



Cook County Emergency Telephone System Board

December 16, 2024
10:30 a.m.

ATTENDANCE

Board Members in attendance;

Mr. John Cornier
Mr. Michael Kuryla
Mr. John Matthews
Ms. Elizabeth Ryles

Staff and Guests in attendance;

Mr. Martin Bennett, Executive Director
Ms. Valerie Rhodes, Director of Support Services
Mr. Evan Stahlman, Lauterbach & Amen
Mr. Steve Litko, Lauterbach & Amen

Executive Director Bennett called the meeting to order at 10:32 a.m.

Attendance was taken.

MOTION TO APPROVE MINUTES

Mr. Matthews made a motion and Ms. Ryles made the second to approve the Board meeting minutes of November 22, 2024 as presented.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Yes
Ryles	Yes

Motion carried.

LEGISLATIVE REPORT

LEGISLATIVE REPORT – NOVEMBER 2024

Executive Director Bennett advised that we attended the APCO holiday luncheon two weeks ago and members of the State Advisory Board (SAB), Ralph Caldwell and John Ferraro, provided updates from the in-person SAB meeting immediately following the IPSTA conference in October. There was a huge representation of the 911 community, likely due to the Illinois IPSTA conference being one of the most heavily attended APCO/NENA conferences in the country each year. The new director from the State Police that handles the SAB was impressed by the turnout and was receptive to the opinions and concerns that were shared. As always, our goal remains to keep 911 funding and spending in line with the FCC rules and to keep State from adding more restrictive rules. Some of the rules are so difficult to change that we have suggested having a sidebar handbook for clarification to avoid making changes to legislation that could conflict with FCC regulations.

Another item in the discussion phase is a surcharge increase. It has been approximately 10 years since the last surcharge increase. Although salaries, maintenance contracts, and operational costs continue to steadily increase, surcharge revenue has remained stagnant.

Mr. Matthews asked if Executive Director Bennett thinks the Tier 2 changes would affect staffing. Executive Director Bennett answered that he feels the changes would have a positive impact. He sent out the CCSO Administration email to staff and has been discussing the changes with them to explain how impactful the changes can be to their career.

COMMUNICATIONS CENTER OPERATIONS

CRESTWOOD EXPANSION

One of the quotes provided is for the flooring. We currently have carpeting in our centers, which is difficult to keep clean. This new specialty flooring is interlocking and has wiring inside to discharge any static. We've visited centers that have installed this flooring, and they have given great feedback. The other quote is for dispatch consoles through Watson, which we currently use in Des Plaines and Maywood. Executive Director Bennett is asking for authorization for a purchase order to lock in the pricing. Once we lock in pricing, there isn't a time limit for installation; they'll work with us as the construction progresses. If we do not lock in pricing, the cost will increase between 2.5-3% in April 2025. Ms. Ryles asked if any down payment was due. Executive Director Bennett explained that the only time payment is due is 30-days prior to shipping. The purchase order secures our order and pricing.

Ms. Ryles made a motion, and Mr. Matthews made the second to authorize a purchase order for \$174,500 to order flooring through Dick Buss and Associates.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Yes
Ryles	Yes

Motion carried.

Mr. Kuryla made a motion, and Ms. Ryles made the second to authorize a purchase order for \$1,179,447.30 to order Watson Consoles, the furniture manufacturer, through Dick Buss & Associates, the distributor who will complete the installation.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Yes
Ryles	Yes

Motion carried.

DES PLAINES CONSOLIDATION

The cutover took place on Tuesday, December 3rd at 1pm. Everything went smoothly with operations. There were a few issues on AT&T's end while switching the phone lines over. A few of the cell towers needed to be routed to Cook County 9-1-1 due to Wheeling's PSAP being on legacy 9-1-1 versus Next Generation 9-1-1. These issues have since been resolved and the agency was very happy. They are sharing a radio band with Park Ridge, and everything is going well.

RIVERDALE RESOLUTION

Executive Director Bennett is asking for a vote for a resolution to accept the Village of Riverdale into Cook County's ETSB. They are currently with E-Comm. Last meeting, we accepted the Village of Olympia Fields who are currently dispatched by SouthComm. E-Comm and SouthComm are in the process of merging. Riverdale reached out for pricing and were provided a 5-year contract. They have decided to move forward with the contract. Mr. Matthews asked if their board has already approved the contract. Executive Director Bennett advised they have not. The Sheriff's department will issue the IGA, then the IGA will go to Riverdale's Board for approval, and finally, the IGA will go to the County Board for approval. Ms. Ryles asked what the population of Riverdale is; they have approximately 12,000 residents.

Mr. Cornier made a motion, and Mr. Matthews made the second to approve the resolution to accept the Village of Riverdale into the Cook County ETSB.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Yes
Ryles	Yes

Motion carried.

MOTOROLA PREMIER ONE ESSENTIAL P1CAD ONSITE SERVICES

Executive Director Bennett distributed an email from Motorola related to the Board's inquiries from November's meeting regarding the onsite services contract. Motorola's response to the salary and benefits questions was that we are entering a contract for onsite services, not an employee. There was a salary range listed on Motorola's website to fill the position. If the applicant is a current Motorola employee with experience that is paid at a higher rate, the salary for the position will be adjusted.

Mr. Cornier asked what will be done on weekends since the employee is scheduled to work Monday through Friday. Executive Director Bennett answered that we still have our IT staff that would be on-call and able to open a ticket with Motorola for any issue. We can adjust the person's hours or days off should we have something planned, like a CAD upgrade. Mr. Cornier asked what the onsite person would do for 40-hours a week since there's a 24/7 resource. Executive Director Bennett explained that the person would be responsible for server patching, opening Motorola tickets (approximately 25 currently), performing CAD upgrades, and assessing programs that operate on the CAD server, for example.

Mr. Cornier suggested that any Motorola ticket opened for a 9-1-1 center would be urgent. Executive Director Bennett explained while some tickets, like reports of slowness to CAD are urgent, others like an error message that displays while the dispatcher is trying to perform a task are not. The dispatcher runs an error report that gathers the data related to the transaction from the server and sends it to Motorola. Motorola engineers investigate the data log and propose a resolution. It could be that a bug was found, and Motorola provides a DLL to apply to correct, or that the issue found could require an upgraded version to correct. Most problems we experience are non-emergency. Our CAD is a tier 1 CAD system, and while it is very helpful and high performing, the challenge we sometimes face is that it is extremely complicated and involved.

ETSB BYLAWS

Executive Director Bennett discussed the current bylaw language related to purchasing with State's Attorney (SA) Brian Tracy. His suggestion is to change the language to directly point to Cook County's ordinances for the procurement policy.

FINANCIAL REPORT

DECEMBER BILL PAYMENT RESOLUTION

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

There are no significant items to report.

Ms. Ryles asked what the Denise Amber Lee Foundation is. Executive Director Bennett explained it is a foundation that provides training for telecommunicators. It was a case that occurred in Florida in 2008 in which she was kidnapped from her home. There was some confusion between 9-1-1 centers when relaying the vehicle description and other incident details. Ultimately, she was murdered, and her husband started the Denise Amber Lee Foundation, a non-profit organization. They provide training and certifications, as well as promote standardized protocols for call-handling.

Total Bills \$ 277,804.48

Ms. Ryles made a motion, and Mr. Matthews made the second to approve the December Bill Payment Resolution as presented in the amount of \$277,804.48.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Yes
Ryles	Yes

Motion carried.

FINANCIAL REPORT

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

Mr. Stahlman informed the Board that not much has changed as it relates to last month with November being the last month of the fiscal year. We had a kick-off meeting with the auditors to go over the standard audit questions and L&A has begun preparing the support. A few items on the bills that were just approved may get moved back into FY24 financials depending on what those bills were for. L&A will reissue a report for November once the audit and financials are finalized. The most substantial change to call attention to is the personnel services, which are under budget over time, but will be adjusted depending on how and when the final payroll reports and bills are presented. Everything seems in line with what's expected.

CLOSED SESSION

None.

PUBLIC COMMENTS

None.

FOR THE GOOD OF THE ORDER

Executive Director Bennett notified the Board that Ms. Morris resigned from the ETSB to accept a position as Chief of Staff for the new State's Attorney. He wished her luck and thanked her for her service. We are in the process of recommending more Board members.

MOTION TO ADJOURN

Mr. Cornier made a motion to adjourn the meeting of December 16, 2024, seconded by Mr. Matthews.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Yes
Ryles	Yes

Motion carried.

The December 16, 2024 Cook County Emergency Telephone System Board meeting was adjourned at 11:05 a.m.

Next Meeting

January 17, 2025

10:30 a.m.

9511 W. Harrison, LL11

Des Plaines, IL 60016

Valerie Rhodes, Director of Support Services Date