

MINUTES OF THE
REGULAR MEETING OF THE
GURNEE EMERGENCY TELEPHONE SYSTEMS BOARD
MARCH 17, 2009

Chairman Velkover called the meeting to order at 10:01 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 written from the January 20, 2009, meeting.

Seconded by Mann.

All ayes-motion carried.

Treasurer's Report:

Velkover presented the Treasurer's Report, dated February 28, 2009. It showed a May 1, 2008, beginning fund balance of \$828,348. During the period, we had revenues of \$346,620. Expenditures of \$199,974 for a year-to-date increase of \$146,646 and a period end balance of \$974,994. Hayner inquired what expenditures are anticipated before the end of this fiscal year. Velkover stated that payment for tower work at Fire Station 2, and another progress payment on the inoperability server with PSSI was likely. He further stated that the logging recorder and any work on the CAD server would be in next year's budget and we will anticipate that in the budget proposal. There were no further questions regarding the Treasurer's Report.

Motion by Friedl to accept the Treasurer's Report as submitted.

Seconded by Henby.

All ayes-motion carried.

Old Business:

Communications Statistics:

Marquardt stated that he continued to work with Positron on getting the reporting configured correctly and that he expected resolution within a few days. He stated they continue to work on the capturing the hang-up calls correctly. Hayner added that if the effort to capture the hang-up calls going backwards were too great, that perhaps the reports should be completed without hang-up calls.

Wireless 911

Sprint/Nextel Update:

Velkover asked if there was anything new on the Sprint/Nextel Phase II issues. Marquardt stated there was nothing new; however, he has not made it a priority. Marquardt stated the he finally obtained a contact name at Sprint, emailed them, but had not received a reply as yet. Velkover asked if the issues applied to both Sprint and Nextel, or one or the other? Marquardt stated that he did not have that information. Velkover stated we could probably do testing internally. Marquardt agreed.

VoIP:

Velkover stated he didn't have anything new from his end and asked the Board members if they have had any experience with that or something to add on that topic. No comments were offered.

Private Switch ALI / MSAG Issues:

Velkover introduced Battalion Chief Henby stating that Henby was kind enough to forward some up-to-date information, asked Henby to review the locations listed, and discuss any new locations of concern.

Six Flags:

Henby indicated his displeasure with the amount of information he was receiving from Six Flags. Hayner asked what Six Flags is saying at this point. Henby said Six Flags is moving toward the private PSAP designation. Henby has emphasized to Six Flags the need to work through the ICC process. Hayner offered to call the general manager. Henby asked Hayner to give him another week before his talks to the general manager. Hayner commented that perhaps the general manager is not aware of this ... Hayner asked regarding the difficulty of the application process. Marquardt said he has never seen an application but can't believe it is overly difficult, as Baxter completed the process. Schwarz wondered if the biggest issue may be the additional liability they would take on.

Key Lime Cove Elevators:

Henby stated we hadn't received a call on 911 from their elevators since September, 2008. It appeared they did indeed fix this particular problem.

Comfort Inn & Suites:

Henby stated they were still working on their problem. There is a computer program that they are still trying to get.

Woodland Administration Building:

Henby commented they have changed their whole phone system and is working properly.

Jewel:

Henby reported that he went to see the manager of the Gurnee Jewel. The manager passed the concern to their corporate IS representative, and Jewel's IS person stated they didn't have to comply—that there was no law supporting compliance. Jewel is still working on it, and it is now in their corporate hands.

Caremark:

Henby stated that Caremark is changing their phone system to including a 911 offering from Red Sky. Hayner asked if the facility was located in Grand Tri-State. Henby explained that when a 911 call is received and they can't and nobody answers when they call back. It comes up with the Gurnee address, but actually the phone, according to Caremark, is in Northbrook. Henby added that a rescue call delivered to Gurnee by 911 was caught by our dispatchers to actually be located in Northbrook. Henby indicated that Caremark was working to address the issue. Velkover indicated that to his knowledge Red Sky was a significant player in PS-ALI.

Route 45 Corridor:

Henby reported that the Route 45 Corridor is done. It works properly. Only one problem with the cleaners—it came up with Lake Villa Fire and Rescue. The cleaners issue had been handed over to Lake Villa.

Walgreens 7499/7501 Grand Avenue:

Henby stated that he went out to that location and checked that yesterday, and that is working properly also.

Velkover asked if there were any other locations to add to the Private Switch Ali List. None were offered. Velkover told Henby it was a good sign that the list was getting shorter.

Marquardt asked Henby if you still had to dial “9” to get an outside line at Woodland? Is it “9” then “911”. Henby stated that he believed you still have to dial “9” then “911.”

Henby added that Walgreens had seven digit emergency numbers listed on their phones. Velkover asked Marquardt if we still get many calls on the seven digit emergency numbers from inside the Village. Marquardt stated that once in a great while we’ll get an in-Village call , but mostly alarm companies use those. Velkover thanked Henby and Marquardt for their work on PS-ALI. Henby extends his accolades to our dispatchers—especially on the Caremark situation.

Radio Systems:

Status of Police Station LMR FCC Licensing:

Velkover discussed that for the FCC licensing for the Police frequencies, asked Marquardt if he had any new information. Marquardt stated that when Velkover had reviewed it, we noticed the location for the Police Department was not on there, Marquardt had subsequent conversations with APCO and the Police Station location was being added at this time. Marquardt was hopeful that within the next 30-45 days, its all done.

Narrowbanding Mandate / Committee

Velkover stated he was not at the last committee meeting but heard it went well. The Fire Department is working on acquiring an additional frequency. Marquardt stated that the last meeting focused on establishing a game plan and timeline. Hayner asked if he was correct in his understanding that the deadline was January 1, 2013, but that the goal was to be done by January 1, 2012. Velkover added that was the timetable he had heard discussed at the State level being promoted by APCO and others. Hayner asked if we are on track. Marquardt stated that we could go by 2011. Velkover added that the VHF radios in the Police squad cars were an unknown at this point. Velkover further stated that a complete inventory is an important step, including radio types, models, base stations, etc. Hayner asked about stimulus funding. Velkover stated that Jay Patrick has been attending meetings with Lake County that included expenditures of grant monies around interoperability. Mann added that Lake County Sheriff has been hosting the meetings. Marquardt stated that its their 800 frequency that their looking to sharing for interoperability. Velkover added that his assessment was that the group was in the planning stages at this point.

Fire Station #2 Antenna Tower:

Velkover stated there was information in each of the Board member’s packet, both from Chicago Communications and CCI. At our last meeting, we approved a dollar amount not to exceed. Working with John Kavanagh of the Fire Department on these two proposals, we are under the \$52,000. We received radio proposals from both BearCom and ChiCom, we got cabling proposals from CCI and CPS out of Grayslake. ChiCom and CCI are set up and rolling, materials have been ordered., and they will be doing a coordination meeting. In the meantime, Cricket and their contractors are on site. Brad Lambert is coordinating on site work. In the permit review process, Electrical Inspector Robert Sandahl identified a ground-wire he wanted put in as part of the electrical work, which may incur some cost. Velkover was encouraged by the fact that the contractors are working around our needs and schedule.

CAD System:

Status of Interface between Lake County Passage and Gurnee CAD System:

Velkover stated that Delcan has been contacting us that they are ready to go to start testing and that PSSI changed the person involved from their end. Velkover stated that Ed Kossa with PSSI expressed to him, confidence in his new project person.

Logging Recorder:

Review of DRAFT RFP:

Velkover stated that Marquardt put a good amount of work into a draft of the RFP. I have to admit I have probably only been through about half of it to date, and I am working up my comments. Hayner asked if we have this set up where we can get multiple proposals? Marquardt stated that he though so. Velkover asked Marquardt where he felt the language was at in the range of rough draft to ready to go? Marquardt stated the he felt it was complete with the exception of some of the IT specs, and that he thinks that once Brian reads

we're done. Marquardt stated that a lot of the stuff was taken from CAD and former attorney language, and he is confident everything is covered. Velkover felt from what he has seen so far, there are a good number of contradictions in the draft. Velkover had gotten the impression that language was pulled from a couple of different RFP's and in putting them together, they were not reconciled, one against the other. Velkover also felt that it needs some work before we give it to Bryan Winter. I don't think it is far enough along right now to forward that to him. Hayner: You have to have all the technical language worked out.

Hayner: I move that we issue the RFP once it satisfies Velkover's technical review and the attorney's legal review of the document.

Velkover: Pending the review by those parties and I would say also review by somebody else in the police department would be in order.

Motion by Hayner

Second by Henby

Velkover thought we have a solid start, but that it needs to be worked over. He continued that as much as there are very specific procedural requirements in there, we want to make sure the vendor's can clearly understand what they need to provide in their response. Hayner added the he would like to be able to get more than one vendor sending in a proposal. Velkover said that in his research there were communities that spelled out specific manufacturers in their RFP document. He asked if that option made sense and would be worth pursuing in our case. Marquardt stated that he did not have a preference for any vendor in particular. Velkover stated he had the impression through the selection process, the committee had a couple of manufacturers in mind. Marquardt responded that the three vendors the committee had chosen were already doing Next Generation 911. He added that the specifications address providing video, screen snap shots, etc., as a requirement. Velkover asked if Marquardt felt specific requirements will take care of narrowing the field to the selected providers. Marquardt stated that he thought so.

Velkover added that pending the review by the parties already mentioned to authorize to go to RFP, we also take the finished RFP document and take it through the Village Board for authorization.

Velkover asked for any other discussion.

All Ayes

Motion Carried.

Next Generation 911:

NG911 Answering Equipment Planning Discussion:

Velkover asked if we had any new ideas or thoughts. Velkover threw out the idea of striking up some discussion County-wide discussion of opportunities for coordination. He stated that he believes that each PSAP has gone through an independent 'evolutionary type process' on independent timetables. Next Gen 911 will be a large move forward done at relatively the same time. Hayner asked what group might provide coordination. Marquardt stated that there is a Lake County 911 Committee where the supervisors, managers, directors, etc., get together and converse about this. He was willing to bring up the topic and asked what questions we would like to pose. Velkover wanted to know if there was any interest in standardizing equipment, and Hayner was interested in opportunities for coordinated purchases resulting in greater buying power / lower prices. Velkover wondered if call transfers could provide greater amounts of information in a coordinated system. Marquardt was somewhat unsure how ready the various members were to move forward. Hayner asked if benefit would be derived if even a simple majority of the PSAPs worked together. Discussion continued on the state of 911 equipment vendor consolidation, the history of joint dispatch initiatives, comparative call volumes between neighboring communities, and the high quality of radio dispatching by Gurnee when compared to some other agencies operating on the 'quad' frequency.

New Business

Expenditures/Invoices/Bills

Chairman Velkover introduced the 911 Fund Expenditure Summary, Account Activity Listing offering details of expenses, the Detail Budget Report that shows our status of expenditures to date, and the Budget Transfer Request where money was moved for the Fire Station 2 project. Velkover asked for any questions on the expenditures or on any of the other reports provided.

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

Seconded by Henby.

Roll Call Vote:

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

All ayes – motion carried.

Village Board Proclamation, 9-1-1 Education Month, April 2009.

Velkover related that in the upcoming month of April we have both 911 Education month and the public safety telecommunicators week. A Proclamation was drafted for the ETSB's approval and to be forwarded onto the Village Board for their consideration. Hayner asked if we should have language regarding this September being our 20 year anniversary of the approval of Enhanced 9-1-1. Hayner felt that it's pretty significant that the Village has been doing E9-1-1 this for 20 years now.

Schwarz had a correction to change the date of the Proclamation from 2008 to 2009.

Motion by Hayner

Second by Friedl

All ayes – motion carried.

Resolution – Nation Public Safety Telecommunicator's Week – April 12- 18, 2009.

Velkover reviewed the resolution from the ETSB recognizing telecommunicator's week. Velkover said that he pulled the dates off the APCO website

Motion by Mann and seconded by Marquardt to approve the resolution.

No further discussion or changes.

All ayes.

Motion carried.

Discussion of 911 Center activities related to Siren & Connect CTY Activation procedures.

Velkover stated that the last time we talked about this: there were some concerns on activation would work, coordinating the two systems. He added that everyone has now had a chance to digest that discussion. Velkover asked where are we as of today. If we are going to set off the sirens for a tornado or similar event, what is our approach as far as Connect CTY?

Marquardt stated that he had a conversation with Chief Jones, who wants to utilize the two together. Marquardt felt this would not be an issue when three people were available in the Communications Center, but that it could be difficult with two. Marquardt didn't want to set people up for failure.

Marquardt questioned where is the best place to set it off from. Marquardt asked Mann if he was looking at some other communities on what they did. Velkover responded that Pat Muetz had made inquiries regarding other communities, but from an Assistant Administrator's list, there were no specific details available; and our policies and procedures for Connect CTY seemed to be more refined than most.

Marquardt stated that a policy revision would need to be done and the logical place for activation is Communications. Marquardt added that staffing is where the issues come into play. Kincaid asked if it would be feasible to bring in additional dispatchers when inclement weather was expected. Hayner cautioned that the nature of inclement weather was often unpredictable. Marquardt added some discussion of authorized staff positions in comparison to those currently staffed due to leaves and vacancies.

Velkover clarified that this would apply when the sirens were already being activated. Kincaid felt it may be difficult to bring in additional staffing. Marquardt was concerned that if the policy required that sirens and Connect CTY were activated in concert, that should Connect CTY not be activated in a particular event it would be a liability issue. Velkover felt never using Connect CTY in conjunction siren activation would pose a greater risk. Mann stated that we took on a certain obligation to utilize Connect CTY when the investment in the system was made. Kincaid wanted to make sure that outbound messages included instructions not to call 9-1-1 for further information. Henby asked if the use of Connect CTY would reduce the number of calls currently received during siren activation due to the sirens being inaudible indoors.

Hayner thought we were subject to more second guessing if the Connect CTY system were not used during siren activation. Mann reminded everyone that messages for tornados or other events could be pre-programmed into the system to help reduce workload for the dispatchers. Henby asked if there were a way to combine the two systems. Velkover did not think the two could be activated through a single mechanism.

Marquardt and Kincaid had concerns that activating Connect CTY was setting people up for failure. Velkover asked how this was being avoided with the siren system activation already in place. Marquardt stated that siren activation was simpler. Kincaid added that there had been issues with siren activation, and the policy was revised more than once.

Velkover added that he felt that TV and radio stations were moving away from their traditional role in alerting the public. He cited a tornado warning last spring just south of Gurnee. His family had moved to the basement and tuned into WKRS. The radio personality was matter-of-factly discussing tornado sightings when his engineer reminded him that the WKRS was very near the likely path. At this point the radio personality nearly panicked and began asking what to do. Velkover felt that simply relying on traditional radio and television outlets was no longer sufficient as a sole source of information in emergency situations, especially as these stations move to automated / un-manned operations.

Kincaid had concerns over how the policy would be written. Mann asked if the policy could approach activation from a 'best effort' approach. Hayner added that there would always be issues, but that was not a reason not to make the effort. Kincaid was concerned that dispatchers would be criticized for a five minute delay in activating Connect CTY. Velkover stated that for Village-wide activation it would take upwards of twenty minutes for the system to make the calls in any event, so instantaneous notice was not possible via the system. Hayner added that not everyone will be completely satisfied with any notice, we need to do our best effort to give them fair warning.

Mann asked if it took any longer than one minute to login and activate a pre-defined message. Kincaid wanted an understanding of realistic timeframes for activation. Velkover asked if the current situation where the roles and responsibilities are undefined would put an even greater burden on someone forced to make quick decision without clear direction. There was further discussion that during a hectic situation having a well understood policy was the better option.

Discussion of Surcharge Auditing Services

Velkover related that Marquardt forwarded correspondence on from OnPoint LLC regarding surcharge auditing services. Velkover asked about Marquardt's intent in forwarding the information and if he was aware of any ETSB which have utilized similar services. Marquardt stated that he we not aware of any, and that he wanted to gauge the interest level of the board. Hayner asked Marquardt to contact the firm for client references. There was some further discussion of how fees for auditing services would be calculated and paid.

Articles and Information

Velkover related that four articles were provided in the packets for the members. The first being about alarm companies using automated methods for passing information on alarm events to PSAPs. This would reduce the amount of information currently conveyed via voice telephone conversations between alarm companies and 9-1-1 operators.

The second and third articles related to 'swatting' which Velkover explained to be a malicious caller spoofing their caller ID information to solicit a police response to a location other than their own for harassment or other purposes. Velkover summarized details of a specific incident mentioned in the article. Hayner asked how prevalent and available services to spoof caller id information are. Mann related details of similar services he is aware of on the internet today. Legitimate uses of caller id assignment related to companies with multiple locations or law enforcement operations were also discussed.

Henby asked about the status of *999. Marquardt related that there is Illinois legislation proposed to discontinue the service.

Velkover reviewed the fourth article regarding adoption of Next Generation technologies by a county in Florida.

Velkover reminded the board that the next meeting is scheduled for July 21st. He also thanked the members for their attendance.

Velkover entertained a motion to adjourn the meeting.

Motion by Henby

Second by Schwarz

All ayes – motion carried.