



## Northwest Central Dispatch System

1975 E. Davis Street  
Arlington Heights, IL

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### MINUTES OF THE REGULAR MEETING OF THE EXECUTIVE COMMITTEE OF THE NORTHWEST CENTRAL DISPATCH SYSTEM, HELD IN THE PALATINE VILLAGE HALL, 200 E. WOOD STREET, COMMUNITY ROOM B, PALATINE, COOK COUNTY, ILLINOIS, ON THURSDAY, JANUARY 16, 2020.

#### **CALL TO ORDER**

Chief Daryl Syre called the meeting to order at 8:20A.M.

#### **ATTENDING**

Nick Pecora (Arlington Heights Police Chief), Andrew Larson (Arlington Heights 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), D/C Michael Eterno for John Koziol (Mount Prospect Police Chief), Brian Lambel (Mount Prospect Fire Chief), David Daigle (Palatine Police Chief), Scott Anderson (Palatine Fire Chief), Rich May (Palatine Rural Fire Chief), Jim Zawlocki (Prospect Heights Police Chief), John Nowacki (Rolling Meadows Police Chief), Terry Valentino (Rolling Meadows Fire Chief), Bill Wolf\* (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief), D/C Marv Kramer for Chris Clark (Streamwood Fire Chief).

\*Chief Wolf arrived at 8:28am

A quorum was present.

#### **OTHERS ATTENDING**

Mick Fleming, Emergency Management Coordinator; Robert Kukla, JEMS Training and Exercise Specialist.

#### **MEMBERS ABSENT**

None

#### **NWCDS PERSONNEL**

John Ferraro, Executive Director; Kevin Diluia, Deputy Director-Operations; Brian Drake, Deputy Director-Support Services; Lauri Orwig, Operations Manager-training; Christine Zatz, Office Manager.

#### **APPROVAL OF MINUTES**

Moved by Chief Fortunato and seconded by Chief Larson, to approve the minutes of the November 21, 2019, Regular Meeting. *Voice Vote: Motion Carried.*



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### **EXECUTIVE DIRECTOR'S UPDATE**

#### **Rescue Task Force**

The Fire Departments suggested forming a subcommittee with the Police Departments to help with RTF. Chief Fortunato and Chief Wagner volunteered for the fire side and Chief Walsh and Chief Pecora volunteered to represent the police.

#### **Window Replacement Project**

Construction for the new windows was delayed because the materials were delivered later than expected. Windows began being replaced on January 6, 2020. The project should be completed by January 17, 2020.

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

A full CAD report is in the meeting packet. Weekly implementation meetings continue with Motorola.

Some key dates for the CAD/Mobile/Records project include:

- January 6th – the middle of March: CAD training for NWCDS Telecommunicators (40hours total of instruction per 68 Telecommunicators)
- February 10th – 14th: Records Train-the-Trainer for ½ of the police departments (records personnel and police officers)
- February 17th – 21st: Records Train-the Trainer for the other ½ of the police departments (records personnel and police officers)
- April 21st: GO-LIVE for CAD, Mobile, and Police Records

Buffalo Grove continues to work on the NIBRS grant from the Department of Justice. NWCDS participates in status meetings, and assists with the required monthly reports.

#### **Union Contract**

The NWCDS/NWC911 Joint Board approved the collective bargaining agreement for the years 2019 – 2022. HR/Finance Manager Terri Svec worked diligently to provide retroactive pay to the employees in the union. Quarterly or “as needed” labor/management meetings will continue throughout the life of the contract. Both sides have agreed to meet soon to discuss changes to Written Directives that were impacted by the new contract.

#### **2019 NWCDS/NWC911 Financial Audit**

The auditors had a preliminary meeting with HR/Finance Manager Terri Svec to establish a plan for the 2019 financial audit. As always, the plan is to present the audit at the May NWCDS/NWC911 Joint Board meeting.

#### **Records System Manager**

As reported earlier, Donnie Masden has resigned his position as Records System Manager. There were other good candidates from the hiring process. Secondary interviews were conducted by the panel for two candidates. Once a decision is made,



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Donnie has agreed to provide Motorola ACT (programming) training to his replacement, as well as consult over the phone, or when possible, in person to bring the new person up to speed.

### **NEW BUSINESS**

#### **Achievements 2019**

John highlighted a few of the many achievements accomplished in 2019, including:

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

The 2019 focus remained on the CAD/Records/Mobile Data project. A great deal was accomplished in 2019 due to an amazing administrative/management team. It should never be overlooked that all of the achievements of the year are in support of the great work done by the Telecommunicators in the communication center on a daily basis.

#### **Accreditation / Recertification**

- Continued to submit information quarterly to the International Academies of Emergency Dispatch (IAED) to meet future reaccreditation requirements.
- Recertified APCO Project 33 (APCO Agency Training Program Certification) for the years 2019-2022, thanks to help from Operations/Training Manager Laurie Orwig. This is a distinguished certification that validates we are meeting national standards with our training and continuing education programs.
- Assisted Elk Grove Village with their Fire Department Accreditation process.
- Passed the MABAS readiness site visit (SAV).

#### **Operations/Quality Improvement/Training**

- NWCDS dispatched approximately 244,986 incidents in CAD and received 424,795 phone calls. In addition the Telecommunicators handled eighty-eight (88) ILEAS incidents, twenty-five (25) NIPAS incidents, and eight (8) MABAS incidents.
- Exceeded the NENA call-answering standard for the year (90% of all calls answered within 10 seconds), increasing our percentage from 92.69% in 2018 to 93.03% in 2019.
- Continued to average approximately 125 reviews per month for police, fire, and EMS call-taking, as well as radio dispatching.

#### **Facility**

- Upgraded A/V in the training/meeting room, including adding monitors for training and fixing the audio for the overhead speakers
- Cement repair of outdoor steps, walkways, and damage near parking lot sewers.
- Window project nearing completion.

#### **Support Services**

- A long list of technical upgrades and changes were made to help with the new CAD and to keep up with technology throughout the Center, as listed in the meeting packet.
- Replaced IFERN transceiver antenna to improve coverage and operations.



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### **Finance/HR**

- Met with representatives from PMA and Chase Bank to restructure our collateral, increase interest income, and reduce banking fees while keeping funds liquid for the CAD project.

### **Goals 2020**

CAD/Records/Mobile Data

Parking lot will be torn off and replaced per the approved budget.

Phone system to be upgraded through Solacom.

### **APPRECIATION**

John thanked Arlington Heights Fire Chief Larson for his help chairing the 2019 Executive Committee meetings during an exciting year of challenges as work continues on the CAD/Records/Mobile Data project.

### **OLD BUSINESS**

#### **New CAD/Police Records/Mobile Data**

Several CAD training sessions have taken place over the last few weeks, including throughout the holiday season. John reiterated that April 21, 2020 is the "Go Live" date for CAD/Records/Mobile Data and stressed that any department not signed up for record training the weeks of February 10<sup>th</sup> or 17<sup>th</sup> must do so immediately.

Additionally, there has been more interest with hands-on testing, especially on the police records side, so training will occur almost every Tuesday until "Go Live" starting January 21, 2020 through February 4, then back up again February 25<sup>th</sup> and on. Most importantly, the same person should be going to the testing sessions each time in order to be most efficient with learning the CAD and training their personnel.

**DACRA:** John reminded the Committee that DACRA is still awaiting information from some Police departments to go live. Chief Syre offered his staff to help anyone who needs some help or has questions with DACRA, as Streamwood is live.

**Data Conversion:** The Committee discussed the importance of a Master Name Index and we are trying to have Motorola filter the name data more, so the Master Name index will be cleaner.

The overall Consensus was to stick with the April 21, 2020 Go Live date and continue to pressure Motorola to hit their milestones to make it happen.

### **ADJOURNMENT**

Moved by Chief Walters and seconded by Chief Haas to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 9:02 am.