



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, JUNE 19, 2025.

CALL TO ORDER

Chairperson Rob Sabo called the meeting to order at 9:00 A.M.

MEMBERS ATTENDING

Randy Recklaus (Village Manager Arlington Heights), Scott Anderson (Village Manager Barrington), 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.

*Mr. Townsend arrived at 9:02am.

*Mr. Cassady arrived at 9:03am.

MEMBERS ABSENT

None

ALSO ATTENDING

Nick Pecora (Arlington Heights Police Chief), D/C Tara Anderson for Brian Budds (Buffalo Grove Police Chief), Larry Kane (Buffalo Grove Fire Chief), Kasia Cawley (Hoffman Estates Police Chief), Alan Wax (Hoffman Estates Fire Chief), Rich Kurka (Inverness Fire Chief), Mike Eterno (Mount Prospect Police Chief), Pat Gratziana (Palatine Fire Chief), Milo Derman (Prospect Heights Police Chief), John Nowacki (Rolling Meadows Police Chief), Bill Murphy (Wheeling Police Chief), Scott Salela (Wheeling Fire Chief).

NWCDS PERSONNEL

John Ferraro, Executive Director; Kevin Diluia, Deputy Director -Operations; Terri Svec, HR/Finance Manager; Christine Boyle, Office Manager.



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OTHERS ATTENDING

Mick Fleming, JEMS Director; Dan de Grazia, JEMS Deputy Director; Don Shaw, Auditor at Lauterbach & Amen.

PUBLIC COMMENT

None

CONSENT AGENDA

Moved by Mr. Bragg and seconded by Mr. Palm to approve and accept the March 20, 2025 Joint Meeting Minutes, the March, April, and May, 2025 Budget Summaries and the NWC and NWC911 System Check Registers for March (NWC=\$1,123,365.87; NWC911=\$711,893.93), April (NWC=\$1,380,863.17; NWC911=\$657,886.26), and May (NWC=\$1,197,019.90; NWC911=\$2,880,618.90), the Executive Director's Report, the Deputy Director-Operations Report, the Finance/HR Manager's Report, the Deputy Director-Support Services Report, the NWCDS Wi-Fi connection for radios, and Budget Amendments: 25-004 Citizen Portal, and the JEMS Barriers IGA.

Roll Call Vote: Motion Carried. Time: 9:01am

Roll Call Ayes: Mr. Recklaus, Mr. Anderson, Mr. Bragg, Mr. Roan, Mr. Palm, Mr. Trakas, Chief Eterno, Mr. Ottesen, Mr. Wade, Mr. Sabo, Ms. Caddigan, Mr. Sfondilis.

Nays: None

EXECUTIVE DIRECTOR'S UPDATE

EMD and EFD Reaccreditation

On March 28, 2025, NWCDS was re-accredited by the International Academies of Emergency Dispatch (IAED), becoming the 139th EMD and 31st EFD accredited center globally. This recognition reflects the excellence and professionalism of our Telecommunicators. John Congratulated his entire staff.

Portable Radio Project

All radios and accessories have been distributed, and John reminded the Board that encrypting the radios will be a complex process, particularly ensuring good communication with non-NWCDS fire departments.

Personnel and Staffing

Congratulations to Grace Keaton, voted Telecommunicator of the Year by her peers. Grace recently celebrated her ten-year anniversary, and her experience, knowledge, and skills are an asset to NWCDS! We are also proud to share two life-saving calls: a cardiac arrest patient handled by TC Annalisa Cangelosi, and a choking patient handled by TC Amy Wilson. Congratulations on a job well done to both!



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Additionally, two new telecommunicators started this week, another will start in August, and Northwest Central will be hosting an orientation and testing event at Prospect High School on August 13th.

Motorola CAD/Records/Mobile/Interfaces

John explained that some member communities have been using Tablet Command and NWC has been invoiced, but those invoices will not be paid until there is proof that Tablet Command is working properly.

9-8-8 and CESSA Compliance

NWCDS continues to submit weekly reports to the State on mental health-related calls. All staff have completed State and Protocol 41 training. CAD and one-on-one training for transferring certain calls to 9-8-8 is underway, and we are finishing CAD programming. We should be ready to begin the pilot program in early July.

On April 23, at the Board's request, NWCDS met with member community social workers to discuss concerns over 9-8-8 dispatching practices. These concerns were shared with the State, which has committed to holding a dedicated follow-up meeting with the group. We expect to begin transferring select calls to 9-8-8 by mid-June.

RapidSOS and Streaming Video

On August 28, 2024, NWCDS hosted a demonstration of RapidSOS. A policy is already in place for the streaming video feature, and training is scheduled to begin in July. While we initially aimed to go live with this feature in June, the demands of the CESSA project—particularly the training of Telecommunicators and the necessary CAD configurations—have required significant staff time and attention.

We are also exploring additional RapidSOS capabilities, such as call transcription, text-to-voice and voice-to-text translation, and overall voice-to-text functionality. These features were not included in the CY2025 budget, but we are evaluating whether they could be funded by reallocating resources originally set aside for our current voice translation services.

Given ongoing challenges with our existing translation solutions, transitioning to RapidSOS—already in use for enhanced caller location—could significantly improve our ability to serve non-English-speaking 9-1-1 callers.

9-1-1 Developments in Illinois

The Emergency Telephone System Act (ETSA) is set to expire December 31, 2025. A surcharge increase is critical to maintain funding levels and reduce local assessments. Illinois APCO/NENA have prepared advocacy materials to support this effort, and assistance from Board members and Chiefs in communicating with legislators is encouraged.



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On April 29, NWCDS and other 9-1-1 leaders visited the Capitol and received support from several legislators, though some challenges remain. Most lawmakers we met with seemed to be in support of an increase, though many felt pushing an “add on” to an existing bill was more realistic.

The Spring session has ended. We do have sponsored legislation that we hope to get passed in the fall: HB4066 and SB2670. John asked the Board to help arrange tours of NWCDS with elected officials throughout this summer.

NEW BUSINESS

NWCDS/NWC911 Audit CY2024 – Approval/Roll Call Vote

Don Shaw from Lauterbach & Amen thanked Terri Svec for all her work preparing for the audit and gave a review of the Calendar Year 2024 Audit Report from the meeting packet. He reminded the Board that once again the audit received a clean, unmodified opinion, which is the highest opinion one can receive.

Moved by Mr. Bragg and seconded by Mr. Palm to accept the audit as presented in the meeting packet.

Roll Call Vote: Motion Carried. Time: 9:12am

Roll Call Ayes: Mr. Recklaus, Mr. Anderson, Mr. Bragg, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan, Mr. Sfondilis.

Nays: None

NWCDS/NWC911 5-Year Budget Projection – Approval/Roll Call Vote

- As we created the five (5) year budget projection for NWCDS/NWC911, we had to be mindful of current capital projects including the 2024 Portable Radios purchase of \$8,570,392 and the subsequent loan payments in 2025, 2026, and 2027, for \$1,890,000 per year, as well future capital projects such as a Microwave Infrastructure Replacement (\$800,000), CAD Records Mobile Hardware Refresh (\$1,500,000), and Base Station Radio/AXS Consoles Replacements (\$2,960,000). Because of this significant reduction in NWC911 reserves used to fund these projects, the trend of utilizing more NWC911 revenue to cover additional personnel costs has been minimized for the purposes of this projection. On an annual basis, reserves, and the amount of NWC911 revenue received from surcharge money can be reviewed for possible decreases in assessments.



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- The current projection for member assessments for the next five (5) years is under 2.25% percent annually.
- It should be noted that since the 9-1-1 surcharge increased by law in 2017, the member assessments have been reduced by nearly forty-two percent (42%) or about \$3.1 million dollars.
- Capital projects on the NWCDs side include an LED lighting conversion, the Wheeling backup center move, and other building maintenance/updates.
- Capital projects on the NWC911 side other than the portable radio project include the backup radio system, computer hardware replacement, microwave infrastructure replacement, and base station radio/AXS console replacements.
- As previously discussed, a focused effort is underway to encourage elected officials to approve an increase in the 9-1-1 surcharge from \$1.50 to \$2.50. If successful, this change would result in a significant reduction in member community assessments, and the current five-year plan would be revised to reflect this major financial shift. As it stands, 9-1-1 surcharge pays for about 48% of the center's total operation. This number would change significantly.

Moved by Mr. Anderson and seconded by Mr. Roan to approve the NWCDs/NWCDS911 5-Year Budget Projection as presented in the meeting packet.

Roll Call Vote: Motion Carried. Time: 9:17am

Roll Call Ayes: Mr. Recklaus, Mr. Anderson, Mr. Bragg, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassidy, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan, Mr. Sfondilis.

Nays: None

Center Expansion RFP Award – Approval/Roll Call Vote

Background

Following approval of the Calendar Year 2025 budget by the NWCDs/NWC911 Joint Board, a Request for Proposals (RFP) for the Center Expansion Project was issued on April 11, 2025.

The project scope, developed in consultation with our engineering partner, Wold Architects and Engineers, includes repurposing the existing mailroom and audiovisual (AV) room to create three (3) additional dispatch positions. The scope of work consists of demolition of the interior wall separating the two rooms, installation of new electrical



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systems, reconfiguration of the fire sprinkler system, and procurement of matching dispatch furniture from our current vendor, Evans.

RFP Process

Initial proposals were due in early May; however, no responses were received. The RFP was subsequently reissued on May 9, 2025, with a revised due date of June 9, 2025. Three (3) proposals were submitted in response to the reissued RFP.

Evaluation

NWCDS staff, in collaboration with Wold, reviewed and evaluated the proposals received. All submissions were deemed responsive and compliant with the specifications outlined in the RFP. Below is a summary of the proposed costs:

Recommendation

Following an evaluation of cost, completeness, and overall proposal quality, it is recommended that the Board approve the selection of Blue Reef, LLC for the Center Expansion Project. The recommendation, which confirms the award to Blue Reef, LLC is also made by Wold Architects and Engineers and is included in the meeting packet.

The cost of three dispatch consoles is \$88,995.73, and the construction cost is \$165,725. Additional project expenses include Wold's fees, workstations, radio consoles, and wiring. The total CY2025 budget of \$565,000 is expected to be sufficient to cover all project-related costs.

Action

Approval via roll call vote authorizing the Executive Director to enter into a contract with Blue Reef, LLC in an amount not to exceed \$180,000.

Moved by Mr. Otteson and seconded by Mr. Palm to approve Executive Director Ferraro to enter into a contract with Blue Reef, LLC, in an amount not to exceed \$180,000, as presented in the meeting packet.

Roll Call Vote: Motion Carried. Time: 9:19am

Roll Call Ayes: Mr. Recklaus, Mr. Anderson, Mr. Bragg, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassady, Mr. Otteson, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan, Mr. Sfondilis.

Nays: None



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NWCDS/NWC911 CY2026 Budget Subcommittee – Volunteers Needed

John asked for volunteers for the Calendar Year 2026 Subcommittee and those who offered included Mr. Anderon, Mr. Recklaus, Mr. Cassady, and Chairperson Sabo.

OLD BUSINESS

Bylaws Subcommittee / Bylaws and Financial Policy Manual Changes – Approval/Voice Vote

The Bylaws Subcommittee comprised of Chairperson Rob Sabo, and Board Members Reid Ottesen and Eric Palm, met with NWCDS on three occasions for review of the bylaws and policy manual changes. They have unanimously approved of these changes.

The Board further discussed some of the wording in the new bylaws and agreed to an amended version, specifically when it came to financial aspects and whether there is room for additional member communities.

The recommendation is for the Joint Board to approve changes to the NWCDS and NWC911 Bylaws, as well as the Financial Policy Manual as approved by the subcommittee.

Moved by Mr. Otteson and seconded by Mr. Bragg to approve the NWCDS and NWC911 Bylaws, as well as the Financial Policy Manual as authorized and agreed To by the Board of Directors. Voice Vote: Motion Carried.

Closed Session

Moved by Mr. Bragg and seconded by Mr. Recklaus to move to a 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); as well as Litigation, when an action against, affecting or on behalf of the System has been filed and is pending before a court or administrative tribunal, or when the Board finds that an action is probable or imminent. 5 ILCS120/2(c)(11)

Roll Call Vote: Motion Carried. Time: 9:30am

Roll Call Ayes: Mr. Recklaus, Mr. Anderson, Mr. Bragg, Mr. Roan, Mr. Palm, Mr. Trakas, Mr. Cassady, Mr. Ottesen, Mr. Wade, Mr. Sabo, Mr. Townsend, Ms. Caddigan, Mr. Sfondilis.



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Nays: None

The Board discussed the Radio Project and compensation.

They also discussed possible upcoming litigation.

Moved by Ms. Caddigan and seconded by Mr. Bragg to adjourn the Closed Session and resume the Regular Joint Meeting of the Northwest Central Dispatch System Board.

Voice Vote: Motion Carried.

ADJOURNMENT

Moved by Ms. Caddigan and seconded by Mr. Bragg to adjourn the Closed Session and return to the Regular Joint Board Meeting. ***Voice Vote: Motion Carried. Time 9:39am.***