

# KaneComm



## 2023 Annual Report



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## The Agencies We Serve:

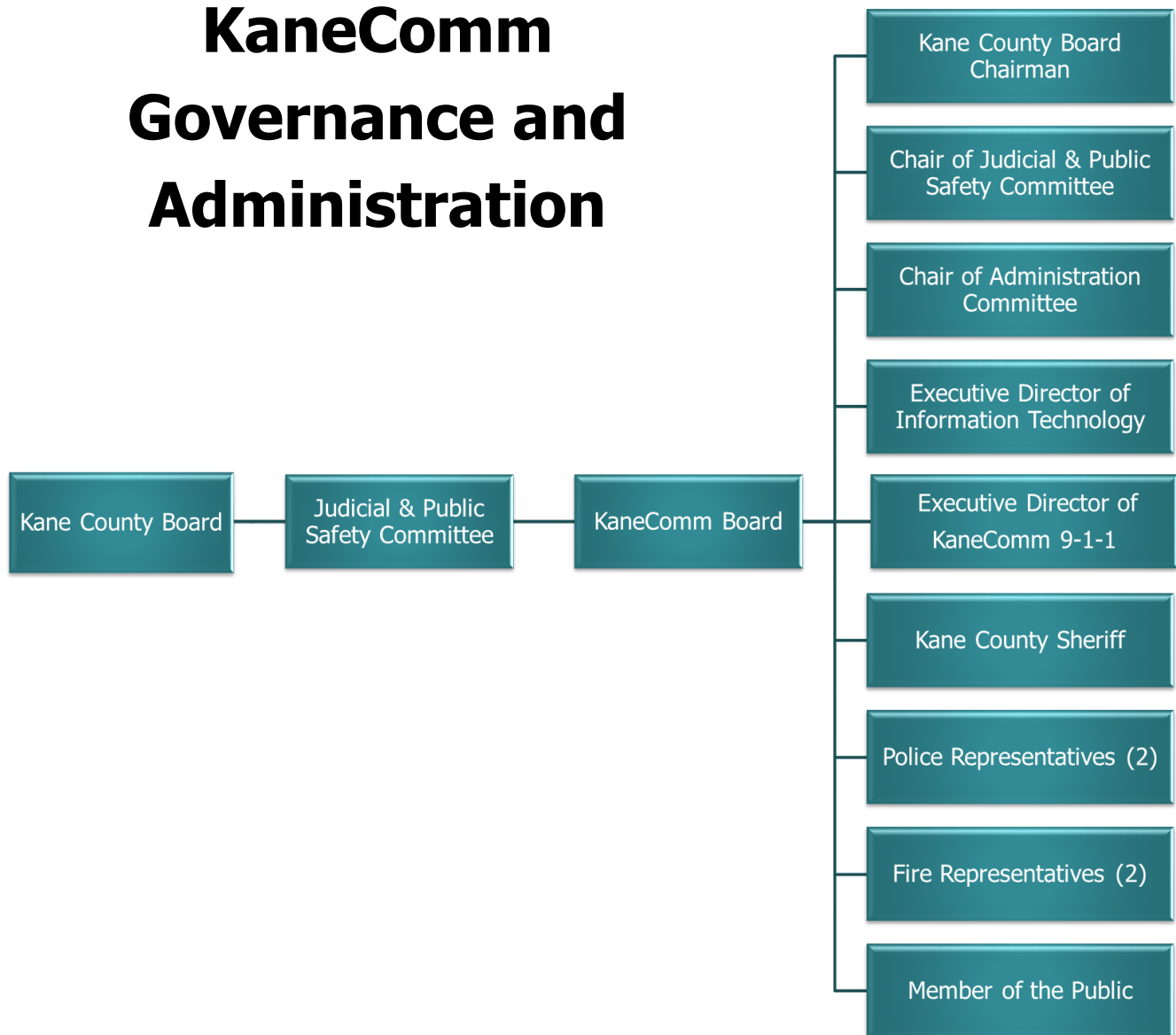
Campton Hills Police Department  
Gilberts Police Department  
Hampshire Police Department  
Kane County Forest Preserve Police Department  
Kane County Sheriff's Office  
Maple Park Police Department  
Pingree Grove Police Department  
Wayne Police Department

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

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

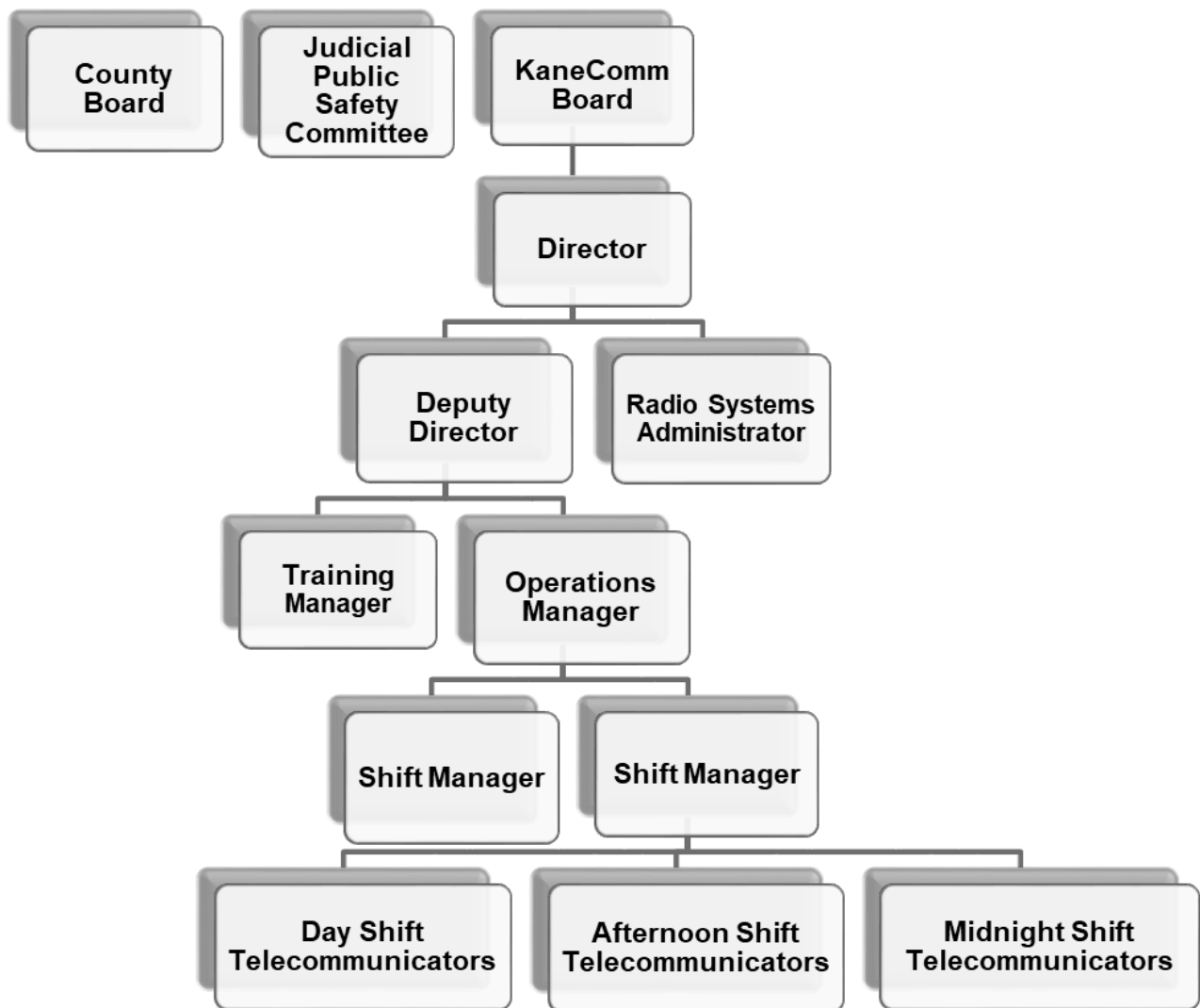


# KaneComm Governance and Administration



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.

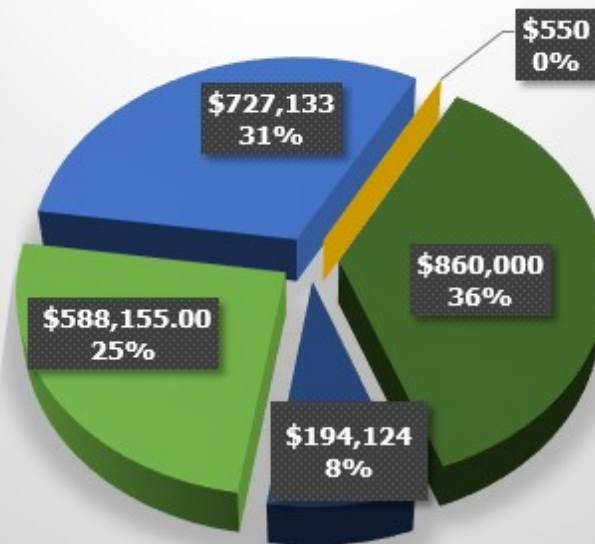
# KaneComm's Organizational Structure



KaneComm is staffed by Telecommunicators and Shift Managers 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.

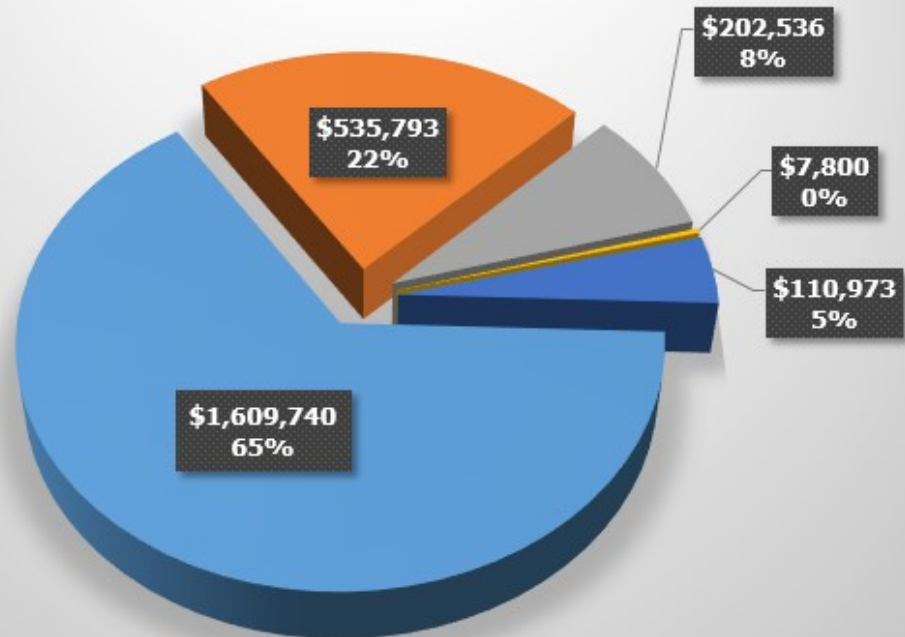
## KaneComm's Fiscal Year 2022 Budget \$ 2,369,962

### Revenue



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

### Expenditures



■ Wages      ■ Benefits      ■ Contractual Services  
■ Commodities      ■ Transfers Out



# KaneComm's Fiscal Year 2021 –2023 Budget Detail

## Authorized Staffing Levels

POSITION SUMMARY			
Category	FY 2021	FY 2022	Projected 2023
Full Time Regular	21	17	22
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>17</b>	<b>22</b>

\*Other: Elected Officials, Per Diem, Commissioners

Account/Description	2021 Actual Amount	2022 Amended Budget	2023 Adopted Budget	% Change 2022-2023
<b>Fund: 269 - Kane Comm</b>				
<b>REVENUES</b>				
Department: 425 - Kane Comm				
Sub-Department: 000 - Revenues				
Charges for Services				
269.425.000.34420 Radio Communication Fees	\$ 538,471	\$ 561,512	\$ 588,155	4.74%
269.425.000.35220 Emergency Communications Audio Recording Fees	\$ -	\$ 700	\$ 700	0.00%
Total: Charges for Services	\$ 538,471	\$ 562,212	\$ 588,855	4.74%
Reimbursements				
269.425.000.37070 Cell 911 Surcharge Reimbursement	\$ 831,850	\$ 860,000	\$ 860,000	0.00%
269.425.000.37900 Miscellaneous Reimbursement	\$ 13,515	\$ -	\$ -	N/A
Total: Reimbursements	\$ 845,365	\$ 860,000	\$ 860,000	0.00%
Interest Revenue				
269.425.000.38000 Investment Income	\$ 589	\$ -	\$ 600	100.00%
Total: Interest Revenue	\$ 589	\$ -	\$ 600	100.00%
Transfers In				
269.425.000.39000 Transfer From Other Funds	\$ 857,107	\$ 877,388	\$ -	-100.00%
269.425.000.39001 Transfer from Fund 001	\$ -	\$ -	\$ 921,257	100.00%
Total: Transfers In	\$ 857,107	\$ 877,388	\$ 921,257	5.00%
Cash on Hand				
269.425.000.39900 Cash On Hand	\$ -	\$ -	\$ 52,201	100.00%
Total: Cash on Hand	\$ -	\$ -	\$ 52,201	100.00%
Sub-Department Total: 000 - Revenues	\$ 2,241,532	\$ 2,299,600	\$ 2,422,913	5.36%
Department Total: 425 - Kane Comm	\$ 2,241,532	\$ 2,299,600	\$ 2,422,913	5.36%
<b>REVENUES Total</b>	<b>\$ 2,241,532</b>	<b>\$ 2,299,600</b>	<b>\$ 2,422,913</b>	<b>5.36%</b>
<b>EXPENSES</b>				
Department: 425 - Kane Comm				
Sub-Department: 426 - Kane Comm				
Personnel Services- Salaries & Wages				
269.425.426.40000 Salaries and Wages	\$ 1,210,278	\$ 1,418,219	\$ 1,470,443	3.68%
269.425.426.40002 Non-Union Wage Increase	\$ -	\$ -	\$ 44,246	100.00%
269.425.426.40009 Salaries and Wages Subsidy	\$ (2,118)	\$ -	\$ -	N/A
269.425.426.40200 Overtime Salaries	\$ 233,047	\$ 63,183	\$ 63,189	0.01%
269.425.426.40209 Overtime Subsidy	\$ (224)	\$ -	\$ -	N/A
Total: Personnel Services- Salaries & Wages	\$ 1,440,983	\$ 1,481,402	\$ 1,577,878	6.51%

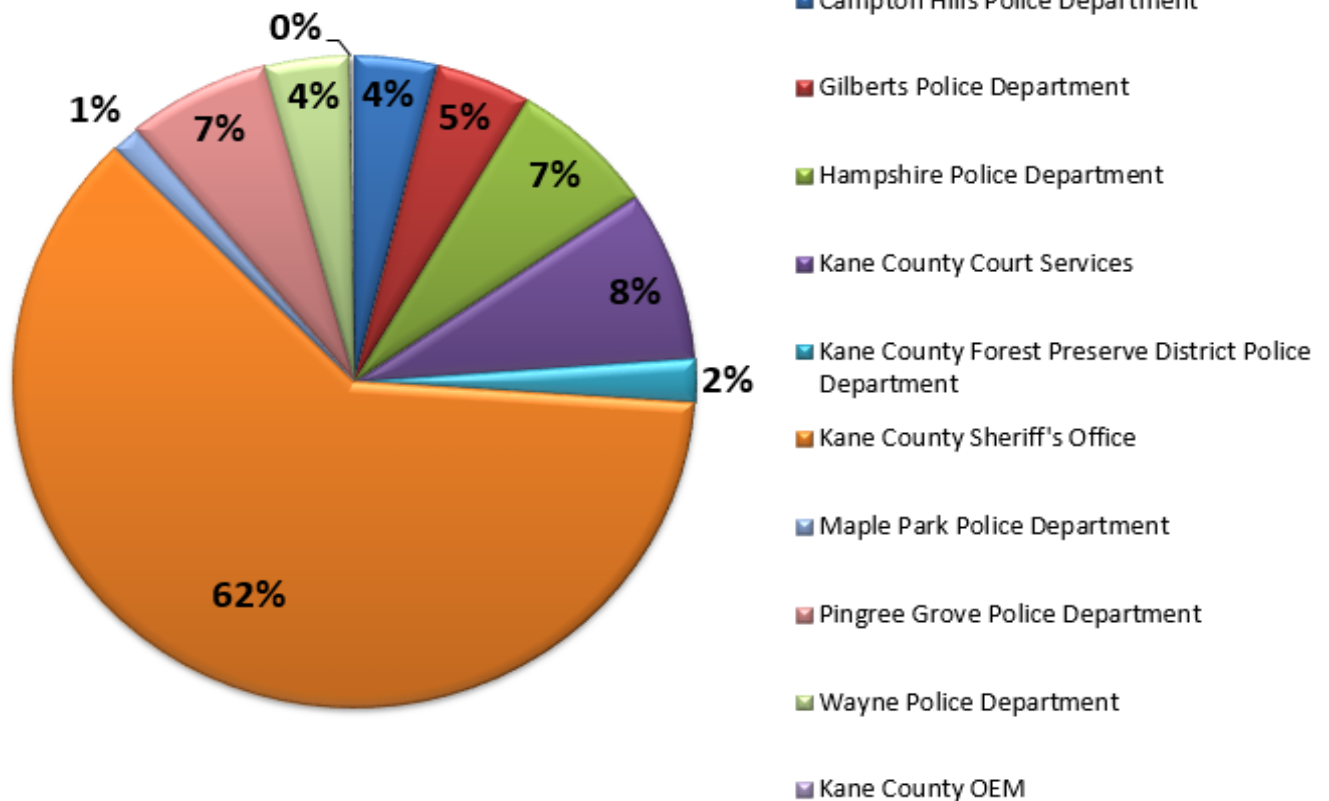
# KaneComm's Fiscal Year 2021-2023 Budget Detail

## Continued

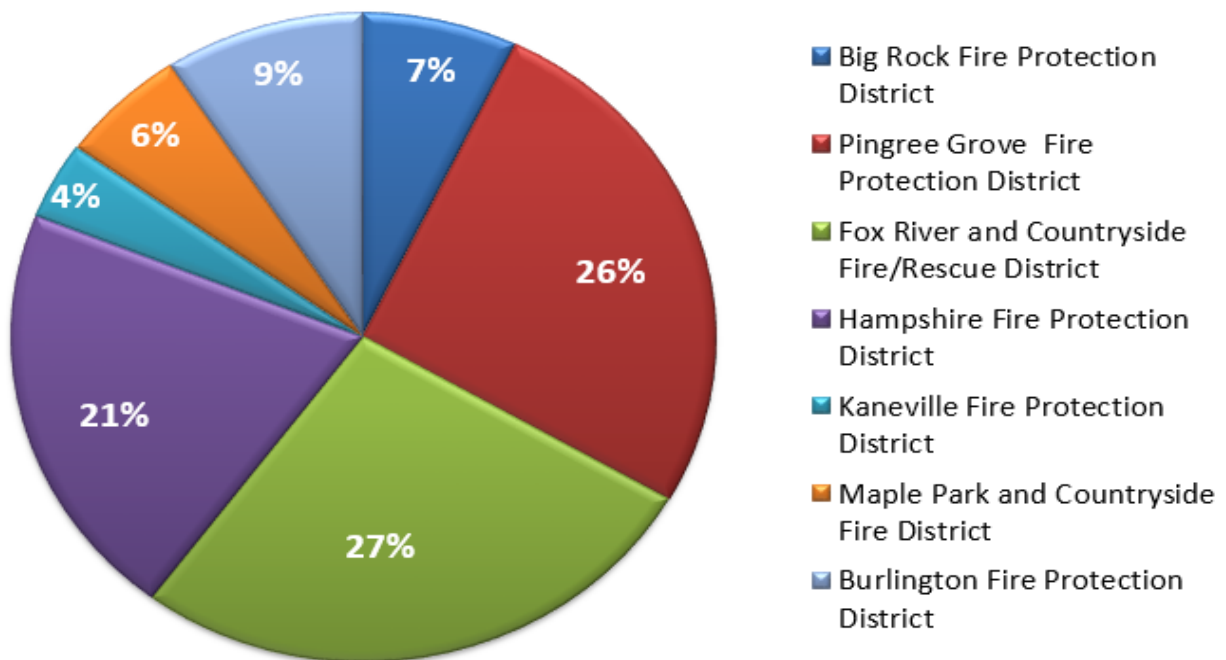
Account/Description		2021 Actual Amount	2022 Amended Budget	2023 Adopted Budget	% Change 2022-2023
<i>Personnel Services- Employee Benefits</i>					
269.425.426.45000	Healthcare Contribution	\$ 225,292	\$ 290,740	\$ 315,519	8.52%
269.425.426.45009	Healthcare Subsidy	\$ (267)	\$ -	\$ -	N/A
269.425.426.45010	Dental Contribution	\$ 6,621	\$ 8,927	\$ 8,562	-4.09%
269.425.426.45019	Dental Subsidy	\$ (9)	\$ -	\$ -	N/A
269.425.426.45100	FICA/SS Contribution	\$ 106,206	\$ 113,328	\$ 120,708	6.51%
269.425.426.45109	FICA/SS Subsidy	\$ (164)	\$ -	\$ -	N/A
269.425.426.45200	IMRF Contribution	\$ 121,804	\$ 99,699	\$ 81,261	-18.49%
269.425.426.45209	IMRF Subsidy	\$ (206)	\$ -	\$ -	N/A
<i>Total: Personnel Services- Employee Benefits</i>		\$ 459,276	\$ 512,694	\$ 526,050	2.61%
<i>Contractual Services</i>					
269.425.426.50150	Contractual/Consulting Services	\$ 38,345	\$ 39,166	\$ 60,312	53.99%
269.425.426.52130	Repairs and Maint- Computers	\$ 2,568	\$ 6,000	\$ 4,000	-33.33%
269.425.426.52140	Repairs and Maint- Copiers	\$ 79	\$ 500	\$ 400	-20.00%
269.425.426.52160	Repairs and Maint- Equipment	\$ 7,723	\$ 10,000	\$ 10,000	0.00%
269.425.426.52190	Equipment Rental	\$ 27,060	\$ 28,520	\$ 28,520	0.00%
269.425.426.53000	Liability Insurance	\$ 26,755	\$ 32,903	\$ 44,229	34.42%
269.425.426.53010	Workers Compensation	\$ 41,963	\$ 39,711	\$ 33,626	-15.32%
269.425.426.53020	Unemployment Claims	\$ 845	\$ 993	\$ 606	-38.97%
269.425.426.53040	General Advertising	\$ 923	\$ -	\$ -	N/A
269.425.426.53100	Conferences and Meetings	\$ 5,175	\$ 8,000	\$ 8,000	0.00%
269.425.426.53110	Employee Training	\$ 5,235	\$ 4,000	\$ 4,000	0.00%
269.425.426.53120	Employee Mileage Expense	\$ 431	\$ 3,070	\$ 3,000	-2.28%
269.425.426.53130	General Association Dues	\$ 900	\$ 1,300	\$ 1,000	-23.08%
269.425.426.53160	Pre-Employment Physicals	\$ 1,236	\$ 800	\$ 800	0.00%
<i>Total: Contractual Services</i>		\$ 159,237	\$ 174,963	\$ 198,493	13.45%
<i>Commodities</i>					
269.425.426.60000	Office Supplies	\$ 1,594	\$ 2,500	\$ 2,500	0.00%
269.425.426.60010	Operating Supplies	\$ 2,456	\$ 2,500	\$ 2,000	-20.00%
269.425.426.60020	Computer Related Supplies	\$ 7,642	\$ 2,500	\$ 2,500	0.00%
269.425.426.60080	Employee Recognition Supplies	\$ 803	\$ 800	\$ 800	0.00%
269.425.426.64000	Telephone	\$ 95,543	\$ -	\$ -	N/A
<i>Total: Commodities</i>		\$ 108,038	\$ 8,300	\$ 7,800	-6.02%
<i>Capital</i>					
269.425.426.70120	Special Purpose Equipment	\$ 69,211	\$ -	\$ -	N/A
<i>Total: Capital</i>		\$ 69,211	\$ -	\$ -	N/A
<i>Contingency and Other</i>					
269.425.426.89000	Net Income	\$ -	\$ 13,796	\$ 1,719	-87.54%
<i>Total: Contingency and Other</i>		\$ -	\$ 13,796	\$ 1,719	-87.54%
<i>Transfers Out</i>					
269.425.426.99000	Transfer To Other Funds	\$ 111,151	\$ 108,445	\$ -	-100.00%
269.425.426.99001	Transfer to Fund 001	\$ -	\$ -	\$ 110,973	100.00%
<i>Total: Transfers Out</i>		\$ 111,151	\$ 108,445	\$ 110,973	2.33%
Sub-Department Total: 426 - Kane Comm		\$ 2,347,896	\$ 2,299,600	\$ 2,422,913	5.36%
Department Total: 425 - Kane Comm		\$ 2,347,896	\$ 2,299,600	\$ 2,422,913	5.36%
<b>EXPENSES Total</b>		\$ 2,347,896	\$ 2,299,600	\$ 2,422,913	5.36%
Fund REVENUE Total: 269 - Kane Comm		\$ 2,241,532	\$ 2,299,600	\$ 2,422,913	5.36%
Fund EXPENSE Total: 269 - Kane Comm		\$ 2,347,896	\$ 2,299,600	\$ 2,422,913	5.36%
Fund Total: 269 - Kane Comm		\$ (106,364)	\$ -	\$ -	N/A



## 75,083 Police Related Incidents

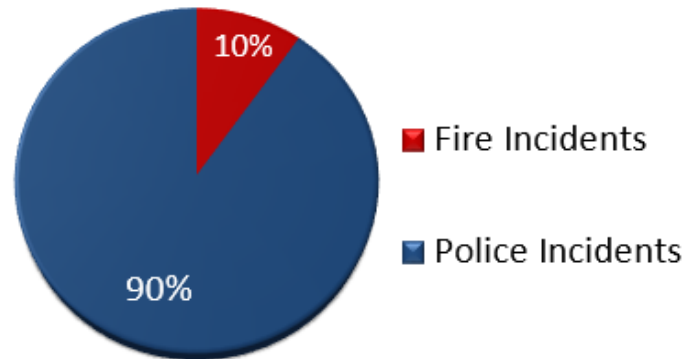


## 8,178 Fire and Emergency Medical Related Incidents



# Incident Dispatch Activity

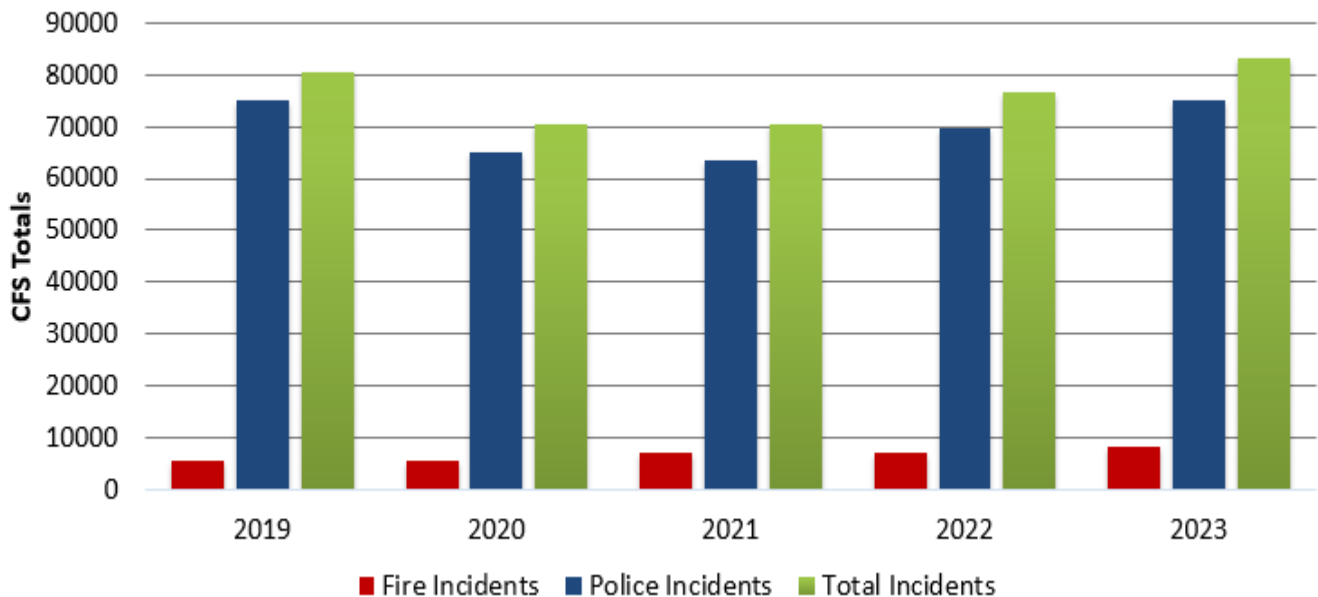
2023: Police and Fire Calls for Service



Police & Fire Agency Activity	2023	2022
Wayne Police	2964	1985
Kane County Sheriff	34,583	32,910
Hampshire Police	5261	4877
Pingree Grove Police	5090	3458
Maple Park Police	1023	748
Gilberts Police	3395	3582
Kane County Forest Preserve Police	1609	1493
Campton Hills Police	2954	2625
Big Rock Fire	583	464
Burlington Fire	753	616
Hampshire Fire	1704	1627
Kaneville Fire	314	201
Maple Park Fire	481	431
Pingree Grove Fire	2141	1860
Fox River Fire	2202	2055
<b>Subtotal</b>	<b>65,057</b>	<b>58,932</b>
<b>Other Agencies Served</b>	<b>2023</b>	<b>2022</b>
Kane County Court Services	6330	7150
Kane County Emergency Management	199	317
Kane County Sheriff's Civil Processing	11,675	10,492
<b>Subtotal</b>	<b>18,204</b>	<b>17,959</b>
<b>Total of Call Dispatch Activity</b>	<b>83,261</b>	<b>76,826</b>

# Five Year Trends - Calls for Service

5 Year Call for Service Trends

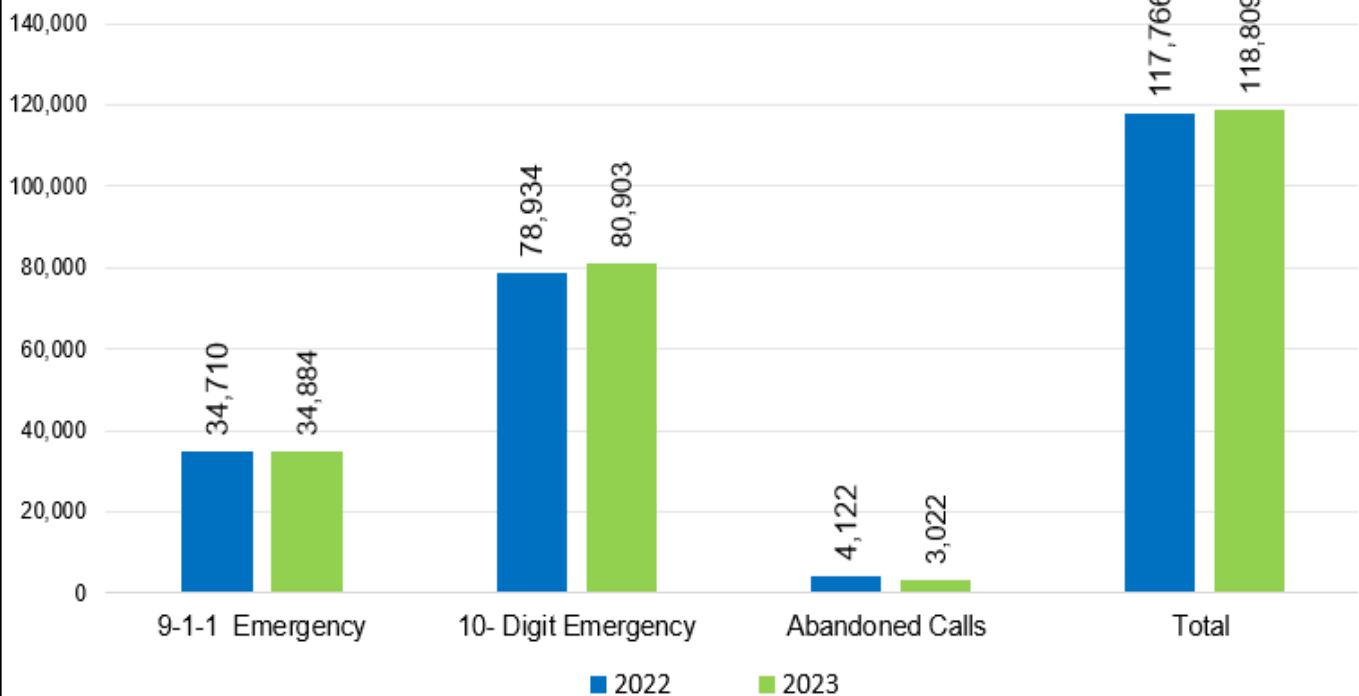


	2019	2020	2021	2022	2023
Fire Incidents	5,355	5,594	6,925	7,254	8,178
Police Incidents	75,207	64,896	63,381	69,572	75,083
Total Incidents	<b>80,562</b>	<b>70,490</b>	<b>70,306</b>	<b>76,826</b>	<b>83,261</b>

KaneComm's calls for service returned to pre-pandemic levels in 2023 with the largest increase in activity in over five years. An increase in officer-initiated activity such as traffic stops contributed to the police calls for service. Almost all KaneComm fire agencies had an increase in fire/medical calls for the year.

9-1-1 calls for domestic incidents, check the welfare, check conditions, and mental health related calls for service also increased.

## Volume of Telephone Call Activity for 2022 & 2023



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

96.27 of all telephone calls received were answered in 0-10 seconds  
3.02% of telephone calls were answered in 10-20 seconds  
0.49% of telephone calls were answered in 20-30 seconds

### **\*\*99.78 % of incoming calls met the NENA National Standard for answering 9-1-1 Calls**

Total Calls for 2022: 117,766

Total Calls for 2023: 118,809

### **Increase in Telephone Calls for 2023: 1,043**

**\*\*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.

# Top Busiest Hours in 2023

Call Hour	# Calls	Avg Du- (secs)
<b>2/22/2023 17:00</b>	<b>113</b>	<b>96.91</b>
2/22/2023 18:00	108	91.03
3/31/2023 20:00	98	78.72
2/22/2023 16:00	86	93.66
6/24/2023 15:00	62	41.98
5/23/2023 13:00	61	49.75
5/10/2023 15:00	57	75.63
5/7/2023 14:00	57	42.18
2/22/2023 19:00	56	119.39
1/28/2023 12:00	56	80.27
1/25/2023 07:00	55	69.36
5/24/2023 15:00	55	45.53
6/4/2023 14:00	55	44.55
1/25/2023 08:00	54	88.59
6/27/2023 13:00	53	63.02
5/16/2023 15:00	53	60.26
6/2/2023 14:00	52	72.46
7/25/2023 17:00	51	112.45
2/22/2023 20:00	51	112.22
6/27/2023 14:00	51	83.53
Total Calls:	1284	
Average Duration of Calls:		77.62

During an ice storm on February 22, 2023, KaneComm processed 623 phone calls from 2pm to midnight. From midnight until noon on 2/23, telecommunicators processed 260 more calls.

## **From 2:00pm on February 22 to 1200pm on February 23rd, 2023:**

**500** calls for service for KaneComm's eight police agencies and seven fire agencies including:

- 7 Accidents (with no injuries)
- 9 Check Conditions
- 9 Check Welfare
- 11 Ambulance Calls (not weather-specific)
- 1 Structure Fire (started as an alarm call at a school)
- 4 Trouble Fire Alarms
- 64 Wires Down
- 104 Roadway obstructions

Telecommunicators placed 57 outgoing calls to ComEd about wires down and 47 outgoing calls requesting townships to remove trees or roadway obstructions

**Radio Transmissions:** meaning, every time someone "keyed up" the radio from KaneComm or to talk to KaneComm on February 22nd, 2023. Normal volume of activity is about 1200-1300 transmissions for this time period.

Radio transmissions on KCSO Main from 2pm to midnight: **3,121**

Radio Transmissions on Fire North from 2pm to midnight: **445**

\*Normal volume of activity is 50-60 transmissions for this time period

Radio Transmissions on Fire South transmission from 2pm-midnight: **163**

\*Normal volume of activity is 25-30 for this time period

**Total radio transmissions on 2/22 from 2pm-midnight on KaneComm's main police and fire channels: 3,729**

# In the Communications Center

## 9-1-1 Offices and Break Space

The Communications Center and Management Offices received an upgrade in 2023.

Before:



Since March 2022, KaneComm's Operations Manager and Deputy Director had been sharing an office space.

Additional space outside the two administrative offices was available to build a third office.

After: new wall, third office and file storage space





## In the Communications Center 9-1-1 Offices and Break Space

Deputy Director and Operations Manager's Offices received new paint, carpet and furniture.



Even with the addition of a third office, KaneComm continues to brainstorm opportunities to add a training space and meeting space for multiple employees. During the summer of 2023, the Director's office was converted to a training space with three stations. It created a classroom-type setting for new Telecommunicators. The training program is a combination of a classroom setting and hands-on training in the communications center for six to nine months. The addition of a training/meeting space will also provide a location for continuing education and remedial training with current staff.



## In the Communications Center

### 9-1-1 Offices and Break Space

The project also included the addition of a quiet room and break space for Telecommunicators. Employees did not have a private/quiet space to take a break and talk on the phone with their family. They were using the locker space. The kitchen space was a shared space with OEM.



A new quiet room/break space in the Communications Center. The room can be light or dark. The window has a shade and the lights in the quiet room can brighten or dim.



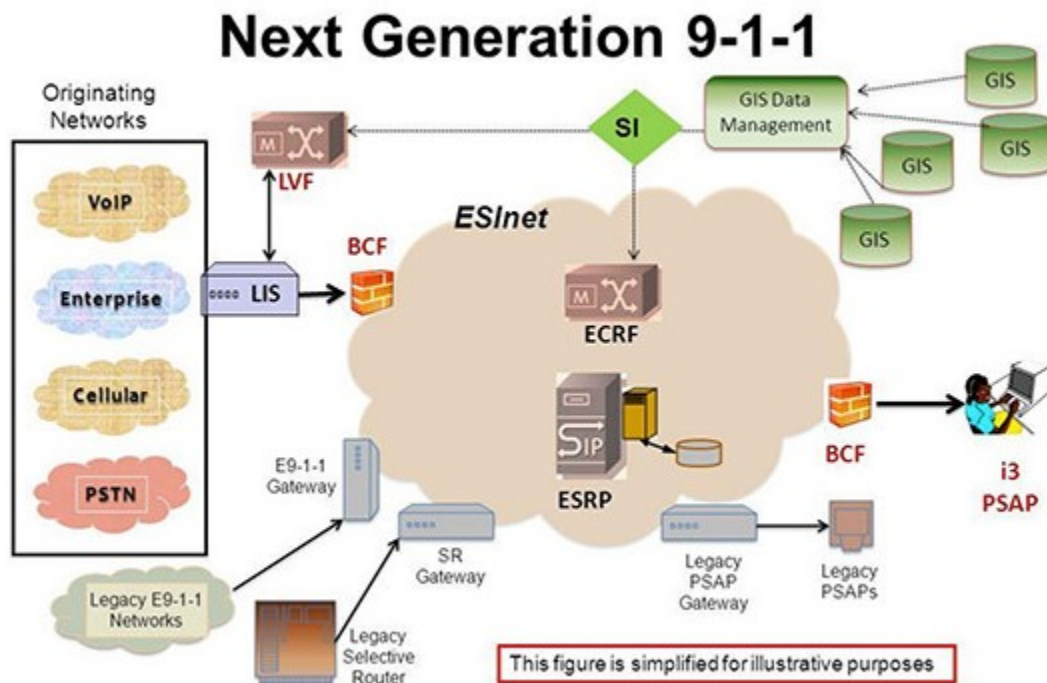


# Next Generation 9-1-1 (NG9-1-1)

For many years, the State of Illinois has been working on a plan to replace the antiquated 9-1-1 system and improve the infrastructure to better support mobile and digital devices through faster network communications and better cellular routing to Public Safety Answering Points (PSAPs, or 9-1-1 Centers.)

Next Generation 9-1-1 (NG9-1-1) is an IP-based 9-1-1 system that allows the correct routing of cellular 9-1-1 calls by working with local GIS data. NG9-1-1 also provides 9-1-1 callers with the same level of service regardless of location or device and includes the opportunity for Communication Centers to receive text, pictures, and video.

KaneComm was the nineteenth 9-1-1 center in the state to go live with NG9-1-1 and the ESRiNet in September, 2022. In January, 2023, all administrative and ten-digit emergency lines were covered to SIP (session initiation protocol/IP-based) phone lines. The move to SIP lines had a cost savings for the budget.



# Personnel & Training

KaneComm Telecommunicators, Supervisors and Administration participated in a variety of conferences, workshops, seminars and drills throughout the year. Telecommunicators spent time demonstrating the job with prospective employees as part of the hiring process.

## **Conferences, Workshops, Seminars and Drills attended by personnel in 2023:**

APCO Public Safety Telecommunicator 1 Course  
APCO Fire Service Communications Court  
APCO Emergency Medical Dispatch (EMD) Course  
APCO Leadership Symposium and Training  
APCO Conference

Denise Amber Lee Foundation Training  
Evacuation Drill with Tri-Com Central Dispatch  
FEMA EOC Operations Class  
Hampshire Fire and Police Active Shooter Drill  
Incident Command System (ICS) 300,400,  
700, 800

Illinois Public Safety Telecommunications  
Association Annual Conference (IPSTA)  
In-House training and Emergency Medical  
Dispatch Protocol Review  
Mutual Aid Box Alarm System (MABAS)  
Conference

Mutual Aid Box Alarm System (MABAS) Regional  
Seminar in Dixon and Fermi Lab

National Emergency Number Association (NENA) Conference

Hosted NENA 9-1-1 Customer Service Class

NENA Certified Training Operator (CTO) Class

NENA Center Manager Certification Program (CMCP) - Deputy Director Stoffa

Standard Operating Procedure Development: Refining and Enhancing Your 9-1-1 Center

Tyler/New World Kane County User Groups

Tyler/New World Conference





# 9-1-1 Public Education



Operations Manager McMeen and Deputy Director Stoffa at the Elgin Community College Career Fair



Deputy Director Stoffa and Director Guthrie at National Night Out

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

Elgin Community College Public Safety Open House at ECC Burlington Campus

Fox Valley Career Center Jamboree and Career Fair

Hampshire High School Government Class—the Job of a 9-1-1 Telecommunicator

Kane County Circuit Clerk's Job Fair

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

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

St. Joe's Paramedic Students sit-along in KaneComm

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



# Summary of KaneComm's Accomplishments for 2023 and Goals for 2024

## Hiring Process

KaneComm tested for the Telecommunicator position in January, March, April, May, July, and November 2023. 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 and hiring process.

2023 PROJECT RECAP	CONTINUING	COMPLETED
Full implementation of Next Generation 9-1-1 (NG9-1-1) as required by the State of Illinois		X
KaneComm is very limited on office space. Add office space to KaneComm so the Deputy Director and Operations Manager are not sharing an office. Add space for a separate breakroom/quiet area for Telecommunicators		X
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.	X	
Implement Monthly Training Scenarios with Staff (in addition to current continuing education)	X	

## 2024 GOALS AND OBJECTIVES

- 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. Three links have already been updated and working together with AT&T, the remaining links will be upgraded in FY24.
- KaneComm continues to explore space options for offices, meeting space and training space. The Operations Manager office and quiet room build out was completed in FY23.
- Using recommendations from the Radio Coverage and Infrastructure study, implement radio system redundancy, efficiencies, P25 compliance, and cost-saving solutions for radio system.





**TELECOMMUNICATORS**



**ANSWERING  
THE CALL**



**911 DISPATCHER**



**CALM VOICE IN THE DARK**

