

Emergency Telephone System Board (Dept. 29)



Theresa K Schulte, ENP CPE
Director

Funded By: The 911 Surcharge on both Landline and Mobile Phone Service

Mission Statement: *To plan, implement, control, maintain, and upgrade software, hardware, and network infrastructure to meet the current and future demands of the Enhanced 9-1-1 telephone system for the entire County of McHenry.*

Department Created By: *Illinois State Statutes (50 ILCS 750/) Emergency Telephone System Act*

Classification – Public Safety

Background: The McHenry County Emergency Telephone System Board (ETSB) is a thirteen-member board with representation from each of three McHenry County Public Safety Answering Points, McHenry County Police Chief's Association, McHenry County Fire Chief's Association, McHenry County Emergency Management Agency (EMA), McHenry County police and fire agencies, and a citizen at large appointed by the McHenry County Board.

Functions: MANDATED BY STATE STATUTE

- **Design:** It is the responsibility and authority of the ETSB to design, monitor and enhance the Emergency Telephone System to ensure it is servicing the needs of the general public and public safety agencies.
- **Data Maintenance:** Review and maintain the coding of an initial Master Street Address Guide database which provides location information to the public safety answering points, local law enforcement, and fire and rescue agencies.
- **User Support:** The ETSB is responsible for ensuring the correct hardware and software is functioning at all public safety answering points, and local public safety agencies assist with answering 911 calls. The equipment and software is owned and maintained by the ETSB when system failures should occur.
- **General System Support:** Responsible for procuring the products and services necessary for the implementation, upgrade and maintenance of the E-911 system, and any other purpose related to the operation of the system. Other purpose expenses can include the costs attributable directly to the construction, leasing or maintenance of any building or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel and equipment that is dispatched in response to an emergency call.

2024 Highlights

- Implemented the Statewide ESINet Next Generation 9-1-1 network within the three (3) Public Safety Agencies (PSAPS) in McHenry County.
- Implemented Field Ops to provide Chief Officers with critical access to active law/fire incident information.
- Assisted Southeast Emergency Communications Center with the build out and renovation of their center to enhance efficiency, redundancy, and countywide backup solutions.
- Assisted McHenry County Police and Fire agencies utilizing the StarCom radio system with equipment expenses and annual maintenance fees. (*ETSB STC 5-N2*)
- Implemented the US Digital Station Alerting Reimbursement program for the fifteen (15) fire districts within McHenry County.

2025 Goals

- Implementation of Rapid Deploy integrated 9-1-1 and CAD mapping and 9-1-1 analytics Q1.
- Implementation of MABAS/IFERN Radio Enhancements to enable the three (3) Public Safety Agencies (PSAPS) in McHenry County to have radio communication with all Fire/EMS agencies when in neighboring counties.
- Implementation of STARCOM21 GPS to facilitate GPS location of portable radios for agencies opting in to provide a more accurate location for first responders to enhance responder safety.
- Effectively administer the Starcom21 Grant program to participating agencies.
- Effectively administer the US Digital Station Alerting Reimbursement program for fifteen (15) fire districts within McHenry County

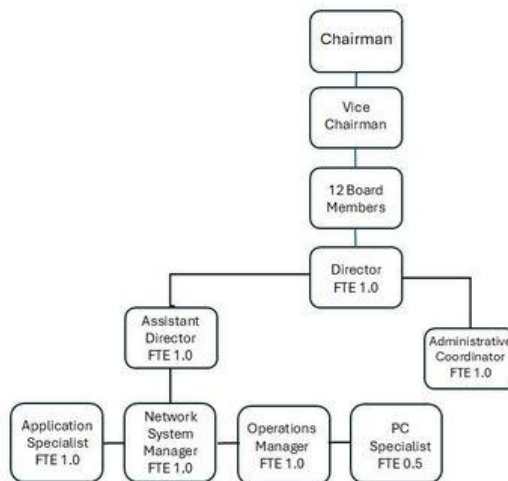
Performance Measures

Performance Indicators:	2023 Actual	2024 Projected	2024 As of 6/30/24	2025 Projected
Public Safety Answering Points (Dispatch Centers) Supported by ETSB Services	3	3	3	3
911 Calls Processed (Voice)	102,510	100,000	46,968	100,000
911 Calls Processed (Text)	459	0	139	400
Number of Police Incidents Dispatched (*includes traffic stops, business checks, subdivision checks, foot patrol, bar checks, school checks)	234,558	225,000	115,349	230,000
Number of Fire Incidents Dispatched	43,664	45,000	21,187	44,000
Police Agencies Supported by ETSB Services	26	26	26	27
Fire Agencies Supported by ETSB Services	15	15	15	15
ETSB Help Desk Tickets Processed	2,567	2,500	1,489	2,750

Full Time Equivalents History

Job Title	2022-23	2023-24	2024-25
	FTE	FTE	FTE
Director of ETSB	1.00	1.00	1.00
Assistant ETSB Director	1.00	1.00	1.00
ETSB Application Specialist	1.00	1.00	1.00
Administrative Coordinator	1.00	1.00	1.00
ETSB Operations Manager	1.00	1.00	1.00
ETSB Network System Manager	1.00	1.00	1.00
ETSB PC Specialist	0.50	0.50	0.50
Total Dept 29 - Emergency Telephone System	6.50	6.50	6.50

Organizational Chart



County of McHenry
2025 Proposed Budget
29 - ETSB

Category	FY2022 Actual	FY2023 Actual	FY2024 Appropriated	FY2024 Actual (YTD)	FY2025 Budgeted
<i>ETSB Fund</i>					
80 - Fees & Charges for Service	5,195,233	6,064,388	4,680,000	2,887,171	4,800,000
95 - Interest Earnings	172,870	637,934	200,000	460,777	475,000
96 - Misc. Income	307	-	-	-	-
91 - Utilization of Fund Balance	-	-	2,802,865	-	3,823,242
Revenue	5,368,410	6,702,322	7,682,865	3,347,948	9,098,242
30 - Personnel	494,457	662,290	718,866	426,586	764,642
40 - Contractual	3,333,995	3,468,903	5,796,600	5,056,467	5,822,250
50 - Commodities	29,228	101,710	167,400	28,486	161,350
60 - Capital Outlay	4,329	117,897	1,000,000	528,669	2,350,000
62 - Depreciation	432,430	234,961	-	-	-
Expense	4,294,439	4,585,761	7,682,866	6,040,209	9,098,242

To View Interactive Budget (both Financial and Non Financial Information)

<https://mchenrycountyil.openbook.questica.com/#/spotlight/efe8db06-7ac6-45bc-9f0f-845fa5d1f6d0>