

MINUTES OF THE REGULAR JOINT MEETING OF THE NORTHWEST CENTRAL DISPATCH BOARD OF DIRECTORS AND THE NORTHWEST CENTRAL 9-1-1 SYSTEM BOARD, HELD IN THE NORTHWEST CENTRAL DISPATCH SYSTEM TRAINING CENTER, 1975 EAST DAVIS STREET, ARLINGTON HEIGHTS, COOK COUNTY, ILLINOIS, ON THURSDAY, NOVEMBER 16, 2017.

CALL TO ORDER

Brian Townsend called the meeting to order at 9:00 A.M.

MEMBERS ATTENDING

Randy Recklaus (Village Manager Arlington Heights), Dane Bragg (Village Manager Buffalo Grove), Ray Rummel (Village Manager Elk Grove Village), Chief Ted Bos for Jim Norris (Village Manager Hoffman Estates), Sam Trakas (Village Administrator Inverness), Michael Cassady (Village Manager Mount Prospect), Reid Ottesen (Village Manager Palatine), Chief Jim Zawlocki for Joe Wade (City Administrator Prospect Heights), Barry Krumstok (City Manager Rolling Meadows), Brian Townsend (Village Manager Schaumburg), Chief Chris Clark for Sharon Caddigan (Village Manager Streamwood).

A quorum was present

MEMBERS ABSENT

NONE

ALSO ATTENDING

Jim Kreher (Barrington-Countryside Fire Chief), Steve Casstevens (Buffalo Grove Police Chief), Bill Wagner for Michael Baker (Buffalo Grove Fire Chief), Chuck Walsh (Elk Grove Police Chief), Richard Mikel (Elk Grove Fire Chief), Ted Bos (Hoffman Estates Police Chief), Jeff Jorian (Hoffman Estates Fire Chief), Bob Haas (Inverness Police Chief), Acting Chief Mike Eterno for Tim Janowick (Mount Prospect Police Chief), Al Stoeckel (Palatine Police Chief), Scott Anderson (Palatine Fire Chief), Chief Rich May (Palatine Rural Fire Chief), D/C Jim Zawlocki for Al Steffen (Prospect Heights Police Chief), John Nowacki (Rolling Meadows Police Chief), Terry Valentino (Rolling Meadows Fire Chief), Jim Lamkin (Schaumburg Police Chief) and Fred Scholpp for Jim Walters (Schaumburg Fire Chief).

NWCDS PERSONNEL

John Ferraro, Executive Director; Kevin Diluia, Assistant Director-Operations; Brian Drake, Assistant Director-Support Services; Terri Svec, HR/Finance Manager; Lauri Orwig, Operations Training Manger.

OTHERS ATTENDING

Mick Fleming (JEMC); Ira Kessler, Prescient Solutions.

PUBLIC COMMENT

None

CONSENT AGENDA

Moved by Mr. Ottesen, seconded by Mr. Recklaus to accept the September 21, 2017 Joint Meeting Minutes (Regular & Closed), the September and October Budget Summaries and the NWC and NWC911 System Check Registers for September (NWC = \$1,039,178.66; NWC911=\$550,490.30) and October, 2017 (NWC = \$975,095.79; NWC911 = \$920,969.09), the Executive Director's Report, the Assistant Director-Operations Report and the Assistant Director-Support Services Report.

Roll Call Vote: Motion Carried. Time: 9:02am

Roll Call Ayes: Mr. Recklaus, Mr. Bragg, Mr. Rummel, Chief Bos, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Chief Zawlocki, Mr. Krumstok, Mr. Townsend, Chief Clark.

Nays: None

EXECUTIVE DIRECTOR'S UPDATE – John Ferraro

Schaumburg Tower Replacement Project:

The Schaumburg Tower replacement project is complete.

Telecommunicator Hiring Process:

A Telecommunicator testing process was conducted jointly with DU-COMM and NWCDS on October 4, 2017. 279 applicants registered for the test, 143 applicants took the test, and 37 applicants passed the test. Those who passed will now proceed through each agency's additional steps before being hired. A picture from the testing night is attached to the meeting packet.

UPS – Next Steps:

After the UPS issues last month, NWCDS is bringing in a consultant to assess the System's setup. A new UPS was approved in the CY2018 budget, but the plan is to have a vendor that has not serviced our existing equipment come in and make recommendations about future UPS decisions.

Generator Insurance Claim: We made an appeal on the insurance claim with VFIS. Initially they declined the claim based on the investigator saying that the generator was part of the property and not a separate piece of equipment. After giving them additional documentation, we will be reimbursed for the approximate \$23,000 that was approved to repair the generator at the last Joint Board meeting in September.

Change in IT Support Specialist:

Our IT Support Specialist from Prescient, Mike Terpstra, has taken another position within the company. He will still be with us, using office space here during the transition with our replacement. We have been working with Prescient for a suitable replacement for Mike and Ira Kessler was selected for our account.

John introduced Ira to the Board and Ira discussed his background and experience working with and supporting various 911 centers including the Village of Lansing, City of Darien, Village of South Elgin and the Village of Bolingbrook.

CIT Training:

NWCDS Operations Manager, Ariana Kitty, hosted our first CIT (Crisis Intervention Team) Telecommunicator training. We will host several of these classes in 2018, and will receive free seats for our staff at each training. The training prepares Telecommunicators to handle callers that are in mental crisis.

Skills Review

Kevin explained that since our Telecommunicators will come across low frequency, high risk events, we are working on an assessment for our TC's, making sure we are ready for such events. The goal is to have a few people run through some more unusual scenarios to make sure our staff is prepared to handle them and find any deficiencies where we may need more training.

9-1-1 Feasibility Report by Mission Critical Partners:

MCP was contracted by the State of Illinois to assist with implementing Next Generation 9-1-1 technology by 2021, which was mandated by the new law. The Feasibility Report discusses the steps necessary to accomplish this task. The report was sent to all NWCDS/NWC911 Joint Board members.

NEW BUSINESS

Joint Board and Executive Committee Chair/Vice Chair for 2018

The Chairperson and Vice Chairperson of the NWCDS Executive Committee shall be appointed by the Chairperson and Vice Chairperson of the Joint Board, per the NWCDS Bylaws.

Action: The Joint Board needs to nominate/vote/approve the Chairperson/Vice Chairperson for 2018.

Moved by Mr. Rummel and seconded by Mr. Bragg to appoint Sam Trakas as the Board Chairperson and Randy Recklaus as the Vice Chairperson for 2018.
Voice Vote: Motion Carried.

2018 Joint Board / Executive Committee Meeting Calendar

Moved by Mr. Ottesen and seconded by Mr. Bragg to approve the 2018 Joint Board / Executive Committee Meeting Calendar. *Voice Vote: Motion Carried.*

Prescient Contract

Attached is the addendum to the original July of 2011 contract with Prescient Solutions for IT services. The addendum extends the contract to 2019; the monthly invoice has increased from \$15,047.54 to \$15,305.35 in 2018, and \$15,563.51 in 2019.

Recommendation: Prescient continues to meet our expectations, and the recommendation is to approve the contract extension through 2019.

Moved by Mr. Ottesen and seconded by Mr. Rummel to approve the Prescient Contract as stated in the Meeting Packet.

Roll Call Vote: Motion Carried. Time: 9:32am

Roll Call Ayes: Mr. Recklaus, Mr. Bragg, Mr. Rummel, Chief Bos, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Chief Zawlocki, Mr. Krumstok, Mr. Townsend, Chief Clark.

Nays: None

Mr. Bragg suggested that before this contract is up, NWCDS put an RFP out to test the market and make sure we are getting the best price for the best service.

Everbridge Notifications

As Everbridge is currently structured, we have two groups of contacts to whom we can send information. John had Mick explain that the first lists of contacts is the resident *opt-in* contact information which is collected when our residents sign up through the Citizen-Alert portal. The citizen opt-in information is composed of a combination of cellular and landline data and can be used within the rules and guidelines established by each municipality, as well as for emergency purposes. An example of an appropriate message to this group might be information on festivals and trash pick-up dates.

Mick went on to explain that the second set of contacts is landline and VOIP phone data and addresses that we receive from the phone companies and Intrado. The landline and VOIP data is commonly referred to as *911 data*, which can only be used for emergency purposes. As a 911 center we are able to acquire this 911 data from the providers without the consent of the customers on the basis that the data will only be used for emergency services or emergency notification services. The federal "Privacy of Customer Information" code gives a very loose definition of both emergency services and emergency notification services.

Mick stated that it is essentially a service that notifies the public of an emergency, with no definition of emergency given in the code. Explosions, evacuations, and boil orders are a short list of examples of situations where this data may be utilized in conjunction with the opt-in data.

Mick reinforced the concept of the subscriber pools so that everyone is aware of the opportunities and limitations of the data we currently have and also so that we keep our focus on increasing the number of opt-in subscribers that we have in our pool. He also mentioned that citizens can sign up using one URL:
www.citizen-alert.org.

Mr. Bragg suggested the Board revisit Everbridge with regard to how our communities use it, as well as how it can be used to its full potential. The Board discussed the pros and cons of Everbridge and how to get more people to Opt-in, as well as the best ways to use Everbridge. John recommended that he and Mick work together to determine if a new subcommittee needs to be formed; Mr. Townsend agreed and asked John to bring their findings back to the next meeting.

OLD BUSINESS

New CAD – Update/MCP & Implementation

- The RFP Proposals were due on October 20, 2017
- Proposals were received from 6 vendors including: Infor, Hexagon, Motorola, Superior, Tri-Tech, and Tyler
- Mission Critical met with the RFP Selection Committee the week of October 23, 2017 to discuss scoring
- The RFP Selection Committee will score the proposals independently then the team will meet again for a “leveling” session on November 27, 2017
- The RFP Selection Committee will narrow the vendors down to two for the Use Case Demonstrations, and a final decision will be made after those demonstrations. Because of vendor availability and the holiday season, Use Case will be done in early January of 2018
- Contract negotiations will begin once the vendor has been selected
- The four Fire side proposals are also be reviewed and will be shared and discussed at the November 28th meeting, along with the Fire Liaison Committee and Mission Critical.

A CAD vendor is expected to be selected by January, with all of the specifications in place at that time. Communities will know what equipment they may need to update by then. John suggested setting up vendors for a day or two to demonstrate a variety of hardware at NWCDS.

Phase Five of the RFP included having Mission Critical stay on board for implementation. John wants the Board to consider this and will bring it up for vote in January.

Firstnet

John discussed Firstnet with regards to whether or not the state will opt-in with AT&T and the potential cost savings. He feels like we will be hearing more about Firstnet until the state makes its final decision, but also noted that Verizon might lower their fees to keep subscribers, so it's a waiting game.

Executive Director's Annual Review

Mr. Townsend reminded everyone that John's annual review is due and that Kevin will be sending out evaluations to the Board and Executive Committee. Brian will be sending out a summary of John's highlights and would like 100% participation for the best feedback and guidance for John. Brian would like the Chief's' input, but one survey from each manager. Surveys are due by December 15, 2017.

Chairman's Note

Since this was his last meeting, Mr. Townsend thanked the Board, Executive Committee and NWCDS staff for their support this past year.

Retirement

Mr. Townsend Congratulated Chief Jeff Jorian on his retirement.

ADJOURNMENT

Moved by Mr. Bragg and seconded by Mr. Krumstok to adjourn the regular joint meeting of the Northwest Central Dispatch System and the Northwest Central 911 System Board. *Voice Vote: Motion Carried.*

The meeting was adjourned at 9:55 am.