

**WILL COUNTY 9-1-1 EMERGENCY TELEPHONE SYSTEM BOARD
TECHNOLOGY ADVISORY COMMITTEE MEETING**

Wednesday, June 3, 2015 – 1:00 p.m.
9-1-1 Administrative Office Board Room
2561 Division Street, Joliet, IL 60435

A G E N D A (Amended)

I. CALL TO ORDER

II. ROLL CALL

Jim Ariagno	Ed Bean	Jeremy DeVivo	Dale Murray
Steve Rauter	Mike Shay	Brad Veerman	Tong Zhou

III. APPROVAL OF MINUTES

MOTION: To approve minutes from April 1, 2015 meeting as presented.

IV. OLD BUSINESS

A. Motorola CAD/Mobile Update – Mr. Gewargis will present an update of outstanding issues from February 2015. In addition Mr. Gewargis will address the level of reliability as it relates to industry standards since February 2015.

B. Motorola CAD Failure – Mr. Gewargis will provide an overview of the problems to the CAD product that caused a system-wide failure of CAD on May 8th and resolution of those problems.

C. Prem/Haz Policy– Staff has prepared policies and procedures for Premise Hazard files and information. Staff will outline the policy.

D. Mobile Client Demonstration – A discussion of the mobile client demonstration given to the police and fire agencies, specifically the failure of a routing during the fire agency demonstration. A discussion of remediation efforts.

E. Records “Go Live” Date – Staff has completed the internal work necessary to “Go-Live” with the Records portion of the CAD Suite. ON-going training will begin and continue through the end-of-the-year. Implementation is scheduled for January 1, 2016.

F. Motorola Disaster Recovery Update – For the most part the project is complete. Staff is still working on a few minor corrections.

G. ISSI Gateway - A training session was held with the PSAP Directors and Motorola. Motorola has corrected the deficiencies and addressed the concerns from the PSAP Directors regarding this piece of equipment.

H. Texting to 9-1-1 Update – Staff has completed all the necessary work on the texting project. The PSAP Directors would like to have live training before going “Live” with the public. Intrado and the Telcos can turn the system on one telco carrier at a time for testing. However,

the system is live and the possibility of receiving a call from the public cannot be ruled out. With the consent of the PSAP Directors we can begin live testing immediately.

I. SSRS Report Training – A class was held on SSRS report writing with some of our PSAP personnel. The class had the opportunity to actually build some dashboard reports for the Fire agencies.

J. 2FA Implementation – Staff is working on arrangements for best practices information and distribution of the licenses.

K. County Radio Project – The review of proposals is ongoing. It is expected that a recommendation from the County's Radio Consultant is forthcoming.

L. Fiber to the PSAPs Update – The system is up and running with the exception of the link to the Illinois Tollway Authority. We have been assured the connection will be allowed.

M. RFQ for CAD Acceptance - A discussion on what the RFQ is to specifically request as an audit and a timeline needs to be determined

N. RFP for Operational Audit – Discussion and forwarding to Long Range Planning Committee.

V. NEW BUSINESS

A. Language Services – Currently the system is using Language Line our provider of language interpretation service. This has been the case since the system began. Current charges are approximately \$1.20 per minute. Last fall, the Chief Administrator worked with the DuPage ETSB and DuPage County Purchasing Department on an RFP for Language Services. Included in the RFP was the opportunity for neighboring ETSBs to enter into contracts with the selected vendor and the locked in rate of the RFP. DuPage chose Voiance Language Services as their provider at a per minute cost of \$.75. Service began in November 2014, and has been operational with no complaints of service.

More recently the Chief Administrator worked with the Kane County ETSB on a similar RFP. They received three responses with Language Line being the high bidder at \$1.25 per minute (50% of their current contract) and Voiance being the lowest bid at the \$.75 (the locked in price with DuPage). They are scheduled to start calls with the new vendor on June 1, 2015.

The Chief Administrator will have a discussion on the Voiance product and a demonstration from Voiance.

VI. MOTION TO ADJOURN

**The next meeting of the 9-1-1 ETSB Tech Advisory Committee
will be held on Wednesday, August 5, 2015 at 1:00 p.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.