



Steve Rowlands
Director

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ANNUAL REPORT

FISCAL YEAR MAY 1, 2011 - APRIL 30, 2012

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 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 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: John Johnson, Adams County Board

Theresa Bockhold, Adams County Board
Nick Peters, Adams County Board
Kyle Moore, Quincy City Council
Dan Brink, Quincy City Council
Jack Holtschlag, 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.

Steve Rowlands, Director	Kay Jenkins, Telecommunicator
Sharon Tedrow, Assistant Director	Tina Jett, Telecommunicator
John Frankenhoff, Systems Administrator	Linda Link, Telecommunicator
Mark Krzystofczyk, Dispatch Supervisor	Janell Lohmeyer, Telecommunicator
Jo Liesen, Dispatch Supervisor	Becky Lyon, Telecommunicator
Terri Blair, Telecommunicator	Angie McIntosh, Telecommunicator
John Creech, Telecommunicator	Shawna Smith, Telecommunicator
Ginger Hasbrouck, Telecommunicator	Judy Vahlkamp, Telecommunicator
Terra Heck, Telecommunicator	Michelle Waltman, Telecommunicator
Josh Howell, Telecommunicator	Justine Williams, Telecommunicator

FY2011-2012 Budget and Statistics

The 2011-2012 9-1-1 Fund 202 operating budget was \$1,264,847 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 Quincy/Adams County 9-1-1 Governing Board also receives monthly revenue from the Vonage E9-1-1 Remittance Fee and the Illinois Wireless Emergency Telephone System Act (WETSA). In addition, Fund 204 operating budget of \$177,000 was derived from WETSA revenues was applied to 9-1-1 operating expenses; approximately \$201,600 went to capital savings. 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 \$526,800 for their current fiscal year 2012 (December 1, 2011 through November 30, 2012).

On April 23, 2012, the Quincy City Council approved City of Quincy fiscal year 2012-2013 budget. The 9-1-1 Fund 202 operating budget is \$1,267,000 or \$760,200 for the City of Quincy's 60% contribution to 9-1-1 operations. This is an increase of \$4,000 or 0.32% from the previous fiscal year's revised operating budget. The Fund 204 operating budget for the next fiscal year is \$208,000 provided by WETSA revenue. WETSA revenue will provide \$137,600 for capital savings.

Past Fiscal Year Operating & Capital Budget (May 1, 2011-April 30, 2012):

Fiscal 2011-2012 9-1-1 Operating Budget (100%)	\$1,263,000
Fiscal 2012 Adams County 40% 9-1-1 Operating Budget*	\$526,800
Fiscal 2011 Adams County 40% 9-1-1 Operating Budget*	\$505,200

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

Wireless Emergency Telephone System Act (WETSA) Surcharge and Vonage E9-1-1 Fee (204 Fund):

Revenue May 2011 – April 2012:	\$360,730
Interest Earned May 2011 – April 2012:	\$3,563
Operating Expenses May 2011 – April 2012:	\$162,688
9-1-1 204 Fund Balance as of April 30, 2012:	\$505,907

Call Statistics (May 1, 2011-April 30, 2012)

Landline 9-1-1 calls:	11,933	29.9%
VOIP 9-1-1 calls:	243	0.6%
Wireless 9-1-1 calls:	27,726	69.5%
Total 9-1-1 Calls:	39,902	100.0%
All 9-1-1 calls:	39,902	31.8%
Incoming Non-Emergency:	82,877	66.0%
Alarm Line calls:	2,732	2.2%
Total All Calls:	125,511	100.0%

Computer Aided Dispatch (CAD) Incidents:

Quincy Police	37,796	58.3%
Adams County Sheriff	13,500	22.0%
Quincy Fire	3,727	6.1%
Tri-Township Fire	625	1.0%
Adams County Ambulance	7,301	11.9%
Volunteer Fire Departments	437	0.7%
Total CAD Incidents:	61,386	100.0%

Submitted by:



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