

**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 17, 2019.**

**CALL TO ORDER**

Chairman Randy Recklaus 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), Jim Norris\* (Village Manager Hoffman Estates) Sam Trakas (Village Administrator Inverness), Michael Cassady\* (Village Manager Mount Prospect), Reid Ottesen (Village Manager Palatine), Chief Zawlocki for Joe Wade (City Administrator Prospect Heights), Barry Krumstok (City Manager Rolling Meadows), Brian Townsend (Village Manager Schaumburg), Sharon Caddigan (Village Manager Streamwood).

Mr. Cassady arrived at 9:01am

Mr. Rummel arrived at 9:02am

Mr. Norris arrived at 9:08am

A quorum was present

**MEMBERS ABSENT**

NONE

**ALSO ATTENDING**

Gerald Mourning (Arlington Heights Police Chief), Assistant Chief Nick Asta for Jim Kreher (Barrington-Countryside Fire Chief), D/C Mike Szos for Steve Casstevens (Buffalo Grove Police Chief), Mike Baker (Buffalo Grove Fire Chief), Chuck Walsh (Elk Grove Police Chief), Richard Mikel (Elk Grove Fire Chief), Ted Bos (Hoffman Estates Police Chief), Pat Fortunato (Hoffman Estates Fire Chief), Bob Haas (Inverness Police Chief), Brian Lambel (Mount Prospect Fire Chief), Al Stoeckel (Palatine Police Chief), Scott Anderson (Palatine Fire Chief), D/C Scott Mohr for Rich May (Palatine Rural Fire Chief), Jim Zawlocki (Prospect Heights Police Chief), John Nowacki (Rolling Meadows Police Chief), Bill Wolf (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief), Daryl Syre (Streamwood Police Chief), and Chris Clark (Streamwood Fire Chief).

**NWCDS PERSONNEL**

John Ferraro, Executive Director; Kevin Diluia, Deputy Director-Operations; Brian Drake, Deputy Director-Support Services; Terri Svec, HR/Finance

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Manager; Christine Zatz, Office Manager; Lauri Orwig, Training Manager; Dan Sacomano, Operations Manager.

**OTHERS ATTENDING**

Mick Fleming, Emergency Management Coordinator; Doug Hoyt, JEMS Analyst.

**PUBLIC COMMENT**

None

**CONSENT AGENDA**

Moved by Mr. Ottesen, seconded by Mr. Krumstok to approve and accept the November 15, 2018, Joint Meeting Minutes (Regular & Closed), the November and December Budget Summaries and the NWC and NWC911 System Check Registers for November (NWC=\$975,645.39; NWC911=\$885,869.41) and December (NWC = \$901,152.35; NWC911 = \$784,402.80), the Executive Director's Report, the Deputy Director-Operations Report, the Finance/HR Manager's Report and the Deputy Director-Support Services Report.

***Roll Call Vote: Motion Carried. Time: 9:01 am***

**Roll Call Ayes:** Mr. Recklaus, Mr. Bragg, Chief Walsh for Mr. Rummel, Mr. Trakas, Mr. Cassady, Mr. Ottesen, Chief Zawlocki for Mr. Wade, Mr. Krumstok, Mr. Townsend and Ms. Caddigan.

**Nays:** None

**Absent:** Mr. Norris

**EXECUTIVE DIRECTOR'S UPDATE**

A community south and west of NWCDS has expressed interest in joining, but this is strictly under a preliminary basis and no decisions have been made at this time. John stated that this morning the Executive Committee discussed adding another community with no objections.

The Board discussed the pros and cons of adding another community and Mr. Ottesen suggested holding off for now, but to look at a map of the towns surrounding our current Member Communities to see which ones would fit best for NWCDS. John said with the current CAD project there was no intention on adding anybody soon, he just wanted to make sure it was okay to do some preliminary research on the idea.

**Overtime**

Overtime was down about 1000 hours compared to last year due to counting the Operations Managers more often and curbing the abuse of sick time.

### **New Hires**

Two new Telecommunicators are starting on Monday, as we were down two TC's due to a retirement and a resignation in 2018.

### **Alarms**

The alarms system NWCDS uses to monitor alarms is currently interfaced with the ID Networks CAD, so that alarm information from an activated alarm can be transferred into CAD with the push of a button. This saves valuable time at the very busy alarm board position. We have told Motorola we want the same functionality, which they are able to provide. The problem is that SIS, the company used by TYCO/JCI for monitoring says in order to interface with Motorola it will cost \$30,000. TYCO/JCI said that they would pick up the \$30,000 fee if the contract for alarm systems and monitoring was extended by 5-years (set to expire in 2021). The Board advised that John should try to negotiate the price down with SIS, but tell TYCO/JCI that when the contract expires, an RFP will be released, as is usually the case with most of our contracts.

### **Telephone System**

The center's 9-1-1 phone provider, Comtech, bought out Solocom, another 9-1-1 phone provider. The hardware on the Comtech system was budgeted for replacement in 2019. Comtech may force a switch to Solocom's system. There will be more information to follow. The goal would be to not switch phone systems while in the midst of implementing the new CAD/Records/Mobile Data systems.

## **NEW BUSINESS**

### **ACHIEVEMENTS 2018**

#### **CAD/Records/Mobile Data Project**

This project is ongoing with positive results and great cooperation from member communities. There are challenges on the police records side, but all stakeholders involved are working hard on solutions that will fit the police departments' needs.

#### **Accreditations / Recertifications**

Operations Manager Dan Sacomano completed the reaccreditation steps and fulfilled for ACE (accredited center of excellence) for emergency medical dispatch (EMD) and emergency fire dispatch (EFD) in November of 2018. NWCDS is one of 32 PSAPs in the world that are accredited with both EMD and EFD, and the *only* PSAP in the State of Illinois to hold both accreditations.

All paperwork submitted to APCO for P33 training recertification. P33 certification validates that the NWCDS training program for new hires and continuing education for all employees meets or exceeds national standards. NWCDS became P33 certified in 2015, and it was a 3-year certification. We should receive acknowledgment of our recertification in 2019.

Center for Missing and Endangered Children (NCMEC). Paperwork was submitted with NCMEC for recertification. Recertification was awarded in November of 2018. This program ensures that NWCDS is prepared to ask the correct questions for missing and exploited children calls that are received in the center.

Our Quality Assurance Specialist helped NWCDS to exceed the national quality assurance standard by completing over 100 police, fire, medical, and radio reviews a month for the center.

### **TRAINING**

NWCDS had 6,892.25 hours of training in 2018.

Staff attended CIT (Crisis Intervention Team) training. Over the course of the last two years, nearly 90% of all NWCDS Telecommunicators have completed this training.

### **FACILITY**

Roof replacement is complete.

### **FINANCE/HR**

Terri Svec met with PMA investment managers to maximize interest on savings, generating an estimated \$50,000 more than our regular accounts.

Mr. Krumstok asked John to send the reaccreditation achievements as a press announcement to the village managers so that they can get it out to the public through social media, newsletters, websites and local papers.

### **GOALS 2019**

Some of the goals for 2019 include:

CAD/Police Records/Fire Records/Mobile Data Project Continues

Facility exterior window replacement

Complete xT911 CPE hardware upgrade (or possible switch to Solacom)

Audio Visual upgrades in the Training Room

Mr. Recklaus asked about centralizing records management at NWCDS, and John noted that the committee continues to meet, and will give a report later in the agenda.

### **Point-of-Contact 2019**

Included in the meeting packet is an updated contact list of NWCDS personnel.

## **OLD BUSINESS**

### **New CAD/RMS/Mobile Data-Citations, DACRA, and Interfaces**

John explained that while Motorola does provide solutions for automated citations and crash reporting, the group has pivoted a bit on direction for both of these areas.

There has been a lot of positive comments about DACRA for citations. It is an A to Z solution that provides “Y” Tickets, and a variant, and also provides an adjudication platform. It also has the numbering issue with the County figured out, which is something Motorola was still working on. Obviously, the CAD/Records group will have to look at all options, but DACRA could work out well. A demo will be scheduled with DACRA in the very near future. DACRA’s pricing generally works that if you use them for adjudication, they charge \$2 a record and an additional \$2 if the citation goes to court, but then the citation module is free. For those communities not using DACRA for adjudication, a fee would be worked out, but presumably should be paid for by Motorola, since we wouldn’t be using their module for citations.

Motorola also has a module for traffic accident report (crash), but there were some readability issues on the screens for the officers, which represented a big change from what was currently used (pen and paper reports). The CAD/Records Group investigated Lexis Nexis for crash reporting. It’s free to the police departments. Lexis Nexis receives their money from citizens or insurance companies requesting a report via an on-line portal. Lexis Nexis crash report is accepted by IDOT, and this would be the most pain-free route to take for all police departments. If everyone agrees, John will be sending out paperwork for signature by the Village Managers to proceed with the arrangement with Lexis Nexis.

Mr. Recklaus asked if there was anything the managers can do to help with communications and John explained that implementing a new CAD System will not be easy and any positive reinforcement is helpful. Additionally, he stressed that like with anything new, there will be issues and we will need to be flexible with training and get through the changes as smooth as possible.

### **Image Trend Fire Records – Update**

Progress is being made for the 10 fire departments transitioning to Image Trend. Work was done with ID Networks so that current CAD could interface with Image Trend. This will allow a sooner cutover than what is expected with the CAD project. The fire departments are aiming for an April 1st “go live”.

The representatives have worked hard to make great strides in a relatively short amount of time. Special thanks to Rick Manthy from Arlington Heights, Mike Spiro from Buffalo Grove, Bryan Loomis from Mount Prospect, and Joe Albert from Elk Grove Village and the entire team.

**NWCDS Centralized Police Records Feasibility Committee**

The committee discussed the possibility of creating a position at NWCDS to oversee records. This person could help coordinate training, be a contact for each police department, and would need to be an application specialist. The creation of this position could lead to a more standardized approach. The group discussed this potentially being a contractual position for a few years, but everyone thought it was important to move quickly, because of the new CAD/records project. John advised that there is a lot to consider, such as cost, and recruiting and hiring the right person for the job.

The Board discussed the possibility of hiring a records coordinator and asked John to bring a proposal to the March Board meeting.

**Collective Bargaining Agreement**

The Union has not yet presented any proposal for the contract that expired on December 31, 2018.

**Other Business**

Appreciation – Sam Trakas, NWCDS/NWC911 Joint Board Chairperson 2018  
Mr. Recklaus thanked Mr. Trakas for his 2018 service as the NWCDS/NWC911 Joint Board Chairperson.

**Closed Session**

Executive Director – Annual Review  
(January – December 2018)

Moved by Mr. Ottesen and seconded by Mr. Bragg to enter into closed session for the The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity. 5 ILCS 120/2(c)(1) – Executive Director’s Annual Review

Executive Director – Annual Review  
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**Roll Call Vote: Motion Carried. Time: 9:48 am**

**Roll Call Ayes:** Mr. Recklaus, Mr. Bragg, Mr. Rummel, Mr. Norris, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Chief Zawlocki, Mr. Krumstok, Mr. Townsend and Ms. Caddigan.

**Nays:** None

The Board discussed Executive Director Ferraro’s goals and achievements for 2018 to determine his compensation for 2019.

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Moved by Mr. Bragg and seconded by Ms. Caddigan to end the Closed Session and return to the regular Board Meeting. *Voice Vote: Motion Carried.*

Moved by Mr. Trakas and seconded by Mr. Bragg to Direct Chairman Recklaus to adjust the Executive Director's compensation based on the discussion in the Closed Session.

***Roll Call Vote: Motion Carried. Time: 10:01 am***

**Roll Call Ayes:** Mr. Recklaus, Mr. Bragg, Mr. Rummel, Mr. Norris, Mr. Trakas, Mr. Cassady, Mr. Ottesen, Chief Zawlocki, Mr. Krumstok, Mr. Townsend and Ms. Caddigan.

**Nays:** None

**ADJOURNMENT**

Moved by Ms. Caddigan, 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. Time: 10:03am*