



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL

MINUTES OF THE REGULAR MEETING OF THE EXECUTIVE COMMITTEE OF THE NORTHWEST CENTRAL DISPATCH SYSTEM, HELD VIA CONFERENCE CALL DUE TO THE CORONA VIRUS PANDEMIC, ON THURSDAY, MAY 21, 2020.

CALL TO ORDER

Chief Daryl Syre called the meeting to order at 8:16A.M.

ATTENDING

Nick Pecora (Arlington Heights Police Chief), Andrew Larson (Arlington Heights Fire Chief), 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), 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), Bill Wolf (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief), and Chris Clark (Streamwood Fire Chief).

A quorum was present.

OTHERS ATTENDING

Mick Fleming, Emergency Management Coordinator

MEMBERS ABSENT

Inverness Police, Rolling Meadows Police, Rolling Meadows Fire.

NWCDS PERSONNEL

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

APPROVAL OF MINUTES

Moved by Chief Lambel and seconded by Chief Casstevens, to approve the minutes of the January 16, 2020, Regular Meeting. *Voice Vote: Motion Carried.*

EXECUTIVE DIRECTOR'S UPDATE

Northwest Community Hospital/Dr. Jordan

NWCDS has been working well with Dr. Jordan this past year. Dr. Jordan put together a system-wide training that included NWCDS' involvement with successful cardiac arrest treatment.



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Also, NWCDS will be implementing a new Self-Assessment tool for the citizens through Priority Dispatch. This tool could reduce activity, especially unnecessary transports due to COVID19 at a reasonable cost. John stated that this self-assessment tool will be on the NWCDS website and can be linked to member communities' websites as well.

COVID19

Responder Information

NWCDS has taken many steps to provide information to responders. Questions about quarantine, travel, and flu-like symptoms are asked on every single 9-1-1 call, whether it be for police, fire, or EMS. The information is added to the CAD incident and communicated to the responders.

In addition, NWCDS filed a request for temporary restraining order (TRO) against Cook County on April 20, 2020. NWCDS feels strongly that the Cook County Health Department should be releasing the names and addresses of infected COVID19 patients to the 9-1-1 center for entry as a premise warning in the CAD system, so that responders can be notified. The judge ruled against a TRO at a ruling on May 1, 2020. The lawsuit remains open with another (virtual) court date scheduled for June 5, 2020.

In the meantime, the judge encouraged both sides to keep working to find a solution. Patrick Brankin, the NWCDS attorney handling the case, has reached out to Cook County to see what can be done. There are many entities and organizations, as well as other 9-1-1 centers and municipalities that are in support of the NWCDS position. The 9-1-1 centers in the State were surveyed. Of the forty-eight that answered, forty-one were receiving COVID19 patient information from their County Health Departments. Three were involved in active lawsuits to obtain the information.

Mitigation Efforts: NWCDS has taken many steps for the safety of its employees and to limit interruption of 9-1-1 services to the citizens during these unique and challenging times. The following is a list just highlighting some of the more important steps taken:

- A Continuity of Operations Plan was designed, and all COVID19-related policies and procedures were communicated to the staff via Operational Directive 20-001. All non-Telecommunicator or non-Radio Tech positions have been working from home.
- All on-site meetings have been cancelled
- Gloves, masks (both N95 and surgical), cleaning wipes, and hand sanitizer are readily available with an emphasis on wearing a mask in public, like grocery stores, even before the State's mask order on May 1, 2020.
- To increase social distancing, ten employees have been working at the Schaumburg backup center since late March. The benefits of this were twofold: to separate



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employees in the event of an outbreak at the dispatch center and to exercise the backup center. Despite some minor technical issues such as monitors needing replacing, loose cords, or some recording problems, the backup center has worked very well.

TRANSITION

NWCDS will comply with State guidelines, as well as follow the lead of our member municipalities. The expectation is that the mitigation efforts listed above will continue indefinitely with a few exceptions. Non-Telecommunicators will transition back to work near June 1, 2020. Consideration will be given to terminating operations at the backup center at the Schaumburg Police Department and returning those employees to NWCDS. If there are any changes to the current state of affairs, we can't be afraid to continue with these measures, but we need to balance that with the importance of the return of our staff and continuity of operations.

MOTOROLA CAD / RECORDS / MOBILE DATA

When can we go live? Everyone understands that we do not want to rush the project, but also would like to have a date in mind because it impacts scheduling, budgeting, and operations. While Motorola did have potential issues with going live on the announced April 21st date, COVID19 has impacted our ability more than anything. Required face-to-face user training, State NIBRS training, testing, and on-site meetings have all been cancelled indefinitely. Without those important steps, we simply can't proceed. When we can start scheduling, we will be able to predict a go-live date.

In the meantime, every effort is still being made to ready the system for go-live. Virtual meetings are still regularly occurring, including with police/records, fire, and IT. The NWCDS team, Motorola, and other vendors continue to meet to iron out important details, especially as they pertain to different product interfaces such as CABS, LEADS, Dacra, and Quicket.

PARKING LOT REPLACEMENT

Wold has surveyed the parking lot and is assisting NWCDS with writing the RFP for the parking lot replacement. Wold has met with the NWCDS team, and the project is in its early stages. This was one of the major capital improvement projects for CY2020, and we are eager to keep this project moving forward, as the parking lot is in need of repair.

NWCDS/NWC911 CY2019 AUDIT

The Calendar Year 2019 audit is complete and ready for review by the NWCDS/NWC911 Joint Board. There were no issues or recommendations by the auditors.



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NEW BUSINESS

Radio Talk Group Access Agreement

- a. Harper College
- b. Nercom (City of McHenry)

No paperwork has been received yet for Harper College nor Nercom, so the vote will take place in the next Executive Committee meeting in July, 2020. There were some discussions about allowing the agreement to be between dispatch centers. The group agreed that it would depend on the request and each would be reviewed before approved.

RTF Subcommittee

At the NWCDS Executive Committee meeting in January, a decision was made to create a subcommittee to discuss RTF. Specifically, the group would meet to discuss coordination between police and fire, and NWCDS' role with communications during an incident. Volunteers for the subcommittee were accepted.

On 02/03/2020, Fire Chief Fortunato – Hoffman Estates, Fire Deputy Chief Bill Wagner – Buffalo Grove, and Police Chief Nick Pecora – Arlington Heights met with John Ferraro, Kevin Diluia, and Brian Drake from NWCDS.

The committee discussed the call-taking protocol used by NWCDS Telecommunicators and handouts were distributed. In addition, the group talked about creating a CAD Type Code in the Motorola system, which would be used if upgraded by the Incident Commander. A template will be produced by Jen Pelayo, CAD Systems Manager, and a prototype will be discussed at the police/fire liaison level.

The group also discussed the importance of ILEAS and MABAS involvement, as well as the best ways to make unified command work for all of the responders.

The subcommittee will meet after discussions by the NWCDS Executive Committee and Liaisons to determine the best direction moving forward.

OLD BUSINESS

COVID19 and NWCDS v. Cook County

Although we lost on the Temporary Restraining Order against Cook County, we did not lose the case and it will be heard on June 5th next month. The judge asked NWCDS to work with the County on a resolution. Cook County has a board meeting scheduled for later today and we are on the agenda.

New CAD/Police Records/Mobile Data – Update

As stated, no Go-Live date has been decided but the project continues to move forward. We are hoping to coordinate some training with Rockford, who uses NIBRS and UCR.



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Those who use IDNetworks for Records Maintenance will have to update their contracts. IDN has agreed to continue with quarterly contract payments with some member communities, as an option. In the future, NWC will cover the Motorola records maintenance costs once the new CAD is accepted.

Image Trend – Update

Remote monthly meetings continue and the Fire Departments have been handling those on their own.

John Praised Radio System Manager Julie Nistler for all her work with coordinating with the Records Managers and moving forward with the CAD project.

ADJOURNMENT

Moved by Chief Mikel and seconded by Chief Casstevens to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 8:51 am.