

# MINUTES

## WINNEBAGO COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

Rockford Fire Headquarters, 204 S. 1<sup>st</sup> Street Rockford, IL 61104  
January 10, 2023

### I. Call To Order

Meeting was called to order at 9:00 a. m.

### II. Roll Call

Present: Michele Pankow, Co-Chair, Joe Corl, Mike McCammond, Todd Stockburger, Joel Hallstrom, Carla Redd and Shawn Connors

Guests: Elizabeth Russell, Sandy Stansell, Veronica O'Daniel, Jennifer Fey, Dave Rickert, Todd Hughes, Sally Chance, Mark Germain and Dan Magers

Absent: EJ Dilonardo and Gary Caruana

### III. Minutes

Note: The Roll Call list on the November 8, 2022 minutes does not list ETSB Member Carla Redd as being present. The body of the minutes reflect her presence and the November minutes have been corrected. Prior to the motion to approve the minutes, Co-Chair Michele Pankow introduced and welcomed ETSB's newest member, Shawn Connors. Co-Chair Pankow informed board members that Don Shoenlin's vacancy has yet to be filled. **Motion:** Joe Corl made a motion for the correction and approval of the November 8<sup>th</sup> minutes. Carla Redd seconded the motion. Minutes were approved.

### IV. Financials

Prior to a motion, Division Administrator Elizabeth Russell advised that there was a report for October but not November. She asked if there were any questions regarding October. Ms. Russell noted that there was nothing out of the ordinary on the report. There were contractual things like the Customer Service Survey and Pulse Point where were both due for payment. She noted that this is the final year that the fees for Pulse Point would be reimbursed to the ETSB by the hospitals, as the 3-year contract comes to a close. It would have to be determined if the ETSB wants to fund Pulse Point when the hospitals discontinue reimbursements to the ETSB. Ms. Russell provided a brief overview of what Pulse Point does for the community. Joe Corl asked Elizabeth Russell if we know how many people follow or use that app. Ms. Russell advised that they get monthly reports as to the usage. Ms. Russell stated that she could send out the report to whoever would like to see it. Prior to the approval of the financials, Co-Chair Michele Pankow advised board members that both October and November financials were included in the packet. **Motion:** Adam Truman made a motion to approve both financials followed by a second from Todd Stockburger. Motion carried and financials were approved.

## **New Business**

### **November and December Call Volume and Answering Report**

Both sets of reports were reviewed with no comments or questions.

### **Premium Rapid SOS Report**

Elizabeth Russell reminded ETSB members that they had a demo back in the summer for Premium Rapid SOS and after that demo, the ETSB decided to budget for the purchase of this system. The contract is for 3 years for a total of \$44,820 per year for both City and County 911 centers. Ms. Russell said that the board's approval to proceed with the purchase was needed. Joe Corl asked if everyone had been trained yet. Ms. Russell advised that the city was working on an internal policy and that there is in service training being pushed out to the Agencies in January. Carla Redd asked what the timeline was to complete the SOP. Elizabeth Russell advised that they were looking at February for completion with the rollout happening in March. Jennifer Fey advised that the county had not seen the demo yet and she was trying to arrange it.

Joe Corl stated that the board had seen the demo about 9 months prior. Sandy Stansell Informed ETSB members as to the importance of Premium Rapid SOS to the dispatchers which will greatly assist them during the call-handling phase. Stansell advised that there are other important components but the main reason all NINGA counties are or have gone with this version is to enhance their abilities to handle the call. Co-Chair Michele Pankow asked Jenn for an email chain so that she can ensure they are caught up on everything. **Motion:** Joe Corl made a motion to purchase Premium Rapid SOS and Carla Redd seconded the motion. **A roll call vote** was taken:

Michele Pankow – y	Mike McCammond - y
Adam Truman – y	Todd Stockburger - y
Joe Corl – y	Joel Hallstrom - y
Carla Redd – y	Shawn Connors – Abstained

Motion carried.

### **IT Services Quote**

Elizabeth Russell advised board members that the quote for IT services was in regards to money that was discussed and budgeted for by the ETSB for City/County IT Services. The invoice for the City of Rockford and the amount contained on the invoice was already budgeted. Ms. Russell advised that she was looking for a motion to approve payment in the amount of \$125,359 for IT support services. **Motion:** Joe Corl made a motion to approve the payment, which was seconded by Joel Hallstrom. Prior to the vote, Mike McCammond asked if this was part of the county's fees. Co-Chair Michele Pankow advised this amount was just for the City of Rockford. Joe Corl asked Todd Hughes if this amount was going to be used to add on two more people to focus on the 911 Center. Todd Hughes advised that the money was for one additional person for the infrastructure of CAD and RMS. Todd Hughes advised that they reduced the number because now that they are cloud based and it didn't make sense to have a second person. Mike McCammond said the agencies already pay support to the City of Rockford. Todd Hughes advised that this was for services outside of ETSB/911 related issues. Todd Hughes advised board members that the tech started yesterday. Adam Truman asked if the board would get additional invoices throughout the year. Co-Chair Michele Pankow advised they would not because this invoice will take care

of the charges for the year. Todd Stockburger advise that this can be revisited yearly. Todd Hughes advised that they also would look at the charges and revisit to determine what the charges were for.

**A Roll Call Vote** was taken:

Michele Pankow – y	Mike McCammond - y
Adam Truman – y	Todd Stockburger - y
Joe Corl – y	Joel Hallstrom - y
Carla Redd – y	Shawn Connors – y

Motion carried.

### **Station Alerting - Suburbans**

Joe Corl advised board members that there were three departments who did not jump on board with station alerting with the initial project; Durand, Shirland and Pecatonica. Corl said they are realizing now that they should have gotten on board back then. They asked how they can get station alerting at this point. Elizabeth Russell advised that the ETSB covered the hardware costs. Elizabeth asked the board if they would want her to get quotes on the hardware, it would be around \$25K per each. The Departments covered the peripheral equipment. Joe Corl suggested obtaining the quote. Rick Ciganek asked if equipment would have to be purchased for RockCom as well and Elizabeth advised it would not. Elizabeth Russell will work on getting quotes from the vendor.

### **Vacancy on the ETSB – Rural Fire Protection Rep.**

Co-Chair Michele Pankow advised she did not have an update on filling the vacant position but that the County Chairman is the one who would appoint that individual. Joe Corl advised that the Winnebago Fire Chief's will be making a recommendation to the board chairman. There is a Winnebago Fire Chief's meeting at the end of the month but most likely it will be March before a selection is made.

### **Old Business**

#### **RockCom/SAP**

Co-Chair Michele Pankow advised that information was submitted to the state and there was a deadline that had to be met as to whether the ETSB was going to recognize Rock Com as a Secondary Answering Point. That letter was submitted, but the State Administrator responded back stating they needed to know the plan. Elizabeth Russell put together a plan and sent it to Chairman Caruana for his review. Rick Ciganek advised that the plan was sent to Attorney John Kelly for his approval. Co-Chair Pankow said Chairman Caruana then sent the plan to the State Administrator. The plan was sent prior to the extended deadline issue by the state, which was December 22<sup>nd</sup>. Co-Chair Pankow advised that she will contact Chairman Caruana to get a copy of the plan to send out to board members prior to the next meeting. Elizabeth Russell asked for clarification regarding when to purchase equipment for Rock Com. Co-Chair Michele Pankow confirmed that the ETSB will wait on that purchase. Rick Ciganek asked about the next steps in this process and if there would be an agreement between the ETSB and Rock Com. Co-Chair Pankow stated that the first step was getting a plan to the state administrator and now that this has been done the next step is working on the agreement. Board member Carla Redd advised that it would be hard to develop this agreement without knowing what was in the letter to the state administrator.

Joe Corl asked if the board could get copies of what the state sent back as well. He also asked if fire dispatching was part of the plan as well. Elizabeth Russell advised board members that the plan was just a historical narrative advising what the ETSB was doing, why they are doing it and what the plan is for moving forward. Joe Corl asked if there would have to be separate plan to the state advising about the new dispatching process. Co-Chair Pankow said yes another plan has to be submitted. Joe Corl said if March 1<sup>st</sup> is the deadline then we need to get the plan updated and submitted to the state for their approval. Sandy Stansell advised that an IGA between Rock Com and ETSB would also be specific on the call handling; how calls will be handled, how calls are transferred and how they will be received. The IGA typically includes frequency numbers. Co-Chair Pankow wanted the minutes to reflect that Rick Ciganek and herself will be working with Chairman Caruana on current and future submissions to ensure that information gets to the ETSB before submitting to the state, this is for any plans or IGA's that are forthcoming. In addition, Co-Chair Pankow will work with Chairman Caruana, Rick Ciganek Elizabeth Russell and Jennifer Fey on the plan for fire dispatch and in turn get all of the information out to the board prior to submission. Attorney Kelly will review prior to submitting to the state.

#### **County Fire Dispatch Financials**

Elizabeth Russell reported that they have moved forward with ordering the radio equipment but it was her understanding that the County would not be adding additional positions in March. Since it will be a while before they get the radio equipment in, as it gets closer, they will purchase phone positions and CAD licenses at that time.

#### **Fiber Route and 911 NG Project**

Sandy Stansell advised that the process continues to move forward. Stansell thanked Elizabeth Russell and Jennifer Fey and their staff for working through the testing that was being done. Stansell reported that Boone, Ogle and DeKalb's network has been cutover and that Winnebago is on target for March. Unfortunately, that was due to some delays caused by our previous provider but it does give both PSAPS the opportunity to prepare their staff.

#### **CAD/RMS Governance**

Todd Hughes advised that this is an old agenda item and is no longer needed on the ETSB agenda. Mr. Hughes advised that he is always available to the ETSB when requested. Todd mentioned that they are currently working on mapping updates on CAD.

#### **Phone/Radio Circuit Audit**

Elizabeth Russell informed board members of continued work being done by Client First to disconnect unused telephone lines and radio circuits. As a result, the ETSB has acquired credits. Also, the City of Rockford isn't charging the ETSB because they still are not paying the vendor until all credits are received.

#### **Radio Lease: Back-up Equipment**

Elizabeth Russell advised that a contract with Motorola has been signed. This is for Radio positions. This includes the city back up positions at county and the adding of 3 positions, 2 at County for fire and 1 at the city back up console. Ms. Russell is

awaiting to hear what the timeline will be along with who will be assigned as Project Manager.

### **Rural Fire Mobile Licenses and RMS Interface**

Elizabeth Russell stated that she reached out to Central Square for 10 Field Ops Licenses for the police departments who are interested in trying it out; Cherry Valley, Rockford and Loves Park. She will work with the various people from those agencies in getting those working.

### **Mental Health Grant**

Co-Chair Michele Pankow advised that they are still moving forward with the Pro QA. Later this month they start the training in the center. Some of the leadership have been sent to the training. Additional training will follow in February.

### **New County IT Position**

In Chairman Caruana's absence Rick Ciganek provided the ETSB with an update on their new IT person at the County 911 Center. Rick advised that he believes the next step is developing an IGA with the ETSB. Joe Corl asked if instead of an IGA could the board handle this like what is done with the City, where a dollar amount is invoiced yearly for the services. Corl said one thing that has been brought up in the past was percentages; what percentage of work is 911 related etc. Corl suggested that it would be easier to submit an invoice then no one has to track the percentage of time dedicated for 911 issues. Rick Ciganek stated that it was his understanding that the ETSB had budgeted \$80K for this IT position, so the county could submit an invoice for the \$80K. Ciganek said that he was told the ETSB needed an IGA for this position. Co-Chair Pankow advised that if the position was to be approved by the ETSB then an IGA would be needed, similar to what the ETSB did with the Business Manager's position. Pankow said if the ETSB was billed for IT services similar to what the city has done, then an IGA would not be needed. Joe Corl said it should be easier for the county as well, if the ETSB simply pays for the services off an invoice. Mike McCammond said that makes more sense for budgeting and the ETSB doesn't employ that person. Carla Redd stated that the only reason it was presented that way was because 911 wasn't his only job, there were percentages involved. Elizabeth Russell stated that the \$80K was predicated on the new IT person doing 100% for the 911. She questioned if the board would look at a percentage from that amount. Carla Redd asked what percentage of the \$80K is the ETSB's percent? Rick Ciganek advised that the IT person is paid \$95K, so whatever that comes out to percentage wise. Co-Chair Pankow commented that this does get the ETSB away from dealing with the person and then an IGA would not be required, it makes it easier. Elizabeth Russell stated that the ETSB could then wait for the invoice and at that time vote on the dollar amount. **Motion:** Joe Corl made a motion to spend \$80K

annually for IT services. Carla Redd seconded the motion. **A roll call was taken:**

Michele Pankow – y      Mike McCammond - y

Adam Truman – y      Todd Stockburger - y

Joe Corl – y      Joel Hallstrom - y

Carla Redd – y      Shawn Connors – y

Motion carried.

Prior to adjournment, Co-Chairman Michele Pankow announced that Elizabeth Russell was

appointed to the position to the 911 Division Administrator. Ms. Russell's previous position has been posted and they have applicants already. Dave Rickert asked who would be on the interview board and if there would be anyone from the county on the panel. Co-Chair Pankow stated that it was a city position but she would research to see if that was a possibility. Dave Rickert recommended that someone from the ETSB sit in on the interviews.

ETSB member Todd Stockburger advised that he found a very old dot matrix printer that was 911 issued and he asked if it could be disposed of properly. Having knowledge of this archaic printer, Sandy Stansell advised that this was indeed a very old printer issued many years ago and has no value whatsoever. ETSB members advised Stockburger that he was able to dispose of it.

#### **Next Meeting an Adjournment:**

Rick Ciganek asked on behalf of Chairman Caruana if the February meeting could be changed from February 14<sup>th</sup> to February 7<sup>th</sup>. He asked Sandy Stansell if there was anything written against doing so. Sandy Stansell advised that the bylaws do state that the meeting is to be held on the second Tuesday of each month. It was suggested that a motion be made to change the date. **Motion:** Michele Pankow made a motion to change the next ETSB meeting date from February 14<sup>th</sup> to February 7<sup>th</sup>. Shawn Connors seconded the motion. Motion carried.

A **Motion** was made by Carla Redd to adjourn and was seconded by Todd Stockburger. Motion carried. The next ETSB meeting is scheduled for **February 7, 2023 at 9:00 a.m.** at Rockford Fire Headquarters, 204 S. 1<sup>st</sup> Street, Rockford, IL