



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, COOK COUNTY, ILLINOIS, ON THURSDAY, SEPTEMBER 10, 2020.

CALL TO ORDER

Chief Daryl Syre called the meeting to order at 8:18 A.M.

ATTENDING

Nick Pecora (Arlington Heights Police Chief), Andrew Larson (Arlington Heights Fire Chief), Steve Casstevens (Buffalo Grove Police Chief), Chuck Walsh (Elk Grove Police Chief), Richard Mikel (Elk Grove Fire Chief), Ted Bos (Hoffman Estates Police Chief), Bob Haas (Inverness Police Chief), John Koziol (Mount Prospect Police Chief), Brian Lambel (Mount Prospect Fire Chief), David Daigle (Palatine Police Chief), Scott Anderson (Palatine Fire Chief), Jim Zawlocki (Prospect Heights Police Chief), John Nowacki (Rolling Meadows Police Chief), Bill Wolf (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief).

A quorum was present.

OTHERS ATTENDING

Mick Fleming, Joint Emergency Management System Director.

MEMBERS ABSENT

Buffalo Grove Fire, Hoffman Estates Fire, Rolling Meadows Fire, Streamwood 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 Haas and seconded by Chief Lambel, to approve the minutes of the July 16, 2020, Regular Meeting. *Voice Vote: Motion Carried.*

EXECUTIVE DIRECTOR'S UPDATE

John stated that in the last 10-days, we have experienced a spike of about 10% of our 9-11 Telecommunicators, as seven (7) have tested positive for COVID-19. This is disappointing, because we have taken this very seriously from the beginning, including: sanitizing the center four times, wearing masks in the building, and providing masks, gloves, face shields, sanitizer, and disinfecting wipes to all the employees. We are managing so far without altering our schedule or staffing levels.



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As a precaution, we moved 10 employees to the backup center at Schaumburg PD again (thanks again, Schaumburg!) and will likely stay through September. This will likely continue a few times a year in the future to keep the Telecommunicators familiar with the Schaumburg backup center.

PARKING LOT REPLACEMENT

The parking lot replacement RFP was published on July 29, 2020. Bids were accepted until August 20, 2020, at 10AM. Three bids were received, a selection was made, and a recommendation will be brought to the NWCDS/NWC911 Joint Board at the September 17, 2020 meeting.

NEW BUSINESS

NWCDS/NWC911 CY2021 Budget – Recommendation Needed

A budget subcommittee comprised of Randy Recklaus – Village Manager of Arlington Heights, Mike Cassady - Village Manager of Mount Prospect, Sharon Caddigan – Village Manager of Streamwood, and Brian Lambel - Mount Prospect Fire Chief, was provided drafts of the budgets to review on August 19, 2020, and met on August 24, 2020, for discussion. Northwest Central Dispatch System (NWCDS) – Changes for CY2021 Expenses will increase by 3.37%. Efforts were made with various vendors and contracts to negotiate costs. In some cases, a 2% increase was assumed.

The funding formula of 50% phone calls and 50% case assignments was applied. Earlier this year, the Board approved utilizing 5 years of statistics, so that a one-time anomaly would have less of an impact.

Efforts were made to address the economic uncertainty caused by COVID-19. All NWCDS member communities will see a savings from CY2020 to CY2021. With reimbursements from the NWC911 budget, including additional staff positions, the overall member assessments will decrease by 6.6% for CY2021. Schaumburg's assessment will go down 12.29% and will be the largest decrease. Hoffman Estates' assessment will go down by .73% and will be the smallest decrease.

- The new labor contract included a 2.5% COLA increase for employees in the union, plus, for some employees, the normal step increases.
- Most non-union employees were given a 1.65% COLA increase, plus for some employees, the normal step increases. As part of a two-year comparable adjustment in salary for the HR/Finance Manager position, started in FY 2020, a larger increase is noted for this position in FY 2021.
- Health insurance premiums will increase 4.92%, per our IPBC/Gallagher representative. By union contract, employee contribution will be raised to 16% for all employees (union and non-union).
- IMRF employer contributions will increase 12.22%, which is an increase of about \$112,365 from 2020.



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- We are anticipating using more cleaning supplies due to COVID-19 in 2021, so Operating Supplies will increase by just over 8%.
- Fire Protection will increase by over 98% due to CO and fire detectors reaching their end of life.
- Large increases will occur to account for the testing and hiring of several new employees.
- Commercial insurance went up due to a 3.54% increase in Commercial and Umbrella coverages, but this includes adding cyber fraud protection.
- Alarm revenue has increased due to Schaumburg adding alarms to the system.

NWC911 – Changes for CY2021

As stated, in order to reduce member assessments, in CY2021, NWC911 added 1 Telecommunicator position, as well as 50% of the HR/Finance Manager position to reimbursements to the NWCDS budget. Efforts were taken to reduce certain areas, due to the uncertainty of the economic impact of COVID-19. A complete list is in the meeting packet, but a couple changes include:

- EMD/EFD maintenance was increased to account for the PRO-QA licenses for the backup center at the Schaumburg Police Department. We were not charged for these in the past due to the vendor's error. The increase in this area also includes the COVID-19 self-assessment tool added to the NWCDS website.
- Generator maintenance will increase by 13.22%, because warranties have expired on units at the different radio sites. The units have not reached their end of life, so a maintenance contract will help extend the life of the units. Microwave maintenance increased significantly for similar reasons.

Capital Improvements for NWCDS

- The parking lot project will be completed in CY2020, so the gate replacement has been budgeted for CY2021. Too much money has been spent on gate repairs. The chain system that is used to open and close the gate requires too much costly maintenance, repairs, and upkeep.

Capital Improvements for NWC911

- The delays in the CAD/Records/Mobile Data project have caused the balance of payments to Motorola to be pushed to CY2021.
 - With the phone system upgrade, one more payment of \$164,673.75 will be made to Solacom.
- The oldest UPS (of 3) needs to be replaced at a cost of \$85,000.
- The computer room HVAC system is scheduled for replacement in CY2021.
- The last payment to Pictometry for aerial pictures and oblique imagery will be made in CY2021 for \$40,867.80.

Future Capital Equipment Fund

During the review of the first draft of the budget by the subcommittee, a plan was created that showed reserving funds for future large purchases. For example, even



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though the new CAD/Records/Mobile Data system is going live soon, when will it need to be replaced in the future? On the NWC911 side, estimates were made for replacements costs of CAD/records/mobile data, the phone System, and the radio system. For the NWCDS budget, the same approach was taken for building upgrades such as roof, windows, and parking lot. Taking these estimates and spreading them out over the life of the existing systems or building upgrades equaled over \$400,000 per year.

While the subcommittee agreed that future planning was a good idea, they all concluded that the uncertainty caused by the 9-1-1 law/surcharge sun-setting in December of 2021 and the economic uncertainty of the State of Illinois, required a more conservative approach. The subcommittee agreed to budget \$40,000 annually for NWCDS and \$80,000 annually for NWC911 in the future capital reserve fund. The subcommittee thought that the CY2022 budget subcommittee could meet in June of next year to review the idea of more specific reserves again.

Moved by Chief Mikel and seconded by Chief Casstevens to recommend the NWCDS Board of Directors to approve the NWCDS/NWCDS911 Calendar Year 2021 Budget.
Voice Vote: Motion Carried.

OLD BUSINESS

COVID19 and NWCDS v. Cook County - Update

John reminded the Committee that although the lawsuit with Cook County was dropped, our attorney filed a FOIA with IDPH because more than fifty (50) counties in Illinois do provide that information to their PSAPS. Chief Lambel said he is working with the Illinois Fire Chiefs to figure out a way to get the information and John stated that NENA and APCO legislative committees are working on adding language to the current law to help notify the first responders if someone is infected with a highly contagious illness.

MOTOROLA CAD / RECORDS / MOBILE DATA

Throughout the months of July and August, work was done to finalize the records portion of the project. The idea was to ready the product for an "A to Z" demonstration for each department. A problem was discovered with the way Dacra, our citation product, was accessing LEADS information from Motorola. Motorola determined it wasn't CJIS-compliant and shut it down. Dacra has owned this mistake, but unfortunately it took longer than expected to fix. As of September 2, 2020, the issue has been fixed at tested. An email will be sent to each department about scheduling the demo sometime during the week of September 21, 2020.

Once the demonstrations take place, a go-live date will be established with Motorola. That date will be announced so that each police department can begin creating their testing and training schedules. NWCDS will hold CAD training for police desk employees in the next 60-days, and it will more than likely be virtual training, because of COVID-19.



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There are still remaining items with the CAD portion of the project. We continue to work with Motorola on the best way to tackle some of the differences in the Motorola system. Training of the NWCDs Telecommunicators began before COVID-19, and we resume once a go-live date is determined. There have been CAD training review exercises given to the Telecommunicators.

John explained that because Schaumburg is so large and Chief Wolf has had experience with projects like this, Schaumburg PD will train first, on September 22, and then two departments at a time will, possibly starting September 24 and 25. There is no limit to the number of officers or other personnel who can attend and the hope is to complete all training ASAP in order to go live by mid-January, 2021.

Fire Records is already up and running and further testing will be discussed at the next Fire Liaison and Fire CAD meeting tomorrow.

The IT group meets later today and John will ask for an update on where each town is in relation to CAD/Records/Mobile installations, and if they need help.

SSRS/Records group needs to meet in person to identify and design the various reports needed, which will hopefully happen end of September or early October, depending on COVID-19.

Radio IDs with New CAD

John announced that the Officer Logon Default ID can be specialized per department and per officer, depending on what each department prefers. Brian Drake explained that each radio has a specific ID, which is on a printed label on the radio.

Everbridge – Severe Weather and Formatting – Discussion

Reports from the National Weather Service began flooding in about a large storm at around 1400 hours on Monday, August 10, 2020. The storm was due to hit around 3pm, and because of the notice, we were able to increase the number of Telecommunicators working on the dispatch floor. Initially, a thunderstorm warning was issued for the area. Notification to the Chiefs (for those that request it) was made. Soon we learned of damaging winds in excess of 100mph, and tornado warnings issued for the area. The decision was made to activate the severe weather sirens. There have been some follow-up questions by various Chiefs and village officials such as:

- What criteria was considered to activate the sirens?
 - Based on the Chief-approved NWCDs policy, damaging winds, plus tornado warnings were the reasons the sirens were activated.
- Some Chiefs were notified of the thunderstorm warning, but not the tornado warning?



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- The Telecommunicator sitting at the fire dispatch position responsible for dispatching Palatine, Palatine Rural, Rolling Meadows, and Elk Grove Village became extremely busy with taking 9-1-1 calls, as well as dispatch fire departments; he did not make the proper notifications. Corrective action was taken with this Telecommunicator so the error does not occur again.
- Why wasn't an Everbridge notification made to the citizens?
 - This is not the NWCDS policy. This will be discussed, at length, during the meeting, and at the JEMS Executive Committee meeting.

ADJOURNMENT

Moved by Chief Haas and seconded by Chief Mikel to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 9:09 A.M.