



# 2024

## ANNUAL REPORT

PRIDE | SERVICE | INTEGRITY | TEAMWORK | ACCOUNTABILITY

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# FROM THE EXECUTIVE DIRECTOR

Tri-Com is an organization that has adopted continuous improvement as its primary goal. This will be exceedingly evident as one reads the information contained in the following pages. While individual reports are completed by the leader of the various organizational divisions, each member of Tri-Com provides critical contributions to our overall success. Whether the focus is in staffing or training, technology or software, the effort is incredible and the achievements are extraordinary.

The Board of Directors started the year with the goal of revising the By-laws and the Inter-Governmental Agreement (IGA). Both of these documents are foundational to the organization. The previous year had seen the successful revision of the Financial Policies and the Structural Documents Working Group moved full steam ahead with the aforementioned By-Laws and IGA. After multiple meetings, and considerable dialogue, both documents were revised and approved by the Board of Directors. The IGA required the approval of each City Council of the respective Legacy Agencies (St. Charles, Geneva, and Batavia) and these approvals were given without concern. To add good measure, the City of St. Charles also approved a revised lease agreement for our facility. This new agreement allowed for the planning, and completion, of enhanced physical security measures for the property.

In order to support operations, Tri-Com depends upon sustainable funding from our Emergency Telephone System Board (ETSB). This board is responsible for the receipt and distribution of the surcharge monies that are charged on everyone's phone bills and are collected and disseminated by the State of Illinois. The Board also decides many issues regarding the level of service provided by the two Public Safety Answering Points (PSAP's) that it is responsible for. These PSAPS include Tri-Com and KaneComm. This year, Tri-Com utilized its available reserve funding to complete over \$645,000 in initiatives and projects. This is outside of the over \$2 million received in direct pass-through funding. We are very fortunate to have our very own Tri-Com Board President also serving as the Vice-Chairman of the ETSB.

One of the main focuses of the ETSB for 2024 was the completion of a radio study that looked at the networks, coverage and equipment being utilized to offer service. This study was in-depth and offered many recommendations that are now being implemented. One of the first recommendations was to update the microwave radio system that serves our VHF Fire South frequency. Work began immediately to update all of the individual legs of the loop. This was needed because the equipment that was in place had reached its end of life and replacement parts are no longer available. The main link between Tri-Com and our principal radio tower was completed rapidly and it included an automatic fail over that would seamlessly switch between the primary and secondary links without manual intervention. With Phase 1 of the implementation completed, we are now looking to continue this work during the upcoming year.

Outside of the funding that is received from the ETSB, Tri-Com is also very engaged in the seeking of grants in order to improve technology, training or the facility itself. This year, we were successful in obtaining a \$100,000 DECO grant for the construction of a security fence around our facility. This award was secured with the assistance of Illinois State Senator Don DeWitte and we are extremely grateful to him for his guidance in the application process. Additionally, we received \$60,000 from the State of Illinois for the integration of our Emergency Medical Dispatch (EMD) cards into our Computer Aided Dispatch (CAD) system. The security fence has been installed as part of an overall security Enhancement project that includes a new parking lot within the borders of the fence, as well as additional outside lighting, cameras and secure card readers. These improvements have long been recommended by our property insurance carrier as well as by the multiple different rating and accreditation agencies that evaluate Tri-Com. The integration of the EMD cards will enhance operational efficiency as well as comply with a State of Illinois initiative to provide additional direction for those experiencing sickness, injury or a mental health crisis.

Our CAD Administrator and GIS Coordinator Manager partnered with our IT Manager in order to plan and implement a complete CAD and GIS refresh. This project included not only software updates but also new hardware for both CAD and GIS. This was a very substantial undertaking that required the involvement of outside partners and consultants. With this successful implementation, Tri-Com is now prepared, at a minimum, for the next five years and we were able to save significant expenditure as compared to a new CAD system implementation



This year, Tri-Com began the process of installing and implementing a Phoenix G2 Fire Station alerting system from U.S. Digital Designs. This has been an extremely in-depth process that has required multiple changes to the CAD system and agreement between the six fire agencies on several fire response procedures as well as new dispatch tones and other changes. Additionally, as part of the project, Tri-Com undertook the installation of a new Internet connection and our own fiber network. This network, utilizing AT&T switched Ethernet technology, connects us to each fire station and police station directly. We also have a new connection to our primary radio tower at our South Street Facility in Geneva. This tower link allows us to use various hardware and software to monitor the systems and security there. The network allows for a very reliable connection that we can enhance, or isolate, when needed. It has also allowed us to install true off site back-ups at a remote location. Future opportunities include more direct, and secure, data sharing with both the Fire and Police Departments. While the original goal of the project was to improve fire dispatching, it has led to improvements in several different areas of our operations. We eagerly look forward to going live in early 2025.

Due to the success of our aggressive recruitment and testing program, along with the enhancements made by our Training Manager and our Communications Training Officers (CTO) to our training program, we are now fully staffed. This is a profound statement to make in our industry as data indicates that, nationwide, up to one in four established telecommunicator positions needs to be filled. This means that most centers are suffering terribly from chronic understaffing and are requiring their people to work constant over time. We are very fortunate here to be supported by a Board of Directors that understands what it takes to reach this point and is willing to be a partner in making sure that Tri-Com offers what prospective candidates are looking for when they chose from various employment opportunities. It's only through this combined effort that we will continue to be successful.

I look forward to the future with great anticipation. In the upcoming year we will start projects that will enhance our radio infra-structure, our facilities and our staff. We will always challenge ourselves to review everything that we do and make improvements when and where possible. There is no doubt that our commitment to continuous improvement will establish Tri-Com as a leader in our industry.



**JOSEPH SCHELSTREET**

**EXECUTIVE DIRECTOR**



# TRI-COM BOARD MEMBERS 2024



**Craig Hanson**  
Fire Chief  
Batavia Fire Dept  
Chairman



**Eric Passarelli**  
Police Chief  
Geneva Police Dept



**Scott Swanson**  
Fire Chief  
St. Charles Fire Dept  
May-Oct 2024



**Jeremy Mauthe**  
Fire Chief  
St. Charles Fire Dept  
Oct-May



**Steve Weber**  
Alderman  
City of St. Charles



**Mike Bruno**  
Alderman  
City of Geneva



**Tony Malay**  
Alderman  
City of Batavia



**James Keegan**  
Police Chief  
St Charles Police Dept  
Vice Chairman



**Mike Antenore**  
Fire Chief  
Geneva Fire Dept



**Shawn Mazza**  
Police Chief  
Batavia Police Dept  
May-Jan



**Eric Blowers**  
Police Chief  
Batavia Police Dept  
Jan-May



**Pat Rollins**  
Police Chief  
Sugar Grove Police Dept



**Jerry Krawczyk**  
Police Chief  
South Elgin Police Dept



# AGENCY PARTNERS



Waubonsee Community  
College Campus  
Police Dept



Sugar Grove Police Dept



South Elgin Police Dept



Elburn Police Dept



Batavia Police Dept



Geneva Police Dept



St. Charles Police Dept



Tri-City Ambulance



Sugar Grove  
Fire Protection District



North Aurora  
Fire District



Elburn & Countryside  
Fire Protection District



Batavia Fire Dept



Geneva Fire Dept



St. Charles Fire Dept

# ECC OPERATIONS

The past year has been a dynamic period of growth, improvement, and adaptation for Tri-Com Central Dispatch. Our team has continued to meet the increasing demands of emergency communications with professionalism and resilience. This report highlights key initiatives, operational improvements, personnel achievements, and future objectives as we enhance service delivery, invest in infrastructure, and support our exceptional team of dedicated public safety telecommunicators.



## OPERATIONAL ENHANCEMENTS

### Software Modernizations

**Expansion of Frontline's Suite of Applications:** On boarded several new modules including:

- *DOR Tracker:* Daily Observation Reports for Trainers & Trainees
- *Pro Standards Tracker:* Used to highlight employee compliments, awards, conduct and wellness
- *Performance Management:* Employee performance and evaluations
- *Policy Tracker:* Manage and distribute policies and memos

**RadarScope:** Professional weather application that provides high-resolution, real-time NEXRAD Level 3 and Level 2 radar data, allowing staff to view detailed precipitation patterns, storm structures, and severe weather alerts.

**Accreditation & Compliance:** Continued to refine our exhibit documentation and processes to meet evolving standards, ensuring readiness for accreditation reviews from ILEAP, CAAS, ISO, IEMA, CALEA, CFAI, and APCO P33.

**Legislative Review:** Conducted an in-depth analysis of legislative updates (1324, 1325, & 1326) to assess operational impact and ensure compliance.

**Police Transition to Badge Number Call Signs:** Introduced an updated identification system for police agencies to improve internal tracking and reporting features.



## TECHNOLOGY & INFRASTRUCTURE UPGRADES

### Radio System Improvements

**Radio Studies & Enhancements:** Began the process of updating outdated VHF equipment and finding opportunities to share resources with KaneComm (Kane County Sheriff's Office). Evaluated microwave link reliability and initiated planning for a new radio tower onsite at Tri-Com.

**IFERN Radio Receiver:** With cooperation from KaneComm, Fermilab, and the Department of Energy, we began the request process to install a receiver at Wilson Hall to strengthen IFERN interoperability in the region.

**Radio Management Operations:** Completed a variety of programming and maintenance jobs manually and via Wi-Fi to optimize performance, including:

- 158 Programming Jobs, 427 Operational Jobs and Agency Fleet Radio Tuning

### Facilities & Security Enhancements

**Parking & Security Fence Project:** Strengthening perimeter security and creating secure parking for Tri-Com staff.

**Air Purifier System:** Installed high-performance air purifiers for improved workplace air quality.

**ECC North and South Wall Renovation:** Removed outdated acoustic panels, refinished walls, ran electrical junction boxes, and installed eight televisions and mini computers to increase visibility for CCTV cameras, weather, in-progress events and fire station alerting.

**Administrative Office Renovation (Phase 1):** This phase included the offices of the Training Manager, CAD Administrator, GIS Administrator, and Deputy Director. Updates included fresh paint, new carpeting, and fully ergonomic and modernized furniture from Xybix, which was designed and built for the specialized needs of the positions and their individual workspaces.

**Evans Care:** Focused on console maintenance and cable management for better workstation ergonomics and functionality.

**Facility Grounding:** Conducted a facility grounding test as part of facility safety assessments and insurance recommendations.





## PERSONAL DEVELOPMENT & ENGAGEMENT

**Supervisor Promotional Process:** Continued to strengthen leadership within the center by advancing key personnel.

**Enhanced Disaster & Contingency Planning:** Conducted a comprehensive update to ensure preparedness for various emergency scenarios.

### Collaborations & Training Initiatives:

- Hosted a **Tri-Com/988 SPS/SFVEMS Visit** to enhance coordination on mental health-related emergency response and opportunities for adherence to CESSA legislation.
- **IL-TERT Deployment & Training:**
  - Sent several Tri-Com telecommunicators to Field Deployment Class to make them active team members and eligible for deployments both inter- and intrastate.
  - Began preparation to answer deployment EMAC to **North Carolina** after hurricane disaster.
  - Participated in planning efforts for the **2025 Frozen Prairie Exercise**, focusing on a large-scale disaster exercise across Illinois. Tri-Com TERT team members will participate in the two-day exercise in January 2025.



## CELEBRATING EXCELLENCE: TELECOMMUNICATOR WEEK & AWARDS

Each April, we take the time to recognize the hard work and dedication of our team during National Public Safety Telecommunicators Week. The event featured team-building activities, appreciation meals, and an awards ceremony highlighting outstanding performance.

### 2024 Award Winners

- **Employee of the Year:** Scott Mechowski
- **Rookie of the Year:** Adam Schury
- **Telecommunicator In Charge Award:** Lisa Classen
- **Quickest Draw Award:** Adam Schury
- **The Mike Ryan Overtime Award:** Signe Thomas
- **Diamond Recording Artist Award:** Lisa Classen
- **Communications Training Officer Award:** Zachary Damit
- **Most 9-1-1 Calls Answered Award:** Adam Schury

### Service Milestones

- **5 Years:** Kristina Rohrbach
- **5 Years:** Aimee LoSasso
- **10 Years:** Andrew Kunstler
- **15 Years:** Shevon Sherod-Ramirez
- **15 Years:** Lisa Classen
- **20 Years:** Scott Mechowski
- **30 Years:** Kelly Davis

## LOOKING FORWARD

As we move into 2025, our focus remains on innovation, continuous improvement, and fostering a strong, resilient team. We aim to expand our professional development programs, refine operational procedures, and invest in new technologies that enhance emergency response capabilities.

Through collaboration, training, and modernization, Tri-Com remains committed to delivering the highest level of service to the communities we serve. Our work is ever-evolving, but our mission remains the same: to support our first responders and provide critical emergency communications with reliability, accuracy, and dedication.



LATOYA L. MARZ, RPL, ENP, COML

DEPUTY DIRECTOR | OPERATIONS

# CALL TAKING OPERATIONS



**TOTAL CALLS 145,228**

Total 911 Calls

**46,502**

Average 911  
Calls Per Day

**127**

Average 911 Calls  
Per Month

**3,875**

Total Non-Emergency Calls

**53,421**

Average Non-Emergency  
Calls Per Day

**146**

Average Non-Emergency  
Calls Per Month

**4,452**

Total Outgoing Calls

**34,210**

Average Outgoing  
Calls Per Day

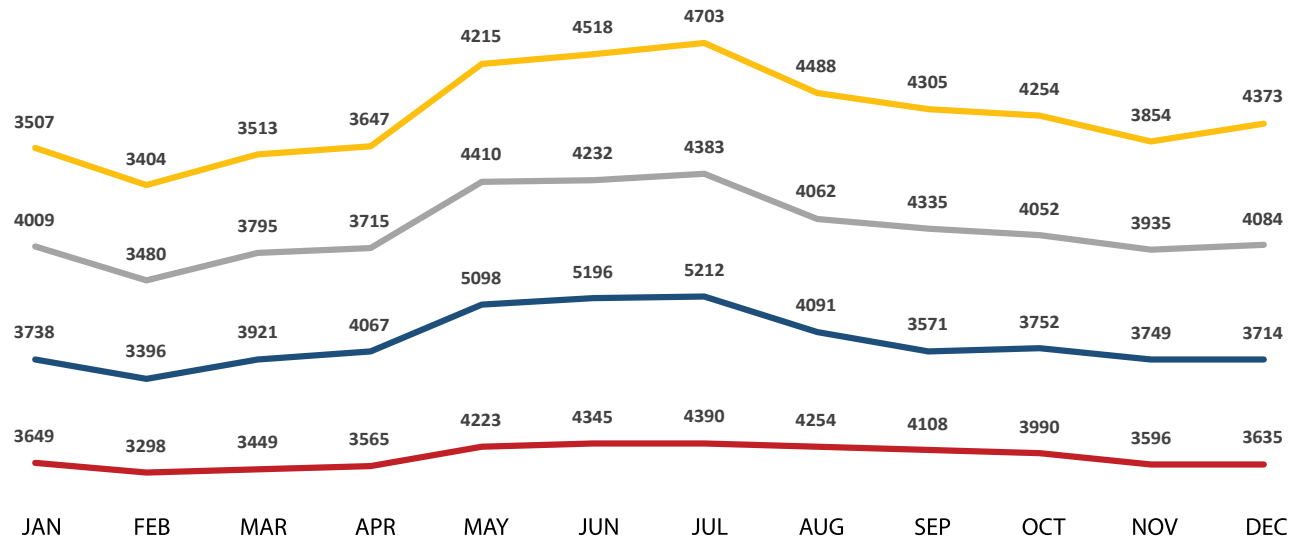
**93**

Average Outgoing  
Calls Per Month

**2,851**

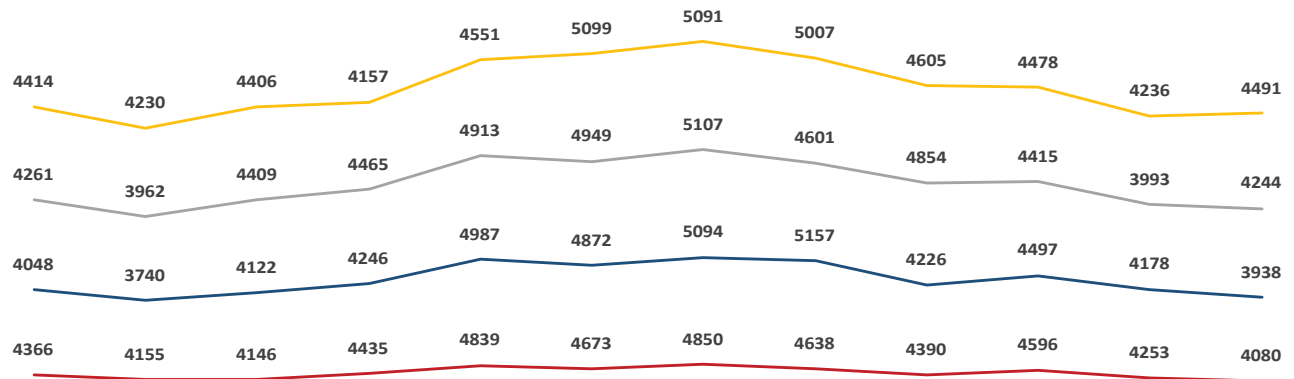
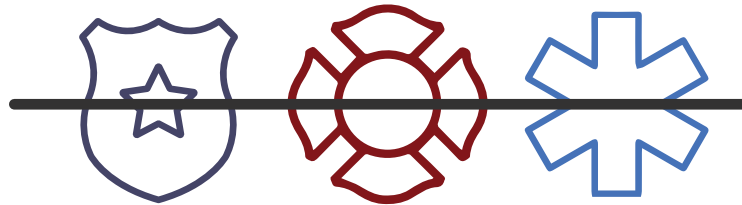
**Text-to-911 414\***

\*Text notifications from Alarm Company Call Centers began in 2024



## 2021 - 2024 INCOMING EMERGENCY CALL VOLUME TREND

— 2024 — 2023 — 2022 — 2021



## 2021 - 2024 INCOMING ADMINISTRATIVE CALL VOLUME TREND

— 2024 — 2023 — 2022 — 2021

# TRAINING



# 2024

was another busy year for training at Tri-Com. In total, our Training Team spent over 1700 hours training new employees. Tri-Com has maintained stable staffing levels over the course of the past year. Including our two Telecommunicators that are in training, Tri-Com is officially fully staffed. This is a direct byproduct of the commitment and hours put in by our Training Team. Our current staffing includes three Shift Supervisors, sixteen Telecommunicators, and two Telecommunicator in training. Telecommunicator Kaya Hayes successfully completed the Training Program in 2024.

Being a Public Safety Telecommunicator is a special and difficult job that requires a lot of time and dedication. Our job as the Training Team is to set trainees up for success as much as possible, but ultimately a trainee's success depends on their motivation, work ethic, and ability to execute the skills necessary for such a unique career path.

We have made a few additional changes to the Training Program in 2024. Telecommunicators Adam Schury and Kayla Cluchey have completed the APCO Communications Training Officer course and joined the Training team. The Training Program will greatly benefit from their knowledge and expertise and we are excited to have them part of the group. With this successful implementation, Tri-Com is now prepared, at a minimum, for the next five years and we were able to save significant expenditure as compared to a new CAD system implementation



## TRAINING SESSIONS ATTENDED

- Bridging the Gap: Achieving Seamless Communication Interoperability
- Crisis Communication/Negotiation for Emergency Dispatcher
- Responding to & Investigating Hoax Bomb Threats & Swatting
- Morris Lithium Battery Fire Training
- APCO Leadership Symposiums
- NENA Enhanced Caller Management
- Active Threat & Mental Wellness Conference
- APCO Active Shooter Incidents for Public Safety Communications
- Live Burn Training hosted by the North Aurora Fire Department
- MABAS Division 13 TRT Training
- APCO 2024 Conference in Orlando, FL
- NENA 2024 Annual Conference & Expo in Kissimmee, FL
- MABAS Regional Training Seminar
- MABAS Conference in Bloomington Normal
- SCPD ALERRT Active Shooter Training
- I Luv U Guys Reunification Training
- Geneva Active Shooter Training
- Burnout in 9-1-1 Training
- TERT-Field Communications Course
- Fermi Lab Winter Weather Event Training
- NENA-Enhanced Fire Dispatching Training
- IPSTA Conference in Springfield
- Metra Training
- Dementia Live Training
- FBI Swatting Training
- RIT Training
- APCO Crisis Negotiations
- ICS 300
- Intermediate ICS
- CPR Training
- Tollway Thunder
- NIMS COMT Training



**Metra Training**



**Fermi Lab**



**CPR Training**



**Dementia Live Training**





# FEMA



Reunification Training



TRT Training



# FBI



# NENA

THE 9-1-1 ASSOCIATION

Training has been and will always be one of the most important aspects related to the success of Tri-Com. From changing technology to policy updates to working with our agencies on response changes, Tri-Com is always trying to stay ahead of the curve. Staff members of Tri-Com get monthly continuing education from the Public Safety Group as well as Southern Fox Valley EMS.

We look forward to hiring and training new Telecommunicators in 2025 and for years to come, while also providing our experienced staff with opportunities for personal and professional career growth and additional training opportunities.



ANDREW R. KUNSTLER

TRAINING MANAGER

# FIRE OPERATIONS

## TOP FIRE CALL TYPES

**2,652** ALARMS

12% of Fire Calls

**2,624** FALLS

12% of Fire Calls

**1,184** LIFT ASSIST

5% of Fire Calls

**1,184** LIFT ASSIST

5% of Fire Calls

## TOP EMS CALL TYPES

**1,425** BREATHING

6% of Fire Calls

**1,206** CHEST PAIN

5% of Fire Calls

**1,076** UNCONSCIOUS

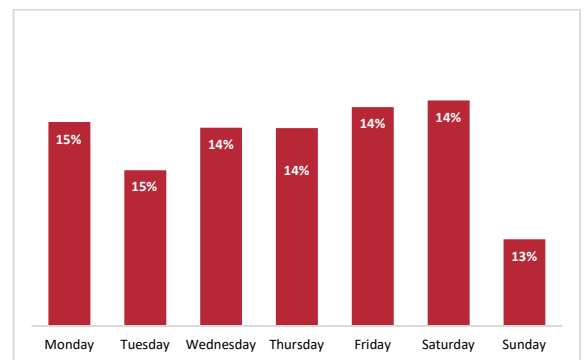
5% of Fire Calls

**1,029** PSYCH

5% of Fire Calls



Fire Agency	Totals	% of Fire Calls
Batavia	5,338	24%
Elburn	2,504	11%
Geneva	3,487	16%
North Aurora	3,014	14%
St. Charles	6,148	28%
Sugar Grove	1,728	7%



Total Fire Calls  
Taken, Processed and  
Dispatched

**22,219**

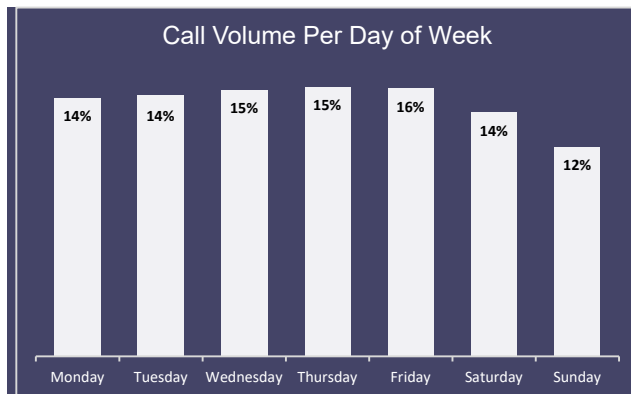
Average Monthly  
Fire Calls Taken, Processed  
and Dispatched

**1,852**

Average Daily Fire  
Calls Taken, Processed  
and Dispatched

**61**

# POLICE OPERATIONS



Law Agency	Totals	% of Law Calls
Batavia PD	18,027	19%
Geneva PD	19,899	21%
Elburn PD	5,154	5%
South Elgin PD	16,380	17%
St. Charles PD	27,437	29%
Sugar Grove PD	5,879	6%
Waubonsee PD	94	<1%

Total Law Calls  
Taken, Processed and  
Dispatched  
**93,825**

Average Monthly  
Law Calls Taken, Processed  
and Dispatched  
**7,819**

Average Daily Law  
Calls Taken, Processed  
and Dispatched  
**257**

## TOP LAW CALL TYPES

**28,869** TRAFFIC STOP  
31% of Law Calls

**9,117** BUILDING CHECK  
10% of Law Calls

**3,781** CITIZEN ASSIST  
4% of Law Calls



# CAD COMPUTER AIDED DISPATCH

Tri-Com's CAD Administrator is responsible for all tasks related to the CAD and mobile computer software. Configuration changes are necessary for a multitude of reasons throughout the year and these can range from simple to extremely complex depending on the needs of our agencies. The CAD Administrator works closely with the IT Manager, Training Manager, GIS Administrator and QA/QI Coordinator to analyze an issues that may arise, processing requests for data analysis, training and connectivity support. Updated GIS maps are imported into CAD on a weekly basis and after the data is converted and pushed out to the CAD.

Tri-Com has been on Central Square Technologies, OneSolution CAD since 2016. The software is very robust and suited for Tri-Com's needs. However, a goal of the CAD Administrator's was to determine a way to revamp the system and make changes that would further benefit operations and allow newer available programs and services to work with our CAD. The obstacle would be how to make needed cahnges in a live CAD environment without impacting day to day operations.

Tri-Com has spent significant time over the past two years evaluating its needs and deciding whether or not a new CAD system would be necessary to achieve our goals. We had several discussions on the concept idea of rebuilding CAD offline with our vendor and with their guidnace we embarked on our CAD Enhancement Project. This path allowed us to stay on a system that we have found to be very reliable, but make changes necessary to allow growth and change that might not have been possible the way the system was originally set up for a fraction of the cost of a new system.. In preparation for this, a tandem project of refreshing all the server hardware that the CAD, mobile computers and South Elgin PDs Records system run on was nessary. At the same time, Tri-Com's GIS server was upgraded as well as the ArcGIS software used by the GIS Administrator. While the hardware updates were being done, the CAD Administrator was able to make major changes within the CAD off-line and test these throughly before it was transferred to the live environment. To prepare for all of this; the CAD and GIS Administrators met with command staff from each of Tri-Com's thirteen member agencies over several weeks in February. A thorough review of each department's current operations and planned operational changes was done. Tri-Com also made recommendations for a few member agencies we felt would benefit their daily operations, officer safety, reporting abilities and other needed benefits. These one on one meetings were extremely constructive and the departments made recommended adjustments that have turned out to be highly advantageous. Reconfiguration of the CAD system took nearly six months to complete and there were a few unexpected obstacles along the way. However thanks to the strong partnership we have built with of our CAD vendor, Central Square Technologies and their extremely knowledgeable support staff, the new databases went online in mid-November.

Because a copy of the existing CAD was used as the baseline for the offline rebuild, when the new database went live we were without easy access to approximately six months of data. The data was accessible through an archive database, but Tri-Com opted to make the system whole and contracted a small data conversion project. The missing data was replicated into the live system in early February 2025.

Tri-Com continues to leverage its Freedom mobile application to extend interoperability among our fire agencies and special response teams. The Democratic National Convention took place in Chicago in 2024 and fire personnel from within our MABAS division received specialized training to respond to radiological events. These special teams were readied for deployment and placed on standby during the DNC. To prepare our team, the RAD Team members were assigned access to our Freedom mobile application on their smartphones and tablets. The predetermined staging area in Chicago was entered into our GIS data temporarily and CAD. Had the RAD team been deployed, Tri-Com's CAD would have sent SMS alert messages to the team members notifying them of the callout. With this technology and GIS data in place, Tri-Com would have been able to monitor their GPS coordinates. Had the team needed assistance during their response, Tri-Com could notify the proper authority to respond to their location based on the coordinates displayed should they have lost radio contact. Fortunately, no deployment was needed. Features were disabled, but we now have a developed practice that can be deployed on short notice should a similar need or event happen in the future.



In addition to CAD maintenance, the CAD Administrator is responsible for a multitude of weekly, monthly, yearly and custom CAD reporting. In 2024 we were successful in transitioning all the police agencies to utilizing their badge number as their unit in CAD and on the radio. This will allow for better and more custom reporting when necessary as well as streamlining shift changes within the ECC to insure nothing is lost in the transitions.

The CAD Administrator also maintains Tri-Com's public facing website, the internal Intranet and the back end configuration of the 9-1-1 phone system used in the ECC along with software support for the mobile computers in the field.

#### ADDITIONAL TASKS COMPLETED & PROJECT HIGHLIGHTS IN 2024

- Interface implementation for the Axon Evidence tagging for South Elgin, Geneva and St. Charles Police departments
- CAD support during the hardware and GIS server upgrades
- Temporary long term response changes for the Batavia Fire Department during the East Wilson Street Reconstruction Project
- USDD Fire Station Alerting interface configuration, gateway maintenance and automated voice editing
- Ongoing EsiNet Agency maintenance and clean up of legacy call routes in the 9-1-1 phone system
- Attended the annual ESO Software and CAD User conferences
- Enabled paging notifications through I AM Responding from Tri-Com's CAD for the Bristol-Kendall, Big Rock and Kaneville Fire Departments. When units from these agencies are dispatched to a call in Tri-Com's service area, the department members are notified via SMS and I Am Responding App giving them advance notice of a need for mutual aid
- Continued work on the Emergency Reporting interface set up and transfer or occupancy records from ESO to CAD. This project was tabled temporarily for the CAD Enhancement Project but is now reinstated and



TAMMY M. KLEVENO

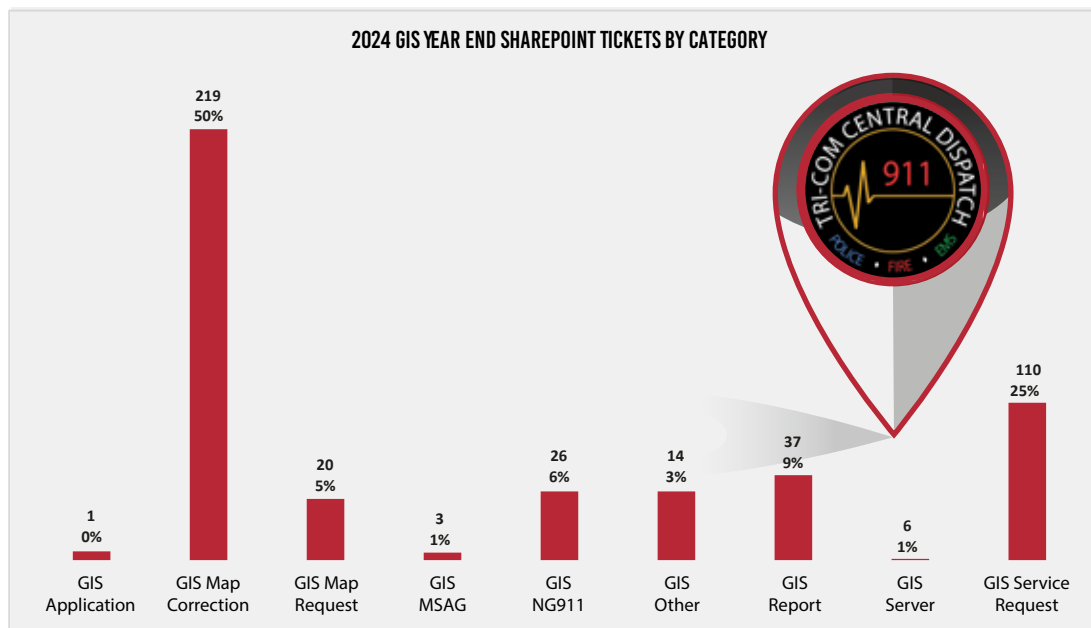
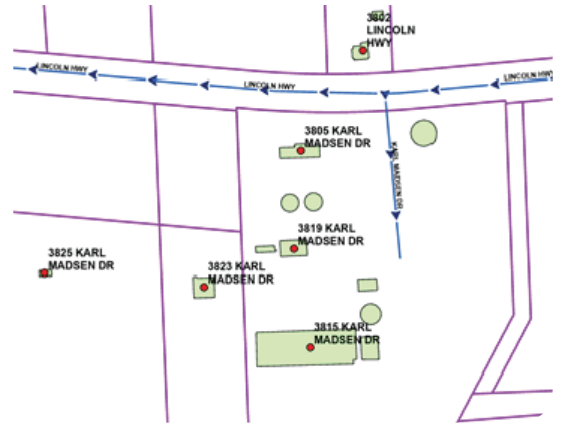
CAD SYSTEMS ADMINISTRATOR

# 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 2024, there were a total of 436 GIS SharePoint tickets that were added into the system.



However, SharePoint runs on SQL Server, and the current version of SQL installed is end of life. Therefore, GIS along with the IT Manager, are currently looking at a cloud-based ticketing system solution. At the end of the year, ZOHO Help Desk Solution was evaluated. However, this help desk solution did not meet our ticketing system needs, as it basically required someone to manage the system for tickets at all times. GIS reached out to a local municipality to see what they were currently using, as they use the ticketing system similar to how we do. GIS along with the IT Manager, attended a demo of SolarWinds ticketing system, and are currently in the process of evaluating this help desk solution.



Numerous maps were created for various agencies, as well as for Tri-Com. Created and updated major roadway training maps to help our dispatchers in training learn the names and the locations in our dispatch area. Numerous incident density maps based on the number of calls, as well as estimated response time maps were created in order to help agencies decide if they needed to change their response areas based on the call volume. Created a critical infrastructure map for one of our agencies, as well as currently working on a gridded map book which will be printed out and put in all of the fire apparatus, to use in case search and rescue is needed.

Numerous buffer, as well as interactive maps were created for a table top exercise called "Tollway Thunder". GIS created interactive maps in the Portal, so that everyone participating in the table top exercise had access to both the PDF as well as interactive maps.

GIS created an interactive 911 active incident dashboard for South Elgin police, which shows just the South Elgin police calls.

GIS continues to submit the GIS data for NG911 to the Intrado portal using the latest workflow when it releases, and also continues to make any necessary corrections or additions to the MSAG (Master Street Address Guide) using the AT&T Public Safety Portal.

The biggest project in 2024 that involved GIS, CAD and IT was the ArcGIS Enterprise server upgrade, as well as the CAD enhancement project. The GIS servers, as well as SQL were becoming end of life and had to be upgraded. This involved a lot of components, since there are currently 2 GIS servers, a SQL server, and a server for Portal. Since one of the GIS servers feeds CAD directly, we wanted to have as little downtime as possible. GIS reached out to 3 vendors to obtain quotes to update the ArcGIS Enterprise server architecture. After reviewing all of the quotes, Cloudpoint Geospatial was chosen for the GIS upgrade project.

GIS had many meetings with both our IT Manager as well as CloudPoint Geospatial, so that we could make sure that we had as little downtime as possible for the GIS data that feeds our CAD. The upgrade was a success, and we have all brand-new GIS as well as SQL servers and new and upgraded architecture.

As part of the upgrade, ArcGIS Monitor was also installed for all of our GIS servers. ArcGIS Monitor, monitors all of our GIS servers so that we can see how all of the servers are performing. Monitor will send an email notification out if something is not performing right, so that we can identify the problem before there would be a GIS failure.



One of Tri-Com's GIS servers is dedicated to CAD. The CAD data, is pulled into the GIS SQL server, so that the active incident dashboards can be created. Before, the CAD data was just copied over directly. GIS along with the IT Manager, did not like this approach as it was touching the "live" CAD data. To prevent any issues going forward, GIS worked with Cloudpoint Geospatial to replicate the CAD data, so that it creates a copy of the data in the GIS SQL server. This is a much better approach because it is no longer touching the "live" CAD SQL database.

In addition to the GIS upgrade, GIS worked with the CAD Administrator on the CAD enhancement project. GIS created and printed out large 24x36 maps for each agency, that included all of the GIS polygon layers that were currently in CAD. GIS along with the CAD Administrator, met with all Tri-Com's member agencies to review their current maps. After the reviews any necessary changes/additions were made and new maps distributed. As part of this project the Geneva Fire Department made significant changes to their response polygons. GIS created many rough draft maps, and broke out the polygons based on Target Hazards, Multi-Family residences, High Risk locations, and hydranted verse non-hydranted locations.

GIS continues to stay on top of the current GIS technology by attending training seminars and conferences. In 2024, GIS took an online instructor led Esri training course called "Creating and Editing Data with ArcGIS Pro" and attended numerous training webinars. GIS continues to be a part of the Illinois GIS Association (ILGISA) governance committee.



KRISTINA ROHRBACH

GIS ADMINISTRATOR

# IT INFORMATION TECHNOLOGY

## CAD/GIS HARDWARE REFRESH

Our existing CAD and GIS environments were both running on hardware, Operating System software and virtualization software that was upwards of 10 years old and end-of-life. Because of this, we were no longer able to upgrade our CAD/GIS software to the latest versions, as it was not supported under the older hardware and software. We performed a hardware refresh on these two environments by bringing in new servers, file storage and software. Hardware was configured and 20 new virtual servers were created to replace the old servers. We worked with both CAD and GIS vendors to migrate the old environments over to the new and upgrade to their latest versions, while minimizing disruption and down time to Dispatch. Both environments are now up and running on the new hardware/software.

## SOUTH STREET REMOTE SITE

As part of the network expansion for the Fire Station Alerting Project, we also had a fiber connection installed between the Tri-Com main site and our Tri-Com Tower structure at South Street Geneva. Once completed, we added servers and storage to the site and extended our Windows Domain to include Tri-Com tower site. The first benefit of this was the ability to replicate our VEEAM backups nightly to this offsite location, giving us the ability to recover systems and data should the main Tri-Com site become unreachable.

## FIRE STATION ALERTING

A major project for 2024 was integrating US Digital Fire Station Alerting into our Dispatch environment and building out a network that could serve our 6 Fire Agencies and their 14 Fire Stations. The first hurdle to achieving this was that the USDD software needed direct connections between Tri-Com and each physical fire station, which currently did not exist. USDD being an older product, this connectivity had previously been accomplished using AT&T copper circuits. Unfortunately, this technology has been phased out by AT&T. The modern solution was to coordinate the installation of 14 fiber circuits, connecting Tri-Com to each individual Fire Station. This took several months but once all fiber circuits were completed, USDD equipment installed at Tri-Com and at each station and the USDD configurations added to CAD, the Fire Station Alerting is functional and currently being tested and "fine-tuned".

## TV MONITORS

10 TV's were installed throughout the Dispatch Center and configured to display various monitoring applications that are beneficial to the Dispatchers. These include views of all of our CCTV cameras, current active call status, weather tracking and the US Digital Fire Station Alerting status screen. These TV's provide the Dispatchers with a quick view into multiple important systems/services that they monitor, and removed the need to have those monitoring applications installed at each Dispatch Position where they would interfere with more critical Dispatch specific resources.

## EMAIL ARCHIVING

As part of our continuing efforts to increase our Cyber Security protection, we added Advanced Email Security to our hosted GoDaddy Microsoft 365 email subscription. Advanced Email Security protects against cyber threats like spam, malware and phishing attacks. Also included in the Advanced Email Security is the Email Archiving add-on. This add-on not only preserves and protects email but also can retrieve deleted emails. Email Archiving indexes and stores the originals of all messages sent and received, plus attachments, making all user email accessible and searchable by date, subject or keywords..

## ADMINISTRATIVE LINE ADDITIONS

Connectivity between radio equipment at our main dispatch location and our various tower sites had been using outdated copper RTNC circuits. The price for these circuits has been increasing at an alarming rate each month. A project to replace these old circuits with a new, less expensive technology has been ongoing for the past couple years. Last year we were down to the last couple sites; the Geneva Logan Street and Batavia W. Main towers. The solution was to bring in AT&T Switched Ethernet on Demand (ASEOD) to replace those old, expensive RTNC circuits. The price of these ASEOD fiber circuits is around \$370/month each, substantially cheaper than the \$5,000 each of the old copper RTNC circuits were at the time they were replaced.



## SOUTH STREET MONITORING

The Tri-Com Tower structure, at South Street in Geneva, houses some of our StarCom infrastructure as well as other radio equipment. This site had a monitoring system that would detect and notify us of temperature, power, flood and access alerts. Unfortunately, this system utilized an old copper circuit for connectivity and AT&T had notified us that that circuit would be disconnected. We worked with Concentric to bring in a new Sensaphone Cellular based device and new sensors to monitor and alert us of any loss of the environmental systems.

## ADMINISTRATIVE OFFICE REFRESH

Four of our Admin Support offices had minimal, mismatched furniture, soiled and worn carpeting and a lack of network connectivity. A project this year was to refresh these offices by removing everything, repainting, replacing carpeting/furniture and running four new network connections for each office downstairs to our network equipment room. While the refresh was in process, temporary work spaces were arranged for each of the Admin staff, so they could continue to work on their existing PC and access all systems they required to provide support to our staff and agencies. Work took several weeks but when completed, all equipment and connectivity was reestablished, tested and Admin staff returned to their offices.

## RADIO MANAGMENT WI-FI UPGRADE

Motorola Radio Management is a hosted solution that allows us to update the fleet of radios used by our agencies. At Tri-Com and at each Agency site, there is a Wi-Fi network configured that radios will connect to when in range to check and pull down pending updates. At Tri-Com, our Wi-Fi network was set to extend into the parking lot, so that the vehicle mobile units could also pull down updates when they were onsite. We had found that the existing Wi-Fi router did not have the expected range to cover our entire parking lot, so some parked vehicles were out of range and unable to pull updates. We brought in a pair of Cisco Meraki Wi-Fi Access Points to replace the old Wi-Fi router. These new internal and external access-points provide full coverage inside the building and the outside parking lot area, ensuring that all portable and mobile radios receive pending updates when onsite at Tri-Com.

## NETMOTION RETIRED

As part of our ongoing Cyber Security initiative, as well as an extreme price increase after being acquired, NetMotion use was discontinued at Tri-Com. NetMotion is a VPN software that allows remote devices to access our internal network. It was used to allow some of our remote Agency mobile devices to connect directly to Tri-Com for CAD access. Looking to minimize the number of external connections accessing our network from devices that we do not manage, the decision was made to have the agencies manage their own connectivity for their mobile devices to connect back to their own network. From there, the mobile devices would access local Tri-Com applications over a more secure VPN that is configured between Tri-Com and each of our remote agencies. We worked with each agency IT to update Firewall policies to allow their mobile devices access over their existing VPN, verified all are working, and then decommissioned all of our NetMotion systems.



MARK E. MARZETTA

IT MANAGER

# RECORDS REQUESTS

## 2024

### 73 - Citizen Requests

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

### 113 - Agency Requests

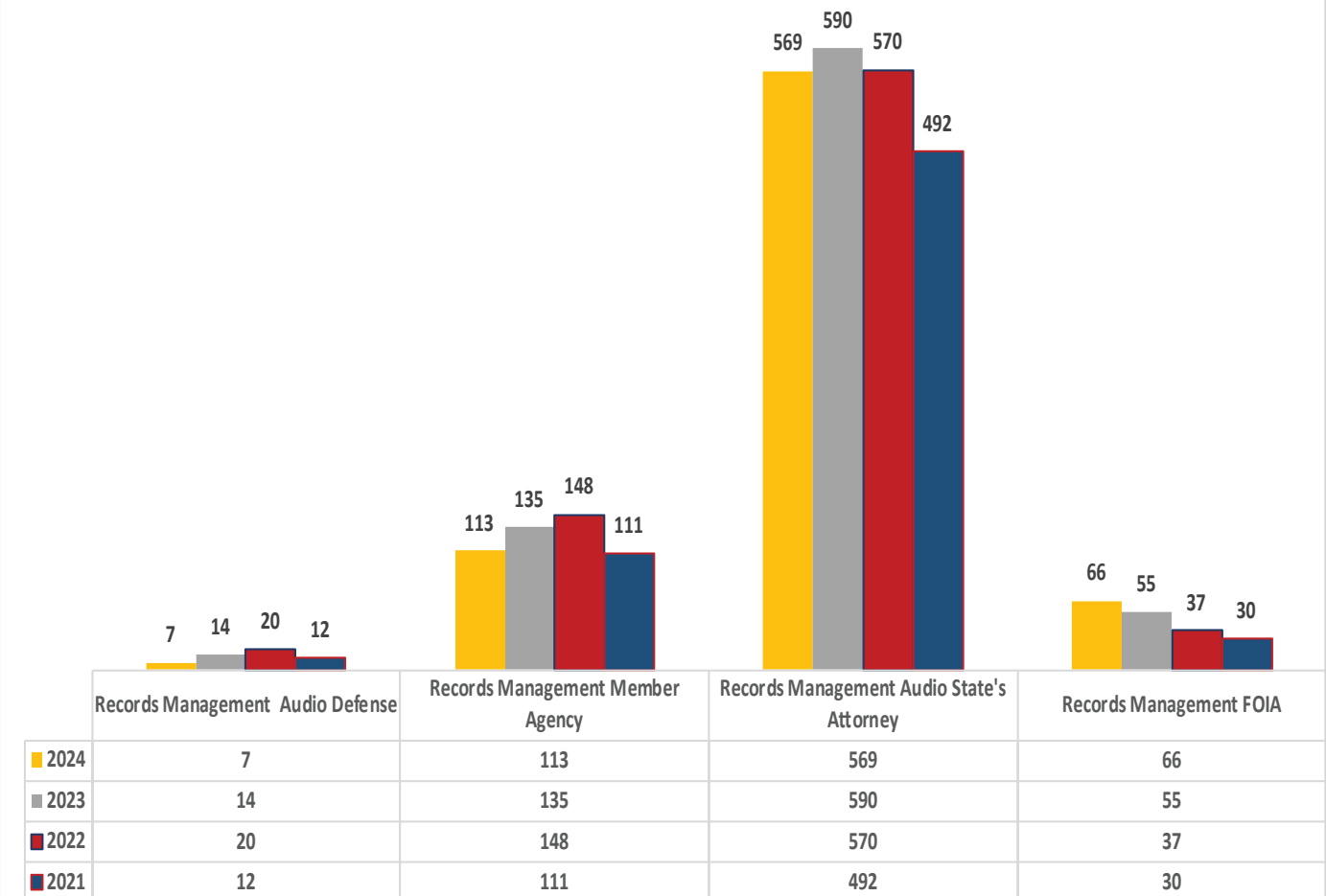
Agency requests are requested by agencies/investigators on specific cases and typically assist in an investigation (pending charges, pursuit and use of force issues, IA investigations). Agency requests can also be used for training and debriefings of major incidents.

### 569 - State's Attorney Requests

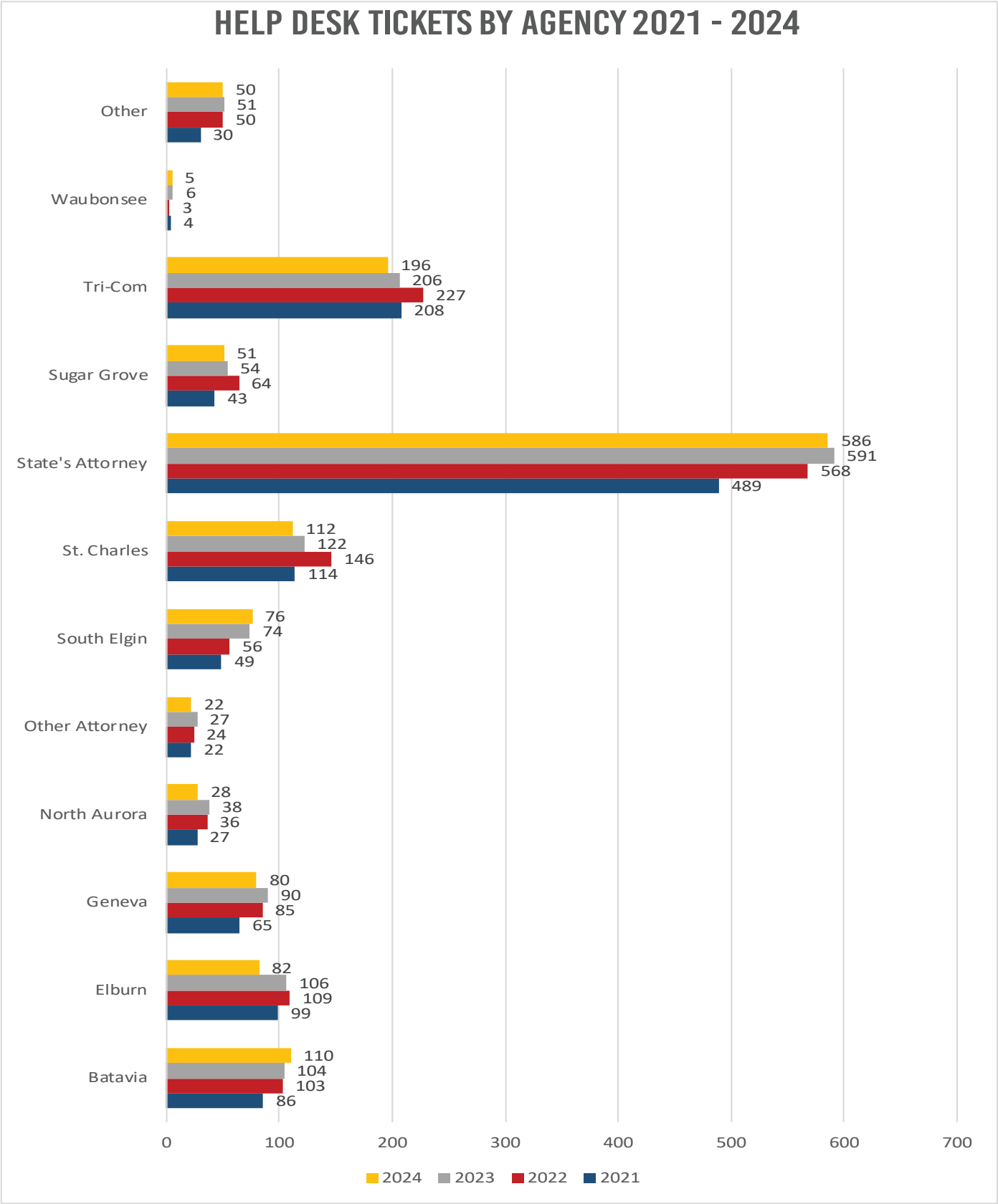
Discovery requests are requests that are made by the Kane County State's Attorney's office. A request is made for each case in which someone has been charged through the county court.

### 755 - Total Tri-Com Records Requests

#### TRI-COM REQUESTS FOR RECORDS 2021-2024

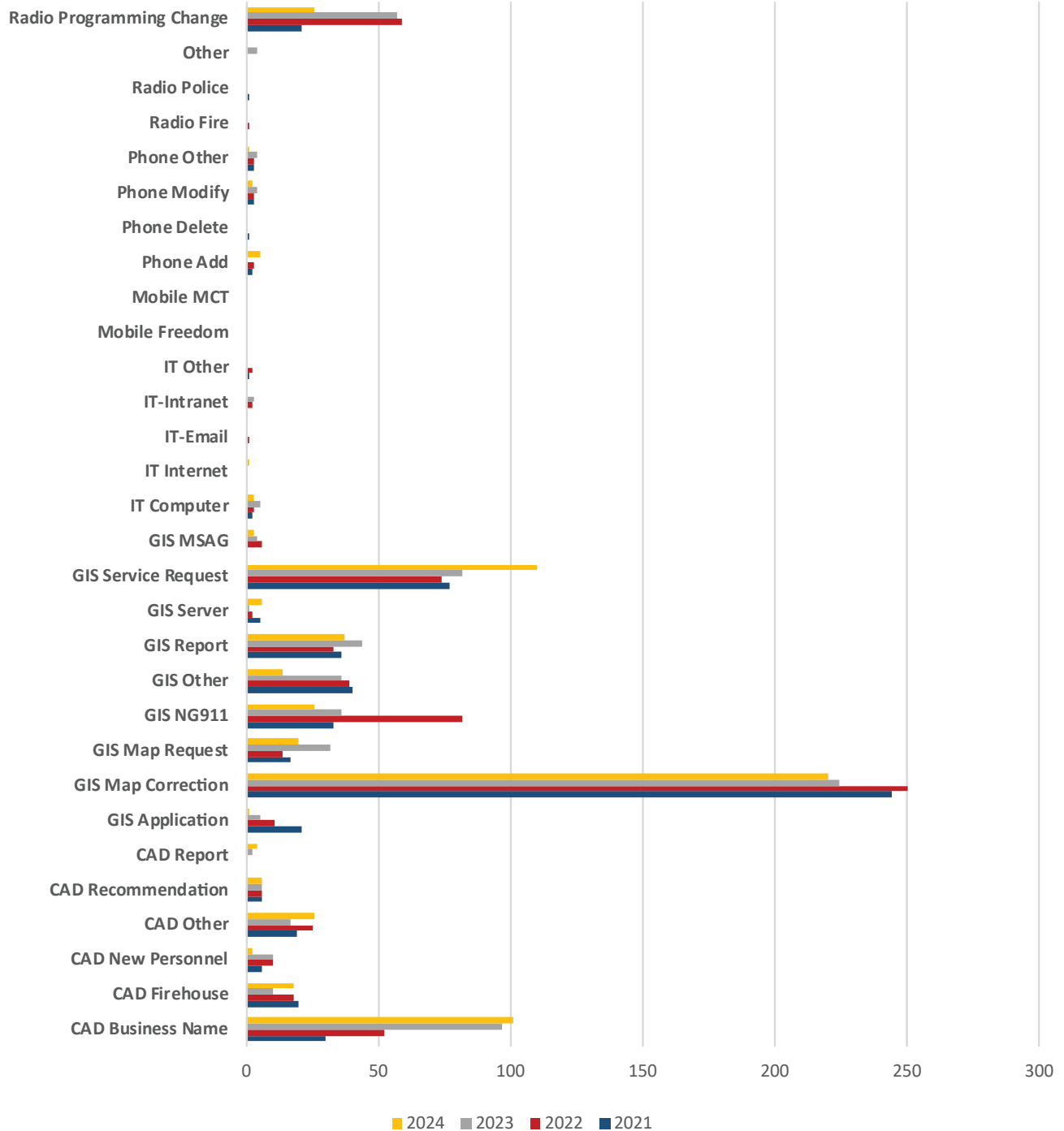


# HELP DESK SUPPORT



OVER **5,600** SUPPORT REQUESTS FROM BOTH  
INTERNAL AND EXTERNAL STAKEHOLDERS WERE  
RESOLVED BETWEEN 2021 - 2024

### HELP DESK PROBLEM NATURES 2021 - 2024



# PUBLIC EDUCATION

In coordination with Geneva Police, Fire & Park District, our Public Education Team returned this summer to teach over 60 students at Risk Watch. This week long program educates children on how to handle emergencies and personal safety. Mary & Shelley instructed on how to dial 9-1-1, find an address, and determine what situations are emergencies. They also used the Simulation Phone, which allows students to practice calling or texting 9-1-1, learning how to say their name/address/phone number and state a valid emergency. One class even included two students from France that were able to learn about 911 in the US vs 112 in EU.



**Geneva**  
PARK DISTRICT



Shelley & Mary partnered up with South Elgin Police and AID for our third Neighborhood Meeting. This time we met with residents from Sagebrook Subdivision to discuss what to expect when calling 9-1-1, resources available from AID and police department operations. These meetings are great opportunities for us to answer questions and build stronger connections with our communities.



**AID**  
Association for  
Individual Development



National Night Out is one of our most highly anticipated and widely attended event! This year, we had an excellent turn out at each of our locations. Shelley attended Batavia PD's, Brenna went to Elburn PD's and Mary and Kayla went to South Elgin PD's. There was a massive turn out at each location including a Blackhawk helicopter landing in Elburn, a live concert with a cop dance party in South Elgin and raffles in Batavia! We handmade and handed out over 1,000 pinwheels and countless dispatch ducks. Each event was a huge success bringing our first responders and communities together for a fun night!



Lisa, Mary, Shelley and Kayla trained the St. Charles Park District Aquatic Staff on how to handle various types of emergency situations. We were also able to recognize a staff member who recently called 9-1-1 for a medical emergency and did an amazing job on the call! We were able to show them what it looks like when they call 9-1-1 by showing them a simulation on RapidSOS, how we are able to process a call in our CAD system, and why it is important to give us locations within locations when dealing with larger facilities. Staff asked excellent questions and stayed engaged with our team the entire presentation.



Kayla & Mary attended the Fox Valley Career Center (FVCC) EMT, Health Services & Law Enforcement Jamboree Industry Fair. This fair gave students an opportunity to meet with professionals and agencies related to their career paths, ask questions and have hands-on experiences during break-out sessions. We also had the opportunity to meet with students from IgKnight Learning Academy and Kaneland High School.



PUBLIC EDUCATION COMMITTEE



# AGENCY PARTNERS



Waubonsee Community  
College Campus  
Police Dept



Sugar Grove Police Dept



South Elgin Police Dept



Elburn Police Dept



Batavia Police Dept



Geneva Police Dept



St. Charles Police Dept



Tri-City Ambulance



Sugar Grove  
Fire Protection District



North Aurora  
Fire District



Elburn & Countryside  
Fire Protection District



Batavia Fire Dept



Geneva Fire Dept



St. Charles Fire Dept