

COOK COUNTY EMERGENCY TELEPHONE SYSTEM BOARD ENHANCED 9-1-1 EMERGENCY SERVICE FOR COOK COUNTY

Cook County ETS**Wireless 9-1-1
Call Volume
Now 83 Percent**

During nine of the past 10 years, the number of 9-1-1 calls placed by wireless phone users has increased, while the calls placed by land-line users have steadily decreased.

As a result, in 2010, the number of 9-1-1 calls made from wireless phones (94,279) was 83 percent of the total (113,643) – while the number of calls made by land-line telephone users was 17 percent (19,364) of the total.

In 2010, the wireless 9-1-1 call volume was more than nine times what it was in 2001 (10,156). By comparison, the land-line total in 2010 was 38 percent of the 2001 total.

This trend is no secret, and has been well documented by Cook County ETSB Assistant CAD Administrator Vic Siedleski in his regular reports to the Board.

However, the 10-year call volume data dramatically illustrates the cause and seriousness of funding problems being experienced by emergency telephone systems in Illinois – which are inadequately compensated for the wireless 9-1-1 calls.

In addition to the wireless and land-line 9-1-1 calls, the Cook County Emergency Telephone System handles VoIP and 10-digit emergency calls, as well as non-emergency calls.

In 2010, the total number of VoIP calls was 1,205; the total number of 10-digit emergency calls was 19,015; and the number of non-emergency calls was 44,291. There-
(Continued on page 3)

**ETSB Attorney Reviews Board
Roles and Responsibilities**

The Cook County ETSB routinely conducts business related to providing emergency telephone services to county residents and businesses.

However, ETSB members recently decided it was time for a refresher course – a reminder of the Board's roles and responsibilities from a legal perspective. So, they asked ETSB Attorney John Kelly (who is an expert and conducts APCO sessions on the subject), to enlighten them during the Board's November 4 meeting.

According to Kelly, the ETSB and its powers/duties are authorized by the Illinois Emergency Telephone System Act, 50 ILCS 750/1, which was approved by the Illinois legislature in 1975.

In accordance with this state statute, the Cook County Board was required to then pass a resolution that actually created the ETSB.

As stated in that resolution, the purpose of the ETSB is "to provide the equipment, services, personnel, facilities and other items necessary for the implementation, operation, maintenance and repair of the E-9-1-1 Emergency Telephone System within the unincorporated portions of Cook County and the municipalities of Dixmoor, Ford Heights, Golf, Northlake, Phoenix, Robbins and Stone Park."

Also, the state statute defines the powers/duties of the ETSB, which is comprised of nine administrative officers who are appointed by the Cook County Board.


Those powers and duties are defined in both the County resolution and the ETSB's bylaws. They include:

1. Planning an E-9-1-1 Emergency Telephone System, including policies and operations – which includes "anticipating and dealing with any changes that may need to be made (such as
(Continued on page 2)

ETSB ANNUAL MEETING

Representatives of all user agencies, the Forest Preserve District and remote sites in the Cook County Emergency Telephone System are invited to attend the annual meeting of the ETSB and its Advisory Board.

The meeting will start at 10:00 a.m. on Thursday, April 14, in the LGI Room at the Cook County Communications Center, 9511 W. Harrison Street, Des Plaines. ●



Attorney John Kelly, middle, outlines ETSB roles and responsibilities to, from left, Board Chairman Albert Pritchett, Executive Director Joe Robberson, Administrative Analyst Shereen Gamble, Board Member Denise Roche-Evans (now retired) and Board Member/Chief DeWayne Holbrook.

ETSB Roles, Responsibilities

(Continued from page 1)

changes related to changing technology).”

2. Coordinating and supervising the implementation, upgrading, maintenance, repair and operation of the system, including the establishment of equipment specifications and coding systems

3. Receiving monies from the surcharge imposed under Section 15.3 of the Emergency Telephone System Act or Section 17 of the Wireless Emergency Act and from any other source, for deposit into the Emergency Telephone System Fund

“You as a 9-1-1 Board are the only governmental entity authorized to receive and spend 9-1-1 surcharge funds,” Kelly said. “The County can’t receive them; the villages or cities can’t receive them; the state can’t receive them.”

4. Preparing and approving an annual budget for the ETSB

5. Authorizing all disbursements from the Fund by resolutions approved by a majority of all ETSB members

6. Hiring, on a temporary or permanent basis, any staff necessary for the implementation, op-

eration or upgrade of the system and providing for appropriate compensation

7. Making and entering into contracts

8. Acquiring property, and purchasing and leasing necessary equipment

9. Incurring debts, liabilities or obligations in accordance with applicable law as necessary for the accomplishment of the purposes of the E-9-1-1 system

10. Receiving minutes and reports of the Advisory Board

11. Hiring an auditor as provided in Article V of the by-laws and receiving the audit

12. Creating intergovernmental agreements for the use of facilities, equipment and services necessary in the planning, implementation, upgrade or maintenance of the E-9-1-1 system

13. Exercising all other powers necessary and incidental to carrying out the purposes set forth in Article I of the by-laws as permitted by applicable law

14. Exercising all other powers granted or to



be granted to it by (state) statute
In addition, ETSB Attorney Kelly reminded the Board that it is a public body that is subject to the Illinois Open Meetings Act and the Freedom of Information Act.

Kelly also outlined the ETSB’s financial responsibilities, which are to:

- **Collect surcharge funds, both land line and wireless, as authorized by Cook County resolution and the Illinois Emergency Telephone System Act**
- **Deposit all surcharge monies in a separate, interest-bearing account**
- **Spend surcharge funds by resolution of the ETSB for statutory purposes**
- **Spend funds for “products and services necessary for the implementation, upgrade, maintenance and repair of the System”**

“That includes funds for public education and publishing our newsletter (*Answering the Call*),” said ETSB Chairman Albert Pritchett.

Kelly added that, according to the state statute, “System” is defined as “the communications equipment required to produce a response by the appropriate emergency public-safety agency as a result of an emergency call being placed to 9-1-1.”

In other words, “your role is not simply to make sure that the 9-1-1 calls are received. You also must make sure that a response is generated (dispatched),” he said.

Further, Kelly told the ETSB that its by-laws specifically allow the expenditure of surcharge funds for “costs attributable to the operation of the Cook County E-9-1-1 System’s Primary Public Safety Answering Point (PSAP)” in Des Plaines.

Although Kelly didn’t conclude his presentation with a pop quiz or by assigning any homework, it appeared that the attentive audience of ETSB Board members had appreciated his overview of their legal roles and responsibilities. ●

Denise Roche-Evans Retires After 30-Year Public-Safety Career

Denise Roche-Evans has retired after 30 years of service with the Cook County Sheriff’s Police Department and more than two years as a member of the ETSB.

Born and raised on the south side of Chicago, Roche-Evans started working in the Sheriff’s Office in Maywood in 1976. She was a records clerk for a few months and then worked in the Sheriff’s South Investigation Unit for 11 years.

In 1993, Roche Evans continued her public-safety career as a dispatcher at the Communications Center in Maywood. Five years later, she was promoted to dispatch supervisor; and in 1999, she was named acting director of the dispatch center. In 2002-03, she played an integral role in establishing CALEA accreditation for the Cook County Sheriff’s Police.



Joining Denise Roche-Evans, second from left, at her retirement party were, from left, Cook County Communications Center Supervisors Megan Kinsella, Jon Mahon, Martin Bennett and Lisa Farinella.

In 2004, Roche-Evans joined the IT Unit in Maywood, where she worked until 2007, when she was named director of the Communications Center in Des Plaines. The next year (2008), she was appointed to the ETSB.

Married to retired Cook County Sheriff’s Sergeant Larry Evans for 19 years, Roche-Evans and her husband are looking forward to traveling and spending more time with their families and grandchildren. ●

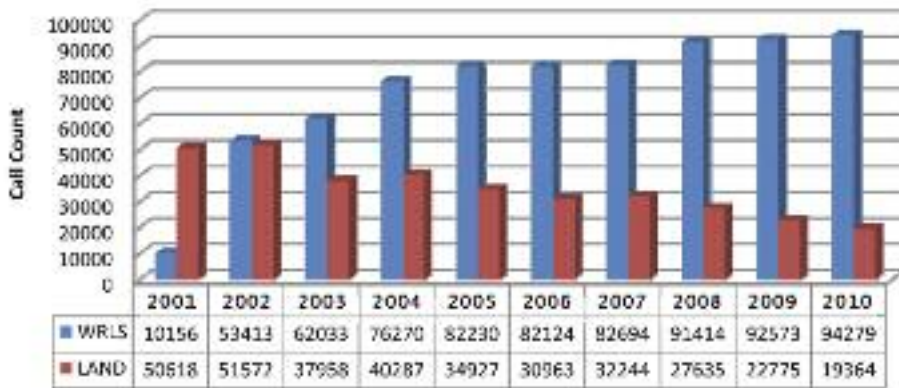
TELECOMMUNICATIONS WEEK APRIL 10-16

Be sure to mark your calendars!! National Public-Safety Telecommunications Week will be celebrated from Sunday, April 10, through Saturday, April 16, this year.

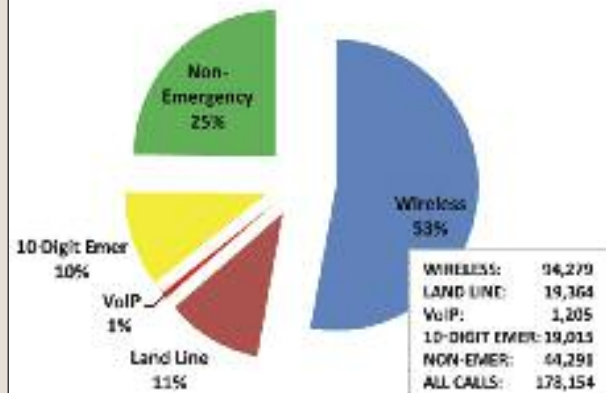
The Cook County ETSB encourages all first responders to make a special effort to acknowledge the important work of their telecommunicators during this week.

Of course, such recognition should be ongoing throughout the year. But it’s like adding the frosting to the cake when you do it that week. ●

E911 10-Year Land-line and Wireless Call Volume Report



Incoming Call Volume by Type



Wireless 9-1-1 Call Volume

(Continued from page 1)

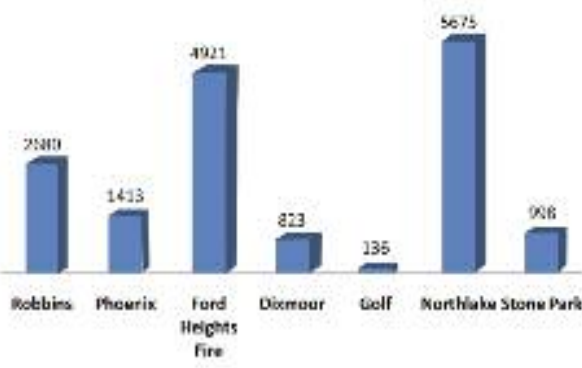
fore, the system-wide, grand total of incoming calls handled by the Cook County Communications Center in 2010 (including the wireless and land-line 9-1-1 calls) was 178,154.

Call Transfers to Remote Sites

In 2010, the Cook County Comm Center transferred a total of 16,646 emergency 9-1-1 calls to its seven remote sites, as follows:

- Dixmoor – 823
- Phoenix – 1,413
- Ford Heights Fire – 4,921
- Robbins – 2,680
- Golf – 136
- Stone Park – 998
- Northlake – 5,675

Remote Site Transfer Call Volume



CAD UPGRADE

The joint effort to upgrade the Cook County Computer-Aided Dispatch (CAD) System is well underway.

CAD technicians were on site in Des Plaines during two weeks in November in order to assemble and configure the server racks that will be installed in Des Plaines and Maywood.

In mid-January, the installation of the CAD equipment, software and related applications was scheduled to begin.

Working together to complete this major CAD upgrade are the Cook County ETSB, the County Sheriff's Department, and the Illinois State Police. It is part of a long-term effort to meet Next Generation objectives. ●

What is NG9-1-1?

(This is the fourth and last in a series of articles devoted to Next Generation (NG9-1-1), which represents the future of emergency telephone systems nationwide. The information included in this article was prepared by/for the National Emergency Number Association – NENA.)

NG9-1-1 DEVELOPMENT AND SUPPORT ROLES

During the evolution of NG9-1-1, NENA, vendors, and local, state and federal governments have specific roles to play:

NENA

- Defining requirements to meet E9-1-1 and NG9-1-1 needs
- Defining new NG9-1-1 functions and features to expand emergency communications capabilities
- Defining interface and functional standards for NG9-1-1 and its subsystems
- Defining NG9-1-1 database content standards
- Defining overall NG9-1-1 system operational procedures
- Developing methods to ensure a secure environment
- Defining best practices for how to utilize NG9-1-1 features and functions
- Ensuring that local, state, federal and tribal statutes, regulations and overall policies enable, rather than prohibit, NG9-1-1
- Defining recommended transition processes to move from today's 9-1-1 systems to NG9-1-1
- Providing a means for certification and accreditation

VENDORS

- Defining new NG9-1-1 functions and features to expand emergency com-

munications capabilities

- Defining detailed product designs for NG9-1-1 subsystems
- Defining detailed operations procedures for individual NG9-1-1 subsystems
- Developing methods to ensure a secure environment
- Ensuring that products adhere to defined standards to allow interoperability through open architecture

LOCAL GOVERNMENT

- Defining new NG9-1-1 functions and features to expand emergency communications capabilities
- Defining overall NG9-1-1 system operational procedures
- Ensuring that local, state, federal and tribal statutes, regulations and overall policies enable, rather than prohibit, NG9-1-1
- Funding management and public-safety operations

STATE GOVERNMENT

- Ensuring that local, state, federal and tribal statutes, regulations and overall policies enable, rather than prohibit, NG9-1-1

FEDERAL GOVERNMENT

- Ensuring that local, state, federal and tribal statutes, regulations and overall policies enable, rather than prohibit, NG9-1-1

ARE WE THERE YET?

Fully featured, standards-based NG9-1-1 will likely be implemented in successive releases; but unless it's a full replacement for existing E9-1-1 functions, including additional features to bring 9-1-1 service up to (Continued on page 4)

New Illinois Law Increases Penalty for False 9-1-1 Calls

As of January 1, a new law passed by the Illinois General Assembly increases the penalty for placing false 9-1-1 calls for fake 9-1-1 offenses.

The law helps protect law enforcement officers and emergency responders from dangers they may face when responding to false 9-1-1 calls.

Such calls can put them "in serious jeopardy and endanger public safety by straining resources," said Governor Patrick Quinn when he signed the new legislation last July.

House Bill 6101, sponsored by Rep. Lisa Dugan (D-Kankakee) and Sen. Toi Hutchinson (D-Chicago Heights), amends the law to impose greater penalties on individuals found guilty of making a false 9-1-1 call.

Under the new law, a person found guilty of making a false 9-1-1 call will be charged with a Class 4 felony for the first violation, as well as for any subsequent violations.

A Class 4 felony is punishable by one to three years in prison and a fine of up to \$25,000. Under the previous law, a false 9-1-1 call could result in a Class A misdemeanor, which is punishable by a fine of up to \$2,500 and one year in jail.

The legislation comes after Kankakee County Sheriff's Deputy Dave Stukenborg was seriously injured in a car accident when responding to a prank call made to 9-1-1.

"Hopefully, this new law will deter people from making fake calls to 9-1-1, so no other family has to go through what my family has endured from such a senseless prank," said Stukenborg. ●

HOMELAND SECURITY TRAINING

In November, the ETSB hosted one day of training on radio interoperability for more than 100 suburban Cook County public-safety officials. Attending the Homeland Security seminar, which was conducted at the Comm Center in Des Plaines, were representatives from more than 80 Police Departments, Fire Departments and Emergency Management Agencies. Also attending were telecommunicators from the Comm Center. ●

What is NG9-1-1?

(Continued from page 3)

the level needed in today's emergency communications environment, it is not a true "next generation" of 9-1-1.

That "next generation" will include:

- the ability to support interactive text messaging
- policy-based routing using location and several other factors (such as call type, target PSAP status, network status)
- automatic acquisition of supportive data
- use within the system to control routing and other actions prior to delivery to the PSAP, and
- many other standards, defined features and functions.

Only when a newer, IP-based replacement for E9-1-1 meets or exceeds the capability set above, will it achieve fully featured NG9-1-1.

Note that this is not about having all possible originating service types implemented. It is about having the NG9-1-1 capabilities defined above – present, tested (to the extent possible, which may be limited to lab testing if there are no live instances of any given capability), and ready for service.

If a given IP-based system is not capable of all initial NG9-1-1 features and functions, it can certainly be considered to be on the path to full NG9-1-1. However, it is still pre-NG9-1-1 in nature.

(For additional information on NG9-1-1, visit NENA's website – www.nena.org) ●

ANSWERING THE

Answering the Call is produced quarterly by the Cook County Emergency Telephone System Board (ETSB), which provides Enhanced 9-1-1 services to unincorporated County residents and businesses. Also, these emergency services are provided to the Forest Preserve District of Cook County and the municipalities of Dixmoor, Ford Heights, Golf, Northlake, Phoenix, Robbins, and Stone Park.

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Printed on recycled paper using soy-based inks.

ETSB, 9511 W. Harrison Street, Des Plaines, IL 60016

