

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 8, 2013.

CALL TO ORDER

Chairman Chief Schmidt called the meeting to order at 9:06 A.M. and welcomed Schaumburg Police Chief James Lamkin to the Executive Committee.

MEMBERS ATTENDING

Glenn Ericksen (Arlington Heights Fire Chief), Steve Casstevens (Buffalo Grove Police Chief), Steve Schmidt (Elk Grove Village Police Chief), Rich Mikel (Elk Grove Village Fire Chief), Mike Hish (Hoffman Estates Police Chief), Jeff Jorian (Hoffman Estates Fire Chief), Bob Haas (Inverness Police Chief), Deputy Chief John Wagner for Mike Semkiu (Mount Prospect Police Chief), Battalion Chief Don Wisniewski for John Malcolm (Mount Prospect Fire Chief), Scott Andersen (Palatine Fire Chief), Hank Clemmensen (Palatine Rural Fire Chief), Jaime Dunne (Prospect Heights Police Chief), Dave Scanlan (Rolling Meadows Police Chief), Scott Franzgrote (Rolling Meadows Fire Chief), Jim Lamkin (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, Buffalo Grove Fire Department, Palatine Police Department

NWCDS STAFF

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

APPROVAL OF MINUTES

Moved by Chief Dunne, seconded by Chief Casstevens, to approve the minutes of the November 21, 2013, Regular Meeting. *Voice Vote: Motion Carried.*

CAD SYSTEM PROJECT

There are 20 outstanding contract and scope of work items to be delivered, including 14 Contract and 6 Scope of Work items (4 are related to delivery of documentation and 4 to reporting).

CAD System SQL Rebuild

Prescient and ID Networks resources will be working together to rebuild the three SQL Database Servers that support the CAD System. We strongly feel that the way they were initially configured is contributing to performance issues we have been experiencing. This work will require two maintenance windows, with the first one

scheduled for January 14th @ 0300. A reminder will be sent prior to the maintenance window to remind everyone that the system will be unavailable during this time frame.

RESPONSE TIME METRICS

We are finalizing the format for a Long Segment Report which will generate response time data for the following call segments:

Received to Entered → Entered to Dispatch and Received to Dispatch

Beginning with December's call activity, we are generating a monthly report that tracks call answering times against the NENA and NFPA Standards. In December:

NENA Standard

- ◆ 90% of all calls (during the busiest hour) should be answered within 10 seconds.
December's Busiest Hour was 1700-1800. We answered 89.07% of calls received in the busiest hour within 10 seconds.
- ◆ 95% of all calls should be answered within 20 seconds.
We answered 99.55% (22,025 calls) of the 22,125 911 calls we received with 20 seconds.

NFPA Standard

- ◆ 95% of all calls should be answered within 15 seconds.
We answered 98.43% (21,778 calls) of the calls we received with 15 seconds.
- ◆ 99% of all calls should be answered within 40 seconds.
We answered 99.98% (22,125 calls) of the calls we received with 40 seconds.

Chief Anderson asked if the Received → Dispatch standards were completed and Cindy replied that we are in the process fine-tuning that portion of the standards.

RADIO SYSTEM SUBSCRIBERS

Inverness, Palatine, Prospect Heights, Rolling Meadows, Schaumburg and Streamwood Police Department portables have been reprogrammed (6 Departments completed). Elk Grove is in the process of testing the changes they requested and we are the process of preparing Mount Prospect and Hoffman Estates portables for testing.

Palatine Fire Department portables have been reprogrammed. Rolling Meadows portables are scheduled to be reprogrammed on the 10th and Mount Prospect the 24th. We are finalizing Arlington Heights changes and then they will be scheduled for reprogramming.

RADIO SYSTEM – UPGRADE

The STARCOM System is scheduled to be upgraded to software Version 7.14 in February. System upgrades are planned to occur every other year and Cindy will provide more information as specific details are received.

RADIO SYSTEM – FINAL SYSTEM ACCEPTANCE

There are 7 outstanding deliverables from our Motorola Agreement/RFP that need to be addressed by Motorola before we will accept the radio.

1. Single Point of Failure

The requirement for the system infrastructure, including dispatch console systems, shall be designed such that a single point failure will not disrupt day-to-day or emergency operations in any way has not been met. We have experienced failures as recently as 2 weeks ago. Data between Downers Grove and I90 was intermittent/corrupted causing the link to our consoles to fail. This represents a single point of failure.

2. Control Stations

Console subsystems support the ability to automatically revert to local control station based operations in case of loss of connectivity to the Project 25 RF infrastructure. In a failure mode, when the console site is unable to communicate with the master switching office, the consoles will still be able to operate in the local conventional resources. Though the console subsystem does revert to local control, it does not occur automatically. There is a definite lag impacting the operation of the emergency communication center when the console subsystem reverts to control stations.

3. IP Logging of Radio Traffic

Though Motorola has provided an IP logging interface and API to Higher Ground, Motorola has only provided a single point of contact resource to work with Higher Ground on at best an intermittent basis. As a result, six months after 'go live', we are still experiencing problems with recorded audio.

4. Documentation

All of the components required to be delivered in the "as built" documentation have not been provided.

5. System Administration Credentials

Motorola has provided administrative user credentials but we have not been provided with full access. This has hindered system troubleshooting in several cases. Additionally, the KMFRSI for the AIS Server was not provided.

6. Component Installed and Not Being Used

A Juniper SSG140 was installed at the Davis Street Dispatch Center and has not been plugged in since the transition to the new system. If it isn't supposed to be a functional component in the system, we are requesting a refund.

7. OTAP

In all material respects Over the Air Programming (OTAP) does not perform in accordance with the specifications. It does not function as it was sold to us. We are requesting a refund for the total cost we paid for OTAP functionality for the System Infrastructure and for all subscribers we purchased.

Subscriber radio re-programming will need to be completed before final acceptance is considered.

EVERBRIDGE

A migration orientation call is scheduled for January 15th. There have been some challenges with getting citizen data from Comcast or Wide Open West.

PERSONNEL UPDATE

Carole reported that in December, we were investigating an employee for misconduct. Based on his previous disciplinary record and working with the Union, he was allowed to resign.

We have one TC position to fill. Our hiring committee is in the process of reviewing a variety of materials and testing practices with the hopes of finding more qualified Telecommunicators. A report will be presented to the Executive Committee at their March meeting.

There is a Labor/Management meeting scheduled for later this month. There have been no meetings since the Union membership elected a new Union Board late last year. The Union's agreement expires this April, but there's been request to bargain.

NEW BUSINESS

Radio System Manager Jim Hunt discussed the radio/microwave system problems that we experienced on December 24th and 25th.

- ◆ A licensed 11 GHz Exalt microwave system was selected as the backhaul for the radio system and replaced what would have been 2 T1's and 1 4-wire leased AT&T circuit at each of the system's 12 radio sites eliminating monthly recurring costs.
- ◆ We installed a ring network design where each tower site connects to 2 other tower sites forming a continuous path, or ring.
- ◆ A split-mount system that combines the interface accessibility of an all-indoor system with the system performance advantages of all-outdoor systems was installed. The modem and interfaces are included in a rack-mounted indoor unit (IDU) and the RF circuitry in a weatherproof outdoor unit (ODU). The ODU is mounted directly to the antenna.
- ◆ The layout for the system is depicted in the handout that was distributed.
- ◆ Jim discussed the controls stations, links, rings, double-loops, redundancy and other intricacies of the Microwave System and how corrupt data can create failures, as well as the new precautions taken to prevent the system from future disruptions. He also confirmed that he and Jason are looking into an alert or alarm system so that they know more precisely when and where a problem is located.

FY15 Budget – NWCDS

We are proposing a 2½% increase for the Administrative staff, which is consistent with our member communities. We are continuing to use a vacancy factor of 1, with overtime well under budget. We made adjustments and reduced the cost of supplier and service agreements whenever and wherever possible.

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With the change in assessment configuration, alarm revenue will be credited back to member communities at 90% of what is collected; the remaining 10% going to the Capital Reserve Fund. Alarm revenue continues to decline as direct connect alarms are transitioned to radio alarms.

The 12 year old Communication Center carpet and sound panels are scheduled to be replaced in 2015. We are currently seeking quotes for those as well as the Temperature Control System, which is no longer being supported.

The budget includes a \$90,000 transfer from the Capital Reserve Fund to cover these projects.

Moved by Chief Schumann and seconded by Chief Hish to approve the NWCDS Fiscal Year 2015 Budget. *Voice Vote: Motion Carried.*

FY15 Budget – NWC911

Provider changes were made to services that included our language translation company and UPS service provider, reducing our overall costs. A decrease in wireline and VOIP surcharges along with an increase in wireless surcharge projected resulted in a \$14,472 increase in overall surcharge revenue.

Several Capital Projects have been budgeted and include the replacement of the TCS (formerly microDATA) 911 System workstations and servers hardware and software is budgeted at a cost of \$100,000, Subscriber Test equipment to assist with subscriber radio troubleshooting at a cost of \$49,000, CAD System enhancements budgeted at \$30,000 and the replacement of the Dispatch Console Furniture at a cost of \$418,000. The budget includes a \$433,000 transfer from the Capital Reserve Fund to cover these projects.

Moved by Chief Ericksen and seconded by Chief Dunne to approve the NWC911 Fiscal Year 2015 Budget. *Voice Vote: Motion Carried.*

Lake County FATPOT Project

Lake County's Emergency Telephone System Board, would like us to participate with them in sharing information, at no cost to us, and the ability to view each other's activity. It could be as simple as a Mobile Application and the labor to provide the data they need in order to share. Cindy would have to execute a Memorandum of Understanding with Lake County if the Executive Committee is in agreement. It could be beneficial, especially for our member communities along the Lake County border, and our communities can decide whether or not they want to be a part of it.

Moved by Chief Jorian, seconded by Chief Casstevens to approve Executive Director Barbera-Brelle to execute Lake County's Memorandum of Understanding to join their FATPOT Project. *Voice Vote: Motion Carried.*

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Meeting Format

The Executive Committee discussed changing the format for the Executive Committee meeting so as not to include the Director's Report, which is duplicated at the Board Meeting. This reduces the length of the Executive Committee meeting so that it will now start at 8:15am, instead of 8am. The consensus was to start the March Executive Committee meeting at 8:15 am.

ADJOURNMENT

Moved by Chief Franzgrote, seconded by Chief Casstevens, to adjourn the meeting.
Voice Vote: Motion Carried. The meeting was adjourned at 10:09 A.M.