



## Category 9B - Communications

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### **Summary**

Northwest Central Dispatch System (NWCDS) is a state-of-the-art 9-1-1 system responsible for emergency dispatch services for 11 communities in Illinois, including Elk Grove Village. NWCDS is a government entity created by joint venture of the communities served. NWCDS is an 18-position dispatch center.

The center utilizes Motorola P1 CAD (computer-aided dispatch) system. The CAD system is fully integrated with Image Trend, our fire records management system.

NWCDS operates the SolaCom 9-1-1 phone system. The 9-1-1 phone system is capable of receiving enhanced ANI/ALI 9-1-1 information, and is phase 2 compliant for wireless calls.

NWCDS is also capable of receiving texts to 9-1-1 from the community and its citizens.

NWCDS communicates with its member agencies on the advanced P25-compliant, trunked Starcom 21 digital radio system by Motorola. This 13-site system allows clear communication with member police and fire departments. All radio sites are monitored 24-hours a day, 7-days a week for system performance, and telecommunicators receive an alarm if there is a problem with communication.

Call handling times continuously do not meet the performance benchmark.

The Department and NWCDS are planning for the replacement of all portable radios.

There are no major communications purchases planned for this budget year.

### **Operational Performance**

In 2019 the Chief Officers met with the Executive Director of NWCD to discuss their call handling times and benchmarks. In that meeting it was conveyed to the department that NWCD has their



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own internal benchmark of 90 seconds for call handling time. As a department we changed our own call handling benchmark to mirror this. In April 2021 the new Motorola CAD went live. This now gives us better data to see call handling times per each response determinate (Alpha, Bravo, etc.). As the metrics below show the call handling times are still not near the 90 second benchmark.

### **Outcome Metrics**

At the end of March 2021, a new CAD system went live. As stated above the department can now have data for each response determinate of ambulance calls. As shown below all response determinates are over the 90 second benchmark for call handling.

<b>Response Determinate</b>	<b>Alpha</b>	<b>Bravo</b>	<b>Charlie</b>	<b>Delta</b>	<b>Echo</b>
<b>90<sup>th</sup> Percentile Call Handling Time</b>	2:50	2:53	2:45	2:30	2:05

The above data is from May 1, 2021 through October 10, 2021. This is approximately one month after going live with new CAD. This allowed time for the dispatchers to continue to learn and use the new system.

### **Goals and Objectives**

During the calendar year 2021 the Chief Officers again will schedule a meeting with NWCD to discuss the call handling times. If it is determined that NWCD is unable to meet their 90 second benchmark the department will have to change our benchmarks to something that is obtainable. While this will satisfy meeting benchmarks adding additional time before Fire/EMS crews are dispatched to a call is not ideal.

### **Equipment**

In 2021 there were some major upgrades to equipment and software and NWCD. Their phone system was upgraded to a new system. A multiyear implementation of a new CAD also went live.



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There were no major changes or upgrades to the department's communications equipment. Minor repairs of portable radios and radio desk sets occurred. A handful of peripherals for the station alerting system were also replaced under an extended service contract.

In the next 2-3 years it is expected that the department's portable radios will need to be upgraded. A committee has been formed working through NWCD to standardize radios throughout all NWCD departments. An initial proposal looks like NWCD will be covering the costs of the radios for each department.

### **Program Improvement Plan**

Our Program Improvement Plan is to have a reliable, effective and efficient emergency communications system that is able to meet the emergency communication and dispatching demands of our agency and the standards set forth in NFPA 1221.

Actionable items based on:

- Work with NWCD to discuss and come up with a plan for call handling times
- Have a presence on the portable radio committee to ensure our department's needs will be addressed with the new portable radios
- Stay current on any new upgrades for the station alerting system that may help to improve turnout times