

**2010
COMMUNICATIONS SECTION
ANNUAL REPORT**



Prepared for the Command Staff of the
Addison Police Department

Prepared by:
Communications Director
Donald Sommers #502

Communications Section Personnel:

Summary:

This year the Communications Section staffing level has stabilized, with two vacancies still left unfilled. On June 18, 2009 the Village imposed a hiring freeze, so these positions remain vacant until the freeze is lifted.

Current Personnel:

Telecommunicator Lisa Alimissis #384

Telecommunicator Alimissis was hired on June 23, 2003, and is currently on the afternoon shift. She has served as one of the Communications Training Officers on afternoons.

Telecommunicator Cindy Gossard #383

Telecommunicator Gossard started on May 25, 2000, and is currently assigned to day shift. She has a Bachelors degree in Criminal Justice Administration. She does the updating and filing of the Confidential Business files, assists in the LEADS validations, and the gathering CALEA proofs. She also serves as a CTO on days and assists in updating the CTO Manual's tasks and procedures.

Telecommunicator Marilu Hernandez #392

Telecommunicator Hernandez started on June 24, 1998 and currently works the day shift. She has an Associates degree in Criminal Justice. She does Spanish translation, matron duties, and does quality control on warrant entries and maintenance in the LEADS system, maintains the E911 system; and serves as one of the Communications Training Officers on day shift. This year she also began assisting Telecommunicator Temes in doing the monthly Customer Service checks. She also does proof reading and content review on policy revisions and additions.

Telecommunicator Brandon Hurd #391

Telecommunicator Hurd was hired on August 4, 2008, and has completed the Communications Training Program. He has a Bachelors degree in psychology. He completed his probation in February of 2010; and is assigned to the midnight shift.

Telecommunicator Sherianne Jakubowski #399

Telecommunicator Jakubowski was hired on September 22, 2008, and has completed her probation in March of 2010. She has a Bachelors degree in Communications, and is assigned to the midnight shift. She also does proof reading and content review on policy revisions and additions.

Telecommunicator Wojciech Mardula #397

Telecommunicator Mardula started on September 29, 1997 and currently works midnight shift. He holds a Bachelors degree in Computer Science. He does most of the Mobile Data Computer (MDC) and CAD computer trouble shooting and maintenance; and assists with Polish translations. He also took over the LEADS Validation task this year.

Telecommunicator Christine Miller #390

Telecommunicator Miller was hired on March 1, 2006; and is currently assigned to the afternoon shift. She assists with the 911 system maintenance.

Telecommunicator Melanie Sullivan #387

Telecommunicator Sullivan was hired on October 23, 2000; and is currently assigned to the midnight shift. She has an Associates Degree in Applied Business Science. She's assisted on training assignments, LEADS validation research, and other projects.

Telecommunicator Afton Swistek #394

Telecommunicator Swistek was hired on January 3, 2005. She has been assigned to the midnight shift since January of 2009. She is pursuing a Bachelors degree in Biology. She assists with filing and LEADS entries; and is one of the CTOs on the afternoon shift. She's also assisted in updating the CTO manual's tasks and tests.

Telecommunicator Delores Temes #393

Telecommunicator Temes joined the Department on January 12, 1999 and currently works the day shift. In 2008 she was promoted to the Lead Dispatcher assignment by the Chief. She is pursuing a Bachelors degree in Business Administration. She assists in administering the dispatcher tests and interviews, and is also utilized as a Communications Training Officer on Day shift. She does the monthly Customer Service reviews, and presents at the Citizens Police Academies and other public speaking and recruiting events. She assists in updating the CTO Manual's tasks and procedures. She usually serves as the OIC duties in my absence.

Communications Director Donald Sommers #502

Director Sommers was hired as a civilian on November 26, 2001. He has an Associates degree in Criminal Justice. He previously worked as a dispatcher, sworn officer, and a Sergeant, in both Patrol and Investigations; before retiring with 28 years of experience on the Department.

Personnel Leaving the Communications Section:

Telecommunicator Andrea Quinn (formerly Gorniak) #389

Telecommunicator Quinn joined the Department on October 22, 2007, completing her probation on April 22, 2009. She has a Masters degree in Education Administration. She was assigned to the afternoon shift; until her resignation on 07-28-10 to attend law school.

Unusual /Significant Events/Projects:

Procedural updates; changes in equipment and capabilities involved in the daily operations have occurred this year. Some of the highlights for the Communications Section are noted below.

Recognitions:

Telecommunicators were recognized for their work by various supervisors this year, as noted below:

04-18-10: T/Cs Quinn and Swistek received a letter from Sgt, Gilhooley for their actions in handling the callers and coordinating the response to an Armed Robbery case #10-7915.

- 05-30-10: T/C Sullivan received a letter from Sgt. Gilhooley for her actions in handling a disoriented female on case #10-11611.
- 05-30-10: T/C Miller received a letter from Sgt. Gilhooley for her part in handling an Armed Robbery on case # 10-11639.
- 06-18-10: T/Cs Miller and Swistek received a letter from Sgt. Saran for their handling of the increased activity from the severe storms that struck on June 18, 2010.
- 07-23-10: T/Cs Hernandez, Hurd, Jakubowski, and Sullivan received letters from Sgt. Hundley, and DCOP Simo for their contribution in handling the July 23-25, 2010 storms and subsequent flooding.
- 09-26-10: T/Cs Miller and Sullivan received a letter from Director Sommers for their handling and coordination of a reported Hold-up on case #10-21382.
- 10-01-10: T/Cs Gossard, Mardula, and Miller received a letter from Commander Moffitt for their handling of the callers and response coordination on a man with a gun call, case #10-21735.
- 10-22-10: T/C Hurd received a letter from Sgt. Hundley when he discovered a prisoner attempting to hang himself in his cell over the camera; and had patrol officers intervene on case #10-23338.

Activity:

In addition to handling their primary dispatching duties, our Dispatchers are involved in other projects, assignments, and committee work. Notable events and activities are noted below:

- 03-30-10: Telecommunicators Temes and Quinn taught the Citizen's Police Academy on the Communication's function; followed by a tour of the Communications Center.
- 04-06/10-10: T/C Temes worked as a role player for the spring Use of Force training.
- 05-27-10: Supervisor Temes and I attended TICP (Tactical Interoperable Communications Plan) / CFOG (Communications-Field Operations Guide) training provided by DCOEM, in Wheaton.
- 05-29-10: T/Cs Sullivan and Swistek worked the Roadside Safety check from 10p-4a coordinated by the traffic unit.
- 06-08-10: T/C Miller was recruited by Sgt. Saran to serve on the Merit Review Committee for the police department.
- 08-28-10: T/Cs Miller and Swistek worked the Roadside Safety Checkpoint.
- 09-21-10: Supervisor Temes and I attended a Best Practices meeting in the training room attended by the other Village Departments reference improving the processes to accomplish the jobs

each department requires, while avoiding duplications.

- 09-22-10: T/C Mardula started at 05:00hrs and was assigned to assist the detectives with the parole sweep operation.
- 10-11/14-10: T/Cs Hurd, Swistek, and Temes worked as role players in the fall Rapid Response training.
- 10-25-10: Supervisor Temes and I did a presentation on the consolidation project at the Records Section meeting.
- 12-11-10: Supervisor Temes participated in the Shop with a Hero Christmas event.
- 12-15-10: Supervisor Temes and I participated in the Crisis Management Team meeting.

Equipment / Capability Enhancements:

The following equipment or capabilities were added to the Communications Section this year:

- 01-01-10: We began using the State's Learning Management System (LMS) to do our LEADS and Breath Operator re-certifications. The LMS system replaces the old LEADS Computer Based Training program, and is now the only way to recertify in LEADS.
- 01-05-10: MIS gave us access to the Gang database maintained by Investigations on the new side computer in Communications, to assist in obtaining information for patrol officers during their investigations.
- 02-08/9-10: I composed an Adobe version of the Leads 2000, Hit Service Form, which can be completed on a computer, to replace the hand-written version of the form we now use. It was placed on all three consoles, and the side computer
- 07-27-10: We gained access to the Village's database for Rental Units, so we can access the owner's information in an emergency.
- 07-28-10: We applied for and received an ICJIA grant for \$26,305 for StarCom21 radio equipment. We were the only DuPage County agency to receive a portion of this grant. The radios were received in the end of September, and the StarCom21 paperwork and forms done in October to allow their use on the system. DuPage County's system is slated to go on-line in June of 2011.
- 12-06-10: Credit Card swipe units were placed in Booking, Communications, and Records and made operational.

Repairs:

Some of the more notable repairs made to equipment as follows:

- 01-04-10: MIS replaced the side computer in Communications with a new unit, due to the old one being very slow and deteriorating.
- 01-11-10: I checked the EOC's EMnet computer, and found the display monitor wasn't working. MIS replaced it and it's now operational.
- 01-15-10: AT&T was called to repair the south console (OP1) 911 program, after it locked up several times. Restarting it solved the problem for a while, but it reoccurred several times.
- 01-22-10: Vidas Germanas of ETSB came to central and fixed two of the consoles which were having display issues. He replaced a video driver that was corrupt on the south (OP1) and west (OP2) consoles.
- 02-05-10: I completed the replacement of the oldest series of batteries for the HT1000 portables. They had been manufactured in 2003, and most have been in service for several years. This was prompted by a large influx of the batteries being unable to maintain their charge.
- 03-10-10: A technician from DuComm came to central and swapped out the AVL computer which had locked up; correcting the problem; and putting the AVL screen and CAD status screen on the sergeant's desk back in service.

AT&T found zero call issues on our system, when making other system repairs. They were able to trace them to two 911 trunks, which they took out of service to check if that solved the problem. They later replaced one of the trunks which was faulty.
- 05-02-10: CAD position 1 went down during the shift. ETSB was contacted and a DuComm technician replaced the hard drive and got it up and running.
- 06-24-10: The EMnet computer in Communications was replaced by OEM's contractor; after it froze up and stopped working. The unit was installed and configured, and is fully operational.
- 09-30-10: John Smith from ETSB contacted us and advised that approximately 12:00 am the SONET connection at Addison PD went down. ETSB contacted AT&T for the repairs. Until the circuit is repaired CAD, NetRMS, PMDC, LEADS, Livescan, etc was unavailable. AT&T found bad wires on our connections with the SONET, which blew out an interface card. Both were repaired, and the system brought back into service at approximately 11:30am.

11-19-10: We reported to ETSB that at all three CAD positions, when a 911 call is received on the Vesta phone system; the ANI-ALI screen populates normally; but it does not auto-populate the 911 screen. ETSB and AT&T were both notified of same; and the function was restored on 11-23-10.

Projects:

DuPage County ETSB's Interoperable Radio System.

Since November of 2006 ETSB has been working on an interoperable radio system for the entire county. As the project progressed, it went from a stand-alone system to being an extension of the already existing StarCom 21 radio system, owned by Motorola, and regulated by the Illinois State Police. A PSIC grant ETSB received for all the agencies covers some of the equipment necessary to get up and running. ETSB has voted to purchase additional equipment not covered by the PSIC grant for sworn officers; and the agencies will have to buy and support equipment necessary for non-sworn personnel. In December of 2010 ETSB and Motorola signed the final contract for this project. Motorola is advising that the StarCom system is a portable radio/repeater based system, making mobile (vehicle) radios unnecessary. For us the project will mean replacing all of our VHF radios with new dual-band portable radios; and removing the mobile radios from the squads. It will also require the replacement of the base radio (VHF) equipment; with new consoles on the StarCom21 700-800 band. This project is still ongoing.

PSAP Consolidations.

T/C Temes and I did extensive work on a project into the feasibility of consolidating the Communications functions of the Addison, Itasca, and Bensenville Police Departments, in the first quarter of 2010. The project was expanded to include adding Bloomingdale, Glendale Heights, and Wood Dale PDs; to ascertain interest and feasibility at ETSB's request. At the second meeting with the expanded list of agencies, Glendale Heights PD opted out of the consolidation; as did Wood Dale PD by their failure to attend the meeting. This left Addison, Bensenville, Bloomingdale, and Itasca PDs still interested and involved in the consolidation project. This project is also ongoing.

Policy and Procedure Review.

T/C Temes began a review of our current policies and procedures to ensure they're current. This is an ongoing project, in anticipation of the Communication's Consolidation project.

Communications Training Manual Review.

T/C Swistek began reviewing the Communications Training manual for accuracy and detail; also in anticipation of the Communication's Consolidation project.

Statistics:

The tables below give some indication of the workload in the Department, and in the Communications Section. In 2010 there were 28,141 ISR numbers generated, per records. A phone call usually generates each ISR; and in many cases multiple phone calls are received on a single incident. Additionally numerous calls are received or forwarded for general questions, directions, parking permission, and many other reasons. An average of 4.18 phone calls were received or made by Telecommunicators for every case number generated.

CATEGORY	2006	2007	2008	2009	2010	%
Total ISRs pulled	27,688	27,642	31,971	28,763	28,141	-
<i>ISRs pulled on Days / 7am- 3pm</i>	10,245	9,847	11,818	10,355	9,934	35.3%
<i>ISRs pulled on Afternoons / 3pm-11pm</i>	11,352	11,343	12,615	11,505	1,1482	40.8%
<i>ISRs pulled on Midnights / 11pm- 7am</i>	6,091	6,437	7,538	6,903	6,726	23.9%

In 2010 Telecommunicators handled 88,648 incoming phone calls. Of the total calls handled, 13,195 (14.9%) were Emergency 911 calls; 6,558 (7.4%) calls came in on the seven digit emergency line (543-2111); and 68,895 (77.7%) came in on the Police Department administrative lines (543-3080). Add to these 28,869 outgoing calls that were also made, for a grand total of 117,517 phone transactions.

The telephone workload by shift is as follows:

Shift:	2006	2007	2008	2009	2010	% of total
<i>Days/7a-3p</i>	34,478	35,777	39,753	47,832	42,841	36.6%
<i>Afternoons/3-11p</i>	49,286	50,955	48,464	54,076	49,309	42.2%
<i>Midnights/11p-7a</i>	22,236	21,683	23,450	22,979	24,797	21.2%
TOTAL:	106,000	108,415	111,667	124,887	116,947	100%

Operations:

Communications Section meetings were held on April 12th, 2010 (During Public Safety Telecommunicators Week), and on October 21st, 2010.

Per notices received from the Village, there were over 8 addresses added to the Village's jurisdiction this year. There was a marked decrease in new business listings; at least partially due to the economy. Using these forms, there were approximately 116 new businesses added to our jurisdiction during 2010.

During this year, a total of 114 requests (50 Audio and 64 video recordings) were received for recordings of phone and/or radio audio, and booking video recordings were received and processed. Last year there were 112 requests for the same type of information.

2010 Goals:

1. Upgrade the Communications Center with new furniture, improved lighting, and new carpeting.

Status: This is a component of budget programs for Communications Center upgrades that was to coincide with the work necessary for the interoperable radio system project. Capital Improvement Plans were approved for the upgrades in the 2010-2011 budget. With the Consolidation project necessitating extensive upgrades to the radio room, this will become part of that project; and will be continued into 2011.

2. Add at least one call-taker's position in communications. During emergency operations there is no space for additional people to work to process the increased call loads caused by a storm or other crisis situation. This may be at least partially funded through the ETSB.

Status: This goal was on hold, pending ETSB's decision on what equipment they will provide as part of the Interoperable Radio project. With the Consolidation project necessitating extensive upgrades to the radio room, this goal will be accomplished as additional consoles have to be added as part of that project. This goal will be continued into 2011.

3. *Cross train patrol officers in the Communications Center/ Telecommunicator ride-alongs.*

Status: This goal was carried over from 2009. Due to personnel shortages, Telecommunicator ride-alongs were curtailed. T/C Jakubowski composed a notebook to serve as a guide to personnel from other sections on how to assist Communications in the case of an emergency. It was tested by Clerk Lopez; and revised with her suggestions. All of the Traffic section's officers were brought into and trained in Communications. Several other patrol officers were also brought in and similarly trained.

4. *Transition to the StarCom21 radio system, as part of the ETSB's Interoperable Radio system project.*

Status: ETSB's Interoperable Radio system project developed from a stand-alone system to being a subsystem of Motorola's Illinois State Police StarCom21 radio system. ETSB continues to finalize their portion of the project; while we had done extensive work to participate in the PSIC Grant for radio equipment for the system. We've done field testing of the radios to be used on the system; and had budgeted additional funds for equipment not covered in the PSIC grant, such as radios for civilian personnel who need to have communications capabilities. Additionally we received an ICJIA grant for \$26,305 for StarCom21 radio equipment. We were the only DuPage County agency to receive a portion of this grant. The radios were received in the end of September, and the StarCom21 paperwork and forms done in October to allow their use on the system. DuPage County's system is slated to go on-line in June of 2011. This goal will be continued into 2011.

Additional Goals Developed During 2010:

5. Accomplish Communications Consolidation of interested member agency's dispatch functions.

Status: This project has been in progress since late January of 2010. Numerous meetings with potential partner agencies, Village staff from member agency's Villages, vendors, architects, and service providers have been held to advance this project. Initially three agencies were interested; which expanded to six at ETSB's request; and then was reduced to four when two agencies chose to drop out of the project. Intergovernmental agreements were developed and signed by the final member agencies: Addison Police Department, Bensenville Police

Department, Bloomingdale Police Department, and the Itasca Police Department. This goal will be continued into 2011.

Goals for 2011:

1. Accomplish Communications Consolidation of interested member agency's dispatch functions.

Intergovernmental agreements were developed and signed by the final member agencies: Addison Police Department, Bensenville Police Department, Bloomingdale Police Department, and the Itasca Police Department.

2. Upgrade the Communications Center with new furniture, improved lighting, and new Carpeting, whether the Consolidation project impacts the operation or not.

This work was budgeted for in the 2010-11 budget; prior to the consolidation project's inception.

3. Add at least one call-taker's position in communications.

During emergency operations there is no space for additional people to work to process the increased call loads caused by a storm or other crisis situation. This may be at least partially funded through the ETSB.

4. Transition to the StarCom21 radio system, as part of the ETSB's Interoperable Radio system project.

The ETSB entered into contracts with Motorola to build onto the StarCom21 radio system; and grants and awards have been received for the purchase of the equipment; which should be received and implemented in 2011.

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