



# Comprehensive Annual Report

Fiscal Year 2009

**Kane County Emergency Communications**

Jennifer N. Baustian, Director

719 S. Batavia Avenue

Geneva, Illinois 60134

Phone: (630) 232-8400

Fax: (630) 208-2047

**Table of Contents**

Mission and Vision..... 3

Introduction ..... 4

Financial Report ..... 5

Statistics ..... 7

Training Program..... 10

Compliance and Accreditation ..... 11

Public Awareness ..... 12



**The Mission...**

We commit to serving as a vital link between the citizens of Kane County and the public safety agencies devoted to protecting them.

**The Vision...**

To be an Emergency Communications Center that achieves the highest public confidence and is recognized for leadership, professionalism, and innovation.

**Proudly Serving:**

- Big Rock Fire Department
- Burlington Fire Department
- Campton Hills Police Department
- Elburn Police Department
- Fox Valley Park District Police Department
- Gilberts Police Department
- Hampshire Fire Department
- Hampshire Police Department
- Kane County Forest Preserve Police Department
- Kane County Office of Emergency Management
- Kane County Sheriff's Office
- Kaneville Fire Department
- Maple Park Fire Department
- Maple Park Police Department
- Pingree Grove Fire Department
- Pingree Grove Police Department
- Wayne Police Department



### **Operation**

Kane County Emergency Communications (KaneComm) is a multi-jurisdictional dispatch center responsible for the deployment of 16 Police, Fire, and Medical agencies located within Kane County. KaneComm personnel are tasked with all of the incoming emergency and non emergency calls for assistance from citizens residing in these jurisdictions.

### **Personnel**

Kane County Emergency Communications is currently staffed by 18 full time employees. They are supported by 3 Team Leaders and the Director of Communications.

### **Functions**

Telecommunicators field multijurisdictional calls from the public and determine the nature and location of the incident in order to quickly and efficiently deploy police, fire, and medical units as necessary. KaneComm serves as a 24 hour a day continuous operations function responsible for the support of one county sheriff's department, nine police departments, and six fire departments in addition to serving as a Public Safety Answering Point (PSAP). Telecommunicators must maintain contact with all of the units on assignment while consistently disseminating information and updating their status/location. They must monitor several complex radio frequencies while operating a variety of communications equipment. Simultaneously; Telecommunicators must enter and retrieve information from an assortment of electronic data files. These include; but are not limited to, missing persons, wanted persons, orders of protection, registered sex offenders, stolen weapons, and stolen vehicles.

### **Statistics**

In 2009 the Communications Division managed a total of 145,478 calls for service. 22% of those calls were made to 911 from cellular phones. The remaining calls were placed from land lines. 28% were outbound calls made by the Telecommunicators. These purposes for these calls include, but are not limited to; securing mutual aid from other agencies, deploying such entities as the Coroner's Office, the Health Department, Animal Control, or the Highway Department, and ascertaining resources for citizens in distress such as tows, locksmiths, or board up companies.

### **Facility and Equipment**

KaneComm is located at the Kane County Government Center Campus at 719 S. Batavia Avenue in Geneva IL. The center houses 6 multifunctional state of the art consoles. Each Telecommunicator has the capability of utilizing all of the communications equipment and software applications at any given time from any workstation. Each console is outfitted with 5 flat screen monitors. One is designated for the MCC-5500 radio console. This allows for interactive touch screen capabilities of 21 police and fire radio frequencies. The Telecommunicators can communicate with public safety entities both locally and statewide using a touch screen, foot pedal, or wireless headsets. All of the data related to calls for service as well as the activity of the field units is input via the New World Systems Computer Aided Dispatch application. The numerous phone calls handled daily by KaneComm are managed via the VESTA Pallas phone system supported by AT&T. The Telecommunicators also have access to Orion Mapstar; a program that maps the approximate location of 911 callers based on the information provided by Phase II Wireless technology.

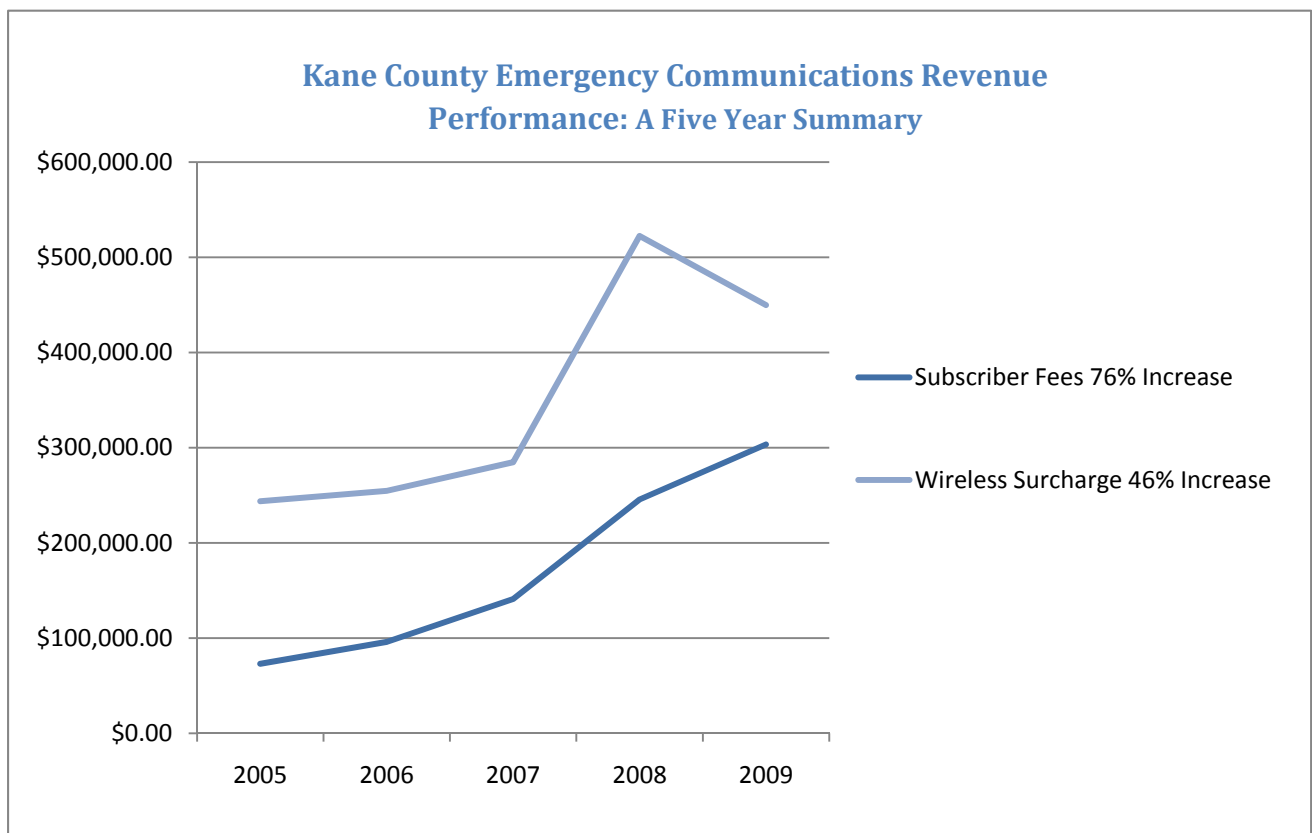
## Financial Report

In Fiscal Year 2009 (FY 2009) Kane County Emergency Communications decreased its adopted operating budget 10% by year's end in order to comply with budget cuts spanning Countywide. Our increased gross margin percentage, combined with a decrease in expenses helped to generate bottom line results in excess of the prior year in spite of these cuts.

FY 2005 marked the inception of comprehensive financial tracking of the true costs associated with the 911 Center. Since that time, revenue has increased by 58% overall. Subscriber fees invoiced to agencies utilizing the services of KaneComm have

increased revenue exponentially by 76%. The Wireless Surcharge collected monthly has seen a 46% increase. Collection of these funds offsets the cost associated with operating the Communications Center.

*The reported decrease in Wireless Surcharge Revenue depicted from FY 2008 to FY 2009 is attributed to a one-time distribution from the State of Illinois from funding remaining unclaimed by Wireless Providers. This amount was an unanticipated anomaly that should not serve as a basis for future projections.*



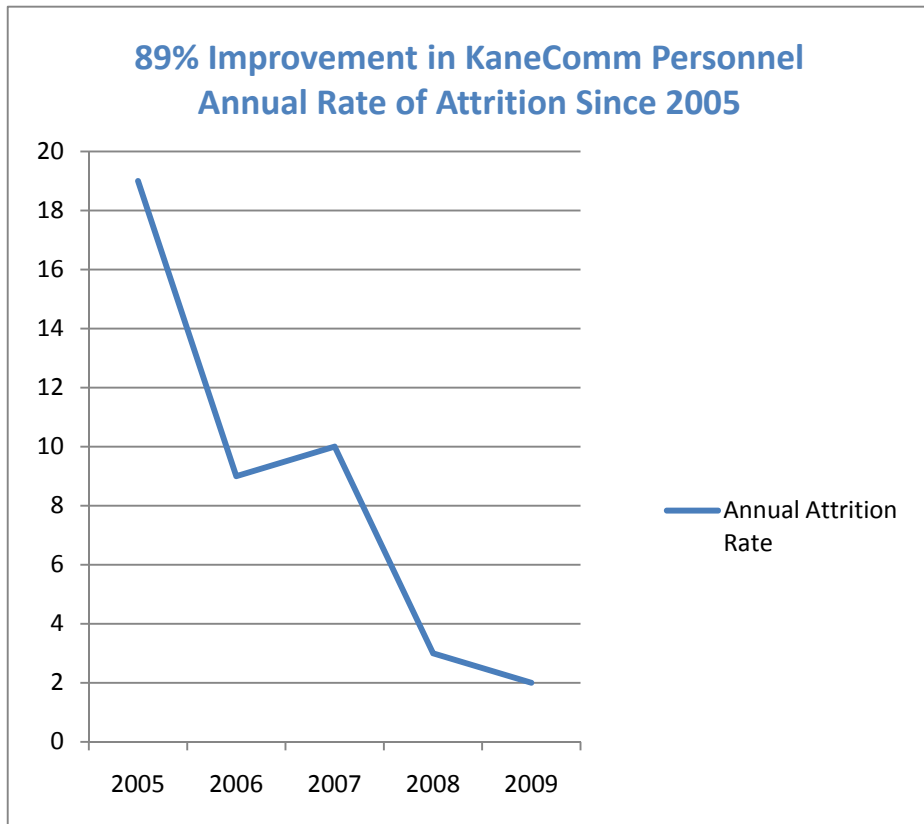
***In FY 2009, Kane County Emergency Communications reported an overall 58% increase in revenue since the inception of an independent budget in FY 2005.***

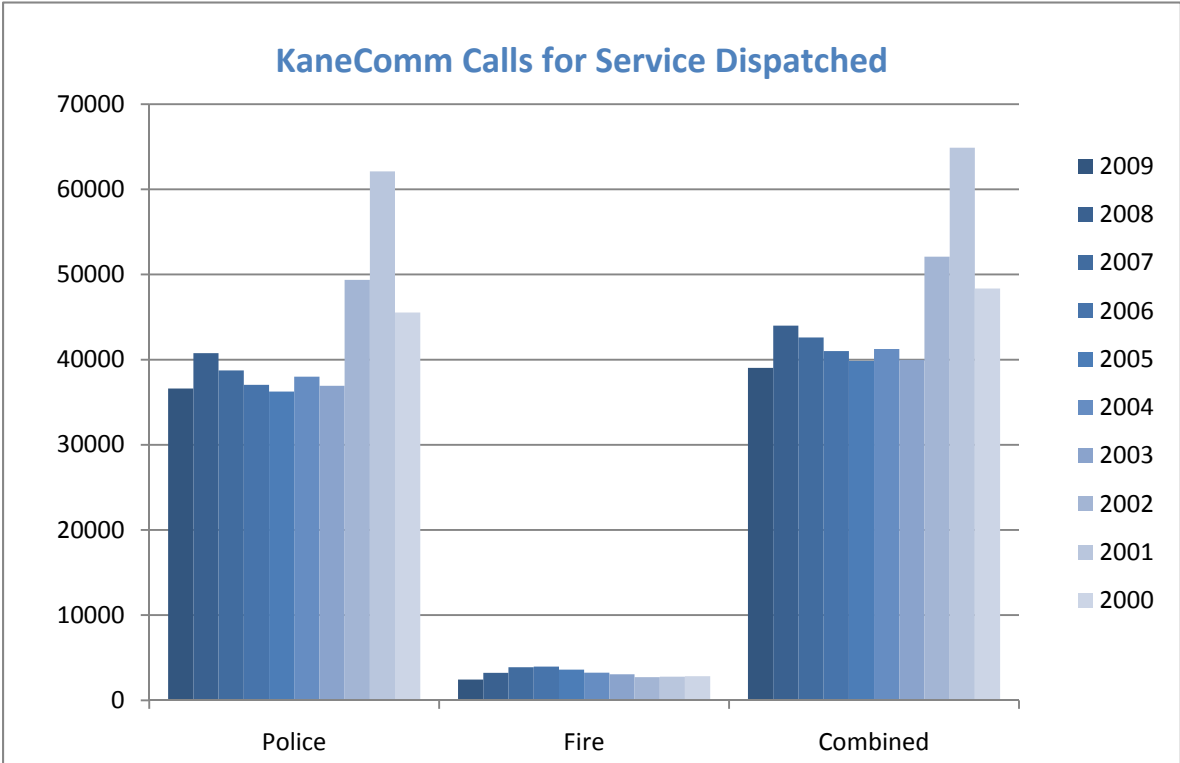
## KaneComm Operating Budget 2009

**001.425.425**

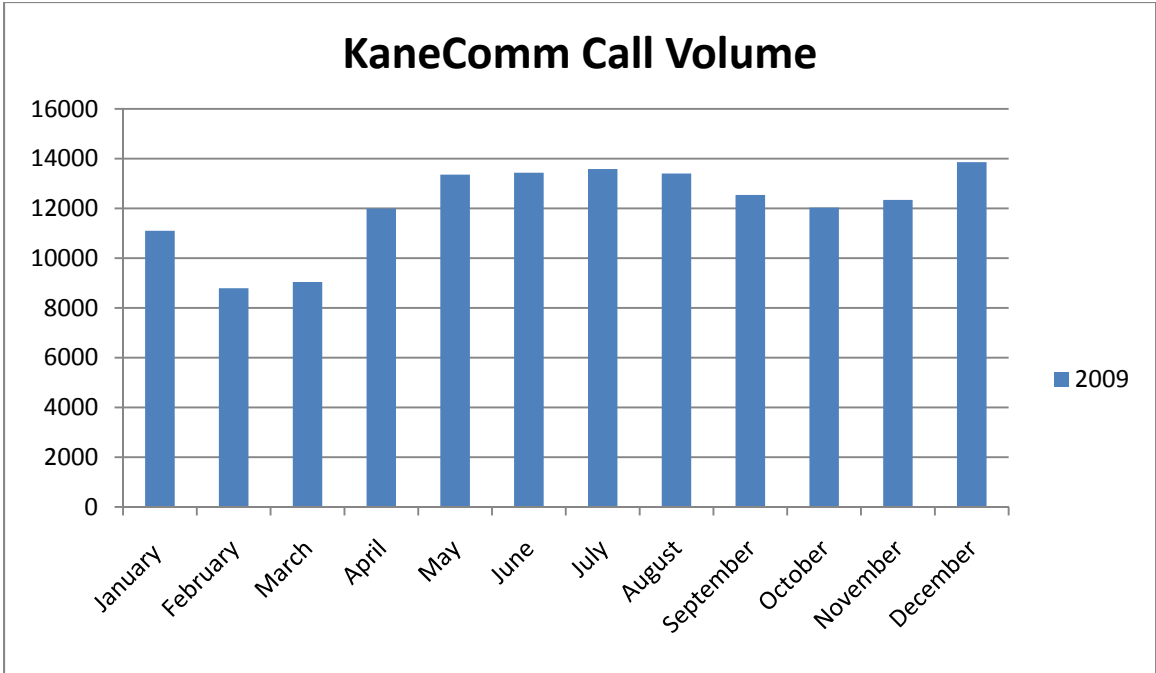
Account Number	Description	2009 Budgeted	2009 Actual
40000	Salaries and Wages	\$981,813.00	\$885,125.79
<b>Total: Regular Employees</b>		<b>\$981,813.00</b>	<b>\$885,125.79</b>
40200	Overtime Salaries	\$65,000.00	\$50,365.39
<b>Total: Overtime Salaries</b>		<b>\$65,000.00</b>	<b>\$50,365.39</b>
<b>Total: Personnel Services- Salaries &amp; Wages</b>		<b>\$1,046,813.00</b>	<b>\$935,491.18</b>
45000	Healthcare Contribution	\$103,179.00	\$154,015.42
45010	Dental Contribution	\$4,128.00	\$6,195.42
<b>Total: Group Insurance</b>		<b>\$107,307.00</b>	<b>\$160,210.84</b>
<b>Total: Personnel Services- Employee Benefits</b>		<b>\$107,307.00</b>	<b>\$160,210.84</b>
50150	Contractual/Consulting Services	\$37,620.00	\$2,284.88
<b>Total: Professional</b>		<b>\$37,620.00</b>	<b>\$2,284.88</b>
50360	Drug Testing and Lab Services	\$1,000.00	\$120.00
<b>Total: Technical</b>		<b>\$1,000.00</b>	<b>\$120.00</b>
<b>Total: Purchased Professional Services</b>		<b>\$38,620.00</b>	<b>\$2,404.88</b>
52140	Repairs and Maintenance Copiers	\$1,500.00	\$384.96
52150	Communications Equipment	\$40,000.00	\$10,699.54
52160	Repairs and Maintenance Equipment	\$5,000.00	\$0.00
<b>Total: Repair and Maintenance Services</b>		<b>\$46,500.00</b>	<b>\$11,084.50</b>
52190	Equipment Rental	\$20,800.00	\$25,276.50
<b>Total: Rentals</b>		<b>\$20,800.00</b>	<b>\$25,276.50</b>
<b>Total: Purchased Property Services</b>		<b>\$67,300.00</b>	<b>\$36,361.00</b>
53060	General Printing	\$500.00	\$207.92
<b>Total: Printing and Binding</b>		<b>\$500.00</b>	<b>\$207.92</b>
53100	Conferences and Meetings	\$4,000.00	\$3,803.34
53110	Employee Training	\$13,000.00	\$10,406.85
<b>Total: Travel</b>		<b>\$17,000.00</b>	<b>\$14,210.19</b>
53130	General Association Dues	\$300.00	\$304.00
53160	Pre-Employment Physicals	\$1,500.00	\$321.00
<b>Total: Other</b>		<b>\$1,800.00</b>	<b>\$625.00</b>
<b>Total: Other Purchased Services</b>		<b>\$19,300.00</b>	<b>\$15,043.11</b>
<b>Total: Contractual Services</b>		<b>\$125,220.00</b>	<b>\$53,808.99</b>
60000	Office Supplies	\$300.00	\$240.08
60010	Operating Supplies	\$5,000.00	\$4,699.78
60020	Computer Related Supplies	\$200.00	\$0.00
60050	Books and Subscriptions	\$300.00	\$135.90
60080	Employee Recognition Supplies	\$1,000.00	\$729.30
<b>Total: General Supplies</b>		<b>\$6,800.00</b>	<b>\$5,805.06</b>
<b>Total: Commodities</b>		<b>\$6,800.00</b>	<b>\$5,805.06</b>
<b>Expense Totals</b>		<b>\$1,286,140.00</b>	<b>\$1,155,316.07</b>

Historically, attrition rates within the Communications Center fared significantly higher than those of neighboring PSAP's. This high turnover rate was a result of many factors, including low pay, excessive mandatory overtime, understaffing, low morale, lack of potential for career advancement and poor working conditions. Each area of deficiency identified in the 2007 Winbourne & Costas, Inc *Review and Analysis of the Kane County Sheriff's Office Public Safety Answering Point* has been addressed systematically, resulting in an 89% improvement in the rate of attrition since the inception of KaneComm.









### In Service Training Team (ISTT) Topics for 2009:

Basic Radio Techniques	CALEA Requirements
Bischoff Alert	CALEA Accreditation Review
Critical Incident Stress	Emergency Medical Dispatch
Electronic Satellite Monitoring	Hazardous Materials Response
Freedom of Information Act Update	New World Systems Computer Aided Dispatch
Incident Command System 100	Office of Emergency Management Activation
Incident Command System 200	Pandemic Flu and Emergency Staff Procedures
Incident Command System 700	Procedure Review
Incident Command System 800	Rapid Intervention Team Response
ISO Standards	Roll Call Training-KCSO
JANO Justice Systems	Sexual Harassment/Equality in the Workplace
Law Enforcement Agency Data System	Technical Rescue Response
Liability Review	Telecommunications Device for the Deaf
Moodle Course Management Systems	
Mutual Aid Box Alarm System	

### Conferences, Workshops and Seminars Attended by Personnel:

Active Shooting Response	Freedom of Information Act Update
Advanced Law Enforcement Dispatch	GIS Data Quality for NG 9-1-1
Annual Mutual Aid Presentation	Hostage Negotiations
Being the Best	Incident Command System 300
Communicating with Tact and Professionalism	Incident Command System 400
Communications Training Officer	Insights on Terrorism
Crisis Negotiations for Telecommunicators	Managing Multiple Priorities, Projects, and Deadlines
Criticism and Discipline Skills	Missing, Abducted and Sexually Exploited Children
Disaster Preparedness	NG 9-1-1 Educating the Decision Maker
Domestic Violence Intervention	NENA Government Education
Effective Listening	NENA Next Generation 911 & GIS
Emergency Telephone Systems Board Roles and Responsibilities	NIU: Forward, Together, Forward
Emergency Medical Dispatch (EMD)	Overview of Weapons of Mass Destruction
EMD Quality Assurance	Protecting Law Enforcement Responders
EMnet in Illinois	Statewide Interoperability
Effective Supervisory	Stress Identification and Management
Essential Skills for Management	Suicide Intervention
Fire Service Communications	Telecommunicator Liability
FCC Updates	Telecommunicator Role in Homeland Security

## Compliance and Accreditation

Fox Valley Park District Police became the first subscriber of KaneComm to receive accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA). KaneComm continues to maintain compliance with the standards set forth by the commission required to maintain their accreditation. This accreditation will be renewed in 2012 for an additional three years.

Insurance Services Office, Inc. (ISO) is the principle provider of insurance underwriting, rating, and statistical information to the insurance industry. An important part of the information they provide to insurers is a community's Public Protection Classification (PPC) number. The PPC program evaluates community fire suppression delivery systems according to a uniform set of criterion, incorporating nationally recognized standards developed by the National Fire Protection Association. The program helps to establish fair premiums for fire insurance. Lower premiums are generally offered to those communities with superior fire protection. ISO evaluates the Communications Centers as a component of the PPC evaluation process. Ultimately, 10% of the final PPC score for the community will be determined by the Communications Center's ability to meet the established criterion. In 2009, KaneComm participated in the survey of three subscribing agencies; Burlington Fire, Hampshire Fire and Kaneville Fire. KaneComm continues to maintain compliance with the standards set forth by the National Fire Protection Association.

## Public Awareness

In 2009; KaneComm's on-going effort to increase public awareness in the community regarding the proper use of and services provided by 911 including various activities:

- Creation of Webpage specific to KaneComm
- Creation of an Agency Brochure for Informational Distribution
- Instruction of the Kane County Citizen's Police Academy
- National Night Out 2009
- Presentations to various Neighborhood Watch and Community Groups throughout the County
- Presence at Community College Job Fairs and Events
- Providing Tours and Education Presentations to: Area Students, Boy Scout and Girl Scout Troops and Fire Fighter II Students



*National Night Out 2009*



## 2010 Goals

### Operational

KaneComm will conduct the annual update and review of all standard operating procedures applicable to both Personnel and Subscribers of KaneComm.

2010 will mark the implementation of a Peer Support Facilitator Program that will strive to provide employees with a means to recognize, moderate, and reduce stress buildup before it elevates to a critical level. Peer Facilitators may offer conversational support to employees in times of stress and conflict. Where needed, Facilitators may assist in the referral of an employee to the EAP for professional help. The Program will further endorse training and programs to employees that will help to keep them physically healthy in an effort to thwart stress.

KaneComm will continue to work in correlation with the Kane County GIS Division to identify and update Address Points, FDID, ORI, Alias and Centerline files uploaded to the New World Server in order to facilitate accuracy in the Computer Aided Dispatch System.

### Training

We will continue to develop new hire training program and focus on certifying additional employees as Communications Training Officers.

Standard Operating Procedure Review assignments will be completed by each employee weekly.

An effort will be made to locate and utilize DVD's, books, trade magazines and websites to further supplement training sessions.

Monthly mandatory training session for all employees on ranging topics as necessitated by performance and request will be scheduled.

In house table top disaster scenarios and drills will be scheduled and critiqued.

Participation in Mutual Aid Box Alarm System Mass Casualty Drills as scheduled by local divisions will continue regularly.

Monthly EMD Quality Assurance Results will be posted monthly for review by personnel.

## Compliance

Preparation will begin to apply for NAEMD Center of Excellence Accreditation.

KaneComm will remain in compliance with the standards set forth by the National Fire Protection Association as well as the Commission on Accreditation for Law Enforcement Agencies.

KaneComm will continue to comply with the Illinois Commerce Commission, Standards of Service Applicable to Emergency Systems, mandating that 90% of all 911 calls are answered within 10 seconds.