

ADDISON CONSOLIDATED DISPATCH CENTER 2018 ANNUAL REPORT



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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 our 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

2018 was an extremely busy year at ACDC. ACDC hosted an open house at its new facility January 29 and planned the physical and operational relocate, which was successful, on April 3, 2018, from Tri-State Fire Protection District and the Addison Police Department. Following the move, the next four months proved to be challenging, as ACDC worked through the many technical and operational issues that a new facility brings. As the TCs adjusted to their new surroundings, staff almost instantly saw an improvement in communication between Fire and Police dispatchers, as had been predicted. Staff continued to monitor operations and made changes in processes to create more efficient operations between Police and Fire disciplines.

Hiring and training of personnel continued to prove to be a challenge. Three TCs resigned prior to termination, three resigned when experiencing issues while in the training program, and three others left the field for various reasons. Five probationary TCs successfully completed the training program and are currently working solo assignments. ACDC currently has six probationary TCs in various stages of the training program and has successfully hired and trained three part-time alarm board operators.

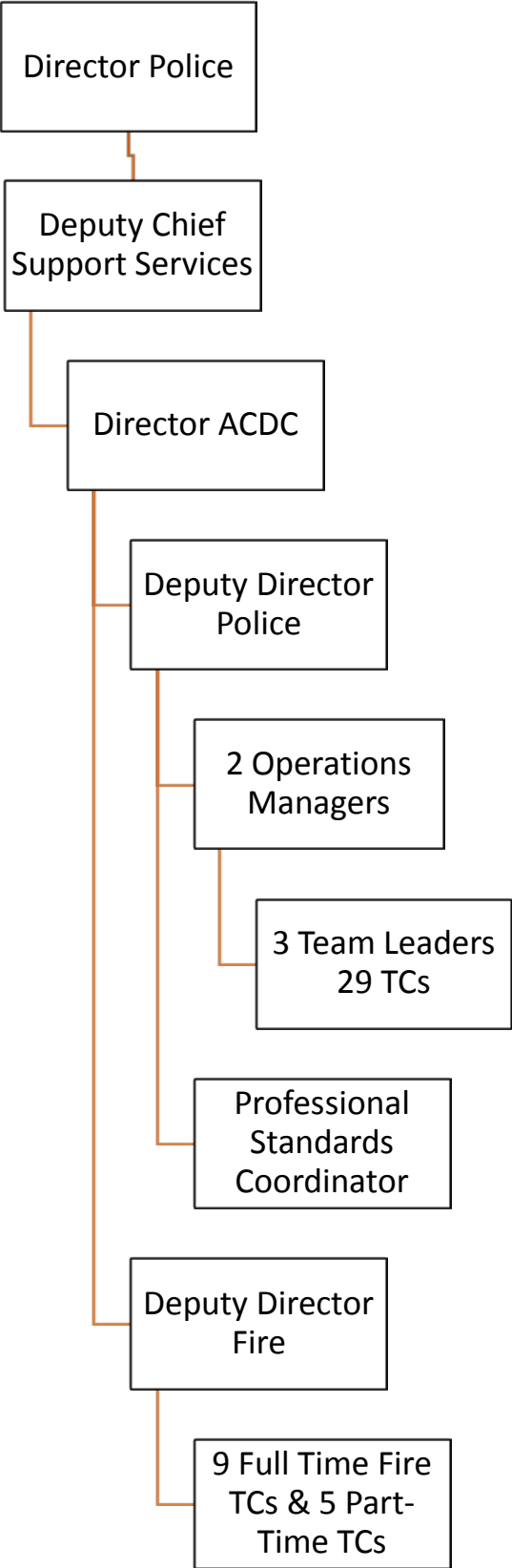
ACDC's training program continued to evolve in 2018. It focused on providing a more comprehensive classroom curriculum, adding instructors, providing hands-on experience to the new hires, and incorporating Police, Fire, and EMD to all new hires.

During ACDC's CALEA accreditation, the assessor recommended several changes, including moving away from a Standard Operating Procedure format and replacing it with written directives and specific call guides. The majority of this project was completed, and staff is currently finishing the policies that required rewrites due to its move.

A team of dispatchers implemented a program with member agency Police and Fire personnel called Coffee with a Dispatcher. The goal of the program is to have front-line personnel meet quarterly to discuss operations without supervisors present. Personnel share ideas, provide feedback to one another and work to provide better communication and understanding of each other. This program will continue as ACDC has received positive feedback from member agencies as well as its staff.

ACDC looks forward to implementing three new critical systems in 2019: The County-wide CAD and Fire Station Alerting Systems which will create more efficient operations by reducing the number of 911 transfers between PSAPs and creating simultaneous calls for service between Police and Fire Departments, thus creating a more fluid transfer of information between PSAPs. The third system is the backup 800 radio system. This radio system will provide continuity in communications for all member agencies when ACDC experiences loss of connectivity or other failures with the Starcomm system.

ACDC Organizational Chart



Personnel Changes in 2018

Employee and Role	Date	Status
Joseph Solon (Police TC)	01/25/18	Resigned - Failed to successfully complete training program
Tina Cavaligos (Police TC)	01/10/18	Resigned position to return to school
Alex Chavez (Police TC)	02/01/18	Resigned prior to termination
Tina Cavaligos	04/30/18	Re-hired as part-time fire dispatcher completed training
Melanie Sullivan (Police TC)	04/05/18	Resigned prior to termination
Angelica Cerceo (Police TC)	04/09/18	Resigned prior to termination
Anne Palenica (Police TC)	04/09/18	Completed Training Program
Pazlee Pegues (Police TC)	04/18/18	Resigned – Failed to successfully complete training program
Shawn Dyer (Fire TC)	05/15/18	Resigned – Failed to successfully complete PIP
Katherine Murphy (Police TC)	06/15/18	Resigned (pressure and stress)
Adam Sobieray (PT Fire TC)	06/21/18	Resigned (too far to drive)
Bret Jefferies (Fire TC)	08/24/18	Resigned (left the field)
Melisa Muska (Police TC)	09/02/18	Resigned (returned to dispatch at another center due to shift assignment)
Sig Markowski (Fire TC)	09/08/18	Resigned (pressure, stress, hours)
Terri Eaton (PT Alarm Board)	09/15/18	Completed Training Program
Dan Wildman (PT Alarm Board)	09/15/18	Completed Training Program
Ryan Szabelski (PT Alarm Board)	09/15/18	Completed Training Program
Audrey Doherty (Police TC)	11/30/18	Completed Training Program

Marina Castillo (Police TC)	12/02/18	Completed Training Program
Kimberly Pappalardo (Police TC)	11/14/18	Completed Training Program
Kristin VanAlstine (Fire TC)		Currently in Training Program
Kit Willadsen (Police TC)	12/28/18	Completed Training Program
Lindsay Jarzabkowsky (Police TC)		Currently in Training Program
Kate Mendez (Police TC)		Currently in Training Program
John Waterman (Fire TC)		Currently in Training Program
Sara Kahlil (Fire TC)		Currently in Training Program
Ryan Szabelski (Police TC)		Moved to full time police dispatcher; currently in training program

Consolidation

- Cut-over for the Bensenville Fire Protection District on October 1, 2018.

Projects

- County-Wide CAD Project: ACDC staff continued to work as part of the County-Wide CAD team throughout the year. It is scheduled to deploy June 2019.
- 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.
- County-Wide Fire Station Alerting Project: Purvis was the selected vendor and installation of the equipment has begun. The system is scheduled to deploy after the new CAD system in 2019.
- ACDC Building Project: The ACDC facility was completed in January of 2018. Administrative staff moved in shortly thereafter. On April 3, 2018, ACDC successfully moved its operations to Jeffrey and full operations began.
- ACDC 800 Backup Radio System: The first buildout of the system is complete and has been tested. Once the portable radios have been programmed, the system will be ready to deploy.

Performance of Duty

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

Case # or Event	TCs Involved	Description
Village of Addison Employee of the Month (January 2018)	Samantha Hall	Telecommunicator Hall was nominated and selected as the Village of Addison Employee of the Month for January due to her consistent, exceptional training and development of new TCs.
911 Call Regarding Cardiac Issues	Joe Ostrander	On January 24, 2018, Joe received a 911 call from a woman reporting a passenger in her vehicle was not feeling well. The caller was not within any ACDC member agency jurisdiction. The caller refused to stop the car and insisted on trying to make it to Palos Community Hospital. Joe stayed on the phone with the caller, tracking her location. The passenger's condition became worse, and Joe directed the caller to stop at the North Palos Fire Protection District station to seek immediate treatment. Joe then contacted the fire department and advised them of the patient outside. North Palos provided Advanced Life Support Care and transported the patient to the hospital.
Village of Addison Employee of the Month (February 2018)	Tiffany Williamson	Telecommunicator Williamson along with Police Officer Maria Reyes were named Village of Addison Employees of the Month. Tiffany and Maria assisted in a child birth. Tiffany provided EMD protocols and coaching over the phone to the caller (father) and Maria assisted on the scene.
Village of Addison Employee of the Month (March 2018)	William Kolberg	Telecommunicator Kolberg was named Village of Addison Employee of the Month due to his consistent, excellent customer service, professionalism, attention to detail, and willingness to go above and beyond.
Flash Flood	Dep. Director Hurd, Ops Manager	On May 30, 2018 a flash flood advisory was in effect for DuPage County. At about 5:00 PM, heavy

May 31, 2018	<p>Hernandez and the following TCs:</p> <p>Michele Beebe, Abby Medina, Laura Nowak, William Kolberg, April Poynor, Fabiola Valdez, Shelley Vulpo, Chris Mahn, Annie Palenica, Grecia Flores, Leyla Alkanat, Les Antos, Mike Jakubosky, and Errika Herrera</p>	<p>rain began to affect the County. Over the next five hours, ACDC experienced a 300% increase in 911 calls and a 150% increase in non-emergency phone calls. These calls were from citizens reporting hazardous conditions and callers who were upset about flooding. The high number of telephone calls resulted in a 300% increase in police calls for service and a 500% increase in fire calls for service, which in turn created an extremely high volume of radio traffic. Each staff member performed his/her duties in a professional manner, prioritizing, problem solving, and communicating effectively and professionally with citizens and first responders.</p>
BL18-11676	<p>Steve Wohlwend, Wojciech Mardula, Tiffany Williamson, Grecia Flores, and Annie Palenica</p>	<p>On June 12, 2018, ACDC received multiple calls of a fight and gun shots at the Burlington store at Stratford Square Mall. The first call was processed and dispatched in under 45 seconds. While units were responding, information regarding a suspect fleeing the scene came in, which was broadcast. A Glendale Heights officer spotted the vehicle and attempted to stop it; a pursuit ensued. Eventually, the vehicle stopped without incident -- great multi-tasking, teamwork, and organized communication.</p>
Allergic Reaction (EMD)	<p>David Dobey</p>	<p>On June 9, 2018, David received a 911 call from a father reporting his son was having a severe allergic reaction to walnuts. The son was experiencing breathing problems and facial swelling and was changing color. David quickly processed through EMD protocols that the caller administer a prescription Epipen to the patient. Shortly after, the father reported his son was able to breathe normally. David's level of professionalism and quick response potentially saved this young boy.</p>
Speed Awareness Detail (Addison)	<p>Amy Lettenberger</p>	<p>In addition to being responsible for ACDC1 (Addison, Forest Preserve, and Westmont Police), Addison was running a Speed Awareness Traffic Detail. The detail, including Addison officers, conducted 48 traffic stops. Amy professionally</p>

		managed routine dispatches and radio traffic for the channel as well as this traffic detail.
FP18-5919	William Kolberg and Leyla Alkanat	On July 24, 2018, a 911 call of shots fired in the Cricket Creek Forest Preserve was received. The call was dispatched quickly with a detailed description of the offenders, the firearm and the direction that the subjects fled. Addison officers responded to assist; and due to the accurate information relayed, the offenders were expeditiously apprehended.
		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.
IT18-2779	Abby Medina	On May 6, 2018, ACDC received a 911 call from a man reporting his girlfriend had partially delivered a baby. Unfortunately, the baby was deceased; and understandably, both the caller and the expectant mother were upset. During the phone call, TC remained calm and empathetic while providing EMD. The caller left the room, and Abby continued to talk to the mother to assist her. Abby handled herself in a professional manner during an unfortunate situation.
Speed Awareness Detail (Bloomingdale)	Steve Wohlwend and Leyla Alkanat	In addition to be responsible for ACDC3 (Bloomingdale and Glendale Heights Police), Bloomingdale was running a Speed Awareness Traffic Detail. The detail included Bloomingdale officers conducting 51 traffic stops. Both Steve and Leyla professionally managed routine dispatches and radio traffic for the channel as well as this detail.
AD18-17694	William Kolberg and Kim Pappalardo	On August 18, 2018, William was training Kim; they received a 911 call from a man stating that his wife was not awake and she was not breathing. William and Kim coached the caller through the CPR process until the paramedics arrived. It was

		later discovered that the patient survived. Lifesaving award!
MABAS 99 E. Burlington	Les Antos	On September 24, 2018, the Riverside Fire Department was dispatched to a rollover crash on fire. The occupants of the vehicle had just committed an armed robbery and had fled from the police. There were reports of shots fired. The vehicle, which had been traveling in excess of 100 MPH, became airborne and struck three large trees. The vehicle rolled several times for a distance of over 250 feet. In total, there were eight injured. Les was working the channel and did an outstanding job processing requests and insuring the appropriate units responded.
Structure Fire (Westmont)	Joe Okichich, Erika Herrera, Lisa Broche, and Alarm Board Operator Terri Eaton	On December 7, 2018, Westmont Fire was dispatched to a fire alarm. Within minutes, the call turned into a major fire incident, as the structure was on fire, and potential rescue as people were still in the building and at least one person was injured. The staff involved provided excellent teamwork and professionalism during the event.

Community Charities

- ACDC staff participated with the Police and Fire department at Addison’s Shop with a Hero annual event. Dispatchers engaged and shopped with local children who had experienced some type of hardship during the year.
- ACDC staff participated in the Special Olympics Torch Run in Addison. They answered questions, conversed with participants and handed out water bottles.

Public Education Events

<i>Date</i>	<i>Location</i>	<i>Town</i>	<i>Organization/Event</i>	<i>911 Educator</i>
03/12/18	Addison Trail High School Health Fair	Addison	Addison Police and Fire	Hermes and Flores
03/15/18	Addison Community Safety Night	Addison	Addison Police and Fire	Flores and Hernandez
03/22/18	NDSEC Parent Connections Meeting	Addison	Park District	Hermes
04/11/18	Citizen's Police Academy	Wood Dale	Wood Dale Police	Hermes
05/17/18	Police Officer Memorial	Addison	Village of Addison	Hermes and Flores
06/07/18	Fire Station 3	Addison	Addison Fire	Poynor
06/07/18	Rockin Wheels	Addison	Village of Addison	Hermes and Vulpo
06/13/18	Fire Fun Safety Day	Addison	Addison Fire	Poynor
08/07/18	National Night Out	Addison/Itasca	Addison and Itasca	Hermes, Beebe, Temes, Vulpo and Hurd
08/16/18	Neighborhood Watch	Bensenville	Bensenville Police	Hermes
08/23/18	Neighborhood Watch	Bensenville	Bensenville Police (Spanish)	Hernandez
08/30/18	Rockin Wheels	Addison	Village of Addison	Hermes and Vulpo
09/05/18	Neighborhood Watch	Addison	Addison Police	Hermes
09/10/18	Get a Clue with the Blue	Glendale Heights	Glendale Heights Police	Hermes
09/29/18	Annual Safety Day	Burr Ridge	Pleasantview Fire	Hermes and Broche
10/06/18	Open House	Addison	Addison Fire	Poynor and Mahn
10/06/18	Open House	Bensenville	Bensenville Fire	Beebe and Flores
10/10/18	Preschool	Addison	Addison Park District	Poynor
10/18/18	Preschool	Addison	Addison Park District	Poynor
10/23/18	Dupage Office of Education	Addison	Addison Park District	Hermes
10/26/18	Addison Trail High School Career Week	Addison	Addison Trail High School	Beebe and Mahn

Breakdowns and Malfunctions

One hundred and twenty-nine critical or important repair requests were processed in 2018. These included CAD and the radio system and telephone system repair issues.

- ACDC encountered 115 9-1-1 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.
- ACDC submitted 149 address and location errors to be corrected by ETSB GIS. Some of these errors were missing addresses and others routed to the wrong town or jurisdiction.
- Over 69 CAD configuration errors were corrected regarding fire dispatch.
- ACDC continued to work through issues regarding the new 911 phone system. 45 errors were corrected in the system regarding mapping and functionality.

Operations

- Monthly police operations meetings were 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.
- An ACDC all staff meeting was held in April of 2018 during Public Safety Telecommunicators Week.
- Operations Managers conducted monthly shift meetings to provide an opportunity for staff to address issues and concerns in a timely manner, as well as provide training to TCs.
- 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.
- Director Temes, Hurd and Srejma closely supervised the transition of the Bensenville Fire Department to ACDC and conducted operational meetings as necessary.
- Monthly fire operations meetings continued. They were led by Deputy Director Srejma and Deputy Fire Chief Kramer.
- Weekly training was implemented for TCs to ensure that continuing education was ongoing.

2018 Training Statistics

Management Staff	100 Hours of Training
Team Leaders	78 Hours of Training
TCs	200 Hours of Training
Total	378 Total Hours of Training

Conferences: With the financial assistance of ETSB, ACDC staff was able to attend the following conferences:

Rave Safety Summit	Two Team Leaders attended
Hexagon User Group Conference	One Operations Manager, one Team Leader and one TC attended
NENA National Conference	Two Police TCs and one Fire TC attended
Navigator Conference	One Deputy Director and one TC attended
APCO National Conference	One Operations Manager and two TCs attended
MABAS Conference	One TC attended

2018 Recording Requests

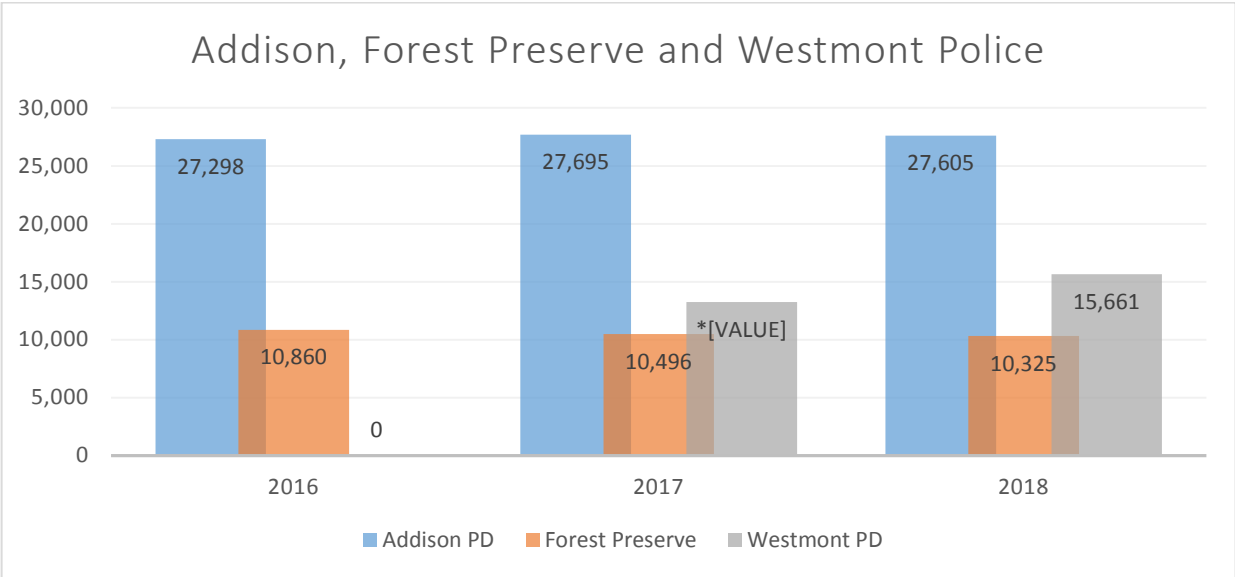
Agency	Number of Audio Requests
Addison Police	36
Bensenville Police	19
Bloomingtondale Police	62
Forest Preserve	5
Wood Dale Police	38
Itasca Police	17
Glendale Heights Police	35
Westmont Police	80
Addison Fire	2
Tri-State Fire	3
Total	297

2018 Call Volume, Calls For Service and Traffic Stops

Agency	911 Calls	Non-Emergency Calls	Outbound Calls	CADs Police include Traffic Stops
<i>Addison Police</i>		47,631		27,605
<i>Addison Fire</i>		*1,113		4,778
<i>Bensenville Police</i>		11,546		16,384
<i>Bensenville Fire</i>		*615		*1,225 partial year
<i>Bloomingtondale Police</i>		17,505		27,386
<i>Forest Preserve Police</i>		3,375		10,325
<i>Glendale Heights Police</i>		19,347		22,892
<i>Itasca Police</i>		10,717		8,295
<i>Itasca Fire</i>		*1,385		1,572
<i>Pleasantview Fire</i>		*3,047		4,299
<i>Tri-State Fire</i>		*5,266		5,434
<i>Westmont Police</i>		*15,502		17,925
<i>Westmont Fire</i>		*777		4,258
<i>Wood Dale Police</i>		15,854		15,661
<i>Wood Dale Fire</i>		*344		2,396
<i>Fire Alarms</i>		*9,820		N/A
<i>CISM</i>		*223		N/A
<i>ACDC (Officers, doors, internal</i>		*14978		N/A
<i>ACDC Direct Number</i>		*3,764		N/A
<i>Other Data (old system)</i>		8,607		
<i>Totals</i>	83,302	191,715	66,635	170,435

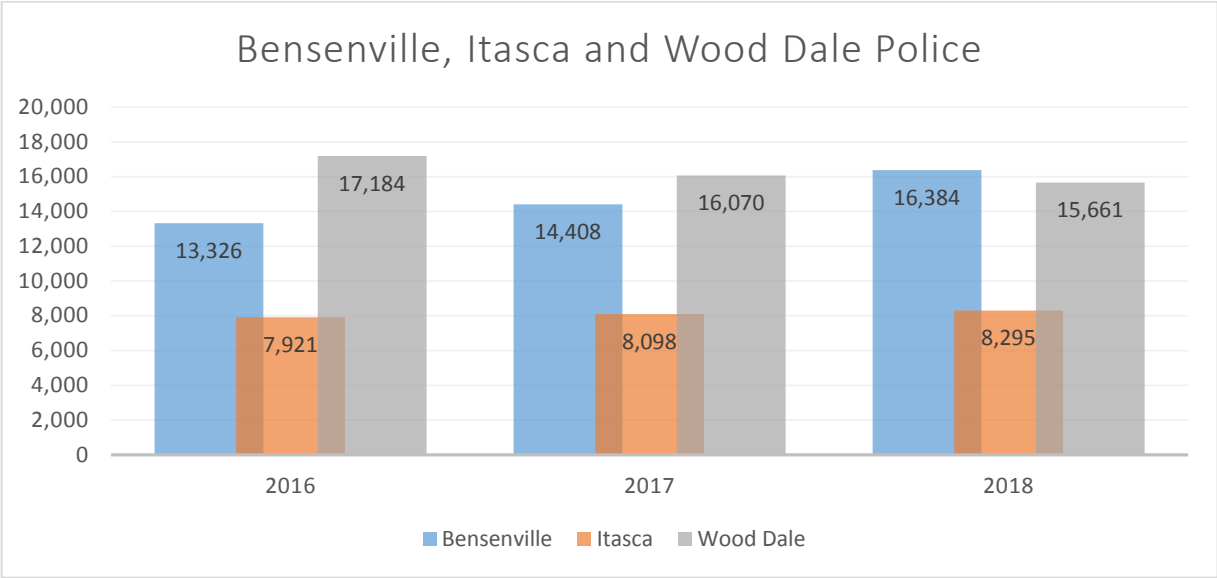
* Statistics missing due to previous phone system and/or partial data for agency specific totals. The overall totals are correct. ACDC personnel processed 275,017 incoming telephone calls, made over 66,000 outgoing telephone calls, and created over 170,000 calls for service and/or traffic stops.

PDACDC1 Calls for Service and Traffic Stops

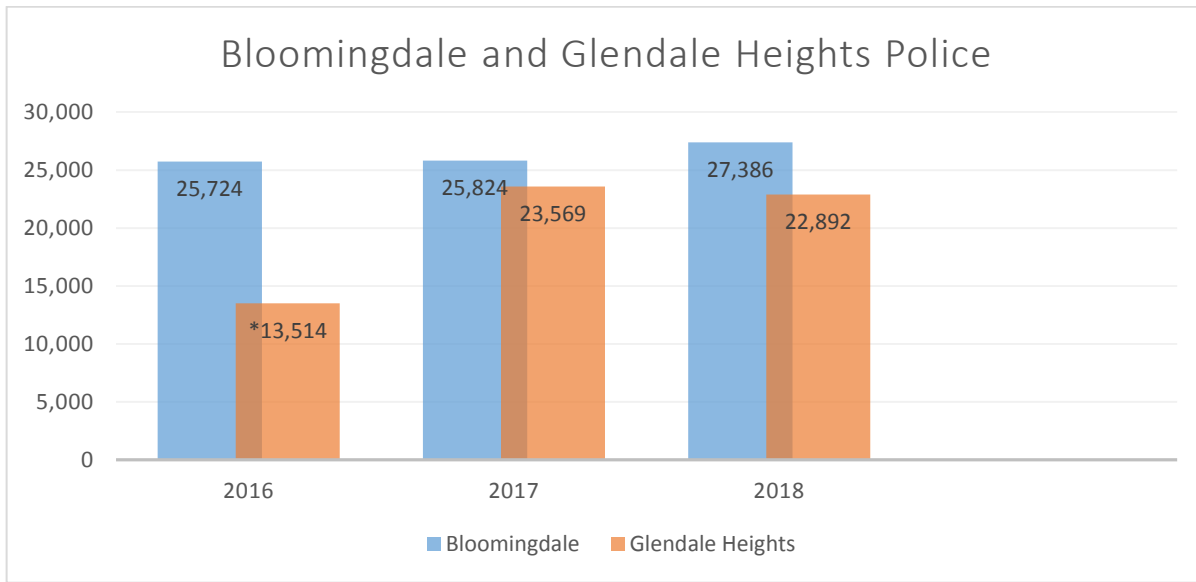


*Partial data

PDACDC2 Calls for Service and Traffic Stops

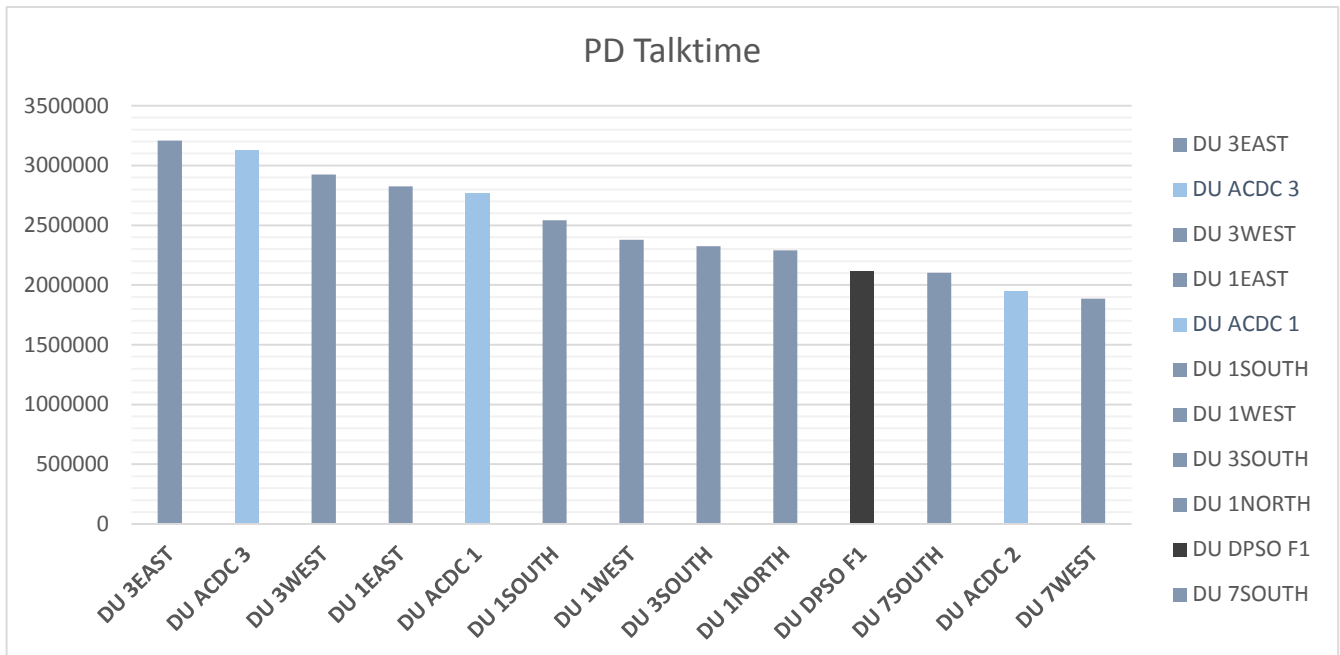


PDACDC3 Calls for Service and Traffic Stops

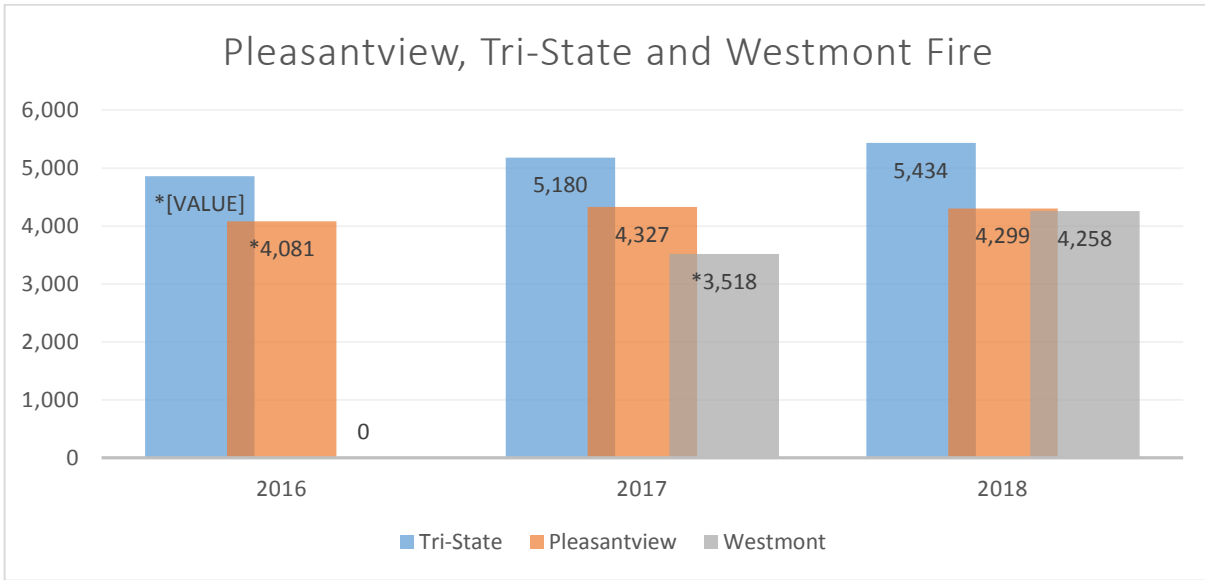


*Partial data

Radio Talk Time Per DuPage County Police Talk Group

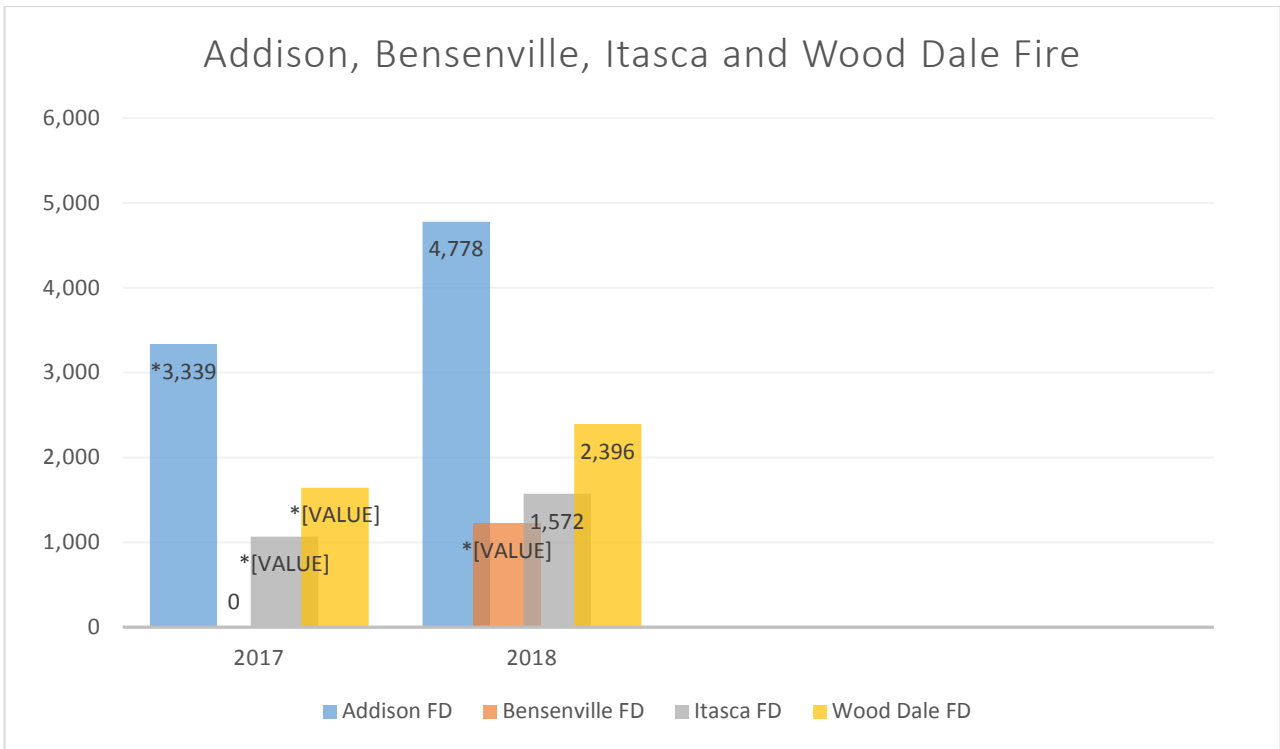


FDACDC1 Calls for Service



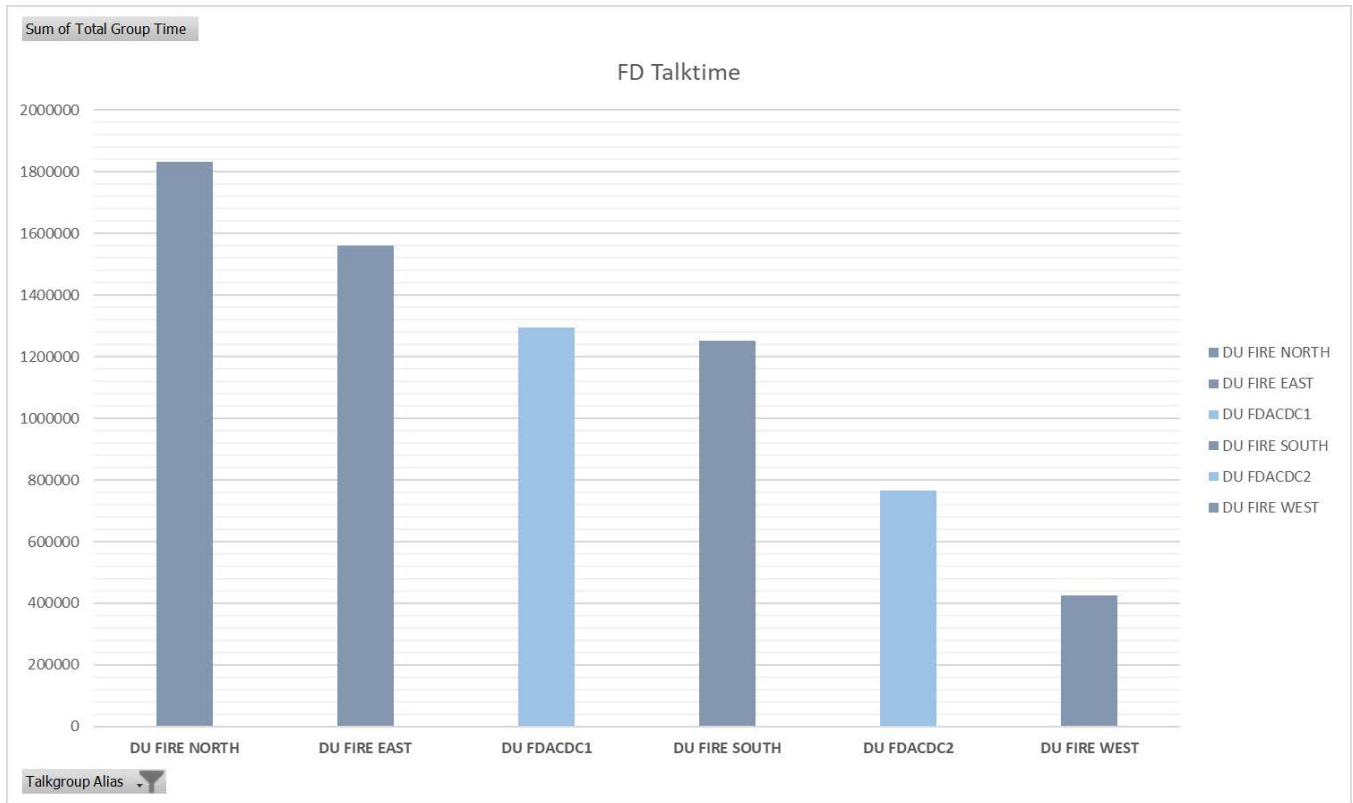
*Partial data

FDACDC2 Calls for Service



*Partial data

DuPage County Talk Time by Fire Talk Group

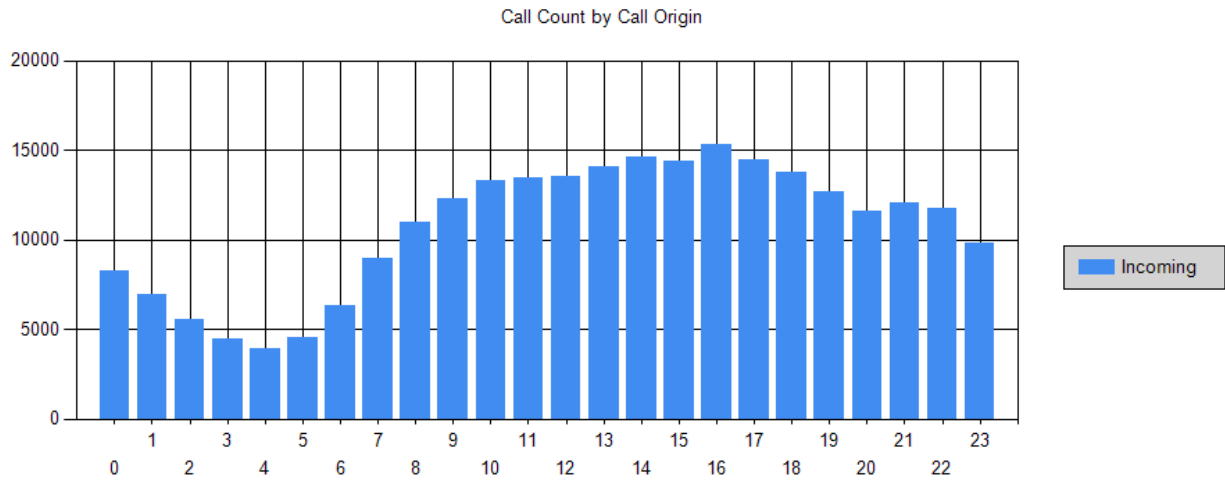


ACDC Phone Call Answer Times

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.

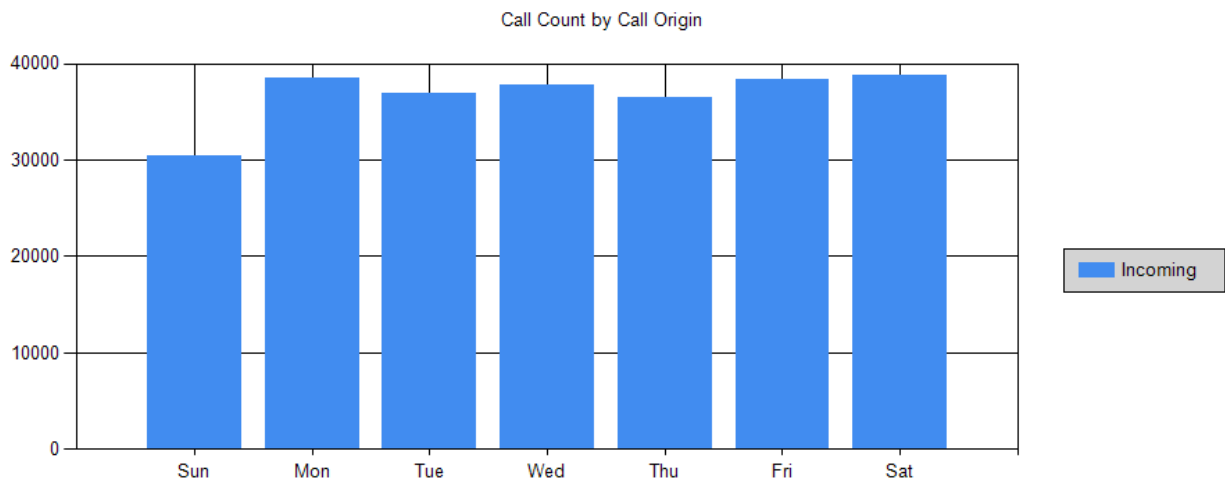
NENA Standard	2015	2016	2017	2018
911 Calls Answered Within 10 Seconds	99.7%	99.8%	98%	95.9%
Non-Emergency Calls Answered Within 10 Seconds	99.86%	99.5%	96%	95%

Hour by Hour Call Volume



Busiest Hours – 0800 – 2300 Hours

2018 Call Volume by Day of the Week



Police Operations Complaints and Reconciliation Forms

Agency	Citizen Complaints	Patrol Complaints	Other Complaints	Total	Bona fide	Non-Bona fide
Addison	0	20	0	20	7	13
Bensenville	0	0	0	0	0	0
Bloomingtondale	0	5	0	5	2	3
Forest Preserve	0	4	0	4	2	2
Glendale Heights	0	12	0	12	5	7
Itasca	0	5	0	5	3	2
Westmont	0	7	0	7	6	1
Wood Dale	0	23	0	23	12	11
Total	0	76	0	76	37	39

Fire Operations Complaints and Reconciliation Forms

Agency	Total Complaints	Non – Bona fide	CAD / Equipment Error	TC Error
Addison FD	99	40	9	50
Bensenville FD	0	0	0	0
Itasca FD	17	9	0	8
Pleasantview FD	23	6	11	6
Tri-State FD	17	13	0	4
Westmont FD	11	3	0	8
Wood Dale FD	13	2	4	7
Total	180	73	24	83

High Risk Low Frequency Police Call Review

Number of High Risk Police Calls Reviewed 2018	Required Training or Discipline Due to Policy Violations, Accuracy or Performance Issues	Met the Standard
297	97	200

High Risk Low Frequency Fire Call Review

Number of High Risk Fire Calls Reviewed 2018	Required Training or Discipline Due to Policy Violations, Accuracy or Performance Issues	Met the Standard
256	111	145

A variety of issues are addressed during monthly meetings between Operations Managers and TCs. TCs receive coaching on call taking strategies, review policy, or receive positive feedback on calls that they have handled. TCs have an opportunity to ask questions and listen and review high risk calls they have processed. Additionally, ACDC believes in progressive discipline, training, and providing many opportunities for TCs to improve. Operations Managers ensure that TCs have a good understanding of how they are performing month to month.

Quality Checks

Number of Random Telephone Calls Reviewed	Met the Standard	Required Training and/or Discipline Due to Policy Violation, Performance, or Customer Service Issue
2,000	1,967	33

Operations Managers review random telephone calls each month for each TC. These quality checks are reviewed with TCs each month. TCs are provided with positive feedback on calls that were handled appropriately, as well as progressive discipline including coaching sessions on calls where either policy violations, performance issues, or poor customer service occurred. Generally speaking, TCs consistently provide excellent customer service to callers. Most of the issues found in quality checks have to do with a TC not understanding a policy or procedure.

2018 Goals

1. Have police and fire staff become familiar and fully adapted to the new facility and integrated operations. ***This goal was accomplished.***
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. ***This goal was accomplished.***
3. Remodel the ACDC Training Program to accommodate the integration of police and fire operations and create a more cohesive and consistent program. ***This goal was accomplished.***
4. Begin the build-out of a backup 800 radio system for member agencies. The backup would be utilized in the case of a Starcomm failure. ***The system is complete and tested; however, due to Next Touch being postponed, member agencies do not yet have access to it.***
5. Develop and deploy web-based services to citizens and member agencies by integrating social media and the ACDC Portal. ***This goal was accomplished.***

2019 Goals

1. Deploy the County-Wide CAD project. System is scheduled to deploy June 2019.
2. Deploy the County-Wide Fire Station Alerting System after the CAD implementation.
3. Ensure continued growth through consolidation by sustaining ACDC's branding and marketing strategy.
4. Work to improve the processing times of in-progress police calls and EMS/fire calls
5. Implement one-on-one coaching and training to improve EMD processing.
6. Increase involvement in member agency's public education outreach events and or programs.