



# QUINCY/ADAMS COUNTY 9-1-1

Steve Rowlands  
Director

521 Vermont Street  
Quincy, Illinois 62301

(217) 228-4572  
Fax: 222-9361

## **Quincy/Adams County 9-1-1 Center Annual Report for Fiscal Year May 1, 2004 - April 30, 2005**

The City of Quincy and Adams County 9-1-1 Communications Center is located in the Adams County Courthouse, 521 Vermont Street, Quincy, Illinois 62301. The Center currently employs 20 personnel and serves a population of nearly 69,000 in the City of Quincy and Adams County, and is the county's only Public Safety Answering Point. The Center is a consolidated dispatch center providing public safety dispatch and communications support for the Quincy Police Department, Quincy Fire Department, Tri-township Fire Department, Adams County Sheriff's Department, Adams County Ambulance Service, two rural police and 13 volunteer fire departments in Adams County.

Oversight authority for the Center's operations is the Quincy/Adams County 9-1-1 Governing Board that consists of eleven members. The government officials on the board include three county board members appointed by the Adams County Board Chairman, and three city council members appointed by the Quincy Mayor. These appointed members can serve two 3-year terms. There are also five public safety officials: Quincy Police Chief, Quincy Fire Chief, Adams County Sheriff, Adams County Ambulance Director, and the Secretary of the Adams County Rural Fire District Association.

Funding for both the operating budget and capital budget are provided by City at 60% and County at 40% of total expenditures. Quincy/Adams County 9-1-1 is the only county-wide 9-1-1 system in Illinois not funded by telephone surcharge. Current operating budget is just over \$1.05 million annually for the operation of the Basic 9-1-1 system.

On April 26, 2004, the Quincy City Council approved their fiscal year 2004-2005 budget. The 9-1-1 operating budget consisted of \$1,029,544 or \$617,726 for the City of Quincy's 60% contribution to 9-1-1 operations and \$411,817 for Adams County's 40% contribution. The city also funded \$405,000 in capital dollars for the implementation of Enhanced 9-1-1 to match Adams County's \$270,000 E9-1-1 capital funds for Adams County's FY2005 budget.

The period May 2004 to April 2005 presented many challenges with regard to the 9-1-1 Governing Board's desire to implement Enhanced 9-1-1 in Adams County. On May 1, 2004, the 9-1-1 Governing Board and 9-1-1 Director Steve Rowlands restarted the previously stalled Enhanced 9-1-1 implementation process with plans to utilize the E9-1-1 capital funds from both the City and County along with the 9-1-1 Governing Board funds from the Illinois Wireless Emergency Telephone System Act surcharge that is collected monthly for wireless enhanced 9-1-1 implementation. The landline E9-1-1 upgrade is expected to take approximately 3-4 more years to complete. Wireless E9-1-1 upgrade will be done in conjunction with and is dependent upon the E9-1-1 implementation.

On May 13, 2004, Quincy/Adams County 9-1-1 began participating in monthly E9-1-1 Implementation conference calls hosted by SBC, the lead telephone company involved in the project.

On July 9, 2004, the Adams County States Attorney's Office on behalf of the Quincy/Adams County 9-1-1 Governing Board successfully filed a "Friendly Lawsuit" with SBC, Verizon, and Adams Telephone Cooperative. The Permanent Injunction by the Court allows the free exchange of customer record information in the development of a "Master Street Address Guide" that is a key component in an Enhanced 9-1-1 system.

Between May and July 2004, Governing Board Chairman John Johnson and 9-1-1 Director Steve Rowlands conducted preliminary assessments on several sites that could serve as a backup 9-1-1/dispatch facility. At the July 21, 2004 quarterly meeting of the 9-1-1 Governing Board, the members voted to grant authority to the Governing Board Chairman and 9-1-1 Director to contract for consulting/feasibility estimate on a new facility and/or renovation of a purchased or leased facility. In early August 2004, the Governing Board Chairman appointed a 9-1-1 Building Committee to evaluate and pursue options concerning a new facility that would house 9-1-1 operations as well as an Emergency Operations Center.

During August and September 2004, the 9-1-1 Building Committee evaluated a number of possible sites and conducted preliminary interviews with several local architect and engineering firms. On October 19, 2004 the 9-1-1 Building Committee visited the construction site of a new 9-1-1 facility in Pulaski County, Missouri. The committee subsequently recommended to the full 9-1-1 Governing Board at the quarterly meeting on October 20, 2004, to pursue a design, bid, build path for a new facility. The committee made this recommendation in lieu of purchase/renovation or lease/renovation alternatives as the best use of funds and in the best interests of the ongoing Enhanced 9-1-1 implementation. Additionally, the committee recommended that the existing 9-1-1 facility be maintained as a backup facility to address the known inadequacy of the current backup located in the SBC building at 6<sup>th</sup> and Maine across the street from the courthouse. The 9-1-1 Governing Board voted unanimously to pursue a new Enhanced 9-1-1 Public Safety Communications Center and County Emergency Operations Center. The proposed 5,000+ square-foot facility would be constructed on county-owned land near 52<sup>nd</sup> and Maine in Quincy dependent on donation of land by Adams County. The Governing Board voted to grant authority to the 9-1-1 Building Committee to pursue, evaluate and select an architect/engineering firm for design and project management for the new building.

9-1-1 Director advised the Governing Board during their October 20, 2004 quarterly meeting, that the Computer Aided Dispatch (CAD) system was showing its age and the 8-year old UNIX-based computers acquired in May 1997 was in need of hardware replacement. The 9-1-1 Director advised of the need to request funds in both the County's FY2005 capital budget and in the City's FY2005-2006 capital budget to replace the aging and obsolete computer hardware utilized for the CAD system and to acquire Emergency Medical Dispatch (EMD) software that integrates with the CAD system. The request for capital funding from the county would be \$37,600 (40% of estimated \$94,000 cost) and the city will be approximately \$56,400 (60%). This capital funding would be in addition to and independent of the current \$405,000 (city 60%) and \$270,000 (county 40%) Enhanced 9-1-1 capital funding.

On November 9, 2004, the Adams County Board approved the use of the county-owned land in the vicinity of the Adams County Juvenile Detention facility for the construction of the new facility. After extensive interviews with six different architect and engineering firms, the 9-1-1 Building Committee selected Architechnics, Inc. of Quincy as the building project architect/engineering firm.

The Adams County Finance Committee evaluated the capital funding request to replace the CAD hardware and did not recommend its inclusion in the Adams County FY2005 budget. The county's 40% capital funding for the CAD equipment and EMD software/CAD interface of \$37,600 is expected to be included, however, in the Adams County FY2006 budget that begins December 1, 2005.

The period from December 2004 through April 2005 saw significant progress with regard to design and planning of a new facility as well as good progress toward the implementation of Enhanced 9-1-1.

On April 25, 2005, the Quincy City Council approved their fiscal year 2005-2006 budget. This budget, like the FY2005 Adams County budget, did not include funds to replace the aging and obsolete computer hardware utilized for the CAD system and EMD software. The outgoing and incoming administration agreed to reevaluate the request in December 2005 should the Adams County Board fund its 40% share in its FY2006 budget.

**FY2004-2005 Call and Incident Statistics  
(May 1, 2004-April 30, 2005)**

Call-Taking:

Quincy-area 9-1-1 calls:	24,970	57%
Rural county 9-1-1 calls:	1,357	3%
Wireless 9-1-1 calls:	17,459	40%
<hr/> Total 9-1-1 Calls:	43,786	100%
 9-1-1 calls:	43,786	30%
Non-Emergency and Administrative calls:	97,301	68%
Alarm line calls:	2,591	2%
<hr/> Total All Calls:	143,678	100%

Computer Aided Dispatch (CAD) Incidents:

Quincy Police	41,405	67.3%
Adams County Sheriff	10,114	16.5%
Quincy Fire	3,599	5.9%
Tri-Township Fire	246	0.4%
Adams County Ambulance	5,814	9.5%
Volunteer Fire Departments	303	0.5%
<hr/> Total CAD Incidents:	61,481	100.0%

**FY2004-2005 Operating & Capital Budget  
(May 1, 2004-April 30, 2005)**

Fiscal 2004-2005 Operating Budget	\$1,049,538
Fiscal 2004-2005 "City" E9-1-1 Capital Budget	\$405,000
Fiscal 2004 "County" E9-1-1 Capital Budget*	\$270,000

\* Adams County Fiscal Year: 12/1/2004 – 11/30/2005

**Wireless Emergency Telephone System Act (WETSA) Surcharge**

Revenue May 2004 – April 2005:	\$201,829
9-1-1 WETSA Fund Balance as of April 30, 2005:	\$634,635

## Quincy/Adams County 9-1-1 Center Employees

Steve Rowlands, Director  
Sharon Tedrow, Assistant Director  
John Frankenhoff, Systems Administrator  
Mark Krzystofczyk, Dispatch Supervisor  
Jo Ehrhardt, Dispatch Supervisor  
Terri Blair, Telecommunicator  
Carol Calkins, Telecommunicator  
Alicia Ehrhardt, Telecommunicator  
Ginger Hasbrouck, Telecommunicator  
John Creech, Telecommunicator

Terra Heck, Telecommunicator  
Kay Jenkins, Telecommunicator  
Tina Jett, Telecommunicator  
Linda Link, Telecommunicator  
Janell Lohmeyer, Telecommunicator  
Angie McGlaughlin, Telecommunicator  
Shawna Smith, Telecommunicator  
Judy Vahlkamp, Telecommunicator  
Michelle Waltman, Telecommunicator  
Vacant, Telecommunicator

## Current Quincy/Adams County 9-1-1 Governing Board

John Johnson, 9-1-1 Governing Board Chairman  
Adams County Board

Dave Bellis  
Adams County Board

Chief Robert Copley  
Quincy Police Department

Nick Peters  
Adams County Board

Brent Fischer  
Adams County Sheriff Office

Virgil Goehl  
Quincy City Council

Greg Myers  
Adams County Ambulance Service

Mike Rein  
Quincy City Council

Bill Johnson  
Adams County Rural Fire Association

Skip Vahlkamp  
Quincy City Council

Chief Scott Walker  
Quincy Fire Department

Submitted by:



Steve Rowlands  
Director, Quincy/Adams County 9-1-1