



Cook County Emergency Telephone System Board

July 28, 2025
10:30 a.m.

ATTENDANCE

Board Members in attendance;

Mr. John Cornier
Mr. Timothy Doherty
Mr. Michael Kuryla
Mr. Kevin Sisk

Staff and Guests in attendance;

Mr. Martin Bennett, Executive Director
Ms. Valerie Rhodes, Director of Administration
Mr. Evan Stahlman, Lauterbach & Amen
Mr. Brandon Guzzi, Lauterbach & Amen
Mr. Athur Jackson, First Deputy Chief of Cook County Sheriff's Police Department
Mr. Matthew Carlson, Director of Support Services
Mr. Christopher Lienhardt, Guest

Executive Director Bennett called the meeting to order at 10:30 a.m.

Attendance was taken. Executive Director Bennett introduced two newly appointed Board members, Mr. Doherty and Mr. Sisk.

MOTION TO APPROVE MINUTES

Mr. Cornier made a motion, and Mr. Kuryla made the second to approve the Board meeting minutes of May 16, 2025 as presented.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

Cook County ETSB
July 28, 2025

911

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

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LEGISLATIVE REPORT

LEGISLATIVE REPORT – JULY 2025

Mr. John Kelly's report is as follows;

The Illinois Legislature has adjourned for the summer. Veto Session dates have been scheduled for October 14-16 and October 28-30. SB 2500 which extended the date for CESSA compliance to July 1, 2027 was passed and is awaiting the Governor's signature. There were no other major bills passed which impacted the 9-1-1 community. At the end of the session, we were successful in introducing HB 4066 and SB 2670 which advocate for an increase in the 9-1-1 surcharge from \$1.50 to \$2.50. No action was taken on these bills in the recently completed session. However, the Illinois NENA and Illinois APCO Joint Legislative Committee is working to gain support for the legislation during the Veto Session or in the Spring of 2026. I have include a 2-page handout to share with legislators regarding these efforts.

On July 1, 2025, Alicia Atkinson began her tenure as the new Statewide 9-1-1 Administrator. Alicia has significant dispatch center experience including serving as a Deputy Director in Evanston and at RED Center. The Statewide 9-1-1 Board is meeting for the first time in several months on July 14th. On the Agenda is further discussion of the surcharge increase, Parts 1324, 1325 and 1327 revision, and the development of a strategic plan for the Statewide 9-1-1 Office.

On the federal level, there has been no movement in Washington on either the reclassification of telecommunicators or the funding for NG9-1-1. The focus of both the House of Representatives and the U. S. Senate was the legislation referred to as the "one big, beautiful bill." During the negotiation of that bill in the House, public safety asked to have Next Generation funding considered, but we were told that while they recognized funding for Next Generation was needed, it would not be included in this Bill. This does hold out hope for some future action.

Executive Director Bennett added that we continue to attend legislative meetings with the Big 8 counties to keep up with updates.

COMMUNICATIONS CENTER OPERATIONS

CONSOLIDATION UPDATE

Opt-out documentation that was pending with Southcom has been submitted to the State. We are currently awaiting a consolidation order from the State to schedule the cutover. Staff is currently awaiting paperwork from Riverdale before a consolidation document can be filed with the State.

Over the past few weeks there have been several developments with dispatch centers in Cook County. Norcomm gave notice to its agencies that they will be operational for up to another 12-18 months. There have been other centers experiencing difficult times with budgets or staffing. Executive Director Bennett gave a high-level overview of the ETSB's pricing model and explained what infrastructure has been implemented within the last few years. He then gave a short presentation and discussed the future direction of our ETSB and center.

Executive Director Bennett has secured a fire dispatch contract and is recommending a Director of Fire Operations position be filled.

Mr. Cornier asked how much time it would take to transition to cut over the fire agency, and what recourse the Norcomm agencies have for their current circumstances. Executive Director Bennett answered that the earliest to implement fire dispatch in the center would be September of 2026, if a Director of Fire Operations is approved by the Board. The Norcomm agencies do not have many options. Some, if not all, are operating on expired contracts.

Mr. Kuryla asked if Executive Director Bennett has talked with anyone from Rosemont. Executive Director Bennett has not yet.

Mr. Sisk commented that if one or two centers close in a short amount of time, there will be a lot of agencies trying to find a center for dispatching services. He added that he will start talking to the chiefs he knows and encourage them to plan ahead.

Executive Director Bennett requested a motion to approve creating and filling a Director of Fire Operations position through the Fire Budget, but first through the Special Purpose Fund. He has a meeting with Chief Schmitz on Wednesday to discuss.

Mr. Kuryla made a motion, and Mr. Sisk made the second to approve of a Director of Fire Operations position being created and filled.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

Mr. Kuryla commented that he is the retired Fire Chief of Berkeley, Cook County's first fire agency. At the time, there was potential to on-board a lot of fire agencies, but some challenges occurred that halted growth. Bringing in an experienced Director of Fire Operations will make communities more comfortable and the ETSB will gain more buy-in. Mr. Sisk agreed. Mr. Kuryla then asked if Executive Director Bennett had someone internally for the position. Executive Director Bennett advised he will hire someone from the outside to fill the position.

GRANT UPDATES

The CAD2CAD progress has been extremely slow with Central Square and Motorola. Staff has given Central Square timelines to meet in order to continue this project. Staff will provide additional updates at the next meeting.

CRESTWOOD BUILDOUT

The HVAC equipment order for Crestwood is ready to be placed. Staff is requesting authorization for \$185,416.40.

Mr. Cornier made a motion, and Mr. Sisk made the second to authorize \$185,416.40 for the cost of the HVAC equipment at the Crestwood facility.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

MOTOROLA – STAGING

We would like to extend the current CAD platform to include a staging environment. Staging would give us the ability to have a testing environment for upgrades as well as testing new features in CAD, without interfering with Production or Training. Staff is requesting \$27,753 for this project.

Mr. Sisk made a motion, seconded by Mr. Cornier to approve \$27,753 to expand the current Motorola P1 CAD platform to include the staging environment.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

GOVWORX – COMMSCOACH

ETSB previously approved \$42,000 for the Commscoach product. Executive Director Bennett informed the Board that we are buying this product through SHI, a Cook County authorized reseller, and the final cost increased by \$840, totaling \$42,840.

OLYMPIA FIELDS – RMS INTEGRATION

Staff is requesting \$12,500 for RMS integration with CAD for Olympia Fields. We have an updated contract with Clarity Partners to provide RMS to 9-1-1 center agencies. Agencies will be responsible for an annual \$7,500 support fee. This partnership closes a gap in offerings from the 9-1-1 center and will help agencies with challenging budgets.

Mr. Cornier made a motion, seconded by Mr. Kuryla, to authorize the \$12,500 fee to Clarity Partners for RMS integration with CAD for the Village of Olympia Fields.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

RAVE RENEWAL

The RAVE contract expires on November 30th, 2025. RAVE is the mass notification system used by the 9-1-1 center daily. The 9-1-1 center also shares this technology with contract dispatch agencies. Staff is recommending a five-year renewal to lock in pricing at \$17,100 billed per year for five years. The total contract price is \$85,500.

Mr. Sisk made a motion, and Mr. Cornier made the second to authorize the five-year contract renewal with RAVE for a total of \$85,500 over the life of the contract, billed annually at \$17,100 per year.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

POWERPHONE TOTAL RESPONSE

PowerPhone Total Response and RapidSOS announced their partnership in June. This will give our operators the ability to use cloud-native solutions through a unified interface for police, fire and EMS protocols through a single intuitive workflow. Dynamic, logic-based questions will be adapted to call taker scenarios. Integration will begin in late 2025 through the RapidSOS Communicator module.

Staff is recommending a paid trial period with RapidSOS for the Communicator module at a discounted cost of \$3,308.12 per month from September 1st, 2025, to December 31st, 2025. The 4-month paid trial will have a total cost of \$13,232.50 and be part of our PowerPhone Total Response account.

The Communicator module adds intelligence to enhance the voice, text and video channels within RapidSOS UNITE.

Includes:

- Language translation for text and chat
- Video on-screen transcription with audio translation
- Voice call language transcription and translation
- Voice call AI summarization and keyword alerting
- Text, Voice, Video and Multimedia storage

Current PowerPhone Total Response costs are \$28,508.82. This includes police-only protocols at a cost of \$3,435.82 and an unlimited training site license of \$25,074. The Communicator module yearly cost will be \$70,980 starting on December 21st, 2025. As we get closer to December, staff will explore additional contract options to lock in pricing for both PowerPhone Total Response and the Communicator module over a five-year period.

Mr. Cornier asked if the committal will be signed before or after the trial period. He also asked what their pricing model is, and how the cost will increase based on our anticipated growth. Executive Director Bennett answered that we will notify them of our interest in continuing or discontinuing services prior to 12/21/2025. The AI component learning and making recommendations based on our Standard Operating Procedures (SOPs) within RapidSOS will be extremely helpful for the call-takers and telecommunicators. Executive Director Bennett answered that we will inform them of any growth, then renegotiate the five-year contract pricing. Mr. Cornier asked if any 9-1-1 centers in the Midwest currently use this solution. Executive Director Bennett advised he knows several nearby centers have expressed interest and reached out to the company but is unaware of any center within Illinois that has implemented the Communicator module.

Mr. Sisk asked if the AI goes beyond language translation by also prompting the call-taker with questions from the appropriate SOP in English. Executive Director Bennett confirmed that Harmony, the AI bot, is a learning device so we will monitor its output and correct it. Harmony will provide call summarization and notify the supervisors of high-priority calls based on key words of our choosing. Additionally, it can send live call summaries to agencies with real-time crime centers. Mr. Sisk also asked if this technology would eliminate the Language Line. Executive Director Bennett advised we will keep our account active, but he anticipates a lot less use once implemented and monitored for accuracy.

Mr. Cornier made a motion, seconded by Mr. Kuryla, to authorize a four-month paid trial period of the RapidSOS Communicator module at a cost of \$3,308.12 per month, totaling \$13,232.50 for all four months.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

MERCURY – LYONS BDA REPLACEMENT

The Lyons police department suffered a lightning strike that damaged an in-building repeater. The old repeater is not repairable. This is impacting radio communications inside the station where officers are having intermittent issues with radio communications and hearing calls for service. Staff is recommending replacement of the BDA at a cost of \$23,405.13. The new BDA will have lightning protection from a built-in UPS. There is funding available out of our radio parts budget.

Mr. Cornier asked how many officers are in the Lyons police department. Executive Director Bennett advised approximately thirty officers.

Mr. Cornier made a motion, and Mr. Sisk made the second to authorize payment of \$23,405.13 to Mercury for the replacement of the Lyons BDA.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

JULY BILL PAYMENT RESOLUTION

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

The significant items to report are;

- Cook County Sheriff for \$1,298,605.44 – Majority is pass through for dispatching services
- FGM Architects for \$26,700.00 – Invoice for Crestwood Buildout
- Insight for \$35,860.00 – Majority for replenishing inventory and in anticipation of consolidations
- Clarity Partners for \$12,500.00 – On-Board Olympia Fields RMS
- Village of Crestwood for \$185,416.40 – Invoice for Materials for Crestwood Buildout HVAC
- SHI International Corporation for \$42,840.00 – Contract with SHI for GovWorx CommsCoach

Total Bills \$ 1,688,554.28

Mr. Cornier made a motion, and Mr. Sisk made the second to approve the July Bill Payment Resolution as presented in the amount of \$1,688,554.28.

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

FINANCIAL REPORT

Mr. Stahlman from Lauterbach & Amen presented the financials for June 2025.

Mr. Cornier asked if it's possible to measure the effect the decrease in surcharge has had on our budget. Executive Director Bennett explained that we have underestimated the expected revenue when planning the budget for the last couple of years and spent conservatively.

CLOSED SESSION

None.

PUBLIC COMMENTS

None.

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FOR THE GOOD OF THE ORDER

Executive Director Bennett congratulated the four employees that recently passed their ENP certifications – Matthew Carlson, Leanna Carlson, Gerald Chickerillo, and Cathy Ryan. Mr. Carlson will also be attending the CMCP certification course soon.

Executive Director Bennett hopes that the two pending Board Members will be appointed by the Cook County Board and in effect for the next ETSB board meeting.

MOTION TO ADJOURN

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

Roll Call Vote;

Cornier	Yes
Doherty	Yes
Fleming	Absent
Kuryla	Yes
Matthews	Absent
Ryles	Absent
Sisk	Yes

Motion carried.

The July 28, 2025 Cook County Emergency Telephone System Board meeting was adjourned at 11:35 a.m.

Next Meeting

August 22, 2025

10:30 a.m.

9511 W. Harrison, LL11

Des Plaines, IL 60016

Valerie Rhodes, Director of
Administration

Date