



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

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, March 21, 2024.

CALL TO ORDER

Chairperson Eric Palm called the meeting to order at 9:04 A.M.

MEMBERS ATTENDING

Randy Recklaus (Village Manager Arlington Heights), Chief Christian for Scott Anderson (Village Manager Barrington), chief Kane for Dane Bragg (Village Manager Buffalo Grove), Matthew Roan (Village Manager Elk Grove Village), Eric Palm (Village Manager Hoffman Estates), Sam Trakas (Village Administrator Inverness), Michael Cassady (Village Manager Mount Prospect), Reid Ottesen (Village Manager Palatine), Joe Wade (City Administrator Prospect Heights), Rob Sabo (City Manager Rolling Meadows), Brian Townsend (Village Manager Schaumburg), Sharon Caddigan (Village Manager Streamwood), *Jon Sfondilis (Village Manager Wheeling).

A quorum was present.

MEMBERS ABSENT

None

ALSO ATTENDING

Nick Pecora (Arlington Heights Police Chief), Dave Dorn (Barrington Police Chief), John Burke (incoming Barrington Police Chief), John Christian (Barrington Fire Chief), Deputy Chief Larry Kane for Mike Baker (Buffalo Grove Fire Chief), Deputy Chief Dan Burke for Richard Mikel (Elk Grove Police Chief), Nathan Gac (Elk Grove Acting Fire Chief), Kasia Cawley (Hoffman Estates Police Chief), Alan Wax (Hoffman Estates Fire Chief), Rich Kurka (Inverness Fire Chief), Kyle Ingebrigtsen (Inverness Police Chief), Mike Eterno (Mount Prospect Police Chief), John Dolan, (Mount Prospect Fire Chief), Dave Daigle (Palatine Police Chief), Pat Gratziana (Palatine Fire Chief), Bill Caponigro (Prospect Heights Police Chief), Pete Sutter (Rolling Meadows Fire Chief), Deputy Chief Shawn Green for Bill Wolf (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief), Shawn Taylor (Streamwood Police Chief), Mike Meyer (Streamwood Fire Chief).

NWCDS PERSONNEL

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



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

OTHERS ATTENDING

Mick Fleming, JEMS Director; Dan de Grazia, JEMS Deputy Director.

PUBLIC COMMENT

None

CONSENT AGENDA

Moved by Mr. Recklaus and seconded by Mr. Roan to approve and accept the January 18, 2024, Joint Meeting Minutes, the January and February 2024 Budget Summaries and the NWC and NWC911 System Check Registers for January (NWC=\$1,120,559.28; NWC911=\$1,788,601.87) and February (NWC=\$893,393.98; NWC911=\$537,664.82), 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: 9:05am

Roll Call Ayes: Mr. Recklaus, Chief Christian, Chief Kane, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan.

Nays: None

EXECUTIVE DIRECTOR'S UPDATE

Statewide Advisory Board

John reported that although a few meetings have been canceled, there are several discussions pertaining to how 9-1-1 surcharge money can be spent. Historically, the local ETSB has had legislative authority on how to spend their money, while following FCC guidelines, but the State is trying to have more control over the local ETSB. John wanted the Board to be aware in case this becomes an issue in the future. He did say that the SAB and the Statewide Administrator have good communication and are trying to do what's right for 9-1-1 across the State.

Solacom 9-1-1 System Issue

On February 24, 2025, some 9-1-1 callers reported a delay in Telecommunicators answering their calls, even though calls were being answered on the first ring. Additionally, some calls were not presenting with ANI/ALI (location and phone number) to the NWCDS call-takers.

By engaging all involved parties (Solacom – our 9-1-1 system provider, AT&T – the provider of the Statewide 9-1-1 network, and Intrado – the vendor responsible for the ANI/ALI delivery/database), we determined this to be a Solacom issue. There was a bug with security certificates used by Solacom when dipping into the Intrado database. Solacom has determined that the use of the security certificates was a faulty



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

design, and they removed an unnecessary step in the process, which eliminated the problem.

While I am pleased with the Solacom tech that spent many hours determining this issue and fixing it, I am disappointed that it happened at all. It was obviously a defect in the way they designed our system. With that in mind, I spoke to John Kelly, and we are looking to reduce our annual maintenance for the days we experienced issues, as well as the NWCDS manhours spent assisting.

Hiring and Personnel Matters

John announced that another testing session will be held later this month at Prospect High School to fill the 2-3 positions due to retirements; 141 applicants have registered so far.

Eventide Recorder

The new recorder installation is scheduled for the week of March 11th. Training on the new system is scheduled for the following week. Both the new and old recorders will record until we are certain the older Higher Ground recorder can be switched off and decommissioned.

NEW BUSINESS

Resolution to add Village of Wheeling to NWC911 (ETSB) and Joint Venture (NWCDS) – Roll Call Vote

The Village of Wheeling's membership was approved at the NWCDS/NWC911 Joint Board meeting held on July 21, 2022. The State of Illinois requires resolutions and ordinances adding the Village of Wheeling to our ETSB (Northwest Central 9-1-1 System).

The following documents are included in this meeting packet:

1. Village of Wheeling's Ordinance to join Northwest Central 9-1-1: This will require the NWCDS/NWC911 Joint Board members' signatures for the Northwest Central 9-1-1 System Intergovernmental Agreement.
2. Village of Wheeling's Resolution to approve Northwest Central Dispatch System's Joint Venture Agreement: This will require the NWCDS/NWC911 Joint Board members' signatures.
3. Northwest Central 9-1-1 System Resolution to add the Village of Wheeling: This will require the current Chairperson's and the Executive Director's signatures.

These documents have been reviewed by our attorney and these signed documents will be added to the 9-1-1 Consolidation Plan and submitted to the State of Illinois for approval.



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

Recommendation

The recommendation is for each Board Member to sign the documents and approve the addition of the Village of Wheeling to Northwest Central Dispatch System and the Northwest Central 9-1-1 System.

Moved by Mr. Wade and seconded by Mr. Sabo to approve the addition of the Village of Wheeling to Northwest Central Dispatch System and the Northwest Central 9-1-1 System after all pertinent documents have been signed.

Roll Call Vote: Motion Carried. Time: 9:15am

Roll Call Ayes: Mr. Recklaus, Chief Christian, Chief Kane, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassady, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan.

Nays: None

Intergovernmental Agreement for CAD-to-CAD with RED Center, Glenview 9-1-1, and Cook County 9-1-1 - Voice Vote

There have been discussions at the NWCDs Executive Committee about researching CAD-to-CAD solutions. For the last several months, NWCD Staff have worked with RED Center, Glenview 9-1-1, and Cook County to discuss options. RED Center is already hosting a solution for CAD-to-CAD through their existing CAD vendor, Central Square. After viewing different products, Central Square seems to be the easiest to implement and the most affordable.

Kevin Diluia, Deputy Director – Operations applied for a CAD-to-CAD grant through the State of Illinois on behalf of the interested entities at the advice of the 9-1-1 Statewide Administrator. An intergovernmental agreement was also suggested between the interested entities (see attached). John Kelly, who is also RED Center's attorney created the IGA.

The IGA and the grant are just the first steps in a process that will require CAD provisioning work by all interested entities. The plan is to start out small. For example, we can trial the application by testing the Prospect Heights Fire Tender responding to Mount Prospect for mutual aid. The CAD-to-CAD solution will allow the Telecommunicator at NWCDs to dispatch the tender from Prospect Heights without having the delay of a phone call between the two dispatch centers. If it works, we can start to look at more buildouts to include other 9-1-1 centers and more equipment from the fire departments.



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

If there are funds needed that are not covered by the grant, this will more than likely be a Calendar Year 2025 budget item.

Recommendation

The recommendation is to authorize the Executive Director to sign the IGA with RED Center, Glenview 9-1-1, and Cook County 9-1-1, and proceed with the project.

Moved by Mr. Trakas and seconded by Mr. Recklaus to authorize the Executive Director to sign the IGA with RED Center, Glenview 9-1-1, and Cook County 9-1-1, and proceed with the project. *Voice Vote: Motion Carried.*

Notice of Urban Area Security Initiative Award/Grant – Roll Call Vote

From Mick Fleming, JEMS Director

Shortly after our January Board meeting, we were notified by Cook County EMRS that JEMS had been awarded \$263,889.24 for the procurement of barriers. Last year JEMS asked our communities to participate in meetings to discuss what type of regional initiatives and assets might be appropriate for us to pursue as JEMS. The goal was to bundle concepts for teams, facilities, programs, and equipment for our municipalities to have a better chance for funding from the UASI. Out of discussions with Cook County, it was apparent that regionalization and items that may be used to serve the greater UASI region would be highest on the funding priority list and that single jurisdictional submissions would likely fall on the priority list. The barriers were recommended by multiple communities as an asset that could be used in a variety of circumstances and were not easily accessible through other mutual aid means.

This project was one of the items submitted in the 2023 Notice of Intent submission periods following the meeting with our municipalities. Our original request was for approximately \$650,000.00. This is not a matching grant; therefore, we will be able to make a purchase of fewer barriers and there will be no additional cost to JEMS for the initial purchase.

Our next steps will be to accept the grant, finalize the paperwork with Cook County EMRS, and work through procurement for the barriers. To finalize the grant agreement, we need to formally accept the grant.

Recommendation

Because this was awarded to NWCDs and Eric Palm as Chairperson was notified, the recommendation is for the NWCDs/NWC911 Joint Board to formally accept the grant by Roll Call Vote.

Moved by Ms. Caddigan and seconded by Mr. Ottesen to accept the Urban Area Security Initiative Grant as a Pass-through for the JEMS Community.



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

Roll Call Vote: Motion Carried. Time: 9:18am

Roll Call Ayes: Mr. Recklaus, Chief Christian, Chief Kane, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassady, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan, Mr. Sfondilis.

Nays: None

OLD BUSINESS

Future Planning Joint Board Subcommittee/Growth Consultant - Update

NWCDS staff members and the subcommittee had a kickoff meeting with Bruce Moeller from Fitch and Associates on February 26, 2024. Bruce discussed a timeline and first steps. He forwarded a form known as the IDR (Initial Data Request), which NWCDS staff has been working to complete. There is also a request for the NWCDS member communities to provide some population data. Eventually, there will be a request to NWCDS/NWC911 Joint Board members, Executive Committee members, and other stakeholders to attend in-person meetings to exchange information with the Fitch team.

Portable Radio Subcommittee – Update & Recommendation – Voice Vote

John explained that his report is in the Meeting Packet, including a timeline of all the Portable Radio Subcommittee meetings. The recommendation is for the Joint Board to authorize the Executive Director to negotiate with the top two (2) vendors for the best possible contract. The final contract will be brought to the Joint Board at the May 16, 2024, meeting.

The Northwest Central Dispatch System Joint Board came to a Consensus for Executive Director Ferraro to negotiate with the top two (2) vendors for the best possible contract, and then bringing said contract to the Joint Board at the May 16, 2024, meeting.

CLOSED SESSION

Moved by Mr. Sabo and seconded by Ms. Caddigan to begin the Closed Session for the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity. 5 ILCS 120/2(c)(1)

Roll Call Vote: Motion Carried. Time: 9:29 A.M.



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

Roll Call Ayes: Mr. Recklaus, Chief Christian, Chief Kane, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan, Mr. Sfondilis.

Nays: None

The Board discussed salary and benefits for the administrative team.

Moved by Ms. Caddigan and seconded by Mr. Roan to adjourn the Closed Session and Return to Open Session. **Voice Vote: Motion Carried. Time: 9:35 A.M.**

ADJOURNMENT

Moved by Mr. Ottesen and seconded by Mr. Sabo to adjourn the regular joint meeting of the Northwest Central Dispatch System and the Northwest Central 911 System Board.

Voice Vote: Motion Carried. Time: 9:36 A.M.