



QUINCY/ADAMS COUNTY 9-1-1



Steve Rowlands
Director

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ANNUAL REPORT FISCAL YEAR MAY 1, 2007 - APRIL 30, 2008

Background

The City of Quincy and Adams County 9-1-1 Communications Center is located at 222 N. 52nd Street, Quincy, Illinois 62305. The Center 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 City of Quincy and Adams County 9-1-1 Communication Systems 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 Quincy City Council members appointed by the Quincy Mayor. These appointed members serve 3-year terms. There are also five public safety officials that are permanent members of the 9-1-1 Governing Board: 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: Skip Vahlkamp, Quincy City Council

Dave Bellis, Adams County Board
Billy Bennett, Adams County Board
Jerry Smith, Adams County Board
Tony Sassen, Quincy City Council
Jack Holtschlag, Quincy City Council

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

Quincy/Adams County 9-1-1 Center Staff

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, two Dispatch Supervisors, Systems Administrator, and 15 telecommunicators.

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

Leigh Ann Hornsey, Telecommunicator
Josh Howell, Telecommunicator
Kay Jenkins, Telecommunicator
Tina Jett, Telecommunicator
Linda Link, Telecommunicator
Janell Lohmeyer, Telecommunicator
Becky Lyon, Telecommunicator
Angie McGlaughlin, Telecommunicator
Shawna Smith, Telecommunicator
Judy Vahlkamp, Telecommunicator

Milestone

On March 13, 2008, Quincy/Adams County 9-1-1 completed its first year of Enhanced 9-1-1 and public safety communications operations in the new E9-1-1 Communications Center.

Implementation of Wireless Enhanced 9-1-1

The following wireless service providers completed implementation of wireless E9-1-1 Phase II: AT&T (Cingular) on May 10, 2007, Nextel on June 19, 2007, Symmetry on October 9, 2007, Sprint on July 10, 2007, and U.S. Cellular on April 10, 2007.

T-Mobile is currently Phase I and is expected to implement Phase II by October 2008. Once T-Mobile's implementation is complete, all wireless providers in Adams County will be providing full wireless E9-1-1 services.

Phase II is full wireless E9-1-1 location technology; Phase I provides cell provider, cell tower, and call back number for cell phone; Phase 0 is voice connection only – no data and does not come in on 9-1-1 trunks.

Courthouse Backup E9-1-1 Center Retrofit

Retrofitting the former Basic 9-1-1 Center located in the Adams County courthouse for Enhanced 9-1-1 was completed on October 18, 2007. Cost for the Enhanced 9-1-1 telephone equipment, digital recording equipment, universal power supply and electrical re-wiring was \$290,733.

The courthouse facility is fully operational as a backup E9-1-1 public safety communications facility.



FY2007-2008 Budget and Statistics

The 2007-2008 operating budget was \$1,322,105 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 2013. 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 \$533,525 for their current fiscal year 2008 (December 1, 2007 through November 30, 2008).

On April 28, 2007, the Quincy City Council approved their fiscal year 2008-2009 budget. The new 9-1-1 operating budget is \$1,348,484 or \$809,091 for the City of Quincy's 60% contribution to 9-1-1 operations. This is an increase of 2.0% to the operating from the previous fiscal year.

Past Fiscal Year Operating & Capital Budget (May 1, 2007-April 30, 2008):

Fiscal 2007-2008 9-1-1 Operating Budget (100%)	\$1,322,105
Fiscal 2008 Adams County 40% 9-1-1 Operating Budget*	\$533,523
Fiscal 2007 Adams County 40% 9-1-1 Operating Budget*	\$528,364

* Adams County Fiscal Year: 12/1- 11/30

Wireless Emergency Telephone System Act (WETSA) Surcharge:

Revenue May 2007 – April 2008:	\$290,302
Interest Earned May 2007 – April 2008:	\$2,617
9-1-1 WETSA Fund Balance as of April 30, 2008:	\$129,902

Call Statistics (May 1, 2007-April 30, 2008)

Landline 9-1-1 calls:	16,491	42.0%
Wireless 9-1-1 calls:	22,812	58.0%
<hr/> Total 9-1-1 Calls:	<hr/> 39,303	<hr/> 100.0%
All 9-1-1 calls:	39,303	49.0%
Incoming Non-Emergency:	38,804	47.5%
Alarm Line calls:	2,781	3.5%
<hr/> Total All Calls:	<hr/> 80,178	<hr/> 100.0%

Computer Aided Dispatch (CAD) Incidents:

Quincy Police	41,264	64.9%
Adams County Sheriff	10,779	17.0%
Quincy Fire	3,888	6.1%
Tri-Township Fire	353	0.6%
Adams County Ambulance	6,920	10.9%
Volunteer Fire Departments	331	0.5%
<hr/> Total CAD Incidents:	<hr/> 64,108	<hr/> 100.0%

Submitted by:



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