

Heights Hillcrest Communications Center

2019 Annual Report



City Manager Tanisha Briley
Mayor Michael Brennan
COG Chairperson

Mayor David Roche
Vice Chairperson

Mayor David Weiss
Secretary

Mayor Georgine Welo
City Manager Tanisha Briley
Treasurer

Department Overview

Dispatch Administrator

Nick DiCicco

Assistant Dispatch Administrator

Lisa Davet

Director of Information Technology

Daniel Grein

Staffing

Full Time Positions: 28

Staffing at Beginning of the Year: 28

Added Positions due to Consolidations: 0

End of Year Staffing: 27

Resignations: 2

Retired: 0

Dismissals: 0

Hired: 1

Promotions: 1

Turnover Rate: 7.27%

Recognition and Awards

Heights Hillcrest Dispatch employees are routinely recognized at staff meetings for their excellence. Teamwork, customer service, decision making and professionalism are some of the areas in which HHCC employees were recognized this year.



At approximately 6am on Thursday October 17, 2019 a call came into the Heights Hillcrest Communications Center from a male reporting that his grandmother had passed out and was not breathing. Within 60 seconds of answering the phone, Dispatcher Lisa Forgach began the steps to walk the caller through CPR on their family member. Throughout the four minute and thirteen second phone call, Dispatcher Forgach talked the caller through 3 rounds of CPR which equals approximately 90 chest compressions! Throughout the call Dispatcher Forgach was focused and professional, while still maintaining a level of compassion for her caller and their family. In January, Lisa was honored at a Richmond Heights Council meeting for her heroic actions and she was presented with a Life Saving Award which will hang up proudly in the dispatch center.



On November 18, 2019, Heights Hillcrest Communications Center Dispatcher Phan took a 911 call for a 2 month old infant not breathing. Within 45 seconds of answering the phone, Dispatcher Phan was walking the father through CPR. During the 5 minute and 27 second call, Dispatcher Phan talked Dad through 5 rounds of CPR - that's approximately 150 compressions! Dispatcher Bethany Phan has been awarded the Heights Hillcrest Communications Center 'Life Saver' pin, this pin is reserved specifically for those dispatchers that demonstrate exemplary service that aides or assists in the revival of a patient. In addition, Bethany has been nominated for an Ohio Solid Gold Star award for this call. This award is presented to an individual telecommunicator in recognition of his/her exemplary handling of a specific 9-1-1 emergency or other phone call for assistance. Consideration is given to skills and knowledge exhibited

in the areas of communication and leadership, and the telecommunicator's ability to respond to unusual or special circumstances.



Ohio Chapters of the Association of Public Safety Communications Officials international (APCO) and the National Emergency Number Association (NENA) have worked together to recognize the outstanding work performed by public safety communications personnel in Ohio.

Telecommunicators work in the background, behind the lights, sirens and cameras and are often overlooked for their critical role in public safety. APCO and NENA have collaborated to promote and recognize outstanding performance in the dispatch centers throughout Ohio.



Dispatcher Sottosanti received a 911 call from a female whose husband was having what seemed to be a heart attack. Without delay, she dispatched appropriate medical units while keeping the caller on the phone to obtain more information. At that time, the patient began going downhill and went into full arrest. She paged out more units to assist and began instructing the caller on how to perform CPR. Dispatcher Sottosanti walked the caller through 4 minutes of CPR before paramedics got to the patient. During the 7 minute phone call, Dispatcher Sottosanti demonstrated outstanding multitasking skills, sincere compassion for the caller, as well as extreme professionalism in such a high stakes situation. We are PROUD to say that we received word from University Hospitals that this was a confirmed "save" which was a direct result from the CPR that was performed prior to arriving at the hospital. According to the paramedics from University Heights Fire Department, before they turned the patient over to the hospital he was awake and was able to answer a few simple questions. Dispatcher Sottosanti even got to meet the family, "We never get to see the outcome" she explained to the missus, who she now will have a life long bond with.





The Heights Hillcrest Communications Center (HHCC) received a 911 call from a mother reporting that her 5 month old baby was not breathing. HHCC Dispatcher Katie Friday, immediately dispatched the appropriate medical units and began walking the mother through CPR on her infant. Dispatcher Friday talked the mother through 3 rounds of CPR or a total of 90 compressions before sirens can be heard arriving on scene to help. At that time, the baby started to stir and Mom was reporting that he was breathing again. As she made her way down to the ambulance while still on the phone with dispatch, Dispatcher Friday heard the best sound any dispatcher can hear during a call like this the sweet cry of a baby boy who was now wide awake and letting everyone know it!!!

Dispatcher Friday's performed outstanding multitasking skills, and extreme professionalism throughout this incident. After speaking with the hospital after the fact, fortunately, they do not believe the child was actually in full arrest, but none the less Dispatcher Friday did EXACTLY what she has been trained to do and we couldn't be more proud of the job she did to help save this little boy!





HEIGHTS HILLCREST COMMUNICATION CENTER
NOMINATED BY : ASSISTANT DISPATCH MANAGER DENISE SOKE



DISPATCHERS

SARAH TAKACS, LISA FORGACH,
SAMANTHA O'NEAL,
MELISSA CARRINGTON, TOM DOWNS,
AND GERRI KELLER

Dispatchers were finishing their Thanksgiving weekend at work at the Heights Hillcrest Communications Center when a call came in from a party reporting that his nurse was just robbed at gunpoint in his backyard. With the caller still on the line, Dispatcher Sarah Takacs immediately broadcasted out the information to her Shaker Heights Police Officers to get them headed to the scene. She then went back to her caller and obtained all necessary information such as direction of travel, description of the subject, and she even did a search through LEADS to find out the license plate number of the vehicle because the caller was unable to provide it at the time.

At the same time Dispatcher Takacs' partners in the room were busy at work themselves. Dispatchers Downs and Carrington took care of the other calls that continued to come into the center for the other cities that they dispatch for throughout the incident. Dispatcher Forgach took over radio traffic for the Shaker Heights Officers updating them to any new information that they were able to obtain from the victim. In addition, due to the center being a regional dispatch center, at the same time that all of this was going on Dispatcher O'Neal and Dispatcher Keller, broadcasted out the information to the various departments that they were dispatching for that day.

Six minutes after the information was broadcasted to Cleveland Heights Police by Dispatchers O'Neal, the vehicle was spotted in their city and Cleveland Heights Police began pursuing the vehicle. After a short vehicle pursuit through the streets of Cleveland Heights, the vehicle crashed and all parties were apprehended.

The arrest of the suspects was a direct result of the teamwork demonstrated in the room that day. Bringing six (6) dispatch centers together to form a regional center is no easy task, but this call specifically demonstrates that no matter the circumstances, dispatchers will do what they need to; to get the job done.



Continuing Education

Over the past year HHCC dispatchers received current, relevant, and informative trainings as 9-1-1 professionals. Each year, all staff members must recertify in EMD (Emergency medical Dispatch) as well as recertify in CPR and AED.



Certified Trainers

Communications Training Operators (CTO's) who are selected to train new employees are certified under the APCO Communications Training Operator Certification. Trainers are responsible for following the training program guidelines by means of a task guide to ensure new employees receive all required training. Evaluations are completed using the agency Standardized Evaluation Guidelines to document training and determine when training objectives have been met. We have a current staff of eight (8) CTO's.

Training

Our Assistant Manager, Denise Soke, traveled to Iowa City, Iowa and successfully completed the 85th class of the NENA (National Emergency Number Association) Center Manager Certification Program. This rigorous course provides upper management personnel with the tools that they need to be successful, as well as the tools that they need to make their center successful! This course focuses on business writing, financial management, human resources, legal issues and communications skills.





Last year, we began to invest in our command staff through a partnership with PRADCO. This program utilizes a leadership and emotional intelligence tool which is designed to eliminate inaccurate or biased ratings. The supervisor of the participants is involved in the feedback and coaching process to offer context and support, as well as promote accountability. Supervisors learn new coaching techniques by being involved in sessions with their direct reports. This year, we have continued with this program and sent three additional supervisors.

The program utilizes a repeated reinforcement strategy in which the participants receive detailed feedback and then have two coaching sessions about six weeks apart. The program allows for growth and behavior change.

HHCC Charitable Giving

For the past several years, dispatchers have had the opportunity to give back to their community by donating cash in exchange for dressing down. The money collected is given to local causes. This year, we supported the following:



This year marked the 10th year of Officer Josh Miktarian's death. Around two a.m. on that fateful day, Officer Joshua T. Miktarian, a Twinsburg police officer of eleven years, pulled over motorist Ashford Thompson. What must have initially seemed like a relatively routine traffic stop soon turned serious and deadly: mere minutes after Officer Miktarian radioed for backup, he was shot several times in the head by Thompson. Miktarian's beloved canine compadre Bagio watched helplessly, locked in the patrol car and unable to intervene in the absurd altercation. Less than an hour later Miktarian was pronounced dead at MetroHealth Medical Center.

A cash donation was made to the Josh Miktarian Scholarship Fund.



On Friday May 25, 2007 responded to a disturbance call of a fight at a large party. As officers approached the scene the suspect was parked in a vehicle on the street. Officer West pulled his cruiser in front of the car blocking it in. When Officer West stepped out of his cruiser, the suspect opened fire at him from inside the parked car. The suspect then exited the vehicle and continued to shoot Officer West at close range, striking him in the leg and face. The suspect fled the scene and last later taken into custody without incident. The suspect went on to plead guilty to Aggravated Murder and was sentenced to life in prison without parole for the murder of Officer West.

A cash donation was made to The Officer Jason D. West Memorial Scholarship Fund.

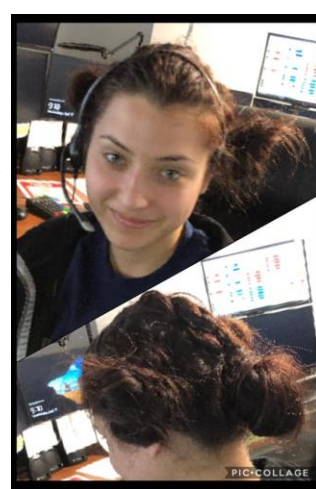


In 2019, the Richmond Heights Police Department announced that they were working toward implementing a full-time K-9 Unit for regular patrol and public relations. This program will be funded and sustained by private donations and police department fundraising. Since our Heights Hillcrest Communications Center Dispatchers are such big fans of the agency's K9 officers, we were more than happy to help out!

A cash donation was made to the Richmond Heights Police Canine Fund.

National Telecommunicators Week

Every year during the second week of April, the telecommunications personnel in the public safety community are honored. This week long event founded in 1981 by a 911 dispatcher by the name of Patricia Anderson eventually made its way into national legislation in 1992. “National Public Safety Telecommunicators Week” is a time to celebrate and thank those who dedicate their lives to service the public. It is a week that is set aside so everyone can be made aware of their hard work and dedication. Staff members are spoiled by a week of treats, team building activities and daily themes.



Community Outreach

Whenever possible, HHCC takes the opportunity to get out and interact with the community. Multiple occasions this year HHCC Dispatch has been invited to participate in various activities in the communities that we serve. Some of those activities that we've been a part of in 2019 include multiple city's National Night Out, Community Meals and various Neighborhood Watch Meetings. In addition, we enjoy hosting the various city's Citizen's Academy tours at the dispatch center multiple times a year.







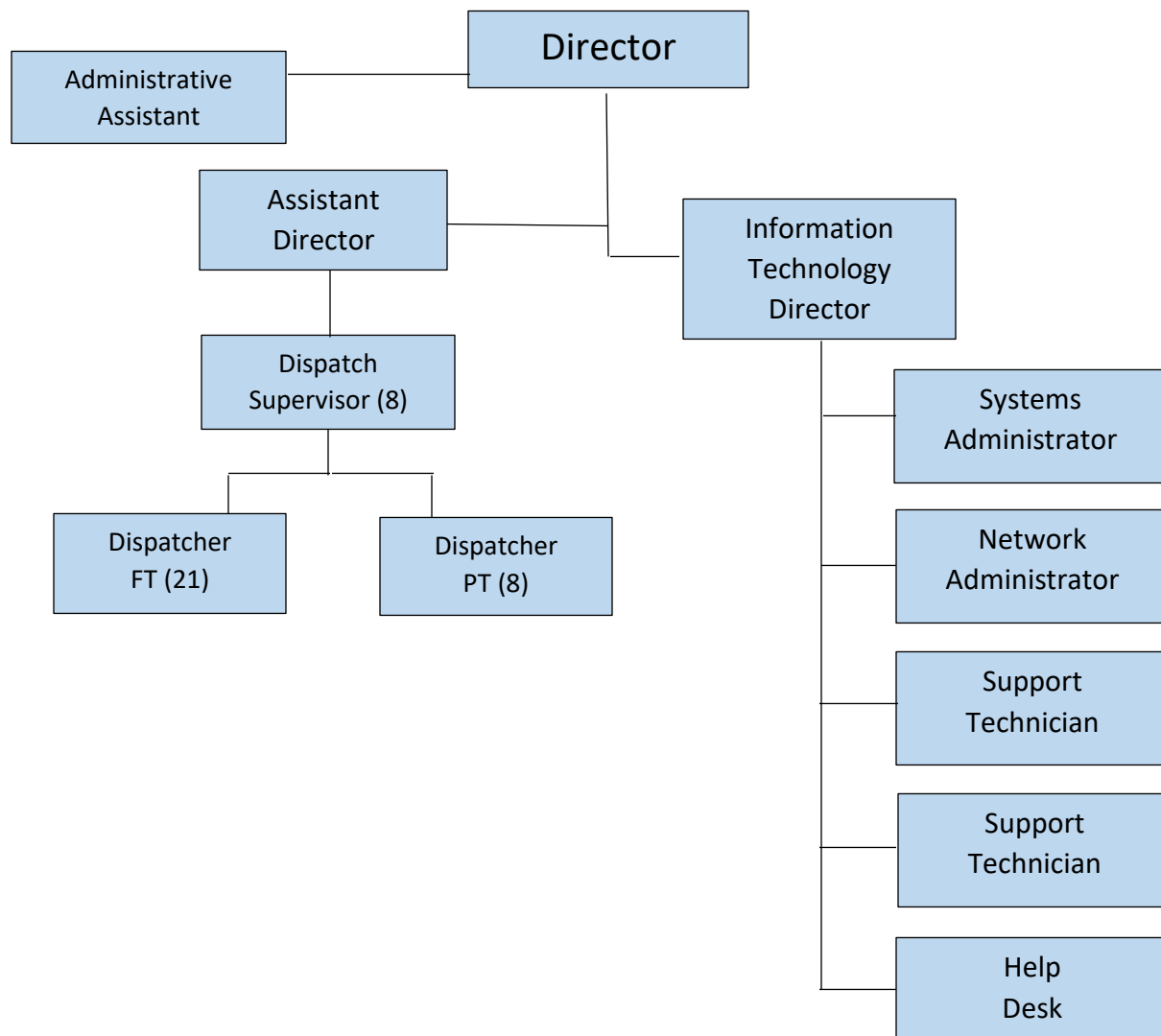
Conferences

This year's APCO National conference was in Baltimore, Maryland while the local Ohio conference was in Sandusky. In order to select which staff members would attend, a lottery was held. In addition to the class room courses, those that attended had the opportunity to tour the Baltimore County 9-1-1 Center, Prince George's Communication Center and the Maryland Institute of Emergency Medical Services Communication Center.



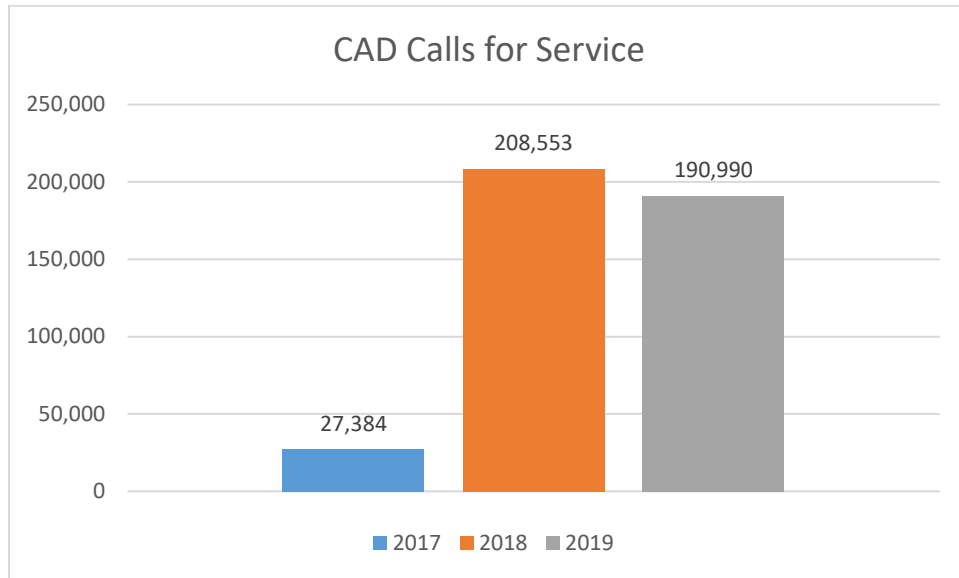


Heights Hillcrest Communications Organizational Chart



Emergency Operations

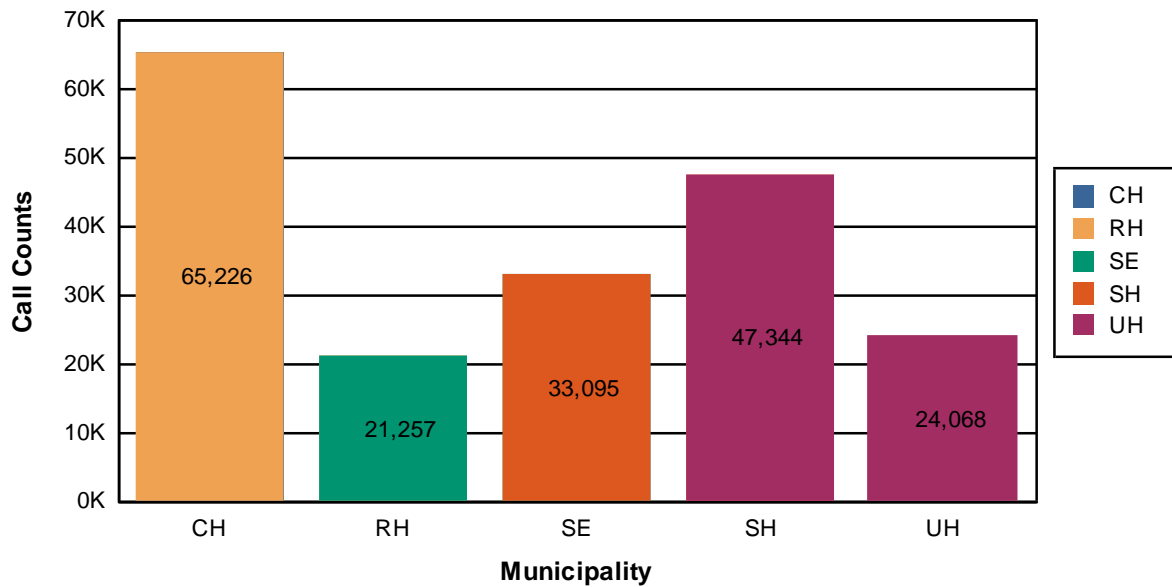
Heights Hillcrest Communications ending the year with 190,990 calls for service. (2017 partial year)



Agency Breakdown

Heights Hillcrest Regional

01/01/2019 - 12/31/2019



CH – Cleveland Heights

RH – Richmond Heights

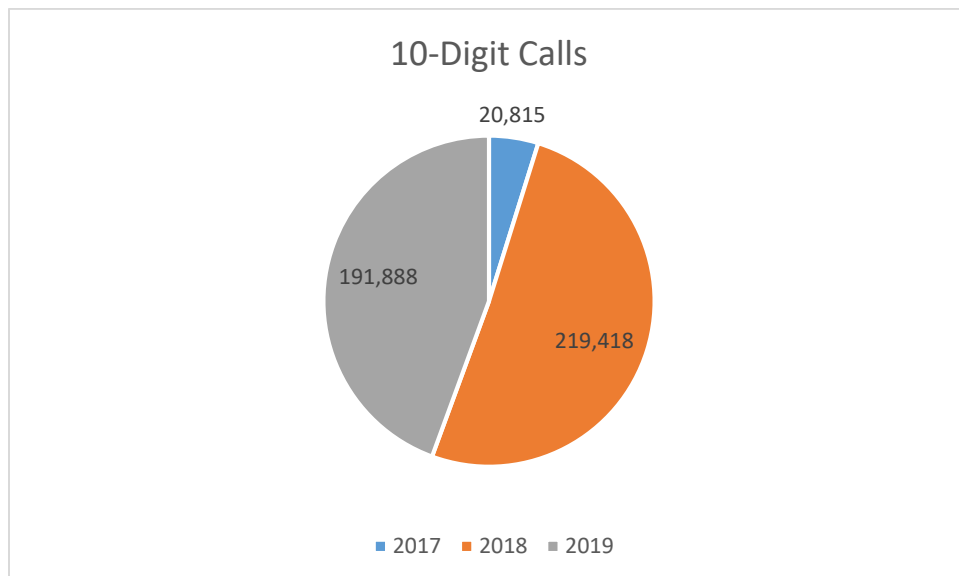
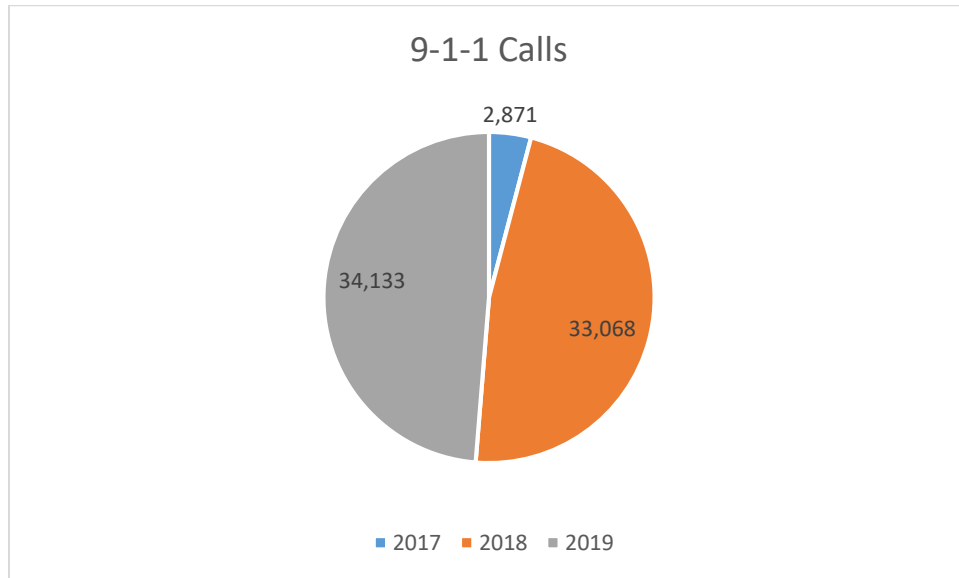
SE – South Euclid

SH – Shaker Heights

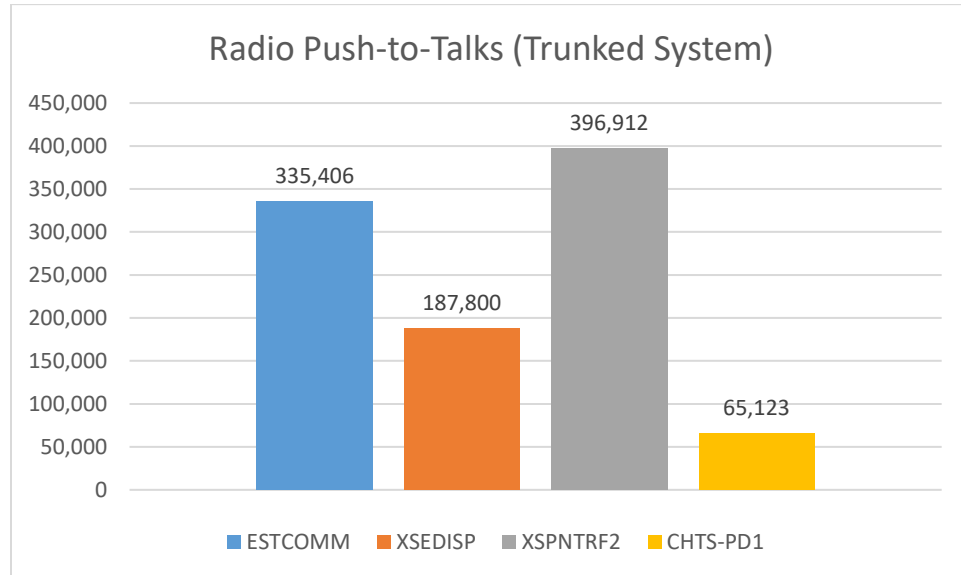
UH – University Heights

Telephone Statistics

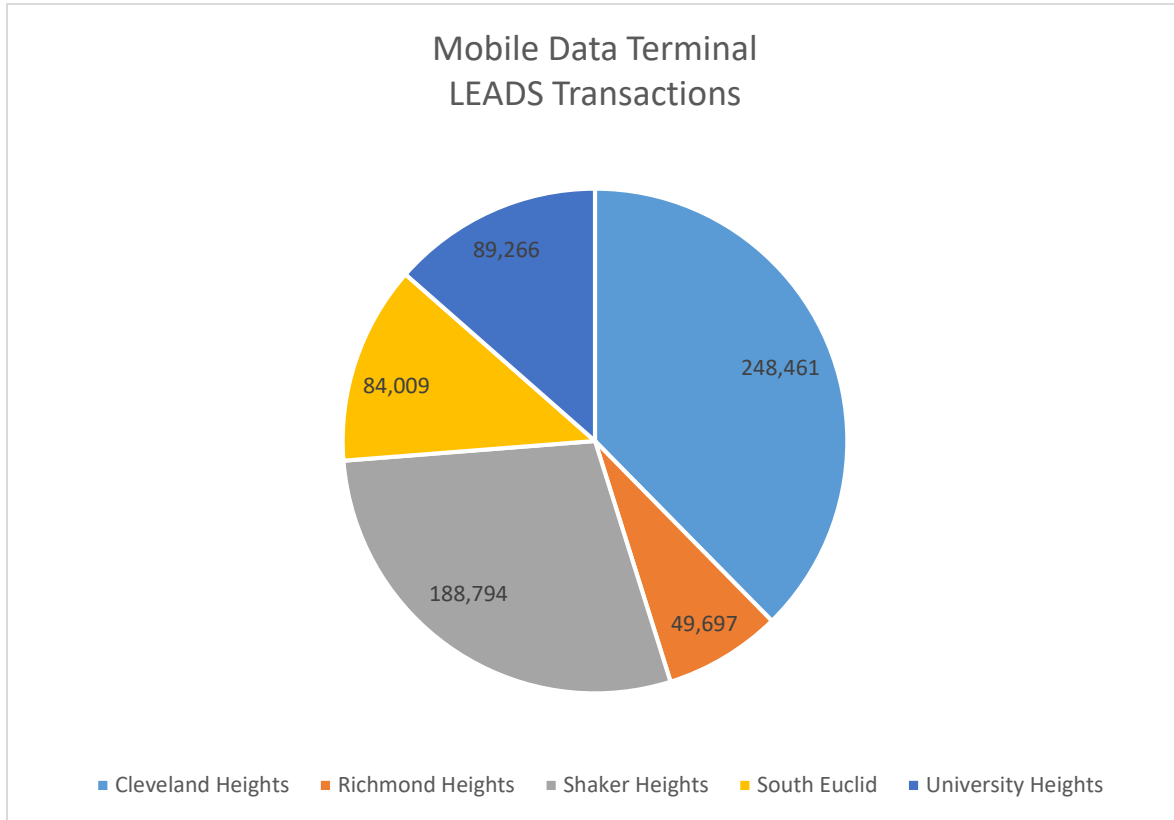
Heights Hillcrest utilize the new Countywide Emergency Call Works system which allows us to integrate our 9-1-1 lines and 10-digit lines into one easy to use system, eliminating the need for two individual phone systems.



Radio Communications

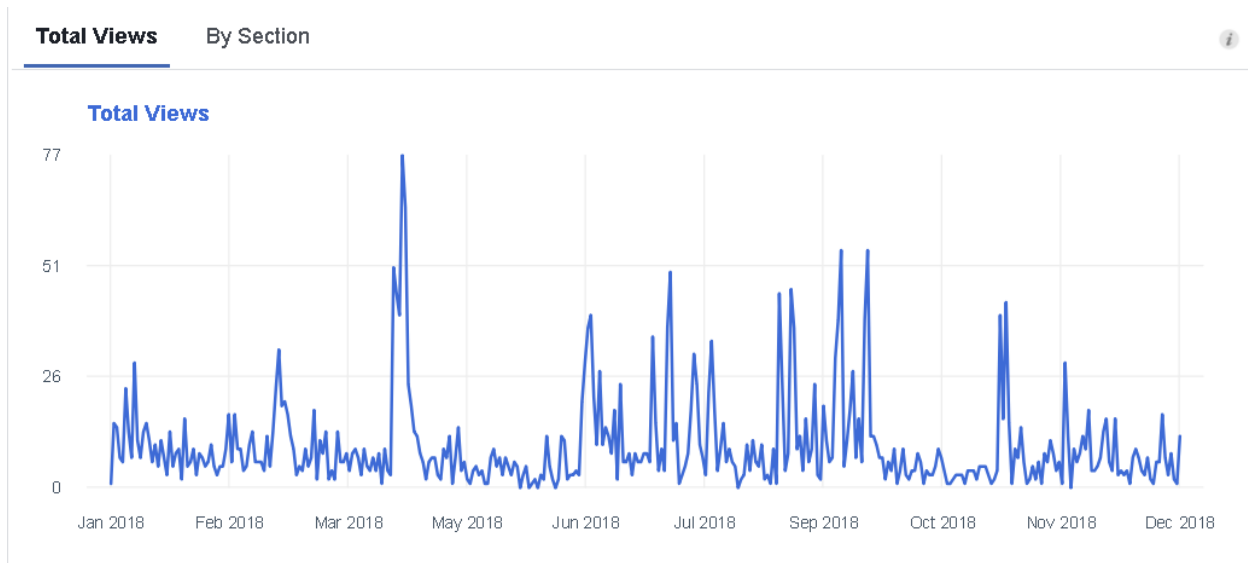


MDT – LEADS Transactions

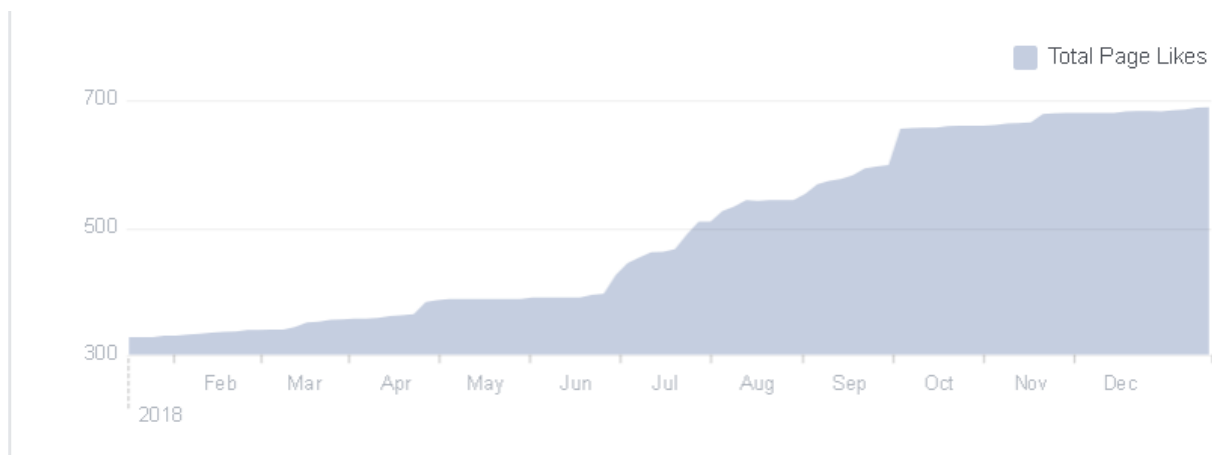


Social Media

Social media has quickly become a huge tool for public safety, whether that be community notification purposes, eliciting the public's help on locating a missing person or a suspect in a crime, or simply for educational purposes. It's no secret that we've had significant success with our social media accounts, and to date we have approximately 4,446 followers on Facebook. Recently, we've even gone so far as to task the viewers what we should cover in future posts. We've educated hundreds of people on the proper use of 911, winter weather tips, summer weather tips, and showcase our staff whenever we can.



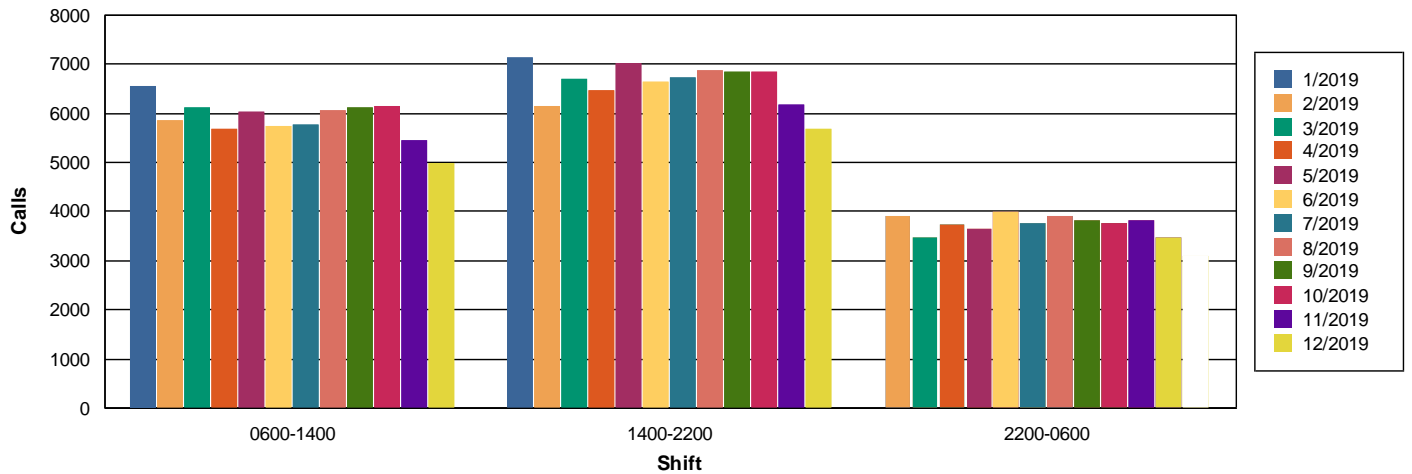
Most of our new “likes” happened through the ‘Page Suggestions’ feature that Facebook offered towards the end of May.



Year End Statistics

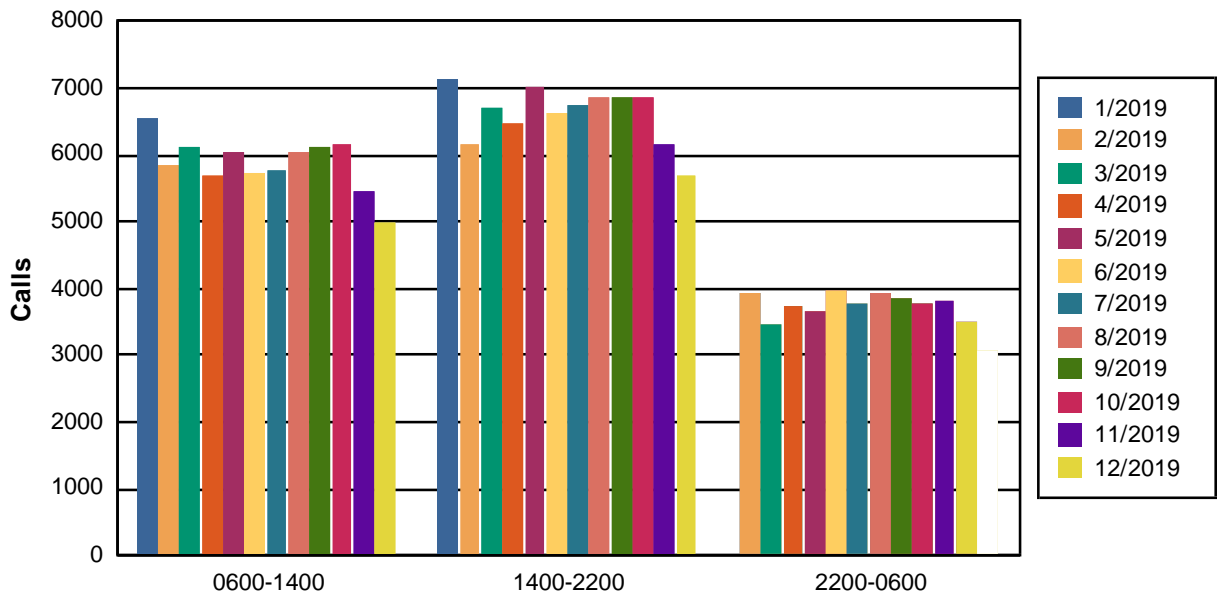
Calls Received by Month and Shift

For 2019



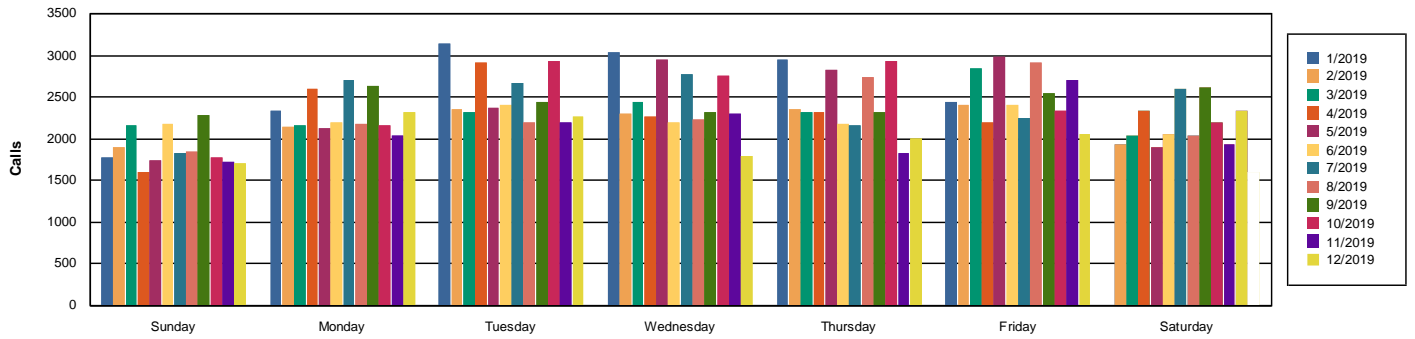
Calls Received by Day of the Week and Shift

For 2019



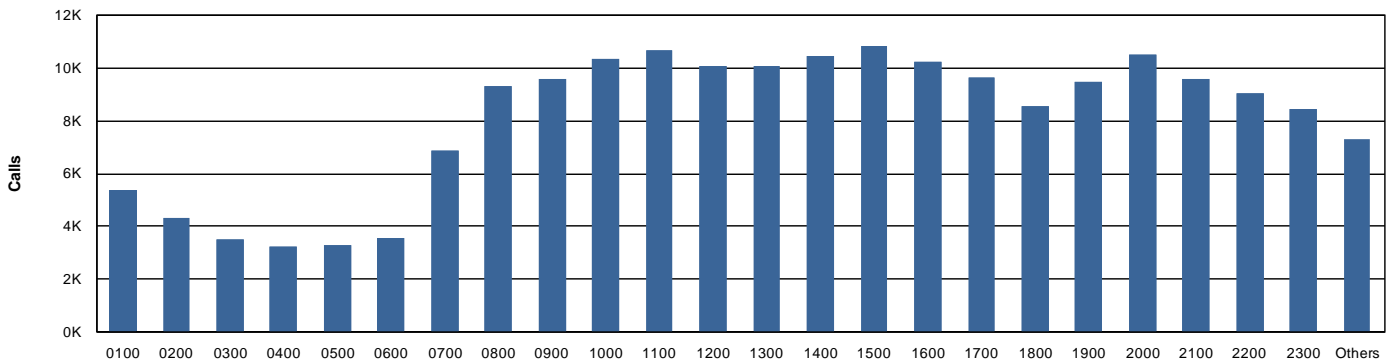
Calls Received by Day of Week

For 2019



Calls Received by Hour

For 2019



PSAP – Summary

PSAP	Address	Territory	Population	Population %
CVD – Bedford	88 Center Rd.	Bedford	12,665	1.47%
	Bedford, OH	Bentleyville	858	0.10%
		Bratenahl	1,164	0.13%
		Chagrin Falls	3,995	0.46%
		Chagrin Falls Twp.	130	0.05%
		Euclid	47,360	5.48%
		Gates Mills	2,231	0.26%
		Glenwillow	920	0.11%
		Highland Hills	961	0.11%
		Hunting Valley	715	0.08%
		Maple Heights	22,478	2.60%
		Moreland Hills	3,306	0.38%
		North Randall	1,002	0.12
		Orange Village	3,271	0.38%
		Solon	23,003	2.66%
		South Russell	3,819	n/a - Geauga
		Woodmere	860	0.10%
Total			132,841	14.94%
CVD – Brecksville	9018 Brecksville Rd	Brecksville	13,425	1.55%
		Broadview Hts	19,197	2.22%
		Seven Hills	11,655	1.35%
		Independence	7,114	.82%
		Cuyahoga Hts.	612	0.07%
		Newburgh Hts.	2,079	0.24%
		Valley View	2,005	0.23%
		Brooklyn Hts.	1,521	0.18%
		Brooklyn	10,828	1.25%
Total			68,436	7.91
HHCC	10 Severance Circle	South Euclid	21,658	2.51%
		Shaker Hts	27,448	3.18%
		Cleveland Hts	44,633	5.17%
		University Hts	13,126	1.52%
		Richmond Hts	10,421	1.21%
TOTAL			117,286	13.58%
Overall Total			318,563	36.87%

