



ANNUAL REPORT

Tri-Com Central Dispatch

2020-2021
EDITION



Fire Chief
Mike Antenore, Geneva
Chairman



Police Chief
Dan Eul, Batavia
Vice Chairman



Police Chief
Eric Passarelli, Geneva



Fire Chief
Randy Deicke, Batavia



Fire Chief
Scott Swanson, St. Charles



Police Chief
Jim Keegan, St. Charles



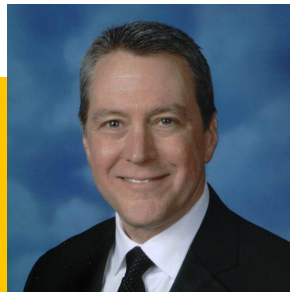
Police Chief
Pat Rollins, Sugar Grove



Police Chief
Jerry Krawczyk, South Elgin



Alderman
Mike Bruno
City of Geneva



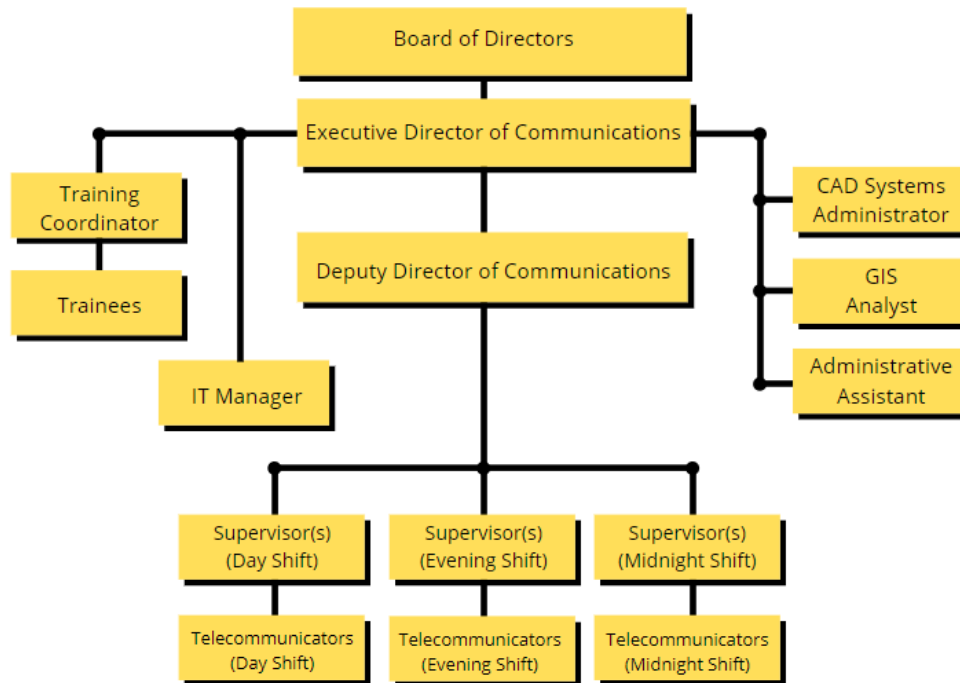
Alderman
Mike Russotto
City of Batavia



Alderman
Ron Silkaitis
City of St. Charles



Organization



Joe Schelstreet	Executive Director	Mike Ryan	Telecommunicator
LaToya Marz	Deputy Director	Lisa Classen	Telecommunicator
Andrew Kunstler	Training Coordinator	Signe Thomas	Telecommunicator
Tammy Kleveno	CAD Systems Administrator	Aimee LoSasso	Telecommunicator
Mark Marzetta	IT Manager	Zach Damit	Telecommunicator
Kristina Rorhbach	GIS Analyst	David Nolan	Telecommunicator
Shevon Sherrod-Ramirez	Administrative Assistant	Caitlin Ellefsen	Telecommunicator
Scott Mechowski	Supervisor	Shelley Parat	Telecommunicator
Chris McMeen	Supervisor	Melissa Colnar	Telecommunicator (Trainee)
Mary Robertson	Supervisor	Laura Wilber	Telecommunicator (Trainee)
Eric Babcock	Supervisor	Liz Thrun	Telecommunicator (Part Time)
David Korf	Telecommunicator	Kelly Davis	Telecommunicator (Part Time)
Mandi Pool	Telecommunicator		

It should go without saying that the greatest challenges we faced in 2020 were unanticipated. Similar to the rest of the country, the impacts of COVID-19 here were rapid and dramatic. Internally, we adjusted to the need to take precautions to protect the health of everyone here and that of those who provided services to us. Visiting by people outside of our organization was limited to only those who had to perform critical services including repair or maintenance of technology or the facilities. Like most organizations, we signed everyone in, took temperatures before entering, wore masks while we here, washed our hands incessantly, used hand sanitizer by the gallon and cleaned everything in the building over and over again. Temporarily, we also had a firm that provided special sanitization of the facility. Fortunately, while we had a few close calls with exposures we did not have any cases of COVID reach those who were actively working. Indeed, we met each test in turn and still managed to continue operations, implement new technology, hire staff, and begin a major capital improvement project.

The change over from our UHF and VHF radio platforms to the StarCom21 radio network was completed and, while we had bumps along the way, we have moved both our Police and Fire agencies to the system. We are continuing to complete projects to maximize the benefits of StarCom21. The interoperability demonstrated during the riots of the summer and the encryption of a certain number of Police talk groups serve as two noted enhancements in the ability to work effectively. We are currently waiting for both KaneComm and QuadCom to adopt the StarCom21 network. We believe that this will occur in the first half of 2021 and will lead to further interoperability enhancements.

The upgrade of the Intrado VIPER 9-1-1 Call Handling System was completed with the installation of the new hardware, staff training and a good deal of internal programming work. This project was completed in partnership with KaneComm and funded by State of Illinois grant monies. It was done as part of our preparations for the implementation of Next Generation 911 (NG911) as initiated by the State of Illinois. This equipment should last us for approximately 5 years.

This past year, the Board of Directors voted to assume a loan for \$725,000 in order to remedy the water infiltration issue that has been plaguing the basement training room, generator room, and other locations for some time. FGM Architects was selected for the project design and Reef Contractors won the bid for the work. The summer was busy with a great deal of construction activity. We are currently looking forward to wrapping up the project with the completion of the generator connection and landscaping work in the spring of 2021.

A significant change was made to our entry level training program and it has been very successful. We are altering the way that we deliver the initial phased instruction and our ability to move people through the program has been enhanced. I believe that we are on our way to achieving a much higher retention percentage of people in the program and normalizing staffing levels. We have also now filled all of our administrative positions. With the addition of Andrew Kunstler as our Training Coordinator and LaToya Marz as the Deputy Director, we are now progressing rapidly towards achieving our goal of continuous improvement and professional excellence. There is a great deal to look forward to in 2021!

Our team of Telecommunicators and Supervisors work as the 24/7/365 frontline response for receiving both emergent and non-emergent requests for Police, Fire and Emergency Medical Services within the districts of the thirteen agencies we serve.

In 2020, Tri-Com staff were tasked with bolstering staffing levels, as well as embracing technology upgrades and infrastructure improvements both inside and outside the Center.

The challenge to increase staffing levels included the development of a formal Supervisor promotion process. This involved researching numerous offerings for a standardized test component and resulted in the selection of National Testing Network as our independent test vendor. The promotion process involved a written exercise, a written standardized exam including a custom exam based on Tri-Com Directives, and an oral interview. At the end of the process, we were pleased to announce the pending promotions of two internal candidates, bringing our authorized Communications staffing level to 17 Telecommunicators and 4 Supervisors.

In response to the new promotion process, work began to develop a one-day training for new Supervisors and Telecommunicators-In-Charge (TICs), led and taught by our Training Coordinator and Deputy Director. This training is meant to assist staff as they graduate into these respective roles, and supply them with the tools and empowerment to be successful in their new positions.

Tri-Com is dedicated to our mission and as part of achieving that mission, we are constantly evolving, upgrading, and embracing new technology. During this past year, our member agencies made the transition to the digital STARCOM21 radio platform and continue to adjust as technology and service needs fluctuate. While facing unprecedented challenges involving space requirements and health concerns during 2020, the need for additional fully functioning dispatch positions was evident. We received authorization from our ETSB to upgrade and outfit two additional radio consoles at our backup/training positions housed in our Training Room. This authorization means that upon project completion, we will have a total of nine fully functional dispatch positions that include phone, radio and computer aided dispatch capabilities, providing us with not only added space but with the ability to train on a fully functional console. This upgrade is anticipated to be completed in Spring 2021.

With approval from our ETSB, we are also replacing the console furniture for our nine dispatch positions in Spring 2021, including an overhaul on the electrical plan and technology connections under our raised access floor. This project includes a room redesign to maximize space and storage, accounting for technology needs both present and future, and providing an improved, more sanitary and ergonomic work environment for our staff. We are looking forward to installation completion and the new comforts and enhancements this furniture will provide.

As we look to 2021, our team of dedicated professionals continue to perform above and beyond for our member agencies and the communities we faithfully serve.

The CAD Administrator's main responsibility is managing the Computer Aided Dispatch System and Mobile Computer software utilized in the communication center and in the field. The Administrator manages the permissions and access of devices and user rights and works closely with the IT staff for each member agency to assist with installations, updates, maintenance and troubleshooting.

The following illustrate progress or completion of projects managed by the CAD Administrator in 2020:

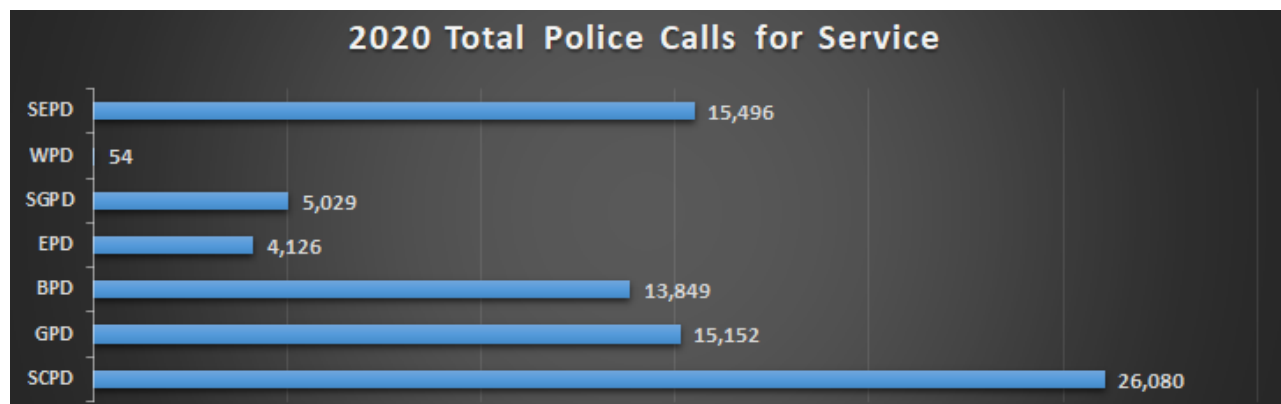
- Decommissioning, onboarding and reclassification of apparatus for the fire agencies.
- Configuration changes for downgraded responses for minor vehicle accidents.
- Development, configuration and implementation of a demand ambulance response plan that allows agencies to utilize a 6th ambulance on given days and hours of the week.
- Developed and produced hard copy configuration manuals and resources for each fire agency.
- Produced documentation for a CAD Administrator Training Program.
- Conducted several training sessions on Freedom Application for multiple police agencies to setup, learn and leave with a functioning mobile device allowing mobile access to active calls, AVL and NCIC. Also developed a training video for the Fire departments on how to utilize Freedom during severe weather events; this video and other resource documentation was made available to our agencies through our file share website for their training purposes.
- Custom Reports, configuration changes, CPE configuration and support were all a part of the daily duties of the CAD Administrator. Weekly reports on positive COVID-19 screenings were distributed and a daily upkeep of flagging addresses know to have a resident with a positive COVID-19 infection was done to ensure that first responders were aware and able to use PPE sparingly and effectively where necessary during times when supplies were scarce.
- Designed and conducted web development of Tri-Com's new Intranet. This portal allows staff access to hundreds of resources at the click of a mouse including Human Resource access, continuing education, training resources and various widgets to make their lives under the headset easier.
- The CAD Administrator also serves as Tri-Com's in-house Art Department. Along with the new Intranet design, a financial brochure, new employee ID cards and business cards were designed.

Although 2020 saw the cancellation of the annual CAD User Conference, several online training opportunities were accomplished along with recertification in Emergency Fire Dispatching, Emergency Medical Dispatching, CPR and NIMS. Looking on to 2021 there are many new projects and changes on the horizon for our agencies, and I am honored to serve and be a part of them all.

	SCPD	GPD	BPD	EPD	SGPD	WPD	SEPD	Grand Total
911 DISCONNECT OPEN LINE	1,118	750	603	67	182	2	322	3,044
ABANDONED VEHICLE	91	47	35	8	7	0	135	323
ACCIDENT PDO	647	455	410	50	107	0	255	1,924
ACCIDENT PRIVATE PROPERTY	219	139	121	9	17	2	84	591
ACCIDENT UNK INJURIES	5	19	23	0	0	0	4	51
ACCIDENTAL DAMAGE TO PROPERTY	36	23	33	2	13	0	22	129
ALARM	858	459	462	74	202	18	464	2,537
ANIMAL COMPLAINT	462	288	517	83	115	0	436	1,901
ARMED PERSON NOT GUN	1	2	3	0	0	0	0	6
ARMED ROBBERY	2	0	2	0	0	0	1	5
ARSON	0	0	0	0	0	0	1	1
ASSAULT	5	1	1	0	1	0	2	10
ASSIST CITIZEN	526	343	386	93	124	0	672	2,144
ASSIST OTHER AGENCY	266	218	199	101	115	10	284	1,193
ATTEMPT TO LOCATE	26	21	36	8	13	0	42	146
ATTEMPTED BURGLARY	11	5	3	1	1	0	6	27
ATTEMPTED THEFT	3	5	3	0	3	0	2	16
BAR CHECK	55	105	218	3	1	0	7	389
BATTERY IN PROGRESS	15	7	7	1	2	0	15	47
BATTERY REPORT ONLY	34	20	20	2	5	0	34	115
BOLO	4	1	2	4	6	0	4	21
BOMB THREAT	0	0	1	0	1	0	0	2
BURG TO MOTOR VEH IN PROGRESS	13	1	6	1	1	0	5	27
BURG TO MOTOR VEH REPORT ONLY	64	23	51	12	19	0	58	227
BURGLARY IN PROGRESS	6	3	1	1	2	0	3	16
BURGLARY REPORT ONLY	29	19	23	2	13	0	17	103
CAR SEAT CHECK OR INSTALL	3	1	2	1	0	0	1	8
CHECK BUILDING	5,752	1,951	467	311	54	5	566	9,106
CHECK PARK	920	401	12	6	2	0	2117	3,458
CHECK SUBJECT	178	90	121	38	29	0	74	530
CHECK VEHICLE	242	154	280	47	86	2	421	1,232
CHECK WELFARE	825	422	578	83	128	2	460	2,498
CHILD ABUSE	6	4	7	1	1	0	7	26
CHILD CUSTODY DISPUTE	102	50	73	14	33	0	75	347
COUNTERFEITING	4	3	11	2	1	0	5	26
CRIMINAL DAMAGE TO PROPERTY	121	57	91	17	25	0	88	399
CRIMINAL DAMAGE TO VEHICLE	63	25	39	7	6	0	42	182
CRIMINAL SEXUAL ASSAULT	22	13	12	1	2	0	13	63
CURFEW VIOLATION	1	3	3	0	1	0	1	9
CUSTOMER MGMT DISP IN PROGRESS	55	19	31	8	2	0	26	141
CUSTOMER MGMT DISP REPORT ONLY	20	14	21	1	2	0	11	69
DISORDERLY CONDUCT	24	13	14	3	2	0	22	78
DISPUTE IN PROGRESS	16	5	8	1	3	0	9	42
DISPUTE REPORT ONLY	10	6	4	0	1	0	1	22
DISTURBANCE	105	49	69	6	13	0	100	342
DOMESTIC IN PROGRESS	441	173	310	42	61	0	481	1,508
DOMESTIC REPORT ONLY	98	34	51	2	9	0	48	242
DRIVING COMPLAINT	523	317	303	79	164	0	275	1,661

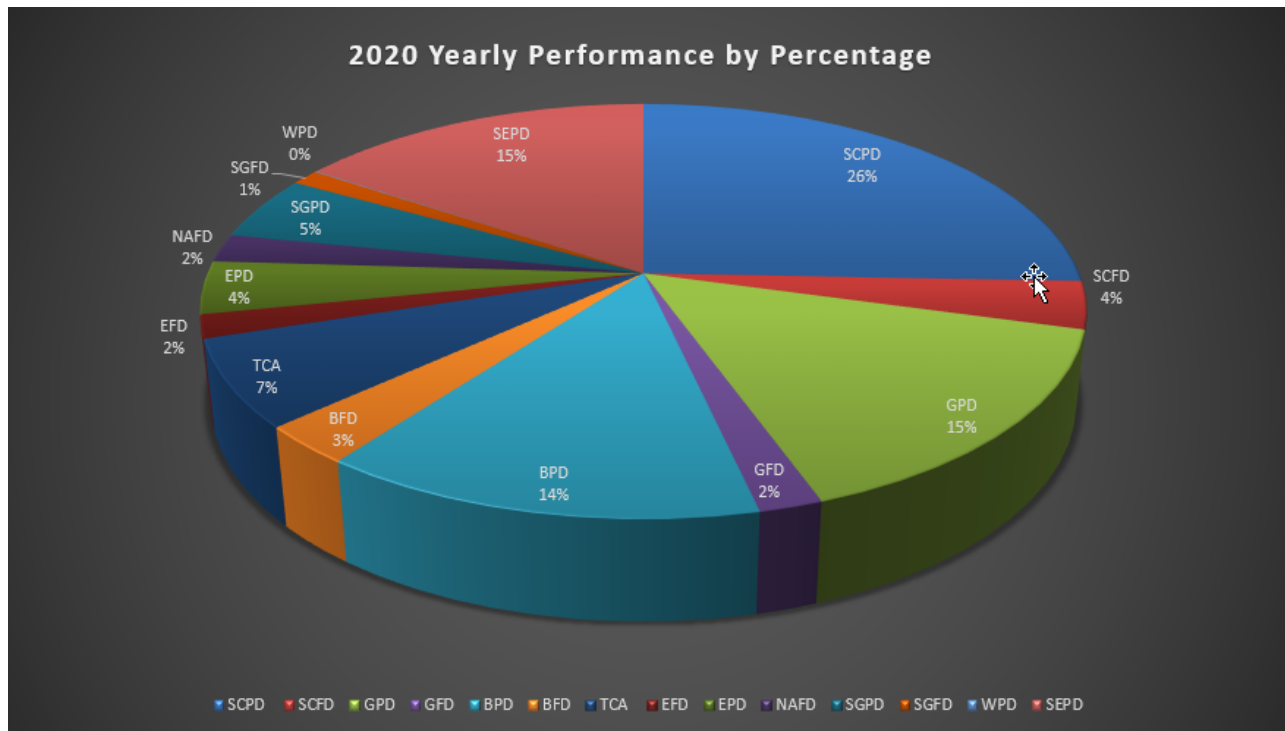
DRUG LAW VIOLATION	65	36	46	7	5	0	51	210
DUI	25	19	12	8	6	0	12	82
DUMPING OR LITTERING COMPLAINT	22	15	20	6	5	0	24	92
EMPLOYEE MANAGEMENT DISPUTE	8	7	9	1	1	0	4	30
ESCORT	5	60	75	1	1	0	1	143
FAILURE TO PAY	9	2	10	0	3	0	7	31
FIGHT	31	17	19	3	2	0	18	90
FINGERPRINTING	15	19	11	35	9	0	47	136
FIREWORKS	112	56	124	8	18	0	121	439
FOOT OR VEHICLE PURSUIT	0	1	1	0	0	0	0	2
FOOT PATROL	502	35	132	9	18	0	325	1,021
FORGERY	1	0	2	0	0	0	0	3
FOUND ARTICLE	162	72	182	28	30	0	67	541
FRAUD	719	545	731	142	138	0	336	2,611
HARASSMENT	106	52	82	5	13	0	48	306
HIT AND RUN IN PROGRESS	69	57	41	5	10	0	34	216
HIT AND RUN REPORT ONLY	112	85	88	11	13	0	57	366
HITCHHIKER	2	2	0	2	0	0	1	7
HUNTING COMPLAINT	0	0	0	1	2	0	1	4
INDECENT EXPOSURE	11	3	5	1	0	0	4	24
INFORMATION FOR POLICE	456	211	417	66	87	0	377	1,614
INTOXICATED PERSON	60	20	25	5	4	0	30	144
JUVENILE COMPLAINT	94	71	80	13	20	0	99	377
KEEP THE PEACE	92	46	78	12	31	0	54	313
KIDNAPPING	0	0	0	0	0	0	2	2
LAND TENANT DISP IN PROGRESS	11	3	3	2	2	0	5	26
LAND TENANT DISP REPORT ONLY	15	6	16	4	3	0	12	56
LIQUOR LAW VIOLATION	6	2	6	1	0	0	3	18
LOCKOUT	21	287	385	61	73	0	18	845
LOITERING COMPLAINT	12	1	5	0	0	0	2	20
LOST ARTICLE	49	28	35	5	7	0	31	155
LOST DRIVERS LICENSE	20	5	6	2	4	0	11	48
LOST LICENSE PLATE	20	3	6	3	4	0	7	43
LOUD MUSIC	136	39	66	10	12	0	104	367
LOUD PARTY	84	28	48	10	13	0	95	278
MATTER OF RECORD	22	6	16	6	4	0	27	81
MENTAL SUBJECT	3	3	18	1	2	0	15	42
MISCHIEVOUS CONDUCT	30	33	50	9	9	1	35	167
MISSING ADULT	22	21	18	5	5	0	22	93
MISSING JUVENILE	21	24	26	8	7	0	46	132
MOTORCYCLE MINIBIKE COMPLAINT	17	22	29	0	21	0	52	141
MOTORIST ASSIST	358	289	351	71	202	6	214	1,491
NEIGHBOR DISPUTE IN PROGRESS	36	12	11	7	3	0	30	99
NEIGHBOR DISPUTE REPORT ONLY	80	39	29	6	7	0	39	200
NOISE COMPLAINT	91	32	59	11	7	0	88	288
NOTIFICATION	11	7	8	3	0	0	14	43
OBSTRUCTION IN ROADWAY	75	86	100	17	42	1	58	379
OPEN DOOR OR WINDOW	1,558	313	156	170	20	2	152	2,371
ORDINANCE VIOLATION	74	48	48	33	3	0	96	302
PARKING COMPLAINT	378	131	204	79	43	0	133	968

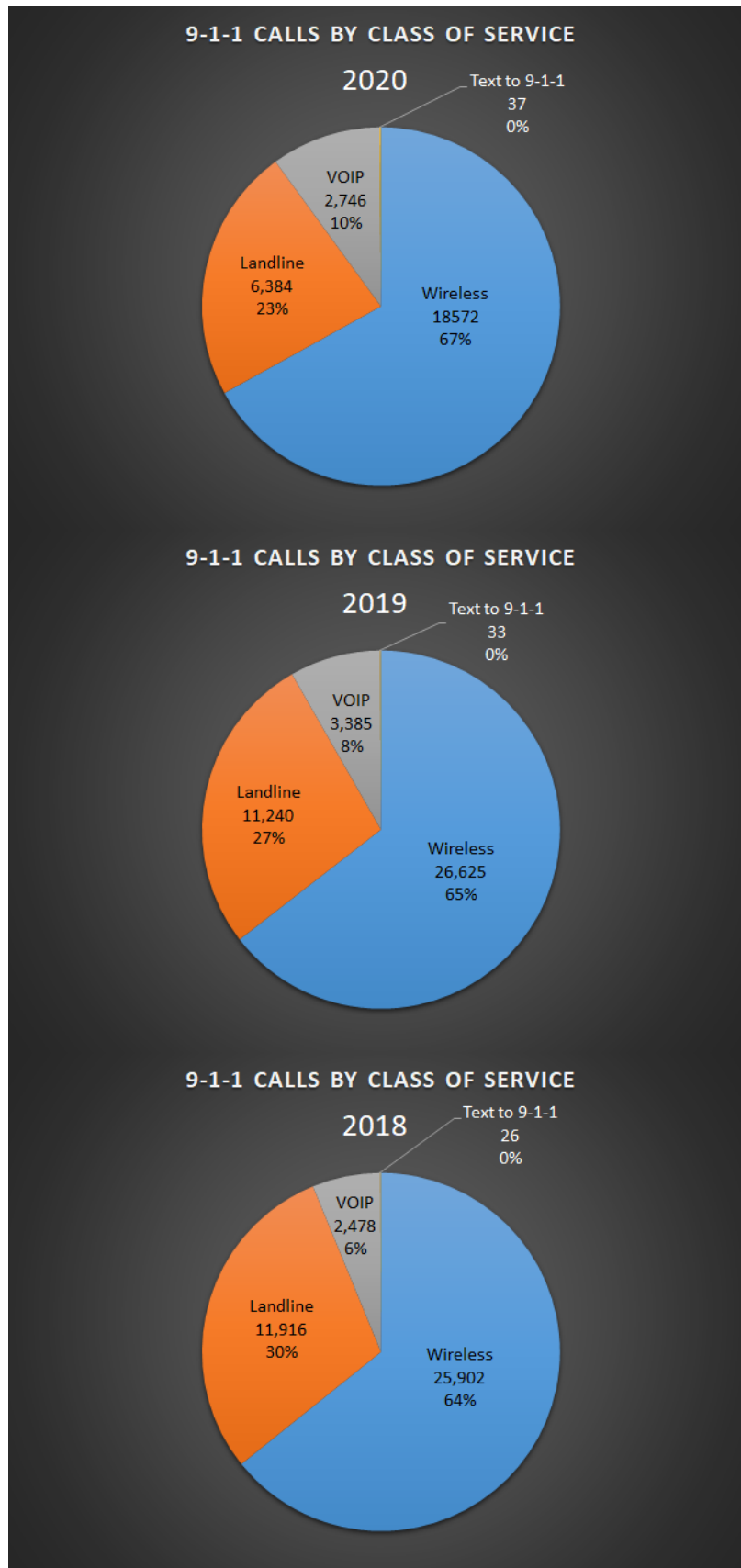
PD ASSIST TO	12	4	12	1	1	0	101	131
PERSON WITH GUN	11	7	8	2	2	1	10	41
PROSTITUTION	1	0	1	0	0	0	0	2
PROTESTORS	5	2	7	7	0	0	3	24
REMOVE SUBJECT	82	35	52	11	6	0	45	231
ROBBERY	1	1	0	0	0	0	1	3
SAFETY OR HEALTH HAZARD	201	146	167	23	42	0	96	675
SCHOOL CHECK	483	80	52	19	129	0	775	1,538
SEX OFFENDER REGISTRATION	146	19	81	1	6	0	55	308
SHOPLIFTER	67	16	70	4	7	0	37	201
SHOTS FIRED	25	18	22	6	9	0	17	97
SNOWMOBILE COMPLAINT	1	0	0	2	1	0	0	4
SOLICITOR COMPLAINT	98	42	60	18	18	0	52	288
STALKING	6	6	9	0	1	0	3	25
STRONG ARMED ROBBERY	1	0	0	0	0	0	1	2
SUICIDE THREAT	77	40	63	13	19	0	60	272
SUSPICIOUS INCIDENT	224	146	214	34	51	1	180	850
SUSPICIOUS NOISE	17	15	28	10	9	0	19	98
SUSPICIOUS PERSON	243	106	119	36	40	0	134	678
SUSPICIOUS VEHICLE	246	163	187	53	65	0	218	932
TELEPHONE HARASSMENT	58	45	48	10	12	0	35	208
THEFT	259	133	215	31	30	0	133	801
THREATS COMPLAINT	100	45	61	10	13	0	64	293
TOW OR REPO VEHICLE	4	0	6	0	0	0	2	12
TRAFFIC DISPUTE	36	14	25	2	3	0	10	90
TRAFFIC SIGNAL OR SIGN	61	50	54	9	28	0	49	251
TRAFFIC STOP	3,379	4,233	2,497	1,630	2,010	1	2,458	16,208
TRESPASSING	90	53	76	9	21	0	48	297
TRUANCY COMPLAINT	0	0	0	0	0	0	7	7
VACATION HOUSE CHECK	58	0	0	93	0	0	30	181
VEHICLE ALARM	14	8	11	2	1	0	8	44
VEHICLE TAKEN WITHOUT CONSENT	11	2	7	1	2	0	5	28
VEHICLE THEFT IN PROGRESS	1	1	2	0	1	0	5	10
VEHICLE THEFT REPORT ONLY	39	10	25	1	2	0	19	96
VIOLATION OF COURT ORDER	4	2	3	0	1	0	5	15
VIOLATION ORDER OF PROTECTION	32	26	24	2	10	0	40	134
WARRANT SERVICE	132	27	81	1	5	0	24	270
Grand Total	26,080	15,152	13,849	4,126	5,029	54	15,496	79,786

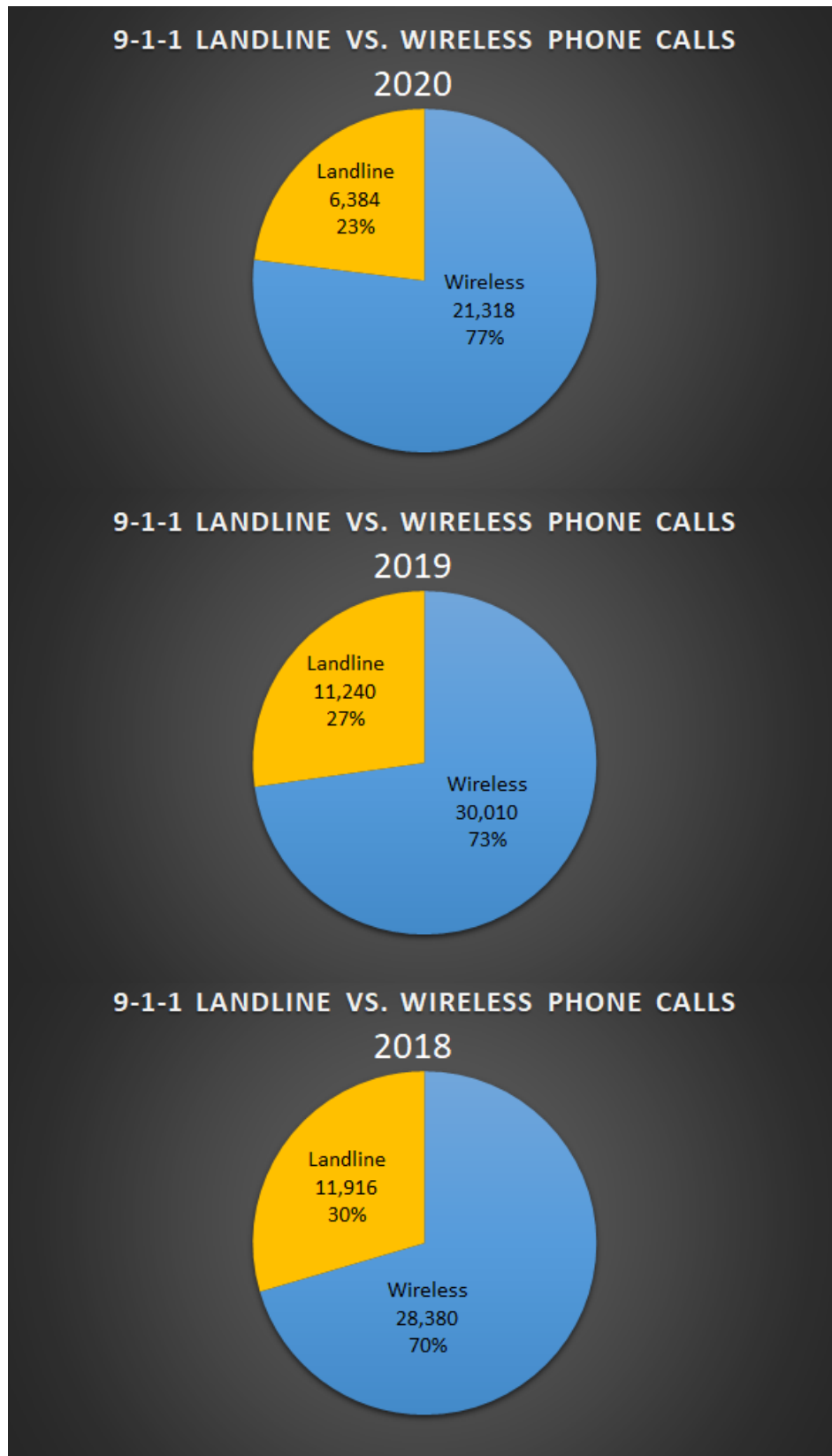


	SCFD	GFD	BFD	EFD	NAFD	SGFD	Grand Total
ABDOMINAL PAIN	56	22	60	23	27	12	200
ACCIDENT WITH EXTRICATION	7	5	8	5	4	7	36
ACCIDENT WITH INJURIES	119	94	107	68	100	37	525
ACCIDENT WITH UNKNOWN INJURIES	41	3	2	22	1	18	87
ALLERGIES STINGS SNAKEBITES	36	14	27	8	9	5	99
ANIMAL BITES ATTACKS	7	2	7	4	2	0	22
ASSIST	60	49	82	51	51	39	332
BACK PAIN	43	18	42	31	31	6	171
BLEEDING	55	31	61	21	33	6	207
BREATHING PROBLEMS	276	114	251	121	130	71	963
BRUSH FIRE	15	4	6	15	8	7	55
BURNS EXPLOSIONS	1	2	2	1	0	1	7
CARBON MONOXIDE NO ILLNESS	58	47	51	32	39	24	251
CARBON MONOXIDE WITH ILLNESS	12	6	9	5	6	3	41
CARDIAC ARREST	64	31	38	30	39	17	219
CHEST PAIN	202	74	154	58	114	46	648
CHOKING	10	6	15	3	12	4	50
COMMERCIAL VEHICLE FIRE	5	1	2	3	3	1	15
CQTR AMBO ASSIGNMENT	32	3	51	44	4	7	141
DETACHED GARAGE FIRE	1	0	0	0	0	0	1
DIABETIC PROBLEMS	37	15	43	20	44	12	171
DROWNING OR DIVING	0	0	0	1	0	0	1
EYE PROBLEMS OR INJURIES	3	1	1	0	4	1	10
FALLS	493	251	434	276	240	105	1,799
FIRE ALARM COMMERCIAL	658	280	391	118	202	35	1,684
FIRE ALARM LINE TROUBLE	90	66	62	8	9	2	237
FIRE ALARM SINGLE FAMILY	50	44	62	35	25	39	255
FIRE DEPARTMENT RECALL	5	0	1	0	0	25	31
FIRE DEPARTMENT STANDBY	0	6	27	11	7	2	53
FULL STILL ALARM	2	1	0	1	0	0	4
GAS LEAK INSIDE	69	43	51	20	14	10	207
GAS LEAK OUTSIDE	36	20	29	14	13	11	123
GENERAL ALARM FIRE	37	45	44	34	36	15	211
HAZARDOUS MATERIALS	1	0	1	1	0	0	3
HEADACHE	11	9	4	5	8	2	39
HEART PROBLEMS	48	37	43	24	19	10	181
HEAT OR COLD EXPOSURE	10	6	3	5	6	0	30
INSIDE SMOKE INVESTIGATION	15	6	8	4	9	4	46
INVESTIGATIONS	40	22	20	17	18	11	128
LIFT ASSIST	199	86	283	71	164	66	869
MAJOR IN FLIGHT EMERGENCY	0	0	0	0	0	5	5
MEDICAL ALARM	58	41	42	18	20	23	202

MINOR IN FLIGHT EMERGENCY	0	0	0	0	0	5	5
MUTUAL AID	43	56	27	85	32	72	315
ODOR SMOKE OR OTHER INSIDE	19	13	13	1	7	2	55
OTHER FIRE	18	19	20	8	7	6	78
OUTSIDE FIRE	53	27	24	22	25	29	180
OVERDOSE OR POISONING	102	54	72	24	62	26	340
PLANE FIRE OR CRASH	0	0	0	0	1	1	2
POND CREEK LAKE RESCUE	1	0	1	0	0	0	2
PREG CHILDBIRTH MISCARRIAGE	4	0	3	2	1	3	13
PSYCH SUICIDE	284	148	197	107	127	76	939
RESCUES	1	0	1	0	1	1	4
RIVER RESCUE	11	10	7	5	1	0	34
SEIZURE CONVULSION	72	44	61	36	69	23	305
SICK PERSON	557	275	429	244	285	165	1,955
ST CHARLES EMA CALL OUT	2	0	0	0	0	0	2
STAB GUNSHOT PENETRATING TRA	4	1	1	1	2	0	9
STILL ALARM	1	0	1	0	1	4	7
STROKE	114	67	98	41	41	16	377
TRAUMATIC INJURY OR ASSAULT	112	65	98	39	60	39	413
UNCONSCIOUS UNRESPONSIVE	210	112	154	76	95	51	698
UNKNOWN MEDICAL PROBLEM	44	22	35	8	23	15	147
VEHICLE FIRE	3	5	7	4	13	11	43
WASH DOWN	4	3	2	2	2	0	13
WIRES DOWN ARCING	12	13	26	13	5	7	76
Grand Total	4,633	2,439	3,801	1,946	2,311	1,241	16,371







MARK MARZETTA, IT MANAGER

- Assisted in the hardware refresh project of our Intrado/West Viper Phone system. This included working with an Intrado engineer in replacing the existing rack of servers, workstations and peripherals and the migration of all circuits/connectivity to new hardware.
- Replaced old Trendmicro antivirus server with new server running Windows Server 2019. Old server was running on Windows 2008 R2 which is now end-of-life and no longer supported. Configured new server and migrated all existing client PCs over to new server. Antivirus definitions configured for real-time updates and critical software patches are installed on new Trendmicro server and all clients monthly.
- Replaced old Tri-Com Intranet server with new server running Windows 2019. Old server was running on Windows 2008 R2. Configured new Intranet server with XAMPP, Apache and MySQL. Migrated all relevant data over from old server and worked with CAD Administrator to configure new Intranet website.
- Upgraded EMnet and OnGuard systems to Windows 10. Both the EMnet (emergency notification system) and OnGuard (manages the badge/access control system) were running on Windows 7, which is now end of life. Configured a new virtual Windows 10 system for OnGuard and upgraded EMnet PC from Windows 7 to Windows 10. Worked with vendors to migrate/update settings to run under new Operating System.
- Upgraded or reinstalled all eligible Windows 7 PCs with Windows 10. All existing Windows 7 PC's were either upgraded to Windows 10 or replaced with new systems running Windows 10.
- Provided employees with 'work from home ability' during the quarantine period of the pandemic. Configured VPN access and spare PCs for Admin employees to take home. This allowed them to remotely connect to their work PC and access all apps as if they were in office.
- Installed new Wi-Fi to provide visitors and employees personal devices access to Internet. Configured a pair of Cisco WAP150 Access Points (main floor and basement) to provide public Internet access throughout the building. Previous visitor/employee Wi-Fi routed through Tri-Com network. New Wi-Fi configuration is completely external and removes the risk of a non Tri-Com device spreading malicious cyber activity to the Tri-Com Network.
- Purchased and configured five new laptops for Director, Deputy Director, Training Coordinator, Shift Supervisor and Dispatchers. These replaced several laptops that were upwards of eight years old and running Windows 7. Old laptops were all completely rebuilt and will be utilized for Disaster and Contingency scenarios.
- Worked with Kane County and Tri-City Network Engineers to add redundant fiber at Tri-Com. Construction at the corner of Bricher and Peck Roads would be affecting Tri-Com's connectivity to the InterGov fiber network. An additional fiber run was established that provided redundancy into the InterGov fiber and allowed Tri-Com to avoid loss of connectivity during the construction.
- Completed online training for VMWare vSphere version 6.7 and Intrado/West Viper support.

SharePoint continues to be used to keep track of any Help Desk tickets and projects here at Tri-Com. In 2020, there were a total of 622 GIS SharePoint tickets that were added into the system. The SharePoint system was expanded to be able to track all of the FOIA's, audio requests, etc. that are requested. In addition, the CAD Administrator built a new in-house Intranet site. A GIS SharePoint site was built, and all of the previous maps on the former Intranet site were moved to the new GIS site.

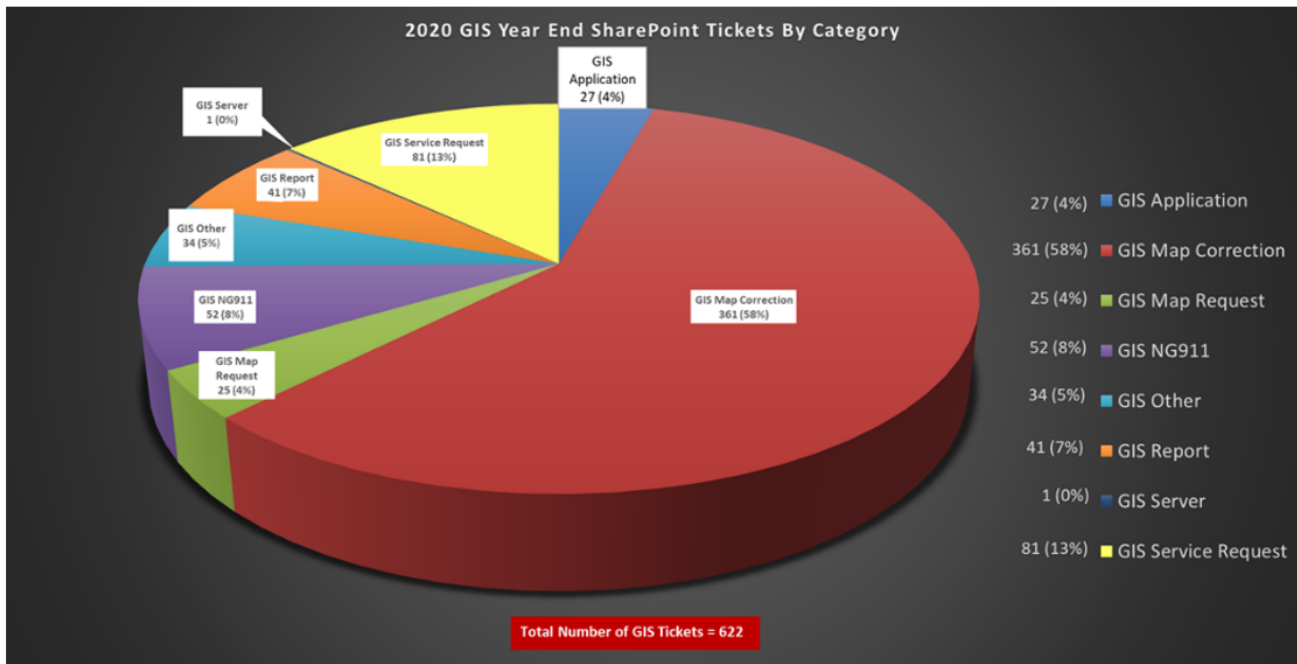


FIG 2. ELBURN FIRE HYDRANT DASHBOARD

Outside of projects, GIS routine day to day tasks here at Tri-Com include address point and street centerline corrections or additions, basemap updates, such as updating the building footprints or 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.

In 2020, there were numerous applications that were created by the GIS Analyst not only for us here at Tri-Com, but for other member agencies, as well. A fire hydrant application was created for Elburn Fire, which allows them to collect all of the fire hydrants using ESRI ArcGIS for Collector and mark which ones were missing tags, etc. during their yearly inspection. To this date, all of the Elburn fire hydrants have been collected, totaling of 311 fire hydrants. To keep track of the progress, a dashboard was created. Once all of the hydrants were collected, the GIS fire hydrant layer was updated with the hydrants and brought into CAD, so that we now have an accurate hydrant layer for Elburn.

In 2019, a live 9-1-1 active incident dashboard was created, which shows all of the active 9-1-1 police and fire calls as they come in, in addition to showing all of the active units and their location. In 2020, this dashboard has seen a lot more use among member agencies, and has undergone several changes to suit different agencies needs. For example, St. Charles Fire is now using the dashboard on all of their monitors at each fire station instead of Ops CAD, and a customized dashboard was created showing only St. Charles Police and Fire calls.

A MABAS Box Card interactive map was created, which shows every agency's box cards. During an incident, every agency is able to quickly go to that incident on the map and quickly pull up the box card for any incident type.

COVID-19 kept many GIS professionals very busy as many dashboards were created to keep track of the total number of reported cases. A dashboard was created for Tri-Com, to keep track of the total number of cases by agency, as well as the total number of cases in the Tri-Com dispatch area; this data was updated whenever new lists were received.

During the pandemic, more people were enjoying outside activities and using the bike trails. There were several emergency calls that occurred on the bike trails in which the caller gave a mile marker as the location. We currently did not have any mile markers in CAD, only the address ranges for the major trails. A lot of research was done to see if anyone had mile markers that we could acquire and add in, but we had very little luck finding the information. Therefore, a bike path mile marker application was created for every fire department to go out to the trails and collect the mile markers. A dashboard was also created to keep track of the process. In total, 136-mile markers were collected, in addition to access points on the trails, and added into the GIS address points, and then added into CAD. Now, if a caller gives a mile marker on the trail, it will plot directly to the address point and help reduce the amount of time it takes to find the emergency. In addition to the bike path mile markers being added, train track mile markers were also added to the GIS data and into CAD.

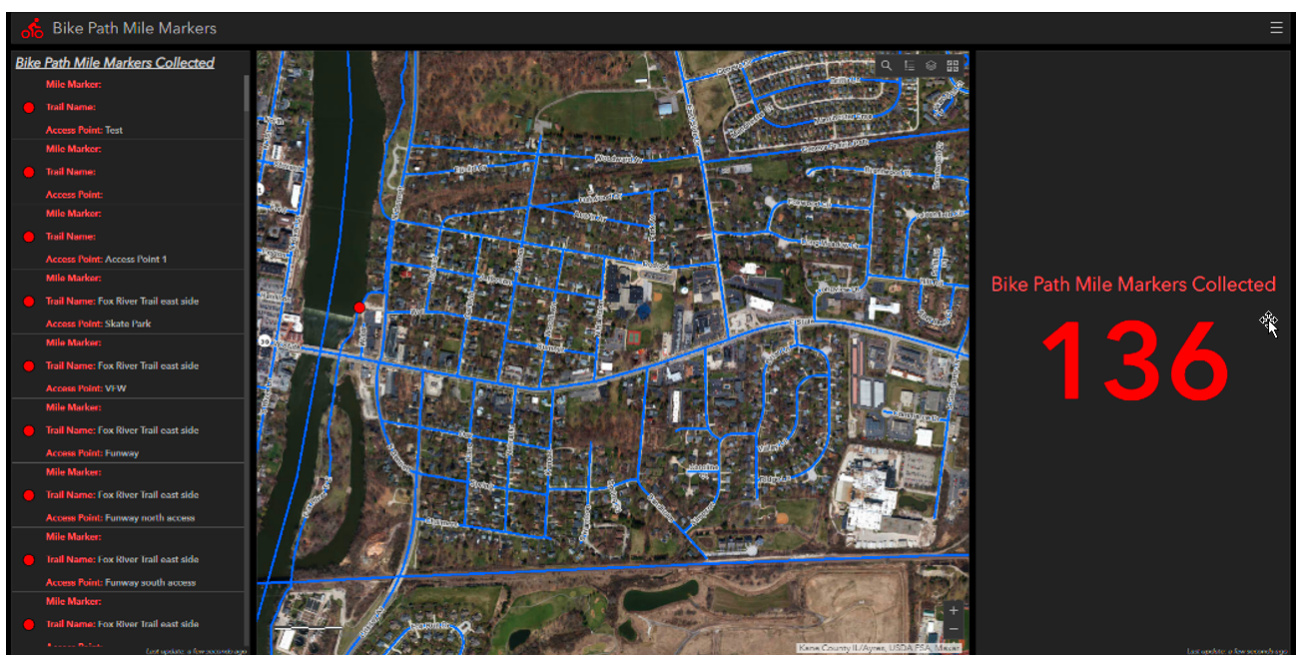


FIG 5. BIKE PATH MILE MARKER DASHBOARD

Many programs that are used either by the dispatchers or outside agencies run using GIS data. Many boundary shapefiles had to be exported and provided to the companies so that the program can run efficiently. Some of the programs include Rapid SOS for the dispatchers, and a ticketing-permitting software for Sugar Grove Police.

2020 was also a very busy year for the NG911 project. A majority of the GIS layers have been submitted to the state for the project, with the final road centerline submission occurring in April 2021. Numerous required ESRI training courses were taken by GIS to be certified as the local data steward, as well as the data maintainer. The ESRI NG911 ArcGIS Hub site has been created by the State, and is now up and running. In order to submit the GIS layers onto the ArcGIS Hub site, GIS has been asked to be a test user for the ArcGIS Pro workflow that has been created by the NG911 Committee, along with ESRI. GIS has provided feedback to the committee and ESRI regarding the process.

GIS continues to stay on top of the current GIS technology by attending numerous training seminars and conferences. In 2020, GIS attended the ESRI Midwest User Conference in Chicago, the ESRI virtual user conference, and the virtual annual ILGISA conference. In addition, GIS was part of the Illinois GIS Association (ILGISA) governance committee.



2021 will continue to be a very busy year for GIS, as the NG911 project continues to move forward; in addition to building and enhancing GIS applications in the ArcGIS Portal, and working with North Aurora and Sugar Grove Fire with verifying addresses in their district.

ANDREW KUNSTLER, TRAINING COORDINATOR

Training and retaining new hires has always been one of the biggest challenges faced in the 9-1-1 industry. National numbers show that there is nearly a 29% turnover of Emergency Communications Center (ECC) staff every year with typical tenure only being one to three years. High turnover rates make it very difficult to develop necessary skills and keep staffing levels at an adequate level. After discussions with the Communications Training Officers (CTOs), Shift Supervisors, and Administration, Tri-Com understood the need to implement creative thinking and approach new methods to accelerate the training process for new Telecommunicators and ensure their success.

These changes led to shortening the initial training period to last approximately four months instead of six. The new hires still receive the standard three-week classroom phase in which they take the APCO Public Safety Telecommunicator Course 7th Edition and obtain multiple other required certifications. The new hires are then able to acclimate themselves to the CAD system, phones, and radio before going to the ECC floor. The classroom phase also allows trainees to learn the various technologies utilized at Tri-Com as well as learn all the policy and procedures that are executed within the scope of their position.

After the classroom phase, new hires receive a month of Call Taking in training. Once the initial month of Call Taking is complete, our Shift Supervisors and CTOs slowly start to integrate Police Dispatch into the training process. For the remaining three months, trainees are being cross-trained in both phone and police disciplines. Once the trainee has met all of the ECC goals for Call Taking and Police Dispatch, they have a soft release from training and can work on the ECC floor as a Call Taker or Police Dispatcher, counting towards minimums and building their confidence in this profession.

Fire dispatching is one of the more complex aspects of being a Telecommunicator at Tri-Com, and can be overwhelming to learn on top of still developing skills in call taking and police operations. Our intention is that the soft release from training allows the new team member to independently develop their skills and become more comfortable as a Call Taker/Police Dispatcher while also providing some scheduling relief for the rest of the team. Before their release from probation, trainees receive one-on-one Fire Dispatch training from myself as the Training Coordinator, Shift Supervisors or CTO. While the changes in our training program are still a work in progress, we have received positive feedback thus far, from trainees, CTOs and other members of staff. We look forward to continued progress and success over the next year.

Our Shift Supervisors and CTOs have devoted their time and energy to helping new Telecommunicators develop the necessary skillset needed to succeed in their new career. Over the course of 2020, our dedicated training team provided over 4,500 hours of training to new hires at Tri-Com. We have developed an in-house: one-day Supervisor Training Class; a Telecommunicator In Charge class; and a Communications Training Officer Class. Telecommunicator Aimee LoSasso recently completed her certification and coursework to become a valued member of the training team and is now a full-time Communications Training Officer. We have also worked to revamp and reinvigorate the QA/QI program and ensure our team is receiving timely and relevant feedback. This also allows us to catch our team providing excellent service while under the headset and celebrate and recognize those moments with them.

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 2021 and for years to come while also providing our experienced dispatch staff with opportunities for career growth and additional training and professional growth opportunities.

