



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 IN THE PALATINE VILLAGE HALL, 200 E. WOOD STREET, COMMUNITY ROOM B, PALATINE, COOK COUNTY, ILLINOIS, ON THURSDAY, NOVEMBER 21, 2024.

CALL TO ORDER

Chief Kasia Cawley called the meeting to order at 8:02 AM

ATTENDING

Nick Pecora (Arlington Heights Police Chief), Lance Harris (Arlington Heights Fire Chief), Dave Daigle (Barrington Police Chief), John Christian (Barrington Fire Chief), Scott Motisi (Barrington Countryside Fire Chief), Brian Budds (Buffalo Grove Police Chief), Shawn Collins for Larry Kane (Buffalo Grove Fire Chief), Dave Dorn (Elk Grove Police Chief), Richard Mikel (Elk Grove Fire Chief), Kasia Cawley (Hoffman Estates Police Chief), Alan Wax (Hoffman Estates Fire Chief), Kyle Ingebrigtsen (Inverness Police chief), Rich Kurka (Inverness Fire Chief), Mike Eterno (Mount Prospect Police Chief), John Dolan (Mount Prospect Fire Chief), Bill Nord (Palatine Police Chief), Pat Gratziana (Palatine Fire Chief), Bill Caponigro (Prospect Heights Police Chief), Cmdr. Anthony Peluso for John Nowacki (Rolling Meadows Police Chief), Pete Sutter (Rolling Meadows Fire Chief), Bill Wolf (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief), Shawn Taylor (Streamwood Police Chief), Mike Meyer (Streamwood Fire Chief), Jamie Dunne (Wheeling Police Chief), Scott Salela (Wheeling Fire Chief).

A quorum was present.

OTHERS ATTENDING

None

MEMBERS ABSENT

None

NWCDS PERSONNEL

John Ferraro, Executive Director; Brian Drake, Deputy Director-Support Services; Terri Svec, HR/Finance Manager; Christine Boyle, Office Manager; Nate Krause-Training Manager.

APPROVAL OF MINUTES

Moved by Chief Daigle and seconded by Chief Nord to approve the minutes of the September 12, 2024, regular meeting. *Voice Vote: Motion Carried.*



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EXECUTIVE DIRECTOR'S UPDATE

Staffing

Two (2) Telecommunicator candidates did not successfully complete their training. We have been using a very challenging test for the hiring process over the last several years, and the track record of the test has been good. Losing two trainees was surprising, but we will learn from the situation. We also experienced one (1) more retirement. We are three (3) Telecommunicators below full staffing levels.

With that in mind, we held a special testing for experienced Telecommunicators at NWCDS on November 7, 2024. We had eighteen (18) applicants register for the test. Interviews will be scheduled with the six (6) that passed the exam. The goal is to start two (2) additional candidates with the three (3) Wheeling employees that will begin their NWCDS career on January 20, 2025.

MGT (formerly GovHR), is assisting us with recruitment and hiring of the payroll assistant position, which was approved in the Calendar Year 2025 budget. We have conducted two (2) interviews, and we will be interviewing other candidates throughout the month of November.

Seculore

NWCDS has contracted with Seculore to perform a Cybersecurity Assessment of our IT network using their proprietary data capturing equipment. We received the equipment on October 25, 2024, and it was installed at NWCDS and at the Schaumburg DR site on October 28, 2024. The Core Switch stack was configured at NWCDS and at the Schaumburg DR site on October 29, 2024, to send all network traffic to the capture devices. Seculore ran the data capture for one (1) week. We also participated in an interview process with Seculore on October 30, 2024, and provided answers to their questions concerning our IT environment and IT policies.

At the conclusion of the data-capturing process, we will return their equipment for data traffic analysis. Seculore will then prepare a report detailing their assessment of our IT network. The report is expected three (3) weeks after their equipment is returned.

NWCDS has contracted with Seculore to perform a Cybersecurity Assessment of our IT network. This was a budgeted project in Calendar Year 2024. Though this fell below the RFP threshold, three (3) quotes were obtained. Seculore is a cybersecurity firm that focuses primarily on public safety and had impeccable references. More information can be found at: <https://seculore.com/>.

EF Johnson Backup Radio System

Work continues for the buildout of the backup radio system through EF Johnson. Power has been upgraded at the appropriate radio sites. The most challenging part of this project is frequency coordination, which is taking longer than hoped, but progressing. This project should be completed by mid-year, Calendar Year 2026. The backup radio



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system will provide a robust backup should the Starcom system be impacted by a statewide or regional outage.

Severe Weather Sirens Fulton Upgrades

Fulton installed the computerized version of the severe weather siren control boxes. Eventually, this computerized version will be interfaced with the National Weather Service so that sirens will activate automatically when a community is part of the established polygon for a damaging storm or tornado warning. All NWCDS communities, including Wheeling, are now utilizing the Fulton controller for siren activation. This was a huge step towards standardizing procedures during periods of heightened activity due to storms.

9-8-8 and CESSA

The 9-1-1 Statewide Administrator has instructed all 9-1-1 Emergency Communication Centers to handle all requests for police, fire, and EMS in the same manner as we always do. CESSA has created subcommittees and continues to work towards a mental health care response model. The law was amended to extend the deadline for go-live to July 1, 2025.

NWCDS, along with other users, met with our EMD/EFD provider to figure out how the State's response decision matrix will integrate with our existing protocols.

As mandated by the State of Illinois, NWCDS hosted a "hyperlocal" kickoff meeting with police stakeholders, fire stakeholders, the Medical Director and other staff from Northwest Community Hospital, and NWCDS staff. The meeting discussed the State law, how the 9-1-1 center will determine the appropriate response, and other challenges. A demonstration of the EMD protocol was shown for context in what questions NWCDS would ask on a mental health call. Another meeting will be scheduled in the first quarter of 2025. At the IPSTA conference, there seemed to be a lot of unofficial opinions that the State will have trouble meeting the July of 2025 go-live date. All NWCDS Telecommunicators and Operations Managers will be required to complete on-line, 4-hour "caller in crisis" training before July of 2025 (or later, if this gets extended again).

Concrete Project

The NWCDS/NWC911 Joint Board will formally approve the concrete replacement project for the rear (east) entrance at the November meeting. A complete RFP process was completed, and the lowest priced vendor was selected.

Work on the project began in late October. Aside from a small issue with the steps, the project has been going smoothly and should be completed by the end of November.



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RapidSOS and Streaming Video on 9-1-1 Calls

On August 28, 2024, NWCDS hosted a demonstration by RapidSOS. RapidSOS demonstrated a variety of features; some are free, and some will require payment. The most intriguing was a free streaming video option for 9-1-1 calls. The feature allows a 9-1-1 Telecommunicator to send a link to the 9-1-1 caller which enables their camera. This feature will be ready by the end of this year. There are legal concerns such as actionable evidence on a 9-1-1 call that would need to be considered, but the hope is that NWCDS can go live in the first or second quarter of 2025. New policies and training would also be needed.

Connecting 9-1-1 and Vehicle Crash Data

I attended a symposium hosted by The National 9-1-1 Program Manager regarding connecting 9-1-1 and vehicle crash data on November 13, 2024, in DuPage County. Attendees included representatives from APCO, the American College of Surgeons, Bosch, ESRI, Honda, Hyundai, IAED, Mission Critical Partners, NENA, OnStar, RapidSOS, Sirius XM, Volkswagen, and many more. Vehicles can provide so much more data regarding accidents than in the past. The goal of the symposium was to discuss how that data can be shared with 9-1-1, the responders, and the hospitals to provide better patient care.

Tablet Command

Chief Mikel talked about Tablet Command that allows users to gain access to information pertaining to the 9-1-1 call they're responding to and how it might be able to integrate with the current CAD system. He announced that Elk Grove Station 8 will be hosting a demonstration on Thursday, December 12, 2024, at 10am; anyone needing more information should contact him.

Additionally, John explained that they reached out to Motorola to design an interface to work with CAD, and that this cost would be divided among those member communities using the product or if agreed to, by budget amendment from NWC911 budget.

NEW BUSINESS

Indoor School Mapping – Discussion

John told the committee that there might be grant money available for Indoor School Mapping. Chief Eterno further explained that there's a vendor called Critical Response Group that currently interfaces with Cook County 9-1-1 and school mapping in the Des Plaines area and that other school districts are showing interest in nearby towns.

OLD BUSINESS

Portable Radio Subcommittee – Update

All portable radios and accessories have been delivered to NWCDS except for one (1) fire department. The portable radios have been distributed to Prospect Heights PD, and their personnel are using the radios on the NWCDS network. Distribution will continue



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between now and the end of the year to the other NWCDS member police and fire departments.

Training videos were created and forwarded to all stakeholders. More in-depth training regarding the "Smart Services" will be delivered by Motorola at NWCDS in a train-the-trainer format for representatives from all NWCDS member police and fire departments. That training will take place in the first quarter of 2025.

Portable Radios & Encryption

John suggested that an Encryption subcommittee should be formed to weigh the pros and cons of encryption and consist of members of both the police and fire departments, as well as NWCDS personnel. He explained that he will send an email requesting volunteers for this subcommittee.

Wheeling Transition to NWCDS – Update

- Governance paperwork has been completed, signed by the NWCDS/NWC911 Joint Board and the Village of Wheeling, and submitted to the State of Illinois. The State has accepted and approved the consolidation plan.
- Meetings continue with Wheeling Police and Fire every two weeks to ensure all technical and operational issues are being addressed.
- Police records and officer training, fire CAD training, desk officer training, and basic orientation for police and fire have been completed. Ride alongs and sit alongs are ongoing.
- NWCDS Telecommunicator training is scheduled for November and December.
- AT&T has confirmed the 9-1-1 cutover date of January 9, 2024, at 0900 hours.
- The first draft of the Incident Action Plan for the day of cutover has been completed.

Fitch and Associates – Update

The work by our consultant from Fitch and Associates is ongoing. The final study will be shared with the Growth Subcommittee in December, and a presentation will be provided to the Joint Board at the meeting on January 16, 2025.

Motorola Meeting

NWCDS applied for a grant on behalf of several agencies to employ a CAD-to-CAD solution in the first quarter of this year. We have signed the grant agreement and have been notified that we can submit invoices. We had a kickoff meeting with Central Square, the vendor that provides the middleware to connect our CAD with other systems. We are in the process of completing the lengthy survey regarding our CAD system. There is a kickoff with Motorola in early December. This project will be arduous because we will have to coordinate with Central Square, Motorola, and other dispatch centers. We know this is important to our member fire departments that have mutual or



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auto aid with departments outside of NWCDS, so we will make steady progress on this project.

Records Issues

On October 29, 2024, several representatives from Motorola met with a large group of stakeholders from NWCDS and member police departments. The meeting had three purposes:

1. Darin Felgenhauer, Records System Manager, demonstrated issues related to master locations and names, as well as other records issues. Motorola said they were committed to fixing our remaining records issues.
2. In anticipation of a hardware refresh for the CAD/Records/Mobile system that should occur in the next 3-years, we wanted to hear directly from Motorola regarding their plan for the future, including transitioning to the cloud, new innovations, and their commitment to the Premier 1 product. Motorola said they were committed to Premier 1. What they reported seemed like a lot of fixes to their existing product rather than future innovation. They did invite participants to their Innovation Center for continued discussions.
3. Some departments were interested in viewing the citizen reporting portal. The citizen portal was pretty basic and did not integrate with CAD and Records the way everyone had hoped.

JEMS

Mick Fleming stated that the first steps to rolling out the Emergency Management Incident Team will be forthcoming and asked for volunteers from both police and fire departments, with a goal to have a meeting by year's end. Additionally, NIMS submissions are due by the end of December 2024, but Mick suggested completing them ASAP. Finally, he explained that the barriers have arrived and will be permanently stored once the intergovernmental agreements are signed.

ADJOURNMENT

Moved by Chief Mikel and seconded by Chief Pecora to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 8:57 A.M.