(170,594.66)	(2,047,136.00)
Total Non-Operating Revenue	<u>(172,902.14)</u>	<u>(2,042,828.35)</u>	<u>(170,259.89)</u>	<u>(2,037,834.16)</u>
Change in Net Assets	<u>\$ (220,202.65)</u>	<u>\$ (2,261,480.20)</u>	<u>\$ (243,593.96)</u>	<u>\$ (2,901,107.53)</u>

See accountant's compilation report.



## 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.