

MINUTES OF THE  
REGULAR MEETING OF THE  
GURNEE EMERGENCY TELEPHONE SYSTEMS BOARD  
August 19, 2008

Chairman Velkover called the meeting to order at 10:00 a.m.

Present: Velkover, Friedl, Henby, Schwarz, Burkhardt, Kincaid, Marquardt, Hayner, and Mann.

Absent: None

**Administration:**

Approval of Minutes:

Motion by Hayner to approve the Minutes as presented from the April 22, 2008, meeting.

Seconded by Henby.

All ayes-motion carried.

Treasurers Report:

The Treasurers Report was dated the 31st of July, 2008. Velkover reported that there was a beginning balance of \$836,656 and a period end balance of \$884,128. The most significant expenditures related to service contract with XYBIX and regular amounts paid to AT&T. Hayner noted wireless is up about 20%. Velkover added that the graph shows wire line revenues are in a slow decline. People are dumping their land-line home phone. Large single spike in wireless revenues seen, caused by WETSA Distribution—a one time distribution from the carrier reimbursement funds.

Motion by Friedl to accept the report as submitted.

Seconded by Mann.

All ayes-motion carried.

**Old Business:**

Communications Statistics:

The totals for the months of April, May, and June of 08 were reviewed. Some fluctuation up and down in individual numbers; but overall the numbers are comparable from year to year. Marquardt stated that Fire will be busy for July. Total wireless calls going down. Note that wire line hang-ups did go up during the three-month period. Does not attribute it to anything in particular. Hayner commented that wireless calls may be down due to number of people with wireless phones and assumption someone else with cell phone would make the emergency call. Velkover stated that hang ups may also be down due in part because people may now understand the concept of location for Cellular 911. Hayner also commented that some calls are unintentional. Some pay-phone phone banks taken out and new hand sets are improved.

Marquardt reported that EMD is going good. Small issues being addressed individually. Overall scores very good. In future, we will look at going to Version 12—the latest and greatest; but need to get through staffing issues. Hayner asked how long it will take to orient staff once Version 12 is introduced. Marquardt stated that they will start after 30 days of training. Some calls for service are higher one month than last. Police calls for service are down—it appears Fire calls up.

#### Wireless 911:

Velkover stated that Sprint/Nextel is still only non Phase 2 carrier at this point. Marquardt searched for current orders from FCC. Not able to find anything on Sprint/Nextel. Marquardt added that as of the last meeting, they were going through litigation for rebanding and for Phase 2 handset technology. Hayner asked if Sprint/Nextel claims they have no business within our jurisdiction. Velkover stated that information pertained to wire-line and not wireless service. Marquardt stated he tested two of our Nextel phones and still could not get Phase 2 information. Hayner asked if there were any repercussions because Sprint/Nextel is past the Phase 2 deadline. Marquardt stated that it was up to FCC and litigation is hindering the process. With the exception of 800, all our licensing issues are taken care of. We are still waiting for rebanding issues to be resolved. There are no issues with the other carriers as long as the proper handset is used. If Phase 2 is in place and GPS is on, 95% of the time it would be within 50 meters—done off cell tower measurements and GPS in-phone service. Velkover stated that, even though it may not directly relate to wireless, Sprint sent notice that it is not providing wireline phone service in the Village any longer.

#### VoIP:

Our PSAP was contacted by a third party center that works with VOIP carriers to provide 911 services. Marquardt stated he is waiting to hear who they are providing this VOIP service for and the surcharges within the State of Illinois. Received e-mail addresses to follow-up on status of availability of surcharge money. Goes hand in hand with letter about Federal legislation on the Next Generation 911 and collecting surcharge. Marquardt also stated it has the liability shield built in. Joint APCO NENA legislative committee actively working on passage—possibly in an 18-month period we should have something statewide. Velkover commented on changing home service to voice over providers which offer 911 service, the differences, costs, and requirements. Marquardt stated when Next Generation 911 is in place, future answering equipment should all be IP based.

#### Private switch ALI:

It was noted that some of locations may come off the list after today's meeting.

#### McGaw Building R:

Velkover stated that as of last meeting they hadn't tested yet. Henby stated they are still working on the system. Feedback from the site was that it was more difficult than anticipated.

#### Adventure Inn/Econolodge:

Issues have been resolved. Marquardt asked if we have actually gone there and tested 911 and that it reflected the proper address of Jailhouse Inn. Friedl stated it was done by the Fire Marshall and tested. Marquardt concerned about correct name (ownership) and stated under normal paperwork procedures, he had not received information regarding testing. Henby stated he would retest Jailhouse Inn again.

#### Route 45 Lindenhurst:

Problems have been resolved. Goes to Antioch but it is our Fire and Rescue. Hayner referred to contents of a letter. Velkover stated the issue was to update the ESN to make sure they had the correct fire district. Previously came up Lake Villa for Fire and Rescue—now comes up Gurnee.

#### Six Flags:

Safety Director Steve Small still to provide information to Henby. Nothing done as yet to Henby's knowledge. Six Flags has installed a new phone system.

#### Lowes:

Issues have been resolved and they are now divided into four quadrants.

Kinko's:  
Issue has been resolved

LaQuinta:  
Issue has been resolved and was due to a training error.

NatGun:  
Issue has been fixed—went to Boston, Massachusetts. Hayner asked about the location of NatGun: Henby responded it was located in the 500 Building of Windsor Court. They work with water towers.

Key Lime Cove Elevators:  
Still having problems with 911 calls. Key Lime staff is working on programming issues.

Comfort Inn & Suites:  
Issue was fixed, and was due to a training error.

Fire Department VHF Radio Voter System Update:

All done with Bearcom and in good shape. During the process Motorola technician installed new versions and firmware without the Village's authorization. Motorola requests consideration for work performed. The initial quote was under \$2,000. Marquardt questioned the work that Motorola's technician did and its future benefits. Velkover stated that at some point we would need what was installed. Velkover agreed that even though we need to maintain a good working relationship with Motorola, he does not think the Village is required to pay for something that Motorola was not authorized to do. Hayner asked that if the unauthorized work was included in the initial bid, we would need this work to make our system functional. Velkover answered that he believed so. Hayner suggested the Village pay for at most half of the work but not labor costs, and that we should sustain our long-term relationship with Motorola for future updates. Velkover suggested we respond to Motorola that this issue was discussed at the 911 Meeting but there is no comfort level in paying the full amount of \$15,650 after the fact. Hayner placed on the table that we offer Motorola half (\$7,825) to keep our long term relationship intact. Schwarz stated he is not objectionable to this offer. Kincaid stated that Motorola met with them and agreed it was Motorola's mistake, but they asked that we consider their request. Velkover stated that if the Board agreed, we could approach Motorola with paying 50% of the invoice with a waiver from Motorola that the Village of Gurnee not owe them any additional money for said work. Henby and Schwarz want Motorola to understand that this money was not budgeted and the Village does not have to pay this invoice, but we have considered it because of our past relationship with Motorola. Velkover indicated there is money available to pay this cost.

Motion by Hayner authorizing we negotiate with Motorola on costs not to exceed \$7,825 for software and firmware related to the radio upgrade with a caveat that Motorola acknowledge that all obligations have been met.

Seconded by Friedl.

Roll call vote:

Ayes: Velkover, Friedl, Henby, Schwarz, Burkhart, Kincaid, Marquardt, Hayner, and Mann..

Nays: None.

Connect-CTY. Summary. Velkover ran report from January 1. Some discussion at last meeting of stats and how they are broken down. Researched breakdowns and found Village-wide calls (such as mosquito spraying) show under Village of Gurnee, Public Works personnel calls go to Public Works, internal police calls go to Police, but if Police make a call related to say neighborhood break-ins, it comes up under 'Village'. That led to the confusion at the last meeting. So, the message type isn't so much who is initiating the call; it is who is the target of the call. Hayner stated that makes it more understandable. Velkover stated that overall he continues to get positive feedback. Hayner agreed and stated residents appreciate being informed. No complaints about frequency of calls have been reported. Mann stated that the system helps with reporting of crimes. Message about auto burglaries prompted residents to call that vehicles were burglarized weeks ago. Schwarz stated one resident asked if system would be used for tornado warnings. Marquardt and Kincaid both asserted it would lead to additional staffing, training, timing, responsibility, and liability. Hayner asked who makes the call, is an additional call to be made when danger is passed, what are the repercussions for having the system and not using it.. Marquardt estimated it would take a dispatcher two minutes to activate the system for a Village wide call. Velkover agreed with Marquardt that the notification procedure should take about two minutes. Mann stated the need to notify residents is there. We bought the system, we have it, and we should use it. Marquardt and Kincaid stated they do not have an alternative; however, they do agree this type of notification is needed. Marquardt suggested a "canned" message be put in place to save notification time. Hayner requests that a survey be conducted to determine how other surrounding communities handle their systems. Velkover thanked everyone for their input..

XYBIX. Workstation Status. Velkover requested feedback. Marquardt stated it is all positive, but we will see a year from now. Velkover pleased to hear it was working as designed and was reassured that maintenance agreement is in place.

Police Station LMR FCC licensing: Tactical channel was up in the air as of last meeting. Marquardt stated that he completed all VHF licensing. He does not have the rebanded police channel or the tactical channel as yet. Some issues are with working with Sprint. The other issue is getting the 800 Mhz frequency coordinator to take care of business on that issue. Marquardt stated that the tactical channel will be taken care of before the re-banded police channel. Velkover commented that he appreciated that Marquardt is taking care of something that may be a big problem down the road if left undone, and eliminating it up front.

### **New Business:**

#### **Expenditures and Invoices.**

Chairman Velkover, gave a summary of expenditures and account activity from April 17, 2008 through August 14, 2008. He introduced the one page summary, the detail for all transactions for the accounts, and the budget report that shows what we've expended so far this current fiscal year. Both the expenditures and account activity cover two fiscal years.

A motion to approve the expenditures and bills as presented was made by Hayner.

Seconded by Henby.

Roll call vote:

Ayes. Velkover, Friedl, Henby, Schwarz, Burkhart, Kincaid, Marquardt, Hayner, and Mann..

Nays: None.

Consideration of Request to Attend Public Safety Systems, Inc. (PSSI) User Group Meeting, November 17-21, 2008, in Annapolis, Maryland

Due to the benefits of having in-house trained Village personnel providing updates in software and installations, it was discussed and agreed that the ETSB would send Al Marquardt, Mike Mann, and Brad Lambert as attendees to the meeting with the costs not to exceed \$3,500 for the PSSI User Group paid by through 911 Fund.

Motion to request the approval of the expenditure from the Village Board by Kincaid.

Seconded by Hayner.

Roll call vote:

Ayes. Velkover, Friedl, Henby, Schwarz, Burkhardt, Kincaid, Hayner, and Mann..

Nayes: None

Obstain: Marquardt.

Consideration of Requests to Attend Illinois Public Safety Telecommunications Conference, October 19-22, 2008, in Springfield, Illinois.

Due to the Village's previous fifteen-year involvement, it was discussed and agreed that three Village representatives, Police Shift Leader Wendy Mann, one Police Communications Operator (to be chosen at a later date), and Firefighter-Paramedic Brad Lambert attend said conference. A Motion was presented to approve for up to three attendees of said conference at a cost not to exceed \$1,700.

Motion by Mann.

Schwarz interjects and recommends a \$100 increase due to high gasoline prices.

Amended Motion by Mann to seek authorization of attendees at a cost not to exceed \$1800.

Seconded by Henby.

Ayes. Mann, Hayner, Marquardt, Kincaid, Burkhardt, Schwarz, Henby, Friedl, and Velkover.

Nayes: None.

Discussion of Interface between Lake County Passage and Gurnee CAD System.

Velkover started a discussion of Lake County Passage, Lake County's Intelligent Traffic Control System, and he recommended a visit to the control center in Libertyville. LC Passage is pursuing the expansion of the system and doing an outreach to PSAPs for passing information from CAD Systems to LC Passage and visa versa. LCDOT has approached the Village for participation which started a discussion with PSSI and the County's vendor, Delcan Systems. Two options were considered: Option 1 being an interface that would allow that one-way communication custom developed based on the Lake County Sheriff interface in place today and Option 2 being what PSSI calls an Inoperability Server, which is a standards based approach. Such a system is in place in the State of Washington, where information is being passed back and forth not only from the state highway authorities but also from CAD system to CAD system. We floated the idea that we would like system to be more interoperable with the long-term idea of benefitting a larger group by passing CAD information from CAD system to CAD system to Lake County Passage, etc. At this time there are no guarantees of neighboring agency participation.

Consideration of Proposal from Public Safety Systems, Inc. (PSSI) for Interoperability Server Software and Services in the amount of \$55,000.

PSSI, Lake County, and Delcan are agreeable to the standards base approach. Three options: 1) Don't participate at all. 2) Do something with Lake County that we can't use for anything else. 3) Look at something where we could also start discussions with other CAD systems on making these links. One argument for passing information to / from other CAD systems is how cellular works and getting calls from other jurisdictions. Marquardt recommends the third option. Hayner asked and was given clarification of typical procedure from Lake County Passage by Velkover. Velkover responded to Schwarz that he is not aware of any State grant money being available. Hayner recommended we get on board with system. A request to approve the amount of \$55,000 to PSSI to provide service.

Motion by Henby to approve the proposal from PSSI for their Interoperability Server to interact with the Lake County Passage System in the amount of \$55,000.

Seconded by Schwarz.

Roll Call Vote:

Ayes: Mann, Hayner, Marquardt, Kincaid, Burkhardt, Schwarz, Henby, Friedl, and Velkover.

Nays: None.

#### Consideration of Purchase of Raritan KVM Equipment at a cost not to exceed \$2,500.

Velkover states this is in line with what we already use whereby we access all the servers, the 911 equipment, etc. Time-saving equipment would improve the ability for PSSI to get in to those servers for remote support.

Motion by Hayner to approve the expenditure of said equipment not to exceed \$2,500.

Seconded by Friedl.

Roll Call Vote:

Ayes: Velkover, Friedl, Henby, Schwarz, Burkhardt, Kincaid, Marquardt, Hayner, and Mann.

Nays: None.

#### Discussion of a Selection Committee for new Logging Recorder Equipment

This year's budget includes the replacing of the logging recorder which involves many people and is used daily. Committee needed to look at vendors and solutions. Members chosen should be directly involved with equipment. Nine demos will be reviewed and used to determine the top three or so choices. Those will then be reviewed to determine which is more compatible. IS and Fire Department would get involved at that time. Marquardt wanted equipment to be IP based to take video feed and record video. We don't want to just record video and sound, but also be able to do "360" screen capturing of the operator at the time of the call. Marquardt, Jim, Wendy, and two operators who do call recording are recommended.

Motion by Hayner on proposed selection committee.

Seconded by Kincaid.

All Ayes-Motion Carried.

#### Articles & Info

Velkover recommended review of E9-1-1 Public Safety Information. FCC Bulletin discusses SMS messages, etc. and wanting carriers to have systems set up to send those messages out. Article regarding Narrowbanding dovetails into what we are currently doing and highlights one or two things we could do additionally.

#### Additional Discussion:

Henby inquired about status of disbanding \*999. It felt it was inferior to cellular 911's caller location information. Marquardt stated they continue to work with legislatures on that issue; however, the State of Illinois, who currently spends around \$425,000 per year on \*999, has not indicated any intention to get rid of it at this time.

Motion to adjourn the meeting by Hayner

Seconded by Marquardt.

All Ayes-Motion Carried.

Next meeting to be held November 11, 2008 at 10:00 AM.