



# KaneComm 9-1-1

## 2024 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*

### Police:

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

### Other Agencies:

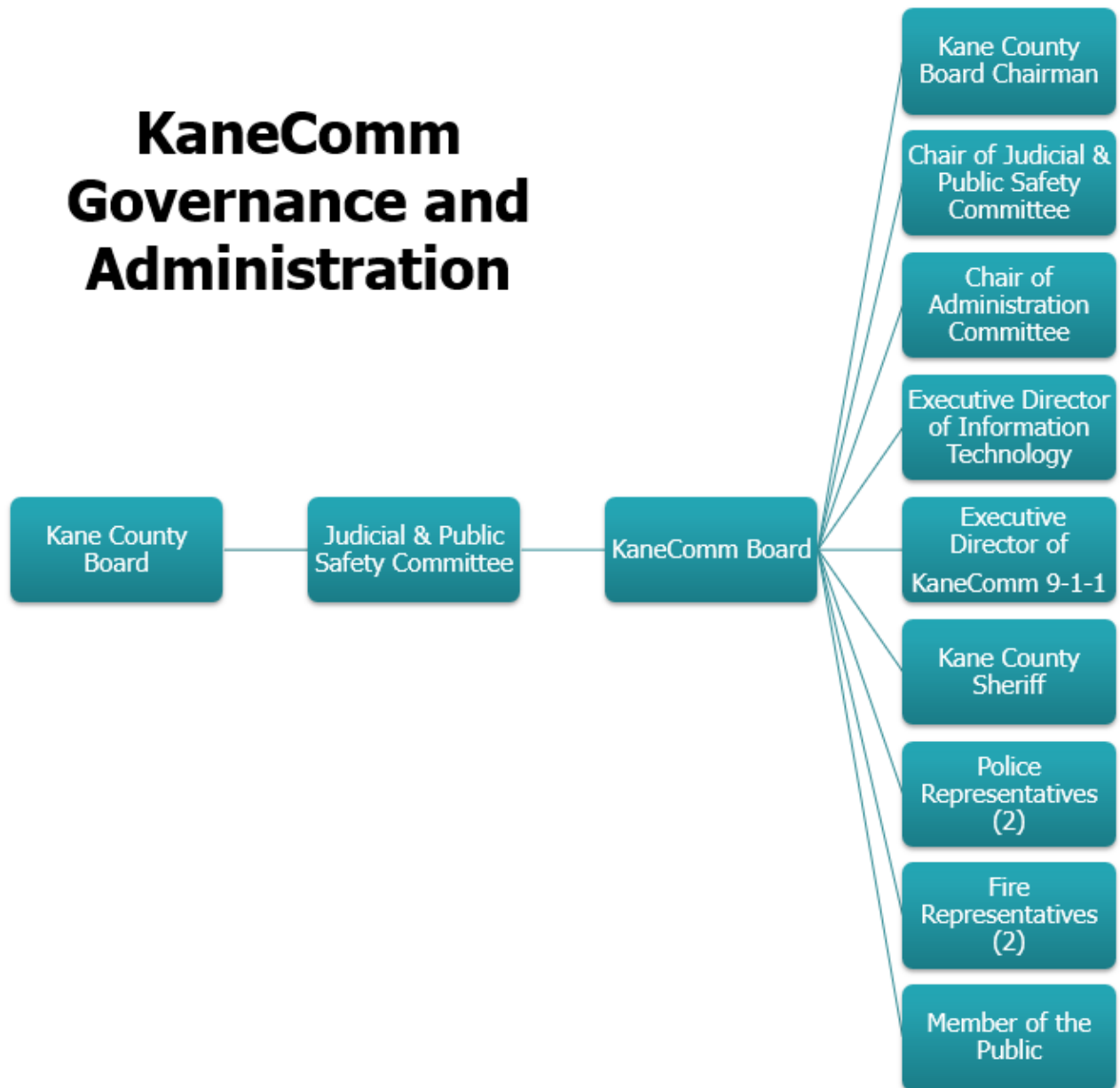
Kane County Court Services  
 Kane County Sheriff's Civil Process Servers  
 Kane County Office of Emergency Management

### Fire:

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



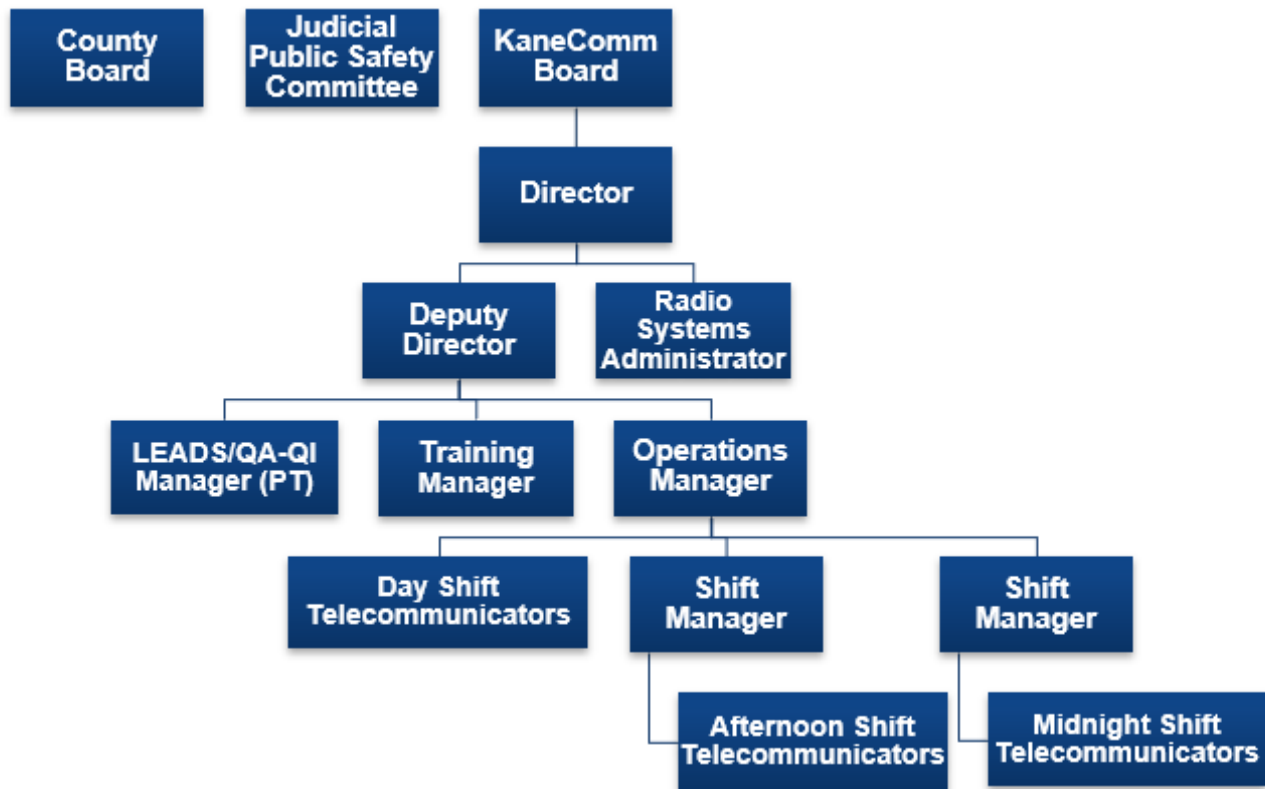
# KaneComm Governance and Administration



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

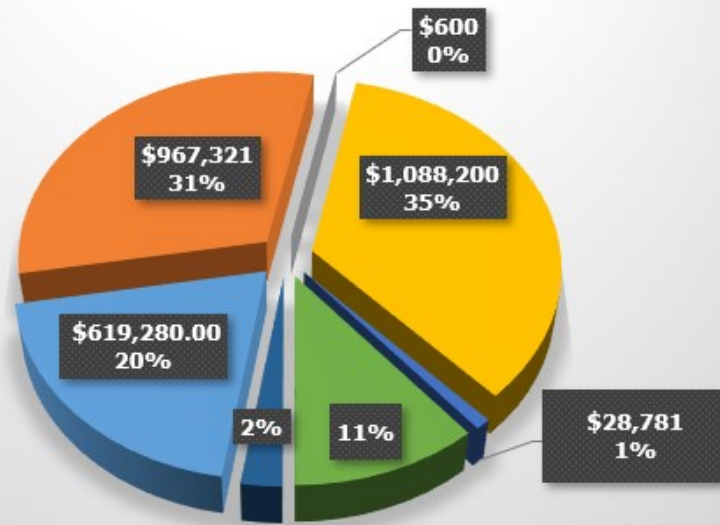


KaneComm is staffed by Telecommunicators and Shift Managers assigned to three shifts answering 9-1-1 emergency calls 24 hours a day, seven days a week, 365 days a year. Additional management and technical positions are staffed as outlined above to provide oversight and support functions.

POSITION SUMMARY			
Category	FY2023	FY 2024	Projected 2025
Full Time Regular	22	20	20
Full Time Other*	0	0	0
Part Time Regular	0	0	0
Part Time Other*	0	2	2
Total Budgeted Positions:	22	22	22

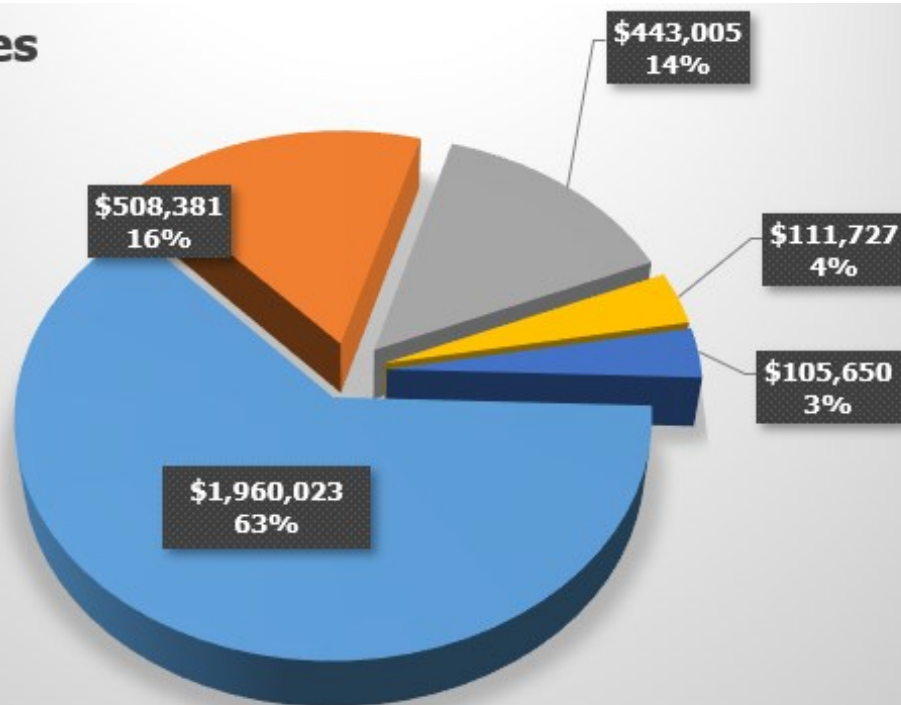
# KaneComm's Fiscal Year 2024 Budget

## Revenue



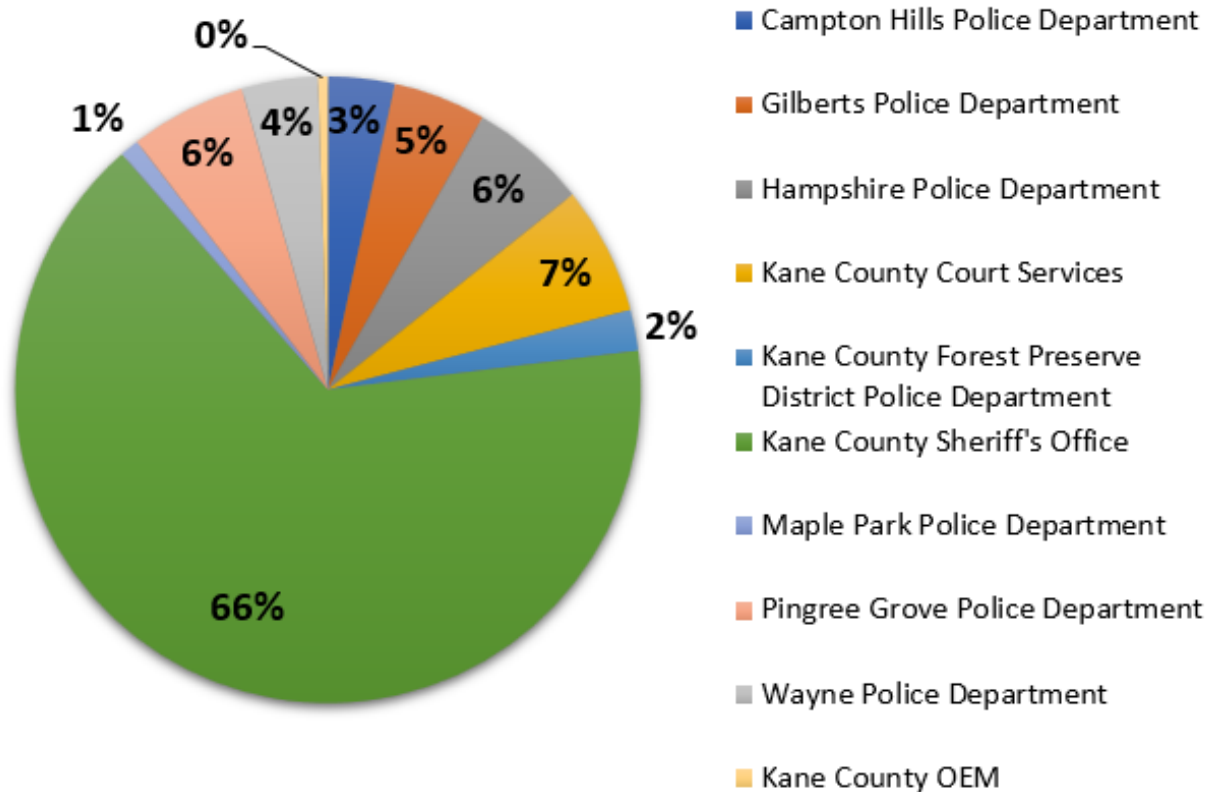
- Subscriber Fees
- Recording Fees
- ETSB Reimbursement
- Sheriff, Court and OEM Subscriber Fee
- Cell 9-1-1 Reimbursement
- KaneComm Reserves

## Expenditures



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

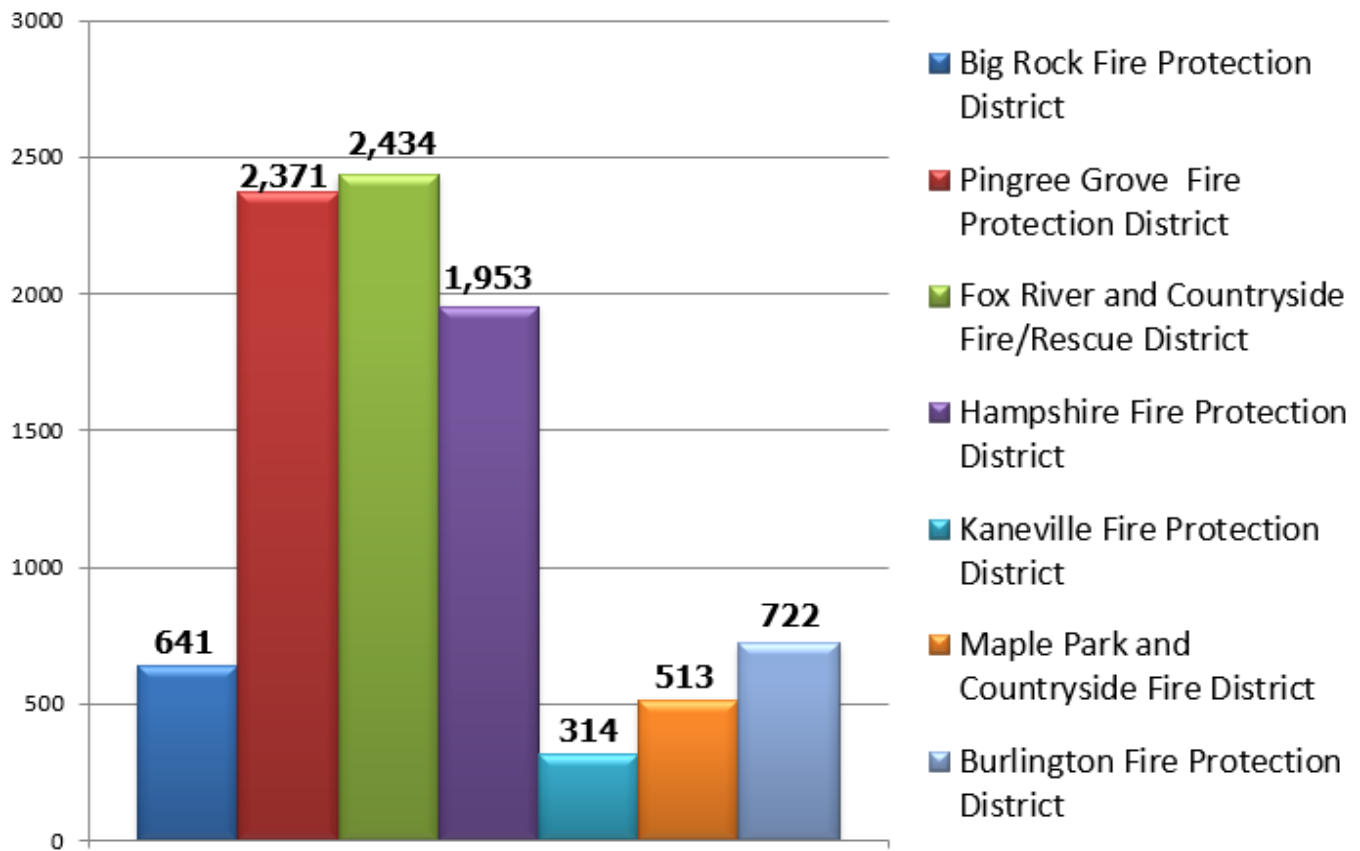
## 80,237 Police Related Incidents



Police-related incidents increased in 2024. The following call for service types contributed to the change in the volume of activity:

- Traffic Stops
- Warrant Service
- Community-Oriented Police Activity (COPA) - officer initiated activity
- Assist Citizen
- Motorist Assist
- Premises Check
- Transports and Medical Details
- Driving Complaints, Noise Complaints, Parking Complaints
- 911 Investigation (follows accidental calls to 9-1-1)
- Electronic Home Monitoring (EHM) activations
- Office of Emergency Management Response
- Sex Offense
- Indecent Exposure

## 8,948 Fire and Emergency Medical Related Incidents



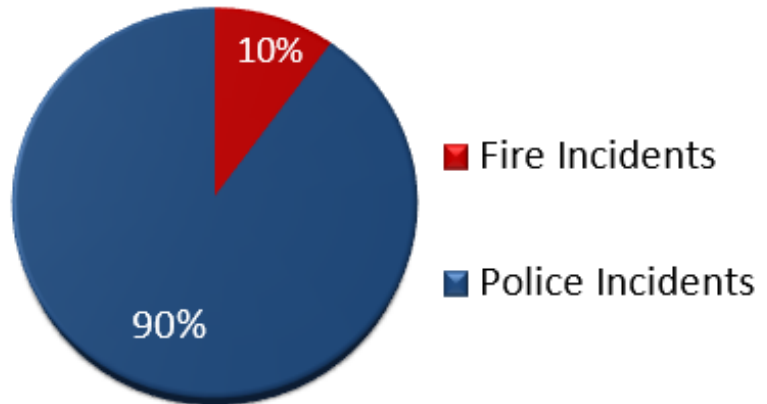
Fire and EMS incidents also increased in 2024. The following call for service types contributed to change in the volume of activity:

- Ambulance Calls
- Auto-Aid Response
- Fire Department Assist
- Trouble Alarms
- Carbon Monoxide Alarms
- Unknown Fire Investigation/Outside
- Fire Investigation Task Force Response
- Hazmat



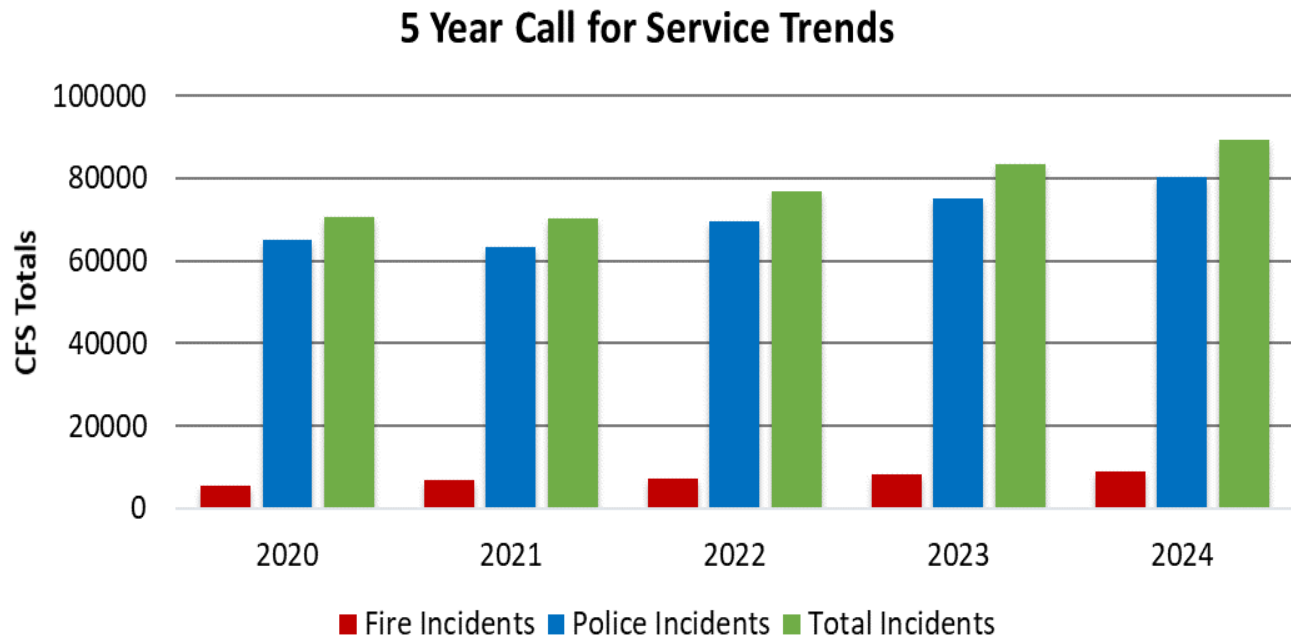
## 2024: Police and Fire Calls for Service

# Incident Dispatch Activity



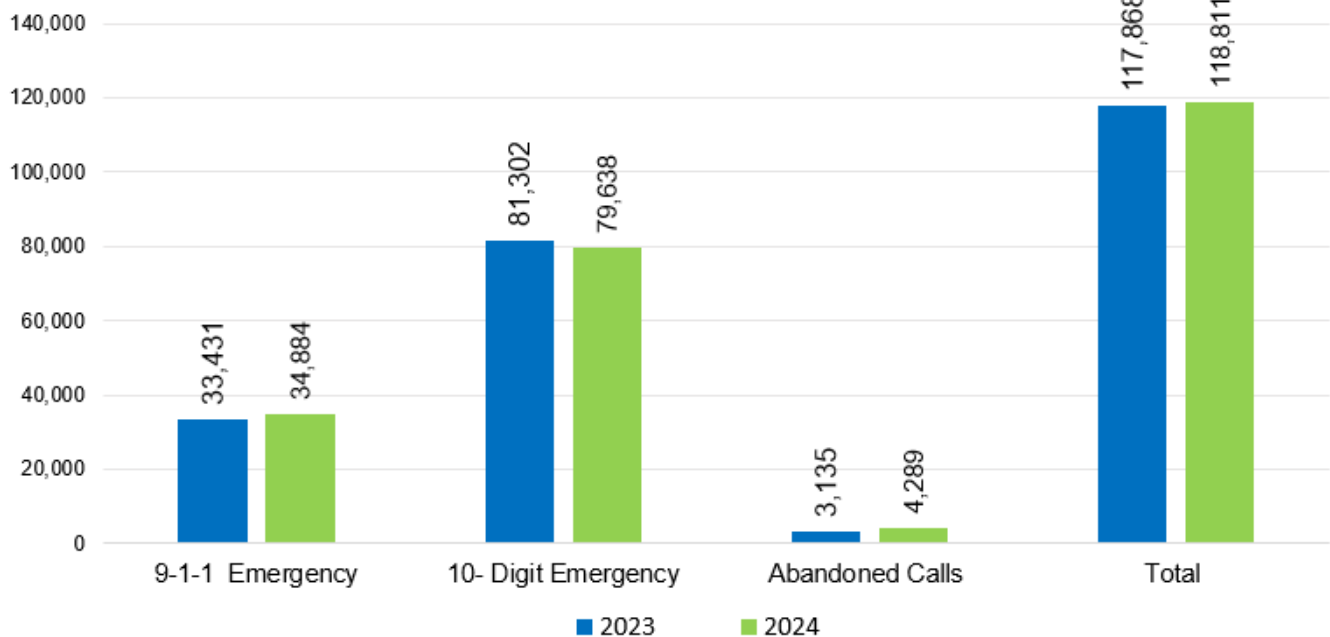
Police & Fire Agency Activity	2024	2023
Wayne Police	3155	2964
Kane County Sheriff	39,435	34,583
Hampshire Police	4852	5261
Pingree Grove Police	4830	5090
Maple Park Police	785	1023
Gilberts Police	3846	3395
Kane County Forest Preserve Police	1692	1609
Campton Hills Police	2766	2954
Big Rock Fire	641	583
Burlington Fire	722	753
Hampshire Fire	1953	1704
Kaneville Fire	314	314
Maple Park Fire	513	481
Pingree Grove Fire	2371	2141
Fox River Fire	2434	2202
<b>Subtotal</b>	<b>70,309</b>	<b>65,507</b>
Other Agencies Served	2024	2023
Kane County Court Services	5302	6330
Kane County Emergency Management	407	199
Kane County Sheriff's Civil Processing	13,150	11,675
<b>Subtotal</b>	<b>18,859</b>	<b>18,204</b>
<b>Total of Call Dispatch Activity</b>	<b>89,168</b>	<b>83,261</b>

## Five Year Trends - Calls for Service



	2020	2021	2022	2023	2024
Fire Incidents	5,594	6,925	7,254	8,178	8,948
Police Incidents	64,896	63,381	69,572	75,083	80,237
Total Incidents	<b>70,490</b>	<b>70,306</b>	<b>76,826</b>	<b>83,261</b>	<b>89,185</b>

### Volume of Telephone Call Activity for 2023 & 2024



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

97.32% of all telephone calls received were answered in 0-10 seconds  
 1.90% of telephone calls were answered in 10-20 seconds  
 0.78% of telephone calls were answered in 20-30 seconds

### **\*\*99.22 % of incoming calls met the NENA National Standard for answering 9-1-1 Calls**

Total Calls for 2024: 117,868

Total Calls for 2023: 118,811

### **Increase in Telephone Calls for 2024: 943**

**\*\*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 2024

Call Hour	# Calls	Avg Duration (secs)
1/9/2024 15:00	103	70.31
7/14/2024 22:00	92	81.27
2/27/2024 19:00	86	82.14
1/9/2024 16:00	66	82.41
12/4/2024 17:00	63	71.98
10/6/2024 15:00	62	45.21
7/15/2024 22:00	61	86.15
8/26/2024 18:00	61	64.44
7/17/2024 16:00	60	88.37
7/15/2024 21:00	59	73.98
9/19/2024 21:00	58	61.76
9/12/2024 15:00	57	79.07
7/4/2024 22:00	57	67.18
10/11/2024 13:00	53	60.26
7/17/2024 17:00	51	81.75
2/27/2024 20:00	51	63.98
12/8/2024 18:00	50	66.68
11/21/2024 20:00	49	106.82
10/28/2024 18:00	48	120.04
9/6/2024 18:00	48	78.9
<b>Total Calls:</b>	<b>1235</b>	
<b>Average Duration of Calls:</b>		<b>76.17</b>

The top busiest hours in 2024 were related to storm activity in Kane County.

On January 9th, 2024, areas in Kane County received between four and a half to six inches of snow. The roads were slick and KaneComm received calls for motorist assists and weather-related accidents.

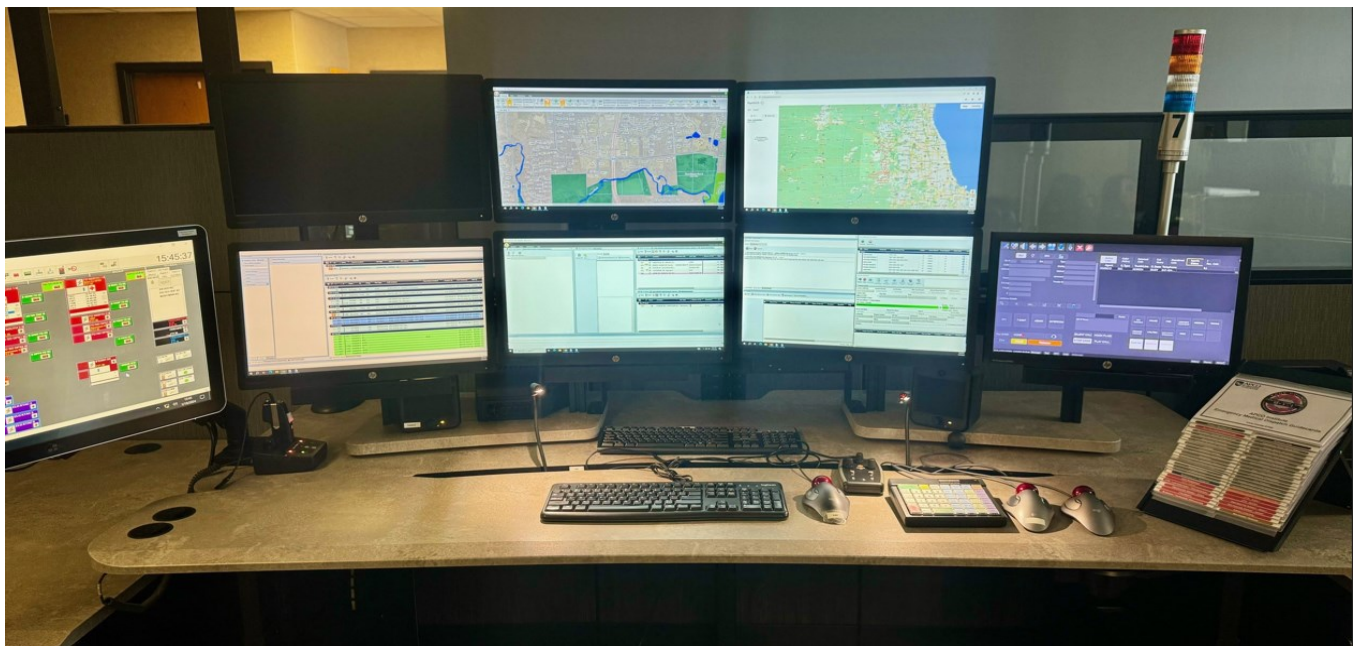
On February 27th, four tornados touched down in Kane County. The storms brought damage and a windspeed of 86-110mph. KaneComm received calls for wires down, trees down, and damage during the storms.

On both July 14th and 15th, EFO tornados touched down in Kane County and brought two days of high volume activity for the 80 to 95mph winds and damage.

# The Communications Center

KaneComm's main priority remains focused on hiring and training 9-1-1 Telecommunicators. Additional projects in 2024 include:

- 9-1-1 Computer Aided Dispatch (CAD) System server and software upgrade
- Implemented the Tyler Technologies Law Enforcement Records Management Systems (LERMS/RMS) with KaneComm's subscribing police agencies
- Completed the interface install from KaneComm's CAD system to the fire subscriber's records reporting software
- Awarded Next Generation 9-1-1 (NG9-1-1) grants to integrate the Emergency Medical Dispatch protocols into the CAD system and to implement CAD2CAD with Tri-Com Central Dispatch
- Costly T1 lines were replaced with AT&T ASEoD circuits at the radio towers
- All UPS batteries were replaced at the radio tower sites for battery backup
- Radio Administrator Andy Baumann performed radio maintenance, programming and tuning for all police and fire agencies
- An additional IFERN radio receiver was added to the Geneva Tower to enhance county coverage on the IFERN radio channel and benefit all fire agencies using the channel
- KaneComm is working on enhancing the VHF radio system by implementing microwave connection and simulcast. The project will benefit fire agencies and increase coverage on both fire channels throughout the county. It will also benefit police agencies that use VHF police channels as redundancy and backup for radio communications. The project will be completed by the end of FY25.
- New radio sites will be added to the system in Maple Park and in Fox River and Countryside Fire's jurisdiction.





## In the Communications Center

KaneComm continues exploring options for additional space. Even with the buildout of a third office, the LEADS and QA/QI Coordinator is sharing an office with the Deputy Director.

New employees do not have a space to train. The training program is a combination of a classroom setting and hands-on training in the communications center for six to nine months.

The team does not have a training or meeting space. When training current staff on new software, space has to be reserved in other locations that can accommodate multiple computer stations and equipment. The addition of a training/meeting space will also provide a location for continuing education and remedial training with current staff.



Shared office space:  
Deputy Director and LEADS  
QA-QI Coordinator



# Personnel & Training

KaneComm Telecommunicators, Shift Managers, and Administration participated in a variety of conferences, workshops, seminars and drills throughout the year. Telecommunicators spent time demonstrating the job with paramedic students, police and fire sit-alongs and prospective employees as part of the hiring process.

## **Conferences, Workshops, Seminars and Drills attended by personnel in 2024:**

APCO Public Safety Telecommunicator 1 Course  
APCO Fire Service Communications Course  
APCO Emergency Medical Dispatch (EMD) Course  
APCO Leadership Symposium and Training  
APCO Conference  
Burnout in 9-1-1  
Defining the 9-1-1 Professional: The First Three Minutes  
Denise Amber Lee Foundation Training  
Evacuation Drill with Tri-Com Central Dispatch  
First Responders Roundtable Event at Elgin Community College Campus  
Illinois Public Safety Telecommunications Association Annual Conference (IPSTA)  
In-House training and Emergency Medical Dispatch Protocol Review  
Kane County Crisis Team Tabletop Exercises  
Kaneland School District Active Shooter Drill—with fire and police agencies  
Mutual Aid Box Alarm System (MABAS) Conference  
National Emergency Number Association (NENA) Conference  
NENA Certified Training Operator (CTO) Class  
NENA Enhanced Fire Dispatch  
NENA Supervisor Certification—Shift Manager Michelle Sandoval  
Transforming 9-1-1 Center Culture  
Tabletop exercises with OEM  
Tyler/New World Kane County User Groups  
Tyler/New World Conference



# Personnel and Training

## Hiring Process

KaneComm tested for the Telecommunicator position in January, February, April, July, November and December, 2024. The hiring process includes an online typing test, skills testing, interview, psychological exam, background screening, and physical exam.

Applicants must pass all phases of the testing and hiring process.

## Employee Anniversaries

**March:** Shift Manager Sandoval—17 years

TC Johnson—8 years

TC Perez—23 years

Operations Manager McMeen—2 years

**April:** TC Reece—10 years with KaneComm, 16 years with Kane County

**May:** TC Keating—11 years,

TC Schoppe- 10 years

Director Guthrie—11 years

**June:** TC Holt—19 years

**July:** Deputy Director Stoffa—5 years

Radio Administrator Baumann—12 years

TC Nielsen—1 year

**September:** TC Green—1 year

TC Vivanco—1 year

**October:** TC Moore—5 years

TC Holden—23 years

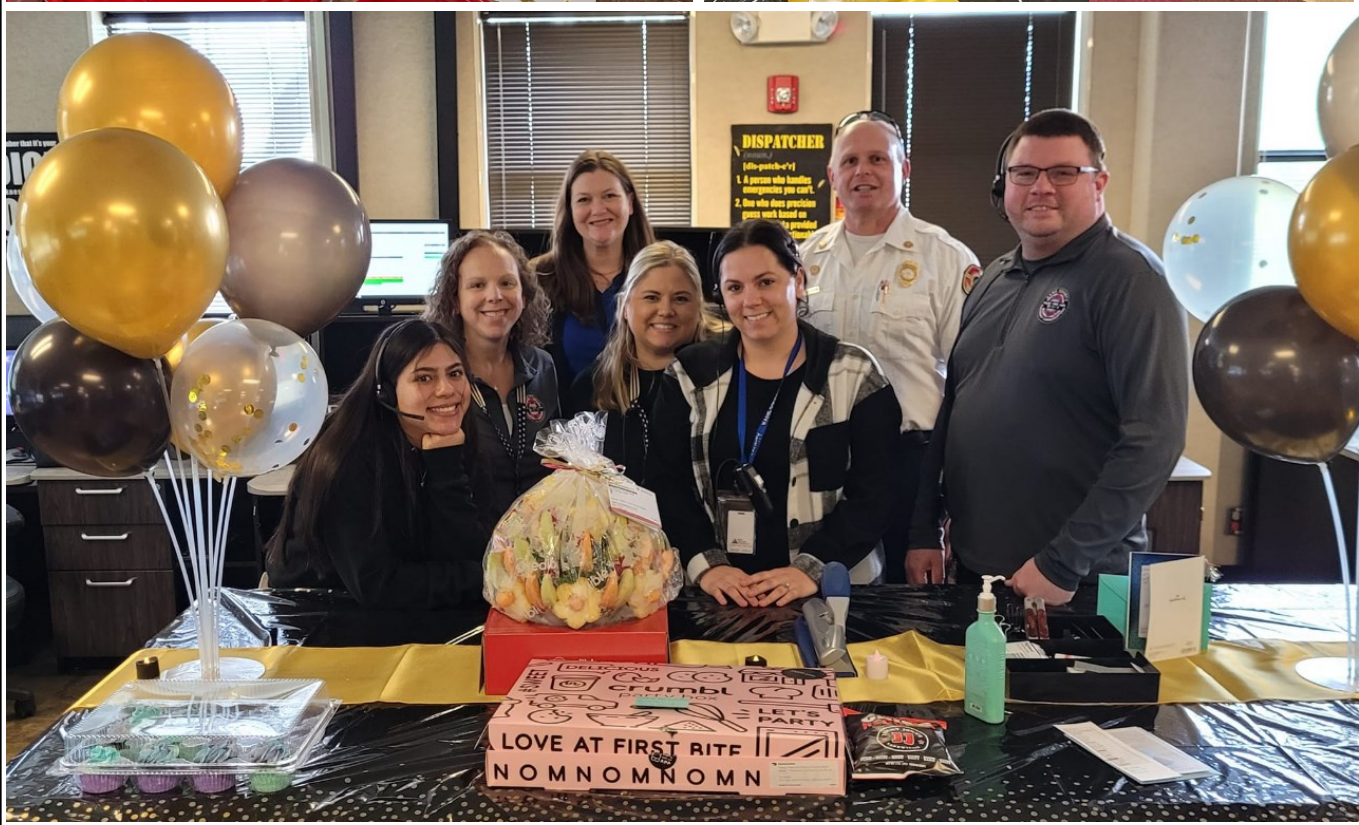
**November:** TC Kurzrock—2 years





# Employee Recognition

The second full week in April is National Public Safety Telecommunicator Week. NPSTW is a week long event that honors public safety Telecommunicators for their service, commitment and sacrifice. The team celebrated with recognition from the Kane County Board and Police and Fire subscribing agencies.





# Employee Recognition

In April, Telecommunicator Nereida Perez was publicly recognized and thanked by Burlington Fire Chief Mike Tiedt and the Public Safety Judicial Committee for her life-saving actions during a 9-1-1 call on February 19th, 2024.

"TC Perez's ability to speak fluent Spanish and her abilities as a dispatcher were key to the successful outcome of the call. She was able to determine the nature of the call immediately and get appropriate resources dispatched without having to wait for translation. Too many times, the role of a Telecommunicator is overlooked. We, in the field, cannot perform our job without them. Good Telecommunicators make our job easier," said Chief Tiedt.

TC Perez translated how to perform life-saving CPR to a Spanish speaking caller trying to help someone that had just been electrocuted, hit their head during a fall and was unconscious and not breathing. Thanks to her work, the patient was expected to recover.



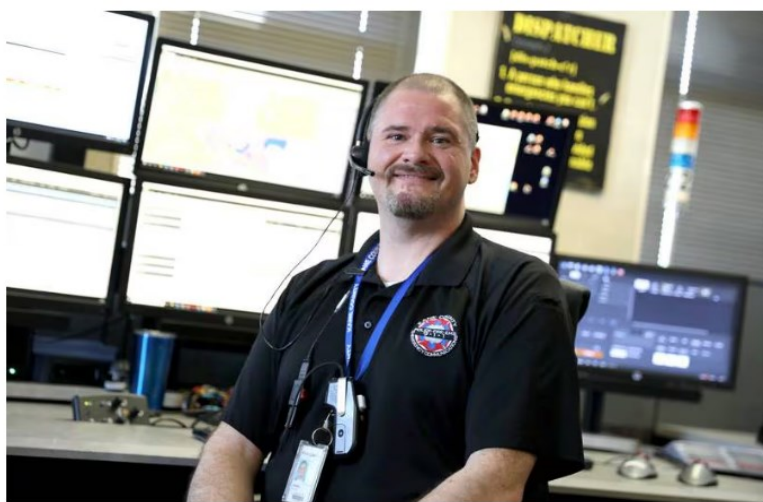
Burlington Community Fire Protection District Chief Mike Tiedt, during a Kane County Judicial and Public Safety Committee meeting

-Story and photo by Kane County Connects Staff

**SHAW LOCAL** News Network

May 02, 2024 at 12:05 am CDT

Expand



Jim Holden is a dispatcher at Kane County Emergency Communications (KaneComm) in Geneva. (Sandy Bressner)

In May, Shaw Media visited KaneComm for a feature story on Telecommunicator James Holden for their "Thank you, First Responders," edition. TC Holden has been a Telecommunicator for over 20 years.

The feature highlighted Telecommunicators as the first, first responders. 9-1-1 Telecommunicators must remain calm and professional in day-to-day critical, high-stress circumstances, have great communication skills and multi-task at a high level.



# Telecommunicator Support



Working in 9-1-1 is stressful, and there are many resources available to the KaneComm Team for support. The team enjoys visits from emotional support dogs (and a even a couple cats.) Julia Comfort Dog, Marshall—with the Rock River Chaplain Association, St. Charles Police Comfort Dog Saint, and Maui with the VIP Service Dog Foundation (with Blair Peters) stopped in the communications center for visits this year.

KaneComm has monthly prepaid for sessions with Lilly Counseling and Consultation. Dr. Michelle Lilly specializes in 9-1-1 Telecommunicator support and all sessions are completely confidential.

Other support available to the team includes Kane County EAP, First Responder Wellness Center, Jada Hudson—Clinical Counselor, Counseling Work, Help for Our Heroes and Law Enforcement social workers.





# 9-1-1 Public Education



## **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 Fire Protection District's Station 2 Open House

Kane County 4-H Day

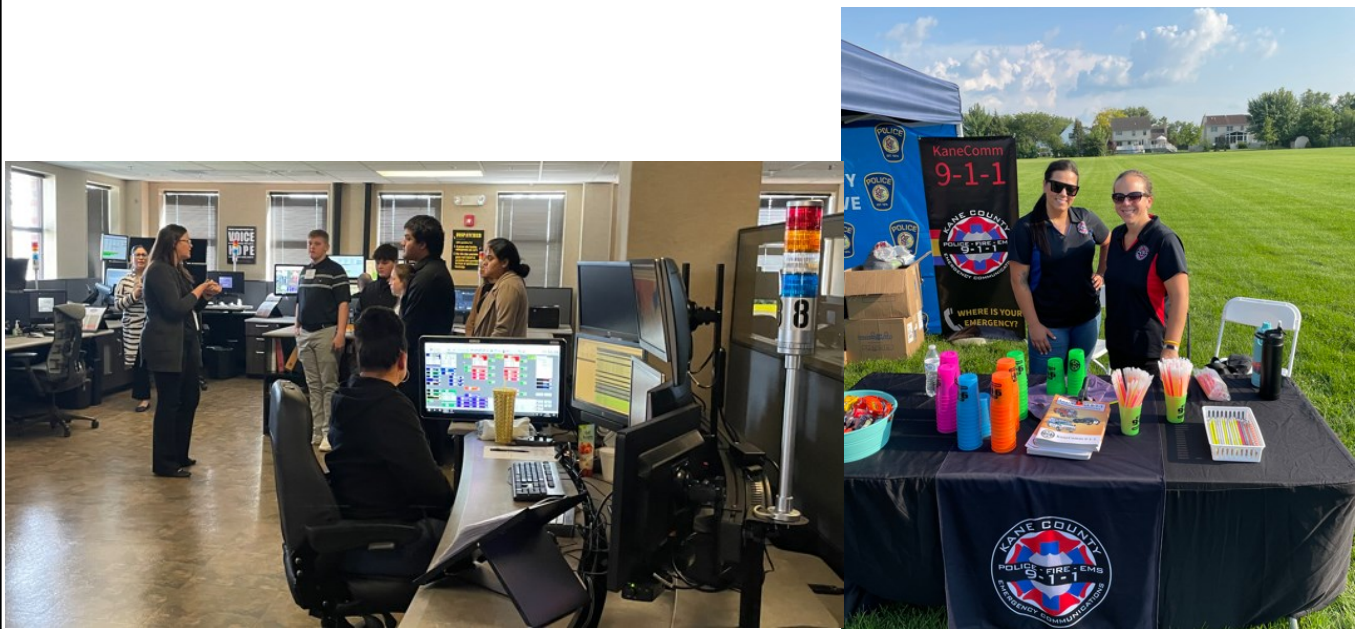
Kane County Sheriff's Office Citizen's Police Academy Presentation

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

Pingree Grove and Countryside Fire Protection District's Open House

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 2024 and Goals for 2025

Indicators	Projected FY24	Continuing FY25
Up-to-date policies and procedures that reflect current operations and compliance with 9-1-1 industry standards	X	X
Implement monthly training scenarios with staff (in addition to current continuing education)	X	X
Replace T1 phone lines with AT&T recommended ASEoD (switched Ethernet) circuits	X	
Work with Information Technologies, Purchasing and the Emergency Systems Telephone Board (ETSB) on microwave network at primary radio system sites	X	X
KaneComm police agencies are projected to go live on RMS in July 2024	X	
KaneComm fire agencies are projected to go live with their new ESO records in 2024. An interface from CAD to their records system will be installed for efficiency. Sharing data from CAD to their records system will improve workflow for KaneComm and fire agencies.	X	
KaneComm is reviewing EMD protocols, options and funding opportunities to integrate the EMD cards into the CAD system - will be grant funded	X	X
Court Services and Civil Process Servers are projected to go-live in 2024 following a CAD software upgrade	X	X
Revise and approve KaneComm Subscriber Agreement	X	X
The radio administrator's office is not located in KaneComm. His office is in the back of the yellow house and does not have enough space for radio equipment storage and workspace. It would be best to have his office located in KaneComm	X	X
New Telecommunicators receive three weeks of classroom training. KaneComm does not have a space to complete this training for multiple employees/new hires. The training space is also necessary for group/scenario-based training and review for experienced Telecommunicators. The training room could also be utilized for meetings and conferences.	X	X





Telecommunicator Pumpkin Decorating Contest, visits from kittens and spreading holiday cheer in the communications center

