



## **Northwest Central Dispatch System**

1975 E. Davis Street  
Arlington Heights, IL 60005

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**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 PALATINE VILLAGE HALL, 200 E. WOOD STREET, COMMUNITY ROOM B, PALATINE, COOK COUNTY, ILLINOIS, ON THURSDAY, JANUARY 16, 2020.**

### **CALL TO ORDER**

Acting Chairperson Randy Recklaus called the meeting to order at 9:09 A.M.

### **MEMBERS ATTENDING**

Dane Bragg (Village Manager Buffalo Grove), Ray Rummel (Village Manager Elk Grove Village), Jim Norris (Village Manager Hoffman Estates) Sam Trakas (Village Administrator Inverness), Chief Brian Lambel for Michael Cassady\* (Village Manager Mount Prospect), Reid Ottesen (Village Manager Palatine), Joe Wade (City Administrator Prospect Heights), Barry Krumstok (City Manager Rolling Meadows), Brian Townsend (Village Manager Schaumburg), Chief Daryl Syre for Sharon Caddigan (Village Manager Streamwood).

A quorum was present

\*Mr. Cassady arrived at 9:17am

### **MEMBERS ABSENT**

NONE

### **ALSO 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).

### **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.



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### **OTHERS ATTENDING**

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

### **PUBLIC COMMENT**

None

### **CONSENT AGENDA**

Moved by Mr. Ottesen, seconded by Mr. Bragg to approve and accept the November 21, 2019, Joint Meeting Minutes (Regular & Closed), the November and December Budget Summaries and the NWC and NWC911 System Check Registers for November (NWC=\$1,539,450.40; NWC911=\$897,781.86) and December (NWC = \$608,216.93; NWC911 = \$707,632.92), 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: 9:12 am***

**Roll Call Ayes:** Mr. Recklaus, Mr. Bragg, Mr. Rummel, Mr. Norris, Mr. Trakas, Chief Lambel, Mr. Ottesen, Mr. Wade, Mr. Krumstok, Mr. Townsend and Chief Syre.

**Nays:** None

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

#### **ESSI-Net/Next Generation 9-1-1**

The State of Illinois rejected all of their original RFPs for an ESSI-Net 911 (Next Generation 911) bid, so they have reissued the RFP and bids are due February 10<sup>th</sup>. This will be paid for by an additional 9 cents (\$.09) from the surcharge money. This was expected and included in our CY2020 budget revenue assumptions.

#### **Phone System Upgrade**

The contract for the transition to Solacom was approved by the Joint Board at the November 21, 2019 meeting. The focus is on the new CAD/Mobile/Records cutover, but an early implementation meeting will take place in mid-February with an expected GO-LIVE with Solacom in October of 2020.

#### **Window Replacement Project**

The project is going well and should be completed by January 17, 2020.

#### **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



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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. Secondary interviews were conducted for two candidates and a decision will be made within the next week.

## **NEW BUSINESS**

### **Achievements 2019**

Mr. Ferraro's complete report is in the packet, but he highlighted some of the 2019 achievements including:

#### **CAD**

- Equipment (including new servers both at Central and Schaumburg) and training labs have been installed. Provisioning on the CAD and Records system is nearing completion.

#### **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**

- Continued to average approximately 125 reviews per month for police, fire, and EMS call-taking, as well as radio dispatching.
- Most of the staff went through crisis intervention training.
- The Operations Managers received Diversity Training through the Illinois Department of Human Rights.

#### **Facility**

- Upgraded A/V in the training/meeting room, including adding monitors for training and fixing the audio for the overhead speakers.
- Window project nearing completion.



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### 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, with the help of Brian Drake and his team.

### Finance/HR

- John commended Terri Svec with her work with meeting 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.

### Personal

John completed his Master's Degree per the Board's request and thanked the Board for their support.

Mr. Recklaus praised John and his staff for the numerous accomplishments throughout the past year and commended his leadership.

### GOALS 2020

Chairperson Caddigan asked John to reformat his goals to include more benchmarks with specific tasks and dates. She was not present due to illness, so the topic will be discussed at the next Board meeting. The Board discussed this format change with mixed feelings.

John touched on some of the numerous goals in the meeting packet including:

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

John stated that the main goal for 2020 will be going live with the new CAD/Records/Mobile Data systems.

### **Operations**

The Center will utilize a skills review process devised by Deputy Director Diluia to measure Telecommunicator proficiency and identify areas of improvement for the center and individual Telecommunicators. This was halted during new CAD training but will be renewed later this year.

### **Support Services**

Replace the final UPS and replace the Comtech 911 CPE with Solacom. Complete Training Room upgrades with a new projector and adding display board software.

### **Facilities**

Both front bathrooms will receive a facelift this year and the parking lot will need a complete replacement as approved in the budget last year.



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## Union

Continue Labor/Management meetings and keep the good communication going.

## Appreciation: Randy Recklaus, NWCDs/NWC911 Joint Board Chairperson 2019

John presented Mr. Recklaus with an appreciation plaque and thanked him for his 2019 service as the NWCDs/NWC911 Joint Board Chairperson.

## OLD BUSINESS

### **New CAD/RMS/Mobile Data – Update**

#### **Important Dates (Past)**

DATES	EVENT	TRAINER
10/24/2019	"Hands on" records demonstration	Donnie Masden, RSM
12/02 -12/06/2019	CAD train-the-trainer Motorola	Jen Pelayo, CSM
12/09 -12/20/2019	CAD training curriculum development	NWCDS Team, Jen Pelayo, CSM
12/09 -12/10/2019	Police mobile training (Streamwood)	Motorola
12/11 -12/12/2019	Fire mobile training (Streamwood)	Motorola
12/12/2019	Police Chief or designee demo, Including call close/code out	Donnie Masden, RSM
Various Dates	One-on-one demos	Donnie Masden, RSM

#### **Important Dates (Future)**

DATES	EVENT	TRAINER
01/06 -03/31/2020	CAD Training	NWCDS Team
01/13 -01/15/2020	All in One development package creation/and training	Motorola
02/10 -02/14/2020	Records train-the-trainer	Motorola
02/17 -02/21/2020	Records train-the-trainer	Motorola
03/02 -03/13/2020	SSRS report building training	Motorola
04/21/2020	CAD/Records/Mobile "Go Live"	N/A
Various Dates	Testing	Motorola, other vendors, Bob Scott, MCP

**Weekly meetings with Police Training will occur every Tuesday from this point forward, including after 'Go Live'.**

### **Other Important Actions**

- Hire Donnie's replacement with input from stakeholders.
- Go- Live with Dacra



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### Challenges/Complaints-Records

- Complaint: Mobile training was inadequate. Many of the attendees wanted to see more of the records application and how it integrates with the mobile application. The interfaces such as Dacra, Quicket, and Lexis/Nexis were not ready to show the attendees.
- Response: Motorola said this was basic mobile training designed to show the attendees the mobile product and what was designed by the elected police representatives. It was never intended to encompass records training. Also, Motorola says the records train the-trainer will show interfaces.
  
- Complaint: The contract promised records and mobile were more integrated. As it is currently designed, an officer will have to launch mobile and records.
- Response: Motorola is working towards more integration. They are promising an officer will be able to add a name to master names from records, for example by the 2nd quarter of 2020. We are making Motorola put this in writing.
  
- Complaint: Motorola's first proposed BEAST (evidence) interface was not useful for our police departments. Many don't have one now, and are not using it with Motorola. Some decided to use it. "Late in the game", another solution was discovered. Motorola wants to charge money for this solution. We are saying a BEAST interface was included in the contract.
- Response: We have elevated this problem with Motorola. We feel that a working interface to BEAST was in the contract, and Motorola should provide it to those police departments that are interested for no additional cost.
  
- Challenge: There is a lack of consensus regarding data conversion, as it relates to the master indices (like names for example). The records build team feel that it is too difficult to bring over any names into the master index, because there are 11 police departments' with names and there was no master name index in ID Networks. Some Chiefs feel that the master name index is a powerful law enforcement tool, and the work should be put in to bring names over.
- Response: We need to pick a direction. This particular challenge is indicative of how lack of agreement slows down the project. (A direction has since been decided.)
  
- Challenge: Many feel that there should be more testing of the system, including interfaces and full "A to Z" tests.
- Response: Nobody disagrees with this. Functional testing has been completed after modules have been completed and demonstrated to the stakeholder groups at monthly meetings. Bob Scott, our consultant from MCP, is designing full testing. With that said, Motorola says that in all of their previous projects, they have conducted train-the-trainer before the full testing. We should not "go live" unless we have been able to fully test all aspects of the system.





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### **Other Issues: Records/Mobile**

- Messaging from car-to-car is not as simplistic
- Some naming conventions are different (sector vs. beat)
- No check box to run criminal history from a driver's license number
- Need to really see the interfaces such as CABS, Dacra, Quicket, and Lexis Nexis to ensure the workflows are appropriate

### **Challenges/Complaints – CAD**

While there are some challenges with CAD, it is moving along well overall.

### **Conclusion**

- Keep moving forward / Preach having an open-mind
- Pressure Motorola vs. accept change
- When there are decision points, more Chief involvement
- No more assumptions or apathy
- Lessons learned by the fire departments implementation of Image Trend
- Meetings, Training, and Testing!!

Mr. Townsend asked how the Board Members can help with the project and offered to communicate with Motorola about the issues and how to accomplish them. John reiterated that he needs the Chiefs to be more vocal and give his/her opinion at every meeting. Additionally, the same person who understands what's going on and is able to make decisions should be coming to all the meetings for consistency. Everyone agreed that the weekly meeting will be important to moving the project forward.

John said he does not want Motorola or the internal team to take their foot off the gas by announcing a delay. The goal is April 21<sup>st</sup>, and we should continue moving forward towards that goal.

### **Closed Session**

The Closed session has been postponed until the Special February 20, 2020 meeting. At that time, the Joint Board will get a full CAD report in open session and go to closed session for the annual review of the Executive Director.

### **ADJOURNMENT**

Moved by Mr. Norris 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: 10:25 am*