

**ADDISON CONSOLIDATED
DISPATCH CENTER
2017
ANNUAL REPORT**



Prepared by

Director Delores Temes

Addison Consolidated Dispatch Center Mission and Values Statement

Mission

We are committed to building public trust and providing superior service by treating everyone with dignity and respect while providing for the needs and safety of the communities and responders.

Values

To fulfill this mission to both the communities and the responders, the Addison Consolidated Dispatch Center (ACDC) adopts these values:

- To express compassion by treating everyone with courtesy, empathy, impartiality and respect.
- To demonstrate dependability by gathering and providing accurate information in an efficient and confidential manner.
- To foster integrity by always being ethical and honest.
- To exhibit professionalism by being loyal and taking the responsibility for working as a team.

Executive Summary

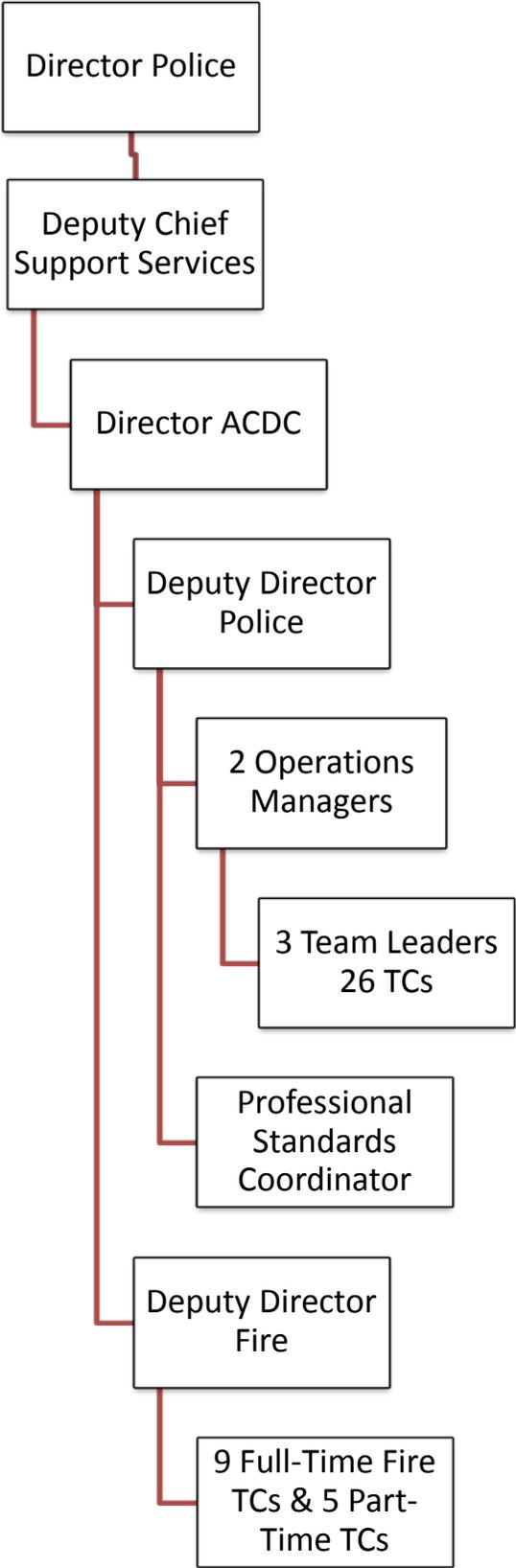
The focus in 2017 continued to be consolidation of dispatch services for both police and fire, developing operational strategies regarding the integration of fire dispatch, deploying and learning the new 911 phone system, the on-going build of the new ACDC facility, hiring and training personnel, and achieving CALEA accreditation.

Hiring and training personnel proved challenging throughout the year. Three telecommunicators resigned their positions; one left to leave the field of public safety, one prior to termination and the other after not meeting the ACDC training standards. Additionally, three telecommunicators were promoted, creating more vacancies. Nine telecommunicators completed the training program last year and have been working solo. Two are currently in the training program, and three will be hired in 2018.

ACDC worked on a variety of projects throughout the year. Staff continued to work with the other PSAPs on the County-wide CAD solution and the implementation of the new 911 call handling equipment.

With the integration of fire dispatch, several operational challenges presented themselves. ACDC staff worked for several months, identifying issues, creating solutions to the issues and training personnel on employing those solutions. This process was extremely frustrating and challenging for staff. However, they became more comfortable and proficient at the new work flow; and after several months of diligent work and cooperation, ACDC staff was able to greatly reduce the number of errors and inaccuracies that had been occurring.

ACDC Organizational Chart



Personnel Changes

Employee	Date	Status
Marilu Hernandez	01/02/17	Promoted to Operations Manager
Afton Swistek	01/02/17	Promoted to Operations Manager
Shelley Vulpo	03/01/17	Completed Training
Tina Cavaligos	04/18/17 Hired	Completed Training
David Dobby	04/18/17 Hired	Completed Training
Gabriella Williams	04/18/17 Hired	Resigned During Training
Chris Mahn	04/18/17 Hired	Completed Training
Beth Davis	04/11/17	Completed Training (Fire)
Bianca Holt	05/22/17	Completed Training
Jaime Diaz	06/04/17	Resigned to Leave Public Safety Field
Tina Cavaligos	04/18/17 Hired	Completed Training
Keith Marc	07/24/17 Hired	VOA IT Staff Assigned to ACDC
Grecia Flores	08/01/17 Hired	Completed Training
Angelica Cerceo	08/01/17 Hired	Completed Training
Sherianne Hermes	08/14/17	Promoted to Professional Standards Coordinator
Katherine Murphy	09/29/17 Hired	Currently in Training Program
Joe Solon	09/29/17 Hired	Currently in Training Program
Cynthia Gossard	11/02/17	Resigned Before Termination
Anne Palenica	11/28/17 Hired	Currently in Training Program

Consolidation

- Cut-over for the Westmont Police and Fire Departments occurred on February 28, 2017.
- Cut-over for the Addison Fire Protection District occurred on March 28, 2017.
- Cut-over for the Itasca and Wood Dale Fire Protection Districts occurred on April 17, 2017.
- The cut-over for the Bensenville Fire Protection District is scheduled for April 2018.

Projects

- CAD/RMS: ACDC staff continued to work as part of the County-wide CAD team throughout the year. The CAD has been built, configured and tested. It is scheduled to deploy in the winter of 2019.
- EMD/PRO QA: The Pro QA software was deployed in January 2017.

- ITECS TEAM: Deputy Director Hurd continues to serve on the DuPage County ITECs Team as a Com L. He works with the DuPage County Office of Emergency Management on both small- and large-scale events.
- Next Gen911 Phone System: ACDC implemented the Vesta Airbus/AT&T phone system in March 2017. It was the first PSAP to go live on the system. ACDC encountered numerous issues during the first six months after cut-over. Most issues have been resolved. ACDC continues to work with the vendor to correct and troubleshoot new problems.
- EMD License: ACDC was approved as an EMD licensed communications center in 2017.
- CALEA Accreditation: ACDC signed the CALEA contract April, 2016. It completed the on-site assessment in April of 2017 and achieved CALEA accreditation in July of 2017.

ACDC Building Project

December 2017 -- Construction on the new ACDC facility located at 1471 Jeffrey Drive in Addison was completed. The building is situated on what used to be a NIKE missile site. The NIKE System was created in the 1950s as a result of the end of World War II and the start of the Cold War. These missile sites were constructed in defensive rings surrounding major urban and industrial areas. The Village of Addison was considered an excellent location for the site due to the high elevation of the Village and being 20 miles from the City of Chicago. The site became inactive in the 1970s and was occupied by the U.S. Army Reserve as a training site. The Army Reserve moved out in 1979, and the Village purchased the property in 1984.

The new ACDC building is approximately 20,000 square feet and boasts 32 full dispatch positions and two supervisor positions. The communications center is large enough to dispatch for the entire County. The building meets the National Fire Protection Association (NFPA1221) standards, as well as the Motorola R56 standards, and can resist an EF4 tornado, withstanding wind speeds up to 200 mph. The windows and doors can resist debris flying at 100 mph.

The Emergency Operations Center for the Village of Addison is housed there and will also serve as the training facility for Village staff. The tower is 220 feet tall, and the pebble building (next to the tower) is temperature controlled and houses radio and microwave equipment. All of the cable in the entire building is shielded. This goes beyond the R56 standard and will reduce noise and interference.

The communications center, data center, and HVAC rooms have a water detection system installed. The system detects any moisture or water on the floor and sends a real-time alert. The communications center and the data center have redundant power, UPS and a backup generator.

The floor of the communications center is raised 22 inches and accommodates heating and cooling under the pressurized floor. This provides a quiet and clean environment for the telecommunicators. The video wall is made up of 36 55-inch monitors, so telecommunicators can monitor member agencies' lobbies, booking facilities and lockups. It also has the capability to stream news, weather or any IP-based cameras.

The data center has 28 server racks that will house the County-wide new CAD system, 911 phone system, radio system, Village network, recording system, County network, fire alarm monitoring, fire station alerting, AV systems, security and the network core for the Village. The room is protected by a foam fire suppression system that is non-toxic and safe. It is a two-stage system, activated by either smoke or heat. All of the power in the data center is monitored by power distribution units, which provide real-time monitoring of power consumption and sends an alert for any malfunction.

The Village hosted a grand opening event in January of 2017.



Performance of Duty

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

Case Number	TCs Involved	Description
AD17-00436	Mardula Gossard Alimissis Koechling Sullivan Vulpo	ACDC staff worked to locate a shelter for a family in Addison. It was learned that the complainant's 12-year-old daughter had been stealing food; and the ACDC team, along with Officer D. Peterson, worked to find immediate resources for the family.
AD17-10111	Beebe Chavez Poynor Valdez Dobey Lettenberger Hermes Wohlwend Hermes Verucci Nowak Vulpo	The afternoon and midnight shift telecommunicators did an outstanding job regarding a missing suicidal subject. They contacted surrounding agencies, coordinating officers and pinging the cell phone, and remained in contact with the cell phone provider for location updates. The woman was located in the Elmhurst Quarry, where she had planned to commit suicide.
AD17-19600	Beebe	Open 911 line with the caller not speaking. Telecommunicator used all of her available resources to locate the caller, checked previous incidents at the location, dispatched units and displayed excellent follow through and professionalism.
AD17-20903	Vulpo Vertucci Flores Beebe Nowak Mardula Dobey	Shots fired, domestic, barricaded subject. Telecommunicator Vulpo stayed on the line with the son who was with his distraught father. Officers were updated as to the location of subject in house, weapons and injuries. Other telecommunicators made notifications, including an ILEAS call-out. Display of outstanding teamwork, professionalism and communication skills.
AD17-11485	Gelb	Telecommunicator received a 911 call from a taxi driver, reporting that his passenger stopped breathing. Telecommunicator directed the cab driver to provide CPR and gave him step-by-step instructions. The paramedics arrived and the patient was transported to the hospital.
AD17-09221	Alimissis Gelb Gossard Holt Koechling Kolberg	Shots fired. Subject struck, which resulted in a vehicle crash. Excellent teamwork and efficient public safety protocols were utilized.

AD17-15351	Mahn Mardula Kolberg	Prank calls to 911 throughout the shift. Telecommunicator kept the caller engaged on the phone while attempting to obtain the caller's address using the phone resources. Telecommunicators successfully obtained the registered owner's name and address through the cell phone provider.
BV17-12628	Kolberg Mardula Lettenberger Vertucci Vulpo Williamson Sullivan	ACDC received multiple calls of a building fire and people evacuating. Officers were dispatched immediately; and upon arrival, the building was fully engulfed. The Red Cross, ESDA, Public Works and the Salvation Army were all contacted. The team demonstrated excellent teamwork and professionalism.
BL17-16970	Mahn	Caller requested police. He was evasive with the telecommunicator and disconnected the call. The telecommunicator realized that something was off with the caller and contacted him. The telecommunicator engaged the caller even when the caller was belligerent. Officers were dispatched; and when they arrived, they found the caller had prepared to commit suicide. He had placed a tarp on the floor, had a chair and tied a noose around the bannisters of the stairs. Telecommunicator Mahn displayed empathy, a calm demeanor and excellent judgment.
GL17-02639 GL17-02642	Alimissis Kolberg Gossard Mardula Gelb Koechling	The team displayed amazing teamwork and professionalism and worked efficiently during an extremely busy shift that included a hit and run resulting in a fire, a fatal motorcycle crash, a missing suicidal subject, several domestics and suspicious vehicle calls, all while handling numerous call-outs and notifications in addition to working through 911 equipment failures.
GL17-06934	Wohlwend	Telecommunicator Wohlwend received a 911 call from a female caller who was depressed and contemplating suicide. The telecommunicator showed compassion and empathy while obtaining officer safety information. The caller was located by police and transported to the hospital.
Westmont, Tri-State, Pleasantview Fire October 20, 2017	Antos Broche Ostrander	A gasoline leak event with several building explosions occurred affecting Westmont, Tri-State and Pleasantview Fire Departments. This event required coordinating emergency

		response at multiple locations, notifications, tracking over 50 pieces of apparatus, and maintaining normal operations for unaffected agencies.
Wood Dale Fire Itasca Fire July 21, 2017	Antos Broche	During a severe weather event that critically impacted the Wood Dale and Itasca Fire Protection Districts, the telecommunicators worked through numerous 911 calls, calls for service and notifications and coordinated fire responses.
TC Sobieray December 9, 2017	Sobieray	Telecommunicator received a call of an unresponsive person with blood coming from her nose. Telecommunicator entered the CAD quickly to ensure a fast response and began CPR instructions. The patient was transported to the hospital.
TC Broche February 9, 2017	Broche	On short notice, Telecommunicator Broche was asked to provide EMD training to ACDC police telecommunicators. Telecommunicators had gone through training; however, there was skepticism regarding the call flow, necessity and worthwhileness of the questions of EMD. Telecommunicator Broche was able to calm fears, keep them focused and provide overall exceptional knowledge and experience.
TC Hall November 4, 2017	Hall	Telecommunicator Hall was nominated and selected as the Illinois APCO Trainer of the Year. She received her award at the APCO conference.
TC Poynor February 2017	Poynor	Telecommunicator Poynor was recognized for her willingness to assist with creating EMD training scenarios. April was in the last phase of the training program when EMD training was occurring in preparation of ACDC's roll out of fire/EMD dispatch. Telecommunicator's commitment to the success of ACDC and her co-workers is impressive.

Community Charities

- ACDC staff is still collecting flip tops for the Ronald McDonald House at Central DuPage Hospital in Winfield.
- ACDC, along with Forest Preserve Police, collected Box Tops for Education and donated to schools.

Public Education Events

Date	Location	Town	Organization/Event	911 Educator
07/18/17	Palmer Avenue	Addison	Neighborhood Watch	Hermes
08/01/17	1 Friendship Plaza	Addison	National Night Out	Temes, Hernandez, Lettenberger, Poynor, Dobey, Vulpo
08/18/17	6 S. Iowa Avenue	Addison	Neighborhood Watch	Hermes
08/29/17	Foxdale Park	Addison	Neighborhood Watch	Hermes
09/14/17	213 N. Lombard Road	Addison	School Career Fair	Poynor & Valdez
09/21/17	222 N. John F Kennedy	Addison	School Fair	Poynor
10/07/17	10 S. Addison Road	Addison	Fire Department Open House	Mahn, Beebe, Poynor
12/16/17	1001 S. Rohlwing Road	Addison	Shop with a Hero	Temes, Mahn, Flores, Hall, Hernandez

Breakdowns and Malfunctions

One hundred and twenty-nine critical or important repair requests were processed in 2017. These included CAD, radio system and telephone system repair issues.

- ACDC encountered sixty-two 911 discrepancies. These errors included calls being routed to the wrong PSAP, some of which were located out of state. Others had incorrect location and number (ANI/ALI) information displayed and wireless misroutes. ACDC worked with the resident or business owner, phone vendor and ETSB to get them corrected.
- Over 231 addresses and locations needed to be corrected in CAD. Some of these errors were missing addresses and others routed to the wrong town or jurisdiction. Telecommunicator Koechling worked with ETSB GIS to correct them.
- After the deployment of the new phone system in February, ACDC created over 100 repair tickets regarding the phone system and the phone mapping system. ACDC was able to work with ETSB and AT&T to resolve these issues.
- “Phantom” 911 calls were received from businesses in Addison and Bensenville. ACDC worked with the staff of each business to track down the issue and correct it. Each issue has been resolved.

Operations

- Monthly police operations meetings were instituted and led by Deputy Director Hurd. Each month, with input from staff and member agencies, Deputy Director Hurd comprised agendas, held meetings and distributed meeting notes to attendees and staff.
- ACDC all staff meetings were held in April of 2017 (during Public Safety Telecommunicators Week) and September 2017.
- Monthly shift meetings were implemented. Shift meetings are run by Operations Managers Hernandez and Swistek. These meetings provide an opportunity for staff to address issues and concerns in a timely manner, as well as provide training to telecommunicators.
- Directors Temes, Hurd and Srejma attended monthly ETSB meetings, PSAP managers meetings and PAC meetings when appropriate. ACDC IT staff attended the monthly PSAP Technology meetings.
- Directors Temes, Hurd and Srejma closely supervised the transition of the Westmont Police and Fire Departments to ACDC and conducted operational meetings as necessary.
- Director Temes, Hurd and Srejma closely supervised the transition of the Addison, Itasca and Wood Dale Fire Departments to ACDC and conducted operational meetings as necessary.
- Monthly Fire operations meetings were implemented. Fire operations meetings are chaired by a designated fire chief. Deputy Director Srejma created agendas, held meeting and distributed meeting notes to attendees and staff.

2017 Statistics

Training

Management Staff	270 Hours of Training
Team Leaders	200 Hours of Training
Telecommunicators	200 Hours of Training
Total	670 Total Hours of Training

Recording Requests

Agency	Audio	Video
Addison Police	57	144
Bensenville Police	25	
Bloomingtondale Police	61	
Forest Preserve Police	5	
Wood Dale Police	41	
Itasca Police	34	
Glendale Heights Police	54	
Westmont Police	40	
Addison Fire	12	
Itasca Fire	0	
Pleasantview Fire	1	
Tri-State Fire	1	
Westmont Fire	2	
Wood Dale Fire	4	
Total	337	144

ACDC North Location -- Call Volume, CADS and Traffic Stops

In 2017, ACDC Telecommunicators processed 233,066 incoming phone calls. Of the total calls handled, 62,870 (27%) were 911 calls, and 170,196 (73%) calls came in on the seven-digit direct or non-emergency police department lines. Telecommunicators made 55,168 outgoing calls. 288,234 phone transactions were made by ACDC. This call volume does not include calls answered by each agency's Records Department or "desk person."

Agency	911 Calls	Non-Emergency Calls	Outbound Calls	CAD With T-Stops
Addison Police		63,580		27,695
Bensenville Police		14,546		14,408
Bloomingtondale Police		19,202		25,724
Forest Preserve Police		3,226		10,496
Glendale Heights Police		23,269		23,569
Itasca Police		12,215		8,098
Westmont Police		*16,847		*13,267
Wood Dale Police		17,311		16,070
Total	62,870	170,196	55,168	139,327

* Statistics for Westmont are a partial year due to consolidation occurring in April.

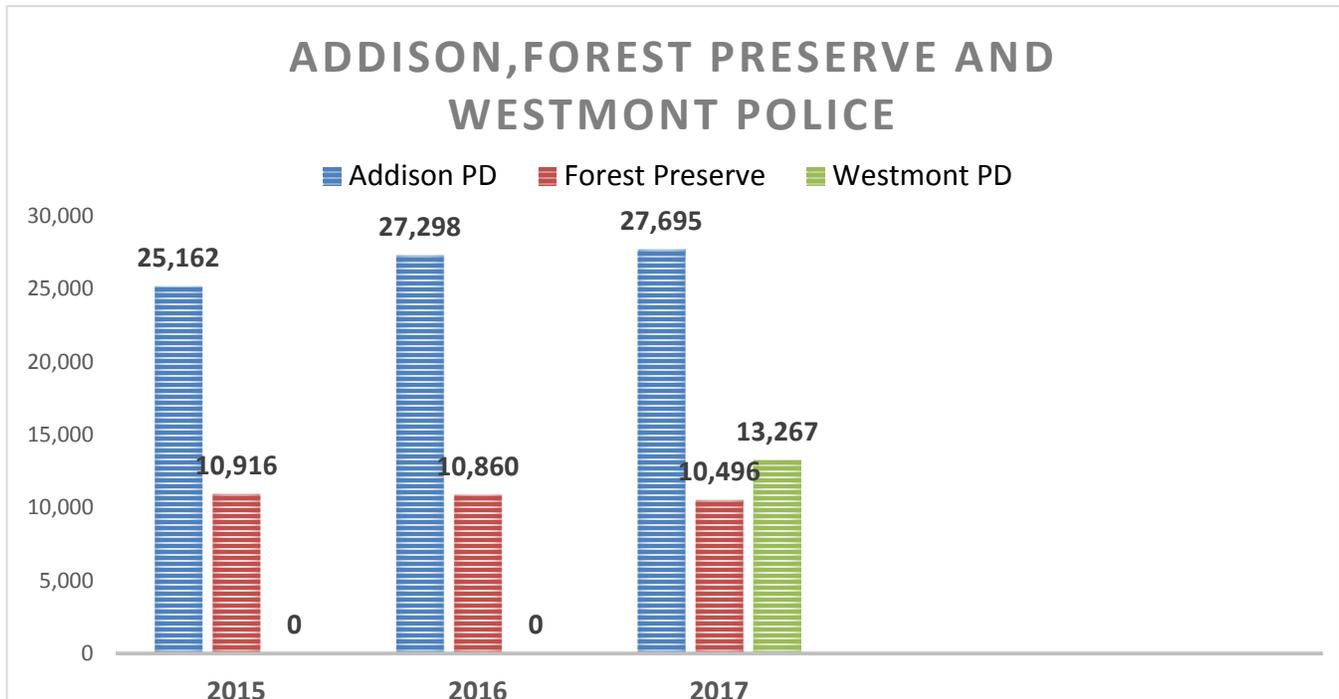
ACDC South Location -- Call Volume and Calls for Service

ACDC telecommunicators located at the Tri-State facility processed 33,804 incoming phone calls. Of the total calls handled, 6,960 (21%) were 911 calls, 26,844 (74%) calls came in on the seven-digit direct or other Department lines, and 8,756 (26%) were calls from alarm technicians. Telecommunicators made 12,500 outbound calls.

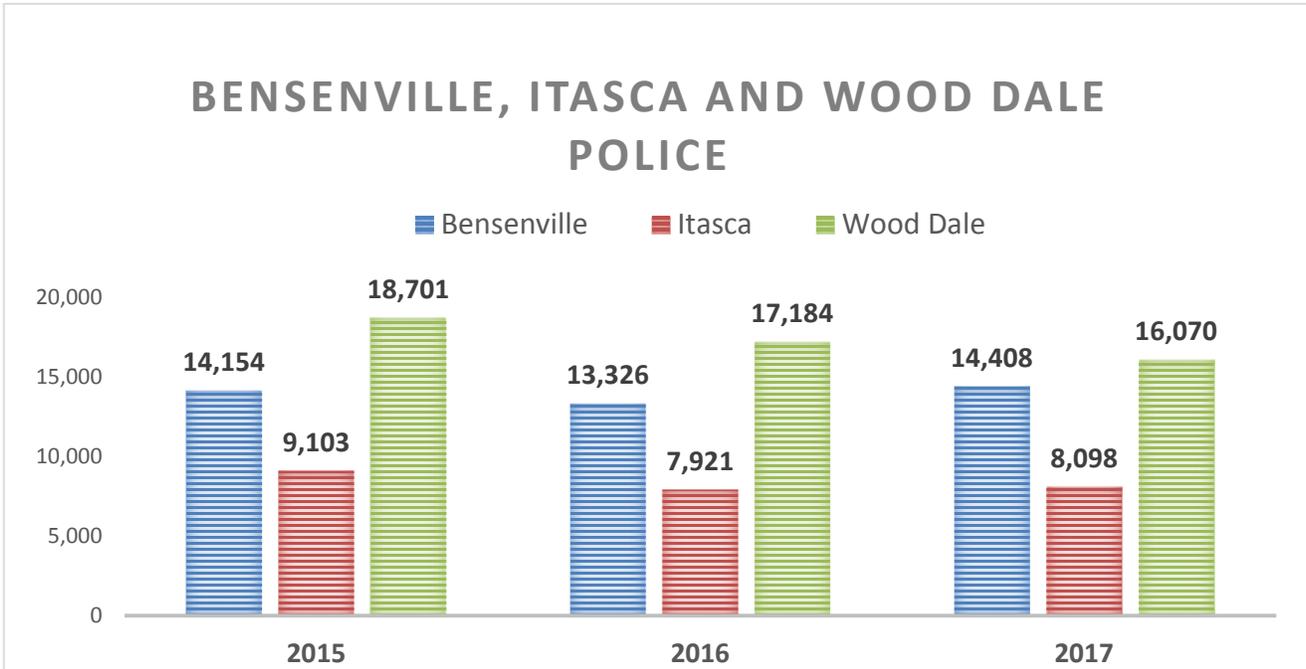
Agency	911 Calls	Non-Emergency Calls	Alarm Calls	Outbound Calls	CADs
Addison Fire					*3,399
Itasca Fire					*1,066
Tri-State Fire					5,180
Pleasantview Fire					4,327
Westmont Fire					*3,518
Wood Dale Fire					*1,644
Totals	6,960	26,844	8,756	12,500	19,134

* Indicates partial year of statistics.

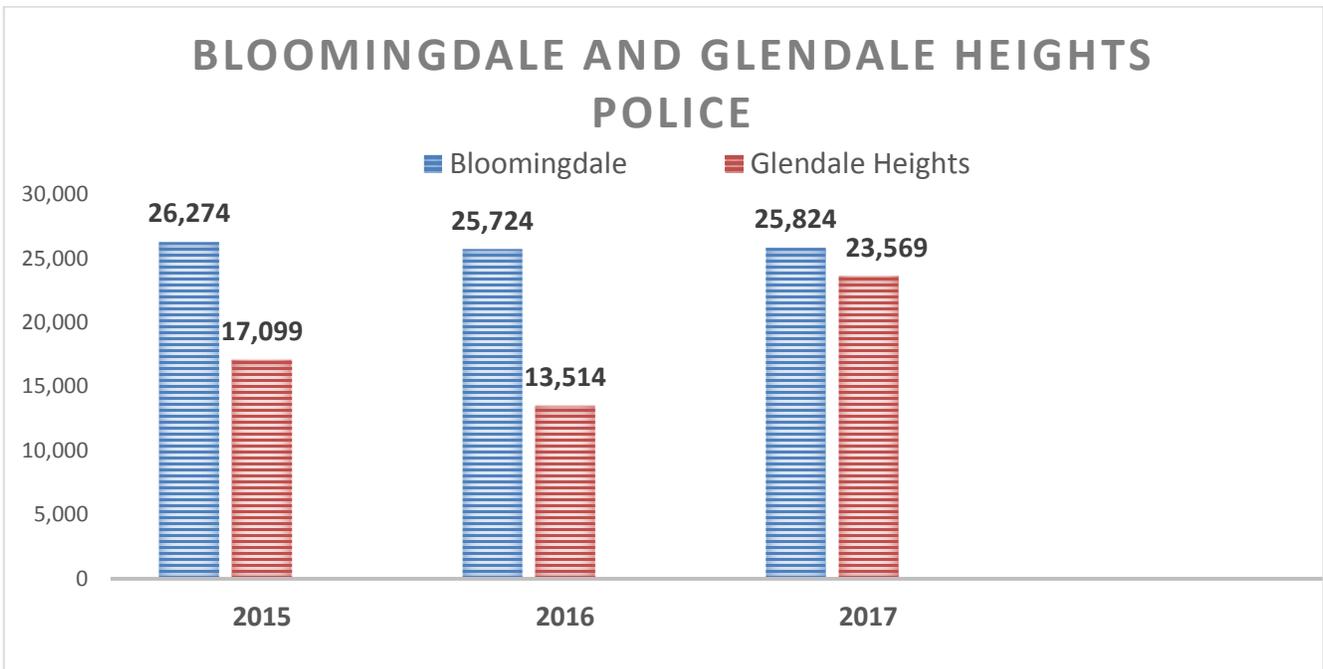
ACDC1 Calls for Service and Traffic Stops



ACDC2 Calls for Service and Traffic Stops



ACDC3 Calls for Service and Traffic Stops



* 2016 data for Glendale Heights was partial due to consolidation midway.

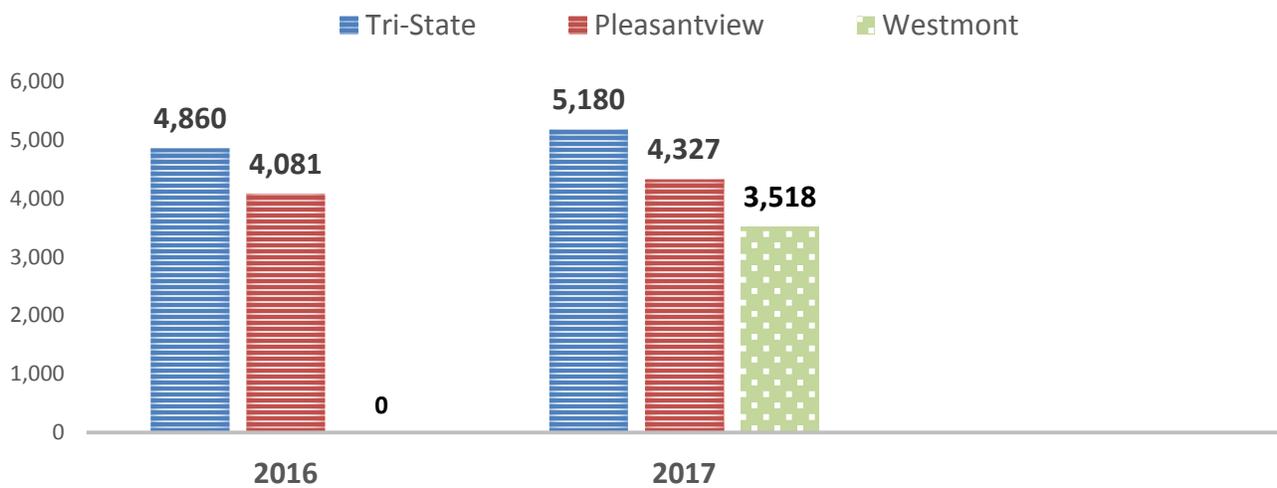
ACDC Answer Times

The National Emergency Number Association requires that 90% of all 911 calls must be answered within 10 seconds. No standard exists for the answering of non-emergency telephone calls.

NENA Standard	2014	2015	2016	2017
911 Calls Answered Within 10 Seconds – ACDC North Location	99.96%	99.97%	99.8%	97%
911 Calls Answered Within 10 Seconds – ACDC South Location	N/A	N/A	99.4%	96%
Non-Emergency Calls Answered Within 10 Seconds – ACDC North Location	99.86%	99.86%	99.5%	96%
Non-Emergency Calls Answered Within 10 Seconds – ACDC South Location	N/A	N/A	98.6%	96%

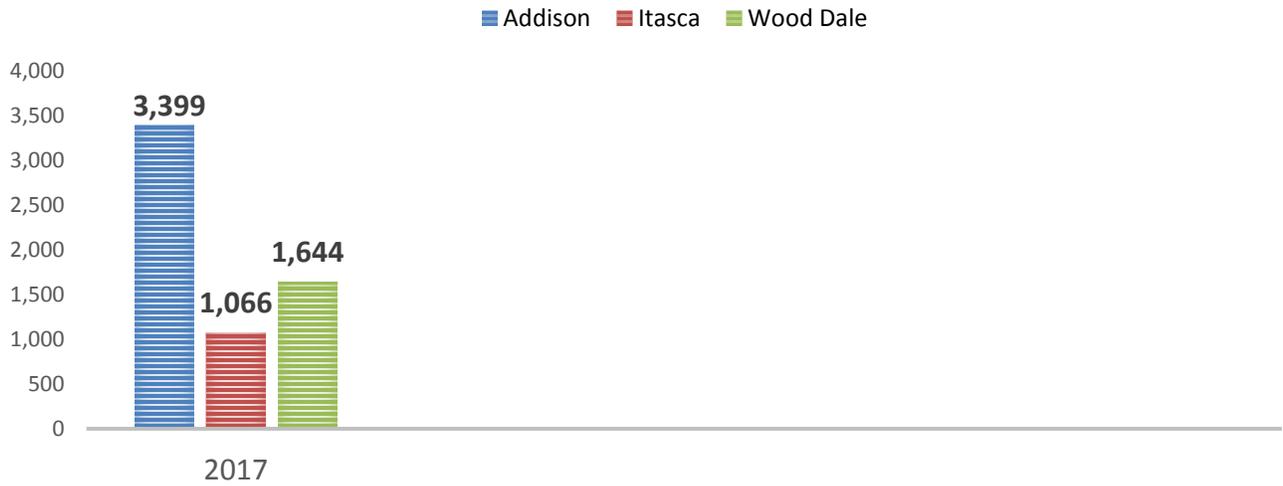
FD ACDC1 Calls for Service

TRI-STATE, PLEASANTVIEW AND WESTMONT FIRE DEPARTMENTS



FDACDC2 Calls for Service

ADDISON, ITASCA, AND WOOD DALE FIRE PROTECTION DISTRICT



Police Operations Complaints and Reconciliation Forms

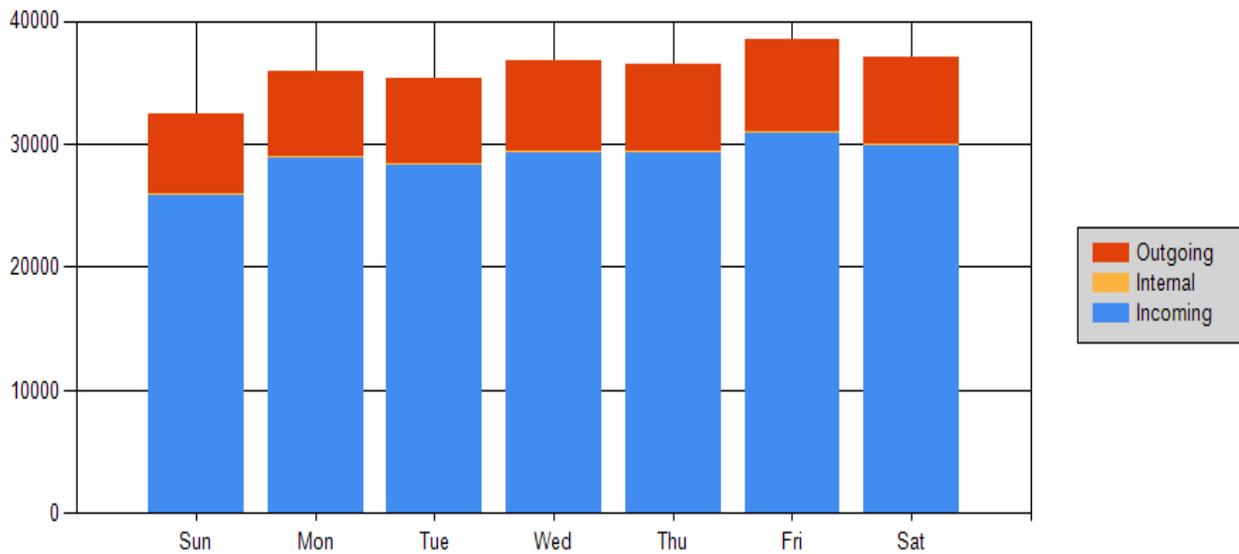
Agency	Citizen Complaints	Patrol Complaints	Other Complaints	Total	Bona fide	Non-Bona fide
Addison	0	8	0	8	2	6
Bensenville	0	1	0	1	0	1
Bloomingtondale	0	3	0	3	2	1
Forest Preserve	1	0	0	1	1	0
Glendale Heights	0	14	0	14	4	10
Itasca	1	5	0	6	4	2
Wood Dale	0	3	0	3	2	1
Total	2	34	0	36	15	21

Fire Operations Complaints and Reconciliation Forms

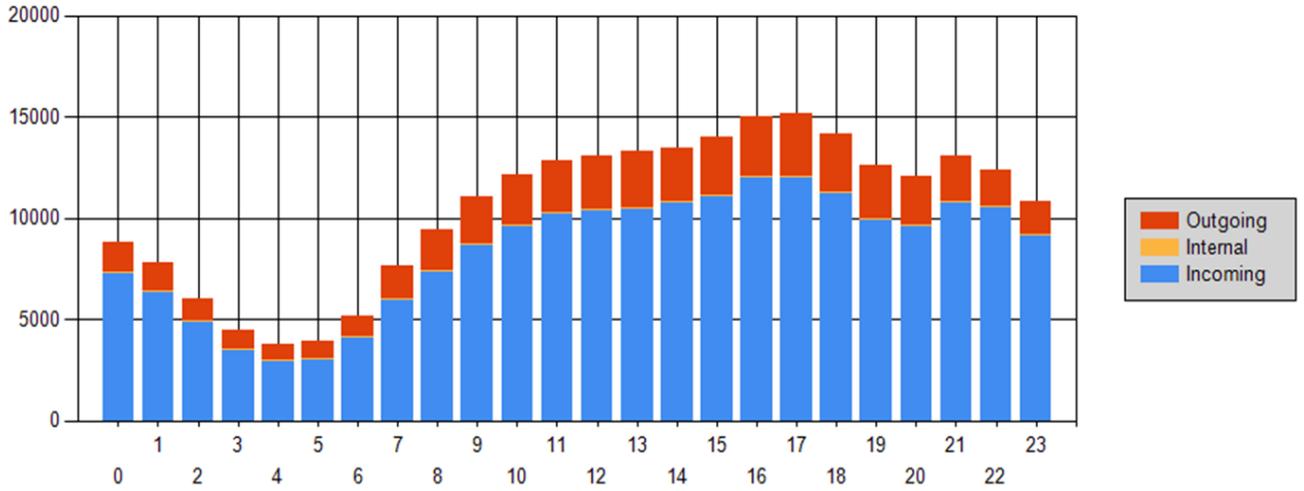
Agency	Total Complaints	Non - Bona fide	CAD / Equipment error	TC Error
Addison FD	99	35	7	57
Itasca FD	28	6	6	16
Pleasantview FD	32	3	8	21
Tri-State FD	8	3	1	4
Westmont FD	40	6	6	28
Wood Dale FD	46	6	8	32
Total	253	59	36	158

ACDC North Location

Call Count by Call Origin

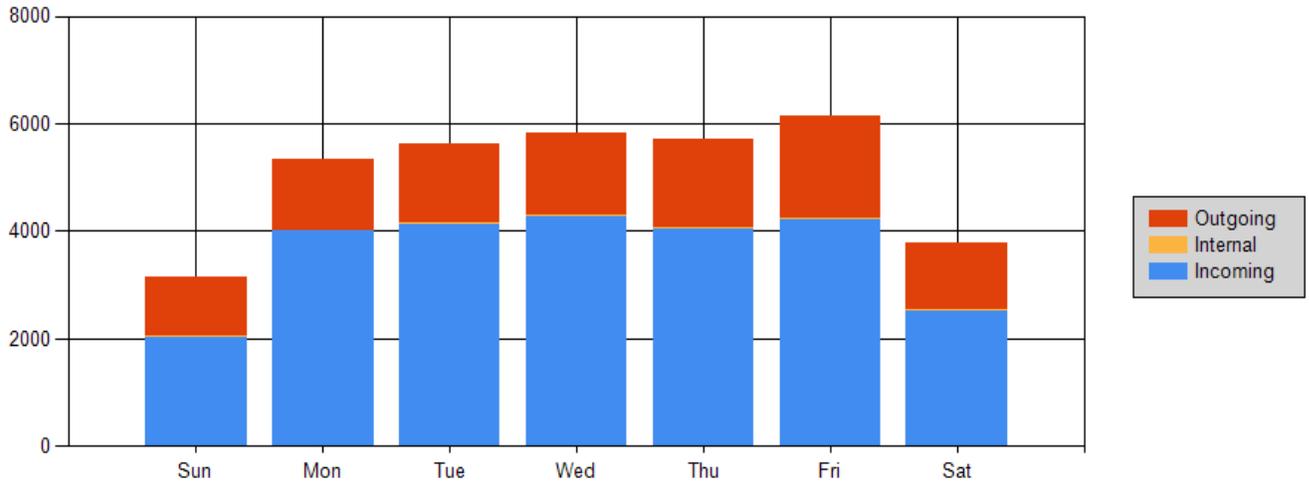


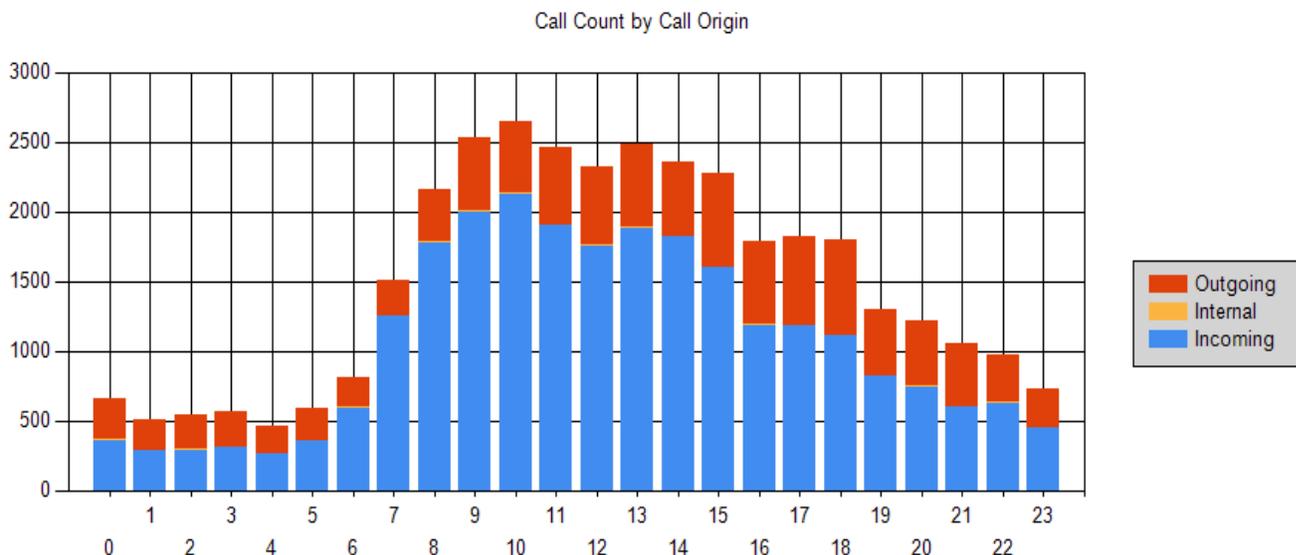
Call Count by Call Origin



ACDC South Location

Call Count by Call Origin





2017 Goals

- Continued involvement of the ACDC Directors in the CAD/RMS project.
Hexagon was selected as the vendor; contract was negotiated between ETSB and Hexagon. CAD build began October 2016. Directors have heavy involvement in creating County-wide standards, system-wide configurations, user training and implementation. They have accomplished standardization of event codes, status codes, disposition codes and unit types. CAD build is complete and waiting for the RMS portion of the project. Due to RMS issues, deployment has been postponed until 2019.
- In order to increase efficiencies and processes, ACDC continues to add enhancements to the Portal for member agencies and citizens.
ACDC's goal is to provide citizens with convenient and accessible resources. The ACDC website was created and deployed to help facilitate that. Roll out of the on-line parking permission feature will occur in 2018, as well as several additional features later in the year.
- Ensure continued growth through consolidation by sustaining ACDC's branding and marketing strategy.
This goal is on-going.
- ACDC will continue to work with the "Fire North" group with a target of cut-over in 2017 at the new facility. Technology, protocols and standardization will need to be agreed upon. ACDC will hire a Fire Coordinator to manage the fire portion of the dispatch function.
This goal was partially accomplished. Addison, Itasca and Wood Dale Fire moved to ACDC. Bensenville Fire will move as soon as ACDC transfers operations to their new facility.

5. With ACDC's growth, staffing levels continue to grow. This growth affects the need for additional management positions. Without further consolidation, one operations manager will be implemented in 2016, in addition to the three Team Leaders.
This goal was accomplished.
6. Consolidation will continue to impact ACDC. Additional personnel, changing policies and SOPs, fire dispatch equipment and emerging technologies will need to be evaluated, implemented and managed.
This goal is currently on-going.
7. The ETSB and PSAP managers created an RFP, attended vendor demonstrations and selected the AT&T Airbus 911 Call Handling system. The system is designed as one system for the three remaining PSAPs. Multiple call flow meetings have occurred, and deployment for the Addison location is scheduled for February 2017.
This goal was accomplished.
8. Once the new ACDC facility is completed, extensive testing of each of the systems must occur to ensure a smooth transition of 911 staff from both the Tri-State location and Addison to the new center.
The construction of the building is complete; however, the systems are still being installed. Cut-over to the new facility is scheduled for March/April 2018.
9. Implementation of EMD protocols and Pro QA software is scheduled for mid-February. All ACDC staff has been trained; however, they anticipate heavy coaching sessions, and supervision will need to occur for staff to become proficient and protocols effective.
This goal was accomplished.
10. Completion of the newly built ACDC VHF system for use with the Fire agencies. The VHF serves as a backup and interoperable communication system.
This goal was accomplished.
11. Achieve CALEA accreditation.
This goal was accomplished.

2018 Goals

1. Have police and fire staff become familiarized and fully adapted to the new facility and integrated operations.
2. ACDC policies will be moved to a new format. This format change was suggested by CALEA and will facilitate a more efficient accreditation process.

3. Remodel the ACDC Training Program to accommodate the integration of police and fire operations and create a more cohesive and consistent program.
4. Begin the build-out of a backup 800 radio system for member agencies. The backup would be utilized in the case of a Starcom failure.
5. Develop and deploy web-based services to citizens and member agencies by integrating social media and the ACDC Portal.
6. Along with member fire agencies, work with ETSB to work on the County-wide fire station alerting solution.