2016
ANNUAL REPORT
MOUNTAIN VALLEY EMERGENCY COMMUNICATIONS
NEW PROVIDENCE, NJ
Public Information Telephone Numbers

Emergency 9-1-1
Non-Emergency - New Providence (908) 665-1111
Non-Emergency - Millburn (973) 564-7001
Non-Emergency - Summit (908) 273-0051
Administration (908) 263-7550
Fax (908) 286-0287

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New Providence, Summit and Millburn Emergency Services Dispatch Center, also known as the Mountain Valley Emergency Communications Center “MVECC” is the Primary Public Safety Answering Point (PSAP) for the Borough of New Providence, City of Summit and Township of Millburn.

As you review this report, it is my hope it will increase your awareness and understanding of the services provided by the Mountain Valley Emergency Communications Center. The employees of the MVECC are a dedicated group of professionals who strive to improve the quality of life in our municipalities by providing the highest level of professional emergency communication services to our citizens, visitors, and partner agencies. Since its inception in 2015, the MVECC has continued to explore and implement updated equipment, technology and methods to deliver quality service to the public.

The staff of the MVECC, along with the 9-1-1 Management Board, is justifiably proud to serve our public safety partners and residents of New Providence, Summit and Millburn. We look forward to the future, and continuing to provide the highest level of emergency communications and exceptional customer service in a very cost-efficient and effective manner.

Scott W. Ruf
Executive Director

PUBLIC SAFETY PARTNER AGENCIES

Fire / EMS Agencies

Borough of New Providence Fire Department  New Providence EMS
City of Summit Fire Department  Summit Volunteer First Aid Squad
Township of Millburn Fire Department  Millburn-Short Hills Volunteer First Aid Squad

Law Enforcement Agencies

Borough of New Providence Police Department
City of Summit Police Department
Township of Millburn Police Department
The end of 2016 marked our 1st full year of service to the citizens and public safety agencies of New Providence, Summit, and Millburn.

Established in 2014, the Borough of New Providence, City of Summit and Township of Millburn combined their dispatch centers forming the new Shared Dispatch Center. The primary mission, which is to serve the citizens of New Providence, Summit and Millburn, by acting as a communications link between the citizen who needs an emergency service response, and those law enforcement, fire, and medical response agencies that provide such services without the duplication of staff resources and technology.

The center accomplishes this mission by providing enhanced 911 telephone services for all three municipalities, radio dispatching personnel and equipment for the 9 law enforcement, fire, and medical response agencies serving the three municipalities here in central New Jersey.

In the summer of 2015, the new organization began providing professional communications services for the citizens of New Providence, Summit and Millburn as a consolidated Police, Fire and EMS Dispatch Center.

The initial intent of the center was to provide:

- A single emergency reporting point for all New Providence, Summit and Millburn citizens
- Centralized coordination of police, fire and medical responses
- Consolidation of four separate dispatch systems
- Enhancement of overall public safety functions

Today the MVECC is located in a secure area of the New Providence Municipal Center and has a staff of 24 employees that manage the 24-hour, 365-day operation.

The funding for the MVECC is based on the 2014 Joint Meeting Agreement between the Borough of New Providence, City of Summit and Township of Millburn. All jurisdictions provide operational funding for the MVECC of 22.7%, 39.8% and 37.5% respectively. Additional funding, when available and eligible is provided through state and federal grants. The approximate annual cost to run the MVECC is $2.2M.
The Mountain Valley Emergency Communications Center is governed by the Borough of New Providence, City of Summit and Township of Millburn through a Joint Meeting. Although the daily oversight and administration of the MVECC is the responsibility of the Executive Director, the municipalities of New Providence, Summit and Millburn work closely together to aid in providing fiscal, strategic, and managerial oversight for the MVECC in accordance with the Joint Meeting Agreement. The MVECC adopts the budget, personnel policies and strategic plan, and sets the agency’s direction to ensure the residents and visitors of our municipalities are served by an effective and efficient 911 system. The Management Board appoints the Executive Director, who is responsible for running the day-to-day operations of the agency.

The Management Board’s composition is set in the Joint Meeting Agreement to include the one elected official, one public safety official and each municipality’s business administrator. Working with the Executive Director, they assist in the development of the budget and long-range planning, study complex issues in order to make recommendations to the Administrations, and establish policies as necessary. The Management Board may appoint various sub-committees as necessary. Such committee members serve at the pleasure of the appointing authority.

When needed the sub-committees are comprised of Police, Fire/EMS, Communications, and IT Personnel, and provide advice and input to the Management Board and the Executive Director on policy, technical issues and operations as needed. Recent committees were used to implement a new CAD system and review the radio infrastructure needs of the three municipalities.

The Management Board meets quarterly at the Mountain Valley Emergency Communications Center, or as needed.
2016 9-1-1 MANAGEMENT BOARD

Douglas R. Marvin
Borough of New Providence
Chairman

Chief Anthony Buccelli
New Providence Police Department
Vice Chairman

Chief J. Michael Roberts
Millburn Twp. Fire Dept.
Vice Chairman

Chief Robert Weck
Summit Police Department

Michael Rogers
City of Summit

Jodi Rosenberg
Committeewoman
Township of Millburn

Mary Ogden
Councilwoman
City of Summit

Alex McDonald
Township of Millburn

Robert Munoz
Councilman
Borough of New Providence

PARTICIPATING ENTITIES

Borough of New Providence  City of Summit  Township of Millburn

SUBSCRIBER ENTITIES

Borough of New Providence Police  City of Summit Police  Township of Millburn Police
Borough of New Providence Fire  City of Summit Fire  Township of Millburn Fire
New Providence EMS  City of Summit EMS  Millburn-Short Hills First Aid
New Providence Public Works  Summit Parking Services  Millburn Animal Control

MAJOR ACCOMPLISHMENTS 2016

- Reached full-staffing levels
- Completed new training room & computer lab
- Promoted 2 Training Officers
MOUNTAIN VALLEY EMERGENCY COMMUNICATIONS
ORGANIZATIONAL CHART

9-1-1 MANAGEMENT BOARD

EXECUTIVE DIRECTOR
EMERGENCY COMMUNICATIONS

ADMIN. ASSISTANT
PAYROLL/HR SPECIALIST
FINANCE/AUDITOR

SHIFT SUPERVISOR

COMMUNICATION OFFICERS II

COMMUNICATION OFFICERS I
TRAINEEs

ASSIGNED SUPERVISOR

TRAINING OFFICERS
QUALITY ASSURANCE
EMD QIU GROUP

TRAIINEEs / NEW HIRES

TAC / ASST. TACS
CJS / NCIC
EMD PROGRAM
COMMUNITY PROGRAMS
CONTINUING EDUCATION

COMMITTEE & ASSOCIATION PARTICIPATION BY STAFF
APCO International
National Emergency Number Association (NENA)
Atlantic Chapter of APCO
Local Emergency Planning Committees (LEPC) for the 3 municipalities
In 2016 100% of Mountain Valley’s Emergency Communication Center’s funding came from the three municipalities we serve; Borough of New Providence (22.7%), City of Summit (39.9%), and Township of Millburn (37.6%).

Mountain Valley Emergency Communications Center Personnel and Benefits constitute a bulk (71%) of our annual costs. Operating Expenses (3.40%), Travel/Training (0.45%), Phone/Special Circuit Charges (4.08%), Equipment (including service & maintenance agreements) (21.88%).

**OVERTIME PAID**

*Scheduled Overtime* is paid pursuant to FLSA requirements based on staff schedule.

*Unplanned Overtime* is overtime due to sick, vacation, staff shortages.
STATISTICAL SUMMARY
2016

22 Number of Personnel
9 Public Safety Partner Agencies
20 sq miles Service Area
54,469 Population Served

261,737 Incoming Calls (9-1-1 and 10-digit)

- 218,030 Non 9-1-1 Calls (10-digit)
- 24,483 Non 9-1-1 Calls Requiring Dispatch
- 19,224 Total 9-1-1 Calls
  - 4,108 Wireline 9-1-1 Calls
    21.37% of 9-1-1 Calls are Wireline
  - 15,010 Wireless 9-1-1 Calls
    78.08% of 9-1-1 Calls are Wireless
  - 106 VoIP Calls (Voice Over Internet Protocols)

21,811 Monthly Average Incoming Calls (727 Daily Average Incoming Calls)

53 Daily Average 9-1-1 Calls

94,774 Total Calls-For-Service (Law, Fire, EMS and Other Entities)

- 84,541 Law Enforcement
- 8,989 Fire/EMS
- 1,244 Other Jurisdictions
The above table shows workload changes over the past two years. During the two-year period from 2015 through 2016, calls-for-service and telephone calls have increased significantly due to a partial year of numbers for 2015. The dispatch center went live on July 28, 2015.

Staff at Mountain Valley Emergency Communications divide their time between responding to radio transmissions (not calculated at this time), answering 9-1-1 and Administrative calls, recording self-initiated calls-for-service from field units and creating and dispatching Police, Fire, and EMS calls-for-service.
### LAW & FIRE/EMS CAD CALLS-FOR-SERVICE BY AGENCY, 3 YEARS

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>2015</th>
<th>2016</th>
<th>2015 - 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POLICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MILLBURN PD *</td>
<td>20,445</td>
<td>24,594</td>
<td>45,039</td>
</tr>
<tr>
<td>NEW PROVIDENCE PD **</td>
<td>9,280</td>
<td>22,911</td>
<td>32,191</td>
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<tr>
<td>SUMMIT PD **</td>
<td>11,105</td>
<td>28,440</td>
<td>39,545</td>
</tr>
<tr>
<td>OTHER ***</td>
<td>2,049</td>
<td>8,596</td>
<td>10,645</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td>42,879</td>
<td>84,541</td>
<td>127,420</td>
</tr>
</tbody>
</table>

| **FIRE/EMS**         |       |       |             |
| MILLBURN FD **       | 623   | 1,902 | 2,525       |
| MILLBURN EMS **      | 620   | 1,511 | 2,131       |
| NEW PROVIDENCE FD ** | 195   | 441   | 636         |
| NEW PROVIDENCE EMS **| 293   | 785   | 1,078       |
| SUMMIT FD **         | 853   | 2211  | 3,064       |
| SUMMIT EMS **        | 725   | 2086  | 2,811       |
| OTHER ***            | 12    | 53    | 65          |
| **Sub-Total**        | 3,321 | 8,989 | 12,310      |
| **TOTALS**           | 46,200| 93,530| 139,730     |

* All of 2015  
** July 28, 2015 - End of Year  
*** Animal Control, Parking, DPW, Other Jurisdictions

### LAW % OF CALLS BY AGENCY, 2016

- **MPD** 29.1%  
- **NPPD** 27.1%  
- **SPD** 33.6%  
- **OTHER** 10.2%

### Fire/EMS % of CALLS BY AGENCY, 2016

- **SFD** 24.6%  
- **MFD** 21.16%  
- **SEMS** 23%  
- **MSHEMS** 16.81%  
- **NPEMS** 8.73%  
- **NPFD** 4.91%  
- **SFD**
INTRODUCTION

The Mountain Valley Emergency Communications Center (ECC) utilizes the New Jersey State Emergency Medical Dispatch Program (NJEMD) in handling requests for emergency medical assistance. All of our dispatchers are EMD certified. The EMD program is a set of protocols 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 outlined Post-Dispatch and Pre-Arrival instructions to give to callers when appropriate and possible.

Included in the process is a Quality Assurance Program. All certified EMD dispatchers receive ongoing feedback on their performance based on guidelines established by the State of New Jersey Department of Health Office of Emergency Medical Services. 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 protocols are in part based on published standards by the National Association of EMS Physicians (NAEMSP), the American Society for Testing and Materials (ASTM), the American College of Emergency Physicians (ACEP), the U.S. Department of Transportation (USDOT), the National Institutes of Health (NIH), the American Medical Association (AMA), and more than 20 years of research, development, and field testing throughout the world. The protocol contains 34 Chief Complaint Protocols, Case Entry and Exit Information, Call Termination Scripts, and additional Verbatim Instruction Protocols for AED support, cardiopulmonary resuscitation (CPR), childbirth assistance, tracheostomy airway and breathing, aspirin and stroke diagnostic tools, and the Heimlich Maneuver.

RESULTS

In 2016, Quality Assurance Reviews were completed on approximately 15% of the total EMS call volume, 650+ randomly chosen requests for emergency medical assistance. This is an average of 29 reviews per dispatcher.

ACTION

Our staff receives individual training, group training and education throughout the year based on the overall findings of these reviews. All ECC 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 ECC staff are required to re-certify every two years. This includes the successful completion of a written examination, twenty-four (24) hours of training and CPR/AED certification.
There are two trainer classifications at the Mountain Valley Emergency Communications Center. They are:

- Communications Training Officer
- Communications Training Coordinator

Supervisor William Griffith is the Training/Quality Assurance Coordinator

CTO’s are selected based on excellent job performance and application process. They are put through APCO’s Communications Training Officer Certification Program upon assignment. CTO’s are primarily responsible for one-on-one, on the job training. We had 2 CTOs in 2016.

COII Anna Gruber
COII Jaclyn Benkovich

**LOOKING AHEAD**

With personnel and turnover stabilizing in 2016, we will be able to focus on MVECC operations and organizational needs as they relate to emergency communications. We will be completing the Training Group Project and revamp as well as reviewing all personnel needs and offer a renewed focus on continuing education and career development of the MVECC personnel.

**HIRING**

In 2016 Mountain Valley Emergency Communications hired 5 new Communication Officers. To hire these 5 positions the MVECC completed the following:

- Processed 154 OEA Applications
- Interviewed 24 applicants
- Processed 24 computer background checks, and 14 full background checks.

**CONTINUING DISPATCH EDUCATION**

In addition to the training the new hires to the MVECC receive, each MVECC employee is required to maintain a certain number of CDEs annually. Employees are required to have 24 CDE credit hours annually. They consist of 15 General CDE hours and 12 EMD CDE hours each year. For members of the EMD QIU Group there is an additional 3 CDE hours required annually.

In 2016 the MVECC employees completed over 976 CDE hours or over 41 hours per MVECC employee. *(Note that this number is higher than the annual average due to number of new hires in 2016.)*

**TRAINING PROJECT**

The Training Group Project began in November 2016 and was tasked with completing a review of the existing training materials and making any necessary adjustments/updates to ensure that the curriculum and materials are comprehensive and current. This project has continued into 2017.

The main training areas being reviewed are:

- Call Taking
- Geography
- Law Enforcement Dispatch
- Fire/Rescue/EMS Dispatch
- Emergency Medical Dispatch

The members of the Training Project are a diversified group of ECC employees:

- William Griffith
- Sarah Nasto
- Anna Gruber
- Jaclyn Benkovich
- Capt. Adam Brenner (MFD)
- Capt. Russell Lynn (MFD)
- BC David Guida (SFD)
- Lt. Ken Jenks (SFD)
The past year was one of transition and change. The success of the ECC is credited to the dedicated employees that have been able to rise, face and overcome the many challenges presented to them. Their willingness and desire to succeed exemplifies their professionalism and commitment to the safety and well-being of the citizens of the Borough of New Providence, City of Summit and Township of Millburn.

**Former Shared Dispatch Management Board Members**
- Millburn Township Committeeman Theodore Bourke 2014-15
- Summit Councilman Albert Dill, Jr. 2014-15
- Summit Councilman Patrick Hurley 2015
- Summit Police Chief Robert Weck 2016

**MILESTONES**

- Former City of Summit Administrator and Fire Chief Christopher Cotter retired after 39 years of service to the City. Chris was a driving force in the successful planning and creation of the Shared Dispatch Center and was an original board member.
- Millburn Township Administrator Timothy Gordon who retired after 31 years of service to the Township. Tim served as the first board chairman of the Shared Dispatch Center and was instrumental in the creation and starting up this joint venture with Summit and New Providence.
- Chief Joseph Houck retired in 2015 after 28 years of service to the City of Summit. Joe served on the planning committee for the new Shared Dispatch Center and as an original board member and was instrumental in guiding the development of the dispatch center.

**Thank You**
2017 GOALS

- Transition to new schedule, raising shift staffing levels
- Develop and implement agency wide Quality Assurance Program
- Outline employee expectations and employee career development profiles
- Complete overhaul of ECC Training Program
- Review and modify dispatch protocols for fire/EMS

PROJECTS


- **2017** Upgrade 9-1-1 Phone Equipment for NextGen911 compliance and Text-To-911 capabilities.
When should you use 9-1-1?

Nine-One-One (9-1-1) is only to be used in emergency situations. An emergency is any situation that requires immediate assistance from the police/sheriff, the fire department or an ambulance. If you are ever in doubt of whether a situation is an emergency you should call 9-1-1. It's better to be safe and let the 9-1-1 call taker determine if you need emergency assistance.

Do not call 9-1-1:

- for information
- for directory assistance
- when you're bored and just want to talk
- for paying traffic tickets
- for your pet
- as a prank

If you call 9-1-1 by mistake, do not hang up. Tell the call taker what happened so they know there really isn't an emergency.

How do I make a 9-1-1 call?

- In an emergency, dial 9-1-1 on your phone. It's a free call. You can use any kind of phone: push button, rotary, cellular/wireless, cordless, or pay phone.
- Stay calm and state your emergency.
- Speak loudly and clearly. Give the 9-1-1 call taker your name, phone number and the address where help is needed.
- Answer the call taker's questions. Stay on the telephone if it's safe to do so, and don't hang up until the call taker tells you to.

What if a 9-1-1 caller doesn't speak English?

When necessary, a 9-1-1 call taker can add an interpreter from an outside service to the line. A non-English speaking caller may hear a short conversation in English and some clicking sounds as the interpreter is added to the line.
How to Dial:

• Stay calm.
• Make sure you know the exact location and address of the emergency.
• Pick up the receiver or turn on the phone and wait for the DIAL TONE.
• Dial or press “9”, then “1” and then “1” again.
• Wait for the ring and the 9-1-1 Dispatcher will answer.

Never practice calling 9-1-1 on a real phone.

Remember you don't need any money to call 9-1-1 on any pay phone.

How do I DIAL 9-1-1 ON A CELLULAR/WIRELESS?

Some of the names people use for a wireless phone is a cellular, mobile, or car phone.

Remember a wireless phone is not the same as a portable phone you might have at home.

There are many different types of wireless phones.

When driving a vehicle and you are involved in or witness an emergency, pull over to a safe location and dial 9-1-1.

Tell the call-taker the location of the emergency, your phone number including area code, and your name. This information may not be displayed on the dispatcher's computer.

Use landmarks such as mile markers, billboards, etc. to describe the location of the emergency if an address is not available.

 Be patient. Cellular/Wireless calls are not automatically routed to the correct agency.
   Often times you may need to be transferred to the proper agency in that area.
 Stay on the line until the call-taker has all the necessary information.
 Be sure to leave your phone on, in case they need to call you back for more information.
What Do I Say?

- Stay calm and Speak clearly.
- Listen carefully to the 9-1-1 Calltaker’s questions and answer each question carefully.
- Verbally answer all questions. Remember the 9-1-1 Calltaker cannot see your hand or head gestures, signs or motions.
- State your emergency.
- State your address - **IT IS VERY IMPORTANT TO VERIFY THE ADDRESS.**
- **STAY ON THE LINE.**
- Do not hang up until the 9-1-1 Calltaker tells you it is OK to do so. They may need to ask additional questions regarding the emergency or an EMS dispatcher may give your instructions to help stabilize the patient before the ambulance gets to your location.
- Follow the instructions of the 9-1-1 Calltaker and remain calm.
- If you can, stay by the phone in case the 9-1-1 call-taker needs to call you back.

**What to Do if You Can’t Speak**

1. Stay calm.
2. Dial 9-1-1.
3. Either leave the phone off the hook or make some sort of noise to let the dispatcher know there is an emergency.
4. With enhanced 9-1-1 providing your address, the call-taker can dispatch police assistance to your location.

**Here are some of the questions the dispatcher may ask you if you are reporting a crime in progress:**

- Give a brief description of what occurred.
- Where exactly did the incident occur? Include building and room/area.
- How long ago did the incident occur?
- Did the suspect(s) have any weapons?
- Which direction was the suspect headed?
- Was the suspect on foot or in a vehicle?
- What did the suspect(s) look like? Describe each suspect one at a time.
  - Gender (boy or girl)
  - Race (white, black, Hispanic)
  - Age
  - Height & Weight
  - Hair Color & Length
  - Clothing
  - Glasses/Facial Hair
  - Vehicle Description, Color, Make, Model, License Plate
Protect Yourself from Violent Crime

- Don’t walk or jog early in the morning or late at night when the streets are deserted.
- When out at night, try to have a friend walk with you.
- Carry only the money you’ll need on a particular day.
- Don’t display your cash or any other inviting targets such as pagers, cell phones, hand-held electronic games, or expensive jewelry and clothing.
- If you think someone is following you, switch directions or cross the street. If the person continues to follow you, move quickly toward an open store or restaurant or a lighted house. Don’t be afraid to yell for help.
- Try to park in well-lighted areas with good visibility and close to walkways, stores, and people.
- Make sure you have your key out as you approach your door.
- Always lock your car, even if it’s in your own driveway; never leave your motor running.
- Do everything you can to keep a stranger from getting into your car or to keep a stranger from forcing you into his or her car.
- If a dating partner has abused you, do not meet him or her alone. Do not let him or her in your home or car when you are alone.
- If you are a battered spouse, call the police or sheriff immediately. Assault is a crime, whether committed by a stranger or your spouse or any other family member. If you believe that you and your children are in danger, call a crisis hotline or a health center (the police can also make a referral) and leave immediately.
- If someone tries to rob you, give up your property—don’t give up your life.
- If you are robbed or assaulted, report the crime to the police. Try to describe the attacker accurately. Your actions can help prevent someone else from becoming a victim.

GENERAL FIRE SAFETY AND PROTECTION TIPS

Make sure all family members know what to do in the event of a fire. Draw a floor plan with at least two ways of escaping every room. Make a drawing for each floor. Dimensions do not need to be correct. Make sure the plan shows important details: stairs, hallways and windows that can be used as fire escape routes.

- Test windows and doors—do they open easy enough? Are they wide enough. Or tall enough?
- Choose a safe meeting place outside the house.
- Practice alerting other members. It is a good idea to keep a bell and flashlight in each bedroom.
Smart911 is a free, new service available in your community to help you when you call 9-1-1. Once you’ve signed up, first responders will be aware of important information you have provided that will help them address your emergency. This information – including medical issues, current location and even pets - can help Police, Fire and EMS locate and help you.

A free service – Provided by your community

Private and secure – You control your information

Saves time in an emergency – When seconds count

Protect The Ones You Love

Smart911.com™

Because every second counts. Sign up today.