

# KaneComm

**Kane County Emergency  
Communications Center**



**Kane County Government Center**  
719 Batavia Ave, Building C  
Geneva, Illinois 60134  
Phone: (630) 232-8400  
Fax: (630) 208-2047

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Lauzen, Guthrie, Allan, Fagel, Fahnestock, Kramer, Martin, Naydenoff, Nixon, Peterson, Rossi

## KANECOMM BOARD

November 27<sup>th</sup>, 2018  
1:00 pm Kane County OEM  
**Agenda**

1. Call to Order
2. Public Comment
3. Correspondence
4. Approval of minutes of August 28<sup>th</sup>, 2018
5. KaneComm Budget
  - a. 2018 Year to Date Budget
  - b. 2019 Budget
6. KaneComm Transition Auditor's Report
7. Communications Systems
8. 9-1-1 Legislation Update
9. Staff Reports
10. Closed Session (if needed)
11. Action After Closed Session (if needed)
12. Adjournment

## KANECOMM BOARD

August 28, 2018

The KaneComm Board met on Tuesday, August 28th, 2018 at 1:00pm in the Kane County EOC Building C, Kane County Government Center, Geneva, Illinois.

**PRESENT:** Kane County Board Chairman Chris Lauzen; Michelle Guthrie, KaneComm Director; Don Kramer, Kane County Sheriff; Kevin Peterson, Maple Park Fire Chief; John Nixon, Fox River and Countryside Fire Chief; Roger Fahnestock, Kane County Information Technologies Executive Director; Mike Fagel, public member

Also present: Andy Baumann, KaneComm Radio Systems Administrator; Charles Lasky and Barb Garza, Information Technologies; Mariola Oscarson, Kane County Auditor's Office

Absent: John Naydenoff, Wayne Police Chief; Louis Rossi, Gilberts Police Chief; John Martin, Kane County Board Member; Deborah Allan, Kane County Board Member

Guthrie called the meeting to order at 1:02pm

Report handouts provided – phone statistics, CFS reports and KaneComm Activities Report, copy of KaneComm Budget YTD, draft FY19 budget, FY19 budget summary report

Public Comment: None

Correspondence: None

Approval of the minutes – May 29<sup>th</sup>, 2018 and June 6<sup>th</sup> 2018: motion of approval by Fagel, seconded by Fahnestock, minutes approved.

1:07 Chairman Lauzen arrives at the meeting

KaneComm Budget: Guthrie advised a couple line items are currently trending over budget; however, overall, the year will end within budget. Overtime continues to trend high due to telecommunicator vacancies. The testing process for new applicants will begin in September.

Guthrie reviewed the budget summary handout for FY19. KaneComm will receive more revenue from 9-1-1 surcharge in FY19. The rate increased from \$.87 to \$1.50 from the passing of SB1839 in July 2017. The additional revenue will help cover the shortfall from the departure of a subscribing agency. Guthrie noted that the detailed draft budget report includes the same salary wages as FY18. Benefits have been increased with direction from the Finance Department. The current Collective Bargaining Agreement ended November 30<sup>th</sup>, 2017. KaneComm is still in the process of union negotiations.

Fahnestock made a motion to approve the FY19 KaneComm Budget as presented, seconded by Fagel, motion carried unanimously by voice vote.

Communications System Updates: Baumann advised that KaneComm has been working with the Village of Hampshire on the Elm Street Tower work. The site has been online during the project, with the exception of a couple brief outages for the tower company to move equipment, and for a longer period due to damaged cable. Once the project is complete, the tower company will do a final climb to inspect KaneComm's equipment and make any necessary repairs.

Baumann noted that he worked with the Kane County Sheriff's Office and installed a repeater in the SWAT vehicle. A day after installation, the equipment was tested during a SWAT callout. From feedback received, the receiver worked well and improved communications on the scene of the incident.

Baumann stated that he has been working with the Office of Emergency Management to update the communications equipment in Command One. And by utilizing an unassigned radio, communications have also been added to the Command Trailer, the backup vehicle to Command One.

Sheriff Kramer recognized Baumann for his recent work on the scene of a major incident. Working with the Office of Emergency Management and the Sheriff's Office (assisting the State Police,) Baumann created a radio patch that allowed multiple agencies on different radio systems to communicate. Agencies on VHF band, UHF band and StarComm-capable users were patched together and able to communicate on one channel during the incident.

9-1-1 Legislation: Fahnestock noted that the ETSB is in the process of pricing hardware replacement for the Intrado Viper phone system (purchased in 2013.) With the increase in 9-1-1 surcharge, both KaneComm and Tricom will receive more revenue passed through to the agencies.

Staff Reports: Guthrie advised the staff reports included in the packet. The supervisor team continues to follow up on open support cases from the CAD Enterprise upgrade that went live in March.

Closed Session: None

Meeting adjourned at 2:10pm on motion by Kramer, seconded by Fagel. Motion carried unanimously by voice vote.



# Budget Performance Report

Fiscal Year to Date 10/31/18

Include Rollup Account and Rollup to Account

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd	Prior Year Total
<b>Fund 269 - Kane Comm</b>										
<b>REVENUE</b>										
Department <b>425 - Kane Comm</b>										
Sub-Department <b>000 - Revenues</b>										
<i>Charges for Services</i>										
34420	Radio Communication Fees	522,701.00	.00	522,701.00	.00	.00	522,701.00	.00	100	609,564.29
35220	Emergency Communications Audio Recording Fees	700.00	.00	700.00	25.00	.00	60.00	640.00	9	375.00
<i>Charges for Services Totals</i>		<b>\$523,401.00</b>	<b>\$0.00</b>	<b>\$523,401.00</b>	<b>\$25.00</b>	<b>\$0.00</b>	<b>\$522,761.00</b>	<b>\$640.00</b>	<b>100%</b>	<b>\$609,939.29</b>
<i>Reimbursements</i>										
37070	Cell 911 Surcharge Reimbursement	500,000.00	.00	500,000.00	90,070.93	.00	626,316.77	(126,316.77)	125	406,730.44
37900	Miscellaneous Reimbursement	475,000.00	.00	475,000.00	.00	.00	492,018.72	(17,018.72)	104	50.00
<i>Reimbursements Totals</i>		<b>\$975,000.00</b>	<b>\$0.00</b>	<b>\$975,000.00</b>	<b>\$90,070.93</b>	<b>\$0.00</b>	<b>\$1,118,335.49</b>	<b>(\$143,335.49)</b>	<b>115%</b>	<b>\$406,780.44</b>
<i>Interest Revenue</i>										
38000	Investment Income	.00	.00	.00	.00	.00	13,532.36	(13,532.36)	+++	8,864.56
<i>Interest Revenue Totals</i>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$13,532.36</b>	<b>(\$13,532.36)</b>	<b>+++</b>	<b>\$8,864.56</b>
<i>Transfers In</i>										
39000	Transfer From Other Funds	771,091.00	.00	771,091.00	.00	.00	771,091.00	.00	100	722,417.00
<i>Transfers In Totals</i>		<b>\$771,091.00</b>	<b>\$0.00</b>	<b>\$771,091.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$771,091.00</b>	<b>\$0.00</b>	<b>100%</b>	<b>\$722,417.00</b>
Sub-Department <b>000 - Revenues Totals</b>		<b>\$2,269,492.00</b>	<b>\$0.00</b>	<b>\$2,269,492.00</b>	<b>\$90,095.93</b>	<b>\$0.00</b>	<b>\$2,425,719.85</b>	<b>(\$156,227.85)</b>	<b>107%</b>	<b>\$1,748,001.29</b>
Department <b>425 - Kane Comm Totals</b>		<b>\$2,269,492.00</b>	<b>\$0.00</b>	<b>\$2,269,492.00</b>	<b>\$90,095.93</b>	<b>\$0.00</b>	<b>\$2,425,719.85</b>	<b>(\$156,227.85)</b>	<b>107%</b>	<b>\$1,748,001.29</b>
<b>REVENUE TOTALS</b>		<b>\$2,269,492.00</b>	<b>\$0.00</b>	<b>\$2,269,492.00</b>	<b>\$90,095.93</b>	<b>\$0.00</b>	<b>\$2,425,719.85</b>	<b>(\$156,227.85)</b>	<b>107%</b>	<b>\$1,748,001.29</b>
<b>EXPENSE</b>										
Department <b>425 - Kane Comm</b>										
Sub-Department <b>426 - Kane Comm</b>										
<i>Personnel Services- Salaries &amp; Wages</i>										
40000	Salaries and Wages	1,314,367.00	.00	1,314,367.00	80,521.05	.00	1,140,374.97	173,992.03	87	1,264,610.32
40200	Overtime Salaries	56,903.00	.00	56,903.00	11,229.40	.00	85,811.97	(28,908.97)	151	68,400.21
<i>Personnel Services- Salaries &amp; Wages Totals</i>		<b>\$1,371,270.00</b>	<b>\$0.00</b>	<b>\$1,371,270.00</b>	<b>\$91,750.45</b>	<b>\$0.00</b>	<b>\$1,226,186.94</b>	<b>\$145,083.06</b>	<b>89%</b>	<b>\$1,333,010.53</b>
<i>Personnel Services- Employee Benefits</i>										
45000	Healthcare Contribution	250,242.00	.00	250,242.00	17,907.30	.00	203,934.44	46,307.56	81	212,606.43
45010	Dental Contribution	8,850.00	.00	8,850.00	580.16	.00	6,652.54	2,197.46	75	7,482.10
45100	FICA/SS Contribution	104,903.00	.00	104,903.00	6,726.56	.00	90,483.72	14,419.28	86	98,513.40
45200	IMRF Contribution	129,997.00	.00	129,997.00	8,335.61	.00	112,632.68	17,364.32	87	128,413.74
<i>Personnel Services- Employee Benefits Totals</i>		<b>\$493,992.00</b>	<b>\$0.00</b>	<b>\$493,992.00</b>	<b>\$33,549.63</b>	<b>\$0.00</b>	<b>\$413,703.38</b>	<b>\$80,288.62</b>	<b>84%</b>	<b>\$447,015.67</b>
<i>Contractual Services</i>										
50150	Contractual/Consulting Services	33,882.00	.00	33,882.00	17.91	.00	25,167.10	8,714.90	74	23,820.01
52130	Repairs and Maint- Computers	5,670.00	.00	5,670.00	.00	.00	.00	5,670.00	0	788.36
52140	Repairs and Maint- Copiers	500.00	.00	500.00	.00	.00	85.93	414.07	17	272.34
52150	Repairs and Maint- Comm Equip	9,650.00	.00	9,650.00	354.70	.00	9,869.59	(219.59)	102	3,719.50
52190	Equipment Rental	24,540.00	.00	24,540.00	.00	.00	24,566.54	(26.54)	100	23,730.60
53000	Liability Insurance	23,133.00	.00	23,133.00	.00	.00	23,133.00	.00	100	22,193.00



# Budget Performance Report

Fiscal Year to Date 10/31/18

Include Rollup Account and Rollup to Account

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd	Prior Year Total
Fund <b>269 - Kane Comm</b>										
EXPENSE										
Department <b>425 - Kane Comm</b>										
Sub-Department <b>426 - Kane Comm</b>										
<i>Contractual Services</i>										
53010	Workers Compensation	28,391.00	.00	28,391.00	.00	.00	28,391.00	.00	100	28,343.00
53020	Unemployment Claims	1,841.00	.00	1,841.00	.00	.00	1,841.00	.00	100	2,140.00
53100	Conferences and Meetings	8,000.00	.00	8,000.00	300.00	.00	3,355.41	4,644.59	42	5,739.39
53110	Employee Training	3,500.00	.00	3,500.00	60.00	.00	2,274.89	1,225.11	65	4,649.62
53120	Employee Mileage Expense	2,500.00	.00	2,500.00	13.08	.00	1,542.10	957.90	62	1,987.67
53130	General Association Dues	1,500.00	.00	1,500.00	.00	.00	1,145.00	355.00	76	1,166.00
53150	Pre-Employ Drug Testing and Labs	750.00	.00	750.00	.00	.00	.00	750.00	0	.00
53160	Pre-Employment Physicals	750.00	.00	750.00	.00	.00	.00	750.00	0	504.00
<i>Contractual Services Totals</i>		\$144,607.00	\$0.00	\$144,607.00	\$745.69	\$0.00	\$121,371.56	\$23,235.44	84%	\$119,053.49
<i>Commodities</i>										
60000	Office Supplies	2,200.00	.00	2,200.00	282.35	44.57	1,538.66	616.77	72	1,797.72
60010	Operating Supplies	2,200.00	.00	2,200.00	.00	.00	920.92	1,279.08	42	311.49
60020	Computer Related Supplies	2,400.00	.00	2,400.00	1,040.00	1,040.00	2,249.50	(889.50)	137	1,272.45
60080	Employee Recognition Supplies	500.00	.00	500.00	.00	.00	429.54	70.46	86	501.76
<i>Commodities Totals</i>		\$7,300.00	\$0.00	\$7,300.00	\$1,322.35	\$1,084.57	\$5,138.62	\$1,076.81	85%	\$3,883.42
<i>Contingency and Other</i>										
89000	Net Income	53,856.00	.00	53,856.00	.00	.00	.00	53,856.00	0	.00
<i>Contingency and Other Totals</i>		\$53,856.00	\$0.00	\$53,856.00	\$0.00	\$0.00	\$0.00	\$53,856.00	0%	\$0.00
<i>Transfers Out</i>										
99000	Transfer To Other Funds	198,467.00	.00	198,467.00	.00	.00	198,467.00	.00	100	29,983.00
<i>Transfers Out Totals</i>		\$198,467.00	\$0.00	\$198,467.00	\$0.00	\$0.00	\$198,467.00	\$0.00	100%	\$29,983.00
Sub-Department <b>426 - Kane Comm Totals</b>		\$2,269,492.00	\$0.00	\$2,269,492.00	\$127,368.12	\$1,084.57	\$1,964,867.50	\$303,539.93	87%	\$1,932,946.11
Department <b>425 - Kane Comm Totals</b>		\$2,269,492.00	\$0.00	\$2,269,492.00	\$127,368.12	\$1,084.57	\$1,964,867.50	\$303,539.93	87%	\$1,932,946.11
<b>EXPENSE TOTALS</b>		\$2,269,492.00	\$0.00	\$2,269,492.00	\$127,368.12	\$1,084.57	\$1,964,867.50	\$303,539.93	87%	\$1,932,946.11
Fund <b>269 - Kane Comm Totals</b>										
<b>REVENUE TOTALS</b>		2,269,492.00	.00	2,269,492.00	90,095.93	.00	2,425,719.85	(156,227.85)	107%	1,748,001.29
<b>EXPENSE TOTALS</b>		2,269,492.00	.00	2,269,492.00	127,368.12	1,084.57	1,964,867.50	303,539.93	87%	1,932,946.11
Fund <b>269 - Kane Comm Totals</b>		\$0.00	\$0.00	\$0.00	(\$37,272.19)	(\$1,084.57)	\$460,852.35	(\$459,767.78)		(\$184,944.82)
Grand Totals										
<b>REVENUE TOTALS</b>		2,269,492.00	.00	2,269,492.00	90,095.93	.00	2,425,719.85	(156,227.85)	107%	1,748,001.29
<b>EXPENSE TOTALS</b>		2,269,492.00	.00	2,269,492.00	127,368.12	1,084.57	1,964,867.50	303,539.93	87%	1,932,946.11
Grand Totals		\$0.00	\$0.00	\$0.00	(\$37,272.19)	(\$1,084.57)	\$460,852.35	(\$459,767.78)		(\$184,944.82)

**OFFICE OF THE KANE COUNTY AUDITOR**  
**TERRY HUNT, KANE COUNTY AUDITOR**

**MARIOLA OSCARSON**  
**DEPUTY AUDITOR**

**KRISTIN JENKINS**  
**STAFF AUDITOR**



**719 S.BATAVIA AVENUE**  
**GENEVA, ILLINOIS 60134**

**630-232-5915**  
**630-208-3838 (FAX)**

November 15, 2018

**DIRECTOR OF EMERGENCY COMMUNICATIONS**  
**TRANSITION AUDIT**

Under Illinois State Statute 55 ILCS 5 / 6-31005 – *Funds managed by County officials* – the County Board is required to engage a transition audit of all funds and accounts under the management / control of the county official. The audit report must be prepared and filed to the Chairman of the County Board no later than 180 days after the county official leaves office.

A County official is “[...] *any elected county officer or any officer appointed by the county board who is charged with the management or control of any county funds.*”

The “County official” in transition is the Director of Emergency Communications (KaneComm), also known as the Director of 911.

The position was held by Mr. David Farris (predecessor) since August 2015 through May 31, 2018. The KaneComm Board on June 6, 2018 and the Kane County Board on June 12, 2018 unanimously agreed on the Chairman’s appointment of Ms. Michelle Guthrie (successor), formally the Deputy Director of Emergency Communications.

The Office of Kane County Auditor was engaged to complete the transition audit.

**TIMELINE**

Termination date      5/31/2018

Report due date        11/27/2018

**BACKGROUND**

Kane County KaneComm was established in 2008 (Ordinance 08-254) to satisfy the Illinois Commerce Commission direction authorizing local units of government to establish and operate public safety answering point (PSAP). It is a multi-jurisdictional dispatch center responsible for the deployment of

several Police, Fire, and Medical agencies located within Kane County for all incoming emergency and non-emergency calls for assistance. The department is a 24 hour a day operation made up of 21 total employees: one (1) Director, one (1) Deputy Director, one (1) Radio Systems Administrator, three (3) Shift Supervisors, and fifteen (15) Telecommunicators.

KaneComm's mission is to serve as a vital link between the citizens of Kane County and the public safety agencies devoted to protecting them. Its vision is to be an Emergency Communication Center that achieves the highest public confidence and is recognized for leadership, professionalism, and innovation. It strives to remain compliant with standards set forth by the Illinois Commerce Commission, National Fire Protection Association, Commission on Accreditation for Law Enforcement Agencies, and APCO International.

The Kane County Emergency Communications (KaneComm) Board was established (County Code 8.5-2) to oversee KaneComm's operations. It is governed by eleven (11) members serving a four (4) year term. One of the eleven members is the Director of Emergency Communications.

In addition, KaneComm participates monthly in the Judicial Public Safety Committee. There the KaneComm Director presents its monthly report, which includes a memo of KaneComm activities, a table with the number of call activities by subscribers, a graph of the call volume per hour of the day, and the phone statics. It also submits resolutions and ordinances for County Board approval and presents annual budget to the Committee of the Whole.

Per County Code 8.5-7, KaneComm operates under one special revenue governmental fund, 269.425 *KaneComm Fund*. All fees, grants, or revenues related to the operation of KaneComm are deposited into the fund and are in the custody of the Kane County Treasurer. All warrants and charges are approved by the KaneComm Board and paid by the Treasurer.

The County Code further clarifies the Director of Emergency Communications position is:

- authorized, by the KaneComm Board, to approve invoices for payment, which have been authorized and approved in the annual KaneComm budget (County Code 8.5-9)
- tasked with submitting PSAP status reports on activities and issues and submitting an annual report on all PSAP operations (County Code 8.5-10)
- responsible for organizing user groups to assist in providing input into operations, setting direction and promoting accountability services and results among the subscribers (County Code 8.5-11)

## **AUDIT PROCEDURES**

The Auditor's Office performed the following audit procedures, over the agreed to transition period (December 2017 to June 2018):

1. Inquire with predecessor and the newly appointed Director
2. Inspect County assets allocated to the predecessor are properly returned
3. Perform a physical observation of County assets owned / allocated to KaneComm
  - a. Petty cash

- b. Off balance sheet accounts
  - c. Inventory
  - d. Capital assets (equal to or greater than \$10,000)
  - e. Fixed assets (valued between \$500.00 - \$9,999.99)
  - f. Information technology equipment
  - g. Other agency equipment
4. Review the fund activity during the transition period
    - a. Cash received / revenue earned
    - b. Expenses incurred
  5. Review the predecessor's final paycheck
  6. Other

## **RESULTS**

1. Met and discussed with the predecessor and the successor.
2. The predecessor was assigned a County cell phone and i-pad, which were returned to IT his last day of employment. He was not issued a procurement card.
3. KaneComm does not hold petty cash, own a bank account, own inventory, or maintain a list of fixed asset with cost valued between \$500.00 - \$9,999.99.

It does maintain capital assets, IT equipment, and IT equipment owned by Emergency Telephone System Board (ETSB).

- a. *Capital assets (historic value equal to or greater than \$10,000)*
  - i. Physically observed a sample of the capital assets. While the assets were found resembling the description of the assets, validating the accuracy of the assets was proven difficult, as the assets were not tagged and the description per the fixed asset listing were vague.
  - ii. In May, KaneComm completed the installation of the receive site equipment at the Sheriff's Office. Equipment, valued at \$21,942 was purchased through KaneComm's allocated portion of the Public Safety Sales Tax Fund (125). Funds were appropriately budgeted for in fiscal year 2018. Reviewed the invoices and journal entry. No exception noted, passed on further inspection.
  - iii. No other assets were purchased during the transition period.
- b. *IT assets*
  - i. Physically observed one hundred percent of the population. Differences were found, and are being investigated by IT. Majority of the differences appear to be related to the accuracy of the listing maintained by the IT department, and less regarding discrepancies with KaneComm equipment. As such, no exceptions noted.
  - ii. Computer and laptops were upgraded during the transition period. As this was considered a part of IT's scheduled routine upgrades and the new assets were accounted for during the observation, no further procedures were performed.



- iii. In March 2018, KaneComm went live with Computer-Aided Dispatch (CAD) Enterprise project. Project was managed by IT. The initial cost of the module was paid by the Countywide Capital fund (500).

c. *ETSB assets*

- i. Physically observed a sample of the ETSB assets. Assets selected were located, however, some of the assets were tagged as County owned property. IT has been notified and is looking into it. As this is not a reflection of KaneComm's ownership of asset, passed on further inspection. Furthermore, no new assets were assigned or disposed of during this transition period.

4. *Cash received / Revenue earned*

The KaneComm Fund (269) main source of revenue is the subscriber dispatch fees. Invoiced annually in June and collected in July for the fiscal year. The KaneComm Board is responsible for setting fees and charges and negotiating and approving the subscriber agreements. Once the rates are approved, the Director invoices the subscriber and deposits the fees collected with the Treasurer. While the Director is one (1) of the eleven (11) members of the Board, the Director is not directly or solely responsible for these actions. Next, the Director does not have custody over the funds deposited. Further, the fees were not collected during the audited transition period. As a result, further procedures were not performed.

ETSB surcharges are another source of revenue for KaneComm. The ETSB Board is responsible for allocating a portion of the ETSB surcharges to KaneComm. The allocation is approved by the ETSB Board. While the Director is one (1) of the nine (9) members of the Board, the Director is not directly or solely responsible for this action. As a result, passed on further procedures.

*Expenses incurred*

Per County Code 8.5-9 - *Powers and Duties of the Board*, the KaneComm Board is responsible for determining the annual budget subject to Kane County Board approval, approving expenditures, reviewing financial information, and authorizing the Director to approve invoices for payment, which have been authorized and approved in the annual KaneComm budget.

Reviewed all expenses incurred, including Personnel Expense Vouchers and procurement credit card charges. No expenses were deemed unusual. One new vendor, Tower Works, Inc, was used, which totaled more than three thousand dollars in charges, however, the expenses were within budget. Furthermore, KaneComm is operating within budget and no budget adjustments have been requested.

5. Obtained the Personal Action Form (PAF) and validated the final paycheck for David Farris was paid out in full, in line with his PAF form, in the appropriate payroll cycle. Furthermore, validated that he did not receive anymore paycheck subsequent his term date.
6. Other observations noted:
  - KaneComm is currently operating without a Deputy Director.
  - In August 2018, the members of the KaneComm Board were renewed / newly appointed.
  - No new agreements / contracts were entered into during the transition period; however, there are a few currently being negotiated.

**CONCLUSION**

No adverse findings were noted, and as such deemed the transition of control / management of funds appropriate.

The Auditor's Office would like to thank all those who assisted us in our review. Your cooperation and generous assistance is greatly appreciated.

Respectively submitted,

OFFICE OF THE KANE COUNTY AUDITOR



Terry Hunt  
*Kane County Auditor*



Mariola Oscarson  
*Kane County Deputy Auditor*

# KaneComm

**Kane County Emergency  
Communications Center**



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719 Batavia Ave, Building C  
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## **KaneComm Activities – September 2018**

### Staffing:

- KaneComm applicants completed the skills test, sit-along in KaneComm and interviews. The next steps include the psychological exam and background screening.

### In the Communications Center:

- Supervisor Lemons assisted Kane County Sheriff's Office with their Citizen's Police Academy. She gave an overview of 9-1-1 basics, operations and provided a tour of KaneComm.
- Supervisor Bill Linder provided an overview and training at Hampshire Fire Protection District and Fox River and Countryside Fire Rescue District on the automated fire response plans in KaneComm's Enterprise Computer-Aided Dispatch System.

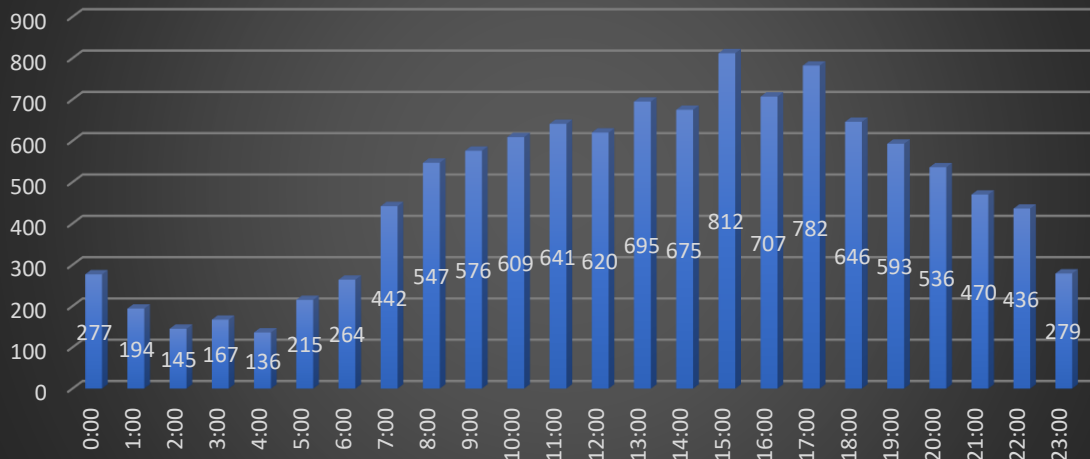
### Technical Support:

- Staff continues to work with various vendors regarding the microwave project.

## KaneComm September 2018 Report Call Activity Statistical Report

<b>Subscribers - 17</b>	<b>September-18</b>	<b>September-17</b>
Wayne Police	154	263
Kane County Sheriff	2936	2928
Hampshire Police	536	498
Pingree Grove Police	293	278
Maple Park Police	29	31
Gilberts Police	310	428
Kane County Forest Preserve Police	122	114
Fox Valley Park District	168	161
Campton Hills Police	207	253
Big Rock Fire	33	29
Burlington Fire	36	33
Hampshire Fire	93	115
Kaneville Fire	15	14
Maple Park Fire	30	27
Pingree Grove Fire	94	96
Fox River Fire	112	123
<b>Sub-Total Fire and Police</b>	<b>5168</b>	<b>5391</b>
<b>Others-3</b>	<b>September-18</b>	<b>September-17</b>
Kane County Court Services	193	407
Kane County Emergency Management	15	8
Kane County Sheriff's Civil Processing	1343	1412
<b>Sub-Total County Offices</b>	<b>1551</b>	<b>1827</b>
<b>Total of Call Activity</b>	<b>6719</b>	<b>7218</b>

### Call Volume per Hour of the Day





# September 2018 Phone Statistics

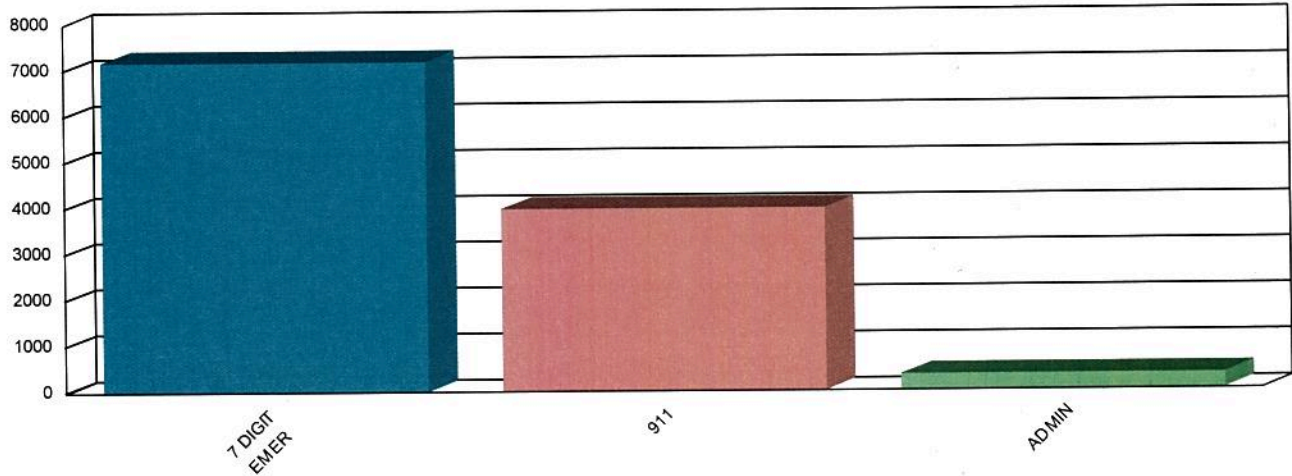
From:

09/01/2018 00:00:00

To:

09/30/2018 23:59:59

Number of Calls : 11,463



<u>Trunk Group</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Abandoned</u>	<u>Number of Calls</u>
7 DIGIT EMER	3,975	3,194	0	7,169
911	3,479	0	477	3,956
ADMIN	329	9	0	338
	<u>7,783</u>	<u>3,203</u>	<u>477</u>	<u>11,463</u>

# KaneComm

**Kane County Emergency  
Communications Center**



**Kane County Government Center**  
719 Batavia Ave, Building C  
Geneva, Illinois 60134  
Phone: (630) 232-8400  
Fax: (630) 208-2047

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## **KaneComm Activities – October 2018**

### Staffing:

- KaneComm applicants completed the psychological exam. Days after, the applicants accepted telecommunicator positions at (different) neighboring communications centers. KaneComm is in the process of accepting applications and will begin the testing process again in November.

### In the Communications Center:

- Director Guthrie and Supervisor Bill Linder presented 9-1-1 basics and communication center operations to Fox Valley Career Center EMT students. The visit included a tour of KaneComm.
- KaneComm supervisory staff attended the Tyler / New World users group meeting for our computer-aided dispatch system in Elgin.
- Supervisors Bill Linder, Shelley Lemons and Rebecca Cox provided an overview and training on the automated fire response plans in KaneComm's Enterprise Computer-Aided Dispatch System to Big Rock, Kaneville and Maple Park Fire agencies.

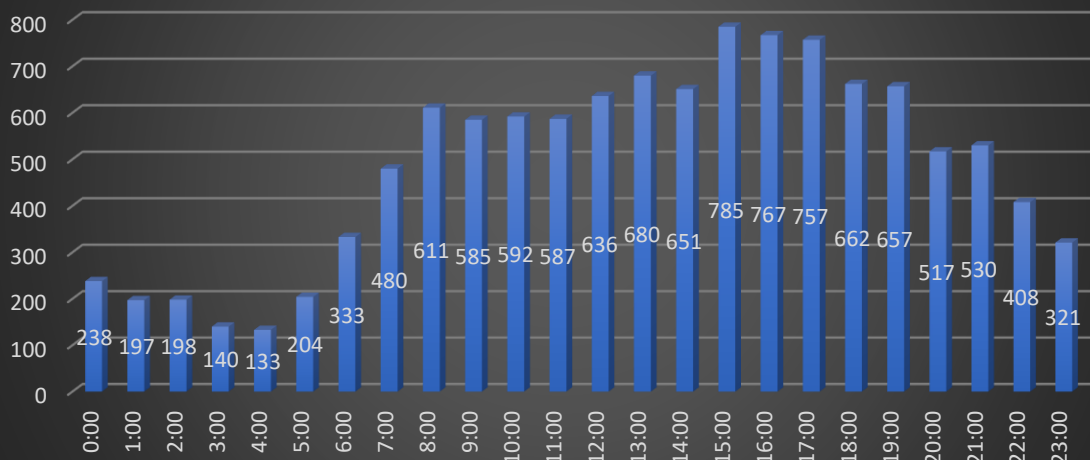
### Technical Support:

- Staff continues to work with various vendors regarding the microwave project.

## KaneComm October 2018 Report Call Activity Statistical Report

Subscribers - 17	October-18	October-17
Wayne Police	117	199
Kane County Sheriff	2949	3039
Hampshire Police	518	562
Pingree Grove Police	287	248
Maple Park Police	17	29
Gilberts Police	283	381
Kane County Forest Preserve Police	107	96
Fox Valley Park District	102	157
Campton Hills Police	253	225
Big Rock Fire	51	36
Burlington Fire	32	39
Hampshire Fire	115	111
Kaneville Fire	21	26
Maple Park Fire	23	19
Pingree Grove Fire	116	108
Fox River Fire	100	125
<b>Sub-Total Fire and Police</b>	<b>5091</b>	<b>5400</b>
Others-3	October-18	October-17
Kane County Court Services	326	367
Kane County Emergency Management	17	16
Kane County Sheriff's Civil Processing	1377	1430
<b>Sub-Total County Offices</b>	<b>1720</b>	<b>1813</b>
<b>Total of Call Activity</b>	<b>6811</b>	<b>7213</b>

### Call Volume per Hour of the Day



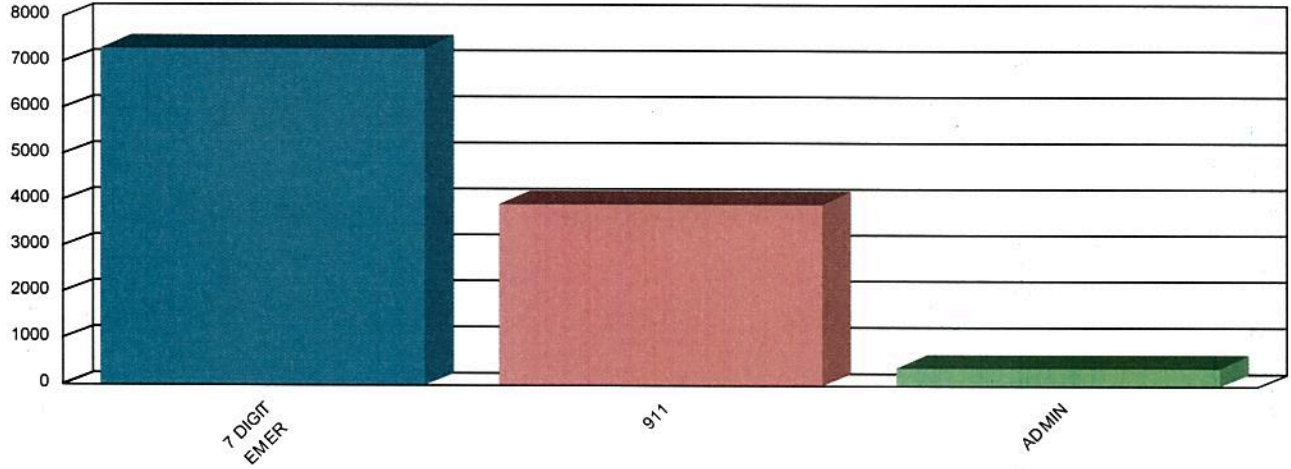


# October 2018 Phone Statistics

From: 10/01/2018 00:00:00

To: 10/31/2018 23:59:59

Number of Calls : 11,669



<u>Trunk Group</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Abandoned</u>	<u>Number of Calls</u>
7 DIGIT EMER	3,915	3,402	0	7,317
911	3,454	0	491	3,945
ADMIN	404	3	0	407
	<u>7,773</u>	<u>3,405</u>	<u>491</u>	<u>11,669</u>



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Communications Center**



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## **Draft 2019 KaneComm Board Meeting Schedule**

The KaneComm Board meets quarterly, 1pm  
last Tuesday of the month

02/26/2019

05/28/2019

08/27/2019

11/26/2019