

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, JANUARY 16, 2014.

CALL TO ORDER

Chairman Rummel called the meeting to order at 9:07 A.M.

MEMBERS ATTENDING

Bill Dixon (Village Manager Arlington Heights), Chief Steve Casstevens for Dane Bragg (Village Manager Buffalo Grove), Ray Rummel (Village Manager Elk Grove Village), Jim Norris (Village Manager Hoffman Estates), Chief Bob Haas for Curt Carver (Village Administrator Inverness), Mike Janonis (Village Manager Mount Prospect), Chief John Koziol for Reid Ottesen (Village Manager Palatine), Anne Marrin (City Administrator Prospect Heights), Barry Krumstok (City Manager Rolling Meadows), Brian Townsend (Village Manager Schaumburg), Gary O'Rourke (Village Manager Streamwood).

A quorum was present

MEMBERS ABSENT

None

ALSO ATTENDING

Gerald Mourning (Arlington Heights Police Chief), Ken Koeppen for Glenn Ericksen (Arlington Heights Fire Chief), Steve Casstevens (Buffalo Gove 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), 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), Jamie Dunne (Prospect Heights Police Chief), Dave Scanlan (Rolling Meadows Police Chief), Scott Franzgrote (Rolling Meadows Fire Chief), Dave Schumann (Schaumburg Fire Chief), Jim Keegan (Streamwood Police Chief), Chris Clark (Streamwood Fire Chief).

NWCDS PERSONNEL

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

ALSO ATTENDING

Helen Wiedenfeld – ID Networks

PUBLIC COMMENT

None

CONSENT AGENDA

Moved by Mr. Norris, seconded by Mr. Krumstok to approve the Consent Agenda, which included the joint meeting minutes (regular and closed session) from November 21, 2013, the November and December Budget Summaries and the NWC and the NWC911 System Check Registers for November (NWC = \$749,851.17 , NWC911 = \$579,868.19) and December 2013 (NWC = \$827,645.39 , NWC911 = \$574,267.99). *Roll Call Vote:*

ROLL CALL AYES: Mr. Dixon, Chief Casstevens, Mr. Rummel, Mr. Norris, Chief Haas, Mr. Janonis, Chief Koziol, Ms. Marrin, Mr. Krumstok, Mr. Townsend, Mr. O'Rourke. **NAYS:** None. Motion Carried

EXECUTIVE DIRECTOR'S REPORT – Cindy Barbera-Brelle:

Response Time Metrics

We have finalized the format for a Long Segment Report which is scheduled and automatically emailed to the Operations Manager. The focus is on the elapsed time from the point a call is initiated until it is dispatched. We will be starting our review with fire department calls that exceed 90 seconds.

CAD SYSTEM SQL REBUILD

The rebuild for one of the three CAD System SQL Database Servers was completed on the 14th. We are in the process of scheduling the rebuild of the 2nd and 3rd Servers.

TEXT to 911

All of the four mobile phone carriers are aware that we want to receive 911 Text messages from their consumers. We have successfully texted with Verizon; T-Mobile plans to test with us in February. A conference call with Sprint is scheduled for tomorrow and we are waiting to hear back from AT&T.

The Carriers have to meet the requirement to provide that service by the May 14th deadline. We want to make sure Text to 911 is working well and our TC's are properly trained before creating a public education piece.

EVERBRIDGE

We had a migration orientation call with Everbridge yesterday. Our data will be migrated to the new platform and it is projected that we will transition to the new platform in mid-March. We will have an implementation specialist on site for three days. The new system will allow us to manage the residential organization, giving us the means to make monthly updates upon receipt of AT&T's database extract. We have been working with Comcast and Wide Open West to secure their data to populate the residential organization.

Eight Everbridge notifications were generated during the last 2 weeks. We received several complaints from residents with answering machines not getting the notification message. This can occur when the message doesn't hear a beep, signaling it to proceed with the delivery of the message, or it thinks it received a person and delivers the message or the length of the greeting is too long. The recommendation is to select multiple paths (email, cell phone) from which to receive notifications, or shorten the voice mail greeting.

Mr. O'Rourke said that he assumed all of Streamwood's residents' land lines were in the database, but has since found out that only AT&T customers were in the database. Cindy confirmed that although all of the land lines were in the database at one time (maintained by Intrado, AT&T's third-party data base provider), those customers with Comcast or WOW are no longer in the database, since both Comcast and WOW pulled their information from Intrado to use a different database maintenance provider.

In order to have all of the data with all of the community phone numbers, NWCDS would have to pay an extra fee. Investigation continues with the cost of obtaining the phone numbers to add into our database.

NEW BUSINESS **NWC FISCAL YEAR 2015 BUDGET**

The Executive Committee recommended approval of the budget at their January 8th meeting.

The proposed operations budget (5.60% of the total budget) is a 1.58% increase and the proposed personnel budget (94.40% of the total budget) is a .89% increase (.26% of the increase is attributed to salaries from FY14). The overall proposed budget increase for FY15 is .90%. Combined with a .74% increase in off-setting revenue due largely to increased alarm revenue distributed to member communities, there is an overall proposed assessment increase average of 2.15%.

The Capital Reserve account for Fiscal Year 2015 is funded from alarm revenue income at a rate of 10%.

A 2 ½% increased is proposed for Administrative Personnel, which is approximately what other communities are providing. We continue to use a Vacancy Factor of one, and have had low overtime.

Capital Projects include replacement of the twelve year old Communication Center carpeting and sound panels, as well as replacing the Air Handling units. A \$90,000 transfer from the Capital Reserve fund will occur to cover the costs of these projects.

NWCDS Board of Directors Meeting Minutes
January 16, 2014

Mr. Krumstok recommended securing grant money to save from having to transfer funds from the Capital Reserve Funds, and inquired about hiring a Grant Specialist. Mr. Rummel asked how the Board feels about hiring a Grant Administrator to look and apply for Grants.

Moved by Mr. Krumstok, seconded by Ms. Marrin to hire a Grant Administrator at \$25,000, to find Grants to help defray costs and reduce having to borrow from the Capital Reserve Fund, with Mr. Norris' suggestion to use them for one year, and reviewing the return on investment after that one year period. *Roll Call Vote.*

ROLL CALL AYES: Mr. Dixon, Chief Casstevens, Mr. Rummel, Mr. Norris, Chief Haas, Mr. Janonis, Chief Koziol, Ms. Marrin, Mr. Krumstok, Mr. Townsend, Mr. O'Rourke. **NAYS:** None. Motion Carried

Mr. Norris and Mr. Krumstok questioned the Group Insurance amount, asking if it can be lowered with using a different company. Executive Director Barbera-Brelle explained that NWCDS would need a sponsor to enter into a Cooperative with other towns who are able to get less expensive insurance. Mr. Krumstok asked Cindy to review it once again and she agreed to take a look at the cost-effectiveness of changing health insurance companies.

Moved by Mr. Krumstok, seconded by Ms. Marrin to approve the Fiscal Year 2015 Budget, with the amendment to hire a Grant Specialist for one year, at a cost of \$25,000. *Roll Call Vote.*

ROLL CALL AYES: Mr. Dixon, Chief Casstevens, Mr. Rummel, Mr. Norris, Chief Haas, Mr. Janonis, Chief Koziol, Ms. Marrin, Mr. Krumstok, Mr. Townsend, Mr. O'Rourke. **NAYS:** None. Motion Carried

NWC911 FISCAL YEAR 2015 BUDGET

The proposed Operations Budget is a .14% increase over Fiscal Year 2014, and the Executive Committee recommended approval of the budget at their January 8th meeting.

As service agreements expire, they are being evaluated based on their mission and non-mission critical impact while exploring the benefits of moving to time and material agreements or more competitively priced contractors. Savings were realized for CAD hardware, UPS and 911 software maintenance with a change in contractors.

With the Wireline, Wireless and VoIP Surcharges, we show a reduction of 11,000 access lines, a 5.76% decrease, projected for Fiscal Year 2015. Additionally, there is a 3.02% projected *increase* in wireless revenue and a 14.72% projected decrease in Voice over IP revenue.

CAPITAL PROJECTS

FY15 Capital Projects Budget includes:

911 Telephone System Hardware and Software refresh - \$124,311
Radio Subscriber Test Equipment - \$49,000
CAD System Enhancements - \$30,000
Replacement of 12 year Communication Center Consoles, as parts to repair/replace the work surface lifts are no longer available. - \$418,000

A \$433,000 transfer from Capital Reserve Fund (balance \$1,914,216) to balance the Capital Projects budget is scheduled.

Board Action Requested: Approve NWC911 System Fiscal Year 2015 budget.

Moved by Mr. Krumstok, seconded by Ms. Marrin, to approve the NWC911 Fiscal Year 2015 Budget. *Roll Call Vote.*

ROLL CALL AYES: Mr. Dixon, Chief Casstevens, Mr. Rummel, Mr. Norris, Chief Haas, Mr. Janonis, Chief Koziol, Ms. Marrin, Mr. Krumstok, Mr. Townsend, Mr. O'Rourke. **NAYS:** None. Motion Carried

Closed Session

Moved by Mr. Dixon, seconded by Mr. O'Rourke to move to a closed session for the purpose of discussion of minutes of meetings lawfully closed under the Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06.5 ILCS 120/2 (c)(21) and collective negotiating matters between the public body and its employees or their representatives, or deliberations concerning salary schedules for one or more classes of employees. 5 ILCS 120/2(c)(2).

Roll Call Vote: Motion Carried. Time 9:55 am.

ROLL CALL AYES: Mr. Dixon, Chief Casstevens, Mr. Rummel, Mr. Norris, Chief Haas, Mr. Janonis, Chief Koziol, Ms. Marrin, Mr. Krumstok, Mr. Townsend, Mr. O'Rourke. **NAYS:** None. Motion Carried

The Board of Directors discussed whether or not to dispose of and/or release the Closed Session meeting minutes from January 19, March 15 and May 17, 2012.

The Board also talked about the expiration of the Union's Collective Bargaining Agreement.

Moved by Mr. Krumstok, seconded by Mr. Janonis to end the Closed Session and return to Open Session. *Voice Vote: Motion Carried. Time 10:06 am.*

Return to Open Session

Moved by Mr. O'Rourke and seconded by Ms. Marrin to dispose of the Closed Meeting recordings from January 19, March 15 and May 17, 2012 and maintaining the minutes, without releasing them. Voice Vote: Motion Carried.

Police Chiefs

Mr. Dixon announced Chief Erickson's retirement, praising the Chief's years of service with the Arlington Heights Fire Department.

Mr. Townsend introduced Chief Jim Lamkin as the new Chief for the Schaumburg Police Department.

ADJOURNMENT

Moved by Mr. Norris, seconded by Chief Koziol to adjourn the regular joint meeting of the Northwest Central Dispatch System Board of Directors and the Northwest Central 9-1-1 System Board. *Voice Vote: Motion Carried.* The meeting adjourned at 10:09 am.