



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD  
1 Taylor Street  
Randolph County Courthouse Boardroom  
January 10, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, January 10, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Mark Prange  
Shannon Wolff  
Mike Hoelscher  
Brian Adams  
Marc Kiehna  
Kevin Miller

Members absent:

Chuck Kelley

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Peter Hubbard, Randolph County Technical Support  
Trecia Hanna, MedStar Ambulance  
Bobby Helmers, Chester Police Chief

**MINUTES**

After a review of the minutes from December 13, 2018 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Mike Hoelscher moved, seconded by Shannon Wolff. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Brian Adams. Motion carried.

**BUDGET**

Normal monthly expenditures for December. Health line item included a HSA.

**Budget Book**-Cindy briefly reviewed the budget book layout. The book covers a 3-year period. Each page has been previously reviewed and discussed at monthly ETSB meetings. Pages 1 and 2 are beginning year and end of year budget for 2016-2017. Pages 3 and 4 are beginning year and end of year for 2017-2018. The Treasurer's Report that coincides with the 911 report appears nearing the end of the book. The 911 accounts are at Buena Vista Bank and the First Nation Bank of Campbell Hill in Steeleville. The last page is the approved 2019 budget.

**REORGANIZE E.T.S.B.**

Lyn asked the board for nominations to elect a new E.T.S.B. chairman. Marc stated Lyn has done a great job and asked him to consider another year Lyn accepted and commented he would appreciate seeing through the installation of the new NG 911 equipment over the next year. Marc Kiehna motioned to nominate and reappoint Lyn Thies as the E.T.S.B. Chairman, seconded by Mike Hoelscher. Motion carried.

**AMBULANCE SERVICE**

Trecia said MedStar's IT guy is working on the CAD with Zoltran.

## **NEXT GENERATION EQUIPMENT GRANT**

The bids for Randolph and Washington County will be sent to the Randolph County 911 Office.

Page 8-The Project Scope outline the current system and future needs.

Page 10-Calendar of Events. The RPF is available on 2-7-19, Questions deadline is 2-15-19, answers to the Bidder's Questions 2-22-19, Submission of Proposal is 3-8-19, Evaluation of Proposals is 3-11-19 and Contract Award is 3-14-19. Lyn said it is good to keep the dates close together.

Page 12-Specifics on Washington County and Randolph County, population, ETSB, calls for service and current environment.

Page 15-Number of handsets and headsets. This cost was not previously outlined in the grant bid and will be an out of pocket cost. \$540.00 base at each PSAP with 12 headsets. Cindy asked if MedStar telecommunications were interested in headsets. Trecia stated they would have to take them off when talking to other Counties.

Page 16-During the walk through, it was discussed to move the 911 Equipment from the Sheriff's Office Communication Room to the Data Center in the Courthouse. Cost to move the fiber cable was quoted at \$5,000.00-\$7,000.00.

Page 17-MedStar Ambulance Service laying out features that must be supported. Items that were lined out in the original bid for the Mevo backup.

Page 20-Central Equipment requirements. This shows how the calls come into the PSAP. Etc. Voice over IP calls. The administrative calls can come through the 911 system. Mike asked if the console would need remade? Shannon stated the base radio would stay the same. The 911 headsets and the administrative lines would come through the 911 phones.

Page 39-Washington County didn't request a mapping quote. Randolph County did get an initial quote. A quote Peter attained from GeoComm came in around \$45,000.00 with \$2,000.00 yearly maintenance. Peter stated he was asked by Ronnie White, County Commissioner to obtain bids from other mapping companies, however Roger Hediger, Lawman has offered to build the interface at no charge. Peter received the GeoComm quote and hadn't heard from Zurker. Marc said these can be filed for future reference.

Page 42-Office reports

Page 46-Test training layout when the provider is finished and the 911 equipment installed.

Cindy said if anyone would like to look over the bid proposal in depth to contact her. Marc asked about the date to open bids since this is a joint service. Lyn stated there are 2 separate bids for Randolph County and Washington County. Lyn said due to Washington County having their grant money and Randolph County grant money, the provider should align the two Counties systems. Marc asked what if Washington County chooses a different provider? Cindy stated the layout of the grant should keep both Counties in line with the same provider. Randolph County and Washington County received the grant, due to the fully redundancy and back up. Additional services agreements will be needed. Marc asked about Randolph County and Washington County opening the bids simultaneously. Lyn said instead of spending hours opening bids 3 people from the Randolph County ETSB and Washington County ETSB open them. Marc stated then have that board come back and present the ruling to the Randolph County ETSB. Lyn stated the Bidder Submission of Proposal date should be March 8, 2019, Evaluation of Proposals/Committee meets March 11<sup>th</sup>, 12<sup>th</sup>, or 13<sup>th</sup>, 2019 (whichever date works best for everyone), the Acceptance of bid will be announced at the March 14, 2019 ETSB meeting. Lyn asked for volunteers to be on the board, Marc Kiehna and Bobby Helmers agreed.

Marc asked if the State had selected a group of providers. Cindy said the State is working with the Budgetary Office including procurement of protocol. The State is looking for a vendor for the network build out then the procurement happens. Randolph County may be in the middle of our NG911 equipment, however our vendor should honor the prices. Lyn stated time is of the essence for 911 equipment. It's Randolph County's advantage to go ahead with 911 equipment. Cindy stated Jessica was comfortable with advertising in one newspaper. Cindy spoke with Dave Smith, Randolph County Assistant States Attorney regarding advertising. He advised the County Journal and the North County Newspapers. Lyn said an ad in the newspaper is fine. Cindy asked about advertising on a 911 list server. Marc said yes and a special invite should go to Next Generation and Frontier.

## **NG911 GIS GRANT**

Cindy stated the NG911 GIS Grant is the same lengthy paper work as the NG911 Equipment Grant. The deadline is February 4, 2019. The 911 Office met with Peter regarding the criteria from the State. We came away with address points, pipeline, ESN, fire hydrants, ESL converter and a wall map. Each County may receive \$25,000.00, if the State doesn't receive requests from every County they may go back and give additional money to requests received. The 911 Office will be obtaining a bid from Hubtech. Peter stated he was advised by Randolph County States Attorney there is not a conflict of interest for Randolph County 911 to request the services of Hubtech Computer Services. Cindy said the 911 Office hasn't had the ESL converter since moving to new version of Microsoft. Peter

said the State guidelines may not support the landuse layer. Cindy stated the 911 Director in the past has backed out any line items that don't fall into criteria of award. Marc requested landuse layer be included in the bid. Marc Kiehna moved for Randolph County 911 to apply for the GIS Grant, seconded by Kevin Miller. Roll Call Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Brian Adams, Marc Kiehna and Shannon Wolff were in favor. Motion carried.

#### **WELCOME**

Bobby Helmers was recently appointed Chester Police Chief. The Randolph County Board of Commissioners will appoint Bobby Helmers to the ETSB. Lyn and the Board welcomed Bobby.

#### **PLAQUE**

Cindy said she would get an appreciation plaque for Ryan Coffey for his years of service on the E.T.S.B.

#### **EMPLOYEE CONTRACT**

Lyn stated the 2020 employee contracts will need to be reviewed this year. He would like to get a 3-person committee together mid-year to start reviewing new contracts.

#### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Mike Hoelscher moved, seconded by Mark Prange. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**February 14, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, February 14, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Mark Prange  
Mike Hoelscher  
Brian Adams  
Marc Kiehna  
Bobby Helmers

Members absent:

Chuck Kelley  
Shannon Wolff  
Kevin Miller

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Trecia Hanna, MedStar Ambulance  
Sean Lukes, Sparta Police Chief  
Jeremy Kempfer, Sparta Police Department

**MINUTES**

After a review of the minutes from January 10, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Mike Hoelscher moved, seconded by Brian Adams. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Brian Adams moved, seconded by Mark Prange. Motion carried.

**BUDGET**

Normal monthly expenditures for January.

**AMBULANCE SERVICE**

Tickets have been opened with Frontier regarding problem transferring 911 calls to MedStar. MedStar is not receiving the callers voice. The 911 Office has asked each PSAP to be prepared to give pre-arrival instructions. Chuck is still working with IT and the new transfer method. Trecia stated MedStar is receiving the data stream from the Sheriff's Office but not Sparta PD. This past Sunday MedStar wasn't receiving voice or data. Cindy stated at times Frontier finds ports or cards that are bad. The 911 Office needs to be notified as soon as these issues happen as opposed to a few days later.

**911 EQUIPMENT REQUEST FOR PROPOSAL**

The RFP for new 911 equipment went out in last week's newspapers. Requests have been received from NG, AT & T, Intrado/West, Carbyne, Motorola and INdigital. The RFP is available until February 6, requests deadline is February 15, bidder submission of proposal is due March 8 with Evaluation of the proposals on March 11. Lyn

reminded Bobby and Marc of the meeting in the Randolph County boardroom with Washington County. Cindy realizes this time frame is short, however 911 equipment demos are welcomed.

### **NG911 GIS GRANT**

The GIS Grant was submitted. Although it was over what the 911 Director had stated may be covered, coming in at \$97,952.26 we are hopeful all or portions of the request will be granted. We did include a request for a land use layer in the amount of \$38,000.00. To get the recorder to IP ready is \$7,595.00. Hubtech's bid of \$51,000.00 shows it will take a little more work to get the Randolph County emergency map ready. The consultant fee is \$24,000.00. Lyn asked about the time frame. Cindy stated notification should go out July 1. This grant was submitted in the same manner as the 911 equipment grant.

### **SCHOOL FLOOR PLANS**

The 911 Office is able to move forward with the School Floor Plans due to ArcGIS online as opposed to the interface.

### **GPS DATA**

In the past the 911 Office has had issues getting our Street Centerline data to Google and TomToms. Recently, we received a call from someone living on Palestine Rd regarding deliveries. The google map is not correct, however our emergency map is. It's hard for the public to realize these are two separate maps. Cindy has contacted William Barrett from Marion County regarding contact information for Google.

### **911 OFFICE**

A number of months ago Cindy had spoken about the reinstallation of partitions for the Administrator Office located in the back of the 911 Office. Due to the condition of the partitions in storage it was necessary to order the complete Office. As other Courthouse Offices carpet has been replaced, the 911 Office is in need of that as well. Cindy has spoken with Shannon and the Maintenance Department regarding these changes. We feel the carpet installed in the Circuit Clerk's Office will serve the 911 Office well.

### **WIND POWER**

Marc Kiehna and Joe Hackler, Land Resource Management began by stating they are looking to chair a group planning committee to create an alternate energy policy/ordinance. They will look at other Counties' policies, as well as wind farms and what is required legally. They'd like to work with local Fire Departments to come up with a plan. It was discussed to take this to the next Fire Association meeting. Joe stated it will take several months for something like this to get put in place.

### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Mike Hoelscher moved, seconded by Mark Prange. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**March 14, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, March 14, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Mike Hoelscher  
Brian Adams  
Marc Kiehna  
Shannon Wolff

Members absent:

Chuck Kelley  
Bobby Helmers  
Kevin Miller  
Mark Prange

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Trecia Hanna, MedStar Ambulance  
Daniel Niemeyer, Randolph County Sheriff's Office  
Ryan Coffey, Randolph County Sheriff's Office

**MINUTES**

After a review of the minutes from February 14, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Brian Adams. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Shannon Wolff moved, seconded by Mike Hoelscher. Motion carried.

**BUDGET**

Sparta PD Answering Equipment line item shows the purchase of a monitor. The ESL Converter which inputs the Randolph County database into the Emergency Map was taken out of Services Rendered. The Wireless surcharge Sunset Clause expires in 2020 at that time the surcharge may be refigured.

**PLAQUE**

Lyn presented Ryan Coffey with a plaque in appreciation for his years of service. Ryan was an asset to the Emergency Telephone Systems Board. Ryan thanked the board and said he enjoyed his time.

**ACTIVE 911**

Cindy said Peter had been in contact with Hiplink and possibly switching from Active 911. Hiplink information was passed out. Lyn stated Active 911 is more than a pager. Shannon expressed his concerns with writing an SOP for Active 911. He said it's not mandatory for every Department in Randolph County to have Active 911, therefore an SOP isn't needed. If it were integrated into the 911 system, he could see having an SOP. Daniel explained the process of the 911 caller information automatically being sent through the Active 911 app. Shannon stated he would like to see Active 911 used for every 911 call. Lyn said the Firemen won't want their phones going off at 2am when

Police are receiving a call. Daniel stated there may be ways to separate the two. Trecia said as a manager she can see benefits to knowing what is happening with a call when she's away. Daniel stated a Department is limited to enforcing that all have the app on their phone. Lyn commented if you're part of the Fire Department they can make it a requirement. Cindy said Hiplink is independent completely of the phone lines. Daniel stated Active 911 goes through the internet. Cindy stated a year ago Peter contacted Active 911 to see if Randolph County could forward them our centerline layer. They use Google map, which is not correct. However, Active 911 said they wouldn't use our centerline layer, but would input our address points layer into their system. Lyn agreed that the addresses are not the best in Active 911. Daniel stated they are about 2 house off in town and out of town ½ mile off. Cindy would like to see changes to the Google map, she had spoken with the State 911 Administrator to get contact names for Google. The 911 Office has contacted Google, multiple times, with no response. Shannon said some Fire Departments rely on Active 911. Daniel stated before any decisions are made to switch he would like to see this information presented to MABAS. If they agree to the switch, then he has no problem going with Hiplink. Lyn asked if Active 911 goes out prior to the Fire Departments being paged? Daniel commented he believes there is a 2 second delay with Active 911 and feels like they go out around the same time. Shannon mentioned having a meeting with the Fire Chiefs. Cindy said she will continue reaching out to Google. Trecia said Google should be held accountable. Lyn stated the ETSB should take a look at Hiplink, talk with Peter and get information to MABAS and the Fire Departments.

### **AMBULANCE SERVICE**

The last 911 test calls transferred to MedStar, MedStar was not receiving data from the Sheriff's Office and Sparta PD. Trecia will get with Dustin, MedStar IT and get back with the 911 Office. Trecia said because they are not receiving data and phone number they now write it down. Cindy said in the Ambulance Agreement with the County it states MedStar has to have the feed and a way to display the feed. Randolph County 911 provides the feed and updates. Peter has done everything he can on his end.

### **911 EQUIPMENT REQUEST FOR PROPOSAL**

All bids, from each provider, was passed out to the ETSB. Lyn stated the committee decided to go with INdigital, they are the most economical and the most features. The INdigital/Solacom solution best fit the needs of both Washington County and Randolph County 911. Marc said the Mevo can operate on its own if something were to happen to the server. The Mevo anywhere can be taken anywhere. Daniel asked if the Mevo anywhere was strictly for 911 or could it be used in non-emergency situations. Lyn stated it's strictly 911. Marc said the INdigital system has multiple redundancies. Lyn stated the ETSB will have to develop an SOP on how Washington County handles our calls. Daniel stated radio interoperability will have to be worked on as well. IREACH may reach Washington County, however Shannon doesn't think it will. Lyn asked the ETSB for questions, comments or concerns. Daniel asked if the administrative lines would go through the 911 system? Lyn stated yes. Shannon asked about Frontier. Lyn stated the equipment provider will change, the administrative lines will still be through Frontier. Marc said Randolph County was approved for a grant a little under \$120,000.00 and the cost for the Sheriff's Office, Sparta PD and MedStar (without maintenance) is \$142,376.52. The 911 equipment and a 5-year maintenance would be \$211,226.16. The extra options are texting and Mevo anywhere at \$22,314.89. Randolph County 911's out of pocket would be \$114,118.30 after the grant. Cindy wanted to make sure Shannon was good with the texting, she passed out a statistic sheet with texts from 911, texts to 911 and their total. The overload doesn't appear to be there. Randolph County 911 can install the texting equipment and turn it up when ready. We can wait after the 911 equipment has been installed 6 months. Lyn asked for a motion to accept the low bid from INdigital in the amount of \$211,226.16 5-year maintenance. Moved by Marc Kiehna, seconded by Mike Hoelscher. Roll call Lyn Thies, Marc Kiehna, Shannon Wolff, Brian Adams and Mike Hoelscher were in favor. Motion carried. Lyn asked for a motion to accept the INdigital bid for options of texting and Mevo anywhere and maintenance in the amount of \$22,314.89, moved by Brian Adams, seconded by Shannon Wolff. Roll call Lyn Thies, Marc Kiehna, Shannon Wolff, Brian Adams and Mike Hoelscher were in favor. Motion carried.

### **NG911 GIS GRANT**

Cindy was notified, Randolph County 911 will be awarded \$59,347.26 of the \$97,952.26 applied for GIS Grant. The GIS bid which was included in the request was awarded \$48,776.00. Also approved was requested amount to bring the recorders into NG compliance. Farm layer was not approved in the GIS Grant. Lyn said Randolph County should go out for bid for the emergency mapping work. Cindy said the 911 Office will put it in the County Journal and North County Newspapers. Marc Kiehna motioned to accept the NG911 GIS Grant, seconded by Shannon Wolff. Motion carried. Lyn asked for a motion to advertise for bid for the emergency mapping upgrade, Brian Adams motioned, seconded by Mike Hoelscher. Motion carried.

The next meeting with the State will be about allowable and not allowable costs. Shannon asked if the Farm Layer would be updated anyway without the Grant money? Marc stated the Farm layer falls on the County in the Land Resource Department. Shannon asked if the layer was beneficial to 911? Cindy said it could be, the telecommunicators could look at the terrain and know specifics which could assist Officers in the field. Shannon said maybe 911 could pay a portion. Marc stated Sidwell gave a quote to clean up all the issues with the Farm layer. Shannon asked how much was the quote? Cindy said \$38,000.00. Lyn said maybe Randolph County 911 could agree to split the cost.

#### **PUBLISHED MAP**

Cindy questioned whether the 911 Office needed to provide the emergency map to the Fire Departments any longer? We haven't offered it in a couple years. The map is available if they have Lawman, each Fire Department is also able to access the County GIS map online.

#### **LAWMAN UPGRADE**

Daniel asked when the Lawman upgrade was going to be completed? Is there a timeframe? The current map doesn't allow the telecommunicators to look up the "whole" address, only street names. Shannon doesn't recall Roger Heidger or Peter give a completion date.

#### **FLOODING**

Mike Hoelscher has received several calls from the State. They are updating him on possible flooding. He is working to get sand to Kaskaskia Island right now.

#### **ROAD CLOSURES**

Cindy asked how the notifications of Road Closures were going? Daniel said there hasn't been a problem. He's created a spreadsheet and in the past Ron White; County Commissioner has added it to the County website.

#### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mike Hoelscher. Motion carried.





**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**April 11, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, April 11, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Kevin Miller  
Brian Adams  
Marc Kiehna  
Mark Prange

Members absent:

Chuck Kelley  
Bobby Helmers  
Mike Hoelscher  
Shannon Wolff

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Trecia Hanna, MedStar Ambulance  
Sean Lukes, Sparta Chief of Police

**MINUTES**

After a review of the minutes from March 14, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Brian Adams. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Kevin Miller moved, seconded by Mark Prange. Motion carried.

**BUDGET**

Carpet was installed in the 911 Office. In October we purchased a smaller copier, however it wasn't sufficient and not capable of meeting needs of the 911 Office. Marc asked about financing. Coast to Coast honored the purchase price on trade in. The 911 Office will pay quarterly maintenance.

**TC TRAINING UPDATE**

A TC Training spreadsheet was passed out. The 911 Office came across an issue regarding EMD Certification. Sparta Police Chief Sean Lukes stated 5 full time Sparta Police Department telecommunicators were leaving tonight, for Springfield, MO, for EMD recertification. They will return Sunday night. Sean reported they had all completed their CPR. The rerouting of 911 calls back to Sparta Police Department should happen within a day of notification. Trecia commented the telecommunicators might not get their EMD cards that day. She suggested that the Sparta Police Department address be in place for each telecommunicator. That way things are mailed to the Police Department and not their homes, where they can get lost. Lyn stated 2 weeks ago it was found several Sparta telecommunicators EMD had lapsed. Lyn and Cindy had gotten with Chief Sean Lukes and Sheriff Shannon Wolff to discuss the 911 calls routed to the Sheriff's Office. After receiving a letter from Sparta Police Department requesting the calls being routed to the Sheriff's Office a ticket was placed with Frontier and completed. The Sheriff's Office has handled about 90 calls for the Sparta Police Department over the two weeks.

### **AMBULANCE SERVICE**

Trecia stated the ALI/ANI data feed from the Sheriff's Office to MedStar is fixed. It had been a hardware issue all along. She stated now they are working on the Sparta Police Department connection. Cindy said INdigital will be installing the MEVO next week April 17 or 18. New IP addresses are needed for the new equipment. Cindy asked about the stand alone map Peter had installed. We've been looking over the manual for training. Trecia hadn't reviewed the map.

### **NG911 GIS RFP**

Randolph County 911 went out for NG911 GIS RFP. We received a proposal from Hubtech Solutions. The State Director asked that the provider itemize the consulting fee of \$24,000.00 into the work. Hubtech has covered all the sections with understood or comply. Lyn asked if this was the only proposal? Cindy said yes. Hubtech's proposal for Address Points increased due to how we asked for completion of the layer in the RFP. The increase went from \$7,000.00 to \$18,000.00. In the event Randolph County 911 doesn't contract for the total amount some can be backed out. Lyn asked about the Grant proposal. Cindy stated the original GIS Grant requested amount was \$59,347.26 with \$7,500.00 for the recorder upgrade and Hubtech's proposal increased to \$59,207.50. Lyn stated Randolph County 911 will pay \$7,639.76 out of pocket if the full Hubtech contract is utilized. Cindy has a couple questions for Cindy Barbera-Brelle regarding submitting monthly or quarterly. Randolph County 911 pays then the State will reimburse with receipts. Hubtech will provide technical support at \$12,000.00 and layer maintenance at \$18,000.00 beyond this contract. The State is requiring each County to have a Data Steward which is Cindy and a Data Maintainer which is Sherry. Marc was questioning the technical support and layer maintenance. Hubtech will train the 911 Office to maintain and do the work we presently do. Cindy said she asked Hubtech if there was a need for a 3 or 6-month contract would that be possible? His comment was yes. Marc needed more clarification. Hubtech, Peter was called. He explained he is offering technical support and layer maintenance as an option not a requirement. If the 911 Office needs continued support, it's available. Cindy asked for a scenario. Hubtech stated if Sherry's not sure of the work flow or why or had forgotten or encountered an issue. He doesn't for see the 911 Office taking this, but wanted it as part of the RFP. Maybe the State will come back and say there have been multiple issues with the standards and they have more changes coming. Marc Kiehna moved to enter into contract with Hubtech Solutions to provide GIS services without maintenance, seconded by Brian Adams. Roll call: Lyn Thies, Kevin Miller, Mark Prange, Brian Adams and Marc Kiehna were in favor. Motion carried.

### **AG LAND USE LAYER**

Cindy explained the Land Use Layer was not attained in the grant. Marc explained the Farm Layer on the GIS map needed cleaned up. Sidwell has the capability to help with the clean-up. At the last ETSB it was mentioned to have the ETSB fund 1/2 of the \$38,605.00 project. However, since the last meeting he's been talking with the director of Land Resource Management. The last fly over was from 2014. If we're talking about changing the Farm Layer we should change it to match the accurate fly over. There is money in the GIS fund to pay for a fly over. Kevin asked how the Farm Layer is used for 911? Cindy stated it could be helpful with accuracy and delivery of map data which would include creeks, woods and gravel terrain. Marc stated we can't guarantee the Sidwell bid price will be the same a year from now. Kevin said the cost wouldn't increase by much. Marc stated he's comfortable to table this discussion. Brian Adams motioned to pay 1/2 of the cost for Sidwell to clean up the Land Use Layer after the fly over, seconded by Kevin Miller. Roll call: Lyn Thies, Kevin Miller, Mark Prange, Brian Adams and Marc Kiehna were in favor. Motion carried.

### **911 EQUIPMENT**

Cindy went over a couple changes on the INdigital contract. Texting services fee should have been figured by population and increased to \$7,781.50. Mevo backup maintenance changed from \$4,732.44 to \$17,900.00 due to the firewall one phone, but needed two. Marc asked why all the redundancy? Cindy explained the Mevo transfer is to MedStar with each PSAP having a back-up. This will be the new NG IP transfer to MedStar. Trecia spoke about placement of the phones at MedStar. The maintenance has increased on the MedStar Mevo and Chuck has agreed MedStar can pay 1/2 of that cost. Trecia stated on transfers now the telecommunicators can conference MedStar into the call allowing for several lines. If a complete answering position was installed at MedStar then we would have concerns with the consolidation regulations of the State. Kevin asked how often do you have more than 2 transfers to MedStar. Trecia stated slim to none. Randolph County 911 has to have at least 2 lines. Lyn asked about incorporating it into the existing system. Trecia stated one phone is not enough. INdigital will be here April 17 or 18 to install the MedStar Mevo. Cindy stated the equipment maintenance increased due to per position per year. Lyn stated perhaps we should speak with council if there is a significant cost differential. The equipment cost went from \$135000 to \$151000.

**LAWMAN UPGRADE**

At the last ETSB meeting Daniel asked about the Lawman Upgrade. Cindy stated Roger Hediger, Lawman anticipates June 2019.

**FRONTIER DATABASE**

Frontier has changed their database from Frontier to West.

**911 GOES TO SPRINGFIELD**

911 Goes to Springfield will be the 3<sup>rd</sup> week in May. Chuck is in Springfield this week working on Legislation.

**911 EYE**

Marc saw a report on the news regarding 911 Eye. In New Jersey when dialing 911 the telecommunicator can access and look through your camera. Sherry emailed the company regarding cost.

**MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mark Prange. Motion carried.



**MINUTES OF A SPECIAL MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD  
1 Taylor Street  
Randolph County Courthouse Boardroom  
April 16, 2019**

**CALL TO ORDER**

A special meeting of the 911 Emergency Telephone System Board was held on Tuesday, April 16, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 3:00 p.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Kevin Miller  
Brian Adams  
Marc Kiehna  
Mark Prange  
Chuck Kelley  
Bobby Helmers  
Shannon Wolff

Members absent:

Mike Hoelscher

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Sean Lukes, Sparta Chief of Police  
Curt Wolfenberger, INdigital Engineer

**INDIGITAL/SOLACOM NG 911 EQUIPMENT PROPOSAL REVIEW**

Curt, INdigital Engineer stated he was in town to work on the MedStar transfer install and came early to answer any questions regarding additions and revisions to INdigital NG equipment bid. Three contracts were passed out Support Maintenance, Software Licenses and Equipment Purchase and Sales as well as a spreadsheet with totals matching each document. The books were distributed with the Updated RFP Quote and MedStar Plan. Cindy stated the software support \$20,800.00 is included in the Sheriff's Office and Sparta PD equipment and is for 5 years. At last month's ETSB meeting it was thought the \$20,800.00 was yearly. Curt said the RFP copy was revised with the correct date. All the figures in the RFP are represented in the contract and the MedStar install is most accurate for tomorrow at \$2,500.00. Curt explained under the Randolph tab a couple small changes were made, there was a misquote per position. The Mevo Anywhere is in a case and ready to be turned on anywhere as long as we're assuming there is a network connection. The quote is actually \$5,011.98 minus \$960.00 (one year of maintenance) to equal \$4,051.98 as stated on the spreadsheet. Lyn asked if the 911 equipment was different? Curt stated no the numbers varied. The original quote of \$135,812.32 is still the same, the maintenance decreased. Lyn asked if the Mevo back-up was necessary since Randolph County has Sparta Police Department as a back-up and Washington County as a back-up. Curt stated INdigital recommends having a back-up at each PSAP for the service to the telephones. Cindy stated the admin lines will go through the 911 phones. Shannon asked if 911 goes down will the admin lines/phones go down as well? Curt stated yes admin lines would go down. That's why we recommend a back-up at each PSAP. Shannon asked if the back-up phone was another phone to pick up? Curt stated yes it will deliver and receive phone calls. Lyn asked what if Randolph County 911 didn't have a Mevo back-up but the Mevo Anywhere instead? Shannon said for \$960.00 a year it's worth it to have the back-up. Marc asked about the redundancy with MedStar having 2 phones. Lyn stated the 2 phones are to transfer medical calls at the same time. Chuck said MedStar calls usually last a little longer with giving prearrival, anywhere from 2 minutes to 14 minutes. Marc asked how Washington County works with us? Curt stated if Randolph County goes down Washington County can answer their 911 calls. Cindy stated an agreement will need to be in place between the two Counties regarding transferring back and radios. Shannon didn't think Randolph County radio would reach Washington County. And wondered how the caller information would get back to our County. Lyn stated that's something we

will have to work out. The direction of the State is to allow all Counties to be interoperable across the NG network. Curt stated all things play into this together. The Carrier and how you want it delivered, County verses City and then to Washington County.

Lyn asked about the different in the amount totals. The 911 Equipment total is \$9,892.00 higher and the Texting and Mevo Anywhere is \$790.47 less. Randolph County 911's out of pocket should be \$124,800.77, however the text to 911 monthly fee is not included in this total. Marc asked about the grant and how Randolph County 911 receives the money from the state. Cindy stated the grant amount is \$119,422.75. Randolph County 911 will pay the claims first and the State will reimburse. She will file a quarterly report with the State, which she's already filed the 1<sup>st</sup> quarter report and in the process of the 2<sup>nd</sup>. Marc asked if Randolph County 911 will pay up front? Cindy stated yes INdigital requires 50% down. Lyn commented that was his original thought.

Marc Kiehna motioned to amend his original motion to accept the bid from INdigital with the Mevo Anywhere and additional phone at MedStar and texting at a cost of \$244,223.52, seconded by Kevin Miller. Roll call: Lyn Thies, Kevin Miller, Mark Prange, Brian Adams, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers were in favor. Motion carried. Cindy added MedStar has agreed to pay ½ the annual cost of the maintenance of the Mevo phones.

### **SYSTEM SERVICE PROVIDER CHANGE**

Curt said Frontier is your existing service provider. Randolph County ETSB motioned to change system service provider to INdigital therefore, Egyptian and Harrisonville connectivity will be through an IP address and will ring faster into the center. There is a onetime rehomng fee associated for a couple thousand dollars. The State will pick up the database charge.

That opens Randolph County 911 to more options on the equipment side. Shannon asked how much more accurate? Curt stated it depends on the carrier. However, INdigital has built Rapid SOS into the aggregation contact.

Telecommunicators can query the system for data if available through the carriers. Shannon asked if that included text. Cindy stated yes, however text to 911 will incur wireless connectivity and charges not covered by the State.

Curt said it's already operating on more platforms. Cindy stated Jim provided stats last month regarding texting. The telecommunicators should send more texts than receive.

Curt stated he and John Keller would like to start the MedStar installation tomorrow at 8:30a.m. They will look at the configuration of the Vesta Palace. The transfers to MedStar have been unpredictable. The calls will go through a private tunnel with our phone system and IP address. INdigital will install a couple routers and 2 phones at MedStar. If there is any doubt about the quality, they will abort. Shannon asked when it would be up and running? Curt stated he hoped tomorrow afternoon. Curt hopes to create a new path to MedStar. Chuck said the Frontier Central Office equipment keeps failing.

Cindy asked about the Mevo Anywhere needing the network. Curt said it needs a SIMs card for the network to an Ethernet path. Chuck stated he has the priority SIMs card just sitting on standby and would suggest that for Randolph County 911. Chuck suggested a dual router. Curt stated a dual router will come with the kit. Marc asked about the Shooting Complex. Chuck stated Randolph County 911 could move a 911 terminal out there. Curt stated you could create a Geofence at your shooting event where all the calls from that area would route to that phone and if your busy it would go to the Randolph County Sheriff's Office. Marc commented about the Solar Eclipse. Curt said you could get priority service for that data connection. Cindy asked about cyber security with the 911 network? Curt stated the firewall is private, the work stations lock down. Chuck stated the biggest problem may be with Lawman not the 911 equipment. Curt stated the 911 equipment is a much more complicated network. Chuck said the Sparta Police Department radio is IP based, where the Randolph County Sheriff's Office is analog based. Marc said he saw a news report on CBS regarding New Jersey having 911 Eye. After a 911 call is placed the telecommunicator can view the incident through their phones camera. Curt stated INdigital had looked into something similar, however choose not to because cell phones would have to have an extra app to make that work.

### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Chuck Kelley. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**May 9, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, May 9, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Chuck Kelley  
Mike Hoelscher  
Marc Kiehna  
Mark Prange

Members absent:

Kevin Miller  
Bobby Helmers  
Brian Adams  
Shannon Wolff

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Trecia Hanna, MedStar Ambulance  
Joe Jany, Chester Police Department

**MINUTES**

After a review of the minutes from April 11, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Mike Hoelscher. Motion carried. After a review of the Special meeting minutes from April 16, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Mark Prange. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Chuck Kelley. Motion carried.

**BUDGET**

Beginning of the year Capitol Fund Account had money in Buena Vista Bank and Steeleville Banking Center. The Randolph County Treasurer has since transferred \$178,891.00 from Steeleville Banking Center to First National Bank of Steeleville and \$200,000.00 from Buena Vista Bank to First National Bank of Steeleville. Mike asked if everything was moved from Buena Vista Bank? Cindy stated no, \$200,000.00 was still in Buena Vista Bank. Lyn asked when Randolph County is audited does that include 911? Marc said yes.

**TC TRAINING**

The Sparta Telecommunicators completed CPR and EMD training. Concerns were addressed regarding preventative measures to ensure the TC training requirements do not go into laps status in the future. Cindy stated Trecia had a good point with having the Telecommunicators change the address to the Police Department, opposed to home where it can be lost. Lyn commented the 911 Office, Randolph County Sheriff's Office and Sparta PD will require the valid verification dates are on file from this point forward.

### **AMBULANCE SERVICE**

Chuck stated he didn't have a report, however John, INdigital was at MedStar to install the Mevo back up. Cindy stated John will be back on May 14 or 15 to complete the transfer and do PSAP site visits. Voice transfer to MedStar is the first priority. INdigital will address the data transfer in the near future. MedStar is not getting data from Sparta PD. Chuck stated 5 streams are pulling the same ANI/ALI data and it's difficult to see which circuit they're coming from. Chuck stated Randolph County didn't have to purchase a cabinet from INdigital for MedStar server room. That could be a \$1,000.00 savings.

### **NG911 GIS CONTRACT**

The GIS contract from Hubtech Solutions which was motioned on last month was passed out. Cindy has not heard back from Cindy Barbera-Brelle, State 911 Director regarding GIS work starting before Randolph County 911 has the final Grant award in June. This GIS work will have to be completed regardless of the Grant. Lyn stated we should wait on the signature. Marc asked if this work was concerning the second Grant Randolph County 911 has received? Cindy stated yes and a portion of the grant will go towards the recorder. The Hubtech contract shows work done in order of priority by the State. This will improve the Randolph County 911 map where it needs to be for Next Generation 911 equipment. Cindy said page 6 of the contract Hubtech wrote an option for the Client to perform work, regarding Sherry completing the Address Points layer. If Sherry can complete this layer it will save \$9,000.00, however if she's not able to complete this work by November 2019 Hubtech will be paid \$9,000.00 regardless of how much work has been completed. Lyn asked if the \$9,000.00 was in the original bid? Cindy said yes. Marc stated we can discuss the Hubtech contract at the next meeting. Hubtech would like to start on the GIS work as soon as possible due to the State deadline of July 2020.

### **INDIGITAL/SOLACOM NG 911 EQUIPMENT**

The kick off meeting for NG 911 Equipment was Wednesday, May 8, 2019. Text to 911 will require a SIMS card, however Texting out is the issue requiring a plan possibly only offered through AT & T or T Mobile. The recorder will be IP ready due to the grant. The Sheriff's Office console is Motorola with Zetron radios through Roy Walker and Sparta PD console is Telex with Kenmore radios through Al Rosenberger with Warner. Sparta PD radios are not digital. Chuck stated the radio at Sparta PD can be swapped out for digital at a cost of around \$1,500.00. MedStar radios are D25 capable but not turned on due to analog having higher coverage. There was discussion regarding County needing to upgrade their radios due to age. Marc asked about other radios. Chuck stated there are grants available and it is not a 911 responsibility. Chuck stated the grants are through Homeland Security and EMA. The Sheriff is holding a meeting next Wednesday to discuss Community dispatching cost and central dispatch. Cindy said the 911 Servers will be in the Technical Support Office located at room 106 of the Courthouse. There will need to be 24/7/365 access to that office during installation and after. Some electric may need to be looked at. Clearwave service may be needed and is covered by the State. The Randolph County Service Provider will go from Frontier to INdigital. Cindy said now is the opportune time to review the opt out customers in Perry and Jackson Counties. Cindy will get with those 911 Coordinators. Training will take place in the board room with 14 to 23 telecommunicators over a 3-day period. MedStar Mevo training will be done in house.

### **MISSOURI CELL CALLS**

Missouri 911 cell calls hitting towers on the bluff in Prairie du Rocher has been an issue for some time. A spreadsheet was created showing how many calls get transferred back to Missouri. Ste. Genevieve County has combined with St. Francois County for one dispatch center in Park Hills, MO. Cindy has spoken with their 911 Director, Alan Wells regarding their telecommunicators just dropping off on the calls. Cindy made several 911 test calls from Kaskaskia Island. They are VoIP calls hitting towers; however, the residents think they are landline calls. Trecia commented there was recently a 911 call on Kaskaskia Island where MedStar was sent along with Ste. Genevieve Ambulance.

### **WASHINGTON COUNTY INTERAGENCY AGREEMENT**

Cindy's working on the Interagency Agreement with Washington County. Cindy asked for the boards opinion regarding adding other Counties who could potentially join our network into the agreement. Marc agreed that those changes could be amended into future agreements.

### **INDIGITAL BILL**

Randolph County 911 received a bill from INdigital for ½ of the 911 equipment at \$77,736.85. Cindy has looked over the bill with the State 911 Director regarding the amount being reimbursed through the grant.

### **OPEN MEETINGS ACT**

Sherry reminded several ETSB members she needed copies of their certificates.

### **FRONTIER LINE**

Chuck mentioned the Frontier line to MedStar from the Sheriff's Office and Sparta PD can be removed, as well as the icon that still sends information to the Digi port.

### **FLOODING**

Mike stated they are watching the flood water over the next couple days.

### **ETSB MEMBER**

Marc stated the County Commissioners will appoint Sean Lukes, Sparta Police Chief to replace Brian Adams on the ETSB at their next meeting.

### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Mike Hoelscher moved, seconded by Mark Prange. Motion carried.





**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**June 13, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, June 13, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:	Lyn Thies Mark Prange Marc Kiehna Sean Lukes
Board member called:	Chuck Kelley
Members absent:	Kevin Miller Bobby Helmers Mike Hoelscher Shannon Wolff
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Trecia Hanna, MedStar Ambulance Joe Crane, Chester Police Department

**MINUTES**

After a review of the minutes from May 9, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Mark Prange moved, seconded by Marc Kiehna.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Mark Prange. Motion carried.

**BUDGET**

The first payment for NG 911 Equipment was taken out of accounts payable \$38,504.52 RCSO Answering Equipment and \$38,504.53 SPD Answering Equipment. Requested Grant reimbursement portion is \$62,300.91 from the total of \$77,736.85. MedStar total \$727.80. \$15,435.94 expenses realized after reimbursements post. CMS delayed in final notifications of the GIS Grant award. Admin. Education of \$1,234.07 is for the National 911 Convention in June.

**TC TRAINING**

TC Training sheets were passed out. A couple telecommunicator training hours hadn't been received. As INENA Region 7 Vice President, Cindy was able to submit a grant request for training in the amount of \$4,000.00. It was approved and will be held at John A. Logan College. The class will be held this Fall. Cindy would like to reach out early and see if there is interest in TC/Officer training that could be held in Randolph County next year. Hopefully this training grant could be realized in Randolph County.

**AMBULANCE SERVICE**

The Frontier line has been cancelled due to the new transport transfer. Peter had installed, months ago, a stand-alone map at each position. Cindy asked what they thought of the map and do they want 2 maps? Tutorial book? Chuck stated it's a good resource and tool. Trecia said sometimes it interferes with the telecommunicators taking

and processing 911 calls. Chuck stated maybe Dustin could install one Randolph County map instead of one at each position. Chuck said their Windows 7 is projected to be end of life the end of this month. They'll have to reestablish a new connection with the transfers and then have the stand-alone map. Chuck doesn't see a need for full Lawman. Cindy stated in October MedStar will have 2 maps, one as a backup. Cindy asked if MedStar still had Zoll. Chuck stated yes.

#### **MEVO MEDSTAR**

Yesterday, Sherry was at MedStar doing several test calls with the Mevo. When the new 911 Equipment install is complete the ANI/ALI and ESN, of the caller, will show on the Mevo screen. Trecia stated it's an additional phone. Trecia just wished it was all on one computer screen. She commented INdigital thought a 3<sup>rd</sup> Mevo phone may be needed. There is a hold button on the Mevo, however when you're on the Mevo and another call comes in, it's not an audible ring and the telecommunication may not see the additional call. Chuck didn't want to rush into getting a 3<sup>rd</sup> Mevo phone. He'd like to see how this system functions before adding the extra cost. Cindy stated Randolph County 911 is good on the phone costs, MedStar was chipping in on the maintenance. Chuck wanted to make sure the extra cabinet was dropped off the bill.

Chuck stated INdigital is recording the 911 calls from the Mevo. He'd like to know how to get the recordings off the network. If MedStar pulls a call for QA they need to know where to get a copy of the recording. Chuck asked if someone would get Trecia and Patty information regarding who to contact from INdigital. Cindy will call INdigital.

#### **CLOSED ROADS**

Chuck asked about the closed roads updates. He stated MedStar is getting the open/closed road updates so late. The Sheriff's Department is now handling road closure notifications. Chuck said a couple of his crew didn't know some roads were closed. Jarrod will email a list of open/closed roads.

#### **NG911 GIS GRANT/CONTRACT**

CMS has delayed the final notification of the grant. It was agreed at last month's ETSB meeting to wait and sign the GIS contract after being approved. Cindy will have Peter come to another meeting with updates.

#### **INDIGITAL/SOLACOM NG 911 EQUIPMENT**

INdigital postponed June's call due to changing system providers. Cindy is working on documents modifying the 911 system. Cut over anticipated to be October 9, 2019, however it may be pushed back.

#### **ADVISORY MEETING**

The next Advisory meeting is August 20, 2019 with the rewrite. They will talk about allowable and not allowable costs. They are changing the wording regarding dispatch centers. They are talking about where the 911 call begins and where it ends and mandating that dispatch centers emergency personal handle the call in its entirety.

#### **ETSB MEETING DATES**

Bobby Helmers is on medical leave and unable to attend today's meeting. He has training January through May and will miss those ETSB meetings as well. It was discussed to possibly switch the ETSB meetings to Wednesdays. Lyn asked the 911 Office to send a text or email asking each ETSB members preference and which days wouldn't work.

#### **RC DISPATCH MEETING**

Marc stated yesterday the Sheriff held a meeting with local Mayors, Police and Fire representatives. The Sheriff's Office may start dispatching Chester's Police and Fire. Marc said the County Board will need to be updated of this proposal along the way. Jarrod stated this is in the preplanning stage and they are nowhere near ready to present it to the County Board. Chester may have a telecommunicator retiring and a couple are going to other jobs. This is something both sides need to agree on before moving forward. He stated Chester may have a part-time telecommunicator answer the 826-5454.

#### **ALLOWABLE**

Lyn stated it was brought up about 911 helping pay for dispatch. At this point Randolph County 911 should not consider anything while the rules are being rewritten. It was stated maybe in the future if something is allowed 911 wouldn't want to get into salaries, however not opposed to purchasing equipment. Marc said that was an appropriate stance to take. Cindy stated there may be a proprietary tier.

#### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Mark Prange moved, seconded by Sean Lukes. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**July 3, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Wednesday, July 3, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 10:30 a.m.

**ROLL CALL**

Board members present:

Lyn Thies  
Mark Prange  
Marc Kiehna  
Sean Lukes  
Kevin Miller  
Bobby Helmers  
Mike Hoelscher  
Shannon Wolff

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Trecia Hanna, MedStar Ambulance

In honor of July 4 holiday, Mike Hoelscher asked the Emergency Telephone Systems Board to recite The Pledge of Allegiance.

**MINUTES**

After a review of the minutes from June 13, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Lyn said the RC Dispatch Meeting section states the Sheriff's Office may start paging Chester's Police and Fire. Paging should be changed to dispatching. Mark Prange moved to approve the amended minutes, seconded by Kevin Miller. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Chuck Kelley moved, seconded by Mark Prange. Motion carried.

**BUDGET**

Accounts payable shows Frontier work in Services Rendered. The 911 State Director had not sent the final documents to the budget office on the Randolph County grant, she completed it this week and anticipates the check to be issued within the month. Randolph County will be receiving \$1,500.00 less than what was itemized on the spreadsheet. The discount and training wasn't taken into consideration.

**AMBULANCE SERVICE**

There have been legislative discussions regarding transporting K9's when they are injured. K9's are secondary to persons. The K9 will need to wait until another ambulance is present. Also, the ambulance will need to know which animal hospital. Memorial Hospital Medical Director is making wide sweeping changes. Chuck is speaking up because they forget how far away Randolph County is from major hospitals. Discussion was had regarding intubating and all it entails. Kevin asked if the intubation was to limit or prepare for helicopters? Chuck stated limit. Trecia asked if the protocol on when to call would change. It will. Kevin asked if Randolph County would be losing helicopters. Chuck didn't think so.

### **RANDOLPH COUNTY ETSB BY-LAWS**

The by-laws were passed out with the proposed changes in italicized. Last month the ETSB had an issue with getting a quorum. It was discovered that a physical quorum is needed prior to a member phoning in. Article 3 Section 9 Proxy was added in its place. The ETSB member will need to notify the Chairman prior to the meeting. Mike asked about it being right before. Marc asked about it being in writing. Chuck stated it can be texted, emailed, phoned or faxed. Lyn stated each ETSB member can designate 2 or 3 people in writing. Cindy asked about the special meeting being called by the chairman or 3 board members. Lyn was fine with that section. Cindy asked about Article 6 Section 3 Expense Guide talking about reimbursement that shall conform to the State of Illinois with mileage being \$.58 for state but county at \$.50. Marc stated the County can set their own mileage rate. The IRS sets the mileage rate at the beginning of each year. Shannon said the ETSB can set their own. Cindy asked about have the Chairman and Secretary sections. Lyn stated that was good. Lyn asked if the ETSB would like to adopt these by-laws. Shannon Wolff motioned to adopt the by-laws as amended, seconded by Mike Hoelscher. Motion carried.

### **INDIGITAL/SOLACOM NG 911 EQUIPMENT**

Cindy said Solacom installed fiber at the Sheriff's Office, Sparta PD and MedStar. The fiber will run from the Sheriff's Office to the communication room in the Courthouse.

### **NATIONAL NENA**

Daryl Ostendorf was elected as the North Central Region Director for National NENA. He will represent our region well. Daryl is also the O'Fallon Systems Support Supervisor. Daryl had previously assisted Randolph County with TTY testing. His wife Patty works for MedStar Ambulance.

### **PSAP RADIO OPPORTUNITIES**

Cindy discussed radio grant opportunities while at National Convention with Motorola. She also spoke to Peoria County Director and DeKalb County Director regarding their direction with attaining radio grants. Nancy Schilling suggested to look at StarCom. Lyn stated Starcom is expensive. Shannon stated he had spoken with Roy Walker regarding their own dedicated line, it's \$100,000.00 cheaper. Lyn said the biggest thing about Starcom is every time you turn on the radio there's a charge. Kevin commented Red Bud pays \$14.00 per radio per month for Monroe County. Chuck pays \$12.00 a month for St. Clair through Robert Taylor at Wireless USA. Cindy has a call into Motorola for the grant.

### **PLAQUE**

A plaque was taken to Brian Adams for his service on the ETSB. He was greatly appreciative.

### **GIS STATEWIDE MEETINGS**

The next GIS meetings is in Marion for our region in August. Appears to be a lot of mandates coming down from the state.

### **CARRIER KICKOFF MEETING**

July 8, 2019 will be the Randolph/Washington carrier kickoff meeting.

### **911 OFFICE**

Next Thursday is the INENA meeting in Effingham and Friday may be a conflict as well with Sherry being out next week. There will be 2 days where the 911 Office is understaffed. Cindy is not opposed to hiring summer help if the ETSB is inclined to ever do so. The 911 Office had summer assistance in the past and it was very helpful. Marc said putting a note on the door and manning the phones is sufficient.

### **EMA**

Mike Hoelscher gave a report on flooding. The waters are going down slowly. The Levee Commissioners are still guarded. He would like to commend everyone involved and thanked them for their support. He stated damage assessments will start soon.

### **ALERT SYSTEM TEST**

Cindy received word the Nationwide Emergency Alert System Test is August 7, 2019. Mike stated they do not participate in it unless it's an evacuation.

### **EMPLOYEE CONTRACTS**

Sheriff, Shannon Wolff will chair a committee regarding 911 employee contracts. Chief, Bobby Helmers and Chief, Kevin Miller will also be on the committee. The current employee contracts expire December 2019. The committee will discuss the contracts and present them to the ETSB. Cindy stated the 911 Office would give them copies of our current contract. Shannon asked about changes. Lyn said mainly the term, wages and benefits would be negotiable. Shannon asked what the employees thoughts were. Cindy said last year there was confusion because the ETSB was told there would be no Courthouse employee increase. The employees did however receive an increase. The 911 Office employees were subject to a pay freeze. The “bonus” received was a percentage and not equal to the Courthouse employee longevity pay. The direction of the ETSB has been moving towards the 911 employee contracts are to be solely between the ETSB and the employees and not mirror the County Courthouse employees. Shannon stated the 911 Office employees should email the current contracts to the committee.

### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Mike Hoelscher moved, seconded by Shannon Wolff. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD  
1 Taylor Street  
Randolph County Courthouse Boardroom  
August 8, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Wednesday, August 8, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:	Lyn Thies Mark Prange Marc Kiehna Sean Lukes Bobby Helmers Mike Hoelscher Shannon Wolff
Board members absent:	Kevin Miller
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Peter Hubbard, RC Technical Analyst

**MINUTES**

After a review of the minutes from July 3, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Chuck Kelley moved to approve the minutes, seconded by Marc Kiehna. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Mike Hoelscher moved, seconded by Mark Prange. Motion carried.

**BUDGET**

Grant reimbursement \$60,350.91 was received the end of July. Marc reviewed Randolph County's 911 income through July: 284,854.48 balance of \$762,093.12. Grant reimbursement was approved at \$119,422.75, however Cindy Barbera-Brelle has adjusted amounts with the 1<sup>st</sup> reimbursement coming in with around an \$1,800.00 difference. The delay in the first Grant reimbursement was due to them having Washington County's tax exempt number on Randolph County 911 request.

**AMBULANCE SERVICE**

Chuck had attended a 3-day EMS systems meeting. IDPH is starting to enforce EMD licensures through the Department of Public Health and since Randolph County 911 has a medical transfer waiver we're good. Lyn asked if the Public Health would inspect the Sheriff's Office and Sparta PD? Chuck stated no due to Randolph County 911 transferring 1<sup>st</sup> responders to MedStar Ambulance. Chuck spoke about the difference between basic and advanced active shooter training.

**INDIGITAL/SOLACOM NG 911 EQUIPMENT**

Cindy asked INdigital to give Randolph County 911 a quote to install a call handling position at MedStar Ambulance. The quote came in at \$26,383.02 for equipment with 1-year maintenance at \$3,315.65 or 5-year maintenance at \$13,622.42. MedStar currently has a Mevo transfer. Cindy has spoken with Chuck if MedStar could cover the maintenance as they did

with the Mevo. Lyn asked if this was in addition to the Mevo. Cindy stated there is at least one more grant year for new NG equipment. She asked the State Director regarding installing a call handling position at MedStar and she stated it would not change the Randolph County 911 system. Marc asked how was this different? Cindy stated with the grant Randolph County 911 has 2 positions at the Sheriff's Office and Sparta PD with 2 Mevos one at each PSAP and 1 Mevo at MedStar and we also have 1 Mevo Anywhere. Chuck commented this would be a full call handling position instead of just a phone. The telecommunicators would see the data stream with this upgrade. When we were attaining NG Equipment bids the State Director's position was that MedStar could be considered primary which would have forced a consolidation. They now feel MedStar could have the secondary position. The Advisory Board meeting on August 19 plans to present the new rules for discussion. Marc would like to get the Randolph County 911 system up and running then see if this additional call handling position is needed at MedStar Ambulance. Chuck stated MedStar has 2 positions open to dispatch law and fire. It's a small price to pay for maintenance. Sparta PD and MedStar has been hit by lightning in the past, what if one of the PSAPs go. Marc said the ETSB has built redundancy into the 911 system with a portable Mevo and Washington County as a backup PSAP.

### **RANDOLPH/WASHINGTON CO SERVICE AGREEMENT**

Cindy is working on rehomeing Randolph County 911 service provider to INdigital. INdigital is looking at installing Washington County's NG 911 equipment in October and Randolph County's NG 911 equipment in November. An Intergovernmental Agreement between Randolph County 911 and Washington County 911 was passed out. This agreement is between each County E.T.S.B. to jointly purchase and operate a NG 911 platform, however each parties will serve their own jurisdictions. The systems integrator will contract with each system for the call taking and related network services. Page 2 number 3 outlines cost sharing, changes to the network, potential future interconnections and continuation of the contract with the systems integrator. It doesn't hold Randolph County 911 to any money just ETSB to ETSB. Number 9 states ALI database and GIS data will be maintained by each County. Marc asked how it would work if Randolph County 911 added an external answering point with our vendor. Lyn stated it's with your own system. Shannon Wolff motioned to enter into a service agreement between Randolph County ETSB and Washington County ETSB, seconded by Chuck Kelley. Motion carried.

### **UPGRADE ON LAWMAN/CAD AND MAPPING**

Peter stated there are a couple phases to the ArcGIS online upgrade. The 1<sup>st</sup> phase will pinpoint the caller's location. Each telecommunicator will have location of the 911 call they have received. The 2<sup>nd</sup> phase will show a layer of each 911 call received in the County and will be complete in a couple weeks. Shannon asked if the cars would have this information? Peter stated yes, he'd send a link to each car. There is a GIS connector that will reside on their laptop and be able to automatically pinpoint the caller's location. However, MedStar will be all manual. Shannon would like the telecommunicators to be trained in house before this is fully integrated. Peter stated the map won't be much different than Active 911. Cindy asked about Peter training Sherry and then she would train the head telecommunicators. Peter stated yes. He would prefer to train everyone once all phases are complete.

### **GIS/MAPPING CONTRACT**

Randolph County 911 did get notification the preliminary GIS Grant will be awarded. There were shared concerns about accepting Hubtech's contract prior to the GIS grant notification. Cindy and Sherry will be attending the GIS workshop on Aug. 15 in Marion. Cindy invited the Ste. Genevieve and St. Francois admins. Peter Hubbard, Hubtech Solutions provided updated information regarding the Hubtech contract. After review Sherry feels it would be in the best interest of the project to allow Hubtech to complete the Address Points layer. Marc Kiehna motioned with a recommendation that Randolph County 911 go with Hubtech Solutions as discussed at a previous E.T.S.B. meeting, seconded by Mike Hoelscher. Roll Call: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Motion carried. Lyn asked if Randolph County 911 portion not covered by the GIS grant was \$10,000.00? Cindy stated all grant award totals will be noted in the final award and is expected within the next month. Peter, Hubtech Solutions thanked the ETSB. Peter asked about the security issue and having his office doors locked/unlocked with the upcoming NG Equipment Room moving to the Technical Analyst Office. Shannon stated a lock, similar to the 911 Office, can be installed. There was discussion regarding probation having entry to the back of Chris Martin's office. Shannon asked about a cage around the equipment? Or controlling the key fob. Peter asked if the equipment rack being locked would be sufficient? Cindy stated it needs to be bullet proof.

### **RANDOLPH COUNTY ETSB BY-LAWS**

The Randolph County 911 By-Laws were passed out, as well as the State and County reimbursement charts for meals and mileage. It was decided the ETSB would look over the information and bring back to next month's meeting.

### **RED BUD INDUSTRIES**

Red Bud Industries had an issue that deleted the 911 trunks from their phone system. When Red Bud Industries called 911 it would go to a call center. They have since fixed their system and made several test calls which go to the Sheriff's Office.

### **GOVERNMENT EQUIPMENT RATES**

The 911 Office received an email from Verizon showing government rates for equipment. This information was offered to the ETSB.

### **EMAIL**

Shannon requested all documents for ETSB discussion be emailed prior to the meeting.

### **AMBULANCE BILL**

Mike was contacted by someone that had received an ambulance bill in error. Chuck stated MedStar can't bill insurance if they don't have the information.

### **FLOODING**

Mike stated all disaster assessments had been completed.

### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mark Prange. Motion carried.





## **MINUTES OF THE REGULAR MEETING OF THE 911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**September 12, 2019**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, September 12, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:	Lyn Thies Mark Prange Marc Kiehna Sean Lukes Bobby Helmers Mike Hoelscher Shannon Wolff
Board members absent:	Kevin Miller Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Michael Kelley, VP MedStar Ambulance

### **MINUTES**

After a review of the minutes from August 8, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Cindy noted a correction on the budget report in August. The correct total through July is \$345,205.39. The spreadsheet formula didn't add the revenue NG 911 expenses Grant of \$60,350.91. Lyn asked for a motion to approve the amended minutes. Shannon Wolff moved to approve the amended minutes, seconded by Mark Prange. Motion carried.

### **BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Bobby Helmers moved, seconded by Mike Hoelscher. Motion carried.

### **BUDGET**

Accounts payable shows Frontier work and the Hubtech Computer Solutions payout.

### **NG 911 EQUIPMENT**

A spreadsheet was created for NG 911 Equipment, GIS Project and the recorder grant money received. The INdigital/Solacom 911 NG Equipment bid amount was motioned on and paid 50% at \$77,736.85. The first Grant allotment was \$60,350.91 and only covered what were allowable expenses from the INdigital invoice provided to the State. The total grant award is \$119,422.75. The 5-year maintenance coming into 2020 will be \$16,876.59 annually. Marc asked why the requested amount was less than the invoice amount. Cindy reiterated the State Director reviews submitted invoices and deducts the items not covered. Cindy is willing to go over more in-depth with any ETSB member.

### **GIS GRANT**

Randolph County 911 received the final award notice for the GIS Project totaling \$53,005.43. Hubtech's bid is \$59,207.50 with a breakdown of each layer mandated by the State. The ESL was completed back in February, 20% of the bill was paid on August 18 and the PSAP and Provisioning Layers were completed on August 30. Cindy is working with Nelson and their timeline to upgrade the recorder. This spreadsheet will be used for quarterly and end of year reports.

### **AMBULANCE SERVICE**

Michael reported call totals are up a couple hundred this year compared to last. All communities' totals have increased. Transports out of the County continue to be high. Marc asked about palliative care and why those numbers increased so much. Michael said it must be a mistake, this report is driven by zip code. Shannon asked if this report was only Randolph County? Michael stated some parts of Shiloh Hill, Campbell Hill and Pinckneyville are included due to mutual aid. Michael said MedStar was busier at the Shooting Complex this year. Michael will advise Chuck of the error report in order for an updated version.

### **TC TRAINING UPDATE**

It was discussed that a couple telecommunicators still need several continuing education hours before the end of the year. One at Sparta PD and two at County. Marc asked about the 80-hour training. Shannon stated Daniel had worked for the State and Amy fills in every 3-4 months. Cindy stated the ETSB requires all telecommunicators have the 80-hour training class. Shannon asked if the 80-hour training was required on the State level. Telecommunicator training requirements are in the proposed 911 Rules. They will certainly get some type of standards passed.

### **RC 911 EMPLOYEE HANDBOOK**

The 911 Office was asked by the employee contract committee/Sheriff Wolff to introduce an employee handbook. The 911 employee handbook will be referred to in the upcoming contracts. The County employee handbook was a guide in the production of this book. A couple changes were made by removing "referring to the Safety Manual" and "referring to the Appeal Process", due to County not having these documents on file or up to date. After a review Lyn asked for a motion to approve the RC 911 Employee Handbook. Marc Kiehna moved, seconded by Shannon Wolff. Motion carried.

### **MEAL & MILEAGE REIMBURSEMENT**

The State and County meal & mileage reimbursements were emailed. Cindy said the RC 911 Employee Handbook states the ETSB will approve the rates. Marc commented the State mileage rate being different from the rest of the County he does not feel comfortable commenting on this. Lyn thought due to the recent tax increase and cost the State reimbursement for mileage may be worth considering. Marc Kiehna motioned to reimburse the 911 Office personnel \$.50 per mile, Breakfast \$10.00, Lunch \$12.00 and Dinner \$23.00, seconded by Mike Hoelscher. Motion carried.

### **INDIGITAL/SOLACOM NG 911 EQUIPMENT**

A lock has been ordered for the equipment room. The electrician was on site yesterday running lines for the controller, to be installed on Monday, September 23.

### **ILLINOIS 911 DRAFT RULES**

1324 consolidation of 911 systems

1325 standard of service for GIS standards

1326 PBX phone company's compliance

1327 grant program rules

1328 standard of service for wireless

1329 administration of the statewide fund for allow and non-allowable costs. Randolph County could lose our hold harmless for Counties under 100,000. If hold harmless goes away revenue could be an issue in the near future. Shannon said in talking with the towns, there were asking if 911 could supplement money. Lyn stated we have to be able to look several years down the road and function. We may be able to put money toward operation costs at the PSAPs one year, however possibly not the next year an annual review would need to be considered. Shannon said it would be helpful to the County and Sparta PD if 911 could assist in some way. DeKalb County pays a flat rate at the end of the year without getting into salaries. Shannon said anything would help. Lyn said the ETSB should wait on the Illinois 911 rules to be adopted.

### **INENA**

Cindy will be in Springfield on Sunday, October 20, 21 & 22 meeting with the INENA Board and Legislative Board.

### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mark Prange. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**October 10, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, October 10, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:	Lyn Thies Mark Prange Kevin Miller Sean Lukes Mike Hoelscher Shannon Wolff
Board members absent:	Bobby Helmers Chuck Kelley Marc Kiehna
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Trecia Hanna, MedStar Ambulance

**MINUTES**

After a review of the minutes from September 12, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Lyn asked for a motion to approve the minutes. Mark Prange moved to approve the minutes, seconded by Shannon Wolff. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Mike Hoelscher moved, seconded by Shannon Wolff. Roll call: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes and Shannon Wolff. Motion carried.

**BUDGET**

The September check was delayed by one day. October will have two deposits. The GIS Grant is anticipated to come in a couple of weeks. Services Rendered will go over in Accounts Payable due to GIS work. Hubtech is downloading one ESN layer now and the other two after the budget turns over.

**AMULANCE SERVICE**

No update.

**NG 911 EQUIPMENT**

Clearwave has completed the fiber for ANI and ALI delivery at both answering points. New Wave is the backup, secondary fiber for ANI and ALI delivery has been installed at both answering points. The door lock has been installed in the data center office. Solacom cabinetry has been installed in the data center. John Keller, INdigital Technician has been on site over the past few weeks, he advised to push back the NG 911 equipment install until after the first of the year. Washington County will go online in January. A conference call with County Telephone is scheduled for today. Cindy explained the Randolph County 911 diagram. Local exchanges are on the left showing how they are routed to the SIP ESInet connection. Washington County 911's host is in Mattoon, IL, where Randolph County 911 will go through Rosiclare, IL. INdigital has had to work with the phone companies on routing issues into Rosiclare. These are onetime

costs. Egyptian Telephone will cost \$2,500.00 to \$3,000.00. AT & T is high at a cost of \$5,000.00 for a few customers in Marissa exchange which is part of the hold up. They are charging Washington County \$10,000.00 to \$12,000.00. INdigital may find another way to get Randolph County 911 into the Mattoon host at a lesser cost. Harrisonville Telephone will be around \$100.00. INdigital wanted to route Randolph County 911 to the Carbondale Router due to all the work needed by the phone companies. The MedStar bid is an allowable cost for the circuits. The transfer to MedStar will be by the new method and more secure.

#### **RECORDER**

Work is progressing to get the NG format.

#### **VERIZON WIRELESS**

Verizon Wireless can now connect via a modem. We'll do our best when figuring the 2020 budget for monthly recurring costs. Shannon asked when we'd go live with text? Cindy stated it's up to the ETSB. In conversation with INdigital they stated text received volume is low and there would be no issue with going online. Shannon asked about cost. Cindy said texting out is through a SIM card. Lyn stated text out is ten times higher than coming in. Cindy will ask INdigital to brief the ETSB at our next meeting regarding texting.

#### **RC 911 EMPLOYEE HANDBOOK**

Cindy asked for clarification regarding the "reimbursement for automobile expenses incurred" on the County memo. Shannon stated that is reimbursement for mileage and shows the minimum of coverage you have to have on your own vehicle.

#### **RC 911 EMPLOYEE CONTRACT COMMITTEE**

Shannon stated he, Bobby Helmers and Kevin Miller will meet to discuss benefits and salaries for the 911 employees. They will take their recommendation to the ETSB at the November.

#### **TC TRAINING**

Shannon has spoken with the telecommunicators from the Sheriff's Office, those needing training hours will have them before year end.

#### **EMD INSTRUCTOR**

Trecia stated Chuck Kelley is working on getting his EMD instructor license and will be able to hold classes at MedStar.

#### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Shannon Wolff moved, seconded by Sean Lukes. Motion carried.



**MINUTES OF THE REGULAR MEETING OF THE  
911 EMERGENCY TELEPHONE SYSTEM BOARD**

**1 Taylor Street**

**Randolph County Courthouse Boardroom**

**November 14, 2019**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, November 14, 2019 in the Randolph County Boardroom at the Randolph County Courthouse, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present:	Lyn Thies Mark Prange Kevin Miller Bobby Helmers Mike Hoelscher Shannon Wolff Marc Kiehna
Board members absent:	Sean Lukes Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Trecia Hanna, MedStar Ambulance Michael Kelley, MedStar Ambulance

**MINUTES**

After a review of the minutes from October 10, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Lyn asked for a motion to approve the minutes. Marc Kiehna moved to approve the minutes, seconded by Mike Hoelscher. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Bobby Helmers moved, seconded by Kevin Miller. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Bobby Helmers, Marc Kiehna and Shannon Wolff. Nays: none. Motion carried.

**BUDGET**

October revenue shows 2 surcharge checks received at \$68,028.95. NG 911 Expenses Grant came in \$23,639.30. The Randolph County Treasurer moved \$120,000.00 to the money market account at First National Bank of Steeleville to make \$500,000.00 increasing the interest rate to 1.85%. Accounts Payable shows Sherry's desk. Services Rendered has installation of the electric door lock at the data center and Sparta PD received a large monitor.

**AMULANCE SERVICE**

Michael stated numbers are down on transports from this time last year. Also down are total call volume and responses. He said a lot of people are staying local. Chuck was able to print a better report by City which shows they may be down by 700 at year end. Michael stated MedStar is always constantly busy. Marc asked about helicopter transports. Michael said certain criteria has changed in order to transport by helicopter verses ambulance. Heart patients are taken straight to cath lab Hospitals.

### **IPSTA CONFERENCE**

The conference had record attendance and record vendors present. NENA (National Emergency Number Association) and APCO (Association of Public Safety Communications Officials) are having membership drives. Cindy was re-elected Region 7 Director. Nathan Lee was a keynote speaker at the Conference and Founder of the Denise Amber Lee Foundation. Denise was abducted and murdered in 2008. Many errors were made from the beginning of the incident. The Foundation is about better communication, coordination between answering points and interoperability. New portal coming to NENA for members to stay physically, mentally and organizationally healthy.

### **KARI'S LAW**

Kari's Law mandates direct dialing of 911 from a multi-line telephone system. The Law will take effect February 16, 2020. Dispatchable location for fixed multi-line telephone system calls is August 2020; non-fixed multi-line telephone system calls is August 2021; and off-premises multi-line telephone system calls is August 2021.

### **STATE 911 DIRECTORS REPORT**

The procurement of the statewide network vendor was cancelled by the budgetary office. They now have to go out for bid for a full system.

### **2020-2021 NG GRANT**

2021 Grants are posted on the GATA website. Randolph County 911 may be able to put in for a full recorder bid for the Sheriff's Office at \$28,000.00. We should be able to use the \$7,000.00 from the GIS Grant received to upgrade the recorder at Sparta PD which should not cost much due to being purchased in 2017. Marc asked if Randolph County 911 paid a portion of Sparta PD's recorder. Cindy stated yes. Marc asked about needing an upgrade at Sparta PD with the recorder being so new. Cindy said to get the recorder compliant will require VOIP lines on different channels.

### **LEGISLATIVE COMMITTEE**

There is a lot of division between allowable and non-allowable throughout the State. Some would like to leave the rules as they are now. The Committee will meet again November 18, 2019. Shannon asked if this was regarding what 911 monies could be used for. Cindy said yes. Lyn asked if there was a chart? Cindy said the State Directors Office provided a tier chart for consideration, however from the October meetings of the Legislative Committee and INENA the chart was revised and an updated version has not been sent out. Cindy will have them available as soon as it's revised. There are vast differences Northern Illinois to Southern Illinois with respect to funds and what costs could be allowed.

### **NOTIFY CORPORATIONS AND STATE FACILITIES**

The State Director recommended after NG 911 equipment was installed to notify corporations and State facilities. Randolph County 911 may want to consider a press release or contact with the large facilities to ensure the corporations are fully aware of what phone systems to dial into 911. The PBX Law states each 40,000 square feet must have its own address. However, if a facility has medical staff they are exempt. Cindy was made aware Mental Health was in the process of getting a new phone system in reaching out to them she was informed they are keeping their analog phone system. They will continue to call 911 from their control center as their standard operating procedure reflects.

### **EMD WAIVER**

Randolph County 911 has received EMD waivers for the Randolph County Sheriff's Office and Sparta PD.

### **2019-2020 BUDGET**

Cindy discussed the projections for the 2019-2020 budget. Surcharge Revenue could come in around \$390,000.00. The remaining 2019 Grant will go into 2020 and be around \$94,779.80. Expense detail: The RCSO Recorder could possibly be purchased with a reimbursement Grant and is estimated at \$28,345.00. The 911 Office has been quoted a new back up at \$4,000.00. Also quoted at \$1,000.00 an additional backup for ANI/ALI servers in the Data Center. Services Rendered reflects County Tele. work running lines at Sparta PD and the Sheriff's Office estimated at \$5,000.00. Quotes estimated for rehome fees to tie into the Solacom system are as follows: Egyptian \$5,000.00, Harrisonville \$500.00, Frontier \$2,500.00. Verizon Wireless test out services \$750.00 annually. \$23,250.00 is estimated for PSAP expenses. INdigital maintenance will be \$1,000.00 yearly texting, \$1,000.00 Mevo maintenance.

### **MAPPING**

While working on the Randolph County 911 ESN layers, Hubtech discovered 2 areas across the Mississippi River without ESN's. One is in Rockwood and the other is in Prairie du Rocher. Cindy asked what ESN should be used for these areas? Shannon suggested getting in contact with Perry County Missouri and Ste. Genevieve, Missouri. Marc asked about taxes.

Sherry stated the Rockwood area is tax code 36 and Prairie du Rocher is tax code 56. Cindy said the 911 Office will work on this.

#### **RC 911 EMPLOYEE CONTRACT COMMITTEE**

Discussion was held concerning a 3-year contract for the 911 Office employees. The Committee has met with the Randolph County 911 Employees, discussed and reviewed the 2020-2022 contracts. The contracts are updated and reflect employee job duties they also reflect the recently adopted 911 employee handbook where applicable. The contracts for Cindy Wagner and Sherry Craig are for a term of December 1, 2019 through December 30, 2022. Upon acceptance the year 2020 salary will reflect 2.5% for Cindy Wagner and Sherry Craig. After consideration of the contracts Lyn Thies asked if anyone wished to entertain a motion for a 3-year contract with Cindy Wagner, 911 Administrator, Sherry Craig, Chief Deputy to reflect an increase of 2.5% years 2020-2022. Shannon Wolff moved, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Bobby Helmers and Shannon Wolff. Nays: none. Abstains: Marc Kiehna. Motion carried.

#### **NG 911 EQUIPMENT**

Cindy introduced Curt Wolfenberger with INdigital. Curt stated INdigital had been working on installing the network, once routers and the switch are added they will be able to talk. INdigital will be on sight in December to complete this work. Call delivery could be 30 days beyond that. He said the issue at MedStar is stable. INdigital provided a telephone number for support. Once the network is complete in December the path to MedStar will be through the network and more stable. Curt said 90% of the texting is outbound with 10% inbound. Lyn asked about texting the resident back. Curt stated not every agency responds to texting messages. However, you would handle that situation as you have been trained on 911 calls received. Curt stated texting would run about \$30.00 monthly through Verizon Wireless for the SIM card. It would be 4G connectivity. Discussion was had regarding AT & T, 1<sup>st</sup> Net providing priority to 1<sup>st</sup> responders in Sparta and Chester. Curt stated a change to AT & T would be easy. Cindy asked if 911 calls would still go through Carbondale or just Rosiclair? Curt stated the datacenter for some carriers is out of State, Carbondale network will have interconnectivity. Every carrier will have 2 connections one from the North and one the South. Marc asked when the NG 911 equipment would be installed? Curt stated once the network is built it goes pretty quick from there. The State has to approve the carriers. Marc asked about February? Curt commented getting all the carriers online tends to be the most time consuming issue that could be February or March. This is for the complete system modification changing to INdigital as the SSP. It does not reflect us going online with our equipment however. Marc asked about training for the telecommunicators. Cindy stated it's done in house and should take 2 to 3 days. Lyn asked that the ETSB be notified when training is so they may sit in. Cindy will prepare an NG equipment update and press release which will include the NG Grant, Equipment Operations, and texting brief. This will also include a telephone systems outline with respect to business VOIP systems. Marc stated the Sheriff's Office has a Facebook page. Lyn stated a new Standard Operating Procedure will need written for roll overs to Washington County. Cindy stated the 911 Office is working on Interagency Agreements with the Chiefs. Jessica, Washington County 911 Coordinator had some concerns with their Ambulance Service being a secondary transfer and not staffed 24/7. Cindy asked if about a tech in our area? Curt stated INdigital found someone from Frontier that was ready to make a transition to INdigital.

#### **MEETING ADJOURNMENT**

There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mike Hoelscher. Motion carried.



## **MINUTES OF THE REGULAR MEETING OF THE 911 EMERGENCY TELEPHONE SYSTEM BOARD**

**Reids' Harvest House  
December 12, 2019**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, December 12, 2019 at Reids' Harvest House, Chester, Illinois. Chairman, Lyn Thies called the meeting to order at 10:30 a.m.

### **ROLL CALL**

Board members present:

Lyn Thies  
Mark Prange  
Sean Lukes  
Bobby Helmers  
Chuck Kelley  
Marc Kiehna

Board members absent:

Kevin Miller  
Mike Hoelscher  
Shannon Wolff

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Jarrod Peters, Randolph County Sheriff's Office  
Jeremy Kempfer, Sparta Police Department  
David Holder, Randolph County Commissioner

### **MINUTES**

After a review of the minutes from November 14, 2019 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Lyn asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Mark Prange. Motion carried.

### **BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Marc Kiehna moved, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

### **BUDGET**

November budget shows year end \$796,847.55. SPD Answering Equipment line item shows cabling work.

### **RECORDER**

Sparta PD has a Stancil recorder while the Sheriff's Office has an Eventide. Under the advisement of the Emergency Telephone Systems Board, Randolph County 911 will submit to the State Director a 2019 grant for the existing recorder at the Sheriff's Office and Sparta PD. The State has opened bids for a final year in 2020. Cindy would like to put in for 2 full recorders as opposed to upgrades. The bid from BusComm for an upgrade on the Sparta PD recorder (purchased in 2017) came in around \$12,000.00, opposed to \$6,500.00 for an upgrade from Nelson Systems on the recorder at the Sheriff's Office. The criteria for applying for an NG Grant is for streamline services. Therefore, Cindy feels it would be most advantageous to have one recording vendor for both departments. Lyn asked for comments from Sparta PD, Sean and Jeremy on the recorders. Sean and Jeremy agreed they have had issues with the BusComm recorder, however understand the thoughts of one recording vendor. Sean and Jeremy were in agreement to apply for the recorder grant. Marc asked about the time frame for the grant. Cindy said it would be submitted by February and could possibly know if we've received it in July. Marc asked about purchasing two new recorders and not knowing about the grant. Cindy



stated the State would go back a year for reimbursement. County IT Systems Administrator, Peter Hubbard called in and expressed his knowledge of the Eventide recorder, he felt Eventide recorder could do additional things as opposed to the Stancil recorder. Marc asked about the Emergency Telephone System Board paying half the cost for the Sparta PD Stancil recorder in 2017? Is Randolph County able to accept the cost of the recorder installation if the grant isn't awarded. Cindy said perhaps the ETSB and Sparta PD could revisit the shared cost as previously done at that time. Jeremy asked about selling the Stancil recorder. Chuck stated the licenses are specific to Sparta PD and would not transfer to another agency. There would be no support. Chuck Kelley, MedStar Ambulance said they are in line for a new recorder and would hope for a good price. Cindy explained the 2 different bids she received. The first is a standard NG recorder for \$23,430.00 discounted to \$21,000.00 for each PSAP. The second includes RapidSOS and discounted to \$28,000.00 for each PSAP. When a 911 call comes in its attached to the CAD and a map will pop up. In past experience the State does cover RapidSOS, however Cindy Barbera-Brelle would back out any item not covered. Maintenance is \$5,222.62 yearly and both the Sheriff's Office and Sparta PD have covered the maintenance cost in the past and would need to remain doing so. Randolph County 911 has 4 channels recorded. Chuck stated it's a no brainer to go with Eventide they 100% integrate with the QA side. Marc asked about getting the Grant for \$56,000.00. Chuck said we need to go back to the vendor and ask them to match state bid. Lyn stated state price may be lower. Marc Kiehna motioned to give Cindy Wagner the authority to purchase 2 Eventide recorders for an amount not to exceed \$60,000.00, seconded by Chuck Kelley. Roll call vote. Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

### **AMBULANCE SERVICE**

Chuck had no report. He's been on the ambulance a lot lately due to being short 3 medics. He apologized for missing ETSB meetings. He stated the National Academy found a way to stop MedStar going in blind on some 911 calls. Marc asked about telecommunicator training. Chuck stated a person has to mentally prepare for certain calls. For compliancy the telecommunicator need to tell us these 4 things: chief complaint, age, consciousness and breathing.

### **2019-2020 BUDGET**

Beginning balance is \$796,847.55. Revenue is projected around \$390,000.00 if surcharge stays the same. NG 911 Expenses Grant is \$150,779.80 with the remaining amount not yet come in from the recorder grant. Expenses administration was approved last month IMRF and Social Security are figured by percentages. Health is figured until July 2020. RCSO Answering Equipment has \$56,000.00 and SPD Answering Equipment has \$40,000.00 which is the remaining balance for the NG 911 equipment with \$2,000.00 left over for incidentals at each PSAP. \$16,000.00 will purchase a net clock which will sync the 911 equipment. Lyn stated 4 or 5-minute time difference could create a problem. Chuck stated if the clock isn't syncing it could corrupt your data on the server. \$29,000.00 was added to each PSAP recorder line item. Peter had mentioned the Sheriff's Office needed a battery backup. Services Rendered shows a one-time rehoming cost for Egyptian \$3,000.00, Harrisonville \$500.00 and Frontier \$2,500.00. There will be some County Telephone work with licensing and moving the admin calls to the 911 phone. There may be some County cost involved. Verizon Wireless texting out may be \$750.00 annually and a new battery backup is needed at the data center for \$1,000.00. GIS Services has \$35,366.13 for the remaining amount. The grant amounts will be reimbursements for this line item. Cindy stated the INdigital maintenance will begin right away, it's line item has \$19,700.00. Lyn asked if there were any questions regarding the 2020 budget? Bobby Helmers motioned to accept the 2020 911 budget, seconded by Marc Kiehna. Motion carried.

### **NG 911 EQUIPMENT**

INdigital has a tentative install date of the week of February 5<sup>th</sup>. Cindy will meet with the County Board for a press release before we cut live. Marc stated it showed the competence of this board in receiving multiple grants. Cindy has been working on the modification plan and the agreement between Washington County 911 and Randolph County 911. Lyn asked about Jeremy Walker, States Attorney looking over the agreement. Cindy has had several conference calls with INdigital. Several carriers have not completed their trunking.

### **FIRE WALL**

Peter said the community firewall will be replaced this Friday at 4:30pm. It should only take 15 to 30 minutes.

### **MAPPING**

The 911 Office will work on test calls from Crain's Island.

### **OPT OUT RESIDENTS**

The 911 Office is revisiting the residents that were opted out due to being closer to another County.

**ETSB MEETING SCHEDULE**

Due to Thursday's being a conflict for several board members the meeting day may be changed to the 2<sup>nd</sup> Tuesday of each month.

**MEETING ADJOURNMENT**

Lyn thanked the Emergency Telephone System Board members and Cindy Wagner and Sherry Craig. There being no further business. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Bobby Helmers. Motion carried.