

# KaneComm



## 2021 Annual Report



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## 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
- Gilberts Police
- Hampshire Police
- Kane County Forest Preserve Police
- Kane County Sheriff's Office
- Maple Park Police
- Pingree Grove Police
- Wayne Police

### Fire:

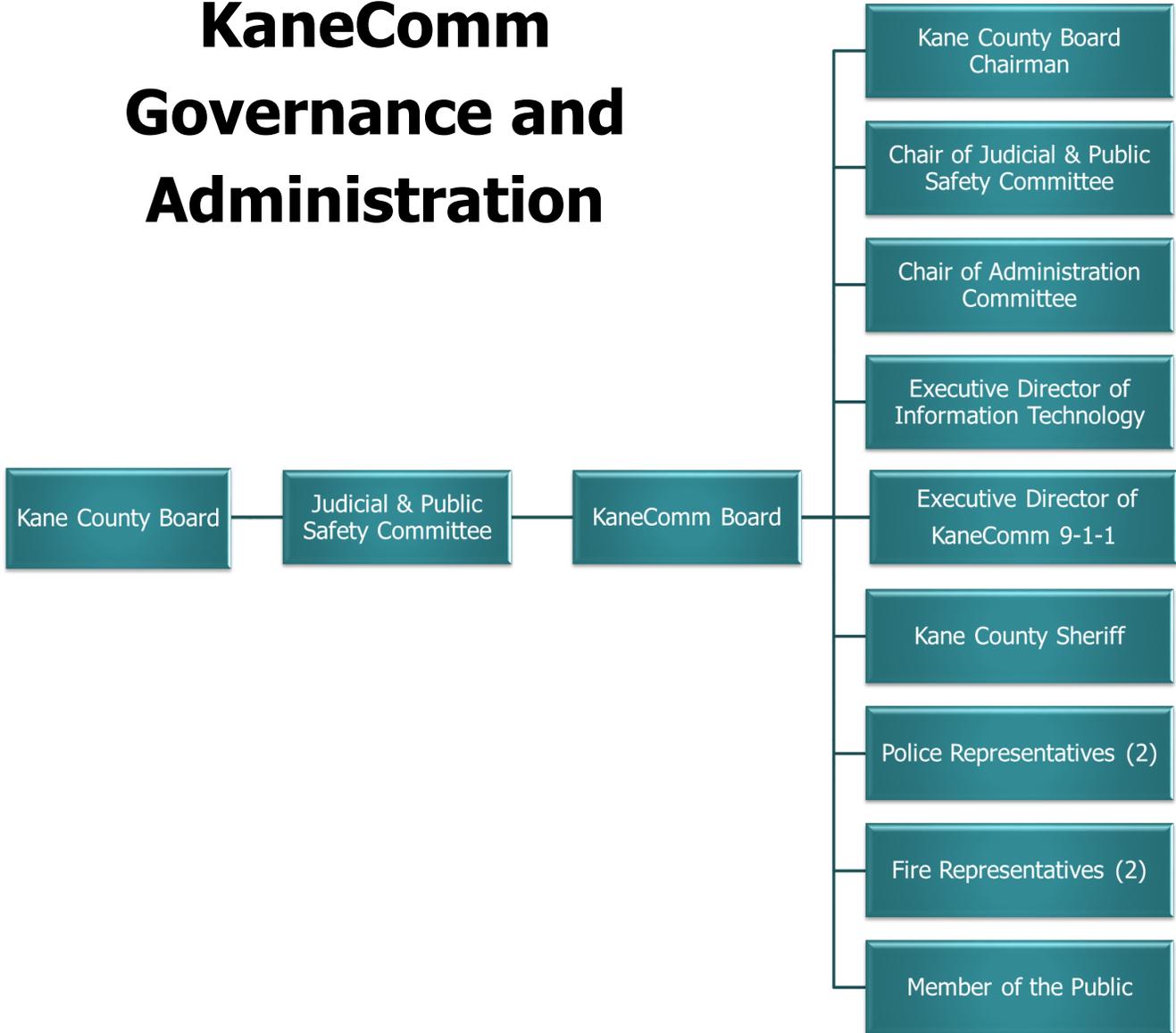
- Big Rock Fire Department
- Burlington Fire Department
- Fox River & Countryside Fire Rescue District
- Hampshire Fire Department
- Kaneville Fire Department
- Maple Park Fire Department
- Pingree Grove Fire Department

### Other Agencies:

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

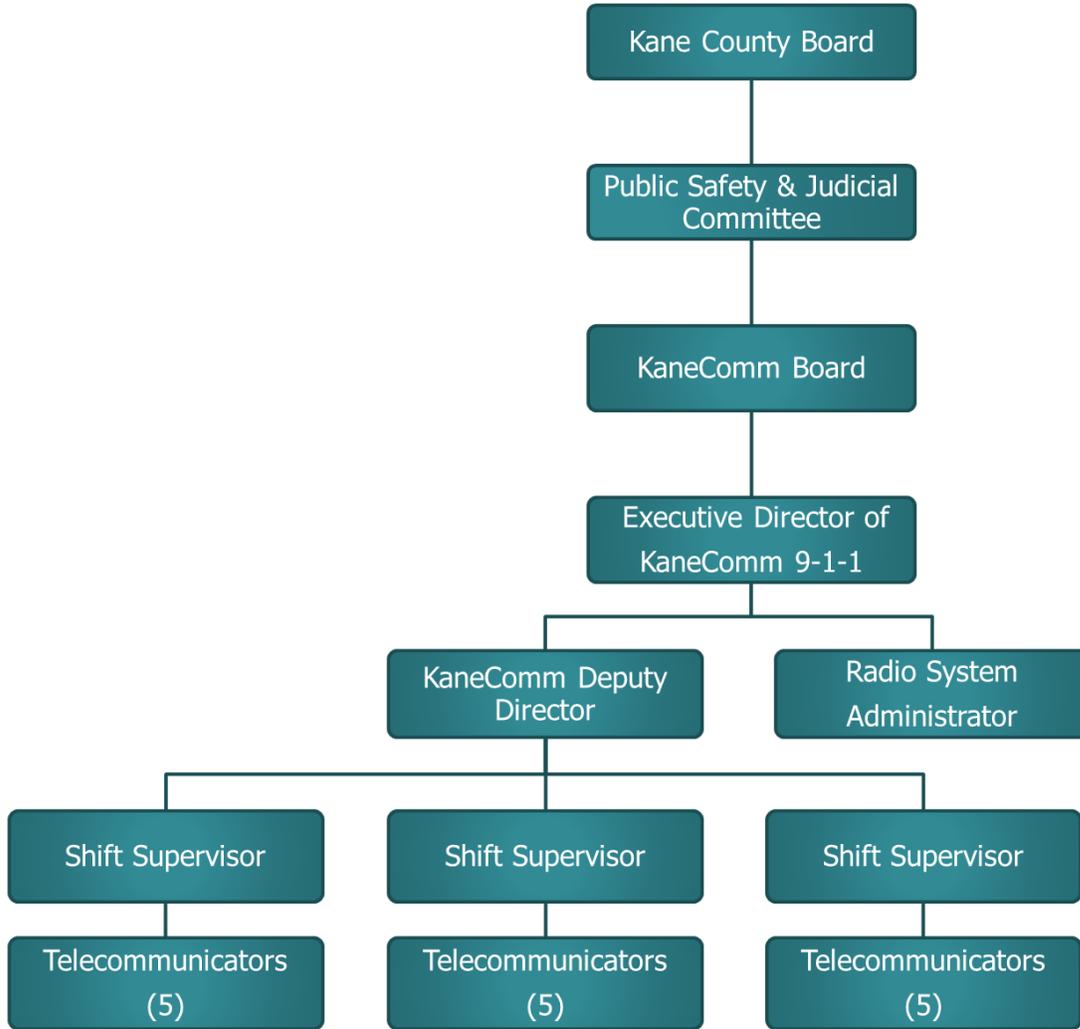


# KaneComm Governance and Administration



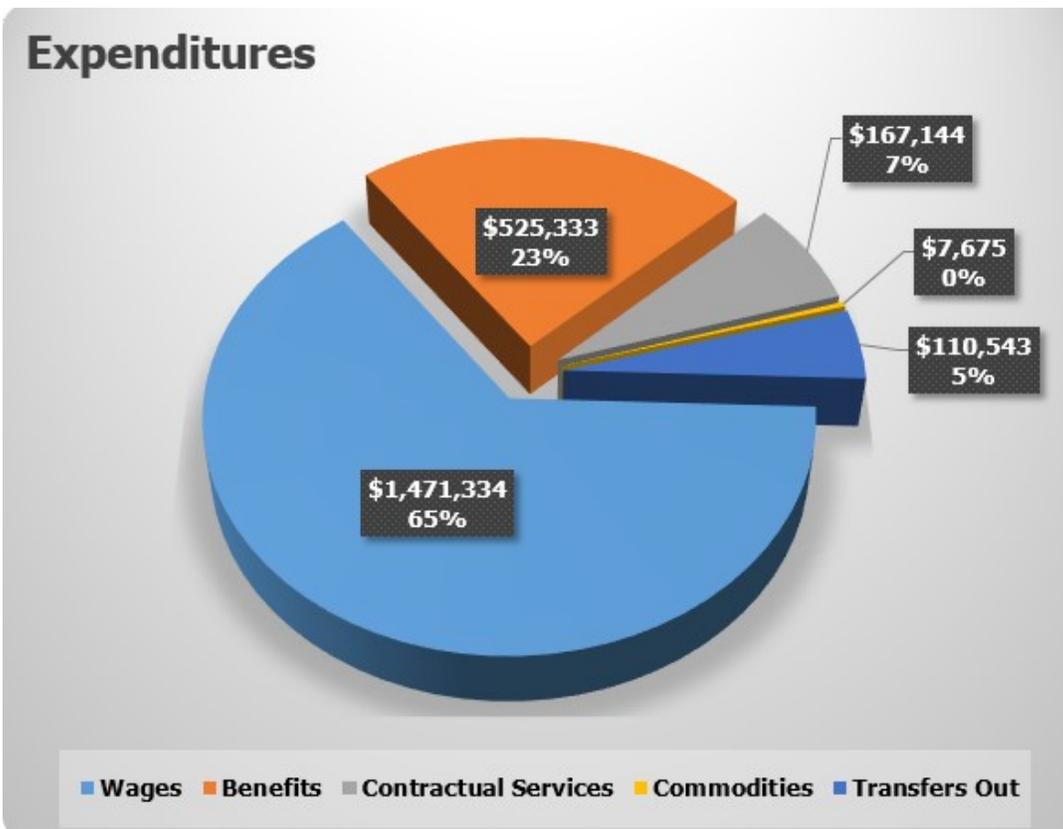
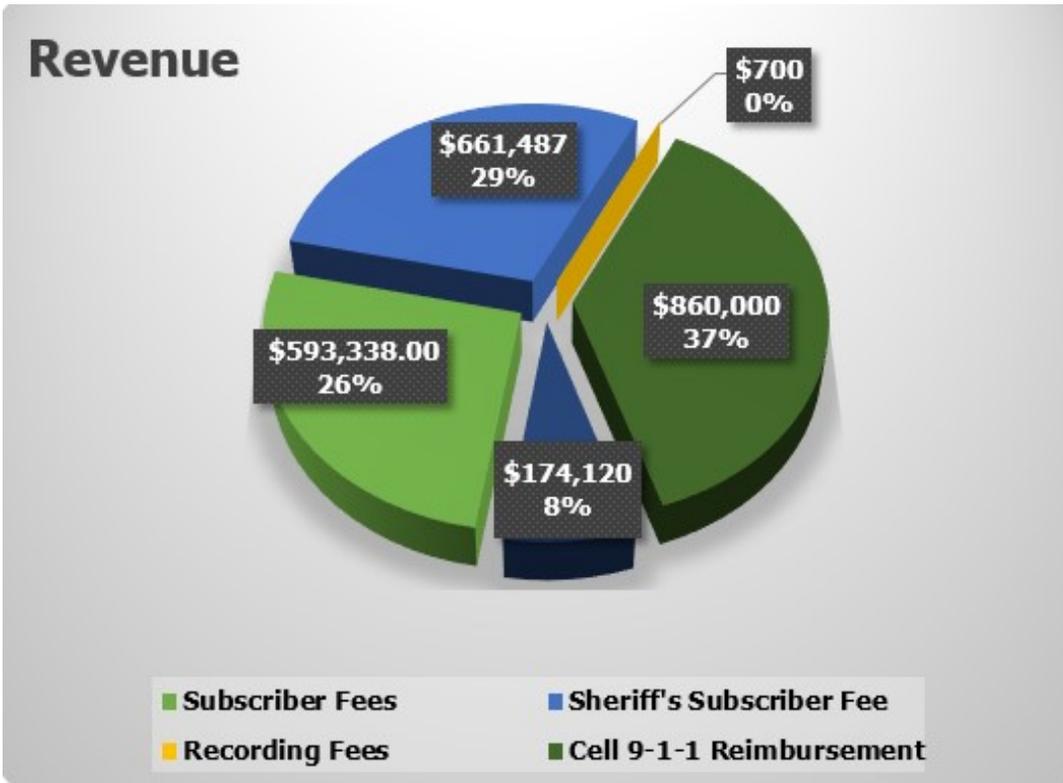
The KaneComm Board is primarily responsible for the coordination, planning and direction of KaneComm operations and is created under Chapter 8.5 of the Code of the County of Kane, Illinois. Members of the KaneComm Board represent Kane County Government & Departments, the Kane County Sheriff's Office, 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 2021 Budget \$ 2,289,645



# KaneComm's Fiscal Year 2020 & 2021 Budget

Account/Description	2019 Actual Amount	2020 Amended Budget	2021 Adopted Budget	% Change 2020-2021	
<b>Fund: 269 - Kane Comm</b>					
<b>REVENUES</b>					
Department: 425 - Kane Comm					
Sub-Department: 000 - Revenues					
<i>Grants</i>					
269.425.000.33900	Miscellaneous Grants	\$ -	\$ 47,219	\$ -	-100.00%
<i>Total: Grants</i>		\$ -	\$ 47,219	\$ -	-100.00%
<i>Charges for Services</i>					
269.425.000.34420	Radio Communication Fees	\$ 545,178	\$ 568,707	\$ 593,338	4.33%
269.425.000.35220	Emergency Communications Audio Recording Fees	\$ -	\$ 700	\$ 700	0.00%
<i>Total: Charges for Services</i>		\$ 545,178	\$ 569,407	\$ 594,038	4.33%
<i>Reimbursements</i>					
269.425.000.37070	Cell 911 Surcharge Reimbursement	\$ 769,066	\$ 860,000	\$ 860,000	0.00%
<i>Total: Reimbursements</i>		\$ 769,066	\$ 860,000	\$ 860,000	0.00%
<i>Interest Revenue</i>					
269.425.000.38000	Investment Income	\$ 35,859	\$ -	\$ -	N/A
<i>Total: Interest Revenue</i>		\$ 35,859	\$ -	\$ -	N/A
<i>Transfers In</i>					
269.425.000.39000	Transfer From Other Funds	\$ 757,920	\$ 795,817	\$ 835,607	5.00%
<i>Total: Transfers In</i>		\$ 757,920	\$ 795,817	\$ 835,607	5.00%
<i>Cash on Hand</i>					
269.425.000.39900	Cash On Hand	\$ -	\$ 3,995	\$ -	-100.00%
<i>Total: Cash on Hand</i>		\$ -	\$ 3,995	\$ -	-100.00%
Sub-Department Total: 000 - Revenues		\$ 2,108,023	\$ 2,276,438	\$ 2,289,645	0.58%
Department Total: 425 - Kane Comm		\$ 2,108,023	\$ 2,276,438	\$ 2,289,645	0.58%
<b>REVENUES Total</b>		<b>\$ 2,108,023</b>	<b>\$ 2,276,438</b>	<b>\$ 2,289,645</b>	<b>0.58%</b>
<b>EXPENSES</b>					
Department: 425 - Kane Comm					
Sub-Department: 426 - Kane Comm					
<i>Personnel Services- Salaries &amp; Wages</i>					
269.425.426.40000	Salaries and Wages	\$ 1,165,497	\$ 1,379,324	\$ 1,408,151	2.09%
269.425.426.40200	Overtime Salaries	\$ 161,314	\$ 63,347	\$ 63,183	-0.26%
<i>Total: Personnel Services- Salaries &amp; Wages</i>		\$ 1,326,811	\$ 1,442,671	\$ 1,471,334	1.99%
<i>Personnel Services- Employee Benefits</i>					
269.425.426.45000	Healthcare Contribution	\$ 221,428	\$ 263,758	\$ 274,665	4.14%
269.425.426.45010	Dental Contribution	\$ 6,858	\$ 8,942	\$ 8,634	-3.44%
269.425.426.45100	FICA/SS Contribution	\$ 97,560	\$ 110,364	\$ 112,557	1.99%
269.425.426.45200	IMRF Contribution	\$ 94,023	\$ 115,977	\$ 129,477	11.64%
<i>Total: Personnel Services- Employee Benefits</i>		\$ 419,870	\$ 499,041	\$ 525,333	5.27%
<i>Contractual Services</i>					
269.425.426.50150	Contractual/Consulting Services	\$ 28,370	\$ 39,040	\$ 35,911	-8.01%
269.425.426.52130	Repairs and Maint- Computers	\$ 1,170	\$ 5,900	\$ 5,900	0.00%
269.425.426.52140	Repairs and Maint- Copiers	\$ 80	\$ 500	\$ 500	0.00%
269.425.426.52150	Repairs and Maint- Comm Equip	\$ 8,396	\$ -	\$ -	N/A
269.425.426.52160	Repairs and Maint- Equipment	\$ -	\$ 10,000	\$ 10,000	0.00%
269.425.426.52190	Equipment Rental	\$ 23,496	\$ 27,300	\$ 28,170	3.19%
269.425.426.53000	Liability Insurance	\$ 24,925	\$ 28,828	\$ 26,755	-7.19%
269.425.426.53010	Workers Compensation	\$ 33,322	\$ 35,173	\$ 41,963	19.30%
269.425.426.53020	Unemployment Claims	\$ 1,467	\$ 828	\$ 845	2.05%
269.425.426.53100	Conferences and Meetings	\$ 4,430	\$ 9,000	\$ 9,000	0.00%
269.425.426.53110	Employee Training	\$ 3,134	\$ 3,500	\$ 3,200	-8.57%
269.425.426.53120	Employee Mileage Expense	\$ 2,112	\$ 3,000	\$ 3,000	0.00%
269.425.426.53130	General Association Dues	\$ 936	\$ 1,300	\$ 1,300	0.00%
269.425.426.53150	Pre-Employ Drug Testing and Labs	\$ 138	\$ 600	\$ -	-100.00%
269.425.426.53160	Pre-Employment Physicals	\$ 414	\$ 600	\$ 600	0.00%
<i>Total: Contractual Services</i>		\$ 132,389	\$ 165,569	\$ 167,144	0.95%

## KaneComm's Fiscal Year 2020 & 2021 Budget Detail

Account/Description		2019 Actual Amount	2020 Amended Budget	2021 Adopted Budget	% Change 2020-2021
<i>Commodities</i>					
269.425.426.60000	Office Supplies	\$ 1,345	\$ 2,200	\$ 2,400	9.09%
269.425.426.60010	Operating Supplies	\$ 3,656	\$ 2,200	\$ 2,200	0.00%
269.425.426.60020	Computer Related Supplies	\$ 2,017	\$ 2,400	\$ 2,400	0.00%
269.425.426.60080	Employee Recognition Supplies	\$ 335	\$ 600	\$ 675	12.50%
269.425.426.64000	Telephone	\$ 55,257	\$ -	\$ -	N/A
<i>Total: Commodities</i>		\$ 62,610	\$ 7,400	\$ 7,675	3.72%
<i>Capital</i>					
269.425.426.70120	Special Purpose Equipment	\$ -	\$ 51,214	\$ -	-100.00%
<i>Total: Capital</i>		\$ -	\$ 51,214	\$ -	-100.00%
<i>Contingency and Other</i>					
269.425.426.89000	Net Income	\$ -	\$ -	\$ 7,616	100.00%
<i>Total: Contingency and Other</i>		\$ -	\$ -	\$ 7,616	100.00%
<i>Transfers Out</i>					
269.425.426.99000	Transfer To Other Funds	\$ 110,544	\$ 110,543	\$ 110,543	0.00%
<i>Total: Transfers Out</i>		\$ 110,544	\$ 110,543	\$ 110,543	0.00%
Sub-Department Total: 426 - Kane Comm		\$ 2,052,225	\$ 2,276,438	\$ 2,289,645	0.58%
Department Total: 425 - Kane Comm		\$ 2,052,225	\$ 2,276,438	\$ 2,289,645	0.58%
<b>EXPENSES Total</b>		\$ 2,052,225	\$ 2,276,438	\$ 2,289,645	0.58%
Fund REVENUE Total: 269 - Kane Comm		\$ 2,108,023	\$ 2,276,438	\$ 2,289,645	0.58%
Fund EXPENSE Total: 269 - Kane Comm		\$ 2,052,225	\$ 2,276,438	\$ 2,289,645	0.58%

## Authorized Staffing Levels

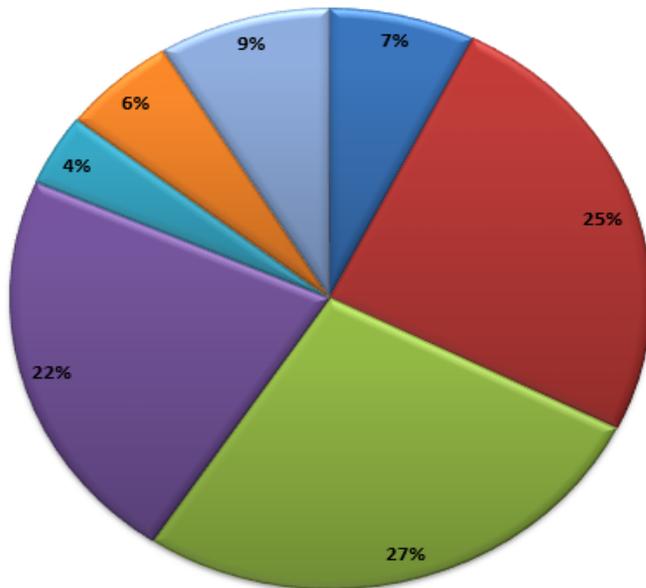
POSITION SUMMARY			
Category	FY 2019	FY 2020	Projected 2021
Full Time Regular	21	21	21
Full Time Other*	0	0	0
Part Time Regular	0	0	0
Part Time Other*	0	0	0
<b>Total Budgeted Positions:</b>	<b>21</b>	<b>21</b>	<b>21</b>

In 2021, expenses for personnel were under budget, however, overtime was over budget due to Telecommunicator and Supervisor vacancies. Employee training, conferences/ meetings and mileage were slightly less than budgeted due to employee training completed virtually.

Computer supplies were over budget. Two additional workstations were added in the communications center in 2021. KaneComm used ETSB reserve money to fund the project.

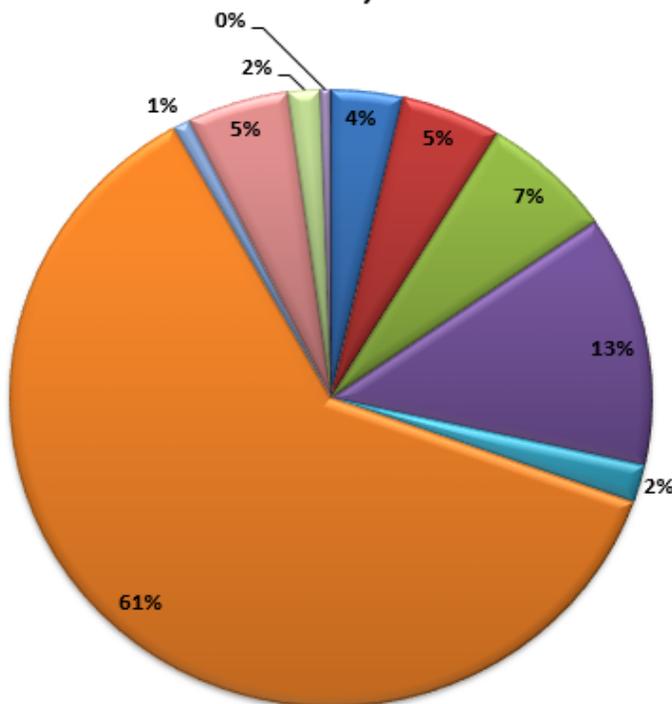
# Police and Fire Activity in 2021

6,925 Fire and Emergency Medical Related Incidents



- Big Rock Fire Protection District
- Pingree Grove Fire Protection District
- Fox River and Countryside Fire/Rescue District
- Hampshire Fire Protection District
- Kaneville Fire Protection District
- Maple Park and Countryside Fire District
- Burlington Fire Protection District

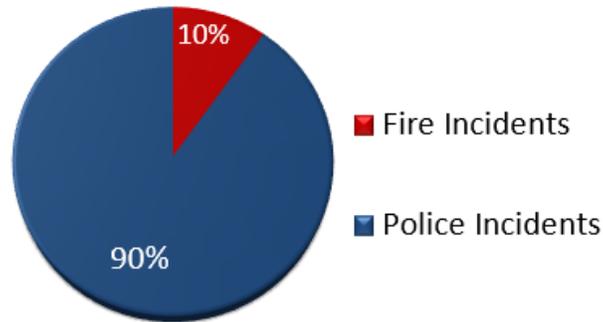
## 63,381 Police Related Incidents



- Campton Hills Police Department
- Gilberts Police Department
- Hampshire Police Department
- Kane County Court Services
- Kane County Forest Preserve District Police Department
- Kane County Sheriff's Office
- Maple Park Police Department
- Pingree Grove Police Department
- Wayne Police Department
- Kane County OEM

# Incident Dispatch Activity

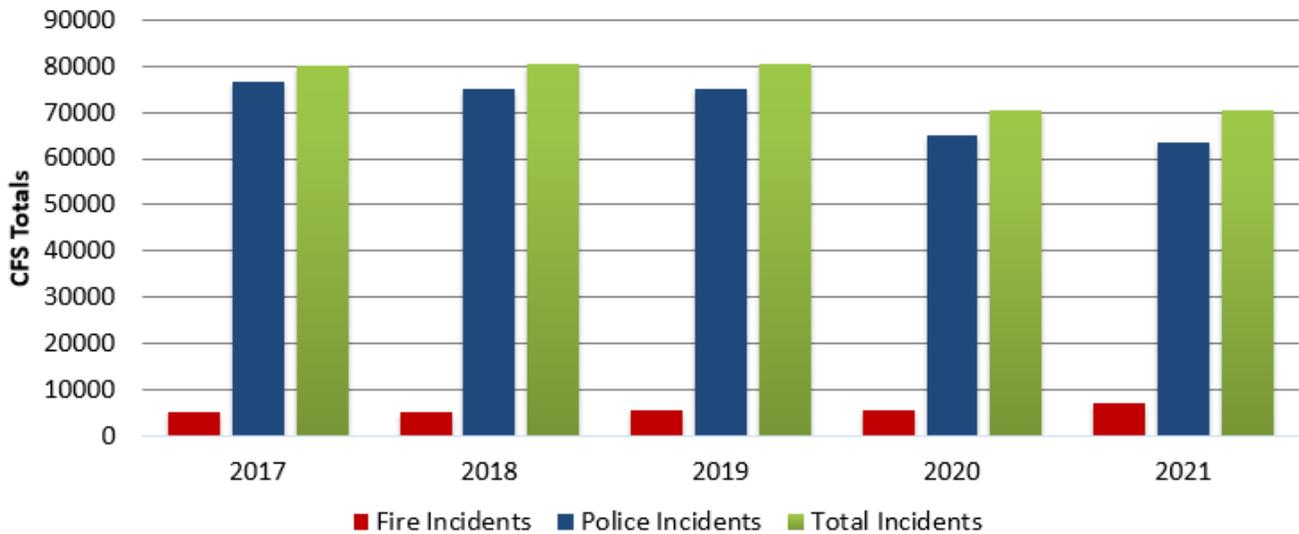
2021: Police and Fire Calls for Service



Police & Fire Agency Activity	2021	2020
Wayne Police	1,039	1,324
Kane County Sheriff	29,923	33,022
Hampshire Police	4,248	3,507
Pingree Grove Police	3,249	3,362
Maple Park Police	547	673
Gilberts Police	3,188	2,888
Kane County Forest Preserve Police	1,259	1501
Fox Valley Park District	0	208
Campton Hills Police	2,293	2,220
Big Rock Fire Protection District	510	338
Burlington Fire Protection District	603	440
Hampshire Fire Protection District	1,537	1,286
Kaneville Fire Protection District	277	223
Maple Park Fire Protection District	399	347
Pingree Grove and Countryside Fire District	1,732	1,474
Fox River and Countryside Fire District	1,867	1,486
<b>Subtotal</b>	<b>52,671</b>	<b>54,299</b>
<b>Other Agencies Served</b>	<b>2021</b>	<b>2020</b>
Kane County Court Services	8,329	5,894
Kane County Emergency Management	317	285
Kane County Sheriff's Civil Processing	8,989	10,012
<b>Subtotal</b>	<b>17,635</b>	<b>16,191</b>
<b>Total of Call Dispatch Activity</b>	<b>70,306</b>	<b>70,490</b>

# Five Year Trends - Calls for Service

5 Year Call for Service Trends

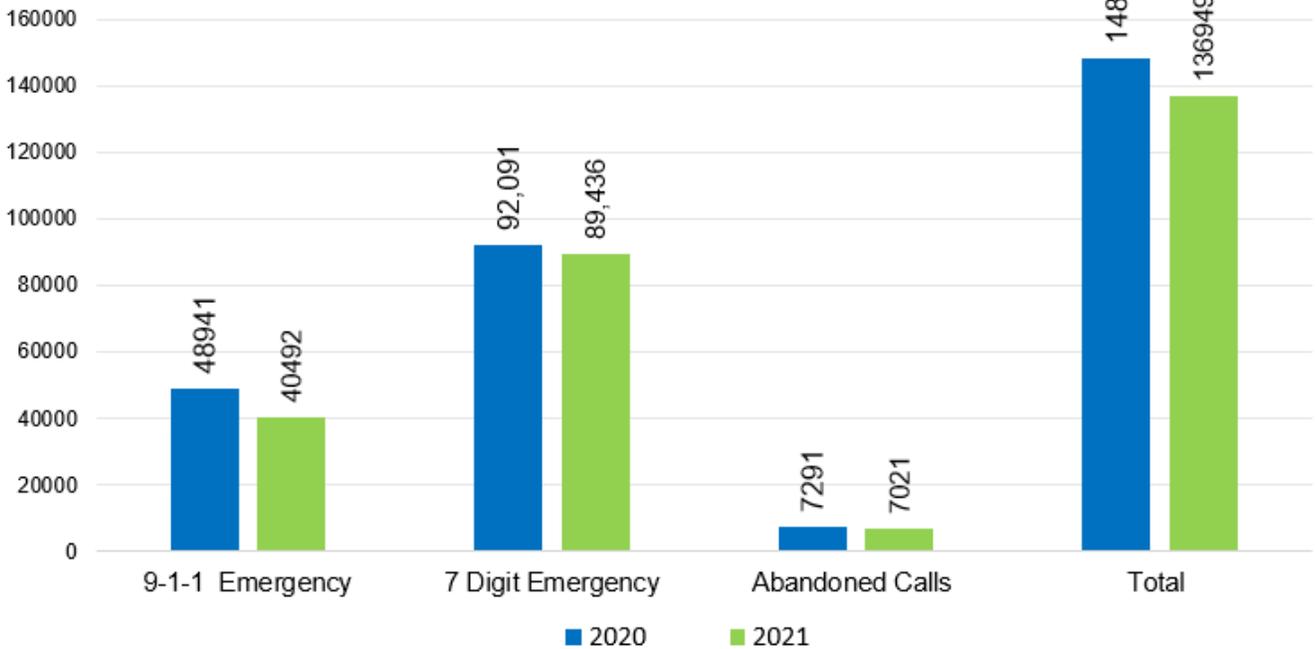


	2017	2018	2019	2020	2021
Fire Incidents	5,251	5,271	5,355	5,594	6,925
Police Incidents	76,609	75,073	75,207	64,896	63,381
<b>Total Incidents</b>	<b>80,097</b>	<b>80,344</b>	<b>80,562</b>	<b>70,490</b>	<b>70,306</b>

KaneComm had a slight decrease in calls for service in 2021. Officer-initiated activity, such as traffic stops, had a dramatic decrease in 2020 because of COVID-19. Officer-initiated activity continued to trend similar to 2020 in 2021.

While officer-initiated activity decreased, other call for service types increased. 9-1-1 calls for domestic incidents, check the welfare, check conditions, and suicidal callers increased.

### Volume of Telephone Call Activity for 2020 & 2021



#### **Telephone Ring to Call Pick-up Time:**

90.60% of all telephone calls received were answered in 0-10 seconds  
 7.79% of telephone calls were answered in 10-20 seconds  
 0.62% of telephone calls were answered in 20-30 seconds

**\*\*99.01 % of incoming calls met the NENA National Standard for answering 9-1-1 Calls**

Total Calls for 2021: 136,949

Total Calls for 2020: 148,323

**Decrease in Telephone Calls for 2021: 11,374**

**\*\*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.

# In the Communications Center

The Communications Center received an upgrade and new design in 2021. Eight new Xybix workstations replaced the six workstations that were purchased in 2006.

## Before: 6 workstations in two separate pods:



KaneComm acquired two additional workstations from another 9-1-1 center in 2018. When the workstations were added to the six, the layout was crowded. The new layout was designed with eight positions and more space.

New furniture was delivered and stored in Building E. During the week, Xybix moved the new furniture from Building E to KaneComm to be assembled.

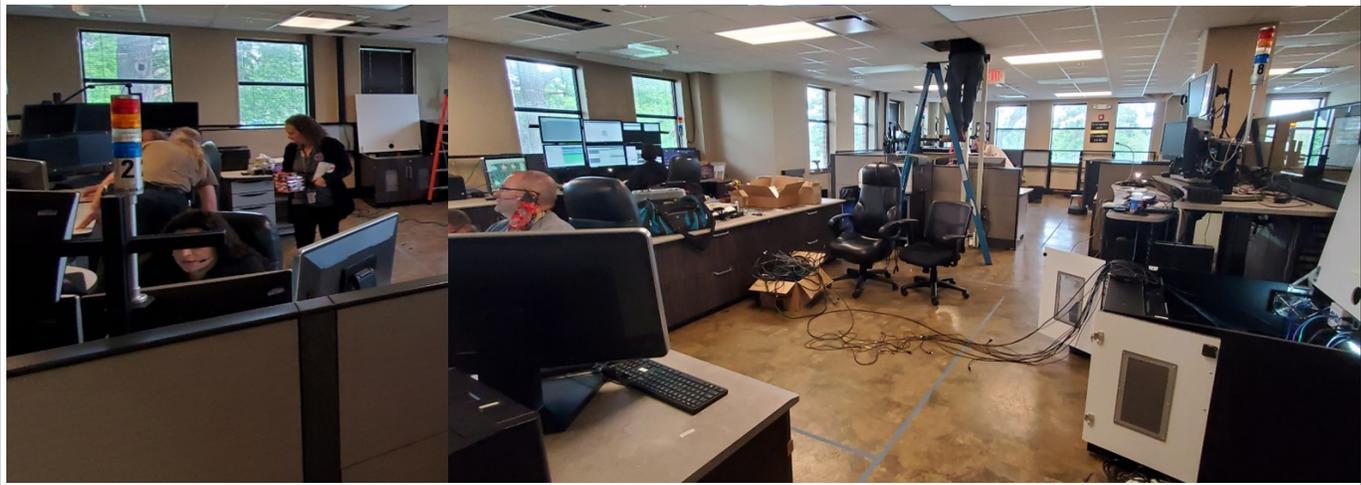


KaneComm was live during the week long installation. The electric and cabling was relocation and replaced, as needed.



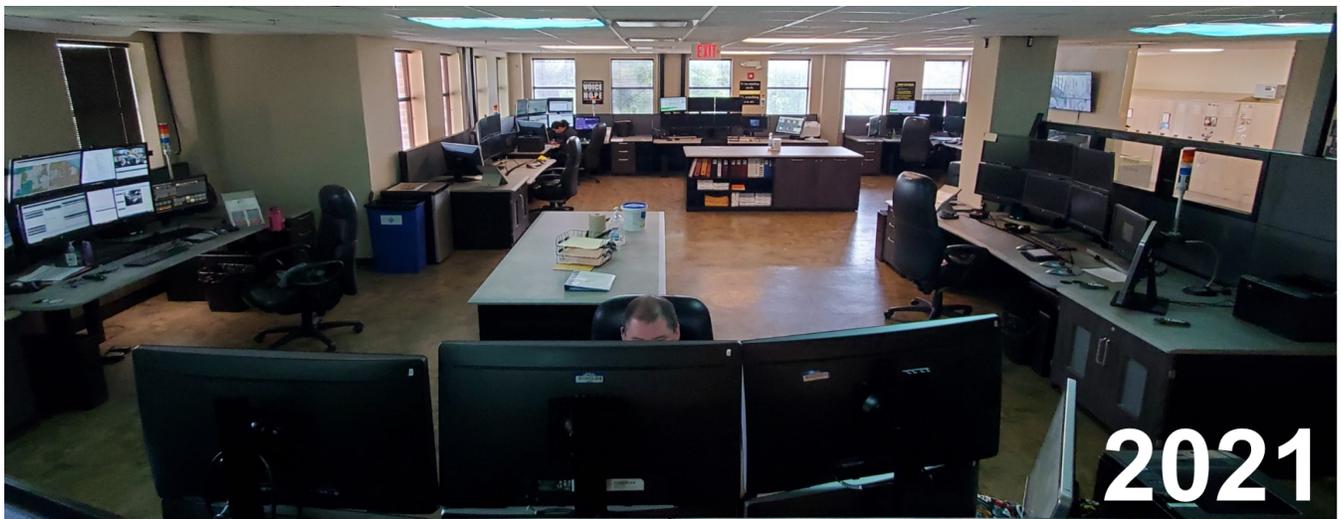
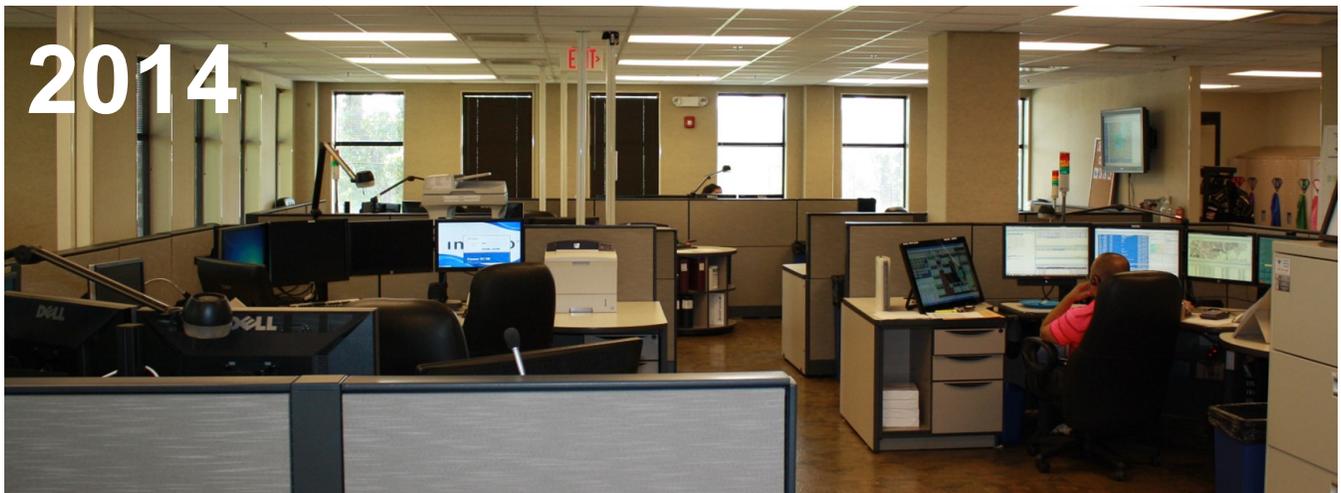
# In the Communications Center

The project required days of planning and coordination with multiple vendors, Kane County Information Technologies, and KaneComm staff.



# In the Communications Center

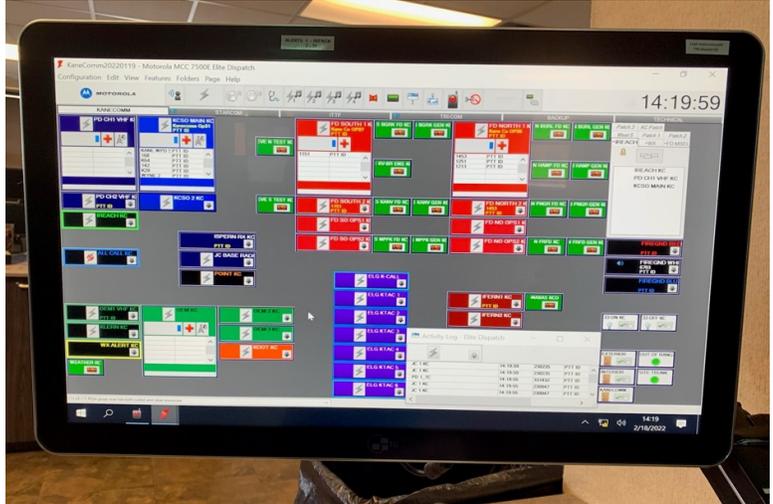
**After: Eight new matching workstations and more space:**



# 9-1-1 System Improvements

KaneComm implemented the Statewide Motorola Starcom system in 2021. The project included new radio consoles for KaneComm and mobile radios and portable radios for the Kane County Sheriff's Office. KaneComm's police and fire subscribers also received portable radios. The Starcom digital radio system is encrypted, and is essential for public safety interoperability in Kane County.

The KaneComm Management and Supervisor team configured and trained on the MCC7500 radio consoles in the beginning of the year. The new radio consoles replaced the MCC5500 consoles purchased in 2006. The consoles were installed by Motorola, Chicom, and KaneComm Radio Technician Andy Baumann and went live in March.



KaneComm worked closely with the Sheriff's Office and subscribing police and fire agencies on the programming template for the Starcom portable radios. Police users transitioned to the Starcom system on June 1st. Fire agencies continue to operate on KaneComm's VHF radio system, and in July, received two Starcom radios for interoperability.

In 2021, KaneComm Radio Administrator Andy Baumann upgraded and replaced radio communications equipment as well as completing regular maintenance on the system.

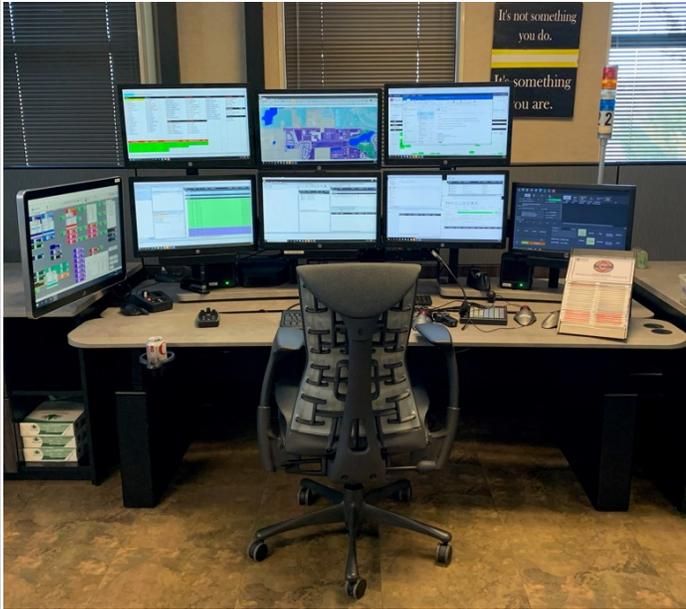


**Replacement  
of the antenna  
on the Geneva  
Tower**



# Next Generation 9-1-1 (NG9-1-1)

The State of Illinois is in the process of implementing Next Generation 9-1-1 (NG9-1-1.) NG9-1-1 will provide 9-1-1 callers with the same level of service regardless of location or device. NG9-1-1 also includes the opportunity for Communication Centers to receive text, pictures, and video.



KaneComm is already capable of receiving Enhanced 9-1-1, Wireless Phase II calls, and Text to 9-1-1, and continued to prepare for the state-mandated requirements to be ready for NG9-1-1.

KaneComm received a grant in FY19 to upgrade the phone system for NG9-1-1, and received another grant in FY20 to fund the upgrade to the logging recorder system. As required by the State for NG9-1-1, the i3 multi-media system must be able to record text, pictures and videos (as it becomes available to 9-1-1 Communication Centers).

In February, KaneComm's Intrado phone system and Enterprise Computer-Aided Dispatch (CAD) system completed an update with AT&T to include Z-Axis technology. Nationwide cellular carriers must deploy Z-

Axis technology, the vertical location of a cellular caller, for 80% accuracy of calls as required by NG9-1-1.

AT&T completed the installation of the Next Generation 9-1-1 (NG9-1-1) circuit and VPN connection in November. The site survey was completed in December. With VPN and upgrade complete, KaneComm's phone system equipment is prepared when the state is ready to implement NG9-1-1.

NG9-1-1 is also important for the correct routing of cellular 9-1-1 calls. NG9-1-1 will work with local GIS data to correctly route the calls. In 2021, every agency continued to submit the required GIS data layers to the State of Illinois according to the scheduled deadlines. KaneComm and Kane County GIS work closely with Tri-com, Elgin, Quadcom, and KenComm, and members from the Illinois State Regional NG9-1-1 Committee on the GIS process for NG9-1-1. By working together as a County, the agencies coordinated how the data is submitted to the state.



# Personnel & Training

KaneComm Telecommunicators, Supervisors and Administration participated in a variety of conferences, workshops, seminars and drills throughout the year. In 2021, some training opportunities were completed virtually with webinars and virtual conferences. Staff also attended in-person training and conferences with COVID precautions. Telecommunicators spent time demonstrating the job with prospective employees as part of the hiring process.

## **Conferences, Workshops, Seminars and Drills attended by personnel in 2021:**

APCO Basic Calltaking

APCO Fire Dispatch

APCO Communications Training Operator Certification

APCO Leadership Symposium and Training

APCO Tactical Dispatch Training Course

APCO Conference

Denise Amber Lee Foundation Leadership Symposium

Illinois Emergency Management Agency (IEMA) radio and interoperability training

Illinois Public Safety Telecommunications Association Annual Conference (IPSTA)

In-House training and Emergency Medical Dispatch Protocol Review

Next Generation 9-1-1

National Emergency Number Association (NENA) Conference in Ohio

NENA Certified Training Operator (CTO) Class

Not On My Watch: Command Staff and Peer Support Response Training

Saving Blue Lives: Training on PTSD, Suicide, Resilience and Peer Support

Sexual Assault Training for Telecommunicators

The Happiness Advantage and Battling Negativity

Tyler/New World Kane County User Groups

What is Implicit Bias, Systemic Racism and How Do They Affect 9-1-1



## **KaneComm Presented 9-1-1 Public Education to:**

Kane County Sheriff's Office Citizen's Police Academy Presentation

OEM volunteers: 9-1-1 basics, overview and operations

National Night Out at the Campton Hills Police Department and the Kane County Sheriff's Office

# Employee Recognition

Telecommunicators Mary Keating, Becca Schoppe, and Kezia Moore received recognition from the Pingree Grove Police Department and KaneComm for their great work during an incident on midnight shift in June. KaneComm received a 9-1-1 call about a domestic battery. When Pingree Grove Officers arrived on scene of the incident, the victim provided a false name for the offender, who had fled the scene. Using the license plate from the victim's vehicle, TC Keating, TC Schoppe and TC Moore worked together using all available tools to search. They located a possible name and address for the offender. Officers located the offender at the address and took him into custody. Had it not been for their quick teamwork, officers would not have located the offender so quickly.



Telecommunicator Jim Holden was recognized by Hampshire Fire Department and KaneComm for his exceptional work on a CPR call for service on June 30th. At 8:30am, TC Holden received a call from a manager advising one of his employees was unresponsive. He immediately took control of the situation and remained calm while providing CPR instruction using Emergency Medical Dispatch (EMD) protocols. TC Holden kept the caller focused on the CPR instruction while other KaneComm Telecommunicators dispatched the fire and police agencies. TC Holden not only obtained the address of the emergency, but the exact location on the large property to get first responders

to the patient as quickly as possible. Because of his great work, the patient was doing well by that night, and was expected to make a full recovery.

In October, Telecommunicator Keegan Johnson answered a call from a citizen, Lewis Medina, who observed a car stuck on the railroad tracks in Sugar Grove. The driver of the car was a 72-year-old man suffering from an apparent diabetic issue. Unable to move, Lewis grabbed the driver by the shirt and pants leg and pulled him out of the vehicle seconds before an oncoming train hit and totaled the car. While listening live as Lewis saved the man's life, TC Johnson quickly dispatched police and an ambulance to the location of the incident. Lewis Medina was honored at the Kane County Board Meeting and by the Kane County Sheriff's Office for his heroic actions.

## KaneComm Anniversaries

In 2021, two Telecommunicators celebrated their 20th Anniversary with KaneComm. Congratulations to Nereida Perez and Jim Holden. Thank you for your 20 years of dedicated service!



# Summary of KaneComm's Accomplishments for 2021 and Goals for 2022

## Hiring Process

KaneComm tested for the Telecommunicator position in April, August, and November 2021. The hiring process includes an online typing test, skills testing, interview, sit-along in KaneComm, psychological exam, background screening, and physical exam. Applicants must pass all phases of the testing process.

<b>2021 PROJECT RECAP</b>	<b>CONTINUING</b>	<b>COMPLETED</b>
Expand the radio system to include encryption. An encrypted radio system will protect against the sharing of private information when communicating with first responders		<b>X</b>
Assess and evaluate a communications center staffing and floor plan for more efficient operations.		<b>X</b>
Expand the use of microwave links and fiber links to reduce cost by eliminating costly telephone circuits and increase the reliability of the radio system.	<b>X</b>	
Expand Radio and Equipment Training for all Telecommunicators	<b>X</b>	

## 2022 GOALS AND OBJECTIVES

- Update, revise and automate the Quality Assurance Program
- Update, revise and restructure all policies, procedures and resource documents
- Work in collaboration with KaneComm Board, KaneComm Subscribers, and the County Board to determine a model for user fees for next subscriber agreement. The current agreement ends Nov. 30, 2022.
- Full implementation of Next Generation 9-1-1 (NG9-1-1) as required by the State of Illinois

