

2016

ANNUAL REPORT

Addison Consolidated Dispatch Center

*Addison
Consolidated
Dispatch
Center
911*

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 ACDC Annual Report is a summary of 2016 activities and events. The focus in 2016 was consolidation, expanding services to include fire dispatch, developing emerging platforms that will be deployed in 2017, and moving forward with the ACDC new facility project. Illinois legislation served as the main driver of consolidation throughout the State. The number of PSAPs in DuPage County was reduced to three: Addison, Du-COMM, and the Sherriff's office.

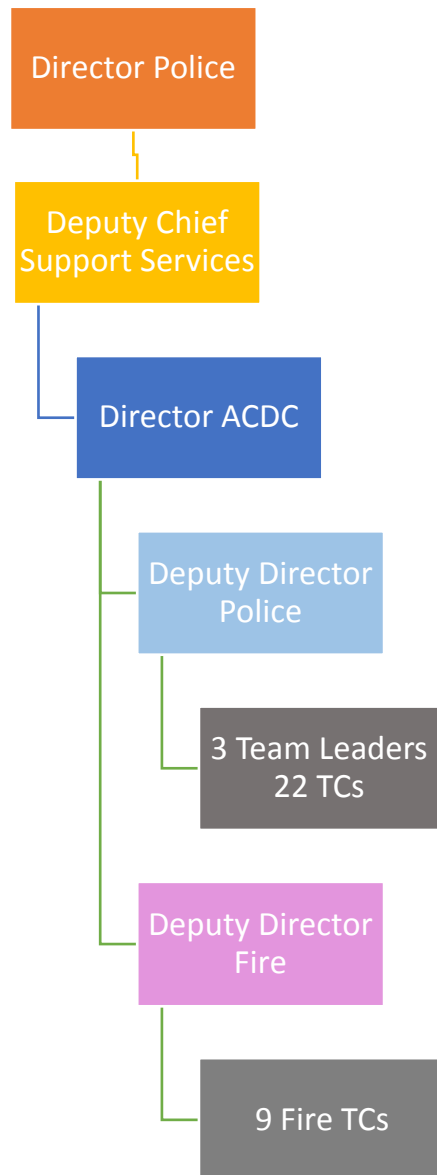
In addition to consolidation of PSAPs, four fire agencies, who are currently dispatched by other PSAPs, decided to join ACDC. This movement had been slated to occur after the build of the new ACDC facility. However, due to financial concerns and pressures, the timeline for the moves was reprioritized to occur during the first quarter of 2017.

With the increase in agencies being served by ACDC, we continued to hire and train non-stop. Our staffing levels increased to 29 police telecommunicators (TCs) (from 25 in 2015) and 9 new

fire TCs, along with a Deputy Director of Fire. Nineteen TCs were hired in 2016. Two TCs were unable to complete the training program and resigned, one TC resigned her position prior to a pre-termination meeting, and another resigned due to a career change.

ACDC worked on a variety of projects throughout the year. This included heavy involvement in the County-wide CAD solution, the purchase of the new 911 call handling equipment, implementing fire dispatching, deployment of EMD software and protocols mandated by the State, and re-routing all wireless 911 calls in the County to “the closest PSAP.”

ACDC Personnel



Personnel Changes

TC Name	Status	Status
Samantha Hall	Hired 02/23/16	Completed Training
Jaime Diaz	Hired 02/23/16	Completed Training
Alex Chavez	Hired 02/23/16	Completed Training
Leyla Alkanat	Hired 03/01/16	Completed Training
Karen Salazar	Hired 03/01/16	Resigned from Training Program 05/09/16
Dennis Hayden	Hired 03/01/16	Resigned from Training Program 07/01/16
Jaime Rickerson	Hired 08/29/16	Completed Training Program 12/05/16
April Poynor	Hired 09/19/16	Currently in Training Program
Fabiola Valdez	Hired 09/19/16	Currently in Training Program
Bill Srejma	Hired 09/26/16	Hired as Deputy Director of Fire Operations
Lisa Broche	Hired 09/26/16	Hired as a fire TC
Mike Graves	Hired 09/26/16	Hired as a fire TC
Lester Antos	Hired 09/26/16	Hired as a fire TC
Bret Jefferies	Hired 09/26/16	Hired as a fire TC
Mike Jakubosky	Hired 09/26/16	Hired as a fire TC
Jason Leonard	Hired 09/26/16	Hired as a fire TC
Shawn Dyer	Hired 09/26/16	Hired as a fire TC
Shelley Vulpo	Hired 11/29/16	Currently in Training Program
Beth Davis	Hired 12/08/16	Currently in Training Program
Lauren Vanderploeg	Resigned 11/17/16	Resigned Before Pre-Termination Meeting
Deanna Knox	Resigned 12/28/16	Resigned and left Dispatch Field

Consolidation

Throughout 2016, ACDC continued to meet with neighboring fire agencies (Addison, Bensenville, Bloomingdale, Glenside, Elmhurst, Itasca and Wood Dale). ACDC signed Intergovernmental Agreements with the Addison Fire Protection District, Bensenville Fire Protection District, Itasca Fire Protection District, and Wood Dale Fire Protection District. Cut-over for the “North” groups is projected to begin during the first quarter of 2017. The DuPage County Emergency Telephone System Board (ETSB) agreed to provide financial assistance for fire protection districts who choose to leave Du-COMM and join ACDC by reimbursing the reserve contribution and administrative fees. Bloomingdale Fire Protection District, Glenside Fire Protection District and Elmhurst Fire Department choose to remain with Du-COMM.

Cut-over for the Itasca Police Department occurred January 5, 2016. Cut-over for the Glendale Heights Police Department occurred May 3, 2016.

ACDC signed Intergovernmental Agreements with the Tri-State and Pleasantview Fire Protection Districts. Due to limitations of the current 911 phone system, it was determined that

fire dispatching operations would be performed from the Tri-State Fire Protection District's Communications Center. An Intergovernmental Agreement was signed for use of the facility, and cut-over for both agencies occurred on October 5, 2016.

The Village of Westmont signed an Intergovernmental Agreement with ACDC to provide police and fire dispatching services. Cut-over is projected for February 2017.

Projects

CAD/RMS: DuPage County ETSB and Procurement Office signed a contract with the selected vendor of choice, Hexagon (formerly known as Intergraph). ACDC Directors continue to work on this project serving on the CAD Build Team. Eighty-five percent of the static data has been collected by the PSAP Managers.

EMD/PRO QA: All ACDC dispatchers have become Priority Dispatch EMD certified under the direction of Deputy Director Hurd, who serves as a Training Project Co-Manager for ETSB. In addition, ACDC staff have become Pro QA certified. Pro QA is the software utilized by Priority Dispatch. This software is integrated with CAD and assists TCs with the EMD protocols. Roll out of Pro QA is scheduled for 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 Directors have worked closely with the DuPage ETSB on creating a Request for Proposal for a next generation 911 telephone system to replace the antiquated system. Four vendors submitted proposals; and the directors, along with the other DuPage County PSAP managers, attended demonstrations. The team selected AT&T/Airbus. The phone system is projected to deploy February 2017.

Fire Dispatch: Deputy Director Srejma has worked closely with the ACDC fire agencies to collect data, understand technology and dispatching needs, and to create SOPs for fire dispatching. Deputy Director Srejma has overseen the equipment, programming and installation of station alerting, tones, paging and radio frequencies.

EMD License: Deputy Director Srejma met with our EMS Coordinator, George Madland. Our application to be an EMD-licensed communications center was submitted, and we are waiting for approval.

CALEA Accreditation: ACDC signed the CALEA contract April 2016. After reviewing the standards, ACDC revised and added necessary policies. The collecting of proofs began and will

continue. ACDC participated in a mock assessment in December. The on-site assessment is scheduled for April 2017.

Wireless Reroute: The DuPage ETS and PSAP managers collaborated to re-route 911 wireless calls to the closest PSAP, changing the way 911 wireless calls had been handled. The goal was to reduce the number of transfers that a citizen encounters. Based on cell tower coverage, population and jurisdiction, the managers reviewed and agreed on the re-routing selections.

Tri-State Communications Center: Due to limitations to the phone system in Addison, ACDC was forced to split operations between police and fire in order to accommodate consolidations. After experiencing issues with the current phone server at Tri-State, the server was swapped with a decommissioned one by AT&T. A new position was added (phone, radio, and CAD), as well. Station alerting functionality was added for Pleasantview in October, as well as CAD configuration.

ACDC Building Project

In July, the building project was released for bid, and the Village of Addison entered into a contract with Carlson Brothers Construction in August. The groundbreaking ceremony occurred on August 31. The NFPA1221-compliant communications center for ACDC is currently on schedule. We have a tentative completion date between November and December 2017.

Performance of Duty

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

Case #	TCs Involved	Description
BL16-710	Swistek Medina Knox Williamson	Third-party 911 call of a female screaming, possibly a gun shot. Isolated incident to separate radio channel, perimeter set, satisfied multiple requests from officers and detectives.
WD16-932	Alimissis Beebe Gelb Hermes Hernandez Knox Kolberg Koechling Nowak	An elderly couple both suffering from Dementia reported missing from their home. LEADS entries made, messages to various police departments in Illinois, area hospitals contacted, requests for hotel/motels to be checked. Coordinated information from family members. Provided media with press release. Efforts went into the following day. Couple was found uninjured.

	Vanderploeg Wohlwend	
GL16-9691	Chavez Knox Medina Williamson	Third-party call of a suicidal subject. Cell phone was pinged, area searched, subject located and transported to hospital. Several hours later, subject fled the hospital. Extensive search requiring a K-9 call out, isolating radio traffic; a foot pursuit occurred and subject was located. While coordinating this call, TCs handled 162 other telephone calls and maintained normal operations for other agencies.
WD16-5709 and BV16-4026	Kolberg Vanderploeg	Bank robbery occurred in Wood Dale, isolated incident and set a perimeter. A few moments later, a fatal car crash occurred in Bensenville requiring a DUCART, EMA, utilities call outs and multiple requests from officers from both agencies.
WD16-2635	Lettenberger	Sgt. Frese wrote a performance of duty regarding TC Lettenberger's handling of an ongoing domestic that officers were dispatched to twice within an hour. During the third phone call, TC Lettenberger heard a reference to a gun in the background and began questioning the caller and alerted the officers. Sgt. Frese advised that when he listened to the call, it took him three attempts before he heard and understood the mention of the gun.
WD16-14179	Nowak	The front clerk from the Double Tree Hotel in Wood Dale called. When asked what was going on he responded "yes." TC Nowak immediately realized that the clerk could not speak freely and processed the call in an expedited manner.
WD16-118	Nowak	Sgt. Frese wrote a performance of duty letter regarding TC Nowak's performance in trying to locate a suicidal subject. The third party caller did not have an address for the subject. TC Nowak worked quickly, searching several databases. She located an address, dispatched officers who were able to locate the person.
AD16-847	Medina	An officer requested a backup after observing

		two subjects at a park that were in the possession of a gun. TC immediately dispatched additional units, advised the Sgt., cleared the channel and relayed pertinent information to responding officers.
ACDC Training Program	Hermes Vanderploeg	CTOs Hermes and Vanderploeg for overhauling the ACDC Training Program including the two-week classroom, tests and ancillary tools.
Employee of the Month	Michele Beebe	Michele was named the Village of Addison Employee of the Month for her dedication, hard work and continuous efforts to improve work flow, processes and efficiency for all of ACDC.

Community Charities

ACDC staff, along with DuPage County Forest Preserve, used the Charity Miles application to raise money for a variety of charities. ACDC staff completed 2,380 miles, and the DuPage County Forest Preserve rallied an impressive 2,886 miles. Together we donated \$1,370.00.

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
01/21/16	404 N Wood Dale	Wood Dale	Citizens Police Academy	Vanderploeg
04/07/20	50 S. Fairbank	Addison	Smart 911	Vanderploeg
04/11/16	1006 N. Rohlwing Road	Addison	Smart 911	Vanderploeg
09/14/16	201 S. Bloomingdale	Bloomingdale	Smart 911/Dispatch Presentation	Vanderploeg
09/22/16	222 N. John F Kennedy	Addison	School Resource Fair	Vanderploeg and Hernandez

09/26/16	Henry Hyde Center	Addison	GED Class	Hernandez
09/26/16	Henry Hyde Center	Addison	ESL Class	Hernandez
09/27/16	Henry Hyde Center	Addison	Teen Parenting Class	Hernandez
09/28/16	Henry Hyde Center	Addison	GED Class	Hernandez

Equipment/Capability Enhancements

The following equipment or capabilities were added to ACDC this year:

- Pro QA was installed at each CAD position in Addison and Tri-State. Deployment set for January 2017.
- Microwave link between ACDC and Itasca Police was established. Cameras and doors are connected and fully functional.
- Microwave link between ACDC and Glendale Heights was established; however, cameras and doors have not been connected.

Breakdowns and Malfunctions

Ninety-seven critical or important repair requests were processed in 2016. These included CAD, radio system and telephone system repair issues.

- ACDC encountered ninety-nine 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 due to the county-wide wireless reroute initiative. ACDC worked with the resident or business owner, phone vendor and ETSB to get them corrected.
- Over 113 addresses needed to be corrected in CAD. Some of these errors were missing addresses and others were routed to the wrong town or jurisdiction. TC Koechling worked with ETSB GIS to correct them.
- In June of 2016, ACDC experienced failures in several Wood Dale administrative lines. Ultimately, the failure encompassed four Wood Dale extensions, five Forest Preserve extensions and one Itasca extension. Through multiple vendor meets and failures, it was determined a faulty expansion module on ACDC's phone server was causing the issues. These faulty lines were redirected to functional lines until AT&T can cut over to the new phone system.

- “Phantom” 911 calls were received from businesses in Glendale Heights, Wood Dale, Itasca, Addison and out of state. ACDC worked with the staff of each business to track down the issue and correct it. Each issue has been resolved.

Operations

- ACDC continues to work closely and meet with the police liaisons from each department to ensure high-quality service and continued successful operations.
- ACDC all-staff meetings were held in April of 2016 (during Public Safety Telecommunicators Week) and September of 2016.
- Directors Temes and Hurd attended monthly ETSB meetings, PSAP managers meetings and PAC meetings.
- Directors Temes and Hurd closely supervised the transition of the Itasca Police Department to ACDC and conducted operational meetings as necessary.
- Director Temes and Hurd closely supervised the transition of the Glendale Heights Police Department to ACDC and conducted operational meetings as necessary.
- Both Directors attended the APCO National Public Safety Telecommunicators Association (APCO) conference in Orlando, Florida. Seminars on stress, radio systems, management and NG911 were attended.

2016 Statistics

ACDC Training

Director/Deputy Director	280 Hours of Training
Team Leaders	308 Hours of Training
TCs	340 Hours of Training
Total	928 Total Hours of Training

Recording Requests

A total of 433 requests for audio, video or MDC messages were received and processed in 2016.

Agency	Audio	Video	MDC
<i>Addison</i>	90	155	0
<i>Bensenville</i>	23	0	0
<i>Bloomingtondale</i>	67	0	0
<i>Forest Preserve</i>	4	0	0
<i>Wood Dale</i>	46	0	0
<i>Itasca</i>	23	0	0
<i>Glendale Heights</i>	23	0	0
<i>Tri-sSate Fire</i>	2	0	0
Total	278	155	0

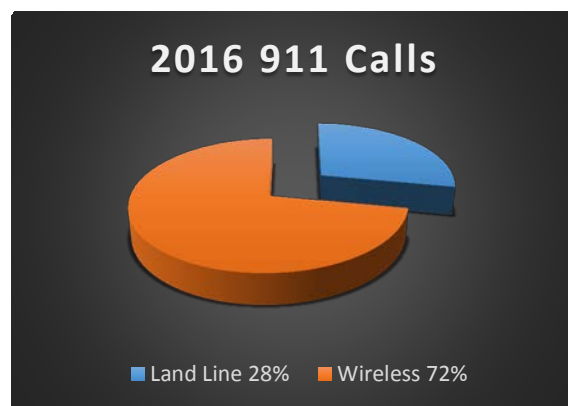
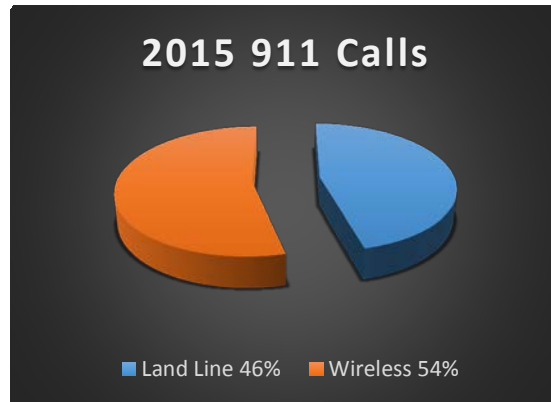
Call Volume, CADs, and Traffic Stops Addison Locations:

In 2016, ACDC TCs processed 197,138 incoming phone calls. Of the total calls handled, 39,862 (20%) were 911 calls; 148,928 (75.54%) calls came in on the seven-digit direct or non-emergency police department lines; and 8,348 (4.2%) were calls from Du-COMM. TCs made 56,784 outgoing calls. 253,922 phone transactions were made by ACDC. This call volume does not include calls answered by each agency's Records Departments or "desk person."

Agency	911 Calls	Du-COMM	Non-Emergency Calls	Outbound Calls	CAD With T-Stops
<i>Addison</i>			*64,097		27,298
<i>Bensenville</i>			15,238		13,326
<i>Bloomingtondale</i>			28,018		25,724
<i>Forest Preserve</i>			*3,308		10,860
<i>Glendale Heights</i>			*12,341		*13,514
<i>Itasca</i>			11,890		7,921
<i>Wood Dale</i>			*14,036		17,184
Total	39,862	8,348	148,928	56,784	57,629

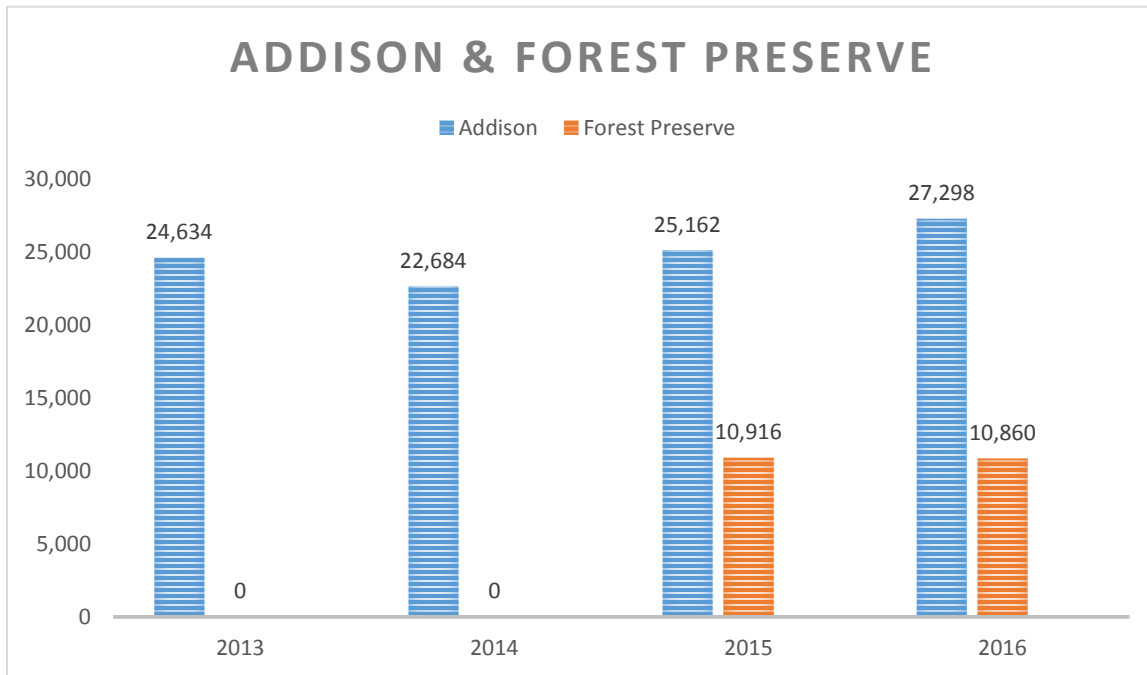
* Telephone statistics for Wood Dale and the Forest Preserve are not accurate due to the phone system. Statistics for Glendale Heights are a partial year due to consolidation occurring in May.

Land Line vs. Wireless 911 Calls

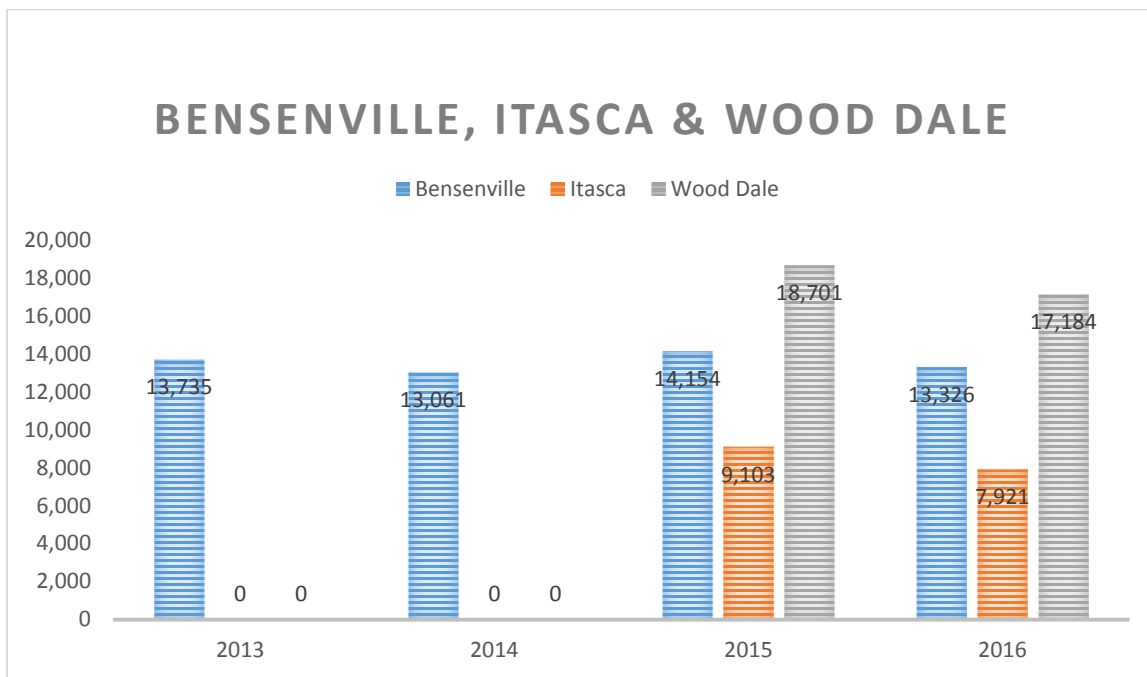


The 18% increase in cell phone calls can be attributed to consolidation and the wireless re-route that occurred within the County.

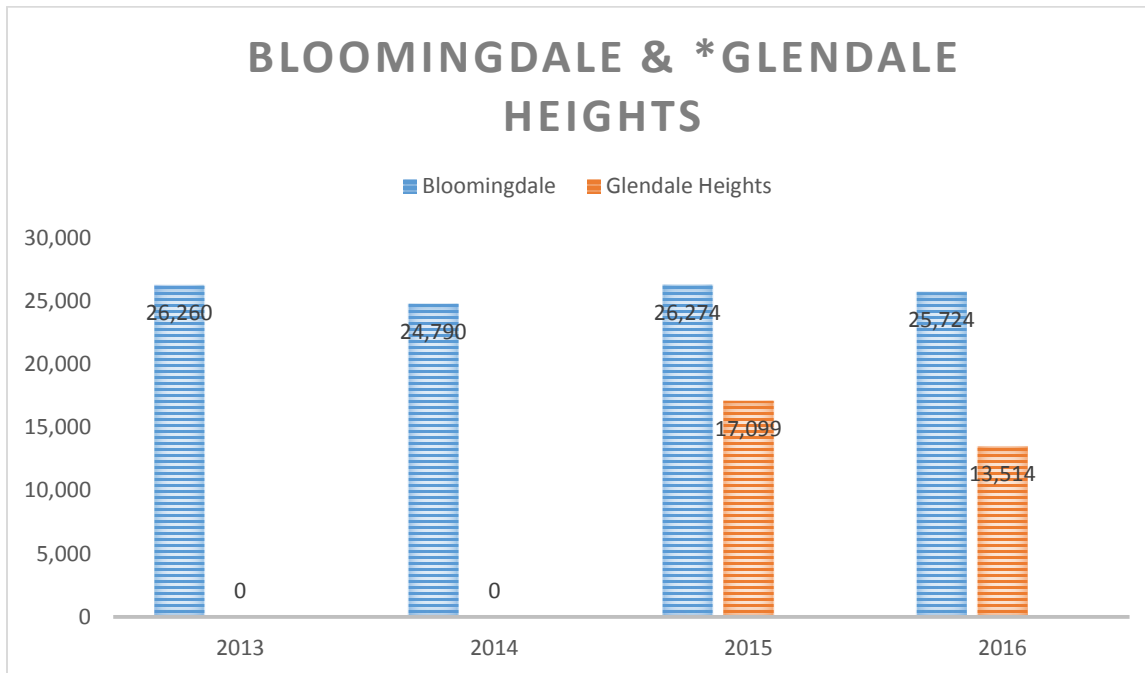
ACDC1 Calls for Service and Traffic Stops 2013 – 2016



ACDC2 Calls for Service and Traffic Stops 2013 - 2016



ACDC3 Calls for Service and Traffic Stops 2013 – 2016



*Data from Glendale Heights is from May – December 2016

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
911 Calls Answered Within 10 Seconds – North Location	99.96%	99.97%	99.8%
South Location	N/A	N/A	99.4%
Non-Emergency Calls Answered Within 10 Seconds North Location	99.86%	99.86%	99.5%
South Location	N/A	N/A	98.6%

Call Volume and CAD Statistics from the Tri-State Location:

Fire statistics are from October – December 2016. ACDC TCs located at the Tri-State facility processed 4,889 incoming phone calls. Of the total calls handled, 1,271 (26%) were 911 calls, and 3,618 (74%) calls came in on the seven-digit direct or other department lines. TCs made 1,999 outbound calls.

Agency	911 Calls	Non-Emergency Calls	Outbound Calls	CADs
<i>Tri-State</i>	1,271	2,055	1,999	1,230
<i>Pleasantview</i>		1,563		973
Total		3,618		2,203

Complaints/Concerns

30 total complaints were made to ACDC. All were investigated; 11 were bona fide.

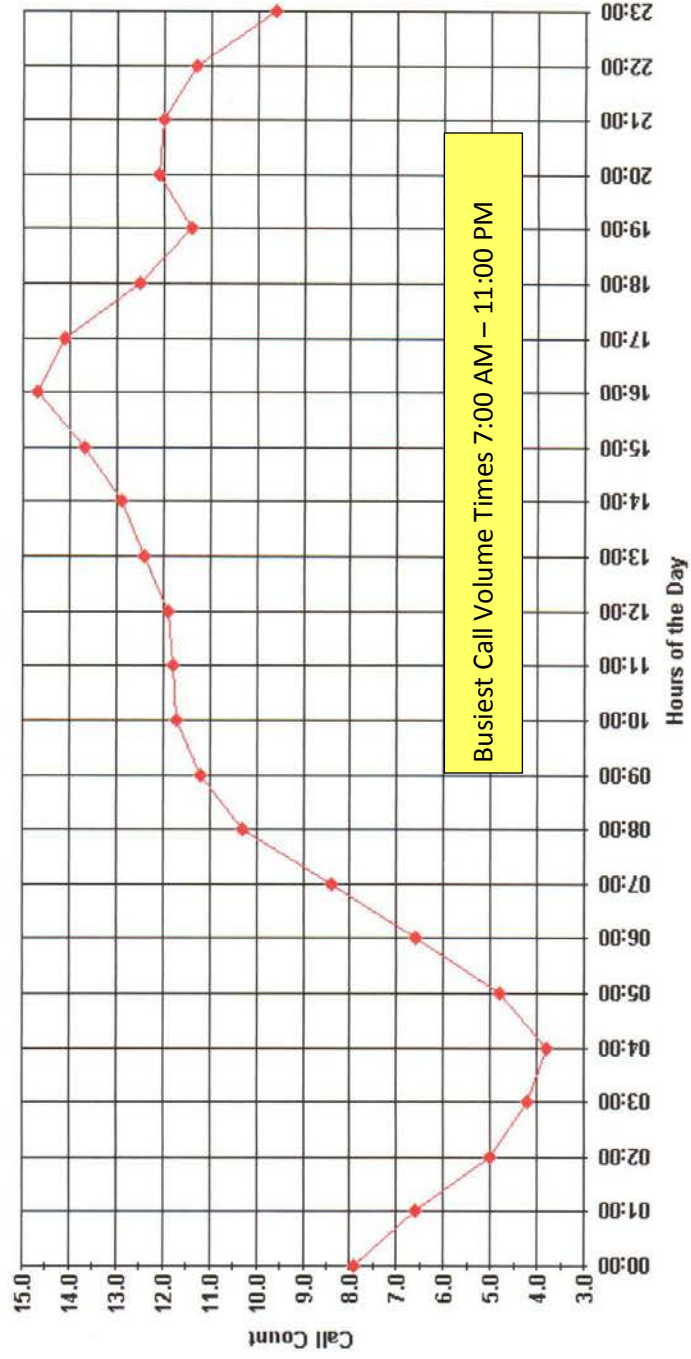
Agency	Citizen Complaints	Patrol Complaints	Other Complaints	Total	Bona fide	Non-Bona fide
<i>Addison</i>	1	4	0	5	3	2
<i>Bensenville</i>	0	2	0	2	1	1
<i>Bloomingtondale</i>	0	3	0	3	2	1
<i>Forest Preserve</i>	0	0	0	0	0	0
<i>Glendale Heights</i>	0	3	0	3	1	2
<i>Itasca</i>	0	6	0	6	3	3
<i>Wood Dale</i>	0	4	7	11	1	10
Total	1	22	7	30	11	19



Hourly Call Center Overview

From: 01/01/2016 00:00:00
To: 12/31/2016 23:59:59

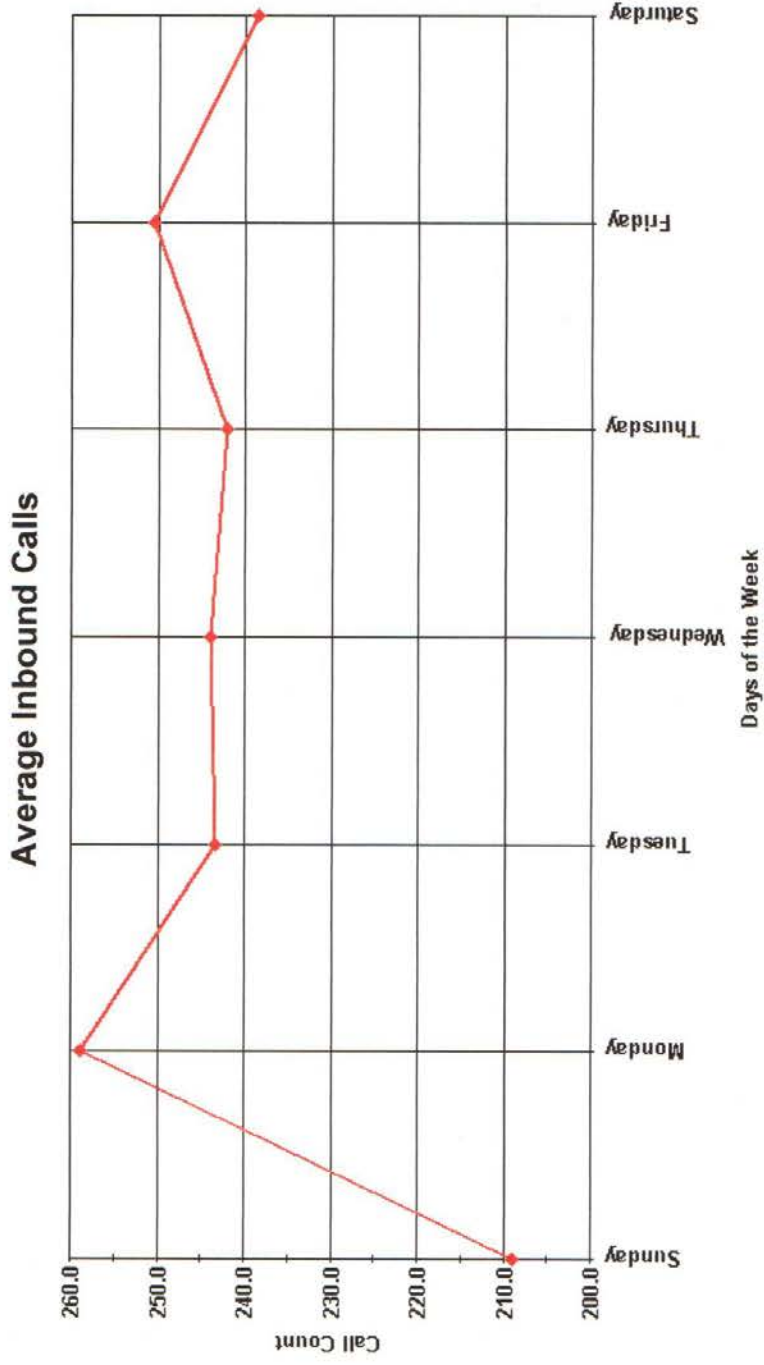
Average Inbound Calls





Daily Call Center Overview

From: 01/01/2016 00:00:00
To: 12/31/2016 23:59:59



2016 Goals

1. Continued involvement of the ACDC Directors in the CAD/RMS project, with CAD selection set for summer of 2015. ***This goal is ongoing. Hexagon was selected as the vendor, and a 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. We have accomplished standardization of event codes, status codes, disposition codes and unit types. Deployment set for first quarter of 2018.***
2. In order to increase efficiencies and processes, add necessary enhancements to the ACDC Portal for member agencies. ***This goal is ongoing.***
3. Ensure continued growth through consolidation by sustaining our branding and marketing strategy. ***This goal is ongoing.***
4. Continue operational meeting with Glendale Heights and implement dispatching May 3, 2016. ***This goal was accomplished.***
5. Continue the ACDC Building Project, with the goal of breaking ground in the summer of 2016 and construction completion in 2017. ***This goal is ongoing***
6. 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 our dispatch function. ***This goal was partially accomplished. Deputy Director Srejma was hired as Deputy Director for fire operations. The “Fire North” group will cut-over between March and May 2017.***
7. 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 January 1, 2017 with the promotions of Marilu Hernandez and Afton Swistek to Operations Managers.***
8. 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 ongoing.***

2017 Goals

1. 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.
2. 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 the Addison location to the new center.
3. Implementation of EMD protocols and Pro QA software is scheduled for mid-February. All ACDC staff have been trained; however, we anticipate heavy coaching session and supervision will need to occur for staff to become proficient and the protocols effective.
4. Completion of the newly built ACDC VHF system for use with our fire agencies. The VHF serves as a backup and interoperable communication system.
5. Achieve CALEA accreditation.