

KaneComm



2019 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
- 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:

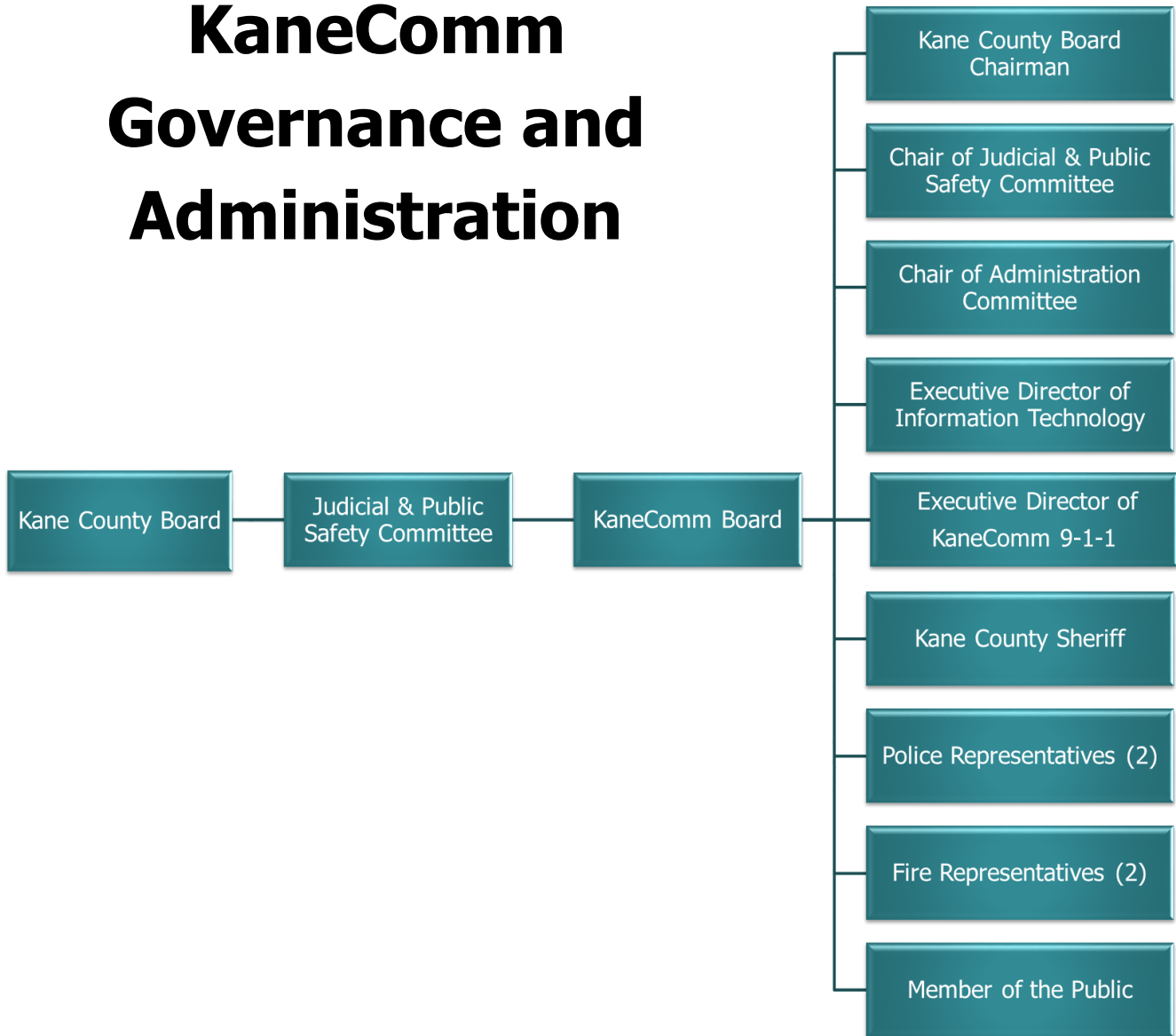
- Big Rock Fire Department
- Burlington Fire Department
- Fox River & Countryside Fire Rescue District
- Hampshire Fire Department
- Kaneville Fire Department
- Maple Park Fire Department
- Pingree Grove Fire Department

Other Agencies:

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

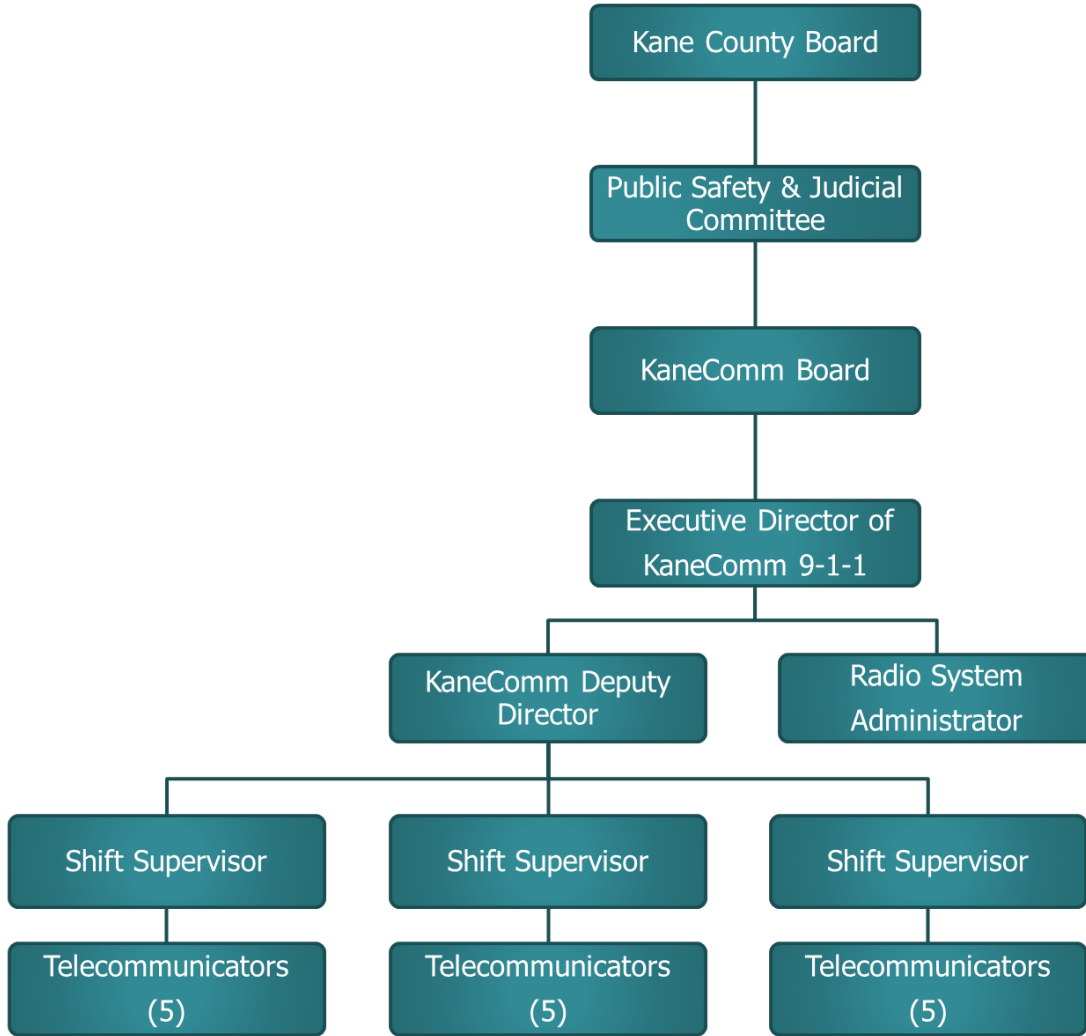


KaneComm Governance and Administration



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.

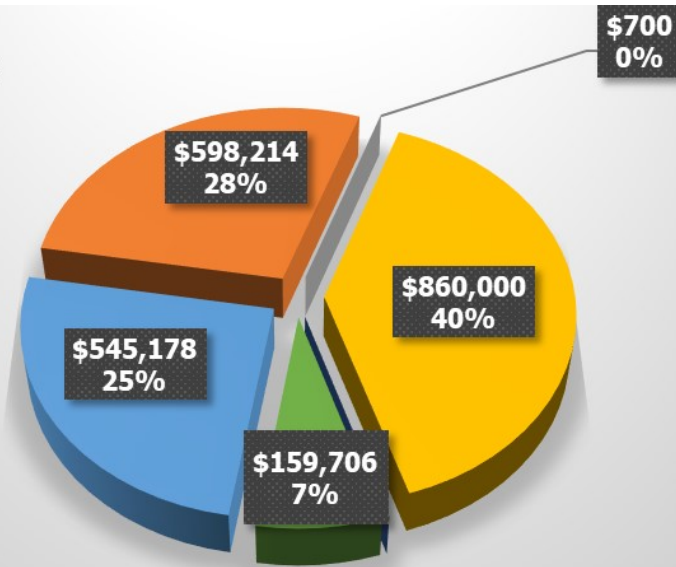
KaneComm's Organizational Structure



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.

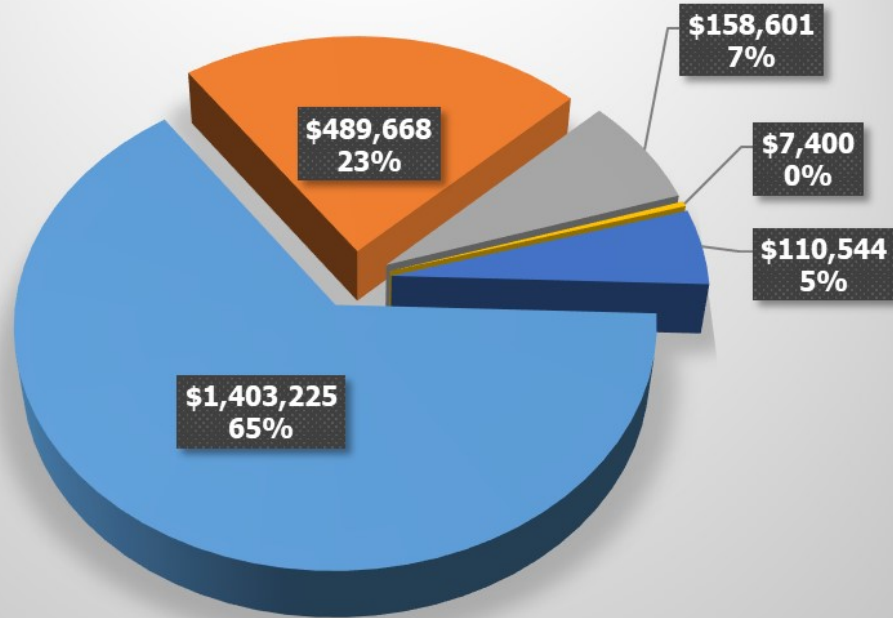
KaneComm's Fiscal Year 2019 Budget \$ 2,169,438

Revenue



- Subscriber Fees
- Sheriff's Subscriber Fee
- Recording Fees
- Cell 9-1-1 Reimbursement
- Courts & OEM Fees

Expenditures



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

Authorized Staffing Levels

POSITION SUMMARY			
Category	FY 2018	FY 2019	Projected 2020
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 2018 & 2019

Fund/Sub-Department	2017 Actual Amount	2018 Amended Budget	2019 Adopted Budget	% Change 2018-2019	
Fund: 269 - Kane Comm					
REVENUES					
Department: 425 - Kane Comm					
Sub-Department: 000 - Revenues					
<i>Charges for Services</i>					
34420	Radio Communication Fees	\$ 609,564	\$ 522,701	\$ 545,178	4.30%
35220	Emergency Communications Audio Recording	\$ 375	\$ 700	\$ 700	0.00%
<i>Total: Charges for Services</i>		\$ 609,939	\$ 523,401	\$ 545,878	4.29%
<i>Reimbursements</i>					
37070	Cell 911 Surcharge Reimbursement	\$ 406,730	\$ 500,000	\$ 860,000	72.00%
37900	Miscellaneous Reimbursement	\$ 50	\$ 475,000	\$ -	-100.00%
<i>Total: Reimbursements</i>		\$ 406,780	\$ 975,000	\$ 860,000	-11.79%
<i>Interest Revenue</i>					
38000	Investment Income	\$ 8,865	\$ -	\$ -	N/A
<i>Total: Interest Revenue</i>		\$ 8,865	\$ -	\$ -	0.00%
<i>Transfers In</i>					
39000	Transfer From Other Funds	\$ 722,417	\$ 771,091	\$ 757,920	-1.71%
<i>Total: Transfers In</i>		\$ 722,417	\$ 771,091	\$ 757,920	-1.71%
Sub-Department Total: 000 - Revenues		\$ 1,748,001	\$ 2,269,492	\$ 2,163,798	-4.66%
Department Total: 425 - Kane Comm		\$ 1,748,001	\$ 2,269,492	\$ 2,163,798	-4.66%
REVENUES Total		\$ 1,748,001	\$ 2,269,492	\$ 2,163,798	-4.66%
EXPENSES					
Department: 425 - Kane Comm					
Sub-Department: 426 - Kane Comm					
<i>Personnel Services- Salaries & Wages</i>					
40000	Salaries and Wages	\$ 1,264,610	\$ 1,314,367	\$ 1,332,885	1.41%
40200	Overtime Salaries	\$ 68,400	\$ 56,903	\$ 65,434	14.99%
<i>Total: Personnel Services- Salaries & Wages</i>		\$ 1,333,011	\$ 1,371,270	\$ 1,398,319	1.97%
<i>Personnel Services- Employee Benefits</i>					
45000	Healthcare Contribution	\$ 212,606	\$ 250,242	\$ 271,362	8.44%
45009	Healthcare Subsidy	\$ (10,182)	\$ -	\$ -	N/A
45010	Dental Contribution	\$ 7,482	\$ 8,850	\$ 8,723	-1.44%
45019	Dental Subsidy	\$ (650)	\$ -	\$ -	N/A
45100	FICA/SS Contribution	\$ 98,513	\$ 104,903	\$ 106,798	1.81%
45200	IMRF Contribution	\$ 128,414	\$ 129,997	\$ 102,051	-21.50%
<i>Total: Personnel Services- Employee Benefits</i>		\$ 436,183	\$ 493,992	\$ 488,934	-1.02%

KaneComm's Fiscal Year 2018 & 2019 Budget Detail

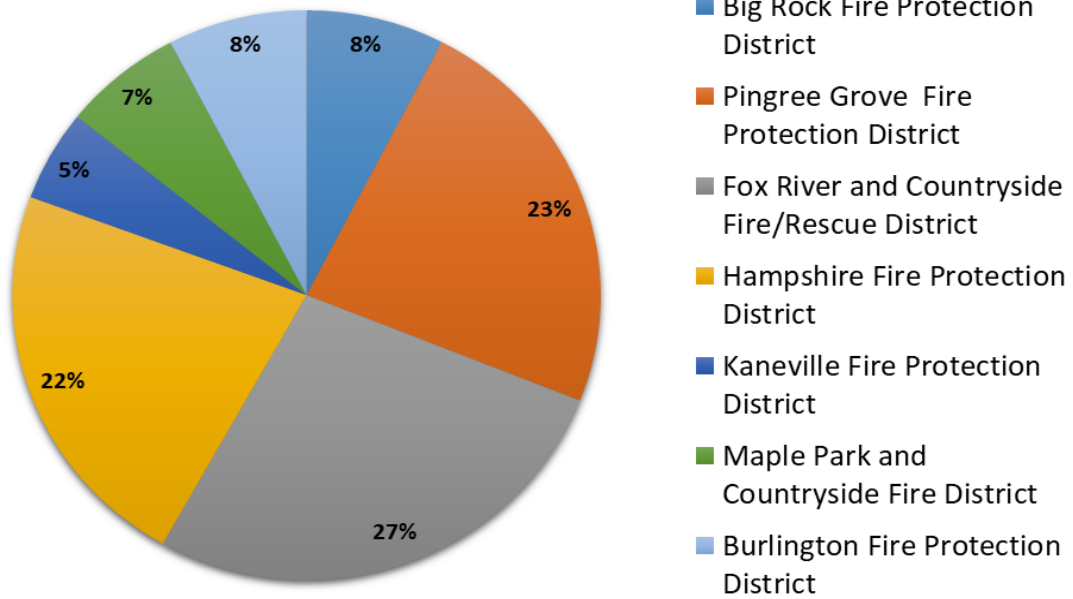
Fund/Sub-Department		2017 Actual Amount	2018 Amended Budget	2019 Adopted Budget	% Change 2018-2019
<i>Contractual Services</i>					
50150	Contractual/Consulting Services	\$ 23,820	\$ 33,882	\$ 40,366	19.14%
52130	Repairs and Maint- Computers	\$ 788	\$ 5,670	\$ 5,635	-0.62%
52140	Repairs and Maint- Copiers	\$ 272	\$ 500	\$ 500	0.00%
52150	Repairs and Maint- Comm Equip	\$ 3,720	\$ 9,650	\$ 9,650	0.00%
52190	Equipment Rental	\$ 23,731	\$ 24,540	\$ 25,236	2.84%
53000	Liability Insurance	\$ 22,193	\$ 23,133	\$ 24,925	7.75%
53010	Workers Compensation	\$ 28,343	\$ 28,391	\$ 33,322	17.37%
53020	Unemployment Claims	\$ 2,140	\$ 1,841	\$ 1,467	-20.32%
53100	Conferences and Meetings	\$ 5,739	\$ 8,000	\$ 8,500	6.25%
53110	Employee Training	\$ 4,650	\$ 3,500	\$ 3,500	0.00%
53120	Employee Mileage Expense	\$ 1,988	\$ 2,500	\$ 2,500	0.00%
53130	General Association Dues	\$ 1,166	\$ 1,500	\$ 1,500	0.00%
53150	Pre-Employ Drug Testing and Labs	\$ -	\$ 750	\$ 750	0.00%
53160	Pre-Employment Physicals	\$ 504	\$ 750	\$ 750	0.00%
<i>Total: Contractual Services</i>		\$ 119,053	\$ 144,607	\$ 158,601	9.68%
<i>Commodities</i>					
60000	Office Supplies	\$ 1,798	\$ 2,200	\$ 2,200	0.00%
60010	Operating Supplies	\$ 311	\$ 2,200	\$ 2,200	0.00%
60020	Computer Related Supplies	\$ 1,272	\$ 2,400	\$ 2,400	0.00%
60080	Employee Recognition Supplies	\$ 502	\$ 500	\$ 600	20.00%
<i>Total: Commodities</i>		\$ 3,883	\$ 7,300	\$ 7,400	1.37%
<i>Contingency and Other</i>					
89000	Net Income	\$ -	\$ 53,856	\$ -	-100.00%
<i>Total: Contingency and Other</i>		\$ -	\$ 53,856	\$ -	-100.00%
<i>Transfers Out</i>					
99000	Transfer To Other Funds	\$ 29,983	\$ 198,467	\$ 110,544	-44.30%
<i>Total: Transfers Out</i>		\$ 29,983	\$ 198,467	\$ 110,544	-44.30%
Sub-Department Total: 426 - Kane Comm		\$ 1,922,114	\$ 2,269,492	\$ 2,163,798	-4.66%
Department Total: 425 - Kane Comm		\$ 1,922,114	\$ 2,269,492	\$ 2,163,798	-4.66%
EXPENSES Total		\$ 1,922,114	\$ 2,269,492	\$ 2,163,798	-4.66%
Fund REVENUE Total: 269 - Kane Comm		\$ 1,748,001	\$ 2,269,492	\$ 2,163,798	-4.66%
Fund EXPENSE Total: 269 - Kane Comm		\$ 1,922,114	\$ 2,269,492	\$ 2,163,798	-4.66%

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

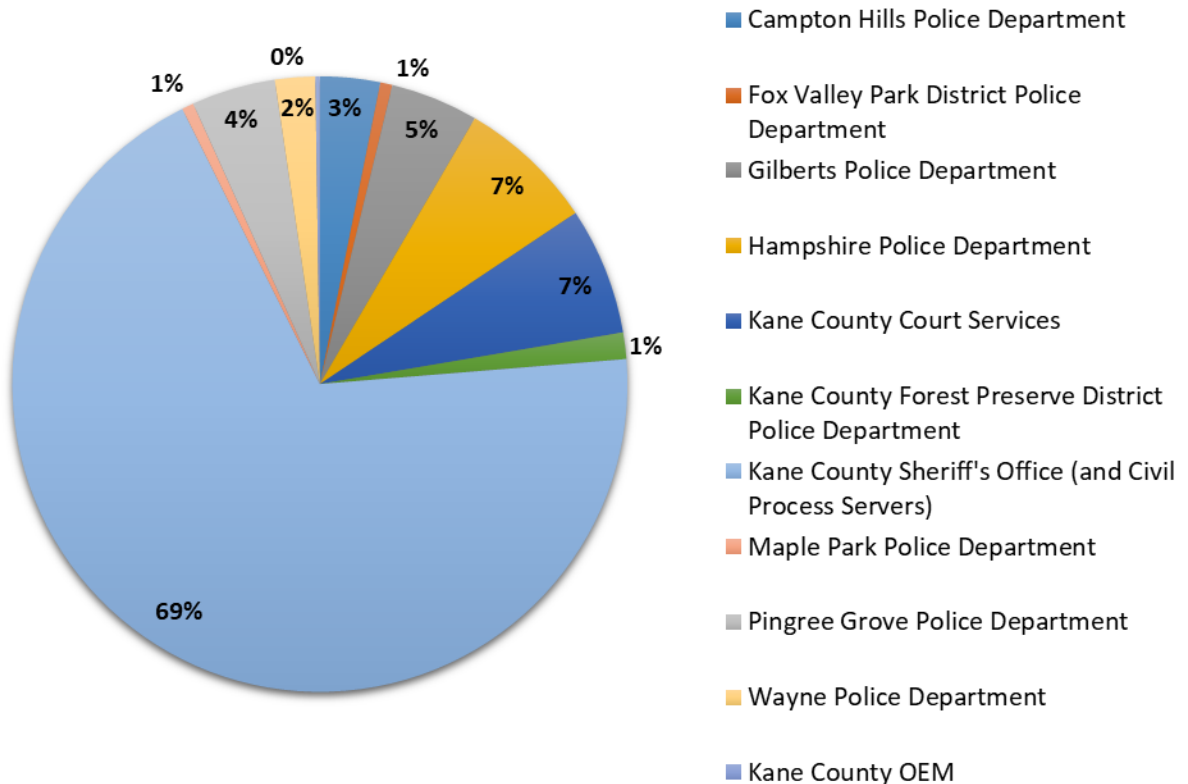
Illinois legislation increased the 9-1-1 surcharge rate from \$.87 to \$1.50. KaneComm received additional revenue in 2018 from the increase in 9-1-1 surcharge fees. The increase in surcharge revenue balanced the shortfall in the budget.

Police and Fire Activity in 2019

5,355 Fire and Emergency Medical Related Incidents

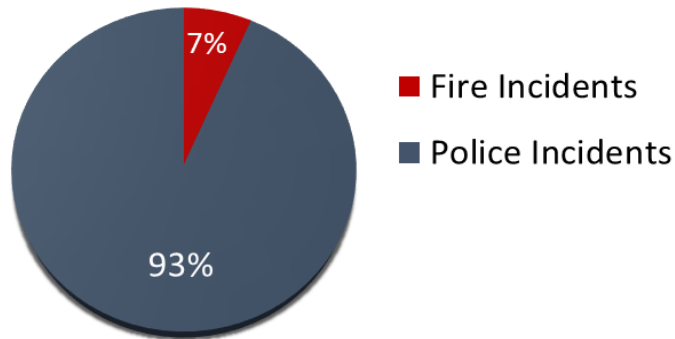


75,114 Police Related Incidents



Incident Dispatch Activity

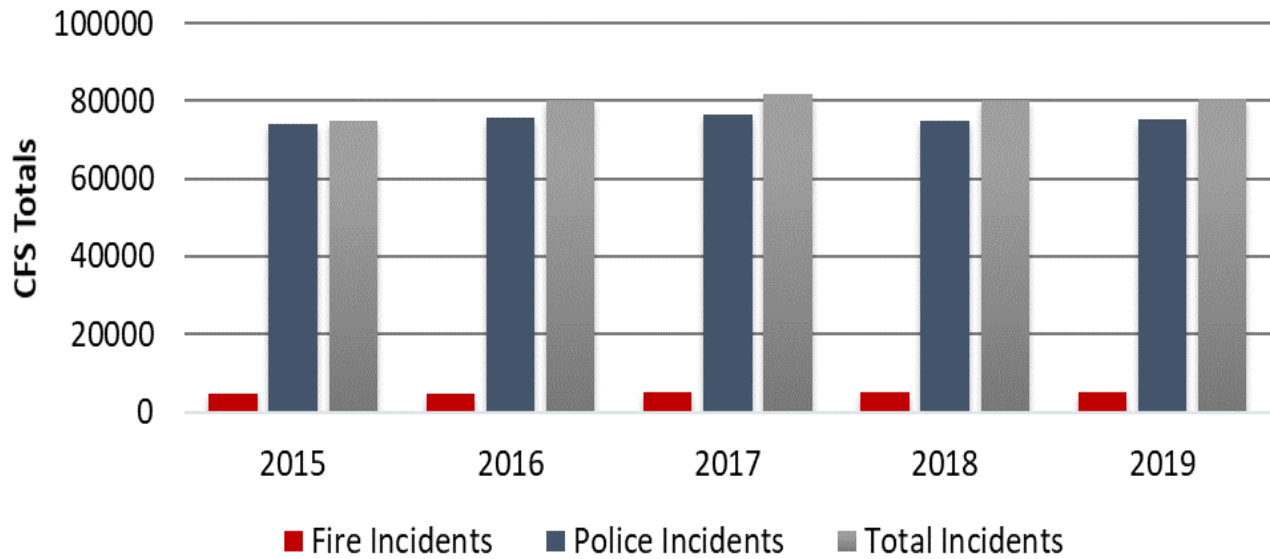
2019: Police and Fire Calls for Service



Police & Fire Agency Activity	2019	2018
Wayne Police	1586	1880
Kane County Sheriff	35868	36087
Hampshire Police	5418	5557
Pingree Grove Police	3314	3349
Maple Park Police	467	269
Gilberts Police	3462	3761
Kane County Forest Preserve Police	1044	1257
Fox Valley Park District	478	1343
Campton Hills Police	2374	2611
Big Rock Fire	407	425
Burlington Fire	410	450
Hampshire Fire	1203	1257
Kaneville Fire	277	200
Maple Park Fire	352	292
Pingree Grove Fire	1255	1254
Fox River Fire	1451	1393
Subtotal	59,366	61,385
Other Agencies Served	2019	2018
Kane County Court Services	5029	2716
Kane County Emergency Management	175	118
Kane County Sheriff's Civil Processing	15,899	16,075
Subtotal	21,103	18,909
Total of Call Dispatch Activity	80,469	80,344

Five Year Trends - Incidents Dispatched

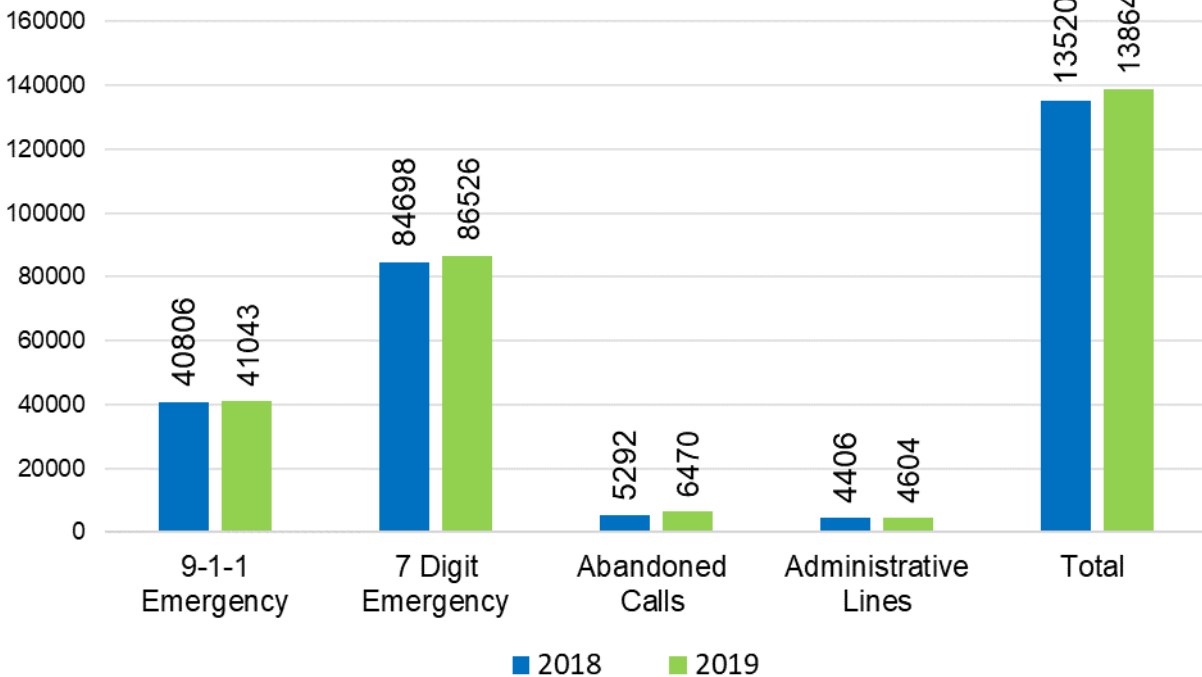
5 Year Call for Service Trends



	2015	2016	2017	2018	2019
Fire Incidents	4,731	4,921	5,251	5,271	5,355
Police Incidents	75,579	76,133	76,717	75,073	75,114
Total Incidents	80,310	81,054	81,968	80,344	80,469

The call for service total in 2018 and 2019 are based on nine police agencies while the totals in 2014-2017 are based on ten. The call for service totals continued to grow for KaneComm agencies in 2019. The trends reflect an increasing workload in the 9-1-1 Center.

Volume of Telephone Call Activity for 2018 & 2019



Performance Statistics for 2019

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

Telephone Ring to Call Pick-up Time:

95.57% of all telephone calls received were answered in 0-10 seconds

3.892% of telephone calls were answered in 10-20 seconds

0.3% 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**

Outgoing Calls Made by Telecommunicators: 41,222

Total Calls for 2019: 138,674

Total Calls for 2018: 135,202

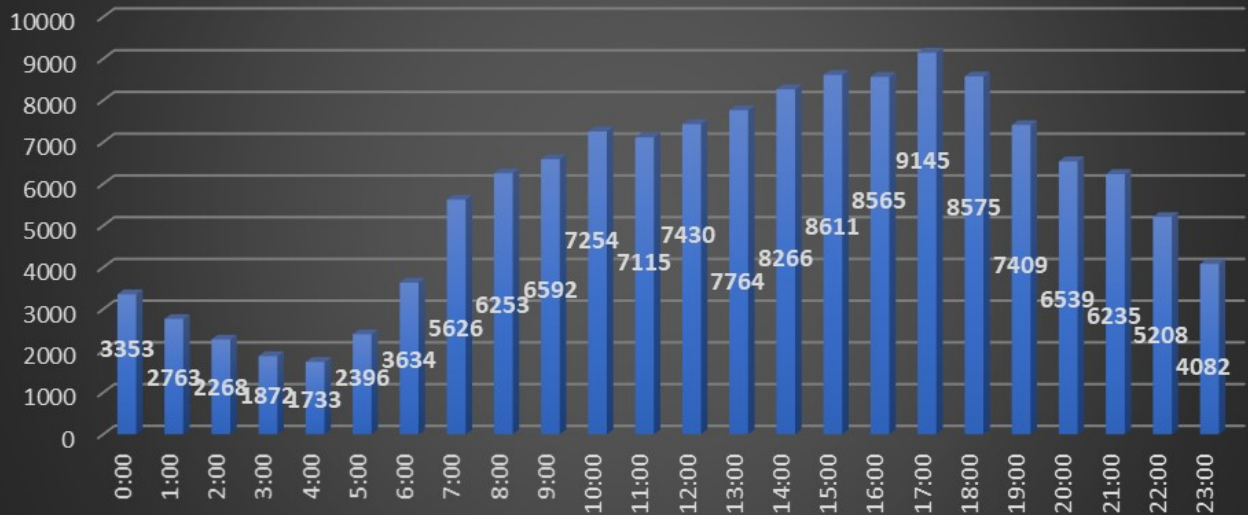
Increase in Telephone Calls for 2019 Over 2018: 3,472

****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.

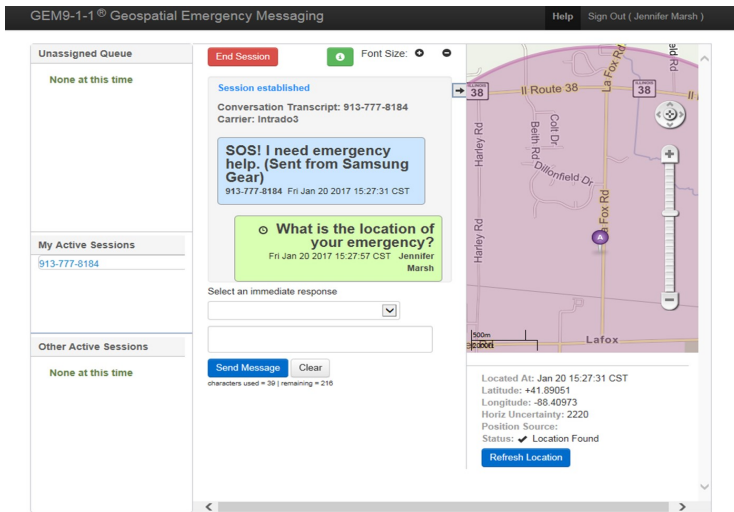
Average Call Volume by Day of the Week



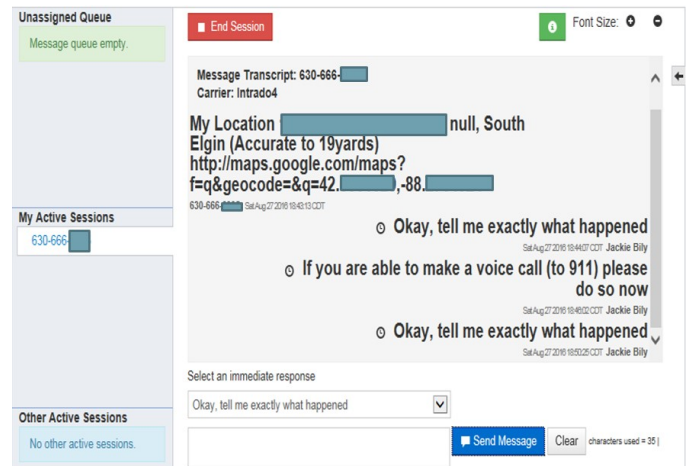
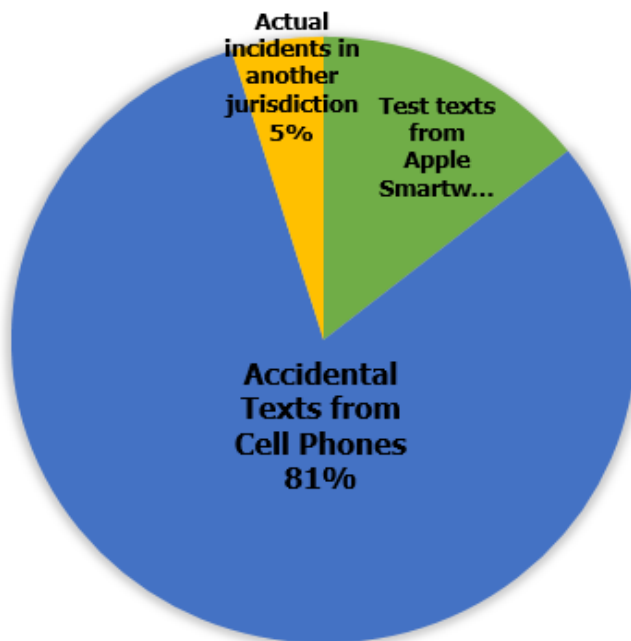
Average Call Volume by Hour of the Day



Text to 9-1-1



TEXT TO 9-1-1 2019 STATISTICS



KaneComm handled a total of twenty one texts in 2019, a large decrease over the last two years.

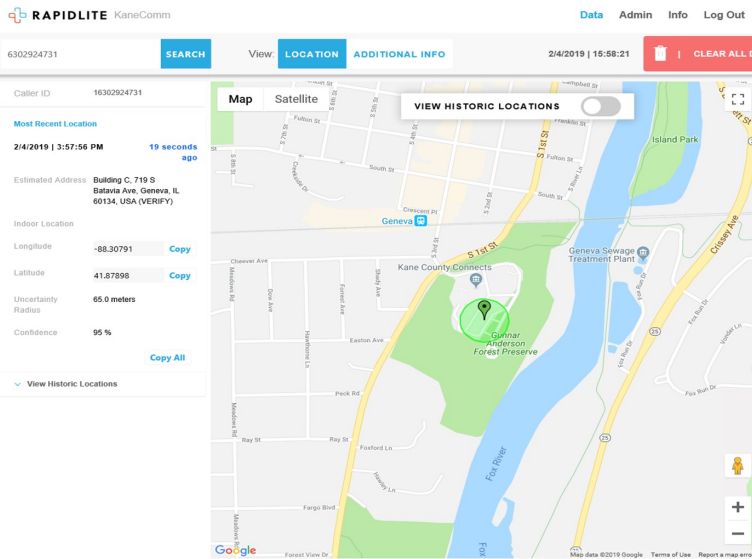
KaneComm did receive one text report for an incident requiring police response, however, it was outside KaneComm jurisdiction.

Seventeen texts were accidental from cellular phones, and three were accidental from Apple Smartwatches.

Text to 9-1-1 continues to have location inaccuracy, which is why a voice call is always preferred.

RapidSOS

In January 2019, KaneComm implemented RapidSOS. RapidSOS is an advanced emergency technology company that is partnering with public safety to provide precise wireless location to 911 without the need for an app. There is no cost to 9-1-1 centers for RapidSOS.



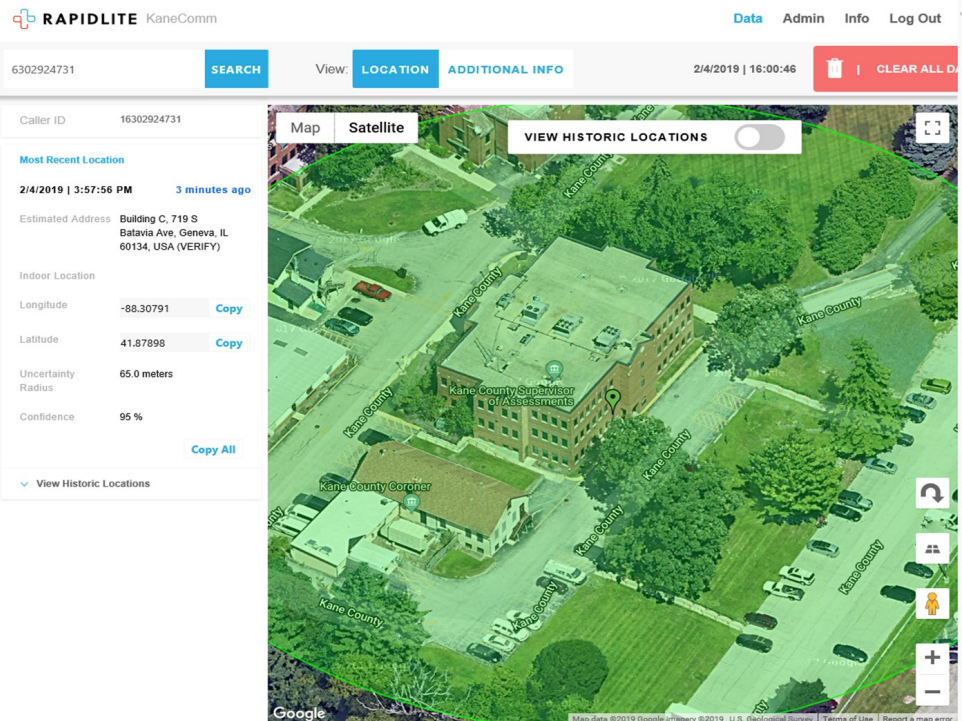
Apps like Uber locate users based on device-based hybrid location, whereas 911 today still uses a network-centric approach that often falls back to cell tower triangulation when a GPS fix cannot be obtained, for instance, when the caller is indoors.

Device-based hybrid location, sometimes referred to as "fused location", combines all of the sensors (GPS, WiFi access points, Bluetooth beacons, barometric pressure, pedestrian dead reckoning/gyro sensors/accelerometers, etc.) on a smartphone. In comparative location

testing, device-based location has shown to be faster and more accurate than traditional network-based location mechanisms.

The NG911 Clearinghouse is a NENA i3 compliant Location Information Server (LIS) and Additional Data Repository (ADR) that is accessible to authorized PSAPs.

Through the NG911 Clearinghouse, PSAPs can securely access device-based hybrid location information from enabled smartphones, without the need for the caller to use an app, resulting in faster and more accurate location than Phase 2 information currently available. If data is available, it is displayed within milliseconds. This is a stark contrast to the 25-30 seconds it typically takes to get Phase 2 re-bid from the ALI database.



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 currently capable of receiving Enhanced 9-1-1, Wireless Phase II calls, and Text to 9-1-1 in the Intrado Viper phone system.

In preparation for NG9-1-1, KaneComm and neighboring agency Tri-com, applied separately for a grant to upgrade the existing Intrado Viper Phone System in order to be NG9-1-1 ready. Both centers serve as each other's backup location and are in the Kane County Emergency System Telephone Board (ETSB).

The Kane County ETSB is responsible for planning, implementing, controlling, maintaining and upgrading the current and future demands of the Enhanced 9-1-1 telephone system for KaneComm and Tri-Com.

In April, KaneComm and Tri-Com were notified that both grant

proposals were successful. KaneComm was awarded \$125,303 and Tri-com was awarded \$336,210. In total, the Kane County ETSB received \$461,513 from the State of Illinois NG9-1-1 Expenses Grant Program.

The grant will enable both centers to upgrade their phone systems to allow for the new NG9-1-1 technology according to the State mandate, and update the aging hardware of the current system. The deadline to be NG9-1-1 ready is July 1st, 2020.

The upgraded system will go-live for both agencies in April 2020.

In addition, NG9-1-1 will work with local GIS data to correctly route cellular 9-1-1 calls. Every agency must submit the required GIS data layers to the State of Illinois according to the scheduled deadlines. 9-1-1 agencies must work together to ensure there no gaps or areas of overlapping jurisdiction when submitting data to the state.

In 2019, KaneComm and Kane County GIS met every two months with neighboring agencies Tricom, Elgin, Quadcom, and KenComm, and members from the Illinois State Regional NG9-1-1 Committee to discuss and plan the GIS process for NG9-1-1. By working together as a County, the group coordinated how the data is submitted to the state.

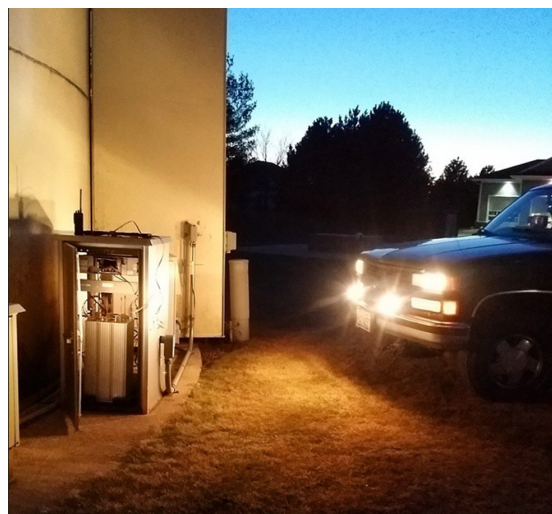
REQUIRED LAYERS DELIVERY SCHEDULE					
	EFFORT	TIME to COMPLETE	DRAFT 1	DRAFT 2	DRAFT 3
PSAP Boundary	Easy	Day(s)	4/27/2019	8/31/2019	10/31/2019
Provisioning	Easy	Day(s)	8/31/2019	10/31/2019	12/31/2019
Police Boundary	Moderate	Week(s)	10/31/2019	12/31/2019	2/28/2020
Fire Boundary	Moderate	Week(s)	12/31/2019	2/28/2020	4/31/2020
EMS Boundary	Moderate	Week(s)	2/28/2020	4/31/2020	6/30/2020
Address Points	Moderate	Month(s)	4/31/2020	8/30/2020	12/31/2020
Road Centerlines	Difficult	Month(s)	8/30/2020	12/31/2020	4/31/2020

9-1-1 System Improvements

In January 2019, Radio Administrator Andy Baumann created a voice over IP (VoIP) interface to Police Channel 1, allowing a cellular app to talk on the police channel. KaneComm received positive feedback from police users, and the voIP interface expanded in spring to include five more radio channels: Police Channel 2, Fire North, Fire South, IFERN and OEM. The app is secure, free of charge, and is managed by KaneComm. Users must be approved via KaneComm personnel in order to monitor and talk on the network.

In Spring 2019, a permanent radio patch was created between KaneComm's main VHF Police Channel 1 and the UHF radio system at the Judicial Center Campus. KaneComm, The Sheriff's Office Patrol, Corrections Officers at the Jail and Court Security at the Judicial Center now have the ability to communicate on one site-wide radio channel because of the patch.

KaneComm worked with Mutual Aid Box Alarm System (MABAS) Division 2 Communication Centers, Quadcom and Elgin, to improve communications in the north end of the County. Quadcom and Elgin are now sharing KaneComm's equipment to improve radio coverage on the IFERN fire mutual aid channel.



During a major storm in June, KaneComm lost power at four radio sites, taking the Fire South Channel down for an hour. Radio Administrator Baumann used his truck as temporary power to bring one radio site and Fire South back online. OEM supplied a generator until power was restored over twenty four hours later. Of KaneComm's seventeen radio sites, only two are supported by generator. To prevent downtime in the future, UPS units were rebuilt and batteries were replaced to provide

temporary power at five key sites.

In addition to new projects, Radio Administrator Baumann completed routine maintenance for KaneComm and subscribing agencies including replacing the outdated radio equipment for Police Channel 1, Channel 2, Fire North and KDOT at the Elburn and Gilberts Radio Towers.



Personnel & Training

KaneComm focused on hiring throughout 2019. One telecommunicator-in-training resigned in July, citing the stress of the job. Three trainees were hired in October.

Deputy Director Sarah Stoffa joined the team in July. She has sixteen years of experience in public safety communications having served as Deputy Director, Training Coordinator, Certified Training Officer (CTO) and Telecommunicator during her career. As KaneComm Deputy Director, she's focused on hiring, training, and efficiency in daily operations.

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

Conferences, Workshops, Seminars and Drills attended by personnel in 2019:

9-1-1 Legislation Updates
APCO Basic Calltaking
APCO Fire Dispatch
APCO Police Dispatch
APCO Communications Training Operator Certification
APCO Telecommunicator Symposium and Training
Customer Service the 9-1-1 Way
Critical Incident Debriefing for Telecommunicators
Defeating Workplace Drama
Emergency Preparedness and Trauma Symposium
Illinois Public Safety Telecommunications Association Annual Conference (IPSTA)
International Wireless Communications Expo (IWCE)
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)
Kane County OEM Search and Rescue Drill at Paul Wolff Forest Preserve
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
Sexual Assault Training for Telecommunicators
Ride Alongs (with subscribing police agencies)
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 Dallas, TX
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.

In March, Shelley Lemons and Michelle Guthrie and members of the Kane County Sheriff's Office participated in the Polar Plunge at Loon Lake in Yorkville to help raise money for Special Olympics.

KaneComm participated in the 2019 4-H Government Day Program. 4-H Student Willem Van Der Meij spent the morning touring the 9-1-1 Center, learning about our equipment and process and attending the County Board Meeting with Director Guthrie in March.

The Kane County Board recognized the KaneComm team during National Telecommunicator Week during the second week of April. The theme for 2019 was "The Wizards Behind the Curtain." Theme days during the weeklong celebration included first responder day, sports day, patriotic day, mismatch day, and more.

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.



Fox Valley Career Center EMT students and Criminal Justice students visited KaneComm in October. Michelle Guthrie and Andy Baumann presented to 70 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 in order for Telecommunicators to dispatch the appropriate jurisdiction for fire and police response.



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

Employee Recognition

The Kane County Board recognized the Kane County Sheriff's Office and the KaneComm team for their professional performance during the Henry Pratt shooting in Aurora in February.

Supervisor Bill Linder was the police dispatcher on KaneComm's main police channel during the incident. Telecommunicators James Holden, Teresa Gonzalez and Jacqueline Bily handled phone calls and radio traffic. They remained at their consoles for the entirety of the incident, focused on the safety of the deputies/officers on the scene.



The team worked to quickly dispatch SWAT, Office of Emergency Management (OEM), and the Major Crimes Task Force while answering phones, making outgoing phone calls and operating an additional radio channel, Police Channel 2, for all other operations. Dayshift stayed past their shift onto afternoons and afternoon shift Telecommunicators Joanna Sharp and Keegan Johnson arrived early to help. Their performance during the incident was an excellent example of teamwork during a

high-priority/high-stress incident.

Radio Administrator Andy Baumann responded to the scene with OEM Command One to coordinate communications between the many agencies on the scene.



In May, the Telecommunicators that handled a hit and run accident had the opportunity to meet the seven year old victim, Lexi. Sheriff Hain brought Lexi and her mom to meet 9-1-1 Call Taker Keegan Johnson and fire/EMS Dispatcher Emily Theis. Telecommunicator James Holden was the police dispatcher.



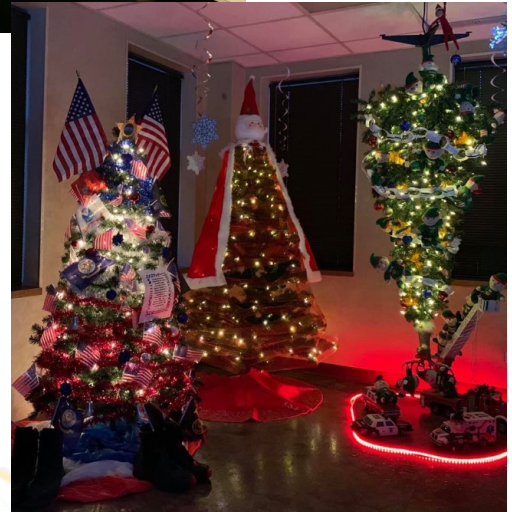
Summary of KaneComm's Accomplishments for 2019 and Goals for 2020

2019 PROJECT RECAP	CONTINUING	COMPLETED
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	
Expanded the use of County fiber or microwave links to reduce cost by eliminating costly telephone circuits and increase diversity and reliability of the radio system	X	
Created a training program for new supervisors	X	
Begin to research and develop a plan to work with current vendor on upgrade to phone system in preparation for Next Generation 9-1-1 (NG9-1-1)		X

2020 GOALS AND OBJECTIVES

- Using the radio infrastructure coverage study (started in FY19), expand the use of microwave radio links to reduce cost by eliminating costly telephone circuits and increase diversity of the radio system
- Complete phone upgrade and implement Next Generation 9-1-1 (NG911) by July 1st, 2020, as mandated by the 9-1-1 State Administrator
- Expand radio and equipment training for all Telecommunicators
- Implement CAD to CAD with neighboring agencies Elgin and Quadcom. In areas of overlapping jurisdiction, information can be shared between the communications centers by sending calls for service to agencies also on the Tyler CAD system

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



TELECOMMUNICATORS

**ANSWERING
THE CALL**