



# 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, 2005 - April 30, 2006

### Background

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 may serve two 3-year terms. There are also five public safety officials that are members: Quincy Police Chief, Quincy Fire Chief, Adams County Sheriff, Adams County Ambulance Director, and the Secretary of the Adams County Rural Fire District Association.

### Current Quincy/Adams County 9-1-1 Communications System Governing Board:

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

Dave Bellis, Adams County Board  
Nick Peters, Adams County Board  
David Bauer, Quincy City Council  
Mike Rein, Quincy City Council  
Skip Vahlkamp, Quincy City Council

Robert Copley, Quincy Police Chief  
Brent Fischer, Adams County Sheriff  
Greg Myers, Adams County Ambulance  
Bill Johnson, Rural Fire Association  
Scott Walker, Quincy Fire Chief

### Personnel

The 9-1-1 Director is the chief executive for Quincy/Adams County 9-1-1 System and reports directly to the 9-1-1 Governing Board. The 9-1-1 Director also functions in most respects as a department head in both the city and county governments. The 9-1-1 Center has 20 employees: Director, Assistant Director, 2 Dispatch Supervisors, Systems Administrator, and 15 telecommunicators.

Steve Rowlands, Director  
Sharon Tedrow, Assistant Director  
John Frankenhoff, Systems Admin  
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  
Leigh Ann Hornsey, Telecommunicator\*  
Kay Jenkins, Telecommunicator  
Linda Link, Telecommunicator  
Janell Lohmeyer, Telecommunicator  
Becky Lyon, Telecommunicator\*  
Angie McGlaughlin, Telecommunicator  
Shawna Smith, Telecommunicator  
Judy Vahlkamp, Telecommunicator  
Michelle Waltman, Telecommunicator

9-1-1 Center has two individuals (indicated by \*) undergoing a comprehensive 9-month training/probationary program. Both are employees are expected to become fully qualified telecommunicators by July 2006.

The 9-1-1 Center averages a turnover of 2.3 new employees each year. This figure has held constant since March 1989. There have been 56 people employed with Quincy/Adams County 9-1-1 since 1989.

Collective Bargaining Agreement

The 2003-2006 9-1-1/I.A.M. collective bargaining agreement expired on April 30, 2006. Contract negotiations between 9-1-1 and the union began on February 22, 2006 and concluded with a tentative agreement on April 28, 2006.

9-1-1 Chairman and County Board member John Johnson, County Board member Dave Bellis, City of Quincy Human Resources Director Doug Olson, and 9-1-1 Director Steve Rowlands comprised the 9-1-1 Governing Board’s negotiating team. I.A.M. District 9 Business Representative Mark Conner and I.A.M. Lodge 822 Steward Carol Calkins represented the union.

The 9-1-1 Governing Board approved the agreement on April 19, 2006; the 9-1-1 employees represented by the I.A.M. approved the agreement on April 26, 2006. The new collective bargaining agreement is a 4-year contract effective May 1, 2006 through April 30, 2010 and calls for pay increases of 3%, 3%, 3%, and 4%.

Budget

The 2005-2006 operating budget was \$1,049,538 for the operation of the 9-1-1 system. Funding for both operating budget and capital expenditures budget are provided by the City of Quincy at 60% and Adams County at 40%. The Quincy/Adams County 9-1-1 Governing Board also receives monthly revenue from the Illinois Wireless Emergency Telephone System Act (WETSA). The WETSA surcharge is scheduled to sunset in April 2008. Quincy/Adams County 9-1-1 is the only countywide 9-1-1 system in Illinois not funded by a landline telephone surcharge as allowed by the Emergency Telephone System Act (ETSA).

The 9-1-1 Center’s fiscal year is May 1 through April 30 (aligned with the City of Quincy’s fiscal year). Adams County reimburses the City of Quincy for 40% of operating expenses on a monthly basis.

The Adams County budget for 40% of 9-1-1 expenses is \$453,898 for their fiscal year 2006 (December 1, 2005 through November 30, 2006).

On April 24, 2006, the Quincy City Council approved their fiscal year 2006-2007 budget. The 9-1-1 operating budget consisted of \$1,185,309 or \$711,186 for the City of Quincy’s 60% contribution to 9-1-1 operations and \$474,123 for Adams County’s 40% contribution. The increase of nearly 13% to the operating budget is due to the anticipation of Enhanced 9-1-1 operations in early 2007.

Operating & Capital Budget (May 1, 2005-April 30, 2006):

Fiscal 2005-2006 9-1-1 Operating Budget	\$1,049,538
Fiscal 2005-2006 9-1-1 Capital Budget	\$461,400
Fiscal 2006 Adams County 40% 9-1-1 Operating Budget*	\$453,898
Fiscal 2006 Adams County 9-1-1 Capital Budget*	\$37,600
Fiscal 2005 Adams County 40% 9-1-1 Operating Budget*	\$432,721
Fiscal 2005 Adams County 9-1-1 Capital Budget*	\$270,000
<i>* Adams County Fiscal Year: 12/1– 11/30</i>	

Wireless Emergency Telephone System Act (WETSA) Surcharge:

Revenue May 2005 – April 2006:	\$206,217
Interest Earned May 2005 – April 2006:	\$20,320
9-1-1 WETSA Fund Balance as of April 30, 2006:	\$377,999

## Computer Aided Dispatch (CAD) / Records Management System (RMS) Hardware and Software Migration from UNIX to Windows XP

On October 19, 2005, the 9-1-1 Governing Board approved a project to begin a CAD/RMS hardware migration from UNIX to Windows XP and implement an Emergency Medical Dispatch (EMD) software upgrade to CAD to begin on or about December 1, 2005 subject to City and County capital funding not to exceed \$94,000. The project was necessary to replace the obsolete 8-year old UNIX-based computers and application software acquired in May 1997. On March 22, 2006 this project completed.

## Implementation of Enhanced 9-1-1

The period May 2005 to April 2006 presented many challenges with regard to the 9-1-1 Governing Board's efforts to implement Enhanced 9-1-1 in Adams County. Quincy/Adams County 9-1-1 Governing Board continued to pursue the implementation of Enhanced 9-1-1 and the construction of a new E9-1-1 Communications Center and Emergency Operations Center.

The 9-1-1 Director and his staff are coordination twice monthly meetings/conference calls with the local telephone companies, AT&T (SBC), Verizon, and Adams Telephone Co-operative as well as the Illinois Commerce Commission for the implementation of Enhanced 9-1-1.

In August 2006, the 9-1-1 Governing Board entered into an Intergovernmental Agreement with the Cass County Emergency Telephone System Board (ETSB). This agreement provides for alternate routing of E9-1-1 calls should the Quincy/Adams County 9-1-1 Center be unable to receive 9-1-1 calls and establishes the Cass County Public Safety Answering Point (PSAP) as the location for alternate routing of 9-1-1 calls and act as a Backup PSAP when all 9-1-1 lines to the Quincy/Adams County 9-1-1 primary and/or alternate PSAP are busy or in the event we are out of service or disabled for a period of time due to an emergency situation. The 9-1-1 Governing Board also entered into Intergovernmental Agreements with the Pike County ETSB and the Hancock County ETSB for cooperative 9-1-1 services for those Adams County residents whose telephone exchanges originate in Hancock and Pike counties. Those agreements were made in August and October 2006 respectively.

Quincy/Adams County 9-1-1 submitted a Master Street Address Guide (MSAG) to the lead telephone company, AT&T, on September 22, 2005 with an error rate of less than 1%.

In January 2006, the 9-1-1 Governing Board entered into an Intergovernmental Agreement with Menard County ETSB for cost sharing of the E9-1-1 circuits to Cass County ETSB for purposes of alternate routing of 9-1-1 calls.

As of April 2006 the telephone companies are proceeding with the telephone number load as part of the process for Enhanced 9-1-1 implementation. Enhanced 9-1-1 network planning and design are ongoing.

A Tentative Plan and Application for the Provision of 9-1-1 Service was submitted to the 9-1-1 Program Manager of the Illinois Commerce Commission on March 8, 2006 for review.

A target date for Enhanced 9-1-1 operations is for early 2007 subject to completion milestones driven by primarily by AT&T, Verizon and Adams Telephone Co-operative; and the Illinois Commerce Commission. Extensive testing of the Enhanced 9-1-1 system must be completed by 9-1-1 personnel prior to going live with E9-1-1.



## Construction of E9-1-1 Center/Emergency Operations Center

In May 2005, the Adams County Highway Department concluded some preliminary work on the proposed site eliminating an existing drainage ditch, installing a drainage culvert and leveling the ground. In addition, a test well for geothermal heating and cooling and soil tests for the site have also been completed.

On June 21, 2005, 9-1-1 Governing Board advertised for bids on the new facility to be constructed on Adams County donated property adjacent to the Adams County Juvenile Detention Center. Quincy/Adams County 9-1-1 formally received and opened the bids on July 21, 2005 in the Architechnics offices. The 9-1-1 Building Committee met with Quincy Mayor



John Spring and Adams County Board Chairman Mike McLaughlin on August 10, 2005 to discuss both the project and funding/financing situation and options. U.S. Congressional funding possibilities were discussed as well as the need to finance between \$700,000 and \$1.3 million to continue the project in a timely manner.

The Quincy/Adams County 9-1-1 Governing Board awarded the contract for the construction/furnishing of the new facility to Leander Construction, Inc. on August 17, 2005 for \$1,264,000. 9-1-1 Governing Board authorizes the 9-1-1 Building Committee to pursue funding options up to \$1.3 million to

ensure required funds and timely completion for the project. A pre-construction meeting between the 9-1-1 Building Committee, Architechnics and Leander Construction was held on September 2, 2005. The Groundbreaking ceremony for the new facility was held on September 15, 2005.

On December 8, 2005, 9-1-1 Governing Board advertised for bids for Structured Cabling, Radio Control Equipment, E9-1-1 telephone and digital recording equipment. In addition, on December 28, 2005, 9-1-1 Governing Board advertised for bids for financing up to \$1.3 million for a loan date on or about March 1, 2006. On January 25, 2006, 9-1-1 Governing Board received financing proposals from local area banks.

On January 27, 2006 the 9-1-1 Governing Board received proposals for Structured Cabling, Radio Control Equipment, E9-1-1 telephone and digital recording equipment. On February 15, 2006, 9-1-1 Governing Board issued a notice of award to Motorola/WirelessUSA/S.E.A. Group team and authorized the 9-1-1 Building Committee begin final contract negotiations with Motorola, Inc. as the prime contractor and authorize the 9-1-1 Governing Board Chairman and the 9-1-1 Building Committee authority to act and enter into a contract.



On February 15, 2006, the 9-1-1 Governing Board authorized the 9-1-1 Governing Board Chairman authority to act and enter into an agreement with regard to financing on behalf of the 9-1-1 Governing Board upon recommendation of the 9-1-1 Building Committee. The 9-1-1 Governing Board directed the building committee to coordinate the necessary resolutions or ordinances with the city and county. Director of Administrative Services advised the 9-1-1 Governing Board that it is the opinion of the City Corporation Counsel that the 9-1-1 Governing Board would need an ordinance from the city and county to approve tax-exempt financing.

On March 3, 2006, the 9-1-1 Building Committee determined that First Bankers Trust Company's financing as the best proposal and began discussions concerning the loan with FBTC Vice President Daron Duke. It was determined after discussions with the respective city and county finance committees and the city and county attorneys that the City of Quincy would act as the borrowing agent to address possible legal doubts on the ability of the 9-1-1 Governing Board to be eligible to receive a tax-exempt loan.

The Quincy City Council passed an Intergovernmental Agreement Ordinance on April 3, 2006; both the Adams County Board and the 9-1-1 Governing Board acted on the

Intergovernmental Agreement on April 12 and April 19 respectively. On April 27, 2006, the Quincy City Council passed a Note Ordinance approving the bank financing with First Banker's Trust Company. The City of Quincy will borrow \$1,300,000 over an 8-year period on behalf of the Quincy/Adams County 9-1-1 Governing Board to ensure funding for the completion the Enhanced 9-1-1 and building project. The loan is expected to close on or about May 15, 2006.

The 9-1-1 Building Committee will finalize a contact with Motorola/WirelessUSA/S.E.A. Group once the \$1.3 million loan process between the City of Quincy and First Bankers Trust Company is closed.

Substantial completion of the new building is expected to be in May 2006. Installation of communications equipment is expected to be complete by September 2006. The overall project, which is anticipated to take approximately 2 years to fully complete, includes not only the construction of the new facility, but also the implementation of both landline and wireless Enhanced 9-1-1 and creation of a county emergency operations center. Once the project is completed, the existing Basic 9-1-1 facility located in the Adams County Courthouse will be retrofitted for Enhanced 9-1-1 and become a backup public safety communications facility. The entire project is estimated to cost approximately \$2.6- \$2.8 million upon completion.



FY2005-2006 Call and Incident Statistics (May 1, 2005-April 30, 2006)

Call Statistics:

Quincy-area 9-1-1 calls:	23,705	53%
Rural county 9-1-1 calls:	2,253	5%
Wireless 9-1-1 calls:	18,990	42%
<u>Total 9-1-1 Calls:</u>	<u>43,786</u>	<u>100%</u>
All 9-1-1 calls:	44,948	31%
Non-Emergency and Administrative calls:	95,964	67%
<u>Alarm Line calls:</u>	<u>2,522</u>	<u>2%</u>
<u>Total All Calls:</u>	<u>143,678</u>	<u>100%</u>

Computer Aided Dispatch (CAD) Incidents:

Quincy Police	43,121	69.2%
Adams County Sheriff	8,988	14.4%
Quincy Fire	3,422	5.5%
Tri-Township Fire	320	0.5%
Adams County Ambulance	6,147	9.9%
<u>Volunteer Fire Departments</u>	<u>336</u>	<u>0.5%</u>
<u>Total CAD Incidents:</u>	<u>61,481</u>	<u>100.0%</u>

Submitted by:

*Steve Rowlands*

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Director, Quincy/Adams County 9-1-1