

KaneComm



2020 Annual Report



Table of Contents

| | Page |
|--|------|
| What Agencies Does KaneComm Serve? | 5 |
| KaneComm Governance & Administration | 6 |
| KaneComm Organizational Structure | 7 |
| KaneComm's 2020 Budget Summary | 8 |
| 2020 Staffing Level and Budget Detail | 9 |
| Police & Fire Activity in 2020 | 11 |
| Incident Dispatch Activity | 12 |
| Five Year Trends of Incidents Dispatched | 13 |
| Telephone Calls Made & Received | 14 |
| COVID-19 | 15 |
| Civil Unrest | 16 |
| System Improvements | 17 |
| Communication Center Updates | 18 |
| Next Generation 9-1-1 | 19 |
| Employee Training | 20 |
| Accomplishments in 2019 and Goals for 2020 | 21 |



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:

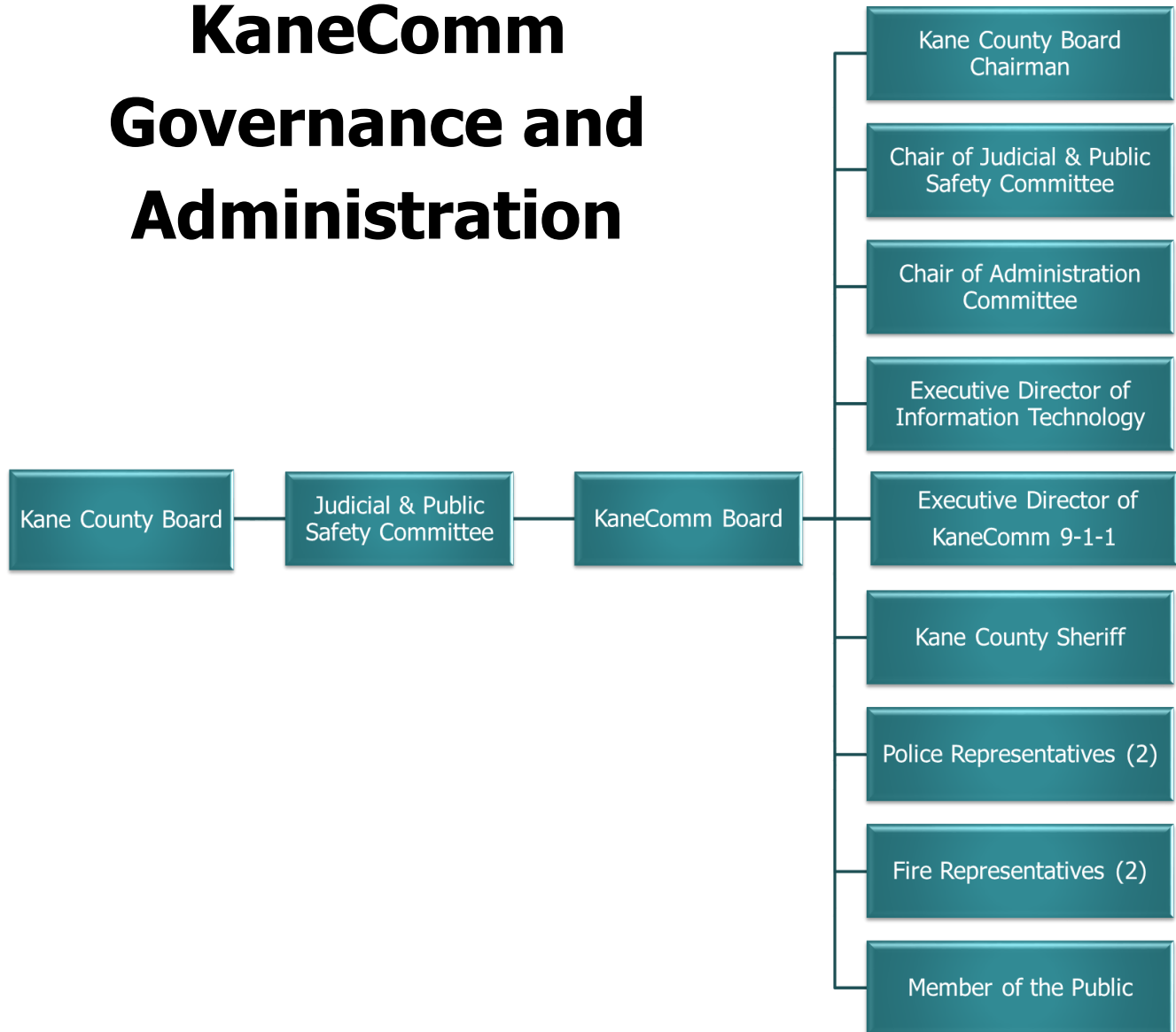
Big Rock Fire Department
Burlington Fire Department
Fox River & Countryside Fire Rescue District
Hampshire Fire Department
Kaneville Fire Department
Maple Park Fire Department
Pingree Grove Fire Department

Other Agencies:

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

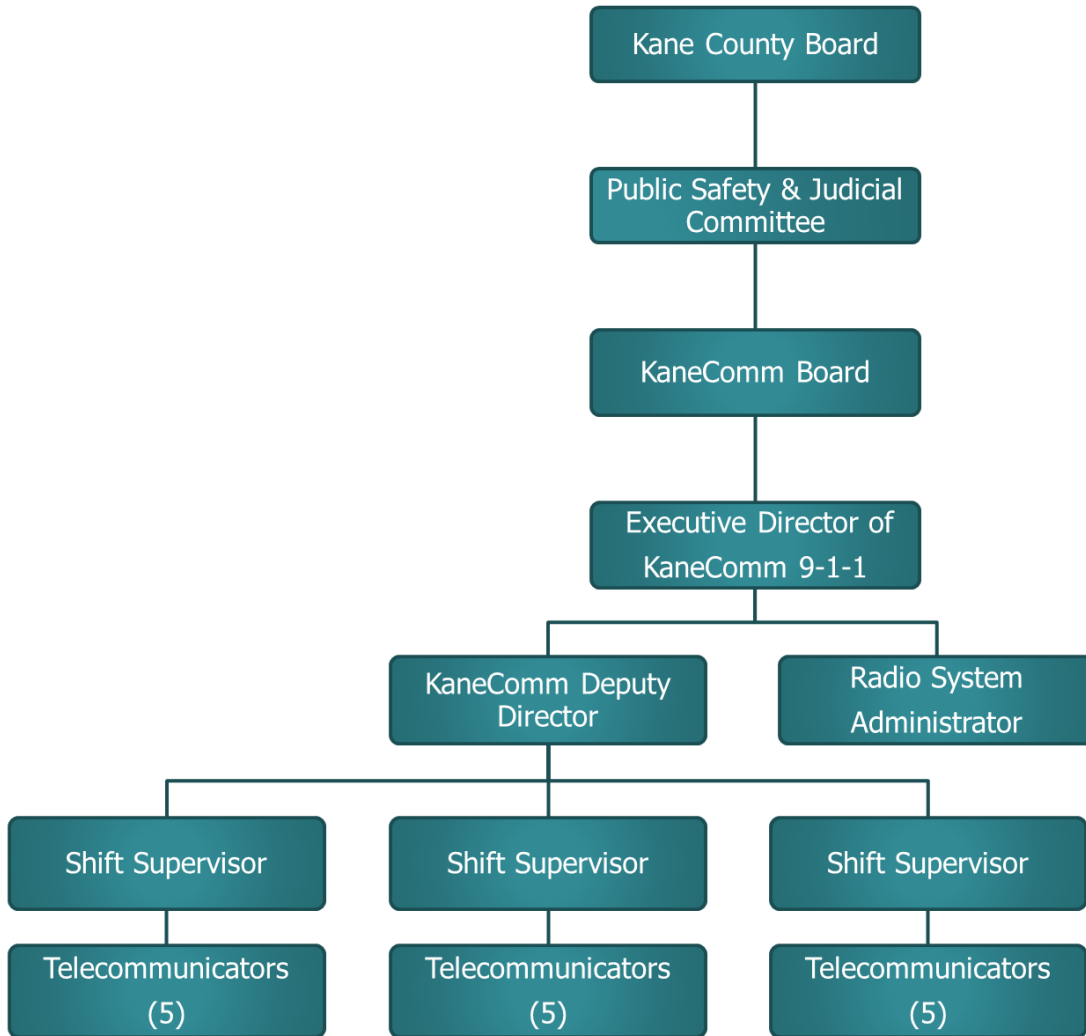


KaneComm Governance and Administration



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.

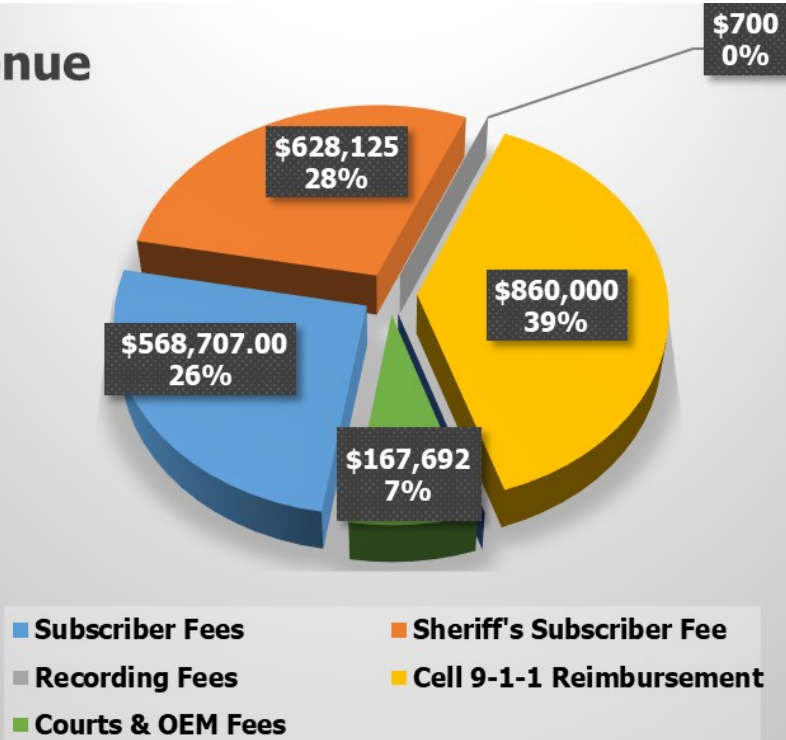
KaneComm's Organizational Structure



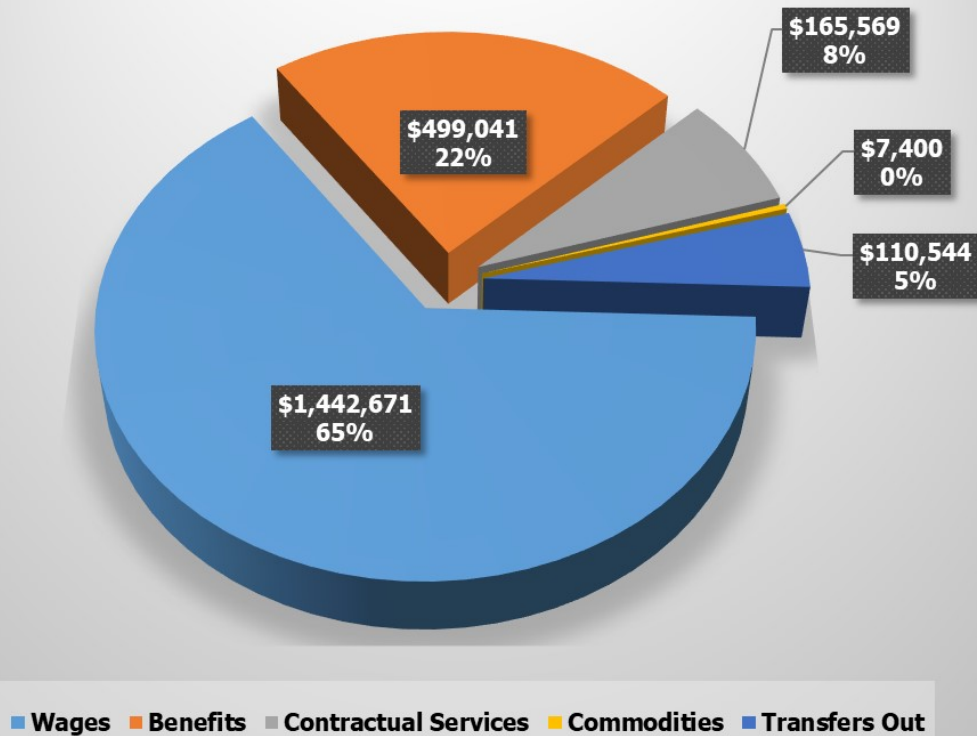
KaneComm is staffed by 15 Telecommunicators and three Shift Supervisors assigned to three shifts answering 9-1-1 emergency calls 24 hours a day, seven days a week, 365 days a year. Additional management and technical positions are staffed as outlined above to provide oversight and support functions.

KaneComm's Fiscal Year 2020 Budget \$ 2,225,224

Revenue



Expenditures



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 2019 & 2020

| Account/Description | 2018 Actual Amount | 2019 Amended Budget | 2020 Adopted Budget | % Change 2019-2020 |
|--|---|---------------------|---------------------|---------------------------|
| Fund: 269 - Kane Comm | | | | |
| REVENUES | | | | |
| Department: 425 - Kane Comm | | | | |
| Sub-Department: 000 - Revenues | | | | |
| <i>Charges for Services</i> | | | | |
| 269.425.000.34420 | Radio Communication Fees | \$ 522,701 | \$ 545,178 | \$ 568,707 4.32% |
| 269.425.000.35220 | Emergency Communications Audio Recording Fees | \$ 60 | \$ 700 | \$ 700 0.00% |
| <i>Total: Charges for Services</i> | | \$ 522,761 | \$ 545,878 | \$ 569,407 4.31% |
| <i>Reimbursements</i> | | | | |
| 269.425.000.37070 | Cell 911 Surcharge Reimbursement | \$ 804,250 | \$ 860,000 | \$ 860,000 0.00% |
| 269.425.000.37900 | Miscellaneous Reimbursement | \$ 492,019 | \$ - | \$ - N/A |
| <i>Total: Reimbursements</i> | | \$ 1,296,268 | \$ 860,000 | \$ 860,000 0.00% |
| <i>Interest Revenue</i> | | | | |
| 269.425.000.38000 | Investment Income | \$ 17,294 | \$ - | \$ - N/A |
| <i>Total: Interest Revenue</i> | | \$ 17,294 | \$ - | \$ - N/A |
| <i>Transfers In</i> | | | | |
| 269.425.000.39000 | Transfer From Other Funds | \$ 771,091 | \$ 757,920 | \$ 795,817 5.00% |
| <i>Total: Transfers In</i> | | \$ 771,091 | \$ 757,920 | \$ 795,817 5.00% |
| <i>Cash on Hand</i> | | | | |
| 269.425.000.39900 | Cash On Hand | \$ - | \$ 5,640 | \$ - -100.00% |
| <i>Total: Cash on Hand</i> | | \$ - | \$ 5,640 | \$ - -100.00% |
| Sub-Department Total: 000 - Revenues | | \$ 2,607,414 | \$ 2,169,438 | \$ 2,225,224 2.57% |
| Department Total: 425 - Kane Comm | | \$ 2,607,414 | \$ 2,169,438 | \$ 2,225,224 2.57% |
| REVENUES Total | | \$ 2,607,414 | \$ 2,169,438 | \$ 2,225,224 2.57% |
| EXPENSES | | | | |
| Department: 425 - Kane Comm | | | | |
| Sub-Department: 426 - Kane Comm | | | | |
| <i>Personnel Services- Salaries & Wages</i> | | | | |
| 269.425.426.40000 | Salaries and Wages | \$ 1,221,363 | \$ 1,337,791 | \$ 1,379,324 3.10% |
| 269.425.426.40200 | Overtime Salaries | \$ 105,226 | \$ 65,434 | \$ 63,347 -3.19% |
| <i>Total: Personnel Services- Salaries & Wages</i> | | \$ 1,326,588 | \$ 1,403,225 | \$ 1,442,671 2.81% |

KaneComm's Fiscal Year 2019 & 2020

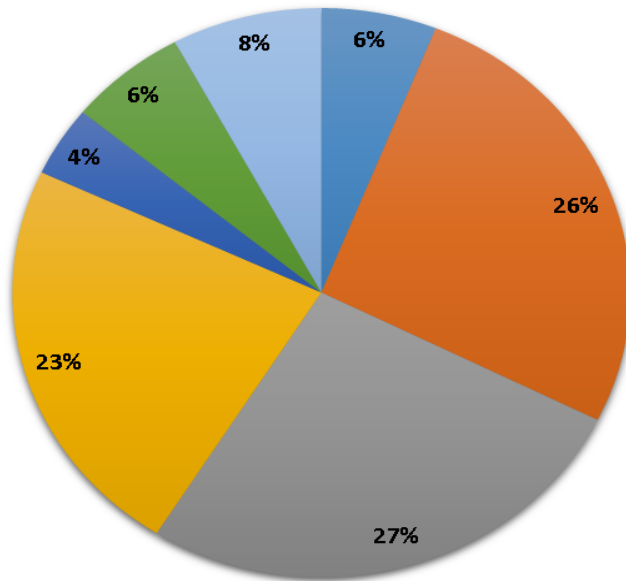
| Account/Description | 2018 Actual Amount | 2019 Amended Budget | 2020 Adopted Budget | % Change 2019-2020 |
|---|-----------------------|------------------------|------------------------|-----------------------|
| <i>Personnel Services- Employee Benefits</i> | | | | |
| 269.425.426.45000 Healthcare Contribution | \$ 221,842 | \$ 271,362 | \$ 263,758 | -2.80% |
| 269.425.426.45009 Healthcare Subsidy | \$ (8,986) | \$ - | \$ - | N/A |
| 269.425.426.45010 Dental Contribution | \$ 7,233 | \$ 8,723 | \$ 8,942 | 2.51% |
| 269.425.426.45019 Dental Subsidy | \$ (28) | \$ - | \$ - | N/A |
| 269.425.426.45100 FICA/SS Contribution | \$ 98,006 | \$ 107,173 | \$ 110,364 | 2.98% |
| 269.425.426.45200 IMRF Contribution | \$ 121,732 | \$ 102,410 | \$ 115,977 | 13.25% |
| <i>Total: Personnel Services- Employee Benefits</i> | \$ 439,799 | \$ 489,668 | \$ 499,041 | 1.91% |
| <i>Contractual Services</i> | | | | |
| 269.425.426.50150 Contractual/Consulting Services | \$ 25,813 | \$ 40,366 | \$ 39,040 | -3.28% |
| 269.425.426.52130 Repairs and Maint- Computers | \$ - | \$ 5,635 | \$ 5,900 | 4.70% |
| 269.425.426.52140 Repairs and Maint- Copiers | \$ 105 | \$ 500 | \$ 500 | 0.00% |
| 269.425.426.52150 Repairs and Maint- Comm Equip | \$ 12,425 | \$ 9,650 | \$ - | -100.00% |
| 269.425.426.52160 Repairs and Maint- Equipment | \$ - | \$ - | \$ 10,000 | 100.00% |
| 269.425.426.52190 Equipment Rental | \$ 24,567 | \$ 25,236 | \$ 27,300 | 8.18% |
| 269.425.426.53000 Liability Insurance | \$ 23,133 | \$ 24,925 | \$ 28,828 | 15.66% |
| 269.425.426.53010 Workers Compensation | \$ 28,391 | \$ 33,322 | \$ 35,173 | 5.55% |
| 269.425.426.53020 Unemployment Claims | \$ 1,841 | \$ 1,467 | \$ 828 | -43.56% |
| 269.425.426.53100 Conferences and Meetings | \$ 4,139 | \$ 8,500 | \$ 9,000 | 5.88% |
| 269.425.426.53110 Employee Training | \$ 2,843 | \$ 3,500 | \$ 3,500 | 0.00% |
| 269.425.426.53120 Employee Mileage Expense | \$ 2,287 | \$ 2,500 | \$ 3,000 | 20.00% |
| 269.425.426.53130 General Association Dues | \$ 1,145 | \$ 1,500 | \$ 1,300 | -13.33% |
| 269.425.426.53150 Pre-Employ Drug Testing and Labs | \$ - | \$ 750 | \$ 600 | -20.00% |
| 269.425.426.53160 Pre-Employment Physicals | \$ - | \$ 750 | \$ 600 | -20.00% |
| <i>Total: Contractual Services</i> | \$ 126,688 | \$ 158,601 | \$ 165,569 | 4.39% |
| <i>Commodities</i> | | | | |
| 269.425.426.60000 Office Supplies | \$ 1,539 | \$ 2,200 | \$ 2,200 | 0.00% |
| 269.425.426.60010 Operating Supplies | \$ 1,963 | \$ 2,200 | \$ 2,200 | 0.00% |
| 269.425.426.60020 Computer Related Supplies | \$ 2,305 | \$ 2,400 | \$ 2,400 | 0.00% |
| 269.425.426.60080 Employee Recognition Supplies | \$ 430 | \$ 600 | \$ 600 | 0.00% |
| 269.425.426.64000 Telephone | \$ 46,944 | \$ - | \$ - | N/A |
| <i>Total: Commodities</i> | \$ 53,180 | \$ 7,400 | \$ 7,400 | 0.00% |
| <i>Transfers Out</i> | | | | |
| 269.425.426.99000 Transfer To Other Funds | \$ 198,467 | \$ 110,544 | \$ 110,543 | 0.00% |
| <i>Total: Transfers Out</i> | \$ 198,467 | \$ 110,544 | \$ 110,543 | 0.00% |
| Sub-Department Total: 426 - Kane Comm | \$ 2,144,723 | \$ 2,169,438 | \$ 2,225,224 | 2.57% |
| Department Total: 425 - Kane Comm | \$ 2,144,723 | \$ 2,169,438 | \$ 2,225,224 | 2.57% |
| EXPENSES Total | \$ 2,144,723 | \$ 2,169,438 | \$ 2,225,224 | 2.57% |

In 2020, the expenses in employee training, conferences, meetings and mileage was less than anticipated due to COVID-19. Employee training was completed virtually and through in-house programs.

Expenses for office and operating supplies was higher than expected due to the additional orders for cleaning supplies, sanitation, disposable kitchen supplies, masks and gloves for the team. As essential employees, Telecommunicators are unable to work from home.

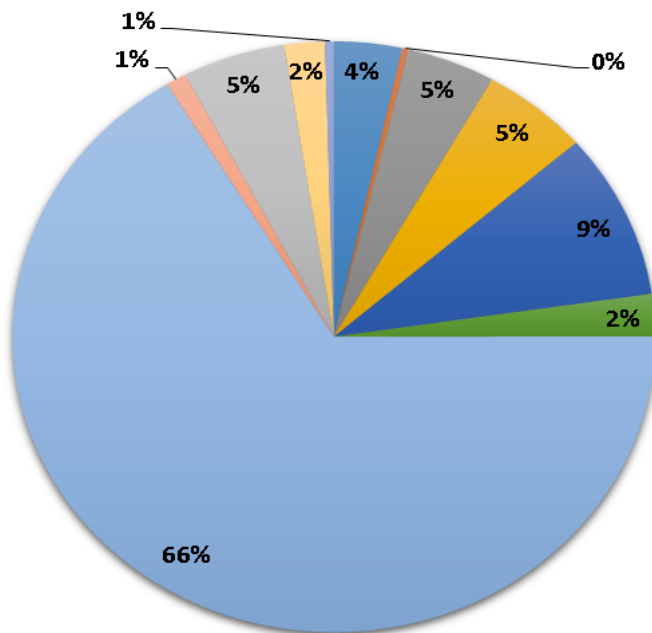
Police and Fire Activity in 2020

5,594 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

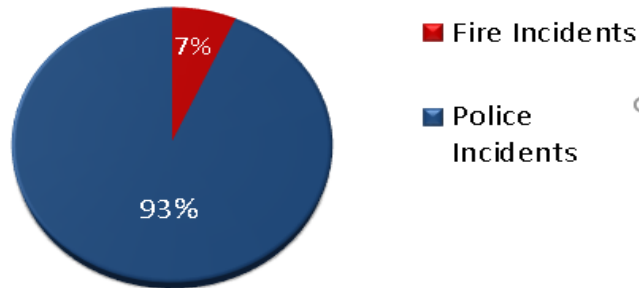
64,896 Police Related Incidents



- Campton Hills Police Department
- Fox Valley Park District Police Department
- Gilberts Police Department
- Hampshire Police Department
- Kane County Court Services
- Kane County Forest Preserve District Police Department
- Kane County Sheriff's Office (and Civil Process Servers)
- Maple Park Police Department
- Pingree Grove Police Department
- Wayne Police Department
- Kane County OEM

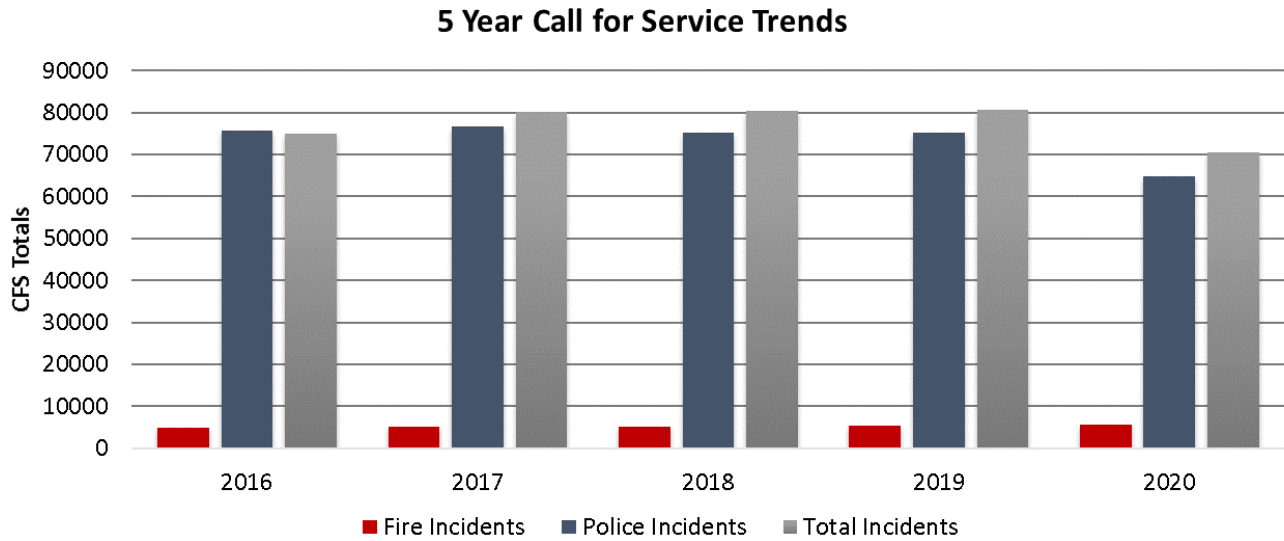
Incident Dispatch Activity

2020: Police and Fire Calls for Service



| Police & Fire Agency Activity | 2020 | 2019 |
|--|---------------|---------------|
| Wayne Police | 1,324 | 2,374 |
| Kane County Sheriff | 33,022 | 35,868 |
| Hampshire Police | 3,507 | 5,418 |
| Pingree Grove Police | 3,362 | 3,314 |
| Maple Park Police | 673 | 467 |
| Gilberts Police | 2,888 | 3,462 |
| Kane County Forest Preserve Police | 1,501 | 1,044 |
| Fox Valley Park District | 208 | 478 |
| Campton Hills Police | 2,220 | 2,374 |
| Big Rock Fire | 338 | 407 |
| Burlington Fire | 440 | 410 |
| Hampshire Fire | 1,286 | 1,203 |
| Kaneville Fire | 223 | 277 |
| Maple Park Fire | 347 | 352 |
| Pingree Grove Fire | 1,474 | 1,255 |
| Fox River Fire | 1,486 | 1,451 |
| Subtotal | 54,299 | 60,422 |
| Other Agencies Served | 2020 | 2019 |
| Kane County Court Services | 5,894 | 5,029 |
| Kane County Emergency Management | 285 | 175 |
| Kane County Sheriff's Civil Processing | 10,012 | 15,899 |
| Subtotal | 16,191 | 21,103 |
| Total of Call Dispatch Activity | 70,490 | 80,344 |

Five Year Trends - Incidents Dispatched

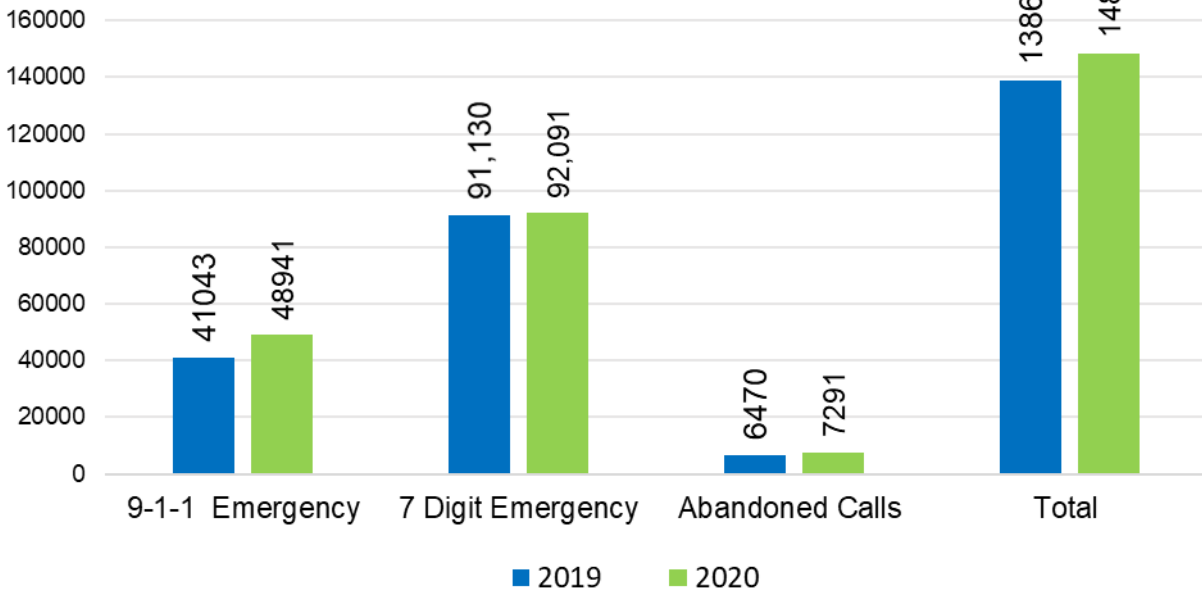


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|------------------------|--------------|--------------|--------------|--------------|--------------|
| Fire Incidents | 4921 | 5251 | 5271 | 5355 | 5594 |
| Police Incidents | 75579 | 76609 | 75073 | 75207 | 64896 |
| Total Incidents | 74927 | 80097 | 80344 | 80562 | 70490 |

For the first time in five years, KaneComm had a decrease in calls for service in 2020. Officer-initiated activity, such as traffic stops, had a dramatic decrease from March thru June because of COVID-19. While officer-initiated activity decreased, other call for service types increased. 9-1-1 calls for domestics, check the welfare, check conditions, and suicidal callers increased proving the emotional impact of quarantine and COVID-19. Calls for the Kane County Health Department also had a dramatic increase. KaneComm is the afterhours answering point for the Health Department.

During the summer months, calls for service began to increase, trending closely to previous years.

Volume of Telephone Call Activity for 2019 & 2020



Telephone Ring to Call Pick-up Time:

91.15% of all telephone calls received were answered in 0-10 seconds
 7.81% of telephone calls were answered in 10-20 seconds
 1.04% of telephone calls were answered in 20-30 seconds

****99.89 % of incoming calls met the NENA National Standard for answering 9-1-1 Calls**

Outgoing Calls Made by Telecommunicators: 41,292

Total Calls for 2020: 148,323

Total Calls for 2019: 138,674

Increase in Telephone Calls for 2019 Over 2018: 9,680

****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.

COVID-19

The impact of COVID-19 began in February, 2020 and continued through the year. Working with the Illinois 9-1-1 State Administrator and the Southern Fox Emergency Medical System, Public Safety Answering Points (PSAPs) received guidance on screening 9-1-1 medical calls for exposure to COVID-19. Questions included flu-like systems and international travel as part of the Emergency Medical Dispatch (EMD) protocol. The questions were revised as the number of cases increased and by mid-March, Telecommunicators were screening almost all EMD calls for COVID-19 in order to keep fire and police safe and prepared when responding to the calls.

In the Communications Center, KaneComm restricted all visitors in effort to keep the team healthy. Social distancing measures were implemented. Masks and gloves were available to Telecommunicators. Additional cleaning and disinfecting before and after every shift was added. While ordering cleaning supplies was a challenge in some months, KaneComm was never short on necessary supplies. The Office of Emergency Management provided essential supplies as well.

KaneComm worked closely with the Kane County Health Department through the pandemic on how to inform police and fire to take precautions when responding to a COVID-19 patient. COVID-19 created a new challenge in communications on how to disseminate the necessary information over unencrypted radio channels so proper personal protection equipment (PPE) would be used. At first, PPE was limited, so the importance of screening medical calls and relaying the information to the responding agency was critical. KaneComm worked with neighboring Kane County 9-1-1 centers and established a radio code for confirmed COVID-19 cases. Communication was less of a challenge for other agencies that have encrypted radio channels.



The Sheriff's Office and the Office of Emergency Management Personnel transitioned to a humanitarian role during the pandemic, responsible for the PPE stockpile, distribution to all municipal fire and police, and the primary contact point for all State support requests (Hesed alternative housing, PE, equipment needs and distribution.) All KaneComm's subscribing police and fire agencies were forced to navigate the pressure of possible exposure while responding to calls.



With the need to communicate on an encrypted radio platform because of COVID-19, KaneComm and the Sheriff's Office received Cares Act Funding to support implementing the Statewide Motorola Starcom system. The digital radio system is encrypted and will protect private communications. And forecasting in 2021, radio communications will be essential for interoperability during vaccine distribution.



The equipment was ordered in September and arrived in October. The order includes new radio consoles for Kanecomm, mobile and portable radios. Two additional console positions were added in the communications center.

Civil Unrest

At the end of May into the first week of June, KaneComm worked with the Kane County Sheriff's Office and the Office of Emergency Management on the response to the civil unrest in Kane County.

Through the week, KaneComm worked with subscribing agencies for incidents in Aurora, North Aurora, Naperville, Batavia, Elgin and more.

From OEM Command One, Radio Administrator Baumann and Director Guthrie helped coordinate communications between multiple agencies and specialty teams throughout the week. Deputy Director Sarah Stoffa also coordinated additional staffing and operations in the communications center.



9-1-1 System Improvements

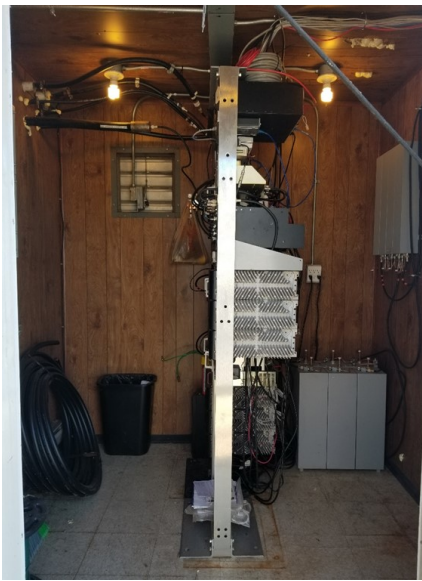


The Plato Center Radio Tower is a critical site for KaneComm radio communications. In 2020, the site received a number of improvements including landscaping and a security fence. Radio Administrator Andy Baumann moved KaneComm's equipment into a new, much larger shelter on the property. The shelter has heating and cooling, and equipment is now safe from insects and animals.

As part of the Plato Radio Tower improvements, the propane tank was replaced and refilled. The last time the tank was filled was 2011. The tank supports the generator at the site. There was no cost for the replacement.



In March, Radio Administrator Baumann upgraded the voice over IP (voIP) interface with Zello to the professional grade/public safety network. Through the Zello application, KaneComm is licensed up to one thousand users on the network at no cost. Users must be approved by KaneComm personnel in order to talk on the network. The application can benefit all departments within the County. Multiple talk groups can be added to the system for any departments requiring communications.



Radio Administrator Baumann upgraded the Kane County Amateur Radio Repeater System. The system is owned by the county. The upgrade will benefit the Kane County Amateur Radio Emergency Services Group. There was no cost for the upgrade. The system had one receiver site, and now has four receiver sites across the County.



In the Communications Center

In effort to streamline workflow and operational processes in KaneComm, Deputy Director Stoffa researched, demoed and configured new software to benefit training, scheduling, and performance.



Target Solutions was implemented in March. Target Solutions tracks Telecommunicator certifications, certificates, continuing education and in-house training. The KaneComm team began in-house training immediately with all Telecommunicators reviewing the Emergency Medical Dispatch (EMD) protocols. Every couple weeks, Telecommunicators thoroughly reviewed a series of the EMD cards and completed a quiz for the training. The EMD protocol review was complete in October. Additionally, Telecommunicators completed in-house training review in Target Solutions for emotional intelligence, diversity and racial bias.

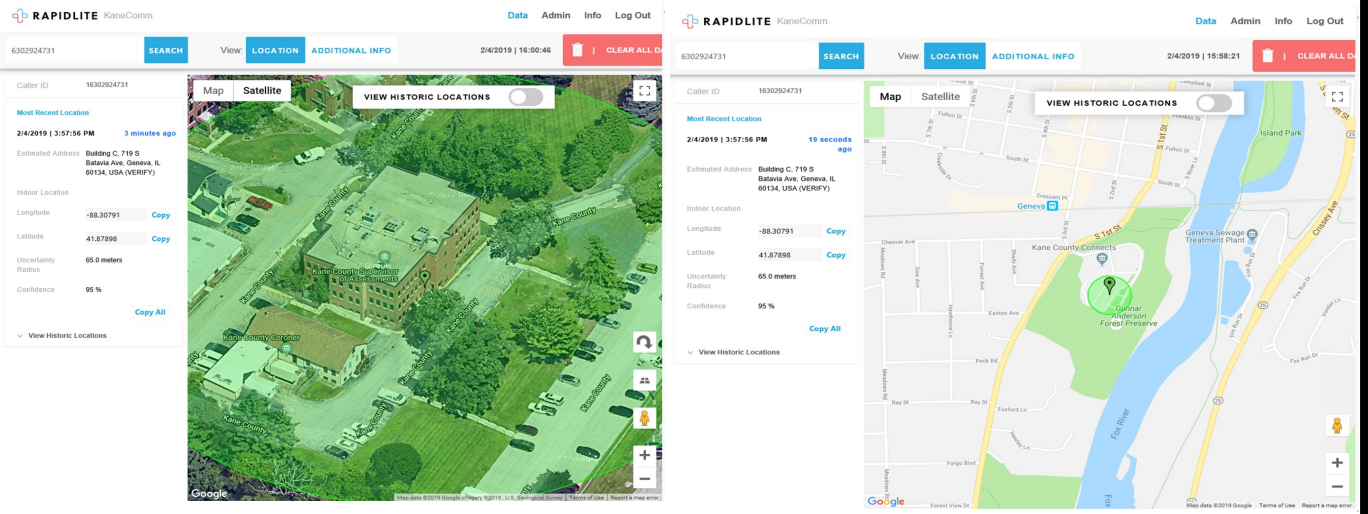


In September, KaneComm implemented Agency 360. The software replaced a manual process and improved the tracking for new hire training and performance. Agency 360 has a module for performance reviews and documentation for veteran staff. Deputy Director Stoffa configured the software with assistance and feedback from Certified Training Operators (CTOs) Joanna Sharp, Mary Keating and Emily Reece.



PlanIT Schedule, an online scheduling software, was implemented at the end of 2020. Deputy Director Stoffa and Supervisor Becca Schoppe worked with PlanIT to configure the scheduling matrix and policies from our Collective Bargaining Agreement. Requests to use benefit time, sign-up for overtime, and view the schedule can be done from the web application and mobile device, giving Telecommunicators access to their schedule 24/7.

KaneComm completed a software upgrade to the Tyler Computer-Aided Dispatch (CAD) system. The upgrade included the RapidSOS integration within CAD. RapidSOS provides precise and secure location data to 9-1-1 communicator centers using the technology within a cellular phone.



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.



While KaneComm was already capable of receiving Enhanced 9-1-1, Wireless Phase II calls, and Text to 9-1-1, Intrado Viper phone system received an upgrade in July 2020. The majority of the cost for the project was paid by an NG9-1-1 grant that was awarded to KaneComm in 2019.

The upgrade enabled both KaneComm and neighboring agency, Tri-com to replace aging hardware in the current system. Both centers are now ready with NG9-1-1 technology, according to the State mandate. 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.

KaneComm applied for another NG9-1-1 state grant for FY20. In February, the grant proposal was successful and KaneComm was awarded \$47,218.47 to fund the upgrade to the logging recorder system. The upgrade included a hardware replacement of the current system and a software upgrade to the latest version. 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). The project was completed in November, 2020.

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 2020, every agency submitted the required GIS data layers to the State of Illinois according to the scheduled deadlines. 9-1-1 agencies continue to work together to ensure there no gaps or areas of overlapping jurisdiction.

KaneComm and Kane County GIS works 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 focused on hiring throughout 2020. Two telecommunicators-in-training resigned during the year, citing the stress of the job. Two trainees were hired in November. Moving into 2021, KaneComm has three telecommunicator vacancies.

KaneComm Telecommunicators, Supervisors and Administration participated in a variety of conferences, workshops, seminars and drills throughout the year. Because of COVID-19, many of the training opportunities were completed virtually with webinars and virtual conferences. Taking all COVID-19 precautions, Telecommunicators spent hours doing sit-along time with prospective employees.

Conferences, Workshops, Seminars and Drills attended by personnel in 2020:

APCO Basic Calltaking
APCO Fire Dispatch
APCO Police Dispatch
APCO Communications Training Operator Certification
APCO Telecommunicator Symposium and Training
APCO Tactical Dispatch Training Course
Customer Service the 9-1-1 Way
Critical Incident Debriefing for Telecommunicators
Emergency Preparedness and Trauma Symposium
Emotional Intelligence, Diversity and Racial Bias online training
First Responder Wellness and Crisis Intervention Conference
Illinois Public Safety Telecommunications Association Annual Virtual Conference (IPSTA)
In-House training and Emergency Medical Dispatch Protocol Review
Large Scale Incidents at the Dispatch Level
Mutual Aid Box Alarm System (MABAS) Conference in Bloomington, IL
Next Generation 9-1-1
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 Kane County User Groups

KaneComm Presented 9-1-1 Public Education to:

Campton Hills Citizen's Police Academy Presentation
OEM volunteers: 9-1-1 basics, overview and operations
MABAS in-house training to Kaneville Fire Department, subscribing fire agency
Tyler Computer-Aided Dispatch System virtual demonstration for Lake County

Summary of KaneComm's Accomplishments for 2020 and Goals for 2021

| 2020 PROJECT RECAP | CONTINUING | COMPLETED |
|---|------------|-----------|
| Using the radio infrastructure coverage study completed in FY19 expanded the use of microwave links to reduce cost by eliminating costly telephone circuits and increased diversity and reliability of the radio system | X | |
| Completed the 9-1-1 phone system upgrade and implemented the Next Generation 9-1-1 (NG9-1-1) by July 1, 2020, as mandated by the 9-1-1 State Administrator | | X |
| Created a training program for communications supervisors | X | |
| Expanded radio and equipment training for all telecommunicators | X | |
| Implemented CAD to CAD with neighboring agencies Elgin and Quadcom | | X |

2021 GOALS AND OBJECTIVES

- Expand the radio system to include encryption. An encrypted radio system will protect against the sharing of private information when communicating with first responders.
- 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.
- Assess and evaluate a communications center staffing and floor plan for more efficient operations.
- Update, revise and automate the Quality Assurance Program.

