

Attachment A: 9-1-1 System Manager Duties and Responsibilities

The ETSB has responsibility for a number of public safety communication tasks including:

- Implementation of 9-1-1 at Addison Consolidated Dispatch Center (ACDC) and DuPage Public Safety Communications (DU-COMM) collectively known as Public Safety Answering Points (PSAPs).
- Coding all addresses into the Master Street Address Guide (MSAG) for maintenance of the 9-1-1 System.
- Providing a computer aided dispatch system (CAD) for the PSAPs to assist with dispatching 9-1-1 emergency calls to police, fire and EMS emergencies.
- Collecting, budgeting, and expending 9-1-1 surcharge fees.
- Maintain all call handling agreements with adjacent jurisdictions and filing the mandatory Illinois State Police (ISP) and Illinois Commerce Commission (ICC) regulatory filings on an annual basis.
- Providing 9-1-1 customer premise equipment (CPE) and logging recorder to the PSAPs to receive and dispatch 9-1-1 calls.
- Construction and maintenance of a high-speed data network that connects participating public safety agencies to the CAD system.
- Maintenance of a fixed asset inventory and depreciation schedule in compliance with the Government Accounting Standards Board (GASB34).
- Conducting an annual audit by an outside auditor.

The ETSB will meet these responsibilities through their agent, the 9-1-1 System Manager (Manager). The Manager facilitates DuPage ETSB policies, contracts and other activities through intergovernmental cooperation and coordination with other local, state and federal agencies. Work is performed under administrative direction of the ETS Chair. The 9-1-1 Manager will be responsible for the implementation of the changes recommended and adopted as a result of any study or strategic plan.

The 9-1-1 System Manager directs the activities of the 9-1-1 System and staff based on the ETSB Board Resolutions or direction in the areas of:

- Supervision of ETSB staff;
- Budget implementation and management in accordance with County policy and ordinance;
- Financial accounting,
- Long-range financial planning,
- 9-1-1 System Design,
- Maintenance and upgrade including telecommunication equipment,
- The Master Street Address Guide (MSAG),
- compliance with State and Federal Regulations regarding 9-1-1 System and primary PSAP operations.

Maintenance and support for:

- Network,
- Computer Aided Dispatch (CAD) application and hardware
- and ancillary software systems including but not limited to: Mobile for Public Safety (MPS), logger, Fire Station Alerting (FSA), Emergency Medical Dispatch (EMD) as required or allowed by statute.