

# KaneComm



## Report of Activities For 2016



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## What Agencies Does KaneComm 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  
South Elgin Police  
Wayne Police

### Fire:

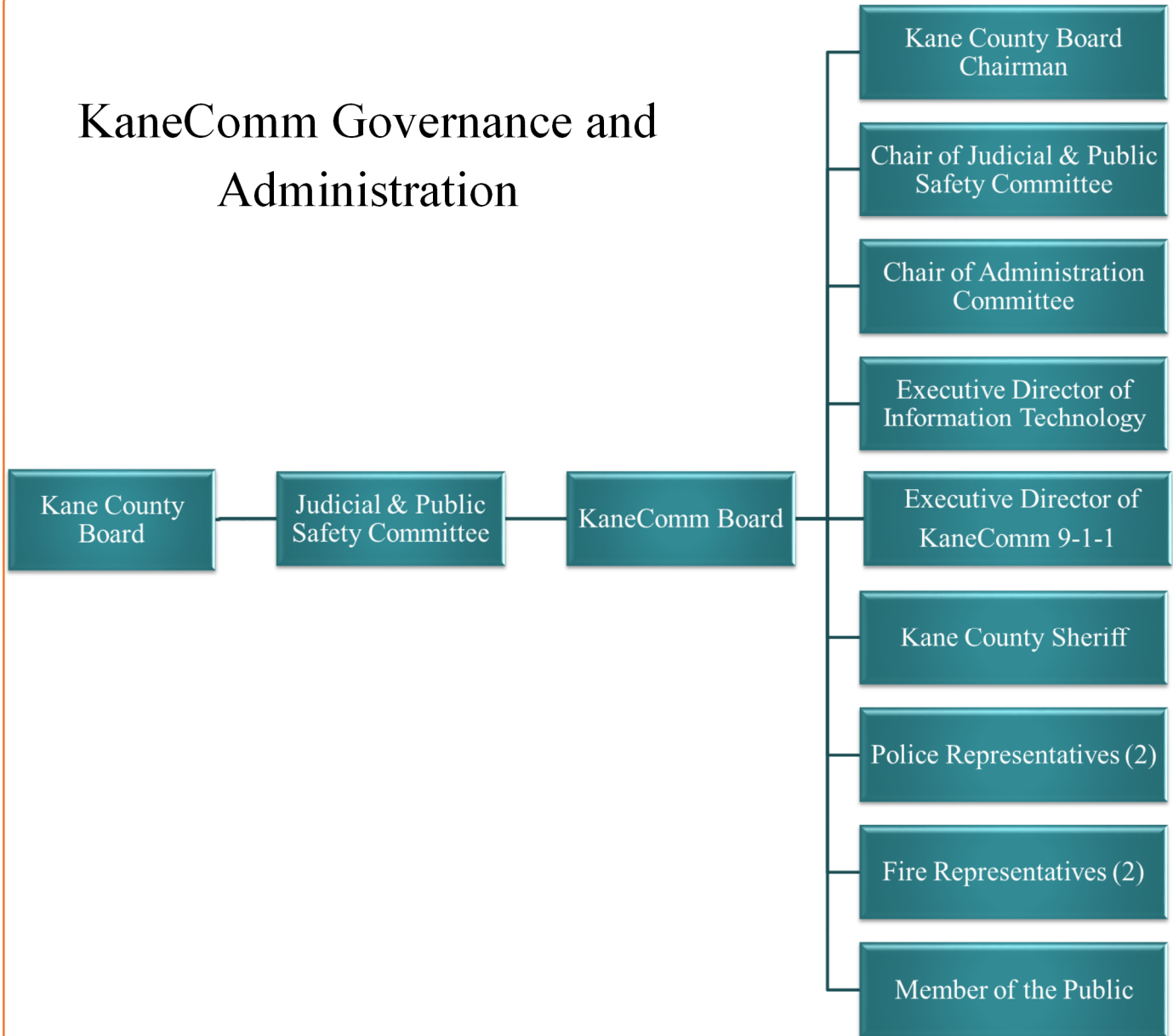
Big Rock Fire Department  
Burlington Fire Department  
Fox River & Countryside Fire Rescue District  
Hampshire Fire Department  
Kaneville Fire Department  
Maple Park Fire Department  
Pingree Grove Fire Department

### Other Agencies:

Kane County Coroner  
Kane County Courts  
Kane County Office of Emergency Management

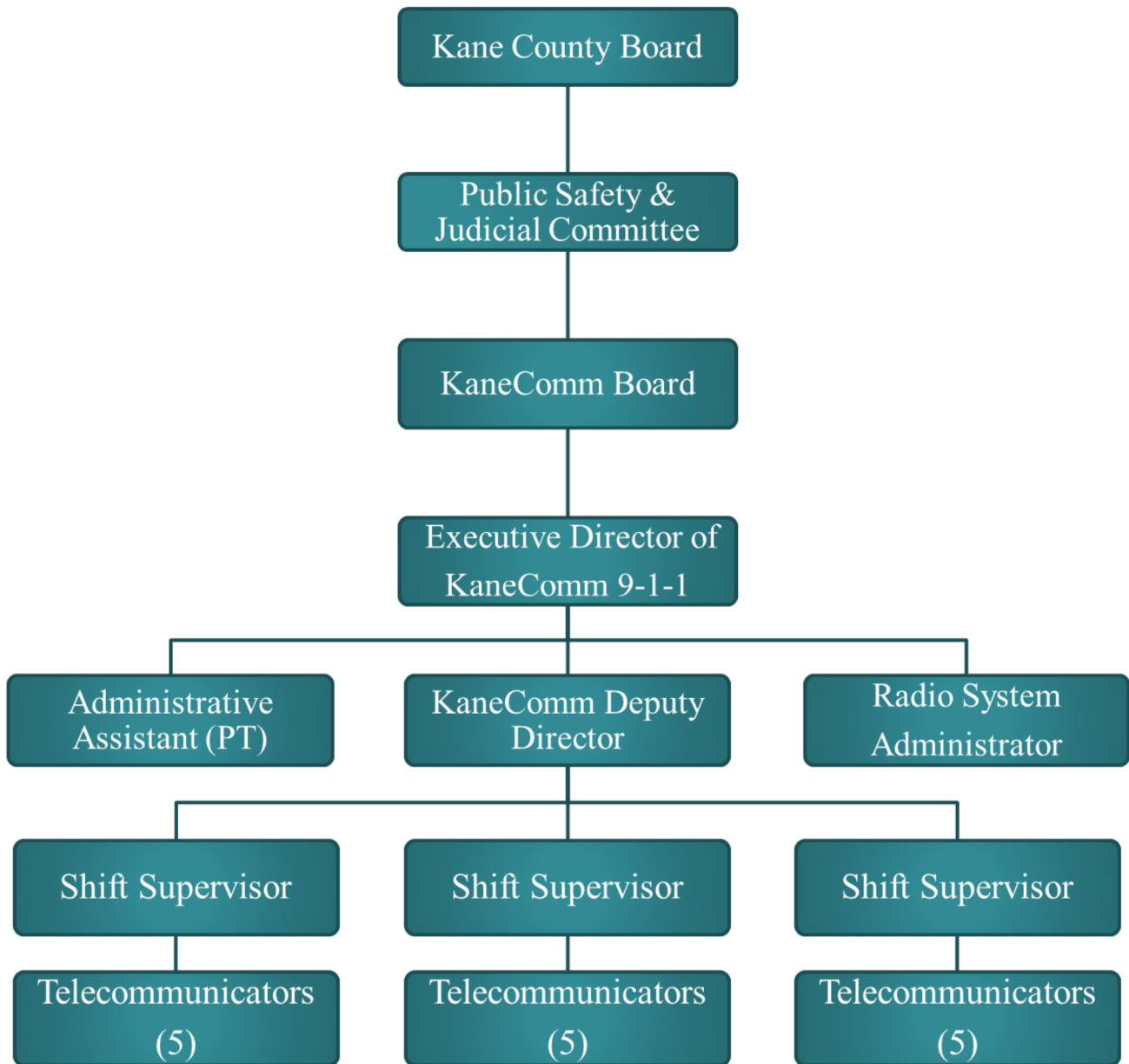
**Our Mission:** *To Serve as a vital link between the citizens of Kane County and the public safety agencies devoted to protecting them.*

# 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.

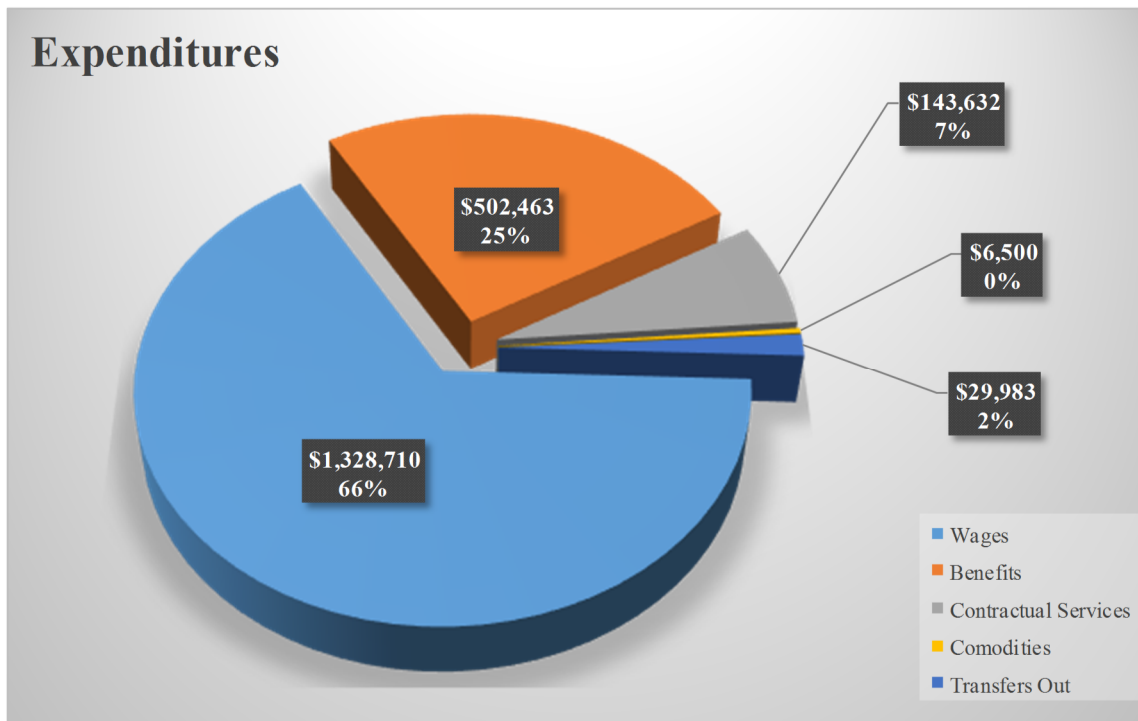
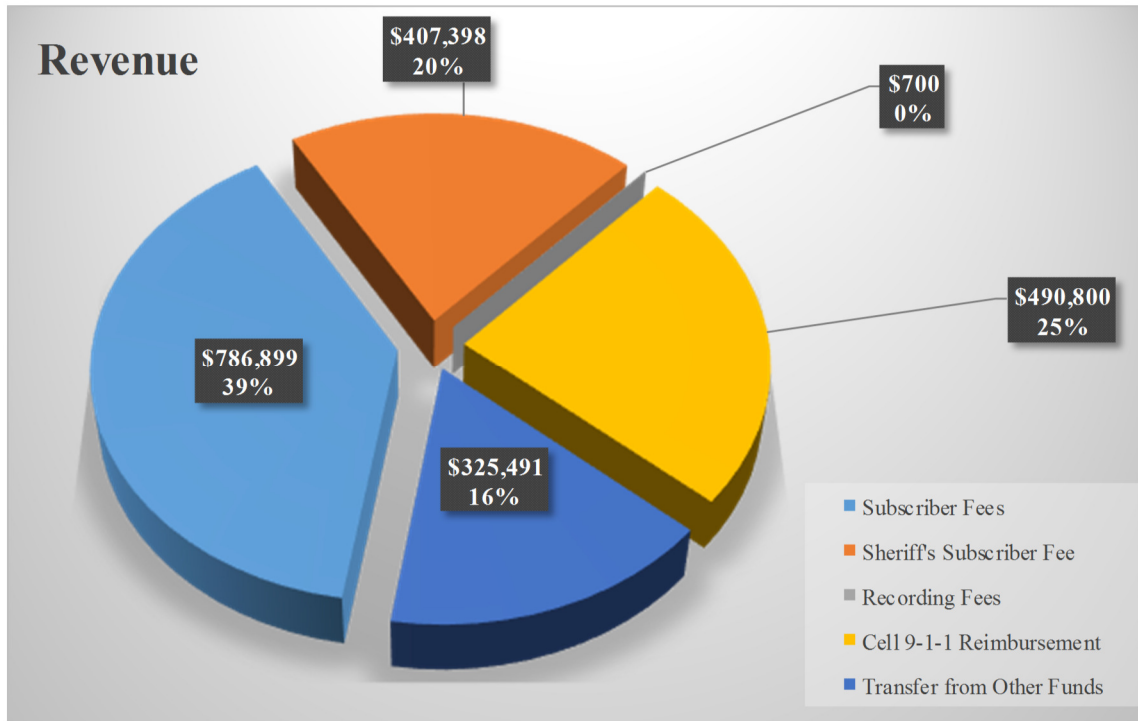
# KaneComm Organizational Structure



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.

# KaneComm's Fiscal Year 16 Budget Summary

## \$ 2,011,288





## Authorized Staffing Level for 2017

POSITION SUMMARY			
Category	FY 2015	FY 2016	Projected 2017
Full Time	20	20	21
Full Time Other*	0	0	0
Part Time Regular	1	1	0
Part Time Other*	0	0	0
<b>Total Budgeted Positions:</b>	<b>21</b>	<b>21</b>	<b>21</b>

## KaneComm's Fiscal Year 2017 Budget Detail

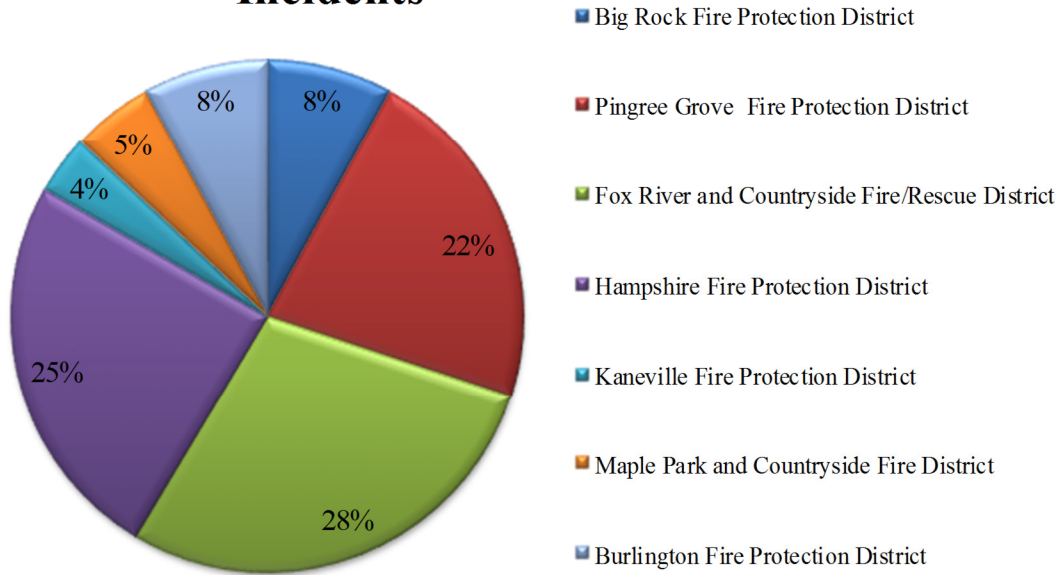
Fund/Sub-Department	2015 Actual Amount	2016 Amended Budget	2017 Adopted Budget	% Change 2016-2017
<b>269 Kane Comm</b>				
<i>Revenue</i>	\$ 2,078,001	\$ 2,009,759	\$ 2,044,360	1.72%
<i>000 Revenues</i>	\$ 2,078,001	\$ 2,009,759	\$ 2,044,360	1.72%
<i>Charges for Services</i>	\$ 820,759	\$ 787,599	\$ 826,943	5.00%
34420 - Radio Communication Fees	\$ 820,339	\$ 786,899	\$ 826,243	5.00%
35220 - Emergency Communications Audio Recording F	\$ 420	\$ 700	\$ 700	0.00%
<i>Reimbursements</i>	\$ 563,222	\$ 490,800	\$ 495,000	0.86%
37070 - Cell 911 Surcharge Reimbursement	\$ 562,010	\$ 490,800	\$ 495,000	0.86%
37900 - Miscellaneous Reimbursement	\$ 1,212	\$ -	\$ -	0.00%
<i>Transfers In</i>	\$ 694,020	\$ 731,360	\$ 722,417	-1.22%
39000 - Transfer From Other Funds	\$ 694,020	\$ 731,360	\$ 722,417	-1.22%
<i>Expenses</i>	\$ 1,875,285	\$ 2,009,759	\$ 2,044,360	1.72%
<b>426 Kane Comm</b>	\$ 1,875,285	\$ 2,009,759	\$ 2,044,360	1.72%
<i>Personnel Services- Salaries &amp; Wages</i>	\$ 1,276,104	\$ 1,328,710	\$ 1,376,421	3.59%
40000 - Salaries and Wages	\$ 1,206,598	\$ 1,290,288	\$ 1,336,903	3.61%
40200 - Overtime Salaries	\$ 69,507	\$ 38,422	\$ 39,518	2.85%
<i>Personnel Services- Employee Benefits</i>	\$ 420,334	\$ 502,463	\$ 487,537	-2.97%
45000 - Healthcare Contribution	\$ 191,200	\$ 259,378	\$ 237,093	-8.59%
45010 - Dental Contribution	\$ 6,597	\$ 8,434	\$ 7,917	-6.13%
45100 - FICA/SS Contribution	\$ 95,020	\$ 101,647	\$ 105,297	3.59%
45200 - IMRF Contribution	\$ 127,517	\$ 133,004	\$ 137,230	3.18%

## KaneComm's Fiscal Year 2017 Budget Detail Continued

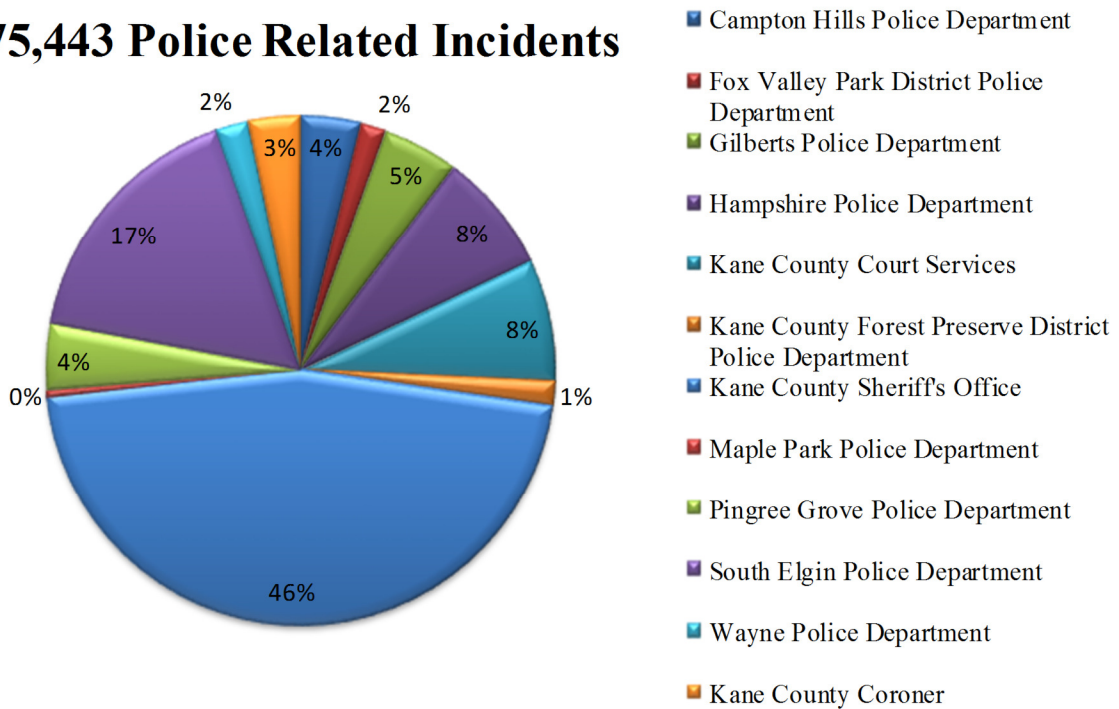
Fund/Sub-Department	2015 Actual Amount	2016 Amended Budget	2017 Adopted Budget	% Change 2016-2017
50150 - Contractual/Consulting Services	\$ 20,032	\$ 29,424	\$ 33,882	15.15%
52130 - Repairs and Maint- Computers	\$ 894	\$ 5,670	\$ 5,670	0.00%
52140 - Repairs and Maint- Copiers	\$ -	\$ -	\$ 500	100.00%
52150 - Repairs and Maint- Comm Equip	\$ 16,943	\$ 9,650	\$ 9,650	0.00%
52160 - Repairs and Maint- Equipment	\$ 8,957	\$ -	\$ -	0.00%
52190 - Equipment Rental	\$ 36,200	\$ 32,429	\$ 24,540	-24.33%
53000 - Liability Insurance	\$ 22,567	\$ 24,129	\$ 22,193	-8.02%
53010 - Workers Compensation	\$ 21,823	\$ 24,774	\$ 28,343	14.41%
53020 - Unemployment Claims	\$ 2,852	\$ 2,452	\$ 2,140	-12.72%
53100 - Conferences and Meetings	\$ 7,450	\$ 7,375	\$ 7,500	1.69%
53110 - Employee Training	\$ 1,742	\$ 3,500	\$ 3,500	0.00%
53120 - Employee Mileage Expense	\$ 2,114	\$ 2,332	\$ 2,500	7.20%
53130 - General Association Dues	\$ 199	\$ 368	\$ 1,200	226.09%
53150 - Pre-Employ Drug Testing and Labs	\$ -	\$ -	\$ 750	100.00%
53160 - Pre-Employment Physicals	\$ -	\$ -	\$ 750	100.00%
<b>Commodities</b>	<b>\$ 7,090</b>	<b>\$ 6,500</b>	<b>\$ 7,300</b>	<b>12.31%</b>
60000 - Office Supplies	\$ 1,339	\$ 1,500	\$ 2,200	46.67%
60010 - Operating Supplies	\$ 2,815	\$ 2,200	\$ 2,200	0.00%
60020 - Computer Related Supplies	\$ 1,811	\$ 1,500	\$ 2,400	60.00%
60080 - Employee Recognition Supplies	\$ -	\$ 300	\$ 500	66.67%
60210 - Uniform Supplies	\$ 1,125	\$ 1,000	\$ -	-100.00%
<b>Contingency and Other</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1</b>	<b>100.00%</b>
89000 - Net Income	\$ -	\$ -	\$ 1	100.00%
<b>Transfers Out</b>	<b>\$ 29,983</b>	<b>\$ 29,983</b>	<b>\$ 29,983</b>	<b>0.00%</b>
99000 - Transfer To Other Funds	\$ 29,983	\$ 29,983	\$ 29,983	0.00%

# Police and Fire Activity in 2016

## 4,921 Fire & Emergency Medical Related Incidents



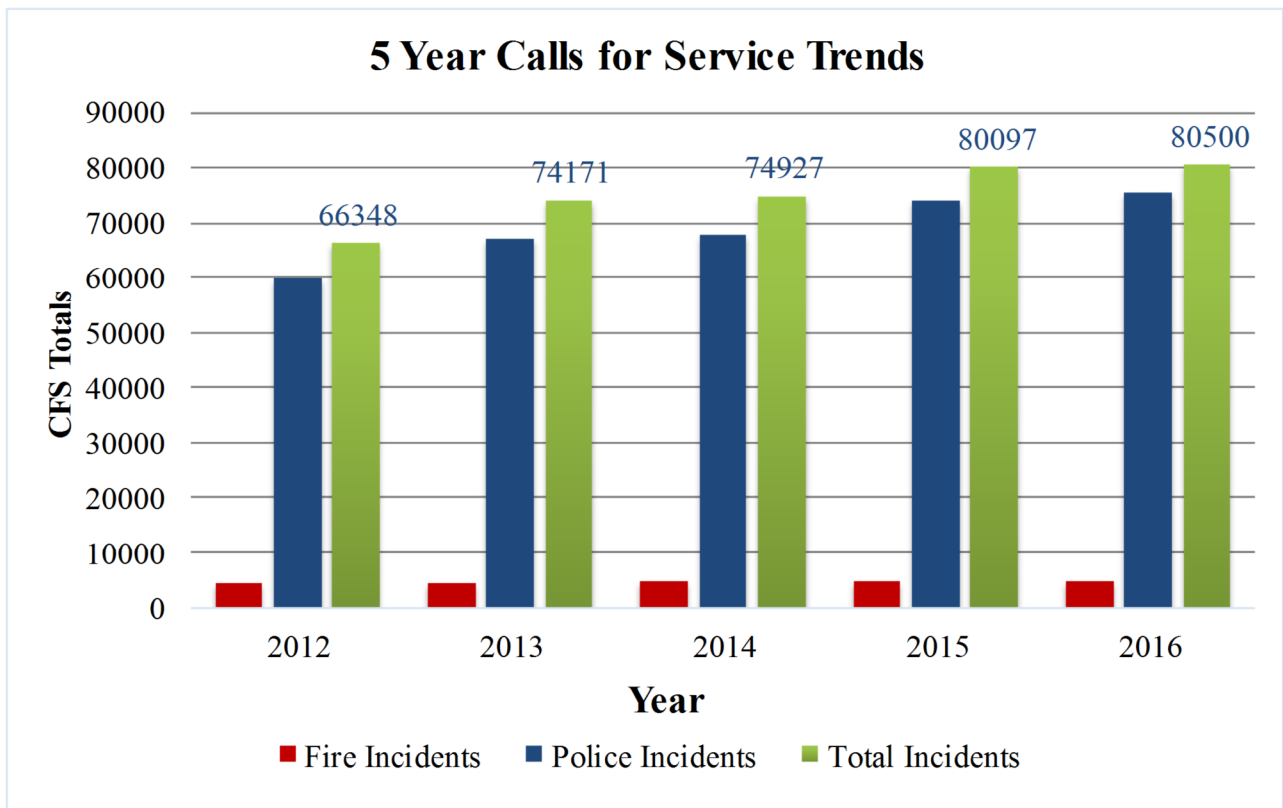
## 75,443 Police Related Incidents



## Incident Dispatch Activity By Agency 2016 Compared to 2015

<b>Police &amp; Fire Agency Activity</b>	<b>2016</b>	<b>2015</b>
Wayne Police	1567	1598
Kane County Sheriff	34776	32637
Hampshire Police	5825	5533
Pingree Grove Police	3106	3110
South Elgin Police	12630	13670
Maple Park Police	339	328
Gilberts Police	3625	4027
Kane County Forest Preserve Police	1185	1366
Fox Valley Park District	1218	1133
Campton Hills Police	2879	2970
Big Rock Fire	392	367
Burlington Fire	392	374
Hampshire Fire	1213	1071
Kaneville Fire	183	178
Maple Park Fire	250	298
Pingree Grove Fire	1087	990
Fox River Fire	1404	1453
<b>Subtotal</b>	<b>72,071</b>	<b>71,103</b>
<b>Other Agency Activity</b>	<b>2016</b>	<b>2015</b>
Kane County Court Services	5837	6298
Kane County Emergency Management	136	82
Kane County Coroners Office	2456	2603
<b>Subtotal</b>	<b>8429</b>	<b>8983</b>
<b>Total of Incident Dispatch Activity</b>	<b>80,500</b>	<b>80,086</b>

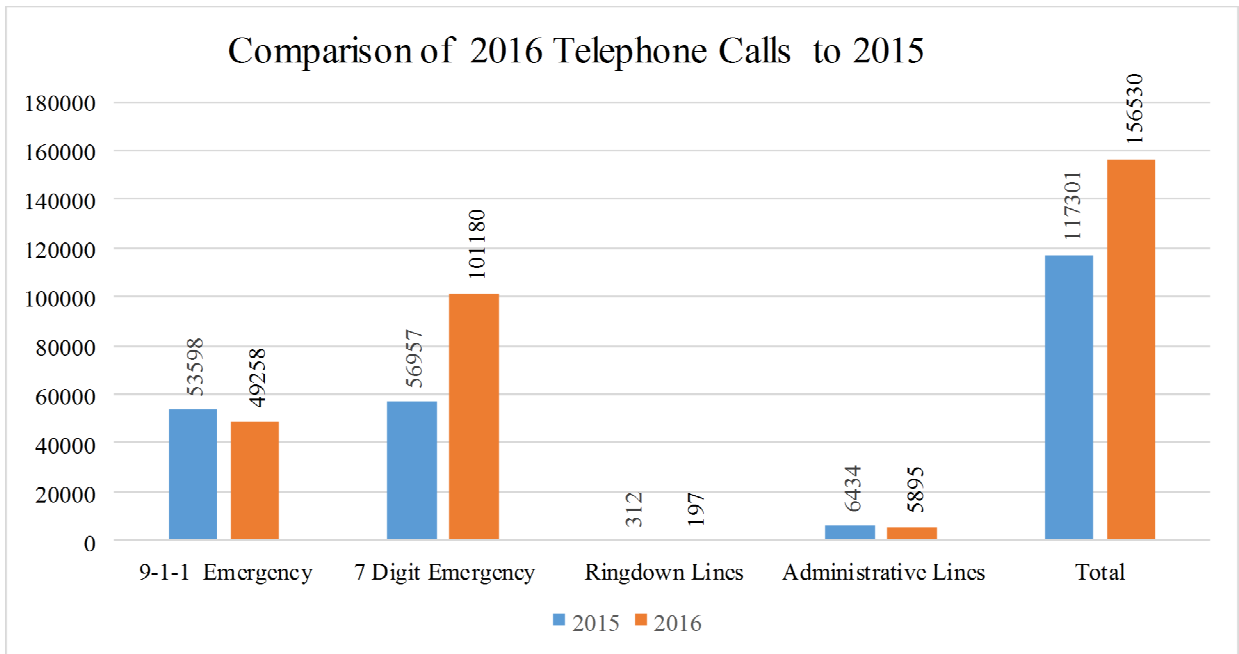
## Five Year Trends - Incidents Dispatched



	2012	2013	2014	2015	2016
Fire Incidents	4344	4470	4762	4731	4921
Police Incidents	59804	67299	67794	74087	75443
Total Incidents	66348	74171	74927	80097	80500

Calls for service for Police and Fire continue to grow. Although Fire incidents dipped slightly in 2015, the trends reflect an ever increasing workload in the 9-1-1 Center.

# Telephone Calls Made or Received by KaneComm Telecommunicators



### Performance Statistics for 2016:

Number and percentage of Incoming Calls Answered Within the 30 Seconds:  
107,593 or 99.86%

Telephone Ring to Call Pick-up Time:  
 95.83% of all telephone calls received were answered in 0-10 seconds  
 3.81% of telephone calls were answered in 10-20 seconds  
 0.22% of telephone calls were answered in 20-30 seconds

**\*\*99.64 % of incoming calls met the NENA National Standard for answering 9-1-1 Calls in 2016**

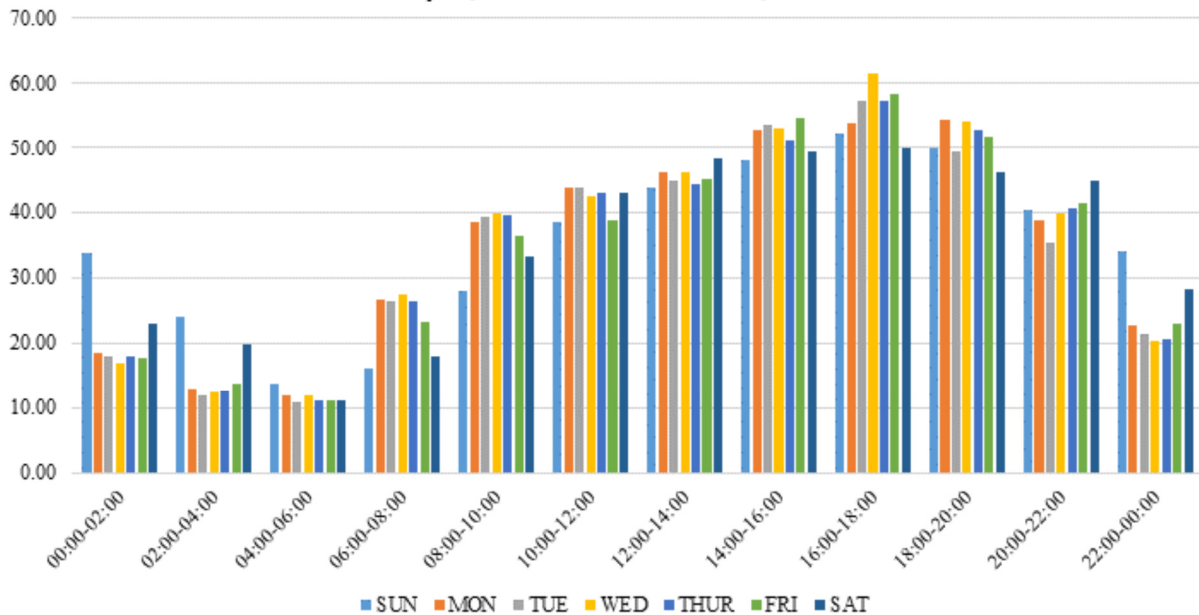
Outgoing Calls Made by Telecommunicators: 43,736  
 Abandoned Calls: 5,136

Total Calls for 2016: 156,530  
 Total Calls 2015: 117,301  
 Increase in Telephone Calls for 2016 Over 2015: 39,232

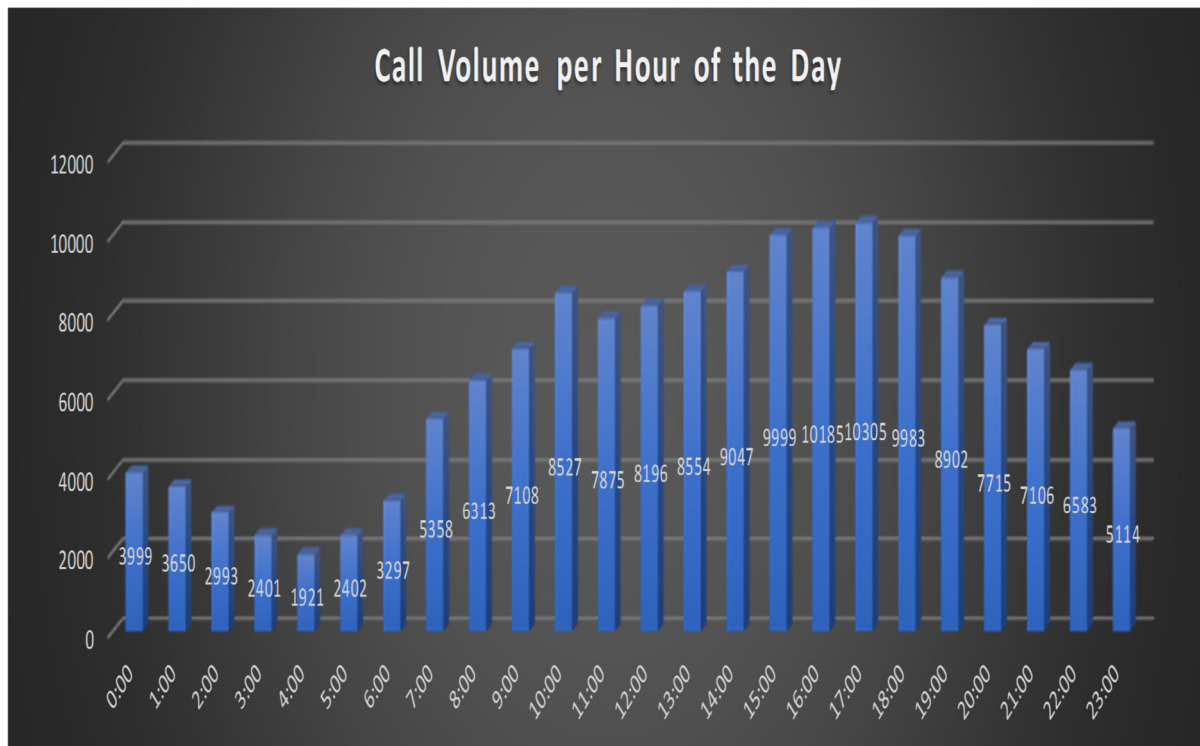
**\*\*National Standard for answering 9-1-1 Calls.** Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

## Average Call Volume by Day of the Week

Average Phone Call Volume by Day of Week and Time of Day  
January 1, 2016 to December 31, 2016



## Average Call Volume by Time of Day



## Text to 9-1-1 Implementation

In the Fall of 2015, KaneComm began the implementation and testing phase of receiving Text to 9-1-1 messages. This was done in conjunction with surrounding Kane County 9-1-1 Communication Centers. KaneComm Telecommunicators use GEM, a web-based application to accept Text to 9-1-1. The application currently has no cost and is supported by Verizon Wireless and other major cellular providers. During the implementation phase, Telecommunicators received training on receiving and responding to Text to 9-1-1 messages. The implementation and training on GEM took place in October 2015 prior to a public rollout.

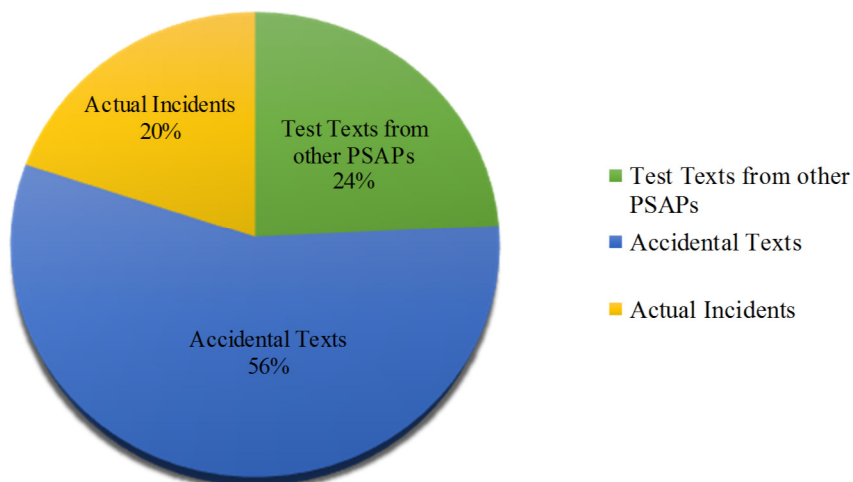
KaneComm did not publically advertise its ability to receive Text to 9-1-1 until March of 2016, allowing for any necessary adjustments to the policy, potential trouble shooting, and continued training. In addition, KaneComm coordinated the public rollout of the Text to 9-1-1 system with other Kane County 9-1-1 Centers to prevent confusion over whether the system worked in different parts of the County. The important message “Call 9-1-1 if you can, Text if you can’t,” was emphasized in the press release and continues to be an important message in public education materials. The location on Text to 9-1-1 can vary greatly, so it’s important to use text only in situations when it compromises the safety of the caller to make a voice call.

While quietly accepting texts from October to December 2015, KaneComm handled only one actual incident, five accidental texts and six test texts from surrounding Public Safety Answering Points (PSAP’s).

In 2016, KaneComm handled a total of 161 texts. Of those, 90 were accidental and 39 were from testing. Test text messages were received from not only surrounding communications centers of Tricom, Elgin and Quadcom, but from PSAPs in Calumet, Lake County, Wheeling, and NorComm, showing the location inaccuracy that can exist in Text to 9-1-1 and why a voice call is always preferred. During the same period, KaneComm received text reports for 32 actual incidents. Only three of the actual incidents were in KaneComm jurisdiction. All three calls were for a domestic dispute. The victim in each incident sent the text, so Telecommunicators were able to get accurate, current information for responding units.

The other incidents reported were from citizens texting as far away as Chicago. KaneComm received twenty texts from Chicago, five texts for Evanston, three for Tricom and one for Elgin.

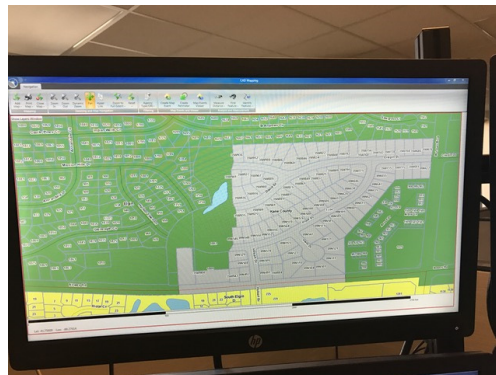
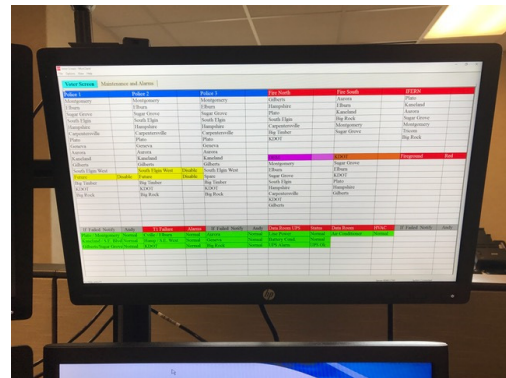
**2016 Statistics for Text to 9-1-1**





# 9-1-1 System Improvements

During 2016, a number of improvements were made to the 9-1-1 system equipment to better serve the public and the agencies we serve. Several examples are the replacement and addition of the computer monitor screens at each dispatch position, allowing Telecommunicators to display additional information such as text to 9-1-1 and more detailed maps allowing Telecommunicators to better locate callers. Other improvements include replacement of aging radio system components and the addition of a radio system maintenance alarm and control system to allow telecommunicators and technical staff to better monitor the condition of the radio system and respond to technical issues as they occur.



## Personnel & Training

During the First Quarter of 2016, KaneComm hired two new Telecommunicators to fill two vacancies. Each successfully completed their initial training program in the anticipated timeline.

In addition to training new employees, KaneComm Telecommunicators, Supervisors and Administration participated in a variety of conferences, workshops, seminars and drills. KaneComm also worked closely on training opportunities with subscribing agencies.

In May, the Director and Deputy Director met with Hampshire Police, Hampshire Fire and School District #300 to discuss polices and communications for potential large-scale incidents at the Hampshire High School. The same month, KaneComm Supervisors and the Kane County Sheriff's Office Warrants Department worked collectively to train new civilian employees. KaneComm handles all afterhours requests for warrants and orders of protection, and focusing on consistency in operations was beneficial for both agencies.

### **Examples of Conferences, Workshops and Seminars attended by Personnel in 2016:**

9-1-1 Legislation Updates  
ABCs of Call Taking  
Active Shooter Drill with Court Security at the Judicial Center  
APCO Active Shooter Course  
Active Shooter Training (at Elburn Fire Department)  
Crisis Intervention Team Program  
Critical Incident Debriefing for Telecommunicators  
Dispatch Center Information Sharing (DCIS)  
Dispatcher Crisis Negotiations  
Dispatcher Role in Critical Incidents  
Dispatcher Role in Mass Casualty  
Illinois Family Violence Coordinating Council's (IVFCC) 911 Telecommunicators webinar.  
Illinois Public Safety Telecommunications Annual Conference (IPSTA)  
It Can Happen Anywhere: The San Bernardino Terrorist Attack (Lt. Mike Madden, San Bernardino PD)  
Kane County Health Department's Critical Responder Distribution Operation Drill  
Kane County Leader's Summit  
Lead, Follow, or Get out of the Way  
MABAS Conference – three-day conference in Springfield, IL  
NENA 9-1-1 Supervisor Program  
Resiliency in Dispatch at Elgin Police Department  
The Dispatchers Guide to "Why" of Fire Department Operations  
Trainer Burnout – How to Prevent, Recognize and Overcome It  
Tyler/New World Conference in Phoenix Arizona

### **Drills:**

Two KaneComm telecommunicators responded to the backup center at Tricom Dispatch, to simulate an outage. Both communication centers have the Intrado Viper phone system. When Telecommunicators responded to Tricom, they were able to log in to the KaneComm phone system and answer 9-1-1 and non-emergency calls. Laptops programmed by IT were used to access the computer-aided dispatch system (CAD). Tricom telecommunicators were able to access their phone system at KaneComm. The drill was successful and also helped identify areas of opportunity for both 9-1-1 Centers to address.

# Public Education & Community Outreach

The KaneComm Public Education team spoke at several different Citizen Police Academics, including the Kane County Sheriff Department, Campton Hills Police Department and the Pingree Grove Police Department.



April is 9-1-1 public education month. Throughout the month KaneComm visited several different schools and spoke with over 170 students in 1<sup>st</sup> and 2<sup>nd</sup> grade about the importance of 9-1-1 and how to call 9-1-1. Students also made practice 9-1-1 phone calls.

In April they also visited the Food for Greater Elgin in Elgin to speak with people during their community education portion of the day about 911. It was a double presentation of Spanish and English. Jennifer Marsh presented in English and Nereida Diaz translated the presentation into Spanish. There were approximately 33 people in attendance.

Jennifer Marsh presented to the Senior Citizen



Safety Academy hosted by Elgin Township TRIAD in April. There were about 130 people in attendance for the 9-1-1 presentation.

The second week of April is National

Telecommunicators week. KaneComm's Events Committee organized a number of fun events and themed days for dispatcher to participate in.



The second week of May is National Police week. KaneComm decorated and delivered personalized cakes to each of the police departments.

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 Police Department.

Members of KaneComm also participated in several fundraising events for Special Olympics Illinois. These events include the Polar Plunge in March, Culvers Fundraising night in August, the Plane Pull in September and the Red Robin Tip A Cop in October. They also helped man the Special Olympics booth at the Kane County Fairgrounds along with members of the Kane County Sheriff's Department.



Members of KaneComm also participated in the Virtual 9-1-1 5K held by ILAPCO in April to benefit 9-1-1 education. KaneComm tied with another agency to be the first to reach ten members of their team. Each member received a gift bag from Walgreens.

The KaneComm public education team also created new educational materials to help with the launch of the new text to 9-1-1. They also created a flyer that was centered on high school students, they were handed out in some of the driver's education classes in the high schools. Nereida Diaz also helped translate several pieces of 9-1-1 education materials to Spanish.

## Summary of KaneComm’s Accomplishments for 2016 and Goals for 2017

The Table below provides a summary and status of goals for KaneComm for Fiscal Year 2016

2016 Project Recap	Ongoing	Completed
Research new model of call taking and dispatch structure including staffing levels for each shift	X	
Develop a five-year capital plan to detail radio infrastructure improvements and projects		X
Develop a five-year plan for KaneComm costs and subscriber costs	X	
Implement Text to 9-1-1		X
Research & implement a hiring process to include skills testing, psychological testing, background investigation, interviews and sit-along in KaneComm		X
Create a training program for new Supervisors	X	

**Projects Staff will be working on in Fiscal Year 2017 include:**

- Working in collaboration with the KaneComm Board, Subscribers and the Kane County Board to develop a model for a new subscriber agreement and fee structure.
- Complete the second year of the radio system infrastructure plan
- Develop a yearly employee performance evaluation process
- Identify opportunities to eliminate costly telephone lines for radio tower site connectivity by utilizing Kane County fiber wherever possible.