

Joint Emergency Communications Services Association

FY2021 Annual Report



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Message from Executive Director

December 6, 2021

Dear Policy Board and 28E member entities;

I am pleased to present the Fiscal Year 2021 Annual Report of the Joint Emergency Communications Center. This report contains 12 months of statistics for fiscal year 2021.

During fiscal year 2021, we started to realize that some processes may become more permanent than others due to COVID-19. We had an 80% staff vaccination rate as soon as the vaccine became available to first responders. The public depends on us and our team continued to meet the challenge. Thank you to all the quality people and service you provide as part of the JECC. Our agency's top priority will be to continue ensuring reliable, accurate, and timely emergency dispatch.

In fiscal year 2021, there was an 11,157 overall increase in emergency and non-emergency telephone calls received (~8%) over fiscal year 2020. We experienced an 8% decrease in the number of calls for service created compared to fiscal year 2020. We saw combined wireline and wireless 911 call volume increase by approximately 20% over fiscal year 2020. We experienced an approximate 89% increase in VoIP calls and approximately 26% increase in Text to 911 messages. We are seeing more VoIP calls as SIP trunks gain popularity over copper PRI circuits for businesses. There was a 6% increase in non-emergency call volume compared to fiscal year 2020.

In the past year, Poweshiek, Cedar and Marshall 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

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 15 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

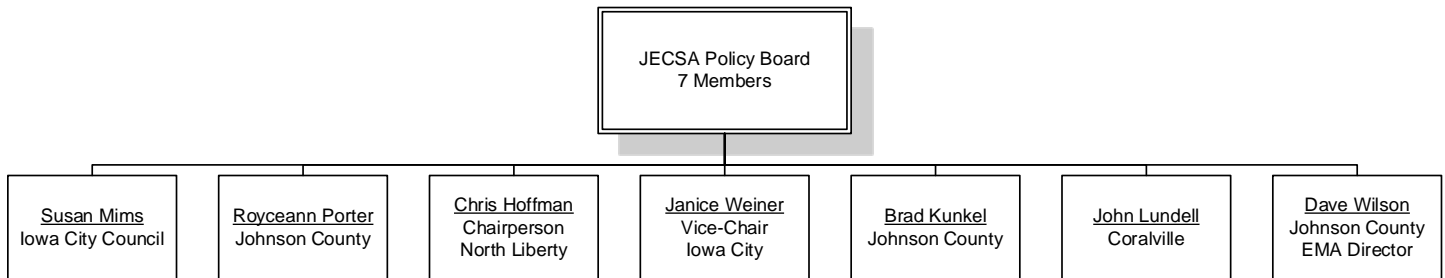
Overview

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 152,854 citizens (2020 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 JohnsonCounty Emergency Management Agency (EMA) is also located in the same facility.

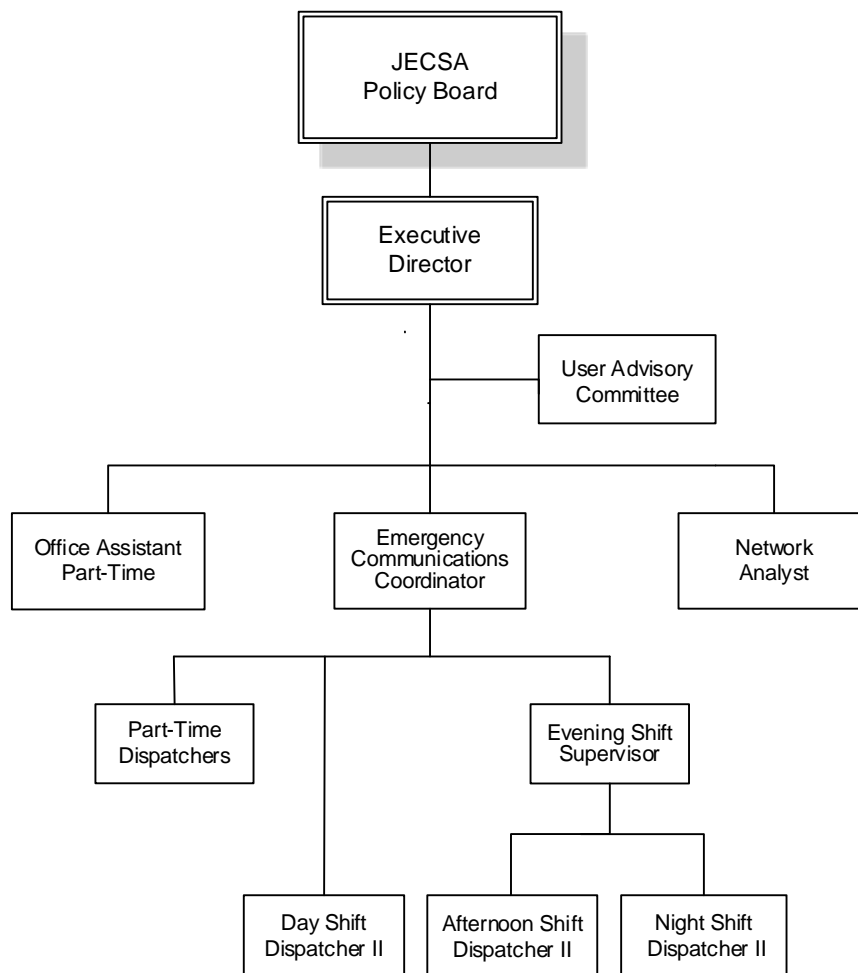
The JECC serves the public 24 hours a day, 7 days a week, and 365 days a year with specially trained dispatchers to answer all emergency calls for assistance. These operators receive and/or transmit emergency telephone, radio, alarm, and other types of data over multiple computer systems, then analyze 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 – FY2021

<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			1	1
			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:

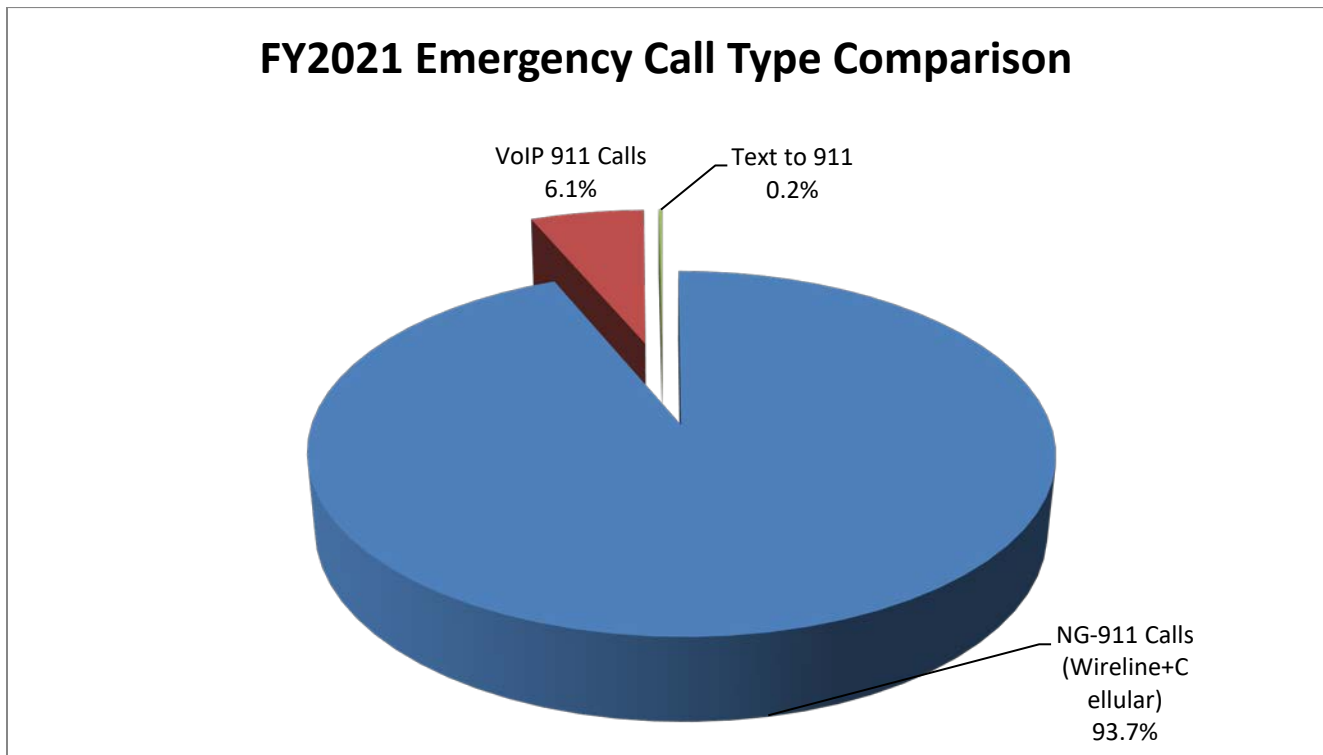
- UIHC Emergency Medicine Resident Training Program
- Partner in UIHC EMS Fellowship Program
- HACAP Adopt a Family for Christmas

The 911 Dispatchers took advantage of a number of training opportunities in fiscal year 2021 including:

- Within the Trenches – “Dare to be Great Fall 2020” Online Conference
- Within the Trenches – “Dare to be Great Spring 2021” Online Conference
- Iowa Law Enforcement Academy – “Positive Interaction with Difficult People”
- APCO/NENA Spring Conference – Online
- APCO/NENA Fall Conference – In-Person
- CJIS Training
- Police Legal Sciences
- WENS – Emergency Communications Network
- Emergency Medical Dispatch Certification Class
- Basic Iowa System Training
- State of Iowa – ISICS Training
- State of Iowa – Iowa System Guide
- State of Iowa - 40 Hour Dispatch Class
- RapidSOS Training
- MPDS v13.3 Update Training
- ProQA Training
- EMD CDE – Fire, Crashes, Speed and Rage
- EMD CDE – Shockingly Different
- EMD CDE – Domestic Violence Awareness for Dispatchers
- EMD CDE – Eye on the Prize
- EMD CDE – Pandemics, Epidemics and Outbreaks
- EMD CDE – Save Resources, Provide Great Care
- EMD Advancement Series – The MPDS Pregnancy/Childbirth/Miscarriage Protocol
- EMD Advancement Series – The MPDS Convulsions/Seizure Protocol
- EMD Advancement Series – Protocol 30 – Traumatic Injury
- EMD Enhancement Series – Pregnancy/Childbirth/Miscarriage Protocol
- EMD Enhancement Series – Pre-Arrival Instructions Target Tool
- EMD Target Course – ECHO Determinant Practice v13.3
- EMD Enhancement Series – Protocol 17: Falls
- EMD Enhancement Series – EMD Advanced Compressions Monitor Tool
- EMD Enhancement Series – Chest Pain/Chest Discomfort
- EMD Target Course – Silent Calls
- Public Safety Training Consultants – Positivity Challenge
- Public Safety Training Consultants – Suicide and Depression in the COVID Era
- Public Safety Training Consultants – Find One Positive Thing a Day
- Public Safety Training Consultants – Understanding Bias
- Public Safety Training Consultants – 911 News for September
- Public Safety Training Consultants – Responder Ambush and Your Personal Safety
- Public Safety Training Consultants – Tips and Resources for CTOs

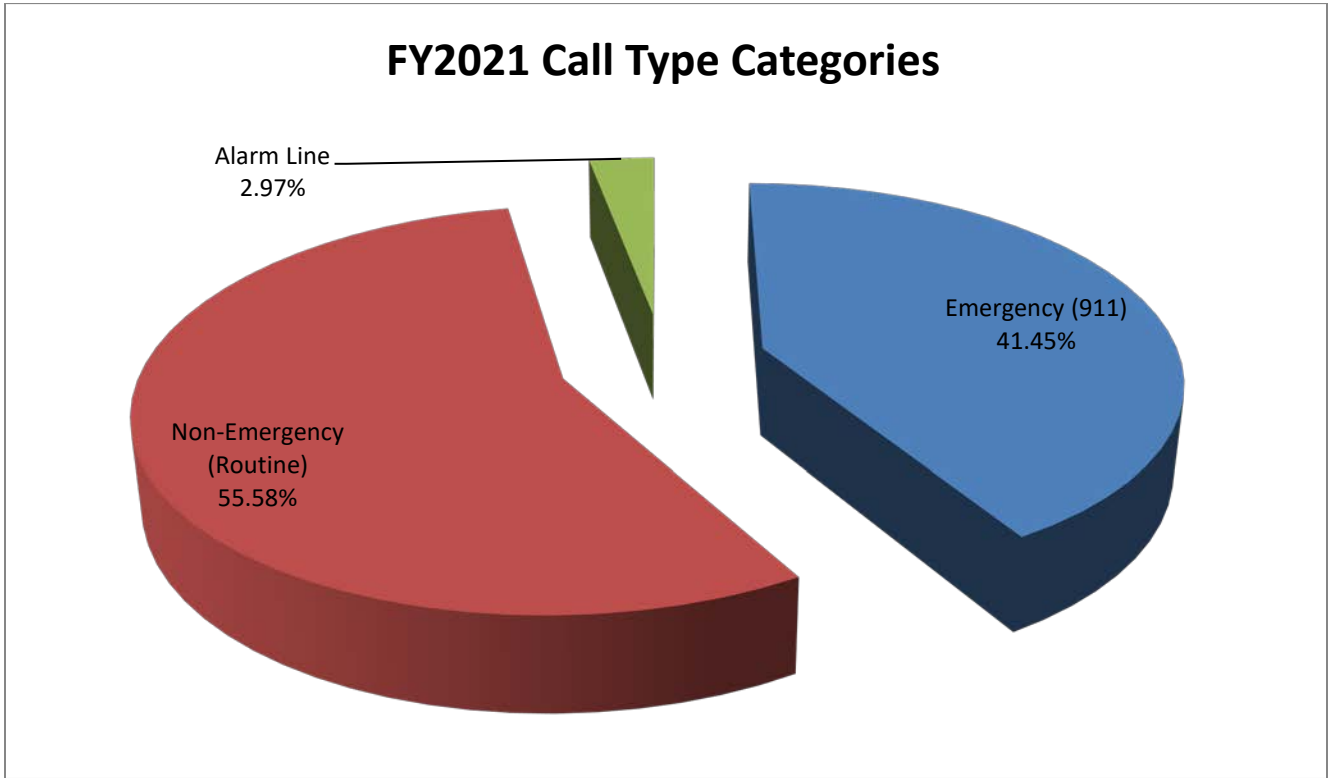
Statistics – FY2021

This summary shows the total of Emergency 911 calls received in fiscal year 2021.



Call Type	Total	Percent
NG-911 Calls (Wireline+Cellular Combines)	57,422	93.7%
VoIP 911 Calls	3,743	6.1%
Text to 911	122	0.2%
Total	61,287	100%

Statistics – FY2021

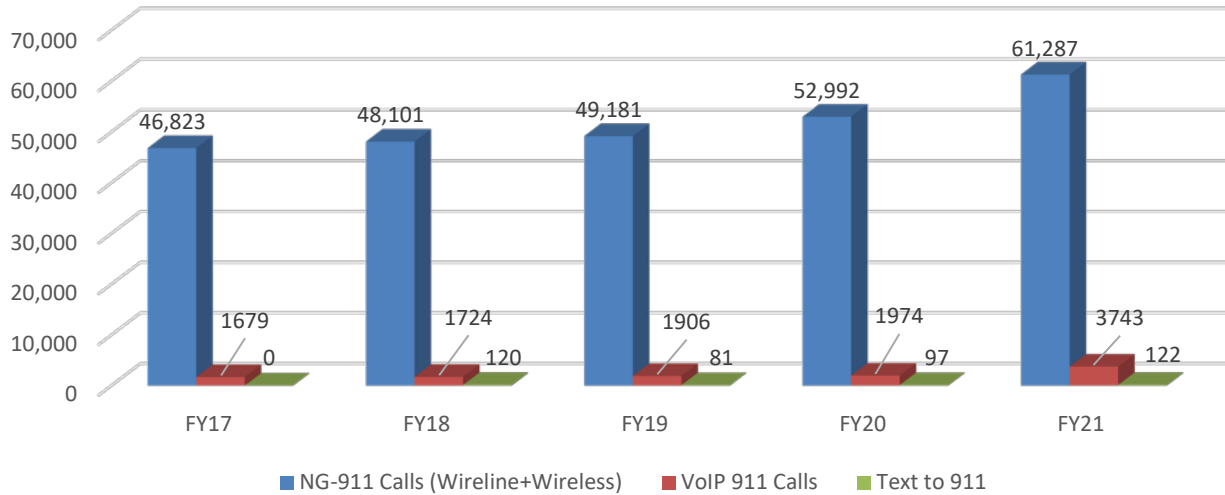


Categories	Volume	Percent
Emergency (911) including VoIP & Text	61,287	41.45%
Non-Emergency (Routine)	82,184	55.58%
Alarm Line	4,387	2.97%
Total	147,858	100%

This summary shows the overall total volume and percentage of call types received in fiscal year 2021. There was an overall difference of 11,157 more calls received over Fiscal Year 2020.

Statistics – FY2021

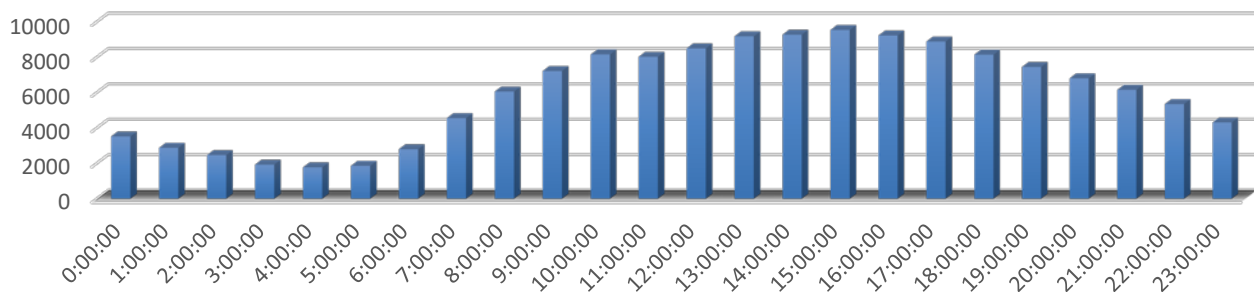
5-Year Emergency 911 Call Volume Comparison



Call Type	<u>FY17</u>	<u>FY18</u>	<u>FY19</u>	<u>FY20</u>	<u>FY21</u>
NG-911 (Wireline+Cellular)	46,823	48,101	49,181	52,992	61,287
VoIP 911 Calls	1,679	1,724	1,906	1,974	3,743
Text to 911	0	120	81	97	122
Totals	48,502	49,945	51,088	55,063	65,152

We experienced an approximate 18% increase in overall 911 call volume compared to fiscal year 2020. There was a 90% increase in VoIP calls and an approximate 26% increase in text to 911 messages received over fiscal year 2020.

Daily Call Volume Per Hour of the Day



Throughout the year, the JECC received its highest volume of phone calls between the hours of 1000 and 1800. 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 9,539 calls up from 9,183 the previous 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.

In FY2021, the call answering standards were adjusted to the below recommendations. The JECC phone system does not report in 5 second intervals therefore, we based our percentage off of our call average answer time of 12 seconds. We continue to meet the National Emergency Number Association (NENA) Call Answering Standard Recommendation of:

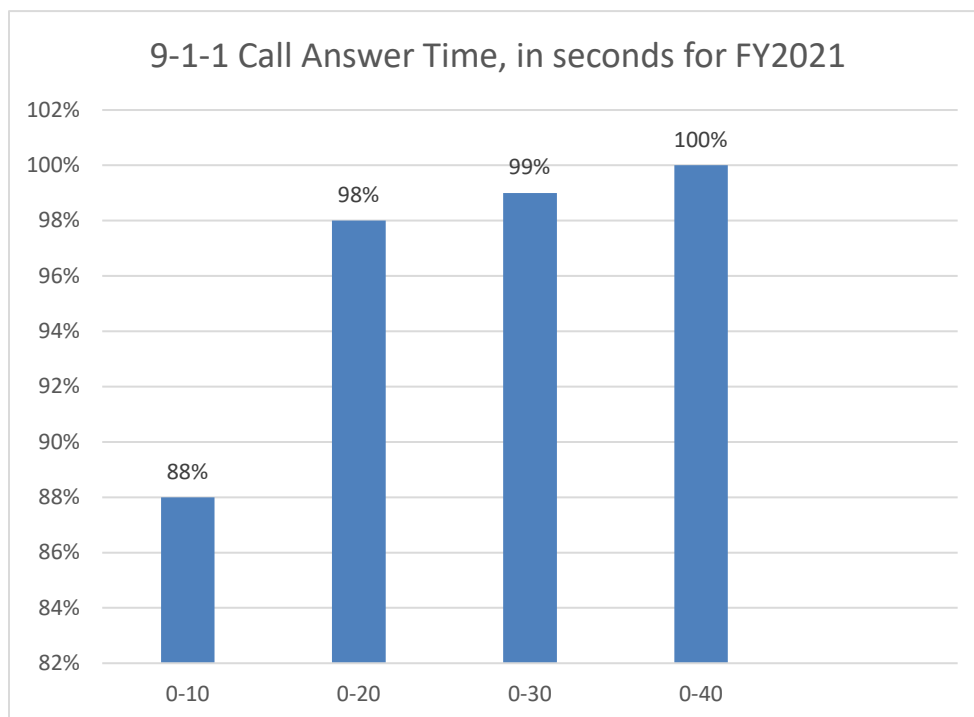
- 90% of all 9-1-1 calls shall be answered within fifteen (15) seconds.
- 95% of all 9-1-1 calls shall be answered within twenty (20) seconds.

JECC dispatchers answered 88% percent of 9-1-1 calls within ten (10) seconds.

JECC dispatchers answered 98% percent of 9-1-1 calls within ten (20) seconds.

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

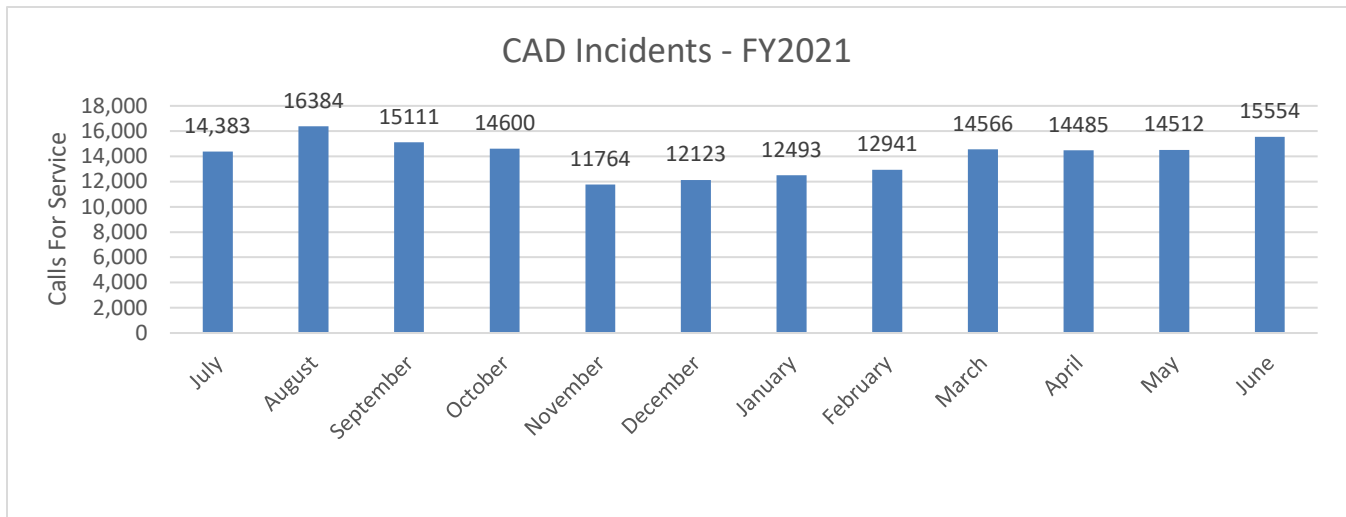
From time to time there are situations that are out of our control that can affect our call answering time. These situations include times where simultaneous emergency lines ring into the center and there are more lines ringing than there are staff to answer them. This is very common when accidents along 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 168,916 Computer Aided Dispatch (CAD) incidents processed by JECC staff in fiscal year 2021. This was an 8% decrease in the number of calls for service that were created in fiscal year 2020. The Joint Emergency Communications Center professionally handles calls for 21 Public Safety Agencies throughout Johnson County and surrounding counties.



	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative	Monthly	Cumulative	Monthly	Cumulative Total
July	12,085	12,085	2,298	2,298	14,383	14,383
August	13,421	25,506	2,963	5,261	16,384	30,767
September	12,710	38,216	2,401	7,662	15,111	45,878
October	12,119	50,335	2,481	10,143	14,600	60,478
November	9,537	59,872	2,227	12,370	11,764	72,242
December	9,880	69,752	2,243	14,613	12,123	84,365
January	10,396	80,148	2,097	16,710	12,493	96,858
February	10,720	90,868	2,221	18,931	12,941	109,799
March	12,206	103,074	2,360	21,291	14,566	124,365
April	11,920	114,994	2,565	23,856	14,4485	138,850
May	12,041	127,035	2,471	26,327	14,512	153,362
June	13,029	140,064	2,525	28,852	15,554	168,916
TOTAL	140,064	140,064	28,852	28,852	168,916	168,916

*The number of calls for service processed are not a direct result of the number of telephone calls that we receive.

Telecommunications

In fiscal year 2021, we continued to see more growth in incoming 911 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

<u>Language</u>	<u># of Calls</u>	<u>Total Minutes</u>
Spanish	73	446
French	41	346
Arabic	7	52
Swahili	6	48
Mandarin	3	20
Portuguese	1	16
Laotian	1	18
Somali	1	9
Thai	1	2
Total	134	957

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 2021, we had 134 total calls to the Language Line utilizing nine (9) different languages for a total of 957 minutes. We saw an increase to nine (9) different languages during the year; which is the most we had seen. We also saw total minutes increase from 848 in FY20 to 957 in FY21

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.

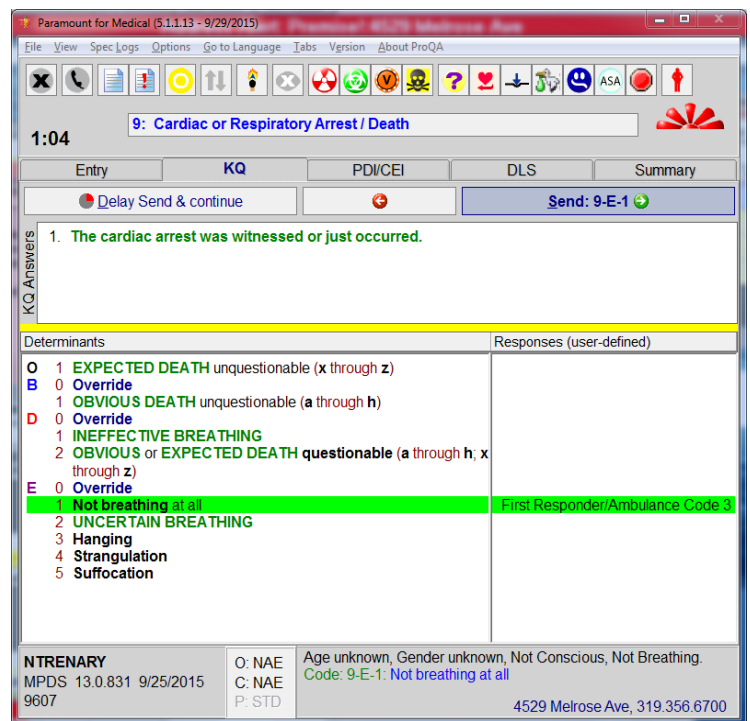
Since 2015, the JECC has used ProQA, which is the computerized version of the Emergency Medical Dispatch protocols. ProQA helps emergency dispatchers move smoothly through the protocols and assists in quickly identifying the appropriate response code for each case. It also guides dispatchers in providing 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 88% as of June of 2021. 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 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 - FY2021

The total approved operating budget for Fiscal Year 2021 was \$3,804,063.00

