

Joint Emergency Communications Services Association

FY2019 Annual Report



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Message from Executive Director

December 16, 2019

Dear Policy Board and 28E member entities;

I am pleased to present the 2019 annual report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2019.

Fiscal year 2019 was the ninth (9th) 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.

Like other dispatch centers across the state and even the country, we continue to face the challenge of recruiting Public Safety Dispatchers. We are challenged with finding candidates who are willing to work non-traditional hours in a 24x7 environment that includes nights, weekends and holidays; along with the mental stress of answering 9-1-1 calls.

In October 2018, the JECC successfully deployed RapidSOS. This deployment was another technological advancement in the realm of technology for 911 communications. RapidSOS gives dispatchers a more accurate location of mobile callers. This precise location information is important because it results in a faster, more efficient response to emergency situations.

We experienced an approximate 2% increase in the number of overall emergency and non-emergency telephone calls in fiscal year 2019. We experienced a less than 1% increase in the number of calls for service that were created in fiscal year 2019. We saw cellular 911 call volume increase by approximately 4% and wireline 911 calls decrease by approximately 11% over fiscal year 2018. We experienced an 11% increase in VoIP calls. There was also an increase of approximately 2% in non-emergency call volume over fiscal year 2018.

In the past year, we also had two additional counties join our regional radio system. Both Washington and Scott Counties have purchased systems that will connect to the regional radio system and become partners in emergency communications services with Johnson County.

In closing, the JECC has an incredibly talented workforce of men and women who are dedicated to serving our public safety partners, communities and residents of Johnson County. Our staff members continue to work difficult hours to meet the increasing demands for the services that we provide. We continue to look forward to these challenges as we move towards the future.

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

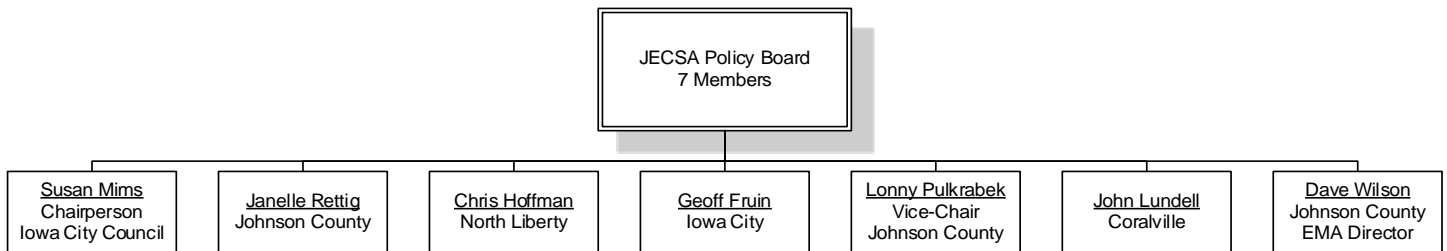
Overview

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 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.

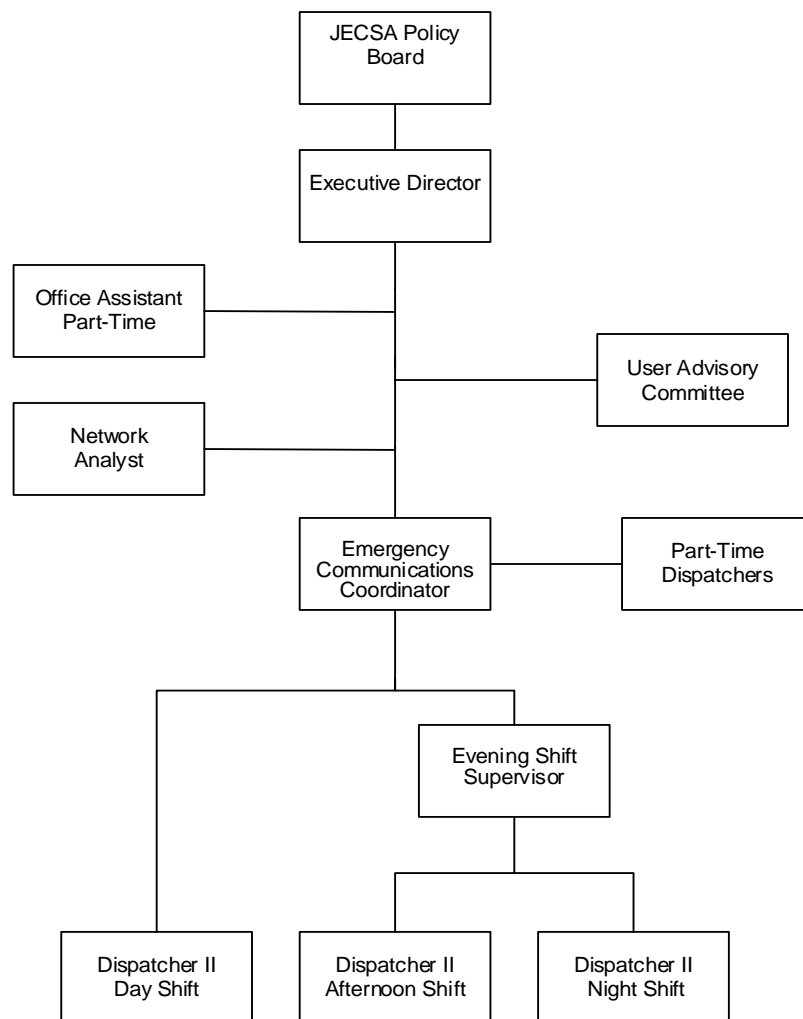
The JECC serves the public 24 hours a day, 7 days a week, and 365 days a year with specially trained dispatchers to answer all emergency calls for assistance. These operators receive and/or transmit emergency telephone, radio, alarm, and other types of data over multiple computer systems, then analyze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



Joint Emergency Communications Center (JECC) Organizational Chart



Personnel Allocation – FY2019

<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

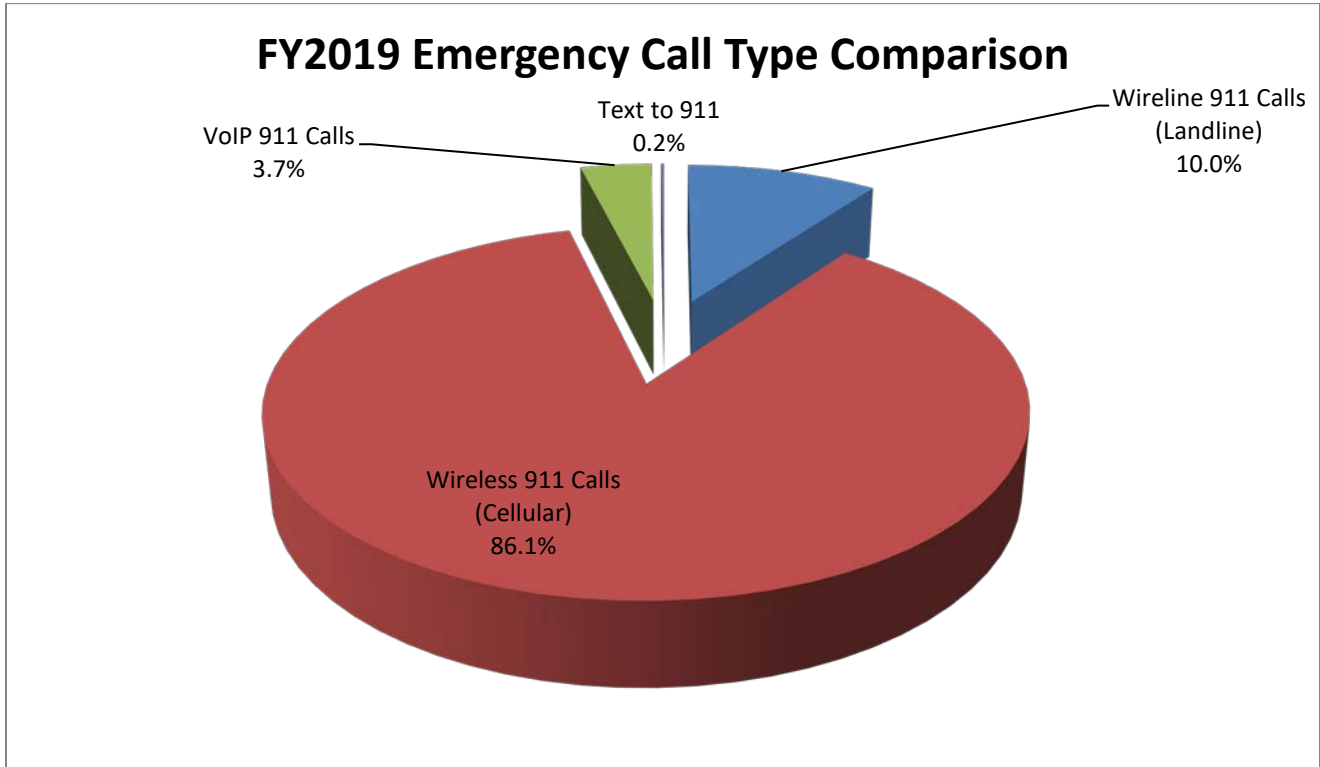
The dedicated 911 Dispatch Staff continue to promote the 911 Center in a positive way through participation in a number of volunteer events:

- Johnson County Fair
- UIHC Emergency Medicine Resident Training Program
- Citizens Police Academy
- 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 2019 including:

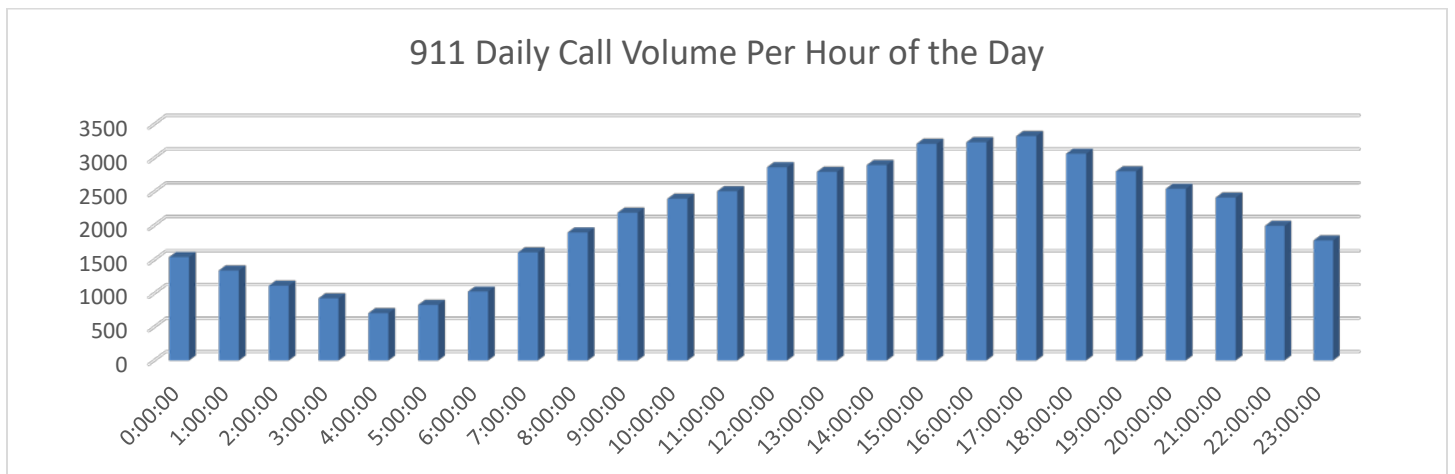
- APCO/NENA Spring and Fall Conference
- CJIS Training
- Police Legal Sciences
- Crisis Intervention Training
- Radiological Emergency Preparedness Training
- WENS – Emergency Communications Network
- NENA Certified Training Officer Training
- Emergency Medical Dispatch Certification Class
- Emergency 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
- Cardiac/Respiratory/Death Protocol EMD Advancement Series
- Overdose/Poisoning (Ingestion) EMD Advancement Series
- Fast Track EMD Training
- EMD Universal Standards 10 Training
- Viper Text-to-911 Training

Statistics – FY2019

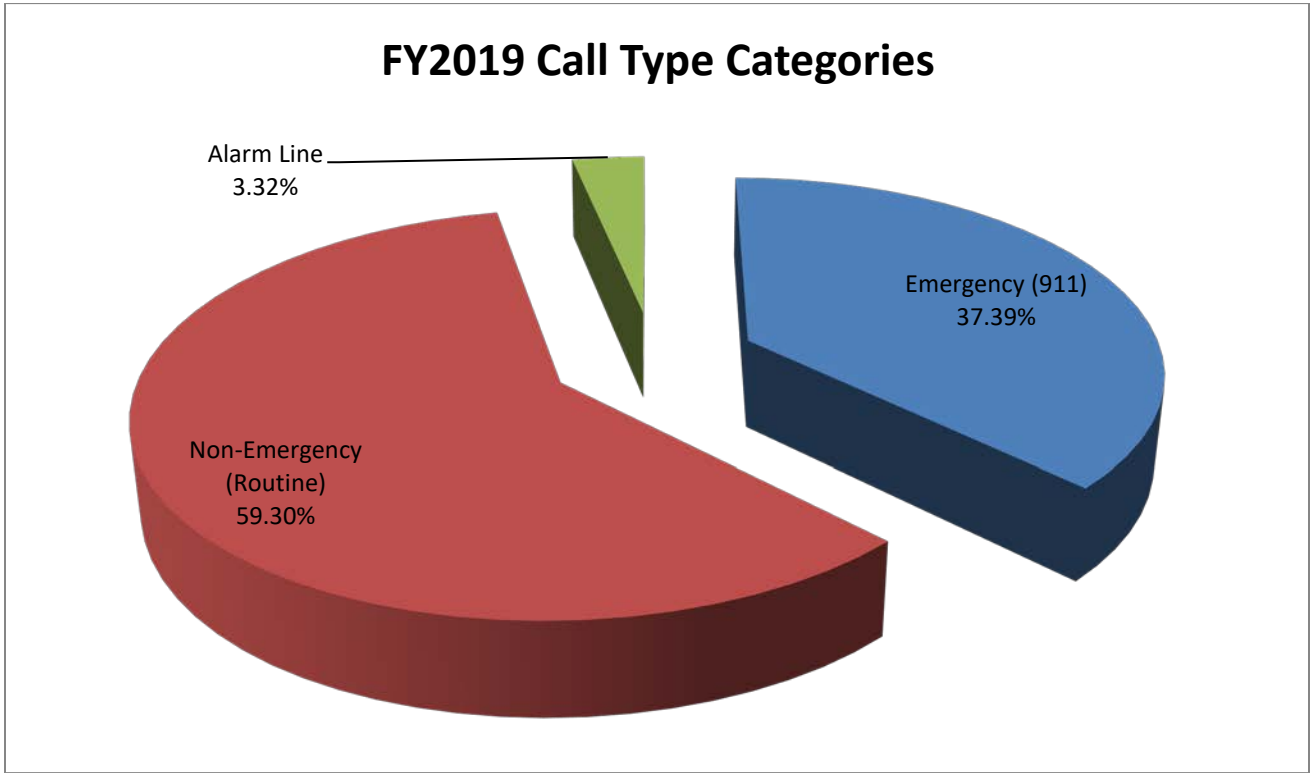


Call Type	Total	Percent
Wireline 911 Calls	5,093	10%
Wireless (Cellular) 911 Calls	44,008	86.1%
VoIP 911 Calls	1,906	3.7%
Text to 911	81	0.2%
Total	51,088	100%

This summary shows the total of Emergency 911 calls received in fiscal year 2019.



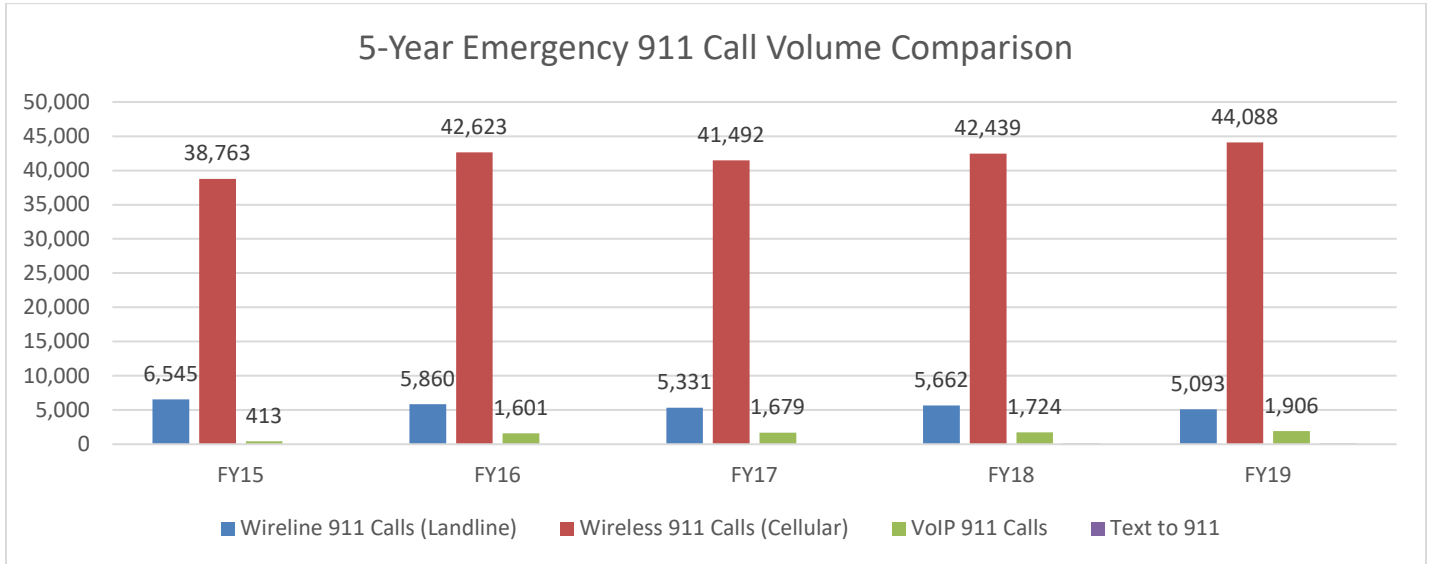
Statistics – FY2019



Categories	Volume	Percent
Emergency (911) including VoIP & Text	51,088	37.39%
Non-Emergency (Routine)	81,026	59.30%
Alarm Line	4,530	3.32%
Total	136,644	100%

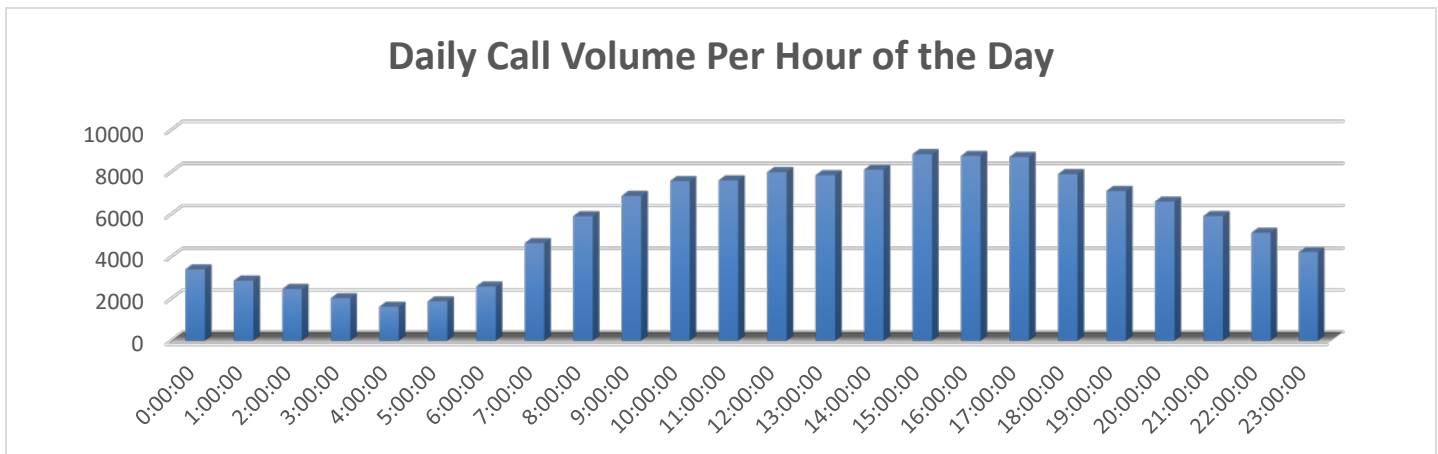
This summary shows the overall total volume and percentage of call types received in fiscal year 2019. This was a 2% overall increase over Fiscal Year 2018.

Statistics – FY2019



Call Type	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>FY18</u>	<u>FY19</u>
Wireline 911 Calls (Landline)	6,545	5,860	5,331	5,662	5,093
Wireless 911 Calls (Cellular)	38,763	42,623	41,492	42,439	44,088
VoIP 911 Calls	413	1,601	1,679	1,724	1,906
Text to 911	0	0	0	120	81
Totals	45,721	50,084	48,502	49,945	51,088

We experienced an overall 4% increase in cellular 911 call volume compared to fiscal year 2018. Wireline 911 calls decreased by approximately 11% compared to fiscal year 2018. There was an 11% increase in VoIP calls over fiscal year 2018.



Throughout the year, the JECC received its highest volume of phone calls between the hours of 1400 and 1700. The total hourly call volume was over 8,000 calls during each of those hours over the year. The 1500 hour (3:00 p.m.) had the most calls total with 8,849 during the year.

Call Taking Standards

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

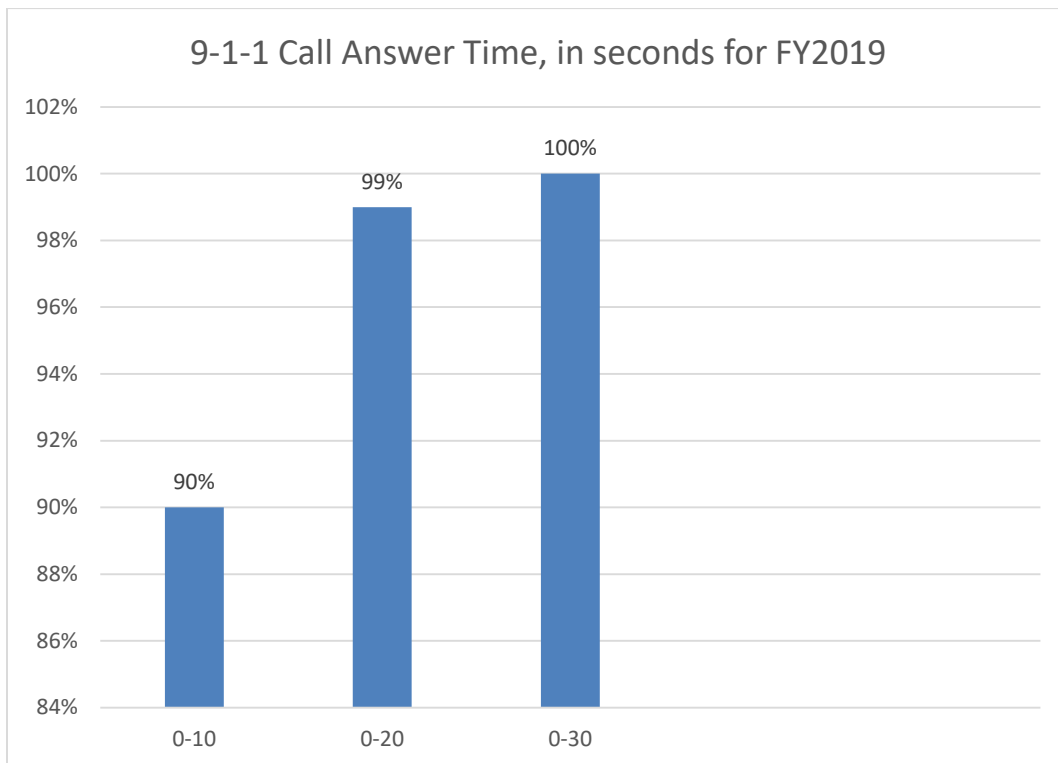
We continue to meet the National Emergency Number Association (NENA) Call Answering Standard Recommendation of:

- 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 90% percent of 9-1-1 calls within ten (10) seconds.

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

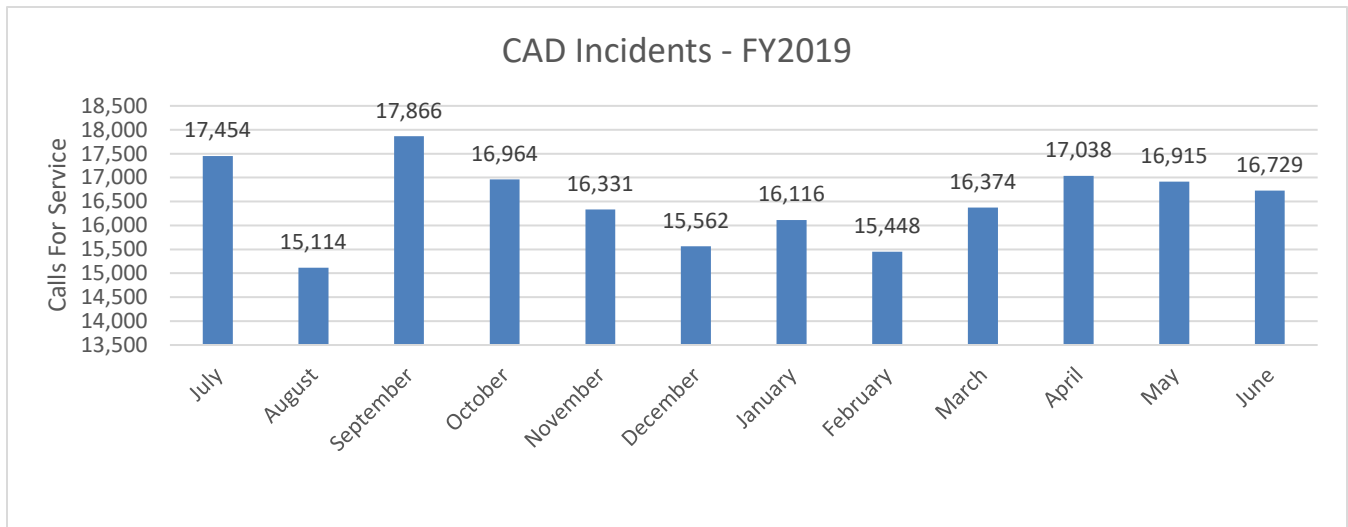
From time to time there are situations that are out of our control that can affect our call answering time. These situations include times where simultaneous emergency lines ring into the center and there are more lines ringing than there are staff to answer them. This is very common when accidents along the interstate occur and during severe weather events.



Statistics – Calls for Service/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 197,911 Computer Aided Dispatch (CAD) incidents processed by JECC staff in fiscal year 2019. This was less than a 1% increase in the number of calls for service that were created in fiscal year 2018. The Joint Emergency Communications Center professionally handles calls for 15 Public Safety Agencies throughout Johnson County and surrounding counties.

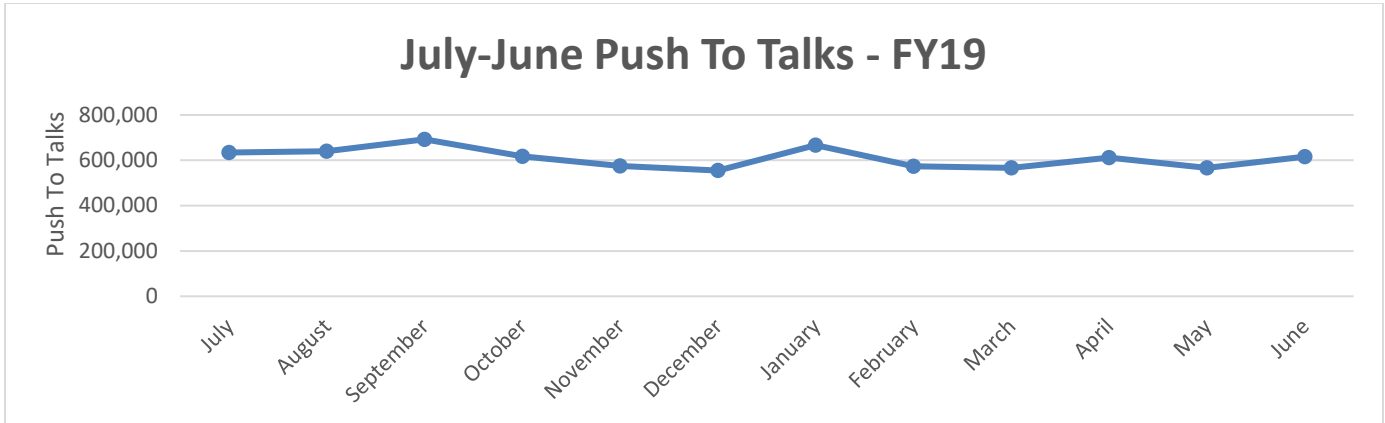


	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	15,029	15,029	2,425	2,425	17,454	17,454
August	12,667	27,696	2,447	4,872	15,114	32,568
September	15,402	43,098	2,464	7,336	17,866	50,434
October	14,612	57,710	2,352	9,688	16,964	67,398
November	14,111	71,821	2,220	11,908	16,331	83,729
December	13,410	85,231	2,152	14,060	15,562	99,291
January	13,906	99,137	2,210	16,270	16,116	115,407
February	13,286	112,423	2,162	18,432	15,448	130,855
March	14,033	126,456	2,341	20,773	16,374	147,229
April	14,603	141,059	2,435	23,208	17,038	164,267
May	14,594	155,653	2,321	25,529	16,915	181,182
June	14,458	170,111	2,271	27,800	16,729	197,911
TOTAL	170,111	170,111	27,800	27,800	197,911	197,911

*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 2019, there were approximately 7,313,986 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	633,675	38,332
August	639,448	38,000
September	692,464	41,446
October	617,203	36,237
November	575,057	33,377
December	554,847	32,871
January	666,784	39,985
February	573,306	34,020
March	566,300	33,134
April	612,120	34,966
May	566,170	32,394
June	616,612	35,819
TOTAL	7,313,986	430,581

Telecommunications

In fiscal year 2019, 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

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 2019, we had 84 total calls to the Language Line utilizing seven (7) different languages for a total of 509 minutes.

<u>Language</u>	<u># of Calls</u>	<u>Total Minutes</u>
Spanish	45	301
French	29	148
Mandarin	2	4
Arabic	3	17
Swahili	3	19
Lingala	1	9
Russian	1	11
Total	84	509

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. 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.

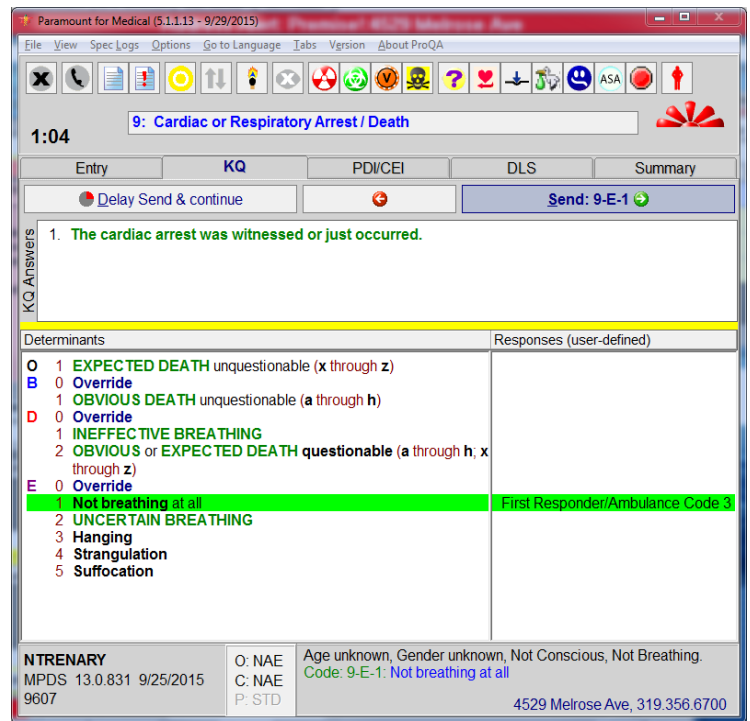
Since 2015, the JECC has used ProQA, which is the computerized version of the Emergency Medical Dispatch protocols. ProQA helps emergency dispatchers move smoothly through the protocols and assists in quickly identifying the appropriate response code for each case. It also guides dispatchers in providing 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

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 misdialed. 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 - FY2019

The total approved operating budget for fiscal year 2019 was \$3,449,895.00

