



Scott County Health Department

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Director's Report to the Board of Health September 14, 2018

Director's Attended Meetings – August 2018

1. United Way Health Council
2. Tony Knobbe, Supervisor, and David Farmer, Budget Manager on Lead Funding
3. Scott County Decategorization (DECAT) Fiscal Committee
4. DECAT Board
5. Live Lead Free Quad Cities Coalition
6. Denise Coiner, Board of Health
7. Quad City Health Initiative (QCHI) Promotion Committee
8. Alex Cohen, Augustana College
9. Tegan Trees, Modern Woodmen on Live Lead Free QC
10. QCHI Community Health Assessment Presentation
11. QCHI Executive Committee
12. Mahesh Sharma, County Administrator

I would like to recognize the following employees for their years of service with the Department:

Tara Marriott, Environmental Health Specialist	5 years	September 17
Teri Arnold, Administrative Office Assistant	15 years	September 22
Roma Taylor, Clinical Services Coordinator	39 years	September 10

Monitor Health Status

Communicable Disease Program

Twenty-seven communicable diseases were reported during August. They included six cases of hepatitis C, five cases of salmonellosis, four cases of campylobacteriosis, two E. coli infections, two cases of hepatitis A, two cases of hepatitis B, two cases of pertussis, and one case each of Lyme Disease, legionellosis, cyclosporiasis, and cholera.

Rabies Risk Assessments

Forty individuals required rabies risk assessments after exposures to sixteen dogs, four cats, ten bats, a pony, and a squirrel. A number of bat exposures had multiple individuals involved.

Rabies post exposure prophylaxis was recommended for thirteen individuals.

Childhood Lead Poisoning Prevention Program

In August, there were twelve children receiving individual case management. Of those, three had a blood lead level between 20-44 ug/dL and five had a blood level between 15-19 ug/dL. The remaining four children had a blood lead level less than 15ug/dL. One case met criteria for closure during the month. Twenty-three children with an initial blood lead level between 10-14 ug/dL were receiving supportive services (visual inspections, education over the telephone, appointment reminders) for lead poisoning this month. Of those, twenty had a blood lead level between 10-14 ug/dl and three had a blood lead level less than 10 ug/dl. These children receive public health nursing support until two consecutive blood lead levels equal to or below 5 ug/dL are obtained.

Fifteen children attending the immunization clinic accepted lead testing services during their visit. An additional sixteen children received testing at the Friendly House's Back to Swell Event. Seven children were between the ages of one and two years. Twenty-four children were between the ages of three and six years.

Diagnose/Investigate Health Problems and Hazards

Sexually Transmitted Disease Program

Ninety-three clients received sexually transmitted disease (STD) clinic services during August. Eight clients tested positive for chlamydia and eight tested positive for gonorrhea at the Health Department's clinic. In total, ninety-three cases of chlamydia, thirty-one cases of gonorrhea, and two HIV cases were reported in Scott County during the month.

Evaluate Effectiveness, Accessibility and Quality

First Med Pharmacy Review

In July, two hundred and forty-six inmates received one thousand one hundred and eighty prescriptions. The use of generic medication was at ninety-seven percent.

Communicable Disease Performance Report

In order to strengthen communicable disease investigation efforts across the state, the Iowa Department of Public Health (IDPH) is now hosting quarterly Regional Epi Updates. At the summer update, IDPH released the calendar year 2018 First Quarter Performance Measure report to counties regarding communicable disease follow up (Attachment 2). It includes comparison data for the region and state.

Develop Policies and Plans

Initial Community Health Assessment Results Presented

Staff, along with partners from Community Health Care, Inc, Genesis Health System, Quad City Health Initiative, Rock Island County Health Department, and UnityPoint Health - Trinity,

participated in two presentations of the initial 2018 Community Health Assessment results to community partners and boards. The presentation provided initial findings of each of the assessments completed as part of the overall assessment:

- *Community Health Status Assessment:* 900 person household survey and secondary data gathering on health behaviors and health status of the community
- *Community Themes and Strengths Assessment:* general community survey on attitudes related to community health and assets along with eight focus groups of priority populations
- *Local Public Health System Assessment:* assessment of the capacity of the local public health system to provide the ten essential public health services determined by completion of the National Public Health Performance Standards survey instrument
- *Forces of Change Assessment:* formal discussion session with community leaders to discuss the positive, negative, and indifferent forces, themes, and factors impacting the community’s ability to be healthy

A final draft of the assessment will be made public on September 12. A two week comment period will begin on that date, allowing for members of the public to provide input on the assessment. The comments will be gathered, analyzed, and incorporated into the final assessment, which will be available at the end of September.

Enforce Laws and Regulations

Pre-Audit Immunization Reviews Conducted

Staff offered pre-audit immunization reviews to licensed child care centers and preschools to assist with preparing records for the upcoming audit. One center had an onsite visit for a pre-audit. Additional centers/preschools are scheduled for a pre-audit in September.

Summer Feeding Program Inspections Completed

The Summer Feeding Program sites were inspected in July and August. Staff completed inspections of seven locations. Everything was satisfactory.

Founded Food Service Complaint

Facility	Reason	Status
Osaka Steak House, Utica Ridge Road, Davenport	Cockroaches	Ongoing-deep cleaning and pest control measures implemented. Further re-inspections scheduled to monitor cleaning.

Swimming Pool Complaint Results in Closure

Staff investigated a complaint regarding lack of chlorine in the large pool at the Downtown Davenport Scott County YMCA. A member called about the pool remaining open when the chlorine levels in the pool were below the required levels. The aquatics director acknowledged

that the chlorine levels have been below the required levels. She has been having a problem with lifeguards not being allowed to close the pool when chlorine is too low. The administrative staff agreed to allow whichever staff member first observes out of range chlorine to close the pool as required by the Iowa Swimming Pool Rules.

Swimming Pool/Spa Closures

Facility	Reason	Status
Downtown Scott County YMCA	Low disinfection level	Reopened

Staff Investigate Odor at Pool Facility

At the Bettendorf Scott County YMCA, staff investigated an incident involving a strong odor coming from the pool area. KWQC reported on its social media account that the facility was evacuated and the Bettendorf Fire Department responded to the scene. The maintenance director had been cleaning the chlorine dispenser with the muriatic acid when a chemical reaction occurred, causing the fumes to spread throughout the building. No injuries were reported and the building was reoccupied when the fumes dissipated.

Research for new insights and innovative solutions

Medical Examiner Program Team Members Meet

Staff attended a meeting of the Scott County Medical Examiner team on August 2. This meeting was the first time that all three Medical/Deputy Medical Examiners and all three Medical Examiner-Investigators have had an opportunity to meet and discuss operational issues. Discussion items on the agenda were interesting/problematic cases, forms, computer issues, and morgue issues. The team has a goal of meeting more frequently in the future.

Assurance

Link People to Needed Personal Health Service

Medicaid Enrollment Completed After Immunization Clinic Referrals

Staff provided Presumptive Eligibility Medicaid application services for three different families new to the Scott County, Iowa area. The families were connected to the Child and Adolescent Health program through the department’s Immunization Clinic. Between the three families, a total of three adults and eight children were approved for the temporary Medicaid insurance, offering them immediate access to needed health care services. The families were also provided with information on local health care providers and resources that will help them to become more established in the community. One mother expressed sincere enthusiasm at having walked into the Immunization Clinic for immunization services, and having walked out with health insurance coverage for her family as well.

Hepatitis C and HIV Outreach Services Continue

Outreach HIV/hepatitis C (HCV) counseling, testing and referral continued at Humility of Mary Shelter (3 HIV, 2 HCV), Alcohol and Drug Dependency Services in Burlington (15 HIV, 9 HCV), Quad Cities Harm Reduction (1 HIV, 1 HCV), and at the department outside of clinic hours (4 HIV, 3 HCV). Clinical services staff attended the Bill Bell Jazz Heritage Festival on August 17 and 18, offering HIV/HCV/STD program information and free HIV testing. Twenty-six individuals were tested for HIV at this event.

*Assure a Competent Public and Personal Health Workforce*Medicaid and Children's Health Insurance Webinar

Staff attended a webinar titled *The Role of Medicaid and CHIP in Responding to Public Health Crises and Disasters*. The webinar discussed that Medicaid/Children's Health Insurance Program (CHIP) plays a critical role in helping states respond to major public health crises and natural disasters. Some tactics include applying for specific waivers to Centers for Medicare and Medicaid Services to modify Medicaid eligibility, customer as well as provider enrollment, and benefit and cost sharing requirements in their existing state plans.

Quality Assurance Inspections Completed

Three quality assurance inspections were completed with all standardized food inspection staff to ensure uniformity among staff in the interpretation and application of laws, regulations, policies and procedures. This is one of the Food and Drug Administration's Voluntary National Retail Food Regulatory Program Standards that the department is contractually required to meet by the Iowa Department of Inspections and Appeals.

Certification as Elevated Blood Lead Inspectors/Risk Assessors Achieved

Two environmental health specialists have earned their certification as Elevated Blood Lead Inspectors/Risk Assessors with the state of Iowa and have begun job shadowing in the field. In order to achieve this certification several courses had to be taken, a written exam had to be passed, and a number of items had to be submitted such as transcripts and resumes.

Demonstration of Radiological Waste Transport

Staff attended the Waste Isolation Pilot Plant (WIPP) demonstration on August 21, 2018. This demonstration was held to give first responders in the area the opportunity to see how radiological waste is transported through the state. WIPP representatives delivered two transuranic waste transportation containers, a TRUPACT-II and a HalfPACT, for the attendees to inspect. Policies and regulations for the transport of hazardous materials were detailed as well.

Stop the Bleed Trainings

Department staff, along with Kevin Lange, MEDIC EMS, Andrea Bladel, Genesis Medical System, and Chuck Gipson MEDIC EMS led a Stop the Bleed Training during the Health Department's August All Staff meeting. The training focused on tourniquet usage and wound packing in

emergency situations. Staff were given instruction on how to place a combat application tourniquet (CAT) and how/when to pack a wound.

The department's non-public school nurse consultant taught the *Stop the Bleed* course to personnel at All Saints Catholic School, John F. Kennedy Catholic School, Lourdes Catholic School, Morning Star Academy, Quad City Montessori School, Rivermont Collegiate, St. Paul the Apostle School, and Trinity Lutheran School. Training for Assumption High School has been scheduled for September. After each training was conducted, staff presented each of the schools with one CAT, which was purchased by Scott County Kids. Response to the training has been overwhelmingly favorable.

Iowa's 2018 Trauma Conference

Staff attended Iowa's 2018 Trauma Conference in Des Moines on August 28 and 29. The first day of the conference was dedicated to service area workshops. Staff attended the *EMS Medical and Service Director's Training* in the morning. In the afternoon, staff attended the session, *Mass Fatality Preparedness, Lessons Learned from October 1 Incident in Las Vegas*. A Coroner from Las Vegas, Nevada gave an overview of his activities during the hotel/concert shooting on October 1, 2017.

The schedule for the second day was broken out into four different tracks: nursing, EMS, preparedness and physicians. Staff attended sessions in both the preparedness and EMS tracts since they were both focusing on trauma, bleeding, mass care, and special needs. There were approximately three hundred and fifty attendees on Tuesday and over five hundred on Wednesday. Planners for the event were very pleased with the attendance and the strength of the speakers for their initial conference. The conference will be an annual event.

Advanced EPI Training

Staff attended Advanced EPI training sponsored by the IDPH and taught by Diana VonStein, MPH, Regional Epidemiologist. Mrs. VonStein reviewed information regarding what is epidemiology, the epidemiologic triangle (host, environment, and agent), passive versus active surveillance, and required information for the Iowa Disease Surveillance System (IDSS). In addition, she discussed the category A bioterrorism agents that must be reported immediately as well as other highly infectious diseases that have a public health significance. Signs, symptoms, steps for diagnosis and treatments were reviewed. The final component of the training involved the process to complete and interpret relative risk and odds ratios when conducting foodborne outbreaks to determine what possibly made individuals ill.

Childhood Obesity Webinar

Staff viewed the Centers for Disease Control and Prevention's online Public Health Grand Round, *Preventing Childhood Obesity-Eating Better, Moving More*. The presenters discussed obesity rates in both children and adults. Early childhood education and before and after school sites are key settings for early intervention to prevent obesity through wellness policies and healthy behaviors.

Training on HIV Pre-Exposure Prophylaxis

Staff attended IDPH's *Ready, Set, Iowa: Fulfilling the promise of PrEP in the Heartland* training. This training provided an overview of anti-retroviral (ARV) medication based HIV prevention including pre-exposure and post-exposure prophylaxis (PrEP and PEP), new developments in the delivery of ARV-based HIV prevention, PrEP coverage options, Iowa-specific PrEP programs, and social marketing strategies to increase PrEP uptake in populations disproportionately affected by HIV prevention. In addition, information was shared on addressing barriers to accessing PrEP such as age, insurance issues, and laboratory testing.

Child Care Resource and Referral Trainer Professional Development Day

Staff attended Child Care Resource and Referral Trainer Professional Development Day that provided a learning exchange on racial equity awareness. *Race: The Power of an Illusion* provided information on the health disparities in the child welfare system. A historical perspective was presented, including a film about how the ideas of race have been shaped by history, social institutions and cultural beliefs. Participants were allowed to practice having courageous conversations about race using ROPES (respect, openness to opportunities, participate or pass, educate, support).

Webinar Regarding STDS

Staff attended the *STD Clinical Update* webinar presented by the St. Louis STD/HIV Prevention Training Center. This webinar provided attendees with updated information regarding the prevention, diagnosis, and management of STDs and HIV. Hillary Reno, MD, PhD, summarized recent literature related to Human papillomavirus (HPV) vaccination. Since HPV vaccination has recently been highlighted in mainstream media, she also touched on the safety of the vaccine. Over one hundred million doses of HPV vaccine have been administered since 2006, and no new safety concerns has been identified. Bradley Stoner, MD, PhD provided updated information on new, potential gonorrhea treatments, currently in Phase II clinical trials. He also provided best-practice treatment guidelines for rectal chlamydia and recurrent non-gonococcal urethritis.

*Inform, Educate, and Empower People About Health Issues*Back to Swell Event

Staff from various department programs attended Back to Swell, a back to school wellness event held at the Friendly House. The event focused on providing school age students with the supplies and health requirements they needed to return for the upcoming school year.

Handwashing Education Provided at CADS Summer Youth Program

Staff provided health education on handwashing, hand hygiene, and general wellness at the Center for Alcohol & Drug Services' Summer Youth program. Thirty students between the ages of six and fourteen, along with their teachers and other staff, were present. The students and staff shared that they appreciated the health education, demonstrations and related discussions.

National Immunization Awareness Month Celebrated

August was National Immunization Awareness Month (NIAM). Staff provided information to the public on the topic of immunizations during the month. Each week, there was a different message targeting a different age group about immunization. The department's website and Facebook pages were updated to reflect immunization information. Each child that was vaccinated at the department was given a goody bag with a box of crayons, coloring book, pop socket for cell phone, first aid kit, reusable thermometer, Scott County magnet, immunization schedule, as well as *hawk-i* and Care for Kids pamphlets. A letter was sent to providers with information regarding NIAM and included colorful immunization schedules to be printed and used in their practices.

Lead Education as a Part of Baby Basics

Staff provided childhood lead poisoning education to twenty people in attendance at Genesis' Baby Basics class. This class discussed newborn care following delivery. Soon-to-be parents were educated regarding homes at-risk for lead poisoning and lead source identification in an effort to bring awareness prior to baby coming home from the hospital.

*Mobilize Community Partnerships*Presentation on the I-Smile™ Silver Program

Staff was asked to present at the Delta Dental of Iowa Foundation's board meeting in Des Moines. Staff shared program stories to help explain and justify the need to continue funding for the I-Smile™ Silver program. The Delta Dental Foundation board voted to continue financial support at their meeting.

Discussion of Partnership to Support Developmental Screenings

Staff met with representatives from Scott County Kids, Child Care Resource and Referral, and Friendly House to discuss a partnership to support developmental screenings of children in child care. Work will continue on a resource guide for local child care providers and this guide will be shared by all agencies.

Initial Meeting of Scott County Immunization Coalition

Staff hosted the meeting of the Scott County Immunization Coalition. The meeting was well attended with twenty-eight participants from various health care agencies, pharmacies, and health systems. The group looked at strengths, barriers and opportunities to immunizations in the community. A survey will be sent out to the group to determine what would be the best day and time for individuals to meet on a routine basis and to identify any organizations or individuals that are missing from the group and should be invited in the future.

Outreach to Dental Offices

Staff completed dental office outreach during August, having visited all Scott County dental practices, private and corporate. Staff had conversations with all but one front office staff to share program information, as well as gain practice information updates to enter into the

Health Department's referral database. These visits have earned I-Smile™ Silver multiple referrals from private practice offices to help educate Medicare patients.

Meetings Attended by Staff

Angela Drent, Siouxland District Health Department
 Anna Vogel, Winnow
 Be Healthy QC Workplace Wellness Workgroup
 Bettendorf Family Museum Mother's Room
 BIX Race After Action Meeting
 City of Long Grove
 City of Princeton
 City of Walcott
 CMS Agency Exercise Planning Group
 Community Health Assessment Presentation (2)
 Community Partnerships Protecting Children
 Crash Awareness and Roadway Safety
 Delia Dreifurst, Keller Williams Greater Quad Cities
 Food Rescue Partnership
 Food Rescue Partnership Board
 Freight House Tour
 Hay Committee
 HEART Safe Coalition
 Housing Cluster
 IDPH Highly Infectious Disease Workgroup
 Injury Prevention Workgroup
 Iowa Chapter of the Society for Public Health Education
 Iowa HIV/AIDS/HCV Community Planning Group
 Iowa State Association of Counties Legislative Policy Committee
 James Emery, University of North Carolina
 Josh Genz, City of Princeton
 Joy Harris, Iowa Department of Public Health
 Live Lead Free QC Coalition
 Local Emergency Planning Committee
 Mandy Stradt, Genesis Health System (2)
 Maternal, Child, and Adolescent Health Cost Analysis Training
 Mobilizing Action through Planning and Partnerships Core Group
 National Association of County and City Health Officials Performance Improvement Workgroup
 National Environmental Health Association Food Safety Committee
 Nicole Carkner, Quad City Health Initiative
 Quad Cities Earth Coalition
 Quad Cities Emergency Planning Committee
 Quad Cities HEARTSafe Coalition
 Quad Cities HEARTSafe Coalition Board
 Quad City Elderly Consortium

Radiological Waste Transport Demonstration
Region 5A
Region 5A EMS Collaborative
Scott County Health Benefits Team
Scott County Immunization Coalition
Scott County Kids, Friendly House, Iowa Child Care Resource & Referral
Scott County Medical Examiner Team
Senior Star at Elmore Place Wellness Committee
Shades of Success ISTEP Youth Group
Sylvia Navin, Stephanie Trusty, and Katie McBurney, Iowa Department of Public Health
Tim Green, North Scott Community School District
Tobacco Free Quad City Coalition
Tobacco-Free QC Community Education Workgroup
Waste Commission of Scott County Board
Word of Life Food Pantry

Attachment 1: Reports from our database on education the Department provided to the community, education the Department provided to service providers, media inquiries and press releases/conferences

Attachment 2: Scott County Infectious Disease Follow-Up Data Summary (January 1, 2018 to March 31, 2018)



Education provided between August 1, 2018 and August 31, 2018

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
<i>Community</i>				
	8/1/2018	6	Safer Foundation	Tobacco Presentation
	8/6/2018	33	CADS	Handwashing & Wellness Presentation CADS Summer Program
	8/8/2018	500	Friendly House Iowa	Back to school services event
	8/8/2018	120	Central High School	Tobacco Information and Education
	8/9/2018	39	North High School	Provide wellness exam and 9th grade dental screening requirement to 9th grade orientation at North High School

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	8/9/2018	20	Genesis Health System	Lead poisoning education presented at Baby Basics, a class focusing on newborn care following delivery, Immunization education leaflets left for those in attendance.
	8/15/2018	50	Mid-City High School	Provide adolescent wellness and 9th grade dental screening information to parents at 9th grade orientation
	8/21/2018	100	Central High School	Adolescent wellness and 9th grade dental screening information
<i>Service Providers</i>				
	8/8/2018	1	health	BBP
	8/8/2018	1	health	TB education
	8/8/2018	1	health	The right to know

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	8/9/2018	1	health	The right to know
	8/9/2018	2	health	BBP
	8/9/2018	2	health	TB education and testing
	8/20/2018	1	jail	BBP
	8/20/2018	33	Pleasant Valley school district	Presentation for school food service workers at Pleasant Valley schools
	8/21/2018	10	Eldridge Park Board	Tobacco Free/Nicotine Free Parks Presentaion
	8/22/2018	14	St. Paul Lutheran Preschool	St. Paul Lutheran Preschool requesting annual universal precautions training for their staff.
	8/22/2018	1	Pleasant Valley School	Immunization review and update

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	8/22/2018	38	Davenport Schools	Immunizations update to school nurses



Media Inquiries between August 1, 2018 and August 31, 2018

<i>Request Date</i>	<i>Nature of Request</i>	<i>Request From</i>	<i>Newspaper</i>	<i>Radio</i>	<i>Television</i>
8/1/2018	Immunizations	Television			WQAD-TV8
8/20/2018	Medical Examiner	Television			WHBF-TV4
8/23/2018	Immunizations	Television			WQAD-TV8
8/28/2018	HIV-STDs	Television			WHBF-TV4



Infectious Disease Follow-up Data Summary

Data Analyzed 01-01-2018 through 03-31-2018

Scott County/Service Area 5A

Cases Investigated (Includes confirmed, probable, suspect, pending, undetermined, and not a case)

Total cases investigated by county: 37

Total cases investigated by service area: 128

Service area case investigation average by county: 14

State average case investigation by county: 8

Case Investigation Initiation Timeliness

- Calculated by subtracting the "attempted to contact provider date" from the "case notification date"
- Recommended initial follow-up timelines are outlined in the CADE Epi Manual
- Adjustments were made for weekends and holidays

Investigation not initiated within the recommended initial follow-up timeline

County: 0.00%

Service Area: 0.00%

Statewide: 5.49%

Service Area	Total Cases	Not Met	Percent
Service Area 5A	0		
Service Area 5A	14	0	0.00
Service Area 5A	8	0	0.00
Service Area 5A	3	0	0.00
Service Area 5A	15	0	0.00
Service Area 5A	8	0	0.00
Service Area 5A	37	0	0.00
Service Area 5A	33	0	0.00
Service Area 5A	10	0	0.00

Case Investigation Completion

Total cases investigated by county: 37

Total days to complete all case investigations in the county: 251

County average, in days, to complete case investigation: 7

Service area average, in days, to complete case investigation: 6

State average, in days, to complete a case investigation: 6

Service Area	Total Cases	Total Days	Avg. Days/Case
Service Area 5A	0		
Service Area 5A	14	91	7
Service Area 5A	8	14	2
Service Area 5A	3	9	3
Service Area 5A	15	38	3
Service Area 5A	8	70	9
Service Area 5A	37	251	7
Service Area 5A	33	238	7
Service Area 5A	10	86	9

Outbreaks investigated

Total outbreaks investigated by county: 1

Total outbreaks investigated by service area: 2

Service area average by county: 0.22

Statewide average by county: 0.24

Percentage of outbreaks in which specimens were collected for laboratory analysis:

County average: 100%

Service area average: 100%

Statewide average: 96%

Service Area	Outbreaks	Samples Collected	Percent
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	1	1	100.00
Service Area 5A	1	1	100.00
Service Area 5A	0		

Enteric Exclusions (Shigella, E.coli, Salmonella typhi)

On average all enteric cases that would potentially require exclusion should be initiated within 1 business day.

County: Met criteria, on average, for ≤ 1 business day.

Service area: 100% of counties met criteria, on average, ≤ 1 business day.

Statewide: 100% of counties met criteria, on average, ≤ 1 business day.

Service Area	Cases	Days	Avg. Days/Case
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	0		
Service Area 5A	1	1	1
Service Area 5A	14	4	0
Service Area 5A	9	4	0

After-Hours Call down drill

County passed on first attempt: Yes

Service Area, by percent, passed on first attempt: 100%

Statewide, by percent, passed on first attempt: 94%