

RANDOLPH COUNTY E 9-1-1

News about the Randolph County Emergency Telephone System 9-1-1 Administrator Cindy Wagner

911 PROCLAMATION

WHEREAS, protecting the lives of citizens is one of government's fundamental responsibilities. In times of emergency, citizens must have a quick way to contact police, fire and emergency medical responders.

The 9-1-1 emergency number fulfills this need and proves its value each and every day throughout the County; and

WHEREAS, following a county-wide referendum, the Randolph County Board adopted the Resolution making a commitment to implement a 9-1-1 Emergency Telephone system; and

WHEREAS, the Randolph county 9-1-1 Emergency Telephone system accepted the first 911 call on October 4, 1994 at 9:11 a.m., making it possible to save more lives and to increase the public's confidence in local emergency response systems. The Randolph County 9-1-1 system has enabled county-wide communities to respond to a greater number of emergency calls with added efficiency and lower costs to the public;

NOW, THEREFORE, BE IT RESOLVED, The Randolph County Board hereby recognizes the 20th Anniversary of the Randolph County 9-1-1 Emergency Telephone System to be celebrated on September 26, 2014; and

BE IT FURTHER RESOLVED, that the Randolph County Board and the Randolph County Emergency Telephone Systems Board do hereby recognize the 20th Anniversary of the Randolph County 9-1-1 Emergency Telephone system and extends its sincere appreciation to the dedicated men and women who handle life threatening calls with much expertise, composure, and efficiency.

Dated this 26th day of September, 2014

David Holder
Randolph County Board Chairman

Steps to building the Randolph County 911 system

County Wide Addressing Grid: Assessor Office aerial maps were printed and an addressing grid was established. Postal addresses were provided by the United States Post Office (all of which were rural box numbers).

Rural Road: County roads were reviewed and named.

Master Street Address Guide: Required every road in the County was listed, broken down by high/low range and tagged with an emergency response number. The data was then downloaded into the telephone company database. The ICC required 99% accuracy of the MSAG and 911 database before going on line.

Answering Points: There were 4 answering points established. #1—The Randolph County Sheriffs Department. #2 Sparta Police Department. #3 Chester Police Department. #4 MedStar Ambulance.

911 Equipment: Enhanced 911 equipment was selected, installed and tested.

Mapping System: 911 Office staff attended AutoCAD courses in order to build the mapping system.

Telecommunicator Training: Telecommunicator training on protocol of 911 call handling was required.

1990 Referendum

The Randolph County Board realized the need to establish an Enhanced 9-1-1 System in Randolph County. (The surcharge—.98 cents a month per phone line.) This referendum was presented to the citizens and passed in November, 1990. Over the next 3 years:

- The Randolph county 911 Emergency Telephone System Board was established. Chester Police Chief, Jack Houghlan was appointed Chairman.
- Randolph County 911 E. T. S. B. hired Coordinator, Jack Lindsey and rural addressors, Cindy Wagner and Lisa Ranta.
- GTE was chosen as the provider of the systems Enhanced 9-1-1 equipment.



Our First Year

- After receiving the first 9-1-1 call on **October 4, 1994** the Randolph County PSAPS handled approximately 7,000 calls
- All phones were landline phones that were plugged into a wall jack.
- Our telephone companies were GTE, Harrisonville and Egyptian.

National Public-Safety Telecommunications Week

Mark your calendars now. April 12-18, 2015 will be celebrated as
National Public-Safety Telecommunications Week next year.

1994-2000

The 911 Office continued to work with the answering points and phone companies to maintain database accuracy. Toni Diercks joined the 911 Office staff. Much progress was made towards the advancement of the 911 mapping system. Educational presentations were given to schools and organizations. In 1998 the 911 equipment was approaching 5 years, the E. T. S. B. began the long task of procuring new equipment bids and equipment presentations. GTE was chosen as the new equipment provider. Coordinated efforts began to install new state of the art 911 equipment at the answering points.

2000-2007

Retirement—Jack Lindsey, 911 Coordinator retired.

Office Staff—Cindy Wagner was promoted to 911 Coordinator. Sherry Craig was hired as the 911 Chief Clerk. Database accuracy, mapping advancements, ICC filings, Public Awareness and Public Education were just a few of the daily tasks which continued for the 911 Office. The Emergency Telephone Systems Board and 911 Office continued to stay abreast of the latest 911 equipment technologies. In 2005 request for proposals for new 911 equipment were released. After the E. T. S. B. reviewed projected budgets and 911 data analysis it was determined reorganization of 911 answering points would be necessary. The Randolph County Sheriff's Department—PSAP #1. The Sparta Police Department—PSAP #2. Any medical call needing pre-arrival would be transferred to MedStar Ambulance. PSAPS 1 & 2 would back up each other. Verizon, formerly GTE, was chosen to be the equipment provider.

2008-2012

Fire Dispatching system—The Randolph County Sheriff's Department and the Sparta Police Department realized the need for an upgraded radio system. Through coordinated efforts between the Randolph County Fire Association, 911 E. T. S. B. member, Curt Guebert (and Fire Association Representative) E. T. S. B. member and EMA Director, Nancy Schilling, new radio consoles, towers and fire department dispatch equipment was selected and installed. The new radio selection and install involved a tremendous amount of work by all parties. At completion both PSAPs and each Fire Department's radio dispatching system was a much more streamline, workable system.

Our success depends on people like you, whose commitment, skills and positive energy make great things happen.

**2012-2014**

Statewide 911 E. T. S. B.'s and 911 Offices began a strong effort to continue educating our leaders on the issues facing 911 regarding: text 911, automatic crash notification, imagery forward capabilities and many other technological advancements. In 2012 the National Emergency Number Association, the Illinois Commerce Commission, and a host of landline and wireless phone companies began discussions regarding the future of 911 call delivery and handling. 911 voices were heard across Illinois. A 911 Advisory Board was established in 2014. The Advisory Board will review 911 data compiled by each County and make recommendations to the State regarding future funding.

Wireless Calls

2001—Randolph County 911 began accepting wireless 911 calls. Telecommunicators were soon noticing a considerable percentage of 911 calls were from wireless phones. This presented many challenges to the answering points regarding caller location. Each year advancements have and will continue to improve wireless technologies. Please note the following regarding wireless 911 services:

- Any charged cellular device can call 911, regardless if active.
- Location accuracy can be complicated by many factors, therefore be ready to provide your location. If you do not know your location be aware of your surrounding in order to give important directions.
- Texting 911 will not transmit to the Randolph County PSAPS at this time. An attempt will prompt a return text stating to call 911.



Randolph County Telecommunicators

Randolph County Sheriff Department, Mike Hoelscher, Sheriff

- 2004 Mary Beam
- 2009 Mary Weiser
- 2009 Nancy Ashley
- 2010 Nicole Berkbigler
- 2012 M. Starr Schlesinger
- 2013 Bradley Gielow

Sparta Police Department, Sean Lukes, Chief

- 1998 Denise Shields
- 2001 Melissa Kempfer
- 2007 Kelli Wright
- 2012 Kevin Otten
- 2013 Amy White
- 2014 Michelle Foster

MedStar Ambulance, Charlie Kelley, President

- 1991 LaRae Wofford
- 1992 Trecia Hanna
- 1994 Patty Ostendorf
- 2004 Jacqueline Kelly
- 2005 Jadae Adams
- 2005 Ben Dahlem
- 2005 Jason Laut
- 2008 Andrew Dahlem
- 2010 Brittany McKenzie
- 2013 Amber Prather
- 2013 Samantha McDonald
- 2013 Jamie Hudson



Telecommunicator Training

- Annual 80 hour telecommunicator training is available annually.
- EMD and continuing education hours are completed on an annual basis by telecommunicators.
- TTY training sessions were held in July and August, 2014
- Lawman mapping training sessions were held in July and August 2014
- On-Star training open in July and August

Telecommunicators Retired with 20 plus years of service

- 1975-2011 Betty Lefler RC
- 1975-2011 Joan Dotson RC

A Note From Our Chairman

"In 1991 the citizens of Randolph County voted to approve a \$.98 surcharge to fund the Randolph County Emergency 911 system. Since that time Randolph County E 9-1-1 has been delivering the highest quality of E 9-1-1 service available to our citizens. Randolph County E 9-1-1 faces many challenges in the future, including updating to next generation equipment to accept 9-1-1 texting and other data sent to the 9-1-1 call centers. On behalf of the Randolph County E 9-1-1 board and staff members I would like to thank the Randolph County citizens for their past and continued support. You can be assured that the E 9-1-1 board and staff will continue to provide the highest quality of service available to the citizens of Randolph County."

Lyn Thies

Randolph County E. T. S. B. Chairman

1991 Emergency Telephone Systems Board members

Jack Houghlan
Charlie Kelley
Bill Jarrett
Rich Schroeder
Ron Fuentes
Ben Picou
Betty Lefler

Randolph County 2013 Call total **8758**

The Randolph County Sheriff's
Office average monthly call
total is 581.

The Sparta Police Department
average monthly call total is
148.

Wireless calls have risen by
70% from 2001 to 2013.

2014 Emergency Telephone Systems Board members

Lyn Thies
Curt Guebert
Nancy Schilling
Brian Adams
Charlie Kelley
Mike Hoelscher
Ryan Coffey
Dr. Marc Kiehna
Mark Prange

Randolph County E. T. S. B. Chairpersons

1991-1997 Jack Houghlan
1997-2000 Charlie Kelley
2000-2008 Neil Birchler
2008-2012 Charlie Kelley
2012-2014 Lyn Thies