



SUCCESS STORY



KenCom Public Safety Dispatch Yorkville, IL

KenCom Public Safety Dispatch serves the Kendall County Sheriff's Office, police departments of the Village of Oswego, United City of Yorkville, City of Plano and Village of Montgomery, and the fire protection districts of Oswego, Bristol Kendall, Little Rock-Fox, Newark, Lisbon-Seward, Sandwich, Montgomery-Countryside and Aurora Township.

Up until 2015, monthly schedules were created on Excel spreadsheets, and documentation was written on paper forms.

"We were looking for scheduling software, and so we decided to explore Aladtec after learning that some of our partners were using the software. We liked what we saw, and we've been using it ever since," said KenCom Assistant Director Jen Stein. "We were growing as an organization. Our staffing levels were increasing, and it was just complicated to maintain scheduling on Excel spreadsheets so we were looking for something a little bit more automated."

KenCom currently schedules 22 operators in the system.

"We have our primary dispatch schedule. We have a schedule for the trainees and a schedule for miscellaneous hours worked, which is everything above and beyond when they're working on the floor," said Stein. "Any training is logged. Meetings that they need to keep track of time for payroll is logged in there."

"We also use the Events so we have a supervisor on-call every day. If we've got a visitor coming to listen in or we've got a drill happening, we keep all of that in the schedule."



Aladtec has improved our ability to keep track of the schedule, not only for tracking purposes but so employees now have the opportunity to look at their schedules from home.

— Jennifer Stein, Assistant Director



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DEPARTMENT INFO

ROSTER

27 civilian employees

CALLS

In 2018, operators handled 96,489 police incidents, 13,661 fire/EMS incidents, and 40,581 9-1-1 calls

SERVICE AREA

About 115,000 people, 322 sq. miles, 38,000+ households

FACILITY

Co-located within the Kendall Co. Sheriff's Dept administration facility

SPECIAL CHALLENGES

Kendall was the fastest-growing county in the nation for a decade until 2010. The recession slowed that, but it's rising again.

Aladtec users since 2015

www.kendallcountyil.gov



Jennifer Stein

Jen Stein has been an Assistant Director, telecommunications supervisor, training coordinator, and telecommunicator with KenCom since 2008. After earning her Associate degree in Criminal Justice from Waubensee Community College, she worked as a police cadet, court security, code enforcement, and telecommunications operator for the nearby City of Aurora for nearly 13 years before joining KenCom.



Aladtec®



Neighboring agencies also using Aladtec

Bristol Kendall and Little Rock Fox Fire Protection Districts, Advanced Rescue & Safety, Minooka Fire Protection Dist. and Minooka PD; Troy Fire Protection Dist., Shorewood; Lewis University Police, Joliet; Channahon Fire Protection District; Romeoville Police Dept. & Romeoville Fire Dept.; Morris Fire Protection & Ambulance District; Lockport Fire Protection District; Batavia Fire Dept.; Rockdale Fire Protection Dist., Joliet; Warrenville Fire Protection Dist.; Elburn & Countryside Fire Protection Dist.; Tri-Com Central Dispatch and St. Charles Fire Dept.; Seneca Volunteer Ambulance Service; Lisle-Woodridge Fire Protection Dist.; Kurtz Paramedics Inc. and New Lenox Fire Dist.; Homer Township Fire Protection Dist., Homer Glen; Coal City Fire Protection Dist.; Darien-Woodridge Fire Protection Dist.; Marseilles Area Ambulance Service; and Argonne Fire Dept., Lemont.

KenCom leans heavily on Aladtec's form tools. Stein has designed 16 documents, ranging from time sheets to training records.

"We get a lot of use out of the forms. If operators are going to take time off, there's a form they use to submit it. Same thing with the tradeshifts. We created a form, and they'll go ahead and submit it.

"The quality assurance program that we have today evolved after we had Aladtec. It was clunky. It was irregular, so we love the forms and the ability to go in and report and review. It's been really good.

"We use them to track a variety of different things, and that's only going to expand. Our newest form is the Tyler New World Reporting Form. We started using that after we went live on a new CAD system. It's a way for me to manage the influx of reports on things that weren't working or needed to be tweaked," said Stein, who was part of the CAD buildteam.

"It was a great way for them to get that information to me and for me to retrieve it on more of a scheduled basis as opposed to being flooded with e-mails. The forms have been very useful for that."

Stein designed a "Daily Observation Report" to be used by trainers to evaluate new dispatchers at the end of each day.

"We've also got numerous quality assurance forms. We pull X-number of calls per month. The dedicated supervisor who does the QA/QI will review the call. They fill out this form, then print it. One copy goes to the shift supervisor, who then goes over it with the employee.

"We run reports off of those forms to get sort of a score. We have a spreadsheet and dump all the data, and it will tell us, whether the operator is in compliance according to our standards," she said.

"Aladtec has improved our ability to keep track of the schedule, not only for tracking purposes but so employees now have the opportunity to look at their schedules from home. They didn't have that before. So, it's been a huge improvement for our organization, giving them that control on their days off. They can say, 'Hey. Did I sign up for that over time? Did they cancel it? What's going on with that?' They can log in and see that."



Want to learn more? Let's talk.

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