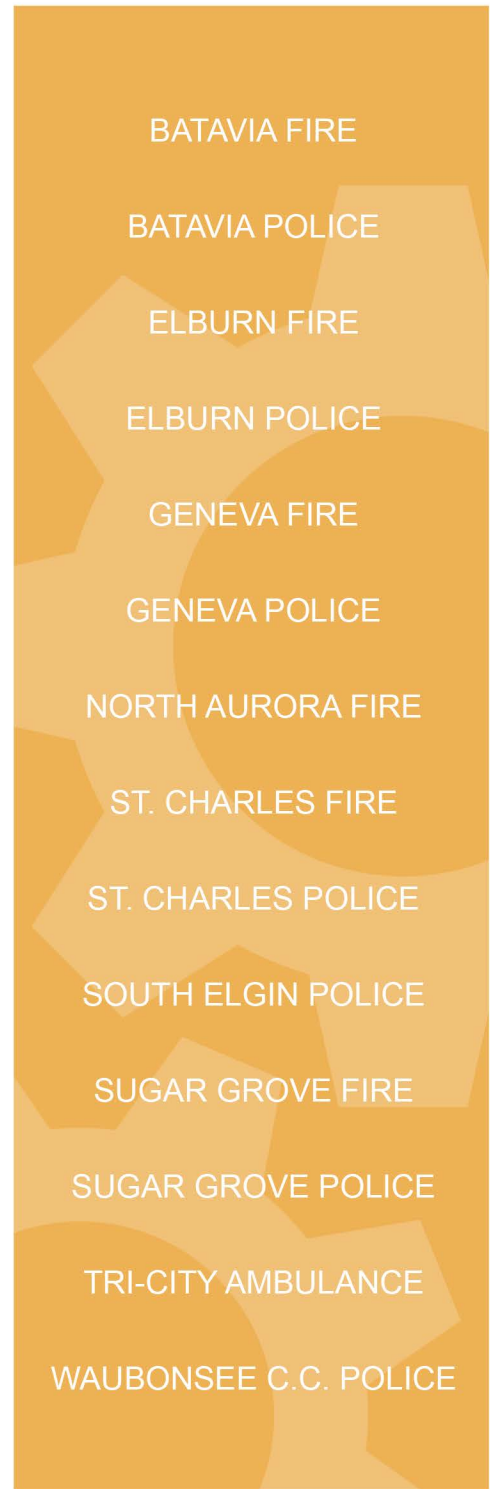


TRI-COM CENTRAL DISPATCH

ANNUAL REPORT

2022



www.tricom911.org

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2022 BOARD OF DIRECTORS



Scott Swanson
Fire Chief
St. Charles Fire Dept
Chairman



Eric Passarelli
Police Chief
Geneva Police Dept
Vice Chairman



Mike Antenore
Fire Chief
Geneva Fire Dept



James Keegan
Police Chief
St. Charles Police Dept



Craig Hanson
Fire Chief
Batavia Fire Dept



Shawn Mazza
Police Chief
Batavia Police Dept



Ron Silkaitis
Alderman
City of St. Charles



Pat Rollins
Police Chief
Sugar Grove Police Dept



Mike Bruno
Alderman
City of Geneva



Jerry Krawczyk
Police Chief
South Elgin Police Dept



Tom Connelly
Alderman
City of Batavia



AGENCY PARTNERS



St. Charles Fire Dept



Geneva Fire Dept



Batavia Fire Dept



Elburn & Countryside Fire Protection District



North Aurora Fire District



Sugar Grove Fire Protection District



Tri-City Ambulance



St. Charles Police Dept



Geneva Police Dept



Batavia Police Dept



Elburn Police Dept



South Elgin Police Dept



Sugar Grove Police Dept



Waubonsee Community College Campus Police Dept

SPECIAL THANKS

thank you



Mike Ryan
Telecommunicator (Ret.)
Tri-Com
15 years 2007-2022



Randy Deicke
Fire Chief (Ret.)
Batavia Fire Dept
Board Member 2009-2022



Dan Eul
Police Chief (Ret.)
Batavia Police Dept
Board Member 2017-2022

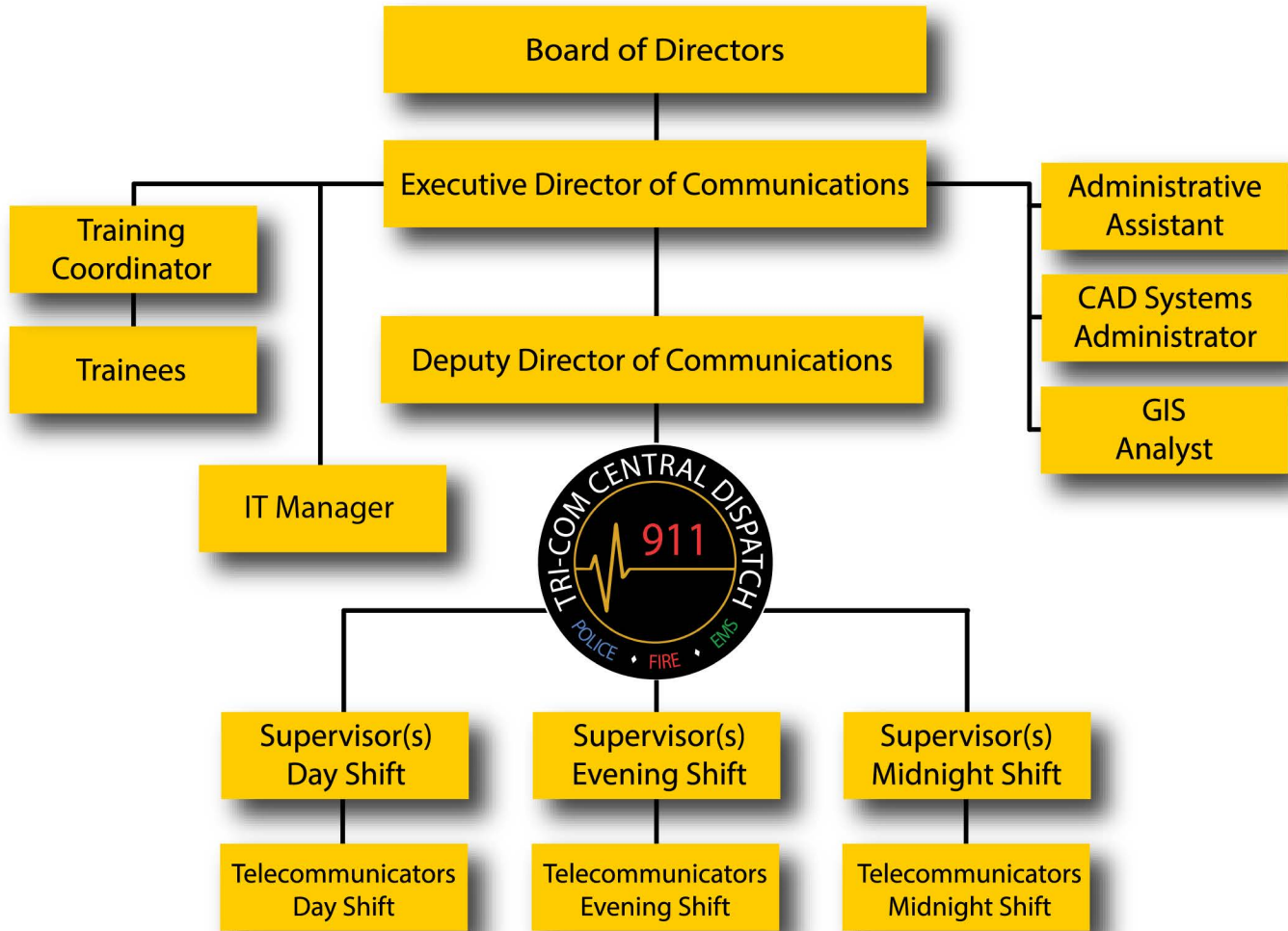


Mike Russotto
Alderman
City of Batavia
Board Member 2019-2022

2
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2



ORGANIZATIONAL STRUCTURE



Joe Schelstreet
 LaToya Marz
 Andrew Kunstler
 Tammy Kleveno
 Mark Marzetta
 Kristina Rohrbach
 Shevon Sherrod-Ramirez
 Scott Mechowski
 Mary Robertson
 Eric Babcock
 David Korf
 Mandi Pool
 Lisa Classen
 Signe Thomas

Executive Director
 Deputy Director
 Training Coordinator
 CAD Systems Administrator
 IT Manager
 GIS Analyst
 Administrative Assistant
 Supervisor
 Supervisor
 Supervisor
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator

Aimee LoSasso
 Zach Damit
 David Nolan
 Caitlin Ellefsen
 Shelley Parat
 Laura Wilber
 Alison Salski
 Alex DeMeritt
 Adam Schury
 Brenna Plonis
 Bailee Slone
 Pamela Miller
 Kelly Davis

Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator
 Telecommunicator (Trainee)
 Telecommunicator (Trainee)
 Telecommunicator (Part Time)

FROM THE EXECUTIVE DIRECTOR

Tri-Com continues to excel. That statement is one that I feel very confident in making as evidenced by all of the milestones achieved in 2022. It is a pleasure to report on the numerous accomplishments that were made and that everyone here has contributed to in some way.

Our advancement to Next Generation 911 (NG911) and the connection to the State of Illinois ESInet dominated the year. In order to prepare for the conversion and go-live, all divisions within Tri-Com prioritized the project above everything else within their already substantial workload. Problems that needed to be addressed included the need to accommodate for the rural fire addressing system; the inter-play with the Master Street and Address Guide (MSAG); the submittal of the voluminous Geographic Information Systems (GIS) data and the need to upgrade the Intrado VIPER call handling equipment.

Everyone participated at a level that defied any reasonable set of expectations. The previously listed challenges required not only time but also innovative solutions to overcome. Technology vendors were engaged and deadlines were met. In one large final push, our existing analog Centralized Automatic Message Accounting (CAMA) trunks were upgraded to digital Session Initiated Protocol (SIP) trunks, our VIPER call handling equipment was upgraded and we completed our Operational Readiness Testing (ORT) and went live on the ESInet in less than 10 days. We became only the 17th 9-1-1 center in the State to do so.

I think that it would be reasonable for anyone to expect that these upgrades and conversions came with a monetary cost as well as an extensive expenditure of time. This was indeed the case; however, funding was obtained from both the Emergency Telephone System Board (ETSB) and the State of Illinois through an NG911 grant. These funding sources substantially minimized the fiscal impact on Tri-Com. We are especially fortunate to have an ETSB that understands the needs of a 9-1-1 center and is engaged in the effort to provide the best level of service possible to our residents.

Staffing is an ever-present concern of any 9-1-1 center and ours is no stranger to these needs. While we had previously updated our training program in order to provide for higher graduation success rates, we were still feeling the recruitment sting. To combat this, we worked with the Union to identify issues related to compensation and benefit levels and then completed a mid-term bargaining process that was highly successful. We are now rapidly moving towards our budgeted full staffing level and hope to accomplish this by mid-year in 2023.

Additionally, we have undertaken a similar process for the non-union staff and several adjustments have already been made to compensation levels. We are also participating in the current City of Geneva Compensation Study. This study will allow us to further align ourselves with our competing 9-1-1 centers so that we can retain our present staff and attract new members if necessary.

We were fortunate this year to be able to connect to the City of St. Charles Municipal Water Supply. Previously, Tri-Com had been on a well and pump system and the water quality had been deficient. The City of St. Charles extended a 10-inch water main in front of our facility and our Board of Directors took full advantage of the opportunity to fund the connection cost to the newly available supply. This has resulted in higher quality water, more water pressure and the ability to remove a great deal of ancillary equipment previously required due to the dependence upon the well and pump. We will enjoy some long-term savings as there will no longer be a need to test, maintain or replace this equipment.

The Police and Fire Operations Committees have been fully engaged in the operations and function of Tri-Com through multiple initiatives. The combined review of significant incidents has been a very successful program that has led to the updating of our internal directives and the ability to see a call for service through a different lens. We are very grateful that we are receiving excellent participation from our agencies in these reviews as the conversations have been very productive and enlightening.

FROM THE EXECUTIVE DIRECTOR

We continue to work through the impacts and implementation needs of a couple of new statutes as passed by the State of Illinois. These include the Safe-T Act and the Community Emergency Services and Supports Act (CESSA). Currently, the Safe-T act is undergoing a constitutional challenge and the execution of CESSA requirements have been delayed due to the need to answer numerous questions on the practical application of the statute. Tri-Com staff and agency members have been involved in the process to answer these questions so that we can hopefully achieve a productive result.

The Chairman of the Board of Directors has formed a Structural Documents Subcommittee that is tasked with updating our Financial Policies, By-Laws and the Intergovernmental Agreement (IGA). This committee has been meeting regularly and has made significant progress on the Financial Policies and the By-laws. The IGA contains the funding formula and these conversations are challenging. There is unanimous agreement that the costs of operating the center need to be shared by all and in a proportional manner according to usage. Multiple formulas have been examined and the work continues to identify the version that fits us here at Tri-Com.

While 2022 was an exceptionally productive year, I have no doubt that our efforts in 2023 will be as aggressive as this past year and I look forward to them with great anticipation.

JOE SCHELSTREET

Executive Director | Tri-Com Central Dispatch



ECC OPERATIONS

Rising to the challenge of every request for emergent and non-emergent response for Police, Fire or Emergency Medical Services is a highly trained team of Telecommunicators and Shift Supervisors. They work as the 24/7/365 frontline response for dispatching resources within the districts and communities of the thirteen agencies we serve. In 2022, our Tri-Com team continued to find success in reinforcing staffing levels, as well as embracing technology upgrades and building improvements both inside and outside the Emergency Communications Center (ECC). January launched the successful implementation of PowerDMS for document management and tracking. This is vital to keeping our staff apprised of directive and operational changes and ensuring all members of our organization have the most up-to-date, easily searchable resources to reference.

Over summer, we co-hosted a free Illinois Terrorism Task Force (ITTF) Template Training in conjunction with the Waubensee Community College Police Department and members of ILEAS and DuPage County Office of Homeland Security & Emergency Management. This valuable training has become an annual event that is well-attended not only by members of the Tri-Com family, but also by neighboring agencies from all over the state including Illinois Department of Transportation, Illinois State Police, Cary Police, Bridgeview Police, Burlington Fire, Wayne Police, Civil Air Control, and Chicago Communications.

In fall, we joined one of 19 ECCs statewide to successfully implement NextGeneration9-1-1 (NG9-1-1) services and a statewide connection to AT&T's ESInet. This significant project will eventually allow all ECCs in the state to transfer calls seamlessly outside their jurisdiction, act as backups for their neighboring ECCs during times of overwhelming call volumes or disasters and provide redundancy to avoid technical service interruptions.

We continued our evolution and utilization of Motorola's Radio Management solution for programming over 650-member agency fleet radios via Wi-Fi. We also began utilizing RadioCentral, Motorola's programming solution for the APX NEXT radio model. These radios are only in the beginning stages of testing by some of our agencies, but offer additional coverage by operating on not only VHF/P25 Digital radio frequencies and talkgroups, but also using LTE connections like a cellphone does. In 2022, we successfully completed 475 programming jobs and 1,498 operational jobs in Radio Management; and 9 programming jobs, and 101 operational jobs in RadioCentral.

Our profession continues to grow and change while we find new and innovative ways of supporting the 9-1-1 professionals who work tirelessly and always answer the Call. From reclassifying first responder efforts to professional growth opportunities and technological progression, we look forward to the changes and challenges ahead.

LATOYA MARZ

Deputy Director | Tri-Com Central Dispatch



2022 was a very important year for Tri-Com. We are steadily approaching staffing levels that have not been achieved at Tri-Com in almost a decade. We are currently staffed with three Supervisors, fourteen Telecommunicators, one part-time employee, and two employees in training. Without the dedication of our training team, we would not have recently had such a success rate. All of our recent hires have also been diligently working to refine their skills and become important members of the team. Being a Public Safety Telecommunicator is a special, difficult job that requires the employee to put a lot of time and effort into it. Our job as the training team is to position them for success, but ultimately it is up to their motivation and work ethic.

We have made a few additional changes to the Training Program in 2022. Two additional telecommunicators completed the APCO Communications Training Officer course and became CTOs in 2022. The Training Program will greatly benefit from their expertise and experience. We also launched a brand-new continuing education program with the "Public Safety Group". This program develops training aimed exclusively towards 9-1-1 professionals. We can also design custom trainings using the software that are tailored to Tri-Com's operations. Tri-Com also received the APCO International Project 33 Training Program Certification in 2022. This accreditation is a recognition program for Public Safety Communications Training Programs that meet and exceed the standards outlined by APCO. Tri-Com Central Dispatch was one of 32 Training Programs across the nation that received the Certification in 2022. The Certification lasts until 2025.

We also renewed our Emergency Medical Dispatch Agency License through the Illinois Department of Public Health. Tri-Com Central Dispatch is able to continue to provide EMD instructions to patients as outlined by the Souther Fox Valley EMS System, Illinois Department of Public Health, and APCO.

Training has been and will always be one of the most important parts of Tri-Com. We look forward to hiring and training new Telecommunicators in 2023 and for years to come, while also providing our experienced dispatch staff with opportunities for personal and professional career growth and additional training opportunities.

ANDREW KUNSTLER

Training Coordinator | Tri-Com Central Dispatch



APCO
Agency Training Program
Certification
A Project 33® Initiative

CALL TAKING OPERATIONS



TOTAL CALLS 136,542

Total 911 Calls
46,111

Total Non-Emergency Calls
54,173

Total Outgoing Calls
33,844

Average 911
Calls Per Day
126

Average Non-Emergency
Calls Per Day
93

Average Outgoing
Calls Per Day
93

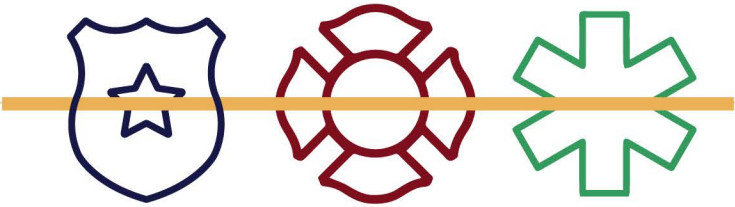
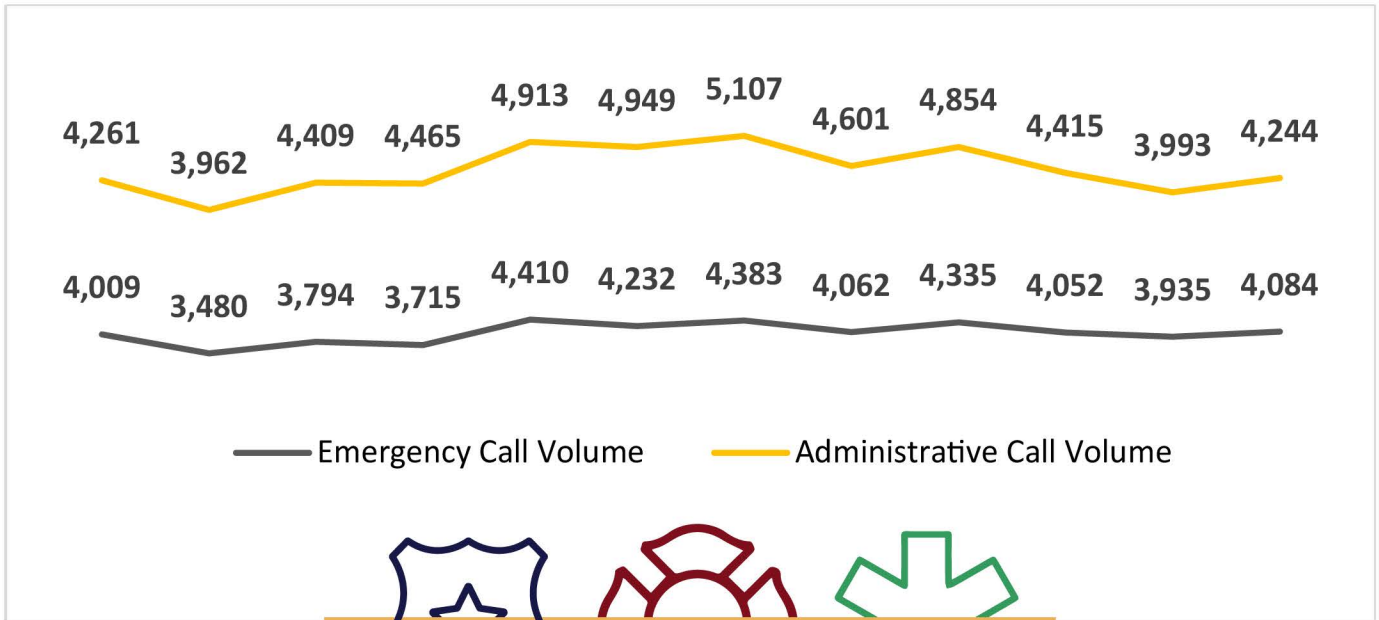
Average 911 Calls
Per Month
3,842

Average Non-Emergency
Calls Per Month
4,514

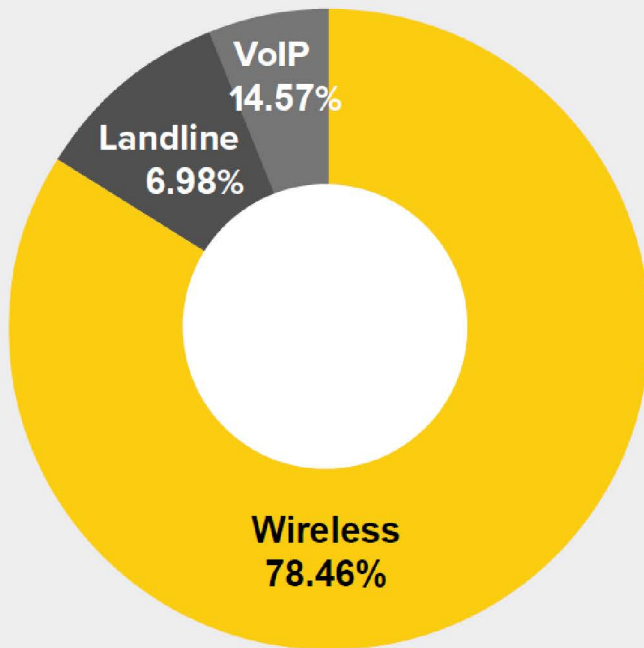
Average Outgoing
Calls Per Month
2,820

Text-to-911 37

2022 INCOMING CALL VOLUME



SOURCE OF CALLS RECEIVED



The number of emergency calls placed in 2022 remained steady in volume from 2021.

FIRE OPERATIONS

TOP FIRE CALL TYPES

2,388 SICK PERSON

12% of Fire Calls

2,310 FALLS

11% of Fire Calls

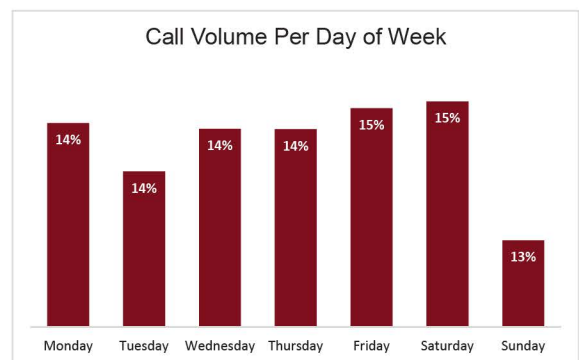
1,994 ALARMS

10% of Fire Calls

Fire Agency	Totals	% of Fire Calls
Batavia	4,944	25%
Elburn	2,183	11%
Geneva	2,983	15%
North Aurora	2,665	13%
St. Charles	5,685	28%
Sugar Grove	1,545	8%



Call Volume Per Day of Week



Total Fire Calls
Taken, Processed and
Dispatched

20,005

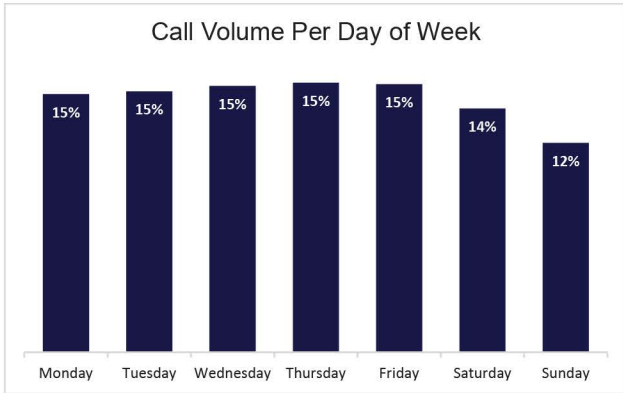
Average Monthly
Fire Calls Taken, Processed
and Dispatched

1,667

Average Daily Fire
Calls Taken, Processed
and Dispatched

55

LAW OPERATIONS



Law Agency	Totals	% of Law Calls
Batavia PD	14,798	17%
Geneva PD	16,900	20%
Elburn PD	4,804	6%
South Elgin PD	15,002	17%
St. Charles PD	28,794	33%
Sugar Grove PD	6,145	7%
Waubonsee PD	123	0%

Total Law Calls
Taken, Processed and
Dispatched
86,556

Average Monthly
Law Calls Taken, Processed
and Dispatched
7,213

Average Daily Law
Calls Taken, Processed
and Dispatched
237

TOP LAW CALL TYPES

22,428 TRAFFIC STOP
26% of Law Calls

8,666 BUILDING CHECK
10% of Law Calls

3,417 CITIZEN ASSIST
4% of Law Calls



(CAD) COMPUTER AIDED DISPATCH

The CAD Administrator (CA) maintains daily, weekly, monthly and yearly tasks and responsibilities directly related to CAD and mobile terminals. Weekly, monthly and custom reports are created to maintain statistical and analytical data necessary for our agencies. These reports help in supporting the department's daily operations, accreditation and accountability. The CA works closely with the IT Manager, Training Coordinator and GIS Analyst to analyze issues and requests for data, training and connectivity support.

2022 brought us out of the pandemic mandates and was filled with several large team projects at Tri-Com. The biggest being the migration of our 9-1-1 phone services to EsiNet (Emergency Services IP Network) which benefits citizens and public safety alike by routing calls based on a caller's GIS location thereby minimizing misroutes and improving repose times. The ESiNet is the next step in NextGen9-1-1 and supports text messaging, images and large files.

Street types in our GIS data had to change to meet standards set for the project. This was quite a task for CAD as the address validation process is critical to plotting the location of an incident and routing responders to the correct location. These changes also reached across the system and affected, cross streets, premise alert locations and call history. With no simple tool to make these changes in CAD we engaged our CAD vendor to assist with this feat. Once the details were explained and a review made by our vendor they were able to assist with facilitating the necessary changes to the data. Our continued partnership with our CAD vendor made this possible and their extra efforts to assist did not go unnoticed.

The CA oversees the back end configuration of the phone system and the data that is entered into the Center's CPE. The migration of traditional copper phone lines to Session Initiation Protocol (SIP) trunking was next. SIP is the digital method of making and receiving phone calls and other digital communication over an internet connection. This project meant many changes in dialing plans in our phone system and took hours of configuration and tweaking to confirm transfers and calling were correct.

Tri-Com's fire agencies continued their progress to implement or expand Fire Station Alerting in 2022. As part of this project, the CA attended demonstrations, meetings and visited nearby ECCs to learn more about the FSA system, software, configuration capabilities and interface options from our CAD vendor.

With the end of life announcement of the fire department's RMS software, the CA has continued working to support the agencies in their transition over to their new records management software. Confirming data transfers moved correctly and acting as a troubleshooting liaison between the vendor and the agency

when an issue arose. The CA has been working through the large project to validate, configure and move all the occupancy and contact information from seven fire departments to a new program that interfaces with the current CAD system. Our system's current interface that allows us to query occupancy and contact information for commercial businesses in CAD is for the software deemed end of life. There is not yet an interface to the new software available for CAD so for the interim, another program is being populated to keep functionality in place. This project is progressing and we hope to have it up and fully operational in our system very soon.

The CAD user conference was extremely enlightening in 2022 and has prompted us to take a hard look at our current CAD system and the possibilities of upgrading it to a newer model. Tri-Com is discussing our options and evaluating what is best for the center moving forward by looking at several Tier-1 systems. 2023 will be full of new possibilities, technology and functionality as we plan to take the ECC into its future and set us on a path to greater assist our member agencies and our citizens.

TAMMY KLEVENO

CAD Systems Administrator | Tri-Com Central Dispatch



CENTRAL SQUARE
TECHNOLOGIES



REPLACE FIREWALLS

Our 3 Palo Alto PA-500 firewalls (2 live, 1 hot spare) were end-of-life, with software support set to expire in March 2022. We purchased two new Palo Alto PA-440 firewalls and configured them as an Active/Passive High Availability pair. The main benefits of this configuration being redundancy and the ability to manually fail over to the secondary firewall when updating the software/firmware, without resulting in any downtime. With the old firewalls, updating the software/firmware resulted in outages of 30-40 minutes. Annual support and maintenance costs for the new pair dropped from \$3700 to \$1950, resulting in an annual savings of \$1750.

INTRADO SIP

Ever since the price of POTS phone lines was deregulated, we have been seeing a sizable increase in the cost of our 11 POTS lines used to contact or transfer calls to Tri-Com. With costs approaching \$2500/month, the decision was made to replace the 11 POTS lines with a SIP fiber connection. AT&T SIP trunk was brought in, the 11 phone numbers were ported/transferred over to the new SIP and the VIPER phone system reconfigured by Intrado. Cost for the new SIP trunk is roughly \$600/month, saving around \$1900/month off the cost of the old POTS lines.

REPLACE CCTV SYSTEM

Replaced our old CCTV system with a new Platinum CCTV system and 12 new digital cameras. Our old CCTV system had 9 old analog cameras and the external cameras did not provide complete coverage for all areas of our property lines. After evaluating multiple vendors, we chose the Platinum CCTV system, a fully digital solution with 10 cameras providing 12 views of our internal/external environment. Total cost of the Platinum system was \$19,000, which was a \$13,000 savings over a comparable quote from our current vendor.

INTRADO V7 UPGRADE/ NEXTGEN 9-1-1 PROJECT

In fall of 2022, we were one of the first 15 PSAPs in Illinois to convert over to Next Generation 911 (NG911). Main benefit being the migration of all our old 911 trunks over to a new hybrid AT&T fiber network (ESINet) that provides redundancy and the ability to more easily redirect calls over to another PSAP in the event of a local issue. Conversion also included a version upgrade to our VIPER phone system and reconfiguration to accommodate the switch from old copper lines to fiber as the inbound interface for all inbound 911 calls.

CYBERSECURITY ASSESSMENT

Our 3 Palo Alto PA-500 firewalls (2 live, 1 hot spare) were end-of-life, with software support set to expire in March 2022. We purchased two new Palo Alto PA-440 firewalls and configured them as an Active/Passive High Availability pair. The main benefits of this configuration being redundancy and the ability to manually fail over to the secondary firewall when updating the software/firmware, without resulting in any downtime. With the old firewalls, updating the software/firmware resulted in outages of 30-40 minutes. Annual support and maintenance costs for the new pair dropped from \$3700 to \$1950, resulting in an annual savings of \$1750.

KEEPER

One of the weaknesses and opportunities for improvement suggested in our Cybersecurity Assessment that we addressed first was with password strength, avoiding duplicate passwords and how often to change them. In addition to the typical Windows login and email login accounts, we have multiple logins for various web hosted tools and services. Users typically have up to 8-10 different accounts. We evaluated several password management applications and chose Keeper Security as our Password Management solution. Keeper provides a single point of access for users to store their logins and passwords, includes a password generator to help avoid duplicate passwords and monitors the dark web for signs that any of your accounts/passwords have been compromised.

ELECTRONICS RECYCLING

With a basement full of old computers and peripherals that had already passed through the City of Geneva's surplus equipment process without generating any interest, we were in search of a reasonably priced option to dispose of these items. In November 2022, I received an email from Elian Electronics Recycling, introducing themselves and offering a FREE pickup service. We scheduled a pickup and were able to recycle 50 LED monitors, 2 boxes of old keyboards, 3 printers and a box of old cables. We had found that the recycling fee for monitors at most centers was \$25/each. This introduction offer from Elian saved us upwards of \$1250 in recycling fees.



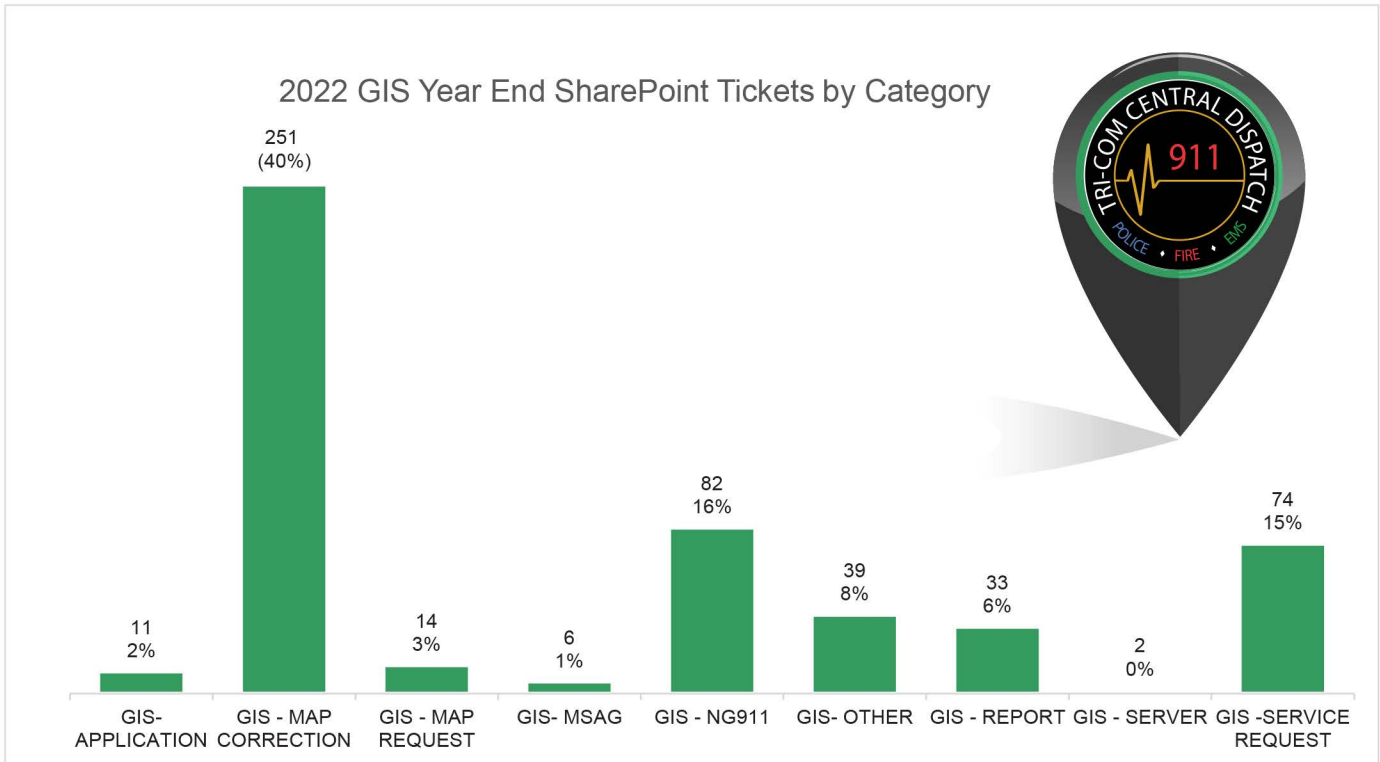
MARK MARZETTA

IT Manager | Tri-Com Central Dispatch

(GIS) GEOGRAPHIC INFORMATION SYSTEM

Outside of projects, GIS routine day to day tasks here at Tri-Com continue to include address point and street centerline corrections or additions, basemap updates, such as updating the building footprint business names whenever a new business is either added and/or changed. In addition, keeping all of the CAD layers updated whenever a response change is needed, and keeping all of the law layers up to date whenever any annexation occurs.

SharePoint continues to be used to keep track of any help desk tickets and projects in general here at Tri-Com. In 2022, there were a total of 512 GIS SharePoint tickets that were added into the system.



2022 was a big year not only for Tri-Com but for GIS as well. On Wednesday, September 28th, 2022 Tri-Com officially went live with NG911. In order to go live with NG911, there were a lot of GIS requirements that had to be met. One of the biggest challenges was making sure that all of our fire grid addresses would work and verify. Another challenge was NG911 had specific post-types that had to be used for both the address points and street centerlines. For example, ST had to be added, AV had to be changed to AVE etc. Not only did we have to make these changes to our GIS data, but these changes also had to be applied to the MSAG (Master Street Address Guide). GIS submitted the changes to AT&T, so that they could get the MSAG updated. Once the MSAG was updated, GIS worked with the CAD Administrator to make the changes to our CAD/GIS data. This was not an easy task, as changing the post-types in the GIS data would have numerous impacts to the CAD data (ex: call history, site and business records etc.). Since there were thousands of records that would potentially have to get changed in CAD, and making sure that everything got touched, doing this manually was not an option. GIS along with the CAD Administrator worked with Central Square to get everything updated and changed, which they did for us at no cost. Another requirement for NG911, was the ALI database (landline phone database) addresses had to match the NG911 addresses. Since this database has never been touched or verified before, there were thousands of errors in the ALI that had to be corrected. GIS worked with AT&T to submit the changes and get the ALI database cleaned up and corrected. Prior to the NG911 go-live, GIS had to submit and continues to submit the GIS data through the Esri workflow to check for any errors, and to get the GIS data loaded into the NG911 system. There was also some training that GIS had to take prior to the NG911 go-live, which included AT&T portal training and Intrado EGDMS training.

(GIS) GEOGRAPHIC INFORMATION SYSTEM

For the NG911 project, each agency was provided a spreadsheet of all of the cell towers and sectors for each provider. GIS did extensive research and created an interactive map which shows each individual cell tower in our dispatch area, along with each cell sector for each provider.

As technology continues to evolve, the Z-Axis is currently under development which will help to accurately identify where an individual is calling from using their cell phone, and on what floor of the building they are located. GIS has attended many webinars on the Z-Axis in order to receive updates on this technology, as well as stay up to date for when we can potentially start receiving and using this critical information.

North Aurora Fire finished verifying all of their addresses in their district. Sugar Grove Fire was set up for address verification in 2022 and GIS went out to Sugar Grove to provide a training class on how to verify addresses. They continue to verify all of their addresses into 2023. To this date, a total of 19,843 addresses have been verified, with 206 addresses having had to be corrected and 96 added. Our goal continues to be to have eventually every agency that Tri-Com dispatches for verify addresses.

GIS created a 911 active incident dashboard that is now viewable on the dispatch floor to show the total number of active fire and police calls.

An agency requested demographic information for their district that is available with Esri's Community Analyst program. Since we did not have Community Analyst, GIS reached out to Esri and we were able to purchase a license for a very reasonable price. GIS set up and configured Community Analyst and ran numerous demographic reports for several agencies, as well as for Tri-Com.

One of our ArcGIS servers that is used for CAD was end of life in terms of receiving updates and support from Esri. GIS worked with our IT Manager to get the ArcGIS server upgraded to a newer version. This version matches our other GIS servers and will be supported and receive updates for several years to come.

GIS updated and produced several wall maps for different agencies along with creating numerous estimated response time and incident density maps.

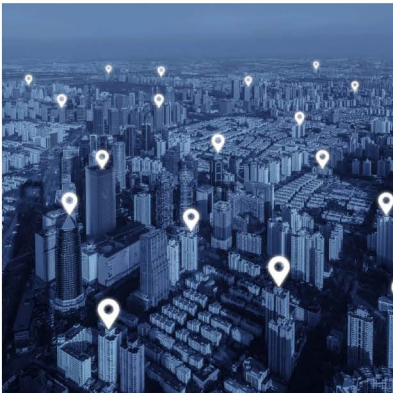
GIS continues to stay on top of the current GIS technology by attending training seminars and conferences. In 2022, GIS attended the Esri Midwest User Conference in Chicago and attended many webinars.

GIS continues to be a part of the Illinois GIS Association (ILGISA) governance committee.

2023 will continue to be a very busy year for GIS with new projects such as the CAD enhancement, continuing to build and enhance GIS applications in the ArcGIS Portal, continuing to make the transition from Esri ArcMap to ArcGIS Pro, along with new training opportunities to stay on top of the latest technology.

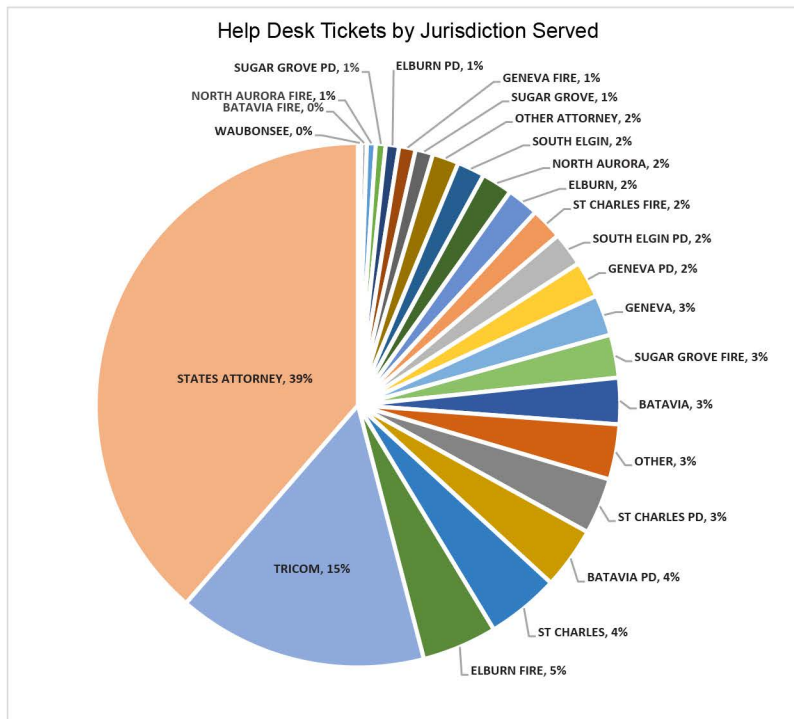
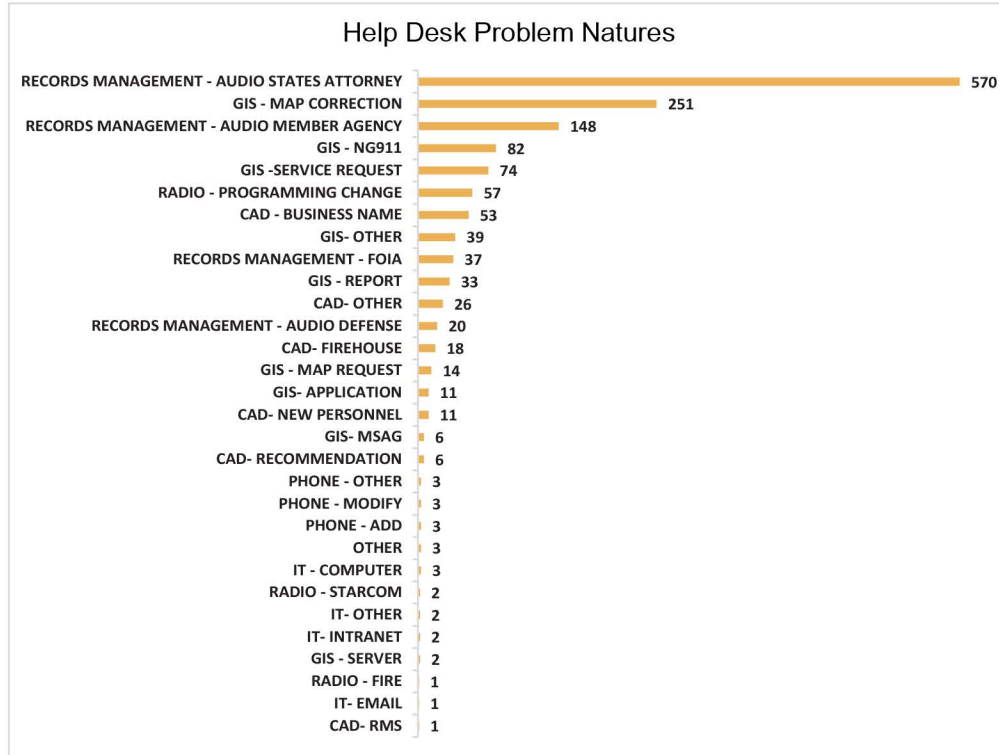
KRISTINA ROHRBACH

GIS Analyst | Tri-Com Central Dispatch



HELP DESK SUPPORT

OVER **1,480** SUPPORT REQUESTS FROM BOTH INTERNAL AND EXTERNAL USERS WERE RESOLVED IN 2022



57 - Citizen Requests

Citizen requests are requests made by citizens, private attorneys, public defenders or media outlets

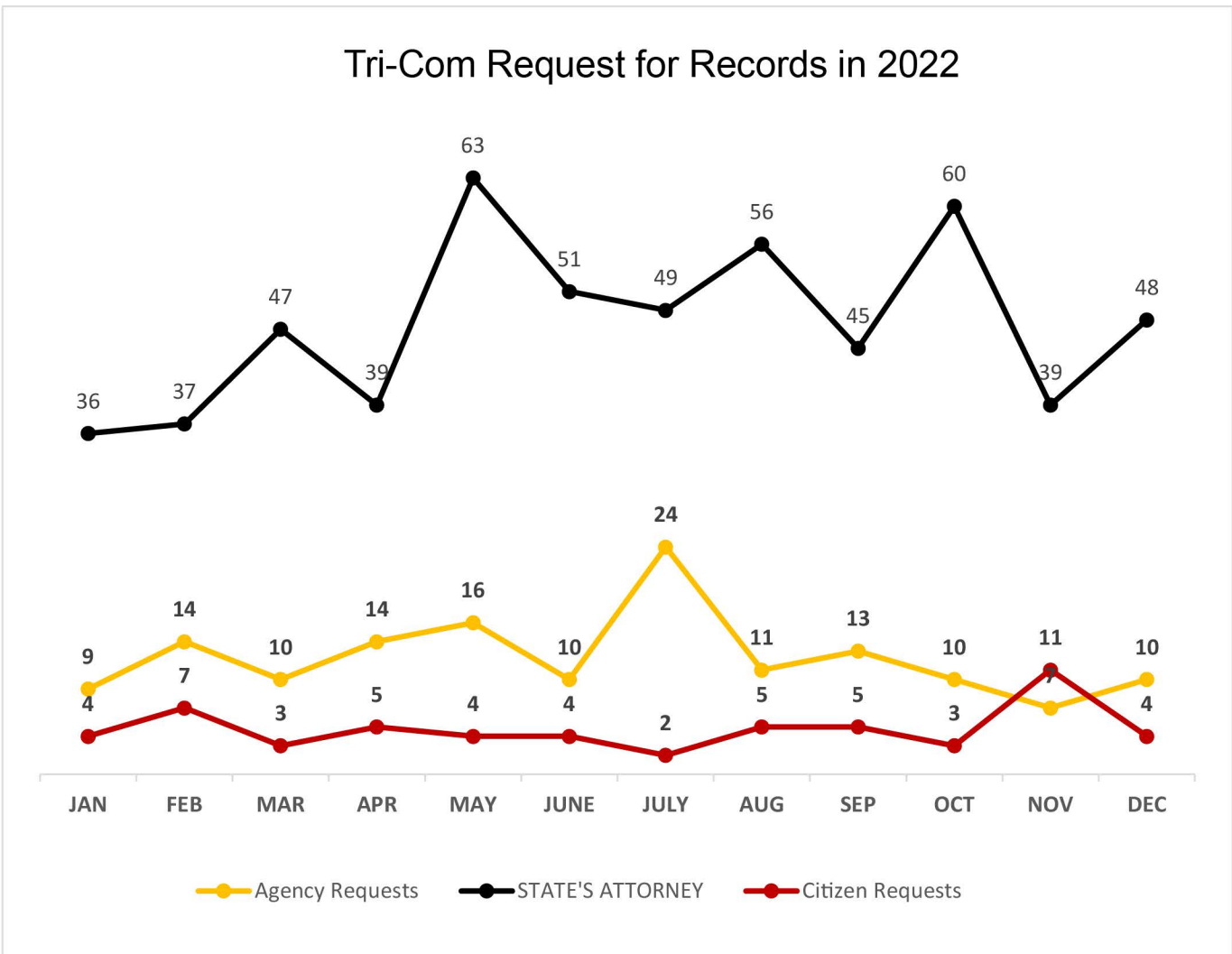
148 - Agency Requests

Agency requests are requested by agencies/investigators on specific cases and typically assist in an investigation (pending charges, pursuit and use of force issues, IA investigations). Agency requests can also be used for training and debriefings of major incidents.

570 - State's Attorney Requests

Discovery requests are requests that are made by the Kane County State's Attorney's office. A request is made for each case in which someone has been charged through the county court.

775 - Total Tri-Com Records Requests



PUBLIC EDUCATION

Our Public Education Team was busy again in 2022! Over the summer we attended our first ever Corn Boil in Sugar Grove, spent time with Elburn at National Night Out & Elburn Days, and participated in South Elgin's Village Day Out Against Crime.



In October, we returned to Kaneland Elementary Schools for Fire Prevention Week, teaching K-3 about calling 911. Officers from Elburn PD and Sugar Grove PD assisted with some of our presentations.

Andrew and Mary worked with St. Charles Compass Academy, SCPD & SCFD, to set up curriculum teaching high school students the skills needed for our jobs. We also hosted informational tours at Tri-Com for the Fox Valley Career Center students.

Throughout the year we attended job fairs, open houses, and several joint training events with our departments.

In 2023, our goal is to attend an event in each of our member agency communities. We are always looking for opportunities to get involved!

