

**MINUTES OF THE REGULAR MEETING OF THE EXECUTIVE COMMITTEE OF THE NORTHWEST CENTRAL DISPATCH SYSTEM, HELD IN THE NORTHWEST CENTRAL DISPATCH SYSTEM TRAINING CENTER, 1975 EAST DAVIS STREET, ARLINGTON HEIGHTS, COOK COUNTY, ILLINOIS, ON WEDNESDAY, JANUARY 9, 2013.**

**CALL TO ORDER**

Chief Schmidt called the meeting to order at 8:05 A.M.

**MEMBERS ATTENDING**

Glenn Ericksen (Arlington Heights Fire Chief), Steve Balinski (Buffalo Gove Police Chief), Terry Vavra (Buffalo Grove Fire Chief), Steve Schmidt (Elk Grove Village Police Chief), Rich Mikel (Elk Grove Village Fire Chief), Mike Hish (Hoffman Estates Police Chief), Mike Semkiu (Mount Prospect Police Chief), John Wagner (Mount Prospect Deputy Police Chief), Deputy Chief Chris Truty for John Malcolm (Mount Prospect Fire Chief), John Koziol (Palatine Police Chief), Scott Andersen (Palatine Fire Chief), Assistant Chief Rich May for Hank Clemmensen (Palatine Rural Fire Chief), Dave Scanlan (Rolling Meadows Police Chief), Scott Franzgrote (Rolling Meadows Fire Chief), Brian Howerton (Schaumburg Police Chief), Dave Schumann (Schaumburg Fire Chief), Jim Keegan (Streamwood Police Chief), Chris Clark (Streamwood Fire Chief).

A quorum was present.

**MEMBERS ABSENT**

Arlington Heights Police Department, Hoffman Estates Fire Department, Inverness Police Department, Prospect Heights Police Department

**ALSO ATTENDING**

Helen Wiedenfeld (ID Networks)

**NWCDS STAFF**

Cindy Barbera-Brelle, Executive Director; Carole Urry, Assistant Director-Operations; Barb DeWolf, HR/Finance Manager.

**APPROVAL OF MINUTES**

Moved by Chief Balinski, seconded by Chief Semkiu, to approve the minutes of the November 15, 2012, Regular Meeting. *Voice Vote: Motion Carried.*

**CAD SYSTEM PROJECT**

There have been five meetings with IDN to work through the CAD Contract Metrics and Scope of Work documents to determine what functionality still needs to be delivered. Once a final list is agreed to, IDN will be asked to prepare a Pert chart for the items that need to be delivered. IDN is continuing to address issues that we are reporting while we continue to isolate work station performance issues. Three more workstations were added to the test group. The next meeting is scheduled for this morning.

Chief Schmidt asked if there have been improvements since the last meeting. Cindy confirmed that IDN is making progress and has made improvements. The problems are intermittent and have been difficult to isolate.

### **MOBILE DATA PROJECT**

The Mobile Contract metrics documents have been provided to IDN. They are in the process of completing their review. A meeting will be scheduled once their review is completed. The fix to address the fact that calls are not being consistently delivered to the mobile units was deployed on 12/26. They have been a couple problems reported since the fix was deployed. IDN's developers are continuing to research the problem.

### **TELEPHONE SYSTEM**

We have been continuing to work with microDATA and AT&T to identify and isolate the sporadic echo and sound quality problems that we have been experiencing. In August of 2012, we collectively started the process of gathering as much data as possible on calls identified with sound quality problems. The following organizations were engaged to assist in the assessment:

- microDATA Technical Operations Support
- Higher Ground Technical Support
- AT&T Network Operations Group
- NWCD Personnel

For approximately 60 days, 92 trouble tickets were reviewed and analyzed. The impact of the echo ranged from minimal to severe. Further during this time on some calls loud screeching would occur when a tandem transfer was invoked. In working with AT&T we have established a process to report these occurrences.

Test results from Higher Ground for latency, jitter and packet loss came back as inclusive. We have looked at the sound cards deployed and currently testing is being completed on a radio in-line transformer (DISP13).

microDATA is working with AT&T and exploring the possibility of moving the CAMA trunks over to T1 facilities. In working with AT&T it was suggested that the connectivity on the analog CAMA that consists of every call going from a 2 to a 4 wire connection could impact impedance levels. This is a work in progress.

In the analysis of the trouble tickets, the majority of calls that have the issue come in over either cellular or VOIP facilities. microDATA's experience in that situation is considered to be one of the attributes that occurs with these technologies. This is not an indication that this is acceptable, simply very difficult to isolate, control and/or fix. Additionally, this falls outside the premise equipment and occurs in the network. The best course of action at this time may be to move to CAMA trunks over T1 circuits, with that said costs, effort and other implementation considerations have to be determined. In light of NG911 forthcoming, the move in this direction is inevitable.

## **RADIO SYSTEM REPLACEMENT PROJECT**

Cutover is scheduled for March 26<sup>d</sup>.

### **PREPARATION of RADIO SYSTEM SITES**

***Barrington Hills:*** The License Agreement is ready to be executed pending receipt of a consent letter for the position of the antenna on the tower from the Village.

***NWCDS:*** Installation of the MCC7500 Radio Consoles and Control Stations to be scheduled.

### **MIGRATION**

Radio console work stations will be setup for our unmanned positions and the cabling for the manned positions will be installed to prepare for cutover. The next migration plan meeting is scheduled for January 15<sup>th</sup>.

### **MOBILE RADIOS**

If your department ordered Mobile Radios, they must be installed by March 19<sup>th</sup> to insure a smooth transition.

### **RADIO SYSTEM SUBSCRIBERS**

We are in the process of programming fire templates and finalizing police and public works templates. If you purchased Mobile Radios you want to have them installed no later than March 19<sup>th</sup>. Subscriber Training Courses for APX6000/APX6500 Radios and APX7000/APX7500 Radios will be scheduled during the weeks of March 4<sup>th</sup> and March 11<sup>th</sup>. The courses will be taught at NWCDS. The exact dates will be provided as soon as they are confirmed.

Two 8-Hour APX6000/APX6500 Train-the-Trainer Training Sessions and two 8-Hour APX7000/APX7500 Train-the-Trainer Training Sessions will be scheduled for Police Trainers. Each Police Department will be able to send up to three (3) trainers to a training session. Two 8-Hour APX6000/APX6500 Train-the-Trainer Training Sessions and two 8-Hour APX7000/APX7500 Train-the-Trainer Training Sessions will be scheduled for Fire Trainers. Each Fire Department will be able to send up to three (3) trainers to a training session. The trainers in turn will be responsible for training the members of your Department.

### **RADIO SYSTEM MICROWAVE CONNECTIVITY PROJECT**

11 of the 12 microwave sites have been installed.

### **FIRE STATION ALERTING PROJECT**

The Fire Station Alerting Committee (Chief Clark, Captain Fortunato, Jim Hunt and Executive Director Barbera-Brelle) finalized performance standards of the project and they have been provided to USDD. Barrington Countryside FPD has recently installed a USDD System and Cindy spoke with D/C Don Wenchel about their experience. He indicated that they are very happy with the system and indicated that "it is fast". He explained that they selected USDD over Westnet (even though it cost more) because USDD's system was more robust and less prone to failure. The total cost for the

implementation of the USDD FSA Project (includes USDD Costs, ID Networks CAD Interface and Motorola APX4500 Mobile Radios) is \$78,000 under the budget.

Cindy asked the Fire Chiefs if their Managers Support the FSA Project and the USDD Recommendation, and the Chiefs agreed that they will make sure the Managers understand and support the FSA Project.

<b>FIRE STATION ALERTING COST ANALYSIS</b>	
	<b>US Digital Design</b>
Fire Station Alerting Core Equipment (34 Stations)	\$802,401.52
Motorola APX4500 Mobile Radios	\$116,546.30
ID Networks CAD Interface	\$15,000.00
<b>TOTAL FIRE STATION ALERTING PROJECT COSTS</b>	<b>\$933,947.82</b>
FY12 Budget	\$262,906.00
FY13 Budget	\$632,527.00
Radio System Reserve for Mobile Radios	\$116,546.30
	<b>\$1,011,979.30</b>

This Quote expires June 4, 2013.

#### **UPDATE – PERSONNEL**

Carole reported that two Telecommunicators are still in training and two applicants are in the pre-hiring process to be on board this February.

The first Labor/Management meeting was held in October with the plan to hold monthly meetings. And then to potentially hold quarterly meetings. The next Labor/Management meeting is scheduled for next week. Communication with the Board has been positive.

A meeting was held with the Union on January 9th, to discuss the outstanding grievances. The Union didn't have any information on the outstanding grievances and they were provided copies. After the union completed their review, they agreed to drop several grievances and left several for further discussion. The next grievance meeting is this afternoon.

Staff has been completing FEMA's Active Shooter online training this past week. Priority Dispatch issued an Active Shooter protocol for TC's that we'll be incorporating with the next couple of weeks. ProQA Training for EMD/EFD will be scheduled at the end of January or beginning of February. The implementation is projected for March.

### **FISCAL YEAR 2014 BUDGET**

The Budget Committee (Chiefs Dunne, Malcolm, Scanlan and Schmidt , along with HR/Finance Manager Barb DeWolf) met on the 20<sup>th</sup> to review the budget. The operations budget is a 4.87% increase and the personnel budget is a 4.54% increase over the FY13 Budget. The overall proposed budget increase for FY14 is 4.57%. Combined with a 6.49% decrease in off-setting revenue due largely to increased Alarm Revenue distribution to communities, there is an overall proposed assessment increase of 6.31%.

We are proposing a 0.2% funding of the Capital Reserve account for Fiscal Year 2014. It hasn't been funded in several years. The increase will fund Capital Projects.

A 2% increase is recommended for staff, with includes the 2% increase defined in the Collective Bargaining Agreement, with the exception of the Finance/HR Manager and Radio Technician.

As maintenance contracts expire we will be evaluating mission and non-mission critical contracts and exploring the benefits of entering into time and material agreements.

The proposed NWCDS 911 budget is a 1.67% decrease compared to last year's budget. Revenue is slightly more than expenses.

#### **FY14 Capital Projects Budget includes:**

- CAD System disaster recovery solution.
- Network Core Switch.
- CAD System enhancements.
- Removal of antennas and dishes from the old radio system.

Moved by Chief Balinski and seconded by Chief Koziol to accept both the NWCDS and the NWCDS 911 Budget Proposals. *Voice Vote: Motion Carried.*

### **NEW BUSINESS**

#### **JOINT BOARD MEETING**

Starting with January 2013, the NWCDS Board and NWC911 System Board will be conducting a Joint Meeting, instead of a separate meeting. They are also considering a consent agenda.

#### **User Group Committee Structure**

Craig Allen's initial recommendation was for 5 Committees:

Technology - standing Committee generally meets 2<sup>nd</sup> Friday

Transition - Police Liaison (weekly on Wednesday) and Fire Liaison (meets 2<sup>nd</sup> Friday)

Spectrum – NWCDS Staff (take issues back to Technology Committee)

Contracts – Initiate as projects dictate

Training – New Committee

Technology and Transition committees are already in place. There are no immediate projects for the Spectrum & Contract Committees to consider. These Committees can

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be initiated as needed. The Training Committee should be initiated and should include additional involvement from field personnel. These Committees will be chaired by a Police or Fire Chief.

Moved by Chief Anderson and seconded by Chief Erickson to move this proposal forward to the Board of Directors. *Voice Vote: Motion Carried.*

**DES PLAINES & PARK RIDGE**

Chief Schmidt stated that both Des Plaines and Park Ridge are joining forces for a 2-year commitment. He feels that they may ask us to consider membership at that time.

Chief Vavra asked if the Board is set on closing admittance for any additional member communities. Chief Clark stated that he thought the 'master plan' was to add more members, but Chief Koziol explained that we need to work out our technology issues first. Chief Schmidt asked if we had room for more members and Cindy confirmed that space for more members is available.

**ADJOURNMENT**

Moved by Chief Koziol, seconded by Chief Semkiu, to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 8:59 A.M.