

KaneComm 9-1-1



2018 Annual Report

Table of Contents

	Page
What Agencies Does KaneComm Serve?	5
KaneComm Governance & Administration	6
KaneComm Organizational Structure	7
KaneComm's 2018 Budget Summary	8
2018 Staffing Level and Budget Detail	9
Police & Fire Activity in 2018	10
Incident Dispatch Activity	12
Five Year Trends of Incidents Dispatched	13
Telephone Calls Made & Received	14
Call Volume by Time of Day and Day of Week	15
Text to 9-1-1	16
9-1-1 System Improvement	17
Personnel & Training	19
Public Education and Community Outreach	20
Employee Recognition	22
Accomplishments in 2018 and Goals for 2019	23



Our 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 Agencies We Serve:

Police:

- Campton Hills Police
- Fox Valley Park District Police
- Gilberts Police
- Hampshire Police
- Kane County Forest Preserve Police
- Kane County Sheriff's Office
- Maple Park Police
- Pingree Grove Police
- Wayne Police

Fire:

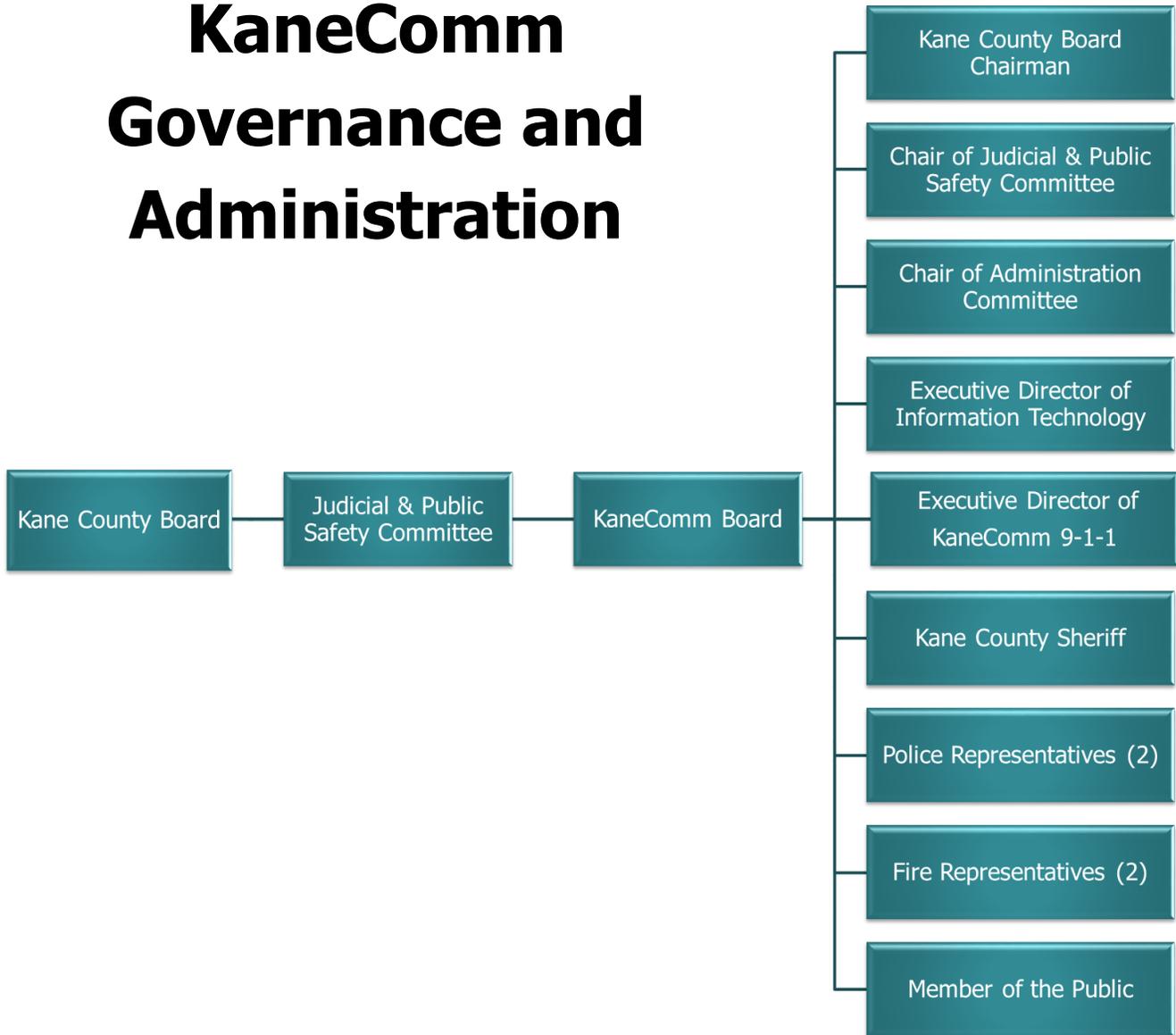
- Big Rock Fire Department
- Burlington Fire Department
- Fox River & Countryside Fire Rescue District
- Hampshire Fire Department
- Kaneville Fire Department
- Maple Park Fire Department
- Pingree Grove Fire Department

Other Agencies:

- Kane County Court Services
- Kane County Sheriff's Civil Process Servers
- Kane County Office of Emergency Management

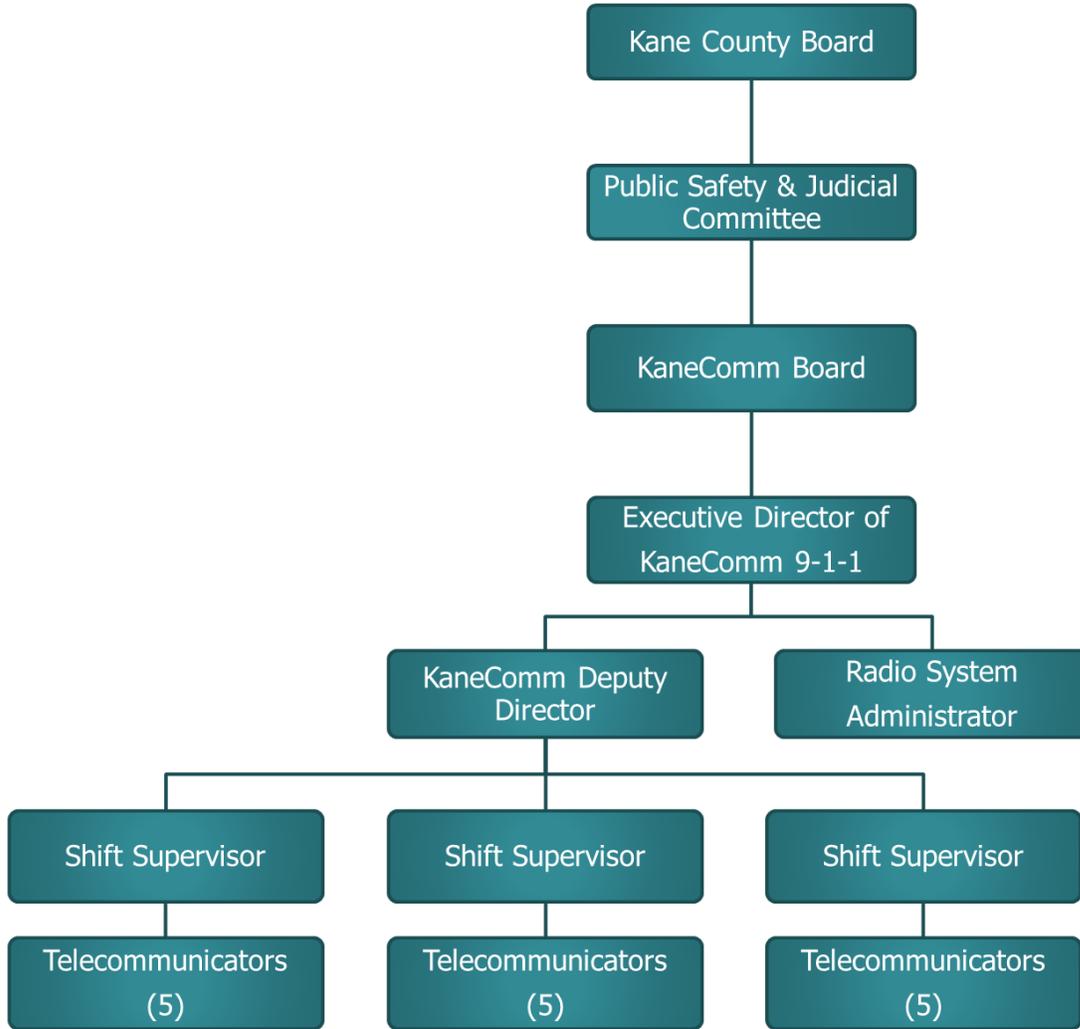


KaneComm Governance and Administration



The KaneComm Board is primarily responsible for the coordination, planning and direction of KaneComm operations and is created under Chapter 8.5 of the Code of the County of Kane, Illinois. Members of the KaneComm Board represent Kane County Government & Departments, the Kane County Sheriff's Office, user representatives of the Fire and Police agencies we serve, and a member of the public.

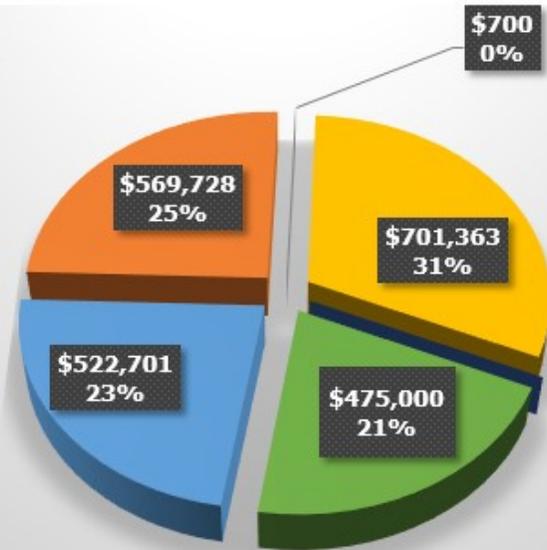
KaneComm's Organizational Structure



KaneComm is staffed by 15 Telecommunicators and three Shift Supervisors assigned to three shifts answering 9-1-1 emergency calls 24 hours a day, seven days a week, 365 days a year. Additional management and technical positions are staffed as outlined above to provide oversight and support functions.

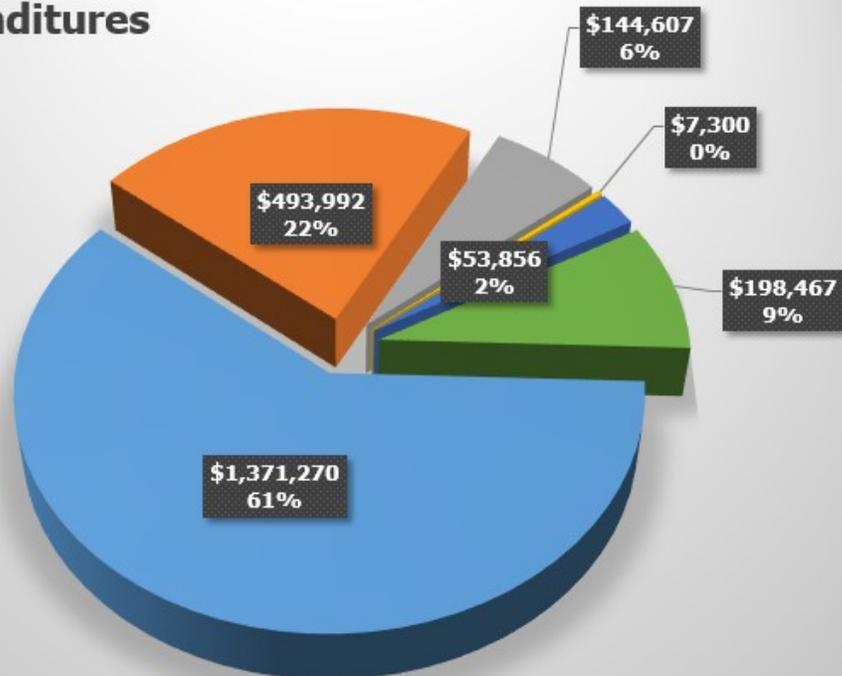
KaneComm's Fiscal Year 2018 Budget \$ 2,269,492

Revenue



- Subscriber Fees
- Sheriff's Subscriber Fee
- Recording Fees
- Cell 9-1-1 Reimbursement
- Miscellaneous Reimbursements

Expenditures



- Wages
- Benefits
- Contractual Services
- Commodities
- Net Income
- Transfers Out

Authorized Staffing Level for 2017 & 2018

POSITION SUMMARY			
Category	FY 2016	FY 2017	FY 2018
Full Time	21	21	21
Full Time Other	0	0	0
Part Time Regular	0	0	0
Part Time Other	0	0	0
Total Budgeted Positions:	21	21	21

KaneComm's Fiscal Year 2017 & 2018

Fund/Sub-Department	2016 Actual Amount	2017 Amended Budget	2018 Adopted Budget	% Change 2017-2018
Fund 269 - Kane Comm				
REVENUES				
Department 425 - Kane Comm				
Sub-Department 000 - Revenues				
<i>Charges for Services</i>				
34420 Radio Communication Fees	\$ 715,984	\$ 826,243	\$ 522,701	-36.74%
35220 Emergency Communications Audio Recording Fees	\$ 335	\$ 700	\$ 700	0.00%
<i>Total Charges for Services</i>	\$ 716,319	\$ 826,943	\$ 523,401	-36.71%
<i>Reimbursements</i>				
37070 Cell 911 Surcharge Reimbursement	\$ 504,048	\$ 495,000	\$ 500,000	1.01%
37900 Miscellaneous Reimbursement	\$ 2,180	\$ -	\$ 475,000	100.00%
<i>Total Reimbursements</i>	\$ 506,228	\$ 495,000	\$ 975,000	96.97%
<i>Interest Revenue</i>				
38000 Investment Income	\$ 7,668	\$ -	\$ -	0.00%
<i>Total Interest Revenue</i>	\$ 7,668	\$ -	\$ -	0.00%
<i>Transfers In</i>				
39000 Transfer From Other Funds	\$ 731,360	\$ 722,417	\$ 771,091	6.74%
<i>Total Transfers In</i>	\$ 731,360	\$ 722,417	\$ 771,091	6.74%
Sub-Department Total 000 - Revenues	\$ 1,961,575	\$ 2,044,360	\$ 2,269,492	11.01%
Department Total 425 - Kane Comm	\$ 1,961,575	\$ 2,044,360	\$ 2,269,492	11.01%
REVENUES Total	\$ 1,961,575	\$ 2,044,360	\$ 2,269,492	11.01%
EXPENSES				
Department 425 - Kane Comm				
Sub-Department 426 - Kane Comm				
<i>Personnel Services- Salaries & Wages</i>				
40000 Salaries and Wages	\$ 1,251,166	\$ 1,336,903	\$ 1,314,367	-1.69%
40200 Overtime Salaries	\$ 99,137	\$ 39,518	\$ 56,903	43.99%
<i>Total Personnel Services- Salaries & Wages</i>	\$ 1,350,302	\$ 1,376,421	\$ 1,371,270	-0.37%
<i>Personnel Services- Employee Benefits</i>				
45000 Healthcare Contribution	\$ 203,018	\$ 237,093	\$ 250,242	5.55%
45009 Healthcare Subsidy	\$ (9,682)	\$ -	\$ -	0.00%
45010 Dental Contribution	\$ 6,759	\$ 7,917	\$ 8,850	11.78%
45019 Dental Subsidy	\$ (174)	\$ -	\$ -	0.00%
45100 FICA/SS Contribution	\$ 100,079	\$ 105,297	\$ 104,903	-0.37%
45200 IMRF Contribution	\$ 131,087	\$ 137,230	\$ 129,997	-5.27%
<i>Total Personnel Services- Employee Benefits</i>	\$ 431,087	\$ 487,537	\$ 493,992	1.32%

KaneComm's Fiscal Year 2017 & 2018 Budget Detail

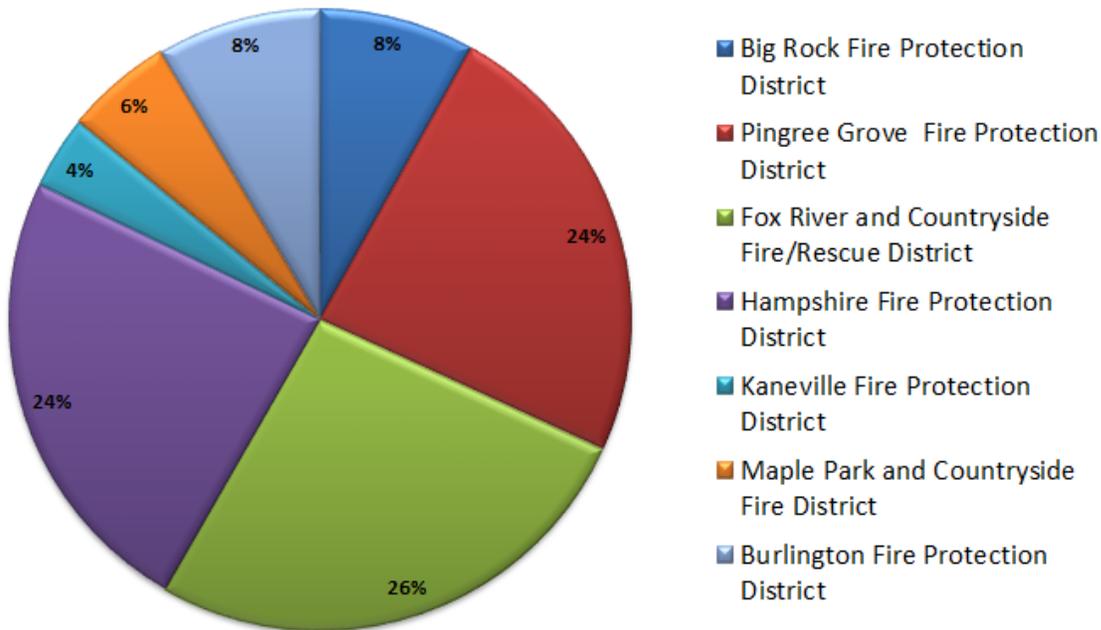
Fund/Sub-Department		2016 Actual Amount	2017 Amended Budget	2018 Adopted Budget	% Change 2017-2018
<i>Contractual Services</i>					
50150	Contractual/Consulting Services	\$ 26,767	\$ 33,882	\$ 33,882	0.00%
52010	Janitorial Services	\$ 1,830	\$ -	\$ -	0.00%
52130	Repairs and Maint- Computers	\$ 956	\$ 5,670	\$ 5,670	0.00%
52140	Repairs and Maint- Copiers	\$ -	\$ 500	\$ 500	0.00%
52150	Repairs and Maint- Comm Equip	\$ 1,724	\$ 9,650	\$ 9,650	0.00%
52190	Equipment Rental	\$ 28,069	\$ 24,540	\$ 24,540	0.00%
53000	Liability Insurance	\$ 24,129	\$ 22,193	\$ 23,133	4.24%
53010	Workers Compensation	\$ 24,774	\$ 28,343	\$ 28,391	0.17%
53020	Unemployment Claims	\$ 2,452	\$ 2,140	\$ 1,841	-13.97%
53040	General Advertising	\$ 99	\$ -	\$ -	0.00%
53100	Conferences and Meetings	\$ 6,363	\$ 7,500	\$ 8,000	6.67%
53110	Employee Training	\$ 3,205	\$ 3,500	\$ 3,500	0.00%
53120	Employee Mileage Expense	\$ 2,249	\$ 2,500	\$ 2,500	0.00%
53130	General Association Dues	\$ 1,182	\$ 1,200	\$ 1,500	25.00%
53150	Pre-Employ Drug Testing and Labs	\$ 228	\$ 750	\$ 750	0.00%
53160	Pre-Employment Physicals	\$ -	\$ 750	\$ 750	0.00%
<i>Total Contractual Services</i>		\$ 124,026	\$ 143,118	\$ 144,607	1.04%
<i>Commodities</i>					
60000	Office Supplies	\$ 1,247	\$ 2,200	\$ 2,200	0.00%
60010	Operating Supplies	\$ 1,291	\$ 2,200	\$ 2,200	0.00%
60020	Computer Related Supplies	\$ 1,575	\$ 2,400	\$ 2,400	0.00%
60080	Employee Recognition Supplies	\$ 359	\$ 500	\$ 500	0.00%
<i>Total Commodities</i>		\$ 4,473	\$ 7,300	\$ 7,300	0.00%
<i>Contingency and Other</i>					
89000	Net Income	\$ -	\$ 1	\$ 53,856	5385500.00%
<i>Total Contingency and Other</i>		\$ -	\$ 1	\$ 53,856	5385500.00%
<i>Transfers Out</i>					
99000	Transfer To Other Funds	\$ 29,983	\$ 29,983	\$ 198,467	561.93%
<i>Total Transfers Out</i>		\$ 29,983	\$ 29,983	\$ 198,467	561.93%
Sub-Department Total 426 - Kane Comm		\$ 1,939,872	\$ 2,044,360	\$ 2,269,492	11.01%
Department Total 425 - Kane Comm		\$ 1,939,872	\$ 2,044,360	\$ 2,269,492	11.01%
EXPENSES Total		\$ 1,939,872	\$ 2,044,360	\$ 2,269,492	11.01%
Fund REVENUE Total 269 - Kane Comm		\$ 1,961,575	\$ 2,044,360	\$ 2,269,492	11.01%
Fund EXPENSE Total 269 - Kane Comm		\$ 1,939,872	\$ 2,044,360	\$ 2,269,492	11.01%

In 2017, a subscribing agency left KaneComm, causing a deficit in the budget.

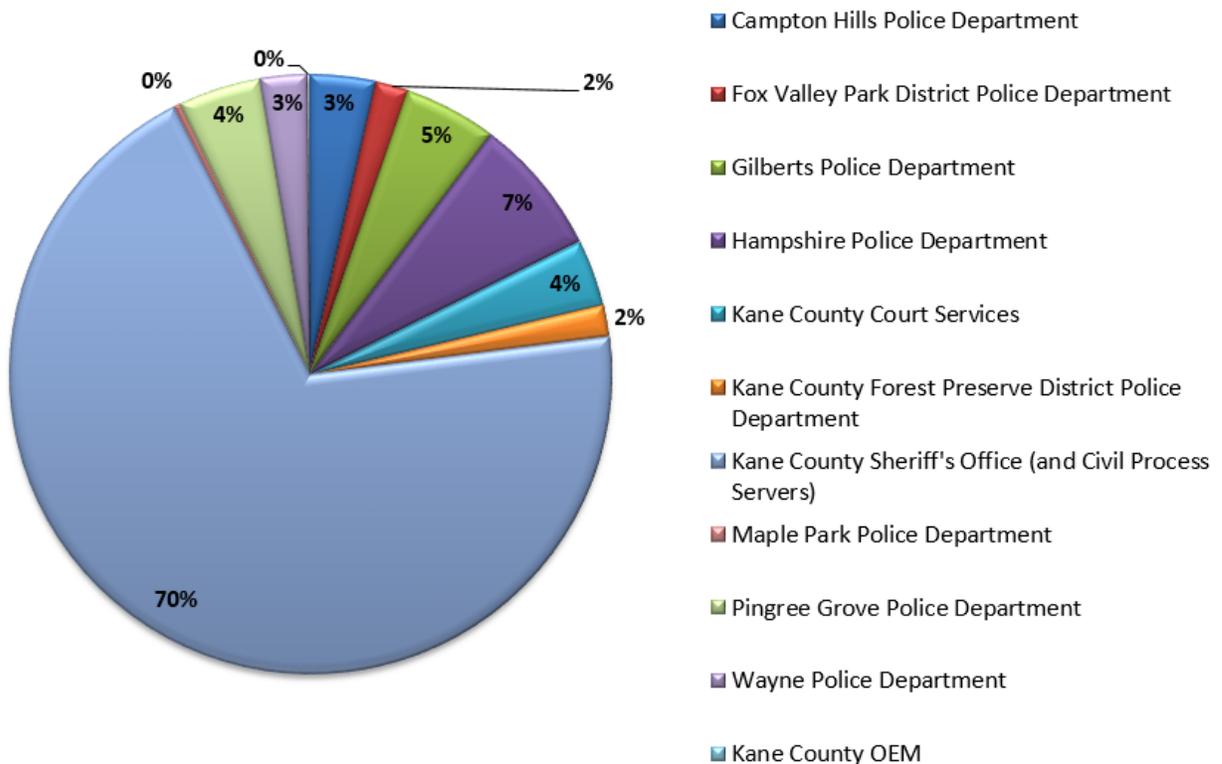
Illinois legislation increased the 9-1-1 surcharge rate from \$.87 to \$1.50. KaneComm received additional revenue in 2018 from the increase in 9-1-1 surcharge fees. The increase in surcharge revenue balances the shortfall in the budget.

Police and Fire Activity in 2018

5,271 Fire and Emergency Medical Related Incidents

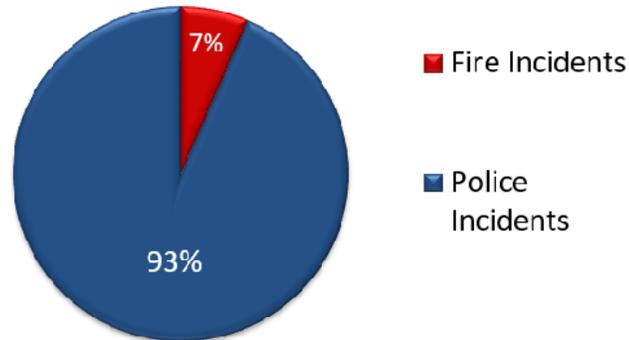


75,073 Police Related Incidents



Incident Dispatch Activity

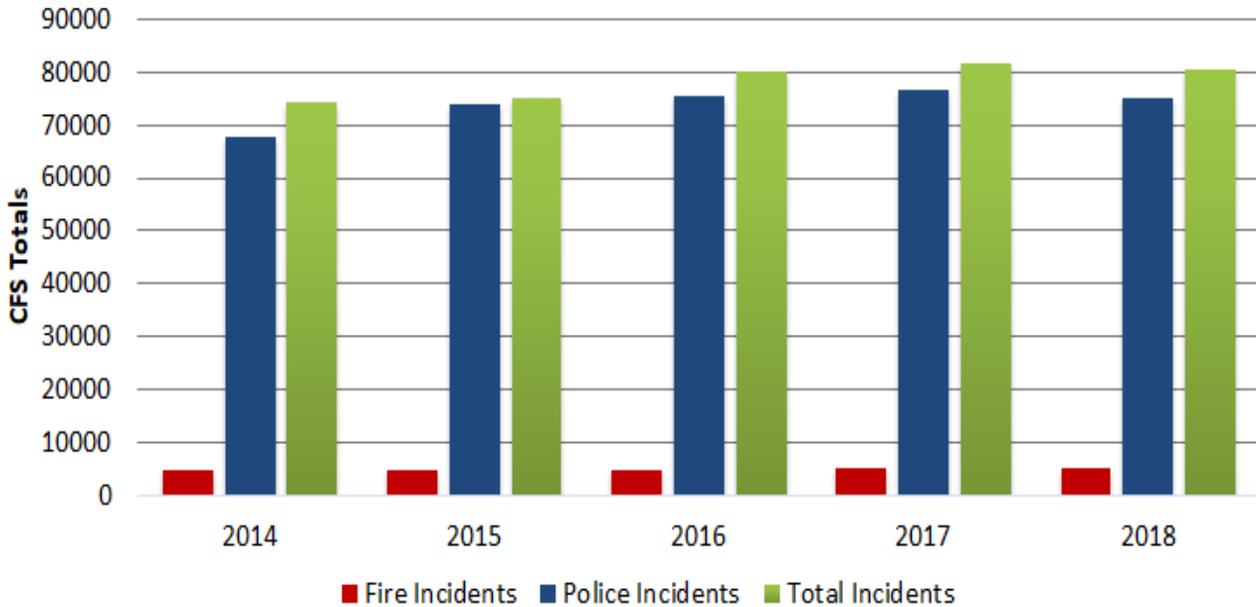
2018: Police and Fire Calls for Service



Police & Fire Agency Activity	2018	2017
Wayne Police	1880	2369
Kane County Sheriff	36087	37544
Hampshire Police	5557	6836
Pingree Grove Police	3349	3340
South Elgin Police	0	2523
Maple Park Police	269	349
Gilberts Police	3761	4740
Kane County Forest Preserve Police	1257	1281
Fox Valley Park District Police	1343	1534
Campton Hills Police	2611	3045
Big Rock Fire	425	432
Burlington Fire	450	414
Hampshire Fire	1257	1262
Kaneville Fire	200	216
Maple Park Fire	292	318
Pingree Grove Fire	1254	1146
Fox River Fire	1393	1463
Subtotal	61,385	68,812
Other Agencies Served	2018	2017
Kane County Court Services	2716	4427
Kane County Emergency Management	118	108
Kane County Coroners Office	0	1366
Kane County Sheriff's Civil Processors	16075	7255
Subtotal	18,909	13,156
Total of Call Dispatch Activity	80,344	81,968

Five Year Trends - Incidents Dispatched

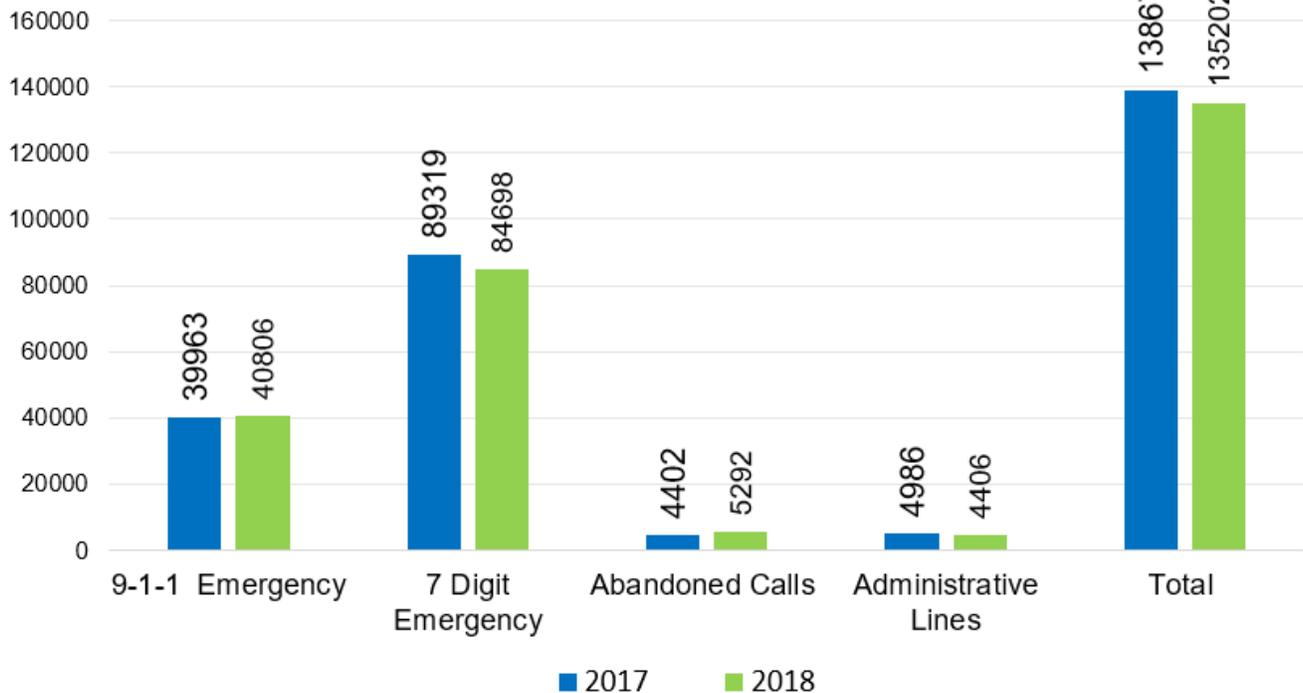
5 Year Call for Service Trends



	2014	2015	2016	2017	2018
Fire Incidents	4,762	4,731	4,921	5,251	5,271
Police Incidents	67,794	75,579	76,133	76,717	75,073
Total Incidents	72,556	80,310	81,054	81,968	80,344

The call for service total in 2018 is based on nine police agencies while the totals in 2014-2017 are based on ten. Despite losing a subscribing agency in April 2017, calls for service continued to grow for KaneComm agencies in 2018. The trends reflect an increasing workload in the 9-1-1 Center.

Volume of Telephone Call Activity for 2017 & 2018



Performance Statistics for 2018

Number of Incoming Calls Answered Within the 30 Seconds: 90,326

Telephone Ring to Call Pick-up Time:

96.50% of all telephone calls received were answered in 0-10 seconds

3% of telephone calls were answered in 10-20 seconds

0.3 of telephone calls were answered in 20-30 seconds

****99.84 % of incoming calls met the NENA National Standard for answering 9-1-1 Calls**

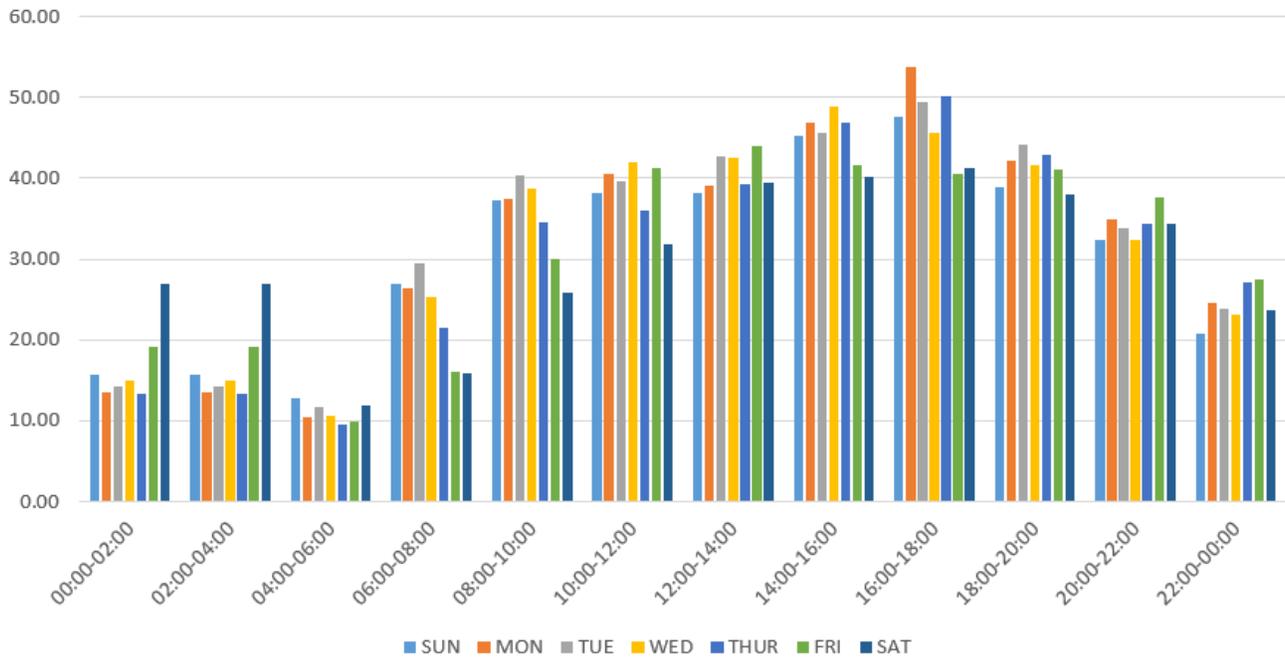
Outgoing Calls Made by Telecommunicators: 39,516
Abandoned Calls: 5,292

Total Calls for 2018: 135,202
Total Calls for 2017: 139,165

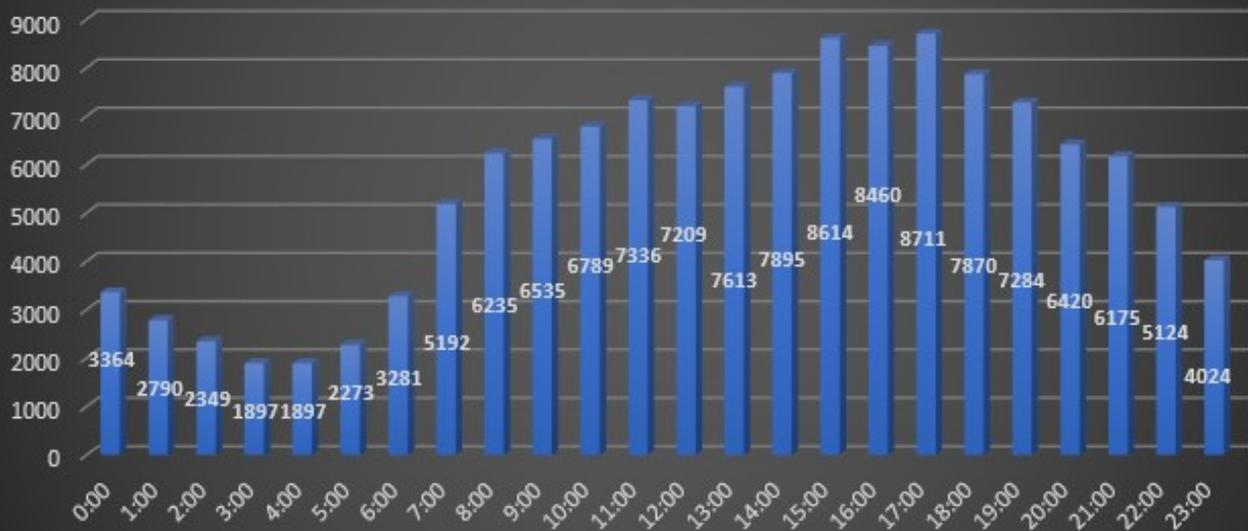
Decrease in Telephone Calls for 2018 Over 2017: 3,963

****National Standard for answering 9-1-1 Calls.** Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five percent (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

Average Call Volume by Day of the Week



Average Call Volume by Hour of the Day



Text to 9-1-1

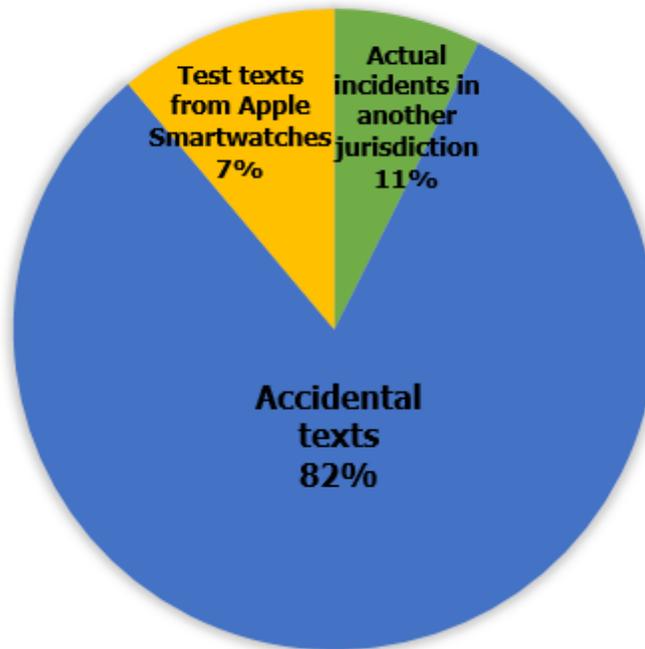
In 2018, KaneComm handled a total of twenty seven texts, a large decrease over the last two years. Of those, twenty two were accidental, and two were from testing with Apple Smartwatches.

KaneComm did receive text reports for three actual incidents, all outside KaneComm jurisdiction. Text to 9-1-1 continues to have location inaccuracy, which is why a voice call is always preferred.

In an Emergency:



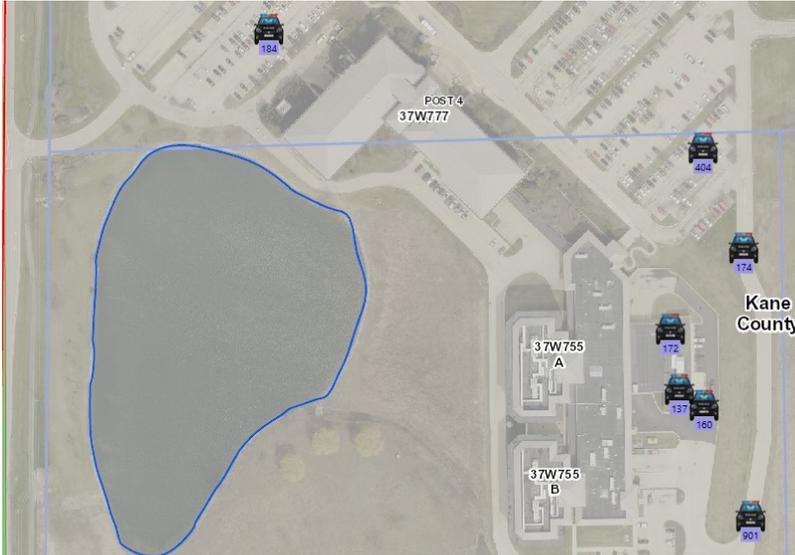
TEXT TO 9-1-1 2018 STATISTICS



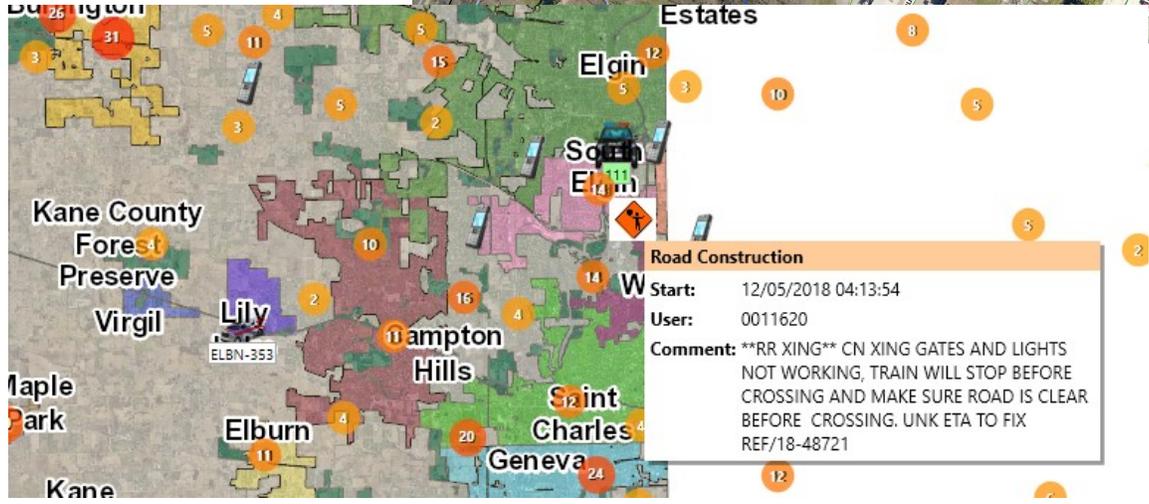
9-1-1 System Improvements

In March 2018, KaneComm implemented the new Tyler Enterprise Computer-Aided Dispatch (CAD) system. The upgrade was a major project and a complete rebuild from the existing Tyler MSP CAD system. The supervisor team spent months working with the KaneComm Police and Fire Subscribers, Kane County IT, Kane County GIS, and Tyler Systems to configure the system and train the team. Enterprise CAD now automates response plans, replacing paper-based systems to dispatch fire agencies, and includes map-integrated Automated Vehicle Locator (AVL) for police agencies.

Additional functionality in Enterprise CAD includes mile markers on the tollway, aerials, GIS parcel detail in the CAD application, color-coded police beat routes, map events for construction and railroad closings.



When KaneComm receives a copy of a floor plan for a location, it is linked to the map. Telecommunicators have quick access to the floor plan by using the link within the map.



9-1-1 System Improvements

KaneComm performed several radio system enhancements in 2018, including, but not limited to;

In April of 2018, KaneComm installed a new receiver site on top of the Kane County Jail building. This site enhances communications coverage for police and fire users located in and around the Kane County Judicial Center campus. It also provided the groundwork to allow for the installation of communications links for KaneComm to communicate on all of the radio channels in use within the Judicial Center itself.

In December of 2018, a radio was installed on this new link that allows KaneComm to talk to the Kane County Jail control room, the Judicial Center security officers, as well as the Juvenile Justice Center control room. It also provides the ability for KaneComm to participate in communications on the Judicial Center site-wide radio communications channel in the event of a campus emergency. In late 2018, and early 2019, a permanent patch radio will be installed that will link the Judicial Center sitewide radio channel to the VHF county police network, allowing for seamless communications between the 2 agencies and KaneComm.

In May of 2018, KaneComm installed a temporary receiver site at the Maple Park Police Department.

This receiver site provided an immediate solution to a coverage issue that had been affecting the Village of Maple Park police department for many years.

The site was installed on the roof of the police department, and has greatly enhanced their ability to communicate with KaneComm until a more permanent solution can be procured and installed.

2018 also saw the installation of a VHF repeater into the Kane County armored SWAT vehicle. This repeater will allow for more reliable "on scene" communications between SWAT team members on the scene of a SWAT callout. Future additions to the repeater will allow VHF radio users to eventually communicate with 800mhz users via a permanent patch between the VHF repeater and an 800mhz radio. This new patch is expected in early 2019.



Routine and regular maintenance of the county wide radio systems for police and fire users continued to occur in 2018, including the replacement of faulty antenna in Carpentersville and Kaneville, the repair of a damaged antenna in Plato Center, and the relocation of antenna equipment during the repainting and rebuild of a Hampshire water tower.

Personnel & Training

Following the CAD upgrade in March, KaneComm focused on hiring during the third and fourth quarter of 2018. Two telecommunicators resigned in August. One employee accepted a position as an officer with the Hampshire Police Department and our Public Education Telecommunicator is now a resident of Florida.

KaneComm Telecommunicators, Supervisors and Administration participated in a variety of conferences, workshops, seminars and drills. KaneComm also worked closely on training opportunities with subscribing agencies. In addition to 228 hours of in-house continuing education, Telecommunicators spent 76 hours of sit-along time with prospective employees, new officers/deputies and interns from the Kane County Sheriff's Office.

Conferences, Workshops and Seminars attended by personnel in 2018:

9-1-1 Legislation Updates
Active Shooter Training with Hampshire Fire and Hampshire Police
APCO Communications Training Operator Certification
Aurora/Naperville Joint Counterterrorism Awareness Workshop (JCTAWS)
CIT Concepts for 9-1-1
Coordinated Pipeline Incident Response Exercise
Critical Incident Debriefing for Telecommunicators
Defeating Workplace Drama
Emergency Preparedness and Trauma Symposium
Expecting the Unexpected
Illinois Public Safety Telecommunications Association Annual Conference (IPSTA)
Large Scale Incidents at the Dispatch Level
Leadership Under Fire! How to Be a Better Leader Regardless of Your Rank
KaneComm Response Plan Training (in-house with subscribing fire agencies)
MABAS Summit – three-day conference in Bloomington, IL
Mutual Aid Box Alarm System (MABAS) Training at ECC's Public Safety Campus
Next Generation 9-1-1
Operation Prom—Hampshire
Patrol Ride Alongs (with subscribing police agencies)
Positive Interaction with Difficult People
Sexual Assault Training for Telecommunicators
The Power of Resilience: How to Beat Burnout—The Healthy Dispatcher
The STIC, HSIN, LIN—How Can All This Help?
Tyler/New World Conference in Boston, MA
Tyler/New World i3 User Group—Elgin
Tyler/New World Kane County User Groups

Public Education & Community Outreach

The KaneComm Public Education team spoke at several different Citizen's Police Academies, including the Kane County Sheriff's Office, Campton Hills, Gilberts and Pingree Grove Police Departments. The team also participated in a number of community events.

On March 4th, Shelley Lemons (with son RJ Lemons), Jen Powell, Jackie Bily and Joanna Zameda participated in the Polar Plunge at Loon Lake in Yorkville to help raise money for Special Olympics.



Spring:

The Kane County Board recognized the KaneComm team in April during National Telecommunicator Week. In the communications center, the events lasted all week with themed days and games.



The theme for 2018, "Happy 50th 9-1-1!" also marked the 50th anniversary of the first 9-1-1 call in Haleyville, Alabama on February 16, 1968.

April was Public Education Month. 9-1-1 Public Education Telecommunicator Jen Powell presented to approximately 360 first and second grade students at six different elementary schools in KaneComm's jurisdiction.



Jackie Bily and Emily Theis participated in Operation Prom at Hampshire High School. Students witnessed what can occur by driving under the influence through a demonstration of an accident from fire, police, telecommunicators and the Kane County Coroner's Office. Hampshire Fire, Hampshire Police, Burlington Fire, Pingree Grove Fire and the Coroner's Office all contributed to Operation Prom.

Summer:

In July, Joanna Zameda, Jackie Bily, Mary Keating and Emily Theis participated in a drill at Hampshire Middle School with Hampshire Fire and Police. The drill focused on command structure and communications in the event of a large-scale incident in the school.



Public Education & Community Outreach

The Sugar Grove Corn Boil honored first responders and invited KaneComm to participate and provide 9-1-1 public education.



The first Tuesday in August is the annual National Night Out. Several members of KaneComm participated in the event at both Kane County and Campton Hills.



Fall:

Fox Valley Career Center EMT students visited KaneComm in October. Bill Linder and Michelle Guthrie presented to 40 students.

KaneComm participated in GIS Day by showing how our Computer-Aided Dispatch System (CAD) utilizes GIS data in daily operations. The CAD relies on accurate GIS data to find a caller's location so Telecommunicators can dispatch the appropriate jurisdiction for fire and police response.



At the Illinois Public Safety Telecommunications Association (IPSTA) Conference in Springfield, Andy Baumann, Shelley Lemons and Michelle Guthrie participated in the third annual 9-1-1 run/walk 5k to raise money for public education.



More events from 2018:

- * Fox River and Countryside Fire Protection District's Touch-a-Truck Event
- * Kaneland High School Communications Course Career Day
- * Delnor EMS class presentation and tour of KaneComm
- * Waubonsee Community College Cadets presentation and tour
- * Career Night at Elgin Community College Public Safety Telecommunicator Course
- * Kane County Cougars mascot Ozzie spent time as a telecommunicator in KaneComm while filming a video on how he spends time in the off-season.

Employee Recognition

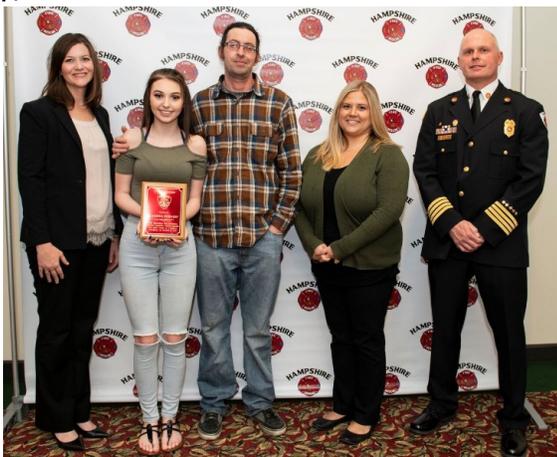
Telecommunicator Keegan Johnson, Radio System Administrator Andy Baumann and Director Michelle Guthrie attended the Hampshire Fire Protection Awards Dinner.

Andy Baumann was recognized for his hard work improving communications in Hampshire Fire District as well as his many contributions to the Department.

The Hampshire Citizen of the Year award was presented to one of TC Johnson's callers, Karissa Schneff.



Months prior, TC Johnson answered a 9-1-1 call from Karissa. She was in a car, pulled over on the side of the road on Route 20 and requested an ambulance for her father. He was having a seizure in the driver's seat of the car. Karissa was calm, followed all of TC Johnson's emergency medical dispatch (EMD) instructions and as help was on the way, Karissa told TC Johnson that she did the best she could to pull the car over while he was driving because she's "only 15 and has never driven a car before." After receiving the award for her actions that day, TC Johnson met Karissa and her father.



Andy Baumann received the Illinois Association of Public-Safety Communications Officials (APCO) 2018 Technician of the Year Award.

He was recognized at the Illinois Public Safety Telecommunications Association (IPSTA) Conference in Springfield in November.

Nominated by KaneComm, many subscribing agencies also wrote letters in support, which were included with the nomination packet.

Criteria for the award included the following:

- * Outstanding job performance
- * Unimpeachable moral character, actions that reflect the highest tradition in public safety communications
- * Innovative ideas, and involvement, dedication to the field of communications and maintaining high standards.
- * Exceptional courage, foresight, alertness or skill in the performance of highly creditable and unusual situations.



The Kane County Board recognized Andy for the award at the December Board Meeting.



Summary of KaneComm's Accomplishments for 2018 and Goals for 2019

2018 PROJECT RECAP	CONTINUING	COMPLETED
Developed a five-year plan for KaneComm costs and subscriber costs		X
Completed year two of the Radio Infrastructure Plan		X
Identified opportunities to use County fiber near radio tower sites Using fiber will save the cost of T1 lines (phone lines)		X
Developed a five-year capital plan to detail radio infrastructure improvements and projects	X	
Researched a new model of call taking and dispatch structure including staffing levels for each shift	X	
Created a training program for new supervisors	X	

2019 GOALS AND OBJECTIVES

- Continue to expand the use of fiber or microwave radio links to reduce costly telephone circuits. The project will increase diversity and reliability of the radio system.
- Complete the upgrade to Tyler (New World) Enterprise Computer Aided Dispatch (CAD)
- Create a training program for new supervisors
- Begin to research and develop a plan to work with current vendor on phone system upgrade in preparation for Next Generation 9-1-1 (NG 9-1-1)

Between the thin Red line and the thin Blue line
lies the thinnest gold line.
This gold line represents those who rarely are seen
but mostly are heard.
The calm voice in the dark night.
Dispatchers
the golden glue that hold it all together

