

# DELAWARE COUNTY EMERGENCY COMMUNICATIONS CENTER



2024

YEAR-END REPORT

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Fred Cummings  
911 Director  
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## Delaware County Emergency Communication Center

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Kyle James  
Deputy 911 Director  
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It is with great pleasure that I am submitting my third annual report as the 911 Director in Delaware County.

2024 has been a year of continued improvement in the Delaware County Emergency Communications Center. There is a lot to be proud of within our center for 2024, and this End-of-Year report will highlight the many accomplishments of our staff.

For 2024 the administration has been focused on updating procedures and working with other public safety agencies to make sure our practices are of high quality and efficiency. We have also extended our accreditation efforts by becoming certified as a Missing Kids Readiness Program agency through the National Center for Missing and Exploited Children, as well as working on our APCO Project33 accreditation which is currently in the review process by APCO. Our dispatchers and supervisory staff have been focused on maintaining continued education and training to better themselves and the agency.

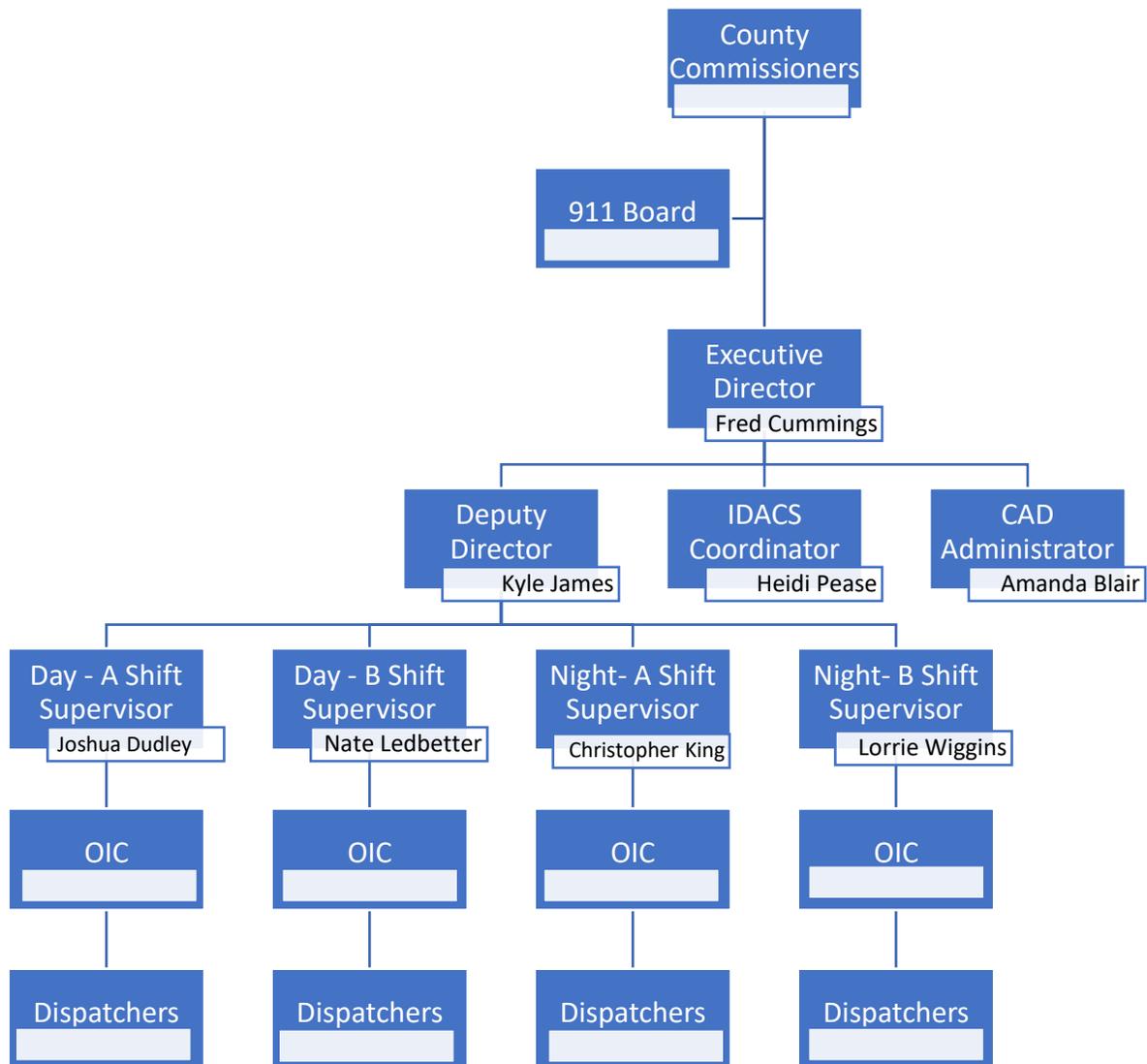
The administration has also been focused on hiring new employees and retaining current employees. As of December 31<sup>st</sup>, 2024, there is only one opening at Delaware County 911. While we still have newer hires in training, the increased number of personnel has had a positive reflection on the schedule by reducing the need for mandatory overtime.

I will end this introduction by saying thank you to all of my staff. They are all amazing and do great work every day. Also, thank you to the 911 Board, Delaware County Council, City of Muncie public safety departments, and the various other Delaware County Agencies who have worked closely with us this year to make valuable updates to policies, and procedures, to make sure our practices are up-to-date. Lastly, thank you to the Commissioners for putting their faith and support in me to be the 911 Director in Delaware County. The morale and general culture of the center continues to improve and this was only possible through the incredible teamwork stated above. I am humbled and honored to be able to serve in this position and continue to move 911 services in Delaware County forward.

Respectfully,

*Fred Cummings, RPL, CMCP*

# Command Structure



# Staffing

We ended 2024 with 37 personnel

January of 2024	
<b>28</b>	Full-time dispatchers
<b>1</b>	Part-Time Dispatcher
<b>5</b>	Frontline Supervisors
<b>3</b>	Administrative Personnel

## New Hires of 2024

DCECC hired 10 new dispatchers in 2024. Of those 10 new hires, as of December 31<sup>st</sup>, 2024,

<b>2</b>	Full-time Dispatchers
<b>4</b>	Still in training
<b>3</b>	Resignations in training
<b>1</b>	Termination

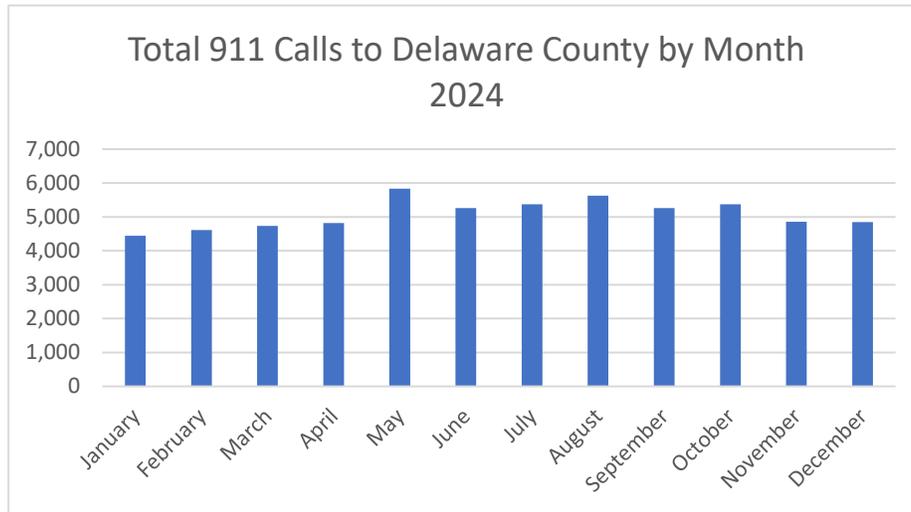
10 employees have separated from DCECC for various reasons in 2022.

<b>3*</b>	Voluntary; Other
<b>1</b>	Retirement
<b>3</b>	Resigned During Training
<b>3</b>	Termination

\*1 returned at a later date and is included in the above statistics of new hires as well.

# Call Volume

In 2024, dispatchers in Delaware County answered 61,046 Emergency 911 calls.



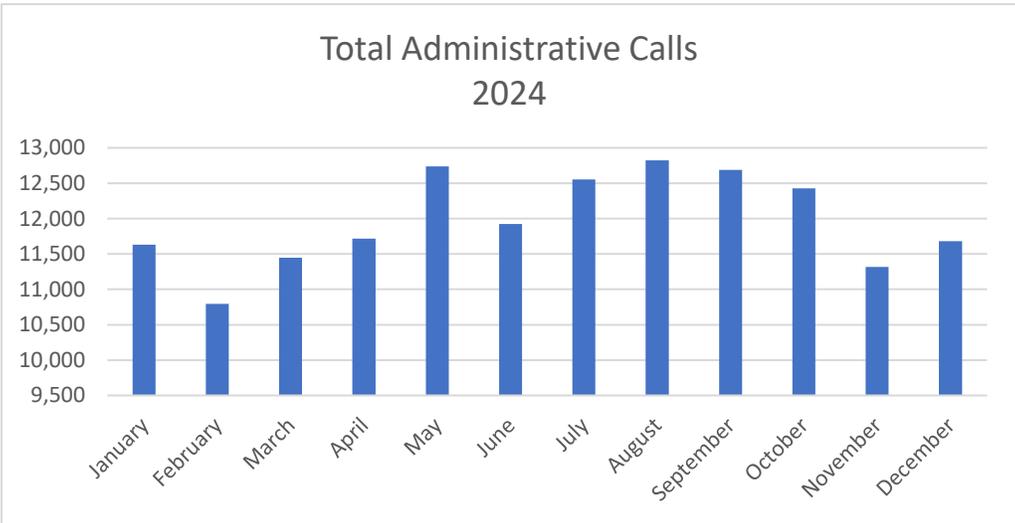
## Of the 911 calls in Delaware County

2022	2023	2024	Time Answered
99.19%	99.44%	<b>99.64%</b>	Answered in $\leq$ 10 Seconds
99.71%	99.80%	<b>99.95%</b>	Answered in $\leq$ 15 Seconds
99.96%	99.87%	<b>100%</b>	Answered in $\leq$ 20 Seconds
100%	100%	<b>100%</b>	Answered in $\leq$ 40 Seconds

National Standards (NENA & NFPA) require 90% of 911 calls to be answered in 15 seconds or less and 95% to be answered in 20 Seconds or less. As noted, DCECC highly exceeds the national standard, and has improved from 2022!

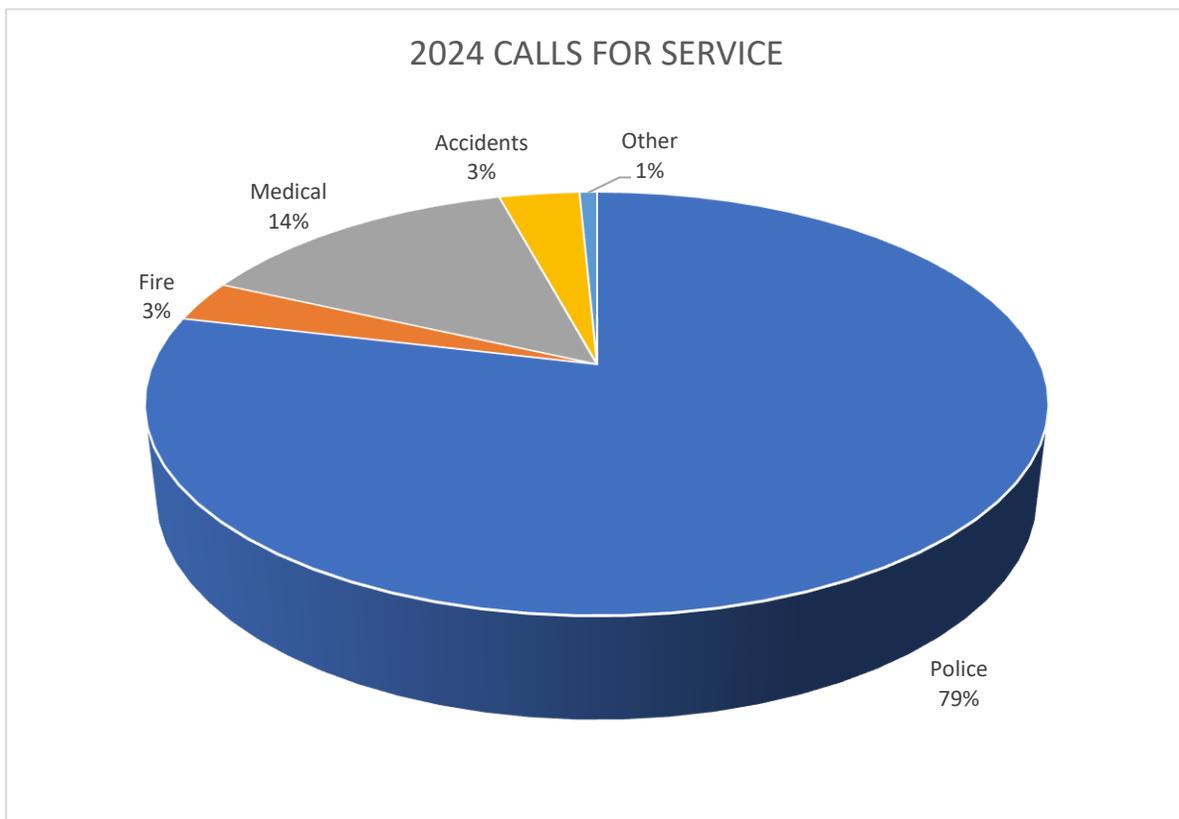
# Administrative (10 Digit) calls

In 2024, DCECC Dispatchers have answered 102,077 administrative calls and have placed 41,658 outbound administrative calls.

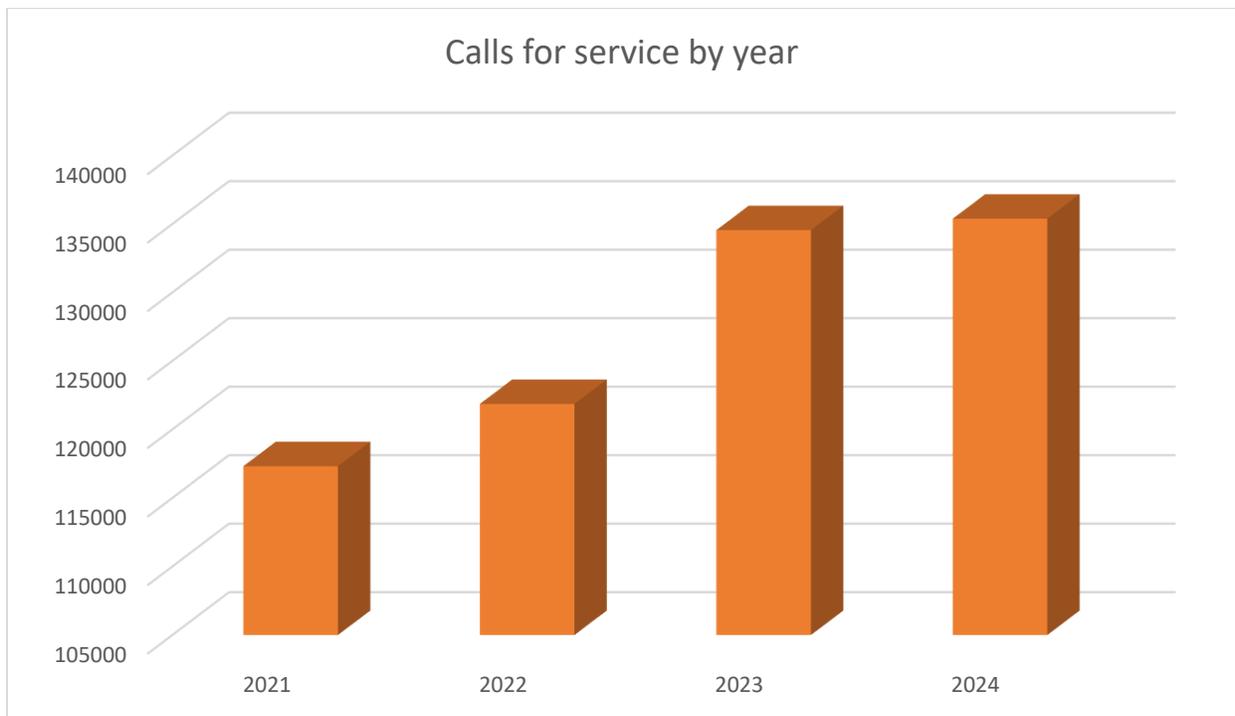


## Calls for Service

This year, our dispatchers entered 135,386 calls for service into the CAD. Of those 4,645 were car accidents, 4,251 were Fire related calls, 18,861 were medical calls, and 106,610 were police-related calls.

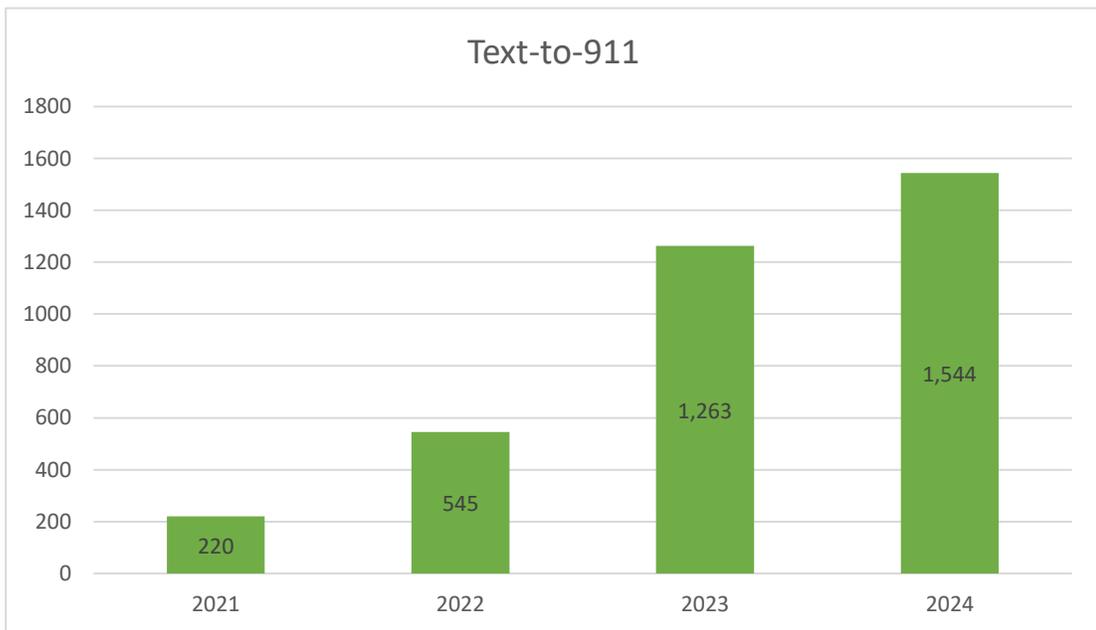


## Annual Call for Service Differences



# Text-to-911

Along with all Indiana counties, Delaware County is also capable of receiving Text-to-911 messages. Many alarm systems also now use Text-To-911 to send dispatch center Alarm info. Below is a representation of the number of Text-to-911 messages received in 2024 at the Delaware County Emergency Communications Center.



# Training

In compliance with Indiana Code 38-8-16.8-6, Delaware County 911 has 100% compliance in Indiana training standards. All Dispatchers, within 1 year of hire receive:

Public Safety Telecommunicator I

National Crime Information Center (NCIC) and Indiana Data and Communications System (IDACS) Training.

CPR

Emergency Medical Dispatcher

Telephone CPR

Fire Service Communications

Law Enforcement Communications

National Incident Management System Courses:

IS-100, Introduction to the Incident Command System

IS-200, Basic Incident Command System for Initial Response

IS-700, Introduction to National Incident Management System

**Delaware County Dispatchers have participated in over 2,000 hours of training in 2024.**

A partial breakdown in hours is below.

<u>Hours</u>	<u>Topic</u>
120	Public Safety Telecommunicator 1
120	Emergency Medical Dispatch
32	Law Enforcement Communications
32	Fire Service Communications
32	Crisis Intervention
32	Active Shooter
400	Recertification Training
200	RPL
40	Communications Training Officer
80	Conference Classes
80	Continuing Education Articles
80	IDACS/NCIC Training
90	NIMS
400	CPR
100	Missing Kids Readiness Program

## Missing Kids Readiness Program

The Delaware County Emergency Communications Center (DCECC) is proud to announce its official membership in the Missing Kids Readiness Program (MKRP), a national initiative led by the National Center for Missing & Exploited Children (NCMEC) aimed at improving the response to missing, abducted, and sexually exploited children.

This milestone underscores the DCECC's ongoing commitment to the safety and well-being of children in Delaware County, Indiana, and across the nation. By joining the MKRP, the DCECC is further enhancing its ability to protect children in emergencies, ensuring that every action taken in response to a missing child report is swift, efficient, and aligned with best practices.

"The first moments after a missing child report is received are critical. Our team at DCECC understands that the actions we take can make all the difference in whether a child is safely returned or a tragedy occurs," said Christopher King, Supervisor and Agency Instructor at the DCECC. "Joining the Missing Kids Readiness Program reinforces our dedication to being fully prepared for these high-stakes situations."



### Missing Kids Readiness Program



The MKRP is a rigorous program that recognizes Emergency Communications Centers (ECCs) and law enforcement agencies that meet comprehensive training and policy standards. These standards ensure that responders are equipped with the skills and resources necessary to effectively manage cases involving missing and exploited children.

To meet the program's requirements, the DCECC worked closely with NCMEC to refine its missing child policies, aligning them with the national model policies. Additionally, Christopher King led the effort by completing the required training and guiding all Telecommunicators, Trainers, Supervisors, and Executive Staff through the online training process.

"This achievement reflects the collective dedication of our entire team," said Fred Cummings, Director of the DCECC. "It sends a clear message to our community that the safety of our children is our highest priority. We are now better equipped than ever to respond to these critical situations."

With the tools and knowledge gained through the MKRP, the DCECC is now even better positioned to act quickly, thoroughly, and effectively when a child's safety is at risk. The program enhances the center's ability to coordinate responses, ensure accurate information sharing, and expedite the recovery of missing children.

The National Center for Missing & Exploited Children has expressed its congratulations to the DCECC for achieving this important milestone, acknowledging the center's commitment to the protection and safety of children in Delaware County.

## Supervisory Training

In 2023, Delaware County Emergency Communications Center became one of the first PSAP's in the state to have all supervisors certified in Center Manager Certification Program through the National Emergency Number Association. We also had all supervisors and OIC's trained in Communications Center Supervisor through the Association of Public-Safety Communications Officials (APCO). In 2024, this dedication to training and education our agency leaders continued with Supervisor King and Deputy Director James becoming Register Public-Safety Leaders (RPL) through APCO.



The Delaware County Emergency Communications Center (DCECC) is proud to have two more APCO Registered Public-Safety Leaders (RPL). With the addition of Deputy Director Kyle James and Supervisor Christopher King we now have three, including Director Fred Cummings. During the 2024 APCO International Conference these two were one of many honored during the RPL event with photos afterwards.

APCO is the oldest and largest public safety organization leading in training, technology and advocacy for the Public-Safety Telecommunicator (PST) field. During the RPL Program they spent a year in many classes working on projects that will help in the center, local, regionally and nationally to advance the PST industry. This program is designed for those interested in developing a solid foundation of management and supervisory skills necessary for successful Public-Safety Answering Point (PSAP) operations. They learned about managing organizations and change, how to communicate with confidence and clarity, enhancing team performance, and how to make a difference within the association, the center and industry.

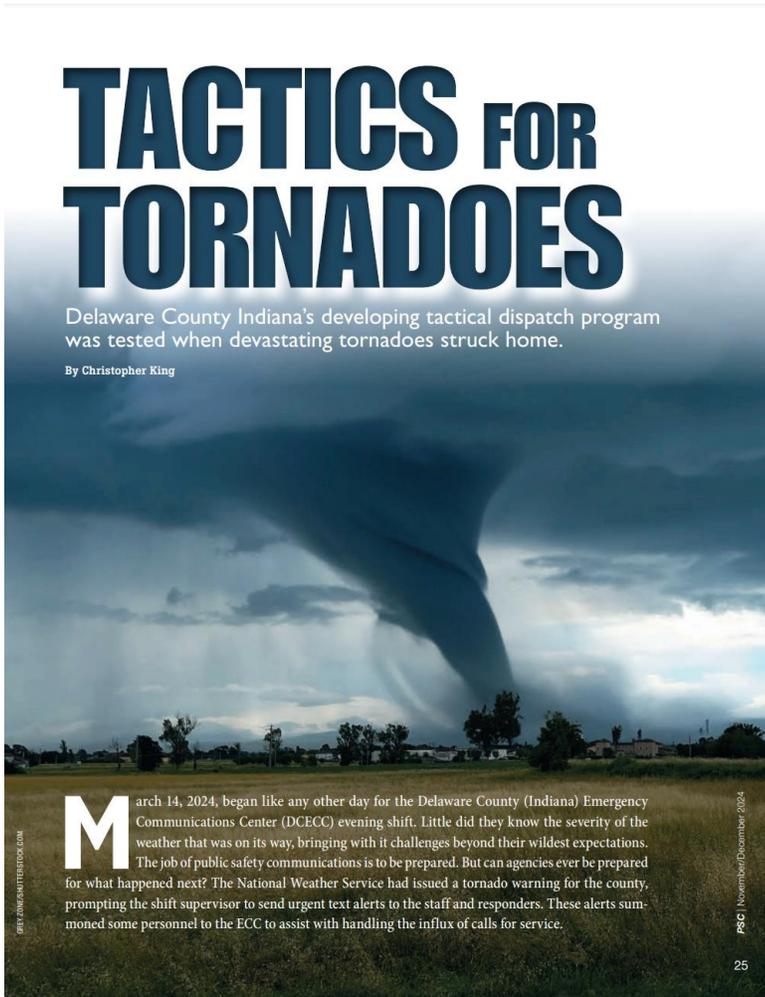


Their main focus is on aspects of managing and supervising that are vital to leading successful teams keeping moral high. After three years under the leadership of Director Cummings and Deputy Director James, with the assistance of their supervisory team, the DCECC is in a better place than it has been in over ten years.

# March 14<sup>th</sup>, 2024 Tornadoes

On March 14<sup>th</sup>, 2024, Delaware County and Randolph Counties were struck by tornadoes. Delaware County Emergency Communications Center played a vital role in collecting information, dispatching resources, and keeping communications open between all responders. Several employees who were off work at the time returned to work to help with call taking and dispatching functions. Our mobile communications vehicles, COMM1 and COMM2 were utilized in the field as well. Near the beginning of the incident COMM2 set up at

Selma Elementary School to help with staging. After the tornado struck in Winchester, COMM2 was relocated to Winchester to assist with communications there. COMM1 responded to the Emergency Operations Center to fulfill the communications aspect of the unified command. Based on the response of the Delaware County Emergency Communications Center employees, several employees received the “Teammates In Action” award from the Association of Public Safety Communications Officials International. Delaware County was also highlighted in the internationally published, Public Safety Communications (PSC) Magazine about the response to the tornadoes.



Below is a press release from

Director Cummings regarding the response of the 911 dispatchers.

On Thursday March 14<sup>th</sup>, both Delaware County and Randolph County were hit with a powerful tornado. In Delaware County, it significantly impacted the Selma area, and then continued on to Winchester in Randolph County.

In a normal 2-hour period, the **Delaware County, IN E911 Communications Center** may answer 25-30 phone calls on a Thursday during the time when the storm hit. On that night, dispatchers answered 183 phone calls. The radio transmissions are still being tallied at the time of this writing. At the time of the storm, we had six staff members working. Immediately following the storm, several staff members arrived to lend a hand. All of our consoles were full and in use in a very short amount of time, with extra personnel to help where needed. Others offered to come in as well.

In addition to the mobilization of resources for the Selma incident, Randolph County also needed resources. The 911 center assisted with getting them the resources they needed from Delaware County. There were many units from fire, EMS and police that were sent to Winchester.

The teamwork that went in to this event was in one word- AMAZING. From the staff that were onsite when it occurred, to the staff that came in without being called and finally to the staff that had offered to come in that weren't needed- they are all a true testament to the dedication and commitment of our 911 staff to the citizens and visitors to Delaware County not just that Thursday- but each and every day.

I would be remiss if I didn't mention the **Delaware County Indiana Emergency Management** team. The staff at that department set up an EOC immediately and worked to coordinate all of the resources needed to manage this event, which was not an easy task. It is so beneficial to have them in the same building as 911, as communication is seamless. Every single Emergency Services department in Delaware County was involved in this incident in some form, and they all performed to the highest levels, just as they do each time they are called upon.

I am honored to work alongside the best Emergency Services teams in Indiana.

Respectfully,  
Fred Cummings  
911 Director

## Grace in Time of Need Awards

On September 15<sup>th</sup>, 2024, dispatchers from Delaware County 911 accepted an invitation from Grace Baptist Church to celebrate their "Red, White, Blue Day" to celebrate first responders of Delaware County. During the service, 2 of our own were honored for showing "Grace in Time of Need". These 2 have taken multiple tragic calls in the last few months and with each one they handled them with clarity and calmness. Each of our dispatchers,



answering over 130,000 calls a year, are ready to take the call 24 hours a day, and it is hard to pick just one or 2 for a specific award, but these two, exemplify what it means to show grace and compassion! Pictured are the recipients, Supervisor Josh Dudley and Dispatcher Emily Benslay, along with Director Cummings and Deputy Director James

## Retirement

On April 5<sup>th</sup>, 2024, Dispatcher Lorinda Abrams retired from the Delaware County Emergency Communications Center. Lorrie began her career at Delaware County 911 on March 27<sup>th</sup>, 2003. She served the community faithfully for 21 years. Lorinda served in several capacities at the 911 center, including instructor and training coordinator. Lorrie trained and instructed several new dispatchers over the years, on top of her dedication to the console. Lorinda spent most of her time dispatching at the county police consoles



and will be missed by many officers from all of our county department. We thank Lorinda for her 21 years of services to Delaware County.

## **Current Staff Acknowledgments**

Fred Cummings – Executive Director

Kyle James – Deputy Director

Heidi Pease – IDACS Coordinator

Amanda Blair – CAD Administrator

Nate Ledbetter – Day Shift Supervisor

Lorrie Wiggins – Night Shift Supervisor

Joshua Dudley – Day Shift Supervisor

Chris King – Night Shift Supervisor

Carl Barber II – Night Shift

Kegan Barber – Night Shift

Annie Bell – Night Shift

Emily Benslay – Day Shift

Zachary Brown – Night Shift

Carrie Cherry – Day Shift

Bailie Combs – Day Shift

Katie Cummins – Day Shift

Aliya Detro – Night Shift

Madison Duke – Day Shift

Dakota Ennis – Night Shift

Adam Garret – Day Shift

Japheth Gossage – Night Shift

Robert Griggs – Day Shift

Cory Gunter – Day Shift

Natalie Harper – Day Shift

Belinda Hughes – Night Shift

Marla Kaba – Day Shift

Macy Kissick – Day Shift

Giovanna Morgano – Day Shift

Morgan Parnell – Night Shift

Shawn Ragland – Night Shift

Shelby Robbins – Night Shift

Cayla Stewart – Night Shift

Jeramey Strahan – Day Shift

Sam Terhune – Part-Time

Cory Turner – Night Shift

Carly Wasson – Day Shift

Olivia Woolf – Night Shift

# **Elected Official Acknowledgements**

The staff of DCECC wishes to thank the following elected official for supporting the center throughout the year.

## Delaware County Commissioners

James King

Sherry Riggan

Shannon Henry

## Delaware County Council

Jessica Piper

Dan Flanagan

William Hughes

Matt Kantz

Jim Mochal

Eugene Whitehead

Ryan Webb

# Acknowledgment of Agencies Served

The following is a list of the agencies served by DCECC. Without the support, patience, and teamwork of these agencies, this year's success would not have been possible.

Delaware County Sherriff's Department

Delaware County EMS

Delaware County EMA

Muncie Fire

Muncie Police

Albany-Delaware Twp Fire

Albany Police

Blountsville Fire

Cowan-Monroe Twp Fire

Daleville-Salem Twp Fire

Daleville Police

Eaton Fire

Eaton EMT's

Eaton Police

Gaston Fire

Gaston Police

Hamilton Township Fire

Liberty Twp Fire

Selma Police

Yorktown-Mount Pleasant Twp Fire

Yorktown Police

