



Cook County Emergency Telephone System Board

69 W. Washington, Chicago, IL 60602
Thursday, July 25, 2013
9:30 a.m.

ATTENDANCE

Board members in attendance were Chairman Michael Masters, Ms. Joellen Bailey, Mr. John Cornier, Mr. Thomas Fleming, Ms. Theresa Larkin, Mr. William Little, Mr. Jay Reardon and Mr. Jay Rutili. Absent was and Ms. Grace Colbert.

Also present was Ms. Shereen Gamble, Al Orrico, Victor Siedleski and Natasha Allen-Victor, ETSB Staff, Mr. John Kelly, legal counsel, Mr. Lester McKeever and Ms. Bola Babatunde, WPM, Mr. Ed Tracey, Selden Fox, Ms. Kathleen McKee and Mr. Jeffrey McCutchan, Cook County State Attorney Office, Ms. Susie Park, Mr. Steven Montalto, and Ms. Monica Heth, Department of Homeland Security and Emergency Management, Deputy Chief Bowman, Phoenix Police Department and Chief Burrough Cartrette, Cook County Sheriff's Police.

CALL TO ORDER

Chairman Masters opened the meeting at 9:37 a.m.

Chairman Masters introduced Ms. Theresa Larkin, Cook County Department of Human Resources, as the newest member of the Board.

MOTION TO APPROVE MINUTES

Mr. Little made a motion to approve the Cook County Emergency Telephone System Board minutes of January 24, 2013, second Mr. Rutili. All in favor. Voice Vote, Approved.

Motion carried.

Mr. Reardon made a motion to approve the Cook County Emergency Telephone System Board minutes of March 21, 2013, second Mr. Little. All in favor. Voice Vote, Approved.

Motion carried.

FY2012 AUDIT

Mr. McKeever and Ms. Babatunde, Washington, Pittman & McKeever, presented and reviewed the FY2012 Audit. Mr. McKeever stated that it is his pleasure to be working with the Board again this year.

Ms. Babatunde reviewed the FY2012 Audit Report. The FY2012 Audit Report is attached and made a part of these minutes. Ms. Babatunde reported that the audit was performed in accordance with auditing standards generally accepted in the United States and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States. An unqualified opinion was issued on May 21, 2013. There were no disagreements or difficulties experienced in performing the audit.

There were no deficiencies noted during the FY2012 Audit.

E.T.S.B.

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911

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Des Plaines, IL 60016

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Mr. Little made a motion and Ms. Bailey made the second to receive and file the FY2012 Audit Report. All in favor. Voice Vote, Approved.

Motion carried.

COMMUNICATIONS CENTER REPORT

COMMUNICATIONS CENTER PARTIAL OUTAGE

Mr. Siedleski reported that in April 2013, the Des Plaines Communication Center experienced several issues with the Lifeline 100 Positron system. These ranged from minor inconveniences to a loss of enhanced 911 functionality specifically ANI/ALI. The ETSB staff is not aware of any loss of service to the citizens of Cook County. The CCSPD dispatchers manned the backup PSAP in Maywood and the problems were resolved by the replacement of four (4) SIO cards and a failing circuit board at a cost of approximately \$14,000.

Mr. Fleming added with an 18 year old system individual console failures have been consistent. There is currently one (1) position down due to a faulty board. The Communications Center needs to move to a different system as the manufacturer has documented that the equipment is at the end of life, parts will no longer be manufactured and the system will not be supported.

COMMUNICATIONS CENTER POWER OUTAGE

Mr. Siedleski reported that on Thursday, May 30th at approximately 1:40 p.m. the District Chicago State Police Facility which houses the 9-1-1 Communication Center experienced a 16 hour partial power outage. The UPS and generator functioned as designed and no 9-1-1 calls for service were lost and the CAD and radio systems were not affected. ComEd reported that a faulty feed cable to a transformer underground was the cause of the outage.

Mr. Reardon stated that ComEd has a Critical Infrastructure Tabletop Exercise that would be valuable information for the IT personnel. Mr. Reardon will forward the information to Mr. Orrico and Mr. Siedleski.

HVAC EQUIPMENT REPAIR – SERVER ROOM

Mr. Orrico reported that on June 7, 2013 he was notified that the AC unit in room J118 was reported by the Shift Supervisor as leaking. CMS was notified and identified a frozen coil in the unit that had started to thaw and drip. There did not appear to be any damage to any equipment in the room at the time and that the equipment was moved and covered to prevent any damages. CMS called their service company, Anchor Mechanical, for the unit and a technician was on site at approximately 1:30 p.m.

The technician from Anchor Mechanical completed working on the unit and advised that refrigerant was added but he could only add so much due to the pressure that is being put on the system and that there is a risk of the unit overloading. The technician and CMS are reiterating the need for a replacement AC unit. They advised that the existing unit is a 2 ton and that when the room was evaluated by vendors for a replacement that a 6 ton unit was proposed. The existing unit is running 24 hours a day because it is under sized.

MANAGEMENT REPORTS

The monthly Call Volume Reports for the month of June 2013 are attached and made a part of these minutes. Mr. Siedleski reported that the landline calls took a drastic dip during the period and that we are currently receiving approximately half the landline calls from five years ago. VOIP calls have increased by 4% and wireless calls continue as the main source of the 911 calls received.

CAD UPGRADE

Mr. Fleming reported that there was a CAD Status meeting yesterday and there was discussions that coding changes were needed and Motorola agreed to make the corrections. Deputy Chief Fleming added that he has been candid with Motorola regarding how displeased the Sheriff's Office is with the continued delays. After the final blocking issue is resolved there will be 120 days until cutover during which time train the trainer and

telecommunicator training will take place.

REQUEST TO PURCHASE SYMANTEC PC ANYWHERE SOFTWARE

Mr. Orrico reported that the new client computers for P1 One CAD upgrade will require an upgraded version of Symantec PC Anywhere software. Three (3) quotes were obtained by Mr. Orrico and he is requesting that the Board authorize the expenditure of \$1,840.78 for the purchase of the Symantec PC Anywhere Software from CDW-G, the lowest bidder.

Mr. Little made a motion and Mr. Rutili made the second to approve the purchase of Symantec PC Anywhere Software in the amount of \$1,840.78 from CDW-G. All in favor, Voice Vote, Approved.

Motion carried.

VILLAGE OF ROBBINS REQUEST FOR TELECOMMUNICATOR TRAINING

The Village of Robbins has sent a request for Emergency Medical Dispatch training for six (6) telecommunicators at a cost of \$2,154.00.

Chairman Masters stated that he has directed that each remote site provide a FY2014 training request for budget purposes.

Mr. Reardon made a motion and Mr. Little made the second to approve the Village of Robbins' request for funding for Emergency Medical Dispatch Training for six (6) telecommunicators at a cost of \$2,154.00. Voice Vote, All in favor.

Motion carried.

Mr. Rutili stated that the Communications Center training officer should partner with the Sheriff's Training Academy to coordinate efforts for the training of the Sheriff's and the remote site telecommunicators.

Mr. Little responded that the Board has been extremely supportive of telecommunicator training for the Sheriff's Police and the remote site agencies. Ms. Gamble and Ms. Dorn, Sheriff's Training Coordinator, currently have a system in place to support the remote site agencies training efforts and that they are always invited to attend training hosted by the Cook County Sheriff's Police Department. In addition the remote site agencies have the ability to attend outside training with the approval of the Board; however the remote site agencies have never taken full advantage of the training opportunities for several reasons which include high staff turnover and scheduling.

OPEN MEETINGS ACT TRAINING

ASA McCutchan stated that all Board members are required by the Illinois Attorney General's Office to complete the Open Meetings Act Training. The electronic training can be found at <http://foia.ilattorneygeneral.net>. You must register at this site first to gain access to the electronic training program. Once you have completed the training, you must submit a copy of the certification of completion to the ETSB. It was the recommendation of the State's Attorney that this be completed as soon as possible.

A person chosen by the Board to be the "Open Meetings Act Designee" should also complete the training.

REPORT FROM LEGAL COUNSEL

PUBLIC SAFETY TELECOMMUNICATOR STATEWIDE TRAINING AND CERTIFICATION INITIATIVE

Mr. Kelly reported that the mission of this new joint NENA APCO Committee is to create a training curriculum and standards for all telecommunicators in the State of Illinois. This initiative will include a mandatory quality assurance program, not just for EMD calls but for all call taking and dispatching practices.

Once completed, the proposed programs will be presented to the NENA and APCO Executive Boards for approval. Then it will be the Committee's responsibility to coordinate efforts with the Legislative Committee to shepherd this initiative through the legislation process. It is only through a legislative mandate that this program will be successfully implemented throughout the State.

Consideration for selection onto this Committee shall include the one or more of the following:

- Relevant Public Safety Communications training experience including but not limited to: Experienced Certified Communications Training Officer (CTO), CTO instructor, Agency Training Manager.
- Instructor for a Community College Public Safety Communications program.
- Certified Illinois Law Enforcement Training and Standards Board instructor or Illinois Fire Service Instructor.
- Public Safety Communications Management Experience to include understanding of legal issues and experience in legislative initiatives.
- ENP or RPL certification.
- Relationship with your jurisdiction's elected official on the state level.

WIRELESS LEGISLATION

Mr. Kelly reported that on Friday, June 28, 2013 Governor Quinn signed Public Act 098-0045 into law which extends the current wireless 9-1-1 surcharge until July 1, 2014. The legislation was part of SB1664.

The legislation that Speaker Madigan has directed that will move forward in the next legislative session is contained in SB1664 and includes the following;

- Allocates \$.70 to the 9-1-1 call centers (currently \$.5725)
- Provides \$.02 extra help to the smaller systems (those under 100,000)
- "Buys" time (until 2018) while the additional data is collected and analyzed.
- Works towards creating a long term solution
- Creates an advisory board (5 appointments from public safety, 4 industry, 1 ICC) and requires the submission of annual audits in order to provide a mechanism and the data to answer some of the outstanding questions.
- Allows for a thorough review of the current funding system.
- Allows for the justification of additional fees.
- Allows for the development of a rational and balanced funding formula.
- Provides an analysis of consolidation possibilities.

COMMUNICATIONS CENTER OPERATIONS

AT&T INVOICES

The July Bill Payment Resolution reflects a payment to AT&T Global Services in the amount of \$30,296.84 for the repairs of the 911 Telephone System. Detailed invoices of each repair are attached and made a part of these minutes.

Mr. Reardon made a motion and Mr. Rutili made the second to authorize the payment to AT&T Global Services in the amount of \$30,296.84 for the repairs of the 911 Telephone System. All in favor. Voice Vote, Approved.

Motion carried.

APPROVAL OF ANNUAL GENERATOR MAINTENANCE

The annual generator maintenance was completed by Patten Hammond, the lowest bidder, after approval was received from the Chairman and the Treasurer. Patten Hammond completed an Advantage Gold Service, 2 hour load bank test, ATS inspection, and replaced two (2) batteries on Tuesday, July 16, 2013. Mr. Orrico and Mr. Siedleski were present.

Patten Power - Hammond, IN \$2,943.62

Fabio - Milwaukee, WI \$2,965.00
Patten Power - Elmhurst, IL \$3,006.62

Mr. Rutili made a motion and Mr. Reardon made the second to approve payment to Patten Power Hammond in the amount of \$2,943.62 for the completion of the annual maintenance on the generator. All in favor. Voice Vote, Approved.

Motion carried.

GENERATOR FUEL AGREEMENT

A memo of understanding between the Cook County ETSB and the Cook County Highway Department has been prepared by Ms. Heth, DHSEM, for the purchase of generator fuel. This MOU is attached and made a part of these minutes.

Mr. Rutili made a motion and Ms. Bailey made the second to approve the Memo of Understanding between the Cook County ETSB and the Cook County Highway Department for the purchase of generator fuel. Voice vote. All in favor.

Motion carried.

HVAC AND UPS UPDATE

The Cook County State's Attorney's Office has reviewed the Intergovernmental Agreement between the ETSB, County of Cook, Illinois State Police and Central Management Services and determined that according to the agreement, the UPS and HVAC both fall under the responsibility of the State.

A letter is being drafted to send to the State of Illinois Central Management Services (CMS) to inform them of the ongoing issues with the UPS and the HVAC and request that they address both issues as quickly as possible.

Mr. Rutili believes that in addition to sending the letter the Board should move forward with obtaining three (3) bids for both the UPS and HVAC in cooperation with the County engineers to present to the State. If the HVAC or UPS equipment fail the entire 911 Center could be in jeopardy.

Mr. Reardon agreed that the Sheriff's Office needs to be its due diligence to ensure the operations are functioning properly.

Mr. Fleming agreed that a letter should be sent that clearly communicates the Board's intentions; however the Board is making assumptions regarding the level of cooperation from the Illinois State Police and CMS. Mr. Fleming recommended that he contact representatives from both agencies to gauge the level of cooperation.

Mr. Little stated that Mr. Fleming is in the middle of this situation as a Board member and the Deputy Chief over Communications and the Board should let him proceed in the direction he believes will best accomplish the goal.

Mr. Rutili made a motion and Mr. Reardon made the second to forward a letter to the Illinois Department of Central Management Services to clearly communicate the Board's position regarding the HVAC and UPS equipment. In addition Mr. Fleming will open a line of communication with the representatives of the Illinois State Police and Central Management Services in order to gain support for the completion of the project. All in favor. Voice Vote, Approved.

Motion carried.

911 TELEPHONE SYSTEM MAINTENANCE AGREEMENT UPDATE

Mr. Siedleski has obtained three (3) quotes for time and materials for the repair of the 911 telephone system

equipment from AT&T, Chicago Communications and Mercury Systems. The vendors were unwilling to enter into a maintenance agreement due to the age of the equipment and the lack of availability of parts. The three (3) quotes are as follows;

AT&T

Business Hours 08:00-17:00/M-F = \$130.00 an hour

Outside of regular business hours M-F is time and a half = \$195.00 an hour.

Saturday/Sunday/Holidays is double time = \$260.00 an hour.

There is a minimum of 2 hours for all dispatches. Material would be determined by the tech and added to the invoice.

Mercury Systems

1. Business hours Services

a. Hourly rate \$110.00 plus Zone Travel (varies by location)

b. Minimum charges per call. 1 Hour

2. Off Hours Services

a. Hourly rate \$165.00

b. Weekends \$165.00 per hour (4 Hour Minimum plus Zone Travel)

c. Holidays \$165.00 per hour (4 Hour Minimum plus Zone Travel)

Maywood Zone Travel - Zone 3 \$95.00

Des Plaines Zone Travel- Zone 4 \$115.00

3. Expedited emergency calls

a. High priority calls which require immediate attention and resources.

High priority service is available to contract maintenance customers only.

Chicago Communications

Normal business hours (M-F 8:00AM -4:30PM)

\$85.50 for the 1st half hour

\$30.90 per quarter hour for 2nd half hour

\$147.30 for the 1st hour

\$123.50 per hour thereafter

Parts Not Included

½ Hour Minimum

After Hours and Saturdays

\$220.95 for the 1st hour

\$185.25 for each additional hour

Subject to minimum 4-hour call out charge

Holidays and Sundays

\$295.00 for the 1st hour

\$247.00 for each additional hour

Subject to minimum 4-hour call out charge

Mr. Little requested what course of action Mr. Siedleski recommends to the Board. Mr. Siedleski responded that based on the situation at the time he would recommend AT&T if the repair would require parts because only AT&T has access to parts for the Positron Lifeline System still in stock or Chicago Communications if it is a programming issues based on their knowledge of our system. Mr. Fleming added that all these vendors have hands on experience inside the Communications Center. Mr. Little stated that Mr. Siedleski and Mr.

Orrico are the only ones who can make that judgment call based on the problem at the time.

Mr. Little made a motion and to proceed based on the recommendation of management. Mr. Reardon requested that the motion be adopted after the revised procurement policy has been discussed.

911 CENTER ASSESSMENT

Ms. Bailey made a motion and Mr. Fleming made the second to table to RFP for the 911 Center Assessment.

911 TELEPHONE EQUIPMENT RFP

Mr. Siedleski reported that he has attempted to obtain maintenance agreement quotes for the 18 year old telephone equipment; however the vendors were only able to offer time and materials. Deputy Chief Fleming is concerned that the equipment will experience a catastrophic failure which would be in direct conflict with the mission of Board. As previously reported, over the past several months the 911 telephone system has experienced several issues which resulted in the expenditure of \$30,296.84 in repairs.

FINANCIAL REPORT AND BILL PAYMENT RESOLUTION

BILL PAYMENT RESOLUTION

Mr. Reardon motioned to approve the July 25, 2013 Bill Payment Resolution as presented, and Ms. Bailey made the second. All in favor. Voice Vote, Approved.

Motion to approve the July 25, 2013 Bill Payment Resolution was carried.

The July 25, 2013 Bill Payment Resolution is attached and made a part of these minutes.

FINANCIAL STATEMENT

Mr. Tracey reviewed the June 2013 Compilation Reports. The June 2013 Compilation Reports are attached and are a part of these minutes. Mr. Rutili requested that the line item entitled Accrued Salaries Payable be changed to "Accrued Salaries Payable to Cook County".

Mr. Rutili motioned and Mr. Reardon made the second to receive and file the Compilation Reports for the period ending June 2013. All in favor. Motion to receive and file the Compilation Reports was carried.

PROCUREMENT POLICY

The revised ETSB Procurement Policy mirrors the spirit of the County's Procurement Policy however it does provide some flexibility.

1. Does the revise policy force the Board to accept the lowest bidder? *If the lowest bidder is no t selected, the Board must be able to defend that the bidder was not the most responsive or responsible bidder.*
2. Can you prescreen bidders? *No.*
3. Can Section F be done via email?
 - (f) *Contract negotiation, approval and execution.* After a Contract is negotiated, the Chairman shall forward the Contract to the Board for approval and authorization for the Chairman to execute the Contract. Such request shall include the justification for the Contract and the selection of the Contractor. *The execution of a contract must take place during a Board meeting.*
4. *Executive Director* means the Executive Director of the ETSB or an interim designee if there is no current Executive Director will require additional clarification.

Mr. Reardon made a motion to accept and adopt the revised Procurement Policy as presented, second Mr. Fleming., and second Mr. Rutili. All in favor. Voice Vote, Approved.

This newly adopted Procurement Policy under the Emergency Procurement section provides Mr. Siedleski

and Mr. Orrico the ability to act in the best interest of the Communications Center to maintain systems and ensure they are repaired in a timely manner.

Mr. Reardon recommended that all Board members review the Procurement Policy and forward any questions to Chairman Masters.

EXECUTIVE SESSION

By unanimous consensus the Board entered into Executive Session at 11:40 a.m. for the purpose of discussing personnel issues. By invitation Ms. Gamble and Ms. Kathleen McKee remained in Executive Session.

Mr. Fleming motioned and Mr. Reardon made the second to exit Executive Session at 12:07 p.m.

No action was taken during Executive Session.

FOR THE GOOD OF THE ORDER

Mr. Fleming reported that National Night Out Against Crime is Tuesday, August 6, 2013 and requested the participation of the ETSB. The Board approved by unanimous consensus.

MOTION TO ADJOURN

The July 25, 2013 Cook County Emergency Telephone System Board meeting was adjourned at 12:13 a.m.

Next Meeting
Cook County Administration Building
69 W. Washington, Lower Level (Pedway) Conference Room
Chicago, IL 60602
October 29, 2013
9:30 a.m.

Shereen Gamble, Administrative Assistant

Date