

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-020  
Previous Policy #: New  
Effective Date: February 12, 2025  
Revised:

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## Emergency Telephone System Act 9-1-1 System Manager

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### Purpose:

For the Emergency Telephone System Board (ETSB) to ensure compliance with the Emergency Telephone System Act (ETSA) 50 ILCS 750 and companion administrative rules for statutory requirements for designating a 9-1-1 System Manager.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act (ETSA)  
EX-003B-89 Amending Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Scope:

This policy shall apply to the ETS Board, Executive Director, staff and all users of the 9-1-1 system including but not limited to employees of ACDC and DU-COMM, police and fire agencies that are members of the 9-1-1 System and county agencies that work with the ETSB.

### Definitions:

9-1-1 System Manager: as stated in 50 ILCS 750 Emergency Telephone System Act (ETSA) means the manager, director, administrator, or coordinator who at the direction of his or her Emergency Telephone System Board is responsible for the implementation and execution of the order of authority issued by the Commission or the Statewide 9-1-1 Administrator through the programs, policies, procedures, and daily operations of the 9-1-1 system consistent with the provisions of this Act (ETSA).

County Board: Shall refer to the DuPage County Board.

First responder: means someone designated by a public safety agency who is charged with responding to emergency service requests, including emergency communications professionals, public safety telecommunicators, public safety telecommunicator supervisors, police, fire, and EMS personnel who operate in the field.

PSAP representative: means the manager or supervisor of a Public Safety Answering Point (PSAP) who oversees the daily operational functions and is responsible for the overall management and administration of the PSAP.

Point of Contact (POC): Generally one person in an PSAP or member agency designated as the individual responsible to coordinate training for the agency.

Public safety telecommunicator: means any person employed in a full-time or part-time capacity at an answering point whose duties or responsibilities include answering, receiving, or transferring an emergency call for dispatch to the appropriate emergency responder.

Public safety telecommunicator supervisor: means any person employed in a full-time or part-time capacity at an answering point or by a 9-1-1 Authority, whose primary duties or responsibilities are to direct, administer, or manage any public safety telecommunicator and whose responsibilities include

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answering, receiving, or transferring an emergency call for dispatch to the appropriate emergency responders.

System: means the communications equipment and related software applications required to produce a response by the appropriate emergency public safety agency or other provider of emergency services as a result of an emergency call being placed to 9-1-1.

## POLICY

### I. Policy Statement

The Emergency Telephone System Act (ETSA) 50 ILCS 75015.4(b) provides for powers and duties of the ETS Board,

- (b) The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:
- (1) Planning a 9-1-1 system.
  - (2) Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems.
  - (3) Receiving moneys from the surcharge imposed under Section 15.3, or disbursed to it under Section 30, and from any other source, for deposit into the Emergency Telephone System Fund.
  - (4) Authorizing all disbursements from the fund.
  - (5) Hiring any staff necessary for the implementation or upgrade of the system.
  - (6) (Blank).
  - (7) Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

This policy shall be specifically concerned with Section 15.4(b)(7):

Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

### II. Designation of 9-1-1 System Manager

ETSA specifically defines the 9-1-1 System Manager as: “means the manager, director, administrator, or coordinator who at the direction of his or her Emergency Telephone System Board is responsible for the implementation and execution of the order of authority issued by the Commission or the Statewide 9-1-1 Administrator through the programs, policies, procedures, and daily operations of the 9-1-1 system consistent with the provisions of this Act (ETSA).

For DuPage ETSB, the 9-1-1 System Manager is the Executive Director of the ETSB.

### III. Responsibilities

The 9-1-1 System Manager is responsible to oversee the daily operation of the ETSB as defined by the ETSA statute. The 9-1-1 System Manager is authorized to perform these duties and reports to the Chair of the ETSB with the guidance of the ETS Board as specified by ETSA and further defined by

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DuPage County Ordinance 20-40, certain intergovernmental agreements between the ETSB, the PSAPs and its user agencies and ETSB policies.

To be compliant with training requirements in ETSB section 7.1 and ETSB Policy 911-027: Emergency Telephone System Act Training and Training Compliance, the 9-1-1 System Manager will also provide a record of to the ETSB of the twenty-four (24) hours of continuing education training required every two years consistent with the guidelines in Administrative Rule Part 83: Public Utilities, Chapter IV: Illinois State Police, Part 1325: Standards of Service Applicable to 9-1-1 Emergency Systems when implemented.

Policy adopted on, \_\_\_\_\_

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Greg Schwarze, Chair