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EXECUTIVE SUMMARY

Strategic Highlights

DuPage Public Safety Communications (DU-COMM) answers 9-1-1 calls and provides radio communications for our member police and fire agencies and the citizens they serve. Our staff works twenty-four (24) hours a day, seven (7) days a week to provide these critical services. Employee dedication and hard work combined with stakeholder support allows DU-COMM to meet its mission.

Mission & Values

MISSION STATEMENT
Be a leader in public safety communications through a continual partnership with our member agencies and professional best practices.

AGENCY VALUES
DU-COMM will achieve our mission by:

- Serving our citizens through the accurate and efficient handling of their calls with strong customer service.
- Meeting the needs of our first responders with professionalism and duty.
- Focusing on our people through effective recruitment and retention programs.
- Rigorous and continual training for all employees providing them the tools needed to succeed.
- Setting ever-increasing standards of quality and reviewing our performance in a continual cycle of improvement.
- Maintaining reliable, secure, and innovative technology and services.

Annual Highlights

The year began with hope and a desire to move on from the challenges of 2020. The COVID-19 vaccine became available to first responders, including our staff, in early 2021. The year began with a large hiring process hopeful to achieve full staffing of Telecommunicators. Goals were established, including decommissioning 600 Wall Street, so the facility could be sold. Emergency Operation procedures were updated in the first quarter and put to the test during the June tornado. The agency had turnover in some key management positions, which prompted a review and changes to the Operations Department structure. COVID remained a factor throughout the year. Cases started to decline after the first quarter, but as the summer ended, variants emerged and cases increased. DU-COMM was not immune to the “Great Resignation” and entered the holiday season significantly understaffed. Staff worked hard to address these and other challenges, which prepared the agency for the coming year.
HISTORY AND ORGANIZATION

History
DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 to provide communications to police and fire agencies, fifteen (15) years before 9-1-1. In 2021, DU-COMM served forty-four (44) agencies and over 850,000 residents within DuPage County. DU-COMM receives citizens' requests for police, fire, and EMS (Emergency Medical Services) via 9-1-1 and ten-digit emergency phone lines. DU-COMM is a MABAS (Mutual Aid Box Alarm System) communications center for Divisions 10, 12, and 16.

Organization
DU-COMM is comprised of three (3) departments: Administration, Operations, and Support Services.

Administration consists of the Executive Director, Deputy Director Operations, Deputy Director Support Services, Finance/HR Manager, Finance Clerk, Office Assistant, and Executive Secretary. The Administrative staff leads and supports the agency and all executive functions, including finance, payroll, and benefit administration.

The Deputy Director Operations oversees the Operations department, comprised of eighty-seven (87) full-time Telecommunicators (TCs), two (2) part-time TCs, and three (3) part-time Alarm Operators that answer calls from citizens and dispatch the appropriate resources in an efficient, organized, and professional manner. Each of the three (3) shifts is led by one of three (3) Communications Managers, and two of six (6) Communications Supervisors. The Training Coordinator and two (2) Admin Assistants support the department.

The Support Services Department is led by the Deputy Director Support Services and includes two (2) units: Technical Services and MIS (Management Information Systems). Three (3) full-time Technicians are responsible for the agency’s radio infrastructure and facilities. Two (2) additional positions support the department; a Systems Coordinator maintains the countywide radio system and other projects, and a Procurement Specialist assists in equipment acquisitions.

The MIS Manager and two (2) full-time System Analysts are responsible for IT administration and support, including: networking, hardware, and software used by Telecommunicators and member agency personnel.
**GOVERNANCE AND OVERSIGHT**

DU-COMM is a unit of government formed by an Intergovernmental Agreement with its twenty-two (22) member municipalities and eleven (11) fire districts per the Illinois Intergovernmental Cooperation Act (5 ILCS 220/1).

A Board of Directors govern DU-COMM and meets quarterly to approve major purchases, annual budgets, and bylaws. The Board also oversees the position of the Executive Director. The Board of Directors delegates the oversight of day-to-day operations, finance, personnel, policies, and strategic planning to an Executive Committee that meets monthly.

**Agency Involvement**

DU-COMM member agencies influence operations and services through DU-COMM’s five (5) advisory committees: Chiefs Operations Committee, Fire Operations Subcommittee, Police Operations Subcommittee, Support Services Subcommittee, and Finance Subcommittee.

The Chiefs Operations Committee meets monthly to review and approve procedures and provide oversight and direction to DU-COMM’s administration. This committee is the forum to voice comments and concerns on DU-COMM operations.

The Fire Operations Subcommittee meets monthly to address fire communications, department responses, procedures, and issues that affect Fire/EMS agencies. The Subcommittee directs two (2) ad-hoc committees to address standardization and fire prevention issues.

The Police Operations Subcommittee meets bimonthly to address police communications, department responses, procedures, and issues that affect police agencies.

The Support Services Subcommittee meets monthly to address technology related concerns and projects. All member agencies are encouraged to participate on this Subcommittee.

The Finance Subcommittee meets monthly to provide guidance on specific areas as requested by the Executive Committee.
OPERATIONS SUMMARY

The Operations Department managed change during the year. The resignations of two (2) Communications Managers, Training/QA Manager, and the retirement of the Protocol Coordinator led to an evaluation and reorganization of the department. Tyler Benjamin and William Barber were promoted to Communications Managers. Amanda Schretter was promoted to Training Coordinator. Telecommunicators Justin Harris and Donna Napier were promoted to Communications Supervisors. Two (2) Administrative Assistant positions were created to support the department and decrease workloads of the Communications Managers and Supervisors.

Training was a focus for the department. Twelve (12) employees were certified in the National Emergency Number Association (NENA) Communications Training Officer (CTO) course. The CTO course provided skills and documentation used in new hire training. Daily training documentation moved online in a program provided by Agency 360.

Every day, Telecommunicators assist in the emergency response for our citizens. In 2021 numerous significant events occurred. On Sunday, June 20th (Father’s Day) staff handled an EF-3 Tornado touchdown in the southern portion of our service area. The tornado occurred during severe storms throughout the County. DU-COMM activated the tornado sirens twice; first, for the National Weather Service tornado warning for DuPage County, and again when the tornado struck Woodridge, Darien, and Burr Ridge. Staff did an excellent job during this extensive event. Key figures of that event:

- 1,617 total calls received from 22:30 through 05:00
- 479 9-1-1 calls
- 400 houses in Woodridge damaged
- 159 houses had severe damage
- 29 houses were a total loss
- 3 victims transported to hospital

On December 23rd, DU-COMM received hundreds of 9-1-1 calls due to a shooting at the Oakbrook Center, during a busy holiday shopping evening. A large police and fire response, over a hundred (100) units was coordinated by staff while relaying information from numerous callers, some sheltering in place, as law enforcement secured the scene and searched for the offenders. Fire/EMS personnel treated and transported victims to area hospitals.

2021 Operational Statistics

In 2021, DU-COMM Telecommunicators answered 275,335 9-1-1 calls and 175,594 10-digit emergency calls. Over 679,000 CAD incidents were processed for police and fire/EMS activities. The following pages highlight our agencies statistics for the year.
9-1-1, PHONE, & CAD STATISTICS

9-1-1 and 10 Digit Calls

<table>
<thead>
<tr>
<th>Year</th>
<th>9-1-1 Calls</th>
<th>10-Digit Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>268,640</td>
<td>177,626</td>
</tr>
<tr>
<td>2019</td>
<td>273,009</td>
<td>170,570</td>
</tr>
<tr>
<td>2020</td>
<td>244,520</td>
<td>174,847</td>
</tr>
<tr>
<td>2021</td>
<td>275,335</td>
<td>175,594</td>
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TOTAL CAD INCIDENTS - 5 YEARS

<table>
<thead>
<tr>
<th>Year</th>
<th>Police CAD</th>
<th>Fire CAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>653,752</td>
<td>77,656</td>
</tr>
<tr>
<td>2018</td>
<td>679,610</td>
<td>83,751</td>
</tr>
<tr>
<td>2019</td>
<td>633,415</td>
<td>85,403</td>
</tr>
<tr>
<td>2020</td>
<td>592,723</td>
<td>78,543</td>
</tr>
<tr>
<td>2021</td>
<td>591,764</td>
<td>87,341</td>
</tr>
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</table>
POLICE CAD INCIDENTS

2021 POLICE INCIDENTS BY AGENCY

<table>
<thead>
<tr>
<th>Agency</th>
<th>Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bartlett</td>
<td>29,393</td>
</tr>
<tr>
<td>Burr Ridge</td>
<td>24,455</td>
</tr>
<tr>
<td>Carol Stream</td>
<td>19,367</td>
</tr>
<tr>
<td>Clarendon Hills</td>
<td>19,050</td>
</tr>
<tr>
<td>Darlen</td>
<td>15,765</td>
</tr>
<tr>
<td>Downers Grove</td>
<td>10,673</td>
</tr>
<tr>
<td>Elmhurst</td>
<td>8,220</td>
</tr>
<tr>
<td>Glen Ellyn</td>
<td>7,668</td>
</tr>
<tr>
<td>Hanover Park</td>
<td>4,671</td>
</tr>
<tr>
<td>Hinsdale</td>
<td>1,413</td>
</tr>
<tr>
<td>Lisle</td>
<td>1,626</td>
</tr>
<tr>
<td>Lombard</td>
<td>1,626</td>
</tr>
<tr>
<td>Oak Brook</td>
<td>1,299</td>
</tr>
<tr>
<td>Oakbrook Terrace</td>
<td>7,459</td>
</tr>
<tr>
<td>Roselle</td>
<td>7,459</td>
</tr>
<tr>
<td>Villa Park</td>
<td>7,459</td>
</tr>
<tr>
<td>Warrenville</td>
<td>7,459</td>
</tr>
<tr>
<td>West Chicago</td>
<td>7,459</td>
</tr>
<tr>
<td>Wheaton</td>
<td>7,459</td>
</tr>
<tr>
<td>Willowbrook</td>
<td>7,459</td>
</tr>
<tr>
<td>Winfield</td>
<td>7,459</td>
</tr>
<tr>
<td>Woodridge</td>
<td>7,459</td>
</tr>
</tbody>
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2021 POLICE INCIDENTS BY RADIO CHANNEL

- 1 NORTH: 58,427 (10%)
- 1 WEST: 64,402 (11%)
- 3 SOUTH: 78,217 (13%)
- 3 EAST: 52,221 (9%)
- 3 WEST: 95,209 (16%)
- 1 WEST: 73,361 (12%)
- 7 SOUTH: 34,048 (6%)
FIRE CAD INCIDENTS

2021 FIRE/EMS INCIDENTS BY AGENCY

- Bartlett: 4,413
- Bloomingdale: 5,409
- Carol Stream: 5,507
- Clarendon Hills: 1,023
- Darien-Woodridge: 3,488
- Downers Grove: 7,007
- Elmhurst: 6,277
- Glen Ellyn: 3,097
- Glen Elsie: 2,654
- Hanover Park: 5,685
- Hinsdale: 2,565
- Lisle-Woodridge: 7,656
- Lombard: 7,420
- Oak Brook: 2,267
- Oak Brook Terrace: 2,667
- Roselle: 1,551
- Villa Park: 2,945
- Warrenville: 3,216
- West Chicago: 1,835
- Wheaton: 3,777
- Winfield: 6,141
- York Center: 2,341

2021 FIRE INCIDENTS BY RADIO CHANNEL

- FIRE WEST: 8,098 (9%)
- FIRE NORTH: 31,871 (35%)
- FIRE EAST: 26,530 (31%)
- FIRE SOUTH: 19,986 (23%)
Training became a priority in 2021. Staff completed over 13,000 hours of training during the year. The largest training category was for new hires (classroom, call-taking, and police/fire dispatch). The second largest was continuing education (CE) of existing Telecommunicators. Conference attendance fell from previous years, due to less opportunities from COVID and staffing levels. DU-COMM ensured all employees were current in CPR training. Police Telecommunicators were provided training on the upgrade to the Illinois State Police Law Enforcement Agency Data System (LEADS) as the system went live in July.

The new hire training program was enhanced when all Communications Training Officers (CTOs) completed the National Emergency Number Association (NENA) CTO Course. The training ensured all DU-COMM’s CTOs possess the same foundation and skills needed to develop successful Telecommunicators.

Additionally, all Telecommunicators kept their certifications current in EMD (Emergency Medical Dispatch) and EFD (Emergency Fire Dispatch). The use of these protocols provides our citizens with pre-arrival instructions and safeguards that first responders receive pertinent information for their response.

In 2021, many of our Telecommunicators attended Dr. Michelle Lilly’s mental health sessions: “Protect 9-1-1 Training”, provided by the DuPage Emergency Telephone System Board (ETSB) and focused on four objectives:

1. Signs and symptoms of posttraumatic stress disorder, and the types of calls and conditions present within the 9-1-1 industry that contribute to risk for PTSD.
2. Risk signals for suicide among 9-1-1 Telecommunicators, and how work within the 9-1-1 environment can affect key predictors of suicide such as hopelessness and helplessness.
3. Ways to bolster a resilient mindset and incorporate other behavioral strategies to enhance resilience.
4. Benefits of peer support within the 9-1-1 environment, how to build an effective peer support program, limits to confidentiality associated with peer support, and methods for responding effectively to peers who disclose they are struggling.

The Protect 9-1-1 Training will continue in 2022, with an additional class to train Peer Support Team members.
SUPPORT SERVICES SUMMARY

The Support Services Department focused on many projects. The largest was the decommissioning of 600 Wall Street to prepare it for sale. Decommissioning included moving any system that remained operational within 600 Wall Street to 420 County Farm. This included the disposal of surplus equipment, recycling of communications cable, equipment cabinets, etc. By July, decommission work was substantially completed, which allowed for an RFP to seek a real estate broker. Suburban Real Estate Services was selected and the property went on the market in August.

The department exceeded its goal to deploy backup solutions to our agencies, and installed ten (10) microwave links and cancelled three (3) Comcast fiber connections. These new links allowed the department to complete a multi-year phone circuit reduction plan that started in 2014 with 162 circuits and resulted in a substantial return on investment with increased reliability. The last circuit was cancelled in April. Without this reduction, the costs of 162 circuits would have totaled over $1.6 million per year.

MIS focused on Cybersecurity this year. Keeping systems updated, patched, and on the latest version was the first step to protect the networks. MIS also partnered with the Department of Homeland Security (DHS) Cybersecurity & Infrastructure Security Agency (CISA) to deploy monitoring capabilities to test and protect the agencies systems.

DU-COMM continued to provide Tier 1 radio maintenance for the DuPage ETSB DEDIRS radio system in 2021. Staff completed 319 tickets, over 450 billable hours, and three (3) ETSB requested radio projects:

- Bensenville FD Hazmat incident radio replacement
- Addison FD programming changes due to consolidation
- Glen Ellyn FD new radio programming

Finally, with the consolidation of remote sites, and the reduction of circuits, the department was able to decommission over twenty-five (25) sites and remove them from DU-COMM’s insured locations. Over thirty (30) agency site agreements were approved to ensure proper documentation and permissions were in place for all remaining sites.
ADMINISTRATIVE SUMMARY

Hiring

Telecommunicator positions were staffed at an average of 88.8%, down from the 92% in 2019. A total of seven (7) new Telecommunicators started in 2021, but due to turnover, at the end of the year there were fifteen (15) open positions, and four (4) in training. Turnover in 2020 was 2.3%, the lowest since 2010, turnover in 2021 was 16.1%, the highest since 2005. As previously noted, the open Communications Manager and Supervisors positions were filled. Support Services also filled the new Procurement Specialist position in February.

Leadership Training

At the direction of the Executive Committee, the management team contracted for leadership and development training in three (3) phases. The first phase, for the Department Heads was completed in the summer. The second phase, for three (3) Communications Managers and Training Coordinator, concluded in early 2022. The last phase, for six (6) Communications Supervisors, is scheduled for completion in the third quarter of 2022.

Benchmarking Project

With oversight from the Finance Subcommittee, staff completed an extensive benchmarking project to compare data from 9-1-1 centers in the Chicago metropolitan area. Lauterbach & Amen, LLP developed a series of benchmarking questions. Seven (7) agencies responded and a comprehensive report was created. The report was reviewed by the Finance Subcommittee and presented to the Board of Directors at the October meeting.

Employee Check-ins

An agency-wide goal to ensure all supervisors met with their direct reports was realized. Meeting notes were placed in the electronic documentation system. These “check-ins” were a successful step to increase communications throughout the agency.

Banking Relationship - Change

In April, a banking services RFP was issued to seek the best options for DU-COMM’s banking and investments needs. Seven (7) banks responded with proposals for services, costs, and investment options. The Finance Subcommittee assisted staff with a recommendation, and a move to Wheaton Bank & Trust was approved by the Executive Committee.

FYE21 Audit

Lauterbach & Amen, LLC completed the FYE21 Audit. There were no recommendations other than the new GASB Statement No. 87 for reporting leases - to be implemented in FYE23. MWM Consulting Group, completed the annual actuarial report as required. The audit was a “clean audit” approved by the Board of Directors on October 19, 2021.
EMPLOYEE HIGHLIGHTS

EMPLOYEE SERVICE AWARDS

2021 Retirees
Laura Hanold  05/03
Jeremy Jones  08/18

25 Year Service Anniversary
Jacqui Osborne  01/02
Angeline Lucado  06/03

20 Year Service Anniversary
George Satala  01/08
John D’Agostino  04/09
Jeff Brozek  07/09
John Hayden  08/14
Sonja Tyler  08/14
Stacey Marek  09/17
Cara Payne  11/26

15 Year Service Anniversary
Jeffery Klein  01/16
Tyler Benjamin  01/22
David Janiec  03/13
Gabe Gabrys  06/14
Robert Beuse  11/29
Scott Klein  09/04
Mike Chastain  09/04

10 Year Service Anniversary
Donna Napier  01/25
Mary Novak  06/13
Kimberly Moratti  06/13
Cheryl Delph-Ruiz  09/08
Pablo Garcia  09/08
Jessica Giuffre  09/08
Renee Tessier  09/08
Nicholas Turano  09/08
Jamie Glos  10/17
Wall of Life

DU-COMM is proud to recognize the efforts of all of our Telecommunicators. Each TC is trained in Emergency Medical Dispatch (EMD) and use life-saving pre-arrival instructions. Regularly, these actions improve the outcomes for the patients. Sometimes, these actions save a life prior to the arrival of the first responders. In 2021, we recognized six (6) Telecommunicators whose actions directly impacted the patient’s survival and their names were added to the “Wall of Life”.

2021 Wall of Life Recipients

Joshua Homp  11/28/20
Nicole Valerio  12/31/20
Kurt Lentsch  02/16/21
Marie Smith  03/13/21
Stephanie Allison  08/18/21
Chali Dina  10/23/21

Telecommunicator Stephanie Allison was recognized by the Carol Stream Fire Protection District, for her actions that assisted in saving a life.
DU-COMM encourages DuPage County citizens to sign-up for Smart911 service. Smart911 provides an enhanced database to 9-1-1 Telecommunicators in an emergency.

Citizens are able to create a safety profile that provides 9-1-1 additional personal information, including but not limited to:
- Mobile phone number(s)
- Home address
- Names of household member(s)
- Pet(s)
- Vehicle(s)
- Medical condition(s)
- Picture(s)

This information is stored until one of the phone numbers in the safety profile calls 9-1-1. When the call is received the safety profile is displayed to the 9-1-1 Telecommunicator.

Learn more:
www.ducomm.org