

MINUTES
WINNEBAGO COUNTY EMERGENCY TELEPHONE BOARD
204 S. FIRST STREET, ROCKFORD, IL
March 10, 2020

I. CALL TO ORDER

Meeting was called to order at 9:01 a.m.

II. ROLL CALL

Present: Derek Bergsten, Todd Stockburger, Gary Caruana, Don Carlson, Chuck Lynde, Adam Truman, Joel Hallstrom, Rob Martin and Dan O'Shea

Absent: Don Shoefflin

Guests: Thad Martin, Justin Anderson and Sandy Stansell

III. APPROVAL OF MINUTES

Motion: Dan O'Shea made a motion to approve the minutes from February 11th and Gary Caruana seconded the motion. Motion Carried.

IV. FINANCIAL REPORT

ETSB members commented that they like the short version of the report prepared by Steve Chapman. Chairman Bergsten asked for a motion for the approval of the financial report. **Motion:** Dan O'Shea made a motion to approve and Gary Caruana seconded it. Motion carried. Todd Stockburger advised that the 911 AFR (Annual Financial Report) was submitted and approved by the state.

V. New Business

February 2020 Call Volume and Answering Reports

ETSB members reviewed Reports for Rockford and Winnebago Co Sheriff's E911 Centers. There were no comments. Chairman Bergsten advised board members that Rockford Fire Department has implemented protocol for COVID-19. One person in with protective gear.

QA/QI

Todd Stockburger presented information on a new QA/QI program that would benefit both centers. Stockburger said the system can pull random calls. Justin Anderson advised that in 2015 the centers switched to the national standards for pulling calls to review but because this had to be done manually, it would take 36-40 hours per week for the supervisor to do so. Anderson said they are hoping to get away from the supervisors having to manually search and pull these calls. Anderson stated that APCO and Word Systems has an electronic method to access these files. It can also listen for keywords to search and screen calls. Anderson, who had researched the costs, advised that the range of costs went from \$88K upfront with 13K maintenance to \$176K upfront, which would cover both centers. Anderson advised along with the QA/QI abilities these systems also provide audio and the CAD ticket. It adds metrics. Chuck Lynde commented that the system was a good idea but asked for projected 911 costs for future expenditures. Lynde said we already have \$800K for station alerting. Chairman Derek Bergsten said he would ask Steve Chapman for a projected budget. Bergsten advised that he had provided Carla Paschal with information but then gave capital plan information to Steve. Thad Martin stated that they needed three large TV monitors; two for news and cable and the other for the CAD. Dan O'Shea advised that the PD had extra flat screens. Gary Caruana would check with O'Shea on the availability of the screens.

VI. Old Business

NG911 Project

There were no updates at this time.

Mission Critical Partners – Consolidation Update

There were no updates.

CAD/RMS Update – Glenn Trommels

Glenn Trommels said they were in the last crunch of CAD/RMS implementation training during the next 4 weeks. That would include civil process training. Trommels said they were making progress on the RMS agreement/governance. CAD to mobile testing is going on with mixed results, as there were a couple of municipalities that could not make a connection. The system was lacking on the GPS side, as more location information was needed. NIBERS training was coming up next. Todd and Thad are working with Glenn on the go live plan. The plan is to vacate Rockford 911 on April 6th to the county 911 site. On Tuesday, county personnel would report to Rockford to get their center online. They are working on the LEADS cutover. On April 7th at 6am, both centers would go live. Central Square would be on site. Trommels stated that a project risk would be the interface with CAD and ANI/ALI. Trommels was in discussions with Central Square to see if they could build interface with AT&T. There was a kick off meeting for Station Alerting. There is work to do with the resources on CAD/RMS. Rockford Fire Dept. has issues with Firehouse licensing but there is forward movement on that. The LEADS interface issue had been solved. Adam Truman asked Trommels if GPS was mandatory. Truman said his current system does not have GPS. Truman commented that there are some GPS devices that connect to Laptop via a USB port. Chuck Lynde asked if there was any risk of everything shutting down on April 7th. Trommels responded that there is always a risk but they have done a lot of work to mitigate problems. Trommels stated that they could always go back to the old system if needed. RMS training – Lynde asked if there would be any web based training. Trommels advised that the training would be recorded for people to view.

911 Manager Position

Chairman Derek Bergsten advised that the position was approved by city council and posted.

911 Sikich Audit

Chairman Derek Bergsten advised that Sikich personnel would be present at the March meeting.

VII. NEXT MEETING AND ADJOURNMENT

The next ETSB meeting is scheduled for **April 14, 2020 at 9:00 a.m. at Rockford Fire Headquarters, 204 S. 1st Street Rockford, IL 61104**

Adjournment

Before adjournment Chairman Bergsten advised that ETSB member Barb Berman had resigned her position on the board.

Todd Stockburger advised ETSB that they would be celebrating National Telecommunicators' week in the same manner as in the past. National TC week is April 12-18, 2020.

Motion: Don Carlson made a motion to adjourn. Chuck Lynde seconded the motion.

Motion carried.