

Cook County Emergency Telephone System Board
Enhanced 9-1-1 Emergency Service for Cook County



Location, Location, Location

What happens if a caller is unable to speak? Location Information Is Vital!

If a person can dial 9-1-1 from a home telephone but may be unable to speak, the telecommunicator at the 9-1-1 center is immediately able to view the address and telephone number (on a computer screen) and can determine the exact location from which the telephone call is being placed.

If a 9-1-1 call is placed from a cellular phone and the caller is either unable to speak or does not know their location, the Phase II wireless system (which Cook County was the fourth in the nation to implement this technology in March, 2002) at the 9-1-1 center is able to plot the location of where the call is being placed by using a digital street map at the 9-1-1 telecommunicator's station.

Using GPS technology

(Global Positioning System) has become the most accurate way of determining the location of a cell phone caller within a radius of approximately 150 feet. In newer cell phones a GPS chip is standard. The Network Solution system utilizes radio signals to antennas and is accurate within approximately 500 feet. Each cell phone carrier uses one of these two systems.

The combination of the computer mapping and the Phase II wireless service allows telecommunicators at the 9-1-1 center to identify, with reasonable accuracy, the location of any wireless caller in the county. Police, fire and /or ambulance services are then dispatched to the location.

Cook County has been a leader in utilizing state-of-the-art technology.

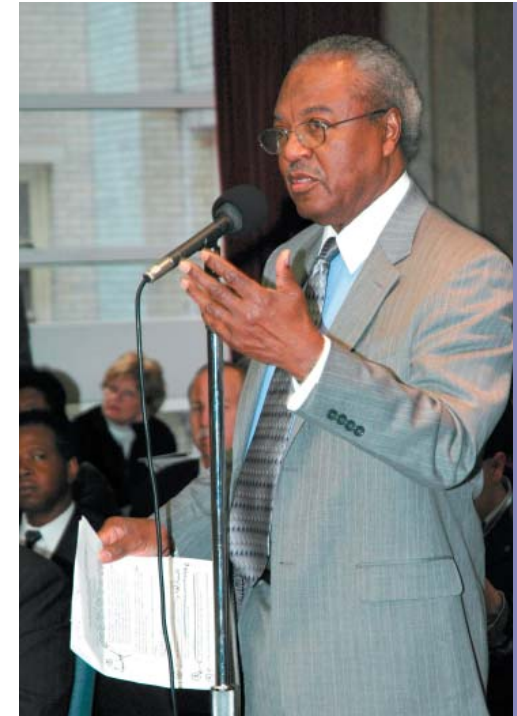
Covering All the Bases

Cellular Phones and 9-1-1 Telecommunicators

There are seven wireless companies doing business in Cook County:

Using GPS (Global Positioning System)	Using Network Solution System
Nextel U.S. Cellular	AT&T T-Mobile
Sprint Verizon	Cingular

Cook County's implementation of wireless 9-1-1 service at the Phase II level assures efficient and expedient service regardless of the cell phone carrier!



On December 14, 2004, Al Pritchett, Chairman of the ETSB Board presented an annual report on the County's 9-1-1 system, highlighting the significant accomplishments for 2004 to President John H. Stroger, Jr. and the Cook County Board of Commissioners.

From the Board's Chair

On behalf of the ETSB Board of Directors, we're pleased to present the premiere issue of our 9-1-1 newsletter, *Answering the Call*. We certainly hope this quarterly newsletter will keep you informed and up-to-date on the news and announcements surrounding Cook County's enhanced 9-1-1 emergency service. In this and upcoming issues, we'll showcase and feature news regarding the telecommunications staff and communications center, the ETSB, recent accomplishments and items of interest concerning the municipalities that we serve on a daily basis.

Inside this first issue there are photos of the ETSB Board of Directors. I feel that it's important for you to know the group of individuals who have volunteered their time and worked tirelessly, in some cases for almost 12 years. They are the very core of the ETSB and without them many of the accomplishments that have been achieved would certainly not have been possible. Each Board member deserves a great deal of thanks for their dedication.

Their efforts and insight have made this publication possible.

Emergency Telephone System Board
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COOK COUNTY EMERGENCY TELEPHONE SYSTEM BOARD



A Brief Dialogue with Morrie Farbman . . .



On how his background prepared him for the job of the ETSB Executive Director . . .

"My entire career has been in public safety. I started at the North Maine Fire Department in 1974 and worked as a firefighter, a paramedic, the Fire Marshal and then I was the Fire Chief for 13 years. Fire departments have a communications operation very similar to a police department. Our fire department joined with seven other departments to form RED (Regional Emergency Dispatch), which was a

combined communications center for fire, ambulance and 911 calls. The Fire Chiefs met on a monthly basis, and I was very active on the communications committee." *On the most rewarding aspect of his job . . .*

"I enjoy working with the individuals on the ETSB Board because they are very professional, dedicated and are deeply committed to providing the best service for the citizens in the communities they serve. It's a joy to work with people who allow me to do my job and are supportive in every way." *On the telecommunications staff at the 9-1-1 Center . . .* "The telecommunicators are a wonderful group of people.

They're extremely patient and understanding. When they answer the telephone they really never know what they may be confronted with because calls can range from people threatening suicide, medical, fire and police emergencies, domestic violence, kidnapping, burglaries, car accidents and the list goes on. These dedicated individuals know how to deal with people in stressful situations and they know how to get information from them in order to help them. They really care about their work and in particular, the people at the other end of the telephone."

Getting to know . . .

Jon Mahon
Supervisor of Communications, 9-1-1 Center



working in the department he says is the fact that, "We all get along. The shifts are long and you spend more hours here than you do with your family some days. We try to help each other out to make the job easier."

Jon also comments, "now that I have kids, I realize how important family is because we deal with a lot of domestic violence situations at the 9-1-1 Center. Often, we're dealing

with kids that are abused and neglected. It makes your own family just that much more important."

In his spare time Jon likes to play softball, basketball and go bicycle riding with his three children.

The ETSB Board

(Year Appointed to Board)

- Albert Pritchett
Chairman
(1993) 
- Grace Colbert-Mauldin
Treasurer
(1993) 
- Willie Carter
(2003) 
- Arthur Jackson
(1993) 
- William Huffman
(1993) 
- John Kozaritz
(2001) 
- William G. Little
(1993) 
- Marjorie O'Dea
(2003) 
- John J. Robberson
(1999) 

We've Come A Long Way . . .

The ETSB (Emergency Telephone System Board) was established in April 1993 with nine board members appointed in September of that year by the Cook County Board of Commissioners. The ETSB was charged with planning, coordinating and supervising the implementation, upgrading and maintenance of the E9-1-1 telephone system. The Board receives monies from a surcharge imposed under the Emergency Telephone System Act and is responsible for disbursements of the funds. Services are provided for approximately 143,000 residents for all Unincorporated Cook County and the municipalities of Dixmoor, Ford Heights, Golf, Northlake, Phoenix, Robbins and Stone Park. A total of 116,729 calls were answered

in 2004 at the 9-1-1 center. Since the Board's inception in 1993 there have been many significant accomplishments including (but not limited to) the following:
Intergovernmental Agreement — In 1996 the ETSB, Cook County, Cook County Sheriff's Police Dept., Illinois State Police, Illinois Central Management Services entered into an intergovernmental agreement creating the Combined Communications Center, (11,700 square foot center) located in Des Plaines, Illinois. This state-of-the-art communications center was completed in December 1996 and began accepting 9-1-1 calls in March 1997.
Computer Aided Dispatch System (CAD) — The ETSB and the County Sheriff

installed a CAD system in the Communications Center in 1998. This system allows the dispatching and tracking of police, fire and ambulance units, mapping functions, and incident records management.
Grant Program — In order to provide consistent and efficient 9-1-1 services, the ETSB recognized that secondary communications centers (part of the ETSB's system) needed to maintain minimum equipment standards. To date, the ETSB has awarded close to one million dollars in grants to provide equipment to a number of communities under its jurisdiction.
Wireless Phase I and II Implementation — The Cook County 9-1-1 Center became the fourth in the nation in March 2002 to provide Phase

II wireless 9-1-1 call location technology for its service area. Telecommunicators are able to determine the location of a 9-1-1 cell phone caller plotted on a map at their telecommunicator's position, utilizing the CAD system.
Commission on Accreditation for Law Enforcement Agencies (CALEA) — The Combined Communications Center became one of only 17 centers in the nation to receive this Public Safety Communications Accreditation in July 2003.
Public Education — All schools (K-12 grades) within the ETSB's jurisdiction receive 9-1-1 public information materials on a regular basis. The ETSB is very proud of its accomplishments thus far and is certain that 2005 will provide further milestones for the Cook County 9-1-1 system.

Third Watch Fact

Third Watch is the 2:30 – 10:30 PM shift at the Communications Center and it's the busiest shift of the day. In the one hour time slot between 5:00–6:00 PM, the center receives an average of 799 calls per month.

Would You Care To Comment?

We'd like to hear from you! Send us your questions, comments and/or suggestions for *Answering the Call*. Simply e-mail Morrie Farbman at mfarbman@mc.net

Answering the Call

Produced by the Cook County Department of Public Affairs and Communications for the ETSB Board

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