
CONTACT INFORMATION:

Hours of operation:
Monday-Friday 8:00am-4:30pm
Excluding Court Holidays

Business hours contact
information:
630-553-4180

After hours contact information
for emergencies only:
630-551-6873

Email:
probationtech@co.kendall.il.us



MISSION STATEMENT

“The mission of the 23rd Judicial Circuit Court Services is to serve the community by promoting positive behavioral change utilizing proven methods to increase public safety.”

Kendall County Court Services accomplishes this mission by:

1. Maintaining a work environment in which mutual respect, teamwork and collaboration are central components and positivity and creativity are encouraged.
2. Being responsive to the Courts and upholding the belief in the ability to change.
3. Developing, implementing and evaluating the success and cost effectiveness of programs and services.
4. Utilizing effective assessment tools and adapting services to meet individual needs that will help guide case management in order to promote social growth and personal responsibility

Kendall County Court Services

GLOBAL POSITIONING SYSTEMS



807 West John Street
Yorkville, IL 60560
(630) 553-4180

FREQUENTLY ASKED QUESTIONS

Q. Why is my GPS monitor vibrating/making noises?

A. The GPS monitor will start to vibrate when the battery life reaches a low level. Sometimes, a GPS officer will also signal the monitor to make a noise to further alert you of the low battery life.

Q. How do I know how much battery life my GPS unit has left?

A. The GPS monitor will last approximately 12 hours on a single, one-hour uninterrupted charge. The monitor will begin to vibrate when the battery is getting low. If the battery life reaches a critically low level, the monitoring center will contact you via phone call at the telephone number you provided to inform you that you must charge your unit. If you provided an alternate phone number (parents, spouse, etc.) they will also receive a call if you are unable to be reached.

Q. Can I plug the charger into an extension cord or power strip?

A. The GPS monitor charge must be plugged directly into a wall outlet to ensure the unit receives a full charge.

Q. Can I charge my GPS unit overnight while I sleep?

A. Charging your GPS monitor for more than the recommended one-hour timeframe can damage the GPS monitor by lessening its ability to hold a full charge, which could also cause it to drain its battery at a faster rate than normal.

Q. My GPS monitor's light is changing color (green/red/amber), does that mean it's fully charged/almost dead, etc?

A. The light on the GPS monitor is not an indication of battery life and is for our purposes when hooking you up on the device. You can safely ignore those lights as a GPS officer would contact you if there were connectivity issues that required your participation to remedy.

Q. Where can I make a payment toward my GPS fees?

A. GPS fees can be paid at the Circuit Clerk's office at the Kendall County Courthouse.

Q. Do I need to cover the GPS monitor with plastic when I take a shower?

A. The GPS monitor is water-resistant but not water-proof. You can shower without taking any special measures, but know that the monitor cannot be submerged in water (no swimming, wading, soaking in baths/hot tubs etc).

Q. I was called in to work/ I want to know how long until I have to charge/ I have to go pick up some groceries, should I call the after-hours emergency number?

A. The after-hours emergency number is to be used **only** for **life threatening emergencies that requires the police, ambulance or fire department to be called to your home or place of employment, or an injury or medical ailment that requires hospital care.**

Q. I would like to get a haircut/ I would like to attend a family member's wake or funeral/ I would like to go visit grandma, can I have permission?

A. If this movement is not approved on your court order, then it cannot be approved by a GPS officer.

Q. I keep getting telephone calls from a phone number in Texas. Do I answer it?

A. **YES!** That is the GPS monitoring center attempting to reach you to inform you about something regarding the status of your GPS device. Failure to answer could result in further communication with a GPS officer or even law enforcement.

