



Steve Rowlands
Director

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ANNUAL REPORT

FISCAL YEAR MAY 1, 2014 - APRIL 30, 2015

Background

The City of Quincy and Adams County 9-1-1 Communications Center is located at 222 N. 52nd Street, Quincy, Illinois 62305. The 9-1-1 Center serves a population of nearly 68,000 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 9-1-1 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: Mike Farha, Quincy City Council

Matt Obert, Adams County Board
Dave Bellis, Adams County Board
Ryan Niekamp, Adams County Board
Jennifer Lepper, Quincy City Council
Terri Heinecke, Quincy City Council

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

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.

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|---|--------------------------------------|
| Steve Rowlands, Director | Jessica Huddleston, Telecommunicator |
| Mark Krzystofczyk, Assistant Director | Tina Jett, Telecommunicator |
| John Frankenhoff, Systems Administrator | Erica Koehn, Telecommunicator |
| Jo Liesen, Dispatch Supervisor | Janell Lohmeyer, Telecommunicator |
| Becky Lyon, Dispatch Supervisor | Kaitlin Prindle, Telecommunicator |
| Terri Blair, Telecommunicator | Jenna Riggs, Telecommunicator |
| John Creech, Telecommunicator | Sarah Shirey, Telecommunicator |
| Ginger Hasbrouck, Telecommunicator | Shawna Smith, Telecommunicator |
| Terra Heck, Telecommunicator | Judy Vahlkamp, Telecommunicator |
| Josh Howell, Telecommunicator | Michelle Waltman, Telecommunicator |

FY2014-2015 Budget and Statistics

The 2014-2015 9-1-1 Fund 202 operating budget was \$1,368,000 for the operation of the city and county 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 Adams County budget for 40% of 9-1-1 expenses is \$554,400 for their current fiscal year 2015 (December 1, 2014 through November 30, 2015).

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 July 2015. 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.

On April 30, 2015, the Quincy City Council approved City of Quincy fiscal year 2015-2016 budget. The 9-1-1 Fund 202 operating budget is \$1,359,851 or \$815,911 for the City of Quincy’s 60% contribution to 9-1-1 operations. This is a decrease of \$8,149 or -0.6% from the previous fiscal year’s revised operating budget. The Fund 204 operating budget for the next fiscal year is \$232,000 provided by WETSA revenue. WETSA revenue is estimated to provide at least \$108,000 for capital equipment savings.

Past Fiscal Year Operating & Capital Budget (May 1, 2014-April 30, 2015):

| | |
|--|-------------|
| Fiscal 2014-2015 9-1-1 Operating Budget (100%) | \$1,368,000 |
| Fiscal 2014 Adams County 40% 9-1-1 Operating Budget* | \$544,200 |
| Fiscal 2015 Adams County 40% 9-1-1 Operating Budget* | \$554,400 |

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

Wireless Emergency Telephone System Act (WETSA) Surcharge (204 Fund):

| | |
|--|-------------|
| Revenue May 2014 – April 2015: | \$380,126 |
| Interest Earned May 2014 – April 2015: | \$3,794 |
| Operating Expenses May 2014 – April 2015: | \$239,972 |
| 9-1-1 204 Fund Balance as of April 30, 2015: | \$1,000,025 |

Call Statistics (May 1, 2014-April 30, 2015)

| | | |
|-------------------------|---------|--------|
| Landline 9-1-1 calls: | 7,363 | 18.1% |
| VOIP 9-1-1 calls: | 1008 | 2.5% |
| Wireless 9-1-1 calls: | 32,298 | 79.4% |
| Total 9-1-1 Calls: | 40,420 | 100.0% |
| All 9-1-1 calls: | 40,669 | 34.2% |
| Incoming Non-Emergency: | 75,350 | 63.2% |
| Alarm Line calls: | 3,120 | 2.6% |
| Total All Calls: | 120,490 | 100.0% |

Computer Aided Dispatch (CAD) Incidents (May 1, 2014-April 30, 2015)

| | | |
|----------------------------|--------|--------|
| Quincy Police | 33,263 | 57.6% |
| Adams County Sheriff | 11,992 | 20.8% |
| Quincy Fire | 3,744 | 6.5% |
| Tri-Township Fire | 588 | 1.0% |
| Adams County Ambulance | 7,449 | 12.9% |
| Volunteer Fire Departments | 355 | 0.6% |
| Total CAD Incidents: | 57,792 | 100.0% |

Retirements

Three long serving staff members retired from Quincy/Adams County 9-1-1 Center in fiscal year 2014-2015.

9-1-1 Telecommunicators Kay Jenkins and Linda Link retired in May 2015 after 38 and 34 years respectively. Assistant 9-1-1 Director Sharon Tedrow retired in March 2015 with over 35 years of service.

Submitted by:



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