

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 THURSDAY, MARCH 20, 2014.

CALL TO ORDER

Chairman Chief Schmidt called the meeting to order at 8:24 A.M.

MEMBERS ATTENDING

Mark Recker (Arlington Heights Police Commander), Ken Koeppen (Arlington Heights Fire Chief), Steve Casstevens (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), Jeff Jorian (Hoffman Estates Fire Chief), Bob Haas (Inverness Police Chief), Mike Semkiu (Mount Prospect Police Chief), John Malcolm (Mount Prospect Fire Chief), John Koziol (Palatine Police Chief), Scott Andersen (Palatine Fire Chief), Hank Clemmensen (Palatine Rural Fire Chief), Jaime Dunne (Prospect Heights 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

Rolling Meadows Police Department

NWCDS STAFF

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

ALSO ATTENDING

Helen Wiedenfeld (ID Networks)

APPROVAL OF MINUTES

Moved by Chief Vavra, seconded by Chief Jorian, to approve the minutes of the January 8, 2014, Regular Meeting. *Voice Vote: Motion Carried.*

CAD & MOBILE UPDATE

A CAD and Mobile update is scheduled for today at 1 PM. IDN offered Fire and Police Webinars for the new Mobile client on Tuesday and Wednesday this week. 33 people attended.

RETENTION PERIOD

The latest update to the PART 725 STANDARDS OF SERVICE APPLICABLE TO 9-1-1 EMERGENCY SYSTEMS requires that each PSAP maintains an archive of the storage

media for a minimum of 90 days without recirculation of any media. To meet the standard telephone call recordings are now being retained for 90 days.

NEW BUSINESS

Telecommunicator Hiring Process

We have reviewed our testing materials and process to determine if there are innovative techniques to improve our hiring process. Both Wonderlic and Ergometrics, testing materials we currently use, have updated their testing materials to help better qualify job-specific candidates. We plan is to move forward using these restructured materials in an effort to seek employees who share our core values. Our objective was to ascertain if innovative techniques can assist in recruiting the right staff and to advise the Executive Committee of the outcome of this contact.

Report/Cost Analysis:

The savings amount to approximately \$60 per candidate.

A consensus from the Executive Committee was received to move forward with the new process.

Old Business

Response Time Metrics

The Long Segment Report generates response time data for the following call segments:

Received to Entered → Entered to Dispatch and Received to Dispatch

The Report currently includes all fire calls where the Call Initiated to Dispatched time is 90 seconds or greater. The focus was on Ambulance, Accident with Injury, Accident with Entrapment, Code 3's and Mutual Aid calls. Each call is researched to determine what contributed to the call initiated to the dispatch time being greater than or equal to 90 seconds.

Executive Director Barbera-Brelle will be scheduling a meeting with Chief Anderson to review the results.

Chief Schmidt stated that since the radios were reprogrammed, they have been working much better and he has received positive feedback.

ADJOURNMENT

Moved by Chief Vavra, seconded by Chief Jorian, to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 8:41 A.M.