



# Cook County Emergency Telephone System Board

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June 21, 2024  
10:30 a.m.

## ATTENDANCE

Board Members in attendance;

Mr. John Cornier  
Mr. Tom Fleming  
Mr. Michael Kuryla  
Mr. John Matthews  
Ms. Tisa Morris

Staff and Guests in attendance;

Mr. Martin Bennett, Executive Director  
Ms. Shereen Gamble, Administrative Analyst  
Ms. Valerie Rhodes, Director of Support Services  
Ms. Megan Kinsella, Director of Operations and Joey (K9)  
Mr. Evan Stahlman, Lauterbach & Amen  
Mr. Steve Litko, Lauterbach & Amen

Executive Director Bennett called the meeting to order at 10:32 a.m. Executive Director Bennett announced that this meeting was a special one as we all celebrate Ms. Gamble's last of many board appearances.

Attendance was taken.

## MOTION TO APPROVE MINUTES

Ms. Morris made a motion and Mr. Fleming made the second to approve the Board meeting minutes of March 22, 2024 as presented.

Roll Call Vote;

Cornier	Yes
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Absent

Motion carried.

Cook County ETSB  
June 21, 2024

**911**

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Cook County Emergency Telephone System Board  
9511 W. Harrison  
Des Plaines, IL 60016

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# LEGISLATIVE REPORT

## LEGISLATIVE REPORT – JUNE 2024

The Illinois Legislature adjourned its Spring session in the early morning hours of May 27<sup>th</sup>. From the ETSB or 9-1-1 perspective, there was very little legislation adopted that impacts public safety communications. SB 3648 extended the effective date for the implementation of the Community Emergency Support Services Act (CESSA) to July 1, 2025. Statewide and regional meetings to implement mental health response are ongoing. The City of Chicago did receive an increase in the surcharge associated with prepaid surcharge phones. This increase was part of a negotiated budget package requested by Mayor Johnson. There was no discussion of a surcharge increase for the remainder of the State's 9-1-1 systems, although this may be discussed for next year's legislative session.

The Statewide 9-1-1 Advisory Board met on June 17<sup>th</sup> for the first time since April. The meeting agenda included discussions of the Crowe Report (a state initiative to study the Illinois 9-1-1 system and its funding), the status of surcharge collections and distribution, the rewrite of Part 1325 of the Illinois Administrative Code, and the development of a strategic plan for the 9-1-1 system.

There has been no action at the Federal level on either the reclassification of telecommunicators or the funding of NG9-1-1 through radio spectrum sales. There have been discussions in the United States Senate about the funding of NG9-1-1 but no specific bill or action has been proposed. Given the fact that there is a Presidential election on the horizon and the typical summer vacation breaks for the Congress, it is highly unlikely that any action will be taken in this session on either of these issues.

Executive Director Bennett advised that we keep up with the happenings of the Statewide Advisory Board (SAB) and 9-1-1 items. Every so often different parts of the legislation sunset. We attend the SAB meetings as well as the meetings between us and the largest 8 counties in Illinois (the Big 8). We believe our local ETSB Board knows what's best for our ETSB population and seek to keep local control. Additionally, we also watch that the rules the State adds to legislation are not more restrictive than what the FCC rules allow. We believe we should follow the FCC rules regarding use of surcharge funds. When we refer to taking surcharge money, we're talking about governors sweeping surcharge funds rather than questioning a small, justifiable purchase. We continue to meet and voice our oppositions to items that the State is adding to legislation. Our main concerns are public safety and that our citizens are getting the highest quality of service. Some of our communities are underserved and cannot afford some of the technology we use so we spend more money to supply those communities with the resources to provide the best service possible.

## COMMUNICATIONS CENTER OPERATIONS

### AUTOMATIC TRANSFER SWITCH (ATS) & UNINTERRUPTIBLE POWER SUPPLY (UPS) REPLACEMENTS

The last time we replaced the UPS was in February of 2015. Prime Electric and Mitsubishi Electric Power Products, Inc. found that parts for our ATS were no longer being manufactured so the Board voted to move forward with the ATS Retrofit option. We approached the ATS and UPS replacements as a joint project, and the Board approved spending \$175,000.

We spent \$177,301.47 and the reasons for these overages are as follows. The UPS supports the center's power during an outage while the generator powers up, which can be 1-3 minutes. The UPS must be taken offline to be replaced, so we ran on generator the entire time to avoid any risk of our servers losing power. We ran on generator for approximately 9 full days, running about 10 gallons an hour. We pay a premium for the fuel and delivery, about \$7 a gallon. Also, we utilized a portable generator during the ATS replacement because our ATS is what switches our power to the generator, so it couldn't be used during that time. We approached the project based on recommendations from our electricians. We didn't experience any issues during any point of the project. Our UPS should last for approximately 10 years.

### WE NEVER WALK ALONE

We Never Walk Alone is a peer support program for the dispatchers. One of the issues we have is that while the dispatchers are able to use the Sheriff's Office Peer Support program, there are no dispatchers that participate in their program. We have a couple of dispatchers that have interviewed but are still in the selection process. We're looking for more peer-to-peer support for the dispatchers. Director Kinsella is here and able to answer questions.

Mr. Fleming expressed concern that the center is already participating in the Protect the Protectors program and at \$30 per employee each year, he believes this is something that the Board should agree to fund for a certain number of years but then evaluate how many members of the center used the program. Executive Director Bennett said the quote provided here is a 3-year commitment, and we can ask them to provide the number of people from our center that have used them. He added that we've been approached by a couple other companies claiming they could support us but were only available Monday through Friday. The dispatchers are handling stressful calls and incidents at off-hours and need to have access to support at those times.

Mr. Matthews asked if they provide advocacy services. Director Kinsella explained that psychiatrists, psychologists, and counselors are part of the program, as well. They offer all sorts of assistance, including mental health clinics. There are many resources available through the program. What we liked about it is that it includes dispatchers. We refer employees to our Peer Support program through the Sheriff's Office on a weekly basis for things like attendance or personality issues, or conflict with people in the center and they're speaking mostly with correctional officers or court deputies who are not familiar with the job-related stress or responsibilities of being a 9-1-1 dispatcher. There are some police officers in the program who have a little more insight, but nothing compares to someone understanding the difficulties one can experience in a 9-1-1 center like another dispatcher. This program provides that connection and support 24/7. When our employees log in online, they'll see the list of Peer Supporters with their picture and profile. Our employee can locate a dispatcher from another center to contact. Since everything is anonymous, they don't track the employees, but can give us numbers as to how often we're utilizing their resources. Mr. Matthews asked if there's a channel to chain of command in place that the Peer Supporter can reach out to if they've identified concerns that are

outside their abilities to escalate getting the help required. Director Kinsella answered yes, notification is made if a problem is identified outside of their scope.

Mr. Fleming verified that the exposure is approximately \$10,000 over the course of 3-years. Executive Director Bennett confirmed, adding that the only potential overages to that is if we add “x” number of employees within that time.

Mr. Fleming made a motion and Mr. Kuryla made the second to approve entering a three-year commitment with We Never Walk Alone Peer Support Program.

Roll call vote;

Cornier	Yes
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Absent

Motion carried.

#### CRESTWOOD AND WORTH CUTOVER

A mistake was made on Southwest Central’s paperwork that the administrative law judge wanted them to correct so cutover was pushed back two weeks. We cutover mid-May and it went very well. Since then, we’ve received positive feedback. A couple of things have occurred since cutover. Palos Heights and Palos Hills expressed interest in being able to communicate over the radio with Crestwood and Worth since they used to be on the same channel. Executive Director Bennett sent Supervisor Jerry Ryan to both agencies to program the channel on their radios so they could communicate. This not only allows these agencies to communicate during active incidents that have potential to move into another jurisdiction, but it’s free advertising. These two towns can hear how great our dispatchers and radio channel are. We also offered to program Lemont and Chicago Ridge’s radios and are waiting to hear back. The feedback from everyone at both agencies has been very positive, even directly from the officers.

Mr. Fleming asked what hardware was provided to Crestwood. Executive Director Bennett advised Crestwood had received radios through a COPS grant that we were able to reprogram and return to them. We did purchase some chargers and accessories, but the investment in radio capital was minimal compared to what we’ve spent on previous agencies. Additionally, we provided MDTs and rugged modems for their vehicles. Crestwood was provided 20 MDTs, but they supplied their own modems. Worth was provided 11 modems and 11 MDTs. Both agencies had equipment that belonged to Southwest Central installed in their cars, so we arranged with Midwest911 to remove their equipment as they installed ours. Every agency is unique. For example, Crestwood has Axon in-car cameras and their body cameras which require different types of software. Everyone is happy with all aspects of the cutover. The chiefs of these departments are our biggest advocates when attending South Suburban Chiefs meetings.

We will be on-boarding Des Plaines in December. Des Plaines is a large city with a population of over 60,000 residents and over 100 officers. The city is busy with activity and the home of the second largest casino in the

state. They're our neighbors so we're especially excited to bring them on. Having them so close eases the stress of coordinating ride-alongs with officers, but also when trouble-shooting any technical issues.

## **FINANCIAL REPORT**

### JUNE BILL PAYMENT RESOLUTION

The June Bill Payment Resolution is attached for the Board's review.

The significant items to report are;

- \$851,701.90 to County of Cook for FY2023 ETSB Salaries
- \$873,603.08 to Motorola for radio orders. The majority is pass through, but \$199,455.53 of the total is for ETSB's budgeted FY2024 radio purchase.
- \$10,064.12 to Osco Fuel for the UPS Replacement Project

### **Total Bills \$2,942,243.08**

Mr. Fleming made a motion and Ms. Morris made the second to approve the June Bill Payment Resolution as presented in the amount of \$2,942,243.08.

Roll call vote;

Cornier	Yes
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Absent

Motion carried.

### FINANCIAL REPORT

Lauterbach & Amen will present the financial reports for the period.

Mr. Stahlman introduced himself and went on to provide more details regarding the financial report. We are six months into the fiscal year. Overall, everything is in good standing. Assets are sitting at just under 17 million, the balance sheet looks good for being halfway through the fiscal year after making the adjustments from the FY23 audit. Revenue is on-pace for where it should be. This is the same for expenditures. There are some areas that are under where we expect them to be for this point in the year and some that are over where we expect them to be. This fluctuates throughout the year.

The last few pages of the report give an overview of the last year-to-date activity, going back to June of 2023. This can show trends and how activity ebbs and flows throughout the year.

**CLOSED SESSION**

None.

**PUBLIC COMMENTS**

None.

**FOR THE GOOD OF THE ORDER**

Executive Director Bennett thanked Ms. Gamble for her 30 years of service. He explained that all the consolidation language started happening when he took over as Director of Operations in 2014. He and Mr. Fleming went down to Springfield for meetings to discuss the future of the 9-1-1 center and met with the Sheriff. Executive Director Bennett expressed that he never thought in a million years that everything would end up where it did, but Ms. Gamble was a big part of that. When going through these changes and coming up with different ideas, Ms. Gamble figured out how to bill these agencies and keep track of everything. We had to reinvent the wheel when it came to how we handle and document different situations pertaining to ETSB. He expressed his appreciation for all her help over the years. He also joked that despite training a replacement, there will be plenty of questions that come up, so we'll get her back to attend our meetings. Executive Director wished Ms. Gamble the best in her retirement.

**MOTION TO ADJOURN**

Ms. Morris made a motion to adjourn the meeting of June 21, 2024, second by Mr. Cornier.

Roll call vote;

Cornier	Yes
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Absent

Motion carried.

The June 21, 2024 Cook County Emergency Telephone System Board meeting was adjourned at 10:58 a.m.

***Next Meeting***  
***July 26, 2024***  
***10:30 a.m.***  
***9511 W. Harrison, LL11***  
***Des Plaines, IL 60016***

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Valerie Rhodes, Director of Support Services                      Date