

State of Illinois  
9-1-1 Future Technology  
And Financial Needs Study

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Book 3 of 3

Performed By:



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**Attachment P – Numerical Data Survey Responses (100 systems)**

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Table A-1: System Population

9-1-1 System	2000	2010
Adams County	68,277	67,094
Barrington Hills	3,660	4,209
Bellwood	20,535	19,528
Berwyn	54,016	56,657
Bureau County	35,393	34,699
Champaign County	179,669	201,081
Clark County	17,200	16,335
Clay County	14,560	13,815
Clinton County	35,000	37,500
Coles County	51,000	53,000
Countryside	5,991	5,895
Crawford County	20,452	19,433
Cumberland County	11,253	11,048
DeKalb County	-	-
Dolton	25,614	23,153
Douglas County	15,178	18,977
DuPage County	904,161	916,924
E-Com	-	-
Edgar County	19,595	19,704
Effingham County	34,264	34,424
Evanston	74,239	74,486
Ford County	14,241	13,911
Fox Lake	50,078	73,916
Franklin County	39,018	39,312
Fulton County	38,250	36,000
Gallatin County	6,445	5,589
Glenview	41,401	46,207
Grundy County	37,535	50,063
Harwood Heights	8,300	8,650
Henry County	51,020	50,480
Hickory Hills	13,800	14,120
Highland Park	31,365	29,763
Jackson County	59,612	60,218
Jersey County	21,668	22,985
Jo Daviess County	22,289	22,678
Johnson County	12,456	13,730
Kankakee County	103,833	113,215
Kendall County	54,544	114,736
Knox County	55,838	51,648
LaGrange	15,608	15,550
LaGrange Park	13,295	13,579
Lake County	189,978	214,978
Lansing	28,332	28,331
LaSalle	9,796	9,609
Lee County	36,062	34,919
Libertyville	21,000	23,000

Population Extrapolated Over 10 Years (a)

2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
68,159	68,040	67,922	67,804	67,686	67,567	67,449	67,331	67,212	67,094
3,715	3,770	3,825	3,880	3,935	3,989	4,044	4,099	4,154	4,209
20,434	20,334	20,233	20,132	20,032	19,931	19,830	19,729	19,629	19,528
54,280	54,544	54,808	55,072	55,337	55,601	55,865	56,129	56,393	56,657
35,324	35,254	35,185	35,115	35,046	34,977	34,907	34,838	34,768	34,699
181,810	183,951	186,093	188,234	190,375	192,516	194,657	196,799	198,940	201,081
17,114	17,027	16,941	16,854	16,768	16,681	16,595	16,508	16,422	16,335
14,486	14,411	14,337	14,262	14,188	14,113	14,039	13,964	13,890	13,815
35,250	35,500	35,750	36,000	36,250	36,500	36,750	37,000	37,250	37,500
51,200	51,400	51,600	51,800	52,000	52,200	52,400	52,600	52,800	53,000
5,981	5,972	5,962	5,953	5,943	5,933	5,924	5,914	5,905	5,895
20,350	20,248	20,146	20,044	19,943	19,841	19,739	19,637	19,535	19,433
11,233	11,212	11,192	11,171	11,151	11,130	11,110	11,089	11,069	11,048
-	-	-	-	-	-	-	-	-	-
25,368	25,122	24,876	24,630	24,384	24,137	23,891	23,645	23,399	23,153
15,558	15,938	16,318	16,698	17,078	17,457	17,837	18,217	18,597	18,977
905,437	906,714	907,990	909,266	910,543	911,819	913,095	914,371	915,648	916,924
-	-	-	-	-	-	-	-	-	-
19,606	19,617	19,628	19,639	19,650	19,660	19,671	19,682	19,693	19,704
34,280	34,296	34,312	34,328	34,344	34,360	34,376	34,392	34,408	34,424
74,264	74,288	74,313	74,338	74,363	74,387	74,412	74,437	74,461	74,486
14,208	14,175	14,142	14,109	14,076	14,043	14,010	13,977	13,944	13,911
52,462	54,846	57,229	59,613	61,997	64,381	66,765	69,148	71,532	73,916
39,047	39,077	39,106	39,136	39,165	39,194	39,224	39,253	39,283	39,312
38,025	37,800	37,575	37,350	37,125	36,900	36,675	36,450	36,225	36,000
6,359	6,274	6,188	6,103	6,017	5,931	5,846	5,760	5,675	5,589
41,882	42,362	42,843	43,323	43,804	44,285	44,765	45,246	45,726	46,207
38,788	40,041	41,293	42,546	43,799	45,052	46,305	47,557	48,810	50,063
8,335	8,370	8,405	8,440	8,475	8,510	8,545	8,580	8,615	8,650
50,966	50,912	50,858	50,804	50,750	50,696	50,642	50,588	50,534	50,480
13,832	13,864	13,896	13,928	13,960	13,992	14,024	14,056	14,088	14,120
31,205	31,045	30,884	30,724	30,564	30,404	30,244	30,083	29,923	29,763
59,673	59,733	59,794	59,854	59,915	59,976	60,036	60,097	60,157	60,218
21,800	21,931	22,063	22,195	22,327	22,458	22,590	22,722	22,853	22,985
22,328	22,367	22,406	22,445	22,484	22,522	22,561	22,600	22,639	22,678
12,583	12,711	12,838	12,966	13,093	13,220	13,348	13,475	13,603	13,730
104,771	105,709	106,648	107,586	108,524	109,462	110,400	111,339	112,277	113,215
60,563	66,582	72,602	78,621	84,640	90,659	96,678	102,698	108,717	114,736
55,419	55,000	54,581	54,162	53,743	53,324	52,905	52,486	52,067	51,648
15,602	15,596	15,591	15,585	15,579	15,573	15,567	15,562	15,556	15,550
13,323	13,352	13,380	13,409	13,437	13,465	13,494	13,522	13,551	13,579
192,478	194,978	197,478	199,978	202,478	204,978	207,478	209,978	212,478	214,978
28,332	28,332	28,332	28,332	28,332	28,331	28,331	28,331	28,331	28,331
9,777	9,759	9,740	9,721	9,703	9,684	9,665	9,646	9,628	9,609
35,948	35,833	35,719	35,605	35,491	35,376	35,262	35,148	35,033	34,919
21,200	21,400	21,600	21,800	22,000	22,200	22,400	22,600	22,800	23,000

Table A-1: System Population

9-1-1 System	2000	2010
Lincolnshire	-	-
Lincolnwood	12,359	12,115
Livingston County	39,678	38,950
Logan County	31,183	30,305
Lyons	10,255	10,729
Macomb	32,913	36,507
Macoupin County	50,015	47,765
Marion County	41,691	39,488
Marseilles	4,700	5,100
Marshall County.	13,180	12,640
Mason County	16,038	14,666
McCook	280	226
McHenry County	260,077	315,000
Mercer County	16,957	16,434
Morgan County	36,616	35,547
Mundelein	30,935	31,064
Northfield	5,389	5,420
Northwest Central	485,133	485,133 *
Ogle County	51,032	53,497
Oglesby	3,647	3,791
Park City	6,637	6,710
Peoria County	183,433	186,494
Perry County	23,094	22,350
Piatt County	16,365	16,729
Pulaski	7,348	6,218
Putnam County	6,086	6,250
Quadcom	46,282	61,015
Randolph County	33,893	33,269
Richland County	16,149	16,233
Riverside	8,895	8,875
Rosemont	4,224	4,202
Saline County	26,733	24,913
Sangamon County	188,951	188,951
Scott County	5,537	5,355
Seneca	2,100	2,300
Skokie	63,348	64,784
St. Clair County	188,417	200,718
Streator	14,190	13,710
Tazewell County	128,485	135,394
Union County	18,293	18,005
Vermilion County	87,000	83,000
Vernon Hills	20,120	25,113
Wabash	12,937	12,937 *
Washington County	15,149	14,716
Waukegan	70,000	81,000
Western Spring	12,400	12,900

Population Extrapolated Over 10 Years (a)

2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
-	-	-	-	-	-	-	-	-	-
12,335	12,310	12,286	12,261	12,237	12,213	12,188	12,164	12,139	12,115
39,605	39,532	39,460	39,387	39,314	39,241	39,168	39,096	39,023	38,950
31,095	31,007	30,920	30,832	30,744	30,656	30,568	30,481	30,393	30,305
10,302	10,350	10,397	10,445	10,492	10,539	10,587	10,634	10,682	10,729
33,272	33,632	33,991	34,351	34,710	35,069	35,429	35,788	36,148	36,507
49,790	49,565	49,340	49,115	48,890	48,665	48,440	48,215	47,990	47,765
41,471	41,250	41,030	40,810	40,590	40,369	40,149	39,929	39,708	39,488
4,740	4,780	4,820	4,860	4,900	4,940	4,980	5,020	5,060	5,100
13,126	13,072	13,018	12,964	12,910	12,856	12,802	12,748	12,694	12,640
15,901	15,764	15,626	15,489	15,352	15,215	15,078	14,940	14,803	14,666
275	269	264	258	253	248	242	237	231	226
265,569	271,062	276,554	282,046	287,539	293,031	298,523	304,015	309,508	315,000
16,905	16,852	16,800	16,748	16,696	16,643	16,591	16,539	16,486	16,434
36,509	36,402	36,295	36,188	36,082	35,975	35,868	35,761	35,654	35,547
30,948	30,961	30,974	30,987	31,000	31,012	31,025	31,038	31,051	31,064
5,392	5,395	5,398	5,401	5,405	5,408	5,411	5,414	5,417	5,420
485,133	485,133	485,133	485,133	485,133	485,133	485,133	485,133	485,133	485,133
51,279	51,525	51,772	52,018	52,265	52,511	52,758	53,004	53,251	53,497
3,661	3,676	3,690	3,705	3,719	3,733	3,748	3,762	3,777	3,791
6,644	6,652	6,659	6,666	6,674	6,681	6,688	6,695	6,703	6,710
183,739	184,045	184,351	184,657	184,964	185,270	185,576	185,882	186,188	186,494
23,020	22,945	22,871	22,796	22,722	22,648	22,573	22,499	22,424	22,350
16,401	16,438	16,474	16,511	16,547	16,583	16,620	16,656	16,693	16,729
7,235	7,122	7,009	6,896	6,783	6,670	6,557	6,444	6,331	6,218
6,102	6,119	6,135	6,152	6,168	6,184	6,201	6,217	6,234	6,250
47,755	49,229	50,702	52,175	53,649	55,122	56,595	58,068	59,542	61,015
33,831	33,768	33,706	33,643	33,581	33,519	33,456	33,394	33,331	33,269
16,157	16,166	16,174	16,183	16,191	16,199	16,208	16,216	16,225	16,233
8,893	8,891	8,889	8,887	8,885	8,883	8,881	8,879	8,877	8,875
4,222	4,220	4,217	4,215	4,213	4,211	4,209	4,206	4,204	4,202
26,551	26,369	26,187	26,005	25,823	25,641	25,459	25,277	25,095	24,913
188,951	188,951	188,951	188,951	188,951	188,951	188,951	188,951	188,951	188,951
5,519	5,501	5,482	5,464	5,446	5,428	5,410	5,391	5,373	5,355
2,120	2,140	2,160	2,180	2,200	2,220	2,240	2,260	2,280	2,300
63,492	63,635	63,779	63,922	64,066	64,210	64,353	64,497	64,640	64,784
189,647	190,877	192,107	193,337	194,568	195,798	197,028	198,258	199,488	200,718
14,142	14,094	14,046	13,998	13,950	13,902	13,854	13,806	13,758	13,710
129,176	129,867	130,558	131,249	131,940	132,630	133,321	134,012	134,703	135,394
18,264	18,235	18,207	18,178	18,149	18,120	18,091	18,063	18,034	18,005
86,600	86,200	85,800	85,400	85,000	84,600	84,200	83,800	83,400	83,000
20,619	21,119	21,618	22,117	22,617	23,116	23,615	24,114	24,614	25,113
12,937	12,937	12,937	12,937	12,937	12,937	12,937	12,937	12,937	12,937
15,106	15,062	15,019	14,976	14,933	14,889	14,846	14,803	14,759	14,716
71,100	72,200	73,300	74,400	75,500	76,600	77,700	78,800	79,900	81,000
12,450	12,500	12,550	12,600	12,650	12,700	12,750	12,800	12,850	12,900

**Table A-1: System Population**

<b>9-1-1 System</b>	<b>2000</b>	<b>2010</b>
Wheeling	31,367	37,648
White County	15,371	14,665
Whiteside County	60,651	58,498
Williamson County	63,150	65,169
Winnebago County	278,418	278,418 *
Winnetka	12,419	12,381
Woodford	39,444	38,664
WSCDC	89,500	89,600

**Population Extrapolated Over 10 Years (a)**

<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
31,995	32,623	33,251	33,879	34,508	35,136	35,764	36,392	37,020	37,648
15,300	15,230	15,159	15,089	15,018	14,947	14,877	14,806	14,736	14,665
60,436	60,220	60,005	59,790	59,575	59,359	59,144	58,929	58,713	58,498
63,352	63,554	63,756	63,958	64,160	64,361	64,563	64,765	64,967	65,169
278,418	278,418	278,418	278,418	278,418	278,418	278,418	278,418	278,418	278,418
12,415	12,411	12,408	12,404	12,400	12,396	12,392	12,389	12,385	12,381
39,366	39,288	39,210	39,132	39,054	38,976	38,898	38,820	38,742	38,664
89,510	89,520	89,530	89,540	89,550	89,560	89,570	89,580	89,590	89,600

**# of Systems**      **100**

**Legend:**

(a) The US Census Bureau updates the population numbers only every 10 years. Accordingly, the population obtained from the survey was only for the years 2000 and 2010. For purposes of this study, the annual change from 2000 to 2010 was distributed over 10 years on a straightline basis, in order to determine the population from 2006 to 2009.

\* Population for 2010 not provided, but the system provided the 2000 population, for purposes of this study the 2000 population was used.

**Table A-2: Access Lines**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	35,000	35,000	35,000	35,266	31,154	30,121
Barrington Hills	3,000	3,000	3,000	3,303	3,145	3,038
Bellwood	-	-	-	-	-	-
Berwyn	21,000	21,000	21,000	21,000	13,170	14,240
Bureau County	-	-	-	12,865	11,384	10,136
Champaign County	80,000	80,000	80,000	146,340	144,953	132,695
Clark County	8,098	7,831	7,411	6,926	6,145	6,053
Clay County	-	7,071	6,373	6,145	5,439	5,208
Clinton County	-	-	-	-	-	-
Coles County	-	-	-	28,001	23,817	20,168
Countryside	-	-	-	-	-	-
Crawford County	9,150	8,512	8,287	-	3,296	5,336
Cumberland County	4,535	4,315	3,936	4,051	3,296	3,365
DeKalb County	-	41,000	-	-	35,023	33,399
Dolton	7,000	7,000	7,000	10,820	10,026	9,324
Douglas County	7,907	7,304	6,555	5,741	5,405	4,835
DuPage County	898,000	846,000	1,131,632	1,290,044	1,227,092	1,187,198
E-Com	-	-	-	-	-	-
Edgar County	9,335	8,568	8,158	-	7,028	6,276
Effingham County	21,216	21,352	18,996	35,725	33,867	33,000
Evanston	78,959	78,215	77,843	77,835	74,384	72,103
Ford County	-	-	7,007	7,474	5,807	5,372
Fox Lake	-	5,000	5,000	6,132	5,400	5,424
Franklin County	-	-	-	14,216	11,808	12,523
Fulton County	12,000	12,000	12,000	18,276	17,596	15,555
Gallatin County	2,557	2,467	2,231	1,840	1,886	1,768
Glenview	23,000	23,000	23,000	22,000	-	-
Grundy County	21,000	20,000	27,153	25,243	23,562	22,713
Harwood Heights	4,135	3,913	3,845	3,531	3,070	2,632
Henry County	-	-	-	27,474	26,625	25,774
Hickory Hills	-	-	-	-	-	-
Highland Park	20,000	20,000	20,000	27,632	19,796	24,750
Jackson County	24,521	23,022	21,489	19,932	19,981	16,988
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	15,858	15,502	14,633	13,883
Johnson County	60,881	59,685	57,937	53,535	48,656	46,961
Kankakee County	51,000	51,000	42,000	42,000	65,164	61,790
Kendall County	30,000	38,800	32,000	45,292	42,481	35,979
Knox County	25,346	24,178	22,571	20,566	21,289	19,678
LaGrange	9,000	9,000	12,582	12,263	11,815	11,210
LaGrange Park	-	6,000	6,000	7,511	7,280	6,961
Lake County	103,000	99,000	103,000	103,000	185,182	181,952
Lansing	13,000	12,000	12,000	15,817	10,840	13,731
LaSalle	5,000	4,000	5,076	11,054	11,116	10,492
Lee County	23,925	23,313	22,628	22,179	16,941	20,520
Libertyville	-	-	-	-	-	23,000
Lincolnshire	11,270	-	-	-	-	12,449
Lincolnwood	8,000	8,000	8,000	8,000	8,000	8,000
Livingston County	20,727	17,932	16,888	15,340	-	13,478
Logan County	11,850	11,850	12,100	13,106	12,836	11,350
Lyons	-	-	-	-	4,000	-
Macomb	-	14,289	-	12,088	11,559	10,022

**Table A-2: Access Lines**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Macoupin County	22,369	22,698	21,615	20,715	19,551	18,662
Marion County	-	-	-	13,900	21,128	19,967
Marseilles	3,700	3,560	3,398	3,203	3,198	2,745
Marshall County.	-	-	-	-	-	-
Mason County	8,972	8,072	8,464	8,599	8,779	8,335
McCook	-	-	-	-	-	337
McHenry County	119,000	151,111	147,348	135,977	135,977	157,329
Mercer County	8,866	7,709	8,155	7,806	6,996	6,380
Morgan County	16,985	16,133	14,630	-	12,393	14,184
Mundelein	-	-	-	-	-	-
Northfield	5,000	5,000	5,000	9,003	8,532	8,174
Northwest Central	-	382,935	539,125	529,771	542,070	520,984
Ogle County	23,782	22,425	24,426	20,114	18,987	13,760
Oglesby	2,000	2,000	2,000	2,000	2,337	2,177
Park City	-	-	-	-	-	-
Peoria County	67,000	67,000	65,000	65,000	154,890	117,592
Perry County	9,305	8,316	7,687	7,178	6,508	5,054
Piatt County	8,300	7,372	6,253	5,250	5,007	4,401
Pulaski	-	-	-	-	-	-
Putnam County	-	3,052	2,870	2,761	2,176	2,761
Quadcom	-	-	-	-	-	-
Randolph County	14,500	14,700	13,870	12,950	11,809	10,942
Richland County	9,485	7,504	7,264	6,748	6,299	5,789
Riverside	-	-	-	-	-	2,870
Rosemont	-	-	-	-	29,041	32,659
Saline County	11,644	10,651	9,051	8,414	9,118	9,275
Sangamon County	75,000	75,000	161,109	156,059	149,296	140,909
Scott County	2,367	2,191	2,041	1,848	1,666	1,497
Seneca	-	-	-	-	-	-
Skokie	-	-	-	-	49,708	59,648
St. Clair County	86,000	88,000	83,000	-	-	157,828
Streator	7,199	6,150	6,614	5,242	4,876	4,914
Tazewell County	88,563	85,504	81,797	79,593	79,671	79,671
Union County	8,247	7,860	8,824	6,736	6,785	6,962
Vermilion County	87,000	87,000	86,000	85,000	84,000	83,000
Vernon Hills	-	-	-	51,823	-	50,766
Wabash	-	-	-	-	-	-
Washington County	7,716	7,542	7,130	7,207	5,925	6,031
Waukegan	24,000	24,000	23,000	21,000	55,173	46,052
Western Spring	6,000	6,000	6,000	7,022	4,441	6,610
Wheeling	-	-	-	-	-	-
White County	-	-	-	-	-	-
Whiteside County	-	-	30,835	29,871	28,121	26,840
Williamson County	21,000	20,000	18,000	17,000	16,000	14,000
Winnebago County	85,000	111,667	196,807	145,449	151,790	181,206
Winnetka	9,000	9,000	11,975	11,975	11,818	10,940
Woodford	-	-	-	-	-	-
WSCDC	-	-	-	-	48,751	47,878

# of Systems

100

**Table A-2: Access Lines**

**Legend:**

The data from the survey was edited manually for more accurate and comparable reporting. See remarks below.

911 System	R E M A R K S:
Berwyn	As confirmed with the 911 Coordinator, the data in the survey response was modified to reflect correct information. The information reflected above is the corrected information already.
DeKalb County	According to Glenna Johnson, the numbers for 2008 and 2009 was provided by Verizon. However, she believes that this numbers are not very accurate. Beginning 2009 she started compiling access line information in a spreadsheet and also added VoIP information. She also mentioned that Verizon/Frontier use the count of ALI records and that is not actually what they are being paid for because not all ALI records have a 911 surcharge associated with it. Based on this, since the 2007 and 2008 information is not very accurate and comparable to the 2009 and 2010 information, we will instead reflect 2008 and 2009 as zero.
Fox Lake	As noted in the completed survey, the access lines numbers for 2007 and 2008 includes Grayslake, however beginning 2009, Grayslake was handled by Glenview, thus the numbers reported for 2009 and 2010 is for Fox Lake only. To be comparative, the access lines numbers pertaining to Grayslake for the years 2007 and 2008 was deducted to represent only Fox Lake's access lines numbers. The numbers shown above represents Fox Lake only for purposes of this analysis.
McCook	Per email dated 6/13/11 from Cindy Radzik, 911 Coordinator, add 111 to 2010 access lines count to include the estimate for business lines. The number shown above, includes the 111 already. However, as the information provided is only for 2010, McCook was excluded in the 5 year trend analysis for lack of comparative information.
Morgan County	Noted that the access lines information for 2008 is Zero. As confirmed with Bob Fitzsimmons, 911 Coordinator, this is Zero as the information is not available and he do not have any explanation why this information is not available.
Park City	The information (2 lines only from 2005 to 2006 and 4 lines from 2007 to 2010) provided by 911 system appears to the access lines for the operations of 911 in their system and not the access lines for customers in their system for which they get a wireline surcharge. Based on this, the numbers provided were changed to zero as this information is not the information requested and is not comparable to the information from other systems. We will pass further work as the information obtained from the other systems appears to be sufficient for purposes of this study.



**Table A-2: Access Lines**

911 System	R E M A R K S:
Quadcom	The information (7 lines only from 2005 to 2010) provided by the 911 system appears to be the access lines for the operations of 911 in their system and not the access lines for customers in their system for which they get a wireline surcharge. Based on this, 7 was changed to zero as this information is not the information requested and is not comparable to the information from other systems. We will pass further work as the information obtained from the other systems appears to be sufficient for purposes of this study.
Vernon Hills	Based on discussion with Edward Manke, 911 Coordinator, on 6/21/11, the access line counts for 2009 of 35,595, was the count prior to AT&T adjustment. According to him this number is not accurate, however the adjustment was made in 2010. He was not able to provide the adjusted 2009 count. Based on this, the access line count of 35,595 for 2009 was changed to zero as this information is not comparable to prior years and is not the adjusted count.
Wheeling	The information (18 lines only from 2005 to 2010) provided by Wheeling appears to the access lines for the operations of 911 in their system and not the access lines for customers in their system for which they get a wireline surcharge. Based on this, 18 was changed to zero as this information is not the information requested and is not comparable to the information from other systems. We will pass further work as the information obtained from the other systems appears to be sufficient for purposes of this study.
Whiteside County	As noted in the survey response, the information provided for 2005 and 2006 is for AT&T, while the numbers for 2007 through 2010 was for all telco. The 2005 and 2006 information was changed to Zero, as this is incomplete information and would be misleading. Since there is no comparable 5 year information available, this system was excluded in the 5 year trend analysis.

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	911 Dispatchers FTE Equivalent	18	18	18	18	18	18
	911 Dispatchers Not paid	18	18	18	18	18	18
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	2	2	2	2	2	2
	Non-911 Dispatchers Not paid	2	2	2	2	2	2
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Adams County Total		40	40	40	40	40	40
Barrington Hills	911 Dispatchers FTE Equivalent	6	6	7	7	7	7
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Barrington Hills Total		6	6	7	7	7	7
Bellwood	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	20	19	42	51	46	40
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Bellwood Total		20	19	42	51	46	40
Berwyn	911 Dispatchers FTE Equivalent	10	11	14	15	16	15
	911 Dispatchers Not paid	10	11	14	15	16	-
	911 Dispatchers Paid Entirely	5	3	3	2	1	-
	911 Dispatchers Paid Partially	-	-	-	-	-	16
	Non-911 Dispatchers FTE Equivalent	-	1	1	1	1	1
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	1	1	1	1	1
Berwyn Total		25	27	33	34	35	33
Bureau County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	8	8	8	8	8	8
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Bureau County Total		9	9	9	9	9	9

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Champaign County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	24	24	24	25	26	27
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	9	9	9	10	10	10
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Champaign County Total		33	33	33	35	36	37
Clark County	911 Dispatchers FTE Equivalent	7	7	7	7	8	8
	911 Dispatchers Not paid	2	2	2	2	2	2
	911 Dispatchers Paid Entirely	8	8	8	8	8	8
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Clark County Total		17	17	17	17	18	18
Clay County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	5	5	5	5	5	5
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	5	5	5	5	5	5
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Clay County Total		10	10	10	10	10	10
Clinton County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Clinton County Total		-	-	-	-	-	-
Coles County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	14	14	14	14	16	11
	911 Dispatchers Paid Partially	-	-	-	-	4	9
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	3	3	2	2	2	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Coles County Total		17	17	16	16	22	22

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Countryside	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	5	5	5	5	5	5
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	1	1	1	1	1	1
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Countryside Total		6	6	6	6	6	6
Crawford County	911 Dispatchers FTE Equivalent	7	7	7	7	7	7
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	8	8	8	8	8	9
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Crawford County Total		15	15	15	15	15	16
Cumberland County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	4
	911 Dispatchers Paid Entirely	3	3	3	3	3	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Cumberland County Total		3	3	3	3	3	4
DeKalb County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	49	49	49	49	49	49
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
DeKalb County Total		50	50	50	50	50	50
Dolton	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Dolton Total		-	-	-	-	-	-

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Douglas County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	4	5	5	4	4	4
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	1	1	1	2	2	2
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Douglas County Total		6	7	7	7	7	7
DuPage County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	2	6
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
DuPage County Total		-	-	-	-	2	6
E-Com	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
E-Com Total		-	-	-	-	-	-
Edgar County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	6	6	6	6	6	6
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Edgar County Total		6	6	6	6	6	6
Effingham County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	24	26	26	28	28	28
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	3	3	3	2	2	2
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	2	2	2	3	3	4
Effingham County Total		29	31	31	33	33	34

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Evanston	911 Dispatchers FTE Equivalent	16	16	16	16	16	16
	911 Dispatchers Not paid	15	15	15	15	15	15
	911 Dispatchers Paid Entirely	1	1	1	1	1	1
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Evanston Total		32	32	32	32	32	32
Ford County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Ford County Total		-	-	-	-	-	-
Fox Lake	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	5	10	12	12	9	9
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	2	3	4	4	3	3
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Fox Lake Total		7	13	16	16	12	12
Franklin County	911 Dispatchers FTE Equivalent	-	-	-	23	23	22
	911 Dispatchers Not paid	-	-	-	26	27	26
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Franklin County Total		-	-	-	49	50	48
Fulton County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	12	12	12	12	12	14
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Fulton County Total		12	12	12	12	12	14

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Gallatin County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Gallatin County Total		-	-	-	-	-	-
Glenview	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Glenview Total		-	-	-	-	-	-
Grundy County	911 Dispatchers FTE Equivalent	-	-	-	-	1	1
	911 Dispatchers Not paid	16	16	16	17	17	17
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	2	2	2	1	1	1
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	2	2	2	2	2	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Grundy County Total		20	20	20	20	21	21
Harwood Heights	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	5	6	6	6	7	6
	911 Dispatchers Paid Entirely	-	-	-	-	-	1
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Harwood Heights Total		5	6	6	6	7	7
Henry County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	27	27	27	27	26	26
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	2	2	2	2	2	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Henry County Total		29	29	29	29	28	28

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Hickory Hills	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	5	5	5	5	5	4
	911 Dispatchers Paid Entirely	-	-	-	-	-	1
	911 Dispatchers Paid Partially	3	3	3	3	4	5
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Hickory Hills Total		8	8	8	8	9	10
Highland Park	911 Dispatchers FTE Equivalent	9	7	5	5	5	5
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	10	9	8	8	8	8
	911 Dispatchers Paid Partially	1	2	3	3	3	3
	Non-911 Dispatchers FTE Equivalent	1	1	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Highland Park Total		22	20	17	17	17	17
Jackson County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	5	5	5	5	5	5
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Jackson County Total		5	5	5	5	5	5
Jersey County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Jersey County Total		-	-	-	-	-	-
Jo Daviess County	911 Dispatchers FTE Equivalent	-	-	-	-	0	0
	911 Dispatchers Not paid	4	4	4	4	4	4
	911 Dispatchers Paid Entirely	4	4	4	4	4	4
	911 Dispatchers Paid Partially	1	1	1	1	1	1
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Jo Daviess County Total		9	9	9	9	9	9



**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Johnson County	911 Dispatchers FTE Equivalent	5	5	5	5	5	5
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	5	5	5	5	5	5
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	5	5	5	5	5	5
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Johnson County Total		15	15	15	15	15	15
Kankakee County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	3	3	3
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	2	2	2	2	3	3
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Kankakee County Total		2	2	2	5	6	6
Kendall County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Kendall County Total		-	-	-	-	-	-
Knox County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	14	14	14	14	12	12
	911 Dispatchers Paid Entirely	5	5	5	5	6	6
	911 Dispatchers Paid Partially	-	-	-	-	1	1
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	1	1	1	4	4	4
	Non-911 Dispatchers Paid Entirely	3	3	3	-	-	-
	Non-911 Dispatchers Paid Partially	1	1	1	1	1	1
Knox County Total		24	24	24	24	24	24
LaGrange	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	6	6	6	7	7	7
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
LaGrange Total		6	6	6	7	7	7

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
LaGrange Park	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	4	4	4	4	4
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
LaGrange Park Total		-	4	4	4	4	4
Lake County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Lake County Total		-	-	-	-	-	-
Lansing	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	10	10	10	10	10	10
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	2	2	2	2	2	2
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Lansing Total		12	12	12	12	12	12
LaSalle	911 Dispatchers FTE Equivalent	6	6	6	6	6	6
	911 Dispatchers Not paid	6	6	6	6	6	6
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
LaSalle Total		12	12	12	12	12	12
Lee County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	9	9	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	9	9	9	9
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Lee County Total		9	9	9	9	9	9

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Libertyville	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	9	9	9	9	9	8
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	1	1	1	1	1	1
Libertyville Total		10	10	10	10	10	9
Lincolnshire	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	2	2	2	2	1	2
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	6	6	6	5	5	4
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Lincolnshire Total		8	8	8	7	6	6
Lincolnwood	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	8	8	8	8	8	-
	911 Dispatchers Paid Entirely	8	8	8	8	8	8
	911 Dispatchers Paid Partially	-	-	-	-	-	8
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Lincolnwood Total		16	16	16	16	16	16
Livingston County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	10	10	10	10	10	10
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Livingston County Total		10	10	10	10	10	10
Logan County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	10	10	10	10	10	10
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	3	3	3	3	3	3
Logan County Total		13	13	13	13	13	13

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Lyons	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	1	1	1	1	1	1
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	6	6	6	6	6	6
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	1	1	1	1	1	1
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Lyons Total		8	8	8	8	8	8
Macomb	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	14
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	3	3	3	3	3	3
Macomb Total		3	3	3	3	3	17
Macoupin County	911 Dispatchers FTE Equivalent	7	7	7	7	7	7
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	7	7	7	7	7	7
	911 Dispatchers Paid Partially	7	7	7	7	7	7
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Macoupin County Total		21	21	21	21	21	21
Marion County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	11	12	12
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Marion County Total		-	-	-	11	12	12
Marseilles	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Marseilles Total		-	-	-	-	-	-

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Marshall County.	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	6	6	6	6	6	6
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Marshall County. Total		7	7	7	7	7	7
Mason County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Mason County Total		-	-	-	-	-	-
McCook	911 Dispatchers FTE Equivalent	5	5	5	5	5	5
	911 Dispatchers Not paid	5	5	5	5	5	5
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
McCook Total		10	10	10	10	10	10
McHenry County	911 Dispatchers FTE Equivalent	3	3	4	4	4	5
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
McHenry County Total		3	3	4	4	4	5
Mercer County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	3	4	4	4	4	5
	911 Dispatchers Paid Entirely	1	2	2	2	2	3
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Mercer County Total		5	7	7	7	7	9

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Morgan County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	14	14	13	14	13
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	2	2	2	2	2	2
<b>Morgan County Total</b>		<b>3</b>	<b>17</b>	<b>17</b>	<b>16</b>	<b>17</b>	<b>16</b>
Mundelein	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	9	9	9	9	9	9
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
<b>Mundelein Total</b>		<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
Northfield	911 Dispatchers FTE Equivalent	6	6	6	6	6	5
	911 Dispatchers Not paid	3	3	3	3	3	3
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	3	3	3	3	3	3
	Non-911 Dispatchers FTE Equivalent	1	1	1	1	1	1
	Non-911 Dispatchers Not paid	1	1	1	1	1	1
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
<b>Northfield Total</b>		<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>13</b>
Northwest Central	911 Dispatchers Not paid	43	43	55	55	60	60
	911 Dispatchers Paid Entirely	10	10	12	12	13	13
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	11	11	7	8	9	8
	Non-911 Dispatchers Paid Entirely	4	3	7	9	10	11
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
<b>Northwest Central Total</b>		<b>68</b>	<b>67</b>	<b>81</b>	<b>84</b>	<b>92</b>	<b>92</b>
Ogle County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
<b>Ogle County Total</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Oglesby	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	4	4	4	4	4	4
	911 Dispatchers Paid Entirely	4	4	4	4	4	4
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
<b>Oglesby Total</b>		<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Park City	911 Dispatchers FTE Equivalent	2	2	3	3	3	3
	911 Dispatchers Not paid	5	4	5	5	5	5
	Non-911 Dispatchers FTE Equivalent	10	10	10	10	10	10
	Non-911 Dispatchers Not paid	15	15	15	14	14	13
Park City Total		32	31	33	32	32	31
Peoria County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	54	52	57	51	55	52
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	2	2	1	1	2	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Peoria County Total		56	54	58	52	57	54
Perry County	911 Dispatchers FTE Equivalent	9	9	9	9	9	9
	911 Dispatchers Not paid	15	15	15	14	14	14
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Perry County Total		24	24	24	23	23	23
Piatt County	911 Dispatchers FTE Equivalent	7	7	7	7	7	7
	911 Dispatchers Not paid	6	6	6	6	6	6
	911 Dispatchers Paid Entirely	1	1	1	1	1	1
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	1	1	1	1	1	1
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
Piatt County Total		16	16	16	16	16	16
Pulaski	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Pulaski Total		-	-	-	-	-	-
Putnam County	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	4	4	4	4	4
Putnam County Total		-	4	4	4	4	4
Quadcom	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	10	10	10	11	11	11
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	1	1	1	1	1	1
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	2	2	2	1	1	1
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	1	1	1
Quadcom Total		13	13	13	14	14	14

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Randolph County	no data	-	-	-	-	-	-
Randolph County Total		-	-	-	-	-	-
Richland County	no data	-	-	-	-	-	-
Richland County Total		-	-	-	-	-	-
Riverside	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	4	4	4	4	4	4
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Riverside Total		4	4	4	4	4	4
Rosemont	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	8	8	8	8	8	8
	911 Dispatchers Paid Entirely	1	1	1	1	1	1
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Rosemont Total		9	9	9	9	9	9
Saline County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	11	11	12	14	13	13
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Saline County Total		11	11	12	14	13	13
Sangamon County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	44	48	50	54	56	51
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	9	9	9	9	8	8
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Sangamon County Total		53	57	59	63	64	59
Scott County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	5	5	5	5	5	5
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Scott County Total		5	5	5	5	5	5



**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Seneca	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	10	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Seneca Total		10	-	-	-	-	-
Skokie	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	911 Dispatchers Total	16	16	16	16	16	16
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers Total	-	-	-	-	-	-
Skokie Total		16	16	16	16	16	16
St. Clair County	911 Dispatchers FTE Equivalent	60	59	58	55	55	56
	911 Dispatchers Not paid	64	63	63	65	68	70
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
St. Clair County Total		124	122	121	120	123	126
Streator	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	6	6	6	6	8	8
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	1	1	1	1	1	1
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	1	1	1	1	1	1
Streator Total		8	8	8	8	10	10
Tazewell County	911 Dispatchers Not paid	60	60	60	60	60	60
	Non-911 Dispatchers Paid Entirely	2	2	2	2	2	2
Tazewell County Total		62	62	62	62	62	62
Union County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	6	6	6	6	6	6
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	2	2	2	2	2	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Union County Total		8	8	8	8	8	8

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Vermilion County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	1	1	1	1	1	1
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Vermilion County Total		1	1	1	1	1	1
Vernon Hills	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Vernon Hills Total		-	-	-	-	-	-
Wabash	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	6	6	6	6	6	6
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Wabash Total		7	7	7	7	7	7
Washington County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	4	5	6	7	8	8
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Washington County Total		5	6	7	8	9	10
Waukegan	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	24	24	22	19	18	17
	911 Dispatchers Paid Entirely	-	-	2	2	2	3
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Waukegan Total		24	24	24	21	20	20

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Western Spring	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	6	7	8	8	8	7
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Western Spring Total		6	7	8	8	8	7
Wheeling	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	9	9	9	9	9	9
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Wheeling Total		9	9	9	9	9	9
White County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	2	2	2	2	2	2
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	2	2	2	2	2	2
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
White County Total		4	4	4	4	4	4
Whiteside County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
	Rock Falls Police Dept PSAP	-	-	-	-	-	-
	TwinComm - secondary PSAP	-	-	-	-	-	-
	Whiteside County SD PSAP	-	-	-	-	-	-
Whiteside County Total		1	1	1	1	1	1
Williamson County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Williamson County Total		-	-	-	-	-	-

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Winnebago County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	36	28	28	28	28	28
	911 Dispatchers Paid Entirely	12	12	12	12	12	12
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	1	1	1	1	1	1
	Non-911 Dispatchers Paid Partially	-	1	1	2	2	2
Winnebago County Total		49	42	42	43	43	43
Winnetka	911 Dispatchers FTE Equivalent	5	5	5	5	5	5
	911 Dispatchers Not paid	5	5	5	5	5	5
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Winnetka Total		10	10	10	10	10	10
Woodford	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	3	3	3	3	3	3
	911 Dispatchers Paid Entirely	5	5	5	5	5	5
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Woodford Total		8	8	8	8	8	8
WSCDC	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	27	27	27	29	29	29
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
WSCDC Total		27	27	27	29	29	29

# of Systems 100

**Table C: Call Volume (Wireline)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	26,515	23,868	17,954	15,521	14,309	13,690
Barrington Hills	-	945	968	919	898	817
Bellwood	-	-	-	-	-	-
Berwyn	-	-	16,477	16,402	-	15,152
Bureau County	-	-	3,246	2,614	1,572	1,214
Champaign County	32,982	30,847	28,573	27,007	23,354	19,764
Clark County	2,403	2,213	2,182	2,110	1,782	1,883
Clay County	-	-	2,191	1,822	1,789	1,738
Clinton County	-	-	-	-	-	-
Coles County	-	-	-	-	9,823	9,780
Countryside	2,412	3,198	2,680	2,351	2,282	2,945
Crawford County	-	-	-	-	-	-
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	107	213	160	-	228
DuPage County	-	-	-	-	-	206,869
E-Com	-	-	-	-	-	-
Edgar County	4,446	3,894	4,030	4,528	4,681	4,673
Effingham County	-	-	-	4,966	4,282	3,685
Evanston	29,022	28,254	31,603	26,570	22,570	20,546
Ford County	-	-	-	-	-	-
Fox Lake	-	-	13,009	23,402	13,368	8,939
Franklin County	-	-	-	3,969	3,792	3,297
Fulton County	-	-	-	-	-	-
Gallatin County	-	-	-	-	-	-
Glenview	-	-	-	-	-	-
Grundy County	1,035	7,235	7,305	6,618	5,781	5,530
Harwood Heights	1,869	1,704	1,542	1,481	1,469	1,345
Henry County	-	5,739	5,628	4,647	4,114	3,492
Hickory Hills	6,519	7,260	7,832	8,032	8,437	8,952
Highland Park	3,499	3,030	3,838	3,012	4,355	4,358
Jackson County	15,572	14,540	13,031	13,414	13,685	11,335
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	-	-	2,158	1,841
Johnson County	-	1,736	1,439	1,352	1,228	1,122
Kankakee County	31,586	29,452	28,263	25,344	19,584	17,694
Kendall County	15,434	14,504	14,492	14,411	10,797	9,692
Knox County	11,811	10,345	12,322	9,260	7,051	7,441
LaGrange	3,302	4,110	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	22,693	20,464	19,181	18,601	17,281	17,136
Lansing	100,018	-	-	90,454	106,355	-
LaSalle	-	-	6,255	5,945	5,945	5,482
Lee County	4,388	4,008	4,064	3,955	3,246	2,975
Libertyville	-	5,950	5,296	5,363	5,028	4,161
Lincolnshire	50,885	49,455	50,508	46,660	34,820	39,680
Lincolnwood	-	-	-	10,190	9,480	9,184
Livingston County	-	-	-	1,868	5,681	5,006
Logan County	-	-	-	52,809	58,237	60,221
Lyons	-	-	-	-	1,359	2,389

**Table C: Call Volume (Wireline)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Macomb	3,611	3,008	2,300	2,405	1,809	4,484
Macoupin County	-	8,057	7,331	6,619	5,725	5,244
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	900
Marshall County.	4,962	6,383	6,623	5,049	4,281	4,335
Mason County	8,972	8,072	8,464	8,599	8,779	8,335
McCook	370	281	308	355	318	319
McHenry County	49,463	52,884	52,238	49,049	44,054	43,651
Mercer County	1,506	1,146	607	590	555	463
Morgan County	14,283	15,624	16,315	17,346	16,600	16,627
Mundelein	-	-	-	-	-	-
Northfield	1,112	1,136	1,074	1,101	802	787
Northwest Central	133,042	129,115	145,394	136,875	137,073	131,745
Ogle County	10,982	11,946	12,644	12,342	11,554	11,463
Oglesby	-	-	-	-	-	-
Park City	674	714	630	765	704	761
Peoria County	62,621	63,212	59,365	47,807	45,737	42,555
Perry County	3,106	2,805	2,473	2,387	2,100	2,046
Piatt County	3,500	3,000	2,500	2,000	2,000	1,500
Pulaski	-	-	-	-	-	791
Putnam County	-	-	1,998	2,175	1,553	886
Quadcom	-	-	12,597	13,330	10,954	9,695
Randolph County	5,775	4,670	4,867	4,715	3,611	3,084
Richland County	-	-	-	7,450	5,763	5,604
Riverside	-	-	-	-	-	-
Rosemont	6,121	5,461	4,858	4,073	3,088	3,138
Saline County	-	-	-	44,200	44,086	40,278
Sangamon County	-	42,183	120,162	109,733	114,674	118,997
Scott County	424	296	314	248	182	220
Seneca	-	-	-	-	-	-
Skokie	-	-	17,139	-	-	-
St. Clair County	88,834	89,645	80,716	70,989	62,435	53,864
Streator	5,962	6,289	6,847	6,861	6,817	7,068
Tazewell County	17,779	16,961	15,729	14,644	13,027	12,166
Union County	-	-	-	-	-	2,412
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	4,195	3,686	3,590
Wabash	-	2,085	2,597	2,914	2,914	2,754
Washington County	-	-	-	-	-	888
Waukegan	-	-	-	-	-	24,180
Western Spring	2,024	2,037	2,299	2,502	2,678	2,762
Wheeling	-	-	-	53,878	-	48,511
White County	-	-	-	-	-	1,288
Whiteside County	8,964	9,238	8,607	7,916	7,125	6,082
Williamson County	21,527	22,244	20,570	22,536	16,801	18,292
Winnebago County	-	-	61,357	50,431	40,013	32,982
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	-	19,925	20,588	18,441	16,469	15,227

# of Systems

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**Table C: Call Volume (Wireline)**

**Legend:**

The data from the survey was edited manually for more accurate and comparable reporting. See remarks below.

911 System	REMARKS:
Barrington Hills	The 2005 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Berwyn	The 2006 and 2009 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Clay County	The 2006 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
DuPage County	The 2009 data appear incomplete and was changed to Zero as the incomplete data will distort the results of the analysis.
LaGrange	The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
LaGrange Park	The 2010 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Macomb	Noted an increase in the wireline call volume from 2009 to 2010. Called Jessica Shoopman, Macomb Coordinator to validate and based on discussion with Jessica it appears that this is the number that shows in her records when she rechecked. Jessica do not have an explanation for the increase in wireline call volume in 2010. Based on this, no changes will be made to the survey response, and will be included in the analysis of wireline call volume trend.
Putnam County	The 2006 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Quadcom	As confirmed with David Smith, 911 Coordinator (per telephone conversation on 6/8/11), the information provided in the survey covers only selected months as the information for the other months to cover the full year is not available. Based on this, the values will be changed to zero since it does not represent a full year.
Skokie	The 2006, 2008, 2009 and 2010 data was manually changed to 0 as the data provided is only for partial months and is not representative of one full year.
Union County	The 2009 information was changed to Zero as the information provided includes the wireless call volume, therefore not comparable.
Vernon Hills	The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Washington County	The 2009 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
White County	The 2006 - 2009 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Winnebago County	The 2006 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
WSCDC	The 2005 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.

**Table D-1: Call Volume (Wireless)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	17,848	21,559	22,566	24,985	25,362	25,576
Barrington Hills	-	10,916	10,193	10,270	11,129	9,912
Bellwood	-	-	-	-	-	-
Berwyn	-	-	17,482	18,869	-	18,652
Bureau County	-	-	3,246	3,647	2,265	1,486
Champaign County	58,807	60,026	62,092	63,165	65,876	70,588
Clark County	3,056	2,517	3,334	5,427	5,483	5,724
Clay County	-	-	1,698	2,233	2,151	2,140
Clinton County	-	-	-	-	-	-
Coles County	-	-	-	-	-	-
Countryside	1,407	1,725	1,872	1,933	2,413	3,088
Crawford County	1,386	1,427	1,911	3,200	3,224	3,634
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	281	229	306	-	214
DuPage County	-	-	-	-	-	641,627
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	-	-	-	11,005	10,170	10,848
Evanston	23,585	27,541	27,532	30,147	29,628	29,866
Ford County	-	-	-	-	-	-
Fox Lake	-	-	-	-	-	-
Franklin County	-	-	-	9,241	9,979	12,321
Fulton County	-	-	-	-	-	-
Gallatin County	-	-	-	-	-	-
Glenview	-	-	-	-	-	-
Grundy County	1,162	12,861	14,179	14,673	14,025	14,717
Harwood Heights	3,489	3,512	3,575	2,947	2,495	2,403
Henry County	-	7,515	9,012	9,268	8,781	12,622
Hickory Hills	-	-	-	-	-	-
Highland Park	-	-	-	4,536	7,619	8,038
Jackson County	14,861	15,199	16,154	18,623	20,064	22,802
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	-	-	3,533	3,767
Johnson County	-	2,836	2,944	2,917	2,996	3,195
Kankakee County	38,462	37,600	39,892	40,887	43,259	44,687
Kendall County	17,938	21,164	23,135	25,010	26,866	28,314
Knox County	12,505	13,689	14,637	14,950	15,750	16,122
LaGrange	2,806	3,234	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	15,128	16,744	18,428	20,152	21,121	25,705
Lansing	-	-	-	-	-	-
LaSalle	-	-	-	-	-	-
Lee County	5,941	5,847	7,053	6,902	7,105	6,877
Libertyville	-	2,778	2,972	4,059	4,393	4,692
Lincolnshire	7,276	6,874	6,536	6,147	6,279	6,343
Lincolnwood	-	-	-	-	-	-
Livingston County	-	-	-	-	9,380	9,900
Logan County	-	-	-	11,433	12,190	14,208
Lyons	-	-	-	-	1,585	5,032
Macomb	3,225	3,583	4,116	4,724	5,358	6,793



**Table D-1: Call Volume (Wireless)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Macoupin County	-	7,329	10,050	9,974	12,033	13,669
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	-	-	-	-	-	-
Mason County	69	162	188	143	121	93
McCook	1,719	1,426	1,417	1,115	1,374	1,053
McHenry County	53,124	59,301	67,039	68,051	68,595	70,603
Mercer County	-	312	207	239	256	258
Morgan County	-	-	-	-	-	-
Mundelein	-	-	-	-	-	-
Northfield	3,307	3,160	3,342	3,567	3,616	3,494
Northwest Central	97,061	100,240	124,831	125,759	138,758	158,434
Ogle County	-	-	-	-	-	-
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	54,663	54,355	56,637	62,560	62,807	67,012
Perry County	2,235	2,310	3,156	3,295	3,477	3,972
Piatt County	1,500	2,000	2,500	3,000	3,000	3,500
Pulaski	-	-	-	-	-	1,075
Putnam County	-	-	-	1,527	1,928	1,806
Quadcom	-	-	12,049	21,769	21,850	23,553
Randolph County	3,145	3,501	3,358	4,479	4,789	5,716
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	8,422	7,729	6,595	7,131	6,049	6,556
Saline County	-	-	-	-	-	-
Sangamon County	-	-	-	-	-	-
Scott County	355	525	595	496	517	619
Seneca	-	-	-	-	-	-
Skokie	-	-	21,745	-	-	-
St. Clair County	97,457	103,136	103,737	108,494	112,491	129,081
Streator	-	-	-	-	-	-
Tazewell County	23,206	25,931	30,004	31,130	32,488	33,174
Union County	-	-	-	-	-	4,323
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	5,375	5,095	5,621
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	2,796
Waukegan	-	-	-	-	-	89,280
Western Spring	1,165	1,528	1,209	781	926	990
Wheeling	-	-	-	12,887	-	12,138
White County	-	-	-	-	-	3,337
Whiteside County	8,554	9,531	10,828	11,516	11,673	11,918
Williamson County	11,503	13,073	13,367	15,550	11,455	13,642
Winnebago County	-	-	92,227	87,105	80,234	86,218
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	-	28,281	30,766	36,210	35,545	37,423

# of Systems

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**Table D-1: Call Volume (Wireless)**

**Legend:**

The data from the survey was edited manually for more accurate and comparable reporting. See remarks below.

911 System	R E M A R K S:
Barrington Hills	The 2005 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Berwyn	The 2006 and 2009 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Clay County	The 2006 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
DuPage County	The 2009 data appear incomplete and was changed to Zero as the incomplete data will distort the results of the analysis.
Highland Park	The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
LaGrange	The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
LaGrange Park	The 2010 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Mercer County	The 2005 information was changed to Zero as the information provided is only for partial months and not representative of one full year.
Putnam County	The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Quadcom	As confirmed with David Smith, 911 Coordinator (per telephone conversation on 6/8/11), the information provided in the survey covers only selected months as the information for the other months to cover the full year is not available. Based on this, the values will be changed to zero since it does not represent a full year.
Skokie	The 2006, 2008, 2009 and 2010 data was manually changed to 0 as the data provided is only for partial months and is not representative of one full year.
Vernon Hills	The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Washington County	The 2009 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
White County	The 2006 to 2009 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
Winnebago County	The 2006 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.
WSCDC	The 2005 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.

**Table D-2: Call Volume (VOIP, etc.)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	-	-	-	93	157	110
Barrington Hills	-	-	-	-	-	-
Bellwood	-	-	-	-	-	-
Berwyn	-	-	-	-	-	-
Bureau County	-	-	-	-	-	-
Champaign County	-	-	-	-	-	-
Clark County	-	-	-	-	-	-
Clay County	-	-	2	4	-	1
Clinton County	-	-	-	-	-	-
Coles County	-	-	-	-	-	-
Countryside	-	-	-	-	-	-
Crawford County	-	3	5	17	23	20
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	12,897
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	-	-	-	-	-	-
Evanston	-	-	-	-	-	-
Ford County	-	-	-	-	-	-
Fox Lake	-	-	-	-	-	-
Franklin County	-	-	-	57	63	77
Fulton County	-	-	-	-	-	-
Gallatin County	-	-	-	-	-	-
Glenview	-	-	-	-	-	-
Grundy County	-	-	-	-	-	-
Harwood Heights	-	-	-	-	-	-
Henry County	-	-	-	-	-	18
Hickory Hills	-	-	-	-	-	-
Highland Park	-	-	-	-	-	-
Jackson County	-	-	-	-	-	-
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	-	-	145	126
Johnson County	-	-	-	-	-	-
Kankakee County	-	-	-	-	-	-
Kendall County	-	-	-	-	-	-
Knox County	-	-	-	-	-	-
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	-	-	-	-	-	-
Lansing	-	-	-	-	-	-
LaSalle	-	-	-	-	-	-
Lee County	-	-	-	-	-	-
Libertyville	-	-	-	-	-	-
Lincolnshire	-	-	-	-	-	-
Lincolnwood	-	-	-	-	-	-
Livingston County	-	-	-	-	-	-
Logan County	-	-	-	220	340	433
Lyons	-	-	-	-	-	-
Macomb	-	-	-	3	23	-

**Table D-2: Call Volume (VOIP, etc.)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Macoupin County	-	-	26	32	43	48
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	-	-	-	-	-	-
Mason County	-	-	-	-	-	-
McCook	-	-	-	-	-	-
McHenry County	-	-	-	-	-	-
Mercer County	-	-	-	-	-	-
Morgan County	-	-	-	-	-	-
Mundelein	-	-	-	-	-	-
Northfield	-	-	-	-	-	-
Northwest Central	667	1,153	488	599	-	574
Ogle County	-	-	-	-	-	-
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	-	-	-	-	-	-
Perry County	-	-	22	22	37	35
Piatt County	-	-	-	-	-	-
Pulaski	-	-	-	-	-	-
Putnam County	-	-	-	-	-	-
Quadcom	-	-	-	-	-	-
Randolph County	-	-	-	-	-	-
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	-	-	-	-	-	-
Saline County	-	-	-	-	-	-
Sangamon County	-	-	-	-	-	-
Scott County	-	-	-	-	-	-
Seneca	-	-	-	-	-	-
Skokie	-	-	-	-	-	-
St. Clair County	-	-	1,294	385	947	423
Streator	-	-	-	-	-	-
Tazewell County	-	-	-	-	-	-
Union County	-	-	-	-	-	-
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	89	78	133
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	-
Western Spring	-	-	-	-	-	-
Wheeling	-	-	-	88	172	384
White County	-	-	-	-	-	-
Whiteside County	-	25	67	218	209	146
Williamson County	-	-	-	-	-	-
Winnebago County	-	-	-	-	-	-
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	-	-	-	-	-	-

**# of Systems**

**100**

**Table D-2: Call Volume (VOIP, etc.)**

**Legend:**

The data from the survey was edited manually for more accurate and comparable reporting. See remarks below.

911 System	REMARKS:
Berwyn	As noted in the survey response, these amounts are all Non-emergency 7 digit calls, thus these numbers were changed to zero as they are not relevant to the analysis.
DuPage County	The 2009 numbers were changed to Zero as they appear incomplete.
Northwest Central	Based on discussion with the System coordinator, it was noted that the initial survey response does not represent VoIP call volumes only. A revised Table D-2 was sent with the VoIP only call volume, and the data in this worksheet was updated accordingly. However, it was noted that the 2009 call volume for July and August 2009 has Zero value. According to the coordinator, this was zero as no data is available due to the transition to a new system. For comparability of information, the 2009 values was changed to Zero, as the data available is not representative of one full year.
Perry County	2006 data incomplete, changed to Zero.
Quadcom	We noted that the VoIP call volume noted in the survey by Quadcom is exactly the same as the wireline call volume. Since this data is not accurate, we changed the values to Zero.
St. Clair County	The 2006 information was changed to Zero, as the information provided is only for partial months and is not representative of one full year.
Vernon Hills	The 2007 information was changed to Zero, as the information provided is only for partial months and is not representative of one full year.
Williamson County	Based on discussion with Kenda, she believes the numbers noted in the VoIP call volume does not seem right. She said she will look into this further. No further information was obtained from Kenda. Based on this, since the information is not accurate, we changed the values to Zero, so as not to be misleading.

**Table E-1: Dispatches (Wireline)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	61,008	62,797	63,108	61,288	59,914	59,498
Barrington Hills	-	-	-	-	-	-
Bellwood	-	-	-	-	-	-
Berwyn	57,147	59,182	64,172	68,739	68,071	67,924
Bureau County	-	-	3,246	2,614	1,572	1,214
Champaign County	-	-	-	-	-	-
Clark County	-	-	-	-	-	-
Clay County	-	1,257	2,191	1,822	1,789	1,738
Clinton County	-	-	-	-	-	-
Coles County	48,252	49,009	53,968	79,948	85,244	84,134
Countryside	-	-	-	-	-	-
Crawford County	-	-	-	-	-	-
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	-
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	-	-	-	-	-	-
Evanston	-	-	-	-	-	-
Ford County	-	-	-	-	-	-
Fox Lake	-	-	-	-	-	-
Franklin County	-	-	-	3,600	3,414	2,873
Fulton County	-	-	-	-	-	-
Gallatin County	-	-	-	-	-	-
Glenview	-	-	-	-	-	-
Grundy County	-	-	-	-	-	-
Harwood Heights	1,869	1,704	1,542	1,481	1,469	1,345
Henry County	-	5,739	5,628	4,647	4,114	3,492
Hickory Hills	-	-	-	-	-	-
Highland Park	-	-	-	-	-	-
Jackson County	15,572	14,540	13,031	13,414	13,685	11,335
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	-	-	-	-
Johnson County	-	-	-	-	-	-
Kankakee County	-	-	-	-	-	-
Kendall County	-	-	-	-	-	-
Knox County	51,086	52,675	56,354	55,723	57,749	57,147
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	-	-	-	-	-	-
Lansing	-	-	-	-	-	-
LaSalle	-	-	-	-	-	-
Lee County	-	-	-	-	-	-
Libertyville	-	-	-	-	-	-
Lincolnshire	-	-	-	-	-	-
Lincolnwood	-	-	-	-	-	-
Livingston County	-	-	-	-	-	-
Logan County	-	-	-	26,160	28,189	25,644
Lyons	-	-	-	-	-	-
Macomb	-	1,917	1,188	3,687	2,906	2,270
Macoupin County	-	-	-	-	-	-

**Table E-1: Dispatches (Wireline)**

911 System	2005	2006	2007	2008	2009	2010
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	-	-	-	-	-	-
Mason County	8,972	8,072	8,464	8,599	8,779	8,335
McCook	-	-	-	-	-	-
McHenry County	-	-	-	-	-	-
Mercer County	1,325	1,146	607	590	555	463
Morgan County	-	-	-	-	-	-
Mundelein	-	-	-	-	-	-
Northfield	1,131	1,011	1,023	1,053	965	1,163
Northwest Central	-	218,110	273,962	273,497	268,831	254,406
Ogle County	-	-	-	-	-	-
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	-	-	-	-	-	-
Perry County	1,351	1,290	1,232	1,187	977	1,085
Piatt County	-	-	-	-	-	-
Pulaski	-	-	-	-	-	-
Putnam County	-	93	404	587	659	580
Quadcom	1,724	684	1,045	1,826	3,371	5,812
Randolph County	5,775	4,670	4,867	4,715	3,611	3,084
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	-	-	-	-	-	-
Saline County	-	-	-	-	-	-
Sangamon County	-	-	228,855	236,575	237,236	226,905
Scott County	-	-	-	-	-	-
Seneca	-	-	-	-	-	-
Skokie	-	-	-	-	-	-
St. Clair County	-	-	-	-	-	-
Streator	-	-	-	-	-	-
Tazewell County	-	-	-	-	-	-
Union County	-	-	-	-	-	-
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	9,312	7,816	7,432
Wabash	-	8,532	9,357	10,836	11,415	10,746
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	-
Western Spring	-	-	-	-	-	-
Wheeling	-	-	-	2,409	1,772	1,699
White County	-	-	-	-	-	-
Whiteside County	2,535	2,281	1,754	1,548	1,295	1,096
Williamson County	-	-	-	-	-	-
Winnebago County	-	22,897	106,632	105,645	99,371	96,344
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	52,933	86,542	74,020	73,647	74,760	72,803

# of Systems

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**Legend:**

\* The 2007 information was changed to Zero as the information provided is only for partial months and is not representative of one full year.

**Table E-2: Dispatches (Wireless)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	-	-	-	-	-	-
Barrington Hills	-	-	-	-	-	-
Bellwood	-	-	-	-	-	-
Berwyn	-	-	-	-	-	-
Bureau County	-	-	3,246	3,647	2,265	1,486
Champaign County	-	-	-	-	-	-
Clark County	-	-	-	-	-	-
Clay County	-	-	-	-	-	-
Clinton County	-	-	-	-	-	-
Coles County	-	-	-	-	-	-
Countryside	-	-	-	-	-	-
Crawford County	-	-	-	-	-	-
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	-
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	-	-	-	-	-	-
Evanston	-	-	-	-	-	-
Ford County	-	-	-	-	-	-
Fox Lake	-	-	-	-	-	-
Franklin County	-	-	-	8,629	8,585	9,700
Fulton County	-	-	-	-	-	-
Gallatin County	-	-	-	-	-	-
Glenview	-	-	-	-	-	-
Grundy County	-	-	-	-	-	-
Harwood Heights	3,489	3,512	3,575	2,947	2,495	2,403
Henry County	-	7,515	9,012	9,268	8,781	12,622
Hickory Hills	-	-	-	-	-	-
Highland Park	-	-	-	-	-	-
Jackson County	14,861	15,199	16,154	18,623	20,064	22,802
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	-	-	-	-
Johnson County	-	-	-	-	-	-
Kankakee County	-	-	-	-	-	-
Kendall County	-	-	-	-	-	-
Knox County	12,895	13,058	14,626	15,217	15,536	15,891
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	-	-	-	-	-	-
Lansing	-	-	-	-	-	-
LaSalle	-	-	-	-	-	-
Lee County	-	-	-	-	-	-
Libertyville	-	-	-	-	-	-
Lincolnshire	-	-	-	-	-	-
Lincolnwood	-	-	-	-	-	-
Livingston County	-	-	-	-	-	-
Logan County	-	-	-	11,015	13,515	15,312
Lyons	-	-	-	-	-	-
Macomb	-	631	368	699	1,181	2,020
Macoupin County	-	-	-	-	-	-



**Table E-2: Dispatches (Wireless)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	-	-	-	-	-	-
Mason County	69	162	188	143	121	93
McCook	-	-	-	-	-	-
McHenry County	-	-	-	-	-	-
Mercer County	106	312	208	239	245	258
Morgan County	-	-	-	-	-	-
Mundelein	-	-	-	-	-	-
Northfield	496	576	461	483	396	385
Northwest Central	-	-	-	-	-	-
Ogle County	-	-	-	-	-	-
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	-	-	-	-	-	-
Perry County	921	1,087	1,268	1,421	1,465	1,696
Piatt County	-	-	-	-	-	-
Pulaski	-	-	-	-	-	-
Putnam County	-	-	-	-	-	-
Quadcom	335	257	895	2,453	4,994	9,620
Randolph County	3,145	3,503	3,358	4,479	4,789	5,764
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	-	-	-	-	-	-
Saline County	-	-	-	-	-	-
Sangamon County	-	-	-	-	-	-
Scott County	-	-	-	-	-	-
Seneca	-	-	-	-	-	-
Skokie	-	-	-	-	-	-
St. Clair County	-	-	-	-	-	-
Streator	-	-	-	-	-	-
Tazewell County	-	-	-	-	-	-
Union County	-	-	-	-	-	-
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	7,939	7,615	7,959 *
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	68,076
Western Spring	-	-	-	-	-	-
Wheeling	-	-	-	3,299	2,995	2,739
White County	-	-	-	-	-	-
Whiteside County	1,337	1,959	2,321	2,455	2,283	2,375
Williamson County	-	-	-	-	-	-
Winnebago County	-	-	-	-	-	-
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	-	-	-	-	-	-

# of Systems

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**Legend:**

\* The 2007 information was changed to 0, as the information provided is only for partial months and is not representative of one full year.

**Table F-1: Dispatches (Law Enforcement)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	52,117	53,265	52,699	51,413	49,240	49,138
Barrington Hills	-	-	-	-	-	-
Bellwood	-	-	-	-	40,152	40,518
Berwyn	53,289	54,708	48,261	64,504	64,265	63,875
Bureau County	-	-	-	-	-	-
Champaign County	151,489	138,099	139,236	138,429	138,186	132,478
Clark County	8,975	7,203	7,289	7,040	6,496	5,478
Clay County	-	-	-	-	-	-
Clinton County	-	-	-	-	-	-
Coles County	40,169	41,616	44,818	66,859	71,785	69,468
Countryside	-	-	-	-	-	-
Crawford County	14,550	13,736	13,761	14,481	13,993	13,826
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	-
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	6,364	7,275	7,122	8,096	6,903	6,583
Evanston	46,027	44,218	43,401	40,690	36,544	35,991
Ford County	-	-	-	-	-	3,530
Fox Lake	-	-	13,313	12,423	11,430	10,797
Franklin County	-	-	-	7,337	7,200	7,545
Fulton County	33,112	33,518	35,400	36,601	39,986	38,506
Gallatin County	-	-	-	358	320	363
Glenview	-	-	-	-	-	-
Grundy County	-	-	-	-	-	-
Harwood Heights	5,358	5,216	5,117	4,428	3,964	3,748
Henry County	-	-	-	-	-	-
Hickory Hills	-	-	-	-	-	-
Highland Park	-	-	-	23,376	23,614	21,859
Jackson County	86,554	89,087	83,793	100,102	105,446	132,503
Jersey County	-	-	-	-	-	-
Jo Daviess County	28,516	29,260	34,281	32,110	26,519	28,397
Johnson County	-	6,271	5,709	4,903	4,614	4,623
Kankakee County	62,889	119,199	156,605	161,488	153,692	164,688
Kendall County	101,249	117,929	122,481	119,280	123,572	99,051
Knox County	51,085	52,678	56,354	55,850	57,749	57,147
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	332,580	362,267	375,619	381,221	405,320	412,490
Lansing	25,246	27,079	26,960	29,088	26,636	24,859
LaSalle	-	-	20,786	22,075	22,489	18,617
Lee County	17,410	16,837	17,343	16,887	12,253	10,918
Libertyville	-	20,491	21,710	24,305	24,989	23,117
Lincolnshire	-	-	-	-	-	-
Lincolnwood	-	-	-	-	-	-
Livingston County	-	-	-	-	-	-
Logan County	-	-	-	35,647	39,275	43,034
Lyons	-	-	-	-	-	-
Macomb	-	2,165	1,321	3,727	3,473	3,646
Macoupin County	-	4,930	5,571	5,152	5,062	5,378

**Table F-1: Dispatches (Law Enforcement)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	1,479	1,772	1,835	1,301	832	736
Mason County	1,436	1,363	1,465	1,347	1,488	1,379
McCook	1,700	1,318	1,093	1,075	1,040	730
McHenry County	-	-	-	-	-	-
Mercer County	846	793	272	265	229	175
Morgan County	-	-	-	-	-	-
Mundelein	5,968	18,256	18,462	24,824	20,754	17,440
Northfield	1,199	1,178	1,076	1,188	1,105	1,451
Northwest Central	-	179,106	222,279	221,869	216,049	200,501
Ogle County	3,564	3,823	4,372	4,281	3,909	3,970
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	202,351	200,054	196,287	194,411	184,447	171,921
Perry County	1,135	1,269	1,301	1,376	1,334	1,439
Piatt County	-	-	-	-	-	-
Pulaski	-	-	-	-	-	-
Putnam County	-	40	174	297	352	253
Quadcom	1,830	694	1,541	3,457	6,755	12,413
Randolph County	-	-	-	-	-	-
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	5,625	6,573	6,705	6,291	5,090	4,275
Saline County	-	-	-	8,363	8,041	6,887
Sangamon County	-	-	192,418	196,540	196,114	184,788
Scott County	-	-	-	-	-	-
Seneca	-	-	-	-	-	-
Skokie	35,058	37,157	36,828	39,976	38,772	38,985
St. Clair County	-	-	-	-	-	-
Streator	13,359	18,310	18,105	18,377	17,800	17,593
Tazewell County	-	-	-	-	-	-
Union County	806	1,111	1,012	1,264	5,843	8,271
Vermilion County	84,257	83,794	88,244	89,165	88,531	88,783
Vernon Hills	-	-	3,094	24,866	20,591	20,229
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	-
Western Spring	-	-	-	-	-	-
Wheeling	-	-	-	-	-	-
White County	-	-	-	-	-	-
Whiteside County	13,334	14,110	15,517	16,979	16,357	15,545
Williamson County	-	-	-	-	-	-
Winnebago County	-	19,236	87,196	85,224	78,577	76,047
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	46,773	74,721	63,296	62,849	64,243	61,511

**# of Systems**      **100**

**Table F-2: Dispatches (Fire/Rescue)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	4,143	4,266	4,592	4,755	4,790	4,617
Barrington Hills	-	-	-	-	-	-
Bellwood	-	-	-	-	11,943	15,541
Berwyn	846	903	1,009	945	848	942
Bureau County	-	-	548	379	536	1,173
Champaign County	11,089	12,207	14,115	15,227	15,493	14,732
Clark County	176	125	142	108	144	156
Clay County	-	-	-	-	-	-
Clinton County	-	-	-	-	-	-
Coles County	2,184	2,530	3,029	3,506	3,751	4,704
Countryside	-	-	-	-	-	-
Crawford County	314	339	354	352	399	484
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	-
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	247	350	399	416	439	473
Evanston	3,271	3,364	3,487	3,727	3,211	3,567
Ford County	-	-	-	-	-	443
Fox Lake	-	6,738	6,944	6,839	6,275	6,030
Franklin County	-	-	-	819	804	844
Fulton County	-	-	-	-	-	-
Gallatin County	100	119	127	129	88	96
Glenview	-	-	-	-	-	-
Grundy County	-	-	-	-	-	-
Harwood Heights	1,317	1,191	1,207	1,092	1,133	1,148
Henry County	-	-	-	-	-	-
Hickory Hills	-	-	-	-	-	-
Highland Park	2,648	2,618	2,611	2,926	2,808	2,742
Jackson County	-	-	-	-	-	-
Jersey County	-	-	-	-	-	-
Jo Daviess County	1,086	944	910	1,030	1,014	1,354
Johnson County	-	145	182	131	140	121
Kankakee County	5,851	12,160	15,559	15,676	16,159	15,948
Kendall County	6,929	7,606	8,886	9,009	8,732	8,990
Knox County	3,863	3,904	4,319	4,238	4,077	4,040
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	13,041	16,382	18,825	18,250	17,211	18,928
Lansing	884	927	1,018	1,158	3,203	3,506
LaSalle	-	-	402	391	416	419
Lee County	3,998	2,041	1,934	894	1,506	1,153
Libertyville	-	3,826	3,885	3,926	3,691	3,764
Lincolnshire	-	-	-	-	-	-
Lincolnwood	-	-	-	-	-	-
Livingston County	1,606	1,451	1,484	1,786	1,426	1,652
Logan County	-	-	-	2,962	3,302	3,375
Lyons	-	-	-	-	-	-
Macomb	-	251	155	438	325	429
Macoupin County	-	860	762	634	617	556

**Table F-2: Dispatches (Fire/Rescue)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	125	147	190	168	97	104
Mason County	419	363	412	331	357	326
McCook	195	255	346	322	331	407
McHenry County	-	-	-	-	-	-
Mercer County	85	53	26	32	32	45
Morgan County	-	-	-	-	-	-
Mundelein	680	2,060	1,973	1,671	1,152	1,307
Northfield	51	39	53	32	20	5
Northwest Central	-	39,004	51,683	51,628	52,782	53,905
Ogle County	308	267	272	257	278	248
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	18,183	18,991	20,144	21,517	21,817	22,873
Perry County	97	81	91	62	69	97
Piatt County	-	-	-	-	-	-
Pulaski	-	-	-	-	-	-
Putnam County	-	-	9	10	15	16
Quadcom	226	256	417	859	1,600	2,969
Randolph County	-	-	-	-	-	-
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	980	933	1,098	907	840	763
Saline County	487	439	442	350	334	297
Sangamon County	-	-	36,437	40,035	41,122	42,117
Scott County	-	-	-	-	-	-
Seneca	-	-	-	-	-	-
Skokie	2,165	2,417	2,656	2,674	2,235	2,603
St. Clair County	-	-	-	-	-	-
Streator	236	393	428	415	482	446
Tazewell County	-	-	-	-	-	-
Union County	200	202	238	191	229	243
Vermilion County	3,496	3,205	3,491	3,364	3,257	3,125
Vernon Hills	-	-	-	-	-	-
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	-
Western Spring	-	-	-	-	-	-
Wheeling	-	-	-	-	-	-
White County	-	-	-	-	-	-
Whiteside County	166	218	168	344	343	368
Williamson County	-	-	-	-	-	-
Winnebago County	-	3,661	19,436	20,421	20,794	20,297
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	6,198	10,302	10,724	10,798	10,621	11,190

# of Systems

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**Table F-3 Dispatches (EMS)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	6,062	6,320	6,725	7,163	7,032	7,025
Barrington Hills	-	-	-	-	-	-
Bellwood	-	-	-	-	-	-
Berwyn	6,024	6,561	7,020	3,290	2,958	3,107
Bureau County	-	-	1,956	2,265	2,687	2,409
Champaign County	-	-	-	-	-	-
Clark County	1,093	1,217	1,278	1,415	1,537	1,508
Clay County	-	-	-	-	-	-
Clinton County	-	-	-	-	-	-
Coles County	5,875	4,843	6,081	9,553	9,667	9,893
Countryside	-	-	-	-	-	-
Crawford County	2,308	2,357	2,604	2,559	2,580	3,159
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	-
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	1,074	1,322	1,422	1,314	1,372	1,512
Evanston	4,789	4,735	5,030	5,407	5,355	5,350
Ford County	-	-	-	-	-	2,281
Fox Lake	-	-	-	-	-	-
Franklin County	-	-	-	4,073	3,995	4,184
Fulton County	-	-	-	-	-	-
Gallatin County	348	385	424	427	481	498
Glenview	-	-	-	-	-	-
Grundy County	-	-	-	-	-	-
Harwood Heights	-	-	-	-	-	-
Henry County	-	-	-	-	-	-
Hickory Hills	-	-	-	-	-	-
Highland Park	1,746	1,767	1,881	1,917	1,806	1,738
Jackson County	-	-	-	-	-	-
Jersey County	-	-	-	-	-	-
Jo Daviess County	1,481	944	1,386	1,446	1,455	1,009
Johnson County	-	866	906	853	984	983
Kankakee County	-	-	-	-	-	-
Kendall County	-	-	-	-	-	-
Knox County	5,843	6,219	8,530	9,407	8,661	9,348
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	-	-	-	-	-	-
Lansing	-	-	-	-	-	-
LaSalle	853	727	801	972	1,041	1,031
Lee County	-	2,257	2,437	2,525	2,532	2,912
Libertyville	-	-	-	-	-	-
Lincolnshire	-	-	-	-	-	-
Lincolnwood	-	-	-	-	-	-
Livingston County	5,615	5,549	5,753	5,988	5,640	5,927
Logan County	-	-	-	2,441	2,982	3,413
Lyons	-	-	-	-	-	-
Macomb	-	132	80	221	289	215
Macoupin County	-	6,140	6,406	6,546	6,521	6,671

**Table F-3 Dispatches (EMS)**

<b>911 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marion County	-	-	-	-	-	-
Marseilles	-	-	-	-	-	-
Marshall County.	751	990	1,029	898	863	881
Mason County	-	-	-	-	-	-
McCook	218	267	289	281	230	239
McHenry County	-	-	-	-	-	-
Mercer County	576	588	517	530	520	501
Morgan County	1,517	1,517	1,733	1,798	1,803	1,989
Mundelein	357	1,177	1,191	1,128	1,678	1,575
Northfield	292	261	264	257	182	67
Northwest Central	-	-	-	-	-	-
Ogle County	2,039	2,188	3,023	2,346	2,369	2,506
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	12,207	12,856	13,386	14,263	13,066	12,981
Perry County	1,040	1,037	1,108	1,170	1,050	1,245
Piatt County	-	-	-	-	-	-
Pulaski	-	-	-	-	-	-
Putnam County	-	23	96	116	116	156
Quadcom	-	-	-	-	-	-
Randolph County	-	-	-	-	-	-
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	1,104	1,083	1,117	1,068	1,033	934
Saline County	1,340	1,599	1,627	1,640	1,567	1,631
Sangamon County	-	-	-	-	-	-
Scott County	-	-	-	-	-	-
Seneca	-	-	-	-	-	-
Skokie	5,136	4,913	5,156	5,244	5,367	5,252
St. Clair County	-	-	-	-	-	-
Streator	767	1,056	1,089	1,122	1,007	814
Tazewell County	-	-	-	-	-	-
Union County	1,338	1,612	1,496	1,645	1,651	1,684
Vermilion County	9,663	10,292	11,500	11,887	11,612	15,633
Vernon Hills	-	-	-	-	-	-
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	-
Western Spring	-	-	-	-	-	-
Wheeling	-	-	-	-	-	-
White County	-	-	-	-	-	-
Whiteside County	184	222	248	3,489	3,678	4,135
Williamson County	-	-	-	-	-	-
Winnebago County	-	-	-	-	-	-
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	-	-	-	-	-	-

# of Systems

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**Table F-4 Dispatches (Other)**

<b>911 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	(blank)	-	-	-	-	-	-
Barrington Hills	(blank)	-	-	-	-	-	-
Bellwood	(blank)	-	-	-	-	-	-
Berwyn	(blank)	-	-	-	-	-	-
Bureau County	(blank)	-	-	-	-	-	-
Champaign County	(blank)	-	-	-	-	-	-
Clark County	(blank)	-	-	-	-	-	-
Clay County	Wireline/Wireless	-	-	-	-	-	-
Clinton County	(blank)	-	-	-	-	-	-
Coles County	Coronor	24	20	40	30	41	69
Countryside	None	-	-	-	-	-	-
Crawford County	(blank)	-	-	-	-	-	-
Cumberland County	(blank)	-	-	-	-	-	-
DeKalb County	(blank)	-	-	-	-	-	-
Dolton	(blank)	-	-	-	-	-	-
Douglas County	(blank)	-	-	-	-	-	-
DuPage County	(blank)	-	-	-	-	-	-
E-Com	(blank)	-	-	-	-	-	-
Edgar County	(blank)	-	-	-	-	-	-
Effingham County	(blank)	88,371	89,140	86,015	83,444	75,432	72,770
Evanston	(blank)	-	-	-	-	-	-
Ford County	(blank)	-	-	-	-	-	-
Fox Lake	(blank)	-	-	-	-	-	-
Franklin County	(blank)	-	-	-	-	-	-
Fulton County	(blank)	-	-	-	-	-	-
Gallatin County	Hang Ups	266	340	258	281	314	222
Glenview	(blank)	-	-	-	-	-	-
Grundy County	(blank)	-	-	-	-	-	-
Harwood Heights	7 Digit calls into dispatch center	5,357	5,216	5,117	4,428	3,964	3,748
Henry County	(blank)	-	-	-	-	-	-
Hickory Hills	(blank)	-	-	-	-	-	-
Highland Park	(blank)	-	-	-	-	-	-
Jackson County	(blank)	-	-	-	-	-	-
Jersey County	(blank)	-	-	-	-	-	-
Jo Daviess County	(blank)	-	-	-	-	-	-
Johnson County	(blank)	-	41	39	38	67	79
Kankakee County	Call per Service by call type	42,906	133,335	154,234	179,392	167,728	178,333
Kendall County	(blank)	-	-	-	-	-	-
Knox County	(blank)	2,006	2,003	2,007	1,881	2,009	2,011
LaGrange	(blank)	-	-	-	-	-	-
LaGrange Park	(blank)	-	-	-	-	-	-
Lake County	(blank)	-	-	-	-	-	-
Lansing	(blank)	-	-	-	-	-	-
LaSalle	(blank)	-	-	-	-	-	-
Lee County	(blank)	-	-	-	-	-	-
Libertyville	(blank)	-	-	-	-	-	-
Lincolnshire	(blank)	-	-	-	-	-	-
Lincolnwood	(blank)	-	-	-	-	-	-
Livingston County	(blank)	-	-	-	-	-	-
Logan County	(blank)	-	-	-	-	-	-
Lyons	(blank)	-	-	-	-	-	-
Macomb	(blank)	-	-	-	-	-	-
Macoupin County	(blank)	-	-	-	-	-	-
Marion County	(blank)	-	-	-	-	-	-
Marseilles	(blank)	-	-	-	-	-	-
Marshall County.	(blank)	-	-	-	-	-	-
Mason County	(blank)	-	-	-	-	-	-
McCook	(blank)	-	-	-	-	-	-
McHenry County	(blank)	-	-	-	-	-	-
Mercer County	(blank)	-	-	-	-	-	-



**Table F-4 Dispatches (Other)**

911 System	Type	2005	2006	2007	2008	2009	2010
Morgan County	(blank)	-	-	-	-	-	-
Mundelein	(blank)	-	-	-	-	-	-
Northfield	Administrative Phone Lines	3,741	3,466	3,064	2,691	1,978	1,835
Northwest Central	(blank)	-	-	-	-	-	-
Ogle County	Multiple Agency Response	309	350	302	372	252	273
Oglesby	(blank)	-	-	-	-	-	-
Park City	(blank)	-	-	-	-	-	-
Peoria County	(blank)	-	-	-	-	-	-
Perry County	(blank)	-	-	-	-	-	-
Piatt County	(blank)	-	-	-	-	-	-
Pulaski	(blank)	-	-	-	-	-	-
Putnam County	(blank)	-	30	125	164	180	155
Quadcom	(blank)	-	11	36	26	14	32
Randolph County	(blank)	-	-	-	-	-	-
Richland County	(blank)	-	-	-	-	-	-
Riverside	(blank)	-	-	-	-	-	-
Rosemont	(blank)	-	-	-	-	-	-
Saline County	911 Hang-ups	1,256	1,291	1,823	1,121	1,332	1,510
Sangamon County	(blank)	-	-	-	-	-	-
Scott County	(blank)	-	-	-	-	-	-
Seneca	(blank)	-	-	-	-	-	-
Skokie	(blank)	-	-	-	-	-	-
St. Clair County	(blank)	-	-	-	-	-	-
Streator	(blank)	-	-	-	-	-	-
Tazewell County	(blank)	-	-	-	-	-	-
Union County	(blank)	-	-	-	-	-	-
Vermilion County	(blank)	-	-	-	-	-	-
Vernon Hills	(blank)	-	-	-	-	-	-
Wabash	(blank)	-	-	-	-	-	-
Washington County	(blank)	-	-	-	-	-	-
Waukegan	(blank)	-	-	-	-	-	-
Western Spring	(blank)	-	-	-	-	-	-
Wheeling	(blank)	-	-	-	-	-	-
White County	(blank)	-	-	-	-	-	-
Whiteside County	Transfers to - Whiteside Co SO PSAP, Rock Falls PD PSAP & other agencies - Ogle County, Lee County or ISP	108	360	130	477	412	364
Williamson County	(blank)	-	-	-	-	-	-
Winnebago County	(blank)	-	-	-	-	-	-
Winnetka	(blank)	-	-	-	-	-	-
Woodford	(blank)	-	-	-	-	-	-
WSCDC	10 digit emergency	47,634	72,496	71,005	71,050	65,101	64,915

**# of Systems 100**

**Table G: Wireline Surcharge Received**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	-	-	-	-	-	-
Barrington Hills	49,849	49,687	46,409	40,376	39,098	34,975
Bellwood	-	-	-	-	-	-
Berwyn	211,081	200,571	191,039	160,311	155,206	129,541
Bureau County	-	-	-	-	-	-
Champaign County	1,718,075	1,600,233	1,483,696	1,470,339	1,384,775	1,266,258
Clark County	262,506	231,398	268,035	233,839	204,852	200,109
Clay County	167,366	170,618	156,155	154,594	142,981	136,164
Clinton County	363,900	371,700	392,200	467,700	457,800	455,200
Coles County	498,378	474,437	437,652	452,905	418,359	426,094
Countryside	37,734	34,765	61,131	63,356	58,580	53,302
Crawford County	160,817	177,417	232,534	159,398	163,410	163,680
Cumberland County	-	-	128,503	116,329	119,861	105,721
DeKalb County	445,222	406,949	461,481	429,697	395,126	375,493
Dolton	-	-	-	-	-	-
Douglas County	216,012	229,104	249,322	248,448	264,147	200,425
DuPage County	3,569,294	3,380,861	3,371,514	2,898,640	2,706,720	2,863,267
E-Com	-	579,557	485,551	451,769	464,221	414,069
Edgar County	179,836	190,679	224,614	185,283	170,007	147,925
Effingham County	544,322	548,349	534,372	475,228	485,950	446,950
Evanston	828,900	761,300	752,100	739,300	625,100	651,400
Ford County	-	-	-	-	-	-
Fox Lake	-	-	43,270	50,000	42,000	42,000
Franklin County	-	-	-	263,296	233,718	211,540
Fulton County	-	381,859	357,857	334,067	319,021	274,601
Gallatin County	28,894	26,236	28,471	19,096	19,257	14,609
Glenview	-	-	-	-	-	-
Grundy County	670,443	581,492	564,733	595,579	552,947	411,252
Harwood Heights	64,485	59,163	56,885	53,425	48,314	38,010
Henry County	-	-	-	248,841	265,815	239,014
Hickory Hills	125,567	146,088	137,640	141,988	144,152	154,788
Highland Park	-	-	-	-	-	-
Jackson County	376,330	318,105	340,252	288,445	274,994	251,058
Jersey County	270,334	302,492	275,101	319,677	255,248	245,700
Jo Daviess County	268,439	289,970	282,824	271,072	257,732	239,584
Johnson County	142,772	139,756	106,921	90,867	89,124	78,890
Kankakee County	657,685	646,395	633,308	630,125	583,945	565,907
Kendall County	354,421	333,113	403,476	439,306	445,364	363,183
Knox County	353,628	349,376	327,493	326,448	304,597	287,181
LaGrange	-	86,245	83,143	79,445	78,148	-
LaGrange Park	-	-	-	-	-	-
Lake County	1,158,972	1,204,973	1,050,557	1,058,721	973,648	955,092
Lansing	-	-	-	-	-	-
LaSalle	33,448	28,088	30,546	30,856	28,177	24,731
Lee County	336,157	332,987	312,071	287,632	281,301	249,482
Libertyville	-	-	-	163,590	156,992	143,130
Lincolnshire	240,000	240,000	240,000	250,000	220,000	184,000
Lincolnwood	-	-	138,164	179,943	176,149	182,058
Livingston County	315,793	309,738	298,596	287,188	275,061	254,178
Logan County	307,728	305,598	276,720	198,926	138,719	234,373
Lyons	61,879	64,933	59,966	55,241	47,736	89,864

**Table G: Wireline Surcharge Received**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Macomb	269,996	252,600	231,880	208,330	203,958	175,598
Macoupin County	562,452	431,972	484,928	430,043	512,938	-
Marion County	-	212,107	221,756	245,839	264,490	232,474
Marseilles	47,623	48,498	51,347	46,496	36,432	35,160
Marshall County.	192,177	184,053	182,965	181,250	183,011	147,243
Mason County	167,200	141,000	142,020	138,000	128,550	123,600
McCook	31,099	52,529	51,229	75,582	69,454	-
McHenry County	943,062	862,223	629,519	1,189,743	790,031	739,856
Mercer County	156,806	159,966	158,383	157,489	141,216	147,816
Morgan County	197,529	186,161	172,363	157,359	150,093	122,379
Mundelein	188,618	96,952	90,246	93,470	91,194	92,402
Northfield	167,191	164,165	160,593	154,268	143,361	125,963
Northwest Central	2,015,293	1,876,656	1,822,149	1,732,351	1,821,493	1,759,519
Ogle County	379,604	364,994	341,195	356,604	301,100	277,103
Oglesby	-	-	-	-	-	-
Park City	4,495	24,733	26,515	24,847	19,382	13,899
Peoria County	986,410	923,667	901,891	871,101	824,176	766,114
Perry County	158,032	142,747	158,473	122,411	121,811	109,330
Piatt County	182,773	179,847	171,282	166,403	156,338	142,712
Pulaski	-	-	-	-	-	-
Putnam County	139,507	128,009	131,988	132,009	127,316	114,881
Quadcom						166,960
Randolph County	165,718	179,036	163,698	146,603	158,775	136,983
Richland County	120,221	120,215	137,800	119,476	131,287	112,276
Riverside	-	-	97,720	194,286	197,620	152,620
Rosemont	225,586	185,843	171,556	167,501	146,283	119,190
Saline County	202,866	204,677	200,000	179,032	161,654	140,327
Sangamon County	1,064,423	1,014,786	970,657	951,305	914,296	834,953
Scott County	93,558	86,470	79,316	70,500	67,767	56,800
Seneca	-	-	-	-	-	-
Skokie	-	-	-	-	-	-
St. Clair County	-	-	816,007	772,318	669,906	610,249
Streator	129,589	110,712	119,598	94,366	87,781	88,468
Tazewell County	650,017	549,243	517,046	490,564	430,885	444,009
Union County	222,669	212,230	238,249	181,863	183,183	187,977
Vermilion County	-	-	-	83,290	83,269	76,693
Vernon Hills	-	-	-	-	-	-
Wabash	-	-	-	-	171,320	145,309
Washington County	93,560	78,991	83,897	59,098	49,810	74,111
Waukegan	-	-	-	-	-	-
Western Spring	71,002	69,150	75,839	64,023	57,105	49,212
Wheeling	206,395	192,121	189,758	185,868	167,435	157,439
White County	229,012	179,709	161,723	150,609	155,568	133,319
Whiteside County	269,028	264,691	248,687	238,412	226,025	199,735
Williamson County	566,537	574,241	582,780	701,739	721,095	529,168
Winnebago County	-	-	-	807,625	772,977	802,792
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	888,174	880,427	916,388	969,500	886,984	832,095

# of Systems

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**Table H: Wireless Surcharge Received**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	206,731	217,079	236,170	406,670	337,966	353,114
Barrington Hills	13,234	9,021	7,864	8,831	9,252	11,850
Bellwood	-	-	-	-	-	-
Berwyn	174,641	218,045	241,365	311,716	327,288	332,580
Bureau County	-	-	-	-	-	-
Champaign County	617,199	582,255	665,335	896,337	939,851	1,143,451
Clark County	36,036	51,149	56,372	78,775	100,170	78,207
Clay County	-	-	-	47,240	71,259	74,532
Clinton County	-	-	-	-	-	-
Coles County	136,970	159,043	170,506	310,357	216,273	216,921
Countryside	32,146	49,808	57,438	83,518	105,075	90,766
Crawford County	60,637	80,320	97,619	138,282	195,076	134,432
Cumberland County	-	-	35,878	45,422	58,108	45,132
DeKalb County	-	225,649	378,674	693,081	532,375	496,401
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	3,456,705	4,415,442	4,614,417	5,690,601	5,790,848	4,489,331
E-Com	-	409,813	516,930	652,753	541,626	522,048
Edgar County	55,426	61,759	80,071	113,775	82,391	87,237
Effingham County	119,953	119,870	143,652	194,765	197,000	180,000
Evanston	243,100	291,700	356,700	293,100	437,200	314,600
Ford County	-	-	-	-	-	-
Fox Lake	-	-	172,031	160,000	245,000	117,200
Franklin County	-	-	-	273,538	218,146	212,116
Fulton County	-	103,162	126,845	172,525	219,396	173,530
Gallatin County	18,430	19,973	21,608	38,257	31,532	24,106
Glenview	-	-	-	-	-	-
Grundy County	84,741	168,439	111,654	90,316	93,968	240,000
Harwood Heights	99,045	98,748	92,935	106,248	82,716	83,337
Henry County	-	-	-	159,730	180,594	221,211
Hickory Hills	-	-	-	-	-	-
Highland Park	141,797	153,642	178,589	216,989	193,357	176,034
Jackson County	157,865	182,400	216,577	385,348	307,940	295,408
Jersey County	-	-	-	-	-	48,065
Jo Daviess County	40,869	56,797	63,498	103,311	99,666	88,563
Johnson County	30,457	35,300	45,860	64,834	86,864	66,479
Kankakee County	304,834	336,404	397,107	726,927	582,682	556,355
Kendall County	256,869	253,660	512,477	515,420	629,831	615,020
Knox County	159,539	177,710	232,015	293,986	265,259	247,020
LaGrange	-	96,287	135,631	177,449	165,214	-
LaGrange Park	-	-	-	-	-	-
Lake County	762,966	918,097	949,442	1,339,597	1,098,990	1,323,540
Lansing	101,753	132,969	121,124	192,602	153,876	135,345
LaSalle	10,170	18,529	48,709	81,464	83,141	80,178
Lee County	94,556	109,240	123,077	175,009	219,219	169,419
Libertyville	-	-	-	183,869	156,423	153,000
Lincolnshire	50,000	85,000	80,000	90,000	126,000	120,000
Lincolnwood	-	-	-	-	-	-
Livingston County	130,163	133,883	174,686	218,444	204,682	195,210
Logan County	84,430	99,893	98,945	171,897	126,064	145,531
Lyons	-	-	-	-	-	-
Macomb	84,405	82,453	98,590	135,179	168,264	133,581
Macoupin County	-	152,515	210,061	269,228	256,821	240,899
Marion County	-	181,267	182,024	193,787	200,179	168,897

**Table H: Wireless Surcharge Received**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marseilles	-	-	-	-	-	5,664
Marshall County.	83,876	80,908	95,389	143,730	118,196	96,207
Mason County	44,400	40,940	49,190	50,300	75,650	11,100
McCook	-	-	-	-	-	-
McHenry County	1,023,213	1,170,056	1,580,408	2,033,852	1,870,353	1,751,977
Mercer County	47,363	92,796	56,385	96,245	82,893	78,515
Morgan County	118,921	130,126	163,668	206,343	199,533	194,695
Mundelein	39,977	109,377	124,024	167,790	212,415	187,041
Northfield	52,667	41,401	50,343	56,871	68,010	60,640
Northwest Central	1,561,017	1,915,166	2,431,594	3,166,323	3,066,448	3,229,474
Ogle County	166,472	182,586	211,280	368,849	300,875	289,437
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	641,991	730,630	840,750	1,405,573	1,013,120	1,032,491
Perry County	59,248	67,200	73,364	101,638	130,712	94,991
Piatt County	58,618	59,409	65,796	72,336	92,178	86,381
Pulaski	-	-	-	-	-	-
Putnam County	-	-	-	12,783	31,089	32,848
Quadcom	-	-	-	-	-	358,944
Randolph County	79,086	95,645	101,498	139,970	130,819	130,820
Richland County	34,120	39,179	45,384	65,300	78,884	76,748
Riverside	-	-	-	-	-	-
Rosemont	108,106	132,476	162,293	195,508	177,274	207,904
Saline County	66,699	74,883	83,377	113,962	129,593	104,951
Sangamon County	811,360	752,346	931,019	1,522,124	1,311,775	1,262,660
Scott County	18,927	19,631	20,141	26,885	27,878	28,142
Seneca	-	-	-	-	-	-
Skokie	-	-	-	-	-	-
St. Clair County	-	-	1,213,474	1,782,151	1,556,053	1,507,494
Streator	51,854	53,911	60,525	120,168	105,230	87,608
Tazewell County	450,480	482,803	548,543	956,201	775,658	663,262
Union County	38,041	51,909	58,295	82,889	107,547	89,169
Vermilion County	-	-	-	36,929	29,162	37,662
Vernon Hills	-	-	-	-	-	-
Wabash	-	-	37,700	-	67,825	51,462
Washington County	39,270	53,399	55,256	94,020	74,223	73,009
Waukegan	364,391	408,250	465,762	625,464	645,832	662,224
Western Spring	55,548	57,086	53,794	97,182	87,255	84,200
Wheeling	147,472	166,745	186,196	332,475	230,145	232,604
White County	-	8,978	57,230	78,982	102,775	77,717
Whiteside County	149,152	173,952	198,698	279,416	352,723	276,643
Williamson County	-	-	-	-	-	-
Winnebago County	-	-	-	2,041,591	1,479,156	1,732,246
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	163,377	142,471	167,404	217,708	277,602	284,775

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**Legend:**

\* Noted an increasing trend from 2005 to 2008, then a decreasing trend in 2009 and 2010. As discussed with Bob Fitzsimmons, 911 Coordinator, the wireless prepaid phones, could possibly be driver for the decrease in wireless surcharge revenue.

**Table I: Other Funding Sources (Total)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	1,724,538	2,478,913	1,322,104	1,348,484	1,412,300	1,370,000
Barrington Hills	25,079	10,100	55,444	55,480	23,102	18,711
Bellwood	-	-	-	-	-	-
Berwyn	-	-	-	-	-	-
Bureau County	-	-	-	-	-	-
Champaign County	3,687,129	3,608,003	3,677,310	4,073,448	4,077,851	3,984,349
Clark County	80,622	94,860	94,860	103,416	112,700	112,800
Clay County	167,366	170,617	156,155	201,834	214,240	210,696
Clinton County	-	175,000	-	-	-	-
Coles County	744,724	771,329	736,514	955,650	856,350	1,004,785
Countryside	-	-	-	-	-	-
Crawford County	-	-	-	-	-	-
Cumberland County	-	-	-	-	-	-
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	-	-	-	-	-	-
DuPage County	-	-	-	-	-	2,350,000
E-Com	-	-	-	-	-	-
Edgar County	-	-	-	-	-	-
Effingham County	-	-	-	-	-	-
Evanston	-	29,400	94,900	143,300	121,700	29,300
Ford County	-	-	-	-	-	-
Fox Lake	-	378,000	378,000	70,000	70,200	70,200
Franklin County	-	-	-	15,759	33,453	34,065
Fulton County	-	-	-	-	-	-
Gallatin County	-	-	-	-	-	-
Glenview	-	-	-	-	-	-
Grundy County	7,858	114,914	150,000	13,984	9,618	134,341
Harwood Heights	-	-	-	-	-	-
Henry County	-	-	-	408,571	446,409	460,225
Hickory Hills	-	-	-	-	-	-
Highland Park	468,387	445,848	534,519	956,196	466,858	462,864
Jackson County	16,440	24,240	9,144	6,204	9,640	7,740
Jersey County	-	-	-	-	-	-
Jo Daviess County	-	-	-	-	-	-
Johnson County	-	-	-	-	-	-
Kankakee County	2,749,515	2,881,620	3,289,471	3,118,651	3,038,929	3,018,865
Kendall County	11,028	23,269	34,311	24,113	17,655	13,749
Knox County	753,930	778,884	837,770	880,842	951,060	1,056,795
LaGrange	-	-	-	-	-	-
LaGrange Park	-	-	-	-	-	-
Lake County	-	-	-	-	-	-
Lansing	-	-	-	-	-	-
LaSalle	-	-	-	-	-	-
Lee County	-	-	1,457	3,348	3,354	3,616
Libertyville	-	-	-	-	-	-
Lincolnshire	127,879	99,119	162,773	206,862	126,929	198,900
Lincolnwood	-	-	-	151,000	220,000	238,197
Livingston County	455,718	463,686	454,968	454,968	478,124	478,124
Logan County	-	-	-	-	-	-
Lyons	-	-	-	-	-	-
Macomb	389,914	372,126	514,187	511,143	464,034	559,739
Macoupin County	61,749	91,572	146,676	101,731	73,800	-

**Table I: Other Funding Sources (Total)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marion County	-	399,678	410,830	445,212	466,399	402,204
Marseilles	70,586	53,760	54,094	48,115	86,236	55,170
Marshall County.	-	-	-	-	-	-
Mason County	1,200	1,200	1,200	1,200	2,400	2,400
McCook	-	-	-	-	-	-
McHenry County	2,038,407	2,136,382	2,345,485	3,323,714	2,683,906	2,499,192
Mercer County	-	-	-	-	-	-
Morgan County	342,173	365,969	397,051	413,083	387,142	347,763
Mundelein	8,177	19,467	30,475	116,622	4,134	480
Northfield	1,000	1,000	1,000	1,000	1,000	1,000
Northwest Central	-	13,142	341,855	500,271	932,923	905,837
Ogle County	-	-	-	-	-	-
Oglesby	-	-	-	-	-	-
Park City	-	-	-	-	-	-
Peoria County	1,628,400	1,654,296	1,742,641	2,276,675	1,837,296	1,798,605
Perry County	-	-	-	-	-	-
Piatt County	241,391	239,256	237,078	238,739	248,516	229,093
Pulaski	-	-	-	-	-	-
Putnam County	2,804	5,250	13,858	11,848	7,051	7,893
Quadcom	5,517,780	1,689,137	1,877,411	1,963,164	2,036,937	1,941,084
Randolph County	-	-	-	-	-	-
Richland County	-	-	-	-	-	-
Riverside	-	-	-	-	-	-
Rosemont	336,647	176,084	182,910	191,256	100,010	228,419
Saline County	-	-	-	-	-	-
Sangamon County	157,445	152,975	156,369	62,177	14,259	12,975
Scott County	112,485	106,101	99,457	97,385	95,645	84,942
Seneca	-	-	-	-	-	-
Skokie	1,426,884	1,482,438	1,427,583	1,471,550	1,552,486	1,541,338
St. Clair County	-	-	-	-	-	-
Streator	10,509	21,176	29,056	15,708	6,708	3,250
Tazewell County	1,071,854	1,086,577	1,105,261	1,469,459	1,209,062	1,114,731
Union County	8,567	10,261	22,435	30,603	15,469	7,473
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	-	-	-
Wabash	-	-	-	-	-	-
Washington County	-	-	-	-	-	-
Waukegan	-	-	-	-	-	-
Western Spring	127,321	128,328	138,863	155,704	139,955	138,361
Wheeling	-	-	-	-	-	-
White County	-	-	-	-	-	-
Whiteside County	-	-	-	-	-	-
Williamson County	-	-	-	-	-	-
Winnebago County	-	-	-	20,528	16,257	5,166
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	-	-	-	-	-	-

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**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Adams County	Capital funding / Adams County	275,000	-	-	-	-	-
	Capital funding / City of Quincy	400,000	-	-	-	-	-
	Loan / First Bankers Trust Company	-	1,300,000	-	-	-	-
	Operations Funding / Adams County	419,815	471,565	528,841	539,393	564,920	548,000
	Operations Funding / City of Quincy	629,723	707,348	793,263	809,091	847,380	822,000
Adams County Total		1,724,538	2,478,913	1,322,104	1,348,484	1,412,300	1,370,000
Barrington Hills	General Fund Transfer	25,000	10,000	38,000	22,000	-	-
	Grants	-	-	17,234	33,369	23,052	18,661
	Interest Income	79	100	211	111	50	50
Barrington Hills Total		25,079	10,100	55,444	55,480	23,102	18,711
Bellwood	(blank)	-	-	-	-	-	-
Bellwood Total		-	-	-	-	-	-
Berwyn	N/A	-	-	-	-	-	-
Berwyn Total		-	-	-	-	-	-
Bureau County	Not provided	-	-	-	-	-	-
Bureau County Total		-	-	-	-	-	-
Champaign County	Interest Income	38,830	51,146	93,813	112,285	68,720	68,461
	Other - payment from other PSAP for their share of the trunking system	32,557	32,598	28,432	26,433	28,698	27,964
	Radio system usage fees (non user agency)	-	-	-	2,332	47,279	59,666
	User agency fees	1,389,232	1,437,855	1,484,906	1,610,748	1,646,704	1,454,684
	VOIP	-	-	1,194	24,671	21,905	20,816
	Wireless	617,199	582,255	665,335	896,337	939,851	1,143,451
	Wireline	1,609,311	1,504,149	1,403,630	1,400,642	1,324,694	1,209,307
Champaign County Total		3,687,129	3,608,003	3,677,310	4,073,448	4,077,851	3,984,349
Clark County	City Dispatching Fees	80,622	94,860	94,860	103,416	112,700	112,800
Clark County Total		80,622	94,860	94,860	103,416	112,700	112,800
Clay County	Wireless	-	-	-	47,240	71,259	74,532
	Telephone - Wireline	167,366	170,617	156,155	154,594	142,981	136,164
Clay County Total		167,366	170,617	156,155	201,834	214,240	210,696
Clinton County	(blank)	-	175,000	-	-	-	-
Clinton County Total		-	175,000	-	-	-	-



**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Coles County	Non-Emergency dispatch fees	109,376	137,849	128,356	192,368	221,718	361,770
	Wireless Surcharge	136,970	159,043	170,506	310,357	216,273	216,921
	Wireline Surcharge	498,378	474,437	437,652	452,925	418,359	426,094
Coles County Total		744,724	771,329	736,514	955,650	856,350	1,004,785
Countryside	Countryside	-	-	-	-	-	-
Countryside Total		-	-	-	-	-	-
Crawford	Crawford	-	-	-	-	-	-
Crawford Total		-	-	-	-	-	-
Cumberland County	N/A	-	-	-	-	-	-
Cumberland County Total		-	-	-	-	-	-
DeKalb County	(blank)	-	-	-	-	-	-
DeKalb County Total		-	-	-	-	-	-
Dolton	N/A	-	-	-	-	-	-
Dolton Total		-	-	-	-	-	-
Douglas County	N/A	-	-	-	-	-	-
Douglas County Total		-	-	-	-	-	-
DuPage County	PSIC Grant	-	-	-	-	-	2,350,000
DuPage County Total		-	-	-	-	-	2,350,000
E-Com	(blank)	-	-	-	-	-	-
E-Com Total		-	-	-	-	-	-
Edgar County	No data	-	-	-	-	-	-
Edgar County Total		-	-	-	-	-	-
Effingham County	N/A	-	-	-	-	-	-
Effingham County Total		-	-	-	-	-	-
Evanston	Cy Pres Grant	-	-	-	112,500	-	-
	Interest Income	-	29,400	94,900	30,800	3,300	1,000
	Wireless Emergency Service Fund (WESF) distribution	-	-	-	-	118,400	28,300
Evanston Total		-	29,400	94,900	143,300	121,700	29,300
Ford County	(blank)	-	-	-	-	-	-
Ford County Total		-	-	-	-	-	-
Fox Lake	GRAYSLAKE FIRE	-	70,000	70,000	70,000	70,200	70,200
	GRAYSLAKE POLICE	-	308,000	308,000	-	-	-
Fox Lake Total		-	378,000	378,000	70,000	70,200	70,200
Franklin County	Bank Interest on Savings	-	-	-	8,723	11,999	12,431
	Insurance Claims	-	-	-	-	21,000	21,195
	Maps	-	-	-	879	168	440
	Miscellaneous Expense	-	-	-	-	-	-
	Reimbursements & Fund Transfers	-	-	-	6,157	287	-
Franklin County Total		-	-	-	15,759	33,453	34,065

**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Fulton County	None	-	-	-	-	-	-
Fulton County Total		-	-	-	-	-	-
Gallatin County	N/A	-	-	-	-	-	-
Gallatin County Total		-	-	-	-	-	-
Glenview	(blank)	-	-	-	-	-	-
Glenview Total		-	-	-	-	-	-
Grundy County	Fees	-	-	-	-	-	70,973
	Grants	-	102,921	150,000	-	-	-
	Investment Income	7,858	11,993	-	13,984	9,618	-
	Tower Lease	-	-	-	-	-	63,368
Grundy County Total		7,858	114,914	150,000	13,984	9,618	134,341
Harwood Heights	(blank)	-	-	-	-	-	-
Harwood Heights Total		-	-	-	-	-	-
Henry County	(blank)	-	-	-	408,571	446,409	460,225
Henry County Total		-	-	-	408,571	446,409	460,225
Hickory Hills	General Fund - Police	-	-	-	-	-	-
Hickory Hills Total		-	-	-	-	-	-
Highland Park	E911 Surcharge	443,257	424,789	303,060	487,005	280,345	266,845
	Federal Grant	-	-	-	94,371	-	-
	Investment Income	1,053	21,059	25,767	25,530	3	10
	Other Reimbursements	-	-	-	-	-	19,970
	Rebate (Motorola)	-	-	-	-	1,440	-
	State Grants (Wireless 911)	24,077	-	205,692	349,290	185,070	176,039
Highland Park Total		468,387	445,848	534,519	956,196	466,858	462,864
Jackson County	Interest Income	16,440	24,240	9,144	6,204	9,640	7,740
Jackson County Total		16,440	24,240	9,144	6,204	9,640	7,740
Jersey County	(blank)	-	-	-	-	-	-
Jersey County Total		-	-	-	-	-	-
Jo Daviess County	(blank)	-	-	-	-	-	-
Jo Daviess County Total		-	-	-	-	-	-
Johnson County	Surcharge	-	-	-	-	-	-
Johnson County Total		-	-	-	-	-	-
Kankakee County	Total Revenue	2,749,515	2,881,620	3,289,471	3,118,651	3,038,929	3,018,865
Kankakee County Total		2,749,515	2,881,620	3,289,471	3,118,651	3,038,929	3,018,865
Kendall County	Alarm Monitoring	2,635	2,790	3,865	3,695	1,640	2,665
	Interest	8,393	20,479	30,446	20,418	16,015	11,084
Kendall County Total		11,028	23,269	34,311	24,113	17,655	13,749

**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Knox County	Shared City & County Emergency Services Budget. The Shared City & County Budget is established for 911 Dispatch Center & Records	753,930	778,884	837,770	880,842	951,060	1,056,795
Knox County Total		753,930	778,884	837,770	880,842	951,060	1,056,795
LaGrange	(blank)	-	-	-	-	-	-
LaGrange Total		-	-	-	-	-	-
LaGrange Park	Not provided	-	-	-	-	-	-
LaGrange Park Total		-	-	-	-	-	-
Lake County	N/A	-	-	-	-	-	-
Lake County Total		-	-	-	-	-	-
Lansing	Not provided	-	-	-	-	-	-
Lansing Total		-	-	-	-	-	-
LaSalle	Not provided	-	-	-	-	-	-
LaSalle Total		-	-	-	-	-	-
Lee County	Vonage VOIP Provider	-	-	1,457	3,348	3,354	3,616
Lee County Total		-	-	1,457	3,348	3,354	3,616
Libertyville	Not provided	-	-	-	-	-	-
Libertyville Total		-	-	-	-	-	-
Lincolnshire	General Funding is used as a source and Corporate and Business taxes are the main source of the General Fund.	127,879	99,119	162,773	206,862	126,929	198,900
Lincolnshire Total		127,879	99,119	162,773	206,862	126,929	198,900
Lincolnwood	Fund reserve	-	-	-	-	-	38,197
	Interest	-	-	-	16,000	10,000	10,000
	Wireless Surcharge	-	-	-	135,000	210,000	190,000
Lincolnwood Total		-	-	-	151,000	220,000	238,197
Livingston County	Chatsworth FPD, Cornell FPD, Cullom FPD, Dwight FPD, Emington - Campus FPD, Flanagan-Graymont FPD, Forrest - Strawn - Wing FPD, Long Point FPD, Odell FPD, Reading VFD, Saunemin FPD, SELCAS EMS, Duffy EMS, Village of Dwight, City of Pontiac, Livingston County, City of Fairbury	455,718	463,686	454,968	454,968	478,124	478,124
Livingston County Total		455,718	463,686	454,968	454,968	478,124	478,124

**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Logan County	Not provided	-	-	-	-	-	-
Logan County Total		-	-	-	-	-	-
Lyons	(blank)	-	-	-	-	-	-
Lyons Total		-	-	-	-	-	-
Macomb	Blandinsville	1,950	3,750	2,610	3,615	2,948	4,804
	Bushnell	4,500	5,250	4,500	6,450	5,115	8,663
	Colchester	3,300	3,825	3,150	4,425	3,599	5,906
	Macomb	216,834	163,305	278,159	234,693	225,187	263,883
	McDonough County	163,330	195,996	225,768	261,960	227,187	276,483
Macomb Total		389,914	372,126	514,187	511,143	464,034	559,739
Macoupin County	Interest Bank Account & CD	61,749	91,572	146,676	101,731	73,800	-
Macoupin County Total		61,749	91,572	146,676	101,731	73,800	-
Marion County	Interest	-	6,304	7,050	5,586	1,730	833
	Wireless	-	181,267	182,024	193,787	200,179	168,897
	Wireline	-	212,107	221,756	245,839	264,490	232,474
Marion County Total		-	399,678	410,830	445,212	466,399	402,204
Marseilles	Interest	1,299	2,294	2,747	1,619	304	27
	Intergovernmental Agreement For						
	Dispatching Services	21,664	2,967	-	-	19,024	-
	Transfers from general fund	-	-	-	-	30,476	14,319
	Wireless Surcharge	-	-	-	-	-	5,664
	Wireline Surcharge	47,623	48,499	51,347	46,496	36,432	35,160
Marseilles Total		70,586	53,760	54,094	48,115	86,236	55,170
Marshall County.	(blank)	-	-	-	-	-	-
Marshall County. Total		-	-	-	-	-	-
Mason County	Mason County	1,200	1,200	1,200	1,200	2,400	2,400
Mason County Total		1,200	1,200	1,200	1,200	2,400	2,400
McCook	Not provided	-	-	-	-	-	-
McCook Total		-	-	-	-	-	-
McHenry County	911 Surcharge	1,966,275	2,032,279	2,209,927	3,223,595	2,660,384	2,491,833
	Interest	72,132	104,103	135,558	100,119	23,522	7,359
McHenry County Total		2,038,407	2,136,382	2,345,485	3,323,714	2,683,906	2,499,192
Mercer County	Mercer County	-	-	-	-	-	-
Mercer County Total		-	-	-	-	-	-
Morgan County	Internet	25,723	49,681	56,528	41,863	28,623	19,289
	VOIP	-	-	4,492	7,518	8,894	11,399
	Wireless	118,921	130,126	163,668	206,343	199,533	194,695
	Wireline	197,529	186,161	172,363	157,359	150,093	122,379
Morgan County Total		342,173	365,969	397,051	413,083	387,142	347,763

**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Mundelein	Grant	-	-	-	93,435	-	-
	Interest Income	8,177	19,467	30,475	23,187	4,134	480
Mundelein Total		8,177	19,467	30,475	116,622	4,134	480
Northfield	Cook County ETSB Surcharge						
	Reallocation	1,000	1,000	1,000	1,000	1,000	1,000
Northfield Total		1,000	1,000	1,000	1,000	1,000	1,000
Northwest Central	Schaumburg & Inverness (surcharge equivalent based on access lines)	-	-	225,604	323,647	768,793	695,308
	VoIP surcharge (remitted by carriers)	-	13,142	116,251	176,624	164,129	210,529
Northwest Central Total		-	13,142	341,855	500,271	932,923	905,837
Ogle County	N/A	-	-	-	-	-	-
Ogle County Total		-	-	-	-	-	-
Oglesby	N/A	-	-	-	-	-	-
Oglesby Total		-	-	-	-	-	-
Park City	None	-	-	-	-	-	-
Park City Total		-	-	-	-	-	-
Peoria County	State of Illinois	1,628,400	1,654,296	1,742,641	2,276,675	1,837,296	1,798,605
Peoria County Total		1,628,400	1,654,296	1,742,641	2,276,675	1,837,296	1,798,605
Perry County	N/A	-	-	-	-	-	-
Perry County Total		-	-	-	-	-	-
Piatt County	Wireless Surcharge	58,618	59,409	65,796	72,336	92,178	86,381
	Wireline Surcharge	182,773	179,847	171,282	166,403	156,338	142,712
Piatt County Total		241,391	239,256	237,078	238,739	248,516	229,093
Pulaski	(blank)	-	-	-	-	-	-
Pulaski Total		-	-	-	-	-	-
Putnam County	Interest	2,804	5,250	13,858	11,848	7,051	7,893
Putnam County Total		2,804	5,250	13,858	11,848	7,051	7,893
Quadcom	911 Surcharge (Wireline and Wireless combined)	4,214,312	406,349	429,301	417,792	629,527	530,030
	Interest	11,960	29,607	60,332	60,615	18,972	4,574
	Loan Proceeds	202,096	35,835	23,205	35,410	-	-
	Local Government Assessments	1,063,557	1,178,201	1,291,670	1,259,570	1,373,331	1,393,918
	Miscellaneous	25,855	39,145	72,903	189,777	15,107	12,562
Quadcom Total		5,517,780	1,689,137	1,877,411	1,963,164	2,036,937	1,941,084
Randolph County	No data	-	-	-	-	-	-
Randolph County Total		-	-	-	-	-	-
Richland County	No data	-	-	-	-	-	-
Richland County Total		-	-	-	-	-	-

**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Riverside	(blank)	-	-	-	-	-	-
Riverside Total		-	-	-	-	-	-
Rosemont	Certificate of Deposit	336,647	176,084	182,910	191,256	100,010	103,359
	Illinois Grant for Dispatch Center						125,060
Rosemont Total		336,647	176,084	182,910	191,256	100,010	228,419
Saline County	N/A	-	-	-	-	-	-
Saline County Total		-	-	-	-	-	-
Sangamon County	Interest & Misc.	157,445	152,975	156,369	62,177	14,259	12,975
Sangamon County Total		157,445	152,975	156,369	62,177	14,259	12,975
Scott County	Landline surcharge	93,558	86,470	79,316	70,500	67,767	56,800
	Wireless Surcharge	18,927	19,631	20,141	26,885	27,878	28,142
Scott County Total		112,485	106,101	99,457	97,385	95,645	84,942
Seneca	(blank)	-	-	-	-	-	-
Seneca Total		-	-	-	-	-	-
Skokie	Communication division budget	1,157,509	1,191,189	1,174,964	1,223,184	1,275,354	1,254,698
	Fire E911 budget	137,154	146,029	138,992	138,597	128,217	149,698
	Police E911 budget	132,221	145,220	113,627	109,769	148,915	136,942
	Wireless Surcharge	-	-	-	-	-	-
Skokie Total		1,426,884	1,482,438	1,427,583	1,471,550	1,552,486	1,541,338
St. Clair County	(blank)	-	-	-	-	-	-
St. Clair County Total		-	-	-	-	-	-
Streator	Interest Income	10,509	21,176	29,056	15,708	6,708	3,250
Streator Total		10,509	21,176	29,056	15,708	6,708	3,250
Tazewell County	Ameritech (Wireline 9-1-1 - see remark)	123,241	10,058	-	-	-	-
	AT&T (Wireline 9-1-1)	12,332	117,925	120,210	107,928	87,239	91,666
	Frontier (Wireline 9-1-1)	430	592	575	193	-	11,145
	Gallatin River (Wireline 9-1-1)	193,000	188,143	167,102	149,416	122,156	78,933
	Interest	8,429	17,744	22,782	5,184	627	2,309
	Leads Services (see remark)	5,874	5,418	-	69	-	-
	Miscellaneous Income	749	31,369	16,890	17,441	1,892	5,151
	Miscellaneous Surcharge (Wireline 9-1-1)	41,038	9,457	22,548	40,281	61,662	164,764
	Verizon (Wireline 9-1-1)	236,281	223,068	206,611	192,746	159,828	97,501
	Wireless Surcharge	450,480	482,803	548,543	956,201	775,658	663,262
	Worldcom (Wireline 9-1-1)	-	-	-	-	-	-
Tazewell County Total		1,071,854	1,086,577	1,105,261	1,469,459	1,209,062	1,114,731

**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Union County	IMF Grant	-	-	-	8,659	-	-
	Interest	8,372	9,873	21,483	21,886	15,260	6,544
	Other	195	388	903	-	-	525
	VOIP	-	-	49	58	209	404
Union County Total		8,567	10,261	22,435	30,603	15,469	7,473
Vermilion County	(blank)	-	-	-	-	-	-
Vermilion County Total		-	-	-	-	-	-
Vernon Hills	Not provided	-	-	-	-	-	-
Vernon Hills Total		-	-	-	-	-	-
Wabash	(blank)	-	-	-	-	-	-
Wabash Total		-	-	-	-	-	-
Washington County	Not provided	-	-	-	-	-	-
Washington County Total		-	-	-	-	-	-
Waukegan	(blank)	-	-	-	-	-	-
Waukegan Total		-	-	-	-	-	-
Western Spring	Interest	996	395	-	583	159	121
	Surcharge	126,325	127,933	138,863	155,121	139,796	138,240
Western Spring Total		127,321	128,328	138,863	155,704	139,955	138,361
Wheeling	Not provided	-	-	-	-	-	-
Wheeling Total		-	-	-	-	-	-
White County	Not provided	-	-	-	-	-	-
White County Total		-	-	-	-	-	-
Whiteside County	Not provided	-	-	-	-	-	-
Whiteside County Total		-	-	-	-	-	-
Williamson County	Not provided	-	-	-	-	-	-
Williamson County Total		-	-	-	-	-	-
Winnebago County	Interest	-	-	-	20,528	16,257	5,166
Winnebago County Total		-	-	-	20,528	16,257	5,166
Winnetka	(blank)	-	-	-	-	-	-
Winnetka Total		-	-	-	-	-	-
Woodford	(blank)	-	-	-	-	-	-
Woodford Total		-	-	-	-	-	-
WSCDC	WSCDC	-	-	-	-	-	-
WSCDC Total		-	-	-	-	-	-

# of Systems

100

**Table J: Service Expenses (Total)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams County	1,048,238	1,932,739	1,780,364	1,317,084	1,381,686	1,344,071
Barrington Hills	26,355	31,189	39,038	36,304	43,649	41,413
Bellwood	-	-	-	-	-	-
Berwyn	355,853	387,239	288,902	305,255	363,439	416,942
Bureau County	-	-	-	-	-	-
Champaign County	4,489,666	3,262,518	3,209,853	3,663,874	3,681,894	4,033,188
Clark County	397,270	356,880	386,075	382,100	392,605	410,783
Clay County	37,886	167,511	139,485	226,169	238,605	241,759
Clinton County	342,722	662,018	350,747	641,507	431,863	509,442
Coles County	769,465	1,075,230	805,792	922,415	1,153,677	1,446,869
Countryside	546,358	410,562	422,003	438,157	442,387	439,249
Crawford County	228,870	243,978	312,728	251,742	278,749	272,860
Cumberland County	-	-	176,931	190,300	167,362	183,048
DeKalb County	-	-	-	-	-	-
Dolton	-	-	-	-	-	-
Douglas County	184,639	195,188	212,567	398,535	289,313	234,272
DuPage County	-	-	-	-	-	-
E-Com	-	-	-	-	-	-
Edgar County	204,811	267,477	297,282	333,956	268,242	278,679
Effingham County	564,220	491,461	1,265,170	608,480	1,772,100	1,397,333
Evanston	1,161,300	1,307,100	936,000	1,470,000	1,080,400	1,837,600
Ford County	-	-	-	-	-	-
Fox Lake	-	-	949,340	987,162	1,008,619	815,098
Franklin County	-	-	-	372,083	400,288	416,714
Fulton County	-	-	-	-	-	-
Gallatin County	50,227	53,991	50,664	53,398	52,910	63,040
Glenview	-	-	-	-	-	-
Grundy County	1,019,991	952,946	1,093,116	1,318,394	1,022,485	863,527
Harwood Heights	442,936	425,904	432,634	455,866	411,582	456,261
Henry County	-	-	-	-	-	401,836
Hickory Hills	-	-	-	-	-	-
Highland Park	196,276	756,374	606,616	1,541,753	561,014	574,846
Jackson County	579,425	887,285	524,530	649,762	585,034	690,688
Jersey County	-	-	-	-	-	-
Jo Daviess County	330,186	399,737	341,686	303,577	308,383	313,135
Johnson County	136,872	151,760	165,867	203,041	173,811	190,914
Kankakee County	2,561,625	2,689,949	2,961,993	2,859,779	2,973,018	3,103,309
Kendall County	-	-	-	-	-	-
Knox County	632,819	699,961	697,036	659,136	583,186	803,195
LaGrange	248,930	123,067	129,224	99,379	105,923	-
LaGrange Park	-	-	-	-	-	170,800
Lake County	1,432,129	1,719,752	1,589,168	1,999,739	2,817,623	1,843,298
Lansing	-	-	-	-	-	-
LaSalle	67,333	51,644	47,962	84,261	69,868	98,382
Lee County	381,344	262,359	346,301	402,056	771,866	393,069
Libertyville	-	96,641	239,942	327,637	326,446	320,655
Lincolnshire	431,943	468,072	591,988	557,389	523,808	513,700
Lincolnwood	97,228	150,859	140,971	150,177	238,661	264,947
Livingston County	-	-	-	-	-	-
Logan County	713,169	604,271	740,500	730,887	719,542	719,868
Lyons	-	-	504,408	527,292	906,731	502,760
Macomb	-	-	-	-	-	-
Macoupin County	688,000	689,611	695,806	832,809	893,315	925,784
Marion County	-	242,139	248,611	250,765	216,171	244,902
Marseilles	83,879	67,853	63,285	65,601	85,598	70,959



**Table J: Service Expenses (Total)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Marshall County.	225,307	279,930	221,317	256,383	239,684	193,519
Mason County	196,969	110,040	200,710	249,810	200,630	200,250
McCook	6,008	5,756	4,591	4,625	44,652	95
McHenry County	2,016,997	1,646,800	1,505,100	1,721,131	3,995,629	3,779,248
Mercer County	163,435	205,818	322,658	210,058	180,410	208,284
Morgan County	252,428	241,703	566,200	441,754	370,464	454,634
Mundelein	156,057	171,088	166,340	619,800	399,220	197,340
Northfield	288,739	247,478	229,721	251,902	265,585	261,946
Northwest Central	3,734,504	4,587,193	4,435,662	5,318,521	5,351,902	6,317,359
Ogle County	305,130	702,472	778,085	985,094	486,031	295,662
Oglesby	-	-	-	-	-	-
Park City	398	29,133	45,728	26,381	27,394	28,702
Peoria County	762,919	741,837	1,913,790	1,393,768	1,556,008	1,728,328
Perry County	213,214	177,226	159,368	208,959	169,153	223,968
Piatt County	195,547	218,261	217,087	225,812	246,025	277,535
Pulaski	-	-	-	-	-	-
Putnam County	198,644	59,404	68,260	123,125	103,709	107,532
Quadcom	1,556,831	1,530,249	1,641,678	1,730,702	2,001,628	2,099,436
Randolph County	165,403	640,303	214,276	193,949	243,704	251,321
Richland County	226,628	185,899	140,207	193,482	189,826	201,198
Riverside	-	-	310,460	315,248	329,757	343,977
Rosemont	308,415	254,821	316,550	240,008	244,771	747,599
Saline County	284,745	326,882	304,379	321,314	321,962	341,745
Sangamon County	7,928,106	2,441,167	2,314,463	2,022,541	2,771,958	1,844,791
Scott County	120,885	188,758	105,744	99,686	101,747	99,038
Seneca	-	-	-	-	-	-
Skokie	1,426,922	1,482,699	1,470,232	1,435,655	1,460,990	1,625,959
St. Clair County	-	-	-	-	-	-
Streator	158,643	192,834	159,838	271,778	185,935	181,312
Tazewell County	867,036	1,002,806	1,382,446	1,162,073	1,483,818	1,136,100
Union County	268,445	294,365	295,447	282,620	301,660	393,554
Vermilion County	-	-	-	-	-	-
Vernon Hills	-	-	-	-	-	-
Wabash	53,900	53,900	177,805	-	201,747	191,349
Washington County	88,058	149,235	154,975	119,525	98,000	108,805
Waukegan	371,218	657,626	644,808	709,566	784,644	452,043
Western Spring	139,512	186,319	173,105	84,576	71,128	79,572
Wheeling	495,785	568,280	476,183	439,654	543,820	542,072
White County	227,484	275,686	239,424	224,208	212,329	219,479
Whiteside County	370,886	405,670	291,941	502,874	844,935	430,293
Williamson County	544,000	618,000	616,000	630,000	683,000	607,000
Winnebago County	-	-	-	1,901,809	1,491,398	1,853,929
Winnetka	-	-	-	-	-	-
Woodford	-	-	-	-	-	-
WSCDC	2,553,849	2,651,221	2,796,524	2,933,966	2,993,607	2,916,834

**# of Systems**      **100**

**Legend:**

\* Per 911 system coordinator, the expense information is not available for all PSAPs. Accordingly, not all PSAPs that provided expense information were able to provide 5 year information. Thus, including the expense information provided by certain PSAPs only will not be representative of DuPage and will not be conclusive for purposes of this analysis. Based on this, the DuPage shows \$0 as the information provided is incomplete and not representative of DuPage.

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Adams County	Administration & Training	No	Recurring	32,831	30,457	28,339	26,790	24,959	20,057	Misc
	Contractual Services	Yes	Non-Recurring	-	26,338	193,444	-	-	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	-	741,288	299,615	-	-	-	Equipment
	Personnel	No	Recurring	931,407	969,356	1,002,966	1,041,294	1,112,727	1,086,614	Personnel
	Repairs & Maintenance	Yes	Recurring	43,000	42,000	81,000	98,000	92,000	87,500	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	41,000	123,300	175,000	151,000	152,000	149,900	Telephone / Data / Radio Circuits
Adams County Total				1,048,238	1,932,739	1,780,364	1,317,084	1,381,686	1,344,071	
Barrington Hills	Contractual Services	Yes	Recurring	1,606	1,883	428	120	9,834	16,835	Contractual Services
	Equipment (New)	Yes	Recurring	4,698	4,316	12,722	10,788	8,092	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	6,001	10,771	11,825	12,200	13,365	12,200	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	14,050	14,219	14,064	13,196	12,358	12,378	Telephone / Data / Radio Circuits
Barrington Hills Total				26,355	31,189	39,038	36,304	43,649	41,413	
Bellwood	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Bellwood Total				-	-	-	-	-	-	
Berwyn	Contractual Services	Yes	Recurring	9,697	11,068	9,417	10,799	1,163	16,281	Contractual Services
	Dues	Yes	Recurring	-	169	88	-	-	445	Misc
	Equipment (New)	Yes	Non-Recurring	218,673	231,883	163,430	156,327	223,447	173,757	Equipment
	Personnel	Yes	Recurring	46,898	51,501	54,437	60,213	63,658	109,956	Personnel
	Public Education	Yes	Non-Recurring	768	400	2,007	-	-	1,888	Misc
	Repairs and Maintenance	Yes	Recurring	62,219	79,375	47,433	62,983	54,376	86,306	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	15,428	12,004	11,341	12,509	16,918	19,697	Telephone / Data / Radio Circuits
	Training	Yes	Non-Recurring	2,171	838	748	2,424	3,876	8,611	Misc
Berwyn Total				355,853	387,239	288,902	305,255	363,439	416,942	
Bureau County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Bureau County Total				-	-	-	-	-	-	
Champaign County	Total Expense	Not provided	Not provided	4,489,666	3,262,518	3,209,853	3,663,874	3,681,894	4,033,188	N/A
Champaign County Total				4,489,666	3,262,518	3,209,853	3,663,874	3,681,894	4,033,188	
Clark County	Contractual Services	Yes	Recurring	-	15,000	15,500	16,000	16,500	17,000	Contractual Services
	Equipment (New)	Yes	Recurring	8,500	1,000	2,500	6,000	2,500	7,500	Equipment
	Office Expense	Yes	Recurring	6,635	3,050	3,700	6,225	3,640	3,500	Misc
	Personnel	Yes	Recurring	328,035	283,300	299,335	293,185	303,600	321,750	Personnel
	Repairs & Maintenance	Yes	Recurring	1,700	2,860	14,660	9,500	12,950	5,000	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	45,460	44,460	44,200	44,325	45,675	47,633	Telephone / Data / Radio Circuits
	Utilities	Yes	Recurring	6,940	7,210	6,180	6,865	7,740	8,400	Misc
Clark County Total				397,270	356,880	386,075	382,100	392,605	410,783	
Clay County	Contractual Services	Yes	Recurring	5,808	66,388	63,217	128,098	132,490	143,901	Contractual Services
	Equipment (New)	Yes	Non-Recurring	173	640	-	-	2,112	2,000	Equipment
	Personnel	Yes	Recurring	14,381	15,278	12,543	15,957	16,100	17,081	Personnel
	Repairs and Maintenance	Yes	Recurring	2,034	3,873	2,997	4,051	2,345	1,765	Repairs & Maintenance
	Signs	Yes	Recurring	4,310	4,658	2,835	3,052	3,892	1,919	Misc
	Supplies (Including paper, toner, maps, p	Yes	Recurring	1,544	6,781	3,194	8,430	5,731	6,996	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	8,304	67,380	53,241	64,284	74,141	65,399	Telephone / Data / Radio Circuits
	Training	Yes	Recurring	1,332	2,514	1,459	2,297	1,794	2,698	Misc
Clay County Total				37,886	167,511	139,485	226,169	238,605	241,759	
Clinton County	Total Expenses	Not provided	Not provided	342,722	662,018	350,747	641,507	431,863	509,442	N/A
Clinton County Total				342,722	662,018	350,747	641,507	431,863	509,442	
Coles County	Contractual Services	Yes	Not provided	10,000	10,000	10,000	10,000	10,000	10,000	Contractual Services
	Equipment (New)	Yes	Not provided	86,846	258,370	64,962	85,120	18,002	394,873	Equipment
	Misc., training, dues, legal	Yes	Not provided	56,060	100,450	33,979	26,251	136,660	23,189	Misc
	Personnel	Yes	Not provided	519,663	537,247	588,323	617,227	856,068	870,564	Personnel
	Repairs and Maintenance	Yes	Not provided	15,458	93,970	34,000	104,255	51,859	70,035	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	81,438	75,193	74,528	79,562	81,088	78,208	Telephone / Data / Radio Circuits
Coles County Total				769,465	1,075,230	805,792	922,415	1,153,677	1,446,869	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Countryside	Contractual Services	N/A	N/A	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	196,222	-	3,658	-	-	-	Equipment
	Personnel	No	Recurring	336,542	395,987	400,391	413,012	418,088	408,471	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	-	-	-	-	-	5,424	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	13,594	14,575	17,954	25,145	24,299	25,354	Telephone / Data / Radio Circuits
Countryside Total				546,358	410,562	422,003	438,157	442,387	439,249	
Crawford County	Contractual Services	Yes	Recurring	40,257	410,562	38,490	40,040	41,808	55,099	Contractual Services
	Equipment (New)	Yes	Non-Recurring	3,799	10,568	86,783	-	23,025	11,989	Equipment
	Miscellaneous expenses	Yes	Non-Recurring	-	-	-	450	471	501	Misc
	Office Supplies	Yes	Recurring	457	-	27	283	-	574	Misc
	Personnel	Yes	Recurring	143,294	154,726	142,824	168,502	147,788	182,082	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	22,325	24,359	26,523	17,965	38,645	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	18,313	10,796	17,970	21,325	26,758	21,847	Telephone / Data / Radio Circuits
	Training	Yes	Recurring	425	17	111	3,177	254	768	Misc
Crawford Total				228,870	243,978	312,728	251,742	278,749	272,860	
Cumberland County	Audit	No	Recurring	-	-	400	-	400	400	Misc
	continuing education	No	Recurring	-	-	2,019	1,447	1,256	1,124	Misc
	Contractual Services	No	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	No	Recurring	-	-	12,380	-	-	-	Equipment
	Liability Insurance	No	Recurring	-	-	9,200	9,200	9,200	13,210	Misc
	Personnel	No	Recurring	-	-	70,894	91,744	81,858	95,753	Personnel
	Repairs and Maintenance	No	Recurring	-	-	36,284	41,679	35,057	25,630	Repairs & Maintenance
	Telephone/Data/Radio Circuits	No	Recurring	-	-	45,754	46,230	39,591	46,931	Telephone / Data / Radio Circuits
	Cumberland County Total			-	-	176,931	190,300	167,362	183,048	
DeKalb County	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Recurring	-	-	-	-	-	-	Equipment
	Personnel	Yes	Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Some	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
DeKalb County Total				-	-	-	-	-	-	
Dolton	Contractual Services	No	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	No	Not provided	-	-	-	-	-	-	Equipment
	Personnel	No	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	No	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	No	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Dolton Total				-	-	-	-	-	-	
Douglas County	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	-	-	-	-	-	-	Equipment
	Personnel	Yes	Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
	Total Expense	Yes	Recurring	184,639	195,188	212,567	398,535	289,313	234,272	N/A
Douglas County Total				184,639	195,188	212,567	398,535	289,313	234,272	
DuPage County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
DuPage County Total				-	-	-	-	-	-	
E-Com	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
E-Com Total				-	-	-	-	-	-	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surchage?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Edgar County	Administration fees	Yes	Recurring	5,000	5,001	5,500	5,500	5,500	5,500	Misc
	Call box	Yes	Non-Recurring	-	50	875	-	700	450	Misc
	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Education/Training	Yes	Non-Recurring	2,330	120	120	1,018	1,154	204	Misc
	Equipment (New)	Yes	Non-Recurring	33,753	64,759	71,240	36,411	33,542	52,999	Equipment
	Insurance/Liability	Yes	Non-Recurring	4,254	6,997	5,168	5,916	6,492	5,915	Misc
	Maps	Yes	Non-Recurring	100	-	-	-	-	-	Misc
	Office Supplies	Yes	Non-Recurring	477	628	519	494	508	549	Misc
	Personnel	Yes	Recurring	73,610	74,874	88,559	90,388	91,938	93,870	Personnel
	Petty cash	Yes	Non-Recurring	-	123	250	400	200	200	Misc
	Postage	Yes	Non-Recurring	185	115	501	165	216	132	Misc
	Public relations	Yes	Non-Recurring	1,477	927	378	300	17	-	Misc
	Rent	Yes	Recurring	-	27,000	36,000	36,000	36,000	36,000	Misc
	Repairs and Maintenance	Yes	Recurring	21,418	27,937	16,318	19,823	29,734	19,216	Repairs & Maintenance
	Signs	Yes	Non-Recurring	566	-	11,993	73,313	976	413	Misc
Edgar County Total	Telephone/Data/Radio Circuits	Yes	Recurring	60,261	58,346	58,261	60,989	58,157	59,754	Telephone / Data / Radio Circuits
	Travel/Mileage/Meetings	Yes	Non-Recurring	1,380	600	1,600	3,239	3,108	3,477	Misc
Edgar County Total				204,811	267,477	297,282	333,956	268,242	278,679	
Effingham County	911 Education Material	Yes / No	Recurring	200						Misc
	912 Education Material	Yes / No	Recurring		250					Misc
	913 Education Material	Yes / No	Recurring			250				Misc
	914 Education Material	Yes / No	Recurring				250			Misc
	915 Education Material	Yes / No	Recurring					250		Misc
	916 Education Material	Yes / No	Recurring						700	Misc
	Contractual Services	Yes	Recurring	536,080	464,471	542,580	579,840	1,030,410	470,746	Contractual Services
	Copy machine	No	Not provided	-	-	3,000	-	-	-	Misc
	Equipment (New)	Yes	Recurring	-	-	680,000	-	700,000	-	Equipment
	Health insurance/IMRF/for all full-time employees	No	Recurring	-	-	-	-	-	84,000	Misc
	Personnel	Yes	Recurring	14,340	11,640	14,240	12,790	25,840	29,200	Personnel
	Public works/generator/snow removal/salt	No	Recurring	-	-	-	-	-	-	Misc
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	7	Repairs & Maintenance
	Security door access equipment/swipe card	Yes / No	Not provided	100	100	100	100	100	100	Misc
	Telecommunicator/Supv/Manager salaries	No	Recurring	-	-	-	-	-	780,580	Personnel
	Telecommunicators pay out of pocket the	No	Not provided	-	-	-	-	-	-	Misc
	Telecommunicators pay out of pocket the	No	Not provided	-	-	-	-	-	-	Misc
	Telecommunicators pay out of pocket the	No	Not provided	-	-	-	-	-	-	Misc
	Telecommunicators pay out of pocket the	No	Not provided	-	-	-	500	-	-	Misc
	Telecommunicators pay out of pocket the	No	Not provided	-	-	-	-	500	-	Misc
	Telecommunicators pay out of pocket the	No	Not provided	-	-	-	-	-	1,000	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
	Training/conference/travel/per-diem/mileage	Yes	Recurring	13,500	15,000	25,000	15,000	15,000	31,000	Misc
	Vehicle	No	Recurring	-	-	-	-	-	-	Misc
Effingham County Total				564,220	491,461	1,265,170	608,480	1,772,100	1,397,333	
Evanston	Contractual Services	Yes	Recurring	140,500	178,900	139,100	134,900	163,200	151,000	Contractual Services
	Equipment (New)	Yes	Non-Recurring	493,700	460,000	150,900	726,200	168,900	950,500	Equipment
	Personnel	Yes	Recurring	363,300	503,600	465,800	439,100	489,000	562,500	Personnel
	Repairs & Maintenance	Yes	Non-Recurring	60,400	64,100	70,800	61,700	61,100	66,900	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	97,800	93,300	100,200	100,900	192,400	103,400	Telephone / Data / Radio Circuits
	Training	Yes	Non-Recurring	5,600	7,200	9,200	7,200	5,800	3,300	Misc
Evanston Total				1,161,300	1,307,100	936,000	1,470,000	1,080,400	1,837,600	
Ford County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Others (Please Specify)	Not provided	Not provided	-	-	-	-	-	-	Misc
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Ford County Total				-	-	-	-	-	-	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Fox Lake	Contractual Services	No	Recurring	-	-	12,757	31,517	32,579	24,579	Contractual Services
	Equipment (New)	Yes	Not provided	-	-	2,790	11,600	11,700	13,370	Equipment
	Personnel	Not provided	Recurring	-	-	802,279	835,005	815,840	677,596	Personnel
	Repairs and Maintenance	No	Recurring	-	-	57,803	46,743	67,500	43,756	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	63,776	53,797	72,500	47,897	Telephone / Data / Radio Circuits
	Training	No	Recurring	-	-	9,935	8,500	8,500	7,900	Misc
Fox Lake Total				-	-	949,340	987,162	1,008,619	815,098	
Franklin County	Contractual Services	Not provided	Not provided	-	-	-	22,409	45,051	42,519	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	56,913	59,407	58,557	Equipment
	Fuel and Mileage Reimbursements	Not provided	Not provided	-	-	-	3,128	2,332	2,078	Misc
	Office Supplies and Postage	Not provided	Not provided	-	-	-	4,070	4,711	4,456	Misc
	Personnel	Not provided	Not provided	-	-	-	128,456	155,627	156,307	Personnel
	Rent and Utilities	Not provided	Not provided	-	-	-	9,378	10,472	9,817	Misc
	Repairs and Maintenance	Not provided	Not provided	-	-	-	60,616	36,831	40,228	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	80,149	76,675	78,661	Telephone / Data / Radio Circuits
	Training	Not provided	Not provided	-	-	-	6,963	9,181	24,091	Misc
Franklin County Total				-	-	-	372,083	400,288	416,714	
Fulton County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Fulton County Total				-	-	-	-	-	-	
Gallatin County	Insurance, Postage, Next Generation	Yes	Not provided	1,120	938	1,018	1,324	1,082	8,530	Misc
	Contractual Services	Yes	Not provided	21,140	21,520	22,080	22,385	22,545	23,091	Contractual Services
	Equipment (New)	Yes	Not provided	1,000	4,000	1,000	1,329	1,400	7,184	Equipment
	Personnel	Yes	Not provided	1,395	2,400	1,995	2,415	2,163	2,342	Personnel
	Repairs and Maintenance	Yes	Not provided	535	-	-	-	-	90	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	25,037	25,133	24,571	25,945	25,720	21,802	Telephone / Data / Radio Circuits
Gallatin County Total				50,227	53,991	50,664	53,398	52,910	63,040	
Glenview	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Others (Please Specify)	Not provided	Not provided	-	-	-	-	-	-	Misc
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Glenview Total				-	-	-	-	-	-	
Grundy County	Contractual Services	Yes	Not provided	6,434	24,653	2,000	2,250	2,500	2,750	Contractual Services
	Equipment (New)	Yes	Not provided	382,011	-	181,425	218,019	127,698	146,595	Equipment
	Legal	Yes	Not provided	22,482	-	16,772	16,700	11,395	23,972	Misc
	Loan Payment	Yes	Recurring	382,011	426,978	489,430	504,577	588,502	363,464	Misc
	Misc.	Yes	Not provided	2,389	4,915	23,782	4,730	1,867	1,410	Misc
	Personnel	Yes	Recurring	46,391	139,286	167,782	165,282	150,768	128,500	Personnel
	Repairs and Maintenance	Yes	Recurring	93,554	15,201	23,441	67,375	5,935	119,676	Repairs & Maintenance
	Supplies	Yes	Not provided	18,127	9,903	-	-	-	-	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	65,229	321,248	176,913	326,460	119,627	22,258	Telephone / Data / Radio Circuits
	Utilities	Yes	Recurring	1,363	10,762	11,571	13,001	14,193	54,902	Misc
Grundy County Total				1,019,991	952,946	1,093,116	1,318,394	1,022,485	863,527	
Harwood Heights	Equipment Purchase, Repairs & Maintenance	Yes	Recurring	108,478	91,446	98,176	111,064	66,780	111,459	N/A
	Personnel	Yes	Recurring	334,458	334,458	334,458	344,802	344,802	344,802	Personnel
Harwood Heights Total				442,936	425,904	432,634	455,866	411,582	456,261	
Henry County	Contractual Services	Yes	Both	-	-	-	-	-	9,700	Contractual Services
	Dispatch Training	Yes	Not provided	-	-	-	-	-	16,500	Misc
	Equipment (New)	Yes	Both	-	-	-	-	-	113,000	Equipment
	Insurance	Yes	Not provided	-	-	-	-	-	9,100	Misc
	Personnel	Yes	Recurring	-	-	-	-	-	58,536	Personnel
	Repairs and Maintenance	Yes	Both	-	-	-	-	-	20,000	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Both	-	-	-	-	-	175,000	Telephone / Data / Radio Circuits
Henry County Total				-	-	-	-	-	401,836	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Hickory Hills	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	No	Non-Recurring	-	-	-	-	-	-	Equipment
	Others (Please Specify)	Yes	Recurring	-	-	-	-	-	-	Misc
	Personnel	No	Non-Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Hickory Hills Total				-	-	-	-	-	-	
Highland Park	Computer Software	Yes	Non-Recurring	-	-	-	775	-	-	Misc
	Contractual Services	Yes	Not provided	-	-	-	-	-	178,599	Contractual Services
	Equipment (New)	Yes	Non-Recurring	36,517	559,113	178,767	667,749	-	-	Equipment
	Personnel	Yes	Recurring	61,389	86,439	315,702	574,100	360,325	376,305	Personnel
	Portable radio (PD)	Yes	Non-Recurring	-	-	-	20,607	20,840	19,942	Telephone / Data / Radio Circuits
	Repairs and Maintenance	Yes	Recurring	39,375	53,157	48,777	162,589	111,145	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	58,995	57,665	63,370	115,932	68,704	-	Telephone / Data / Radio Circuits
Highland Park Total				196,276	756,374	606,616	1,541,753	561,014	574,846	
Jackson County	Auditor	Yes	Recurring	2,689	3,689	3,848	3,916	3,990	4,203	Misc
	Building	Yes	Recurring	-	305,341	6,610	3,607	3,976	19,307	Misc
	Contractual Services	Yes	Recurring	26,794	19,353	20,702	23,493	22,822	30,518	Contractual Services
	Equipment (New)	Yes	Recurring	51,985	14,870	2,056	72,867	12,965	88,961	Equipment
	Legal Services	Yes	Recurring	5,341	6,944	3,156	3,609	8,623	6,885	Misc
	Office Expense	Yes	Recurring	34,712	58,032	25,041	28,165	50,806	24,473	Misc
	Personnel	Yes	Recurring	269,170	288,125	302,175	311,034	322,261	334,571	Personnel
	Repairs & Maintenance	Yes	Recurring	52,244	57,133	22,382	58,187	12,432	14,362	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	136,491	133,798	138,559	144,885	147,160	167,408	Telephone / Data / Radio Circuits
Jackson County Total				579,425	887,285	524,530	649,762	585,034	690,688	
Jersey County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Others (Please Specify)	Not provided	Not provided	-	-	-	-	-	-	Misc
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Jersey County Total				-	-	-	-	-	-	
JoDaviss County	Contingency Funds	Not provided	Not provided	-	88,637	19,716	720	3,913	-	Misc
	Contractual Services	Yes	Recurring	12,190	2,836	656	44,331	38,217	43,750	Contractual Services
	Education/Travel/Office Supplies etc	Not provided	Not provided	5,073	9,983	5,315	6,931	7,971	4,980	Misc
	Equipment (New)	Yes	Non-Recurring	32,331	17,534	6,162	-	-	-	Equipment
	Personnel	Yes	Recurring	177,111	177,876	209,970	212,731	221,520	231,892	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	103,167	102,607	98,295	32,882	30,753	25,526	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	314	264	1,572	5,982	6,009	6,987	Telephone / Data / Radio Circuits
JoDaviss County Total				330,186	399,737	341,686	303,577	308,383	313,135	
Johnson County	AVL Service	Yes	Recurring	-	-	8,950	8,833	9,490	8,080	Misc
	Contractual Service	Yes	Recurring	-	-	-	-	-	-	#N/A
	Equipment (New)	Yes	Recurring	8,664	20,970	7,592	25,709	15,741	31,690	
	Fringe Benefits	Yes	Recurring	18,955	18,358	17,030	17,959	17,645	18,656	Misc
	Gasoline	Yes	Recurring	-	1,439	2,111	351	3,802	2,516	Misc
	Personnel	Yes	Recurring	47,252	52,606	56,175	58,984	60,753	59,933	Personnel
	Public Education	Yes	Recurring	2,142	1,920	1,079	2,418	3,323	4,392	Misc
	Repairs and Maintenance	Yes	Recurring	22,509	17,730	35,318	48,029	14,086	20,827	Repairs & Maintenance
	Road Signs	Yes	Recurring	984	1,438	659	2,328	4,522	4,704	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	36,366	37,299	36,953	38,430	44,449	40,116	Telephone / Data / Radio Circuits
Johnson County Total				136,872	151,760	165,867	203,041	173,811	190,914	
Kankakee County	Contractual Services	Not provided	Not provided	34,448	34,904	63,246	122,719	118,664	105,382	Contractual Services
	Equipment (New)	Not provided	Not provided	8,850	-	9,436	1,655	2,554	-	Equipment
	Miscellaneous expenses	Not provided	Not provided	1,470,433	1,663,894	1,837,344	1,617,412	1,648,522	1,551,112	Misc
	Personnel	Not provided	Not provided	875,753	833,302	867,441	925,213	1,005,617	1,266,689	Personnel
	Repairs and Maintenance	Not provided	Not provided	155,470	146,129	159,888	169,191	172,927	153,665	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	16,672	11,720	24,639	23,589	24,734	26,460	Telephone / Data / Radio Circuits
Kankakee County Total				2,561,625	2,689,949	2,961,993	2,859,779	2,973,018	3,103,309	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Kendall County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Kendall County Total				-	-	-	-	-	-	
Knox County	Contractual Services	Yes	Not provided	-	-	-	-	-	18,480	Contractual Services
	Equipment (New)	Yes	Not provided	16,250	16,000	10,900	11,000	11,100	202,180	Equipment
	Headsets, Routers, Communication	Yes	Not provided	8,440	6,950	8,940	6,850	2,700	5,500	Equipment
	Personnel	Yes	Not provided	399,155	466,495	466,495	444,251	366,896	389,165	Personnel
	Repairs and Maintenance	Yes	Not provided	74,850	77,315	77,500	78,506	81,070	65,850	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	126,624	126,624	126,624	114,823	114,820	116,020	Telephone / Data / Radio Circuits
	Training	Yes	Not provided	7,500	6,577	6,577	3,706	6,600	6,000	Misc
Knox County Total				632,819	699,961	697,036	659,136	583,186	803,195	
LaGrange	Contractual Services	Yes	Recurring	18,005	16,128	15,358	19,955	20,696	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	197,030	53,462	61,238	25,748	28,458	-	Equipment
	Others (Please Specify)	Yes	Recurring	772	2,930	1,457	360	2,854	-	Misc
	Personnel	Yes	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	4,369	6,215	6,238	5,283	5,676	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	28,754	44,332	44,933	48,033	48,239	-	Telephone / Data / Radio Circuits
LaGrange Total				248,930	123,067	129,224	99,379	105,923	-	
LaGrange Park	Contractual Services	Yes	Not provided	-	-	-	-	-	22,500	Contractual Services
	Equipment (New)	Yes	Not provided	-	-	-	-	-	-	Equipment
	Equipment and Machinery	Yes	Not provided	-	-	-	-	-	4,200	Equipment
	Equipment Parts & Supplies	Yes	Not provided	-	-	-	-	-	600	Equipment
	Personnel	Yes	Not provided	-	-	-	-	-	99,500	Personnel
	Repairs and Maintenance	Yes	Not provided	-	-	-	-	-	22,000	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	-	-	-	-	-	22,000	Telephone / Data / Radio Circuits
LaGrange Park Total				-	-	-	-	-	170,800	
Lake County	Contractual Services	Yes	Recurring	221,350	328,583	306,605	449,062	381,290	348,896	Contractual Services
	Equipment (New)	Yes	Recurring	80,074	241,529	86,541	337,651	1,055,718	162,564	Equipment
	ETSB Staff (3)	Yes	Recurring	182,207	191,797	201,892	242,822	254,964	267,712	Misc
	Office supplies/fuel/dues/training/postage	Yes	Recurring	11,497	9,962	13,979	25,422	16,302	24,495	Misc
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	167,768	175,261	196,099	110,914	189,756	183,768	Repairs & Maintenance
	T/C Reimbursements (Wireless)	Yes	Recurring	500,000	500,000	500,000	500,000	500,000	500,000	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	269,233	272,620	284,052	333,868	419,593	355,863	Telephone / Data / Radio Circuits
Lake County Total				1,432,129	1,719,752	1,589,168	1,999,739	2,817,623	1,843,298	
Lansing	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Recurring	-	-	-	-	-	-	Equipment
	Personnel	No	Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Lansing Total				-	-	-	-	-	-	
LaSalle	Contractual Services	Yes	Non-Recurring	2,240	4,781	5,000	36,295	2,368	17,429	Contractual Services
	Equipment (New)	Yes	Non-Recurring	2,566	30,792	30,792	30,792	30,792	39,095	Equipment
	Personnel	Yes	Non-Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	52,650	7,844	3,102	6,826	27,315	32,698	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Non-Recurring	9,877	8,227	9,068	10,348	9,393	9,160	Telephone / Data / Radio Circuits
LaSalle Total				67,333	51,644	47,962	84,261	69,868	98,382	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Lee County	Computer Software	No	Non-Recurring	-	-	376	8,003	127,350	30	Misc
	Contractual Services	Yes	Recurring	34,513	10,299	10,262	5,358	209,999	30,237	Contractual Services
	Equipment (New)	Yes	Varies	164,645	35,352	26,341	79,767	68,502	25,259	Equipment
	Mapping	No	Varies	21,650	7,447	15,789	3,805	29,875	30,449	Misc
	Miscellaneous	No	Non-Recurring	606	80	1,029	632	-	1,994	Misc
	Office Expense	No	Varies	2,557	7,529	3,308	2,229	4,389	3,983	Misc
	Personnel	Yes	Recurring	57,116	59,801	143,968	146,128	152,178	169,631	Personnel
	Repairs & Maintenance	Yes	Recurring	4,820	33,780	26,422	35,678	60,425	21,055	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	78,016	87,989	86,582	88,147	88,156	84,653	Telephone / Data / Radio Circuits
	Training	No	Varies	4,436	5,481	16,840	16,910	15,799	8,322	Misc
	Utilities	No	Recurring	12,985	14,601	15,384	15,399	15,193	17,456	Misc
Lee County Total				381,344	262,359	346,301	402,056	771,866	393,069	
Libertyville	Contractual Services	Yes	Recurring	-	-	-	51,082	65,819	55,400	Contractual Services
	Equipment (New)	Yes	Non-Recurring	-	9,229	3,301	32,690	32,000	21,000	Equipment
	Personnel	Yes	Recurring	-	-	116,758	108,134	108,997	105,005	Personnel
	Repairs and Maintenance	Yes	Recurring	-	87,412	59,211	71,855	66,700	89,750	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	60,672	63,876	52,930	49,500	Telephone / Data / Radio Circuits
Libertyville Total				-	96,641	239,942	327,637	326,446	320,655	
Lincolnshire	Contractual Services	Partially	Recurring	109,558	135,700	120,743	104,877	114,991	111,800	Contractual Services
	Equipment (New)	No	Non-Recurring	-	-	122,217	-	-	-	Equipment
	Personnel	Partially	Recurring	263,158	272,000	283,236	374,336	330,336	324,000	Personnel
	Repairs and Maintenance	Partially	Recurring	10,000	10,000	10,000	11,000	11,000	11,000	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Partially	Recurring	49,227	50,372	55,792	67,176	67,481	66,900	Telephone / Data / Radio Circuits
Lincolnshire Total				431,943	468,072	591,988	557,389	523,808	513,700	
Lincolnwood	All Commodities, including above three d	Partially	Recurring	69,967	85,822	64,022	84,413	50,068	74,050	Misc
	Equipment (New)	Some	Both	8,233	43,505	57,747	45,647	168,221	35,900	Equipment
	Personnel	Partially	Recurring	19,028	21,532	19,202	20,117	20,372	154,997	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Lincolnwood Total				97,228	150,859	140,971	150,177	238,661	264,947	
Livingston County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Livingston County Total				-	-	-	-	-	-	
Logan County	Total Expense	Not provided	Not provided	713,169	604,271	740,500	730,887	719,542	719,868	N/A
Logan County Total				713,169	604,271	740,500	730,887	719,542	719,868	
Lyons	Contractual Services	Not provided	Not provided	-	-	27,042	23,463	22,400	22,400	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	18,392	45,196	360,081	-	Equipment
	Others (Please Specify)	Not provided	Not provided	-	-	-	-	-	-	Misc
	Personnel	Not provided	Not provided	-	-	446,158	442,120	476,550	464,410	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	4,200	6,962	8,950	7,200	Repairs & Maintenance
	Software	Not provided	Not provided	-	-	-	-	30,000	-	Misc
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	8,616	9,551	8,750	8,750	Telephone / Data / Radio Circuits
				-	-	504,408	527,292	906,731	502,760	
Lyons Total				-	-	504,408	527,292	906,731	502,760	
Macomb	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Macomb Total				-	-	-	-	-	-	
Macoupin County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Recurring	215,000	80,000	58,000	41,000	148,000	61,025	Equipment
	Mapping, Address, Training, Mileage, Ins	Not provided	Not provided	-	42,611	124,806	159,809	151,315	285,539	Misc
	Personnel	Yes	Recurring	220,000	358,000	314,000	380,000	363,000	346,384	Personnel
	Repairs and Maintenance	Yes	Recurring	-	51,000	26,000	50,000	33,000	40,766	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	253,000	158,000	173,000	202,000	198,000	192,070	Telephone / Data / Radio Circuits
Macoupin County Total				688,000	689,611	695,806	832,809	893,315	925,784	



Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Marion County	Audit	Yes	Recurring	-	2,400	2,400	2,400	3,150	2,775	Misc
	Board Expense	Yes	Recurring	-	1,970	1,913	2,433	3,040	2,769	Misc
	Bookkeeping	Yes	Recurring	-	-	-	-	-	4,947	Misc
	Conferences and Training	Yes	Recurring	-	5,730	3,964	5,138	1,362	6,343	Misc
	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Emergency Repairs	Yes	Non-Recurring	-	5,003	-	-	1,923	15,138	Repairs & Maintenance
	Equipment (New)	Yes	Non-Recurring	-	433	43	781	1,558	1,074	Equipment
	Insurance - Property and Equip	Yes	Recurring	-	8,833	6,370	3,196	3,372	3,277	Misc
	Legal	Yes	Non-Recurring	-	43	528	140	280	-	Misc
	Mileage	Yes	Recurring	-	509	-	-	1,627	3,421	Misc
	Office Supplies	Yes	Recurring	-	5,058	2,919	3,189	2,925	1,781	Misc
	Personnel	Yes	Recurring	-	52,173	54,856	55,669	53,339	44,305	Personnel
	Postage	Yes	Recurring	-	614	985	512	274	295	Misc
	Publicity	Yes	Recurring	-	2,789	4,885	5,308	3,908	853	Misc
	Repairs and Maintenance	Yes	Recurring	-	55,236	72,399	77,007	42,525	49,273	Repairs & Maintenance
	Telephone - Cellular	Yes	Recurring	-	4,259	1,830	290	2,123	1,064	Telephone / Data / Radio Circuits
	Telephone/Data/Radio Circuits	Yes	Recurring	-	89,189	86,467	83,239	82,678	94,566	Telephone / Data / Radio Circuits
	Utilities	Yes	Recurring	-	7,900	9,052	11,463	12,087	13,021	Misc
Marion County Total				-	242,139	248,611	250,765	216,171	244,902	
Marseilles	Bonds & Interest	Not provided	Recurring	17,301	16,431	16,216	15,947	15,628	20,270	Misc
	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Data Processing	Not provided	Not provided	1,356	1,226	2,231	1,062	4,246	1,222	Misc
	Equipment (New)	Yes	Recurring	23,865	3,654	4,298	4,458	13,206	473	Equipment
	Misc	Not provided	Not provided	351	742	1,276	612	744	702	Misc
	Personnel	No	Not provided	-	-	-	-	-	-	Personnel
	Professional Services	Not provided	Not provided	544	1,010	450	13,467	8,700	4,845	Misc
	Repairs and Maintenance	Yes	Recurring	20,600	21,137	16,702	8,250	21,513	22,997	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	19,243	22,972	22,112	20,985	20,985	19,938	Telephone / Data / Radio Circuits
	Training	Not provided	Not provided	619	681	-	820	576	512	Misc
Marseilles Total				83,879	67,853	63,285	65,601	85,598	70,959	
Marshall County.	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	-	-	-	-	-	-	Equipment
	Personnel	Yes	Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
	Total Expense	Not provided	Not provided	225,307	279,930	221,317	256,383	239,684	193,519	N/A
Marshall County. Total				225,307	279,930	221,317	256,383	239,684	193,519	
Mason County	Audit	Not provided	Not provided	3,200	4,000	5,000	4,300	4,800	5,000	Misc
	Contractual Services	Yes	Recurring	35,000	25,000	20,500	25,500	20,500	25,000	Contractual Services
	Equipment (New)	Yes	Non-Recurring	30,000	22,500	25,000	28,000	35,000	25,000	Equipment
	Personnel	Yes	Recurring	6,500	13,000	17,500	17,500	22,500	22,500	Personnel
	Repairs & Maintenance	Yes	Recurring	24,669	20,290	37,375	34,510	36,630	30,400	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	97,600	25,250	95,335	140,000	81,200	92,350	Telephone / Data / Radio Circuits
Mason County Total				196,969	110,040	200,710	249,810	200,630	200,250	
McCook	Contractual Services	No	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	No	Recurring	-	-	-	-	40,000	-	Equipment
	Membership	No	Recurring	95	95	95	95	95	95	Misc
	Personnel	No	Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	No	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	No	Recurring	5,913	5,661	4,496	4,530	4,557	-	Telephone / Data / Radio Circuits
McCook Total				6,008	5,756	4,591	4,625	44,652	95	
McHenry County	Capital Outlay (new CAD, RMS, MAPPIN	Not provided	Not provided	-	-	-	-	2,289,607	2,305,198	Equipment
	Contractual Services	Yes	Recurring	219,749	241,744	135,022	187,155	190,135	176,207	Contractual Services
	Equipment (New)	Yes	Non-Recurring	876,140	438,068	167,819	121,127	-	-	Equipment
	Personnel	Yes	Recurring	161,421	196,704	235,328	272,652	274,600	254,710	Personnel
	Repairs and Maintenance	Yes	Recurring	117,305	132,895	346,264	506,078	548,352	461,741	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	642,382	637,389	620,667	634,119	692,935	581,392	Telephone / Data / Radio Circuits
McHenry County Total				2,016,997	1,646,800	1,505,100	1,721,131	3,995,629	3,779,248	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Mercer County	9-1-1 Map Books	Yes	Recurring	4,608	-	6,460	-	-	-	Misc
	9-1-1 Conference	Yes	Not provided	325	-	-	-	-	-	Misc
	Batteries	Yes	Not provided	285	150	-	-	-	-	Misc
	CAD System	Yes	Not provided	26,500	440	-	-	-	-	Equipment
	Change to Phase 2	Yes	Not provided	2,915	-	-	-	-	-	Equipment
	Contractual Services	Yes	Recurring	-	72	10,955	6,820	4,095	1,410	Contractual Services
	Dues	Yes	Recurring	95	120	120	-	120	-	Misc
	Equipment (New)	Yes	Recurring	-	65,210	150,926	17,931	13,139	3,460	Equipment
	Maps / Mapping	Yes	Not provided	2,500	150	-	14,400	-	-	Misc
	Millage	Yes	Recurring	849	-	-	-	-	-	Misc
	Misc. & Mapping Support	Yes	Recurring	1,590	-	-	4,025	-	-	Misc
	Monitors	Yes	Not provided	-	1,016	59	66	-	-	Equipment
	Personnel	Yes	Recurring	52,583	68,686	80,321	84,421	82,931	119,392	Personnel
	Postage	Yes	Non-Recurring	190	-	-	-	-	-	Misc
	Printer Cartridge	Yes	Not provided	72	-	-	-	-	-	Misc
	Repairs & Maintenance	Yes	Non-Recurring	-	760	1,228	8,845	699	8,250	Repairs & Maintenance
	Road Signs	Yes	Non-Recurring	1,889	-	2,316	3,425	4,345	375	Misc
	Telephone / Data / Radio Circuits	Yes	Recurring	69,034	68,964	69,294	69,320	74,545	73,430	Telephone / Data / Radio Circuits
	Training	Yes	Non-Recurring	-	250	980	806	537	1,967	Misc
Mercer County Total				163,435	205,818	322,658	210,058	180,410	208,284	
Morgan County	911 Education/Training	Yes	Non-Recurring	-	1,269	3,268	2,554	300	-	Misc
	Contractual Services	Yes	Non-Recurring	20,057	21,634	119,004	131,205	145,965	147,087	Contractual Services
	Equipment (New)	Yes	Non-Recurring	60,390	45,699	253,506	130,390	27,307	109,372	Equipment
	Legal Fees	Yes	Non-Recurring	5,942	14,502	5,523	6,402	5,393	3,114	Misc
	Maps & Map Books	Yes	Non-Recurring	24,599	10,996	15,938	7,728	8,131	6,469	Misc
	Office Expenses	Yes	Non-Recurring	269	899	166	270	882	131	Misc
	Personnel	Yes	Recurring	41,690	41,717	51,005	45,754	56,482	63,215	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	600	1,963	16,828	14,380	17,208	12,451	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	96,120	99,459	100,435	103,071	105,911	107,973	Telephone / Data / Radio Circuits
	Travel & Lodging/Misc	Yes	Non-Recurring	2,762	3,565	529	-	2,887	4,822	Misc
Morgan County Total				252,428	241,703	566,200	441,754	370,464	454,634	
Mundelein	Contractual Services	Not provided	Not provided	52,817	66,521	51,866	51,368	28,353	77,835	Contractual Services
	Equipment (New)	Not provided	Not provided	7,819	11,066	-	445,944	246,356	-	Equipment
	Personnel	Not provided	Recurring	62,681	62,320	80,889	89,440	88,420	84,263	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Recurring	32,740	31,181	33,585	33,048	36,091	35,242	Telephone / Data / Radio Circuits
Mundelein Total				156,057	171,088	166,340	619,800	399,220	197,340	
Northfield	CAD Maintenance	Yes	Recurring	770	15,164	-	-	14,809	14,878	Repairs & Maintenance
	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Recurring	-	-	-	-	-	-	Equipment
	Personnel	Yes	Recurring	213,696	164,871	174,300	177,942	187,713	187,713	Personnel
	Repairs & Maintenance	Yes	Recurring	42,123	34,520	36,597	56,138	43,450	40,615	Repairs & Maintenance
	Security System	Yes	Recurring	13,824	15,285	-	-	-	-	Misc
	Telephone / Data / Radio Circuits	Yes	Recurring	15,051	14,363	15,549	13,682	14,573	13,700	Telephone / Data / Radio Circuits
	Teletrac	Yes	Recurring	3,275	3,275	3,275	4,140	5,040	5,040	Misc
Northfield Total				288,739	247,478	229,721	251,902	265,585	261,946	
Northwest Central	Contractual Services	Yes	Non-Recurring	1,520,719	1,628,436	1,607,254	1,665,105	1,667,186	972,106	Contractual Services
	Equipment (New)	Yes	Non-Recurring	307,142	901,890	506,616	983,706	708,668	1,915,725	Equipment
	Personnel	Yes	Recurring	826,820	965,297	1,038,445	1,505,002	1,703,359	2,086,411	Personnel
	Repairs and Maintenance	Yes	Non-Recurring	429,793	454,271	445,807	411,307	498,814	516,884	Repairs & Maintenance
	Supplies	Yes	Non-Recurring	20,851	28,597	26,054	31,087	28,918	31,784	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	604,103	581,427	574,827	693,970	693,478	750,328	Telephone / Data / Radio Circuits
	Training	Yes	Non-Recurring	25,076	27,275	236,659	28,344	51,479	44,121	Misc
Northwest Central Total				3,734,504	4,587,193	4,435,662	5,318,521	5,351,902	6,317,359	
Ogle County	Contractual Services	Not provided	Not provided	26,417	21,989	19,698	16,129	24,702	17,149	Contractual Services
	Equipment (New)	Not provided	Not provided	26,114	112,874	39,350	230,568	104,563	38,562	Equipment
	Miscellaneous expenses	Not provided	Not provided	80,049	352,656	533,351	567,508	77,864	60,968	Misc
	Personnel	Not provided	Not provided	-	-	-	-	32,433	49,057	Personnel
	Repairs and Maintenance	Not provided	Not provided	4,527	334	11,963	2,968	12,989	-	Repairs & Maintenance
Ogle County Total				168,023	214,618	173,723	167,921	233,479	129,925	Telephone / Data / Radio Circuits
Ogle County Total				305,130	702,472	778,085	985,094	486,031	295,662	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Oglesby	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Oglesby Total				-	-	-	-	-	-	
Park City	Contractual Services	Yes	Recurring	-	-	528	-	-	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	-	24,806	25,783	-	-	-	Equipment
	Others (Please Specify) - Bank Loan	Yes	Non-Recurring	-	-	-	24,566	24,566	25,493	Misc
	Personnel	No	Non-Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	-	1,045	12,530	-	1,215	-	Repairs & Maintenance
Park City Total				398	3,282	6,886	1,815	1,613	3,208	Telephone / Data / Radio Circuits
Peoria County				398	29,133	45,728	26,381	27,394	28,702	
Peoria County	Contractual Services	Yes	Recurring	29,235	5,580	81,287	32,837	90,491	31,180	Contractual Services
	Equipment (New)	Yes	Some	167,826	91,255	1,202,104	675,615	725,071	855,556	Equipment
	Personnel	Yes	Recurring	100,619	99,731	52,829	59,468	111,766	125,274	Personnel
	Repairs and Maintenance	Yes	Some	74,161	118,697	111,586	141,976	119,673	241,028	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	391,078	426,574	465,984	483,872	509,007	475,290	Telephone / Data / Radio Circuits
Peoria County Total				762,919	741,837	1,913,790	1,393,768	1,556,008	1,728,328	
Perry County	Conference Training	Yes	Recurring	1,000	1,221	1,922	1,061	1,497	1,093	Misc
	Contractual Services	Yes	Recurring	8,190	8,190	8,190	13,510	14,220	15,200	Contractual Services
	Electric power	Yes	Recurring	50,743	52,862	53,256	56,787	55,851	57,114	Misc
	Equipment (New)	Yes	Recurring	73,288	17,502	7,401	33,632	-	19,412	Equipment
	Fuel Network Fees(911)	Yes	Recurring	1,267	1,565	1,830	2,033	1,294	2,050	Misc
	NG911 project	Yes	Non-Recurring	-	-	-	-	-	23,050	Misc
	Office Supplies	Yes	Recurring	-	-	-	-	3,106	3,427	Misc
	Personnel	Yes	Recurring	55,289	61,726	60,786	60,309	63,397	70,683	Personnel
	Repairs and Maintenance	Yes	Recurring	10,506	21,578	11,470	25,485	13,797	14,735	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	5,706	5,623	5,278	6,159	5,312	5,996	Telephone / Data / Radio Circuits
	Tort/Workers Comp	Yes	Recurring	144	144	152	192	192	203	Misc
	Water	Yes	Recurring	7,081	6,815	9,083	9,791	10,487	11,005	Misc
Perry County Total				213,214	177,226	159,368	208,959	169,153	223,968	
Piatt County	Administrative Office	Not 100%	Recurring	7,777	7,629	10,105	8,458	9,274	7,742	Misc
	Contractual Services	Not 100%	Recurring	14,118	12,838	13,744	14,202	15,123	16,199	Contractual Services
	Equipment (New)	Not 100%	Recurring	8,188	12,401	11,803	11,371	24,711	58,802	Equipment
	Personnel	Not 100%	Recurring	79,408	78,976	82,353	88,380	92,331	96,018	Personnel
	Repairs and Maintenance	Not 100%	Recurring	8,697	24,623	18,838	21,339	23,342	17,338	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not 100%	Recurring	72,161	77,083	76,404	76,645	75,866	76,307	Telephone / Data / Radio Circuits
	Training	Not 100%	Recurring	5,198	4,711	3,840	5,417	5,378	5,129	Misc
Piatt County Total				195,547	218,261	217,087	225,812	246,025	277,535	
Pulaski	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Pulaski Total				-	-	-	-	-	-	
Putnam County	Conference, travel, dues	Yes	Recurring	1,225	859	1,650	600	1,920	964	Misc
	Contractual Services	Yes	Recurring	18,251	8,325	15,420	7,063	15,194	7,319	Contractual Services
	Contribution to bldg project	Yes	Non-Recurring	150,000	-	-	-	-	-	Misc
	Equipment (New)	Yes	Non-Recurring	1,304	9,574	8,495	1,500	-	7,942	Equipment
	Insurance	Yes	Recurring	3,699	3,994	-	-	-	-	Misc
	Misc	Yes	Recurring	138	1,572	461	200	-	-	Misc
	Personnel	Yes	Recurring	8,690	14,852	14,739	87,633	53,760	58,116	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	638	1,419	4,583	3,694	Repairs & Maintenance
	Signs	Yes	Recurring	14,002	624	-	-	-	-	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	1,335	19,604	26,857	24,710	28,252	29,497	Telephone / Data / Radio Circuits
Putnam County Total				198,644	59,404	68,260	123,125	103,709	107,532	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Quadcom	Capital Disbursements	Not provided	Not provided	15,284	3,231	13,890	29,529			Misc
	Contractual Services	Not provided	Not provided					46,551	28,481	Contractual Services
	Debt Service	Not provided	Not provided					167,413	167,413	Misc
	Equipment (New)	Not provided	Not provided					268,222	359,702	Equipment
	Equipment Purchased	Not provided	Not provided	202,096	35,835	23,205	35,410			Equipment
	General Supplies	Not provided	Not provided					6,661	10,357	Misc
	Interest	Not provided	Not provided	45,482	45,482	41,568	36,810			Misc
	Miscellaneous	Not provided	Not provided	21,578	16,889	3,185	-			Misc
	Operating Disbursements	Not provided	Not provided	1,150,459	1,306,916	1,433,985	1,498,349			Misc
	Other Expenses	Not provided	Not provided						27,790	Misc
	Other Services & Charges	Not provided	Not provided					12,116	10,287	Misc
	Personnel	Not provided	Not provided					1,160,323	1,046,570	Personnel
	Principal payments	Not provided	Not provided	121,932	121,896	125,845	130,604			Misc
	Professional Development	Not provided	Not provided					3,000	2,865	Misc
	Repairs and Maintenance	Not provided	Not provided					138,973	219,623	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided					198,369	226,348	Telephone / Data / Radio Circuits
Quadcom Total				1,556,831	1,530,249	1,641,678	1,730,702	2,001,628	2,099,436	
Randolph County	Contractual Services	Yes	Recurring	10,000	15,000	20,000	20,000	35,000	35,000	Contractual Services
	Egyptian	Yes	Recurring	5,200	5,200	5,000	5,000	5,000	5,000	Misc
	Equipment (New)	Yes	Recurring	-	434,023	-	-	-	-	Equipment
	Frontier	Yes	Recurring	68,500	69,515	78,315	35,000	64,000	63,502	Misc
	Harrisonville	Yes	Recurring	7,000	7,000	6,500	6,500	6,500	6,500	Misc
	Personnel	Yes	Recurring	74,703	105,714	93,761	112,013	117,589	124,720	Personnel
	Telephone/Data/Radio Circuits	Yes	Recurring	-	3,851	10,700	15,436	15,614	16,600	Telephone / Data / Radio Circuits
Randolph County Total				165,403	640,303	214,276	193,949	243,704	251,321	
Richland County	Audit	Yes	Recurring	-	-	1,000	1,000	1,000	1,050	Misc
	Contingency	Yes	Not provided	-	-	-	1,638	808	2,343	Misc
	Dispatch Training	Yes	Not provided	846	1,445	2,576	540	676	1,838	Misc
	Equipment (New)	Yes	Not provided	71,298	30,922	1,584	12,717	15,446	7,123	Equipment
	Liability Insurance	Yes	Recurring	527	545	568	580	441	248	Misc
	Meeting Expense & Mileage	Yes	Not provided	1,480	1,486	1,395	1,984	3,492	2,862	Misc
	Miscellaneous Expense	Yes	Not provided	724	648	1,042	1,459	1,123	1,113	Misc
	Personnel	Yes	Recurring	55,500	50,345	51,045	73,680	77,860	79,965	Personnel
	Public Education	Yes	Not provided	-	-	-	602	346	329	Misc
	Repairs and Maintenance	Yes	Not provided	35,156	41,282	23,580	41,523	27,135	40,055	Repairs & Maintenance
	Road Sign Repair / Replacement	Yes	Not provided	4,184	3,167	2,977	1,179	2,224	736	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	56,912	56,059	54,440	56,583	59,274	63,537	Telephone / Data / Radio Circuits
Richland County Total				226,628	185,899	140,207	193,482	189,826	201,198	
Riverside	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Recurring	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Recurring	-	-	310,460	315,248	329,757	343,977	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Riverside Total				-	-	310,460	315,248	329,757	343,977	
Rosemont	911 Project Fund	Yes	Recurring	162,508	118,779	182,176	103,436	85,973	584,887	Misc
	Contractual Agreements	Yes	Recurring	2,400	2,400	2,400	2,400	7,725	18,900	Contractual Services
	Equipment - Computer Supplies	Yes	Recurring	1,275	1,000	7,254	6,416	3,542	17,050	Equipment
	Legal Fess	Yes	Recurring	1,466	1,400	2,835	2,769	331	176	Misc
	Operation	Yes	Recurring	25,461	25,000	15,905	5,435	16,688	1,561	Misc
	Personnel	Yes	Recurring	72,500	72,500	76,875	81,250	90,450	92,475	Personnel
	Telephone, Circuits, Etc.	Yes	Recurring	37,742	27,742	19,287	32,318	30,928	29,557	Telephone / Data / Radio Circuits
	Training, Conferences & Seminars	Yes	Recurring	5,064	6,000	9,818	5,983	9,134	2,993	Misc
Rosemont Total				308,415	254,821	316,550	240,008	244,771	747,599	
Saline County	Contractual Services	Yes	Not provided	64,033	63,555	63,960	64,683	64,421	63,905	Contractual Services
	Equipment (New)	Yes	Not provided	19,084	25,118	5,144	17,537	20,935	5,086	Equipment
	Insurance, Training, Next Generation	Yes	Not provided	2,751	2,080	2,719	2,902	1,759	34,105	Misc
	Personnel	Yes	Not provided	127,781	152,000	156,000	156,000	156,000	156,000	Personnel
	Repairs and Maintenance	Yes	Not provided	522	15,262	7,393	10,411	9,713	11,348	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	70,574	68,867	69,163	69,781	69,134	71,301	Telephone / Data / Radio Circuits
Saline County Total				284,745	326,882	304,379	321,314	321,962	341,745	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surchage?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Sangamon County	Contractual Services	Yes	Recurring	2,378,793	1,602,334	1,632,146	1,100,552	2,043,683	1,153,676	Contractual Services
	Equipment (New)	Yes	Recurring	5,092,440	343,594	192,000	353,255	249,500	211,200	Equipment
	Others (Please Specify)	Yes	Recurring	-	-	-	-	-	-	Misc
	Personnel	Yes	Recurring	456,873	495,239	490,317	568,734	478,775	479,915	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Sangamon County Total				7,928,106	2,441,167	2,314,463	2,022,541	2,771,958	1,844,791	
Scott County	Contractual Services	Yes	Recurring	45,300	43,500	44,805	37,118	40,000	40,000	Contractual Services
	Equipment (New)	Yes	Non-Recurring	-	82,242	-	-	-	-	Equipment
	New PSAP Exp.	Yes	Non-Recurring	11,960	-	-	-	-	-	Misc
	Others (Please Specify)	Yes	Recurring	5,362	7,790	1,478	1,273	1,204	660	Misc
	Personnel	Yes	Recurring	31,784	32,738	33,720	34,732	28,840	28,840	Personnel
	Repairs and Maintenance	Yes	Recurring	3,538	2,127	4,422	2,910	6,525	4,167	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	22,941	20,361	21,319	23,653	25,178	25,371	Telephone / Data / Radio Circuits
Scott County Total				120,885	188,758	105,744	99,686	101,747	99,038	
Seneca	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Seneca Total				-	-	-	-	-	-	
Skokie	Contractual Services	Not provided	Recurring	360,870	430,212	421,548	364,552	353,865	440,552	Contractual Services
	Equipment (New)	Not provided	Recurring	62,782	2,261	3,300	881	-	1,000	Equipment
	Personnel	Not provided	Recurring	977,964	1,037,331	1,034,219	1,059,180	1,098,340	1,172,697	Personnel
	Repairs and Maintenance	Not provided	Recurring	25,306	12,895	11,165	11,042	8,785	11,710	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Skokie Total				1,426,922	1,482,699	1,470,232	1,435,655	1,460,990	1,625,959	
St. Clair County	Contractual Services	Yes	Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Both	-	-	-	-	-	-	Equipment
	Personnel	Yes	Recurring	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Both	-	-	-	-	-	-	Telephone / Data / Radio Circuits
St. Clair County Total				-	-	-	-	-	-	
Streator	Audit	Yes	Non-Recurring	900	-	300	175	-	300	Misc
	Building Repair	Yes	Recurring	621	1,112	576	695	2,086	1,449	Repairs & Maintenance
	Contractual Services	Yes	Non-Recurring	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Non-Recurring	25,370	19,675	4,345	93,690	33,191	3,059	Equipment
	Furniture	Yes	Not provided	-	-	-	20,508	-	-	Misc
	Legal	Yes	Non-Recurring	55	1,112	-	-	-	-	Misc
	Miscellaneous	Yes	Non-Recurring	300	2,031	614	1,528	1,842	1,879	Misc
	Office Supplies	Not provided	Recurring	11	11	11	1,773	266	82	Misc
	Personnel	Yes	Recurring	86,304	111,010	97,465	92,430	100,585	111,466	Personnel
	Repairs & Maintenance	Yes	Recurring	12,162	21,238	17,442	20,700	13,390	23,612	Repairs & Maintenance
	Telephone / Data / Radio Circuits	Yes	Recurring	25,325	27,568	29,498	32,078	30,893	32,078	Telephone / Data / Radio Circuits
	Training / Public Education	Yes	Non-Recurring	7,595	9,077	9,587	8,201	3,682	7,387	Misc
Streator Total				158,643	192,834	159,838	271,778	185,935	181,312	
Tazewell County	Commodities (Supplies/Fuel)	Not provided	Recurring	2,793	2,834	619	2,588	3,475	3,804	Misc
	Contractual Services	Yes	Recurring	27,559	25,058	24,748	28,408	19,616	20,959	Contractual Services
	Equipment (New)	Yes	Recurring	154,640	130,362	400,713	29,982	466,184	248,144	Equipment
	Personnel	Yes	Recurring	146,638	152,382	163,620	171,309	171,159	177,380	Personnel
	Repairs and Maintenance	Yes	Recurring	114,528	189,936	240,164	307,378	199,506	144,236	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	399,368	477,404	525,593	604,546	612,216	528,173	Telephone / Data / Radio Circuits
	Training	Yes	Recurring	21,510	24,830	26,989	17,863	11,662	13,404	Misc
Tazewell County Total				867,036	1,002,806	1,382,446	1,162,073	1,483,818	1,136,100	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surchage?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Union County	Addressing	Not provided	Not provided	1,447	1,467	1,734	2,562	1,823	2,190	Misc
	Advertising	Not provided	Not provided	234	145	150	110	110		Misc
	Capitol Improvement/Vehicle	Not provided	Not provided	-	10,000	10,000	3,000	3,000	3,000	Misc
	Conference	Not provided	Not provided	125	1,227	986	1,917	4,981	3,598	Misc
	Contingency	Not provided	Not provided	75	1,192	1,863	8,065	10,854	5,577	Misc
	Contractual Services	Yes	Recurring	92,000	92,000	92,000	92,000	92,000	127,000	Contractual Services
	Equipment (New)	Yes	Recurring	10,323	8,315	12,057	2,748	5,620	65,426	Equipment
	ETSB Meetings	Yes	Recurring	-	-	-	-	577	762	Misc
	Legal	Not provided	Not provided	-	692	-	-	-	-	Misc
	Liability Insurance	Not provided	Not provided	5,862	5,778	871	-	-	-	Misc
	Membership/dues	Not provided	Not provided	255	349	193	225	317	437	Misc
	Mileage/meals	Not provided	Not provided	200	536	674	545	1,432	2,133	Misc
	Office Supplies	Not provided	Not provided	4,038	4,815	3,708	3,489	3,744	2,836	Misc
	Personnel salaries and benefits	Yes	Recurring	79,341	90,636	91,102	93,863	97,914	102,383	Personnel
	Repairs and Maintenance	Yes	Recurring	22,019	24,323	22,520	23,907	24,303	20,798	Repairs & Maintenance
	Southern Illinois University-GIS 2 year ag	Yes	Recurring	-	-	-	-	-	1,811	Misc
	Telephone/Data/Radio Circuits	Yes	Recurring	47,462	49,717	53,753	47,182	51,719	52,808	Telephone / Data / Radio Circuits
	Training/Public Education	Not provided	Not provided	4,812	2,809	3,536	2,698	2,919	2,432	Misc
	Uniforms	Not provided	Not provided	253	364	300	309	347	253	Misc
Union County Total				268,445	294,365	295,447	282,620	301,660	393,554	
Vermilion County	Contractual Services	Yes	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Yes	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Yes	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Vermilion County Total				-	-	-	-	-	-	
Vernon Hills	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Vernon Hills Total				-	-	-	-	-	-	
Wabash	Contractual Services	Yes	Not provided	-	-	29,329	-	42,879	24,985	Contractual Services
	Equipment (New)	Yes	Not provided	-	-	34,443	-	47,700	57,879	Equipment
	Personnel	Yes	Recurring	53,900	53,900	53,900	-	55,253	56,136	Personnel
	Repairs and Maintenance	Yes	Not provided	-	-	24,262	-	15,015	11,448	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	-	-	35,871	-	40,900	40,900	Telephone / Data / Radio Circuits
Wabash Total				53,900	53,900	177,805	-	201,747	191,349	
Washington County	Contractual Services	Yes	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Yes	Recurring	400	69,000	64,000	30,000	1,000	4,000	Equipment
	Office supplies/postage	Yes	Not provided	1,588	750	1,775	1,200	850	1,250	Misc
	Personnel	Yes	Recurring	22,600	23,800	25,000	27,500	28,600	34,855	Personnel
	Repairs and Maintenance	Yes	Recurring	500	1,750	3,100	2,000	4,000	9,500	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	62,115	53,100	60,000	57,600	62,400	57,300	Telephone / Data / Radio Circuits
	training/meetings	Yes	Not provided	855	835	1,100	1,225	1,150	1,900	Misc
Washington County Total				88,058	149,235	154,975	119,525	98,000	108,805	
Waukegan	Contractual Services	Not provided	Not provided	9,238	78,813	322,404	309,783	516,608	235,887	Contractual Services
	Equipment (New)	Yes	Recurring	-	-	-	-	-	-	Equipment
	Others (Please Specify)	Not provided	Not provided	-	-	-	-	-	-	Misc
	Personnel	Not provided	Not provided	361,980	578,813	322,404	399,783	268,036	216,156	Personnel
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Waukegan Total				371,218	657,626	644,808	709,566	784,644	452,043	
Western Spring	Contractual Services	Yes	Recurring	31,608	32,014	27,455	52,573	38,392	40,737	Contractual Services
	Equipment (New)	Yes	Not provided	-	-	-	-	-	-	Equipment
	Interest	Not provided	Not provided	-	-	-	5,000	4,386	3,741	Misc
	Others (Please Specify)	Yes	Non-Recurring	12,500	38,422	5,400	1,500	3,000	-	Misc
	Personnel	Yes	Not provided	-	-	-	-	-	-	Personnel
	Radio	Yes	Recurring	77,608	19,852	18,070	4,863	15,586	15,180	Telephone / Data / Radio Circuits
	Repairs and Maintenance	Yes	Recurring	17,796	19,043	13,441	20,640	9,764	19,914	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Non-Recurring	-	76,988	108,739	-	-	-	Telephone / Data / Radio Circuits
Western Spring Total				139,512	186,319	173,105	84,576	71,128	79,572	

Table J: Service Expenses (Detail)

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010	Classification of Expense for Analysis
Wheeling	Conferences & Meetings	Not provided	Not provided	1,109	904	968	-	-	-	Misc
	Contractual Service	Yes	Not provided	-	-	-	-	-	-	#N/A
	Equipment (New)	Yes	Recurring	38,272	20,012	15,381	12,848	3,172	11,808	Equipment
	Membership Dues	Not provided	Not provided	273	-	328	1,051	120	-	Misc
	Personnel	Not provided	Recurring	-	-	-	-	-	-	Personnel
	Radio/Data/Radio Circuits	Yes	Recurring	78,170	138,171	109,169	138,101	215,396	190,789	Telephone / Data / Radio Circuits
	Repairs and Maintenance	Yes	Recurring	36,229	21,965	53,906	66,599	45,775	45,130	Repairs & Maintenance
	Training	Not provided	Not provided	463	1,684	604	-	-	-	Misc
	Wireless Data Service	Not provided	Not provided	341,269	385,544	295,827	221,055	279,356	294,345	Telephone / Data / Radio Circuits
Wheeling Total				495,785	568,280	476,183	439,654	543,820	542,072	
White County	Contractual Services	Not provided	Not provided	40,671	17,454	16,870	17,075	14,991	10,524	Contractual Services
	Equipment (New)	Not provided	Not provided	56,819	38,944	8,488	3,966	2,459	4,962	Equipment
	Office Supplies, Travel Expense, etc.	Not provided	Not provided	-	-	-	-	-	-	Misc
	Personnel	Not provided	Not provided	64,816	141,562	131,017	129,971	126,352	127,833	Personnel
	Repairs and Maintenance	Not provided	Not provided	13,867	17,121	20,171	17,667	13,820	12,181	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	38,556	44,049	53,492	45,938	46,817	55,066	Telephone / Data / Radio Circuits
	Training, Postage, Computer Services,	Not provided	Not provided	12,755	16,557	9,386	9,591	7,890	8,913	Misc
White County Total				227,484	275,686	239,424	224,208	212,329	219,479	
Whiteside County	CAD & related software	Yes	Not provided	170,092	205,565	92,235	277,545	264,538	-	Equipment
	Conferences	Yes	Not provided	-	-	-	-	6,679	2,905	Misc
	Contractual Service	Not provided	Not provided	-	-	-	-	-	-	#N/A
	Equipment (New)	Not provided	Not provided	-	-	-	-	346,730	77,793	Equipment
	Miscellaneous expenses	Yes	Not provided	5,266	9,726	7,236	13,789	11,563	14,276	Misc
	Personnel	Yes	Not provided	67,415	64,289	66,673	81,303	77,795	75,447	Personnel
	Repairs and Maintenance	Yes	Not provided	33,273	31,856	31,856	32,812	33,068	132,153	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Not provided	94,840	94,234	93,363	95,202	100,581	119,614	Telephone / Data / Radio Circuits
	Training	Yes	Not provided	-	-	578	2,223	3,981	8,105	Misc
Whiteside County Total				370,886	405,670	291,941	502,874	844,935	430,293	
Williamson County	Equipment (New)	Not provided	Not provided	46,000	60,000	52,000	69,000	148,000	67,000	Equipment
	Office operations	Not provided	Not provided	28,000	44,000	35,000	27,000	28,000	35,000	Misc
	Personnel	Not provided	Not provided	300,000	345,000	350,000	355,000	360,000	350,000	Personnel
	Repairs and Maintenance	Not provided	Not provided	50,000	81,000	81,000	76,000	58,000	65,000	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	120,000	88,000	98,000	103,000	89,000	90,000	Telephone / Data / Radio Circuits
Williamson County Total				544,000	618,000	616,000	630,000	683,000	607,000	
Winnebago County	Contractual Services	Not provided	Not provided	-	-	-	1,048,988	1,004,224	1,366,235	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Others (Please Specify)	Not provided	Not provided	-	-	-	852,821	487,174	487,694	Misc
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Winnebago County Total				-	-	-	1,901,809	1,491,398	1,853,929	
Winnetka	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Winnetka Total				-	-	-	-	-	-	
Woodford	Contractual Services	Not provided	Not provided	-	-	-	-	-	-	Contractual Services
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-	Equipment
	Personnel	Not provided	Not provided	-	-	-	-	-	-	Personnel
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-	Telephone / Data / Radio Circuits
Woodford Total				-	-	-	-	-	-	
WSCDC	Debt Service	No	Recurring	183,180	184,744	183,843	183,843	185,344	-	Misc
	Equipment (New)	Yes	Non-Recurring	80,900	28,349	72,088	18,423	-	9,477	Equipment
	Personnel	Partially	Recurring	1,973,639	2,105,395	2,181,499	2,383,845	2,529,699	2,550,332	Personnel
	Repairs and Maintenance / Contractual	Partially	Recurring	253,473	258,424	232,585	223,602	171,742	241,171	Repairs & Maintenance
	Telephone/Data/Radio Circuits	Yes	Recurring	62,657	74,308	126,509	124,253	106,822	115,855	Telephone / Data / Radio Circuits
WSCDC Total				2,553,849	2,651,221	2,796,524	2,933,966	2,993,607	2,916,834	

# of Systems

100

**Table J: Service Expenses (Detail)**

**Legend:**

The data from the survey was edited manually for more accurate and comparable reporting. See remarks below.

911 System	R E M A R K S:
DuPage County	Per 911 system coordinator, the expense information is not available for all PSAPs. Accordingly, not all PSAPs that provided expense information were able to provide 5 year information. Thus, including the expense information provided by certain PSAPs only will not be representative of DuPage and will not be conclusive for purposes of this analysis. Based on this, the DuPage shows \$0 as the information provided is incomplete and not representative of DuPage.
Northwest Central	Contractual services amount for 2008 was changed based on the email dated 6/21/11, from Cindy, 911 Coordinator. A number was missing in the amount noted in the survey response. The balance reflected here is the corrected balance already.
Skokie	Personnel expense amount for 2007 was changed based on discussion with 911 Coordinator. A number was missing in the amount noted in the survey response. The balance reflected here is the corrected balance already.



## Attachment Q – Written Survey Responses (19 Systems)

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*Note: Survey begins on page number listed for each respective system.*

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	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
Survey #	Rural 1	Urban 2	Urban 3	Urban 4
Survey Questions	Responses	Responses	Responses	Responses
<b>General:</b>				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Extremely Negative	Negative, we need all the money we have and some to keep the PSAP running.	Negative.	Negative
1.a If positive, please explain:	N/A		N/A	
1.b If negative, please explain:	This money has become a vital necessity in order to keep our operations running. Our hardlines dwindle everyday and this money has become a subsidy to our operations.		Due to the dwindling numbers of wire-line customers and related surcharge, and the need for periodic equipment replacement or upgrades, a reduction in our current wireless surcharge would put an even greater strain on a budget which is already experiencing pressure due to declining revenues.	
<b>Organization:</b>				
1) How many PSAPs do you have in your 9-1-1 system?	1	4	Two PSAPS one primary and one disaster recovery site.	3
2) What is your address?	101 N Front, Virginia, IL 62691	Chicago Heights Police Department 1601 Halsted Chicago Heights, Ill 60411	9511 W. Harrison Des Plaines, IL 60016	3700 w 175th Place, Country club hills, IL 60478
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Our backup is Sangamon County. In the event that they are needed, we flip a switch that reroutes our 911 calls to them and they have radio equipment, etc to be our backup.	Sauk Village Police Department / we flip a switch and they get our calls.	Our Maywood Backup PSAP is equipped with redundant 911 dispatching capabilities. Calls would be routed to Northwest Central Dispatch until our backup is sufficiently staffed.	E-Comm All 911 calls are switched over to their PSAP. 1 telecommunicator goes over to E-Comm to assist with the over flow
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 - Primary 0 - Secondary	Four secondary	1 Primary: Des Plaines, 1 Backup PSAP Maywood 6 Secondary: Robbins, Dixmoor, Phoenix, Northlake, Stone Park, Ford Heights Fire	3 Primary 0 Secondary
<b>Demographics:</b>				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	2000/32776 2010/30412	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)

	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
4) Since 2005, how has the number of employees changed by year?	Our number of employees fluctuates from year to year. Currently, I have 10. We try to operate with a minimum of 12. We are a small agency that has limited income, we only have a starting wage of \$9.00 per hour. It is hard to keep good well trained TC's with such low wages. A lot of times, we train them and then they go to a neighboring agency that pays more.		15 Remained fairly consistent - reference Table B. The ETSB has added a full time GIS position bringing the total of full time ETSB employees from five to six.	Increased 1 employee in 2011
5) What company is the 911 system provider?	AT & T	A T & T	AT&T	AT&T/SBC
6) Please provide contact information for the 911 system provider.	AT & T Paul Stoufels 4918 W 95th Street Oak Lawn, IL 60453 708-229-0389	Paul R. Stoffels area manager 911 operations C	Gene Valentine - Area Manager - 708-229-0381	SBC\911 contact TX/888-243-1911
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Wireline: The boundaries of Cass County with a small portion in Mason & Morgan County. Wireless Service Cass: 62691, 62612, 62611, 62618, 62627. Wireless Service Brown:	Chicago Heights Police Department 1601 Halsted Chicago Heights, Ill 60411	Unincorporated Cook County and 7 municipalities, Phoenix, Dixmoor, Robbins, Ford Heights, Stone Park, Northlake, Golf. All zip codes in Cook County excluding the City of Chicago	60478

**Services Offered:**

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, FMS____ Other____?	Yes to all.	yes, yes, yes,	Law Enforcement only.	Yes for all
2) Does your PSAP receive calls from wireline phones?	Yes	yes,	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes, they come through are trunks just like wireless calls.	yes	Yes	No
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Cass: Phase 2 Brown: Phase 1		2 Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	We initially started the process of requesting Phase 2. When followed the wireless companies procedures and went Phase 1 first with Phase 2 shortly afterwards.	over 12 months ago	Previously Phase 1 - Cut over to Phase 2 in April, 2002.	Phase 2-2010 To the best of our Knowledge
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Mapping Costs: \$50,000.00	minimal	Approximately \$15,000 for equipment upgrades to CPE equipment at Primary and back up PSAP.	None were aware of
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	N/A	dna	N/A	N/A
9) Do you plan to convert to Phase 2?	Yes for Brown	dna	N/A	N/A
10) If yes, when is conversion planned?	Brown: August 2011	dna	N/A	N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	N/A	dna	N/A	N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	N/A	dna	N/A	N/A

**Call Volume:**

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	39062	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)

	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Voip calls are tracked separately.	34811	N/A	
5) How many dispatches occur each month as a result of 911 calls? (if available)	Average of 175 in Cass County	34811	Approximately 8500 calls a month	
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	34811	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)		Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	It really depends on the day and the events. We do run short-handed at times. We have a bad turn around rate with our part time dispatchers. We train them and then they go somewhere else where they can make more money.	no, we could always use additional help.	No. The complexity and volume of information involved with 911 calls, and the need to relay this information to responding officers, has increased the workload on the telecommunicators. The 911 center needs an additional 6 Telecommunicators and 1 additional supervisor. The anticipated Next-Gen services would add to the need for additional personnel. Additional staff would allow the 911 center to keep up with new technologies while addressing the public's service expectations.	Yes
<b>Funding:</b>				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$2.00 per hardline telephone	\$7.50 + .97 usage minute (ECO Note- Per discussion with George Sintic, 6/21/11, this is what he pays ATT. The wireline surcharge is \$1.00	1.25	To be forwarded to the 911 Board
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)		Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
<b>Expenses:</b>				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	yes	Yes, at this time. However, the decreased wireline surcharge revenue has forced us to significantly reduce expenditures this year to avoid a deficit budget. We expect this trend to continue.	Forwarded to the 911 Board

<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	All of our expenses are paid by the surcharge monies received. (Personnel, Equipment, Training, Maintenance, Etc)	coordinators salary, maintenance contracts on 911 equipment	Portions of the line level staff's salaries, overtime, FICA, IMRF, professional consulting, communications services, training, portions of repair and maintenance of equipment, maintenance of software, lease of phone system and related communications equipment.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?		staff salary, over 800,000.00	Cook County ETSB is totally dependant on surcharge revenue.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		I am not sure I have not collected data or expense for that determination	Due to declining wireline revenues, and the increasing cost of operations, wireline and wireless would each need to be at least \$1.25 per month and possibly as much as \$2.50 per month for the long term.
<b>Reporting:</b>			
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Monthly reports are made to the Emergency Telephone System Board	yes	Yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	The Treasurer supplies a financial report monthly. This report includes: cash on hand; monthly expenses; investments; basically a total financial monthly status. I create a call statistic report that tells the Board about the types of calls and call volumes. I also provide them with a report of declining surcharge revenues.	monthly expenses and purchases	Monthly call volume by type. Year to date by type. Delivered monthly to board members.
3) How much time is required to complete the reports?	Six hours.	about an hour	Between 2 and 3 hours monthly.
4) Do reports present an accurate image of services offered?	Yes	yes	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	yes	Yes
6) Are the reports certified for accuracy?	No		Yes
7) Are financial operations of the system audited?	Yes		Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes there is an annual audit.	municipal level	Yes
9) Please provide copies of audited reports from 2005 through present	Attached	I have budgets that are presented to the board and finance committee	See attached
<b>Next Generation:</b>			
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	The current equipment that I use today is not capable of this type of technology. We have received a grant that is allowing us to make some updates that will enable us to take these types of calls in the future.	no,	No

	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	I believe that this type of technology will be required of us due to the customers demands. The youth of today text more than they speak, therefore they expect to be able to text for help and they currently cannot do so.	they would be able to send pictures that would be easier to assess the situations. Including officer safety.	Yes, especially for the hearing impaired. Additionally, an entire generation utilizes text messaging far more often than voice calling, which was evident in the NIU shooting incident of February 2008. 911 has not kept pace with the changes in the publics use of new communications technology.	Yes - Better able to service the public, they would have more ways to contact the Emergency services
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	The switch that I will be installing next month is capable with some minor adjustments. The cost of this equipment is \$130,000.00	I do not have any cost estimates	We are in the process of preparing an RFP for a Next Gen phone system and estimate the cost to be between 1.2 and 1.5 million.	Unknown
4) What impact would this have on staffing and other operational expenses?	We would need additional staff as texting takes longer than current methods. We would have additional personnel costs and the costs associated to implement this technology.	cut back on staff , to fund extra things	The implementation of Next Gen E911 would require extensive training of our existing personnel in all aspects of these emerging technologies. Additional staffing may be required.	Staffing issues may have to increase after the programs are implemented. Unknown what the costs are.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	I have received a \$515,000.00 grant from the Department of Justice to make the upgrades that I need. All of the equipment that I am about to install is ready for NG911 if Illinois should ever be ready.	I do not have the calculations or parameters to make that call.	Next Generation compatible 911 phone system at a projected cost of at least 1.2 million. There would be an unknown yet significant cost associated with the upgrade to our current CAD solution, along with yet to be determined cost for personnel and training.	100% We have not researched the cost for this.
<b>Recommendations:</b>				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	911 systems need to have the technology available to them that the public assumes we have. In today's world, our society is very technologically advanced and very mobile. In the 911 world, we are not that way. To some degree, the technological advances that the public enjoys, has actually put Enhanced 911 service back to basic service. We need to be able to accurately track any caller from any type of device. We need to be able to have a name and address attached to the caller, even if they are mobile (it at least gives us a starting point).	consolidate 911 services	Consolidate stand alone PSAPS into larger multi-jurisdictional operations.	
2) What recommendations do you have to be able to upgrade to Next Generation 911?	If you do not have the funding available to you, then you will need to be talking with your neighbors in order to implement this technology.	grant money	Consolidation and regionalization of PSAP operations.	More Funding

	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
3) What recommendations do you have for the General Assembly to do or not to do?	The General Assembly needs to look at a new way of funding 911 rather than what the local referendum was passed. Technology is changing too quickly to tie a surcharge to a certain type of technology. In the end, the citizens of Illinois loose out on services because we cannot afford to give them what they really need.	grant monies, surcharge increase and consolidation of PSAPs	Remove the sunset clause from the wireless legislation HB3296 and enact pre-paid legislation (SB 2063). Increase the wireless monthly surcharge to a minimum \$1.25.	Change how the wireless surcharge is done. Charge surcharge for wireless to residence. Fund it.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Absolutely!!! I makes no sense for a county to have more than one PSAP other than maybe to make one of them a backup. The backup system can be resolved by using a neighboring county as well. The amount of money that could be saved to consolidate PSAP's is mind blowing.	yes	Yes. This would lead to operating efficiencies, and economies of scale, in every aspect of 911 operations.	Yes if it would assist with expenses, but it takes away from the personalization you get with one town.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, I believe that we can all benefit from sharing of equipment costs to provide 911 services to the citizens of Illinois. I am spending \$130,000.00 on a switch that I can easily add neighboring counties onto for a minimal expense. It does not make sense for each county to put the same equipment in at the same cost at one of their PSAP's or in some instances, multiple PSAP's. It is a waste of money. We can share the expense and still keep control of our own territories.	yes, technology is so expensive it makes sense to consolidate.	Yes, see above.	Same as above
6) Should the information included on required reporting be changed?	Yes. I believe that the regulatory agency should be asking both the PSAP's and the telcos for more statistical type of information. It is much easier to for the legislature and the regulatory agency to make informed decisions with accurate information.	no	No	
7) If yes, how? What should be removed or added?	The current report asks for board members, population, monthly surcharge fee, etc. I think that they need more information on how many lines am I loosing every year, how much revenue have I lost, what are the telcos charging us and do our surcharges cover that.	dna	N/A	

	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	It is imperative that the wireless surcharge is either continued indefinitely or a new funding mechanism is developed. Right now, my system is being funded by 20% of the population who have hardline phones and yet we service all types of technology.	yes	Yes	Yes towns depend on
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Illinois is unique in how it funds its 911 systems. Most local entities like the control that they have and do not favor a state managed system. Given the condition of our state right now, I would not want them managing my funds when they can't even manage their own. I do believe that there is a tremendous amount of money that could be saved if the local entities would share in the cost of the equipment expense. The equipment costs can be shared and each entity still have control over their own operations. I also believe that the regulatory agencies need to look at the telcos and re-evaluate if the tariffs are accurate. Currently, I pay 25% of my hardline surcharge back to the telcos to provide 911 service to the public. Surely there networks are paid for by now and some of that savings could be passed on to the customers. If not, then where is there investments in new infrastructure to support NG911.	Consolidation, county or statewide. Or township wide multiple 911 centers	Technology in the field of communications continues to evolve at an escalating pace, and with it the publics expectation of 911 services continues to rise. Sufficient funding of this critical public safety function is essential and should be achieved through the most cost effective means available.	Funds should be handled at local level with some input from the state.



	<u>Cass County</u>	<u>Chicago Heights</u>	<u>Cook County</u>	<u>Country Club Hills</u>
Other Feedback/ Recommendations (please note in detail below):	<p>Originally, when 911 systems started, it made sense to fund them by hardline telephones because everyone had one and that was the service that you were offering. Today in our wireless world, we are not being fully funded or funded to be able to upgrade. The wireless surcharges are set at a statewide rate instead of by each entities surcharge. Therefore, every time that we lose a hardline telephone, we lose additional revenue in the rural areas where our hardline surcharges are higher due to smaller populations. At this point in time, only 20% of my population has a hardline telephone, this means that in reality, only 20% of my county is funding my system at a time when it is even more costly to operate it. If the state is going to continue to tack a surcharge onto each new device as it comes out, then they need to make sure that they use the local surcharge rates for each entity and not a statewide rate. Technology changes everyday. This makes it very difficult to set surcharge per device or technology. I believe that the simplest way to solve the problem would be to either have all the surcharges equal the local established rate or change the collecting mechanism. Instead of funneling the money through the telcos, we should have it billed through the public utility company. Everyone uses power and that would bring our surcharges back closer to what our feasibility studies indicated we would have before technology changed. This would also benefits our communities in that our local utilities would be able to collect the 3% collection fees which would keep that money in the local economy.</p>			

Survey Completed by:

Name:

Signature:

Title/ Position:

Date Completed:

Telephone Number:

Office Address:

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5/18/2011

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6/10/2011

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	Deerfield	Dewitt County	Forest View	Franklin Park
Survey #	Suburban 5	Rural 6	Urban 7	Urban 8
Survey Questions	Responses	Responses	Responses	Responses
<b>General:</b>				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	We rely on this funding to run our operation; the bulk of our calls are cellular	Negative impact.	No impact.	Negative
1.a If positive, please explain:				
1.b If negative, please explain:	It is costly to run a 9-1-1 center and the bulk of our calls are cellular. We need this revenue	The ETSB will not be able to operate without this funding. Landline funding is down.		Revenue for 911 center is extremely sparse now
<b>Organization:</b>				
1) How many PSAPs do you have in your 9-1-1 system?	2	1	one (1)	One
2) What is your address?	850 Waukegan Rd. Deerfield, IL 60015	101 West Washington St Clinton, IL 61727	7000 W. 46th Street, Forest View, Illinois 60402	9545 W Belmont, Franklin Park, IL 60131
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Wireless calls go to Lake County; 9-1-1 to Lake Forest; and we have several options to monitor our radio as we are part of a Network	Piatt County, county that borders our east boundary. They answer our calls and also are able to dispatch those calls	Stickney Police Department	Schiller Park PD
4) How many primary and secondary PSAPs are in your 9-1-1 system?	1 and 1	Just 1 dispatch center	One (1) primary with one (1) back-up console.	One
<b>Demographics:</b>				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1) *20,000	Please complete Part II of the Survey (Table A-1)	Population of 700-800 with very little change	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2) *51,879	Please complete Part II of the Survey (Table A-2)	Average of 700-800 per year with very little change	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B) 8	Please complete Part II of the Survey (Table B)	ten (10), 3 full-time and 7 part-time., One(1) dispatcher on duty 24/7	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	It hasn't	Since the start of 911 in Dewitt County we always employed 8 full time dispatchers. We noticed our call volume has greatly increased because of wireless calls so we employed one additional dispatcher. Total of 9.	no change	Same except for 2010 when shifts were changed.
5) What company is the 911 system provider?	(Phones - AT & T) Plant - CML - Cassidian	Frontier	AT&T	AT&T
6) Please provide contact information for the 911 system provider.	AT & T 708-229-0386 John Honan	Larry smith 309-747-2991 office 309-838-0311 cell	Paul Stoffels, AT&T Area Manager, 911 Customer Service, 708-229-0389	Mr John Honan, (708) 229-0386, jh2175@att.com
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Deerfield & Bannockburn 60015		At&T, Zip code 60402	Franklin Park, IL, 60131

	Deerfield	Dewitt County	Forest View	Franklin Park
<b>Services Offered:</b>				
1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other_____?	Law Enforcement	We answer all 911 calls and dispatch dispatch law,EMS, and fire	Law Enforcement, Fire/Rescue, EMS	Yes to all 3
2) Does your PSAP receive calls from wireline phones?	yes	yes	yes	Yes
3) Does your PSAP receive calls from wireless phones?	yes	yes	yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	yes	yes	no	Unknown
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	phase 2	Phase 2	Phase 2	Phase 1
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	over time between 1998 - 2004 - transition from 0 to 1 to 2	We started as a Phase 0 center and converted all carriers in 2002	2008. Previously a phase 1	Previously Phase 0
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	100000	Guessing around \$20,000	\$250,000.Totally new radio system put in	N/A
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	n/a			Current infrastructure does not support Phase 2
9) Do you plan to convert to Phase 2?	n/a			Not at this time
10) If yes, when is conversion planned?	n/a			
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	n/a			0
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	n/a			0
<b>Call Volume:</b>				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C) 1,037 annual; 86 monthly	Please complete Part II of the Survey (Table C)	100-200 per month	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)5,450 annual; 454 monthly	Please complete Part II of the Survey (Table D-1)	Very small amount	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2) n/a	Please complete Part II of the Survey (Table D-2)		Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	both			Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	approximately 200		50-100 per month	Not available
6) Please provide as much detail as possible about the types of dispatches; how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) all law enforcement	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)		Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1) 50%	Please complete Part II of the Survey (Table E-1)		Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2) 50%	Please complete Part II of the Survey (Table E-2)		Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	On midnights, holidays, Sundays, one early Saturday we reduce to 1 dispatcher at these times we often struggle with the call volume	During times of high call volume we do not have enough dispatchers to handle the calls. During those times we let the call roll to our back up center. We hope for the best that they will be able to answer. Our back up center is greatly understaffed.	yes	Yes

	Deerfield	Dewitt County	Forest View	Franklin Park
<b>Funding:</b>				
1) What is the wireline 911 customer surcharge in the area(s) served?	50 cents	\$1.25 we tried on 4 different occasions to get it increased, but the voters rejected the increase.		2 \$1.00 per line
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I) General Fund	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
<b>Expenses:</b>				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J) \$500,000	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No. No employee costs of any sort are drawn from surcharge revenues	No		Yes, at this time
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	9-1-1 integrated phone/radio; CAD system; securities; technologies related to dispatch	Maintenance on equipment, telephone/911 trunking charges, Insurance, mapping, employee training.		Salaries, equipment, wireless services, etc., service repairs
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Employee Salary / Costs	Radio equipment, pagers, CAD system		0
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Salary related costs are \$802, 471 annually. The revenue would need to be increased significantly to cover this and remain intact so we would not chance layoff			N/A
<b>Reporting:</b>				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	The ETSB meets 4 times a year	We report bi-monthly to the ETSB.	NO	Yes
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	The budget and any other pertinent items are discussed including new technologies and training	Financial reports. Budget, current financial statements including expenditures and revenue and the status of the budget.		Monthly expenditures, projects, bank balances, etc.
3) How much time is required to complete the reports?	Annually, in total, approximately 40 hours with the budget process included	about 2 hours a month		5-6 hrs monthly
4) Do reports present an accurate image of services offered?	Of finances, yes. Services are more difficult to capture - especially the level of expertise and time demanded for cell calls.	Just the financial reports		Yes
5) Do reports present an accurate image of revenues and expenses?		Yes		Yes
6) Are the reports certified for accuracy?	yes	Financial Reports are certified.		Yes, by village auditors
7) Are financial operations of the system audited?	yes, by the Village of Deerfield	Yes		Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	yes, by the Village of Deerfield	yes		Municipal **Beginning 2011**

	Deerfield	Dewitt County	Forest View	Franklin Park
9) Please provide copies of audited reports from 2005 through present				N/A
<b>Next Generation:</b>				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	NO	No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes. The public especially ou community expects it and uses this technology regularly	We are a small county, but I think it would be very helpful if the caller could send a video of an incident going on instead of explaining details to the dispatcher.		Yes, cell coverage is hit & miss. Texting works well in low coverage areas.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	I anticipate upgrading the system will cost \$450,000.	At this time I have no cost details		No
4) What impact would this have on staffing and other operational expenses?	It may demand extra staff because call volume may increase and the length of time spent with callers will increase as well.	Dealing with a large amount of text and other data coming in would probably result in the need for additional staffing		Unknown
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	I have received two estimates in the ballpark of \$450,000.	Not sure at the point		Unknown
<b>Recommendations:</b>				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Provide additional long standing and established funding and give PSAP's more flexibility in moving towards NG 9-1-1 solutions. We have to think and accept this technology			Additional answers points
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Establish practical standards and help with RFP's so that each PSAP doesn't have to reinvent the wheel	Increase 911 funding		None
3) What recommendations do you have for the General Assembly to do or not to do?	Allow vendors some flexibility with this technology - stop restricting PSAP's from embracing this with the rigidity of naming them 'phone call' when this technology allows so much more	Increase 911 funding on all devices capable of reaching 911		Provide funding or grants for upgrading
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Sharing makes all the sense in the world with this technology - furthermore sharing would lend itself to the prudence of redundancy			I have mixed feelings.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Share equipment with redundancy - but without the demands of centralized personnel.	I'm not so sure consolidation would actually save money.		Again . . . Mixed feelings
6) Should the information included on required reporting be changed?	No	Not sure at the point		No
7) If yes, how? What should be removed or added?				
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes - we'll never stop needing the surcharge. Wireless demands so much more from personnel.	yes		Yes

	<u>Deerfield</u>	<u>Dewitt County</u>	<u>Forest View</u>	<u>Franklin Park</u>
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Both - let's work together	It should continue to be governed on a local level, but a new way of funding must be reached.		I believe it should be continued at local level
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:	Mary Anne Glowacz	Tony Harris	Larry Brouk	Edward Korpit
Signature:				
Title/ Position:	Communications Director	911 Coordinator	Director of Public Safety	911 Chairman
Date Completed:	5/3/2011	6/1/2011	5/31/2011	6/1/2011
Telephone Number:	847-945-8636	217-935-3344	708-788-0318	
Office Address:	850 Waukegan Rd. Deerfield, IL 60015	101 W Washington Clinton IL 61727	7000 W. 46th Street, Forest View, IL. 60402	
Email Address:	mglowarcz@deerfield.il.us	tharris@dewittcountyill.com	psdforestview@comcast.net	

	Glencoe	Gurnee	Kane County	Kenilworth
Survey #	Urban 9	Suburban 10	Suburban 11	Urban 12
Survey Questions	Responses	Responses	Responses	Responses
<b>General:</b>				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	It will have a negative impact.	Yes, it would greatly reduce the revenue coming in forcing the PSAPs to find other funding sources.	Negative
1.a If positive, please explain:		N/A	N/A	
1.b If negative, please explain:	Reduces 911 funding resources	Most Illinois centers are funded through surcharge money received from Wireline, Wireless and VoIP. However, in reality our wireline revenue is declining, and in our case we are losing at least \$.25 per customer. In some cases, centers may be losing as much as \$1.00 to \$2.00, per customer, because of the surcharge price difference between wireline and wireless. It is our desire to make sure that any communications device (wireline, wireless, VoIP, texting, video, etc.) that makes its way through the 9-1-1 routers, has a monthly surcharge fee to help all centers afford the needed technology and staffing to operate in the present and the future.	Wireless surcharge revenues make up 20% of the PSAPs source of funding. That would be a huge loss that would have to be made up from another source.	Reduced revenue, wireless are being reduced because people are using their cellphones for their home phone
<b>Organization:</b>				
1) How many PSAPs do you have in your 9-1-1 system?		1 One- (1), but we dispatch for one police department and two fire departments.	Four PSAPs: Tri-Com, Kane Comm, Aurora Central, Montgomery Central	1
2) What is your address?	325 Hazel Ave, Glencoe, IL 60022	Gurnee Police Department 100 N. O'Plaine Rd Gurnee, Illinois 60031	P.O. Box 191 Geneva, Illinois 60134	419 Richmond Road
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Winnetka Police, Winnetka, IL	For 9-1-1 call/in line purposes, Waukegan PD is our back-up. If we have to evacuate our 9-1-1 Center, we would set-up communications at our back-up building, which is Gurnee Fire Station #2.	Kane Com Backs Up Tri-Com Tri-Com Backs Up Kane Comm Aurora Backs Up Montgomery Naperville Backs Up Aurora	Wilmette Police Dept
4) How many primary and secondary PSAPs are in your 9-1-1 system?		1 One- (1)	Four Primary Zero Secondary	1
<b>Demographics:</b>				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)		Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)

	Glencoe	Gurnee	Kane County	Kenilworth
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)		Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)		Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	Stayed the same	No	Kane County ETSB Has No Employees	No change
5) What company is the 911 system provider?	Nine One One	AT&T	AT&T Illinois (Lead Telco) Frontier Telephone	TCI
6) Please provide contact information for the 911 system provider.	8008 E Arapahoe Ct, Ste 200, Centennial, CA 80112, 303-426-1911	Paul Stoffels (AT&T) Area Manager (708) 229-0389	Paul Stoffels Oak Lawn, Illinois 708 229-0389 PS1956@ATT.COM	Chicago Communications, 200 S Pangler, Elmhurst, IL, (630) 832-3311
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Municipal Boundaries 60022	60031 zip code	Wireline Area Is All Of Kane County Less The City Of Elgin, the Village of South Elgin, The Villages Of Carpentersville, East Dundee, Sleepy Hollow, West Dundee	60043

**Services Offered:**

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other ____?	Yes to all 3	Yes, to all questions.	Law Enforcement: Yes Fire: Yes EMS: Yes	Law Enforcement
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	Yes
3) Does your PSAP receive calls from wireless phones?	Yes	Yes	Yes	Yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Yes	Yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	2007, Yes, Yes	We started at the basic Phase 0, and progressed to Phase II. See attached information. Our Phase II implementation was completed in 2004.	Yes, We Had Phase 1 From 1994 to 2005; Converted To Phase 2 In 2005	2007
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	260000	We needed to purchase a map product for pinning the calls, and a 9-1-1 system that would receive these wireless calls. In 2004 we were moving into a new building, so we had decided to purchase a new systems. Approx cost to go Phase II was \$300,000, not included maintenance costs.	900000	168000
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.		N/A	N/A	
9) Do you plan to convert to Phase 2?		N/A	N/A	
10) If yes, when is conversion planned?		N/A	N/A	



	Glencoe	Gurnee	Kane County	Kenilworth
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		N/A	N/A	
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		N/A	N/A	
<b>Call Volume:</b>				
1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)		Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)		Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)		Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Wireless	It is included in the wireless call volume, however, for 2010 we started to track this information. For the entire year we had 214 VoIP calls.	N/A	See Table
5) How many dispatches occur each month as a result of 911 calls? (if available)		See attached graphs and documentation, but in general, every 9-1-1 call get a dispatch. As an example, the only thing that might stop a dispatch is if it is multiple calls for the same accident, house fire, etc.	N/A	
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) Attached	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Unknown, but most will get a disptach (see question #5 of this section).	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Unknown, but most will get a disptach (see question #5 of this section).	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	No - please see the attached staffing (R.E.T.A.I.N.S.) study.	Yes	Yes
<b>Funding:</b>				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$1.50/mo	0.75	\$ .50 Per Line Per Month	3
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)		Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)		Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)		Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
<b>Expenses:</b>				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)		Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	No	No, Surcharges Cover Only About 33% Of The Cost To Operate A 9-1-1 PSAP	Yes

	Glencoe	Gurnee	Kane County	Kenilworth
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Equipment(some), maintenance, phone co. charges	CAD systems, Recording systems, Console Furniture needs, 9-1-1 systems, Radio systems, maintenance on these systems, training, one part time employee, etc.	9-1-1 Network Expenses 1 CPE & Software MSAG Maintenance & Logging Media Maintenance Voice Logger CAD	Operating & Capital
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Personnel, some equipment, training.	Staffing/Personnel - although the Illinois Attorney General has ruled that funds can be used towards a portion of staffing, we would like to see more funds created so that the equipment/systems that we purchase or will did to purchase in the future can be run at a proper staffing level.	Personnel Communication Equipment Radio Equipment Maintenance POTS Phone Lines Radio	None
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	Most cost of operation is done by municipal general fund	This is very difficult to propose, but based on the current finance report from our ETSB (2005 - 2010) we are averaging an expenditure of \$267,087.50 per year. If the proper staffing shortage in all 9-1-1 centers could be alleviated by taking funds from the 9-1-1 surcharge to pay for some of the personnel costs, the calculations would be as follows (based on our current salary) - 4 extra full time employees making \$50,000 a year= \$200,000 + \$55,000 in benefits would = \$255,000. Each year you would have to include any pay raises, benefit increases, equip maintenance and new expenditures, etc., so we would be better of to say \$300,000 for employee salaries and \$300,000 for equipment needs. This would bring the total expense per year to roughly \$600,000.	Cannot Be Calculated By The ETSB; PSAPs Would Have To Provide This Data	

**Reporting:**

1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes, annual	Reports are completed monthly. Our ETSB meetings are held five- (5) times a year.	No	Not required, but reports semiannually
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Annual-entire dept operations	Please see the attached documents.	N/A	
3) How much time is required to complete the reports?		These reports are done throughout the month and at the end of each month. It can take 4-8 hours to finish the reports, and they are usually completed by the 15th of every month.	N/A	
4) Do reports present an accurate image of services offered?	Yes	Yes	N/A	
5) Do reports present an accurate image of revenues and expenses?	Yes	Yes	N/A	
6) Are the reports certified for accuracy?	?	No certification is done on monthly call volume, but numbers are double checked.	N/A	

	<u>Glencoe</u>	<u>Gurnee</u>	<u>Kane County</u>	<u>Kenilworth</u>
7) Are financial operations of the system audited?	Yes	Yes	N/A	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Audited at the village level	Yes	No	Yes
9) Please provide copies of audited reports from 2005 through present		This information can be found on the Village of Gurnee website @ www.gurnee.il.us - when the website is brought up, search on "annual financial reports".	N/A	

**Next Generation:**

1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No	No	No	Unknown
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	yes, but a standard needs to be set.	Yes - we need to be able to take a text message, in case someone cannot speak and we need to accept video/photos should someone be trying to send a camera or phone image of a crime.	Personally We Feel Voice Messages Are A More Accurate And Faster Method To Receive Emergency Calls; Perhaps Getting Photos Might Be Helpful As Might Be Data From ACN Systems	Yes, we are in a very high service community
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	No	This is very difficult to calculate, since there are no standards set for NG9-1-1. However, in saying this we will need to increase staff to stay on top of the new technology needs, plus buy new recording systems (so it can capture screen snap shots, texts, video and audio), IP phone system infrastructure, etc. This alone will put us in the a category of millions of dollars.	No	No
4) What impact would this have on staffing and other operational expenses?	Cost for equipment, system upgrade, training, storage, etc.	If video is prevalent in communities, you will need several people per shift to monitor the cameras. You will need at least one person per shift, to be responsible for incoming texts and images.	If Messages Are Received And Take Longer To Process Staff Increases May Become Necessary	We would need to study our staffing levels to see what the impact may be.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	Unknown since it's impossible to estimate/ no such equipment exists.	This is unknown at our level, so I would have to deflect this question to the 9-1-1 vendors. However, I think you can take current numbers and expand on those by at least 25% for a good guesstimate.	Unknown	

**Recommendations:**

	Glencoe	Gurnee	Kane County	Kenilworth
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Unify 911 providers 1 contact for problem & emergency resolution.	I consider our 9-1-1 Center to be a State-of-the-Art facility (not including NG91-1), as it was built and occupied at the end of 2003. As an ETSB we are always looking into new technology that will benefit our communities. We look forward to the technical challenges of NG9-1-1, but it really comes down to staffing. We can have the best technology in the country, but we need to make sure we have the needed amount of staff to make it all run efficiently.	Implementation Of 3-1-1 Would Cut The Number Of Priority 9-1-1 Calls; The Cost Of 3-1-1 Is Estimated To Double The Cost Of The 9-1-1 Service Already In Place	None
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Go slow	Standards, Standards, Standards... until all NG9-1-1 standards are set, agencies will have a difficult time purchasing the right equipment. We also need to take a serious look at the surcharge monies that are available to help agencies maintain effectiveness now and into the future.	Regulate The IP Services Required , Similar To The Telco Regulations Now In Place For Wireline 9-1-1	
3) What recommendations do you have for the General Assembly to do or not to do?	Stay out of it-let the industry develop standards that mimic nationwide protocols.	Listed throughout this survey. I understand their desire to not raise taxes in a very down economy, but I propose when they think of a \$2.00 or \$3.00 surcharge fee per device (per month), to think about where the money is going. It is going directly to the constituents 9-1-1 center for life safety issues. Unlike other fees that could be going to the Federal Government to the State of Illinois. Our books and 9-1-1 Center is open to them and every person in our communities to see exactly what they are paying for and how these funds are being used.	Continue To Pass Legislation That Will Support The Funding Needed to Implement NG9-1-1	Keep the wireless surcharge
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	That's up to elected officials & boards to decide. Depends on one's financial, geopolitical, and territorial situation.	Consolidation is a huge issues with departments, because what you may gain in expenditure you lose in service. The communication centers then become a corporation vs. a servicing agency. This idea has a lot of pros/cons attached with it, but the ultimate decider is usually cost savings vs. service.	Yes, Every PSAP In Our Operation Is A Consolidate PSAP And Have Been For As Many as 35 Years	We are currently under a consolidation study with two other PSAP's
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	See above	In regards to sharing equipment costs, this would be the way to go versus consolidation. A lot of money could be saved by sharing equipment. All indications are that next generation 9-1-1 is being developed with this sharing of equipment in mind.	Yes, Every PSAP In Our Operation Is A Consolidate PSAP And Have Been For As Many as 35 Years. The Economy Today More Than Ever Calls For The Need to Consolidate and Save Public Money	Yes, reduces capital equipment cost long-term.

	<u>Glencoe</u>	<u>Gurnee</u>	<u>Kane County</u>	<u>Kenilworth</u>
6) Should the information included on required reporting be changed?	Yes, not useful.	Yes	Yes, Mandating ETSBs To Keep PSAP Call Statistics And Operating Expense Budgets/Audits Would Be Helpful When Justifying The Need For More Revenue And Showing Where Funds Are Going	No
7) If yes, how? What should be removed or added?	It depends on what the legislature is looking for.	Included should be the call activity and expense activity that is included in this survey.		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes	Absolutely - we should actually get rid of the sunset clause and realize that this surcharge money is of great help to all entities.	Yes	Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?		The State should continue to Govern the 9-1-1 surcharge, and each local ETSB should be allowed to continue meeting and deciding what expenditures need to be done in order to keep their equipment and personnel in order.	Could Be Made A Part Of Property Taxes We Favor Keeping Management At The Local Level With Oversight By The State	Local level
Other Feedback/ Recommendations (please note in detail below):			Please Note The Kane County ETSB Does Not Manage Or Have Oversight On The Four PSAPs That Are Part Of The System. The Kane County ETSB Has No Employees; Volunteer Members Meet 6 Times Annually. The Four PSAPs That Are Part Of The System. The Kane County ETSB Has No Employees; Volunteer Members Meet 6 Times Annually.	

Survey Completed by:

Name:	Hiroshi Witt	Allan R. Marquardt	Jerry Bleck	Phil Brunell
Signature:			Jerry Bleck	
Title/ Position:	911 Coordinator	9-1-1/Records Manager	ETSB Administrative Coordinator	Lieutenant
Date Completed:	5/5/2011	5/12/2011	6/7/2011	5/10/2011
Telephone Number:	847-461-1130	847 599-7007	630 453-7774	847-251-2141
Office Address:	325 Hazel, Glencoe, IL 60022	100 N. O'Plaine Rd, Gurnee, Ill 60031	Post Office Box 191 Geneva, Illinois 60134	419 Richmond Road
Email Address:	hwitt@villageofglencoe.org	alm@police.gurnee.il.us	jbleck001@sbcglobal,.net	pbrunell@kenilworthpd.org

	<u>Madison County</u>	<u>Merrionette Park</u>	<u>Monroe County</u>	<u>Naperville</u>
Survey #	Suburban 13	Urban 14	Rural 15	Urban 16
Survey Questions	Responses	Responses	Responses	Responses
<b>General:</b>				
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative if the amount is reduced	Neither	Negative	Negative
1.a If positive, please explain:				N/A
1.b If negative, please explain:	We need to maintain the current surcharge to fund/upgrade to NG911		Loss of Revenue	Since 2008 wireless surcharge revenues have surpassed wireline revenues representing approx. 51% of all collected surcharge funds, critical to sustaining staffing levels.
<b>Organization:</b>				
1) How many PSAPs do you have in your 9-1-1 system?	15 Two		2	2 primary and 2 back up
2) What is your address?	Madison County 911 Office, 101 E Edwardsville Road, Wood River, IL 62095	11750 S. Kedzie, Merrionette Park, IL 60803	100 South Main Street Waterloo, IL	1350 Aurora Avenue, Naperville, IL 60540
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?		Alsip Police Dept	We have 2 primary PSAPs that back each other up	Back up PSAP is Kane Co. ETSB Aurora PSAP, IL
4) How many primary and secondary PSAPs are in your 9-1-1 system?	15 1 Primary, 1 Secondary		2 Primary	2 Primary- 1350 Aurora Av, Naperville, IL and 1392 Aurora Av, Naperville, IL. 2 Secondary- Kane Co. ETSB Aurora PSAP, 1200 Indian Trail Rd, Aurora, IL and 3770 McCoy Dr., Aurora, IL
<b>Demographics:</b>				
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1) 1999	Please complete Part II of the Survey (Table A-1)	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	Please complete Part II of the Survey (Table B)	2 dispatchers at a time	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	Our dispatchers certified in EMD, has increased from 150 to 229	Varies		2005 - 33 Full time employees and 4 part time employees. 2010- 30 full time employees and 1 part time employee.
5) What company is the 911 system provider?	ATT	AT&T	Frontier	AT&T

	Madison County	Merrionette Park	Monroe County	Naperville
6) Please provide contact information for the 911 system provider.	Rhett Beekman 217-744-5004 or 217-381-7525	AT&T 911 Resolution Center 888-243-1911		Paul R. Stoffels AT&T Area Manager - 9-1-1 IL/IN 708.229.0389 708.903.0535 (cell) ps1956@att.com (email)
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Madison County and portion of Collinsville and Madison City in St. Clair County. See attached zip code list.	60803		Wireline service area includes municipal boundaries of Naperville within DuPage County. In Will County, service area includes municipal boundaries of Naperville and unincorporated Naperville addresses. Zip codes- 60563, 60540, 60564, 60565, 60566, 60567

**Services Offered:**

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other _____?	All	All	All	Law enforcement- yes Fire/Rescue-yes EMS- yes
2) Does your PSAP receive calls from wireline phones?	Yes	Yes	Yes	yes
3) Does your PSAP receive calls from wireless phones?	Yes	No	Yes	yes
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	Yes	Yes	yes
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 0	Phase 2	phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?				08/01/2005 from phase 1
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?			Don't Remember	309500
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.				N/A
9) Do you plan to convert to Phase 2?				N/A
10) If yes, when is conversion planned?				N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.		Not required		N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?		No		N/A

**Call Volume:**

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)	Please complete Part II of the Survey (Table C)
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)	Please complete Part II of the Survey (Table D-1)
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Wireline for Charter-no infor for other providers			Wireline
5) How many dispatches occur each month as a result of 911 calls? (if available)				Not available
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)

	<u>Madison County</u>	<u>Merrionette Park</u>	<u>Monroe County</u>	<u>Naperville</u>
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)	Please complete Part II of the Survey (Table E-1)
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)	Please complete Part II of the Survey (Table E-2)
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	Yes		Yes, for current business model. We do not have a staffing plan for NG 9-1-1.
<b>Funding:</b>				
1) What is the wireline 911 customer surcharge in the area(s) served?	\$,.65	None		1
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)	Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)	Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)	Please complete Part II of the Survey (Table I)
<b>Expenses:</b>				
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	Yes	N/A	Yes	No
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	All expenses	N/A	Operations & Upgrades of Equipment	A portion of personnel costs, between 75-94% of 9-1-1 dispatcher salaries annually, not including manager or supervisor salaries.
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?		N/A	Dispatchers	Equipment upgrades, repairs; contractual services; phone circuits; operating expenses; supervisory/ manager costs and part of dispatcher salaries.
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.		N/A	?	During the years surveyed, Naperville recurring/operating costs have exceeded surcharge revenues by 21%-35% annually. Including non-recurring costs such as technology upgrades leave costs at 26%-58% above surcharge revenue. Considering declining wireline and wireless surcharge revenue, to entirely support 911 operational costs as well as provide an annual 5% technology maintenance / upgrade provision, both wireline and wireless customer surcharge per number set should be \$1.25.
<b>Reporting:</b>				
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	N/A	N/A	To ICC and Attorney General	Yes, Quarterly to the City of Naperville ETSB



	<u>Madison County</u>	<u>Merrionette Park</u>	<u>Monroe County</u>	<u>Naperville</u>
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?		N/A	Annual Reports	E-911 cash receipt quarterly report. Listing of Business name, Date of payment, amount and cover month.
3) How much time is required to complete the reports?		N/A	Couple days	Approximately 3 hours including entering daily payment data to the data base.
4) Do reports present an accurate image of services offered?		N/A	Yes	Yes, for revenue
5) Do reports present an accurate image of revenues and expenses?		N/A		Yes for revenue
6) Are the reports certified for accuracy?		N/A		The cash receipt report is not certified but is reviewed and approved by the ETSB.
7) Are financial operations of the system audited?	Yes	N/A		Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	N/A		E-911 Surcharge Fund, a special revenue fund is maintained and audited annually by the independent auditor.
9) Please provide copies of audited reports from 2005 through present	2005-2010 Comprehensive Annual Financial Reports are on the Auditors website- www.madcoauditor.com/financial-reports	N/A		see attachments
<b>Next Generation:</b>				
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	No, but migrating to I3 packet and switched network	No		No
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Yes at a minimum, it would allow TTY customers to dial 911 using text messaging	No		Yes, we serve a large technologically savvy population base but have been waiting completion of standards to investigate options.
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	N/A	N/A		Not at this time.
4) What impact would this have on staffing and other operational expenses?		N/A		No information at this time.
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	N/A	N/A		No current estimate.
<b>Recommendations:</b>				
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Consolidation	None		None, we recently re-routed and upgraded our PSAP back up/
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Prioritize accuracy of address points over centerline ranges	None		We need specific technical and operational protocols that meet a single technology industry standard (preferably international) for data transfer and sharing so that it will be common to all public safety agencies.

	<u>Madison County</u>	<u>Merrionette Park</u>	<u>Monroe County</u>	<u>Naperville</u>
3) What recommendations do you have for the General Assembly to do or not to do?	N/A	None	keep the wireless surcharge	Complete the standards and determine funding applied to VOIP and other future technologies.
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes, we need economic incentive to break political barriers	Not required	That is up to the systems	With many new options in terms of interoperability, particularly for smaller communities or agencies, consolidation is a viable alternative to cost prohibitive individual centers.
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	Yes	Not required	That is up to the systems	The City of Naperville and the City of Aurora have already committed to a common radio system, with many interoperable components. We are now operating as back up 911 centers for one another and have other like technology. While we are not planning a consolidation at this point, the commonalities make the idea feasible.
6) Should the information included on required reporting be changed?	?	No	no	No
7) If yes, how? What should be removed or added?		N/A		
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Yes	N/A	Yes	Yes
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	Keep it on a local level because the state isn't able to manage it's own money responsibly. The state of IL is broke.	None	Local, the state can't even take care of what they have already. If they took control of 9-1-1 all the funds would be spent elsewhere.	To date Naperville is not planning consolidation and has managed 9-1-1 upgrades at an acceptable service level and would object to statewide management of local 9-1-1 services.
Other Feedback/ Recommendations (please note in detail below):				

Survey Completed by:

Name:

Signature:

Title/ Position:

Date Completed:

Telephone Number:

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	North Suburban Emergency	Pike County	Warren County
Survey #	Urban 17	Rural 18	Rural 19
Survey Questions	Responses	Responses	Responses
<b>General:</b>			
1) According to legislation, the wireless customer surcharge of 73¢ per number is set to expire on April 1, 2013. Will this have a positive or negative impact on your organization?	Negative	negative	
1.a If positive, please explain:	NA		
1.b If negative, please explain:	Due to the difficult financial condition that all of the municipalities face, which has included the laying off of public employees including police officers and fire fighters, a reduction in revenue would place an even greater strain on the on both the jurisdictions and their taxpayers.	funds are already being lost due to landline drop. Wireless helps relieve some of the loss. Losing more would hurt PSAP's	
<b>Organization:</b>			
1) How many PSAPs do you have in your 9-1-1 system?	One Primary PSAP.	1	
2) What is your address?	1420 Miner Street, Des Plaines, IL 60016	204 E Adams St, Pittsfield, IL 62363	
3) Please describe who your back-up PSAP is. For example, in the event of an operational malfunction, what is the back-up plan?	Our back-up is located at the Park Ridge Police Department, which is manned 24 hours per day. If we had a major malfunction, we would detail both line level and management personnel to that location.	Scott County Sheriff's Dept. Winchester, Illinois. // All calls will go to Scott Co., They have a our radio frequency to dispatch and we are only 15 minutes away, We will send personnel.	
4) How many primary and secondary PSAPs are in your 9-1-1 system?	One Primary PSAP. We also transfer fire and EMS calls for two of our member jurisdictions to RED Center, which is a secondary PSAP located in Northbrook.	1 Primary	
<b>Demographics:</b>			
1) What are the population numbers for the service jurisdiction area served (total population by geographic location such as county or municipality) as of December 31 for each of the following years: 2000 and 2010.	Please complete Part II of the Survey (Table A-1)	16,273 16,391 16,576 16,460 16,719 16,796 16,790 16,986 17,166 17,335 /2009-2000	Please complete Part II of the Survey (Table A-1)
2) What is the total number of access lines (users) for the service jurisdiction area served (total by geographic location such as county or municipality) as of December 31 for each of the following years: 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table A-2)	2008= 6,496 2009= 5,739 2010=5,012	Please complete Part II of the Survey (Table A-2)
3) How many employees do you have in total? How many dispatchers are on duty dedicated to handling 911 calls at any given time? What is the full time equivalent of these employees?	Please complete Part II of the Survey (Table B)	9 employees , 2 dispatchers 24/7 for 911 calls, all full time/ 1 coordinator included in the 9	Please complete Part II of the Survey (Table B)
4) Since 2005, how has the number of employees changed by year?	2005-42 FTE 2006-42 FTE 2007-42 FTE 2008-47 FTE 2009-47 FTE 2010-47 FTE	have had part time dispatchers before. Cant keep them very long and expensive to train	

	North Suburban Emergency	Pike County	Warren County
5) What company is the 911 system provider?	AT&T	Frontier Communications	
6) Please provide contact information for the 911 system provider.	AT&T R. Stoffels 229-0389 rs1956@att.com	Paul 708 Larry Smith, 911 Service Manager 309-747-2991	
7) Describe your wireline service area and provide all or a portion of zip codes served for wireless.	Incorporated areas of Des Plaines, Morton Grove, Niles and Park Ridge. 60016, 60018, 60053, 60714 and 60068	Pike County and a small portion of Adams County. Includes the cities of: Barry, Baylis, Fishhook, Chambersburg, Perry, Griggsville, Pittsfield, Milton, Detroit, Nebo, Pearl, Time, Pleasant Hill, Rockport, New Salem, New Canton, Atlas, Hull, Kinderhook, Summer Hill, New Hartford, / Wireless: 62363, 62366, 62357, 62314, 62312, 62340, 62345, 62352, 62355, 62356, 62361, 62362, 62370,	

**Services Offered:**

1) Do you answer calls and dispatch for Law Enforcement____, Fire/Rescue____, EMS____, Other_____?	All	EMS, Law Enforcement, Fire, Rescue, Animal Control	
2) Does your PSAP receive calls from wireline phones?	Yes	yes	
3) Does your PSAP receive calls from wireless phones?	Yes	yes	
4) Does your PSAP receive calls over the internet using VoIP technology?	Yes	yes	3 Call per yr
5) If wireless calls are received, are you currently on Phase 0, Phase 1, or Phase 2?	Phase 2	Phase 2	Phase 2
6) If Phase 2, when did you convert to Phase 2? Were you previously a Phase 1 or Phase 0 center?	2005, previously Phase 1	2007, Started Phase 0 in 2003	Phase 0, phase 1, phase 2
7) If Phase 2, what was the total equipment cost of conversion to Phase 2?	Purchase price of \$99,250 and \$9,860 in annual maintenance	93000	No cost for conversion
8) If Phase 1, why have you not converted to Phase 2? If it is too costly, please provide details.	NA	n/a	N/A
9) Do you plan to convert to Phase 2?	NA	n/a	N/A
10) If yes, when is conversion planned?	NA	n/a	N/A
11) If Phase 0, why have you not converted to Phase 1 or Phase 2? If it is too costly, please provide details.	NA	n/a	N/A
12) If Phase 0, do you plan to convert to Phase 1 or Phase 2?	NA	n/a	N/A

**Call Volume:**

1) What is the monthly and annual call volume from wireline phones?	Please complete Part II of the Survey (Table C)	42 monthly 507 yearly	Please complete Part II of the Survey (Table C) 720/8640
2) What is the monthly and annual call volume from wireless phones?	Please complete Part II of the Survey (Table D-1)	51 monthly 615 yearly	Please complete Part II of the Survey (Table D-1) 6048
3) What is the monthly and annual call volume from VoIP? (if available)	Please complete Part II of the Survey (Table D-2)	n/a	Please complete Part II of the Survey (Table D-2)
4) If the VoIP call volume cannot be tracked separately, is the VoIP call volume included in the call volume for wireline or wireless?	Wireline	yes	Yes
5) How many dispatches occur each month as a result of 911 calls? (if available)	See the below response.	all 911 calls get dispatched to appropriate person or department.	648

	North Suburban Emergency	Pike County	Warren County
6) Please provide as much detail as possible about the types of dispatches: how many are for Law Enforcement, for Fire/Rescue, for EMS, and for Other? (if available)	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4)	17% Law Enforcement, 3 % Fire/Rescue, 80% EMS	Please complete Part II of the Survey (Tables F-1, F-2, F-3, F-4) 10=all for LE,F/R, EMS
7) How many of these dispatches occur as a result of wireline phone calls? (if available)	Please complete Part II of the Survey (Table E-1)	n/a	Please complete Part II of the Survey (Table E-1) 194
8) How many of these dispatches occur as a result of wireless phone calls? (if available)	Please complete Part II of the Survey (Table E-2)	n/a	Please complete Part II of the Survey (Table E-2) 648.0
9) Do you have enough employees to handle the call volume? If no, please provide details.	Yes	yes	Yes
<b>Funding:</b>			
1) What is the wireline 911 customer surcharge in the area(s) served?	Des Plaines-\$1.00 Morton Grove-\$.75 Niles-\$1.00 Park Ridge-\$1.00	2.95	1.35
2) How much funding have you received from wireline 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table G)		Please complete Part II of the Survey (Table G)
3) How much funding have you received from wireless 911 customer surcharges for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table H)		Please complete Part II of the Survey (Table H)
4) What other sources of funding do you receive to cover the costs of 911 services?	Please complete Part II of the Survey (Table I)	none	Please complete Part II of the Survey (Table I) None
<b>Expenses:</b>			
1) How much have direct 911 service expenses been for each of the years 2005, 2006, 2007, 2008, 2009, and 2010?	Please complete Part II of the Survey (Table J)	2005 \$	Please complete Part II of the Survey (Table J)
2) Are 911 surcharge revenues sufficient to cover your direct expenses?	No	yes / we split costs with the Sheriff's Department. This makes it affordable	Yes
3) What types of expenses are incurred by your system that are covered by 911 customer surcharge revenues?	Portion of the line level staffs' salaries, overtime, FICA, IMRF, professional consulting, communications services, training, portions of repair and maintenance of equipment, repair and maintenance of software, lease of phone system, related communications equipment	911 trunk lines, personnel payroll,telephone equipment,maintenance contracts,mapping, CAD	Telco, maintenance, salary, equipment, parts for equipment

	North Suburban Emergency	Pike County	Warren County
4) What types of expenses are incurred by your system that are not covered by 911 customer surcharge revenues?	Management salaries, supervisory overtime, court pay, acting pay, out of class pay, unemployment comp., management's FICA, management's IMRF, employee assistant programs, life insurance, medical insurance, dental insurance, workman's comp, retirement health savings program, litigation/legal fees, labor and negotiation fees, conference, membership dues, publication of notices, property and liability insurance, cleaning services, auto/travel expenses, misc. contractual services, supplies (office), supplies (other), postage/parcels, printing/reproduction, subscriptions/books, furniture and fixtures	n/a	None
5) If all expenses are not covered by surcharge revenues, how much would the wireline and wireless surcharges need to be for expenses to be covered? Please show supporting calculations and/or rationale.	See the attached	n/a	Wired phone @ 1.35 = 15,763 customers, wireless phone @ \$.72 = 29557 customers
<b>Reporting:</b>			
1) Is the system and PSAP required to report periodically (i.e. monthly, quarterly, annually, etc.) to your Board, government agencies and other corporate authorities?	Yes	bi-monthly	Three times per yr, Jan, May, Sept
2) If yes, what reports do you prepare, at what frequency are they prepared and what information is included in the reports?	Quarterly reports on 9-1-1 call load, 10 digit emergency line call load, CAD incidents, surcharge revenue, expenditures and operational issues	expense / revenue, budget and equipment maintenance	income, dispersements, present expenditures, future expenses.
3) How much time is required to complete the reports?	Depends on the number of items included in the report. Usually one business day.	4 to 8 hours	24hrs to 8hrs
4) Do reports present an accurate image of services offered?	Yes	yes	Yes
5) Do reports present an accurate image of revenues and expenses?	Yes	yes	Yes
6) Are the reports certified for accuracy?	They are checked for accuracy but the reports are not certified, other than the annual audit.	audit / yes	Yes
7) Are financial operations of the system audited?	Yes	yes	Yes
8) Is there an audit performed at the county (or municipality) that includes the financial operations of the 9-1-1 system?	Yes	yes	Yes
9) Please provide copies of audited reports from 2005 through present	See the attached		
<b>Next Generation:</b>			
1) Is your equipment able to receive text messages, pictures, or video sent from wireless phones?	Yes, however the phone company is not yet prepared to deliver that type of the information.	no	No

	North Suburban Emergency	Pike County	Warren County
2) If not, would this be helpful to you and the callers you serve? Please explain in detail.	Imperative, especially for the hearing impaired. Additionally, an entire generation utilizes text far more often than voice calling, which was clearly evident in the Northern Illinois University shootings. 9-1-1 has not kept pace with the changing technology due to the funding constraints.	yes, sometimes they are unable to talk to the 911 center. They are unable to give exact locations. Texts for unable to speak and pictures to show what has happened and where	Probably, without the service-it is hard to estimate the benefit
3) If not, do you have detailed cost estimate information necessary for upgrades that can be shared?	NA	no	No
4) What impact would this have on staffing and other operational expenses?	The implementation of Next Generation 9-1-1 will require extensive training of our existing personnel in the language utilized by many people who regularly text (non-traditional English). In effect, they will need to learn an additional language. This capability may require additional staff as well.	cost would be to great for 911 budget . With numbers down on landline and wireless surcharge permanent. It is to costly to make the change , unless there is funding available	Staffing no operations equipment & services cost
5) How much funding would be needed in order to recover expenses needed for an upgrade to Next Generation 911? Please provide supporting calculations and/or rationale for this estimate.	We purchased the Positron VIPER (\$918,235) and the Higher Ground recording system (\$58,140), both Next Generation 9-1-1 ready. The annual maintenance is \$42,869 Viper hardware, \$35,758 Viper software and \$9,288 for the recording system.	? / No studies done at this time.	Have no idea, the amount would need to consolidate wit other PSAPs to make it happen.
<b>Recommendations:</b>			
1) What recommendations do you have to increase the efficiency of 911 services in your area?	Consolidate the stand alone police department based PSAPs into larger multi-jurisdictional operations.	We have a really good system. Would like to be able to change to NG911. Funding is a big factor	Make all jurisdictions have straight line borders at the edges of boundaries
2) What recommendations do you have to be able to upgrade to Next Generation 911?	Consolidate PSAPS to obtain the benefit from economy of scale purchases.	To have a secure surcharge on wireless and VOIP to be able to budget for upgrades to NG911 knowing funding will still be coming in.	Leave legacy equipment as is for part 725, start a new digital part 724 for next gen 911
3) What recommendations do you have for the General Assembly to do or not to do?	Remove the sunset clause from the wireless legislation HB 3296 and enact pre-paid legislation (SB 2063).	Keep fighting for the cell phone surcharge and the prepaid cell phone surcharge.	
4) Should PSAPs within a 9-1-1 system be encouraged to consolidate or share equipment to reduce expenses? Please explain your thoughts on this issue.	Absolutely, in my opinion there are many benefits to consolidation, including economy of scale in personnel and equipment cost factors, along with vastly improved operational concerns.	This sounds like a great idea, there are a lot of things to consider . Personalization of the 911 center for each area that it represents. Dispatchers really not knowing the area that they are dispatching for , makes calls unfamiliar and could cause issues or delays	Yes, Warren County is consolidated, all police, fire, EMS, other is of the jurisdiction of one 911 center
5) Should 911 Systems consolidate and share equipment to reduce expenses? Please explain your thoughts on this issue.	See above response.	Smaller Centers that are closer together would work and reduce expenses. Politics from each department may cause issues with agreeing on everyday management and function of the PSAP.	Managing the system is more efficient. Equipment cost reduced. More harmony among services
6) Should the information included on required reporting be changed?	No	no	Yes

	North Suburban Emergency	Pike County	Warren County
7) If yes, how? What should be removed or added?	NA	n/a	Data for all services included, problems of the system as a whole
8) Do you think the wireless 911 surcharge should be continued past April 1, 2013?	Absolutely.	yes / would like to see it raised per phone, using the average of wireless phones per household. If 2.5 and county is 2.95. Should be \$ 1.18 per phone.	If not continued where will funding come from for 911
9) Please provide your recommendation on how future funding for 911 services should occur. Given the movement to NG9-1-1, should 9-1-1 in Illinois continue to be governed on a local level or should it be managed from a Statewide perspective?	I believe that the technology has far surpassed our ability to keep current with it. As the public's expectations continue to rise, appropriate funding is imperative. If the movement towards NG9-1-1 is left to the local level, many jurisdictions will fall even farther behind.	equipment costs and employee certifications for using the new technology/equipment should be used to determine the future funding for 911. New technology is available monthly and equipment costs are going up. If we are going to except the new technology , funding should be based on these costs.	Local level, the state of IL is broke, if the state ran the system more corruption would occur in the system or money's may not go to the system of 911
Other Feedback/ Recommendations (please note in detail below):			

Survey Completed by:

Name:	Sherrill Ornberg	Sandy Schacht	Ed Chenning
Signature:	Sherrill Ornberg		
Title/ Position:	Executive Director	911 Coordinator	911 Coordinator
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**Attachment R – Numerical Data Survey Responses (19 systems)**

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**Table A-1: System Population**

<b>9-1-1 System</b>	<b>2000</b>	<b>2010</b>
Cass County	13,695	13,642
Chicago Heights	-	-
Cook County	132,638	99,842
Country Club Hills	16,169	-
Deerfield	-	-
DeWitt County	-	16,500
Forest View	750	750
Franklin Park	19,343	18,333
Glencoe	8,762	8,723
Gurnee	-	-
Kane County	-	-
Kenilworth	2,494	2,513
Madison County	258,941	268,457
Merrionette Park	-	1,999
Monroe County	-	-
Naperville	128,358	141,853
North Suburban Emergency	-	-
Pike County	-	-
Warren County	17,512	17,707

**# of Systems****19**

**Table A-2: Access Lines**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	5,865	5,426	5,144	4,853	4,485	4,093
Chicago Heights	-	-	-	-	-	-
Cook County	62,000	57,000	57,000	57,000	88,555	84,900
Country Club Hills	-	-	-	5	5	5
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	6,502	6,861	5,455	4,865
Forest View	750	750	750	750	750	750
Franklin Park	11,000	10,000	10,000	9,000	9,000	9,000
Glencoe	6,000	5,000	5,000	7,200	4,737	6,507
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	2,000	2,000	2,108	1,941	1,905	1,756
Madison County	-	90,000	167,953	154,203	147,823	-
Merrionette Park	1,120	1,120	1,115	1,115	1,110	1,110
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	8,932	8,803	8,756	8,140	7,762	7,271

**# of Systems****19**

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	17	16	12	17	17	16
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Chicago Heights	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Cook County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	34	34	34	34	35	35
	911 Dispatchers Paid Entirely	10	10	10	10	10	10
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Country Club Hills	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	9	9	9	10	10	10
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Deerfield	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Dewitt County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Forest View	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Franklin Park	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	12	12	12	12	12	9
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Glencoe	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	5	5	5	5	5	5
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Gurnee	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Kane County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Kenilworth	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	3	3	3	3	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	3	3
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	2	2	2	2	2	2
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-

**Table B: Employee Headcount**

<b>9-1-1 System</b>	<b>Type</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Madison County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	223
	911 Dispatchers Paid Entirely	6	6	6	6	6	6
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	5	5
	Non-911 Dispatchers Paid Partially	-	-	-	-	1	1
Merrionette Park	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Monroe County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Naperville	911 Dispatchers FTE Equivalent	30	30	30	30	27	26
	911 Dispatchers Not paid	8	5	4	2	4	3
	911 Dispatchers Paid Entirely	24	26	27	28	23	22
	911 Dispatchers Paid Partially	-	1	1	1	1	1
	Non-911 Dispatchers FTE Equivalent	16	16	17	17	17	17
	Non-911 Dispatchers Not paid	16	16	17	17	17	17
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
North Suburban Emergency	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-
Pike County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	-	-	-	-	-	-
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	-	-	-	-	-	-

**Table B: Employee Headcount**

9-1-1 System	Type	2005	2006	2007	2008	2009	2010
Warren County	911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	911 Dispatchers Not paid	-	-	-	-	-	-
	911 Dispatchers Paid Entirely	-	-	-	-	-	-
	911 Dispatchers Paid Partially	10	10	10	10	10	10
	Non-911 Dispatchers FTE Equivalent	-	-	-	-	-	-
	Non-911 Dispatchers Not paid	-	-	-	-	-	-
	Non-911 Dispatchers Paid Entirely	-	-	-	-	-	-
	Non-911 Dispatchers Paid Partially	1	1	1	1	1	1

# of Systems

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**Table C: Call Volume (Wireline)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	1,703	1,586	1,457	1,221	1,194	1,227
Chicago Heights	-	-	-	-	-	-
Cook County	34,925	30,895	30,922	26,864	22,045	18,121
Country Club Hills	-	-	-	-	-	4,774
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	150	150	150	150	150	150
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	973	1,098	1,140	933
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	210	179	168	137	135	133
Madison County	62,396	53,834	49,661	47,717	43,415	38,310
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	44,947	46,790	48,199	51,354	52,634	50,946
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	2,911	8,052	9,959

# of Systems

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**Table D-1: Call Volume (Wireless)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	2,347	2,666	4,003	3,526	3,904	3,840
Chicago Heights	-	-	-	-	-	-
Cook County	82,232	82,128	82,697	91,415	92,575	94,003
Country Club Hills	-	-	-	-	-	6,136
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	1,639	1,847	1,787	1,832
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	269	271	273	293	302	351
Madison County	72,312	82,303	82,941	86,276	162,400	96,752
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	488	-	-

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**Table D-2: Call Volume (VoIP)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	-	-	5	1	4	24
Chicago Heights	-	-	-	-	-	-
Cook County	-	64	1,319	770	728	1,202
Country Club Hills	-	-	-	-	-	144
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	-	-	9	2	-	-
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

**# of Systems****19**

**Table E-1: Dispatches (Wireline)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	884	848	668	567	503	650
Chicago Heights	-	-	-	-	-	-
Cook County	39,515	37,721	36,375	34,013	28,479	24,041
Country Club Hills	-	-	-	-	-	-
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	-	-	-	-	-	-
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

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**Table E-2: Dispatches (Wireless)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	1,271	1,450	2,143	2,075	1,983	1,893
Chicago Heights	-	-	-	-	-	-
Cook County	57,782	65,594	65,108	74,322	76,408	79,762
Country Club Hills	-	-	-	-	-	-
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	-	-	-	-	-	-
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

**# of Systems****19**

**Table F-1: Dispatches (Law Enforcement)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	395	353	275	214	206	211
Chicago Heights	-	-	-	-	-	-
Cook County	97,297	103,359	102,314	108,825	105,418	104,781
Country Club Hills	24,361	26,956	26,961	25,144	28,538	29,060
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	22,388	20,076	18,519	19,717	17,640	18,230
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	-	-	-	-	-	-
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	94,589	92,577	98,127	99,324	88,006	81,843
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	14,891	23,357	22,761	23,238

# of Systems

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**Table F-2: Dispatches (Fire/Rescue)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	73	63	35	31	33	41
Chicago Heights	-	-	-	-	-	-
Cook County	-	-	-	-	-	-
Country Club Hills	-	-	-	-	-	-
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	4,125	3,481	3,552	3,439	2,739	2,647
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	-	-	-	-	-	-
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

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**Table F-3 Dispatches (EMS)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	401	414	358	322	264	240
Chicago Heights	-	-	-	-	-	-
Cook County	-	-	-	-	-	-
Country Club Hills	1,155	1,316	1,487	1,681	1,553	1,680
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	113	92	108	91	75	79
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

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**Table F-4 Dispatches (Other)**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	7,661	9,101	8,437	7,726	7,454	5,099
Chicago Heights	-	-	-	-	-	-
Cook County	-	-	-	-	-	-
Country Club Hills	-	-	-	-	-	-
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	-	-	-
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	-	-	-	-	-	-
Madison County	-	-	-	-	-	-
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	-	-	-	-	-	-
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

**# of Systems**      **19**



**Table G: Wireline Surcharge Received**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	142,811	139,458	126,634	120,816	111,584	101,143
Chicago Heights	-	-	-	-	-	-
Cook County	1,470,917	1,442,460	1,295,914	1,221,619	973,908	857,581
Country Club Hills	-	-	-	-	-	-
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	91,988	90,473	87,385
Forest View	18,000	18,000	18,000	18,000	18,000	18,000
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	94,165	61,990	57,748	57,134	53,594	54,617
Madison County	1,033,129	1,001,709	966,937	943,148	891,967	842,554
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	897,586	1,012,604	1,003,216	1,044,073	953,749	911,113
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

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**Table H: Wireless Surcharge Received**

<b>9-1-1 System</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Cass County	65,433	69,265	74,459	102,594	88,431	95,807
Chicago Heights	-	-	-	-	-	-
Cook County	773,525	799,922	877,502	1,234,844	1,510,586	1,458,425
Country Club Hills	-	-	-	-	-	-
Deerfield	-	-	-	-	-	-
DeWitt County	-	-	-	94,129	111,188	88,455
Forest View	-	-	-	-	-	-
Franklin Park	-	-	-	-	-	-
Glencoe	-	-	-	-	-	-
Gurnee	-	-	-	-	-	-
Kane County	-	-	-	-	-	-
Kenilworth	19,621	11,982	15,103	16,225	16,096	13,810
Madison County	754,066	1,066,915	1,066,821	1,887,834	1,479,612	1,391,104
Merrionette Park	-	-	-	-	-	-
Monroe County	-	-	-	-	-	-
Naperville	621,115	744,107	943,896	1,194,431	1,006,459	985,326
North Suburban Emergency	-	-	-	-	-	-
Pike County	-	-	-	-	-	-
Warren County	-	-	-	-	-	-

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**Table I: Other Funding Sources (Detail)**

9-1-1 System	Type of Revenue	2005	2006	2007	2008	2009	2010
Cass County	Dispatching Services	20,752	21,805	26,042	29,214	33,178	35,160
	DOJ - Equipment Upgrade Grant	-	-	-	-	-	515,000
	Hardline Surcharge	142,811	139,458	126,634	120,816	111,584	101,143
	Interest - Investment Income	19,259	39,793	34,568	32,100	23,338	14,086
	Voip Surcharge	-	-	217	285	613	567
	Wireless Surcharge	65,433	69,265	74,459	102,594	88,431	95,807
Cass County Total		248,255	270,321	261,920	285,008	257,145	761,764
Chicago Heights	Not provided	-	-	-	-	-	-
Chicago Heights Total		-	-	-	-	-	-
Cook County	Interest and other Income	181,052	308,707	312,970	140,008	13,034	4,676
	Voip Surcharge	-	-	17,106	23,180	143,660	141,774
Cook County Total		181,052	308,707	330,077	163,188	156,695	146,449
Country Club Hills	Not provided	-	-	-	-	-	-
Country Club Hills Total		-	-	-	-	-	-
Deerfield	Not provided	-	-	-	-	-	-
Deerfield Total		-	-	-	-	-	-
DeWitt County	Mediacom voip service / other funding / Interest, etc	-	-	-	11,010	20,620	15,303
DeWitt County Total		-	-	-	11,010	20,620	15,303
Forest View	Not provided	-	-	-	-	-	-
Forest View Total		-	-	-	-	-	-
Franklin Park	Not provided	-	-	-	-	-	-
Franklin Park Total		-	-	-	-	-	-
Glencoe	Not provided	-	-	-	-	-	-
Glencoe Total		-	-	-	-	-	-
Gurnee	Not provided	-	-	-	-	-	-
Gurnee Total		-	-	-	-	-	-
Kane County	Not provided	-	-	-	-	-	-
Kane County Total		-	-	-	-	-	-
Kenilworth	VOIP	-	-	657	1,759	246	58
Kenilworth Total		-	-	657	1,759	246	58
Madison County	Investment Income	79,658	149,389	200,128	201,138	198,133	147,841
	Miscellaneous	4,558	-	-	-	-	(256,332)
	Net Appreciation/Depreciation in FV of Investments	(33,609)	19,420	30,561	25,253	11,949	(184,711)
	Program State Grants	44,679	26,562	-	-	-	-
Madison County Total		95,286	195,371	230,689	226,391	210,082	(293,202)

**Table I: Other Funding Sources (Detail)**

<b>9-1-1 System</b>	<b>Type of Revenue</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Merrionette Park	Not provided	-	-	-	-	-	-
Merrionette Park Total		-	-	-	-	-	-
Monroe County	Not provided	-	-	-	-	-	-
Monroe County Total		-	-	-	-	-	-
Naperville	Other Revenue	608,234	524,234	353,352	836,459	709,195	1,403,298
	Property Tax	259,062	156,589	150,501	356,269	302,064	597,701
	Sales Tax	259,062	156,589	150,501	356,269	302,064	597,701
Naperville Total		1,126,358	837,412	654,354	1,548,997	1,313,323	2,598,700
North Suburban Emergency	Not provided	-	-	-	-	-	-
North Suburban Emergency Total		-	-	-	-	-	-
Pike County	Not provided	-	-	-	-	-	-
Pike County Total		-	-	-	-	-	-
Warren County	Not provided	-	-	-	-	-	-
Warren County Total		-	-	-	-	-	-

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**Table J: Service Expenses (Detail)**

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010
Cass County	911 Trunks	Yes	Recurring	42,845	37,867	39,262	38,610	38,800	37,762
	Advertisements	Yes	Recurring	91	217	90	681	460	43
	Business Lines	Yes	Recurring	2,649	2,948	2,582	2,667	2,519	2,573
	Cable	No	Recurring	430	436	473	500	594	594
	Consultant - DOJ Grant	Yes	Non-Recurring	-	-	-	-	2,250	23,100
	Contractual Services	Yes	Recurring	4,700	5,300	600	5,850	550	600
	Equipment (New)	Yes	Non-Recurring	1,742	195	520	434	1,199	6,032
	Florists - Funerals	No	Recurring	-	-	58	178	100	-
	Internet	No	Recurring	293	293	293	305	323	323
	Maps	Yes	Non-Recurring	2,068	2,068	-	-	-	-
	Mileage	Yes	Recurring	2,099	2,087	1,944	2,562	2,626	3,173
	Modems - Radio System	Yes	Recurring	-	-	-	-	-	190
	Personnel	Yes	Recurring	159,745	167,355	172,803	184,236	204,138	191,069
	Repairs and Maintenance	Yes	Recurring	10,000	16,781	5,552	8,203	6,314	12,617
	Road Signs	Yes	Recurring	1,910	3,237	1,902	1,867	2,862	1,546
	Supplies	Yes	Recurring	1,519	1,297	1,742	2,228	2,255	6,160
	Training	Yes	Recurring	1,210	3,071	1,462	3,467	3,670	1,815
Cass County Total	Uniforms	No	Recurring	-	-	694	222	-	-
	Water	No	Recurring	232	335	313	410	314	314
Cass County Total	Wireless Fees	Yes	Recurring	1,968	1,968	1,961	1,914	954	1,583
				233,501	245,454	232,253	254,334	269,926	289,494
Chicago Heights	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Chicago Heights Total				-	-	-	-	-	-
Cook County	Contractual Services	Not provided	Not provided	100,526	116,374	108,419	127,613	83,783	59,513
	Equipment (New)	Not provided	Not provided	474,773	3,277	15,123	2,908	14,548	44,916
	Personnel	Not provided	Not provided	908,752	929,983	952,505	1,017,220	1,161,996	1,302,496
	Repairs and Maintenance	Not provided	Not provided	122,528	207,055	227,256	231,609	265,957	280,840
	Telephone/Data/Radio Circuits	Not provided	Not provided	221,530	214,509	450,198	209,158	185,989	152,158
Cook County Total				1,828,109	1,471,198	1,753,501	1,588,508	1,712,273	1,839,923
Country Club Hills	Contractual Services	No	Non-Recurring	-	-	-	-	-	-
	Equipment (New)	Yes	Both	-	-	-	-	-	-
	Personnel	No	Non-Recurring	-	-	-	-	-	-
	Repairs and Maintenance	Yes	Both	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	No	Non-Recurring	-	-	-	-	-	-
Country Club Hills Total				-	-	-	-	-	-
Deerfield	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Deerfield Total				-	-	-	-	-	-

**Table J: Service Expenses (Detail)**

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010
DeWitt County	Contractual Services	Yes	Non-Recurring	-	-	-	6,390	22,222	4,629
	Equipment (New)	Yes	Recurring	-	-	-	18,500	18,500	18,500
	Personnel	Yes	Recurring	-	-	-	80,000	80,000	80,000
	Repairs and Maintenance	Yes	Recurring	-	-	-	23,814	19,424	30,725
	Telephone/Data/Radio Circuits	Yes	Recurring	-	-	-	50,180	53,021	57,243
	Training	Not provided	Not provided	-	-	-	1,590	815	802
DeWitt County Total				-	-	-	180,474	193,982	191,899
Forest View	Contractual Services	No	Non-Recurring	250,000	250,000	250,000	250,000	250,000	250,000
	Equipment (New)	No	Non-Recurring	-	-	-	250,000	-	-
	Personnel	No	Recurring	-	-	-	-	-	-
	Repairs and Maintenance	No	Non-Recurring	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	No	Recurring	2,100	2,100	2,100	2,100	2,100	2,100
Forest View Total				252,100	252,100	252,100	502,100	252,100	252,100
Franklin Park	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Franklin Park Total				-	-	-	-	-	-
Glencoe	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Glencoe Total				-	-	-	-	-	-
Gurnee	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Gurnee Total				-	-	-	-	-	-
Kane County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Kane County Total				-	-	-	-	-	-
Kenilworth	Backup Generator	Yes	Recurring	1,275	1,275	1,275	1,275	1,275	1,275
	Contractual Services	Yes	Recurring	22,042	20,930	20,865	11,438	10,258	16,756
	Equipment (New)	Yes	Non-Recurring	-	-	176,994	-	9,190	-
	Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Yes	Recurring	4,500	4,500	4,500	4,500	25,100	23,903
	Repairs and Maintenance	Yes	Recurring	-	-	-	-	-	-
Kenilworth Total				10,884	10,449	8,779	10,588	10,071	10,066
				38,701	37,154	212,413	27,801	55,894	52,000

**Table J: Service Expenses (Detail)**

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010
Madison County	Contractual Services	Yes	Recurring	371,482	249,927	112,200	85,494	115,230	221,738
	Dues & Memberships	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Yes	Not provided	37,707	17,013	45,030	300,103	27,479	65,020
	Office Supplies	Yes	Not provided	-	-	-	-	-	-
	Others (Please Specify)	Yes	Not provided	48,355	51,481	78,798	52,239	52,169	50,759
	Personnel	Yes	Recurring	640,401	663,443	706,642	736,526	762,897	887,610
	Repairs and Maintenance	Yes	Not provided	1,525	367	149	8,786	11,088	12,491
	Telephone/Data/Radio Circuits	Yes	Recurring	406,473	441,846	472,475	496,813	502,270	524,664
	Training	Not provided	Not provided	-	-	-	-	-	-
	Travel	Not provided	Not provided	-	-	-	-	-	-
	Vehicle Maintenance Supplies	Not provided	Not provided	-	-	-	-	-	-
Madison County Total				1,505,943	1,424,077	1,415,294	1,679,961	1,471,133	1,762,282
Merrionette Park	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Merrionette Park Total				9,652	9,675	9,685	10,436	11,205	12,192
Monroe County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Monroe County Total				-	-	-	-	-	-
Naperville	Contractual Services	Not provided	Recurring	5,985	8,742	9,696	11,625	6,369	8,026
	Equipment (New)	Not provided	Non-Recurring	309,500	-	-	982,271	514,408	1,960,046
	Operating supplies	Not provided	Recurring	22,503	36,760	41,185	37,217	30,502	21,583
	Personnel	Not provided	Recurring	2,040,484	2,161,484	2,300,477	2,395,975	2,351,815	2,167,689
	Repairs and Maintenance	Not provided	Recurring	226,446	190,894	210,026	205,411	213,173	181,186
	Telephone/Data/Radio Circuits	Not provided	Recurring	40,141	39,654	40,083	155,002	157,264	155,610
Naperville Total				2,645,059	2,437,534	2,601,467	3,787,501	3,273,531	4,494,140
North Suburban Emergency	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
North Suburban Emergency Total				-	-	-	-	-	-
Pike County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Pike County Total				-	-	-	-	-	-

**Table J: Service Expenses (Detail)**

9-1-1 System	Type of Expense	Covered by Surcharge?	Recurring or Non-Recurring	2005	2006	2007	2008	2009	2010
Warren County	Contractual Services	Not provided	Not provided	-	-	-	-	-	-
	Equipment (New)	Not provided	Not provided	-	-	-	-	-	-
	Personnel	Not provided	Not provided	-	-	-	-	-	-
	Repairs and Maintenance	Not provided	Not provided	-	-	-	-	-	-
	Telephone/Data/Radio Circuits	Not provided	Not provided	-	-	-	-	-	-
Warren County Total				-	-	-	-	-	-

*# of Systems*      **19**