

**State of Illinois
9-1-1 Future Technology
And Financial Needs Study**

August 1, 2011

Book 2 of 3

Performed By:

STONE  CARLIE

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Attachment O – Written Survey Responses (100 systems)

Table of Contents

Note: Survey begins on page number listed for each respective system

Adams	1
Barrington Hills	1
Bellwood	1
Berwyn	1
Bureau	7
Champaign	7
Clark	7
Clay	7
Clinton	13
Coles	13
Countryside	13
Crawford	13
Cumberland	18
DeKalb	18
Dolton	18
Douglas	18
DuPage	24
E-Com	24
Edgar	24
Effingham	24
Evanston	31
Ford	31
Fox Lake	31
Franklin	31
Fulton	37
Gallatin	37
Glenview	37
Grundy	37
Harwood Heights	43
Henry	43
Hickory Hills	43
Highland Park	43
Jackson	48
Jersey	48

JoDavies	48
Johnson	48
Kankakee	53
Kendall	53
Knox	53
LaGrange Park	53
LaGrange	63
Lake	63
Lansing	63
LaSalle	63
Lee	70
Libertyville	70
Lincolnshire	70
Lincolnwood	70
Livingston	76
Logan	76
Lyons	76
Macomb/McDonough	76
Macoupin	81
Marion	81
Marseilles	81
Marshall	81
Mason	86
McCook	86
McHenry	86
Mercer	86
Morgan	91
Mundelein	91
Northfield	91
Northwest Central	91
Ogle	97
Oglesby	97
Park City	97
Peoria	97
Perry	103
Piatt	103
Pulaski	103
Putnam	103
Quadcom	109
Randolph	109

Richland	109
Riverside	109
Rosemont	116
Saline	116
Sangamon	116
Scott	116
Seneca	123
Skokie	123
St. Clair	123
Streator	123
Tazewell	128
Union	128
Vermillion	128
Vernon Hills	128
Wabash	136
Washington	136
Waukegan	136
Western Springs	136
Wheeling	141
White	141
Whiteside	141
Williamson	141
Winnebago	148
Winnetka	148
Woodford	148
WSCDC	148

	<u>Adams County</u> Rural	<u>Barrington Hills</u> Suburban	<u>Bellwood</u> Urban	<u>Berwyn</u> Urban
Survey #	1	2	3	4
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative impact	Negative	Negative	Positive & Negative!
1.a If positive, please explain:	Nothing positive about loss of WETSA revenue	It gives us the chance to review the pricing schedule.		Allows for re-addressing surcharge levels to possibly adjust for the needs of 9-1-1 & also allows to address ALL devices that can access 9-1-1
1.b If negative, please explain:	The WETSA surcharge is a very significant funding source for both operational 9-1-1 expenses as well as a funding source for E9-1-1 equipment acquisitions. Loss of \$350,000+ of annual revenue would be very difficult to replace with local funding sources.	It puts the revenue in jeopardy and service is continuing with associated expenses.	Funding is scarce in all areas.	Without a surcharge in place, 9-1-1 agencies could be hit drastically hard by the loss of "guaranteed" income
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	1 PSAP and 1 backup PSAP in a standby mode.	One		1 One
2) What is your address?	Quincy/Adams County 9-1-1, 222 N. 52nd St, Quincy, IL 62305	112 Algonquin Rd, Barrington Hills, IL 60010	Our PSAP address is 2600 N. Mannheim Road, Franklin Park, IL 60131	6401 W. 31st Street - Berwyn, Illinois 60402-3106
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Backup PSAP is located at the Adams County Courthouse, 521 Vermont St, Quincy, IL 62301. The Cass County 9-1-1 PSAP serves as our alternate routing PSAP.	CenCom	Backup PSAP is Westchester 9-1-1. Cells would route to their Center if switched or overflow.	Our back-up PSAP is North Riverside. In the event of malfunction 9-1-1 calls are routed to them with personal being sent to their facility to assist with call handling. Non-emergency lines can also be forwarded if need be.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 Primary PSAP		2 Primary 5 Secondary	One primary, one secondary. Secondary has a back-up plan in place, so does their back-up, etc.
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)

	Adams County	Barrington Hills	Bellwood	Berwyn	
4) Since 2005, how has the number of employees changed by year?	Our staff is 20 personnel. Our annual turnover for 9-1-1 telecommunicators averages one person per year.	See Table	2005 - 20 2006 - 19 2007 - 42	2008 - 51 2009 - 46 2010 - 40	We have been attempting to increase full-time staffing from 11 to 16 since early 2007 to handle the increased call volume. To date we are still trying to achieve the maximum staffing level of 16!
5) What company is the 911 system provider?	AT&T is our 9-1-1 system provider.	AT&T	AT & T	AT&T	
6) Please provide contact information for the 911 system provider.	Rhett Beekman, 9-1-1 Project Manager, 555 E. Cook Floor 3 Springfield, IL 62703, rb2914@att.com, (217) 744-5004	Paul Stoffels	Mr. Bob Miller 708-229-0385 AT & T 9-1-1 public safety 4918 West 9th street Floor 2 Oak Lawn, IL 60453	Paul R. Stoffels Area Manager - 9-1-1 Operations - IL/IN (708) 229-0389 (voice) (708) 229-0380 (fax) ps1956@att.com (e-mail)	
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Wireline Service area is all of Adams County. Wireless zip codes are all zip codes in Adams County.	Coincidental with the municipal boundaries of the Village of Barrington Hills, including 60010, 60120, 60021, & 60110.	Wireline area includes the village of Melrose Park, Bellwood, as primary, then secondary for Stone Park, Northlake, Leyden, Beach Park & Bensenville. Zip codes for wireless are 60160 & 60104	Wireline service encompasses the City of Berwyn corporate boundaries. Wireless service encompasses the zip code of 60402. This zip code is also in Stickney & Forest View, they handle their own wireless calls.	

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Answer and dispatch for Law Enforcement, Fire/Rescue, and EMS for all agencies in Adams County.	We hand off all EMS or Fire/Rescue calls to the appropriate department.	All	Police, Fire & EMS
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	No	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	All but Nextel at Phase 2	Phase 2	Phase 1
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Phase 2 in June 2007, previously Phase 0	2006 Prior to that Phase 1 and started as Phase 0	2006	DNA
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Done in conjunction with implementation of Landline Enhanced 9-1-1 in March 2007. Cannot breakout Phase 2 costs separately as both Landline and Wireless E9-1-1 were equipment and services were acquired together. Those costs were in excess of \$400,000.	85000		DNA
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	not applicable			Awaiting completion of mapping software project for plotting of Phase 2 data.
9) Do you plan to convert to Phase 2?	not applicable			Yes
10) If yes, when is conversion planned?	not applicable			End of 2011
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	not applicable			DNA
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	not applicable			DNA

Call Volume:

	Adams County	Barrington Hills	Bellwood	Berwyn
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Tracked separately	Wireless group	wireless	Primarily wireline
5) How many dispatches occur each month as a result of 911 calls? (if available)	We do not separate dispatches between 9-1-1 and calls to our non-emergency number. 2010, 126,221 total calls for 60,781 dispatch incidents.	N/A	Unable to produce	Average over the 6 year period is 5,350 dispatches per month
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	No, for wireless requests for 911 service because there is no way to predict the call volume at any given incident.	Yes	No - We are still trying to achieve maximum staffing levels, but because of resignations, retirements, failures during training, etc. we have been chasing maximum staffing for several years. In addition, once maximums are achieved the call volume vs full staffing will need to be re-addressed & evaluated.

Funding:

1) What is the wireline 911 customer surcharge in the area(s) served?	\$0.00 - Quincy/Adams County 9-1-1 is not funded by landline surcharge.	1.5	0.95	\$0.96 per line
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)

Expenses:

1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	No		Currently, yes. As NG911 comes along it will be difficult to keep up with necessary equipment.

	Adams County	Barrington Hills	Bellwood	Berwyn
3) What types of expenses are incurred by your system that <u>are</u> covered by 911 customer surcharge revenues?	Operational and capital equipment acquisitions.	Our data & phone connections, audio logger, Emergency Mass Notification System, NENA Cert program, lease purchase of equipment, salaries, IT licensing and CPE, headsets		Equipment for the receipt & transmission of 9-1-1 calls for service. Includes phones, radios, comuters, software, etc.
4) What types of expenses are incurred by your system that <u>are not</u> covered by 911 customer surcharge revenues?	All employee expenses, balance of operational expenses, some capital acquisitions.	Facility equipment, UPS, intensive use chairs, fax machine, HVAC, fans, radio equipment, and printer.		Largest is salaries. Facility maintenance outside of mission critical components.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Operating Budget for FY2011-2012 is \$1,264,847. To cover this with surcharge money = current WETSA monthly revenue at .73/mo plus \$2.75/mo per access line 30,121 access lines.			Far higher than current levels, but to make 100% covered by surcharge far too high to expect citizens to pay.

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Report quarterly for 9-1-1 Governing Board, monthly to both Adams County Board and Quincy City Council	Yes, monthly	Monthly	Yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly reports that include call statistics, operational expenditures, personnel actions, capital project status, other critical issues.	Treasurer Report which lists the expense and revenue.	Cells for service, 911 cells	Monthly to the 9-1-1 Board, yearly to the ICC & States Attorney, yearly to the City.
3) How much time is required to complete the reports?	3-4 hours per month	2 hours	30 minutes in 1 hour	Monthly - Couple of days to compile all of the various information. Yearly - At least a week to compile all of the information & complete reports.
4) Do reports present an accurate image of services offered?	Yes	They are not an operational report they are an expense report.		Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	Yes		The reports to the 9-1-1 Board, yes.
6) Are the reports certified for accuracy?	The Director signs them, is that certification enough?	Yes by the Village Treasurer		9-1-1 Board approves reports on a monthly basis. Report to the City is approved by Council
7) Are financial operations of the system audited?	Yes. The 9-1-1 system is audited as a department within the City of Quincy annual audit.	Yes, annually		Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes. See item 7 above.	Yes		Yes
9) Please provide copies of audited reports from 2005 through present	9-1-1 "Department" provided. You can request the complete City of Quincy annual audits by contacting the City of Quincy Comptroller at (217) 228-4517.	See www.barringtonhills-il.gov/treasurer/audits.html		Available upon request

Next Generation:

1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	No	No
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	Adams County	Barrington Hills	Bellwood	Berwyn
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Text to 9-1-1 is a logical next step and is necessary to implement with the amount of texting that is occurring. I do not know if video and pictures is a good thing to send to 9-1-1.	Yes, we would know the scope of the response, proved location and distribution of information to others.	Yes	Yes - For people to be able to send pictures or videos of the incident they are reporting could eliminate confusing information, misinformation, etc. Also allows for immediate broadcast of information being received from the scene to responding units.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No.	No, until standards exist no costs have been requested.	Not at this time	No specific cost estimates, costs would be inline with those anticipated by NG9-1-1.
4) What impact would this have on staffing and other operational expenses?	The ability to receive text, pictures and video would increase operational expenses for delivery costs and equipment acquisitions. It would not impact staffing levels.	Retraining at a minimum and different maintenance. We would have to reevaluate our whole staffing needs.	Potential for increased staffing	To view video, photos, etc. would require additional staff to review while others are putting the calls out. To receive the data, equipment will need to be upgraded.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	This would require a complete changout of our E9-1-1 telephone system. For Quincy/Adams County 9-1-1 this would be approximately \$400,000 for our primary 9-1-1 PSAP phone system and backup 9-1-1 PSAP phone system. This is based on the acquisition cost of	Estimate would be no less than what was expended to go to Phase 2. That expense was 5 years ago and \$100,000.	Waiting for quotes from vendor. Minimum amount \$500,000	It is too early to have an accurate calculation and/or rationale for how much it will cost. It effects many levels of equipment, effects staffing levels, etc. As the NG9-1-1 plan continues agencies will have a better grasp on the economic impacts.

Recommendations:

1) What recommendations do you have to increase the efficiency of 911 services in your area?	Our legacy E9-1-1 system is very efficient right now. There should be increased focus on the accuracy of Wireless 9-1-1 calls.	Adopted standards for equipment and operation.	Better accuracy of cellular 911 info.	Cooperation of neighboring agencies when purchasing equipment. Better rules & regulations for address verification - Especially VoIP. Standards to be followed, everyone on the same page as much as feasibly possible.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	We would need significant funding source to acquire required NG9-1-1 phone equipment and broadband network.	Demonstration or a phased implementation of NG 911, no hard cutovers	Clearly define standards	We are following the process being undertaken by NENA & APCO - As we consider equipment replacement we take into account the future, especially NG9-1-1/
3) What recommendations do you have for the General Assembly to do or not to do?	9-1-1 funding needs to be addressed. WETSA should not sunset, should be made permanent. Landline, and VOIP should surcharges should be managed at the state level as WETSA is.	No fixed time for cu-tover as technology is ever changing, recognize reoccurring expense.	Make grants available	Review the wireless surcharge, look at encompassing ALL means of 9-1-1 delivery both now & in the future, look at standardizing receipt & delivery, standardize & make mandatory training for 9-1-1 personnel, GET BEHIND THE TRUE FIRST RESPONDERS - THOSE TAKING THE 9-1-1 CALLS!
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes to a certain degree without losing local control of a 9-1-1 system. County-wide is probably the consolidation point.	Consolidation or sharing could only occur with a prior agreement of standard of service.	Yes, as budgets become tighter and the costs of equipment rise, it is logical to consolidate for cost savings.	Absolutely! Sharing of equipment would help relieve budgetary issues while allowing PSAP's to remain independent. Consolidating a few neighboring agencies make sense, large consolidated systems seem much harder to manage.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes. Sharing a NG9-1-1 infrastructure would be cost effective and the best route.	Same as above	Possibly, consolidation does allow for sharing. See above answer.	Absolutely! The smaller the systems the easier it is to comply with changes at a much better return on investment. Several systems all changing takes from the pot of available funds.

	Adams County	Barrington Hills	Bellwood	Berwyn
6) Should the information included on required reporting be changed?	No.	Yes	No	It would be interesting to see call volumes for comparison, would be interesting to see costs vs income, especially for agencies struggling to stay afloat & up-to-date with technology.
7) If yes, how? What should be removed or added?	not applicable	Include inventory of equipment and training, report of event resolution.		The annual sending of call handling agreements should be dropped. Waste of time & money. Only notify agencies of a new agreement is needed, or an existing agreement needs to be terminated.
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutely. WETSA should be made permanent. Funding source is critical to our 9-1-1 viability.	Yes	Yes	Absolutely! In addition to continuing, it needs to be reviewed for possible increases, change in distribution levels (i.e. less for the carriers), etc.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Funding from the State level would be best except for the fear of the perceived track record that the State would raid funds, withhold funds and/or mismanage funds. Illinois is broke and for now funding control at the local level would be more reliable.	Local participation should always be a component for they are the first responders.		By including all methods of delivery of 9-1-1 call in future funding & legislation it would help avoid what comes next in NG9-1-1. The State should take some lead on standardization of services, training, continuing education, etc. But local level 9-1-1 Boards have proven beneficial & should continue somewhere in a revamp of the system.
Other Feedback/ Recommendations (please note in detail below):	A survey of this detail and magnitude should allow more than 10 days to complete.			

Survey Completed by:

Name:

Signature:

Title/ Position:

Date Completed:

Telephone Number:

Office Address:

Email Address:

Curtis A. Nekovar

Curtis A. Nekovar

9-1-1 Systems Administrator

5/13/2011

708-795-2114

6401 W. 31st St. Berwyn, IL 60402-3106

cnekovar@ci.berwyn.il.us

	Bureau County	Champaign County	Clark County	Clay County
	Rural	Suburban	Rural	Rural
Survey #	5	6	7	8
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative		Negative Impact
1.a If positive, please explain:				
1.b If negative, please explain:	In the past 3 years we have had a loss of 4000 land lines to wireless this has drastically reduced our income at this rate we will eventually be unable to operate.	Limited funding alternatives are available to 9-1-1 centers, the need to maintain and increase the wireless surcharge is imperative.	It will be negative in the fact that without it, we at Clark County 911 will be immediately unable to pay for the basic cost of 911 service expenses	With landlines being reduced in great numbers and to loose funding from wireless devices, our 911 system would not be able to keep paying its ever increasing bills.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	4, 1 Primary (us) 2 secondary and 1 Backup PSAP (which lies in an adjacent county)	Two	one	1
2) What is your address?	615 Elm Place, Princeton, IL 61356	1905 E. Main St., Urbana, IL 61802	115 North 5th Street Marshall IL 62441	123 N Locust Flora, IL 62839
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Putnam County Sheriff's Office, if we go down we send one of our staff and they receive 911 calls and dispatch from their facility.	9-1-1 calls go to Rantoul PSAP; non-emergency calls go to University of Illinois Police desk.	Our backup is Crawford County Sheriff's dept	
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 Primary, 1 Back-up and 2 secondary	One Primary, One Secondary	one primary	1 primary 0 secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	same	Please see Part II of the Survey (Table B)	We have had to expand our work hours and hire additional part time workers to be able to handle higher volumes of wireless calls	No
5) What company is the 911 system provider?	Frontier	AT&T	Frontier	Verizon until 2010 Frontier Communications currently

	Bureau County	Champaign County	Clark County	Clay County
6) Please provide contact information for the 911 system provider.	Larry Smith, Frontier Communications, 309-747-2991 or Mike Davis, Frontier Senire Account Executive, 630-874-3545.	Paul Stoffels 708/229-0389	Larry Smith, Frontier 911 Service Manager,309-247-2991	Larry Smith Coordinator Communications Everett Dr. 911 Frontier Box 395, 102 Gridley, IL 61744
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	61356, 61346,61283,61376,61349,61330, 61312, 61323, 61337, 61362, 61322, 61359,61315, 61368, 61379, 61314, 61320, 61344, 61361, 61345	METCAD, the Primary PSAP. handles all 9-1-1 calls for Champaign County except wire line within the Village of Rantoul (the Secondary PSAP).		Wireless zips: 62839 62858 62434 62854 62838 62824 62426 62879 62448 62879 62443 62899 62868

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Fire,Rescue and EMS and Law	Law/Fire/EMS	All	ALL
2) Does your PSAP receive calls from wireline phones?	yes	Yes		YES
3) Does your PSAP receive calls from wireless phones?	yes	Yes		YES
4) Does your PSAP receive calls over the internet using VoIP technology?	yes	No	yes	YES
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	2004, phase 1	Converted from Phase 0 to Phase 2 in 2005.	previousle phase 1 went on line 2009	Cellular One 01/08 T-Mobile 07/09 Alltel (Allied) 09/06 Sprint - 04/07
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	approx 1 million dollars	45000	approximately \$15,000	During initial purchase all equipment was phase 2 ready.
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		N/A	n/a	
9) Do you plan to convert to Phase 2?		N/A	n/a	
10) If yes, when is conversion planned?		N/A	n/a	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A	n/a	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A	n/a	

Call Volume:

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	included in the total call volumn	Yes, VoIP calls are included in the wire line count.	yes	
5) How many dispatches occur each month as a result of 911 calls? (if available)	approx 95%	This data is not available as it is not tracked.	approximately 200	

	Bureau County	Champaign County	Clark County	Clay County
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	80% of the time single covered, but as we are a MABAS dispatch center and are responsible for 20 miles of Interstate 80 we are a lot of the times short a body and would like to offer 2 at all times.	No, staffing is not sufficient based on call volume and work load. Three law enforcement agencies currently share a single dispatcher. This work load needs to be broken out, but will require at least six additional telecommunicators.	We are properly staffed but do on occasions get caught overloaded on major calls	There are times when one (1) dispatcher is enough to handle our call volume but due to the increase in cell phone usage we have seen an increase during storms, power outages, accidents and fires.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.95	1.50/month	2.95	2.25
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	almost every month we have a loss. Our expenses cost more than we take in.	No, operational costs exceed surcharge revenue. Reductions in wire line surcharge and inequity with wireless and VoIP surcharges are not sufficient to support operations.	no	Currently the surcharge is sufficient and will not be reduced in the future.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Our facility is funded 100% by our surcharge revenue.	Staffing (Personnel costs)	Employee salaries, equipment and equipment maint. Telephone and data charges, and software maintenance fees	Telephone (circuit charges), postage, repairs, education, signs, maintenance on signs, capital equipment purchases, Wireless internet, office supplies, salary for coordinator, 911 maps.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Everything we do and have is paid for by surcharge money. We get no City or County funding.	Equipment, physical plant, utilities, contracts, consoles, CAD system, 9-1-1 phone system, 800 MHz radio system and infrastructure, and non-dispatch function related equipment. Please see attachment - Capital Equipment Schedule.	25 percent of Employee salaries and benefits	Currently the surcharge is sufficient and all expenses are currently being paid by customer surcharge revenues.

	Bureau County	Champaign County	Clark County	Clay County
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		In FY10, we received a total of \$2,373,574 from surcharge funds for both wire line and wireless. Our expenditures for FY10 totaled \$4,033,188. In order for our expenditures to be completely covered by surcharge funds, the amount we receive would need to be increased by 70%. This was determined by taking total expenditures and subtracting total surcharge funds and then dividing the deficit by the total amount of surcharge funds. Each budget year is different and capital expenses vary based on life cycle. Please see attachment - Capital Equipment Chart.	Our 2010 911 expenses were \$330,345.00 and our surcharge income for land lines and wireless surcharge totaled \$278,315.00. This caused a short fall of approximately \$52,030.00. We would need to see the wireless fees raised to \$1.50 per phone to stay above water	
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	yes monthly to the ETSB and the County Board	Yes	We report monthly to the E.T.S.B.	Clay County 911 coordinator reports to their board monthly per agreement.
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	all reports financial and operational are prepared monthly and presented	There are regular monthly meetings held with the METCAD Policy Board. Reports are prepared for purchase approval and information updates. A budget is prepared annually and presented to the Policy Board as well as the ETSB.	We prepare all financial reports to include all expenses and incomes monthly	A financial report monthly, also a responder report on how many 911 calls were placed into the system and how many calls for each agency.
3) How much time is required to complete the reports?	probably 40 hours	15-20 hours for monthly reports to the METCAD Policy Board and 200 plus hours for annual budget preparation.	approximately 3 to 4 hours	These reports vary on time it takes to complete. If everything is accurate from the Treasurers office then 4 hrs on the financial report. On the 911 call report 1 hr.
4) Do reports present an accurate image of services offered?	yes	Yes	yes	Not to the fullest extent.
5) Do reports present an accurate image of revenues and expenses?	yes	Yes	yes	The financial report from the treasurers office and from Clay Co 911 Coordinator, they do present an accurate image of revenue/expenses.
6) Are the reports certified for accuracy?	yes	Yes.	yes	As far as a certified for accuracy - Treasurers office and Clay Co 911 do match in revenue/expenses.
7) Are financial operations of the system audited?	yes	Yes	yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	yes	Yes	yes	Yes, the audit is performed yearly at the county level.
9) Please provide copies of audited reports from 2005 through present	contact Nina Urbanowski @ 815-872-3241 for copies of this item.	Attached		Reports to be mailed
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	no	No	no	Not at this time

	Bureau County	Champaign County	Clark County	Clay County
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes, being able to send photos via text directly in to dispatch will help identify where your at by showing landmarks, it can help identify suspects or license plates, it can help children or victims who cannot speak out contact us and give us detailed information	Yes, it could be useful in limited circumstances; is clearly the trend, especially with the younger members of the community. Voice communication is still likely to be the most effective method.	not at this time	Yes this would be very helpful to see. We could forward on accident scene photos to ER doctors,could actually see the way the vehicles were before being moved. Could get more detail out of a picture then what someone might be telling us. Text msg. for the hearing impaired or deaf community. If a person can not speak they text to 911 in order to receive assistance. Video of an on going domestic, robbery,etc. would benefit officers and EMS.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	no but at region meetings different presentations have been provided and it would cost upwards of \$500,000.	We have no cost estimate available.	no	Not at this time.
4) What impact would this have on staffing and other operational expenses?	Training, stress relief, equipment, additional staff,	Increase staffing may be required for telecommunicators to monitor these methods; increased IT staff support would be required to manage the network and computer resources necessary to support these technologies.	unknown	Staff- it may put an extra burden on them due to multiple applications coming into the center, also the cost of the upgrade and additional employees.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Not sure and at this time not willing to estimate.	No estimates are available at this time.	unknown	
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	More towers, better lines an cables, Knox Boxes installed in FD/PPD for easier mannability.	Improved interoperability between PSAPs for Telephone, CAD and Radio.	none	Increase efficiency is going to have to start with the providers in regards to cell tower sites, upgrading their equipment and services.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Try to think in terms of regional access or consolodation of regions to back each other up and to help cut costs.	Availability of additional surcharge revenues and/or Federal funding; industry standards must be finalized so vendors can begin to develop new system platforms. Additional staffing would also be required to handle increased workload.	none	It would recommend that the ICC allow CSI, INC to continue with their 15 county national pilot project for NG911, to assist in this endeavor and not to hinder it. To help with supplying resources needed in order to be able to upgrade to NG and then follow their footprints to make it available for the whole state of Illinois.
3) What recommendations do you have for the General Assembly to do or not to do?	not sure at this time	Presently, we receive \$0.58 per wireless phone, we would like to see the amount remitted to us increased to \$1.50 per wireless phone line which is what we currently receive per wire line. New or modified legislation to set ALL 9-1-1 surcharge rates at the voter approved wire line rate for the county rather than one for wire line, one for wireless, one for VoIP and whatever the future technologies are. One number = one rate. In Champaign County, this action would resolve our funding dilemma for the foreseeable future. In addition, permanently remove the sunset clause.	get away from a state wide mandate as to what the wireless surcharge is and look more at the impact it is causing for smaller counties that have a higher wireline surcharge than the wireless surcharge	I would again recommend that the GA assist in supplying resources needed in order to be able to upgrade to NG and then again, follow their footprints to make it available for the whole state of Illinois. Laws need to be changed in order to allow NG911.

	Bureau County	Champaign County	Clark County	Clay County
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	I think if it is at all possible to consolidate within 1 county smaller PSAPS to not have redundancy then yes.	Yes, it is financially advantageous for PSAPs to consolidate.	n/a	It is my belief that by sharing equipment such as the 15 countriesnare in CSI, Inc. this will help reduce expenses. Also by sharing equipment if a misrouted call would come into your center, you could actually direct it to the correct one, much like we do today. All 911 calls would be answered, no one would get a busy signal when your dispatchers are over loaded, it would ring to the next available PSAP.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	I think if it is at all possible to consolidate within 1 county smaller PSAPS to not have redundancy then yes.	Yes, consolidation could be beneficial, but this must be considered very carefully based on a number of factors including: population, call volume, geography, etc.	I don't think that the public would be served as efficiently by psaps not located within their jurisdiction	I do not like the thought of consolidating but to share equipment will reduce the expenses incurred by one agency. With consolidating agencies one agency does not know how the other agency operates, their county geographical layout, who responds where and when. Consilidation would definitely not be my choice of actin.
6) Should the information included on required reporting be changed?	Not sure what other information you seek	No, current reporting is sufficient.	I think it is good as it is	It would depend on which report your age asking about. Also would like to change the way it is submitted.
7) If yes, how? What should be removed or added?		N/A	n/a	
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutly and it should be increased.	Yes, the sunset should be retired. This will still not make up for the decline in wire line revenue and the inequity between wireless and VoIP surcharge rates.	If it is discontinued, then Clark County 911 will be forced to find different ways to just keep the doors open	
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	I think what ever is going to be the most cost effective and provide the best 911 response to the community is how we should focus our direction and funding thoughts.	As 9-1-1 services are directed at local residents and provided by local first responders, 9-1-1 services should continue to be governed at the local level. Funding should be across the board for all devices (wireless, wire line, VoIP, whatever the future holds) at an equal level regardless of the device.	Leave it alone	911 should be governed on a local level, due to statewide issues currently in Illinois. Recommendations on future funding would be that all old and new devices that access 911 should be charged for this servcie. The charge for this service should not be based on what Chicago wants/needs but on a bases of geographical area in that particularsection of the state.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Diana Stiles	Ralph Caldwell	James F. Bender	Jennifer J. Brown
Signature:	Diana Stiles			
Title/ Position:	Director	Director	911 Director	911 Coordinator
Date Completed:	5/9/2011	5/13/2011	5/13/2011	5/17/2011
Telephone Number:	815-879-3803	217/333-0550	217 826 3423	618-662-7070
Office Address:	615 Elm Place, Princeton, IL 61356	1905 E. Main St., Urbana, IL 61802	115 North 5th St Marshall, IL 62441	123 N. Locust, Florida, IL 62839
Email Address:	the.director@buecomm.com	Ralph.Caldwell@ci.champaign.il.us	clarke911@marshall-il.com	clyco911@bspeedy.com

	Clinton County	Coles County	Countryside	Crawford County
	Rural	Rural	Urban	Rural
Survey #	9	10	11	12
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative. I cannot see any possible way this would be positive	Negative	Negative	
1.a If positive, please explain:				
1.b If negative, please explain:	This now represents about 1/3 of our revenue. Wireline counts, as well as wireline revenue are decreasing. If this were to expire, it would be drastic.	The surcharge helps to make up some of the loses created by landline decline.	Will place financial strain in municipalities that rely on funds for equipment and upgrades	Negative.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	One	2	1	1
2) What is your address?	Clinton County 9-1-1, PO Box 119, Germantown IL 62245	10500 State Hwy 16, Mattoon, IL 61938	5550 East Ave, Countryside, IL 60525	203 S. Jefferson St, Robinson, IL
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Bond County/Greenville PD is our backup PSAP. In case of failure, all 9-1-1 calls are rerouted to that PSAP	We manage both PSAP's within our County. The main PSAP's back up is the other facility. All equipment is duplicated.	911 calls are rerouted to alternate police departments (Lagrange)	Our backup PSAP is Clark County 911 dispatch center, Marshall, IL
4) How many primary and secondary PSAPs are in your 9-1-1 system?	One primary, no secondary.	2	1 Primary 1 Secondary	1 Primary, 0 Secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	37500	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	12500	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	ETSB has no employees. ETSB chairman serves without compensation. Dispatchers are employees of Sheriff's Department. Dispatchers are not dedicated to 9-1-1. They answer normal phones, handle radio traffic, etc.	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	Was stable until this FY. Staff for this FY has been cut by 2 FTE's	In 2008, the staff was increased from 14 to 20 employees with the addition of providing non-emergency dispatch services for the City of Mattoon.	No change	
5) What company is the 911 system provider?	AT&T	ZETRON	Moducom	Emergitech

	Clinton County	Coles County	Countryside	Crawford County
6) Please provide contact information for the 911 system provider.	Paul Stoffels	System provided and installed by: GTSI, 303 Jefferson, Effingham, IL 62401. Contact is Chris Overbeck, 217-347-6560	Moducom 13309 Saticoy St, N Hollywood, CA 91605	1-800-772-6125 www.emergitech.com
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	All of Clinton County IL.	Wireline service provided by Illinois Consolidated, routed to main PSAP, currently Phase II. Zip codes:61938, 61920, 61943, 61912, 61931, 62469, 62435, 62440	Municipal 60525	Crawford County, IL 62454, 62452, 62427, 62413, 62433, 62449, 62464, 62478, 62421, 62466
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	All	All	Law Enforcement	All
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	No	Yes	No	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase II	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Began as Phase 0. Then Phase 1. Began Phase 2 approximately 2005.		40634	2005 Phase 0, Phase 1 previously
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	125000		632000	190000 unknown
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	n/a	N/A	N/A	n/a
9) Do you plan to convert to Phase 2?	n/a	N/A	N/A	n/a
10) If yes, when is conversion planned?	n/a	N/A	N/A	n/a
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	n/a	N/A	N/A	n/a
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	n/a	N/A	N/A	n/a
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	185	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	275	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)		Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Included with wireline	Yes	N/A	
5) How many dispatches occur each month as a result of 911 calls? (if available)	375	900+	Unknown, not tracked	

	Clinton County	Coles County	Countryside	Crawford County
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Dispatchers are not dedicated to fire/ems. They handle all types of calls, and are not dedicated to 9-1-1. They handle regular phone calls, radio traffic, warrants, etc.	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	n/a	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	n/a	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Due to budget shortfall, have had to cut to one dispatcher on duty midnight to 7 am. Down from two dispatchers 24/7.	Yes	Yes	Yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.3	1.95	1	\$1.85 per line
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Shortfall comes from county revenues.	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Barely.	No	Yes	At this time and perhaps two more years. Then will be operating in deficit.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Networking, CPE, partial payment of dispatcher salary.	Equipment, wages, fringes, training, facility costs, admin, legal, costs charged for admin with courthouse	Equipment, phone line services	All expenses
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Radio system upgrades, better	Non-Emergency dispatching, equipment, and wages/fringes for 6 employees	Unknown	None
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		Wireless and Wireline surcharge MUST exceed \$900,000 to cover expenses of employees, facility, equipment, equipment maintenance and equipment replacement/upgrades, recurring charges, phone lines, and routing.	N/A	n/a
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	No	Yes, Monthly	No	Yes

	Clinton County	Coles County	Countryside	Crawford County
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	n/a	Previous meeting minutes, Financials, Funding issues, Current Activity, Call volume, Quality issues, Discussion	N/A	Financial projections, equipment need/or upgrade, state of the system. Reported as needed, irregularly.
3) How much time is required to complete the reports?	n/a	2-3 hours	N/A	4 hours
4) Do reports present an accurate image of services offered?	n/a	Yes	N/A	Yes
5) Do reports present an accurate image of revenues and expenses?	n/a	Yes	N/A	Yes
6) Are the reports certified for accuracy?	n/a	Yes	N/A	No
7) Are financial operations of the system audited?	yes	Yes	Unknown	No
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	Yes, Yearly	Unknown	No
9) Please provide copies of audited reports from 2005 through present	Included with county audits.	Do you want them mailed?	N/A	n/a
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	no	Text message receiving capabilities	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes. It would be helpful if it were manageable. And be done securely.	College campus within our county. Video could possibly assist along with texting.	Yes, more & more people rely on cell phones and are receiving more familiar w/text functions	It could be
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	no	New system purchase covers any upgrades mandated for the next 5 years.	No	No
4) What impact would this have on staffing and other operational expenses?	It would require upgrades of CPE. It could possibly require additional staff in that dispatchers could well be spending more time on calls.	Staffing will remain the same. Cost of equipment maintenance/replacement will increase.	Necessary upgrades for equipment	
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Estimates for upgrades are in the order of \$200,000.	After 5 years, equipment will have to be replaced or upgraded. Similar or improved systems currently cost \$632,000. Normal increase in costs over 5 years, 20%, will increase replacement to \$750,000	Unknown	
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?		Funding to keep employees trained along with continuing education	More training	None
2) What recommendations do you have to be able to upgrade to Next Generation 911?		Equipment funding, training funding, consolidation of PSAP's to eliminate duplicating services and save on labor costs/equipment costs	N/A	None
3) What recommendations do you have for the General Assembly to do or not to do?	Keep existing funding sources. Wireless - including prepaid must pay their fair share. Also "free" phone service provided for low income must include payment for their share of 911	Increase wireless funding to match or exceed current wireline tariff and review the amount bi-annually to maintain funding support.	N/A	With the increase of wireless phones and calls they generate the surcharge must remain in place and be increased. The decline in wireline can not offset by increasing surcharge.

	Clinton County	Coles County	Countryside	Crawford County
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes. Many systems have multiple PSAPs only because of politics. They must consolidate.	Consolidation will save the taxpayer by prohibiting duplication among counties and save on labor and equipment costs.	Consolidating dispatch creates cost savings for small municipalities	n/a
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Systems should look at consolidating where it proves feasible. It should not be forced or mandated.	Yes, same answer as above.	Yes	Yes. Crawford County's instance is doing away with a manned backup site in favor of utilizing another County's PSAP (Clark County).
6) Should the information included on required reporting be changed?		No	No	No
7) If yes, how? What should be removed or added?		N/A	N/A	n/a
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?		Yes, and increased	Yes	YES
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?		Funding should be the same for land lines and cell lines per the county referendum or levy. Counties should also be allowed to tax utilities to make up the funding shortages from phone tariff.	Local	Maintain local level as each is unique and urban vs rural provides different needs and solutions.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name: John Skain
Signature: s/s
Title/ Position: ETSB Chairman
Date Completed: 5/13/2011
Telephone Number: 618 594-4555
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Scott Neval
Deputy Chief
5/10/2011
708-352-2171
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5/13/2011
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Email Address: john.skain@clintonco.illinois.gov

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	Cumberland County	DeKalb County	Dolton	Douglas County
	Rural	Rural	Urban	Rural
Survey #	13	14	15	16
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	With the drop in land lines, our monies collected have decreased, having the wireless monies help keep us going.	We need the wireless money to keep our system running. Example we collect from Frontier (Wireline Provider) \$19,926.41 and we pay them on a monthly basis for 911 services approximately \$18,967.54 (changes because of long distance charges) and VoIP surcharges for that month was \$8,941.48. We could not pay for anything else if we did not have wireless monies. 80 to 90 percent of our calls are wireless. Besides Wireless callers should not get a free ride and not pay a surcharge for the use of 911.	Loss of funds	Landline surcharge revenue has decreased 57% over the last 10 years, wireless surcharge revenue accounts for 50% of our income. We can operate without it.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	1	Four	One	1
2) What is your address?	PO Box 581 166 Courthouse Sq Toledo, IL 62468	150 N. Main St., Sycamore, IL 60178	14030 S Park Ave, Dolton, IL 60419	920 S Washington Street Tuscola, IL, 61953
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Jasper County 9-1-1	We have four PSAPs and each PSAP has one back up. Examples are County PSAP is backed up by City of DeKalb, City of DeKalb is backed up by County, NIU is backed up by City of DeKalb and Sandwich is backed up by County	E-Com located in Homewood, IL. We flip a switch that transfers 911 calls	Edgar County is our back-up PSAP
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1	We only have four primary PSAPs	One primary	1 Primary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)

	Cumberland County	DeKalb County	Dolton	Douglas County
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	Yes We were having two positions covered at busy hours. We had to lay off the second dispatcher this past year.	The ETSB does not hire/pay for the PSAP employees but the number of dispatchers has stayed the same at 49. The 911 Coordinator is the only ETSB Employee. 2008 was the first year that the ETSB hired a full time employee.	One or two up or down each year	One dispatcher was added
5) What company is the 911 system provider?	Frontier	Frontier Communications	AT&T	Motorola
6) Please provide contact information for the 911 system provider.	Larry Smith E-9-1-1 System Manager 309-747-2991 Larry.Smith@frc.com	Larry Smith- (309) 747-2991 or Michael Davis (630) 450-1363	Paul R. Stuffels, Area Manager, 708-229-6389, psi956@att.com	Barluck Communications 645 S Franklin Street Decatur, IL 62521
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Cumberland County 62447, 62468, 62428, 62436, 62435, 62462, 62440, 62469, 62428, 62445, 62420, 62467	See supporting document with exchange names and zip code	Approximately 5 sq miles, zip 60419	Wireline - all of douglas county. Wireless zip codes : 61810, 61851, 61852, 61910, 61911, 61913, 61919, 61930, 61941, 61942, 61953, 61956

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	All	Yes to all	Fire/Rescue and EMS	All
2) Does your PSAP receive calls from wireline phones?	yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	yes	Yes	Only transfers	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	no	Yes	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	DNA	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	2005, Phase I	Started implementing in Phase 2 in 2004 by buying equipment and software. Letters were sent to 5 Carriers to request Phase 2 on May 17, 2005.	DNA	2007
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?		hardware- \$68,422.53; map - \$90,391.87 for a total of \$158,814.40	0	250000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	na	na	Cost	
9) Do you plan to convert to Phase 2?	na	na	Unknown	
10) If yes, when is conversion planned?	na	na	DNA	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	na	na	Cost, the 911 fund is not sufficient and currently the village has no funds to support changes	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	na	na	We are attempting to combine to a center with the capabilities	

Call Volume:

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)

	Cumberland County	DeKalb County	Dolton	Douglas County
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2) Unknown	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	na	Yes it is included in wireline	Yes	wireless
5) How many dispatches occur each month as a result of 911 calls? (if available)	approximatley 120	?	Unknown	
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) Unknown	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1) Unknown	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	yes, unless a large event occurs	The ETSB does not hire the PSAP employees. The management of the PSAP would need to answer that question.	Yes	We need 2 more dispatchers but cant afford to hire them.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	2.5	0.84	1.25	1.45
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	no	Yes if you include the wireless but if wireless goes away we will not be able to move to NG or pay much of anything to keep the system running.	No	No our expenses continue to rise but revenue is declining.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	operating, wages, equipment	All expenses that are paid by the ETSB are paid by 911 surcharge monies but the ETSB does not pay all expenses of a PSAP. See budget docunetss provided	Equipment purchases, maintenance	Equipment Maintenance some salaries & benefits for TC's & coordinations salary. Also new equipment.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Cumberland 911 is located in the sheriff's department so anything that cannot be charged to a 9-1-1 system the sheriff's department pays for	None, based on what the ETSB can pay for in a PSAP but again the ETSB does not pay for all expenses to run the PSAPs	Wages	Bldg. expenses, rent, utilities

	Cumberland County	DeKalb County	Dolton	Douglas County
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.			Unknown	
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	yes	As of year end 2010 it has been implemented that the PSAPs provide detail of their call totals if available. Treasurer reports are provided to the ETSB on a monthly basis, quarterly and year end.	No	Yes, monthly
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	call summaries	911 does not have a system that is accurate at this time for call detail but budget items are accurate. A stats reporting system will be part of the NG911 purchase	None	Expenditures, revenue received, call volume, maintenance update
3) How much time is required to complete the reports?		That is not tracked.	DNA	4/ hours.
4) Do reports present an accurate image of services offered?	not always. We do not have a CAD system to track and account calls	No	DNA	Yes
5) Do reports present an accurate image of revenues and expenses?	yes	Yes	DNA	Yes
6) Are the reports certified for accuracy?	treasurers report	No, for the PSAP Reports. The treasurer reports are reviewed by the Coordinator	No	Financials are audited annually by county's independent auditing firm.
7) Are financial operations of the system audited?	yes	Yes, copies of the ETSB Audit has been provided.	Yes	No
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	yes	The Audits for the ETSB is a separate audit. It is prepared at the same time as the county audit but a separate report is provided back to the ETSB.	Yes	Yes
9) Please provide copies of audited reports from 2005 through present		Has been provided		
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	NO	No	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	It would depend on the circumstances. The problem I believe the center would be overwhelmed with pictures and videos as today we are overwhelmed with callers for an example of a wreck...everyone wants to call. It would be almost impossible with only one dispatcher on at a time.	Yes this would be helpful and our public thinks that they can text to our PSAPs today and send videos and pictures. This would also help with our TDD callers since they are using cell phones via texting to communicate now instead of TDD devices, and callers that have other health issues would prefer to text.	Yes	Absolutely! Younger people especially prefer to txt we would be more accessible to a large audience. Photos could help count cases & give our TC's more information.

	Cumberland County	DeKalb County	Dolton	Douglas County
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	no	Yes, see supporting paperwork for a fully redundant standalone system. This price could change with the final configuration. The estimated cost is estimated at \$1,000,000.00 or more. This fee may be reduced if it is configured as a regional/shared system. These are only non-recurring fees. We do not know the complete recurring fees until the system has a final design and tariffs are filed.	No	No
4) What impact would this have on staffing and other operational expenses?	I believe it would take more staffing to sift thru the amount of information that would be pouring in.	This would impact the PSAPs call length and possibly the PSAPs would need more employees.	Expenses would rise and staff may have to be increased	We cannot afford another equipment upgrade
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	not for sure	We need the wireless surcharge to stay and make sure that all devices that can reach a PSAP pay a surcharge. We do not know the final impact on NG 911 until the final configuration is completed and the tariffs have been filed to provide the service.	Unknown	Not yet calculated
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?		Make sure that all entities that can reach 911 pay for the service, and allow us to move towards a regional/shared NG911 system to share the costs and work load if needed and to address interoperability.		
2) What recommendations do you have to be able to upgrade to Next Generation 911?	funding must come from somewhere to support the upgrade	We need tariffs file, admin code rewrite and in some cases national standards. Standards are to be released with a month dealing with some of NG911 areas.	DNA	
3) What recommendations do you have for the General Assembly to do or not to do?	If the legislation does not continue to support the wireless surcharge monies it will probably close some of the PSAPs. You need to take into consideration most of the 9-1-1 calls are wireless. Income from Wireline monies have decreased. Wireless monies have increased, but not enough.	Approve current legislation to keep the wireless carrier fund from being swept and since the carriers are not using that fund move the funds to the Wireless Services fund for 911 systems to use and pass the legislation when filed to address all devices out there that can reach 911 so that they would pay a surcharge.	Raise fees	Do not take away the wireless surcharge. If anything, increase it to be more comparable to the land lines which we're losing.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	I think it should be a last resort. In our PSAP is local people, knowing the county, knowing the emergency service personnel. You can never think newer equipment and technology can ever replace a person and their knowledge. If we depend on the technology and equipment only, I think we are setting ourselves up for trouble.	Forced consolidation does not mean an ETSB will save money. That has been proven on consolidation studies that have been done. Sharing resources to become a shared or regional system should be the future. If the separate entities can afford to pay all expenses that are not paid by the ETSB and they meet all requirements on training and etc. then they should be able to keep their PSAP.	Yes, would reduce expenses, share equipment and make available better technology	No. "Government" encouragement isn't welcome.

	Cumberland County	DeKalb County	Dolton	Douglas County
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	In theory is sounds good. I don't believe consolidating has the best interest of the customers. The chance of error paging appropriate service and finding a PHII caller has increased due to the larger coverage area.	Again the movement for a the future is to share resources but not force consolidation. Our ETSB is in the process of moving toward a regional/shared system with surrounding 911 Systems within the next two years once all road blocks are removed. Not all System providers have filed tariffs at this time to provide a true NG911 System.	Yes, one piece of equipment can be better utilized by several departments	No. In downstate, rural areas, a single PSAP may serve - 500sq miles. Only that county's emergency responders are familiar with the rural areas. Two or more county's together would be huge area to cover.
6) Should the information included on required reporting be changed?		That would depend on NG911 and what the requirements are going to be for it.	No	No
7) If yes, how? What should be removed or added?		That would depend on NG911 and what the requirements are going to be for it.	DNA	
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Most definitely	Yes	Yes	Yes - PSAPs continue to lose landline surcharge & the volume of cell calls continues to rise.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	local diffinatley	Funding needs to be changed from where it is today but what it should be for the state will take some comparisons since the wireline surcharges vary so much. All devices need to be addressed on paying a surcharge. Not like we have exemptions today.NG should be governed on a state level. Politics will not allow that.	Local	
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Donna Whitaker	Glenna Johnson	Richard Janowiar	Shirley Schable
Signature:				
Title/ Position:	coordinator	911 Coordinator	911 Liason	Director, Douglas County 911
Date Completed:		5/13/2011	5/5/2011	5/11/2011
Telephone Number:	217-849-2065	815-899-4559	708-841-2533	217-253-4676
Office Address:	PO Box 581 Toledo, IL	150 N. Main St., Sycamore, IL 60178	1430 S. Park Ave., Dolton 60419	PO Box 437, Tuscola, IL 61953
Email Address:	cumb911@rr1.net	gjohnson@dekalbcounty.org	dpdapmin@vodolton.org	shirley.schable@douglascountyil.com

	DuPage County	E-Com	Edgar County	Effingham County
	Urban	Urban	Rural	Rural
Survey #	17	18	19	20
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative.	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	The annual wireless revenue is \$5 million dollars. This combined with wireline revenue puts operating costs basically at pass through.	Any reduction in revenues has a negative impact on the ability to render services, especially with declining wireline revenues.	Our landline revenue continues to decrease, the wireless revenue helps out to fill this void.	Not just technology, continuous training for all staff and telecommunicator's to stay knowledgeable to handle 911 calls without error. Training and conferences are costly.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	10 Primary, 4 Secondary		1	2
2) What is your address?	ETSB Mailing Address: 421 County Farm Road, Wheaton, IL 60187 Office: 1901 Naper Blvd, Naperville, IL PSAPs -Various See attached	1154 Ridge Road, Homewood, Illinois 60430	228 N. Central, Paris, IL 61944	206 E Section and 101 N. Fourth street, Effingham, IL 62401
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	It is substantial based on the size of our system. Some PSAPs within the system back each other up. DU-COMM which serves 34 agencies is backed up in 5 different locations including 4 PSAPs outside of the DuPage ETSB system.	SouthCom. The back up plans are varied according to the incident	Douglas County is our back-up PSAP	Both PSAPs are Primary PSAPs with identical equipment, we work as one but back each other up, 911 calls roll to the other center if one does not answer.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	10 Primary, 4 Secondary		1 primary	2 primary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.		Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?		Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2) difficulty getting this information from telco's. Can't provide data as question asked.
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?		Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B) 2 on duty 24/7 at each PSAP total 4 to answer 911 lines.

	DuPage County	E-Com	Edgar County	Effingham County
4) Since 2005, how has the number of employees changed by year?	Please see survey for detailed information	Increased by 69%	has not changed	Staffing charged on people to handle the behind operation due to technology challenges. All part-time employed, 911 Coordinator, addressing Specialist, It, and secretary, along with contract for accounting company.
5) What company is the 911 system provider?	AT&T	AT&T	Frontier	Cassidian (Plant CML) Vesta Pallas phone.
6) Please provide contact information for the 911 system provider.	Paul R. Stoffels 708-229-0389 ps1956@att.com		Larry Smith, Frontier Communications, 911 Service Manager, 309-747-2991	Randy Neal, Barbeck Communications (Service Tech) 217-347-7159 and Richard White (317-919-3911)
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	See worksheet labled Zipcodes The wireless service area extends beyond the geographic borders of DuPage County, this is based on Fire Protection Districts.		6.04306E+19 All of Edgar County, 61944, 61924, 61932, 61917, 61955, 61940, 61933	Illinois Consolidated Communications, contract: Keye Sims (217-258-9562)

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Yes to all	All of the above	Police, Fire, and EMS	all mentioned and others, animal control, public works.
2) Does your PSAP receive calls from wireline phones?	Yes, all PSAPS receive wireline calls	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes, all PSAPS receive wireless calls - in most instances as a transfer	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes, all PSAPs currently by xfer, shortly VoIP will be direct to the PSAP	Yes	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?			2006 April of 2011, Previously we were Phase 1	Dec. 2007, yes was Phase 1 prev.
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Unknown, more that \$2 million which included the creation of a wireless PSAP		56000 We had done upgrades over the years to make sure we were ready, can't say.	\$681,775 for new phone system, mapping was additional unknown \$\$\$.
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	NA			
9) Do you plan to convert to Phase 2?	NA			
10) If yes, when is conversion planned?	NA			
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	NA			
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	NA			

Call Volume:

1) What is the monthly and annual call volume from wireline phones?		Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?		Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)		Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)

	DuPage County	E-Com	Edgar County	Effingham County
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Currently Wireless, we are taking steps to convert to the wireless ESNs this project is scheduled for the end of the year 2011. This is based on the statutory changes that now include VoIP in wireline and that they must register as a CLEC		Yes	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	Wood Dale - "on average 327 a month"			600-700 calls a month dispatched for Police, Fire, or EMS
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	We are currently working on consolidation. This system had more than 18 PSAPs in 2009. With consolidation, DuPage ETSB may be able to reduce the number of physical locations from 14 [2011] to 7 by the end of 2012. This is a projection. With consolidation there is a reduction in staffing.		Yes	Yes, with the 2 primary PSAPs, 4 ON 24/7 calls roll over to one another to handle any overflow.

Funding:

1) What is the wireline 911 customer surcharge in the area(s) served?	.50 cents	Between .75 and \$1.25	2	2.75
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?		Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?		Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?		Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) None

Expenses:

1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?		Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No, surcharge does not include personnel and benefits for telecommunications and administrative staffing at PSAPs.	Not entirely	Yes	If nothing changes in revenue received either by landline or wireless, the setup continues as we have been doing the past 11 years, YES.

	DuPage County	E-Com	Edgar County	Effingham County
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	ETSB Personnel/benefits, auditing, legal, mileage, travel, Telephony, Loggers, CAD, CAD workstations, EMD training, certification training for TCs and IT staff, postage, insurance, IT support equipment, system servers, AVL, maintenance on these devices and software, language translation services, Smart911, call handling devices		At this point, all expenses incurred are covered	All equipment in PSAPs, training/travel costs of conf. & classes to send personnel and road signage, part-time personnel & contractual to handle operation.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Personnel/Benefits for Telecommunicators, some IT personnel in certain PSAPs, ancillary printers		At this point, all expenses incurred are covered	All salaries of Telecommunicators, Supervisor, and Manager that work in PSAP's, along with benefits are not expense of 911 and maintenance or public works for building. Copy machine, paper, microwave, coffee pot, misc.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Please see survey for detailed information			See attached salary costs of Telecommunicator's, full and part-time along with Manager and Supervisor, Maintenance people, Chief of Police that oversees the city Telecommunicators and Sheriff that over County. Telecommunicators not included either. County and City GIS person that works with the PT addressing specialist for 911 not included.

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes	Yes	Yes	Yes, ETSB once a month meetings.
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Revenue, Expenditures, 911Net calls provided by Intrado, are all presented monthly to the 8 member ETS Board.	Bi-monthly and annually. Call volumes and changes.	We get trial balances from the Edgar County Treasurer monthly. All income expenses are included.	Copies of reports attached. Different staff create different reports since everyone part-time. All are employed full-time for someone other than 911.
3) How much time is required to complete the reports?	It is on going based on revenue and expenditures - estimated time 20 hours per week for clerical staff, 4 hours per month for Exec. Director, 4 hours per month for county auditor staff. This does not include the prep for these types of reports at the PSAP level. DU-COMM prepares such reports monthly.	Approximately 10-20 hours yearly	I do not do them, they come from the treasurer.	Unknown
4) Do reports present an accurate image of services offered?	Yes	Yes	We only do monthly financial reports.	samples of copies of reports attached
5) Do reports present an accurate image of revenues and expenses?	Yes	No	Yes	The report received from treasurer displays these expenses. Sample included
6) Are the reports certified for accuracy?	Yes by the County auditor and County Treasurer monthly and an annual independent audit by an out side firm.	No	No	Don't know what you mean
7) Are financial operations of the system audited?	Yes see answer to Q6/Reporting	Yes	We are a part of the County audit.	Yes

	DuPage County	E-Com	Edgar County	Effingham County
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes see answer to Q6/Reporting	Yes	Yes	Yes
9) Please provide copies of audited reports from 2005 through present	Expenditures are stamped per each invoice when reviewed and the County Auditor provides a cover letter monthly. Annual financial audit copies will be provided.	No	What I found is enclosed	included
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	no	No	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Please see survey for detailed information	Yes. Any information would be helpful. The expectation of the consumer already exists, it will be up to the PSAP and the vendors to meet them	Not sure I have enough details about how it will all work to answer that at this time.	Yes and No, only if proper staffing, training, and equipment to do the job effectively is provided.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No not at this time.	300000	Our upgrade for this will cost about \$30,000, at last that is the quote we have at this time.	No, have no idea of the total expenses.
4) What impact would this have on staffing and other operational expenses?	Unknown	Staffing would eventually need to increase. The upswing in information, the need to parse it into usable intelligence and the dissemination of it will require more personnel than we currently have	It could definitely cause the need for more dispatchers.	Not sure, don't know how the public will use those type of services to report emergencies or even non-emergencies at this time.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown at this time.		As I stated in #3 above, I received a quote from our 9-1-1 vendor, at this time their quote was no more than \$30,000.	Have no idea.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Standard naming conventions for addresses.		Funding for all emergency services continues to be an issue. I hope that our current funding continues and we will be fine, but volunteer agencies in our County continue to struggle with finances, I wish there was more funding for them.	Standards for continuous training, proper staffing, and certified training.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Please see survey for detailed information		At this time, I believe that we will be able to do what is necessary if our current funding continues.	This should be a statewide not count by county upgrade, including all centers that dispatch any type of emergency calls for public safety, state, city, and county departments. This should not be depending where you live you get better service than others.

	DuPage County	E-Com	Edgar County	Effingham County
3) What recommendations do you have for the General Assembly to do or not to do?	Continue wireless surcharge indefinitely. 70% of DuPage ETSB 9-1-1 calls [over 600,000] are wireless. This technology will only grow. Continuing to spread the cost for these systems equitably to the users in lesser fees vs municipal, county or state taxes to support PSAPs ensures that systems are kept as current as possible. Without the surcharge, the costs to fund 9-1-1 services will fall directly to the agency hosting the PSAP. This is a cost that would not easily be assumed by these public safety entities in this economy. Taxes created at the local level could be substantially higher depending upon equipment and operation expenses. This could be yet another factor to drive major businesses out of Illinois. The General Assembly should also address pre-paid wireless, they are users of the system and should pay their fair share. There should be a cap on costs for maintenance from for-profit companies in order to make the purchase of new systems or upgrades and maintenance affordable.	1. Leave the revenue stream in place. 2. Add revenue streams where possible. 3. Hold off on any legislation requiring technological changes	Please continue the wireless funding.	Mandatory ETSB members attend annual seminar or training on 911 and responsibilities. Every ETSB must include a member from a PSAP (telecommunicator, Supv, Director) as voting member.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, this is underway at DuPage ETSB. When comparing the 9-1-1 calls received by the PSAPs in the system and given the fact that the local PSAPs spend on average \$500K per year on personnel and benefits, the costs for consolidation are obvious. This would also reduce the number of devices required to run the 9-1-1 system and allow for more efficient use of the funds. DuPage ETSB also does some cost sharing with its public safety	Yes. Consolidation creates an economy of scale that cannot be denied. A decrease in cost and an increase in service efficiency are two immediate results.	NA to us, we only have one PSAP.	It depends on the area and community. This is not just a yes or no answer. Population, funding, operations for the area and services already in place need to be looked at. Metropolitan, urban, and rural all have different needs. The cost to change versus services being provided, whether upgrades are needed or current.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Consolidation of ETSB or 9-1-1 systems would be more difficult as it would require referendums. In this economy it might be difficult to accomplish. Sharing costs is easier to accomplish and some systems do work together for certain applications.	Yes. Consolidation creates an economy of scale that cannot be denied. A decrease in cost and an increase in service efficiency are two immediate results.	No, I feel it would be too difficult for many reasons including but not limited to: distance between jurisdictions, who is really in charge, who pays for what, knowing your jurisdiction.	Same as above answer, some should join another county because they are way too small to afford a 911 center and its expenses. Share equipment is an excellent idea in many aspects, overflow, more personnel to handle the busy moments, if sharing.

	DuPage County	E-Com	Edgar County	Effingham County
6) Should the information included on required reporting be changed?	In collecting data for this survey, AT&T used to provide the number of data lines vs number of access lines. The distinction is important - for example, DuPage ETSB shows 781,059 access lines but receives surcharge on only 446,033 lines for wireline. In addition, since wireless carriers are only required to submit their surcharge to the State, it is impossible to tell the number of devices that are being utilized without calculation. AT&T is also unwilling to provide revenue information even though they are clearly able to collect it. DuPage ETS members and board members have asked for this break down.	Yes.	No	Unknown
7) If yes, how? What should be removed or added?	see the answer to Q6 of this section.	The ability to submit all reports to a secure website using a fillable form and a digital signature.		Unknown
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes - the statute should be amended to eliminate any sunset date given the high use of wireless devices.	I think they should not only continue but be automatically be increased and tied to inflation.	Absolutely!	Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Please see survey for detailed information		As I stated before, if funding were to continue just as it is now, our system will be fine. I do believe that 9-1-1 should continue to be governed at a local level. I think the state has enough to do and enough problems to worry about now that this is one that should be left at the local level.	
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:

Signature:

Title/ Position:

Date Completed:

Telephone Number:

Office Address:

Email Address:

Nanette Crippes

Edgar County 9-1-1 Coordinator

5/16/2011

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5/14/2011

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	<u>Evanston</u> Urban	<u>Ford County</u> Rural	<u>Fox Lake</u> Suburban	<u>Franklin County</u> Rural
Survey #	21	22	23	24
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative Impact	Negative	The impact would be extremely negative.
1.a If positive, please explain:				
1.b If negative, please explain:	Emergency telephone systems will lose badly needed revenue which is used to support 9-1-1 related operations.	The surcharge off the landline that is decreasing leaves us with the use of wireless for equipment needs.	The Wireless call volume has exceeded the wireline calls. The surcharge is assisting centers to financially keep technologically up to date	Without the wireless surcharge, our total income would be reduced by nearly 50%. We could not afford to provide the services expected of us.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	Two (2): Evanston (Primary) & Northwestern University (Secondary)	One		1 Three: Franklin Co. Sheriff's Office, W Franklin Police Dept, W Franklin Co Central dispatch
2) What is your address?	1454 Elmwood Avenue, Evanston, Illinois 60201-4360	235 N. American St. Paxton, Illinois 60957	301 S US. Route 59 IL 60020	Fox Lake, 911 Administrativ Office, 903 W Washington St, Ste 3, Benton IL, 62812
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Wilmette Police Department; in the event of a "B"-link failure or our primary PSAP is disabled, 9-1-1 calls are routed to our Backup PSAP in accordance with Part 725: Standards of Service Applicable to 9-1-1 Emergency Systems	Backup Platt County Sheriff Monticello, IL 61856	CenCom _ Round Lake Area	Our three PSAPs back-up each other. If one goes down, we still have two that can receive our 911 calls. If two go down, we still have one.
4) How many primary and secondary PSAPs are in your 9-1-1 system?		None		1 We have three primary PSAPs. Each PSAP has two dispatch positions for a total of six dispatch positions in the county.
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	The 9-1-1 dispatch staffing level was increased in 2002 from 13 to 16 in anticipation of the increased call volume generated by wireless calls as well as other technological advances.	Yes decrease one per shift		The number of dispatchers has remained relatively constant during the period of this report.

	Evanston	Ford County	Fox Lake	Franklin County
5) What company is the 911 system provider?	AT&T	Frontier Leed	at &t	EmergiTech, Inc
6) Please provide contact information for the 911 system provider.	Paul R. Stoffels, 9-1-1 Operations Area Manager - IL/IN 708-229-0389 (voice), 708-229-0380 (fax), 708-903-0535 (cell), ps1956@att.com (e-mail)		Paul Stoffel 708-229-0389	EmergiTech, Inc, 2545 Farmers dr., Ste 250, Columbus, OH 43235, 614-866-6712
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	City of Evanston geographic boundaries: 60201, 60202, 60203, 60204, 60208 & 60209	60936 60957 60933 60952 60959 60962 61775		We cover the entire area of Franklin County. The zip codes include: 62805, 62812, 62819, 62822, 62825, 62836, 62840, 62841, 62856, 62860, 62865, 62874, 62983, 62884, 62890, 62897, 62999.62891, 62896,

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Law Enforcement, Fire/Rescue & EMS		POLICE/FIRE AND EMS	Each PSAP answers calls for Law Enforcement, Fire/Rescue and EMS
2) Does your PSAP receive calls from wireline phones?	Yes		YES	Each PSAP receives wireline calls.
3) Does your PSAP receive calls from wireless phones?	Yes		YES	Each PSAP receives wireless calls.
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	No	VOIP CONNECTED THROUGH 911	No, we receive VOIP calls over CAMA trunks
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	PHASE 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Converted to Phase 2 from Phase 1 and Phase 0 in 2003	Phase 1 before 2001	PHASE 1 UNTIL 1/2008 THEN SWITCHED TO 2	One of our PSAPs has been Phase 2 for several years. The other two became Phase 2 earlier this year.
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Approx. \$60,000 (does not include monthly wireless 9-1-1 trunk service fees or digital mapping application software annual maintenance fees.	Unknown	NA	\$12,650 paid by the 911 authority. Other expenses wer covered by the carriers
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	Phase 2	NA	N/A, all three PSAPs are Phase 2.
9) Do you plan to convert to Phase 2?	N/A	Phase 2 now	NA	N/A, all three PSAPs are Phase 2.
10) If yes, when is conversion planned?	N/A	Phase 2 now	NA	N/A, all three PSAPs are Phase 2.
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	Phase 2 now	NA	N/A, all three PSAPs are Phase 2.
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	Phase 2 now	NA	N/A, all three PSAPs are Phase 2.

Call Volume:

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?		unknown	YES	VOIP call volume is tracked and reported seperately.

	Evanston	Ford County	Fox Lake	Franklin County
5) How many dispatches occur each month as a result of 911 calls? (if available)		have by year		
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	For normal yes For heavy extra help		Each of our PSAPs is adequately staffed to handle their normal call volume. When the call volume dramatically increases due to a significant emergency, the excess calls route to one of the other two PSAPs.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.5	1.5	0.65	\$1.50 per network connection
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No, the trend over the past several years with the number of wireless 9-1-1 calls increasing, while the wireline calls decreases continues, and illustrates the cause and seriousness of funding problems experienced by PSAPs in Illinois - which are inadequately compensated for the wireless 9-1-1 calls	At this time	NO	At the present time, we can manage our commitments but over the last 3 years income is down 17% and expenses are up 12%.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	GIS, 9-1-1 telephone CPE, 9-1-1 related training, radio equipment and console furniture, MDTs, computer hardware/software and maintenance of equipment used for call taking and/or dispatching, emergency backup power systems, Communications Center infrastructure upgrades, etc...	Equipment Costs Rental and Contracts	PHONE AND CAD	Basically, all of our expenses are covered by surcharge revenues plus the interest we earn on our savings.

	Evanston	Ford County	Fox Lake	Franklin County
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	The salaries and benefits of 15 FTE equivalent 9-1-1 dispatchers	None	STAFFING, PROGRAMS, UPDATES	We do not have any expenses that are not covered by surcharge revenues. PSAP personnel expense is covered by the agencies.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Considering that we have been drawing down our fund balance to cover on-going or overdue investments in capital structure, increasing the wireless surcharge to at least the wireline (\$1.50) rate would facilitate building our fund balance back up.		UNAVAILABLE IN TIMEFRAME OF THIS REPORT	At the present time, all of our expenses are covered by surcharge revenues. The problem we face is the trend of declining income (17% down over the last 3 years) and increasing expenses (up 12% over the same period).
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes	Monthly	QUARTERLY	The 911 board receives monthly and annual reports from the 911 director.
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Emergency Telephone System Board meeting minutes, annual budget, ICC annual filing, Status of Wireline 9-1-1 Report, etc...	Income bank balance Bills paid	USAGE AND ACCOUNTING REPORTS	The board receives a monthly financial report. They receive annual reports on fixed assets, new addresses assigned and 911 call volume. They also receive an Independent Auditors' Report each year.
3) How much time is required to complete the reports?	24-36	2 hours	NOT CALCULATED AT THIS TIME	One day for the financial report, one week for fixed assets, one week for new addresses, one week for call volume, two weeks for the audit.
4) Do reports present an accurate image of services offered?	Yes	Not a service report	YES	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	Yes	YES	Yes
6) Are the reports certified for accuracy?	No	Yes	N	All reports are certified by the 911 director except the annual audit which is certified by the auditor.
7) Are financial operations of the system audited?	Yes	Yes	YES/ IN CONJUNCTION WITH THE VILLAGE AUDIT PROCESS	Yes, the 911 board has their own financial audit each year (since 2008).
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	County		Yes, the 911 financials roll up to the county and are included in the scope of their audit.
9) Please provide copies of audited reports from 2005 through present	N/A			The audits for 08 & 09 are enclosed. The audit for 2010 is pending but a fiscal year financial statement is enclosed.
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	NO	Our base equipment is designed to support these calls but some upgrades may be needed. To the best of my knowledge, the call delivery infrastructure is not yet available.

	Evanston	Ford County	Fox Lake	Franklin County
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes, while managing all of the data would be a challenge, having the ability to receive pictures, videos and, particularly text messages, from wireless phones would be helpful because text messaging is North America's fastest growing way to communicate and it is the public's expectation that they can send 9-1-1 text messages to PSAPs	No	NO, THIS IS AN ADDITIONAL BURDEN ON THE SYSTEM AND THE VERIFICATION AND AUTHENTICATION IS NOT AVAILABLE. IMAGES ESPECIALLY WILL CAUSE UNDUE STRESS ON PERSONNEL WHO MAY PERSEPTIVELY BE EMOTIONALLY DISTURBED	The ability to receive text messages would be positive (especially for the hearing impaired) if there are controls to prevent abuse. Video seems to carry less value and more privacy concerns.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No, Next Generation (NG9-1-1) is still evolving and there are many unknowns (technology, regulatory & funding)	No	NO	I do not have detailed cost estimates for the upgrades. However, our local costs will pale in comparison to the infrastructure/network delivery costs associated with these new types of calls.
4) What impact would this have on staffing and other operational expenses?	Operating expenses will rise due to the need to increase staffing to receive text messages, pictures, and video from wireless phones, manage the data, and maintain the systems which make it all possible	overwhelm	EXTREME UNDUE FINANCIAL AND STAFFING BURDEN	Until we know more about the next generation direction, who the players will be and what they will offer, the impact is difficult to assess. I doubt we will need more dispatchers but we will probably need more technical support to keep things running.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown as NG9-1-1 is still evolving		500000 UN	I have very little supporting information but I would estimate about \$45,000 for our county.

Recommendations:

1) What recommendations do you have to increase the efficiency of 911 services in your area?	Whether we are talking about the training of personnel, CPE (Customer Premise Equipment) or the solution that a carrier has chosen for delivery of wireless 9-1-1 calls - universal standards are required	Broad Band Bas delivery system to carry data should we go to Next Gen	INCREASED FUNDING	State funded, high quality aerial photography that is updated on a regular basis (at least every three years) to improve 911 mapping.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Regulatory and funding issues must be addressed as well as technology	Funding - Funding Broad Band - More staff for calls	PROVIDE STRICT LIMITS, ACCOMODATIONS TO ONLY THOSE WITH SPECIAL NEEDS, NO VIDEO OR TEXTING FROM ABLED PERSONS.	We are working with our 911 system provider and we are IP based. We have agreed to take small steps forward as we wait to see what Telco players surface and what offers are viewed as acceptable by the ICC.
3) What recommendations do you have for the General Assembly to do or not to do?	Remove the sunset provision from (50 ILCS 751) the Wirless Emergency Telephone System Act and address PSAP funding	Raise surcharge on Wireless or Fund another way like other states	NOT REMOVE ANY COST RECOVERY EFFORTS AND INSTEAD ALLOW SYSTEMS (WITHIN REASON) TO BE ABLE TO INCREASE SURCHARGES WITHOUT THE NEED FOR A REFFERENDUM, THIS IS WHY WE ARE NOT GETTING AN INCREASE FOR OVER 10 YEARS!	They should consider adopting a statewide, vendor neutral, standards based (i3) delivery network for all types of calls. Leave the premise call handling decisions to the ETSBs. There are millions of dollars of hardware and software already deployed. We don't need to stand these assets.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Consolidation is not a one size fits all solution, sometimes costs are reduced at the expense of efficiency. There are many other ways that PSAPs can partner and pool resources to reduce costs, particulary given the availability of IP-based technology	If we can not share data at this time it will not work to consolidate	DEPENDS ON THE AREA, SMALL AREAS HAVE LARGE CALL VOLUME. WE ARE CURRENTLY WORKING WITH 2 OTHER AGENCIES FOR CONSOLIDATION.	It would be inappropriate for me to respond to this question without input from my ETSB. The deadling of May 13 for this response did not allow time for consultation with the board.

	Evanston	Ford County	Fox Lake	Franklin County
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Same answer as above	Only if it can provide better service than it does now.	YES	I do not believe this is a wise or practical option. My thought is that the further removed public safety is from local control and accountability, the less effective it will become.
6) Should the information included on required reporting be changed?	No, not in any way that I can think of	No	N	If you are asking about the ICC Annual Report and the Wireless report, I do not have a problem with either of them.
7) If yes, how? What should be removed or added?	N/A			We could reduce the frequency of the Wireless Report from twice a year to once and add it to the ICC Annual Report.
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutely	It should never end and should be greatly increased	YES, YES, YES	Absolutely yes! Wireless 911 calls make up approximately 79% of our volume and the wireless surcharge is approximately 50% of our total funding. We can not provide the services required by our citizens without it.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	I think 9-1-1 should continue to be governed and managed on a local level and the State of Illinois should continue to provide oversight.	It should still remain local due to states lack of funding and spending ability without sweeping funds		The current method of funding is not completely broken but the funding level is not adequate for our future public safety needs. The suggestion of having the State of IL manage 911 does not seem like a sound idea, do you have any evidence that things would be better run or funded if the State took things over.
Other Feedback/ Recommendations (please note in detail below):				The topic of this survey is very important and the amount of information requested is significant. It is a shame we were given so little time to respond.

Survey Completed by:

Name:	Perry J. Polinski	Dennis J. Higgins	ANNETTE WOLF	Rick Basso
Signature:	Perry J. Polinski			
Title/ Position:	Communications Coordinator	Coordinator 911	MANAGER	911 Director
Date Completed:	5/13/2011	5/10/2011	5/13/2011	5/11/2011
Telephone Number:	847-866-5070	217-249-4081	847-587-3100	618-439-0911
Office Address:	1454 Elmwood Av., Evanston, IL 60201	P.O. 289 Paxton, IL 60957	301 S ROUTE 59,FOX LAKE,IL 60020	903 W Washington St., Ste 3, Benton, IL 62812
Email Address:	ppolinski@cityofevanston.org	dh.fordco911@yahoo.com	WOLFA@FOXLAKE.ORG	rbasso@franklincounty911.com

	Fulton County Rural 25	Gallatin County Rural 26	Glenview Urban 27	Grundy County Rural 28
Survey #	25	26	27	28
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	Wired lines are declining. >50% of calls are now wireless. Takes more resources to handle a wireless call over wired.	Over 62% of the operating funds for Gallatin County E-911 are generated from wireless phones. The population continues to drop in Gallatin County and dropping the wireless surcharge will mean the county may no longer have E-911 services		Grundy decreasing our operating income relies heavily on wireless surcharges.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	2	0	1	2, however we are consolidating into one PSAP Q4 2011
2) What is your address?	143 W Lincoln Ave, Lewistown, IL 61542	Gallatin County E-911 9200 Duncan Lane Shawneetown IL 62984	2500 East Lake Ave Glenview, IL 60026	111 East Illinois Ave, Morris IL 60450
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Each PSAP backs up the other PSAP.	Johnson County E-911 is the back up for Gallatin County	Northbrook PD for Glenview and Cencom for Grayslake	Currently our two PSAPs back each other up. We do utilize Kendall County as an out of county backup PSAP and will use them for the main backup once we consolidate in Q4 2011
4) How many primary and secondary PSAPs are in your 9-1-1 system?	2 Primary PSAP's	Zero: Gallatin County contracts with Saline County to handle 9-1-1 calls. We have a separate agreement with Johnson County to be a back-up.	1	2 Primary as of May 2011 and we will have only 1 primary Q4 2011
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?		No Employees	Yes	No
5) What company is the 911 system provider?		Frontier	AT&T	AT&T
6) Please provide contact information for the 911 system provider.		Frontier: Larry Smith 309 747 2991	Paul Stoffels	PAUL STOFFELS

	Fulton County	Gallatin County	Glenview	Grundy County
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.		Wireline is all of Gallatin County. Wireless includes: 62984, 62979, 62954, 62934, 62871, 62767, 62855 and 50% of 62919 and 62931	Village of Glenview, 60025 and 60026	Communities with city centers in Grundy County: 60447, 60450, 60444, 60416, 60424, 60474, 60479, 60437, 60407, 60420, 61360
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?		See Saline County	Yes, Yes, Yes	All
2) Does your PSAP receive calls from wireline phones?		Yes	Yes	YES
3) Does your PSAP receive calls from wireless phones?		Yes	Yes	YES
4) Does your PSAP receive calls over the internet using VoIP technology?		Yes	Yes	YAS
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?		Phase 2	Phase 2	Pahe 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?			2002 Prior to 2008	Went from Phase 0 to Phase 1 then to Phase 2 at both PSAPs in 2005
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?		See Saline County	Approx. Cost was under 800k	2 PSAPs, \$250,000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		n/a		N/A
9) Do you plan to convert to Phase 2?		n/a		N/A
10) If yes, when is conversion planned?		n/a		N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		n/a		N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		n/a		N/A
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?		wireline	Yes	Wireline
5) How many dispatches occur each month as a result of 911 calls? (if available)		unknown	N/A	We cannot provide a good number because wireless calls will not geo-verify so calls are entered manually and appear in CAD as a 10 digit call not as a 911
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)

	Fulton County	Gallatin County	Glenview	Grundy County
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.		yes with current call volumes	Yes	YES
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?		.95 wireline	1	1.8
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Today, yes	no		Currently they are balanced with expenses just below out income
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Telephone service, training, equipment maintenance/replacement, software upgrades	contract for services, reoccurring charges, equipment, Next Generation, mapping.		Equipment purchases, repairs, support contracts, utilities, personnel, repayment of loans due to system purchases, training
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	None	equipment		non-equipment, 911 limited supports personnel thus centers on the dispatch and radio equipment.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		Wireless fees would need to be increased to \$1.50 to keep up with the dropping number of land line phones and population decreases. Currently, equipment purchases are/may be placed hold until enough funding is found to make a purchase. An increase to 1.50 with the current subscribers will only generate \$71,000 in additional revenue per year. Currently the cell surcharge covers the costs of the LEC reoccurring charges. If Gallatin County had not built up a reserve while working on putting E-911 in place, the system would be in the red.		By consolidating in Q4 the ETSB will begin charging our agencies for dispatch service. This as a \$1.8 million dollar cost just for salary and benefits. To cover this and equipment we would need to bring in an additional \$150,000 per month to cover the additional salary and benefit costs with surcharge funding
Reporting:				

	Fulton County	Gallatin County	Glenview	Grundy County
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Monthly to the Board, annually to the ICC	ICC	Yes	Required, no We do it on a voluntary basis
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly: Finance report, activity reports, planning	Annual Reports. Diagrams, line counts, adjacent agreements, board members.	Activity and budget	income & expense between ETSB meetings which are held quarterly. In addition number of wireless, wireline, and VoIP calls and 10 digit calls mind to and from the both PSAPs and CAD calls for service per agent
3) How much time is required to complete the reports?	3-4 hours	Days.	Unknown, haven't calculated the time	90 minutes
4) Do reports present an accurate image of services offered?	Yes	No	I believe they are getting to that point as we modify the reports we are providing.	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	No	I believe the budget reports reflect that.	Yes
6) Are the reports certified for accuracy?	No	No	All budget reports are reviewed/audited for accuracy	Yes
7) Are financial operations of the system audited?	Yes	Yes	yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes, but little information is presented by the auditors	Yes	the audit is village wide	Yes
9) Please provide copies of audited reports from 2005 through present				Attached to email
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	Not at this time	NO
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	At this time it is doubtful as we are very rural and the technology use has not hit here yet.	Yes, new technologies are here to stay. Allowing all users, no matter what device to contact 9-1-1 is what we are here for.	As it becomes an expected service yes, but at this point the public isn't actively requesting this service	It would be at times, we had a missing 5 year old would have been perfect to be able to get a photo in the PSAP to send to all responders searching for the child
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	See Saline County	I would estimate between 500k and 1 million dollars	We are purchasing new 911 equipment for consolidation due to the age of existing and since we are moving into a new facility. Budget figures for the NG CPE equipment is \$350,000. That is only a small part, AT&T said to go NG from them it would be a considerable cost to install the necessary equipment of their end and our monthly AT&T 911 costs would increase 7 to 10 times what we are paying today.
4) What impact would this have on staffing and other operational expenses?	These take more time and resources to process, so additional staffing would be necessary, and additional equipment would be required.	See Saline County	Staffing would need to be increased.	Unsure

	Fulton County	Gallatin County	Glenview	Grundy County
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Most likely a doubling of wired and wireless surcharge based on the cost estimates if have heard. We have not gotten into putting numbers together as we are not looking into jumping into this yet.	See Saline County	100% of whatever the cost is should be funded for these additional services as the level of service expectations rise our revenue is shrinking, so these upgrades in equipment and additional services should be fully funded.	CPE purchase \$350,000 would be a \$30,000 monthly expense for a year to purchase, then we would have an additional annual maintenance/software support contract at 10% is \$35,000 and with AT&T saying we could see a monthly increase up to 10 times that would be an additional \$38,000 per month. We would need \$78,000 per month to cover this cost NOT including the initial AT&T NG service installation costs
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Better mapping to work with wireless phones and additional staffing.	Phone companies have to much control. Regulatory agency doesn't understand Next Generation 9-1-1. Replace oversite of 9-1-1 to a State 9-1-1 Board.	Equipment sharing or redundancy systems, more training and funding for the training	We are increasing efficiency by consolidating two PSAPs into one
2) What recommendations do you have to be able to upgrade to Next Generation 911?	I am not sure anyone really knows what NG911 is. There is nothing fixed yet. We would certainly require more funding preferrably not from the tax payer.	regional groups	Funding is the priority for upgrading to NG 911, cost are rising for centers as it relates to maintaining current equipment and staffing but revenues are decreasing.	There is no tariff set for NG or wireless only landline so these are additional PSAP costs and AT&T cannot even venture a guess what NG would cost PSAPs to deliver the service. They only mention that we are paying way less then what we should and the rates are from the 80's
3) What recommendations do you have for the General Assembly to do or not to do?	At least increase the wireless surcharge rate for downstate where we are more cash strapped than elsewhere. The rules need to be cleaned up and easier to understand and not be driven by telco people who have a great financial interest.	Allow regional groups to continue with Next Generation. Pass legislation for a State 9-1-1 Board and for new rules governing Next Generation.	Prior to passing legislation that impacts public safety and more specifically 911 centers they should educate themselves or allow those in the industry to educate them on both the positive and negative impact the legislation might have.	Not to look at 911 as the necessary evil and that it is a technology and software driven environment. This causes high reoccurring costs due to the critical nature the operations. Funding has to be addressed so its equal to everyone that accesses it and not just portions of that market.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	If the systems are similar, that may be beneficial. Governments normally to not work well together and share which is a must to make that work efficiently. The staff most likely can do it, but it must be made to work easier and more efficiently.	yes, redundant costs by providing the same services over and over, costs everyone.	Yes, I believe single agency PSAP's should be combined or encouraged to consolidate. As a Village Glenview combined our police and fire dispatch centers and within the last two years we began providing contract 911 dispatch services to the Village of Grayslake.	Consolidate, It should be looked at but may not be the right solution everywhere. Share equipment yes I do agree, we have share radios systems, CAD, RMS since the mid 90's it has greatly reduced the equipment costs and provided a common system for our agencies and increased interoperability with voice and data communications on a daily basis

	Fulton County	Gallatin County	Glenview	Grundy County
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Same answer as above.	yes, see above	I believe consolidation is good when it is done correctly, but there are some consolidated agencies that are not truly consolidated as they only share the same buildings and equipment.	When ever possible I believe it should be seriously considered. However just by consolidating it doesn't necessarily make a large impact on costs. The initial equipment purchase yes, ongoing support costs slightly. Hosted solutions could enable rural counties to have Phase 2 and NG PSAPs Grundy ETSB operates and maintains all of the equipment in-house and has standardized on purchases to make repairs quicker and provide a path to consolidation.
6) Should the information included on required reporting be changed?	No	Yes,	No	I am unsure what this question is addressing
7) If yes, how? What should be removed or added?		remove adjacent agreements, electronic filing. Have the ICC forward to the Attorney General's Office all necessary filings.		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	I think the sunset date should be eliminated to get that issue off the table. We have more wireless phones than wired, so we will depend more on wireless surcharge every year.	yes	Absolutely!	YES
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Statewide government will most likely not work. It is too far away from the trenches and to slow to function with the same people governing all different sorts of systems. You will either have no supervision or micromanaging and neither will work.	yes the wireless surcharge needs to be continued and increased. Small locations are struggling. We have already contracted for services as we could never afford to do it alone. We feel our citizens in our county want and expect an E-911 system and we will attempt to provide it as long as we can. It should also be controlled at the local level.	The State has enough difficulties managing the programs it currently is responsible for. Spending and politics are out of control at the state level, so the state should absolutely not have any involvement in managing 911 in Illinois.	I believe at the local level. It will be hard to assemble a group that would be immune to political, lobbyists agendas. I feel control should be local, however I feel that a statewide user group comprised of a representative from each local organization and key players to maintain a common goal and direction in the state
Other Feedback/ Recommendations (please note in detail below):				Since we are actively consolidating PSAPs in Grundy County, the ETSB is willing to provide additional time to answer questions that Stone Carlie or the ICC may have.

Survey Completed by:

Name:

Signature:

Title/ Position:

Date Completed:

Telephone Number:

Office Address:

Email Address:

Martin Brown

911 Director

5/9/2011

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Tracy Felty on behalf of Steve Galt

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5/17/2011

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Chris Kindelspire

Chris Kindelspire

Director Electronic Operations

5/13/2011

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Survey #	Harwood Heights	Henry County	Hickory Hills	Highland Park
	Urban 29	Rural 30	Urban 31	Suburban 32
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Would hurt our system if wireless surcharge went away.	Negative Impact	Negative Impact
1.a If positive, please explain:				
1.b If negative, please explain:	We use that money to make equipment upgrades in the dispatch center	Loosing landline numbers so loosing money .95 landline, .73 wireless	PSAP relies on this funding to assist with maintenance of essential infrastructure & offsets some personnel costs	The loss of this revenue will cripple the E911 account. Recurring costs are rising, revenue is dwindling and equipment is aging. This isn't a good combination.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	one	3 PSAP's	One	1
2) What is your address?	7300 W Wilson, Harwood Heights IL 60706	311 W Center St. Cambridge, IL 61238	8800 W. 87th St. Hickory Hills, IL 60457	1677 Old Deerfield Rd, Highland Park, IL 60035
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Norridge Police Department the 911 calls would be switched over to them	All 3 PSAP's can back each other up within Henry County	Bedford Park PSAP	Deerfield PD (PSAP)
4) How many primary and secondary PSAPs are in your 9-1-1 system?	one	None	One	1 Primary & 1 Secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	We have added two more full time dispatchers in the last five years	DECREASED	No change	In 2005 there were 10 full-time dispatchers and 1 sworn supervisor. Currently there are 8 full-time dispatchers allowed and 1 civilian supervisor. The PSAP has lost three (3) FTEs.
5) What company is the 911 system provider?	Chicago Communication	GENESEO TELEPHONE	AT&T	AT&T

	Harwood Heights	Henry County	Hickory Hills	Highland Park
6) Please provide contact information for the 911 system provider.	Barb Concialdi - 200 Spangler Avenue Elmhurst IL 60126 1-630-832-7275	TOM WESTON, 309-944-9960 GENESEO TELEPHONE COMPANY 111 E 1ST ST. GENESEO 61254	888-424-3911	Paul Stoffels - 911 Operations Manager (708) 229-0389
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	AT&T/SBC 60706	ALL OF HENRY COUNTY, 55 RESIDENCE FROM MERCER COUNTY, 25 FROM KNOX COUNTY, 61413,61233,61234,61235,61419,61238,61241,61434,61254,61443,61262,61468,61273,61274,61490,61240	60457	City of Highland Park ONLY - 60035
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement_____, Fire/Rescue_____, EMS_____, Other_____?	Law Enforcement	YES, YES, YES, YES	Law Enforcement, Fire/Rescue & EMS	Law Enforcement, Fire/Rescue, EMS, Public Works (After Hours)
2) Does your PSAP receive calls from wireline phones?	Yes	YES	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	YES	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	No	YES	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	PHASE 2	Phase 2	Phase II
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Around ten years ago we upgraded to Phase 2	2005, PHASE 1 PRIOR	December 2005	Conversion from Phase I to Phase II was completed in 2007
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Over \$200,000.00	200000	Unknown	Approx \$350,000 -- Phone Equip (2003) - approx \$250K, CAD & Map (2007) \$66K, Yearly Recurring trunks \$1K
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	DNA	NA	N/A	N/A
9) Do you plan to convert to Phase 2?	DNA	NA	N/A	N/A
10) If yes, when is conversion planned?	DNA	NA	N/A	N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	DNA	NA	N/A	N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	DNA	NA	N/A	N/A
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	No		Yes	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	Between 350-500.		Unavailable	N/A

	Harwood Heights	Henry County	Hickory Hills	Highland Park
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes		Yes	No, APCO & NENA studies indicate 10 FTEs are needed.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.25		0.85	1
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Yes	BARLEY	No	
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Phone bills, equipment upgrades, service contracts, dispatch salaries	TRUNKING COSTS, EQUIPMENT, MAPPING, SALARY, TRAINING,	Maintenance of equipment and some costs related to personnel	
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Remaining dispatch salaries	N/A	Personnel expenses	
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	They can remain the same being that most of the dispatchers salaries are being paid by the department itself.	IF WIRELESS SURCHARGE WAS THE SAME AMOUNT AS THE LANDLINE AND VOIP SURCHARGES, WE COULD SUSTAIN A SYSTEM, WITH NO EXTRA'S	Increase to at least \$1.00 due to expense of approximately \$200,000.00 in personnel salaries covered by the police department.	
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Reports are monthly and that is sent to the 911 board	MONTHLY TO ETSB AND COUNTY BOARD	Yes	Monthly

	Harwood Heights	Henry County	Hickory Hills	Highland Park
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	911 Call volume, expenditures, surcharge collections, equipment and software upgrades	BOARD DOES NOT REQUIRE AMOUNT OF 911 CALLS, BUT DOES REQUIRE INCOME AND EXPENDATURES	Quarterly meetings & annual budgets	Summary Overview of Staffing, Call Volume, Call Processing Time, Calls for Service, Training & Significant Events.
3) How much time is required to complete the reports?	One day	A FEW HOURS A MONTH	4 hours	Approximately 4 hours
4) Do reports present an accurate image of services offered?	Yes	MOST OF THE TIME	No	It does not encompass all services offered or completed from the PSAP.
5) Do reports present an accurate image of revenues and expenses?	Yes	YES	Yes	No, it does not address revenues & expenses.
6) Are the reports certified for accuracy?	No	ACCOUNTS ARE BALANCED MONTHLY	No	No
7) Are financial operations of the system audited?	Yes	YES	Yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	YES, AUDITED WITH COUNTY	Yes	Yes, annually
9) Please provide copies of audited reports from 2005 through present	Do not have this	N/A		2005-2009 Attached to e-mail
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	NO, NOT ALLOWED IN IL.	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes	WOULD BE BENEFITICAL, WHEN ALLOWED TO DO SO. FUNDING COULD BE AN ISSUE AS WELL.	Yes, pictures & videos of traffic crashes and structure fires would help with initial assessment.	It would be helpful for certain investigations. Once callers are used to this in one area, they will come to expect it in others.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	N/A	No	Yes
4) What impact would this have on staffing and other operational expenses?	Unknown	POSSIBLY MORE DISPATCHERS WOULD BE NEEDED AS CALL TIME COULD POSSIBLY INCREASE PER CALL.	Unknown	It would require an increase in staffing to handle the increased call volume as well as the significant time increase in processing photos, videos, texts, etc. New equipment is needed and that will result in more expensive maintenance contracts.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown	N/A DO NOT KNOW COSTS OF NEW SYSTEM.	Unknown	Approximately \$400,000 for new premise equipment + additional staffing to assist with the increased call volume and time spent with calls as a result of text message, video message, picture message, etc.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Keep software and equipment costs down	MORE FIBER CONNCECTIONS NEEDED THOUGHOUT THE COUNTY.	None	A study is being completed to combine PSAPs in the area to reduce personnel costs, reduce capital outlay and control maintenance contracts.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	None	GRANT FUNDING NEEDED FOR UPGRADES OF INFRASTRUCTURE	None	I feel it is more important to bring every PSAP up to speed with the current E911 and Phase II Cellular technology before embarking on Next Gen. It is very difficult to provide different levels of service in different towns through the State of IL. That is more of a liability.

	Harwood Heights	Henry County	Hickory Hills	Highland Park
3) What recommendations do you have for the General Assembly to do or not to do?	None		To maintain or increase the surcharges to offset expenses related to the replacement of antiquated equipment.	It is imperative that funding not be reduced or eliminated through statute or sunset. It is my opinion that sunsets on 911 surcharge should be eliminated. Technology is changing quicker than legislation and surcharges are able to keep up. This method is setting up PSAPs for failure.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes if they share a PSAP	POSSIBLY, DEPENDS ON WHAT ICC WILL ALLOW.	Not necessarily	Consolidating has many pros and cons which should not be forced upon agencies. Sharing equipment if allowed by Admin rule and legislation can significantly reduce expenses due to technological advances in the IP world.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	No because now you get unfamiliar dispatchers with your town and that leads to poor service	DEPENDS ON WHAT ICC ALLOWS	Depends on size and status of equipment.	Consolidating has many pros and cons which should not be forced upon agencies. Sharing equipment if allowed by Admin rule and legislation can significantly reduce expenses due to technological advances in the IP world.
6) Should the information included on required reporting be changed?	No	NO	No	What information & reporting?
7) If yes, how? What should be removed or added?	DNA		Not applicable	If referring to the ICC Annual report, there may be use for 911/ETSB revenue/expenses along with 911 call volumes broken down by Class Of Service. We will need time to adjust our reporting methods for this.
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes	YES	Yes, definitely	Not only should it continue past, it should be eliminated. There is no sunset on wireline. Any device that can potentially connect to 911 should remit surcharge to facilitate that service.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Local level	LOCAL LEVEL AND ALL 911 SURCHARGES SHOULD BE THE SAME AMOUNT, IE, LANDLINE, WIRELESS, VOIP. LET EACH COUNTY MAINTAIN THEIR OWN SURCHARGE AMOUNT	Local level management has been effective	911 funding should either stay at a local level or at the State level. Having both is quite confusing and difficult to manage. If NG9-1-1 comes to IL, it should be governed statewide by an INDEPENDENT 9-1-1 Authority, not the State or the ICC.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:

Signature:

Title/ Position:

Date Completed:

Telephone Number:

JON CREMEENS

DIRECTOR

309-368-9555

Jason E. Kern

Jason E. Kern (electronic)

Communications Supervisor

5/10/2011

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1677 Old Deerfield Rd, Highland Park, IL 60035

jkern@cityhpil.com

	Jackson County	Jersey County	JoDaviess County	Johnson County
	Rural	Rural	Rural	Rural
Survey #	33	34	35	36
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative impact.	Negative	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	Funding for 9-1-1 systems was initially based on landline access lines. Over the years landline have decreased.	Residents of Jersey County are shutting off their landline phones & replacing it w/ wireless phones. We need the wireless surcharge to help recover what we are losing in landline surcharge.	Reduce revenue by approx 25%	75% of calls are wireless, only 25% are landline & declining, revenues are down.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	four (4)	One	1	1
2) What is your address?	303 N. Robinson Circle Carbondale, IL	114 N. Washington Street, Jerseyville, IL 62052	330 N. Bench St Galena	Johnson County 911, PO Box 546, Vienna, IL, 62995-0546
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Since there are four PSAP, each backs the other one up. Therefore, there are three layers of failure	Madison County is our back-up PSAP in case of a malfunction or telephone equipment problem.	Whiteside Co (Morrison, IL)	Saline Co So
4) How many primary and secondary PSAPs are in your 9-1-1 system?	all four are primary	1 - Primary Secondary	0 -	1
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1) See attached Table A-1.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1) 12878, 13730
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2) AT&T is providing this information.	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B) 8 total, 2 on duty. 36 hours / 48 hours (in a 2 week period)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B) 5
4) Since 2005, how has the number of employees changed by year?		We have always budgeted for 8 employees. In 2010 we added 1 per diem employee.	No	Stable
5) What company is the 911 system provider?	Frontier	AT&T	ATT	Positron
6) Please provide contact information for the 911 system provider.	Larry Smith 309-747-2911 cell 309-838-0311	Paul Stoffels (708) 229-0389	Rhett Beekman 217-744-5004	1601 Dry Creek Dr, Longmont, Co, 80503 720-494-6633

	Jackson County	Jersey County	JoDavie County	Johnson County
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Jackson County, the communities of Makanda, Carbondale, DeSoto, Elkhart, Dowell, Vergennes, Ava, Campbell Hill, Jacob, Gorham, Grand Tower, Pomona, and Murphysboro	Rural Communities surrounded by farmland. ---- Zip Codes: 62052, 62054, 62012, 62030, 62031, 62063, 62035, 62037, 62028, 62022 and 62079.	Jo Davie County: 61025, 61036, 61028, 61085, 61087, 61001, 61059, 61075, 61041	Johnson County: 62908, 62912, 62923, 62939, 92985, 62922, 62967, 62972, 62995
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Law Enforcement, Fire and EMS	Law Enforcement (Yes), Fire/Rescue (Yes), EMS (Answer only).	All	Yes
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Yes	No
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Phase 1 12/ 2001, all carriers 12/2002 Phase 2 2/2004, all carriers 9/2005,	First Quarter of 2010. Previously: Phase 0	2006, Phase 1 and 2	Oct 2006, Phase 1
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Approximately \$60,000 to deploy mapping necessary for Phase 2 Deployment.		approx \$140k	30000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		N/A		
9) Do you plan to convert to Phase 2?		N/A		
10) If yes, when is conversion planned?		N/A		
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A		
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A		
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Included in the Wireline Numbers	Yes	Yes	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)			n/a	
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)

	Jackson County	Jersey County	JoDavievs County	Johnson County
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.		Yes	Yes, under normal circumstances	Yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$1.25 PER ACCESS LINE		2.5	1.75
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) N/A	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) None
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?		For the moment yes. Although, as the landline access line continues to decrease, our revenue suffers greatly.	Depends on future revenue/expenses	No
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Addressing services, GIS personnel, IT personnel, Field personnel, network charges, equipment costs, maintenance costs, legal fees, road sign maintenance, lawn care, building purchases and maintenance,	Equipment maintenance, salaries, telephone company charges, liability insurance, training.	All	Salary, utilities, phone company charges, system maintenance, repair, gas, employee benefits, telephones, road signs.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	all expenses incurred are allowed to be funded by 9-1-1 surcharge.	N/A	Rural Signage Project was partially covered by surcharge	None
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Network costs continue to rise while revenues continue to fall.	N/A	No estimates available	
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	No requirement to report at all other than to the ETSB	Monthly	Yes- Monthly	Monthly meetings and reports
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Financial statement, budget, income and expenditures	Director, Finance, Personnel, Building & Equipment, and Protocol.	Written report of issues, finances and expenditures, 911 call volume, currently broken down by call source/type	Surcharge report, budget report, income and expenses, calls for service, minutes of mtg.

	Jackson County	Jersey County	JoDaviess County	Johnson County
3) How much time is required to complete the reports?	2 hours monthly	Approximately one (1) week.	varies	2-3 hours
4) Do reports present an accurate image of services offered?	yes	Yes	Yes	Yes
5) Do reports present an accurate image of revenues and expenses?	yes	Yes	Yes	Yes
6) Are the reports certified for accuracy?	NO	All reports are approved monthly by the ETSB.	No	County budgets are audited annually
7) Are financial operations of the system audited?	Yes annually	Yes	Yes as part of county audit	See above
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Internal audit specific to the ETSB	Yes	Yes	See #6
9) Please provide copies of audited reports from 2005 through present	Provided		Copy of 911 Fund pages included 06-10	
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	Present equipment unable to accommodate any digital technologies	No	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	There is a segment of the population (deaf and hearing impaired) community that communicate exclusively by text messaging. With the present infrastructure 9-1-1 systems are unable to receive text messages, pictures, video streams etc.	I can see this being beneficial in the future, but would be extremely costly.	Potentially- though, you must weigh call volume and information overload vs. basic call handling functions	Yes, text and video would be very helpful in accessing situation.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	yes. 15 counties in southern Illinois have come together by intergovernmental agreement to purchase next generation 9-1-1 equipment and services. Depending on the size of the county and number of PSAP's, determines the cost to each county.	No	No	\$40,000-\$50,000
4) What impact would this have on staffing and other operational expenses?	By partnering with other counties, the cost is less than attempting to provide the service by individual county. Therefore the cost should be less to each county, and in fact, is.	I don't see a huge impact on staffing, but our operational expenses would increase dramatically.	Unknown	Minimal
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	CSI, Counties of Southern Illinois, of which I am a member, have been working for four and one-half years on a next generation 9-1-1 project. CSI issued an Request for Proposal for Next Generation Equipemnt and Service. CSI received 14 responses. CSI has selected a vendor at an equipment cost of 2.1 million dollars	Unknown at this time.	No current cost estimates on NG upgrades	
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Deploy Next Generation 9-1-1 Technologies. It is more efficient and provides better service, and service that are not able to be provided with present 9-1-1 infrastructure.	Increase funding opportunities, especially for smaller communities.	Everyone operate on a common platform/network.	CAD upgrade better pay for dispatchers and 911 personnel.

	Jackson County	Jersey County	JoDaviess County	Johnson County
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Do it regionally. Work with your neighboring counties. Each county needs what you need.	Increase funding opportunities.	Proper funding mechanism	
3) What recommendations do you have for the General Assembly to do or not to do?	Pass statutes that enable Next Generation 9-1-1.		Listen to the 911 industry, not necessarily the companies that have conflicts of interest in determining the future of 911	Find new revenue sources, both wireline and wireless, statewide 911 system, broadband access funding.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Consolidation is only beneficial in saving cost associated with personnel. That is 70-80% percent of a systems overall cost. However, by consolidating, allows for limited redundancy. Therefore, redundancy should be accounted for in the decision making.	If it is cost effective for the systems and beneficial to the public then yes, I think PSAPs should be encouraged to consolidate.	If appropriate and in the best overall interest in public safety	Yes, Southern IL CSI project
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Each 9-1-1 System needs exactly the same baseline equipment to provide 9-1-1 service. Therefore, 9-1-1 systems should purchase baseline 9-1-1 equipment collectively, and share the redundancy that such purchases, provides.	As long as it's beneficial for public safety.	If appropriate and in the best overall interest in public safety	Yes See #4 above
6) Should the information included on required reporting be changed?	Yes. The Illinois Commerce Commission should require the surcharge remitters to validate the data and revenue submitted. Presently, 9-1-1 systems have no way to authenticate the numbers provided by the remitter.	No	Do not necessarily understand this question	Yes
7) If yes, how? What should be removed or added?	A statutory required provision that requires validated reporting by the surcharge remitter.	N/A		Same information is reported several times a year to ICC, redundancy. Reports do not reflect current capabilities.
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutely. Wireless constitutes approximately 70% of a 9-1-1 systems call volume. Not only should it be extended, the surcharge should be increased to a state-wide average of \$1.25. In essence, a statewide surcharge for any device wanting to access 9-1-1 of \$1.25 per unit.	Yes	Yes	Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	9-1-1 will remain local issue and will be funded locally. Parity for every device should be the norm. No matter if it a wireless device, a voip device, a landline device, or a device not even developed, across the board surcharge should be access no matter what type of technology is utilized.	There should not be a sunset date on wireless surcharge funds. Landline phones are rapidly decreasing. Operating without wireless funds would be impossible.	With the imbalance of call volume and funding levels from wireline and wireless, a new formula/mechanism needs to be considered. Each system has unique challenges, therefore statewide management would not be a fair way to conduct business (such as if funding was done based on population only)	Continue local level governance. Funding should be a tax of some sort paid by all residents.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Patrick J. Lustig	Emily Schulte	Mike Moser	James J Cuff
Signature:				
Title/ Position:	Director	Coordinator/Director	911 Coordinator	911 Coordinator
Date Completed:	5/13/2011	May , 2011	5/13/2011	
Telephone Number:	618-457-5911	(618) 498-5571 ext. 153	815-776-9310	618-685-5922
Office Address:	303 N. Robinson Circle Carbondale, IL	201 W. Pearl St., Jerseyville, IL 62052	330 N Bench St Galena, IL 61036	PO Box 546, Vienna, IL 62995
Email Address:	plustig@jc911.org	jerseyco911@hotmail.com	mmoser@jodaviess.org	jcuff@joco911.com

	Kankakee County	Kendall County	Knox County	LaGrange Park
	Suburban	Rural	Rural	Urban
Survey #	37	38	39	40
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Very negative impact on the overall operation. Wireless surcharge revenue for our system represents 58.95 % of surcharge revenue received for the period November, 2009 to November, 2010. As you can see, this makes up nearly 60% of revenue for the ETSB.	NEGATIVE IMPACT	Negative Impact
1.a If positive, please explain:				
1.b If negative, please explain:	51% of our surcharge revenue comes from wireless subscribers	We are a small 9-1-1 System which is extremely dependant on surcharge revenues for equipment upgrades and maintenance of the system. Without the surcharge revenue, we would be unable to operate at our current level. Additionally, surcharge revenues are now being used to offset the operating costs of the system (personnel, etc).	This will have a severe negative impact on our ETSB. Currently half of the annual income for the ETSB is derived from Wireless Surcharge as the landlines in Knox County have been dramatically reduced over the past few years.	Removal of the wireless surcharge represents and approx. \$5,000/mo. reduction in revenue
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?		3 One Primary (staffed) and one unmanned secondary	1 PSAP in Knox County	One
2) What is your address?	2380 W. Station St. , Kankakee, IL	KenCom Public Safety Dispatch, 1102 Cornell Lane, Yorkville, Illinois 60560	150 S Broad St., Galesburg, IL 61401	447 N. Catherine Avenue LaGrange Park, IL 60526
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	KanComm reroutes to Bradley Bradley reroutes to Bourbonnais Bourbonnais reroutes to KanComm	For 815 Phone Numbers - Morris Police. For 630 Phone Numbers - Montgomery Police. Secondary PSAP located at 103 E. Beaver, Yorkville.	Warren County is our backup - Connections have been established that allow intentional rerouting of all 911 traffic.	Back-up PSAP is the Village of LaGrange PSAP at their Village Police Department - 304 W. Burlington LaGrange, IL
4) How many primary and secondary PSAPs are in your 9-1-1 system?	3 Primary and 0 Secondary	One primary and one Secondary PSAP. The Secondary is an unmanned backup.	There is One (1) Primary PSAP in Knox County	One primary PSAP and one (unmanned) PSAP used as an Emergency Comm. Center if activated
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)

	Kankakee County	Kendall County	Knox County	LaGrange Park
4) Since 2005, how has the number of employees changed by year?	The number of dispatchers has grown by 2-3 people over the years (see table B) and management of the combined dispatch center which the ETSB oversees has also grown by 1 as the demands and expectations from the agencies we serve has increased.	Staffing has increased slightly. 2005 (18 employees), 2006 (19 employees), 2007 (21 employees), 2008, 2009, & 2010 (26 employees). The staffing levels for 2008-2010 were never reached. Current staffing is 22 employees.	The number of employees have remained constant since 2005	No Changes
5) What company is the 911 system provider?	AT&T	9-1-1 Services are provided by AT&T	Century Link,	AT&T
6) Please provide contact information for the 911 system provider.	Paul Stoffels, v)708-229-0389 c)708-903-0535 email)ps1956@att.com	Paul Stoffels, AT&T Area Manager for 9-1-1 @ 708-229-0389 (office) or 708-903-0535 (cell) or PS1956@att.com (email)	CenturyLink E911 Database 911 Team Lead, 1008 Oliver Rd, Monroe, LA 71201 Voice: 318-330-6203 Toll Free: 800-788-1907 Fax: 800-713-6255 Hope.craft@centurylink.com	Paul R. Stoffels, Area Manager - 911 Operations. 4918 W. 95th Street - Flr 2, Oaklawn, IL 60453 708-229-0389 ps1956 @att.com
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Wireline: all of Kankakee County, the Village of Chebanse Iroquois County, the phone exchanges of Reddick in Grundy County, the phone exchanges of Reddick and Cabery in Livingston County and the Cabery exchange in Ford County Wireless Zip: 60901, 60913, 60914,60935,60944, 60901, 60954, 60969, 60941, 60964, 60922, 60961, 60950, 60940, 60941, 60917, 60919	Wireline service area includes all of Kendall County except those areas in Aurora and Joliet. Zip codes for wireless 60560, 60541, 60543, 60545, 60512	We dispatch for entire Knox County - Zip Codes are: 61531 - Farmington, 61490 - Woodhull, 61474 - St Augustline, 61410 - Abingdon, 61439 - Henderson, 61430 - East Galesburg, 61449- LaFayette, 61401 - Galesburg, 61572 - Yates City, 61448 - Knoxville, 61529 - Elmwood, 61489 - Williamsfield, 61472 - Rio, 61467 - Oneida, 61488 - Wataga, 61436 - Gilson, 61544 - London Mills, 61485 - Maquon, 61428 - Dahinda, 61434 - Galva, 61412 - Alexis, 61413 - Alpha, 61423 - Cameron, 61572 - Douglas, 61402 - Galesburg, 61404 - Galesburg, 61451 - Laura, 61544 - Rapatee,	Corporate Limits for the Village of LaGrange Park Zipcode: 60526
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	yes to all	We answer calls for all three disciplines listed.	Yes for all categories	All
2) Does your PSAP receive calls from wireline phones?	yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	all wireless calls route to KanComm and may be transferred to Bradley and Bourbonnais if call is within their jurisdiction	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	yes	No	Yes	No
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 1 Wireless	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	June - December 2004, yes we were phase 1 previously	N/A	Started as Phase 0 then Phase 2 in 1998	Conversion in April 2008

	Kankakee County	Kendall County	Knox County	LaGrange Park
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Equipment costs were minimal at about \$10,000. Some additional modules were added for separate trunk groups and a version upgrade to the CPE software. The greater cost was associated with software that allowed for th phase 2 calls to plot providing the dispatcher with the location of the caller. That was approximately \$75,000. Kankakee was fortunate that the County was implementing a GIS system that the ETSB was able to access through a contribution of \$40,000 toward the project.	N/A	\$36,000.00 was allocated for the initial equipment upgrade (not replacement) and implementation of routing accomodations for wireless. The upgraded equipment was acceptable to receive Phase II wireless however there are no additional ports available for expansion for additional technologies.	330000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	Current 9-1-1 telephone equipment does not support Phase 2. Anticipating upgrade to Phase 2 by replacing CPE in the next 12 months. Cost estimates are about \$ 1 million dollars for both facilities (primary and secondary).	N/A	
9) Do you plan to convert to Phase 2?	N/A	Yes	N/A	
10) If yes, when is conversion planned?	N/A	Anticipate upgrade by the end of 2012	N/A	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	N/A	N/A	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	N/A	N/A	
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	It is not tracked separately, but is included in the total number of calls received each day.	Wireline		
5) How many dispatches occur each month as a result of 911 calls? (if available)	Not available.	Difficult to determine given current technology	Annually: 2005 - 51085; 2006 - 52675; 2007 - 56354; 2008 - 55850; 2009 - 57748; 2010 - 57145	
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)

	Kankakee County	Kendall County	Knox County	LaGrange Park
9) Do you have enough employees to handle the call volume? If no, please provide details.	The ETSB determined it was necessary to increase the number of dispatchers by 3 to provide the best service to the residents of Kankakee and the agencies served by KanComm. As a result, the revenue generated from the agencies does not fully cover the personnel costs for dispatching. The current number of employees is sufficient to handle the existing call volume.	Yes. Given the current call volume, we have adequate staffing on duty to meet the demand.	It is a constant challenge to select qualified employees and retain them in the Emergency Dispatch Communications Center. The challenges of a high stress position, shift work, along with many other factors contributes to a high turnover. We handle the current call volume, however there are times the call volume exceeds the ability to handle the dispatches. Our employees are constantly busy with dispatching, call taking, LEADS entries, queries, record keeping and other duties.	Yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$1.00 for Kankakee County and \$1.25 for the Village of Chebanse, Iroquois County	\$.75 currently. Contemplating going to referendum soon to increase rate. Experiencing Budget problems like many agencies.	\$1.25 as designated per ordinance	\$1.00 per line per month
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Yes	KenCom Public Safety Dispatch is transitioning from a Department under County Government to an independent unit of local government. As such, our budget will become increasingly MORE dependent on surcharge revenue for day-to-day operating expenses.	No - The budget is deeply impacted by the continual increasing costs of personnel along with the need to update technology on a regular basis along with the declining revenues. Implementation of new and enhanced capabilities are not possible due to budgetary constraints.	Yes
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Facility rental and utilities, radio infrastructure and maintenance/utilities, logging recorders and maintainane, CPE and maintenance, line and trunking charges from telcos, audits, legal, microwave connectivity between PSAP's, dispatcher training, salaries for 911 staff and partial dispatcher, office supplies/furniture, liability and equipment insurance, paging equipment. We did cover MDC's costs from 2004-2009.	Currently, surcharge revenues cover operating expenditures for 9-1-1, system upgrades, maintenance, mapping expenses.	Monthly reoccurring interconnect phone charges, training for 911 personnel, personnel costs, equipment upgrades, maintenance charges for equipment.	Partial salaries, maintenance, telephone circuits, equipment maintenance and supplies

	Kankakee County	Kendall County	Knox County	LaGrange Park
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	The ETSB oversees the combined dispatch center in Kankakee County and receives revenue from the agencies we serve to cover most, but not all, of the dispatch personnel costs.	Currently, personnel costs and basic operating costs (telecom, electric, heat, etc) are not paid by surcharge revenues. They are paid by Kendall County. Due to budgetary troubles, the County is implementing users fees and augmenting the operating budget by surcharge revenues.	The majority of the personnel costs to run the 911 Dispatch center as well as regular supplies, technology upgrades required for NG911 are not covered at this time due to restricted budgetary conditions	None
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Currently this does not apply. However, over time there is the potential that personnel costs will not allow for surcharge revenues to cover all the actual costs. There has to be some adjustment for rising salaries and benefit costs.	We are undergoing a significant system upgrade including renovating new space in an existing building, upgrading our CAD mapping, replacing our aging 9-1-1 Phase 1 phone system, as well as other communications systems upgrades. Revenues are outstripped by expenditures. At present, we are gathering proposals for this work and do not have firm figures to comment further.	Annual total costs to run the 911 Dispatch center is a combination of shared City & County funds along with funds from ETSB. This does not include saving to complete technology upgrades. In order to save the necessary \$500,000.00 to replace the phone switch and related equipment for NG911 a savings fund would need to be established and funded over the next 3 years.	

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Our ETSB meets monthly and are provided verbal updates on activity that occurred during the month. A revenue and expense report is presented monthly. The annual audit is provided to the County Board.	Yes. We report to the Kendall County Public Safety Committee, The KenCom Executive Board (Kendall County ETSB) and the KenCom Operations Board monthly.	Yes	No
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	The monthly revenue and expense which shows current account balances. During budgeting process, the committee sees surcharge revenue. The ETSB looks at 9-1-1 call volume on occasion. The annual audit is presented for review and final adoption.	Statistical reports of call counts and CAD incidents for the month preceeding as well as a multi-month trend graph. In addition, we report Police activity (CAD Incidents) using weekly statistics to the Board(s).	Monthly 911 Coordinator Reports are prepared for the ETSB Board which includes call volume, legislative concerns, telephone and equipment concerns, mapping items and/or any other items of concern. The Knox County Treasurer also presents a financial report inclusive of fund balance as well as monthly expenditures.	
3) How much time is required to complete the reports?	approximately 24-36 hours per month, including entering data to track details.	4-5 hours per month.	The financial report is completed by the Treasurer and is cumulative throughout the month. The 911 Coordinator report is also cumulative throughout the month. An additional report is generated demonstrating the reporting phone vendors surcharge separate from the treasurers report.	
4) Do reports present an accurate image of services offered?	not clear on what is being sought in this question	They report as accurately as possible, given the limited reporting capabilities of our current 9-1-1 phone system.	Yes	
5) Do reports present an accurate image of revenues and expenses?	The monthly report is actual activity and account balances.	Our Board packets include revenue and expenses to our Board(s) on a monthly basis accurately.	Yes	
6) Are the reports certified for accuracy?	No, reports to the ETSB are prepared by staff members.		Yes	

	Kankakee County	Kendall County	Knox County	LaGrange Park
7) Are financial operations of the system audited?	Yes	Yes. The financial operations of the ETSB are audited at the end of each fiscal year and reported to the Kendall County Board, The KenCom Executive Board, and the KenCom Operations Board. Copies are filed with the Kendall County Clerk's Office.	Yes	
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	The County audit covers the KenCom Department budget which is currently part of the County General Revenue fund. This is separate from the 9-1-1 Board audit.	Yes	
9) Please provide copies of audited reports from 2005 through present	Information will follow	Copies of the four most recent ETSB Audits are attached.	will forward later	
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No.	No - the current phone switch was purchased in 1993 and has no capability for expansion to accept this type of technology	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	In some cases it could be beneficial in locating an individual or saving a life. It is essential to the deaf and hard of hearing community. The bigger reason to implement is the expectation by the public that they can communicate with anyone else using those means, but not when they are faced with a life and death situation.	Probably. Our current equipment is not capable of taking advantage of these newer technologies. We anticipate purchasing new 9-1-1 telephone equipment following NENA i3 standards providing the potential to receive these technologies soon.	Yes - There is an expectation by the general population we have more abilities than we actually do in the 911 Dispatch Communications Center. There is a perception by citizens at large we already have this capability of receiving pictures, video and text.	No CAD capability to forward pictures or video. Not interested in bogging down the lone desk operator with text messaging. Do not understand why someone would text when they only need to dial 3 digits to reach 911 system.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	We have obtained a preliminary cost for CPE equipment of \$500,000-\$750,000 with potential updates when the final standards are determined. There is no legislation or tariffs to know how agencies will be charged for delivery of those calls. In some cases NG only becomes beneficial when the data is sent to the responding units, how is that delivered and at what cost. We also do not have or know what other infrastructure may be necessary to install for implementing.	Not presently	The last cost assessment for an upgrade to NG911 technology was \$500,000.	No estimate due to no interest.

	Kankakee County	Kendall County	Knox County	LaGrange Park
4) What impact would this have on staffing and other operational expenses?	Dispatchers have a skill for multi-tasking which allows them to handle multiple calls at one time. Texting would limit the ability to enter data into two calls at one time which likely would result in the need for more personnel. There will be additional training that will be needed; texting could result in a "new" language that may need to be learned by some staff, exposure to some video may result in greater stress and need for time off or additional health care. Will centers be subject to greater liability resulting in higher insurance premiums. Additional computers to display all information being delivered, but how many is still to be answered.	We have not studied the potential impact of adding these types of services yet.	The ability to receive pictures, videos, and text would impact the staffing and operational expenses. This would add additional responsibilities for the 911 telecommunicator. Operationally there would be additional equipment to maintain and training for the maintenance of the equipment is an operational expense to also be considered. We anticipate the handling of video, texts and pictures will be more labor intensive on behalf of the 911 Dispatch telecommunicator.	Unknown
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	There are currently too many unknowns to answer this question without speculation,	Again, we are just beginning research into Next Gen 9-1-1 and have only limited information on equipment requirements and cost estimates.	Consideration would have to be made for the storage for Images, texts and pictures. Also we would be required to establish a policy for retention additional data input capabilities. The telephone switch must be replaced as the current switch is not capable of any further expansion and is also incapable of any IP based communication. We estimate \$500,000.00 for startup costs and have made no estimates for reoccurring costs.	Unknown

Recommendations:

1) What recommendations do you have to increase the efficiency of 911 services in your area?	A large number of wireless calls are abusive or false calls; kids harassing the TC, but dial calls. Sending subscriber information with a wireless call would help to eliminate some of those calls. Consolidating PSAP's would eliminate some of the redundancy currently experienced by the transfer of wireless calls.	New facilities, new 9-1-1 Nextgen 9-1-1 telephone equipment, additional staffing, elimination of the sunset for wireless 9-1-1 surcharge revenue, combining wireless and wireline revenues to enable local ETSB's to increase the combined rate (wireless currently is set by statute and cannot be increased to match various local wireline rates). Continued Funding!	911 Services cannot solely be defined as the receipt of a 911 call. 911 services reflect the inception of the entire first responder process to an emergency. The emergency services are inclusive of Public Safety and first responder safety. The combination of these two factors and the services performed within define 911 services. We recommend regulation requiring that any device connecting to and/or reporting to 911 pay a surcharge. Standard surcharges should be paid by both wireline and wireless customers.	None
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Systems are currently at the mercy of the regulators to grant permission to move forward with such projects. Those individual need to be educated on new technologies and participate in studies that either prove delivery of those technologies is as reliable as what is currently in place or become informed enough to establish the rules that would allow it to be as reliable as what is in place today.	Review current regulations that prevent or make it extremely difficult to upgrade to Nextgen 9-1-1 technology and create roadblocks to regional approaches.	Standardization of delivery should be established. There are several models of NG911 available and yet there is no standard on delivery of the service. Funding mechanism for NG911 should be created.	None

	Kankakee County	Kendall County	Knox County	LaGrange Park
3) What recommendations do you have for the General Assembly to do or not to do?	Treat all devices that are accessing 9-1-1 in the same way. It should not cost less for a wireless user to access 9-1-1 than the wireline user. The General Assembly gave counties and municipalities the authority to pass a referendum at a local level for the surcharge necessary to operate. In our case the increase in subscribers due to wireless provides for an increase in revenue necessary to keep up with inflation; particularly for rising personnel costs. Otherwise there needs to be consideration for how surcharges would increase over time to keep up with inflation. Require an audit of the telcos/providers to assure they are remitting surcharges as required by law. Determine mechanism to recognize dispatch as essential personnel when a police, fire, ems jurisdiction is established and a method to fund it. 9-1-1 only changes the number a person dials for assistance. If it doesn't exist, those agencies would need personnel to answer a 10-digit number. Surcharge funds should not be expected to fund personnel.	Continue funding 9-1-1 through surcharge revenues. Combine wireline and wireless surcharge rates into a single, locally established rate by referendum. Apply surcharge rates universally to VoIP, wireline, wireless, and pre-paid wireless and all other technologies. Make more timely payments to 9-1-1 systems statewide. Eliminate the ability of the Governor or General Assembly to weep funding for 9-1-1 (using the funds to augment state budget, etc)	We recommend the General Assembly address the funding needs of the 911 system by passing legislation requiring pre-paid services to actually pay for a 911 surcharge. We also recommend a formula be developed that would standardize a surcharge to be inclusive of any device accessing the network and capable of reporting an emergency to 911. We recommend eliminating the sunset clause from wireless act. We doubt any cell phone subscriber would discontinue their service because of a 911 surcharge.	None
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	If NG 9-1-1 is designed properly within a system, through network connections, equipment can be shared to reduce costs without having to consolidate. Consolidating may provide benefits of reducing personnel costs and reducing some duplication of services.	Again, this is a local issue. While I agree with the concept of consolidation and shared equipment where possible, This is a local decision driven by local needs.	As Galesburg/Knox County only has one (1) PSAP - we recognize the benefit of costs sharing through the utilization of the shared City / County Budget. We have been using this local model of budgeting for many years. This sharing of related costs of operating a Countywide 911 Dispatch Communications system has been beneficial to the county as a whole as agency response is better coordinated at a single place. This model helps reduce overall costs and makes 911 Dispatch services more efficient.	This issue is presently under review by our village management through a contracted study with neighboring villages.

	Kankakee County	Kendall County	Knox County	LaGrange Park
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	I believe the same holds true whether it is a PSAP or System. Consolidating PSAP's at too large a scale (multiple counties) may result in the call taker not being familiar with the area a caller is from delaying response times. Consolidations of multiple counties may be in areas where location accuracy is not at the same level as metropolitan areas again delaying responses.	A one size fits all approach regulated by the State is not a workable solution. Each 9-1-1 system must be free to make decisions locally based on need and revenues. While I support the concept of consolidation, newer technologies currently on the horizon will provide the capabilities to share equipment costs and deployments.	The sharing of basic network costs between 911 systems can be viewed as beneficial for an implementation of NG911. This sharing of costs is based on network access costs only. The consolidation of 911 Systems would be much more difficult in that each geographical dispatch area has unique radio frequencies with limited ranges, each 911 dispatch system has a variety of CAD and mapping systems in place. Additionally there is local geographical knowledge that is very valuable to first responders safety and public safety. A regionalized multi-county 911 call/dispatch center concept without local knowledge would ultimately result in a loss of efficiency and safety for both citizens and first responders.	Same answer
6) Should the information included on required reporting be changed?	If referencing the annual report to the Commission, I am unaware of what is done with the data provided. Are systems audited as a result of the information? Would legislation or regulations change based on the information provided? Would the Commission step in if it saw a system was no longer financially able to continue?		No	No
7) If yes, how? What should be removed or added?	Outages that have occurred during the year: call boxes being manned.			
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	It must continue in some way. People used to have fax lines, teen lines, modem lines, etc which were subject to the surcharge passed by referendum by each system. Wireless devices are an alternative to those methods and are replacing some or all wireline service in many families.	Absolutely. We currently average between 73 to 75 percent of 9-1-1 calls received from wireless. Wireline revenues continue to decline significantly, adversely affecting future operations of the 9-1-1 system.	ABSOLUTELY. The public is dependent on 911 services. The issues of funding 911 systems must be addressed and eliminating a funding source would be a huge disservice to the public. The Galesburg/Knox County ETSB has less than 2 years of funds in reserve and without the surcharge, there would be no funding mechanism for operation of the ETSB.	Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Due to the State's current financial status, it would be difficult to gain support for the system(s) to be managed by the State. Current rules/regulations prevent local governments from working together to provide service. The Kankakee County ETSB has been frugal and saved money to prepare for future upgrades. That has the potential to change as local governments struggle to maintain personnel.		Governance at the local level is always preferred as it serves the unique needs of each county in a customer service oriented way. Local government of the 911 Dispatch services employing local citizens who travel the streets and live in the communities served by the 911 Dispatch Center is recommended. Local government with guidelines established by the state is the most effective way of management.	Local level

	Kankakee County	Kendall County	Knox County	LaGrange Park
Other Feedback/ Recommendations (please note in detail below):	**The Kankakee County ETSB became the Oversight Board of the consolidated dispatch center in 2002. The two largest dispatch centers combined leaving two smaller centers. The ETSB receives revenue from the agencies dispatched by the combined center (KanComm) to help pay for personnel costs.		We recommend funding for 911 to be paid by all users of the 911 system; all 911 capable devices should pay. This would include the ability to apply surcharge to pre-paid phones. 911 is viewed as an essential service to the public. The importance of funding 911 should be looked at as an essential service.	

Survey Completed by:

Name:	Tammy Peterson	David Farris	Vicki Miller	Philip Kubisztal
Signature:		David D. Farris	Vicki Miller	
Title/ Position:	9-1-1 Coordinantor	Director of Communications	911 Coordinator Galesburg/Knox County ETSB	Deputy Chief of Police
Date Completed:	5/12/2011	5/13/2011	5/12/2011	5/9/2011
Telephone Number:	815-937-3915	630-553-0911	309.343.9151	708-352-7711 x210
Office Address:	2380 W. Station St, Kankakee, IL 60901	1102 Cornell Lane, Yorkville, 60560	150 S Broad St., Galesburg, IL 61401	447 N. Catherine Avenue LaGrange Park, IL 60526
Email Address:	tpeterson@k3county.net	dfarris@co.kendall.il.us	vicki@ci.galesburg.il.us	pkubisztal@lagrangepark.org

	LaGrange Urban	Lake County Suburban	Lansing Urban	LaSalle Suburban
Survey #	41	42	43	44
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Yes!	Negative	Negative	negative
1.a If positive, please explain:	It's the only way we can maintain and pay for 911 equipment?			
1.b If negative, please explain:	N/A	Wireless lines keep increasing and wirelines are declining. Our system would loose in excess of \$1,300,000.00 annually.	The wireless surcharge was created almost 15 years ago, when wireless 9-1-1 became a challenge for PSAP's. Since then, the technology has changed tremendously, requiring updates that have far surpassed costs that were anticipated 15 years ago.	The City of LaSalle would no longer be able to finance a functional PSAP.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	One	Six	1	2
2) What is your address?	304 W. Bruntlington Ave. LaGrange, IL. 60525	1300 S. Gilmer Rd. Volo, IL 60073	2710 170th St, Lansing, IL 60438	LaSalle Police Department, 745 2nd St., LaSalle, IL 61301
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Back up plan is to transfer all 9-1-1 call to LaGrange Park, IL. Police Department	Antioch backup is Wauconda Wauconda backup is Lake Zurich Lake Zurich backup is Wauconda Lake County Sheriff backup North is Antioch, South is Wauconda	E-Comm.	City of Ottawa Police Department
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 primary and 1 secondary which is LaGrange Park.	4 - Primary 2 - secondary	1 primary and 1 back-up.	1 Primary, 1 Secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)

	LaGrange	Lake County	Lansing	LaSalle
4) Since 2005, how has the number of employees changed by year?	We went from 6 to 7 in 2008. Included full time and part time.	The ETSB personnel has increased by 1 since 2005, Lake County ETSB doesn't hire/fire or pay for 911 Dispatch/Call taking personnel at any of the ETSB PSAPs	We have lost employees since 2005 due to resignations, retirements and failure to complete training successfully. We have been able to hire back the same amount we have lost, but have not increased. In fact, we were approved for 12 dispatchers in 2006 due to increased call load/work volume. We have been on a hiring freeze since 2006 and are at 9 full time, 1 part time.	No Change
5) What company is the 911 system provider?	ATT / Positron	AT&T	AT&T	AT&T
6) Please provide contact information for the 911 system provider.	Bob Miller 4918 W. 95th St. Floor 2 Oak Lawn, IL. 60453	Paul Stoffels Area Manager, 9-1-1 Operations IL/IN AT&T 9-1-1 Public Safety 708-229-0389 ps1956@att.com	AT&T - Paul Stoffels, Area Manager 9-1-1 Public Safety. 708-229-0389. ps1956@att.com	Paul Stoffels, Area Manager, Customer Service, At&t 911 Public Safety, 708-229-0389, ps1956@att.com
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	2.5 square miles in zip-code 60525. Some of the cell tower overlap goes into 60526.	Please see Table A-1 for Wireline service areas.. Zip codes for wireless are: 60002, 60010, 60011, 60015, 60020, 60030, 60031, 60035, 60037, 60040, 60041, 60042, 60044, 60045, 60046, 60047, 60048, 60049, 60060, 60061, 60064, 60069, 60073, 60075, 60079, 60083, 60084, 60085, 60086, 60087, 60088, 60089, 60096, 60099, 60050, 60081, 60074.	Wire line serves the zip code of 60438.	City of LaSalle, 61301

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Yes for Law Enforcement and Fire/Rescue and EMS.	All	All, after hours public works	all
2) Does your PSAP receive calls from wireline phones?		Yes	Yes	yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Yes	yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2	phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	November 2010. Were were previously a Phase 1 PSAP.	Phase 2 in 2008 Phase 1 before that.	2002. We were a phase 1 center previous to the phase 2 switch.	2006
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	12871	482311	Estimate only - \$80,000.00	154000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	N/A		
9) Do you plan to convert to Phase 2?	N/A	N/A		
10) If yes, when is conversion planned?	N/A	N/A		
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	N/A		

	LaGrange	Lake County	Lansing	LaSalle
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	N/A		
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Not tracked	Included in Wireless call volume	Included in total call volume.	yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	Not available	Not Available	Due to the reporting mechanisms and systems used, I cannot list a separate monthly total for our wireless/wired 9-1-1 call total. I broke it down the best that I could.	195 dispatches per month
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	Unable to answer as we do not pay for PSAP personnel	No. Using a nationally recognized PSAP staffing formula in 2007, the results showed we need at least 13 full time dispatchers to effectively handle the call volume while addressing staffing needs. As stated before, we have stayed at 9 for the past 5 and 1/2 years.	No, the City currently has only six full time dispatchers and can not afford any more. Many times they are working by themselves. PSAPs should have two on duty at all times. We should have a minimum of eight.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	.75 cents	\$.75 per line	0.5	65 cents
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) N/A	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)

	LaGrange	Lake County	Lansing	LaSalle
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Yes	No	No	yes
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	All expenses	911 trunks, 911 phone answering equipment, Phase 2 mapping, CAD. Mobiles, CAD/Mobile interface, 911 logging equipment, back up ups, generators, back up radio systems, training, maintenance for aforementioned equipment and software, and ETSB staff personnel.	9-1-1 system contracts, maintenance, upgrades and equipment. All related equipment to this and the CAD/Mapping system that handles our wireless phase 2 needs.	maintenance contracts, computer software upgrades, discs, electrical needs.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	None	dispatcher salaries/benefits, radio equipment, dispatch furniture.	Personnel, payroll, benefits, other equipment that would assist the 9-1-1 center and it's responders beyond the normal 9-1-1 equipment. If a PSAP is doing it's job and ensuring all equipment is up to date and functioning properly, then other purchases should be allowed that are approved by the local 9-1-1 board.	dispatcher salaries, overtime.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	N/A	historically we have spent said funds based on the Emergency Telephone system act but limiting our expenditures to cover the bare essentials		We would recommend a \$2.12 increase in the surcharge to pay for the cost of eight full time dispatchers. \$35,000.00 per year x 8 dispatchers, divided by 11,000 user fees, divided by 12 months = \$2.12.

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Annually to our ETSB Board.	Monthly	Yes	Annually
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Budget documents only. All revenues and expenses.	Monthly meeting with appointed ETSB. The following agenda items are discussed.	Reports are made on a monthly and yearly basis to the Office of the Chief of Police. The ETSB meets approximately 4 times per year. At each meeting, a summary of the previous months activities is read.	Financial reports, status, old / new business.
3) How much time is required to complete the reports?	Approximately 2 weeks.	time varies between 8 and 40 hours	Quarterly summaries take about 1 - 2 work days to complete. End of year report usually takes about 5 days to complete. Our end of year report includes information on many areas of activities in the 911 center.	Several hours
4) Do reports present an accurate image of services offered?	Yes. They are line itemed.	yes	Our call tracking system at this time does not separate the wire line/wireless and VoIP calls. All are compiled together. Our reports present an accurate picture of stats, but do not paint a complete picture of how dispatchers complete their daily workload.	yes
5) Do reports present an accurate image of revenues and expenses?	Yes.	yes	Our reports regarding revenues and expenses are accurate.	yes
6) Are the reports certified for accuracy?	Yes, by our village finance department.	ETSB is audited annually by an outside firm.	No.	no

	LaGrange	Lake County	Lansing	LaSalle
7) Are financial operations of the system audited?	Yes.	Yes	Yes, by the Village Treasurer. The entire Village is audited by outside auditors. Unknown if they check the line item expenditures of the ETSB.	yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Municipal level and it does include financial operations.	Yes	The Village Treasurer is also a member of the ETSB. An audit is done of all Village finances each year, but I am unsure if completed by Treasurer or an outside agency.	yes
9) Please provide copies of audited reports from 2005 through present		attached		available upon request, can not e-mail
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	Yes it has the capability.	No	No	no
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes, for the simple fact they will be able to communicate with our PSAP via texting and will be able to send real time pictures. Hard of hearing will be able to communicate easier than before.	Yes this would be beneficial as the current generation relies heavily on texting from wireless devices.	No. This type of technology does have many useful applications at a command level. However, in a dispatchers scenario, the images would have to be reviewed by someone. The dispatcher who is already handling calls on the incident, most likely multiple calls about the same incident, must move on to the next call, ensuring all are answered. To view the images sent from callers phones, this would in essence tie up the dispatchers, making it almost impossible to handle the incoming call load. This information could lead to an information overload scenario. In an already underfunded, understaffed and overworked facet of public safety, this technology could end up with a result far distant than it's intended one. Much more thought and study must be done with this to ensure that it is handled correctly.	possibly, it appears technology is heading that way.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	no detailed cost estimations have been obtained at this point.	No	no
4) What impact would this have on staffing and other operational expenses?	None	We feel this would have a great impact on staffing and other operational expenses however no data is available at this time.	We would need to increase our staff to handle the multiple calls with images. We would also need to obtain the equipment necessary to facilitate this. These 2 together would significantly increase our operational and staffing expenses. Texting 9-1-1 on the surface is a good idea, and I like the idea. My concern is we can't pinpoint a wireless phase 2 all the time. What makes anyone think they can do this with a text message.	we would need more staff and have greatly increased operational expenses.

	LaGrange	Lake County	Lansing	LaSalle
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	N/A	Still researching equipment and pricing. However we have budgeted \$500,000.00 for the first phase implementation of an IP based 911 phone system.	The problem with trying to figure out funding for Next Generation 9-1-1 is that no one has clearly defined what Next Generation 9-1-1 is. NG 9-1-1 is still a concept, and while most say it encompasses video, pictures and texting to 9-1-1, there is not an consensus within the industry. Equipment vendors and manufactures have pushed the video/picture/text concept, but it is much more of a complicated animal. We need to have a clear definition of what NG 9-1-1 is by the government (FCC or whomever), and only then start to decide what is needed.	unknown at this time.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	None	Implementation of next generation 911 answering system.		combined dispatch
2) What recommendations do you have to be able to upgrade to Next Generation 911?	None	At minimum need to maintain incoming surcharge funds (wireline and wireless) in order to upgrade to next generation 911.	Define it first, then figure out what PSAP's truly need. Balance the issue of technology and common sense. I need a picture or video of the shooter in the hallway, not the fender bender in the parking lot or the cashier at McDonalds' that didn't give you a refund.	unknown at this time.
3) What recommendations do you have for the General Assembly to do or not to do?	Continue wireline and wireless surcharges beyond 2013. Eliminating the any or both surcharges will eliminate 911 services.	DO NOT TAKE AWAY WIRELESS FUNDS AND DO NOT ALLOW THE GOVERNOR TO SWEEP OR BORROW FUNDS RELATED TO WIRELESS 911.	Realize that the funding mechanism for 9-1-1 PSAP's is not working. It is mostly based off an old idea that just does not work anymore. 9-1-1 is a critical piece of infrastructure, and it needs to be maintained as such. There needs to be more assistance from the local, state and federal governments in regards to funding and equipment procurement. In regards to NG 9-1-1, balance the technology with common sense.	increase the surcharge.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, doing so will be cost effective and will provide better and more efficient service.	The political environment is usually not in favor of consolidation. However today's economical environment is causing discussion for some regional consolidation.	Separate PSAP's sharing equipment can be a cost savings factor, dependant on the type of equipment. There are some types of equipment that just cannot be shared due to the individual communities and their needs.	yes, soon individual municipalities will be forced to combine as they will not be able to finance these costs individually.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes. Reduced staffing and equipment.	The political environment is usually not in favor of consolidation. However today's economical environment is causing discussion for some regional consolidation.	No on consolidation, yes on sharing equipment. This allows cost savings while allowing each PSAP to retain it's own identity to it's citizens and responders.	yes, same as above
6) Should the information included on required reporting be changed?	No	if referring to the annual report to the ICC then Yes.	No.	no

	LaGrange	Lake County	Lansing	LaSalle
7) If yes, how? What should be removed or added?		Yearly reporting to the ICC should include wireless information so as not to have to complete more than one report per year.		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?		Yes Wireless funds are absolutely necessary to maintain our current infrastructure.	Yes.	yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Funding has to occur from surcharges. The state should not manage 9-1-1. Different needs in different areas. Regional management may work but local would still be the best.	911 in Illinois should continue to be governed at the local level, as I do not feel the State has the means, personnel or ability to govern a state wide system and assure a high level of quality control and customer service that is currently being delivered to not only our public safety departments but also to the citizens of Lake County.	9-1-1 in Illinois needs to be continued to be governed on a local level.	local
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Chris Noel	Jeannine Thompson	Brian Weis	Robert Uranich
Signature:	Chris Noel			
Title/ Position:	Lieutenant	911 Coordinator	Supervisor of Communications	Chief of Police
Date Completed:	5/10/2011	5/25/2011	5/13/2011	5/6/2011
Telephone Number:	708-579-2333 xt 2257	847-487-8163	708-895-7125	815-223-2131
Office Address:	304 W. Burlington Ave. LaGrange, IL. 60525	1300 S. Gilmer Rd, Volo, IL	2710 170th St Lansing, IL 60438	745 2nd St., LaSalle IL 61301
Email Address:	cnoel@villageoflagrange.com	jthompson@lakecounty911.org	weis851@lansingpd.org	chief@lasalle-il.gov

	Lee County Rural 45	Libertyville Suburban 46	Lincolnshire Suburban 47	Lincolnwood Urban 48
Survey #	45	46	47	48
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative	Negative	Negative
1.a If positive, please explain:				DNA
1.b If negative, please explain:	Lee Co uses the wireless surcharge to update and maintain computerized mapping in order to plot wireless callers. We also use the funds to pay the monthly charges for the dedicated wireless 911 trunks.		Partial funding for both employees and equipment are funded with the surcharge.	We will have less funds for 9-1-1 related expenses - hardware, software, personnel, support, etc.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	1	1	4	One
2) What is your address?	316 South Hennepin Avenue, Dixon, IL 61021	200 E. Cook Ave. Libertyville IL 60048	One Olde Half Day Road Lincolnshire, IL 60069	6900 N. Lincoln Avenue, Lincolnwood, Illinois 60712
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Carroll Co - a key switch in the ComCenter is flipped and 911 calls are routed to Carroll County.	Mundelein PSAP	Vernon Hills, Illinois 60061	We transfer 9-1-1 calls to the Skokie, Illinois Police Department
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 Primary	1 primary, 1 back-up	4 Network	One
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	1 part-time administrative assistant has been added to assist in the day to day operations and administrative functions of E-911, W-911, VoIP 911, etc. - NO ADDITIONAL DISPATCHERS HAVE BEEN EMPLOYED BY THE SHERIFF	Decreased 1 in 2009; decreased 1 in 2010	1 2005 = 7 2010 = 6	It has not changed.
5) What company is the 911 system provider?	CenturyLink	AT&T	Motorola	AT&T

	Lee County	Libertyville	Lincolnshire	Lincolnwood
6) Please provide contact information for the 911 system provider.	Missy Greer, 911 Database Supervisor 1008 Oliver Road, Monroe, LA 71201 Voice: 318-340-5041 Toll: 800-788-1907 E-mail: Missy.Greer@CenturyLink.com	AT&T, Hoffman Estates, IL 888-424-3911	Chicago Communications 200 Spangler Elmhurst, IL 60126 630-832-3311	Paul Stoffels Area manager, 911 Customer Service, 708-229-0389
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Wireline service area consists of 728 square miles providing primary dispatching for 2 full-time police departments, 3 part-time police departments, 2 full-time fire departments, and 8 volunteer fire departments	60048	Village of Lincolnshire 60069 Riverwoods 60015, 60045,	The city limits of Lincolnwood, Illinois 60712

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	YES, YES, YES, and YES	Law Enforcement, Fire/Rescue, and EMS / after hours all Village services	Law Enforcement	We are the answering point for Fire/EMS, but calls are transferred to a central dispatch center.
2) Does your PSAP receive calls from wireline phones?	YES	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	YES	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	YES	Yes	Yes	No
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	PHASE 2	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Completed conversion from P1 to Phase 2 w/ all carriers in May, 2005 (1st carrier in March, 2004)	Phase 2 in 2007, previously phase 1	2008	39234
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Includes Equipment, Software, and maintenance of equipment and software since Wireless Implementation: \$300,420.68 *****this figure does not include the monthly reoccurring cost for PSAP's dedicated Wireless 911 trunks or reoccurring costs for map maintenance	Unknown, was part of entire system upgrade	Not Available	No cost, previous equipment was purchased with Phase 2 capability.
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		N/A	NA	DNA
9) Do you plan to convert to Phase 2?		N/A	NA	DNA
10) If yes, when is conversion planned?		N/A	NA	DNA
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A	NA	DNA
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A	NA	DNA

Call Volume:

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)

	Lee County	Libertyville	Lincolnshire	Lincolnwood
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	VoIP call volume is included in Wireless call volume	Wireless	Tracked in Wireline	DNA
5) How many dispatches occur each month as a result of 911 calls? (if available)	Cannot distinguish between dispatches based on 911 vs. non-emergency lines at this time	Unable to determine, we do not track method received in this manner	500 - 800	
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) Provided on a yearly basis, not monthly	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1) statistic not available	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2) statistic not available	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Most times, yes	No. We are currently down 2 FTE, which requires constant mandatory hireback to handle call volume. Using industry formulas, we should have at least 10 FTE.	Yes	YES

Funding:

1) What is the wireline 911 customer surcharge in the area(s) served?	1.75	\$0.75/line	75c	50 cents until 2008, \$1.00 since then.
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I) - See Table G	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)

Expenses:

1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Currently, the ETSB is using reserve funds in order to meet expenditures annually. Once the reserve funds are depleted, 911 surcharge revenues will not cover 911 direct expenses.	No	NO	No
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	911 Equipment and maintenance, ETSB employees salary, training, and travel expenses, portion of dispatch salaries, 911 dispatcher training and travel expenses, phone data expenses, building utilities expenses, office supplies and maintenance, building supplies and maintenance, map maintenance, auditing expenses, computer software and hardware	Personnel, 9-1-1 tariffs and equipment maintenance	Employee, Building, Equipment about 70% funded by Surcharge	25 % of personnel salaries, equipment maintenance, commodities.

	Lee County	Libertyville	Lincolnshire	Lincolnwood
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	A portion of 911 dispatch salaries. Currently, the ETSB is using reserve funds in order to meet 911 expenditures; however, services, equipment and supplies will need to be cut if other means of revenue are not implemented	CAD maintenance, radio equipment maintenance, personnel, emergency notification systems	Employee, Building, Equipment about 30% funded by General Funds	75% of personnel salaries, new equipment purchase, software upgrades.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	The wireless surcharge to be equivalent with the landline surcharge may be a start. Yearly audits and financial statements have been forwarded via US Postal Service for your review and supporting rationale.	\$3.00 per line, per month Rationale - our current budget only covers approximately 1/4 our current expenses. Multiplying the current surcharge X4 would theoretically cover our expenses.	75c x 10/7 = \$1.07 To maintain current level \$1.50 to purchase new equipment and meet future narrow banding & digital upgrades	Unknown, the major expense is new equipment and that varies from year to year. We would estimate a 50% increase would help build surplus funds for future equipment purchase/upgrade.

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	The ICC mandates an Annual report. Monthly reports are not required but are provided to the ETSB (911 Board) and County Board.	Quarterly to ETSB, yearly to Village Board	Year end to Village Board & Network.	Yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly reports on non-emergency, landline 911, and cellular 911 call volume; mMonthly revenue and expenditures; and monthly training and related expenses are provided.	Call volume, calls for service created, alarms dispatched, prepared on a quarterly basis	The number of 911 calls, non 911 calls, radio calls, & accidents. Finance - Cost vs Budget	We prepare basic budget reports, noting expenditures and income on a semi-annual basis.
3) How much time is required to complete the reports?	Reports are pre-formatted and data is entered as data is received. Data entry takes, on average, 30 - 60 minutes a day for all reports provided.	Average 3 hours	4 hours review monthly	1-2 hours
4) Do reports present an accurate image of services offered?	Actual calls dispatched for service are reflected annually but not provided in the monthly reports. Actual calls answered by trained 911 operators are reflected in the monthly reports	As they relate to 9-1-1 calls yes, however Communications handles numerous other responsibilities	Yes	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	No	Yes	Yes
6) Are the reports certified for accuracy?	Via an Annual audit and checks and balanced by interoffice staff and the financial reports from the Treasurer's Office	No	No	Yes, by our finance department.
7) Are financial operations of the system audited?	Yes	Yes - by Village	Yes, Yearly audit	Yes, by our finance department.
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	Yes - by Village	Yes and reviewed by outside auditors.	Yes, an outside vendor audits the financial operations - Wolf and Company.
9) Please provide copies of audited reports from 2005 through present	mailed via US Postal Service	Not available at this time - requested		Not Available

Next Generation:

1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	NO	No	Yes, if sent through the internet	No
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	Lee County	Libertyville	Lincolnshire	Lincolnwood
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	It may not necessarily be helpful to the callers; however, it would most likely benefit the emergency service responders. Much more additional training and additional personnel would be necessary in order to accommodate receiving additional types of data from any device. Equipment upgrades would also be necessary.	Yes - any images or audio from an incident can improve responder safety and provide an impartial perspective	NA	At this time, we see no need for this technology.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	Not at this time	Not at this time	NA	NO
4) What impact would this have on staffing and other operational expenses?	Much more additional training and additional personnel would be necessary in order to accommodate receiving additional types of data from any device. Equipment upgrades would also be necessary.	Our staffing may have to increase, since call processing time would most likely increase. Our infrastructure would have to be updated and we would have to have a method of retaining and retrieving this data.	NA	Unclear, anticipate equipment upgrades and training issues at the least.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown at this time	Unknown, depends on type of system obtained. Early rough estimates indicate joining a shared system would be at least \$200,000.	NA	Unsure, we have not looked at this technology.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Financial stability in order to support Mobile Data Terminals for the fire and police agencies would enable TC's to dispatch multiple agencies at the same time. Interoperable radio communications would also increase efficiency.	N/A	Original equipment is 18 years old. Modernize and upgrade through vendor.	We are satisfied with the 911 services at this time.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Still investigating	Illinois needs to look at shared systems between PSAP's that are not in the same ETSB to allow cost savings and technology sharing. Legislation must also decide if/when this will be a required upgrade.	NA	Funding, we have no funding source for this at this time. Grants?
3) What recommendations do you have for the General Assembly to do or not to do?	Remove the sunset clause from the Wireless Act and increase the wireless surcharge to, at the least, be equivalent to the local landline surcharge. Mandate any type of technology that routes calls through the 911 circuits to pay a 911 surcharge; i.e. Magic Jack, Skype, etc.	End the sunset on wireless surcharge. Create one(increased) uniform surcharge statewide that applies to landline, wireless and VoIP.	Raise surcharge rates to \$1.50 to allow for the purchase of new equipment and meet the increased usage of cells phones and other equipment.	We hope they do not mandate Next Generation 911 until funding sources can be identified.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, if it is more cost effective and the citizens of the system receive the same level of service.		No - In our case we service two village. Our dispatchers also act as matrons and monitor our booking & jail cells. They will also help with data entry.	Consolidation usefulness depends on each situation. Our research has shown that consolidation increases our cost, so it is undesirable at this time. However, if a cost effective solution were offered, we would explore the issue.

	Lee County	Libertyville	Lincolnshire	Lincolnwood
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, if the network would allow calls to route accordingly. The overall initial expense may be huge but the cost savings after initial consolidation with datasharing, software licensing, frequency coordination, personnel, etc. should be less after implementation of consolidation.		NA	Same as above.
6) Should the information included on required reporting be changed?	Wireline and Wireless funds should be kept separate and reported separately until other funding mechanisms can be put in place.		No	Unsure.
7) If yes, how? What should be removed or added?	PSAP's receiving Wireless 911 funds should have an implementation date for Wireless Phase 2 set and be reported on quarterly until implementation has been met.		NA	
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes	Yes	Yes	Yes, possibly increased.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?		9-1-1 funding should be regulated at the State level to provide consistency throughout. The statutes governing use need to be reviewed, rewritten, and potentially relaxed for technology - while at the same time being more realistic as to appropriate use of funds.	Local level. State management would just add further expense and levels of management.	We would want local management. We anticipate cumbersome bureaucracy if the State manages 911 services.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Shelley Dallas	Michael O'Connor	John Kleffner	Cary Lewandowski
Signature:				
Title/ Position:	911 Director	Comm. Manager	Admin. Commander	Deputy Chief of Police
Date Completed:	5/5/2011	5/11/2011	5/6/2011	5/23/2011
Telephone Number:	815-288-5911	847-362-8310	847-883-9900	847-673-2167
Office Address:	316 South Hennepin Avenue, Dixon IL 61021	200 E. Cook Libertyville IL 60048	One Olde Half Day Road	6900 N. Lincoln, Lincolnwood, IL 60712
Email Address:	sdallas@countyoflee.org	moconnor@libertyville.com	jkleff@village.Lincolnshire.il.us	clewandowski@lwd.org

	Livingston County	Logan County	Lyons	Macomb / McDonough County
	Rural	Rural	Urban	Rural
Survey #	49	50	51	52
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	Landlines keep going down along with the surcharge monies. Wireless users go up at lesser surcharge rate. Actually need rate to be higher.	If it is kept at the minimum, we can continue, if not would close operations. Would like same amount as wireline.	Funding of upgrades have been purchased with the funds.	Our wireline income is shrinking every month. To take away wireless would be detrimental.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	One	One		1
2) What is your address?	844 W Lincoln St., Suite B Pontiac, IL 61764	911 Pekin Street, Lincoln, IL 62656	4200 Lawndale Avenue, Lyons, IL 60534	116 S McArthur St Macomb IL 61455
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Streator City is our backup. In this situation our calls would roll to Streator and if needbe our dispatchers would be sent to Streator to answer 911 calls and dispatch responders.	Backup PSAP located at Rural Fire Station. Firefighters trained to answer until Dispatchers arrive.	Riverside Police/Fire	Our back-up PSAP is the Office of Public Safety on the campus of Western Illinois University
4) How many primary and secondary PSAPs are in your 9-1-1 system?	One Primary, No Secondary	1 Primary, 1 Backup	2	1
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?		Remained the same.	We went from several P.T. 911 Operator to a saving F.T. 911 operator	We fluctuate by 1 full time person from year to year depending on retention. We also fluctuate on part time personnell as people come & go.
5) What company is the 911 system provider?	Frontier formerly Verizon is the host telco for the 911 system.	Frontier	Plant/CML/Cassidian Comm.	Frontier

	Livingston County	Logan County	Lyons	Macomb / McDonough County
6) Please provide contact information for the 911 system provider.	Larry Smith - 911 Service Manager PO Box 395, Gridley, IL 61744 309-747-2991 LarSmith@czn.com	Frontier	Cassidian Comm. Nedo, CA 92590	42505 Rio Larry Smith Frontier Communications 911 Service Manager 309-747-2991 Office 309-838-0311 Cell
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Our wireline service area is all of Livingston County and we have opt'd in and out a few exchanges with other counties but we do not get nor give surcharge monies for this. Wireless zip codes 61311-19-13-33,60917-19-20-21-29-34,60420-60,61739-40-41-43-64-69-75,61364 part etc.	All of Logan County including some residences in contingent counties. 61723, 62512, 62518, 62519, 62634, 62635, 62643, 62591, 62543, 61751, 62656, 61754, 62666, 62548, 62671, 62682	AT & T 60530	Wireline = all of McDonough County

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Yes to Law Enforcement, Fire/Rescue and EMS	All calls are answered and dispatched		all
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2		Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Went Phase 2 on 02/01/08, Phase 1 on 09/05/02 and Phase 0 on 08/21/01	39982	39569	September 2010, Phase 1
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Don't know but had to contract out to do Phase 2 and we bought GeoCom Mapping System for Phase 2	750000	75000	Phone system = \$150,000 Mapping = \$20,000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	NA	Na	
9) Do you plan to convert to Phase 2?	N/A	NA	Na	
10) If yes, when is conversion planned?	N/A	NA	Na	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	NA	Na	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	NA	Na	

Call Volume:

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	YES	Separately	Wireless	

	Livingston County	Logan County	Lyons	Macomb / McDonough County
5) How many dispatches occur each month as a result of 911 calls? (if available)	See breakdown in tables	NA	Year 2010 - 2796 /12 months = 233	Can not be determined as we answer calls for other counties and do not know how they handle them once transferred.
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	At a level of 10 no, however a full staff of 12 is sufficient at this time.	Yes, but we are maximized. Any more growth, NO.	Yes 1 additional would be great	Most days we do. We only staff 2 chairs 24/7. At peak times & during large emergency situations it is not enough.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.5	1.95	1	1.4
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	At the moment but they are for 911 only but going down steadily, but not for dispatching	No	No	No. We still require all other participating agencies contribute since this is not enough.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	If referring to 911 expenses all are covered, telephones, mapping equipment, computers, generators, staffing, ups equip, the main expenses	Equipment Updates & Maintenance, Recurring charges for 911 Lines, General Operations, Dispatch Payroll	Pay back of loan for new equipment	phone bills, trunk charges, equipment purchases, training
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	None for 911	FCC Update Requirements, Office Staff Payroll, Future Payroll	Employee expenses and some service agreements	Uniforms, training, service contracts, office equipment
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		Charge the same as the Wireline - Passed a referendum for \$1.95 wireline to meet expenses and future growth		
Reporting:				

	Livingston County	Logan County	Lyons	Macomb / McDonough County
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes, we report monthly to our ETS Board.	Monthly		We have monthly board meetings. We also complete the yearly ICC report
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	We supply financial reports, account balances, investment reports, cash flow reports, income receipts, payouts, along with reports from coordinator and manager of communications and updates.	Budget including approval of bills, Revenue & Expense, Dispatch Calls		ICC report, year end stats on calls received via our phone system and calls for service via our CAD/RMS system.
3) How much time is required to complete the reports?	All financial reports are worked on a daily basis as money comes in or goes out.	1-2 days		
4) Do reports present an accurate image of services offered?	Yes	Yes		The ICC reports only reflect 911 related activity, not all the day in day out activity
5) Do reports present an accurate image of revenues and expenses?	Yes	Yes		
6) Are the reports certified for accuracy?	?	Approved monthly by Board		No
7) Are financial operations of the system audited?	Yes we are now included with the county's audit. We previously had our own audit done separately.	Yes - through the county		Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	Yes		Yes, separate audits are done for 911 & the County by the same firm
9) Please provide copies of audited reports from 2005 through present		Included-2010 Audit is not completed		
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No		NO
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.		Yes		YES! We have a large college student population and it would be very beneficial as this is how a vast majority of our customers communicate.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?		No		No
4) What impact would this have on staffing and other operational expenses?	If we had it we would definitely need more staffing	Require another Dispatcher as it would be a longer validation process plus the purchase of equipment.		We would have to purchase new equipment, upgrade some of our current equipment and invest in training for our current employees.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown, don't even know what we would need at this time	NA		
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?		Higher level of continuing dispatch education, Financial securing, Upgrading equipment, Additional personnel		Construct a data sharing network to include mapping, CAD/RMS systems, ALI/ANI data transfer, etc

	Livingston County	Logan County	Lyons	Macomb / McDonough County
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Unkown	NA		More funding at the state and federal level. Legislation and/or grants.
3) What recommendations do you have for the General Assembly to do or not to do?	Raise wireless rate or find a better way to fund 911	All all counties in Illinois to charge same as their wireline surcharge or every county in the state allowed to collect the same as the \$2.50 that Chicago collects. Our needs are the same as theirs and recurring charges impact us as much.		
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.		No. Small counties are having problems and already on a "choker chain."		Yes
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.		Regional equipment sharing is always good, but performance and not expenses should be the driving force.		Centers should be allowed to share equipment and resources on a network - not necessarily have to consolidate the brick and mortar operations.
6) Should the information included on required reporting be changed?		Possibly		Undecided
7) If yes, how? What should be removed or added?		Require auditing regulations the same as the county		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes	Yes. It is a necessity for operations. Should taxes continue in the state?		yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?		Equalization on all phone surcharges will allow for NG911 equipment and certified annual audits to verify.		
Other Feedback/ Recommendations (please note in detail below):		The day has come for Legislation to realize the need for wireless surcharges to be addressed and especially in small county applications.		

Survey Completed by:

Name: Candice Bradshaw
Signature: Candice Bradshaw
Title/ Position: Coordinator of 911
Date Completed: 5/13/2011
Telephone Number: 815-842-8081

Daniel A. Fulscher
Daniel A. Fulscher
Director, Logan County 9-1-1
5/13/2011
217-732-3911

Jessica Shoopman
Jessica Shoopman
Interim 911 Director
5/13/2011
309-836-3911

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	Macoupin County	Marion County	Marseilles	Marshall County
	Rural	Rural	Suburban	Rural
Survey #	53	54	55	56
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative Impact		Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	The loss of over \$200,000.00 yearly income	We would lose about 42% of our income	Our 911 system could not survive without the wireless surcharge	The financial impact would be devastating to all PSAPs
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	Two	2	1	One
2) What is your address?	215 S East Street, Carlinville, IL	1999 S Marion Ave Salem IL 62881	City of Marseilles-E911, 209 Lincoln St, Marseilles, IL 61341	520 6th St. Lacon, IL 61540
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	City of Jacksonville Jacksonville, IL	Clinton County	City of Ottawa, IL PSAP calls are automatically routed to Ottawa in event Marseilles PSAP is non-operational	Woodford Co. Communications. If we have a phone outage we transfer all 9-1-1 calls to Woodcom., they inturn contact us by radio and we dispatch the appropriate agency.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1-Primary, 1-Backup/Rollover	36557	1 Primary, 3 Secondary	None
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	None	Very little	No Changes	It has not changed
5) What company is the 911 system provider?	Frontier Communications	AT&T	AT&T-SBC	CenturyLink
6) Please provide contact information for the 911 system provider.	Larry Smith, Frontier Communication 309-747-2991	E911 Resolution Center 888 424-3911	Rhett Beekman Project Manager AT&T Global Services 217-744-5004 217-381-7525 rh2914@att.com	Missy Greer 318-340-5041
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	864 Square miles, two different area codes with 18 different exchanges	62801 62881 62887 62849 62853 62854 62893	Wireline 10 sq miles in city, 53.8 in rural area all in 795 exchange. Wireless, all of 61341 in La Salle County that part of 61360 in La Salle County	406 sq miles/Entire county. Zips 61537-61540-61565-61375-61541-61369-61377-61565-61570-61358
Services Offered:				

	Macoupin County	Marion County	Marseilles	Marshall County
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	All 911 calls	Law Enforcement, Fire/Rescue, EMS	all	Dispatch for all
2) Does your PSAP receive calls from wireline phones?	Yes	yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	no	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2		Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?		2006 2007 ?		40210 Phase 2 2001
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	N/A	?		30000 ??
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.			N/A	
9) Do you plan to convert to Phase 2?			N/A	
10) If yes, when is conversion planned?			N/A	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.			N/A	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?			N/A	
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	No		Yes	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	Average of 1,150		N/A	Not Available
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)

	Macoupin County	Marion County	Marseilles	Marshall County
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes for the most part	Currently	Yes	It depends on the call volume. On a bad weather day or a bad accident we could always use more hands.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$2.00 per month	1.25	\$1.50/Line	2.6
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No, having to use saved up monies	yes	Yes	So far they are. We are getting closer to the red every year.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Entire operation	all	Equipment maintenance, data processing, telephone, training, bond payments, equipment, professional services	We use surcharge for all our expenses
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	None	none	Wages, benefits, leads system, I-win	none
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Wireline (\$2.00 per month) surcharge ok, wireless needs to be equal if not greater than \$2.00 per month, we lose an average of 862 wirelines each year for a loss of over \$20,000, but they keep their wireless phone.		N/A	
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes	yes	Monthly	Yes monthly & yearly
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly financial statements, quarterly reports to the ETSB	full financial reports monthly	Monthly budget comparison, revenue & expenses	Monthly for the ETSB call volume, types of call, length of call. For the ICC a annual report of the system includes contact info, ETSB members, List of agencies we work with, network diagram, error % .
3) How much time is required to complete the reports?	Monthly and quarterly	work completed by bookkeeper		Reports for ETSB four hours. Reports for ICC couple of days on and off.
4) Do reports present an accurate image of services offered?	Yes		No	yes
5) Do reports present an accurate image of revenues and expenses?	Yes	yes	Yes	For the ETSB Treasurer reports are given at each meeting with revenue and expenditures.

	Macoupin County	Marion County	Marseilles	Marshall County
6) Are the reports certified for accuracy?	Inhouse only	yes	Yes	no
7) Are financial operations of the system audited?	Yes	yes	Yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes, yearly	yes	Yes	The County dose a yearly audit that includes 9-1-1 funds.
9) Please provide copies of audited reports from 2005 through present			See Attached	
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	no	No	no
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	It would be, but 911 provider cannot forward those types of 911 calls to the PSAP	yes, may be their only way to communicate		Yes it would be a great heilp to receive text messages and or pictures that involve motor vehicle accidents and structure fires. The deaf will really be helped with texting for 9-1-1
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?			No	Do not have a clue as to the cost.
4) What impact would this have on staffing and other operational expenses?	Huge	?	Unknown	NA
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Have not even looked into the cost	We have invested approx \$55,000 to date on a n NG911 solution with the CSI (Counties of Southern Illinois)	Unknown	NA
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Centralize despatching, multidisciplined telecommunicators	Continue to seek new technology when available	None	What we need is more radio towers thru out our Co. also better maint. On the phone lines.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	None right now	Already in the process	None	The only thing I can say is it will cost a ton of money.
3) What recommendations do you have for the General Assembly to do or not to do?	We must have \$2.00 or more per month surcharge for wireless users	Be open to new ideas and technology		They should first due away with the carrier side of the wireless 9-1-1 funds. Also there should be no sunset clause.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes	Possibly, but each county has very specific needs and shouldn't be forced		Yes I think that some systems should share costs and equip.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Be hard to do and stay see a stable re-occurring costs that are affordable	yes, if feasible	Yes, consolidation would lead to greater efficiency and reduced expenses thru reductions in personal and elimination of duplicate facilities and equipment	Yes. We have in this state some counties that do not have 9-1-1 as we know it. They have pre basic which is just a regular phone line usually to the sheriffs office.
6) Should the information included on required reporting be changed?	No	no	No	no
7) If yes, how? What should be removed or added?				

	Macoupin County	Marion County	Marseilles	Marshall County
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes, but not at the current amount	yes	Yes	
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?		I think the migration to NG911 will be a lengthy process. The availability of funds will make the difference for smaller counties.	Local Level	
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name: Aaron Bishop
Signature:
Title/ Position: Administrator
Date Completed: 5/4/2011
Telephone Number: 217-854-5459
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James H Trager
Chariman ETSB
815-795-2133/ 815-795-0006 cell
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Hank Zilm
9-1-1 Coordinator
5/12/2011
309-246-2911
520 6th St. Lacon, IL 61540
hzilm@grics.net

	Mason County Rural 57	McCook Urban 58	McHenry County Suburban 59	Mercer County Rural 60
Survey #	57	58	59	60
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	NEGATIVE	Negative	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	REDUCES AMOUNT OF REVENUE NEEDED TO OPERATE OUR SYSTEM	Non sufficient funding to support cost of services	Wireless Surcharge is 2/3 of our income	we will have to make cuts
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?		2 One	6	1
2) What is your address?	102 W. MARKET ST. HAVANA, IL 62644	McCook Police Dept 5000 Glencoe Ave, McCook, IL 60525	McHenry County ETSB 2200 N. Seminary Avenue Woodstock IL 60098	906 SW 3rd ST Aledo IL 61231
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	226 W. Market St. Havana	Backup PSAP Lyons Police Dept 4200 Lawndale Ave, Lyons, IL 60534	Each of the 6 PSAPs have a designated back up PSAP within our system. Plans vary by PSAP.	Warren County
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1) PRIMARY AND 1) SECONDARY OR BACKUP	One	6 - all primary	1 primary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	2 employs most times with 8 in total and 1 part-time
4) Since 2005, how has the number of employees changed by year?	STAYED THE SAME	Remained Consistent	Our ETSB has a staff of 5. We are support staff for ETSB, and do not have any dispatch functionality. 2005-2; 2006 - 3; 2007 - 4; 2008 - 4; 2009 - 4; 2010 - 4, plus new hire 9/1/10 = 5; 2011 - 5	Occasionally added some to go from 2 in the evenings to 2 at all times
5) What company is the 911 system provider?	EMERGITECH	AT&T	AT&T	Frontier
6) Please provide contact information for the 911 system provider.	2524 FARMERS DR. STE. 250 COLUMBUS, OHIO 43235	AT&T 11760 US Highway One Suite 600, North Palm Beach, FL 33408	Paul Stoffels Area Manager 708-229-0389	Larry Smith 309-747-2991

	Mason County	McCook	McHenry County	Mercer County
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	62644, 62627, 62633, 62655, 61546, 62664, 62682, 61567 75% WIRELESS	Singular municipality served as a portion of the 60525 zip code	McHenry County	Service area is the County provided by Frontier and 3 independents
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	YES TO ALL	all	No (we are the ETSB)- however our PSAP's do	ALL SERVICES
2) Does your PSAP receive calls from wireline phones?	YES	Yes	YES - 6	YES
3) Does your PSAP receive calls from wireless phones?	YES	Yes	YES - 4	YES
4) Does your PSAP receive calls over the internet using VoIP technology?	YES	Yes	YES	YES
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	PHASE-2	Phase 2	PH2	2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	3/99 BEFORE PHASE - 1	Phase 2 10/10 previously Phase 1	39146	2004
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	500000	40000	1413032	don't really know it ws done over a period
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	_	N/A	n/a	
9) Do you plan to convert to Phase 2?		N/A	n/a	
10) If yes, when is conversion planned?		N/A	n/a	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A	n/a	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A	n/a	
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	INCLUDED	Yes	unable to track	Wire line
5) How many dispatches occur each month as a result of 911 calls? (if available)	N/A	All calls come through 911 lines		(Table E1+ Table E2)
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	they do all we only have 2 on at a time for every thing in our county
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	they handle both wire and wireless

	Mason County	McCook	McHenry County	Mercer County
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	
9) Do you have enough employees to handle the call volume? If no, please provide details.	NO NOT ALL THE TIME. When storms come through our county or large fires you never have enough to handle all incoming traffic.	Yes	Each of the 6 PSAPs are responsible for staffing of the dispatch centers. That is not a function that falls under the responsibility of our ETSB.	yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.85	0.85	0.5	1.75
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	YES	No	at this time, however the loss of wireless surcharge would have a major impact.	yes
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	SEVERAL PHONE BILLS, SOME EQUIPMENT, WAGES, OFFICE EQUIPMENT, 911 SIGNS, POSTS.	A portion of expenses such as those listed below	911 infrastructure (equipment, maintenance, network connections) staff, software, training	dispatchers, trunking, computers, mapping, cadsystem,
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	-	Personnel equipment, repairs, maintenance, contractual services, membership, phone	none	75 percent of dispatchers paid by county
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	?	Unable to determine		this is hard to estimate as the dispatchers answer all calls coming in to the jail process paper work for court do checking in of visitors to inmates unlock all doors to the cells electronically and a few other things
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	MONTHLY	Quarterly	yes - monthly	quarterly
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	MONTHLY MINUTES, TREASURES REPORT, BILLS TO BE PAID, AND OUTSTANDING BILLS	Revenue & Expense reports	Treasurer's revenue report (beginning balance, receipts, ending balance, expenditures), 911 call totals, and any other reports as requested by the board	budget & coordinators report
3) How much time is required to complete the reports?	THIS IS PART OF MY DAY	1 hour	dependent upon nature of request	2-4 hrs
4) Do reports present an accurate image of services offered?	YES	Yes	no	yes
5) Do reports present an accurate image of revenues and expenses?	YES	Yes	yes	yes

	Mason County	McCook	McHenry County	Mercer County
6) Are the reports certified for accuracy?	NOT REQUIRED	No	yes	no
7) Are financial operations of the system audited?	YES	Yes	yes	yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	YES	Yes	yes	yes
9) Please provide copies of audited reports from 2005 through present		Not available as separate audit. Entire audit consist of 220 pages per year	It is part of the entire county budget	
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	NO	No	no	no
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	DISPATCH CAN SEE WHAT THE PROBLEM MAY BE AT THE SCENE. QUICKER PRE-ARRIVAL INSTRUCTIONS IF NEEDED. LOTS OF GOOD THINGS CAN COME OF THIS TECHNOLOGY.	Yes, any additional data that we can obtain reference an emergency situation could be valuable. An example would be someone would not be able to speak because it would alert a suspect, but could send a text inconspicuously	This question is difficult to answer, and again would be dependent upon the situation. There are times it would be beneficial, however at what cost to the telecommunicator who is now witnessing gruesome scenes.	may be in time
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	NO	No	no	
4) What impact would this have on staffing and other operational expenses?	I DON'T THINK IT WOULD COST TO MUCH MORE AT OUR PSAP TO HAVE THIS DONE AND IMPLIMENTED	Other than the equipment cost, I do not see having additional operational expenses	unknown	don't know
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	I could not estimate that at this point it would take some time to do this.	Our department would need 100% funding to cover the new equipment. We have not gotten any upgrade estimates.	unknown at this time	no estimate
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Better equipment and that woould take more mone and training.	90% of our call to the 911 system are transferred to other towns bordering us. I believe some sort of redirecting wireless calls is needed to save time because of the transfers.		
2) What recommendations do you have to be able to upgrade to Next Generation 911?	To maybe raise or make the surcharge of wireless and wireline more and the same for the population coverage per county. I am not sure we could do it alone.	Some kind of grant system will need to be in place, small departments like ours have very little in the budget to cover hard/software needed.		cut cost
3) What recommendations do you have for the General Assembly to do or not to do?	I would like to see multiple counties combine that border one another set surcharges as a safety tax just as a property tax so we could fund and upgrade our systems w/o wondering where our next dollar will be coming from.	If anything taxes on these services should increase rather than be eliminated		

	Mason County	McCook	McHenry County	Mercer County
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	not so sure about that	This would be great in a perfect world. Each town is run different from the next. To coordinate political and administrative forces along with training operators would be a challenge to say the least. Then there is funding again.	Yes, encouraged to consolidate whereby allowing ETSB to support additional 9-1-1 initiatives	
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	see above	same as above	Only if by choice	equipment could be shared but we think a personal contact with the area is important
6) Should the information included on required reporting be changed?	YES!	No	no	
7) If yes, how? What should be removed or added?	It should be every 2 years and a lot is redundant.	N/A		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	YES	Yes	YES	yes or we may go out of business I think the wire line will be gone one of these days
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Not sure but I don't think it should go to a Statewide level!!!!	The way we deal with it now, there is not enough funds coming in monthly to save for a new system. Grant money is our only choice.	I feel it should remain on a local level, with recommendations on a state or national level. There are too many differences in a regional aspect for it to be all the same.	local
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Christine M. Youell	Cindy Radzik	Theresa K. Carlson	Jim McIntyre
Signature:				
Title/ Position:	911 Coordinator	911 Coordinator	9-1-1 Coordinator	911 Coordinator
Date Completed:	5/12/2011	5/6/2011	5/13/2011	5/14/2011
Telephone Number:	1-309-542-3012	708-447-7073	815-337-7911	309-582-5533
Office Address:	102 W. Market Havana, IL 62644	5000 Glencoe Ave, McCook, IL 60525	2200 N Seminary Ave Woodstock IL 60098	po box 146
Email Address:	masoncounty911@grics.net	radzik@villageofmccok.org	mcetsb@co.mchenry.il.us	mcile911@hotmail.com

	Morgan County Rural 61	Mundelein Suburban 62	Northfield Urban 63	Northwest Central Urban 64
Survey #	61	62	63	64
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	NEGATIVE	Yes	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	We are already receiving less per line for wireless, but the amount at least partially offsets the loss of income from the decreasing wireline subscribers.	Money used to replace 911 and CAD equipment.	Current surcharge does not cover complete funding of Primary PSAP and does not cover any funding of Secondary PSAP Contract services.	55% of our budgeted revenue is wireless surcharge
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	2	1	1	1
2) What is your address?	200 W Douglas Av, Jacksonville, IL 62650	221 North Lake Street, Mundelein IL 60060	350 Walnut Avenue Northfield, IL 60093	1975 E. Davis Street Arlington Heights, IL 60005
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Morgan County Sheriff's Dept PSAP backs up Jacksonville Police Department PSAP/JPD PSAP backs up MCSO PSAP	Vernon Hills Police Department is our backup in the event of an operational malfunction	Back-Up is Winnetka PD. Share same radio network and have programmed codes for sirens for each others systems.	Calls are initially transferred to the Cook County PSAP, the operation is transferred to our physical backup located at the Schaumburg PD at which time calls are transferred there.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	2 primary	1 - primary 2 - backup for VHPD	2	1 primary, 1 secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	There has not been a significant change.	2005-67 2006-69 2007-74 2008-74 2009-74 2010-67	Staffed by 1 Supervisor, 6 Full-time dispatchers and 1 part-time until Fire/EMS turned over to secondary dispatch. Now staffed by 1 supervisor, 4 F/T dispatchers, 2 p/t dispatchers.	2005 - 68, 2006 - 68, 2007 - 81, 2008 - 84, 2009 - 92, 2010 - 92
5) What company is the 911 system provider?	Frontier	AT&T Global Services	AT&T Positron Power 911 System	microDATA GIS, Inc.

	Morgan County	Mundelein	Northfield	Northwest Central
6) Please provide contact information for the 911 system provider.	Larry Smith, 911 Coordinator, Box 395, 102 Everett Dr, Gridley, IL 6174 309/747-2991 larry.smith@ftr.com		888-243-1911 9-1-1 Resolution Center	1016 US Route 5 - St. Johnsbury, VT 05819 - 800.722.6663
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	62628, 62631, 62638, 62650, 62665, 62668, 62692, 62695	60060	Zip Code 60093 (shared among municipalities of Winnetka, Northfield, Glenview, Glencoe) Northfield jurisdiction contains 3 sq miles and is divided by I94. Contains major roadways of Willow Road and I43 (Waukegan Road). Includes business districts.	Wireline - Arlington Heights, Buffalo Grove, Elk Grove Village, Hoffman Estates, Inverness, Mount Prospect, Palatine, Prospect Heights, Rolling Meadows, Schaumburg, Streamwood Zips: 60004-60010, 60055, 60056, 60067, 60070, 60074, 60078, 60089, 60094, 600
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Dispatch for Law Enforcement, Fire/Rescue; medical transferred to Passavant Hospital	LE - Yes; Fire/Rescue - Yes; EMS - Yes	Primary PSAP answers all 911 calls and administrative calls. Transfers Fire/EMS calls to Secondary PSAP. Handles Public works calls after hours.	All listed
2) Does your PSAP receive calls from wireline phones?	yes	Yes	Yes	yes
3) Does your PSAP receive calls from wireless phones?	yes	Yes	Yes	yes
4) Does your PSAP receive calls over the internet using VoIP technology?	yes	Yes	Yes	yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Final company converted in November 2009; previously Phase 1	Previously, phase 1 and converted to phase 2 in 2006	2001	37852
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	No equipment costs	Unknown	30000	estimated cost - \$250,000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		N/A	N/A	N/A
9) Do you plan to convert to Phase 2?		N/A	N/A	N/A
10) If yes, when is conversion planned?		N/A	N/A	N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A	N/A	N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/a	N/A	N/A
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	yes	N/A	Wireline	N/A

	Morgan County	Mundelein	Northfield	Northwest Central
5) How many dispatches occur each month as a result of 911 calls? (if available)	n/a	Not tracked	See attached Part II surveys for dispatches. Monthly data was not able to be tabulated due to the limited time to fulfill this request and the need to write reports to gather the data.	Monthly average through April 2011 is 18,685 per month.
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	yes	Yes	Call Volume varies from hour to hour. PSAP staffed by 1 dispatcher per shift who is responsible for other duties (records, walk-in traffic, prisoner checks, etc.) Staffing is lower than it was in 1996.	Yes, with the current staffing levels.

Funding:

1) What is the wireline 911 customer surcharge in the area(s) served?	\$1.00/month	0.75		2) AH, BG, EG, MP, PA, PH - \$.75 per line HE - \$.84 per line, RM - \$1.75 per line SW - \$.55 per line, SC&IN - \$.0 per line
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)

Expenses:

1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	We are in deficit spending each month	No	No	No, the current surcharge revenue does not cover all of our operating expenses and does not provide an opportunity to establish a reserve to replace aging equipment or to implement new technology.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	all expenses	Phone charges, minor repairs, software maintenance, software licenses.	Some dispatch salaries, 911 maintenance and security services.	Covers 25% of personnel costs, system equipment maintenance, system equipment purchases and shared cost of the facility.

	Morgan County	Mundelein	Northfield	Northwest Central
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	n/a	The majority of the personnel costs and general operating costs of the dispatch center as well as all major equipment and major software updates.	Radio recurring expenses (for dispatch of calls) the remainder of dispatch salaries, Equipment Capitol expenditures and equipment purchases are NOT covered.	75% of the personnel costs, reserve funding for the replacement of aging equipment and the ability to implement new technologies.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	n/a	Total cost of operating is \$1.0million per year which includes an equipment replacement component. The Current rate of \$0.75 generates annual revenues of \$280,000. So the rate would need to increase by 3.6 times or up to \$2.70 to generate sufficient revenue to cover the total annual cost.		For FY10, an additional \$2,086,411 would need to be collected to cover an additional 25% of personnel expenses and another \$260,000 to allow for a 5% reserve to replace aging equipment and implement new technologies. (Refer to Tables G, H & J) Using the t
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	yes	Annually	Yes	yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Financial Reports and Call Statistics reported monthly as well as a monthly Coordinator's Report indicating all activities of the E911 Office	ICC Annual Form, Annual Certified Notification of Continuing Agreement, Network Diagram for Landline 911 and Wireless 911. Annual Notification of Continuing Agreement.	Yearly to ETSB Board regarding revenues received from Surcharge and expenditures from budget that meets the surcharge amount received. Yearly to ICC.	Monthly Financial Statements and annual budget documents
3) How much time is required to complete the reports?	5 hours	2 hours; Monthly financial reports take about 2 hours monthly. Annual Audit activities take between 8 hours and 16 hours annually.	Report to ETSB about 2 hours Report to ICC, about 2 hours.	2-4 hours/month
4) Do reports present an accurate image of services offered?	yes	Yes	No	Yes?
5) Do reports present an accurate image of revenues and expenses?	yes	Yes	No	Yes
6) Are the reports certified for accuracy?	no	Financial Reports Yes	Taken from Budget System which is audited yearly by an outside firm.	Yes
7) Are financial operations of the system audited?	yes	Yes	Yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	yes	Yes	Yes (Financials for 9-1-1 system included in overall Village Budget).	N/A
9) Please provide copies of audited reports from 2005 through present			Available on Village Web Site - will have to send via PDF. They can be lengthy.	Emailed Separately
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	no	No	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	We have a very large population of deaf and special needs in our community. This would directly effect our ability to provide better service for them without the time delay going through a relay service.	Yes, more information available in real time is beneficial	Legal requirements need working out along with storage servers. What is time length to respond. How is emergency verified. Who can be called to verify a phone number registration?	The ability to receive text messages would be most beneficial as it has evolved to be an important communication method.

	Morgan County	Mundelein	Northfield	Northwest Central
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	no	Unknown, haven't done any research	No	The 911 Network that serves our PSAP does not support the transmission of text messages. Our PSAP equipment is capable of supporting text messaging. There will be network costs and ongoing costs. Only AT&T can project what these initial and ongoing costs
4) What impact would this have on staffing and other operational expenses?	unsure at this time	Again, unknown. If volume of information received by dispatches increases, manpower will need to be increased as well to accommodate the extra work	These technologies can create service expectations by the public that PSAPs are not equipped to handle with personnel allocations or the costs of the technology to track and store the texts, files, videos being sent.. State Archive rules and FOIA will create additional burdens for storing the data and providing data. Operational Expenses include specialized devices and a need for high-speed stable, public safety certified and secure, internet services to bring the data into the PSAP.	Training of staff is projected to cost \$20,000. With additional duties anticipated additional staff is anticipated. As many as 1 Telecommunicator per shift may need to be added. This would add an additional expense of approximately \$236,000.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	no calculations at this time	Unknown	Have not seen an actual Next-Gen model with real budgetary numbers on APCO or NENA Sites and boards. Some systems are being certified as Next-Gen ready such as the Positron Viper system, however, additional costs will be incurred when the actual data is ready to be transmitted.	We have already upgraded to a NG911 System. I anticipate that there will be software upgrades needs to support the receipt of text messages, pictures and video. I do not have an estimate for that cost. The key, however, is that today's network cannot support

Recommendations:

1) What recommendations do you have to increase the efficiency of 911 services in your area?	Reduction of PSAPs and implementation of NG911.		Low cost Fiber solutions that are affordable by local government.	In our area PSAP's have been consolidated. However there are a couple of standalone PSAP's that could add to the efficiency 911 services in our area.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	The development of a multi year developmental plan for the implementation. Guidelines need to be established.	Need to know more about NG911 to answer	Budgetary accommodations by providers (fiber, systems) and funding through surcharge revenues. Additional funding solutions through State Government.	The 9-1-1 networks that serve the State of Illinois most definitely need to be updated from the legacy systems there are. A Statewide network should be considered.
3) What recommendations do you have for the General Assembly to do or not to do?	To continue to apply a surcharge to wireless communications with an increased amount to allow sustaining of local ETSBs and implementation of improvements such as NG911.	Provide more funding for PSAP's to upgrade	General Assembly needs to keep current funding in place while looking for new funding avenues. Public expectations and affluency from area to area can lead to differing qualities of services offered depending on area of the State.	The General Assembly needs to initiate and support legislation that provides all areas of the State the real opportunity to implement 911 to a Phase 2 level and to ultimately be able to support NG. There needs to be a mechanism for ongoing funding of 911

	Morgan County	Mundelein	Northfield	Northwest Central
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes where possible and able to maintain electronic survivability.	Yes, but only if it will truly lower expenses. Many smaller agencies must be staffed 24/7 to handle walk in complaints. These complaints are generally handled by dispatchers after hours.	There is no one-solution fits all scenario. Consolidations should be done with the intent to provide a high quality of service with the least amount of transfers a caller has to be put through to get a response dispatched.	Absolutely. That is what our Center is all about and has been consolidated for almost 40 years.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes. Especially in smaller populated rural counties where it is difficult to maintain basic levels of service.		Large PSAPS can consolidate their communications with little impact to the public. They have the infrastructure in their buildings that the public does not notice any changes. Small agencies have a harder time with consolidation as their personnel provide additional services such as handling walk-in complaints, prisoner checks and records duties. Consolidation can increase costs to the smaller agencies in those situations.	Yes. I am a firm believer that shared system save money and provide the opportunity to stay on top of technology changes by sharing the associated costs.
6) Should the information included on required reporting be changed?	No	No	No	I don't have any issues with the information we are required to report to the State.
7) If yes, how? What should be removed or added?	n/a			N/A
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	yes and increased	Yes.	Yes	Absolutely. It is a necessity.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	My suggestion would be to add another layer such as a regional state administrator to work with the local ETSBs.	Increase wireless surcharges and management should be from a local level, not state	Local control has been the mainstay and has worked well. The ICC already provides standards of service requirements and regulatory controls. The General Assembly should provide equal funding so that every agency can provide the same standard of service.	A blended approach is needed. A Statewide NG network should be designed to allow for seamless processing of 9-1-1 requests for assistance whether the person in need is using voice or data to make that emergency contact. However, the local PSAP should cont
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name: Bob Fitzsimmons
Signature:

Raymond J. Rose

Lorene Boyes

Title/ Position: E911 Coordinator
Date Completed: 5/13/2011
Telephone Number: 217/479-4616

Chief of Police
5/13/2011
847-968-3775

Communications/Records Supervisor, 911
Coordinator
5/13/2011
847-446-2131 (Direct 847-784-3500)

Office Address: 200 W Douglas Av, Jacksonville, IL 62650
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221 North Lake Street, Mundelein IL 60060
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350 Walnut Ave., Northfield, IL 60093
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	Ogle County Rural	Oglesby Suburban	Park City Suburban	Peoria County Urban
Survey #	65	66	67	68
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative impact	Negative	As the wireline surcharge dwindles to the lowest rate since we began collecting surcharge in 1991, allowing the wireless surcharge to expire requires 9-1-1 system to function without funds.
1.a If positive, please explain:				
1.b If negative, please explain:	The wireless funding is providing a very large portion of funding to our system. On the average, of our total call volume, 80% of the calls are coming from wireless devices	Over one half of our funding comes from the wireless surcharge. The loss will be devastating	Our department relies on the surcharge to cover the 911 expenses. Also our budget would be in the red w/o the surcharge	As the wireline surcharge dwindles to the lowest rate since we began collecting surcharge in 1991, allowing the wireless surcharge to expire requires 9-1-1 system to function without funds.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	2	2	1	4
2) What is your address?	PSAP #1 103 Jefferson St. Oregon, IL 61061 PSAP #2 416 N. 6th St Rochelle, IL 61068	128 W. walnut st Oglesby IL 61348	3355 Belvidere Rd., Park City, IL 60085	6913 W. Plank Road Peoria, IL 61604
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Rochelle PD PSAP acts as the back up for Ogle County PSAP and Ogle County acts as the back up to Rochelle PD	Peru Police dept	North Chicago PD, we have a switch over box to transfer the 911 calls to them.	Peoria PSAP and Bartonville PSAP back each other up. Chillicothe PSAP and Peoria Heights PSAP back each other.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	Both Ogle County and Rochelle serve as Primary. Ogle County receives all calls outside of Rochelle City Limits and all wireless calls. We also have a secondary PSAP at the Byron Fire Department. They receive the voice through a special telephone circuit, and the information screen, however, they are not able to speak to the caller.	1 primary 1 secondary		4 Primary PSAP's: Peoria, Peoria Heights, Bartonville, & chillicothe
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)

	Ogle County	Oglesby	Park City	Peoria County
4) Since 2005, how has the number of employees changed by year?	Yes, Rochelle PSAP has added an additional Full Time Dispatcher and 2 Part Time Dispatcher	no change	Since 2005 there were a total of 30 hired and 33 no longer employed with us.	No change
5) What company is the 911 system provider?	Frontier Communications	AT&T	AT & T	AT & T
6) Please provide contact information for the 911 system provider.	Michael Davis, Senior Account Mgr 2655 Warrenville Rd FL 1-3 Room 105 Downers Grove, IL Ofc/630.874.3545		John Hunter, 708-952-8040	Rhett Beekman 9-1-1 Project Manager AT&T Global Services (217) 744-5004 (Office) (217) 381-7525 (Cell) rb2914@att.com
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Ogle County encompasses 758 square miles. Zip Codes at 100% for Ogle County include, 61010,61015, 61020, 61043, 61045, 61049, 61054, 61091, 60113. Partial coverage Zip codes include 61006, 61007, 61021, 60129, 61031, 61039, 60146, 61047, 61051, 61052, 61064, 61068, 61102, 61078	61348 is the only zip code we provide service for		60085 Wireline - Countywide Zip codes (all or portion of) 61517;61518; 61528; 61536; 61539; 61547; 61552; 61559; 61562; 61601; 61602; 61603; 61604; 61605; 61606; 61607; 61612; 61613; 61614; 61615; 61616; 61625; 61628; 61629; 61632; 61633; 61634; 61636; 61637; 61638; 61640; 61641; 61643; 61644; 61520; 61521; 61533; 61569; 61523; 61565; 61526; 61529; 61531; 61451; 61489.

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	all	we answer all call for law, ems and fire	Answer calls for all, dispatch only Law Enforcement.	Yes - All four PSAPs
2) Does your PSAP receive calls from wireline phones?	Yes	yes	YES	Yes - All four PSAPs
3) Does your PSAP receive calls from wireless phones?	Yes	yes	YES, when transferred from other PDs	Yes - All four PSAPs
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	no	YES, when transferred from other PDs	Yes - All four PSAPs
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	phase 2	Phase 1	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	We were Phase 0 with Verizon Wireless in 1999 Converted to Phase 1 in 2000 then Phase 2 in 2006	phase 2 covered in 2008	n/a	Began in 2002
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	\$150,000.00, for mapping and ongoing expenses for mapping services, computers for PSAP's compatible for Phase 2. There is also recurring costs for the mapping maintenance, updates, and ongoing training.		n/a	We had minor costs to modify our telephone and CAD equipment.
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	NA		Budget	
9) Do you plan to convert to Phase 2?	NA		Possibly	
10) If yes, when is conversion planned?	NA		Unknown	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	NA		n/a	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	NA		n/a	

Call Volume:

	Ogle County	Oglesby	Park City	Peoria County
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1) - NOT AVAILABLE	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2) - NOT AVAILABLE	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Voip Calls are included with Wireline	yes	YES	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	Information not available		approximately 75	Not tracked
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) - NOT AVAILABLE	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1) - NOT AVAILABLE	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	If we have everyone on the schedule, at this time we do, however, with vacations, sick time, etc, we have had a lot of overtime. When the new technology comes in we will definately need additional staffing	yes	YES	Yes we have enough employees to handle normal call volume.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.25 per line		1.5	0.75
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H) - SEE TABLE G	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) - SEE TABLE G	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)

	Ogle County	Oglesby	Park City	Peoria County
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Currently we are using more money than what we are receiving. Cost of training is increasing, and the amount of training is also increasing. Telecommunicators MUST be training in order to perform this type of work. All government entities are experiencing financial hardships, so they are looking to 911 funding to assist will all types of financing.	yes	YES	While today, it is sufficient for the daily costs, it may not be adequate for next generation equipment. We feel it is sufficient because we do not pay dispatch salaries.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	See Budget for Line Items, all expenses listed on the expense spread sheet were paid for by 911 funds	we pay for all maintenance of equipment plus we update equipment	EQUIPMENT	All 9-1-1 expenses valid within the Emergency Telephone System Act.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Dispatcher salaries, per diem's for trainings for dispatchers, we pay for only the cost of the course, response vehicles, testing of new hires, as the ETSB isn't an employee of the dispatchers		SALARIES	Items unrelated to the receiving and dispatching of 9-1-1 calls and not covered under the Emergency Telephone System Act.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	That changes on a monthly basis. It all depends on what our surcharges are that we receive. It is very difficult to assess that. If our agency were to start paying for wages, we would be out of business in a very short time frame.		Unable to answer at this time.	Na

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	The ETSB received a monthly report at their board meeting. County Board members received copies of the ETSB Meeting Minutes.	no	ANNUALLY	Yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Bills for payment each month, statistics for the month, Quarterly income/expenditure reports and then an annual budget.		ICC ANNUAL REPORT	Call counts (monthly) budgetary (continuously) & ICC annual reports.
3) How much time is required to complete the reports?	Depends, usually about 2-3 hours the day of the meeting, and then as the bills come in. The annual budget takes much longer to prepare as there are 3 separate budgets, landline, wireless, and our NG long term capitol improvement budget.		1 1/2 MONTHS	Not tracked
4) Do reports present an accurate image of services offered?	Yes, we feel they do		YES	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes, as the income and expenditures are double checked with the Ogle County Treasurer's Office amounts.		NO	Yes
6) Are the reports certified for accuracy?	As Above		YES	No
7) Are financial operations of the system audited?	Through the County Audit Process		NO	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes, the County Audit Process	yes	NO	Yes

	Ogle County	Oglesby	Park City	Peoria County
9) Please provide copies of audited reports from 2005 through present	Attached		N/A	
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No, it is not	yes	NO	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes, people already believe that they can text 911 or send pictures using this technology. The hearing/sight impaired are desperate for 911 centers to be able to utilize this technology. There are cases in fact that includes kidnappings, home invasions, etc that if the victim could have text messaged a 911 center, their life may have been saved.		Emergency calls are time sensitive and texting is time consuming.	Yes, if you're the one having an emergency. If you were a working parent and had an infant watched by a caregiver, would it be beneficial to you to be able to see what was going on at home or be able to communicate via text. Obviously, video assists in numerous ways to public safety i.e. Cameras.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	It is difficult to determine the cost, however, a complete secure IP network will have to be installed and implemented. Currently in IL, Administrative Code doesn't allow for a true NG911 system, so there are increased costs that could be associated with getting legislative items changed, added, or modified.		NO	No
4) What impact would this have on staffing and other operational expenses?	There will be a definite increase in staffing needed for text/pictures and other technologies that will emerge. Using text requires more time than voice handling of calls. There will also be the need for new equipment involving computers, training on these technologies for the telecommunicators.		Would need to upgrade phone system. With any upgrade there are additional expenses. Believe current staff could possibly handle.	Texting or watching a video clip could easily add to the call processing time, which in turn, could add to the need for additional staffing.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	A rough estimate that we received for just the network alone for our county, which is 758 square miles, mainly rural was on the upside of 1 million dollars. Other items would depend upon tariffs, which have not been established yet.		UNKNOWN	We are unable to give an estimate for the cost of NG equipment as that has not been defined by 9-1-1 vendors. Since 9-1-1 public safety equipment requires such a high fault tolerance one can expect the price of the equipment would be priced accordingly.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	We need to be able to provide the services to the citizens in the way that they can contact our agency. Cell phones, texting, videos, and whatever will come down the road later must be accommodated.	Increase the surcharge on wireless 911 to \$1.00 to help all 911 systems in the state	Better equipment to address the needs of the disabled.	Additional public education. FCC properly dealing with non-initialized phones.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	A different funding mechanism needs to be in place. All forms of technology must be supported and all must contribute the same amount of funding. We must continue to work with our legislatures and commission to move forward. We should not be held back.		NONE	We need the financial resources & staff to be able to complete the project.

	Ogle County	Oglesby	Park City	Peoria County
3) What recommendations do you have for the General Assembly to do or not to do?	As above, become involved, realize that we all have a responsibility to the citizens for public safety. If necessary force the governing bodies to allow 911 to move forward with Next Generation 911.	extend the wireless surcharge and make it permanent	NONE	Every Technology that touches the 9-1-1 system should have a 9-1-1 surcharge
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	That is up to the 911 system, since we only have 2 PSAP's, we wouldn't want to consolidate as it would then cause a no back up system situation.		Anything should be possible to reduce costs, but who maintains and staffs the center?	Our PSAPs currently do share equipment to assist in reducing expenses.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Sharing equipment is what many areas are already looking at due to the flexibility of an IP network. Entities should not be forced to consolidate and I feel that if we can share our systems, more centers will be able to remain autonomous.		Anything should be possible to reduce costs. However I feel the impact for smaller departments would be on dispatch of squads &/or fire being greater in respects to time. Smaller departments/dispatch know their areas much better. That also goes for the citizens in them.	Our PSAPs currently do share equipment to assist in reducing expenses.
6) Should the information included on required reporting be changed?	Maybe the ICC could include questions on the annual report about the statistics and revenue flow each year, to show how our funding is drastically decreasing. This would provide them with an annual picture of the issues we are facing.		NO	Yes
7) If yes, how? What should be removed or added?			N/A	Only items that are actually beneficial and used should be asked of system to provide.
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutely!	YES	YES	Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Statewide in Illinois will never occur. We have 102 Counties alone, let alone the municipalities. There are too many differences between entities to try and make them match. Things are handled totally different from the Chicago Area to the rural areas. They each have their own unique situations.		NONE	We need funding for each device that is able to communicate with 9-1-1 via voice, data, video or text.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name: Sandy Beitel
Signature:
Title/ Position: E9-1-1 Coordinator
Date Completed: 5/10/2011
Telephone Number: 815.732.1119
Office Address: 103 Jefferson St Oregon, IL 61061
Email Address: sbeitel@oglecounty.org

Dwayne Harrell
Sergeant
5/13/2011
847-662-2135
3355 Belvidere Rd, Park City, IL 60085
dwayne.harrell@parkcityil.org

Vickie Leibach
9-1-1 Coordinator
5/13/2011
309-697-8524
6913 W. Plank Road, Peoria, IL 61604
peoriacounty911@sbglobal.net

	Perry County Rural 69	Piatt County Rural 70	Pulaski County Rural 71	Putnam County Rural 72
Survey #	69	70	71	72
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	NEGATIVE	Negative	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	The wireless surcharge is over 50% of our surcharge income. We would not be able to pay bills.	PAST 3 YEARS WIRELESS FUNDS ACCOUNT FOR APPROX. 39% OF OPERATING BUDGET	We have a small population base in a very rural area. With the continued loss of landlines, the expiration of cell phones surcharge monies could mean the discontinuance of 9-1-1 coverage in our county.	
Organization:				
	COUNTY OF PIATT, ETSB			
1) How many PSAPs do you have in your 9-1-1 system?	2	ONE CONSOLIDATED CENTER	1	1
2) What is your address?	304 E Poplar St., DuQuoin, IL 62832	1216 RAYMOND RD MONTICELLO, IL 61856	500 Illinois Avenue, Rm L Mound City, IL 62963	120 N 4th St, Hennepin, IL 61327
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	We have 2 primary PSAPs that act as a backup for each other	DEWITT COUNTY PSAP CLINTON, IL	Union County 9-1-1	ByeComm, Princeton, IL - Equipment Set up in their facility dispatcher can move there & be completely functional
4) How many primary and secondary PSAPs are in your 9-1-1 system?	2 Primary	ONE CONSOLIDATED CENTER		1 Primary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	No change	HAS NOT CHANGED	No	Not significantly full-time, remains the same
5) What company is the 911 system provider?	Frontier	FRONTIER COMMUNICATIONS	Frontier	Frontier
6) Please provide contact information for the 911 system provider.	Larry Smith, 911 Service Manager, office: 309-747-2991, cell: 309-838-0311	LARRY SMITH FRONTIER COMMUNICATIONS IL 911-COORDINATOR 309-747-2991 OFFICE	Mike Davis 3545 309-747-2991 Ctr. 877-451-0355 630-874-Larry Smith Resolution	Frontier Communications P O Box 395 Gridley, IL 61744 Coordinator 309-747-2991

	Perry County	Platt County	Pulaski County	Putnam County
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Wireline: All Perry County, wireless: 62832, 62237, 62888, 62272, 62274, 62997, 62238, 62883	COUNTY OF PIATT NW MOULTRIE CO 61856, 61818, 61830, 61813, 61839, 61936, 61854, 61855, 61884, 61913, 61929	Our wireline service encompasses our whole county. Wireless zip codes served: 62992; 62956; 62941; 62970; 62964; 62996; 62976. We take Alexander Co. Wireless also 62914; 62962; 62969; 62988; 62990.	61326, 61327, 61336, 61340, 61335, 61560, 61363
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Law, fire, EMS	YES TO ALL		all
2) Does your PSAP receive calls from wireline phones?	Yes	YES	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	YES	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	NO	No	No
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	PHASE 2	Phase 1	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Phase 2-2004 Phase1+0=yes	PHASE 1 - 2004 PHASE 2 - 2005		Initially Phase 2
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	107000	220000		Equipment was purchased Phase 2 ready-pd for trunking
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.			Because of finances. The difficulties: loss of landline revenue & not enough cell surcharge .	N/A
9) Do you plan to convert to Phase 2?			Hopefully	N/A
10) If yes, when is conversion planned?			When \$ is available	N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.				N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?				N/A
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C) ANNUAL ONLY	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1) ANNUAL ONLY	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2) N/A	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2) N/A
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?		WIRELINE		
5) How many dispatches occur each month as a result of 911 calls? (if available)	In 2010 monthly ave 231, total in 2010: 2781	AVG. 417 PER MONTH		See Table
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) NOT AVAILABLE	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)

	Perry County	Piatt County	Pulaski County	Putnam County
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1) PROVIDED	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2) PROVIDED	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes, at this time	NO 33 - 8 HOUR SHIFTS COVERED BY ONLY ONE DISPATCHER , THUS 911 CALLS FREQUENTLY ROLL OVER TO BACK UP PSAP DEWITT CO. BURDEN PLACED ON BACKUP PSAP	Most of the timeliness of the calls are of a major incident nature.	Yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.5	1.95	\$3.00/ month	3.9
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G) PROVIDED	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H) PROVIDED	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) NO OTHER SOURCE	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J) PROVIDED	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Yes, except for 2010	NO 2010, 2011, USING CASH RESERVES	No	At this time
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Basic necessities	PERSONNEL, NEW EQUIPMENT, REPAIRS/MAINTENANCE, OFFICE, CONTRACTED SERVICES, TELEPHONE SERV, TRAINING		All
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	System upgrades NG 911	PERSONNEL, NEW EQUIPMENT, REPAIRS/MAINTENANCE, OFFICE, CONTRACTED SERVICES, TELEPHONE SERV, TRAINING		None
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	If the system was to upgrade to NG911 the projected cost would rise by \$20,000/yr. for network and maintenance. This would need an increase of \$.15 to the wireless and wireline surcharge.	2009 CASH RESV. BAL \$173,853 2010 CASH RESV. BAL \$125,413; 2011 CASH RESV. BAL \$ 70,168 2012 CASH RESV. BAL \$ 14,923 2013 BDGT DEF BAL. (\$40,322) 2014 UNPD LIABILITIES (\$95,567) 2015 UNPD LIABILITIES (\$127,132) 2016 UNPD LIABILITIES (\$152,685) SEE ATTACHMENT (TO BE MAILED)	Wireless surcharge should be the same as wireline (that amount having been voted in by the citizens of the county on a referendum.	
Reporting:				

	Perry County	Platt County	Pulaski County	Putnam County
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes	REPORTS MONTHLY TO THE ETSB AND ANNUALLY TO COUNTY BOARD		Bi-Monthly
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Finance-income/expenses, 911 call counts, system status/maintenance needs	BALANCE SHEET - ASSETS, LIABILITIES & EQUITY. ALL TRANS BY DATE. P&L MONTHLY AND YTD COMPARISON BUD vs ACTUAL	No	Financial-all income/expense bi-monthly
3) How much time is required to complete the reports?	Not tracked, would estimate 10-12 hrs per month	8 HOURS PER WEEK		Maintain records throughout the period
4) Do reports present an accurate image of services offered?	Yes	YES		No
5) Do reports present an accurate image of revenues and expenses?	Yes	YES - EXACT IMAGE		Yes
6) Are the reports certified for accuracy?	We cannot afford to hire outside agency to certify reports/checked internally	CERTIFIED ??? REVIEWED BY BOARD AND COUNTY TREASURER		Reports come from county treasurer & billing reports from 911 coordinator
7) Are financial operations of the system audited?	Yes	YES, ANNUALLY	Yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	YES INDEPENDENT OF COUNTY ON ANNUAL BASIS THEN SUBMITTED TO COUNTY INCLUDED IN THEIR AUDIT AS WELL.	Yes	Yes
9) Please provide copies of audited reports from 2005 through present		COPIES OF AUDITS SENT BY MAIL		

Next Generation:

1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	NO	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	In some circumstances it may be useful, but too much could cause overload to small center with one dispatcher on duty. More deaf+hard of hearing using text but we have never received a ty/tdd call.	TEXT MESSAGING BY CALLER WHEN PERSON UNABLE TO SPEAK, KIDNAPPING, LOCKED IN CLOSET. PICS AND VIDEO REAL TIME INFORMATION TO ENSURE ALL NEEDED RESOURCES ARE DISPATCHED.	Most definitely. It would provide them with a much better standard of service.	Yes, as technology advances consumers will utilize new ways of placing emergency calls. They will also expect a certain level of service regardless of the size of the service area.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	A shared solution of 16 agencies is \$2M for equipment and install. The recurring costs are estimated at \$20,000-25,000/yr.	NO		No
4) What impact would this have on staffing and other operational expenses?	At present funding on wireline and wireless surcharge it will be very hard to impossible to meet the recurring charges	UNKNOWN		We are a very small county and 911 funds only pay a portion of dispatching cost.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	A cost estimate for your county was +\$400,000 by our service provider recurring charges for network and maintenance would be \$20,000-\$25,000/yr. Payment on \$400,000 would be \$31,680/yr and increase total of \$51,680/yr, would need \$4,306 monthly increase in surcharge	CURRENTLY ARE NEXT GEN CAPABLE. MOVE TO NEXT GEN "READY" PHASE APPROX \$50,000 UPGRADE FOR VOIP. THIS BASED ON NEXT GEN ALTERNATE BID PROVIDED 2010 AT TIME OF SYSTEM UPGRADE 9/2010		Information not available-no cost estimates at this time

Recommendations:

	Perry County	Platt County	Pulaski County	Putnam County
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Better connectivity to bordering systems, more redundancy on the telco side	NEXT GEN 911 IMPLEMENTATION BEFORE WE CAN INCREASE EFFICIENCY OF 911 SERVICES , WE MUST FIRST ENSURE THE COUNTY CAN CONTINUE TO PROVIDE ENHANCED 911.		
2) What recommendations do you have to be able to upgrade to Next Generation 911?	State should be providing a statewide network for migration to an IP based solution/NG911	FUNDING TO MAINTAIN CURRENT SERVICES INADEQUATE, AND THAT MUST FIRST BE CORRECTED. THE FUNDING MECHANISM NEEDS TO BE WELL IN PLACE BEFORE PROCEEDING WITH NEXT GEN.		We will have to work together with other systems to share costs
3) What recommendations do you have for the General Assembly to do or not to do?	Extend wireless surcharge and an increase to PSAPs, stop sweeping funds	CUTS TO OPERATING BUDGETS FOR LAST AND CURRENT YEAR ARE MAXIMIZED. WE ARE CURRENTLY SEEING A CONTINUAL RAPID DECREASE IN SURCHARGE RECEIPTS. THE GENERAL ASSEMBLY NEEDS TO RECOGNIZE IL 911 IS IN A FUNDING (MORE) CRISIS THAT MUST BE CORRECTED VERY QUICKLY.	I would ask that the General Assembly take into consideration their constituents in the smaller, rural areas who deserve the same service from 911 as the larger Metropolitan Areas. In order to provide that service it is imperative that wireless surcharge remain & hopefully increased.	
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, we have only 2 PSAPs that act as backup for each other and provides a longer of redundancy to better protect citizens	YES, BUT MANY ALREADY DO SO BECAUSE 911 FUNDING IS INADEQUATE TO "GO ALONE"		Yes - more cost effective
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, but law must be changed to allow both to maintain their own ETSB	PIATT COUNTY HAS A CONSOLIDATED LAW/FIRE/EMS PSAP. ONE PSAP!! PIATT CO AS WILL MANY SMALL ILLINOIS COUNTIES ARE MULTIJURISDICTIONAL. FOR SMALL COUNTIES AND LAND DISTANCE MULTI-COUNTY CONSOLIDATIONS NOT POSSIBLE DUE TO SMALL POPULATION - INADEQUATE FUNDING		Same as 4
6) Should the information included on required reporting be changed?	No			No
7) If yes, how? What should be removed or added?				

	Perry County	Piatt County	Pulaski County	Putnam County
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes, and increased to the surcharge set by local authority on wireline.	IN 1997 WHEN PIATT 911 WAS IMPLEMENTED WE RECEIVED SURCHARGE FROM 10,000 LANDLINE CUSTOMERS. TODAY WE HAVE 3850. PROVIDING ENHANCED 911 TO OUR COUNTY WAS (MORE) BASED ON THE INCOME OF 10,000 @ 1.95 PER LANDLINE. THE \$.58 AMOUNT PER CELL PHONE IS A POOR SUBSTITUTE. PAST 5 YEARS WE HAVE RECEIVED LESS SURCHARGE INCOME. DURING THE SAME TIME PERIOD 30% INCREASE IN EXPENSES. THOSE EXPENSES ARE NOT CONTROLLABLE	Yes	Yes, or made to be same rate as landline surcharge
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Explore a more fair surcharge on sales tax, utility tax. The network of a NG911 system could be managed at state level but systems maintain at the local level	OUR LANDLINE SURCHARGE WHICH OF COURSE CONTINUES TO RAPIDLY DECREASE. WITH ALL OTHER SURCHARGE ISSUES SUCH AS WIRELESS WE (911) ARE AT THE MERCY OF STATE. THE GENERAL ASSEMBLY AND GOVERNOR NEED TO PASS THE FUNDING LAWS AND ALLOW LOCAL (MORE) AGENCIES TO COLLECT. WHEN THE 911 REFERENDUMS WERE PASSED, LOCAL CONTROL WAS WHAT THE PUBLIC THOUGHT THEY WERE GOING TO RECEIVE AND IT SHOULD STAY THAT WAY.		
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	James R DeMent	JAMES A CRIPE	Becky K. Leckner	Lynn S Haage
Signature:				
Title/ Position:	Director	E9-1-1 DIRECTOR	Coordinator	911 Coordinator
Date Completed:	5/10/2011	5/9/2011	5/20/2011	5/9/2011
Telephone Number:	618-542-8905	217-762-2626	(618) 748-9890	815-925-7084
Office Address:	304 E Poplar St, DuQuoin, IL 62832	1216 RAYMOND RD, MONTICELLO	500 Illinois Avenue, Mound City, IL 62963	120 N 4th St, Hennepin, IL 61327
Email Address:	jrdement@perrycounty911.com	JIMCRIPE@MCHSI.COM	pulaski911@gmail.com	lynnhaage@hotmail.com

	<u>Quadcom</u> Suburban	<u>Randolph County</u> Rural	<u>Richland County</u> Rural	<u>Riverside</u> Urban
Survey #	73	74	75	76
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative	Yes.	Negative impact
1.a If positive, please explain:	DNA		With landlines decreasing, monies received from the wireless surcharge is the primary source of our revenue to support Enhanced 9-1-1.	
1.b If negative, please explain:	The current wireless surcharge is used towards making technical improvements and updates to the 911 System; the capital purchase of equipment; and is planned to be used towards implementing NG911. The loss of this revenue source would place an overbearing burden on the communities we serve, especially in this current state of the economy.	3. 2000-wireless surcharge established at low \$.54 4. 2010-Drastic drop in wireless surcharge collection in Randolph County		Loss of funding to maintain PSAP
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	One		2 One	One
2) What is your address?	505 Elm Ridge Road, Carpentersville, IL 60110	1 Taylor Street Room 103, Chester, IL 62233	Richland County Sheriff's Office 211 W Market St Olney, IL 62450	Riverside Police and Fire Dept, 31 Riverside Road, Riverside, IL 60546
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	QuadCom has a backup center located at the West Dundee Public Safety Center 2. Additionally, SEECOM in Crystal lake is the 911 backup facility.	#1 Randolph County Sheriff, #2 Sparta Police Dept, each back up the other	Wabash County 9-1-1	All traffic will be transferred to North Riverside Police Department PSAP
4) How many primary and secondary PSAPs are in your 9-1-1 system?	One Primary	2 Primary	One primary PSAP at the Richland County Sheriff's Office. We do not have any secondary PSAPs.	1 Primary, 0 Secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1) 2008 8895 , 2010 8875
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B) 19 F/T sworn, 4 F/T dispatchers, 1 dispatcher per shift

	Quadcom	Randolph County	Richland County	Riverside
4) Since 2005, how has the number of employees changed by year?	In 2008, two (2) additional employees were authorized, but due to the state of the economy, coupled with the cutbacks in personnel experienced in the member agencies, one (1) dispatch position became open due to attrition, and that position was frozen in the hiring process and not allowed to be filled due to cuts in the budget.	None	Has been consistent.	Number of employees have remained constant from 2005
5) What company is the 911 system provider?	AT&T	Frontier	Frontier	Positron / Ameritech
6) Please provide contact information for the 911 system provider.	Paul Stoffles 708-229-0389	Michael Davis-Office 630-874-3545 Senior Account Executive Frontier Communications 2655 Warrenville Rd, Suite 105, Downers Grove, IL 60515	Larry Smith 309-747-2991	3030 Warrenville Road Lisle, IL 60532 Phone: 630.300.2700 Fax: 630.300.2888
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Our wireline area includes the five (5) communities of Carpentersville, East Dundee, Sleepy Hollow, South Barrington, and West Dundee, and is covered partially, or in whole by the following ZIP codes: 60010, 60110, and 60118.	597 sq miles: 62217, 62233, 62237, 62238, 62241, 62242, 63673, 62257, 62259, 62261, 62272, 62277, 62278, 62280, 62288, 62292, 62297, 62997	Frontier & Wabash Telephone provides wireline service in our county. Wireless service is provided to the following zip codes: 62419 - 100% 62450 - 100% 62421 - 100% 62452 - 100% 62425 - 100% 62868 - 100% We also provide wireless service to customers in the following zip codes: 62448, 62466,	60546

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	We answer calls and dispatch all three public safety services, law enforcement, fire/rescue and EMS in the five (5) communities, and two (2) fire protection districts that we encompass.. Additionally, we are the primary dispatch for MABAS Division II.	all	all	All
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes.	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes.	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Yes.	No, treated as wireless call
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2		2 Phase 2	Phase 2 compliant
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	Information will be forthcoming	2001-yes	Approximately 2005.	Previously Phase 1, converted March 2003
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Information will be forthcoming	Last equipment purchase	Information not available.	300000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	DNA		N/A	DNA
9) Do you plan to convert to Phase 2?	DNA		N/A	DNA
10) If yes, when is conversion planned?	DNA		N/A	DNA

	Quadcom	Randolph County	Richland County	Riverside
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	DNA		N/A	DNA
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	DNA		N/A	DNA
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1) unknown
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2) Not available
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	DNA	Yes	Yes.	Included in wireless call volume
5) How many dispatches occur each month as a result of 911 calls? (if available)	See attached spread sheet tables.		Not available.	
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	No. We are currently running one dispatcher short due to budgetary constraints created by the state of the economy.	No, dispatch is responsible for not only 911 calls, but officers in the field, leads tracking, admin phones, etc. There are budgeting strains on every level and there are only enough revenue to employ 1 dispatcher per shift. There are however two 911 positions at each PSAP.		
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$.65 cents in Carpentersville, East Dundee, Sleepy Hollow and West Dundee. \$ 2.00 in South Barrington.		0.98	\$1.25 per wireline
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) General Fund / PD budget
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)

	Quadcom	Randolph County	Richland County	Riverside
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	No, 2011 first year less revenue than expenses	No.	
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Partially or whole those expenditures authorized by state statute.	All		Maintenance agreements, updates and repairs as necessary, service contracts, equipment replacement as necessary, etc.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Information will be forthcoming	None		Personnel related costs
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Information will be forthcoming			Unknown
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Monthly, Quarterly, and Annually	Monthly	Yes.	Annual reports as required.
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly Bills Approval list. Monthly, quarterly, and Annual Budget vs Actual report on revenues and expenditures. Monthly Director's report regarding operating issues since the last meeting. Written Annual Report containing information on: What occurred that year, the organizational chart, boards and committees, a staff listing, communication center services, radio communications, an average day in the year, average call for service by hours, busiest day of the week, busiest month of the year, breakdown of law enforcement and fire/ems calls, total of phone calls in the year, total of 911 calls in the year, the 911 ring time facts, and comparisons with the prior year.	Budget, mapping, equipment & trouble reporting problems. 911 laws pending. Surcharge laws for wireless legislation updates. Prepared monthly		Annual report including surcharge fees, error ratio, and PSAP diagram including back-up network diagram
3) How much time is required to complete the reports?	I have never tracked the time necessary to complete these reports, as it is part of the job.	1-2 Weeks		
4) Do reports present an accurate image of services offered?	As close as possible. Other information will be added to the Annual report regarding total leads entries made for the year, IT work orders handled, etc.	Yes		
5) Do reports present an accurate image of revenues and expenses?	Yes	Yes		
6) Are the reports certified for accuracy?	Reports are not certified every time they are issued, but the majority of the information contained financially is audited at the end of the fiscal year.	Yes	Yes.	
7) Are financial operations of the system audited?	Yes, annually.	Yes	Yes.	Yes

	Quadcom	Randolph County	Richland County	Riverside
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	QuadCom is an intergovernmental agency formed by the seven (7) governmental entities that it provides service to. QuadCom hires and has conducted it's own audit annually.	Yes	Yes.	Yes
9) Please provide copies of audited reports from 2005 through present	Audit Reports for 2005 through 2010 are included.	Held by County Board of Commissioner and Auditor, not able to provide in short time frame		
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No		No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	It could be helpful in many different circumstances. For those who would like to report an incident, but could not speak for fear of being heard, could text 9-1-1. For those who cannot physically speak, they could also text 9-1-1 while mobile and not confined to a TTY machine. And to use an old adage, "A picture is worth a thousand words.".			Any additional information sent by a caller to a dispatcher would be beneficial including text messages, pictures, video, etc,
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	No		No
4) What impact would this have on staffing and other operational expenses?	Unknown at this time. Future studies will be undertaken to determine the effects of NG 9-1-1.	At this point, Randolph County has only been able to acquire estimate from Frontier pertaining to next generation upgrade. We have been informed our equipment installed in 2007 is next gen capable however not enabled. These costs have not been provided. Frontier stated due to high level of security for 911 lines to carry data could be \$50,000 recurring cost just for delivery.		Unknown
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown at this time. Future studies will be undertaken to determine the effects of NG 9-1-1.	This is unknown, however it is my feeling if these cellular companies plan to make the phones ready for delivery of text, automatic crash notification (OnStar) they would be responsible for collecting for this service. The service being provided by strapped 911 counties would then be compensated for answering their wireless phones.		Unknown
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Have the State continue to work with local authorities in a combined effort to provide the most efficient 9-1-1 system possible, to the residents of Illinois.	#1. Continued technological advancement to networks and cellular services force 911 counties to install/maintain the same level of 911 equipment to accept the next gen calls. However due to the neglected funding surcharge systems, many counties will be unable to provide these services. However the phone companies will not inform their customers the urgent 911 funding needs that will not be met.		Continue existing customer surcharges on wireline, and wireless phones while expanding surcharges for VoIP

	Quadcom	Randolph County	Richland County	Riverside
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Do not let the wireless surcharge expire, and continue to distribute those revenues as is currently done.	Wireless funding revenues increase percentage to each county 911 system. Statewide wireline surcharge imposed across the board		None
3) What recommendations do you have for the General Assembly to do or not to do?	Consider requiring certification of all 9-1-1 dispatchers. Police Officers, Corrections Officers, Paramedics and Fireman are all required to be certified. A dispatcher should be no different since they are truly the first responder to any incident and a vital role in providing public safety services to the residents of the State..	Legislature laws are pending, much knowledge is now being shared from NENA and many state NENA groups. Follow and act on these much needed changes.		Continue existing customer surcharges on wireline, and wireless phones while expanding surcharges for VoIP
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	This does not apply to the QuadCom Joint Emergency Telephone System since QuadCom is the only PSAP in its jurisdiction. The consolidation or sharing of equipment in any situation saves on expenses and duplication of equipment.	Consolidating within a county when possible should be encouraged. Randolph county recently went from 3 PSAPs to 2. County to county consolidation however appears to be much more difficult. To date I am yet to be notified what type of monthly expenses each county would be responsible for in a joined NG system. Legal Council Fair recurring monthly, maintenance, technicians, etc.		Yes, consolidation of all public safety services / entities would provide economies of scale type savings focusing specifically on consolidated dispatch centers
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Consolidation has worked. QuadCom is a testament to consolidation and those member agencies that it serves. Should QuadCom consider consolidating with another 9-1-1 System? By all means yes. If there is a substantial cost savings to all involved, and no loss in the level of services being provided to the people who receive services. Additionally, between separate 9-1-1 systems, if it is at all possible, technically feasible, and results in a cost sharing to all involved, a definite yes.	Above		Yes, consolidation of all public safety services / entities would provide economies of scale type savings focusing specifically on consolidated dispatch centers
6) Should the information included on required reporting be changed?	No. But if there is some current information not being required and would be beneficial or necessary for the betterment of the overall 9-1-1 system, it should be added and required. But do not add information just to collect it for no specific purpose.	If there were departments responsible for reviewing and compiling the data to the benefit of all parties. I do not believe any reports are reviewed in this manner.		No
7) If yes, how? What should be removed or added?		Above		

	Quadcom	Randolph County	Richland County	Riverside
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes, most definitely. If the wireless surcharge is not continued, in the current state of our economy, the member communities who are already experiencing cutbacks and a shortage of revenues in their own communities, will not be able to continue to make the capital expenditures necessary to keep the 911 services current and up to date. (Example: the 911 surcharge revenues are assisting QuadCom to take its service from Wideband to Narrowband to meet the mandate of the FCC. It is questionable, due to the amount of equipment being replaced, that QuadCom could afford these costs and meet the deadline.)	No question, my concern is more regarding the low \$0.58 it is not set at. Counties are in very difficult times. The future of 911 will be wireless revenue, but \$0.58 will not sustain us.		Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	9-1-1 in Illinois should continue to operate and be governed and managed on a local level only.	As mentioned above I believe the level a state should be involved should depend on their (the states) commitment to maintaining and compiling necessary reports for review on an annual basis. It will do no good to have a statewide tax if there is not a source contact looking out for both parties at all times.		9-1-1 in Illinois should continue to be governed on a local level with statewide direction and perspective.
Other Feedback/ Recommendations (please note in detail below):		As stated previously Randolph County 911 realized the impact of drop in landline & wireless in 2005. We asked our voters to consider an increase from \$0.98 to \$1.25 for landline. The referendum failed largely. There is a major lack of communication between what the public has been told by (cell companies, television shows, media, etc) 911 can provide. The laws and governing bodies have not kept 911 budgeting considerations in mind in allowing telephone companies market 911 service without considering if there is funding in place to do so. It was my intention to type all of this information and provide more of an in-depth report. However, due to the short time required, I was forced to write the report. Some sections were left blank as no time to provide.		

Survey Completed by:

Name:	David B. Smith	Cindy Wagner	Juanita Kramer	John Krull
Signature:			Juanita Kramer	
Title/ Position:	Director	911 Administrator	9-1-1 System Manager	Deputy Chief of Police / ETSB Member
Date Completed:	May 10th, 2011	5/10/2011	Sending, but not complete yet. 5/13/11	5/10/2011
Telephone Number:	847-428-8787	618-826-6411	(618) 392-4902	1-708-447-2127 x 268
Office Address:	505 Elm Ridge Road, Carpentersville, IL 60110	Randolph County 911, 1 Taylor St. Room 103, Chester, IL 62233	211 W Market St, Olney IL 62450	Riverside PD, 31 Riverside Rd, Riverside, Illinois 60546
Email Address:	dsmith@quadcom911.org	randolph911@yahoo.com	richlandcounty911@gmail.com	Jkrull@riverside.il.us

	Rosemont Urban 77	Saline County Rural 78	Sangamon County Suburban 79	Scott County Rural 80
Survey #	77	78	79	80
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative impact.	Negative	Negative	Negative
1.a If positive, please explain:			Na	
1.b If negative, please explain:	As consumers move away from traditional wireline service & move towards wireless or VOIP as their home service, wireline funds aren't enough to fund operations by themselves. Wireless funds are needed to assist with funding new offerings that wireless allows.	Over 40% of our operating funds, now come from wireless surcharge. By not extending the surcharge past April 2013, we would have to stop for services or employees	Loss of revenue, wireline is containing to go down.	Our wireland surcharge is \$3.50 per line & as these lines are being dropped our funding source is disappearing. We definitely need to keep wireless surcharge.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	One	1	2	One
2) What is your address?	9501 W. Devon Ave., Rosemont, IL 6018	Saline County E-911 / 1 North Main Street / Harrisburg, IL 62946	2000 State St., Springfield, IL 62703	Scott county E911 35E. Market St. Winchester, IL 62694
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Norridge Pd, Norridge, IL	Johnson County E-911 is the back-up to Saline County E-911	Auburn, we go to our back-up center located in the county building.	Our back-up is the Morgan County PSAP
4) How many primary and secondary PSAPs are in your 9-1-1 system?	N/A	Only 1 Primary PSAP	One of each	One Primary PSAP
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)

	Rosemont	Saline County	Sangamon County	Scott County
4) Since 2005, how has the number of employees changed by year?	No	In 2002 we had seven (7) telecommunicators, two (2) of which were part time. The over-time was making it very difficult to operate, as people were burnt out at the job. The County implemented a Safety Tax which has allowed us to improve to a staff of 13. The center was designed for 14 staff members total.	Increased every year	Unchanged
5) What company is the 911 system provider?	AT&T	Frontier	AT & T	Frontier
6) Please provide contact information for the 911 system provider.	Paul R. Stoffels Area Manager - 9-1-1 Operations - IL/IN (708) 229-0389 (voice)	Frontier: Larry Smith 309 747 2991	Rhett Beekman 5004 217-744-	Frontier Communications Warrenville Road Downers Grove, IL 60515 3545 2655 Suite 105 630-874-
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Village of Rosemont. Zip Code: 60018	Wireline is all of Saline County. We once had a portion of Hamilton County wireline, the ICC allowed this area to downgrade service from Enhanced 9-1-1 to less than Basic Service. Wireless: 62935, 62987, 62946, 62917, 62930, 62977, 62817, 62829, 62947, 62928, 62982: 50% of 62919, 62931,	62701, 62702, 62703, 62704, 62705, 62707, 62711, 62712, 62615, 62629, 62530, 62661, 62539, 62670, 62558, 62684, 62563, 62561, 62690, 62693, 62515, 62625, 62520, 62545, 62769	All of Scott County, IL. 62610 62621 62694 All Area for these 62628 62650 62663 62668 62665 Part of these are in our county 62082

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	All	Law/Police/Fire/ Other YES	Yes for all.	
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	No	Yes	Yes	No
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	2002....Previously Phase 0 & Phase 1.		2002 7/ 2003. Previous phase 1	Went Phase 2 in July 2005
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	218686		85000 \$520,000, See attached paper work	We updated our PSAP with all new equipments \$ 82,500
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	n/a	Na	
9) Do you plan to convert to Phase 2?	N/A	n/a	Na	
10) If yes, when is conversion planned?	N/A	n/a	Na	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	N/A	Na	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	N/A	Na	

	Rosemont	Saline County	Sangamon County	Scott County
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Included in Wireless call volume totals.	Yes	Yes	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	Not calculated at this time.	Calls are done by a yearly total	See attached spreadsheets for the totals of calls for services.	Average of 75 calls per month
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	Yes for current call volumes.	Never enough	Yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	1.65	1.5	.75c	\$3.50 per wireline
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Yes	No	No	No
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Operational costs & needed equipment upgrades as technology changes or the equipment is at its end of life & its not supported any further.	Salary, Repairs, Equipment, Phone Charges	Equipment maintenance % of labor all equipment.	Scott County has no funding except for the surcharge revenues so all expenses are covered by surcharges.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	N/A	Salary, Benefits, Repairs and Equipment.	None	

	Rosemont	Saline County	Sangamon County	Scott County
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	N/A	Current salary for telecommunications is \$600,000 a year. 9-1-1 pays a portion along with the County and City. To cover this expense the wireless surcharge would need to be increased to \$1.50. The land lines will continue to fall and raising the surcharge past the current \$1.50 would not show a benefit. To remain ahead of the curve an increase to \$1.75 on wireless would make the total operations funded much better.	Unknown	Scott Co., would need the wireless surcharge to match the landline surcharge of \$3.50 per kind of out of the question for us.

Reporting:

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Every other month to the board. Yearly to the ICC and Attorney Generals Office.	Annually to the ICC. Not required but I report to my board monthly	Yes - Monthly	No, I am not required to report to any of the local government agencies but I do give reports per quarter to my County Commissioners & ETSB as to how many 911 calls have been received, any problems from those calls, amount of income from surcharge received, expenses, also am required to do annual report for ICC.
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Population, Backup PSAP, error ratio, wireline surcharge, ETSB members, network diagram & inter government agreements.	ICC: Requires line counts, diagrams and yearly agreements with all agencies inside and adjacent to our area. Locally: An overview of calls.	Calls for service # of telephone calls budget.	
3) How much time is required to complete the reports?	Six Hours	ICC: Days of creating documents, mailing documents, waiting for replies to documents, copying documents and mailing documents to the ICC. Locally: ten minutes	2 to 3 hours	
4) Do reports present an accurate image of services offered?	No	ICC: NO Locally: Yes	Yes	
5) Do reports present an accurate image of revenues and expenses?	No	ICC: NO Locally: Yes	Yes	
6) Are the reports certified for accuracy?	No	ICC: Line counts are supposed to be certified by the phone company, but there is not certification documentation from the phone company	Yes	
7) Are financial operations of the system audited?	Yes	Yes	Yes	Yes - Yearly
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Municipal level	Yes	Yes	Yes - Yearly
9) Please provide copies of audited reports from 2005 through present			see printouts	

Next Generation:

1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	No	No
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	Rosemont	Saline County	Sangamon County	Scott County
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes. As with any new technology offerings, residents will want to use new technology offering to simplify their lives. Once they learn that these new services are being offered elsewhere, they will expect local 911 authorities to install the necessary equipment.	Yes, new technologies are currently unable to contact 9-1-1. The deaf community has transformed to the text messaging platform, but to date are unable to text to a 9-1-1 center.	Yes, to better serve our citizens of the county.	I am sure that these features would be helpful. The more information available to dispatchers the easier it would be to make sure correct responders & equipment were dispatched. Our younger generation will expect these features to be available when making 911 calls. Also, TDD features would be great.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	Waiting for the State of Illinois to rewrite the operational statute that agencies will need to adhere to for answering & responding to 911 calls.	\$400,000 per PSAP if not a regional project.	No	No
4) What impact would this have on staffing and other operational expenses?	Can't estimate at this time. It depends on the costs associated with purchasing equipment & maintaining the infrastructure.	Unable to afford on our own, or would have to layoff staff to purchase equipment.	It would increase staff & operational expenses for equipment	
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Can't be estimated at this time.	To have the needed \$400,000 I would have to have an additional 22,222 wire line phones per month to pay for the system. Since my county only has a population of 24,000 people and there are already 9000 phones, this is not going to happen. I would need an additional 58,500 wireless phones per month to recoup the costs of Next Generation equipment in the first year. This doesn't account for the re-occurring costs that the phone companies tack on the service, of which no LEC has stepped forward to provide.	Unknown	I understand NG is the next upgrade, but I don't see this happening in my small county. The funding for this is just not available.

Recommendations:

1) What recommendations do you have to increase the efficiency of 911 services in your area?	Continue to educate residents and businesses on the proper use of 911. The ETSB needs to procure the technology to effectively handle all calls for assistance.	Replace the ICC with a State 9-1-1 Board, the board would be people from 9-1-1 and not people totally from former telephone companies. Telephone companies to not operate 9-1-1, they provide the means, the people who actually, run centers need a larger say in how 9-1-1 is regulated.	Continue the current wireless surcharge at current levels or moderately increase. Seek other funding sources as well.	
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Ensure that the ICC writes the operational statutes that cover current and future technologies.	Must be Regional Projects, this can not operate as a stand alone system. Adopt the NENA requirements and standards. Also stop forcing rules and regulation on Next Generation that were not designed for Next Generation in the 1980's.	Increase funding	
3) What recommendations do you have for the General Assembly to do or not to do?	Give the local ETSB's the tools & legislation that is needed to operate efficiently.	Create new legislation for rules on Next Generation. Form a State 9-1-1 Board, and get away from the ICC. Eliminate 9-1-1 phone tariffs. Why do 9-1-1 centers have to pay the phone company for a service they offer.	Maintain current level of funding or also with a moderate increase.	

	Rosemont	Saline County	Sangamon County	Scott County
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	This depends on the PSAP and their ability to staff & procure the current technology to operate. Expenses for technology can be shared, it doesn't mean a PSAP needs to consolidate.	Yes, This is the only way Next Generation will be able to work. The USDOT made recommendations for regional projects, to share equipment and costs. The NTIA also recommends regional projects, as well as the FCC.	Yes	Only 1 PSAP in Scott County
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	This depends on the PSAP and their ability to staff & procure the current technology to operate. Expenses for technology can be shared, it doesn't mean a PSAP needs to consolidate.	Yes, the days of having a dispatch center in every town and village are over. Technology allows to have larger centers that can give the same services at a fraction of the redundant costs.	Yes	
6) Should the information included on required reporting be changed?	No	Yes.	No	No
7) If yes, how? What should be removed or added?	N/A	Remove the annual agreements, this takes so much time and costs of mailings. Also, make an electronic version available. We have a reduction of paper act, but we still send mountains to be stored somewhere. Have the phone companies submit all diagrams and line counts to the ICC, not the actual PSAP's. The line counts are only from the LEC, no one reports from CLEC's. So the data is not correct. Same for the error ratio, only LEC's Report.	Na	
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes. Definitely.	Yes, without the surcharge smaller systems will have to turn off services, which include 9-1-1.	Yes, should be indefinite.	Most definitely Yes!!
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Continue all current funding mechanisms for wireline, wireless & VOIP customers. This funding is vital to the local ETSB to ensure that new technologies can be procured to ensure that first responders have the information needed to effectively assist residents and visitors in their communities.	The only way for the state wide perspective work, is again to have a state wide 9-1-1 board. If the state wide surcharge rules work it is has to be the same from Cairo to Chicago. Not different rules for Chicago and then everywhere else. If you allow surcharges to be locally, then cell companies will have an issue with the different surcharges. Another solution that can be sustainable is a surcharge on electricity. A rate per customer as each person has power. The customer base doesn't have as much of a swing in customer base as phone systems do. A rate chart could be devised for owners of multiple electrical connections, much like we do for PBX operations. Such as farmers that have numerous grain bins at multiple locations.	Local level	

	Rosemont	Saline County	Sangamon County	Scott County
Other Feedback/ Recommendations (please note in detail below):		Saline County E-911 takes wireless 9-1-1 calls from ten counties in three states. Currently, we are unable to send these calls back to the appropriate agency. Neighboring states have the same issues. The regulatory agency is land based and doesn't understand the full scope of 9-1-1 across the state.		

Survey Completed by:

Name:	James O'Toole	Lt. Tracy L. Felty	David Dodson	Virginia Moss
Signature:	James O'Toole			
Title/ Position:	911 Coordinator	Director	Director	9-1-1 Coordinator
Date Completed:	5/12/2011	5/17/2011	5/12/2011	5/9/2011
Telephone Number:	847-823-134	618 252 8661	217-747-5145	217-742-8018
Office Address:	9501 W. Devon Ave., Rosemont, IL 60018	1 North Main St Harrisburg IL 62946	2000 Shale St., Springfield, IL 62703	35 E. Market St., Winchester, IL 62694
Email Address:	jotoole@rsmt.net	salinee911@yahoo.com	DavidD@co.sangamon.il.us	scottco911@frontier.com

	Seneca Suburban	Skokie Urban	St. Clair County Suburban	Streator Suburban
Survey #	81	82	83	84
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?		Negative	Negative Impact	NEGATIVE
1.a If positive, please explain:				
1.b If negative, please explain:	Negative, due to budget restraints and the cost of running all it will create a hardship	Any loss of revenue would place a funding hardship on the village and our PSAP	About 55% of our revenue is from wireless phones. Would cripple our system.	Landline surcharges have already decreased by 31%. The wireless surcharge helps make some of that up
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	2	1	8	one
2) What is your address?	303 N Cash St, Seneca, IL 61360	Skokie Police Dept 7300 Niles Center Skokie, IL 60077	St. Clair County ESTB (9-1-1) 101 South 1st street, Bellerille, IL 62220	204 S Bloomington St, Streator IL 61364
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Grundy County Sheriffs Department, we have a relay switch to switch them over.	Lincolnwood Police Dept 6900 Lincoln Ave, Lincolnwood IL	Command van.	Livingston County 911
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 primary, 1 secondary	1 Primary, 0 Secondary	8 Primaries 0 secondaries	one
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1) see table	Please complete Part II of the Survey (Table A-1) completed
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2) will provide at later date	Please complete Part II of the Survey (Table A-2) completed
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B) see table	Please complete Part II of the Survey (Table B) completed
4) Since 2005, how has the number of employees changed by year?	None	1 Person added in 2010	Both communicators have increase by 25% and non-telecommunicators GIS, CAD personnel have increased not TC staff by 30%.	Added 2 partime employees in 2009
5) What company is the 911 system provider?	AT&T	AT&T	AT & T	Frontier
6) Please provide contact information for the 911 system provider.	1-888-424-3911	AT&T Global Services PO Box 8102 Aurora, IL 60507-8102		Larry Smith 911 Manager, bloomington Il 3097472991
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	We only serve wirelines zip code 61360	Corporate limits of the village of Skokie 60076, 60077, 60203 partial	All of St. Clair County	City of Streator-61364
Services Offered:				

	Seneca	Skokie	St. Clair County	Streator
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	All	All		Police, Fire & EMS
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	yes
3) Does your PSAP receive calls from wireless phones?	No	Yes	Yes	yes
4) Does your PSAP receive calls over the internet using VoIP technology?	No	Yes	Yes	yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	DNA	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	DNA	Phase 2 4/28/03 previously phase 1	2002	38808
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	DNA	Unknown	About \$500,000 personal increase by 15%.	Not Available
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	DNA	N/A	Na	
9) Do you plan to convert to Phase 2?	DNA	N/A	Na	
10) If yes, when is conversion planned?	DNA	N/A	Na	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	DNA	N/A	Na	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	DNA	N/A	Na	
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C) see table	Please complete Part II of the Survey (Table C) completed
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1) DNA	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1) see table	Please complete Part II of the Survey (Table D-1) completed
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2) DNA	Please complete Part II of the Survey (Table D-2) Unavailable	Please complete Part II of the Survey (Table D-2) see table	Please complete Part II of the Survey (Table D-2) completed
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?		No	Na	Wireless
5) How many dispatches occur each month as a result of 911 calls? (if available)	We do not track this	Unknown	Provide later	Not Available
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) We do not track this	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) provide later	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1) We do not track this	Please complete Part II of the Survey (Table E-1) Unknown	Please complete Part II of the Survey (Table E-1) provide later	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2) Unknown	Please complete Part II of the Survey (Table E-2) send later	Please complete Part II of the Survey (Table E-2)

	Seneca	Skokie	St. Clair County	Streator
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	Yes	Barely, at peak times we are overloaded, money to hire T.C. not available due to economy, state says they are going to sweep 22% of local tax funds.	yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?		2	0.73c	1.5
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G) None	Please complete Part II of the Survey (Table G) see table	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H) Unknown	Please complete Part II of the Survey (Table H) see table	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I) Police/fire budget general fund	Please complete Part II of the Survey (Table I) NONE	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	Village of Skokie has no surcharge	Just barely as we need to peet back funds for next generation.	Just barely
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Equipment	Village of Skokie has no surcharge	Personal, rachio system, CAD system, data lines, building expenses, equipment purchases & maintenance.	all expenses, except personnel
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Dispatchers salaries	Village of Skokie has no surcharge	None	personnel
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	The cost of dispatcher services	Village of Skokie has no surcharge		
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	No	No	Yes monthly to a board yearly to the ICC	monthly
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?		N/A	Financial, Operational, call volumes, purchases needed, pending made maintain issues, personnel	treasures report, monthly call stats
3) How much time is required to complete the reports?		N/A	2 weeks	2hrs
4) Do reports present an accurate image of services offered?		N/A	Yes	Not Available
5) Do reports present an accurate image of revenues and expenses?		N/A	Yes	yes
6) Are the reports certified for accuracy?		N/A	by county audits	no

	Seneca	Skokie	St. Clair County	Streator
7) Are financial operations of the system audited?		N/A	Yes	yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	No	Yes	Yes	yes
9) Please provide copies of audited reports from 2005 through present		Unavailable		
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	Yes	No	no
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes, gathering evidence and provide more accurate information	N/A	Only if funding would be available, this technology would cause increase in staff due to the time needed to interpret and send-receive text	yes, video stream could assist in lding suspects and crimes. Texting can help when the caller is unable to talk because she is endangered.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	N/A	CPE - \$3,000,000 Network 1,000,000 Notes 18,000 690,000 Wireless Other services	350000
4) What impact would this have on staffing and other operational expenses?	Budgetary	Unknown at this time	Staffing must be increased by 100% on T.C. side and 20% on support side.	none
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	We don't have any cost figures associated with NG911 yet	Unknown at this time	\$6,000,000 Cost from #3 above plus construction costs to bring network into PSAPs ad miscellaneous equipments, alarm, etc.	350000
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Upgrade our total system	None	None needed	Upgrade to a IP capable 911 system
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Provide funding	Our equipment should be capable		more state grants
3) What recommendations do you have for the General Assembly to do or not to do?	Establish grant monies to assist in funding	Increase wireless surcharge by 2 or 3 times and forward money to PSAP 911 centers	Make legislation requiring new technology, less restrictive, but the biggest is to change the 9-1-1 law to get back to paying for 9-1-1 equipment & network only.	to continue the 911 surcharge indefinitely and raise the amount given to each PSAP. State funding for upgrades
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Itt should be left to each entity to decide if it's a feasible option for their situation	Only if they can not survive on their own	Yes	no
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Same as above	Only if they can not survive on their own	If they wish to do so but this must be voluntary as one size does not fit all. Also eith the current state issues, it is better run in local control.	no
6) Should the information included on required reporting be changed?	No	No	Na	no
7) If yes, how? What should be removed or added?		N/A	Na	
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes	Yes, and increased 2 Or 3 times	Yes	YES

	Seneca	Skokie	St. Clair County	Streator
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Local with state and federal grants	Local level	No statewide perspective, the state has proven time and again they cannot manage fund nor operational issues, local control allows for taylor made systems and allows for quicker action all aspect of a 9-1-1 system. If and when the state can prove it can : 1. beneficially and 2. Managerial competent then look at it. For now that would be a "DISASTER" for 9-1-1.	LOCAL
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Michelle Balsitis	Roger N Wilson	William H. Gamblin	Debra Hallam
Signature:				Debra Hallam
Title/ Position:	Dispatch Supervisor	Communicaitons Coordinator	9-1-1 Director	911 Coordinatora
Date Completed:	5/5/2011	5/12/2011	5/14/2011	5/9/2011
Telephone Number:	815-357-8726	847-982-5904	618-825-2160	8156723111
Office Address:	303 N Cash, Seneca, IL, 61360	7300 Niles Center, Skokie, IL	101 South 1st street Belleville, IL 62220	204 S Bloomington St, Streator IL 61364
Email Address:	m.balsitis@mailseneca.org	roger.wilson@skokie.org	william.gamblin@co.st-clair.IL.us	e911@ci.streator.il.us

	<u>Tazewell</u> Suburban 85	<u>Union County</u> Rural 86	<u>Vermilion County</u> Rural 87	<u>Vernon Hills</u> Suburban 88
Survey #	85	86	87	88
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative		NEGATIVE	Negative
1.a If positive, please explain:	N/A			
1.b If negative, please explain:	Wireline revenues continue to decline. Without wireless surcharge our ETSB won't be able to sustain financially.	If the wireless legislation is allowed to expire it will have a devastating effect on Union County 9-1-1. Wireline is down 2/3 and wireless only makes up a small percentage of this deficit.	With the constant demands on 911 centers to stay updated, the lack of surcharge revenue will possible be a disaster when it comes to upkeep.	The village depends on this revenue as part of the ESTB budget.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	Four (4)		1 TWO	1
2) What is your address?	Tazewell County ETSB 2964 Court ST Pekin, IL 61554	307 W. Market St. Rm. 102 Jonesboro, Illinois 62952	2 East South St, Danville, 61832	754 Lakeview Prky., Vernon Hills IL, 60061
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Each of our four PSAPs serve as a backup to one another.	Pulaski County 9-1-1	Our secondary PSAP back up is Hoopston PD.	All calls transfer to Mundelein IL, we can send T/C's to location to assist. Remote access to our CAD.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	All four of our PSAPs are primary PSAPs.	1 PSAP in Union County	One of each.	1 Primary 1 Secondary
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	The number of dispatchers and ETSB staff members have remained consistent over the past 5 years.	No. Employee totals have remained stable.	Staffing has gone up down, to coming back up again. 2005 full staff, 2006 down one, 2007 & 2008 down 2 more, 2009 down one more, by the end of 2010 up by three.	2005 (24 CIV 48 Sworn) 2006 (Same) 2007 (23 CIV 48 Sworn) 2008 (27 CIV 49 Sworn) 2009 (25 CIV 46 Sworn) 2010 (Same) 2011 (23 CIV 43 Sworn)
5) What company is the 911 system provider?	CenturyTel	Frontier Communications	AT & T Primary PSAP and Frontier the Secondary PSAP.	Position Pro-Life line

	Tazewell	Union County	Vermilion County	Vernon Hills
6) Please provide contact information for the 911 system provider.	Debra Poleos (636)332-7330	Frontier Communications Resolution Ctr.1-877-451-0355 Mike Davis,Office: 630-874-3545 Larry Smith, Office 309-747-2991	1-888-424-3911	John Hunter 708-952-8040
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Both wireline and wireless service areas are the Tazewell county boundary.	The entire county is served by Union County 9-1-1. This includes the zipcodes: 62906, 62905, 62920,62926, 62952, 62958,62998,62961, 62957,62923.62938,62912 & 62901	61832,61834,61833,61870,61846,61858,6181761876 ,61865, The wireline area is the lower half of this county with Frontier servicing the upper half of the county.	60061

Services Offered:

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	Law enforcement, fire/rescue, EMS and other.	Union County dispatches Police, Fire, Ambulance and Rescue for the entire county	All	All
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	YES	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	YES	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	YES	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	PHASE II	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	We transitioned from Phase 1 to Phase 2 over the course of several years as carriers were able to meet our requests.	We converted from Phase 1 to Phase 2 in approximately 2003	Conversion started in 2004 from PHASE I.	Phase 2 2000/Unknown
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	N/A	Aprox. \$30,000.00	Figures not available at this time.	Unknown
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	NA	N/A	N/A
9) Do you plan to convert to Phase 2?	N/A	NA	N/A	N/A
10) If yes, when is conversion planned?	N/A	NA	N/A	N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	NA	N/A	N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	NA	N/A	N/A

Call Volume:

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Typically wireline except in rare circumstances.	VOIP cannot be tracked and is included in Wireline totals	YES	Wireless
5) How many dispatches occur each month as a result of 911 calls? (if available)	Information not available.	Not available, Dispatch totals are accumulated annually		1,900 Approximate

	Tazewell	Union County	Vermilion County	Vernon Hills
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes.	Since Union County 9-1-1 contracts with the Union County Sheriff to use his dispatchers, they are dispatchers, call takers, jailers, along with many other duties. The Sheriff's Office and the 9-1-1 System would like to increase the level of dispatchers but this is prevented by current funding and budgetary concerns.	YES	Yes

Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	0.8	2.5	75 Cents	0.75
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)

Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	It varies by year. If we have to purchase high dollar equipment in any given year, the surcharge may not be adequate to cover the expenses.	No. As of the 2010 FY Union County 9-1-1 had to use reserve funds to make up the shortfall in income vs expenses. This trend is expected to continue without legislative relief. The reserve funds are projected to be depleted in 10 years or less. (At the current budget level)	For now, yes.	
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Personnel, equipment (computer aided dispatch, telephones, logging recorders, ani/all database, etc), telephone charges, maintenance charges on the above equipment, network connectivity between the PSAPs, dispatch training	equipment, maintenance, telephone, network charges, personnel, contractual dispatch services etc.	See item-j	
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	All of our expenses are covered by surcharge revenues.	None. Union County 9-1-1 pays for all expenses incurred.	All radio equipment, personnel payroll, contracts and maintenance on said equipment.	

	Tazewell	Union County	Vermilion County	Vernon Hills
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	N/A	Current budgets project the use of \$50,000.00 from reserve funds. This will amount will increase annually over the next few years. Since our wireless calls are currently approximately 2 times the amount of Wireline, call totals have increased while income has continued to decline. ***Enclosed are income and expense graphs for 2005-2011. The expense graph indicates that until the decline in landline income, Union County 9-1-1 expenses stayed within income levels. FY 2011 budget was cut dramatically in an attempt to decrease the overall deficit.	Comptroller not available for the figures.	Comm Budget is \$1,220,100 surcharge revenues would have to be enough to cover this. X3 or x4?
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	The ETSB meets monthly. The ETSB annually files revenue and expenditure budgets with the county board.	Union County 9-1-1 Staff reports to the ETSB monthly regarding income and expense.	YES	No
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly expenditure and revenue reports are prepared by the county auditor and treasurer and presented to both the ETSB and county board. Quarterly reports are given on total number of wireline and wireless calls by PSAP.	Union County 9-1-1 Staff prepares and distributes to the ETSB excel spreadsheets for income, current budget and a report showing all income including Certificates on Deposit. A report from the IT person informs the ETSB regarding any equipment, software or network problems. The 9-1-1 Coordinator prepares a monthly report of progress, delays, legislative issues, etc.	Monthly budget report on expenditures and yearly audit.	N/A
3) How much time is required to complete the reports?	Minimal	Approximately 8 hours	Budget approximately 2 hours..Audit, it appears about 3-4 months.	N/A
4) Do reports present an accurate image of services offered?	Yes	Yes	YES	N/A
5) Do reports present an accurate image of revenues and expenses?	Yes	Yes	YES	N/A
6) Are the reports certified for accuracy?	No	Yes	YES	N/A
7) Are financial operations of the system audited?	Yes	Yes	YES	N/A
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes, however we are not provided with a copy.	Yes, in 2008,an independent auditor was hire to audit the 9-1-1 finances (FY 2007, 2008 & 2009) were completed. Prior to this time audits were included in the County's audit. Budget constraints have resulted in discontinuing the independent audit. Audits will now be included in the County audit.	YES	No
9) Please provide copies of audited reports from 2005 through present	Not available. Budgets are attached.	***See Enclosed		NA
Next Generation:				

	Tazewell	Union County	Vermilion County	Vernon Hills
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	NO	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	The ability to receive text message, pictures or video would be beneficial only if there is location information attached (similar to a wireless call). There is also the potential for abuse and legislation must be introduced to prevent this.	Yes. Since many 9-1-1 calls originate from cell phones, video or pictures could be relayed to responders, providing them with invaluable information. Pictures of trauma patients could be relayed to the resource hospitals and ER's, crimes in progress pictures or videos could be relayed to responding law enforcement personnel. Most teenagers believe you can text 9-1-1 today. This is the technology that is most used in the every day life of a teenager. TTY/TTD is becoming obsolete for the hearing/speech impaired since they too have cell phones thus removing a huge barrier for them.	Im sure it will be in the near future once the needed guidelines and restrictions are in place.	NA
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No. See question 5 below.		At this time no.	NA TBO
4) What impact would this have on staffing and other operational expenses?	Dispatchers would need to be trained in the "lingo" of texting as it is quite different from spoken words. Overall, dispatch times would suffer as it takes more time to read a message than hear a message and more time to respond to that message. Dispatchers would need time to analyze and view any photo or video that was sent. Getting that information relayed to the first responders would be problematic with current network connectivity. Logging recorders would need to be upgraded as our current system would not capture any of this information.	If the current legislation is in place it could require having the legacy equipment in place along side the NG 9-1-1 equipment thus increasing overall maintenance costs. If the ICC does not waive this it will require systems to pay network charges to the teleco and Fiber costs also.	The bottom line to all of this will be more expense on the departments with regards to personnel training, and the constant equipment upgrades and maintenance contracts.	TBO

	Tazewell	Union County	Vermilion County	Vernon Hills
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	We have not explored an upgrade to Next Generation at this time. None of our equipment is Next Generation compliant and would have to be upgraded. This includes the telephone system, logging recorders and our ani/all database. We would also have to make considerable changes to our network infrastructure. It would be a costly endeavour. Basically, we would have to rebuild our system from the ground up. We do not plan to pursue any Next Generation equipment upgrades until all standards are finalized. Purchasing now in preparation for the future is a risky proposition as the standards may change.	Union County is currently running a deficit income/expense budget. To cover the shortfall we are pulling it from reserves. An increase to minimum of \$1.25 statewide for wireless would increase revenue to Union County 9-1-1 by approximately \$65,000.00 annually. This increase would keep Union County 9-1-1 solvent and with a reserve to cover unforeseen increase costs. An increase to \$1.50 statewide would result in an overall increased revenue to Union County 9-1-1 of approximately \$100,000.00. This could result in the ability to maintain equipment and services at optimal levels resulting in better service to Emergency Responders and the citizens of Union County.	Exact amount isn't available at this time. We are in the process of upgrading our total system--radio consoles, telephone system, and recording equipment. Approximate cost given for thought so far exceeds 600,000 for our department.	This depends on the cost of next generation 911

Recommendations:

1) What recommendations do you have to increase the efficiency of 911 services in your area?	The answer to question 1 and 2 are the same. Everything hinges on proper funding. If we do not receive the proper funding none of us will be able to increase our efficiency or upgrade to Next Generation 9-1-1. Increasing efficiency and upgrading to Next Gen will involve the modernization of equipment and software which means funding sources need to be adequate and stable.	Increased revenue would allow Union County 9-1-1 to keep up with the cost of new technology. NG911 will require accurate mapping in the county. Additional "road" time must be spent to accumulate, distribute and maintain this GIS data. 9-1-1 office staff will be spending increased amount of time to ensure that equipment is maintained, reports/data are distributed to responding units and ongoing training of dispatch personnel.	Once we realize a full staff again, more training will be key to the overall success of this department.	
2) What recommendations do you have to be able to upgrade to Next Generation 911?			Making funds attainable for smaller poorer departments, with less red tape. If we are to have a quality 911 system in this state, small departments must have funds made available to them with less red tape.	NA
3) What recommendations do you have for the General Assembly to do or not to do?	The General Assembly must remove the sunset clause and make the wireless surcharge permanent. The General Assembly should ensure that ALL wireless surcharges in the state are equal. The city of Chicago should not be entitled to a wireless surcharge that is 3 times greater than anyone else in the state. All 9-1-1 systems should be entitled to the same surcharge as the city of Chicago. As we move towards next generation 9-1-1, the General Assembly must pass legislation that establishes surcharges for any device capable of reaching 9-1-1, not just wireline and wireless phones. These surcharges must be equal across the board.	The General Assembly should pass legislation that will encompass all existing and future technology that will access 9-1-1 services. This would eliminate the need to keep redoing who pays surcharge to 9-1-1 System. I understand the FCC requires teleco's connect to ISINET, the legislation should mirror this. The sunset should be removed from the wireless legislation and the amount should be raised to either the surcharge amount that was passed by local referendum or raised to \$1.25 statewide.	n/a	NA

	Tazewell	Union County	Vermilion County	Vernon Hills
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	We had a consolidation study conducted several years ago. The cost savings were minimal from both an equipment standpoint and staffing standpoint. Couple that with the perceived "loss of local control", the elimination of union jobs, and varying pay rates at the PSAPs to be consolidated and it was not a viable option for us. Consolidation is never as easy as it appears on paper.	In Union County there is just on PSAP. If other systems can consolidate or share equipment without degrading service, it could be the correct thing to do. I am really not familiar with how other systems with multiple PSAP's are set up.	It's a option that could be considered, for smaller departments which will increase their collective knowledge, however this often will be met with opposition even though it might be a good to fantastic solution to money. Some of the powers don't wish to share resources or give up control of what little bit they have.	Consolidation can reverse expenses long term, but up front costs make communities hesitant to consider. In addition PSAPS have secondary functions within departments that make consolidation challenging.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	If there is actually a reduction in expenses, sure. However, this should be a local decision and not a mandated decision.	This will be up to the jurisdictions who passed their original referendums. In rural areas forcing PSAP's to merge could cause a problem with communication. In Union County, we have to utilize repeaters and links to communicate. Mapping systems vary from system to system. Mapping would still have to be maintained and updates verified in the database. In rural Illinois to merge 9-1-1 Systems could have detrimental outcome for rural citizens.	Same as above.	As shown above consolidation may have some long term savings, but there are significant other up front cost, "perception" challenges and loss of secondary functions.
6) Should the information included on required reporting be changed?	The required reports are fine.	All annual renewals to the ICC should be done electronically. This would reduce the printing expense of filing these reports.	Not sure, I would think there would be som modifying.	No
7) If yes, how? What should be removed or added?	N/A		Unknown.	
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	YES! The sunset clause should be removed and the surcharge should be made permanent. We shouldn't have this debate every 4 or 5 years. The surcharge should also be equal to what the city of Chicago collects. Smaller 9-1-1 systems are struggling to make ends meet. There should not be two different sets of "rules" when it comes to the collection of surcharge from wireless customers.	Absolutely, it is not a question of when to extend the sunset it should be to "remove" the sunset .	Without a doubt, YES!	Yes

	Tazewell	Union County	Vermilion County	Vernon Hills
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	<p>9-1-1 in Illinois should absolutely continue to be governed at a local level. Management of funds at a statewide level opens those funds up for "raiding" as has already happened to the wireless funds. The state as already shown that it is a poor fiscal manager.</p> <p>The CSI consortium in southern Illinois is a perfect example of a move to Next Generation technology without the control of a statewide agency. We don't need the state to manage our operations, we just need their cooperation with funding and legislation.</p>	<p>At this point, it would be very difficult to remove the involvement at the local level. A statewide NG effort is being initiated in several states who already had a statewide 9-1-1. When 9-1-1 funds are collected at the state level, sweeping of 9-1-1 funds to the State general fund renders PSAP's ineligible for Federal Funds. The ITA has too much influence in Illinois Legislation. 9-1-1 is public safety and Illinois lives, while ITA is looking out for Teleco's business interest and it does not coincide with what is best for public safety for Illinois. I am not sure what the rules on campaign contributions are for organizations such as the ITA, but they should not be allowed to contribute to any political campaigns. The same should hold true for Telecommunication Carriers.</p>	<p>There was little wrong with how it started, however the guidelines for what the money should and could be used got out of control.. I don't think it should be statewide, to much uncontrolled control. Downstate gets the short end of the dollar even though its suppose to be allocated fairly. Similar tto the Social Security System we now have. UNFAIR.</p>	<p>Cell phone surcharges?</p>
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name: Jeff Phillips
Signature:
Title/ Position: 9-1-1 Coordinator
Date Completed: 5/11/2011
Telephone Number: (309)353-4992

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	<u>Wabash County</u>	<u>Washington County</u>	<u>Waukegan</u>	<u>Western Springs</u>
	Rural	Rural	Suburban	Urban
Survey #	89	90	91	92
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	Negative	NEGATIVE impact	
1.a If positive, please explain:				
1.b If negative, please explain:	This surcharge is a substantial part of 911 budget	With the decrease of landline phones, our revenue also decreases. Next gen is all about advanced technology with mobile phones so it only seems right they contribute to upgrades and continuing service	PSAP's depend on this surcharge revenue to stay current with the ever changing technology associated with 911 Services	It will have a negative impact on our operations as we use those funds to pay for our dispatch operations
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	1	2, 1 primary 1 secondary	One	One
2) What is your address?	120 E 4th St, Mt. Carmel, IL 62863	101 E St Louis St, Nashville, IL 62263	Waukegan 911 420 Robert V Sabonjian Place Waukegan, Illinois 60085	Western Spring Police Department, 740 Hillgrove Avenue, Western Spring, Illinois 60558
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Richland County 911	Madison county- We share same router and would have calls answered by them.	The Village of Gurnee, Illinois is our back-up. Contingency plans in the event of operational malfunctions are in place	LaGrange Police Department is our first back up; then LaGrange Police Department is next.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1	1 primary 1 secondary	Two	One primary only.
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	Hasn't	All dispatchers answer 911 calls, 2 full time on duty 24/7 increased from 5-8 dispatchers to handle increased call volume by wireless	It has decreased by 5 because of economic situation	We lost one dispatch in 2010 and one in 2011
5) What company is the 911 system provider?		Frontier	AT&T 9-1-1 Public Safety	AT & T
6) Please provide contact information for the 911 system provider.		Larry Smith, Frontier, office: 309-747-2991 cell: 309-838-0311	Paul Stoffels (708) 229-0389 ps1956@att.com	Ameritech 911 Customer Service Manager Paul Stoffels 708-229-0389

	Wabash County	Washington County	Waukegan	Western Springs
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	All of Wabash County 62863, 62811	Washington County: 62214, 62808, 62271, 62831, 62803, 62848, 62263, 62268, 62876, 62877, 62801, 62255, 62259, 62292	Combines a multitude of areas within our jurisdiction. We serve a majority and a portion of the following Zip Codes: 60085, 60087, 60099, 60048, 60088	Our service area is the Village of Western Springs, Zip code 60558. For wireless the service area is the same however the towel pick up more than just western spring.
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	All	All	Yes, Law Enforcement, Fire/Rescue and EMS	
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Some	
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2		
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	6/2006, Phase 0	Converted April 2008, previously Phase 1	Phase II In 2 000	
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	10000	150000	Well over \$200,000.00 for equipment and wireless upgrades	
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		N/A	N/A	
9) Do you plan to convert to Phase 2?		N/A		
10) If yes, when is conversion planned?		N/A	N/A	
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A	N/A	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A	N/A	
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Yes wire	Yes		
5) How many dispatches occur each month as a result of 911 calls? (if available)		Average of 212 per month	9,455 calls per month	
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Can be provided at a later date	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)

	Wabash County	Washington County	Waukegan	Western Springs
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1) Avg of 75	Cannot be determined at this time	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2) Avg of 137	Can be provided at a later date	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	No, 1 call ties up the 1 dispatch. If another call comes in then they have to be put on hold	Yes	With the current Economic situation that many Municipalities including ours are facing, we are currently down personnel.	

Funding:

1) What is the wireline 911 customer surcharge in the area(s) served?	2.5	0.95	0.75	
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)

Expenses:

1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	If landlines continue to drop and the upgrade to next generation. I do not think so.	No, with the ever changing technology and the FCC Narrow banding requirements and other mandates, the current surcharge is inadequate	No
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Network charges, salaries, phone, utility, insurance, software	See Table J	CAD software upgrade and maintenance. FCC Narrow banding and Interoperability requirements just to name a few.	Hardware and Software
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?		Surcharges are our only revenue. Dispatchers salaries are paid through the Sheriffs Dept. We could not afford to pay them with our revenue.	A majority of employee salaries are not covered because the revenue is used primarily for equipment upgrades	Building repairs, workstations and equipment such as chairs, etc; UPS's Salaries
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		We have no way of knowing how much upgrades will cost and if it will require the addition of more employees.	With the current economic situation that the State as well as the country is facing, the impact on PSAP'S has been horrendous. All surcharge monies are crucial to the day to day operation of all 9-1-1 Centers. Technology's and mandates are ever prevalent, and reducing or eliminating these surcharges would be detrimental to the operation of the Municipal 9-1-1 Centers.	Salaries and Benefits, Equ MNT and Radio services \$181,177.78 Capital Budget for add Equipment Mnt, Software support, Radio Equipment is \$107,308.55

Reporting:

	Wabash County	Washington County	Waukegan	Western Springs
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Monthly	Yes-monthly	Periodically	Yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Financial, call volume etc.	monthly, call activity, financial, new address	Monthly call volume, as well as 9-1-1 abuse. Monthly treasurer's reports are submitted to the ETSB	The 911 board is on call. An annual budget is required and must be passed by the board. Any expenses not covered by the budget.
3) How much time is required to complete the reports?		3 days	Data collected daily	16 to 24 hrs.
4) Do reports present an accurate image of services offered?		Yes	Accurate amount of call volume is depicted, as well as monthly financial statements	No, service offered are not covered in those reports. Services offered are covered in the police and Fire annual report.
5) Do reports present an accurate image of revenues and expenses?		Yes-To the penny	Yes	Yes
6) Are the reports certified for accuracy?		No	No, but yearly audits are performed and certified	Don't know.
7) Are financial operations of the system audited?	Yes	Yes	Yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	Yes	Yes	Yes
9) Please provide copies of audited reports from 2005 through present		Not released by county	Attached	
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	No	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes, comply with ADA	Yes, but it is not feasible at this time for our county because we cannot afford it, especially if we cannot depend on wireless funds.	Yes, any form of communication when calling 911 for assistance would be helpful	Yes
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	No	Not at this time, but we are looking into cost for upgrades to include this technology	Do not have cost estimates.
4) What impact would this have on staffing and other operational expenses?	More staff needed	Unnown	Will not know until further studies are conducted	Would be considerable expenses to upgrade equipment to provide the ability to receive next generation 911.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	250000	Unknown, have not been able to get that info from vendors at this time	Still in research stages	Do not have cost estimates.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	More money	N/A	In increase in the Wireless Surcharge would assist in communities abilities to properly staff as well as upgrade systems that are forever changing.	Raise the 911 surcharges and make sure it is charged on any device that can call 911.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Money	Financial assistance is needed. Do not change INENA protocol	The continuation of the surcharge money is detrimental for technology upgrades	None

	Wabash County	Washington County	Waukegan	Western Springs
3) What recommendations do you have for the General Assembly to do or not to do?	Give us wireless surcharge that matches local wireline surcharge	Increase PSAP's portion of wireless surcharge and remove any sunset law	An INCREASE and continuation of the Wireless surcharge, and a new tax for VoIP usage	Raise the 911 surcharges and make sure it is charged on any device that can call 911.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes	Not feasible for Washington county because it would require all new equipment and telephone company equipment in order to be compatible with other systems	No, I think that each individual community has the right to receive the dedicated service that as tax payers they expect. Consolidation of 9-1-1 Center's can often become a political nightmare.	No, it should be up to each Village or Town to determine what best fits their needs and what services their Citezens require.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes	Not in Washington county, due to our land mass (565 sq miles) and low population, our networking charges would be more	No, consolidation should not be forced on any community.	It should be up to the villages and systems to determine what best fits their need and ability to provide services.
6) Should the information included on required reporting be changed?	No	No	No, not a problem with this	No
7) If yes, how? What should be removed or added?		N/A		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes!!!	Yes	YES, and an increase in the surcharge should be looked at	It must be continued if 911 system are to continue.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Locals know best!	Contunue on local level, because of the different needs and equipment vary from county to county. The State management would not be cost effective	The 911 services should continue to be governed on the local level.	It should be governed on a local level we have seen that countywide does not work as well as each system manages their needs.
Other Feedback/ Recommendations (please note in detail below):		As I stated earlier, with advancing technology of mobile phones and decrease use of landlines, it only makes sense that wireless companies continue to help fund 911. To update to next generation which concentrates on the use of wireless devices to access 911 will be quite costly. Our wireless 911 call volume is increasing every year. Wireless revenue is needed to keep our 911 system operating even without the upgrade to next generation.	With the current economic status of not only the Sate, but the Nation as a whole, now more than ever it is imperative that local PSAP's continue to receive surcharge money. This money is depended upon by local municipalities to ensure that 911 service is provided with the best technology available.	

Survey Completed by:

Name:	Colby Rigg	Jessica Hasheider	Sue Rose-Sassone	David Dayhoff
Signature:				
Title/ Position:	911 Coordinator	911 Coordinator	911 Director, City of Waukegan	Police Lieutenant
Date Completed:	5/6/2011		5/13/2011	5/4/2011
Telephone Number:	618-262-2501	618-327-4800 x360	(847) 599-2616	708-246-8540
Office Address:	120 E 4th, 62863	P O Box 214 101 E St Louis St Nashville, IL 62263	420 Robert V Sabonjian Pl Waukegan Il. 60085	740 Hillgrove Avenue, Western Spring, IL 60558
Email Address:	colby@wabash911.net	911coord@washingtonco.illinois.gov	sassones@waukeganpd.net	ddayhoff@wspring.com

	<u>Wheeling</u> Urban 93	<u>White County</u> Rural 94	<u>Whiteside County</u> Rural 95	<u>Williamson</u> Rural 96
Survey #	93	94	95	96
Survey Questions	Responses	Responses	Responses	Responses
General:				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative, elimination of the wireless customer surcharge would result in the loss of approximately \$250,000 of	NEGATIVE	NEGATIVE	NEGATIVE !!!!!!!!
1.a If positive, please explain:	revenue annually to the Village of Wheeling. If this was to occur, the Village of Wheeling would need to raise			
1.b If negative, please explain:	its property taxes in order to fund the operations of the Village's PSAP.	I currently have to wait for revenue checks to arrive to be able to pay bills. I could not pay my bills this month. BASIC bills for the 911 NETWORK.	Our number of landline access lines has decrease 13% in the past 4 years, therefore reducing our wireline surcharge revenues dramatically. Without the wireless surcharge our system would not be able to provide the services we currently offer.	75% of our calls are wireless. Landline phones are disappearing at an alarming rate. Without wireless surcharge rural Illinois systems will have to shut down for lack of funds.
Organization:				
1) How many PSAPs do you have in your 9-1-1 system?	Four	1	3	2
2) What is your address?	Wheeling Police Department Community Blvd, Wheeling, IL 60090	108 N. Main Cross, Carmi, IL 62821	Whiteside County 911 Coordinator, 200 E. Knox St, Morrison, IL 61270	300 N. Park Ave. Herrin, Ill.
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Wired-Northbrook Police Dept, 1401 Landwehr Rd, Northbrook, IL 60062 847-564-2060; Wireless-Northwest Central Dispatch, 1975 E Davis Street, Arlington Heights, IL 6005-2854	Calls will roll to Wabash County 911 in the event of an outage.	Each of our PSAP's back up the other depending on the failure. WCSO backs up both SPD & RFPD, SPD backs up RFPD, RFPD backs up SPD	We have no backup PSAPs. See description in 20 below.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	2 Primary, 2 Secondary	1	3 Primary, 1 Secondary	We have two identical PSAPs, both primary that back each other up. Herrin Police answers calls from herrin, Energy and Johnston City. The Sheriff's Department answers calls from the rest of the county with the exception of Marion. Their PSAP, which is part of their own system, answers calls from the city of marion.
Demographics:				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)

	Wheeling	White County	Whiteside County	Williamson
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Our 911 system has two employees, a coordinator and an office manager/ addressing manager. The PSAPs have 8 dispatchers each. Both the office staff and the PSAP staff have remained unchanged for years.
4) Since 2005, how has the number of employees changed by year?	0 Since 2005 we have had 2 dispatchers on each shift: 2 dispatchers on day shift, 2 dispatchers on afternoon shift, 2 dispatchers on midnights	N/A	- STERLING POLICE DEPT PSAP - We have 46 employees, includes 6 FT Dispatchers & 1 PT Dispatcher. We have a minimum of 1 TC on duty & a maximum of 2 per shift. If only 1 on, it is a TF TC. If 2 on -duty, either both are FT or 1/PT & 1/FT. - ROCK FALLS POLICE DEPT PSAP - - We have 27 employees, includes 6 FT Dispatchers and 1 FT Fswing dispatcher/violation clerk. - WHITESIDE POLICE DEPT PSAP -- We have 50 employees, includes 9 FT Dispatchers & 1 PT Dispatcher. We have a minimum of 2 TC's on duty each shift. -Sterling PD - remained the same Whiteside Co SO - Lost 1 FT Dispatch Supervisor	There is a need for up to ten dispatchers at each PSAP but lack of funding prevents any new hiring.
5) What company is the 911 system provider?	AT&T	Frontier	AT&T	Frontier
6) Please provide contact information for the 911 system provider.	John Hunter/John Honan, 911 Sales AT&T Global Services, 4918 W 95th St, Oak Lawn, IL 60453, Ph: 708-229-0386 Toll Free: 888-831-7955, Fax: 847-513-0457, Cell: 708-912-2619, email: jh2175@att.com	Larry Smith, (309) 747-2991	Bob Miller, 911 Operations Manager, 708-229-0385, RX1521@att.com	
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	The Village of Wheeling is 8.74 sq mi, the zip code is 60090-2604.	Wireline: White County and the City Limits of Grayville, Illinois. Wireless: 62844, 62821, 62827, 62835, 62820, 62861, 32867, 62869, 62887, 62871. FUTURE: 62859, 62895.	All area contained within the borders of Whiteside County. 61230, 61243, 61250, 61251, 61252, 61037, 61261, 61270, 61277, 61071, 61081, 61283 portions of 61376, 61042, 61064, 61051, 61014 & 61254	62915, 62918, 62959, 62948, 62922, 62933, 62901,62902, 62921,62924, 62917,62987, 62939, 62949, 62951, 62958, 62974, 62841,62890,62896
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?	We dispatch for Law Enforcement only. We transfer all Fire, Resuce, and EMS to Red Center in Glenview, IL	YES. ALL.	Yes, Law Enforcement, Fire, EMS and other.	comprehensive, law, fire, ems, etc
2) Does your PSAP receive calls from wireline phones?	Yes	YES.	yes - all 3 PSAP's and secondary PSAP	yes
3) Does your PSAP receive calls from wireless phones?	Yes	YES	yes - all 3 PSAP's and secondary PSAP	yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	YES.	yes - all 3 PSAP's and secondary PSAP	yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	PH2	Phase 2 - all 3 PSAP's	phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?			2006 04/26/2004, previously Phase 1	phase 1 in April 2002, started taking phase 2 for ENTIRE county in May 2004, Marion upgraded in 2009 so that they could take their own phase 2 calls.

	Wheeling	White County	Whiteside County	Williamson
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	The total cost of all the new equipment was approximately \$168,000.	\$10,000 +	316650	80000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	In 2007, we upgraded from the positron lifeline 100 to the positron AT&T Viper, which included Phase 2 (The total cost of all the new equipment was approximately \$168,000)	N/A		na
9) Do you plan to convert to Phase 2?		N/A		na
10) If yes, when is conversion planned?		N/A		na
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A		na
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A		na
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Monthly calculations are not needed, but annual numbers by PSAP are attached
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Monthly calculations are not needed, but annual numbers by PSAP are attached
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	na
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?		Wireline.		Landline
5) How many dispatches occur each month as a result of 911 calls? (if available)		250+	- STERLING -On average we receive 575 911 calls per month. Calls are either transferred to another agency(EMS/Fire/Other or handled by the police department - ROCK FALLS - On average we receive 300 911 calls per month. Calls are either transferred to another agency(EMS/Fire/Other or handled by the police department - WHITE SIDE -On average we receive 700 911 calls per month. Calls are Dispatched countywide for non-City of Sterling or Rock Falls PD's or FD's(includes 7 other PD's & FD/EMS's). Some calls are transferred to surrounding jurisdictions or to in county PSAP/Secondary PSAP's	NA
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	na
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	-STERLING -15% -ROCK FALLS - 15% -WHITE SIDE - 34%	na
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	-STERLING -85% -ROCK FALLS - 85% -WHITE SIDE - 66%	na

	Wheeling	White County	Whiteside County	Williamson
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	No. There are shifts that have only one dispatcher on duty to reduce personnel costs.	-STERLING -No. We had been allowed to have 3 PT TC's, funding was cut for 2 of those positions. Therefore, we don't always have 2 TC's on duty all the time or even during the most busy hours. -ROCK FALLS - yes -WHITESIDE - yes	We do the best we can, but based on call volume, we should have at least two more dispatchers at the sheriff's department.
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$.75 Wireline	\$2.00 / line.	0.75	\$1.55 per line per month
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No, 911 surcharge revenues are not sufficient to support the cost of this program. In fact, unless there is an increase in the surcharge rate, the Village will be unable to fund these costs and will have to increase its property tax levy to pay for these services.	NO. I often have to wait for revenue checks to come in and can save NO funds for future upgrades.	Not landline without wireless. Both together are sufficient prior to NG911 costs being incurred.	Yes for now, but our balance has dropped from \$700,000 in 2006 to \$350,000 in 2011. We have begun drastically reducing some areas of the budget. Drastic reduction in revenue forced us to cash in our largest CD to pay the bills in 2010. Without drastic cuts we will have to spend our remaining reserves to stay afloat.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?		Network, equipment, maintenance, personnel.	All costs currently bore by the system must qualify for surcharge coverage or cannot be incurred.	
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Currently, the revenue received from the 911 surcharge is insufficient to fund the entire cost of 911 dispatching. Over the next few years, the Village will have to increase its property tax levy to pay for these services unless there are increases to the wireline and wireless surcharges.	ALL OF THE ABOVE. I fall short each month.	None, there is no other source of revenue to cover non-911 related costs.	Without new revenue, we will have to eliminate the grants to the PSAPS and they will in turn lay off 25% of their dispatchers.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		When the system was initially established, there was the \$2.00 per line 911 fee. This was based on initial studies and start up cost evaluations. We had not experienced severe revenue issues until the land lines began to significantly drop. When someone switches from landline to wireless I lose 71% of my revenue.		Wireline surcharge can not be increased without a referendum. I am not aware of ANY Illinois 911 system that has succeeded in getting an increase. Many have failed. Wireless surcharge should be increased to \$1.50, which would nearly match the wireline.
Reporting:				

	Wheeling	White County	Whiteside County	Williamson
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes, an annual verbal report on funding and operations	My 911 Board meets bi-monthly. Our operations information is passed on to the county board on a monthly basis.	Monthly	The Sheriff and Police Chief are members of the ETSB
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?		Call volume, Income/Expense, Project status reports, legislative updates.	Financial reports showing income/expenses by month.	I provide monthly finance reports of revenue and expenses, then an annual detailed report on spending and revenue by category.
3) How much time is required to complete the reports?	2 Days	4 hrs.	4 hours	Two hours for each monthly report and about 16 hours for the annual reports.
4) Do reports present an accurate image of services offered?	Yes	Yes.	yes	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	YES.	yes	Yes
6) Are the reports certified for accuracy?	No	Verified annually by county auditors.	no	We have an annual audit
7) Are financial operations of the system audited?	Yes	Yes, annually.	yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	YES.	The county audit includes the financial operations of the 911 system.	The ETSB pays for a separate audit. The Treasurer, as custodian of the 911 Fund, also keeps detailed records of all expenses and revenues.
9) Please provide copies of audited reports from 2005 through present	The audit report are 200 pages, they are on our website located here: http://www.vi.wheeling.il.us/Services/FinanceAndAdministration/CAFR.asp	IF NECESSARY, I CAN SUPPLY THESE TO YOU.	attached 2009 audit. Others must be requested due to size.	NA

Next Generation:

1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	Not at this time, we are waiting for a software upgrade from AT&T	NO.	CPE is NG911 Capable, network is not capable	NO
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.		YES. There is a public expectation to meet the future technology advances.	Will be highly beneficial, but will also be costly both in equipment and additional time per call.	Not yet, but in the next few years the technology will be available and used throughout the country. New devices are being invested every month and people expect to be able to contact emergency services with them.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?		We are currently a part of the CSI consortium, a group of 15 911 agencies attempting to upgrade our equipment and services to better serve the public. Our portion to enter into this project was \$26,000. This was ALL The money that we had saved.	No cost estimate available.	No
4) What impact would this have on staffing and other operational expenses?	Unknown	We now have NO savings available for emergency equipment replacement and/or repairs.	It will increase time per call based on information received and how it will need to be disbursed to the appropriate locations.	None, Our call volume could double and we still would not have the money to hire more dispatchers.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	It was paid for at the time we purchased the AT&T Viper.	I NEED THE WIRELESS SURCHARGE TO MATCH THE LANDLINE. AS INITIALLY CALCULATED.	Unknown at this time.	I am chairman of a 15-county regional Next-generation 911 pilot project. We have 21 PSAPs. It would cost about a half million dollars per psap for next gen equipment, but our project costs just two million because we are sharing data centers and networks. We have worked for 4 years on this project

	Wheeling	White County	Whiteside County	Williamson
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?		Provide more funding to allow for better equipment.	More cost effective network to connect more agencies/entities to make information received more easily available to responders.	Theoretically, Marion Police and the Sheriff's Department could share a dispatch center. Politically, it is NEVER going to happen.
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Any and all cost should be user based funding	If's necessary. I'm doing everything I can to keep in the CSI project.	A State wide 911 system that would provide the answering position to the PSAP and have the back room eq at a few sites around the state. Cost recovery could be collected and paid for by state.	Form regional partnerships to share costs. This is possible, because I have done it, but it is NOT easy.
3) What recommendations do you have for the General Assembly to do or not to do?		HELP. Have the wireless surcharge match the initial landline surcharge fee.	At a minimum, extend the cellular surcharge due date. Modify it to include any device that can connect to a 911 network and deliver a 911 call so that this doesn't need to be updated everytime a new technology is developed.	Increase the wireless surcharge and change the formula so that the poor rural 911 systems get more of the money. The city of Chicago has tons of money because they have a surcharge nearly five times greater than the rest of us and 3 million people. The rich collar counties also have the population base. All of the downstate counties with universities have to take the 911 calls from the students, but all of the surcharge they pay goes back to their home city/county. Counties with interstates have to take the calls from Chicago travellers but the city gets the money. they have cameras on every corner while the small rural systems are going broke. Not mine as much as my neighboring systems
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	No, as much as we would like to share equipment we are unsure about legal and liability issues.	YES. We closed our secondary PSAP in 2009 to reduce our expenses. Other agencies can as well.		Yes, where possible. There are counties with 8 or more PSAPs. That is not efficient. However, the law requires every system to have a backup so there are counties with two PSAPs (it's required) even though the call volume would suggest only one is needed.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	No, as much as we would like to share equipment we are unsure about legal and liability issues.	YES. We are entering into a 15 - 911 agency regional project to share future 911 costs and to improve system redundancy and capabilities.	The shouldn't be forced to consolidate unless it is acceptable to them and the entities they serve. Or if a statewide system is developed, then maybe the services could be consolidated to central dispatch locations.	Where possible, sure, but as I mentioned in question four, a sheriff's department still has to have a 24-7 dispatch center regardless of call volume. Their neighboring county does not have the ability to reach all of their agencies by radio or pager. A county that has 5 or more 911 systems should be encouraged to consolidate. that is easier said than done due to politics. Municipalities really like CONTROL more than efficiency.
6) Should the information included on required reporting be changed?	No	I've no idea what is intended for this question. What required reporting to WHOM?	No.	I don't know what reporting is required now.
7) If yes, how? What should be removed or added?		?		Reports that help 911 systems do a better job are fine, but adding busy work to an already over-loaded small system does not make sense.

	Wheeling	White County	Whiteside County	Williamson
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes, the wireless 911 surcharge should not only be continued but increased to provide annual inflationary increases in order to assure proper maintenance of the necessary infrastructure.	YES. It is IMPERATIVE that we collect 911 wireless revenue. HOW ARE WE EXPECTED TO OPERATE???? WE SHOULD "NEVER" HAVE TO WORRY ABOUT THIS FUNDING GOING "AWAY".	Yes, if it is not funded, services that are currently provided will not be able to be funded without it. Do we want 911 centers to close shop?	YES. The sunset should be removed, unless a new funding mechanism is put in place.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	User funded, keep on a local level	*****ANY***** Device that has the capability to call 911 MUST pay the locally established surcharge amount. PERIOD. These estimates and revenue amounts were established for a REASON.	A state wide funding source should be developed so that everyone in the state pays the same fee and it is state controlled like the wireless fund is now - without the ability of any of the funds being swept and used for anything other than the delivery of 911.	There should be a universal tax on every technology that can call 911. There should not be a different charge depending on whether it is wireline or wireless. However, to make that work, there would have to be a two-tier funding system. Half would be based on population and the other half of the money would go into a pool and be divided equally among the 911 systems. Of course the rich counties with high population will scream and the small population counties will get screwed as usual. For example, my region has one seventh of the counties, but only two of the 58 state senators.
Other Feedback/ Recommendations (please note in detail below):		I have no idea how we will continue to operate if this lack of funding trend continues. There are no "911 Specific" grants available to compensate for the loss that we are seeing in our revenue. We are REQUIRED to meet certain standards, yet there is no funding available to help us do this. I CAN NOT UNDERSTAND HOW THIS CAN HAPPEN TO 911 SYSTEMS!!!		

Survey Completed by:

Name:	Jeff Wieder	Julie L. Irwin	Karl J. Kovarik	Ken Smith
Signature:				
Title/ Position:	911 Supervisor	911 Coordinator	911 Coordinator	911 Coordinator
Date Completed:	5/13/2011	5/13/2011	5/13/2011	5/12/2011
Telephone Number:	847-520-2020	618-382-8911 x 240	815-772-5262	618-988-6911
Office Address:	1 Community Blvd, Wheeling, IL	314 E. Cherry Street, Carmi, IL 62821	200 E. Knox, Morrison, IL 61270	300 N Park Ave Herrin, IL
Email Address:	jwieder@wheelingil.gov	julie@whitecounty911.com	kkovarik@whiteside.org	williamsoncounty911@yahoo.com

Survey #	Winnebago County		Winnetka	Woodford County		WSCDC
	Suburban		Urban	Rural		Urban
	97		98	99		100
Survey Questions	Responses		Responses	Responses		Responses
General:						
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative		Negative	This will have an impact on all 911 centers,		Positive
1.a If positive, please explain:						This should give 9-1-1 providers the opportunity to adjust the surcharge to something more realistic, say \$1.75 per number.
1.b If negative, please explain:	Wireless keeps decreasing and with that surcharge revenue. Wireless has exceed wireline in our area & all other the country.		Reduces funding for 9-1-1 operations	Depending on what the decision is will impact on my center, we are struggling now to run this center.		
Organization:						
1) How many PSAPs do you have in your 9-1-1 system?	2		1	1		One.
2) What is your address?	204 South 1st Street, Rockford, IL 61104		410 Green Bay Rd, Winnetka, IL 60093	115 East Court Street in Eureka, IL 61530		400 Park Avenue River Forest, IL 60305-1798
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Winnebago Co., E911. Manned 24/7 Fully redundant.		Northfield 9-1-1	Livingston County 911 until we get to non-manned secondary PSAP in Roanoke, IL		AT&T will route our 9-1-1 traffic to Forest Park, Maywood.
4) How many primary and secondary PSAPs are in your 9-1-1 system?	2 Primary		1 Primary, 1 Secondary (Fire/EMS calls transferred to a central dispatch system)	1 primary and 1 secondary (non-manned)		One primary, no secondary.
Demographics:						
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)		Please complete Part II of the Survey (Table A-1)		38664	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)		Please complete Part II of the Survey (Table A-2)		2005--16,325 2006--14,343 2007--14,322 2008--15,621 2009--13,081 2010--5,394	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)		Please complete Part II of the Survey (Table B)		7 full time and 3 part time at this time we have 2 working from 10am to 4am	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	2005 - 3 2006 - 6 2007 - 9 2008 - 8 2009 - 6 2010 - 10		Has not changed		Increase by 2 full timers in 2009 and in April of 2011 I have to lay off 3 full time dispatchers as we did not have the funds to provide employment	Increased by two across five years.
5) What company is the 911 system provider?	AT & T		AT&T		Frontier	AT&T will route our 9-1-1 traffic to Forest Park, Maywood.
6) Please provide contact information for the 911 system provider.	Paul Stoffels 0389 708-229-		AT&T, 4918 W. 95th St. Oak Lawn, IL 60453 United States of America			AT&T 9-1-1 Services 4918 West 95th Street Oak Lawn, IL 60453

	Winnebago County	Winnetka	Woodford County	WSCDC
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	All of Winnebago County. 61101, 61102, 61103, 61104, 61105, 61106, 61107, 61108, 61109, 61088, 61111, 6114, 61073, 61115, 61080, 61011, 61072, 61112, 61016 For both PSAPS	4.0 sq miles. All within Zip 60093	61321, 61516, 61530, 61545, 61548, 61561, 61570, 61571, 61611, 61725, 61729, 61732, 61733, 61738, 61742, 61760, 61771	AT&T for wireline 60707 - wireless 60305 - wireless 60301 - wireless
Services Offered:				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other____?		LE Only	All, fire ambulance, police, esda, probation and animal control	Yes for Law Enforcement, Fire, EMS
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes - But they present as wireless	Yes	yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2		Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	2006/Previously Phase 1	Phase 2 was established about 6 years ago, we went from Pahse 0 to Phase 1 to Phase 2 carrier by carrier	Phase 1 to Phase 2 in November of 2005	2003 Phase 1
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	We had to update Phone system completely. 1/2 to 1 million	Unknown		No records available for this
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.				NA
9) Do you plan to convert to Phase 2?	NA			NA
10) If yes, when is conversion planned?	NA			NA
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	NA			NA
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	NA			NA
Call Volume:				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	2010 total 3,952 calls range close to 370 a month	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	2010 total 8,489 calls range close to 700 a month	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Included in Wireline & Wireless	Depends on carrier	Included in wireless total	Yes. With Wireline volume.
5) How many dispatches occur each month as a result of 911 calls? (if available)	8,010 per month	141 in April 2011	Around 2530	See Tables E-1, F-1, F-4
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Police--2100, Ambulance-360, fire calls 70	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)

	Winnebago County	Winnetka	Woodford County	WSCDC
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Average 90%	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Average 90%	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	Yes, most days	Most of the time	Yes
Funding:				
1) What is the wireline 911 customer surcharge in the area(s) served?	50 Cents	No surcharge		Elmwood Park: \$1.25 per line River Forest: \$1.50 per line Oak Park: \$1.00 per line
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
Expenses:				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	2006--\$425,773. 2007---\$409,585. 2008--\$442,298 2009--\$416,276 2010--\$421,019.	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Currently, Yes	N/A	NO	No.
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Phone Service Costs, operational equipment, CAD system, maintenance, professional services.	N/A	5 employees, 911 Coordinator, telephone for 911 lines, training on these 5, part of equipment	Circuit/Line costs. Equipment. Partial personnel costs.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Majority of personnel costs. Any expenses pertaining to dispatch. Radio infrastructure.	N/A	Internet, LEADS, 3 employees and benefits, some training	Partial Personnel costs. Maintenance, contractual services.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	It depends on needs for equipment upgrades.	N/A	All I can supply is my opinion is lasd line at least double what we are getting and cellular should be what ever land line is for each county	WSCDC 2011 Budget of \$2.9 million. Surcharge fees covered just over \$1.5 million. The other \$1.4 million came from real estate property tax. Need to lessen the burden on the property tax payer and increase the surcharge fee for both wireline and wireless to a flat fee of \$2.25 (same for both). Doing so would have raised the 2010 revenues from surcharges to just over \$1.9 million, almost two-thirds of budget. See attached WSCDC Survey Worksheet.
Reporting:				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes/ Monthly	No	Monthly to my ETSB	PSAP reports to the Executive Board made up of member villages.

	Winnebago County	Winnetka	Woodford County	WSCDC
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Monthly call volume RPT wireless, wireline non-emergency. Monthly Financial Expenditures.	N/A	Monthly on budget, bills, number of calls by each fire, ambulance, police. Number of land line, cellular and admin calls taken	Monthly, covering Call Summary (wireline, wireless, etc.), Incident Summary by agency (Police, Fire), EMD Quality Assurance both intake and dispatch.
3) How much time is required to complete the reports?	1 hour - jointly	N/A	5 hours	1 - 1.5 hours
4) Do reports present an accurate image of services offered?	Yes	N/A	yes	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	N/A	yes	Revenues and Expenses are not reported monthly
6) Are the reports certified for accuracy?	No	N/A	yes	Internally, Yes
7) Are financial operations of the system audited?	Yes as part of the county audit	N/A	yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	N/A	Both at county level and our ETSB also has separate audit	WSCDC is audited annually by independent CPA
9) Please provide copies of audited reports from 2005 through present	Unavailable at this time	N/A		Attached 2005-2009 2010 Audit is not yet complete
Next Generation:				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	NO	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	With proper staffing, training, equipment it could be helpful, moreover it could hinder operations as well.	Yes	Yes we need to be able to provide what the public believes we are	Yes, more for first responders and dispatchers than callers.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	No	NO	NextGen standards have yet to be determined/finalized. Until that happens realistic cost estimates cannot be made.
4) What impact would this have on staffing and other operational expenses?	Definite impact on staffing. This opens a new door to call handling making it more. Complicated, less verbal communication, more citizens wanting to send videos, texting equipment change is required to accommodate texting & video.	Would need additional staff and equipment	More multi tasking and more time consuming	Operational expenses will increase.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Still work on what costs will incur. However, every agency including ours will have to upgrade very costly CPE, CAD to accommodate NG.	Unknown	UNKNOWN	NextGen standards have yet to be determined/finalized. Until that happens realistic cost estimates cannot be made.
Recommendations:				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Don't allow Clecs on llocs to deliver calls unless they deliver them in the manner that wireline present.	Regionalization	More funding to provide the proper equipment and services the citizens believe they have	Continue to pursue interoperability on a regional basis. Improve cell phone caller location capability (Phase II)
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Extending the wireless sunset clause. Collecting surcharge from prepaid phones ensuring surcharge & more robust regulation on voIP provisions.	State funding for regional answering centers. Eliminate unfunded mandates.	Funding, we at this time do not have enough moneys to be able to employ the number we feel we should have so how are we to be able to provide equipment for these services	NextGen standards have to be determined/finalized. PSAPs can then plan systems upgrades, adjustments as required to migrate to NextGen. Funding sources must be identified and adjusted to meet increased costs.

	Winnebago County	Winnetka	Woodford County	WSCDC
3) What recommendations do you have for the General Assembly to do or not to do?	Keep vigilant of the needs of PSAPs especially revenue issues.	Provide funding for NG911, eliminate unfunded mandates.	Funding and grants and increase of surcharge	Adjust Wireless 9-1-1 Surcharge to a more realistic amount. Make VoIP carriers pay their fair share for 9-1-1 services. Make prepaid phone providers also pay fair share. Ensure that 9-1-1 Surcharge revenues are dedicated to 9-1-1 services only and not co-mingled with general funds.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes PSAP do share equipment.	Our Yes. Regionalization reduces duplication	Undecided	Smaller PSAPs can benefit from regional consolidation where the communities/agencies are adjacent or contiguous.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Sharing equipment is a definite possibly, 911 system consolidating is not.	Yes. Regionalization reduces duplication	Undecided	See above response. Where size is not a driver there must compelling reason to consolidate. This can be common regional security concerns, fire protection district interests, etc.
6) Should the information included on required reporting be changed?	Im not sure at this point.	Yes. Reports to the ICC should only be required if there are substancial changes	Undecided	Streamline as much as possible.
7) If yes, how? What should be removed or added?	Unknown	See above		Redundancy in data reporting.
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutely! Without wireless surcharge, 911 will most definitely become the burden of the city, county, state or country. In order to survive.	Yes	Most definitely	Yes, but in a realistic amount to reflect current costs of providing emergency call taking, response, and incident management.
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Federal Government needs to get a handle on regulating all means used for sending calls to 911 and ensuring that surcharge is collected & paid.	All 9-1-1 funding should come from uniform surcharges applied at the state level and distributed to regional 9-1-1 answering points.		I think 9-1-1 should be governed at two levels, local and statewide. Local ETSBs may be municipal (large-medium-small), county, rural, or some mix of each. They must respond and act on the unique needs of their jurisdictions. To ensure that 9-1-1 systems can 'talk' to each other at both the voice and data levels, the State should maintain standards, much the same way the computer industry sets standards for operability. NextGen9-1-1 standards are being developed by APCO and NENA for the 9-1-1 community. The application of these standards should be ensured statewide.
Other Feedback/ Recommendations (please note in detail below):				

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