



Cook County Emergency Telephone System Board

April 25, 2025
10:30 a.m.

ATTENDANCE

Board Members in attendance;

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

Staff and Guests in attendance;

Mr. Martin Bennett, Executive Director
Ms. Valerie Rhodes, Director of Support Services

Executive Director Bennett called the meeting to order at 10:25 a.m.

Attendance was taken.

MOTION TO APPROVE MINUTES

Mr. Cornier made a motion, and Mr. Kuryla made the second to approve the Board meeting minutes of March 21, 2025 as presented.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Yes

Motion carried.

LEGISLATIVE REPORT

LEGISLATIVE REPORT – APRIL 2025

Executive Director Bennett informed the Board that some of the items listed on John Kelly's report do not apply to us, like CPR and Next Generation 9-1-1. On April 29th, Illinois APCO and NENA will go to Springfield to meet with legislators regarding a surcharge increase. Executive Director Bennett has been communicating with the leaders from neighboring centers that will be attending. John Kelly also provided information related to a request for a surcharge increase, which demonstrates that surcharge revenue only covers about 40% of the operational costs in a 9-1-1 center. The last increase was around 2017 when it was raised to \$1.50. Meanwhile, maintenance contracts continue to go up 3-5% per year and salaries have been skyrocketing. Executive Director Bennett advised that we're requesting the surcharge be increased to \$2.50 with a consumer price index added on so it continues to increase. 9-1-1 centers have noticed an approximate 10% decrease in surcharge across the board, which equates to approximately \$600,000 for Cook County ETSB. If there's an increase, it will benefit not only the center but all the contract agencies. Half the amount of surcharge each agency receives goes towards payment on their dispatching services bill. There's also been discussion surrounding the allocation of cellular counts and surcharge funds. Also, the 9-1-1 legislation sunsets in December 2025. There have been a lot of meetings regarding those changes.

COMMUNICATIONS CENTER OPERATIONS

CONSOLIDATION UPDATE

The Cook County Board approved our dispatch contract with the Riverdale Police Department, so we will begin working on the necessary paperwork to submit to the State Police.

We have already submitted our paperwork for Olympia Fields, however, SouthCom has refused to file their paperwork or participate in the process. Everything has been completed on our end. We cannot move forward until SouthCom submits their paperwork.

BYLAWS UPDATE

Executive Director Bennett recommended a red line change to the bylaws to add Riverdale as a service agency for Cook County ETSB. The bylaws will be voted on at the next meeting.

CRESTWOOD BUILDOUT

All the plans are complete. Some enhancements we requested will be completed by the Village of Crestwood so we will only be responsible for the cost of the materials while some other high-ticket items will need to be outsourced. The work is being done on a Crestwood contract handled through the Village Manager.

Everything will be approved by the Board first, then a formal invoice from the village will be sent. We will work with the Village Manager directly, as he will also be the project manager working with the contractors.

A high-ticket item that came up is the generator with an automatic transfer switch for \$106,700. Half the bill will be due upon ordering, so it will be on next month's bills. As for the generator, we will be utilizing natural gas rather than diesel like in Des Plaines. Diesel can get expensive and is inconvenient due to scheduling fuel deliveries.

LIVE911

Executive Director Bennett gave a summary of an incident that occurred in Des Plaines that resulted in the responding officer providing life-saving measures before paramedics arrived after hearing the call over Live911. Des Plaines Police Department and Live911 will both be covering this success story. Live911 is now being used by Crestwood, Des Plaines, Palos Park, Park Ridge, and Worth. We're in the process of rolling out Live911 to Blue Island.

EMERGING TECHNOLOGIES: RAPIDSOS

RapidSOS Unite has Harmony, an Artificial Intelligence (AI) companion for 9-1-1 centers. Executive Director Bennett coordinated a meeting with Sheriff's Office IT and RapidSOS so that RapidSOS could be vetted due to the Sheriff's Office's strict AI policies. RapidSOS was approved for use. We're in the procurement process and discussing using the technology on a trial basis prior to purchasing.

The RapidSOS Communicator Module offers translation and transcription services. Our current procedure is to use a third-party vendor to interpret calls with a language barrier. On 9-1-1 calls, often the caller provides valuable information and an indication as to whether police, fire, or medical services are needed at the onset of the call. Having the translation with transcription piece will likely provide this information before an interpreter can be reached. The AI bot also actively summarizes and organizes the information for the dispatcher to disseminate over the radio. Additionally, we can add any notifications we'd like supervisors to receive using keywords like "shooting," "gun," etc. These notifications will allow the supervisor to follow up with the call-taker and process any notifications to command staff sooner. The AI bot will ingest our protocols and continue to learn to make informed suggestions. This technology cannot enter information into our CAD system without our approval. We're asking for a trial period of six months to test prior to making the purchase. Demonstrations always look good, and work as expected, but that is not always the case after purchasing.

Mr. Cornier asked if the AI bot has voice over to translate for the call-taker and what the costs are for hardware, software, and maintenance. Executive Director Bennett advised two-way communication is coming. We'll have call scripts, but it's not yet determined if there will be an option to freeform translate. When utilizing an interpreter, there may be 2-3 minutes of conversation between the interpreter and caller that the call-taker must interrupt in order to obtain necessary information. It's one of our biggest complaints. The cost will be determined on a year-to-year basis or negotiated. The Communicator Module that was explained in today's meeting was quoted for approximately \$75,000 per year based on the number of consoles and employees we have. Mr. Cornier requested samples of audio and video to see how this technology benefits operations.

Ms. Ryles asked when the six-month trial period was scheduled to begin. Executive Director Bennett is communicating with SA Tracy about having an extension added if the technology does not work as expected so that the product can be tested again after necessary changes are made.

Mr. Kuryla asked if Executive Director Bennett has heard of any feedback relating to the support the company provides. Executive Director Bennett answered that they have 24/7 support. The AI bot has been ingesting so much data from so many sources and vendors.

EMERGING TECHNOLOGIES: COMMSCOACH

Executive Director Bennett advised we currently use a Quality Assurance (QA) program, but it is a manual process. The supervisors are responsible for two QAs for each employee every month. They must go into the NICE recorder manually to search the audio and pull the case report from CAD to review. He explained that the AI will have connections to our audio and our CAD and will be able to recognize the call-taker's voices.

All our protocols get loaded for the bot to learn. The assistive technology will present the call to the supervisor to review the audio and incident details in one place. Last year, we received 200,000 calls but only completed 6,000 QAs. This technology would increase the output of QAs while decreasing the amount of time spent by supervisors manually pulling all the data to complete the QA, which will leave more time for supervisors to train and coach personnel.

This technology also comes with a built-in simulator for training. The call-taker will talk to the AI bot like it's a real caller reporting an incident. The agency can build their own or add disruptors like shots fired into the out-of-the-box scenarios that are already available with purchase. Additionally, after ingesting our protocols, the AI bot will suggest protocols for the call-taker to utilize based on the information provided by the caller.

Executive Director Bennett provided a video demonstration of the product. Mr. Cornier expressed concern regarding a bot producing QAs. Executive Director Bennett advised there is no alleged or perceived bias when conducted by a bot rather than by a supervisor. The supervisors will have the opportunity to follow up with them in person or even record a video with feedback to send to them with their QA.

Executive Director Bennett advised we're engaging SHI since they are a purchasing mechanism already in place as a vetted Cook County vendor. We will also set up a meeting with Sheriff's IT for a demonstration and to approve the AI. The cost is approximately \$42,000 per year and is subscription based.

Mr. Kuryla clarified that this technology is used for enhancing performance and training opportunities, and not for discipline then asked if there are any concerns surrounding the union's stance on utilizing AI. Executive Director Bennett advised that there were two journals that came out recently about AI coming to 9-1-1. This will be used as a tool. When people are using protocols in the same way with every call, it becomes second nature.

Mr. Cornier asked if there is any training for handling the emotional part of processing calls. Executive Director Bennett advised that the supervisors follow up with call-takers and dispatchers when stressful or traumatic incidents are happening. Additionally, we participate in Dr. Robertson's program which covers disconnecting, exercise, and diet changes to promote brain health. Also, some of our telecommunicators are trained as peer supporters.

FINANCIAL REPORT

APRIL BILL PAYMENT RESOLUTION

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

The significant items to report are;

- Cook County Sheriff \$530,246.25 – Pass through for Dispatch Services
- Central Square \$27,400.00 – Pass through grant expense for FY25 CAD to CAD Grant

Total Bills \$ 790,287.16

Mr. Cornier made a motion, and Ms. Ryles made the second to approve the April Bill Payment Resolution as presented in the amount of \$790,287.16

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Yes

Motion carried.

FINANCIAL REPORT

Lauterbach & Amen provided a written summary of financial reports since they're unable to attend.

Fiscal Year 24 Overview

- FY24 Audit has been finalized.
- Financials now include all adjusting entries posted to the prior fiscal year.
- December '24, January '25, and February '25 financials have all been re-issued to reflect those updates.

Current Financials - As of February 28, 2025

Statement of Net Assets

- Total Cash and Equivalents of \$3,745,928.48
- Total Assets of \$14,582,028.71
- Total Current Liabilities of \$2,912,317.60

Statement of Revenue and Expenditures

- School Mapping grant received in January.
- Estimated surcharge revenues and expenses are updated to reflect the FY25 budgeted amounts. As actual data is received, these estimates are reversed, and the actuals take their place since there is a 3-month lag in the invoice process.
- Total Revenues of \$2,293,721.93
- Total Expenses of \$2,417,263.25

Statement of Revenue and Expenditure – By Period

- Nov-24 column contains all the audit entries.
- Surcharge revenues match budget as any monies received through February were revenues booked to FY 24. Expect to start receiving and recognizing FY25 revenue in April/May.
- Payroll expenses are all estimates at this point – these are adjusted to actual when payroll reports from the county are received.

CLOSED SESSION

None.

PUBLIC COMMENTS

None.

FOR THE GOOD OF THE ORDER

For the next Board meeting, we will invite a couple of Board Members that will be in process with the Cook County Board to be appointed from our member agencies.

MOTION TO ADJOURN

Mr. Cornier made a motion to adjourn the meeting of April 25, 2025, seconded by Mr. Kuryla.

Roll Call Vote;

Cornier	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Yes

Motion carried.

The April 25, 2025 Cook County Emergency Telephone System Board meeting was adjourned at 11:30 a.m.

Next Meeting

May 16, 2025

10:30 a.m.

9511 W. Harrison, LL11

Des Plaines, IL 60016

Valerie Rhodes, Director of Support
Services

Date