

# WILL COUNTY 9-1-1 EMERGENCY TELEPHONE SYSTEM BOARD MEETING

Thursday, August 25, 2016 – 9:00 a.m.  
ETSB Chair Julie Ponce-Doyle

Will County Office Building  
2<sup>nd</sup> Floor, County Board Room  
302 N. Chicago Street, Joliet, IL 60432

## A G E N D A

### **I. CALL MEETING TO ORDER**

Pam Buzan	Robert Contro	Harold Damron	Suzanne Hart
Aaron Klima	Kenneth Kroll	William Mort	Nick Palmer
Julie Ponce-Doyle	Steve Rauter	David Riddle	Mike Shay
Howard Stephens	Brad Veerman		

### **II. INTRODUCTION OF NEWS MEDIA/GUESTS**

### **III. PUBLIC COMMENT**

### **IV. APPROVAL OF MINUTES**

**MOTION: To approve regular meeting minutes from June 23, 2016 as presented.**

### **V. TECHNOLOGY ADVISORY COMMITTEE – Chair Mike Shay**

#### **A. Motorola Records –**

1. Records Go Live – Records went live May 2. The remaining software related issues being worked on are;
  - Some UCR reports getting stuck in workflow (Found no reportable UCR code in report) – Motorola still investigating
  - Duplicate Case Numbering – Preliminary investigation appears to be associated to mobile records clients working off line. When two officers are working on the same case and they are both off line, when the mobile clients come back online they both get the same report number.
  - Reports losing data during workflow – Preliminary investigations indicated that when a report is sent to workflow some fields are losing data in report fields. Motorola is looking into this issue.
2. SSRS Report for Records – Currently validating content in the database and will advise agencies as soon as we are confident that the data is valid. Agencies are updated with the progress.
3. CAD/Mobile/Records Feature Request Management (FRM) – Staff will be setting up meetings with the three disciplines on August 23 and 24 to review the FRM process and the list of enhancement requests for each discipline.
4. Data Conversion Update – Re-push of 2014 to 2016 is on hold waiting for Motorola to resolve merging masters. Data is still converting past LRMS records and are currently on 2011 records.

B. Downers Grove Tollway Fiber/ISSI Router – Jeremy recently completed the installation of the router at the tollway fiber network site. He is currently coordinating with Motorola to complete final configuration of the network connection to the Motorola network.

C. Everbridge Platform – All PSAPs have switched over to using the system. The 9-1-1 office is assisting PSAPs in configuring their agencies that wish to use the new system for sending messages.

D. Field testing CAD 4.2 – Field testing for Motorola CAD, Mobile and Records will start on August 30<sup>th</sup> and continue until September 15<sup>th</sup>. All participating PSAPs and agencies have been notified of the testing schedule that will be conducted at the 9-1-1 office with Motorola and 9-1-1 staff. Staff asked Motorola to supply the required specs for hardware needed for the new version of CAD, and all other programs running on the system. Staff wants to make sure there is a VM solution and full redundancy throughout the system. There needs to be more discussion at a later date with regards to hardware. Committee directed staff member DeVivo to get pricing on all the hardware needed for the project.

E. Records Users Meeting – A Users Meeting of our records system agencies will be held on Tuesday, August 23<sup>rd</sup> at 9:00 am. This meeting will give the records users the opportunity to share case issues, concerns and overall usage of the records system with other agencies in the county.

## **VI. LONG RANGE PLANNING COMMITTEE – Chair Steve Rauter**

A. M-Core Regional Lease – The Staff has received several inquiries from neighboring ETSB's regarding the possibility of leasing space on our M-Core. Staff explained the details of these discussions at the October meeting.

B. Update on Matrix Operational Audit – The Matrix project team is continuing their interviews of staff and ETSB members. Their submittal will include a profile of the ETSB 9-1-1 Office and will include the project teams understanding of the current organization, staffing, services, operations and expenditures of the office. Staff is currently working with the project team on a draft of this document.

C. First Net Update – Chair Rauter provided the updates on First Net activities.

D. Illinois 9-1-1 State Consolidation Plan Update – Our State Consolidation Plan was submitted before the deadline as a “Plan Modification”. After a review by ISP Staff and the 9-1-1 Administrator it was determined the plan should be resubmitted as a “Consolidation Plan”. The Plan was revised and resubmitted by the July 1<sup>st</sup> deadline. The ISP Staff inquired as to the incomplete submission. The details of the Laraway Communications Center were reviewed and it was determined that a “Time Extension” should be requested from the State 9-1-1 Administrator. This process was completed and approved on July 6<sup>th</sup>. We will proceed with the Consolidation Plan in 9 month milestones. Our first date for compliance is March 31, 2017. If additional time extensions are needed, at that point, they will be provided upon our request. The items remaining to be updated or completed are:

- 1) Letter of Intent to the Carriers (pg. 6)
- 2) Plan Narrative (fill in the box) (pg. 7-8)
- 3) Financial (pg. 11-12)
- 4) Five year plan (pg. 13)
- 5) Communities served (pg. 14)
- 6) Participating Agencies (pg. 16)
- 7) Adjacent Agencies (pg. 18)
- 8) Carrier Listing (pg. 20)
- 9) Call handling Agreements

E. 9-1-1 State Advisory Board – The SAB met on Monday, July 26<sup>th</sup>. They reviewed the financial schedules for payment. The grants have been approved and funded. Requests for appropriations should be made quarterly. There is a need for the Board to determine the level of funding for the 2017 grant program. There are 26 consolidation plans and 6 waiver request for the SAB to hold hearings on. The SAB will meet for two days in August. Bids were received for the Statewide NG9-1-1 Planning.

F. Legislative/ISP Updates – The General Assembly approved an appropriations bill that will fund 9-1-1 through June 30, 2017. There was no sweep of our funds at this time. Some of the appropriation bills are providing funding through December 1, 2016. We will need to watch carefully that a sweep of our funds is not made at that time. The State is still running behind on their payments to the ETSBs. The current plan is to have April payments made in early August. May and June payments may be made by early September. Carrier fund reserves may be distributed in September.

G. Laraway Consolidation Planning – The 30 agencies, committed to consolidate to the new PSAP, continue to meet and work hard within the five assigned committees. The group chose Brad Veerman as the new Director. Building plans have been approved and an IGA still needs to be approved between the County and the group for ownership of the building. Site work is still planned to begin fall 2016.

H. 9-1-1 Administrative Office – Administrator Figved has negotiated a 15-year lease with an additional 5-year commitment, lease agreement and the proposed costs. The lease terms are no increase in years 1-3, a 2% increase in years 4 and 5, and a 1.5% increase in the subsequent years. The County Board is scheduled to approve the lease on August 18<sup>th</sup>. Final building design has been submitted and approved for 6,286 square feet of space.

**RESOLUTION #08252016-01**

**MOTION: To approve and accept the 15-year lease with the County for office space at 16911 W. Laraway Road.**

I. Government Initiatives - There are two governmental initiatives that staff has been watching. The first is a federal reclassification of the job classification for telecommunicators. The Office of Management and Budget is in the process of reclassifying Standard Occupational Classifications. Currently telecommunicators are designated as office and administrative support occupations. Lawmakers, public safety groups, and 9-1-1 Associations have been working to have the classification changes to a protective service classification. This would place telecommunicators in the same occupational classification as Police, Fire and EMS workers. If approved Telecommunicators would receive the same federal benefits as do other emergency response personnel.

The second initiative deals with the new Illinois Medicaid Program Advanced Cloud Technology (IMPACT) program may require dispatchers to register in the Medicare system, as is the case with other kinds of health care workers, EMT's and Paramedics. There was discussion of exempting emergency dispatchers from the registration requirement. If telecommunicators are classified as "health care providers", they most certainly will be required to register. Our ETSB Attorney John Kelly has reviewed this program and has expressed several concerns including:

"I have a couple of concerns about 9-1-1 Emergency Medical Dispatchers being classified as "health care providers." While I understand the billing possibility, there may also be some negative consequences of that classification. First, if classified as *health care providers*, dispatchers may also be subject to all of the provisions of HIPAA, just as paramedics are." The ETSB should oppose this possible legislation and make certain our legislators aware of our concerns.

**VII. PERSONNEL/PUBLIC EDUCATION COMMITTEE – Chair Brad Veerman**

- A. County Board Reappointments to the ETSB – There is no new information on the County Board reappointments of ETSB members. All members will continue to serve in their positions until replaced. The County Board has not approved appointments for two years.

Member Hart was absent from the committee meeting to provide a County Board update.

Member Palmer discussed the possible structure of the ETSB following consolidation. The board would be reduced from 15 members to 12. Twelve is not the ideal number for voting. The discussion included thoughts on reducing the board to 11 or increasing the board to 13. No other discussions have taken place.

- B. Staff Salary Adjustments – Chief Administrator Figved asked the Matrix project team if staff salary comparisons and analysis would be included in the scope of the current project. Matrix reported that this work is not included. They offered an addendum to their contract to perform a salary study by December 31, 2016 at a cost of \$14,000. The Committee felt the cost outweighed the benefit and instructed Staff to work on the salary comparisons and analysis in-house.
- C. Request for Part-time Records Support – All but five of the systems fire agencies are using the Zoll E-PCR reporting system for EMS calls. Staff has received requests from two of the agencies; Frankfort and Manhattan to join the program. At this time Staff is unable to provide training to these agencies, due to the heavy records upgrade workload. The Chief Administrator is requesting permission to hire a part-time, contractual instructor for this training. The instructor would be hired from within our system. The instructor would provide two, one week, 40-hour classes and 20-hours of administrative time not to exceed at total of 100 hours. The contractual salary would be \$25.00 an hour or \$2,500 for the contract.

**RESOLUTION #08252016-02**

**MOTION: To hire a part-time, contractual instructor for the E-PCR training of the Frankfort and Manhattan Fire Agencies. The total of cost of the contract is \$2,500.00.**

**VIII. FINANCE AND EQUIPMENT COMMITTEE – Chair Julie Ponce-Doyle**

- A. The Finance/Equipment Committee has reviewed the enclosed claims for  
June 2016 - \$125,783.67  
July 2016 - \$136,897.07

At this time, the Committee presents for approval the Will County Treasurer's Report of Receipts and Expenditures Month Ending July 2016, with a balance of \$4,873,687.06 and June and July 2016 list of County's Paid Invoices by G/L Distribution Report.

**RESOLUTION #08252016-03**

**MOTION: To approve and place on file the Will County Treasurer's Report of Receipts and Expenditures Month Ending July 2016 with cash balance of \$4,873,687.06 and the June and July 2016 List of County's Paid Invoices by G/L Distribution Report.**

- B. Financial Update – The General Assembly passed an appropriations bill that will fund 9-1-1 through July 1, 2017. While there was not a sweep of our funds at this time, portions of the appropriations for other agencies were only made for 6 months or until after the fall elections. It is

possible our funds could be swept at that time as the State tries to provide a balanced budget. We will need to keep our eyes on the process.

The ISP continues to be behind on their surcharge payments. It is anticipated that the April disbursement will be completed by the first part of August. The May/June payments are then scheduled by the first of September. At that point the state will be three months behind and will most likely maintain that schedule until next June. It is also expected that unused funds from the carrier accounts will be distributed to the ETSB's in September. With the August Treasurer's Report our cash on hand balance was \$4,873,687. This is an excellent financial start for the fourth quarter of our fiscal year.

C. Will County 9-1-1 Surcharge Reallocation Grant – The ETSB's Surcharge Reallocation Grant program is unique to 9-1-1 systems and is the only one of its kind in Illinois. For the last 8 years, the ETSB has contributed more than \$9-million in grants to our PSAPs, fire and police agencies. These funds have been used to provide additional funds to purchase 9-1-1 technology resources or to pay the PSAPs for their annual fees for telecommunicator salaries, etc.

With the uncertainty of revenue funding for this fiscal year, the ETSB has been conservative and has withheld the funds for this program to-date. With a more positive and secure revenue stream in place for the remainder of this fiscal year, the Chief Administrator is requesting the Board to consider reinstating this program for FY2016. With the funding of \$1-million, as approved in the FY2016 Budget, the grant program can be offered to our PSAPs and agencies with a submittal deadline of November 1, 2016.

With that said, now is the time for the ETSB to reevaluate this program, its funding, and purpose. Administrator Figved would ask the Finance and Budget Committee to work with Staff to restructure this program for the coming years. The project is fully funded in the FY 2017 Budget.

**RESOLUTION #08252016-04**

**MOTION: To move forward with the 2016 Surcharge Grant Reallocation Program in the budget amount of \$1,000,000.00.**

D. 9-1-1 State RFP Grant – The State Advisory Board will be recommending the amount of funds to be provided for the 2017 State Grant Program. Will County 9-1-1 will be eligible to apply for these grants but will not be able to receive monies until our Consolidation Plan is completed and approved.

E. FY2017 Budget – The Chief Administrator and Caryn met with the County Finance Director and County Board Staff to review the ETSB FY 2017 Budget. It was explained that much like last year, the beginning of the budget process is being met with many unanswered questions regarding revenue and funds from the State. The SAB had asked ISP staff to provide a financial projection of ETSB revenues through the end of the year. Their findings showed that Will County 9-1-1 revenues would be about \$64,501.00 more than the estimate of the Chief Administrator. Appropriate adjustments were made to the budget document.

F. Data Server Backup Platform – The Technology Committee has reviewed the staff recommendation to replace our current data server platform. Our current backup storage platform "FalconStor" has been operating for 7 years. The platform was implemented to back up a physical server environment with a much smaller data footprint. We have now outgrown this solution in both storage capacity as well as current technology. To resolve this problem we need to replace this storage platform with a best of class solution for Virtual Server Backup and Recovery technology.

An RFP was submitted to provide quotes for this project. Two responses were received: Sentinel Solutions (\$59,700.00) and CDW-G \$ (67,375.27). Staff has reviewed both proposals and is recommending the low bid from Sentinel.

**RESOLUTION #08252016-05**

**MOTION: To replace our current data server platform to a virtual server backup and recovery technology from Sentinel Solutions in the amount of \$59,700.00.**

G. CAD Workstation Warranty – The Technology Committee has reviewed the staff recommendation to renew our current CAD workstation warranty. Our CAD workstation warranty with Dell is expiring this month. Our current warranty period was three years. Attached is a quote for a 1 year extension in the amount of \$10,859.64. The rationale for a one year extension is that we should be at an upgrade point for CAD prior to or at the time of the additional year expiration. With the planned upgrade we will be moving towards a Virtual Desktop Infrastructure (VDI) for our CAD workstations or new replacement hardware.

**RESOLUTION #08252016-06**

**MOTION: To approve the purchase of a 1-year extension of our CAD workstation warranty, from Dell in the amount of \$10,859.64.**

**IX. MOTION TO ADJOURN TO CLOSED SESSION IF REQUIRED**

**X. ADDITIONAL COMMENTS**

**XI. ADJOURNMENT**

**The next meeting of the ETSB will be held Thursday, October 27, 2016 at 9:00 a.m.**

*All closed sessions may be held at any time during the meeting. Anyone requiring special accommodations in accordance with the Americans with Disabilities Act is requested to contact the Administrative Offices of the Emergency Telephone System Board at (815) 725-1911 at least 72 hours prior to the meeting.*