



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, JANUARY 16, 2025.

CALL TO ORDER

Chief Pete Sutter called the meeting to order at 8:01 A.M.

ATTENDING

Nick Pecora (Arlington Heights Police Chief), Lance Harris (Arlington Heights Fire Chief), Dave Daigle (Barrington Police Chief), Asst. Chief Mike Brown for John Christian (Barrington Fire Chief), Scott Motisi (Barrington Countryside Fire Chief), Brian Budds (Buffalo Grove Police Chief), 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), John Nowacki (Rolling Meadows Police Chief), Pete Sutter (Rolling Meadows Fire Chief), Bill Wolf (Schaumburg Police Chief), Jim Walters (Schaumburg Fire Chief), Mike Meyer (Streamwood Fire Chief), Jamie Dunne (Wheeling Police Chief), Scott Salela (Wheeling Fire Chief).

A quorum was present.

OTHERS ATTENDING

Mick Fleming, JEMS Director; Milo Derman, Prospect Heights Deputy Chief.

MEMBERS ABSENT

Streamwood Police

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.

INTRODUCTIONS/ANNOUNCEMENTS

Chairperson Pete Sutter, Rolling Meadows Fire Chief, introduced himself and Prospect Height Chief Bill Caponigro announced his February 3, 2025, Retirement. Chief Caponigro also stated that Deputy Chief Milo Derman will be taking over for him effective February 4, 2025.



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APPROVAL OF MINUTES

Moved by Chief Walters and seconded by Chief Gratziana to approve the minutes of the November 21, 2024, Regular Meeting. *Voice Vote: Motion Carried.*

EXECUTIVE DIRECTOR'S UPDATE

John thanked Chief Cawley for her leadership and guidance as Chairperson for the Executive Committee the last year and subbing in before that.

Staffing

Three (3) Telecommunicator candidates will begin classroom training on January 20, 2025. Two (2) of the candidates were previously Wheeling 9-1-1 Telecommunicators. The other candidate had experience with Elgin 9-1-1 and NORCOMM.

Annual testing will again take place this March at Prospect High School.

Seculore

In November and December, NWCDS staff members met with the Seculore team for a Cybersecurity assessment. Seculore attached data collection devices to detect vulnerabilities in the NWCDS networks. A full executive summary regarding their findings will be emailed to the NWCDS/NWC911 Joint Board. Additionally, our IT provider, Prescient, will research and implement any recommendations. Overall, the report found NWCDS to be taking positive steps to prevent cyberattacks.

Motorola CAD/Records/Mobile

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. Police Chiefs or their appointees are scheduled for February 11th at 9AM. Fire Chiefs or their appointees and NWDS staff are scheduled for February 12th at 9AM.



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3. Some departments were interested in viewing the citizen reporting portal. The citizen portal was basic and did not integrate with CAD and Records the way everyone had hoped.

NWCDS applied for a grant on behalf of several agencies to employ a CAD-to-CAD solution in the first quarter of this year. The grant agreement was signed, and invoices will be submitted.

We had a kickoff meeting with Central Square, the vendor that provides the middleware to connect our CAD with other systems. 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 auto aid with departments outside of NWCDS, so we will make steady progress on this project.

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.

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 will be required.

Statistics

Joe Albert, our consultant from Elk Grove Village and Image Trend expert created an End-of Year report for our member communities. John suggested that Darrin Felgenhauer use Mr. Albert's report as an example and create a similar report for the police departments from the records system.

NEW BUSINESS

NWCDS 2024 Achievements / 2025 Goals – Information

John explained that NWCDS does not create an annual report but rather use achievements and goals in the January Meeting Packet, showing the accomplishments both operational and throughout the building. He asked members of the Executive



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Committee to review the documents and get back to him with any questions or comments.

Budget Amendments: Tablet Command, Motorola CABS/Records Change – Recommendation/Voice Vote

Tablet Command

The Elk Grove Village Fire Department recently hosted a demonstration of Tablet Command, a versatile incident management tool. Tablet Command serves two primary functions:

1. **Incident Command Module** – Designed for Incident Commanders, this module facilitates incident management during large-scale emergencies.
2. **Mobile Terminal Interface** – Tablet Command integrates with Motorola, allowing an iPad to function as a cost-effective alternative to traditional laptop computers. This substitution offers significant cost savings, as iPads are considerably less expensive than laptops.

To implement Tablet Command, NWCDs would need to cover the interface cost charged by Motorola and a one-time startup fee for Tablet Command. Ongoing annual costs from Tablet Command could be invoiced to NWCDs and subsequently rebilled to interested fire or police departments.

The table below highlights which fire departments have expressed interest in adopting the system. Additionally, there may be potential applications for police departments during large-scale incidents, with the Schaumburg Police Department already showing interest.

Agency	Tablet Command Response
Arlington Heights	Undecided
Barrington	Yes
Barrington Countryside	No
Buffalo Grove	Undecided
Elk Grove Village	Yes
Hoffman Estates	Yes
Inverness	Unknown
Mt. Prospect	Yes
Palatine	Yes
Rolling Meadows	Yes
Schaumburg	Yes
Streamwood	Maybe
Wheeling	Already Using



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Motorola CABS/Records Change

Currently Motorola populates data from CABS into the Case Report Module. After receiving feedback from several police departments, the request is to have Motorola change their programming and move data from CABS to the Booking Module, instead of the Case Report Module. This would solve numerous problems and streamline processes.

Recommendation:

Motorola is offering a discount if we purchase the Tablet Command interface and CABS/Records change at the same time. Additionally, there was a credit from the original purchase of Motorola Premier 1, because we did not use the accident module. The following table shows total costs when applying the discount and the credit:

Budget Amendment: Tablet Command, Motorola CABS/Records Change	Cost
Tablet Command Start-Up	\$16,750
Tablet Command Motorola Interface	\$21,822
CABS/Record Change	\$88,136
Total Without Discount	\$126,708
Discount	(\$20,731)
Total Cost to NWCDs	\$105,977
Current Credit Available	(\$57,014)
Total Cost with Credit Applied	\$48,963

This budget amendment would be paid for by reserves in the Northwest Central 9-1-1 System. The recommendation is for the Executive Committee to recommend approval to the NWC/NWC911 Board following this meeting.

Moved by Chief Mikel and seconded by Chief Wax to approve the Budget Amendments: Tablet Command, Motorola CABS/Records Change to be brought to the Board of Directors for approval following this meeting. **Voice Vote: Motion Carried.**



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Convey911 Translation Services – Information

Northwest Central Dispatch System (NWCDS) has faced challenges with our current translation service provider, Voiance. To address these issues, we've partnered with a new company, Convey911, which officially went live the week of January 13th.

Convey911 is a newer company in the field but comes highly recommended by agencies that have transitioned to their services. As a starting point, NWCDS is piloting their voice translation services. Looking ahead, we may explore additional features, such as voice-to-text translation, depending on the success of this trial.

Convey911 also offers a user-friendly phone app designed specifically for police and fire departments, enabling responders to access translation services directly. The one-page summary in the meeting packet highlights the app's features and benefits for your department.

If you're interested in learning more, please let John know, and he will connect you with a Convey911 representative. Note that if your department decides to use their services, it will require a separate contract and billing arrangement.

Radio Talk Group Encryption Subcommittee – Update

Encrypting fire talk groups was discussed at the Police and Fire Liaison meetings in 2024. There have been scene safety concerns, because while the police talk groups are encrypted, the fire talk groups are not. This means that citizens with scanners or scanner apps can hear high risk incidents that require police and EMS (or fire) being dispatched by NWCDS.

There are pros and cons operationally to encrypting fire radio talk groups. The idea to create a subcommittee to discuss these pros and cons, as well as other operational ways to solve the scene safety issues was suggested at a Fire Liaison meeting and a request for volunteers was sent to the police and fire chiefs.

The first Radio Talk Group Encryption Subcommittee occurred on January 15, 2025, at 2PM. Representatives from police, fire, and NWCDS were in attendance.

Schaumburg Police Citizen Reporting Portal – Information

Motorola demonstrated the citizen portal in the Fall of 2024. It didn't interface with their own CAD system, and it had limitations. The Schaumburg Police Department IT Specialist is creating an in-house citizen portal that will integrate with Motorola. There will be a cost for this integration and interested police departments should let John or Chief Wolf know, so that the cost could be determined and split amongst the interested departments.



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OLD BUSINESS

Fitch and Associates – Update

John told the Committee that a preliminary Fitch Report will be presented at the 9 am Board meeting today.

Portable Radio Subcommittee – Update

Distribution continued throughout the end of the year and the radios will be programmed and delivered by mid-to-late February to the remaining 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.

Encryption Subcommittee – Update

The committee met on January 15, 2025, and talks continue including the pros and cons, securing the scenes, and operational issues.

Wheeling Transition to NWCDS – Update

The Village of Wheeling successfully transitioned to NWCDS on January 9, 2025, at 9:00 AM, as planned. The go-live process went smoothly, with Telecommunicators effectively utilizing their training and adapting well to the new community. The Wheeling Police and Fire Departments have been outstanding partners throughout the implementation process and continue to support the transition now that we are operational. Regular meetings with Wheeling officials will continue over the next several weeks to ensure the highest level of service for both citizens and first responders.

Both Chief Dunne and Chief Salela agreed with John, stating that there have been virtually no hiccups and everything went very well.

CESSA – Update

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.



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At the IPSTA conference in October of 2024, 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).

CAD-to-CAD – Update

Progress continues and John announced that NWC did receive a grant to help with this project. This project will take several months, because coordination has to occur with other 9-1-1 centers, our CAD vendor, Central Square (the CAD-to-CAD vendor) and other police and fire departments.

Indoor School Mapping - Update

John reminded the Committee about Chief Eterno's presentation from the November, 2024 presentation, and explained that they will be visiting Cook County, who has already implemented an indoor school mapping system solution.

JEMS

Mick Fleming reported that the Incident Management Team kick-off meeting is next week in the same room as the present Executive Committee meeting.

He also stated that he is working out the intergovernmental agreement between JEMS and Arlington Heights in relation to the concrete barriers that Arlington Heights will be holding on site. Additionally, he is looking for a way keep track of them via community requests.

ADJOURNMENT

Moved by Chief Wax and seconded by Chief Gratziana to adjourn the meeting. *Voice Vote: Motion Carried.* The meeting was adjourned at 8:46 A.M.