

**WILL COUNTY 9-1-1 EMERGENCY TELEPHONE SYSTEM BOARD
COMMITTEE OF THE WHOLE MEETING**

Wednesday, February 14, 2018, 10:00 A.M.
Will County Office Building, 2nd Floor County Boardroom
302 N. Chicago Street, Joliet, IL 60432

I. CALL TO ORDER

II. ROLL CALL

III. PLEDGE OF ALEGIANCE

IV. APPROVAL OF MINUTES

MOTION: Omnibus Motion to approve the minutes from October Committee meetings as presented; Technology, Long-Range Planning, Finance and Equipment, and Personnel

V. OLD BUSINESS

VI. NEW BUSINESS

A. Technology – Chair Mike Shay

1. Motorola CAD Update – Hardware Installed, working on powering up.
2. Zoll e-PCR Update – All agencies upgraded to new platform on February 1, 2018. This should resolve some of the issues being experienced.
3. CAD and Records FRM – Will begin end of February for 2018 cycle.
4. VM – being installed and configured.
5. Technical Review of Laraway Communications Center – Staff will review the project’s technical timeline of equipment and infrastructure purchase, installation, testing and successful Go- Live. Lessons learned will be shared.
6. Technical Review of Projects and Timelines 2018 – Staff will provide an update on technical capital projects scheduled for this year.

B. Long-Range Planning - Chair

1. Legislative Updates HB4246 Local Government Convention Expense Control Act. (Rep. McSweeney). Public funds shall not be expended by an employee at a convention or gathering of personnel. Excludes public safety personnel. Referred to Rules.
2. 9-1-1 State Advisory Board Meeting – January 29, 2018
 - a. Administrative Rules Review Part 1324 Update – Held for further discussion.
 - b. Telecommunicator Certification Project
3. State Consolidation Plan Update
 - a. Wireless Zip Code Agreement South Chicago Heights
 - b. Confirmation of Consolidation Completion
 - c. Plan Modification – Back-up PSAPs/AT&T Geneva Central Office trunk changes – Joliet to WESCOM.
4. Service Level Agreements – IT Technology
5. Laraway Open House
6. Future work sessions regarding NG9-1-1, First Net, and connectivity AT&T/Verizon.
7. Matrix Report – Action Items for Committee Discussion
 - a. 3.17 Adopt the four-point CALEA guidelines (as described in this report) to determine the inclusion or exclusion of future 911 Administrative Office policies and procedures in formalized documentation

- b. 3.18 Adopt the seven-point Policy and Procedure development and review guidelines (as described in this report) that are consistent with best management practices for 911 Administrative Office policy and procedure development

C. Finance and Equipment – Chair Julie Ponce-Doyle

1. Approval of Enclosed Claims – October 2017 to January 2018. The Finance/Equipment Committee has reviewed the enclosed claims for

October 2017 – \$889,948.76

November 2017 – \$1,378,998.60

December 2018 – \$101,648.74

January 2018 – \$106,472.89

At this time, the Committee presents for approval the Will County Treasurer's Report of Receipts and Expenditures Month Ending January 2018 with a balance of \$3,115,562.45 and October, November, December 2017, and January 2018 list of County's Paid Invoices by G/L Distribution Report.

MOTION: To move to Full Board the approval of the *Will County Treasurer's Report of Receipts and Expenditures Month Ending January 2018 with a cash balance of \$ and the October, November, December 2017, and January 2018 List of County's Paid Invoices by G/L Distribution Report.*

2. End of Year Fiscal Report

3. FY 2018 Surcharge Grant Program

4. ISP Equipment Grants FY 2017 and 2018.

5. Declaring Various Equipment Surplus and Authorizing Disposal

MOTION: To move to the Full Board the Declaration of Various Equipment Surplus and Authorizing Disposal

6. Lease – 2561 Division Street

7. Purchase of Equipment

a. West Corporation – The 5-year service and maintenance agreement for the VIPER CPE at the PSAP's.

MOTION: To move to the Full Board approval to pay West Corporation \$97,027.41 as year 1 payment on a five-year service and maintenance contract for the VIPER CPE at the PSAPs. The total 5-year contract is for \$632,996.63.

b. Xybix workstation upgrades for the Back-up PSAP's at Laraway. We are still waiting on the design approval and quotation for Wesscom.

MOTION: To move to the Full Board approval to pay Xybix Corporation \$33,937.33 for the workstation furniture upgrades at the Laraway PSAP Back-Up Center.

8. Matrix Report – Action Items for Committee Discussion

a. 3.10 The Office's IT staff should maintain, in the form of a web page, an updated list of system requirements for the various software applications and updates supported by the Office. This should serve as a reference point for public safety agencies' IT staff to reduce confusion and prevent avoidable IT issues for the agencies.

D. Personnel and Public Education

1. Chief Administrator Succession Process Update

2. Matrix Report Update –

a. Telecommunicator Training

b. Help Desk Turnaround

c. Action Items for Committee Discussion

a. 3.4 The Office should reach out to management staff in Will County's public safety agencies to reach an agreement on acceptable timeframes for updating GIS staff of changes in boundary lines for municipalities, police beats, fire protection districts, and other agency-related boundaries.

b. 3.7 The 911 Administrative Office should develop a set of service level agreements to clearly establish the level of support services that the Office will provide in each of its functional areas to its PSAP and public safety agency customers.

c. 3.11 The Administrative Office should review Helpdesk turnaround time data with customers and establish service level agreements with these customers which include parameters for acceptable response times

c. 3.6 The ETSB should require PSAP training coordinators to notify the CAD Administrator/Training Coordinator of all dispatcher training activity as it occurs. The CAD Administrator/Training Coordinator should be responsible for recording dispatcher training hours for all PSAPs in a standardized format. The CAD Administrator/Training Coordinator should notify the PSAP training coordinators on a regular basis of the progress of their staff toward the annual training requirements, alert them when a dispatcher fails to record the necessary training hours required for compliance, and track noncompliant dispatchers' progress toward achieving compliance.

3. Staff Salary Compensation Plan – The Chief Administrator requests approval of the Staff Salary Compensation Plan for FY2018.

VII. MOTION TO ADJOURN TO CLOSED SESSION IF REQUIRED

A motion to move to closed meeting in accordance with 5ILCS 120/2 Sec. 2 (c)(1) to consider specific possible action(s) relating to the appointment, employment, and compensation of specific employees of the ETSB.

VIII. MOTION TO RETURN TO OPEN SESSION

A motion to return to open meeting to discuss Board action if any, upon return to open session: Possible action(s) relating to the appointment, employment, compensation, discipline, performance, or dismissal of specific employees.

IX. ADDITIONAL COMMENTS

1. Matrix Report – Action Items for Board Discussion

a. 3.13 The Office should develop a process for employees to request clarification from the Board Matrix on topics where they lack clarity, and for the Board to develop and publish topical policies.

b. 3.15 In the context of existing documentation, develop a formal policy delineating the key roles and responsibilities of the ETSB Board, ETSB committees, and the 911 Administrative Office's management.

c. 3.16 Based on guidelines provided, develop a formal policy detailing the protocols for the conduct of ETSB Board and committee business

X. ADJOURNMENT

The next meeting of the 9-1-1 ETSB Committee of the Whole will be held on April 11, 2018

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.