

— 2025 — ANNUAL REPORT



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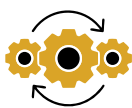
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FROM THE EXECUTIVE DIRECTOR

In my role as the Executive Director of Tri-Com Central Dispatch, it is my responsibility to ensure that an annual report is prepared for the Board of Directors. However, it is through this work that I have the great pleasure of enjoying the opportunity to reflect upon the many accomplishments of the previous year. The preparation for this year's report has certainly been no different, as the talented and dedicated staff members that comprise this organization have once again overcome many obstacles in their efforts to achieve a seemingly endless list of successes.

One of the largest capital projects that we have undertaken in some time was completed in 2025. A new parking area was added on the west side of the facility and a new security fence, complete with an automated gate for vehicles and a card controlled entry for staff, was installed around the perimeter of the property. Partially paid for by a \$100,000 grant from the Illinois Department of Commerce and Economic Opportunity, the project included additional automated cards readers, intercoms and several new security cameras. As the need to protect critical infrastructure becomes more and more necessary, this undertaking has gone a long way to enhance the safety of our staff and facility.

A large project intended to rebuild the microwave radio system that comprises the backbone of our Fire South VHF communication network was begun and significant progress has been made towards its completion. The redundant links between Tri-Com and the South Street Tower have been successfully replaced as the first leg of the system. The permitting process for the remaining links is well underway and we look forward to the many years of dependability that this update will bring us.

We have completed our transition to the State of Illinois ESInet Text2911 platform. Tri-Com has been able to receive 9-1-1 text messaging since the end of 2017 however; we were on our own platform. The movement onto statewide network will bring the ability to share information on a much larger scale.



After many months of work, the U.S. Digital, Phoenix G2 Fire Station Alerting system went live this year. This project involved Tri-Com staff, representatives from all of our Fire Agencies, our CAD Vendor Central Square, our installation vendor Digicom and many, many other parties. Alerting equipment was installed within Tri-Com as well as within 13 fire stations. Pagers were programmed and procedures were updated. Work continues with the installation of additional back up radios to offer an additional layer of system redundancy. While there were several hurdles that had to be overcome, everyone stayed the course and we have been pleased with the outcome.

The Board of Directors has continued their efforts to complete the last piece of the Inter-Governmental Agreement and revise the funding formula. This complicated project was delayed last year due to the departure of Rita Kruse, Finance Director for the City of Geneva. She had played a pivotal role in the effort to understand the financial changes that would affect not only Tri-Com, but also each agency as successive funding models were examined and tested. We have now welcomed Jennifer Milewski as the new Finance Director for the city and we are looking forward to completing this work in 2026.

Our efforts with the Emergency Telephone System Board (ETSB) were once again highly productive in 2025. We started the year with Batavia Fire Chief Craig Hanson being elected to the position of Vice-Chairman of the Board. Chief Hanson took the place of retired St. Charles Fire Chief Scott Swanson and he will run the meetings in the place of Board Chairman Roger Fahnestock when he is not available.

KaneComm Executive Director, Michelle Guthrie and I participated in a committee to review and update the ETSB By-Laws. With several recent changes to the Emergency Telephone Systems Act (ETSA) and the associated Joint Committee on Administrative Rules (JCAR) rule updates, it was necessary for the by-laws to be examined. This work was completed and reviewed by the attorney for the ETSB before formal adoption was entertained.

The ETSB funded a new fiber interconnect between Tri-Com and KaneComm. This new fiber line provides Tri-Com with a direct connection into the Kane County Fiber Backbone. It will be utilized to enhance communications as well as to provide additional redundancies. Each center backs the other up in times of need and this connection will prove to be pivotal in those efforts.

It must be clearly stated that the most pressing issue confronted by the ETSB in 2025 was the significant decline in monthly surcharge revenue that was being passed through by the State of Illinois. These monies are critical to the operations of both centers within the ETSB and the monthly amounts had fallen statewide up to 16% from the previous year. Several explanations were given for the reduction in the monthly checks and each ETSB throughout the state struggled with the effort to understand what the new normal would be. This negative revenue trend put a bright light on the need to increase the monthly surcharge from \$1.50 a phone line to \$2.50 a line. No changes have been made to the amount since 2018 and inflation has taken an enormous toll on the buying power of the revenues received. This issue will continue to be at the forefront of ETSB discussions until a resolution can be reached. The ongoing implementation of the Community Emergency Service and Supports ACT (CESSA) continues to move forward. Trainings have been completed and weekly reporting on call transfers to the 988 system have begun. As a pilot agency for APCO, we are working with the State on our Emergency Medical Dispatch (EMD) cards. We have replaced all of the hard cards with ones that have been updated and include the new information for patients experiencing emotional or psychological events. These cards will be integrated into our CAD

FROM THE EXECUTIVE DIRECTOR

system for even higher levels of efficiency when these calls are received.

In an attempt to further our relationships with all parties involved in the adoption of CESSA, we are participating the Southern Fox Valley EMS sub regional CESSA Committee. This organization was formed in the effort to increase communication, answer procedural questions and to formulate a standardized method of operations for both the Public Safety Answering Points (PSAPs) and the Fire, Police and EMS agencies that will be operating on the street with the Mobile Crisis Response Teams (MCRTs). It is hoped that we will be able to continue with our local methods of operating while still complying with the mandates of the statute.

Each year that passes brings new projects and their associated challenges and hurdles. These truths are a direct result of our desire to constantly innovate and move forward with the embracing of the latest technologies and tools for our people. We strive for continuous improvement in all manner of our operations. Tri-Com has been a leader in the 911 field for some time and, with the advantage of the combined efforts of the talented and committed people who work here now, will remain so for years to come.



2025 BOARD OF DIRECTORS



Craig Hanson
Fire Chief
Batavia Fire Dept
Chairman



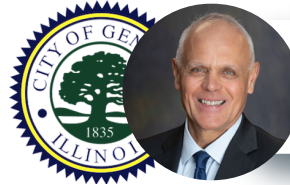
Mike Antenore
Fire Chief
Geneva Fire Dept
Vice Chairman



Eric Passarelli
Police Chief
Geneva Police Dept



Mike Bruno
Alderman
City of Geneva
Jan-Mar 2025



Jeff Palmquist
Alderman
City of Geneva
Nov 2025-Present



Eric Blowers
Police Chief
Batavia Police Dept



Tony Malay
Alderman
City of Batavia



Eric Majewski
Interim Police Chief
St. Charles Police Dept
Mar-July 2025



Dan Likens
Police Chief
St. Charles Police Dept
Nov 2025-Present



Jeremy Mauthe
Fire Chief
St. Charles Fire Dept



Steve Weber
Alderman
City of St. Charles



Jerry Krawczyk
Police Chief
South Elgin Police Dept



Pat Rollins
Police Chief
Sugar Grove Police Dept

thank you



Ald. Mike Bruno (Ret.)
City of Geneva 2013-2025
Tri-Com Board Member 2015-2025



DC Eric Majewski (Ret.)
St Charles Police Dept 1997-2025
Tri-Com Board Member 2015-2025



THANK YOU FOR YOUR DEDICATED LEADERSHIP
AND STEADFAST SERVICE TO TRI-COM THROUGH
YOUR TIME ON THE BOARD OF DIRECTORS.

YOUR COMMITMENT, GUIDANCE, AND SUPPORT
HAVE MADE A LASTING IMPACT ON OUR ORGANI-
ZATION AND THE COMMUNITIES WE SERVE.

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

ORGANIZATIONAL STRUCTURE



Joe Schelstreet
LaToya Marz
Andrew Kunstler
Tammy Kleveno
Mark Marzetta
Kristina Rohrbach
Shevon Sherod-Ramirez
Kelly Davis
Scott Mechowski
Eric Babcock
Brenna Cichon
Mandi Pool
Lisa Classen
Signe Thomas
Mary Robertson

Executive Director
Deputy Director
Training Manager
CAD Systems Administrator
IT Manager
GIS Administrator
Administrative Coordinator
QA/QI Coordinator
Supervisor
Supervisor
Supervisor
Telecommunicator
Telecommunicator
Telecommunicator
Telecommunicator

Aimee LoSasso
Zach Damit
Caitlin Ellefsen
Shelley Parat
Laura Wilber
Alison Salski
Alex DeMeritt
Adam Schury
Bailee Slone
Kayla Cluchey
Kaya Hayes
Riley Kaufmann
Oliwia Bednarski
Christina Potter
Molly Griffey

Telecommunicator
Telecommunicator
Telecommunicator
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ECC Operations

The past year was marked by significant operational progress, infrastructure investment, and leadership development in support of Tri-Com's mission and its member agencies. In my role overseeing day-to-day operations and critical systems, emphasis remained on strengthening reliability, resiliency, and readiness across facilities, technology, and personnel, while supporting accreditation efforts and long-term operational continuity.



OPERATIONAL & INFRASTRUCTURE IMPROVEMENTS

Several major infrastructure and facility initiatives were completed or advanced to better support staff and ensure uninterrupted emergency communications. This included the final remodel phase of administrative office spaces to improve functionality, ergonomics, and workflow for key operational roles. We also completed a lighting upgrade with 24/7 monitoring at the South Street radio tower, bringing us in line with the latest FCC requirements and enhancing site security, visibility, and system oversight.

Fire service operations were further strengthened through the implementation of fire station alerting and the deployment of backup mobile radios in each of our 13 fire stations, improving redundancy and response reliability during system failures or high-impact events. The alerting system allows telecommunicators to remain on the line with callers while simultaneously dispatching resources, enabling uninterrupted call handling, continued information gathering, and the delivery of critical pre-arrival instructions.

TECHNOLOGY & INFRASTRUCTURE UPGRADES

Tri-Com continued to modernize operational tools and system integrations throughout the year. The successful launch of RapidSOS Communicator expanded situational awareness and real-time data sharing for call takers and dispatchers. We also focused on completion of evacuation drills designed to validate contingency planning and ensure staff preparedness for facility or system disruptions.

Additionally, a new internally developed Lineups Dashboard, created by Telecommunicator Damit, was implemented across our law enforcement partners to improve scheduling transparency, accuracy, and operational awareness across all agencies. This project reflected effective internal collaboration and the practical application of data-driven solutions to daily operational challenges – it also symbolized a significant technological upgrade from Notepad! Telecommunicator Damit was also recognized by the City of Geneva with an Employee Impact Award. These awards recognize individuals who demonstrate excellence in:

- Innovation & Creativity
- Resilience & Adaptability
- Customer Service Excellence
- Commitment to Professional Development & Organizational Excellence
- Leadership & Responsibility

We are proud of TC Damit's contribution to our team and his well-deserved recognition.

ACCREDITATION, COMPLIANCE & INTERAGENCY SUPPORT

Accreditation and compliance remained a priority throughout the year. Tri-Com continued to host Accreditation Committee Meetings, ensuring we were maintaining necessary exhibits throughout the year and staying updated on any accreditation standards changes. In 2025, Tri-Com supported site visits for CALEA on behalf of the St. Charles Police Department and CAAS on behalf of Tri-City Ambulance. These site visits require coordination, documentation support, system validations, and demonstrated operational readiness. These efforts reinforced Tri-Com's role as a dependable partner in meeting regional public safety standards and accreditation requirements.

LEADERSHIP DEVELOPMENT & ORGANIZATIONAL CULTURE

In parallel with operational and system-focused initiatives, deliberate attention was given to leadership development and organizational culture. Separate leadership discussion groups were established for administrative staff and supervisory personnel, creating structured opportunities for shared learning, reflection, and dialogue around leadership expectations, accountability, and decision-making.

Both groups collectively read *Extreme Ownership* and *Leadershift*, using facilitated discussion to explore themes of responsibility, adaptability, and leading through change. To further tailor development to role-specific challenges, administrative staff also read *Verbal Judo*, focusing on communication and conflict management, while dispatch supervisors engaged with *Dispatch Supervisor: 50 Lessons on Being a Great Leader*, grounding leadership principles in the realities of public safety communications supervision.

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



EMPLOYEE OF THE YEAR: Mandi Pool

ROOKIE OF THE YEAR: Kayla Cluchey

TELECOMMUNICATOR IN CHARGE AWARD: Signe Thomas

QUICKEST DRAW AWARD (FASTEST 9-1-1 ANSWER TIME): Brenna Plonis

THE MIKE RYAN OVERTIME AWARD: Aimee LoSasso

DIAMOND RECORDING ARTIST AWARD (MOST AUDIO RECORDING POINTS): Lisa Classen

COMMUNICATIONS TRAINING OFFICER AWARD: Zachary Damit

MOST 9-1-1 CALLS ANSWERED AWARD: Kaya Hayes

5 YEARS: Zach Damit & Joe Schelstreet

LOOKING FORWARD

Across facilities, technology, accreditation, and leadership development, the focus this year remained consistent: strengthening systems so that people can do their jobs effectively when it matters most. Every improvement, whether visible or behind the scenes, was guided by a commitment to shared responsibility and service. We continue to be reminded each day that: I am not here for Me, I am here for We, And We are here for Them—the responders who rely on us, and the communities who depend on all of us, every day.



TRAINING



2025 was another busy year for training at Tri-Com. In total, our Training Team spent over 2000 hours training new employees. Tri-Com has maintained stable staffing levels over the course of the past year. Including our one Telecommunicator that is 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, seventeen Telecommunicators, and one Telecommunicator in training. Telecommunicators Riley Kaufmann and Oliwia Bednarski successfully completed the Training Program in 2025.

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.

In 2025, Tri-Com updated our EMD Guidecards at each console on the dispatch floor. Tri-Com is part of the APCO Pilot for CESSA implementation in the State of Illinois. Tri-Com also started using NextGen911 Call Simulator for trainees and began using RapidSOS Communicator in 2025.

Tri-Com staff members attended numerous trainings throughout the year, including:

- Crisis Communication/ Negotiation for Emergency Dispatchers
- Crisis Intervention Training for 911 Professionals
- Will County School Safety Summit
- Managing Conflict Training
- TERT-Field Communications Course
- Evacuation Drills
- NENA Center Manager Certification Program
- Auto Aid Fire Training
- Rapid SOS Unite
- LEADS RMS Training
- The Effective Trainer: Key Strategies for Adult Learning Success
- Metra Training
- APCO Leadership Symposiums
- CPR Training
- Live Burn Training hosted by the NAFD
- MABAS Division 13 HMRT Training
- SFVEMS Preparing Disaster Management Response in EMS
- SCPD ALERRT Active Shooter Training
- Supervising Across Generations in Behavioral Health
- Active Shooter Incident Management
- NENA Breaking the Cycle of Complacency: Moving Beyond Good Enough in 9-1-1
- ICS-300
- ICS-400
- IPSTA Conference in Springfield
- Multiple Incident Reviews
- NENA 2025 Annual Conference & Expo in Long Beach, CA
- APCO 2025 Conference in Baltimore, MD
- APCO PST, EMD, and FSC
- MABAS Conference in Bloomington Normal, IL

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 coordinating with our agencies, 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 2026 and for years to come, while also providing our experienced staff with opportunities for personal and professional career growth and additional training opportunities.

CALL TAKING OPERATIONS



TOTAL CALLS 132,674

Total 911 Calls
46,460

Total Non-Emergency Calls
52,484

Total Outgoing Calls
33,730

Average 911
Calls Per Day
127

Average Non-Emergency
Calls Per Day
144

Average Outgoing
Calls Per Day
92

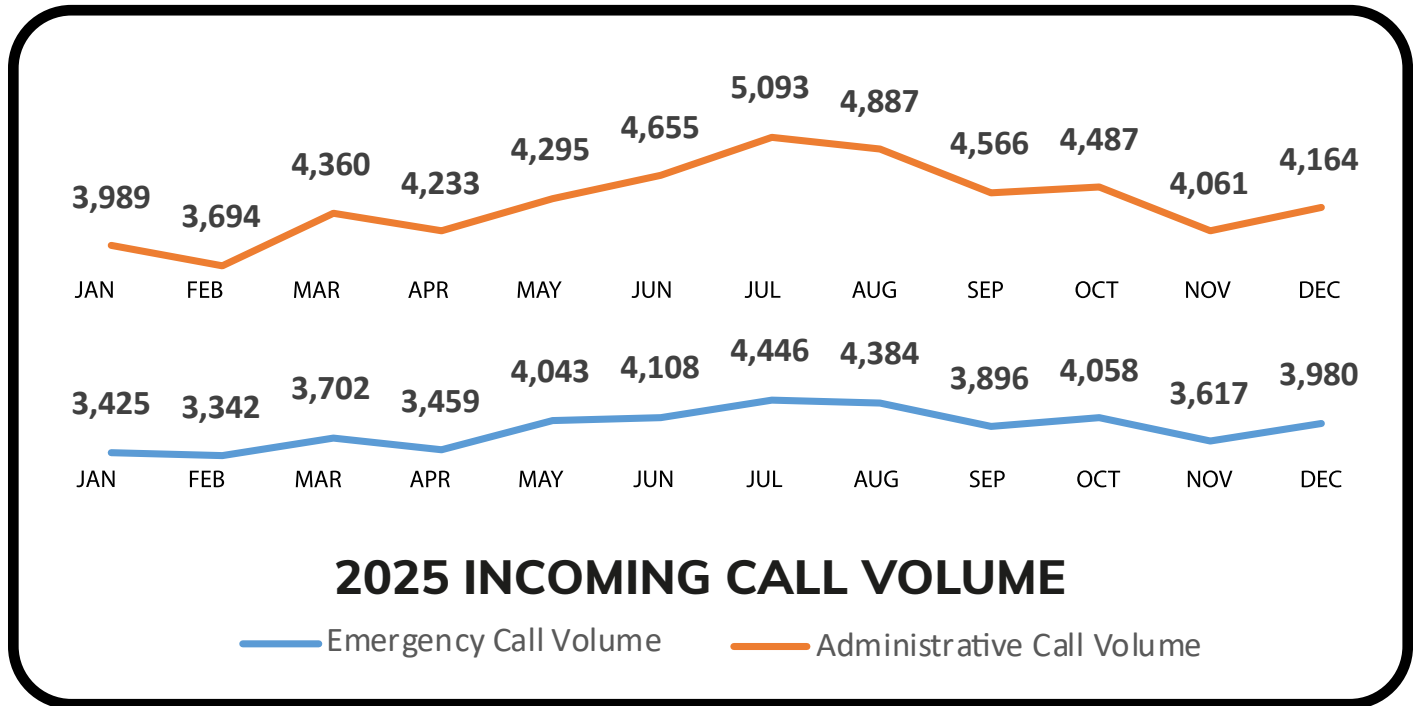
Average 911 Calls
Per Month
3,872

Average Non-Emergency
Calls Per Month
4,374

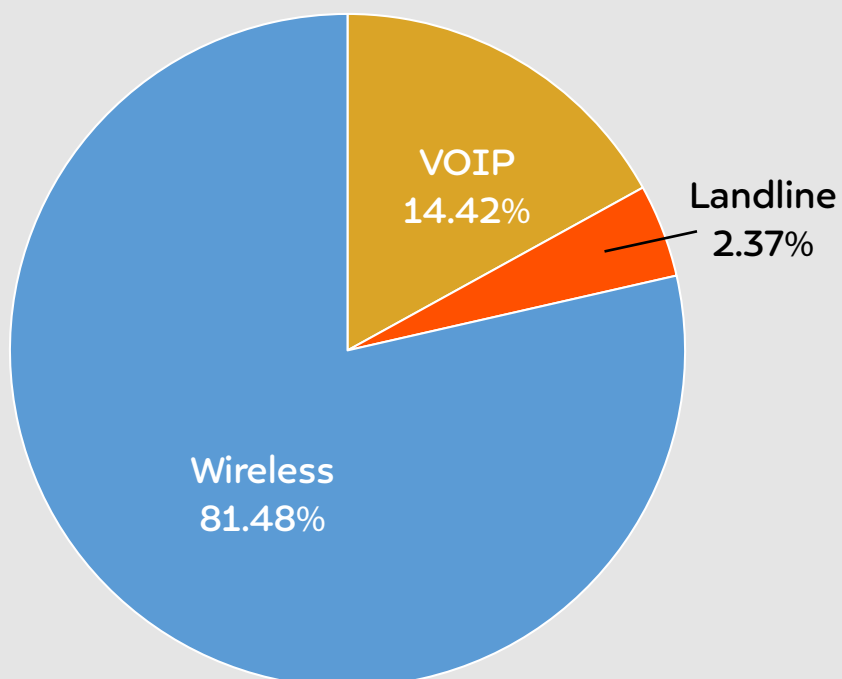
Average Outgoing
Calls Per Month
2,811

Text-to-911 684

CALL TAKING OPERATIONS



SOURCE OF 9-1-1 CALLS RECEIVED



FIRE OPERATIONS

TOP FIRE CALL TYPES

2,424 SICK PERSON
11% of Fire Calls

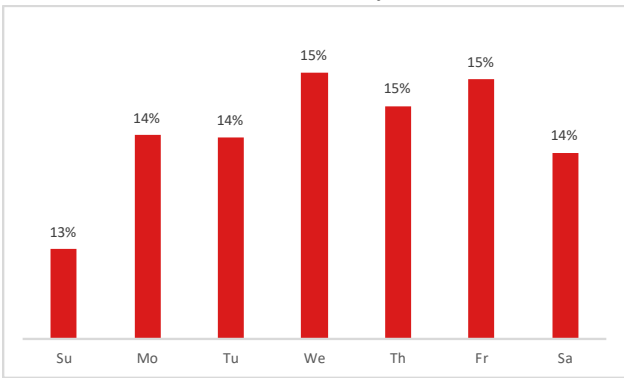
2,835 FALLS
13% of Fire Calls

2,326 ALARMS
11% of Fire Calls



Fire Agency	Totals	% of Fire Calls
Batavia	5,287	24%
Elburn	2,610	12%
Geneva	3,326	15%
North Aurora	2,956	13%
St. Charles	6,208	28%
Sugar Grove	1,722	8%

Call Volume Per Day of Week



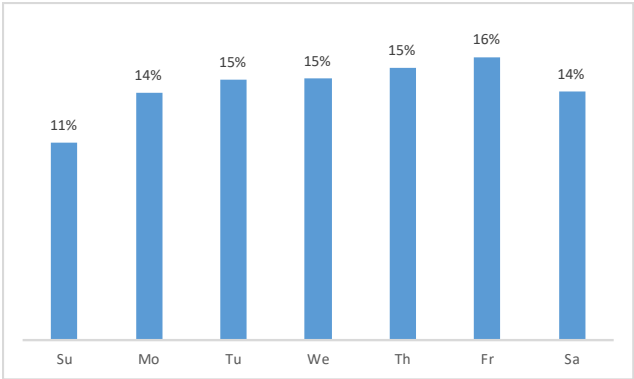
Total Fire Calls
Taken, Processed and
Dispatched
22,109

Average Monthly
Fire Calls Taken, Processed
and Dispatched
1,842

Average Daily Fire
Calls Taken, Processed
and Dispatched
61

POLICE OPERATIONS

Call Volume Per Day of Week



Police Agency	Totals	% of Law Calls
Batavia PD	19,708	21%
Geneva PD	18,387	19%
Elburn PD	6,484	7%
South Elgin PD	15,684	17%
St. Charles PD	27,159	29%
Sugar Grove PD	7,267	8%
Waubonsee PD	115	<1%

Total Police Calls
Taken, Processed and
Dispatched
94,806

Average Monthly
Police Calls Taken, Processed
and Dispatched
7,900

Average Daily Police
Calls Taken, Processed
and Dispatched
260

TOP POLICE CALL TYPES

26,727 TRAFFIC STOP
28% of Law Calls

10,870 BUILDING CHECK
11% of Law Calls

3,421 CITIZEN ASSIST
4% of Law Calls



COMPUTER AIDED DISPATCH (CAD)

The CAD System Administrator plays a critical role in ensuring the reliability, accuracy, and future readiness of Tri-Com's Computer-Aided Dispatch system. This position serves as the technical and operational bridge between dispatch personnel, member agencies, GIS, IT, and multiple public-safety software vendors. The work performed directly supports life-safety operations across police, fire, and EMS disciplines and impacts every call handled by the center.



ROLE OVERVIEW

In 2025, the CAD Administrator continued to manage and maintain all core components of the CAD system, including system configuration, response planning, mapping validation, interfaces, reporting, and vendor coordination. This work ensures that CAD operates consistently, accurately, and in compliance with state and federal requirements, while also positioning the system for future growth and operational improvements.

In addition to day-to-day system support, the CAD Administrator functions as a subject-matter expert for dispatch operations, fire and police response modeling, system integrations, and data analysis. The position also supports training, documentation, and leadership decision-making through custom reporting and technical guidance.

2025 KEY PROJECTS & ACCOMPLISHMENTS

CAD SYSTEM REBUILD (ONGOING)

The most significant project in 2025 was the planning and execution of a large-scale CAD system rebuild while operating in a live 9-1-1 environment. This effort focuses on restructuring response plans, station configurations, paging behavior, and mutual aid logic to improve accuracy, consistency, and long-term sustainability.

The rebuild is being completed using a phased, "bypass-style" approach that allows new plans to be developed, tested, and validated without disrupting daily operations. This work will extend the usable life of the current CAD system, reduce the need for costly replacement, and create a more logical framework that can be maintained and taught going forward.

FIRE STATION ALERTING & PAGING SUPPORT

Provided extensive go-live support, configuration adjustments, gateway setup, testing, and troubleshooting for fire station alerting. Worked closely with agencies to refine alerting behavior and ensure reliable performance during live rollouts.

CAD-TO-CAD HUB PROJECT

Work continues on the CAD2CAD Hub project, including nature code mapping and translation logic to support inter-agency call transfers with KaneComm, the Emergency Communication Center for Kane County. Foundational configuration work has been completed and will enhance interoperability between the communication centers and decrease call handling and transfer times in the future allowing for faster responses to emergencies.

COMPUTER AIDED DISPATCH (CAD)

AGENCY & SYSTEM INTEGRATIONS

- Assisted the Training Manager with IntelliComm EMD automation configuration & testing
- Supported Axon Evidence rollouts for Sugar Grove and St. Charles Police Departments
- Collaborated on ESO software support and attended the ESO annual conference to stay current on new features and best practices

MAPPING & VISUALIZATION ENHANCEMENTS

Assisted the GIS Administrator with a hydrant classification project for the St. Charles Fire Department to visually symbolize fire hydrants by flow rate within CAD mapping, improving situational awareness for responding units.

TRAINING, REPORTING & COMMUNICATION

- Designed and produced Tri-Com's Annual Statistical Reports
- Developed custom CAD reports and data analysis for agencies and leadership
- Assisted with CAD training and system documentation
- Attended monthly Fire, Police, Joint Operations, and Board meetings to provide CAD-related updates and guidance

PROFESSIONAL DEVELOPEMENT & PLANNING

Completed advanced system administrator training focused on restructuring CAD for scalability and future expansion. Attended national CAD conference to collaborate with vendors and peers and stay informed on product roadmaps and emerging best practices.

VALUE TO TRI-COM

The work completed in 2025 strengthened CAD system stability, improved operational consistency, and laid the groundwork for future growth without requiring immediate system replacement. Through proactive planning, cross-agency collaboration, and technical leadership, the CAD Administrator has helped ensure that Tri-Com's dispatch technology continues to support safe, efficient, and coordinated emergency response.

INFORMATION TECHNOLOGY (IT)

NEW CAD PCS

Each Dispatch position has a dedicated PC for running CAD and LEADS. This PC was 10 years old, out of warranty and not able to run Windows 11. We brought in 12 new Dell Pro Max Tower T2 PCs, with 32 GB of memory and SSD drives. The latest versions of CAD and LEADS were installed and the old PCs were retired. The newer hardware, additional memory and Solid State drives provide a much faster, more responsive CAD and LEADS experience.

GIS UPGRADE

Our GIS environment provides two main functions. One set of servers provides maps to the CAD environment, the other set provides maps and current call info to our Agencies in the field. This year we updated both environments to the most recent ESRI software available for each environment. The CAD environment is running ARCGIS v10.95, as it is the latest version compatible with our Central Square CAD. The Agency Portal environment was updated to ARCGIS v11.5, the current most recent recommended version.

RAPID SOS

Worked with RapidSOS tech team to install their Digi-Connect device and establish connectivity into their Cloud environment, a requirement for their RapidSOS UNITE Communicator. Integrated into Central Square CAD, RapidSOS Communicator is a mapping tool that provides Dispatch with real-time translation, transcription and multimedia tools to improve situational awareness and reduce response times.

NEW WI-FI

Replaced our older, end of life Cisco Wi-Fi routers with an additional Cisco Meraki Access Point. Adding this new AP in the Basement training room and integrating it with the current Meraki AP in the Dispatch room and the AP outside of the front entrance, now provides full building and parking lot access to Wi-Fi. These 3 Access Points provide Internet access to 3 separate isolated environments. Our internal Tri-Com Resources, connectivity to Motorola for Radio Management and Public Internet for our Agencies and Guests.

SOUTH STREET BATTERIES

Tri-Com has a tower and structure at Geneva Public Works. That structure hosts Motorola StarCom, Fire South Microwave and Off-Site Backup hardware. In early spring, the existing 10+ year old UPS device failed. That UPS provided power to all the Microwave and Backup hardware during the "transfer" over to Generator during a power loss. We brought in 3 CyberPower PR1500 rack mount UPSs to replace the single failed unit. The hardware power was spread across these 3 new UPSs and there is no longer a single point of failure.

NEW MONITORS

In addition to new CAD PCs, new wide screen monitors were installed at all 6 of the main Dispatch positions, as well as the Supervisor Position. Old monitors were 4 (2x2) 22-inch monitors and were replaced by a pair of Dell UltraSharp 49 inch Curved Monitors, mounted one over the other. New monitors have much more available display space, allowing the Dispatchers to have extra CAD, LEADS and/or RapidSOS screens up and viewable at all times.

ONGUARD 25

Our current Badge Reader system was running an older version of the Lenel OnGuard software as well as running on an end of life Windows 10 virtual PC. We created a new Windows 11 virtual PC and worked with Sound Inc to install OnGuard v8.3, the latest recommended version of the Lenel software. The old virtual server was shutdown.

PARKING LOT & FENCE

This was a project that started in 2024 and was completed in mid-2025. A perimeter fences was installed around the building for additional security. This install included main entry and parking lot gates that required installation of CCTV cameras, Badge Readers and access control. We coordinated with various vendors to get these interfaces run, configured and integrated into our existing environments.

SOLAR WINDS SERVICE DESK

For the past 8 years, we were using SharePoint for our Help Desk and Troubleshooting ticketing needs, until it became end-of-life. After evaluating SolarWinds Service Desk and ZOHO Desk, we chose SolarWinds as our new Help Desk Solution. SolarWinds is a cloud base subscription, so no additional hardware and/or software purchases were necessary. Configuration and migration over from SharePoint was very user friendly. We were able to bring the new environment up and shut down the old SharePoint hardware and software within couple weeks.

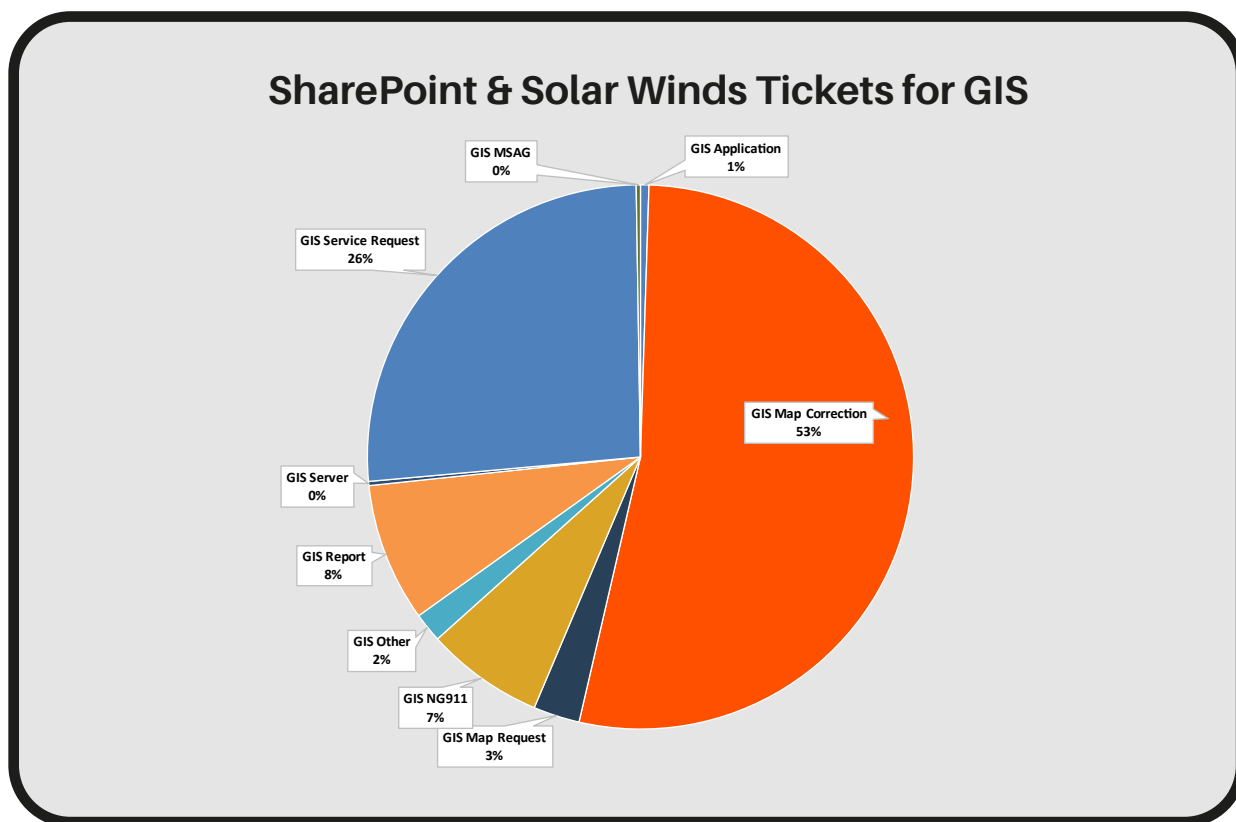
ADMIN OFFICE RENOVATIONS

Last year we renovated four of our Admin Support offices in the Dispatch Center. This year we renovated the remaining Admin Offices for our Admin, Director and IT Manager as well as the conference room. These offices had minimal, mismatched furniture, soiled and worn carpeting and a lack of network connectivity. Like last year's project, this renovation included removing everything, repainting, and replacing carpeting/furniture. While the refresh was in process, temporary work spaces were made available, so staff could work on their existing PC and access all systems they required to provide support. Work took a month but when completed, all equipment and connectivity was reestablished, tested and Admin staff returned to their offices.

GEOGRAPHIC INFORMATION SYSTEM (GIS)

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.

In March 2025, we switched from using SharePoint to SolarWinds to keep track of any help desk tickets and projects here at Tri-Com. The reason for the switch was because SharePoint ran on SQL server, and that version of SQL was end of life. GIS along with the Deputy Director, and IT manager, evaluated several different cloud-based ticketing systems. After the initial evaluation, it was determined that SolarWinds met our needs the best. GIS worked with the Deputy Director and IT manager, to migrate everything over from SharePoint to SolarWinds, and set up the product and forms to imitate what was in SharePoint. In 2025, there were a total of 425 GIS help desk tickets that were added into the system.



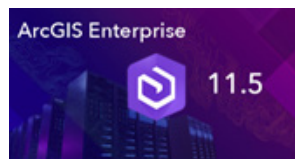
Numerous maps were created for various agencies, as well as for Tri-Com. Some of those maps included incident density maps based on the number of calls. An estimated response time map was created for Elburn Fire to help determine their station #4 location. GIS updated the Batavia and Geneva fire wall maps for St. Charles fire.

GEOGRAPHIC INFORMATION SYSTEM (GIS)

GIS created an interactive 911 active incident dashboard for South Elgin police and North Aurora Fire, which just shows the South Elgin police and North Aurora fire 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 2025, which involved both GIS and IT was the ArcGIS Enterprise server upgrade for one of our GIS servers to latest version 11.5. ArcGIS Monitor was also upgraded. Unfortunately, our CAD GIS server had to stay at version 10.9.1 due to the uncertainty of the GIS compatibility and functionality with our CAD software with the latest Esri software. After having numerous conversations with both Esri and Central Square about the compatibility, we decided it was best to stay at the current version, as once you upgrade you cannot roll back. Since we had a very positive outcome with our last vendor CloudPoint Geospatial, who did our last GIS upgrade, we stayed with them for this upgrade. CloudPoint knew our GIS environment well, and was able to successfully do the GIS upgrade, with as little downtime as possible.



In addition to the GIS upgrade, GIS along with the CAD Administrator met with each fire agency for the CAD fire re-build project. This gave each agency a chance to make any updates/ changes to their maps. With Esri's ArcMap set to retire in March 2026, GIS worked to get everything migrated over to ArcGIS Pro.



Since, mutual aid calls seem to be getting more frequent in our dispatch area, and to help aid in routing etc. for these calls, it was requested to get surrounding mutual aid address points and street centerlines added into our GIS and CAD data. This is not a quick and easy process to do, as all of the street centerlines have to be snapped together in a network, in order to be routable and work correctly in CAD. In addition, all of the address ranges have to be checked with one another, as well as the address point and street centerline attributes customized for our CAD software so that they can function correctly. This would involve many hours here at Tri-Com. GIS reached out to CloudPoint Geospatial to obtain a quote. They recommended that we put in for a grant with the State of Illinois for this project. CloudPoint took care of filing the grant for us and several other agencies, who also were requesting the same thing. If we are awarded this grant, we should hopefully have mutual aid address points and street centerlines in our data for numerous surrounding communities in the future.

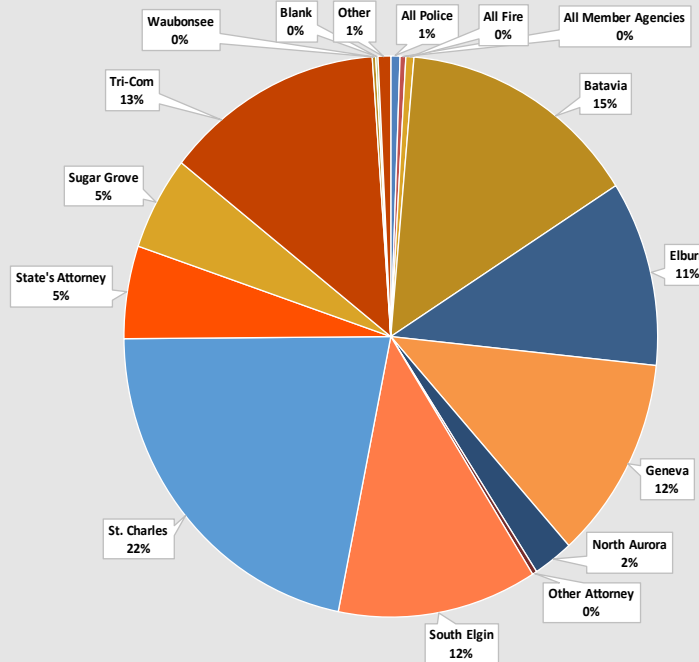
GIS continues to stay on top of the current GIS technology by attending training seminars and conferences. In 2025, GIS went to the annual Esri Conference in San Diego, California, as well as the annual ILGISA Conference in Naperville, Illinois. GIS also took an online instructor led Esri training course called "Building Web Apps with ArcGIS Experience Builder", and attended numerous training webinars. GIS continues to be a part of the Illinois GIS Association (ILGISA) governance committee.



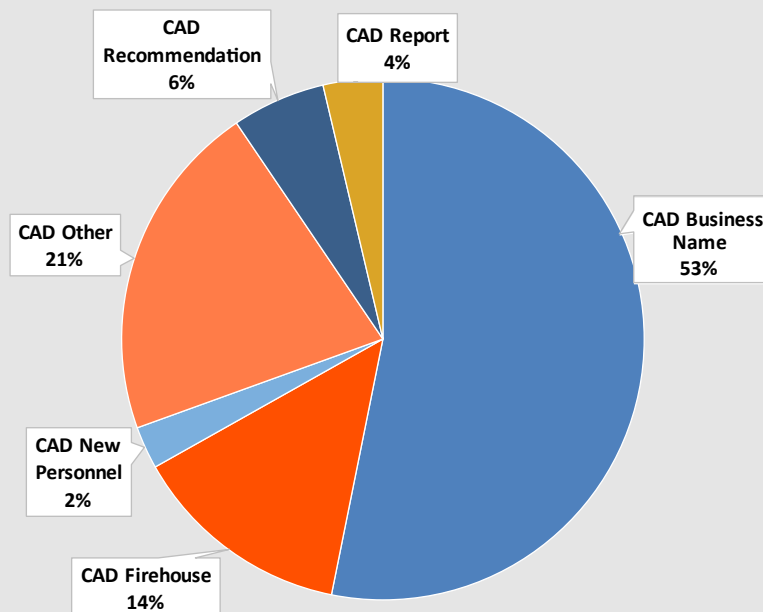


HELP DESK SUPPORT

SharePoint & Solar Winds Tickets By Agency

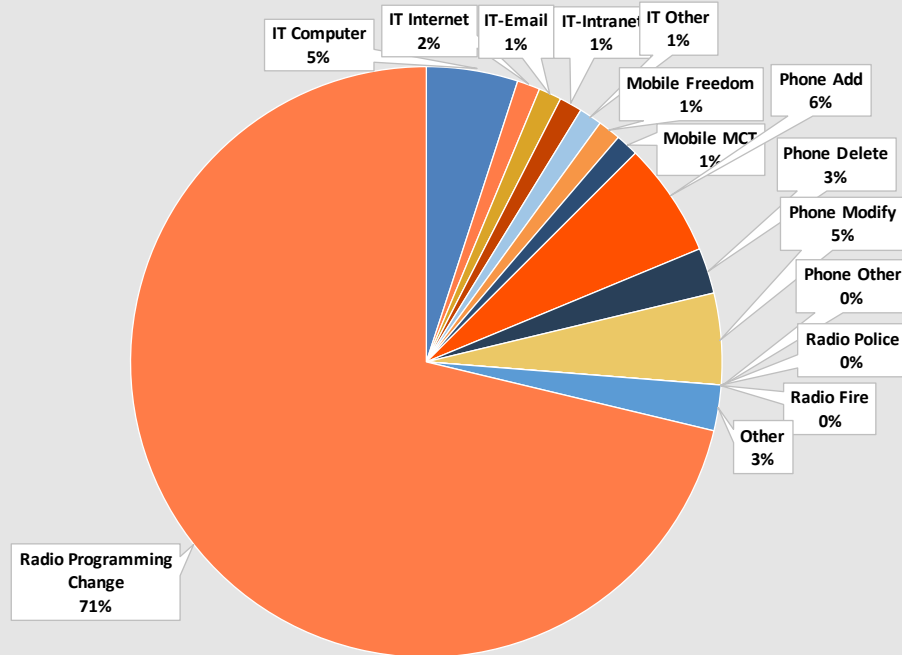


SharePoint & Solar Winds Tickets for CAD

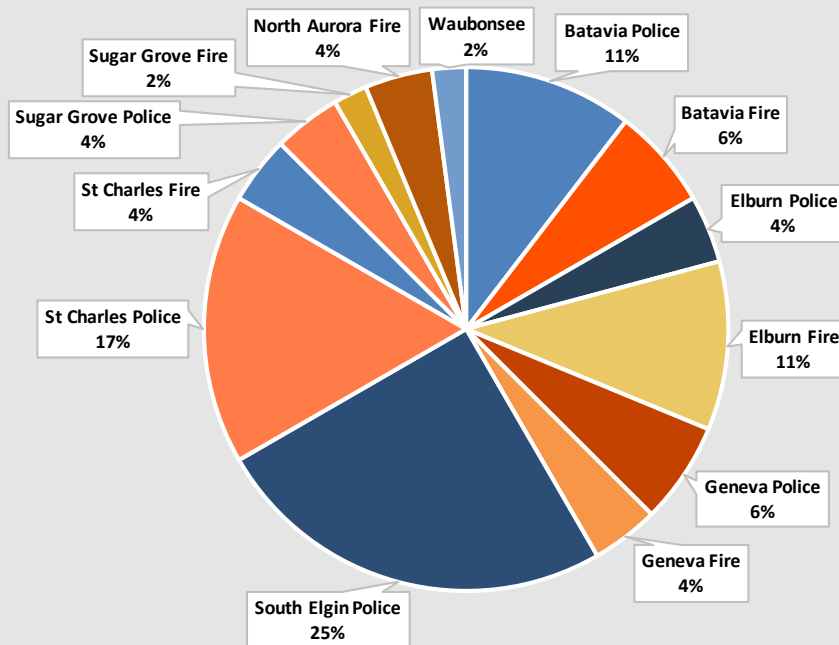


HELP DESK SUPPORT

SharePoint & Solar Winds Tickets for IT

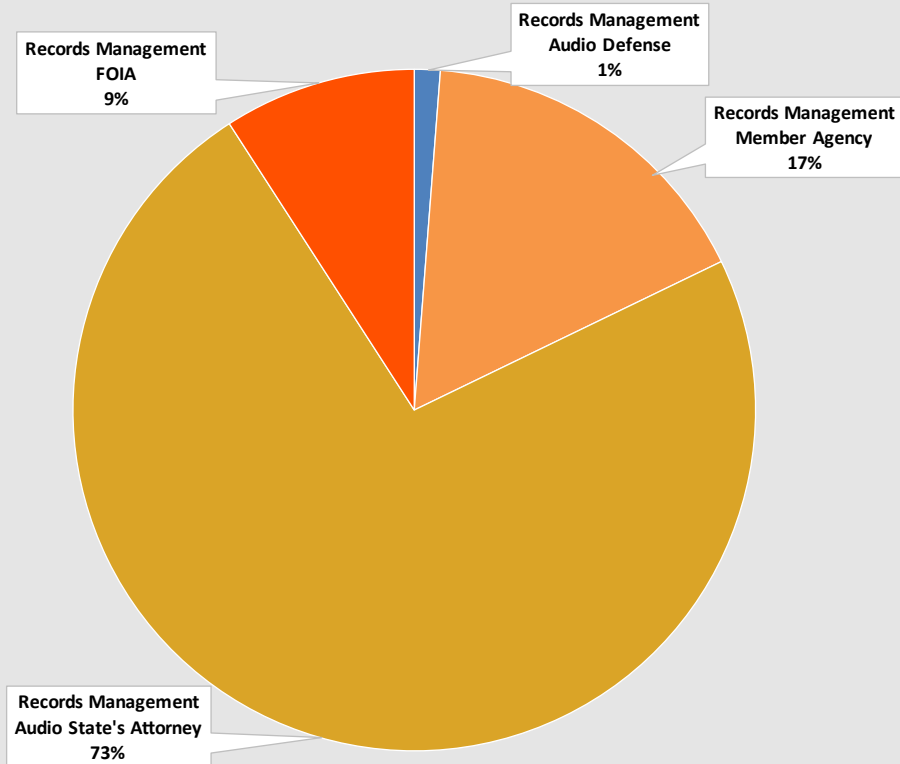


Radio Management Requests



RECORDS MANAGEMENT

Records Management Requests



**OVER 1,400 SUPPORT AND RECORDS REQUESTS
FROM BOTH INTERNAL AND EXTERNAL
STAKEHOLDERS WERE MANAGED IN 2025**

PUBLIC EDUCATION



This year, we welcomed a new member to our team, Oliwia, and also formally inducted an existing member, Kayla, into the role of team leader. Throughout the year, our team attended and hosted a total of 15 events for five of our police agencies—Geneva, Batavia, Elburn, South Elgin, and Waubensee—as well as four of our fire agencies, including St. Charles, Batavia, Elburn, and Sugar Grove. In addition, Kayla designed a new logo for our team and created custom t-shirts for each member. It was a productive and rewarding year, highlighted by meaningful opportunities to engage with and educate our neighbors throughout the community.

Elgin Community College offers a public safety program that includes coursework in fire science, emergency medical services (EMS), police training, and 9-1-1 dispatch. In conjunction with this program, Andrew provided students with a tour of our facility and delivered a presentation explaining the role and responsibilities of Tri-Com and the work we do each day.

The Fox Valley Career Center also hosts an industry fair for its students. During this event, students are able to meet representatives from various areas of the public safety field, including police officers, firefighters and paramedics, and 9-1-1 telecommunicators. Lisa and Kayla attended this event and were able to answer questions regarding the application and hiring process, benefits, and other career-related topics. It was a valuable and rewarding experience to meet with young people and assist them as they navigate this important stage of their lives.

This year, our team was also fortunate to attend four fire department open houses, including those hosted by St. Charles, Batavia, Elburn, and Sugar Grove. At each event, our team was able to foster meaningful connections with community members and educate residents on what to expect when calling 9-1-1. We provided a general overview of how Text-to-9-1-1 works using our simulation phone and offered attendees the opportunity to win fun prizes by playing our new Plinko game. These events provided a simple and engaging way to connect with those who may only ever hear our voices, while helping make the experience of speaking with a dispatcher feel more approachable and less intimidating.

National Night Out continues to be a highly attended community event each year. Over the course of two days, our team attended events hosted by four agencies. Brenna and Adam attended South Elgin's event, Oliwia and Kayla represented Tri-Com at Elburn Police Department, Adam attended Batavia Police Department's event, and Shelley attended Geneva Police Department's event. Across these events, our team distributed over 1,000 handmade pinwheels, countless mini "dispatch ducks" and a variety of additional giveaways. Each event was a tremendous success, bringing first responders and community members together for an enjoyable and meaningful evening.

PUBLIC EDUCATION

2025 Events

- 4/14 - ECC public safety class tour and presentation – Andrew
- 4/17 - Industry Fair Fox Valley Career Center – Lisa & Kayla
- 5/15 - City of Geneva Student government presentation and tour - Joe & Andrew
- 6/6 – St Charles Park District Senior Tour – Andrew
- 6/13 - Sugar Grove FD Open House – Lisa & Kayla
- 6/20 - Reserve of Geneva 911 presentation – Andrew
- 7/9 & 7/116 - GPD risk watch – Andrew
- 8/1 - National Night Out – SEPD Brenna & Adam
- 8/5 - National Night Out - EPD, GPD & BPD – Kayla, Adam, Oliwia, Shelley
- 9/6 - St Charles FD open house – Kayla & Lisa
- 9/6 - St Charles park dist. senior visit – Andrew
- 9/28 - Batavia FD open house – Oliwia
- 9/29 - Fox Valley Career Center Tour & presentation – Andrew & Shelley
- 10/2 – Waubensee CC Job & career fair – Lisa
- 10/11 - Elburn FD open house - Shelley & Lisa



