

MINUTES

WINNEBAGO COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

Rockford Fire Headquarters, 204 S. 1st Street Rockford, IL 61104

August 29, 2024

I. Call to Order:

Meeting was called to order at 8:32am

II. Roll Call

Present: Sheriff Caruana, Adam Truman, Joel Hallstrom, Mike McCammond, Todd Stockburger, Marc Gasparini, Shawn Connors, Carla Redd, EJ Dilonardo, David Loria, Michele Pankow

Guests: Jennifer Fey, Tyler Jones, John Girone, Elizabeth Russell, Todd Monahan, Matt Cordonnier, Rick Ciganek, Robyn Gustafson

Absent: Sandy Stansell

III. New Business

Michele Pankow

So, we'll move right on down to new business. John, you're up first with our ETSB fund request and planning practices.

John Girone

The back story on this is as I'm sure you'll recall, some months ago I had asked for some guidance on addressing some of the purchases. That we are presented with, particularly the conversation began with the field ops request. You know the dollar amount for the single purchase was within my spending limit, but I had concerns that because there's an ongoing expense with keeping those licenses active in the future; additionally, we are doing it as an ad hoc next month to month – we're getting requests. Board member Marc Gasparini asked me to go out and do some investigative work to find out how other ETSB's handle those types of purchases and those types of expenditure requests. So, having done that, talking to several of ETSB's in the region. The short version is that they really don't. They set a budget cycle and any requests of that nature, they take care of it at the time that they approve their spending budget. They don't really do an ad hoc through the year for things that are not emergency purchases to keep the PSAPs operational. That way that they're able to actually know in advance what it is that they're going to be spending for a year and they can have a dialogue at a single time about what is the total cost of the product or this purchase. Instead of continuing to add on, you know, field ops is a great example because currently I think we have four or five different open contracts with Central Square. They're bought at different

time. So, the pricing is a little bit different. It becomes very hard to navigate exactly what our expenditure is and you can't preplan for those things. Historically, because we don't predict that these things are coming across the year, we don't really have a strong indication of what we're going to be spending in a given year. So, the way that most ETSB's wrangle that is you need to present it to us before we finalize our budget for the year. We don't continue to buy and add-on as we go.

The continuation of essential operations, obviously the HVAC goes down, those kinds of purchases, those kinds of expenditures, obviously those are allowed. The day-to-day business expenditures at the ETBS are that the PSAPs need, like cleaning supplies, material goods, things like that. Those are allowed, you know it allows the two directors to continue to say I'm out of this supply, I need more of it, but those are things that we do budget for in our spending plan. So, it's not saying that hey, we can't approve anything that isn't itemized in advance. It's just major purchases, software licenses, equipment, things like that, you handle it at the time that you're handling your budget when you're preparing the budget, and then you don't really open it the rest of the year. What you do through the rest of the year is some version of a Submission request form. "Hey, I would like a thing and I would like the ETSB's assistance in either funding it or purchasing it. You fill out this form, produce materials supporting why you need it and what's going on with it and then the ETSB considers it and puts it on the table for the budget cycle, when it comes time to approve the budget, they can pull those out and say "department A is asking for this piece. Department B is asking for this. We need to discuss and decide if we want to put it in the budget for the upcoming year." There is draft of something of that nature in the stack here to look at. In general, our spending policy, when you look at spending policies of other ETSB's is pretty good. We have a pretty specific things that are in there that say we can buy these things, we can't buy these things, that are in line with the way that most other ETSB's operate. I think that that request form is one of the things that we're lacking other ETSB's really do to track the nature of the request and why it was being made and why the ETSB needed to fund it so it's not so much of an ad hoc situation. Like, "Hey, I know you have some money, can I get a thing" type of approach. It's very much more deliberate as to why doesn't your home department have the funding. Why doesn't your home city or village have the funding to pay for that for you? They really like it to be a request that benefits the whole. So, it's not something that an individual department is needing; it should benefit some large majority of the area served by the ETSB.

Then the last aspect of it was that we're kind of unique in that there's the spending allowance for the chair and Co. Chair have. we are unique in that way. The board either approves major purchases or the PSAP directors, or their version of the business manager approved the ongoing expenses, but they don't really have a place where any of the board members have individual spending authority. That's really what I found in my research with the other ETSB's as it pertains to

the budget. There are other things that we can talk about in another meeting, in terms of finances but that's the big take away.

Carla Redd

John, thank you for that. I think that policy is similar to what we do at each of our agencies as well. Your budget is your budget. So, you know what you're working within and when those things come up that we have to make modifications for no matter where you're pulling the funds. So, I think that's very appropriate.

John Girone

Yes, I think the historic on our spending plan that we is that the predecessor to the current county Finance Director encouraged the ETSB be to pad numbers to add on a big cushion and to handle those requests. Some of my concerns on that are, we're not being predictive as to what we're spending. A lot of this is very deliberate when we go through the line, you'll see they're very deliberate things that Jenn and Elizabeth have identified either through their own needs or just histories of what we have. There are very specific requests in there and those are accounted for. Historically, the advice from the previous county finance director was to just inflate that number so that the whatever's could be addressed. A large part of my concern is one - that's not really planning. That's just sort of like, "hey, I have this amount of money and I'm spending it."

The other concern is that, I'm sure some of you are probably aware, is that next December in 2025, the state is going to completely change the way that the surcharge funds are allocated to the ETSB's. The first phase of that is already in effect. They took away the prepaid wireless surcharge from the city of Chicago. That was a major fund reduction for the city of Chicago's 911 system. I would anticipate that all of these fees across the state will get less money sent to them individually because the state needs a larger portion of that to handle a lot of their infrastructure upgrades and things that they're doing with the funds on the government side of it.

So, that being something that is hanging over our heads, our spending policy and the budget that we put together is very close to a break even right now. There were large reductions in our spending years prior and the removal of the AT&T circuits, the frontier circuits, things of that nature, that's kind of kept our head above water. Things that we know that in the near future that we're going to need to start increasing our spending are going to be archiving and video and photography and things like that as text and 911 and next Gen. things start coming in. Those are expensive and we're going to be obligated to figure out how to handle that. So, going forward, I think it's time for us to probably look at tightening the process so that we're being more deliberate with the ad hoc request things that Jen and Elizabeth have not identified as operationally necessary or practice driven. We need to have these things or it benefits us to have these things in our budget. Come next March, we don't get a \$5 thousand- or \$10 thousand-

dollar unbudgeted request that we discussed in one meeting and add to it and add to it.

Michele Pankow

Any questions for John?

Carla Redd

John, you talked about the various contracts that have those different dates with the same vendor. Are you looking at bringing those into a line?

John Girone

Yes, we did that last year with the Field Ops licenses. At that time, we had 3 different contracts open and we did bring them in, they prorated. So, that added a little bit of an expenditure on each of those so, they have the same 2025 renewal. So, housekeeping is a little bit cleaner that way, but it is still a bit of a monster sometimes when you're looking at "how much do we so special Central Square?" Well, I've got 15 different invoices that I'm looking across and so it gets a little bit tricky that way and the same is true with some of our other vendors as well. We add and add so it's difficult to put your thumb on exactly on what you're spending with those vendors. Even when you work with Molly and Steve to pull that out of Munis and it's sometimes not very clear as to exactly what is being spent in a given time.

Marc Gasparini

Do you have an example of that form that other ETSB's use?

John Girone

I put together a draft of it. The form is marked draft "Outside Agency Proposal Requirements" in your packet. It's kind of an amalgamation of all of the different forms that I saw and I took the things that were common across them and compiled them into one and kind of pulled out the things where unique to their ETSB and we didn't need. Because some of them have a large full time ETSB staff and there were requirements in there about this. So I pulled all of that out that doesn't apply to us.

Marc Gasparini

All right. Thanks.

Mike McCammond

How do we define outside agency? This is like if it's the centers making requests, they're not going to fill out forms and make requests to us.

John Girone

Correct, the two PSAP Directors will continue to make their requests based on their operational needs, just directly to the board. Our board's process right now is to bringing it to the whole board. We did sit down and we go through what the two directors anticipate as being budgetary needs for the upcoming Fiscal year. So, in terms of things that were requested in advance, that's when they have their discussion, bring their case, present quotes and things like that. And in terms of additional purchases, they need throughout the year, again, it would be more things that are either emergency in nature and are kind of a no brainer. You know "we need heating and cooling, running water", things of that nature. Computers have to work that sort of thing. If there is a new product or something that they really feel needs to be launched right now without waiting to the next fiscal year, then it would have to be a conversation that's brought to the board. It's not saying that we couldn't produce some version of this as a shortened one for the PSAP directors - it's just not something that I saw very commonly with the other PSAP's.

Michele Pankow

Any other questions for John about the spending policy, the draft proposal for outside agency request?

So, I think we will then take a look at this to see if there is stuff that you think should be added or taken off, this is just simply a draft to kind of get started on what it would look like to have that mechanism for budget requests. No other questions on that, moving right along. All right, John, I feel like you're up again.

John Girone

So, moving on to the budget document that we have. On the 1st page is pretty much exactly what it is. Those are aligned to what we have what we budgeted in 24 and what we're proposing for the budget highlighted and if there's a difference between columns, the larger column is highlighted. So, you can see the increases and decreases. I think it's probably preferable to just kind of go through each line. It starts on page 2.

On the backside there so the first one is supplies. It's exactly what it looks like. It's the Office Supplies, the day-to-day stuff. You really don't change there. We didn't really anticipate a huge increase in the cost of pencils and things. We don't really spend all of what we budget. There's a pretty small group of things that we're looking at and they're not overly expensive, so there's not really much of a reason to increase that line item.

Office equipment stayed the same. Notable items are listed there. Office furniture for the city offices were in the 24 budget; there was some remodel budget or money that was spent or set aside that we're in the process of spending and remodeling the city 911 offices. These would be furniture, so desks and replacements for that, the stuff that's in there now has been there since the opening in 2006, so it's definitely served its time. Chairs for both centers, that's

an ongoing expense. You know they get heavily used. They're 24/7 operations and the chairs do see their use. Both centers do a good job of buying quality products, that does help it keeps the amount spent lower. Most of them are lifetime warranty on certain parts so that we can extend that but, we do budget for adding two or three chairs to each other each year so we can pull the old ones out of service.

The Sheriff's 911 center is asking for a desk for the county center. There is an evacuation position at their PSAP. It wasn't really clearly defined at the time we talked about what was meant by "a desk" and it was just a desk for the Boone County position at the County 911 Center on their request. So I don't know if we're talking a dispatch console or if we're talking about like an office desk or something of that nature. I don't think that there was an actual dollar amount presented. So, we added the line there.

Then we the last bit is the health and fitness equipment at \$5 thousand per PSAP. That's a change from how we budgeted last year. The 2024 budget cycle Chief Stockburger suggested adding an amount of money for employee Wellness in the previous year. We had it all chunked into professional services under professional counseling, so therapy, trauma counselors, things of that nature. We felt that change to move some into office equipment gave the centers a better opportunity to use it as they needed. I know that Jen Faye was able to buy some exercise equipment for her staff this year to put it in a bit of a fitness facility in the basement and they both centers have showed interest in walking treadmill positions at the desks because the staff is 12 hours seated and oftentimes they don't get a chance to really take a break or leave those positions, so we give them a chance to be a little bit active and move at their positions. It is quite beneficial in the Rockford Center. We've been buying very cheap Amazon versions over the last couple of years to test them, and they do get used heavily. They are very low speed kind of thing. So we've seen some real benefit from that. Because there's really not specific quotes for those items out there, we just left the budget the way that it was on the 24 year. We didn't spend a great portion of that budget in the previous year, at least not to date. So, I think it should be adequate. I don't think that we're really grossly over budgeting that, but I don't think we're in any danger of overspending on that line.

Michele Pankow

What's the dollar amount for the Boone County desk?

John Girone

It was not presented. It was just a general ask.

Jennifer Fey

So, it's not for Boone County. It's for Boone County moved into Tyler's office, and he had an old desk. So, they are going to replace Tyler's Desk.

Michele Pankow

So, Boone County has moved to your center?

Jennifer Fey

Their back up center is in our center

Michele Pankow

So, it's at your center though, not at their center.

Jennifer Fey

Yes

Michele Pankow

Oh OK, so it's at your center, though it's not going to be at their center. OK, all right, that makes more sense.

John Girone

I will make that change.

Data Processing Supplies: You see that that is a \$5000 increase over the year previous. This is where we buy our headsets, handsets for the call taking positions, cables and splitters and things that aren't necessarily IT network in nature but are related to work within the 911 centers. The tools that Tyler and Mike need to do their jobs to make those connections and things like that. We're starting to see in 24 an increase, particularly in the cost of headsets, handsets and the wireless bases that the positions use. So, we budgeted that increase to account for that, to prepare for a continued increase in those materials. Any questions on that line?

We'll go to cleaning supplies: Pretty straightforward. Exactly what it says. Those are supplies that are put aside for its cleaning. Both centers are under contract with Advanced Cleaning. The majority of the cleaning supplies that the centers need is actually handled by the contractor. So, floor soap, etc. The things that are needed to really do the day-to-day are actually paid for by the contractors as part of the contract, so we traditionally don't come near hitting that \$3000 mark here. But if there were additional needs or something happened outside of what the contractor covers in the day-to-day cleaning, it allows both centers to buy supplies and buy materials that are needed.

Gasoline and oil for the generators: The fuel for the generators to keep those full of fuel as needed. Both centers have those, again despite the cost of fuel rising, we we're still feeling pretty comfortable on the amount that we have to cover. Both centers to do generator tests. The generators are started and run on a

regular basis. So, we do need to top off from time to time. We budget more than what we need to backfill that because in the event of a power outage, you can't really predict how long it will be, and both generators will probably need a refill during that time and recently we've seen some pretty wild weather. We know that power outages are definitely becoming more common thing. It just ensures that we're budgeting enough money that we're able to handle that and get the fuel deliveries that we need.

Food and beverage: remain exactly the same. We don't spend much out of that. The annual ETSB breakfast comes out of that. And then TC week snacks is really the only other time I see expenditures on that line. This more than covers that amount.

Other Departmental Supplies: are your toilet paper, light bulbs, smoking receptacles, TC week gifts. I actually should have removed that because I believe that that's going to be taken out by the State this year. It hasn't been finalized yet, but I anticipate that it will be so we will be unable to spend ETSB funding on TC Week Gifts.

Michele Pankow

But will we leave it in for this year though?

John Girone

We can leave that line there and wait for the legislation to change, because currently it has not been finalized, just every draft that I've seen, they're striking that out as an allowable.

Michele Pankow

I mean, I would say at this point leave it in and if it's struck out before then we can just pivot.

John Girone

Accounting and auditing: is the Sikich audit, and that's true to the quote we have from Sikich. So, that's just based on exactly the documentation they provided, what the cost will be in the 2025 year. It's a three-year contract. It does go up each year incrementally, but we'll be able to account for it.

Legal. That's John Kelly, and this is a historic amount. We always just set that amount aside. I don't think that we, at least in my time, I don't think we've ever overrun that amount. So, I think that's an adequate spend there. So, unless the ETSB runs into some litigation, I think we're OK there.

Hardware maintenance: is a slight decrease there. This is because of the contracts and where we are in the years. So, you'll see the breakout of our hardware maintenance contract, so these are largely Motorola contracts, US Digital alerting contract and the cellular router maintenance contracts for the

suburban and fire departments. The Motorola ones are where you're seeing the decrease because of where we are in the payment cycles for those.

Software subscription: you'll see an increase there and that's due to the additional adds that we have there. We have it broken out. Starting at the top.

CAD Auto Dispatch: is a fixed amount. That was something we approved last year for Cherry Valley Fire, but it's available across all law and fire agencies that would run it, but Cherry Valley are the only ones that are the Guinea Pig right now. There's still some hiccups with that, but that's the actual dollar amount that we're committed to spending to keep that going.

Law Mobile: we have 78 licenses currently, so that is a pretty accurate number for that expenditure.

Fire Mobile: is 22 licenses.

Fire Field Ops: for both law and fire are listed as to how many we currently are paying for and the dollar amounts associated with those.

We did set aside \$8000 with the anticipation of some of the suburban departments moving from RockCom that they would want to make the request for mobile devices and so they would pay for their devices, the hardware, but we would need to account for licenses. As you guys may or may not remember, last year we bought a block of licenses for fire and law to set them aside, and again, to get out of that piece meal approach to buying licenses - we still have some of those licenses remaining. Currently they're reflected in those numbers up above. If we were to exhaust the fire mobile licenses. I would recommend that we buy a block of 20 to have a pool so that we're not having to go ahead to add three or 4 at a time. We can buy a block at a time that gives us a slight bit of cost savings, but it's just more manageable in terms of our understanding of expenditures and what we have out there.

The three additional CAD positions that we had last year at the County, the licenses for those weren't included in the original license for the CAD product. So, that's the dollar amount for those licenses this year.

The four additional training positions that we added that's going to be the licensing cost for those this year,

The EMD integration: the EMD product Priority Dispatch Pro QA into CAD is the only one we are currently integrating that's \$3570 there.

CueHit: is the feedback software. The PSAP's can set parameters for certain call types - We'll send a text message out to a citizen and a preset time frame after the event, and ask a very short survey via text like, "how is this? How do you feel about this? Do you have any feedback that you want to provide?" The Rockford Center, I know has a board down there where the dispatchers can see that feedback so they'll see the actual message that the citizen gave back about them specifically. I'm not sure. Tyler, do you guys have that feedback?

Tyler Jones
Not currently

John Girone

But it's available. It's something that's been out there for both and I believe, Elizabeth, correct me if I'm wrong, individual agencies can also use this.

Elizabeth Russell

Yes, actually it's county wide. So, any individual fire department or Police Department can have that feedback. Text sent out. So, right now we have it for Rockford. The idea was to go department by department, we just haven't followed up with that project.

John Girone

So, for example, if the Rockford Police or the Sheriff wanted feedback, they would be able that software would be able to send that same text format out. It's very simple, it's not a link where they have to go somewhere to do it. The feedback is given via text and so we see a lot more engagement with that product than we do, you know, click this link and go here and do this thing or a card being mailed out because it's easier. It usually takes 10 or 15 seconds and it's right in front of them and so people are more apt to. Actually, do it and engage with it so.

Carla Redd

What's the percentage on responses on the CueHit?

Elizabeth Russell

25%. I'm guessing, I think it's around 25%.

John Girone

I honestly don't know.

Carla Redd

What the what did the company say in regards to what's your average that you should get back? I'm sure they set some type of standard. What expectation?

Elizabeth Russell

I think we're a little bit. Lower than what they average for departments. But I think 25% is pretty standard. I know when we used to do surveys differently, 25% is 30% standard.

John Girone

Pulse Point: I think we're all familiar with what that is, this CPR app that the cost was subscribed to that.

911 Data Master: they're the company that helps with the phone system. They handle the MSAG and the Call Routing.

RapidSOS Premium: that's the amount we are obligated to them, because we're in an agreement with them. But I think that once we're out of that agreement, we may be able to pull that out of the budget in a few years. There is a free version of that available. I don't want to speak for Jen and Elizabeth, but I don't think that we really see anything that blows us away with that. So, I think that's an expense in the coming years that we can probably anticipate pulling out. We are obligated to it at this point.

Motorola Wave: is the Motorola StarCom app that allows the PSAP directors and supervisor staff to have Motorola StarCom on their phone, should they choose to have it.

Criticall-Biddle: is the applicant testing software that is used. So, it's the combination of typing, critical thinking that helps to get an understanding of a potential applicant's aptitude for the work.

County Online File Storage: This was a thing that was asked for the 2024 budget year. I think it's going to be an ongoing expenditure. So, they're looking for some sort of online file shares - that way it's easy to move documents to the SA or other agencies that need copies of CAD tickets or audio, things like that. It provides them a solution for that.

ASAP to PSAP: is something we haven't presented to the board yet because we are still waiting to get another number. What it is, is the National Alarm Monitoring Association has a product that recently came to Illinois as far as availability. What it is, is that these alarm monitoring companies that are member of the association, so you're talking about Simplex, ADT, all the major alarm companies - instead of calling the non-emergency lines in the PSAP's which is what they currently do and having a voice communication with the call taker who then enters a CAD ticket and then puts it out for pending, they're able to directly put an alarm call into our pending queue. So, it speeds things up for response. It takes pressure off of our call takers and makes their life somewhat easier. This cost that we're looking at \$20,000 is not a yearly cost - that would include their implementation fees and setting that up. It comes through the state LEADS switch. It was part of why Illinois was one of the last states to get that because it's a little bit more nuanced in order to make that connection. I think currently there are four (PSAPs) who are live and four who were waiting to go live. So, it wouldn't be a thing that we'd be able to implement right now. They're very deliberate about the process. They do one PSAP at a time, they won't do 2 at a time or three. Once they finish one and they test it, then they move to the next. So you join a waiting list for it. The yearly cost to that, If we were to buy, that would be \$3000 a year to maintain that service. So, it's relatively affordable and I think in terms of return on investment, that one is sort of a no brainer in terms of the time saving for alarms, both burglar and fire, and the labor that it takes off of our call takers. Any

call reduction that we can put in front of the call takers is immense for the staff there.

Central Square: they have a fee to implement ASAP to PSAP, so that is their cost. It would be a onetime cost. We wouldn't have any yearly residual cost with Central Square once that integration was made.

APCO Intellicom EMD: the next line down is the county center is asking for the APCO Intellicom EMD protocol software, so it's similar to what the county Mental Health Board provided to both PSAP's a few years back - the Priority Dispatch PROQA software. So, what it is instead of the old flip cards to do EMD, it would be a piece of software that's integrated into the CAD system, so it's driving the calls, the questions and the answers directly in the CAD system.

Wellness app: the next one down is a Wellness app. That number is a high placeholder and part of the conversation about Wellness for the employees, which is an ongoing issue. Cumulative stress and vicarious trauma is an issue for the PSAP's. There are various products out there that you can buy that are App based or software based where it helps the supervisors and the PSAP directors understand based on the types of calls that are coming and the volume of calls coming in, what the current score of mental health or stress might be of the staff, and it has some resources built into it. I think we've made that as a placeholder dollar amount because they really haven't landed on the singular solution. I think it's just to set money aside so they can find a solution potentially, to bring to the board for approval.

Power FTO: and the last one is Power FTO that is a like a training documentation subscription. That's where we do our daily training reports and catalog how the new hires, the people who are going through training and certification and probation, it is the tracking and report taking software related to that. I am going to be certain there's probably questions on some of these.

Michele Pankow

I do have one. Maybe I missed it on the first time around the ASAP to PSAP the \$20,000, is that an annual expense? So that's a one-time it.

John Girone

No, ma'am, that would include the all the fees to set up everything. The proposal they gave us the, current yearly rate is \$3000 a year to maintain that.

Michele Pankow

OK. So then to get that up and running, it would be the item below that, right? The interface and then that OK, so 34,000?

John Girone

You would add those two so you're approximately \$35,000. Yeah.

Mark Gasparini

John, this Wellness app, this has not been implemented yet.

John Girone

No, they haven't even arrived at needing a different solution for each PSAP or a single solution for you know both PSAP's, it's just a thing that they're looking at and we didn't want to not include it on the budget and then have them find something once the fiscal year started and then have to have a conversation about a major purchase.

Mark Gasparini

This is something that's being implemented amongst the other agencies?

John Girone

I don't know about locally. I do know that nationally this is a thing that both within the PSAPS and within field response is a thing that's out there. What it does is that you can assign different scores to call types and response levels and call volume and it will give basically kind of a feedback and scoreboard of how an individual dispatcher or officer is maybe potentially be doing based on the kind of calls they're seeing based on the volume that they're seeing. So, they can send off alerts, or it'll send notification to Elizabeth or Jen or the shift supervisor - "Hey, maybe it's time to go check in, take a peak with somebody, and make sure they're OK." And then there are also other resources in there - you can point to counseling services that you're maybe aligned with. There's, you know, meditation type, stuff that there's a lot of that I don't want to call it fluff, but superfluous extras that are included. But the main thing is so that the supervisors and directors have something in front of them is kind of a pulse or heartbeat as to what the current mental health and condition of the group might be. I think we all agree with our own departments that we're working that's becoming a forefront, right, like "how hard are we being on the staff?", "what are they actually encountering?", "how are they currently doing?" This starts kind of putting something in front of management and supervisors to say "hey, it may seem like just any other day but based on the number of calls or the type of calls you might want to go check in or you might want to take a peak real quick and see what's going on."

Mark Gasparini

Do you foresee any management labor issues with an app like this?

John Girone

That's outside of my lane. I think that would be better for Jen or Elizabeth to answer that.

Michele Pankow

So as far as what?

Carla Redd

Tracking on the back end.

Mark Gasparini

You're talking about confidentiality. Privacy.

John Girone

Yeah, that would be more for the PSAP directors.

Elizabeth Russell

The one that we were specifically looking at was anonymous. As far as if an employee went there and was looking at certain resources or reaching out to peer support there as well, that's all anonymous. You get aggregate data like hey, your employees are reading these articles so you can have that aggregate data to be able to look into. Maybe they need to focus on the individual employees and what they're looking at and who they are talking to would be anonymous and the part that John's talking about is information that we have access to anyways. Like if somebody's on child death call or something like that. We already know that's what you're talking about. It would flag those certain types of calls and give you some notifications that this person has taken 5 strangulation calls. So, that's stuff that we already have access to anyways. It just pulls that data.

Carla Redd

I think I like it on the back end, so that the supervisors are aware of what the officers have been exposed to. I'm with you though, I see the issues on the front end if they're accessing specific information.

Mark Gasparini

I think it's a great idea.

John Girone

Chief Stockburger just mentioned in a side conversation over here – Mindbase Software. Elizabeth, what's the one that you guys looked at?

Elizabeth Russell

It's called Powerline. It actually integrates with our CueHit software. So that's how it knows which calls are taken by which caller takers.

John Girone

There are different ones out there. That's why that's why we don't have a specific dollar amount there because a final decision has yet to be made. What it would be, is it's the same in both centers, etc. That conversation hasn't happened yet. This is something that they know that they would like to present to the board at some point, so we need to put a dollar amount aside so that when it comes time to approve or discuss it, we say this is what we budgeted for that, so we can a land within that amount.

Mark Gasparini

OK. Thanks.

John Girone

Any other questions on the software subscriptions?

John Girone

Next one is Professional Services Salary. I'll say this is money well spent because mine is in there with it. So. You have the breakouts there, the county director, 50% of city administrator, it's 50% training supervisor at the city, mine is 100% and then the 911 support technician, which is Michael Dyson, is 100%. That's the increase at the 10% level there. So, that's pretty true historic increases.

Mark Gasparini

This is just a general request and I'm a newer board member and I didn't participate in last year's budget. Can I get a copy of the organizational chart for the ETSB?

John Girone

For each PSAP?

Mark Gasparini

For each PSAP or overall and then the direct reports.

John Girone

Yeah. I'll get it for you.

Michele Pankow

For each PSAP you said?

Mark Gasparini

Correct. And then obviously there's one person in charge of both PSAP, right?

John Girone

No two PSAP's function underneath their own umbrella. Yeah, we'll get the copy to you.

Mark Gasparini

Give me a copy of the organizational chart.

John Girone

Any other questions on the professional services salaries?

John Girone

Account 43190 - Other Professional Services. We'll see that there's \$120,000 increase there.

Voiance Language Services is our line translation.

Rock Velley Culligan.

Data Mark, the I think is the one where you see the increase coming from; a if you go down towards the bottom there we have \$75,000 set aside for Data Mark, much like the conversation about the Wellness app. This may or may not come to fruition as a request. We're in the what I would call the middle phase of talking to a GIS firm named Data Mark, to have them look at the GIS data that drives the CAD and mobile software that both PSAP's use. Since the go live of this CAD product, we have experienced, to put it lightly, some heartburn with GIS. Largely it's because when GIS produces all of the GIS data for every municipality, village and department, public safety or otherwise, in their area, public safety is unique in the sense that we need our road networks to function in terms of intersections, directionals, things like that, differently than the others, because nobody is using it for routing, nobody is using it for AVL location, nobody's using it for, well, this side of the street needs to recommend the Sheriff, this side of the street needs to recommend Cherry Valley, etc. It's been a bit of a struggle for WinGIS to make all of those corrections. We've gone through four years with them. Last year this budget set aside \$5500 to have Central Square retrain them on how to produce GIS data that is CAD compatible or CAD correct. We have not really seen a marked improvement after spending that money and spending a week going through that training. I sat through that with them every day. I really thought that it was time and money well spent, but it didn't really seem to stick. So, we provided our GIS data to this Data Mark Group. Data Mark comes from a partnership with Central Square, our CAD vendor, I should have led with that. The idea being is they understand how the data needs to be in order to function correctly in a CAD and mobile environment, and the initial conversation with them after presenting them our data, they said one-year data in terms of GIS in terms of CAD world, lots of things that can be improved. You know, there is in particular intersections and jurisdictional boundaries were things that they really called out immediately. One they found that our current data isn't correct by state law. We're not incorporating our ETSB boundary. We're incorporating the county

boundary. The ETSB boundary is larger than Winnebago County in some areas because Loves Park is into Boone County, Rockford is into Ogle County, and those PSAP boundaries and the ETSB boundaries need to match the PSAP that we will be answering calls for. They did call out a lot of areas within the city and within the county, where intersections that should be an intersection aren't in the CAD data. The wrong directions on highways and ramps and things of that nature. They produced us a quote that was \$100,000 a year. There was a little bit of a misunderstanding what our ask was. That when they produced that quote, they produced a quote that was an ongoing, five days a week relationship with them for a year, which isn't really what we want. We want a correction of the CAD data and then that data brought back to us to load into the CAD. We don't really want this five days a week, every single time we need a minor change made, we call them and make it because we already have that relationship with WinGIS. When talking to Sarah Stromberg at WinGIS, she's in favor of this. She is basically a one person shop there, she manages all the data for every single GIS need in the county. She has no problems with us partnering with this group to clean up in a CAD centric way and give that data back to her so she can continue to manage the other aspects that need to go into it. We have asked for a modified quote for what is the one time fix it fee for us. We're placeholdering \$75,000. I don't have that quote back yet. They produce us \$100,000 for their Cadillac version. We want the Honda version. I believe it will be much lower than this and then Jen and Elizabeth still need to take a deep dive at what's brought back for us to understand, if we even want to ask for it and bring it to the board. So again, this is a placeholder and it's probably an inflated dollar amount.

Central Square is on-site upgrade support, we have learned through past practice that if we just take on an upgrade and put it in there, it causes us pain because they're unforeseen changes that we weren't aware of, that we just didn't understand some of what it was going to do on the back end and it causes pain not only in the PSAPs and how they're using the CAD software, but it extends out onto the mobile side of things for the patrol officers and for the firefighters. So, we asked Central Square to give us a quote to what it would look like. We would install that software in our test environment. We'll configure the way that we think we need it to be. We'll put that into the production environment once we're comfortable with it. But the day that we put it in the production environment, we have one of their people on site for three days to help us fix anything that goes haywire with that upgrade. I think \$7760.00 is a bargain for that, because what we have found in the past when we did our last major upgrade, we definitely spent more time with that in sweat equity between the two IT departments, Tyler and Mike, myself and then all the dispatchers and supervisors finding things, fixing things, reporting things that this will streamline that and make it cleaner. I think it's definitely that a bargain. In talking to IT, they're hugely in favor of it obviously. There is a lifeguard standing there with them to take care of that. Any questions on the professional services side of it?

Michele Pankow

Yeah, I think you missed like everything in the middle between the top and bottom. So, we talked about the language services and then I think we jumped down. You're excited about the GIS, I gather that yes, everybody gets that.

John Girone

Most of those. Yeah. I'm sorry. Right. OK. So, we should go through those. I'm very sorry.

Voiance Language Services the translation services for the PSAP's. Somebody who's a non-English speaker calls 911. It allows them to get on with the translator. We have previously years ago we're on AT&T language line - it's (ATT) much more expensive and they had far, far fewer languages available. Most of the ETSB's, and I think a lot of the field responders, are using Voiance now. In Rockford at this PSAP, our experience has been fairly good with Voiance. Jen, is that still true for you?

Jennifer Fey

Yeah.

John Girone

I know some of the other PSAP's claim to have issues with it. Cost measures wise it's far more affordable. They charge per minute and this is a pretty accurate number for what we're spending. It's a necessity, you have to have some sort of translation service, and the other ones that are out there that we've used prior are more expensive and aren't as good. Just so this is a good number to keep with.

Rock Valley Culligan they take care of the water softeners and the drinking water for the two PSAP's and the kitchens filtration systems on the tap that sort of thing.

Sandy Stansell Consulting, that's a historic number because she charges by the hour for services to ETSB with documenting, to take notes and things like that. So, this number is historically remaining the same. She doesn't hit that number, but we place hold that for her.

City IT services that relates to the services they provide in relation to keeping the CAD server running, that sort of thing.

County IT services that was a lump sum amount that was set aside a few years back to make sure that the county PSAP had IT services. The decision at the time was that they could spend it as they deem was appropriate for their needs, whether that's to hire a person having a role, hire an outside agency, etc. whatever they want to do with that - it provides them the same services.

County 911 training similar. Whether that's a person to offset the cost of salaries or bringing in an outside person, it's an it's an open-ended model for them to augment their training there.

Client First Consulting, I would expect this number to decrease this year. Client First has been helping us with the disconnection of circuits, almost exclusively 911 circuits through AT&T and Frontier. A few years back, this board and Elizabeth got very aggressive at cost saving measures with some very expensive circuits that were out there. We're almost through it now. There's very few left in the past year. Jen and Tyler and I have really whittled away at the remaining Frontier ones. There was some goofy stuff that we were paying for that was just kind of sprinkled all around and we, through the last year or so, really kind of chopped most of that out. I would expect that number to decrease greatly just because there's not really much work left for them to do. We're kind of at the point where there's just nothing left to cut and so we don't really need their help there anymore. There're a few issues with AT&T and how they process payments that they're assisting with right now, but I think largely that expense is going to be shifted over to county finance because it's more of a county finance problem. They cut one check for every AT&T account that they have and then AT&T will apply the total amount to a single account. So, you have several that aren't paid and one that is grossly overpaid and it becomes a paperwork nightmare. But that expense is going to be shifting over county finance now since we don't have any accounts really remaining with AT&T.

County Rural Fire Radio needs assessment was something that Jen and Rick Ciganek had asked for. I should let them probably expand on the details of what it is.

Rick Ciganek

Sure. We want to hire a consultant to do a county wide assessment of the Rural fire network that is in place so that we can better dispatch the Fire Protection district in the county. So, it's taking a regional approach and looking at the overall needs of the current network, which in a lot of cases is from the 70s and 80s. So, we want to hire an outside consultant, take a look at that, look for funding ways to improve the system, look for ways to make it work better for all the Fire Protection districts in the county.

Michele Pankow

I have a question. I'm not sure if it's directed to you Rick or Jen or for either one, So, this is for dispatching for fire, right?

Rick Ciganek

Yes.

Michele Pankow

If the expectation is that the ETSB funds the needs assessment. Is the expectation then that anything identified by the need's assessment, the ETSB would fund as well?

Rick Ciganek

So, I don't know. I can't go there and because we don't even know what we need, right? But part of what we're going to ask for an RFP and from the consultant is to find appropriate funding sources for this, whether that's, you know, through the ETSB, whether it's through grants, whether it's through I don't know, any other funding source that might exist, right. We're going to ask for them like, identify that. So, after the needs assessments is done, I think we will have a better more, clear answer on whether or not we would ask ETSB to fund.

Michele Pankow

OK. Just from the ETSB perspective, because I know that we've been moving towards this finish line with the county for quite some time, right? And obviously, I mean, I speak for myself. I don't want to speak for the board, but I think we all want the county to be successful in this endeavor, but I would also say that I did see the county board meeting and the discussion in the county board meeting was that the ETSB was going to fund the equipment. So, I don't know if that was, or how it was laid out there.

Gary Caruana

First of all, he asked me questions that I wasn't prepared to answer. I told him specifically we would drill down on what we needed and some of this like Rick says needs to be analyzed and some of them easily could go to the ETSB. Maybe using this draft proposal that John came up with maybe not. That is where we're at. We're not sure what we need, we're asking for an agency to drill down and look for our needs. So, like you said, we're very successful and how we build this network, which never happened.

Michele Pankow

Right. So.

Rick Ciganek

I think the other thing I would add is, that if you listen to what the Sheriff said in that meeting. He said ETSB has funded everything we need up to this point, right? So, I don't think that in his meeting he made the necessary commitment that the ETSB would have to fund everything. I think what he said and if you listen to it was responded everything up to this point which the ETSB did.

Michele Pankow

I mean, I did.

Rick Ciganek

The ETSB has paid for the equipment we need inside the center. Right, so, from this point forward, though, we don't know what we need, we don't know where those costs are going to come from.

Michele Pankow

Right. I understand that part of it for sure and I guess that's my question because the stuff, obviously the stuff in the PSAP of course that is an ETSB according to our spending policy, right? That is in line with ETSB expenditures, right? And that's in line with the policy. But I did listen to the comments that were made and the take away and whether that was the intention or not, Sheriff, the take away was that the ETSB was going to fund radio equipment and equipment needed to get this up and running.

Gary Caruana

I said we would look at it and we would drill down on it and do it analysis. That's what it said.

Michele Pankow

In addition to that...

Gary Caruana

And again, I feel like he has 100% conflict of interest in doing this.

Michele Pankow

Who is the he you're talking about?

Gary Caruana

Chris Scrol

Michele Pankow

OK. I'm just talking about what you said. I'm not talking about what he said.

Gary Caruana

But, I'm defending myself on how I explained it. You are depicting here that I said it's all ETSB. We don't know. That's why we put this post in there. So, we can do the analysis and yeah, it could be because we want to build a correct PSAP.

Michele Pankow

Agreed.

Gary Caruana

PSAP or a 911 Center for the county that we stand alone and protect our citizens, which he said that we'll put them in jeopardy. No, we're not. We got a very professional service there and we're going to continue to do that and it could be an ETSB cost. It might not be, we don't know.

Michele Pankow

So, in reference to the conversation that was had at the meeting, there was also a discussion about a contract or contracts, I don't know because I haven't seen any contracts. I guess my question would be, if it was said openly that we'd be looking at the ETSB to fund what you are looking at, has the ETSB been committed to anything in writing in any of your contracts? So, do you have a contract with Loves Park?

Gary Caruana

You have asked me to stipulate out in the future.

Michele Pankow

Do you currently have a contract with Loves Park?

Rick Ciganek

Yeah, we've had one since 2006.

Michele Pankow

Do you have a contract with Rockton?

Gary Caruana

So, what are you saying?

Michele Pankow

I'm asking. Have you committed the ETSB in any of those contracts? Because that's what it sounded like in the meeting.

Gary Caruana

No, I don't think we really have to.

Michele Pankow

No, you're right.

Rick Ciganek

I think, If I understand what you asked, Chief, have we in these agreements committed ETSB money to this process. Is that what you're asking?

Michele Pankow

Yes

Rick Ciganek

The answer to that is no, we have not. We are not coming to agreements with the Fire Protection districts and saying to them the ETSB will fund this, ETSB will fund that, we're not.

Michele Pankow

OK.

Mark Gasparini

Can I ask you a question? We recently made a purchase on behalf of the ETSB or gave money to the city of Loves Park for equipment that was outside or in violation of our current policy. Did we not?

Michele Pankow

We did. So, I guess I'm not understanding the question.

Mark Gasparini

I guess what the Sheriff's Department is asking for is and what you're questioning is we'll evaluate all the possibility of something where we've already violated the current policy.

Michele Pankow

And I think that we spent quite a bit of time discussing that policy in open forum and we're ready to table it until the Loves Park Fire Chief got pretty loud with the board and pleaded his case.

Mark Gasparini

What we did is we made it emotional.

Michele Pankow

And I think we all voted it. We did.

Mark Gasparini

Both and what my recommendation was, is to amend the policy. And that's still my recommendation.

Michele Pankow

So, I guess I'm sorry, go ahead Shawn.

Shawn Connors

But, with the outside agency wouldn't this documentation correct some of those issues we had previously.

Michele Pankow

Oh, for sure. For sure. Yeah, for sure.

Mark Gasparini

But going back to the policy, I think there are circumstances where, State Statute will allow us to make purchases with this policy that will still be in violation of that policy.

Mike McCammond

We should probably reference state statute or allow more expenses than that restrictors.

Mark Gasparini

And we can revisit this.

Michele Pankow

In the policy, is that what you're at saying?

Rick Ciganek

Can I add one more point? Just so the board is aware prior to submitting this request to the ETSB budget, I did contact the attorney for the ETSB, John Kelly, and he did say this is an appropriate expense of the State Statute.

Michele Pankow

To do the assessment?

Rick Ciganek

Yes.

Michele Pankow

Right, I wasn't asking about that. I mean the assessment piece I get, I'm trying to understand the expectation. I guess it was just a question like if that's coming here and to Mark's point about the Loves Park equipment that we approved, I mean is the expectation then that the board is going to be committed to or are expected to pay for all of the equipment to get the rural fire departments, not the stuff in the PSAP. I'm not talking about the PSAP piece, but the transmitters, the receivers, the towers and I only say that because I know how much our investment for the City of Rockford Fire Department has been or is where in the process and we have not come to the ETSB for that because it's equipment outside of the PSAP and

therefore outside of the spending policy and we're looking at a pretty good chunk of change, north of \$3,000,000 to get that up and running. So, that's why I asked the question. Because it is a very significant expense, as I'm sure you'll find out right when you have the needs assessment. So that's why my question is, is that the intention or the expectation to come back here because historically that's not something that the ETSB has funded.

Gary Caruana

OK, I think I just answered it. We don't know. That's not the intention. We don't know. That's why we're hiring this for that analysis. I'm telling you, I'm not going to say again. It's not and I'm not going to say it won't be. What I'm saying is we don't know. And if we see that there is a need for ETSB involvement money, we will come here and we'll as a team do the analysis and vote on it. It could be no, it could be yes, we don't know.

Carla Redd

I think when you take a look at the municipality stepping up to, in all fairness, those conversations need to be blatant with the county as well to let them know this assessment is being done. The other entities that are involved, the city, whether it's Loves Park, or whoever else it is. Those municipalities are reaching in and paying for it. The county board should be, at least aware it may be something that's coming their way.

Gary Caruana

True.

Rick Ciganek

So again, Chief, my answer to that is we're asking in the we're asking the consultant to identify funding sources. So, if the consultant comes back and says each minimality or each fire district should pay this. If the county should pay this, if the ETSB should pay this, it there is grant money then, we'll know. But I mean at this point you're asking us a question we don't know. Right? So. So you're asking me to make a commitment to something that we, that the sheriff and I can't commit to until we have the information.

Michele Pankow

Right. Well. I'm not asking you to make a commitment, Chief. I'm sorry if that's how I came off. That's not my intent at all. But what I'm asking is, is there an assumption there? I'm not asking you to commit. I'm just saying, is there an assumption? That the ETSB will fund the equipment. If the needs assessment comes back and points to, you need XY and Z and it's going to cost \$50. Is the expectation that the ETSB would fund that? And if you're saying you don't know or know it's not an assumption, you're not assuming that the ETSB will fund that. OK,

it seems as though is the direction that it's going. So, I'm trying to understand the expectation of the board.

Gary Caruana

You want to answer or do you want me to answer it?

Rick Ciganek

If I could Sheriff.

Gary Caruana

Go ahead.

Rick Ciganek

Yeah and again, there's no assumption. We came in to this not knowing what the needs of the rural fire system radio network is, and we're asking the consultant to find funding sources, right? So, we don't know who's going to fund what, where the money is going to come from, But we are doing our due diligence and we're doing step one. What do we need, right? So, this this is really an assessment of what do we need Step 2 is. You know, how much does it cost and who's responsible to pay it? So, we don't have any assumption on that. We don't know who's going to be responsible to pay for what. We're doing the first step in the process. What probably will be, you know, a considerable process to find out what we need, because we can't ask for equipment paid for we even know, right? So, we don't know who's responsible to pay for any part of it. We're just going to start at step one going to find out what we need. We're going to analyze the information we get back from the consultant and then we'll make decisions on where do we go from there? Do we ask each ETSB board, do we ask we the municipalities, do we ask the county, do we ask the Fire Districts, do we ask everybody? I don't know. We'll share, you know we have to share the information with the board if it's not good. Obviously, we'll share with the with the Board or anybody else who wants to see the results, but.

Gary Caruana

We can ask all the entities

Michele Pankow

What's the timeline for the study? Did they share?

Rick Ciganek

Well, after I mean after the ETSB approves the line item in the budget will go out to RFP. I would imagine the process is going to take months because they have to meet with us, they have to meet with the rural fire districts and then it's going to be a process I would imagine. 12 months, maybe less.

Michele Pankow

OK. Any other questions about that? Anything else to add Sheriff?

Gary Caruana

No

Michele Pankow

Ok

John Girone

Telephone moderate decrease there, largely the 2024 number was a tad high based on the recommendation of county finance because we really didn't know how much was left to cut from AT&T and Frontier. The number that we're looking at now is a pretty safe assessment of what our actual cost is because we include the Solacom monthly fees, the iFiber fees. Those are the fiber connections to the PSAP's for the phone networks. What little remains of plain old telephone lines are included in that. So, this is a pretty true cost number. I don't expect further decreases after this year on that one, that's been kind of our saving grace over the last few years as that number continues to march down. But, that should be pretty much where we're at going forward with that one.

Utility Fuel Gas and heating Oil mostly that pays for the monthly heating bill at the county 911 center. The ETSB picks up the NICOR bill, well actually both Twin Eagles and NICOR because county finance signed the contract, but it pays the heating bill.

Water It's the monthly water bill to the county 911 center. So municipal water.

Waste removal It's the trash bill for the county 911 center and the Paper Recovery Center service there.

Building repairs and maintenance This is our elevator repairs, lawn maintenance pretty much what it sounds like there.

Office cleaning and maintenance This increased. Rockford and the County are both contracted with Advanced Cleaning. There's a monthly cost that's \$2200 for Rockford, \$2100ish for the county center. I think both centers are happy with the service they're getting there.

Equipment, repairs and maintenance takes care of upkeep with the alarm systems, uninterrupted power systems, Lieberts, radio repairs, equipment repairs, that line remains the same.

Dues and memberships cover the annual APCO membership and NENA membership for each center. Those are the professional organizations that set standards and provide training to the 911 industry, so those are pretty common with any PSAP in the country.

Instruction & schooling that budget remained the same. The ask is for that budget remains the same. Quite a long list there.

We send the supervisors and directors to attend the Illinois Association conference every October in Springfield. That one is a joint conference put on by NENA and APCO together and is specific to Illinois. The reason that it's traditionally been supervisors and directors that go there's legislative sessions there, John Kelly does legal, sessions that are there mostly pertain to higher level conversations. Systems that you're going to be buying, things like that. There's not a lot of opportunities for the TC's to take much away from at that conference.

The next conference down is the APCO International conference. Jen attended that this year along with some of our supervisors and TCs and I believe all the feedback that I got from that was positive. It was a good conference.

Same with the next one down the International Academies of Emergency Dispatch is the Pro QA Priority Dispatch conference. Rockford is sending people to that currently because the county center is not currently using that product. It's an opportunity for them to go through a deliberate track that kind of augments their understanding of the protocols, learn some new methodology in terms of the EMD process that we're using, to look at upcoming changes to the protocols and how the software will be managed going forward.

The next one down is the NENA Association, like the APCO one, that's the national one. Rockford sent a supervisor and some TC's, and I believe that was the same model the county uses in that the training supervisor, Jen and I believe a telecommunicator or maybe a supervisor went to that one. The NENA one is very heavily training oriented, there's some certifications that you can earn while you're there. And again, historically years back we weren't taking advantage of these conferences and I believe the board saw the need to increase the training budget largely to allow for these things.

The mutual aid box alarm system is an Illinois conference in Bloomington annually by Illinois MABAS. That we send our fire dispatchers down to that.

Central Square CAD conference is the nerdiest of the group here. Myself and Mike Dyson attend that one. That's where we go and we learn about all of the computer upgrades that are coming and changes to the CAD system. Largely, it gives us face time with the vendor to express our wants and needs. It's been useful for me in this last particular year - the model that we have elsewhere in the budget where we can get an on-site support person didn't exist until I was able to get the face of the Vice President of services for the company and say "You know, we buy this product, we make changes to it and then my only solution is to talk to someone over the phone and I don't have an affordable model where I can bring your people back to the building to help us." So, it's useful that way.

And then the rest of it is down to the next group is the actual, ongoing training that we send people to. Rockford has some people at CTO currently, but it's both APCO and NENA CTO certification. So that is the training certifications for the individuals who do the training within the PSAP's, it obviously keeps them with current training methods, how to document things, how to have

conversations, how to deal with people with different learning types that makes them stronger as a trainer.

NENA core competencies, that's so NENA is a national organization kind of sets standards for the basics that every telecommunicator should have. The state is going to be requiring some version of certification for telecommunicators in the near future. That's something that is new. I don't think they have completely arrived yet if it's going to be a state standard or if they're going to defer to one of these national standards. But, it does help us kind of get in front of that where we're working towards actually getting a certification outside of our four walls. Both PSAP's have their own internal matrix that you need to meet to be certified. In the fire(fighting) world we have the NFPA standards. To be similar to that, this is what it takes to do the bare minimum of the job. These are the skill sets or the basic requirements and things that you need to understand about the histories of why we do what we do and how we do it.

The next one down is the NENA Center Manager Certification program. I don't think either PSAP has anybody currently enrolled in that, but it's a high-level certification program and management and as it pertains to 911.

Next one down is APCO fire service communications certification class. I know that the Jen, you put some people through that. I think there was some conversation that you may try to send someone through NENA this year.

Jennifer Fey

Yeah, we're going to try the NENA.

John Girone

Yeah. Again, the training here are the ones that are historically the ones they look at. It's not to say that every year they're going to send someone through each of these. I think that one that probably Jen and Elizabeth will look maybe at the NENA version of that one.

MABAS dispatchers in service training. MABAS puts on in service training for particular to the MABAS protocols and how MABAS needs things done on MABAS incidents.

Both APCO and NENA have a center supervisor program. Those are certification programs where they are multi day program and they come back with a piece of paper that says that they participated and did it correctly and took away what they need to do, that everything from how to address incidents to how to address conversations, counseling and coaching dealing with employees in that environment. I have those certifications. They're two of the better classes that I've taken in the 911 specific realm.

APCO registered public Safety Leader program is similar to the NENA Center management. It is a high level, multi month intensive program that covers everything from how to hold the meeting and put together a PowerPoint and why Excel is great, to the history of 911, how to engage humans, etc. So, I think maybe

the closest connection would be maybe to like the professional development series that IEMA puts on in the state of Illinois. It brings together several different topics and wraps them up under 1 bow to kind of give you an all aspect look at what leadership in general is.

APCO surviving stress, pretty self-explanatory.

Bullying and negativity also, self-explanatory.

Diversity, equality and inclusion. Those three, I think, given the current state of society and where we are, it's pretty evident why those are classes that the centers would be looking.

Central Square CAD Training, Central Square does offer like augmented training and ongoing opportunities to, send our TC's back through training or get additional training, so we just leave that in as a line item.

Annual trainings on the EMD books are required for both PSAP's. They have to have them, whether they're it's a card file or books or an electronic protocol, they need to have some sort of a backup if the computer goes down. The cost of the EMD recertification, both with the mothership that they're getting their EMD through, whether it's priority dispatch or APCO, whoever. And then also IDPH charges for that on an ongoing basis as well because you know the state needs to get their cut of that.

Agency 360 it's a training software that we use for to keep track of everything that's going on.

APCO Illuminations EMD, APCO's general EMD and APCO Elimination CTO are the things that are particularly used by the county center to keep their APCO EMD certification current. They have to get CEU's much like a paramedic or EMT does, those lend towards that. Any questions on the training and instruction in school?

John Girone

Before we move to recruiting placeholder dollar amount - we set that amount, last year I believe, is the first year that appeared on the budget - I don't believe either PSAP has actually taken advantage of that budget very much. The Rockford Center I think is a very small expenditure on Facebook for the recent application ad that they had. But I obviously, for obvious reasons given the difficulties that 911 and public service, and safety positions in general are having trouble finding applicants, good applicants, I think it's important to keep a recruiting budget.

Community outreach. Again, that's a relatively new budget item that we added maybe a year or two ago. That is exactly what it sounds like. PSA type stuff, go to schools, go to National Night Out. It allows them to buy some materials to have some things that they can take out when they're out in the public, either doing PSA related stuff or, whether it's the citizens police academies or what have you. The event the sheriff was just a few days ago in Rockton area - that would provide some of the materials for something like that.

Gary Caruana

Yeah, The 50 / 50 Event.

John Girone

Principal Paid on installment is the next line. That's a major decrease. That's our annual CAD payment that comes down as a pre-set scheduled amount year over year. That's just a fixed amount. So, that reflects the actual on that one.

Capital lease payments are the same. Those reflect the actuals. Those are decreasing as the debt is paid down.

Interest on debt also decreasing. Obviously, that's the very small line item there. That's the StarCom lease payment interest for the County Star Com system.

Building improvements decrease there. We have the City administrator remodel downstairs, the conference room, some additional office space in there. The city wants to replace their lighting. When we did the remodels in 2022, is that the correct year or end of 2021?

Elizabeth Russell

End of 2021

John Girone

End of 2021, the city did not do lighting at that time. I think it was largely to try and get other things that were wanted in that remodel. The county center did have room in their budget to provide that lighting. Downstairs (RFD 911) is fluorescent tube style it. It is becoming expensive to buy the tubes, find the tubes and the ballasts that go with it, and it is a poorly designed system. It was what was available when it was put in in 2006. So, the city is looking at moving towards something like what the county PSAP has with LED bars that are a little bit more controllable and a little more deliberately spaced. Then we have the county administrative, remodel, painting and the kitchen remodel on there. Those were budgeted for 2024, but time did not allow for those projects being done in 2024.

The last line is data processing equipment. There's a decrease there. The major ask is for the county to buy an additional audio logger system by the name of Eventide. Currently the ETSB, if you were recall earlier in the year, we spent \$250,000 for a five-year contract with Word Systems for the Nice Logger. That's what's doing all of our recording and logging now. My understanding is that the reason they're asking for the EvenTide product is because it provides quality assurance connection to the APCO EMD that they're asking for in another line earlier on. So, we currently do have a product, but there's a connective tissue that would be missing. I did reach out to all three – APCO, EvenTide, and Word Systems to get a better understanding. APCO's product currently does only connect the quality assurance portion with EvenTide, but they are currently in the works with

Word Systems NICE system to make that same connective tissue with that product and some additional products that we don't use and that aren't being discussed. In talking to Word Systems they did verify that they are all also working directly with APCO at this time to make that connection. So currently it does not exist and they did not have an eta for completion as the when that will be available, but it is coming soon. So, this would be an additional new system in addition to the \$250,000 system we paid for earlier.

Michele Pankow

Any questions on the budget?

Mike McCammond

The face sheet numbers are quite a bit different than the line by line items.

The last line shows \$160,000 and you have \$30,000, Software Subscription shows \$310,000 and it should be \$330,000 and Telephone is at \$320,000 and should be \$400,000

John Girone

That's an error on my part because I forgot to add that in so that does need to be corrected to reflect that.

Telephone should reflect line for line, Professional Services should reflect the amount that is shown here.

Mike McCammond

Are we approving the budget today or is this just information?

Michele Pankow

This is to approve the budget today. That was the intention of today's meeting so.

John Girone

I have corrections needed for professional services, miscellaneous telephone, data processing? Was there another one?

Adam Truman

Software.

John Girone

Software subscription.

Marc Gasparini

That would be approving 2 through 9 on page one.

Michele Pankow

Correct.

John Girone

I can make the corrections now Chief, and present a different document. Yeah, I think that it should match. So, I don't know how the board wants to handle that.

Carla Redd

I think if you want to make the corrections with in a few minutes.

John Girone

OK, I can go through that and bring back a new table.

Michele Pankow

We would feel more comfortable if we have the accurate information.
We will take a quick break.

Michele Pankow

I have a motion to accept the budget as proposed.

Joel Hallstrom

I'll make a motion to accept the budget as proposed.

Shawn Connors

Second

Michele Pankow

Seconded. All right.

Roll call vote.

Pankow. Yes.

Caruana Yes

Truman Yes

Hallstrom Yes

McCammond Yes

Stockburger Yes

Gasparini Yes

Connors Yes

Redd Yes

Dilonardo Yes

Loria Yes

Motion carried by a unanimous vote.

Michele Pankow

Project proposal you already covered that correct John form draft OK.

John Girone

Yeah, that was further, I think they just got on separated on that one. Can I ask should I include that in the next regular ETSB budget? What we want to do with it, yes,

Michele Pankow

You mean the regular meeting.

John Girone

Yes, the Regular meeting.

Michele Pankow

Did everybody have a chance to kind of take a look at the draft?

IV: Old Business

Michele Pankow

Update with the IGA with Mercy Health. We did get a Meeting with Mercy, we discussed all of the concerns that the board had and discussed that with them and, you know, added the information that we talked about here and now we are waiting for them to get back to us. Most of the stuff the attorney seemed pretty agreeable to. So now that they've had time to digest it, we'll see where that stands. We did ask, I don't know that it'll happen, but we did ask that, you know, maybe we try and have a meeting before our next regular meeting in September, which is a couple weeks from now. We haven't heard back yet on a meeting date, so I suspect we won't have one, but we will put it on the agenda just to make sure that we could talk about it if we do have any updated information with that. Any questions?

Todd Stockburger

Was Cindy patient with us?

Michele Pankow

So, we have been communicating with her just like, you know, we message at every meeting. There's not a lot of communication other than we provide her where we're at and even if it's a notification to say we've reached out to Mercy and we're waiting to hear back. That's the message that gets sent. To make sure that she knows that we are continuing to try and push that forward and then we get a thank you usually back so, but that's pretty much it.

Todd Stockburger

Good.

Michele Pankow

She did request, Elizabeth correct me if I'm wrong. She did request meeting notes.

Elizabeth Russell

Yes, she asked for meeting minutes for the last year.

Michele Pankow

So, I think that she's probably going to go back and checking to make sure that we are working on it would be my guess, which we are. So, we have that, yes.

So, any other questions? None.

Michele Pankow

Do I have a motion to adjourn?

Todd Stockburger

Yes

Michele Pankow

Second

Carla Redd

second

Michele Pankow

Meeting is adjourned at 10:08am.