



**MINUTES OF THE REGULAR MEETING OF THE
911 EMERGENCY TELEPHONE SYSTEM BOARD
1 Taylor Street
Randolph County Courthouse Boardroom
January 23, 2020**

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, January 23, 2020 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 Sean Lukes Bobby Helmers Mike Hoelscher Marc Kiehna
Board members absent:	Shannon Wolff Kevin Miller Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary

MINUTES

After a review of the minutes from December 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. Bobby Helmers 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. Marc Kiehna moved, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Bobby Helmers, Marc Kiehna and Sean Lukes. Nays: none. Motion carried.

BUDGET

December had normal monthly expenditures and revenue. Cindy had spoken with Karl Pound, Fiscal Manager – Statewide 911 Bureau the Sunset Clause will be reevaluated in July when it expires.

2020 BUDGET BOOK

Budget Book revenue and expenses had been reviewed and approved, throughout the year by the ETSB. The State 911 filing is now requiring the 12-month budget to run from January 2019-December 2019 which entailed our report to back out December 2018 and add December 2019.

ORGANIZATION OF THE E.T.S.B.

Lyn asked for suggestions regarding Chairman of the ETSB. Marc would like to see Lyn continue as Chairman through the installation of new NG 911 equipment. Mike Hoelscher motioned to reappoint Lyn Thies Chairman of the Emergency Telephone Systems Board, seconded by Marc Kiehna. Motion carried. Marc expressed his appreciation for Lyn. Lyn stated he is retiring the end of April from the City of Steeleville, however he is staying on as their EMA Director.

NG 911 EQUIPMENT

Cindy stated the County Commissioners were looking at upgrading the County phone system. The current system would require analog ports for the recorder. The Zoltis phone system is the Next Generation of phone systems. Marc said the County Board will meet with CTS Friday. Zoltis is IP based and can be tailored for the needs of each office. Cindy stated CTS would put the phone system on the fast track to get in line with the new 911 equipment install. They will let us know a tentative date. INdigital is still waiting for carriers to come online Washington County has experienced more challenges. Lyn stated we are better off of being patient and waiting on the phone install, the Care Center, Health Department and the Jail are all tied to our phone system. Cindy stated INdigital has shot a date of the end of April and she anticipates the grant date to be extended. Randolph County 911 has paid our first payment of \$77,000.00 NG Solacom Equipment.

GIS PROJECT

Cindy wrote and submitted an additional recorder and net clock grant for fiscal year 2020. The ETSB approved 2 new recorders at the last meeting for \$22,270.00 each substrate maintenance. The net clock bid is at \$15,988.50 totaling \$60,529.66 requested. Cindy asked Sean about Sparta PD's phone system? Sean stated they are moving forward with a new system compatible with the new 911 equipment.

SOUTHERN ILLINOIS SUBSTANCE ABUSE ASSOCIATION

Marc said the SISAA group met. Jeremy Kempfer and Jason Schlesinger are asking what agencies can handle what issues? Where to call? Who to contact? They were interested in extra training with handling certain domestic cases. Marc asked if there was any information he could provide them? Lyn stated he could contact the Randolph County Police Association.

911 TRANSFER

The Sheriff's Office has had an issue with transferring 911 calls to other Counties. We are working with INdigital to resolve.

TERRORISM THREAT

Cindy asked if all emergency personnel received information regarding terrorism threats? Lyn stated they almost always sent out an email regarding terrorism threats, sometimes 5 or 6 a day. Bobby stated they have conference calls after a general increase in threats throughout Illinois. Lyn stated they are good with getting any kind of information out, but you can't share with anyone. Bobby stated they have to call when there is an issue with the Bridge.

911 LIVE CALLS

In 2019 there were 9113 911 calls.

USDA RURAL DEVELOPMENT

Marc stated USDA Rural Development is offering grants for Counties along the Mississippi River in flooded areas. Contact Abbey Bacon out of Mt. Vernon.

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
February 13, 2020**

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, February 13, 2020 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 Sean Lukes Bobby Helmers Chuck Kelley Marc Kiehna
Board members absent:	Shannon Wolff Kevin Miller Mike Hoelscher
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary

MINUTES

After a review of the minutes from January 23, 2020 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 Bobby Helmers. 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 to approve the bills, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Chuck Kelley, Bobby Helmers, Marc Kiehna and Sean Lukes. Nays: none. Motion carried.

BUDGET

Surcharge amount of \$35,000.00 was deposited on February 6. The \$9,000.00 GIS Grant reimbursement check should come any day.

AMBULANCE SERVICE

Chuck passed out several reports. Cape Girardeau, Okawville and Oakdale are on the Responses report they are a contractual agreement. Transports are up about 100 calls. Apartment complexes, schools, hospitals or mass gatherings flag MedStar's system for the potential to be a mass call. Three hospitals are receiving the bulk of patients. Protocols are coming which would send some patients to Cardiologists. MedStar took 39,830 calls. Marc asked why Sparta Community Hospital had so much more pick-ups? Chuck stated they have more patients. They draw from Marissa, Coulterville and Clarmin. Thought were raised Red Bud would have higher numbers due to Monroe County. Chuck said Monroe County patients go to St. Anthony's Hospital. Chuck stated he was getting a meeting together with Sparta, Chester and Red Bud Hospitals over transfers and call plans. MedStar bought all new heart monitors. He's sending a memo to Fire and Police Departments if they switch their AED's to Zoll he can provide them with pads at a reduced cost.

911 CALL

Randolph County Sheriff's Office received a 911 call from Percy. Connection was lost with the caller, he had chest pain and shortness of breath. MedStar tried to call back but the line went dead. Chuck stated the call was elevated and Steeleville 1st responders were sent. Chuck was on the MedStar unit responding. Upon arrival the caller stated his phone ran out of minutes. Chuck asked Cindy to investigate if the prepaid plan had 911 regardless of minutes running out. Cindy reached out to the Statewide 911 Director. Cindy stated the call hit a Verizon Wireless tower. When dialing 911 a wireless phone stays in emergency mode for 5 minutes. Chuck stated as long as a cell phone has a charge it can dial 911. Cindy said yes, as long as it's charged. She will attempt to call the caller to get more information.

NG 911 EQUIPMENT

John Keller finished installing some equipment yesterday and it was tested through Fort Wayne with INdigital. Today he's working on the Mevo in Washington County. Cindy has been working on the modification with INdigital and sent to the State Police. It will need approval on how the network is going to flow with the carriers. AT & T is behind in getting a connection on INdigital framework. INdigital is pushing to go online through Frontier without all the carriers. Randolph County 911 and Washington County would prefer a full connection. A signed backup agreement was part of the modification.

COUNTY PHONE SYSTEM

Marc stated a new phone system was agreed and signed at the last County Board Meeting. The County is going from analog to IP based with a Zoltis system. Installation is a priority and should take 4 to 5 weeks. The current phone system will no longer be maintained by the manufacturer. This switch is needed for our system to be compatible with the NG 911 Equipment. Sean stated Sparta is updating their phone system. Chuck said MedStar has Zoltis.

RECORDERS

The recorder bids are back in line at \$27,867.00. Cindy has given the go ahead to get them ordered for each PSAP. The PSAP's will continue maintenance cost at \$4,336.91 annually. Chuck said storage was added onto the network for MedStar.

FARMLAND LAYER

Marc stated now that the flyover is complete he'd like to talk about the importance of the farmland layer. It lays out the crops verses wooded area to give a good handle with what's happening in the County. Sidwell will honor their contract proposed last year at \$38,000.00. Cindy wrote that amount into a grant that was not approved by the State. Marc asked if the ETSB could pay 50% around \$19,000.00 toward the creation of this layer. Lyn stated this will need to be added to next month's agenda. Cindy said this layer could be built out by adding silos and other farm buildings to the emergency map. Marc stated there is software that can compare 2019 fly over to 2014 fly over. If it's different with a new shed, the software can red flag that property.

CRAIN'S ISLAND

A map was shown on projector of farmland across the river needing an ESN. A sign on the land stated Crain's Island Division/Mississippi River National Wildlife Refuge. Cindy made several wireless test calls. All but one call went to the Perry County MO Sheriff's Office. One call hit the Opdyke tower and went to the Randolph County Sheriff's Office. AT & T was also tested. It went to the Perry County MO Sheriff's Office. The acting Coordinator is Andrew Bohnert and Perry Co has no ETSB. They are in the process of combining Perryville with Perry Co. Randolph County 911 doesn't have agreements with Perry Co. MO. Cindy stated in 1993 Ste. Genevieve agreed to accept and dispatch Kaskaskia Island calls. The Crain's Island responders would be Perry Co. Sheriff, Perry Co. Rural Fire and Perry Co. Ambulance. The other area across the river from Prairie du Rocher would have Ste. Genevieve Co. Sheriff, Bloomsdale Fire and Ste. Genevieve Co. Ambulance. Lyn stated we need to establish what emergency services would respond. Chuck stated the Missouri and Illinois EMA Act is different. Cindy will contact the providers and have a conversation with them on behalf of the Randolph County ETSB.

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

March 12, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, March 12, 2020 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 Mark Prange Mike Hoelscher Sean Lukes Marc Kiehna Chuck Kelley
Board members absent:	Shannon Wolff Bobby Helmers
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary

MINUTES

After a review of the minutes from February 13, 2020 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. Kevin Miller moved to approve the bills, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. Motion carried.

BUDGET

Randolph County 911 received GIS Grant NG expenses payout of \$9,056.50 for Police, Fire and EMS layers. This is State reimbursement for Hubtech Solutions with \$23,000.00 remaining. February had normal monthly expenditures.

AMBULANCE SERVICE

Chuck stated COVID-19 is evolving every day. It is masking the symptoms of the flu. The IDPH website provides notifications daily. Discussion regarding PPE (Personal Protective Equipment) ex. Masks, gloves and gowns. A good seal is needed when wearing a mask. MedStar is on the special force where 1st responders have to go. Kevin stated MABAS sent out an update which he will forward to Cindy. Chuck stated guidelines come from the CDC and Health Department. Mike stated he has been in contact with IEMA. Cindy asked who was over distributing information to the first responders? Marc said we have a Health Department in the County Angela Oathout is the Administrator. Cindy stated she had been in contact with Angie and they were working together well. Mike stated there is a ton of information. Marc had spoken with the Sheriff and they are wiping down the Courthouse every hour. The reception for honorees has been postponed. Chuck emailed COVID-19 flip cards to the 911 Office which were distributed to the telecommunicators for pre-arrival instructions.

NG 911 EQUIPMENT

2 UPS have been order for the Sheriff's Office and the data room in the Courthouse. Conference calls with INdigital reporting carriers update shows AT & T is not coming on board. INdigital continues to work to get circuits and trunks put in with AT & T. State Director, Cindy Barbera-Brelle has also reached out to AT & T with concerns with delays. The install has been pushed back to June. The State 911 Director will extend the grant.

RECORDER GRANT

Two items on the grant were not funded GeoSearch 2 at \$995.00 equaling \$1,990.00 and Screen Recording 2 at \$5,000 totaling \$10,000.00. These work in conjunction with each other. The RapidSOS integration will pin point exactly where the call originated or terminated and travel path of the caller. The net clock was purchased; however, it was not covered in the grant.

LANDUSE LAYER

Lyn stated the ETSB has talked in the past about splitting the cost of the Landuse Layer with the County at \$19,302.50. This is not budgeted; however, it can be amended at the end of the year. Marc said this is a special layer creating farmland layer which will be zoned to show usage. Lyn said Randolph County 911 would benefit from this layer. Mike Hoelscher motioned to pay for half of the cost of the Landuse Layer, seconded by Kevin Miller. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes and Chuck Kelley, Nays: none. Abstains: Marc Kiehna. Motion carried.

PERRY CO MO

Andrew Bohnert, Perry County Mo 911 Coordinator has taken the responsibility of getting the Interagency Agreements signed. It is outlined similar to other agency agreements. Cindy had Sheriff Wolff look over the agreements having the primary and secondary contact information for the Sheriff's Office. Randolph County agrees to dispatch at the request of Perryville. Other agreements are with Perry County Memorial Hospital and the Perry County Sheriff's Office.

STE. GENEVIEVE CO MO

Cindy asked how she should refer to this little Island across the Mississippi from Prairie du Rocher? The property is in Illinois. Should she use the latitude/longitude as the description? Bloomsdale Fire Department responds to the area. Marc stated Bloomsdale might know if it has a name. Lyn said if Bloomsdale doesn't have a name otherwise use the latitude/longitude as the description.

LEGISLATIVE COMMITTEE REPORT

There may be grant money available through the state for Cyber Security. Lyn asked about recording the ETSB meetings? We may want to get prices for a recorder. Marc said you can record on an iPhone and save to file. Mike stated this would be good if it comes to quarantine.

MEETING ADJOURNMENT

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



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

April 9, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, April 9, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

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

MINUTES

After a review of the minutes from March 12, 2020 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. Chuck Kelley moved to approve the bills, seconded by Sean Lukes. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

BUDGET

The March 2020 budget per the attachments received with the agenda items. Karl Pound, Fiscal Manager of Illinois State Police commented we would have a higher deposit this month due to the true up. Randolph County 911's deposit was around \$35,000.00 on landline/wireless revenue. Karl has resigned.

AMBULANCE SERVICE

Chuck stated he's been keeping up on some major changes. One of the most important things if MedStar would get complains about not taking passengers, the State Director sent a direct to all Ambulance Services that they should not take any passengers unless it is the parent of a minor child or guardian to a disabled person. Other rural Ambulance Services have received complaints on this because they are so used to people riding along. It has to do with the hospitals restricting who can come in. Right now Sparta Community Hospital has made agreements with Memorial Hospital in Belleville and St. Elizabeth's Hospital in O'Fallon that if MedStar has a suspected person who may have the virus that MedStar take them directly to St. Elizabeth's or Belleville Memorial. Both hospitals have already started consolidation efforts that Belleville

Memorial main campus will be the designated Hospital that will accept COVID-19 patients for their network. He spoke to Carbondale Memorial Hospital who has the same agreement with St. Joseph's Hospital in Murphysboro to take COVID-19 patients directly to Carbondale Memorial Hospital. MedStar's PPE is holding steady. They are running short on gowns, which they have started making their own which can be reused. Chuck received an email this morning regarding change. Last week they were to continue with EMD protocol 36 on everything across the board. As of this morning the American Heart Association is now recommending for telephone CPR do not have lay persons provide mouth to mouth ventilation only compressions. Which is already in the cards. That is important to get out to the centers should they need to perform EMD. Shannon asked if Chuck was releasing a memo that can be sent to dispatch? Chuck stated he will highlight Dr. Hsu's email to follow the American Heart Association guidelines and send to the ETSB. Shannon asked about liability? Chuck stated no liability to you to perform compression only CPR, it has been in the cards for quite some time. Shannon asked Chuck about hands on CPR in the jail. Chuck said they would be covered by the Good Samaritan Act. Chuck stated Sean had an issue the other day due to law enforcement routinely doing wellbeing checks. Sparta PD received a third party call from an employer to do a wellbeing check on a possible COVID-19 patient. This is Chucks personal recommendation for conservation of PPE and protection of our law enforcement. Let EMS go out and do the wellbeing check. Their numbers are growing exponentially on the number of cardiac arrests that are coming back COVID-19 positive. MedStar's guidance to our EMS staff is we consider them positive until proven otherwise for any unknown cardiac arrest. Lyn asked about MedStar doing Police Departments wellbeing check? Chuck said he would much rather do that than put law enforcement in harm's way. Randolph County and up into the Marissa area has had an extremely high number of cardiac arrest in the age bracket that is most susceptible to this virus. MedStar has also gone on several fall/lift assists that later come back as positive COVID-19. The patients were asymptomatic no fever etc. Bobby asked about calling MedStar for lift assists as well as wellbeing check? Chuck stated yes call for lift assist and wellbeing, MedStar is going in full PPE. Cindy emailed Chuck this morning about call volume? Chuck stated both Sparta Community Hospital and Chester Memorial ER's are down by 50%. MedStar is down even more than that. Cindy stated the 911 Office isn't seeing 50% on our reports. MedStar has received a large number of refusals. Chuck is working with Angie Oathout, Randolph County Health Department Director and the Hospitals regarding the redirection of patients. Chuck stated treatment protocols are changing daily. Cindy was on a call yesterday with the Illinois State Police who is granting waivers for certain individuals. The State Director is stating it is acceptable to fill telecommunicator seats with retirees. Trecia stated the IAED website is accommodating previously certified telecommunicators to perform duty for a reasonably period of time. If they are expiring right now it has been extended to 6 months. Chuck stated the American Heart Association is extending the grace period for anyone about to expire in CPR.

COVID-19 – PSAP REPORT

Cindy has been attending the Health Department conference calls on Monday and Thursdays which are a very good resource between hospitals, emergency services. Cindy asked Shannon and Sean if they'd like to give a report on the security measures or steps within the dispatch room? Shannon stated they have minimized entry of anybody in dispatch that doesn't need to be there. The jail is on lock down. They are checking temperatures before people come in and screening even employees. Sean said they are following similar protocol. They have locked the lobby. Officers are limited to go in dispatch when necessary. They have spray bottles of alcohol and wipe down their station. If 2 telecommunicators are on duty they are asking them to utilize social distancing. Cindy said the ISP mentioned on a couple calls they have implemented the telecommunicators wear face masks when applicable and tracking temperatures. They are even going as far as when calling in with a sick day they are asking the pertinent information of symptoms. Which is reviewed by the medical director. On that call they asked if everyone had 2 Star Comm radios within their facilities? She knows this has come up before, she asked Chuck if he reached out to St. Clair County for extra communication. Chuck stated yes it was to program in the County talk group. Cindy didn't get anywhere with St. Clair County, they said to go to your EMA to request the radios. Chuck stated it's been a while since he looked around at the communications equipment he thought the radio was on the top right side shelf at the Randolph County Sheriff's Office. I believe Sean said he returned Sparta PD's a couple years ago. Sean said yes we did. Chuck stated its moments like this were communication has become key and we haven't needed it but going further down the road it was something in the original communications plan, that both PSAP's have talk group capability with IEMA. We may want to consider long term. What if we have that disaster. It's my understanding you don't get charged for it just sitting there and being on. You only get charged if you are using it on a daily basis. Cindy asked if there was any way to obtain that for Sparta PD? Chuck will talk with Rick Grau to check if he still has the radios he bought for EMA. He doesn't remember if one was an 800 Star Comm. If there is an 800 Star Comm we could get it programmed and get it put in Sparta PD until we could request one from IEMA. Cindy said the State will be requiring a COOP – Continuing of Operation in a Pandemic response Plan this has been coming for some time. There is one out now in respect to the pandemic response. I have a copy of it. We need to start working on a COOP for both PSAP's. They are asking all to consider what happens if the back up fails? What if your back up's back up fails? Obviously, we'll have Washington County in the future and we are fortunate to have 2 PSAPS completely separate by distance and community and with complete separate servers. Chuck said to think about us at MedStar too. When we were

setting up our dispatch we have the capability of toning every Fire Department in the County and we can talk with every law enforcement agency so we can take it to a 3 tier in this County.

NG 911 EQUIPMENT/MODIFICATION FILING

Cindy stated the attached Modification Plan was necessary to move from Frontier to INdigital service provider. Page 2 outlines what we had to work on to prepare. Basically it's Randolph County's letter of intent, a 5-year plan, need for completely new radios at the Sheriff's Office and Sparta PD, communities serviced and participating agencies. This was filed with the ISP Director. Chuck had asked us to look at adding the Marissa First Responders separate from the Fire Department. Sherry asked since MedStar pages the first responders wouldn't the agreement be between them and MedStar? Chuck stated the Marissa Fire Department is a transfer to St. Clair County. And the Marissa First Responders are not part of the Fire Department, they are City owned. It was more or less an add on to be a transfer to MedStar. He's unsure of Campbell Hill Fire Department. He thinks they use a phone system to tone them out. Cindy stated AT & T had ordered their trunking which is due April 16 and has been pushed back because of COVID-19. Most of INdigital teams are working from home. The recorders are onsite and hopefully installation will come in the near future. The new phones will take place first. Cindy asked Peter if there was any programming CTS could do now? Peter stated the programming could be done now, but we are limited on contact. Everything needs to be done onsite at this point the preprogramming is already done. Cindy asked if Peter thought the Jail and Sparta PD could be done at the same time? Peter stated Sparta PD is totally independent of the County. Cindy asked if both Departments will need to be somewhat on the same time frame. Peter will reach out to CTS regarding the status of Sparta PD.

GIS/EQUIPMENT GRANT

Cindy submitted the quarterly report on both the GIS Grant and the 911 Equipment Grant. We'll soon be applying for the extension of the 911 Equipment Grant.

STE. GENEVIEVE COUNTY

The Ste. Genevieve Island we spoke of last month. We found reference of the Island referred to as Brickey's Island to establishing the intergovernmental agreements. It was found through the Assessor's Office.

MAY ETSB MEETING

Cindy thanked the ETSB for contributing their time and specific expertise during this extraordinary time we are going through. She asked if we should go ahead and schedule May 14, 2020's meeting this manner? Lyn stated yes it's just as well. Chuck stated it's a safe assumption with what he's hearing from Wash U.

RANDOLPH COUNTY CARE CENTER AND ASSISTED LIVING

Marc stated the Randolph County Care Center and Assisted Livings are on lockdown. We are working hard to make sure we have the PPE's for the Care Center. We do have a gentleman who has tested positive and is on quarantine. Our staff has been undergoing some intensive instruction as to how to take care of him. They have the appropriate masks and shields. Marc has been working with Michelle Cato.

SPECIAL THANKS

Sean thanked Cindy Wagner, Chuck Kelley and Sheriff Wolff for keeping the ETSB in the loop. He feels very comfortable with the information they are providing. They are doing a great job.

MEETING ADJOURNMENT

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



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

May 14, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, May 14, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

Board members present: Lyn Thies
Mark Prange
Sean Lukes
Marc Kiehna
Shannon Wolff
Chuck Kelley
Bobby Helmers
Mike Hoelscher

Board members absent: Kevin Miller

Others present: Cindy Wagner, 911 Administrator
Sherry Craig, 911 Secretary

MINUTES

After a review of the minutes from April 9, 2020 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 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. Cindy wanted to make a comment regarding the Verizon Wireless bill is a bit high this month due to a couple phone chargers and an overage due to conference calls and virtual meetings. Sherry called Verizon and changed our plan to unlimited everything. Chuck Kelley moved to approve the bills, seconded by Mike Hoelscher. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

BUDGET

RCSO Battery Backup break down is \$3,018.23 a UPS in the IT Department, \$5,208.42 is the UPS for the Sheriff's Department equipment room, \$1,223.72 is the Solacom records package backup in the 911 Office.

AMBULANCE SERVICE

Chuck emailed the current call volume through April. Randolph County call volume is significantly down. MedStar call acuity is extremely high. The reports are responses and transports. They have had a large number of people who do not want transport by ambulance because they fear the virus. The last line on the report is current COVID-19 transports look like for MedStar and how many they are actually moving that are coming back positive or presumed position. Depending on what Hospital they go to MedStar may not get results sometimes as much as a month delay. MedStar is doing really well with their PPE, they have had to request mainly gowns. Mike stated if MedStar needs anything EMA will get it to them. MedStar has had no employee positive for COVID-19. A notification through the Illinois Premise Alert Program a coding system MedStar uses to add infectious disease to review for the other PSAPS.

EMA-COVID-19 REPORT

Mike asked if anyone needs PPE to let them know. He stated Angela Oathout and the RC Health Department have been great with staying on top of things. Larry Willis is the EMA Public Information Officer he's getting the reports out with active, inactive and deaths. Rick and Nancy has been super helpful.

RC PHONE SYSTEM

Phone system install will be Monday, May 18, 2020 with the anticipation to go online Wednesday, May 20, 2020 evening. Peter sent a schedule. After that we will move with the recorder install at the RCSO and SPD. Cindy asked Shannon about them being directed to come after 5pm due to everything going on. Shannon stated if work is done in the Courthouse he would prefer it be after 5pm, however in dispatch they can come 8:00am-4:00pm. They need to wear a mask. Cindy asked Sean if he was good with them being in their facility? Sean stated yes. There's a list of action items myself, Nelson System and Peter are completing before installation. Everyone was sent a spreadsheet asking the Department heads you wished to have access and at what level. Peter needs that back by Monday.

NG 911 EQUIPMENT

Cindy spoke with INdigital during a conference call over the past few weeks. They have again changed anticipated NG cutover for Randolph County and Washington County. Randolph County week of September 14 they would do the finalization of the networking perhaps Sept 21-22 cut live and training. Washington County would follow soon after.

GIS GRANT

Randolph County is on target for the completion of June 30. We will submit Hubtech, payment and then request the final payment of the grant that we were allotted for GIS.

NG EQUIPMENT GRANT

We've asked for an extension on the NG Equipment Grant. Cindy anticipations on getting the paperwork to go past June 30. Cindy asked Peter to look at ongoing maintenance package. He provided some of that in the contract, however Lyn had asked Peter, last year, to prepare an hourly rate as well.

COVID-19 – PSAP REPORT

NENA released a report regarding COVID-19 911 Centers. Call volume is down through the United States. It's prevalent throughout the Nation where domestic calls are up. Dispatch did comment about this over the last couple months. Cindy could share more information if anyone is interest. Cindy wanted to mention the 911 Office gets a lot of educational information about 911 Professionals and telecommunicators dealing with anxiety and if anyone is interested, please reach out. We have a lot of resources.

STARCOMM

Cindy is waiting on the ILEAS contact to get back with her regarding the StarComm radio at Sparta PD. Lyn stated Bob Burns is the Sheriff of Jackson County and he's on the Executive Board. Cindy stated he can help with the radio. There is a \$10.00 monthly fee for just using on an emergency base level. There may be more of a fee for daily use. Chuck will need to help with the programing.

LEGISLATIVE COMMITTEE

Session will begin next week in Springfield. Legislative action will be limited to budget, election, COVID-19 relief and hospital assessments. The Sunset Clause for 911 is up June 30, 2020, we are hoping to get that extended.

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

June 11, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, June 11, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

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

Lyn briefed the ETSB regarding a new law being passed regarding remote meetings. The meetings have to be recorded, per Cindy and Sherry Webex is recording and all votes have to be roll call votes.

MINUTES

After a review of the minutes from May 14, 2020 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 Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. 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 to approve the bills, seconded by Sean Lukes. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

BUDGET

Normal monthly state revenue for May. Services Rendered shows Frontier work for additional MedStar transfers at the Sheriff's Office and Sparta PD. The mobile phone overage was due to conferencing necessities of COVID-19.

AMBULANCE SERVICE

Chuck stated after 900+ patients MedStar has their first employee positive for COVID-19 followed by a second day and a second employee positive. Chuck asked for questions regarding last month's reports.

NG 911 EQUIPMENT

Cindy sent an updated carrier spreadsheet to the ETSB yesterday. AT & T mobility still needs a few lines completed. Sprint merged with T-Mobile, the effects are unknown. Cindy will start working on an education plan for press release. Will also further conversations with State Director regarding her recommendation to reach out to businesses with PBX or VOIP phone systems. INdigital is looking at tentatively September 7-14, 2020 for finalize of networking. The equipment training may be possibly September 21 & 22, with go live September 23 & 24.

COVID-19 – PSAP REPORT

The month has continued to go smoothly with regards to call totals. Cindy continues to call into the weekly Health Department calls in the event our assistance is needed. We received an Emergency Communication Center recommended guidelines while in pandemic for answering points from the state.

INENA

Legislation – Surcharge has been extended to December 31, 2021. The topics of interest are TC Certification, Dispatching of Mental Health calls and Reclassification of telecommunicators.

INENA Regional Grants – Due to COVID there will be no regional grants distributed this year. They are looking at providing northern, central and southern training online for the remainder of the year.

INENA Conference – As of now the INENA Conference is still scheduled for October 25-28, 2020.

Statewide network – The state is in the process of reviewing the RFP proposals.

Advisory Board meeting – All June meetings have been cancelled.

LEGISLATIVE COMMITTEE

Cindy receives documents from the INENA lobbyist, which is 35 to 40 pages long. The documents include 911 Legislation and also Public Education and some points of interest on County levels. If any ETSB member would like that information forwarded to them let her know.

HUBTECH

Hubtech completed and turned into the state the Randolph County Road Centerlines and Railroad Centerlines. The Address Points layer is the final item which is on track to complete by the end of the month.

MEETING ADJOURNMENT

Due to poor phone reception Lyn asked Cindy to email remaining items of discussion. Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.



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

July 9, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, July 9, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

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

Lyn briefed the ETSB regarding a new law being passed regarding remote meetings. The meetings have to be recorded, per Cindy and Sherry Webex is recording and all votes have to be roll call votes.

MINUTES

After a review of the minutes from June 11, 2020 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. Mike Hoelscher moved to approve the minutes, seconded by Sean Lukes. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. 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. Sean Lukes moved to approve the bills, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

BUDGET

Services Rendered \$12,530.80 is Hubtech completion of the railroad and centerline layers. The request of reimbursement had already been submitted, the State commented it would be processed on July 1, 2020. Randolph County 911 should see some reimbursement of that money which will appear in the NG Expenses Grant.

AMBULANCE SERVICE

No report.

EMA-COVID-18 REPORT

Mike stated EMA has moved most of their supplies to Sparta, which will be the new drop off sight. He thanked Mayor, Jason Schlimme for allowing the use of one of his trucks. Mike stated per Angela Oathout, Health Department Administrator's report Randolph County has 9 active cases currently recovering at home, no new cases today, July 8, 2020,

277 individuals resumed normal activity, 7 individuals have passed away, 293 confirmed cases since this has started. Randolph County has tested 3809 individuals with 3516 negative for 2.6%. Cindy thanked Mike for his report.

FEMA REIMBURSEMENT

Randolph County will be receiving FEMA reimbursement, a little over \$15,000.00 from last year's flood.

ID MACHINE

Mike stated the ID machine had broken. They will be using grant money left over to purchase a new one.

NG 911 RECORDER

Cindy stated the final award for the recorder came out at \$43,796.40, which we knew would be less than the total grant request/purchase price. Recorder invoices were in the bills at \$54,658.10. Out of pocket for the 911 budget is \$10,861.00. We proceeded with RapidSOS, which will incur a little more cost, for pinpointing of the calls. Cindy will be putting in for the reimbursement grant since we received approval. There is a credit at the Sheriff's Office, from the old contract, with Nelson's Systems of \$1,500.00 on maintenance. They will use a portion of that for the backup in November. The remainder of the \$1,500.00 will be put towards the new maintenance which will begin June 2021. Each PSAP was in agreement they would take over the maintenance at that time which should be around the same amount. The telecommunicators have had training on the recorders. If for some reason Brian needs to return for additional training, please let Cindy know.

NG 911 EQUIPMENT

INDigital carriers report sent out last month. Mattoon has been completed, the T1's for Rosiclaire has been ordered, AT & T is installing 4 T1's, 3 have been tested and a 3rd trunk is on order with a due date of June 26. Hold up has been the T1's with AT & T. INDigital is still with their September 21 & 22 training days for both Sparta PD and the Sheriff's Office. Cindy has asked Brent, INDigital to please give a full report at the next ETSB meeting. The Board can follow up with any questions. For example, how will we proceed with Text 911 which should be ready to turn up when we are. Call volume, what the telecommunicators can expect. Cindy will follow up with a reminder email. Go live is tentatively scheduled for September 23 & 24. We need to get with our radio vendors at both locations.

RC 911 HANDBOOK

Sherry stated the 911 Office received, from Human Resources, 2 updates for the RC 911 Handbook. A Sexual Harassment power point training (page 8) which is required for each employee to view yearly. And, the Drug and Alcohol use/abuse Policy (pages 16-23) adding in Cannabis. Lyn asked for a motion to accept the additions to the Randolph County 911 Handbook? Mike Hoelscher motioned, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Mark Kiehna and chuck Kelley. Nays: none. Motion carried.

TC TRAINING

Cindy stated due to everything going on the telecommunicators has had a few issues with getting training hours completed at the Sheriff's Office and Sparta PD. We will be forwarding training DVDs. Sherry had spoken with Mary, RCSO regarding training and the fact that several courses have been cancelled. Sparta PD views a lot of the 1-hour training classes online which we will recommend to RCSO.

HUBTECH

Sherry stated Peter has done a nice job with the railroad layer, drawing several tracks parallel to one another. Cindy had asked Peter if he was available next month or the following to give a webex showing actual layers. Cindy is happy with the railroad. The address points are the last layer to be completed. Randolph County 911 is on target with the State.

TEST CALLS

The 911 Office had done several test calls a while back to MedStar. Cindy asked if MedStar was any closer to their map populating our calls? What are your thoughts when we go online with the new equipment? Do you foresee anything any better with the system populating in your center as well as the ambulances? Chuck stated it was his understanding when INDigital installed the Mevo's there will be a project after the 911 equipment is installed. The interface will have to be built to dump into the CAD to populate on our maps. The Mevo's themselves don't have a map of their own. MedStar receives the CAD spill but it's broken with the existing system. Cindy will check with John Keller and Curt. Chuck stated it's a matter of once the 911 equipment is installed they have to work with getting that interface back so it will spill back into our dispatch program.

STARCOMM RADIO

Cindy asked Sean if he had been contacted by Calvin Stearns? They are putting Sparta PD on a list due to everything. Sean stated yes he received a call from Calvin. They are on the list. If Sparta PD needed the radio right away Calvin would expedite.

LANDUSE LAYER

Cindy stated Peter forwarded that work had begun on the Landuse layer. The County is being billed as portions are completed. Following the 911 State Directors Office guidance we are hoping to submit a one-time reimbursement to Randolph County Government. Cindy asked Marc if the reimbursement could be one total and not percentages to the County. Marc asked the invoice be sent to him.

MEDSTAR ACCREDITATION

MedStar's accreditation is due this year. A new point they've added is MedStar has to have a signed agreement between every PSAP they deal with and a copy of their licenses for the card sets. And the PSAP is performing the case entry for the transfer, which is verification of address and phone number. Chuck will be reaching out shortly.

MEETING ADJOURNMENT

Chairman Thies asked the board for a motion to adjourn. Chuck Kelley moved, seconded by Mike Hoelscher. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. Motion carried.



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

August 13, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, August 13, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

Board members present:	Lyn Thies Mark Prange Sean Lukes Marc Kiehna Chuck Kelley
Board members absent:	Kevin Miller Mike Hoelscher Shannon Wolff Bobby Helmers
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Brent Cummings, INdigital Project Manager

MINUTES

After a review of the minutes from July 9, 2020 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. Chuck Kelley moved to approve the minutes, seconded by Marc Kiehna. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. 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. Sean Lukes moved to approve the bills, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

INDIGITAL – PROJECT MANAGER, BRENT CUMMINGS

Brent stated they are looking at equipment and carrier cutover on September 23, 2020. INdigital is lining up with existing equipment/vendors. The CPE project is in good shape and they are completing some of the final details. All of the VOIP circuits are in; they will deliver the calls to the new controller. The final controller configuration was started this last week. Installation at the call taking stations will begin in the next few weeks. The speed dials and information has been provided, but INdigital may need an updated list due to time passing. The trainers are Sara Lasenby and Billy Short. Sara should be reaching out to Cindy. Installation technician, John Keller is planning to be in Randolph County the week of August 31, 2020 to work out final details. The MedStar map integration will be completed after the Solacom controller is in production, it is one of the prerequisites to making the map work. When they do the workstation cutover they are there in the afternoon making sure everything is working properly. Then they come back the next day to answer any questions the telecommunicators might have. Over the next few weeks they will be adding the workstations and getting those pre-staged so they are ready to be installed. The MEVO kit is being assembled and Brent will bring that the week of the cutover, training will be provided. Chuck wanted to remind John Keller that the spanport needs activated so MedStar can record locally. Washington County is scheduled to go live October 7, 2020.

Call Routing--Cindy stated something we need to be think about between our ETSB's is the routing of 911 call rollovers. As in what manner we would like the calls to rollover to Washington County and back. One thing needed evaluated is the ring time when a call rolls from RCSO to SPD what ring time does the caller receive. Do we want the calls to make 2 complete cycles within the County before it rolls? Cindy asked the ETSB to be thinking about how they want these calls to roll. Brent stated you will have a rollover from RCSO to SPD first and then from there it is up to the County where the call goes. Normally 2 or 3 ring cycles is plenty. Three ring cycles is about 30 seconds. Meaning if a call rings three ring cycles at the RCSO and then rolls to SPD with 3 rings cycles that's about 30 second. Some people aren't going to hang on much past 40 seconds. Cindy asked the ETSB about making a decision regarding the roll overs. Randolph County has SOP's in place for transfers. Cindy asked Sean how they communicate with Washington County currently. Sean stated they use landline.

Radio Connectivity--Cindy has coordinated talks with John Keller, INdigital and Warner Sparta PD radio vendor & Walker the Sheriff's Office radio vendor; they will be meeting the first of September to review the current radio connectivity and establish what additional connectivity is needed to allow the dispatch to go through the head sets. When we purchased the equipment we put out to both PSAPS and received feedback that they did want headsets. A question from one of the radio vendors is will it be foot push or common jack. They feel there will need to be additional equipment needed to go through the headsets. Brent cautioned when you combined headsets and handsets there is an issue dialing in the audio. The telecommunicators will adjust the audio to how it works for them and it tends to over time get to the point the audio is compromised. It's best if we can stick with one or the other. In order to keep it from becoming too bad. We tend to have to reset things within a month. Cindy asked about a scenario where 3 telecommunicators always use handsets and 3 telecommunicators always use headsets? Brent stated if you want to set the workstations up with one handsets and the other headsets and those position always work that way it may be better.

Admin package in 911 Office--Cindy didn't see training mentioned for the Admin package. Brent stated the training is more hands on and could be remote. They will build reports during that time so they are customized to what Randolph County wants to see. The training isn't until 30 days after the cutover. That way there is data on board to be able to work with. Cindy stated a couple reports we were looking forward to are call duration per PSAP and fire calls.

Call Note--Cindy asked about our call notes in the system now that say "heart condition". Does that roll over automatically or do we need to do something. Brent will have to find out.

Training--We have booked the Randolph County Boardroom for September 21 & 22 for training, in light of COVID are you handling the training any differently. The material sent said it is mainly hands on. Is the normal training 4 hours for each telecommunicators which we would need 2 days? Brent stated they run 2 classes a day morning and afternoon. We like to have 2 telecommunicators per workstation and will set up 2 workstations. If we need to extend to 1 person per workstation per class or if we need to set up a 3rd workstation so we can train 3 people at a time. Cindy stated Sean and Shannon needs to check with their telecommunicators in what they feel comfortable with. Cindy asked about more days of training? Brent stated we'll have to work that out with the trainers. The important part here is that not too much time goes by between the training and when they get their hands on the equipment.

County Board update--Cindy is willing to give an equipment update at the County Board meeting on September 18 or October 2. Marc asked her to come on October 2 after the September 23 install.

BUDGET

Expenses grant came in for the GIS work at \$12,530.80. We had two months' revenue come in on the 31st at \$69,372.14. The recorders came out \$55,058.10 we did submit the grant for a portion of that at \$43,796.00 with out of pocket at \$11,261.70 for RapidSOS integration and backups that we had discussed.

AMBULANCE SERVICE

MedStar has 2 telecommunicators on quarantine with another telecommunicator on medically advised quarantine. They are running extremely short staffed. MedStar sent 6 additional personnel to Iowa for EMD training. Chuck has been working with Angie, Health Department. MedStar had already scheduled their radio install for the end of the month. They took another lightning strike. Currently, Motorola is in-house installing all new radio dispatch equipment. The Eventide recorder is in and the only thing not being recorded is INdigital but they are able to get MedStar recordings per request.

MEETING ADJOURNMENT

Chairman Thies asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna and Chuck Kelley. Nays: none. Motion carried.



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

September 10, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, September 10, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

Board members present: Lyn Thies
Mark Prange
Mike Hoelscher
Sean Lukes
Marc Kiehna
Shannon Wolff
Chuck Kelley
Bobby Helmers

Board members absent: Kevin Miller

Others present: Cindy Wagner, 911 Administrator
Sherry Craig, 911 Secretary

MINUTES

After a review of the minutes from August 13, 2020 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. Shannon Wolff moved to approve the minutes, seconded by Marc Kiehna. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. 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 to approve the bills, seconded by Mike Hoelscher. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

BUDGET

Preparation will begin in the next few weeks for the 2021 budget. August 2020 budget: Services Rendered, GIS \$15,180.80 is our final centerline layer, prepared by Hubtech, that was paid out and submitted to the State. Cindy will be sending in the last submission for the GIS grant.

AMBULANCE SERVICE

No report

EMA-COVID-19 REPORT

Mike stated Randolph County is holding its own. There is a 30-day supply of PPE. The main concern in Randolph County is Menard Correctional Center. Marc reported the Randolph County Care Center had 50 residents and 63 staff tested negative.

NG 911 EQUIPMENT

Cindy stated Randolph County 911 NG 911 equipment training dates are October 26 & 27. She spoke with Sheriff Wolff and he suggested scheduling the telecommunicator training in the lounge on the 3rd floor of the Courthouse. INdigital will begin running the cable on October 21-23. They will be setting up extra monitors to help with social distancing. Cindy wanted to make sure the Sheriff's Office and Sparta PD are comfortable with the classes being held in 2-day increments 4 hours each. Cindy asked Chuck if all MedStar telecommunicators needed to be included in the 2-day training on the MEVO. Chuck had asked John Keller, INdigital tech if there was a lot of additional training for MedStar since they are already using the MEVO's. John told him as long as he had the training guide he should be good. Cindy stated one thing to consider is if there are sharing of telecommunicators between departments and if he wanted to just have one person sit in on the training. Chuck will get Patti Ostendorf, MedStar Office Manager to attend one of the trainings. Cindy asked the ETSB if they had a chance to look over the training and any thoughts? Lyn said it looked good. Chuck stated it was well put together and easy to follow. Cindy has an INdigital call this afternoon to go over the training. One thing she is concerned about is INdigital said it would take 30 days to get statistics together to run reports. A few Southern Counties are having issues getting their reports. Chuck asked Cindy to remind John he needs to activate the Spanport for recording at MedStar. Cindy said John Keller was at the Sheriff's Office yesterday, the server room and Sparta PD today helping the 911 Office with inventorying the new equipment. He will be back October 21-23 to set up the training positions. Lyn asked for a motion to approve the training for the INdigital-Solacom equipment. Chuck Kelley motioned, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

HUBTECH COMPUTER SOLUTIONS

The contract with Hubtech CS is near completion and all dates that were required by the State have been met. Sherry sat in on 2 webex's with the State for Creating & Editing data with ArcGIS Pro and ArcGIS Pro: Essential workflows. Randolph County 911 will be required to go to ArcGIS Pro. Randolph County 911 submissions to the State portal will have to go through ArcGIS Pro in to the next year. As well as we had thought that any future work with Hubtech would be discussed at a future date for ongoing contractual maintenance services. Hubtech will give a map demo at the October 8th meeting along with presenting a continuing contract. The ETSB will need to be able to sign in on their computer. Sherry explained the ETSB will have to click JOIN from the email, on a computer, to see Peter's presentation. If your computer does not have a microphone, you will still have to call in to listen. Cindy stated it's something that everyone will appreciate and want to see the new layers and how it's all come together. Peter had started a Lawman handbook for the TC's that's not completed which we will discuss with him. Some training from Hubtech is still needed for a few layers. Cindy asked if anyone had any thoughts on future work with Hubtech through the next year. Lyn asked for comments.

COVID TESTING

Mike asked the ETSB to be on the lookout for COVID testing at Sparta Community Hospital, Chester Memorial Hospital and Red Bud Regional Hospital.

CLEARWAVE SCHEDULED MAINTENANCE

Chuck sent the ETSB members an email regarding Clearwave's scheduled maintenance for tonight. Chuck stated if 911 goes down to use the radio or the backup line. Cindy stated the 911 Office will send a memo to the PSAPs.

MEETING ADJOURNMENT

Chairman Thies asked the board for a motion to adjourn. Bobby Helmers moved, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.



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

October 8, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, October 8, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

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

MINUTES

After a review of the minutes from September 10, 2020 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. Chuck Kelley moved to approve the minutes, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. 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 to approve the bills, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

With no public comment requests, the meeting continued.

BUDGET

The recorder grant payment has been received. Randolph County 911 paid a second payment of the NG 911 Equipment invoice. Cindy has submitted a claim for the NG Grant reimbursement and hopes to receive it by the end of the year. The 911 Office is beginning the preparation of the 2021 budget.

AMBULANCE SERVICE

No Report. Chuck has been asked to write the Region 4 plan for EMS to augment the mass vaccination plan.

EMA-COVID-19 REPORT

Mike suggested inviting Angela Oathout, Randolph County Health Department Administrator attend an ETSB meeting. Mike stated Randolph County is at 7.4% positivity rate. One person is in the hospital with 13 individuals passing. The Health Department is pressing everyone to get a flu shot this season. EMA is getting PPE for Melanie Johnson, Randolph County Clerk for the election.

NG 911 EQUIPMENT

Cindy reported John Keller, INdigital will return on October 13 for the project finalization and testing. We have given both radio vendors the approval to order the ports to connect the telecommunicators headsets, hopefully that can be accomplished by the cut date. Training cut over dates are October 26 and 27th. The computers and monitors, 4 in total one for each telecommunicator will be set up on October 23. All telecommunicators will have their temperatures taken at the entrance and will be required to wear a mask. The Health Department will provide masks and hand sanitizer. The 911 Office will provide cleansing wipes for the monitors and keyboards and we'll sanitize the training area between classes.

INDIGITAL – SOLACOM

INdigital is expected to have 2 techs onsite the full week of October 26. They'll need to work with the Sheriff's Office dispatch room and Sparta PD dispatch room. They're expecting, on the cut live date, October 28 to have as many as 6-8 INdigital staff in the dispatch room at the Sheriff's Office. Cindy expressed concern that that's too many people. Cindy will get with Sheriff Wolff or Jarrod Peters about another room they could set up in. At Sparta PD INdigital is only expecting to have 2-4 people. Cindy asked Sean if they have another room? Sean stated they could utilize the council room. Cindy advised Chuck Kelley that John is aware he needs to activate the Spanport at MedStar. The ETSB opted to hold off on text services until November to allow the telecommunicators to familiarize themselves with the new equipment. INdigital is checking to see who orders the SIMS card. It is felt the text out service is used more than the text in. Cindy is asking how we print texts. We need to leave one old position up and running for 30 days due to different phone companies not having their connectivity complete. When we go online INdigital will be our systems provider. We'll also need to figure into the budget the recurring cost. The network costs will transition over to the State.

WASHINGTON COUNTY NETWORK

Cindy asked if there were any thoughts on the networking with Washington County, which isn't set to go online until the middle of December. Lack of ability to dispatch for one another is a concern. Do we only want Washington County involved if we put a request for the calls to be transferred? We do not want them directly rolling or vice versa. Lyn stated originally the thoughts were to be an automatic roll over. It is an issue we need to solve on how they are going to contact us. Do we want it rolling back and forth several cycles here before it rolls to Washington County? Or do we want it to roll immediately. Another option - just activate the rollover in case of a complete outage. Lyn asked to set up a meeting between Cindy, Lyn, Sheriff Wolff and Chief Lukes. They can make a recommendation to the ETSB. Sean was in agreement.

HUBTECH GIS PRESENTATION

Peter Hubbard, Hubtech Computer Solutions thanked the ETSB for allowing him to do the mapping work through the NG platform for the State. The State required 5 layers with a few recommendations. The first required layer is the Provisioning Boundary which tells the State that Randolph County 911 is going to take care of everything within this polygon. Anything edited or sent to the State has to be within this polygon. The next required layer is the PSAP Boundary which shows the answering points. Where does the Randolph County Sheriff's Office answer and where does the Sparta Police Department answer? The ESB Law layer shows which Law Agency responds to the area. There are two areas within the County but across the river. The area to the North by Prairie du Rocher was not previously on the map. The area South of Chester, Perry County Missouri responds since it's across the river and no easy access. The ESB Fire layer shows which Departments respond. This had to be drawn within the Provisioning Boundary per the State. The EMS layer shows MedStar responding to the whole County except for the areas across the river. The Road Centerline layer names start to appear as we zoom in. There were several roads hanging outside the Provisioning Boundary that Hubtech was able to snap to existing roads without dangles. We were able to snap to our neighboring Counties. The Address Points was the biggest task in this project. There were 12,840 address points that were hand placed. The majority of the points are on the parcel line. Chuck said on the EMS layer St. Mary's Ambulance is listed for Kaskaskia Island, but should be Ste. Genevieve County Ambulance. The Railroad layer we zoomed to the area by Modoc where every single track is drawn. Lyn thanked Peter Hubbard, Hubtech Computer Solutions for all his work. Chuck stated he was very impressed with the detailed work.

HUBTECH CONTRACT

Cindy stated the 2020 contract was completed, however there are new requirements being handed down by the State. Things to come in 2021 are a new portal, new regulations and ArcGIS Pro. That is what led to the thoughts of going through this next year to secure Hubtech. Peter said up until this point any changes the 911 Office makes to these layers has to go through the State. There is a portal the State has online but it's not ready to use yet. Previously we were using Google Docs to share information. One thing the State is rolling out in the beginning of 2021 is the new State portal, which doesn't look to be the easiest. It will be a big learning curve. Hubtech will provide service for that as well. The NG 911 Geodatabase was first at 3.2.2 and halfway through the project and the State went to 3.2.4 which required taking all the data

out of one Geodatabase and importing it into another. Hoping the Topology follows and doesn't have any errors. Peter anticipates the Geodatabase changing again. Right now the 911 Office is using ESRI ArcMap to edit and export their data but the State is wanting to migrate to ArcGIS Pro. Sherry acquired training on ArcPro, which she agreed with Peter that it is very much different than the present ArcMap. Hubtech would provide support for that, help Sherry if she was having some trouble editing or exporting. Hubtech would like to assist the 911 Office in performing the work by providing support. ArcGIS Online is taking your data from present day and your geodatabase stored locally and placing it in the cloud. Intergrade with ArcGIS Online is a big plus. The Land Use is coming, Peter did get word from Doug Sachtleben, Randolph County Assessor to move forward now that the pilot looks good. They are starting to push out the Land Use layers. A service contract with Hubtech could aid in assisting Sherry create additional layers in the County, such as a farm Silo or an AED layer. Having all the AED's known in the County would help. Lyn said that would be an excellent idea. Cindy asked about moving 911 to ArcPro? Peter stated the County can't move to ArcPro because the Land use layer is required to use ArcMap. Hubtech can incorporate ArcPro in the 911 environment. Cindy asked about the County going to ArcPro. Peter stated they will at some point but not the next year and half because ArcPro is not ready for the fabric. Peter stated the contract would run for a 12-month period. The billing would be 10% down, or \$2,000.00 deposit and then every quarter a payment of \$5,500.00 for a total of \$25,000.00 for the 12-month period. One thing Peter added to this contract is Hubtech would be reimbursement for any cost requirement. If the State says he needs to take a class, travel time \$75 hr., or a hotel overnight. He doesn't anticipate any of this but he did add it to the contract. Cindy feels that since we are in the transition due to NG interoperability which the state is moving forward, attaining a grant themselves to join throughout the whole nation, it is about the interoperability between County to County even State to State eventually. There is much more coming down that Cindy can go over which are discussed on the State 911 Directors Regional calls. Peter thanked the ETSB for their time. Cindy stated with all the 2021 requirements coming the contract is for support services. We will continue to perform the day to day mapping edits, but to know that we have that support through all of 2021 would be great peace of mind. Lyn asked for comments or questions. Hubtech needs to change the dates on the contract. Lyn asked if there was a motion to approve the contract with Hubtech Computer Solutions. Bobby Helmers motioned, seconded by Mike Hoelscher. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

SENATE BILL 3449

Cindy asked the ETSB to keep an eye on SB 3449. It is Creating the Communication and Support Act which would require every local government provide medical services to individuals with mental health or behavioral issues. Concerns on 911 side is telecommunicator training and dispatch prearrival. Chuck stated they started a task force for Region 4. They will likely be doing telemedicine.

MEETING ADJOURNMENT

Chairman Thies asked the board for a motion to adjourn. Chuck Kelley moved, seconded by Sean Lukes. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.



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

November 12, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, November 12, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

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

MINUTES

After a review of the minutes from October 8, 2020 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. Chuck Kelley moved to approve the minutes, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff and Chuck Kelley. Nays: none. 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 to approve the bills, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff and Chuck Kelley. Nays: none. Motion carried.

Public Comment: None

BUDGET

Revenue through September is higher than anticipated, due to the mid-year true up. The State is returning more Carrier money to the Counties. It is possible future Carriers monies may be considered for Statewide network. NG equipment has a small balance remaining. Hubtech 2021 contract for GIS Services down payment of \$7500.00 was out of services. Cowell electric for 911 NG Equipment was paid.

2021 BUDGET

Beginning fund balance will be higher if November surcharge is received.

Interest is figured as projected.

NG Expenses Grant, the second submission for payout at 40% is \$46,905.10, depending on when it is received it could post on 2020 or 2021 budget.

Administration/Assist is the contractual amount.

IMRF/Social Security/Health is the County estimated amounts.

Office Equipment could be computers for new NG system. We are needing filing cabinetry.

Sheriff's Office/Sparta PD \$7700.00 is remaining for the NG equipment payment to come out. Labor cost was added of \$4700.00 in the event something comes up.

Education/Mileage Normal projections for travel to Advisory Board meetings, Legislation Meetings and conventions.

Services Rendered is the ESRI subscription, licensing, Language Line.

Services Rendered for the Landuse Layer, Hubtech mentioned last month was coming along well, was motioned on to pay \$19,000.00.

Computer Services of \$20,000.00 NG Equipment and services for the Sheriff's Office or Sparta PD.

GIS Services is the remaining contractual amount minus the \$7,500.00 for Hubtech paid in 2020.

Mobile phones should go back to normal. We've had some overages with everything going on and getting connections.

MedStar Ambulance not anticipating any further online diagnostics other than what we have with the Mevo.

Frontier Remote Diagnostics will go away. Cindy is going to adjust and itemize INdigital maintenance for next months report.

Mevo Services Backup at the Sheriff's Office and Sparta PD is \$4,600.00 annually, which is a service that INdigital provides for online diagnostics.

INdigital maintenance on the equipment will be \$10,780.20 annually.

Texting maintenance annually \$1,556.30. This is not the text service you see there; it is on top of the text services. What you see for text services is the actual monthly fee for the SIMs card from Verizon Wireless.

INdigital will submit their bill of core services and network charges to the State of Illinois which is anticipated to be around \$50,579.88 annually. The State pays that directly. When we were paying, it was around \$73,000.00 to \$74,000.00 a year. Landline has gone down and going NG equipment is more reasonable. The Advisory calls and Legislative committee will begin very soon considering the 2021/2022 surcharge discussion. Marc asked by the end of this fiscal year if Randolph County 911 will have in reserves \$950,000.00 and a surplus for the coming year? Cindy stated yes and potentially more as previously stated. Marc asked how the Administration and Admin. Assistant line items were projected. Cindy stated these figures are not projected, they are the contractual amount agreed to at the end of 2019 and goes through 2022. Marc stated though the County and Randolph County 911 funds are two completely separate budgets, he is always concerned with salary increases and especially when the County employee salaries are in arbitration. He does not anticipate those increases to be what the 911 Admin and Assist line items are figured. Marc said the County budget is continually seeing reductions in revenue. The ETSB is very fortunate to have the 911 funds and the ETSB has been good stewards of the fund.

Virtual Training Consideration: Chuck said based on all of his IDPH meetings the ETSB may want to consider Virtualized learning for the telecommunicators and we may want to consider putting Virtualized Training into our budget. The Immunization Plan shows 80% immunized by April. The College of Emergency Medical Dispatch has online training with a cost. This Virtualization training will go well into 2021. Lyn asked Chuck what they are budgeting. Chuck stated it is based on the number of telecommunicators. Chuck will inquire what the College costs and send out an email. MedStar pays maintenance and it is part of their maintenance package. Cindy asked Sherry about the telecommunicator training and if they were struggling this year to keep up with their hours. Sherry stated there are several telecommunicators who have been really good with online training, but there are a couple that will need a few more hours before the end of the year.

Sheriff's Office and Sparta PD service fees: Shannon said it was mentioned in the past regarding the ETSB budgeting some money for the Sheriff's Office and Sparta PD service fees. Shannon had spoken with other Sheriff's Office to get some idea of costs. To pay for the Sheriff's Office dispatch salaries would be close to \$100,000.00 per year and Sparta PD would be the same. It is possible to consider getting assistance to offset the cost of dispatch. If this is labeled a dispatch fee it will go into the general fund. Lyn stated Randolph County 911 budget may now be in a position where something can be considered. Concerns were raised with calling it dispatcher fees, and whatever the assistance it should be an annual review. Shannon asked about a way of getting a figure since we don't want to lock ourselves into a salary. The towns dispatch fee is \$7.00 per call. The Sheriff's Office handled 7000 calls last year. If we base it on \$2.00 a call. Cindy stated the call totals were forwarded to the ETSB. The Sheriff's Office handled 7456 calls and Sparta PD 842 calls for 2020. If we go with \$5.00 a call the Sheriff's Office is at \$37,000.00 and \$4,200.00 for Sparta PD. Marc stated ultimately there are still some equipment needing replaced. Shannon stated yes radios will need replaced. Marc stated one of the reasons we asked for dispatch fees we want to replace some equipment down the road. Marc asked what it will cost to replace equipment. Shannon stated it is well over \$100,000.00 to replace consoles. Chuck stated there are options out there for technology to have shared resources with the PSAPs. The radios could be shared through the internet. Marc stated consideration may need to be given for the ETSB to assist and help upgrade equipment in the departments while we have a good healthy revenue and budget. Cindy said assistance with the radio console is a positive. The State 911 Directors Office audits our records every year, they scrutinize more each year on allowable and non-allowable costs. They prefer you contribute percentage per the amount of 911 calls. Chuck stated there are still grants available and would 911 be willing to help with the reserve? Most of those Safecom Grants have a 5%-10% matching fee. Would it be better for 911 to take over the communications equipment? Chuck would be willing to start hunting down a Safecom Grant. Cindy said Randolph County 911 had signed all the radios off the inventory a number of years back. At that point it was the ETSB's thought that radios were not 911 proprietary. Marc would support a line item in the budget for replacement of consoles. Lyn stated we

should get a committee of himself, Chuck, Shannon, Sean and Cindy to meet and come back with recommendations to the ETSB. Lyn asked Chuck to start looking to see what's out there. Shannon asked if this was in lieu of yearly payment. Lyn stated yes and asked if that was acceptable. Shannon stated anything to help offset the cost of running the County and Sparta PD dispatch. Cindy has been concerned for some time that the Sheriff's Office would get in a position with their outdated radios and need something done yesterday. The committee will set up a meeting.

AMBULANCE SERVICE

Chuck sent out an email formerly called the Medical Miranda. Today if a Law Enforcement Officer calls, MedStar gets very little to no information as to what they are responding to. The Academy for Medical Dispatch developed the Send Protocol a number of years ago to give us some bare bones information without breaching the HIPPA privacy laws. The old days of running lights and sirens is coming to a halt because it has been deemed unsafe. Chuck ran MedStar's numbers the difference in time verses running no lights and sirens for his Medical Director. In Randolph County it saves them 1.5 to 2 minutes and in St. Clair County it saves them 3 to 4 minutes. Obviously they want to get there timely but we also need to do it safely for all parties involved. Newer cars are now equipped you can't hear an ambulance coming up behind you. This is a simple one page he'd like distributed to law enforcement and fire. They will be asking what is the chief complaint, age, conscious and breathing yes or no or are they having difficulty breathing. This will determine if MedStar turns the lights on or not. This is something to be brought up for MedStar dispatch accreditation. Relay better information. Lyn asked if Chuck was sending this out or 911. Chuck would like it to come from 911 as a body saying please get us this bare bone information when you request an ambulance. Why are we needed and what are we doing so we determine the appropriate response? Lyn asked about the cards on the bottom of the email. Chuck stated they sell those cards and he doesn't mind purchasing them. It is a wallet card the Officer can hang in their car. Cindy asked if they would change or add an SOP? Chuck said right now our SOP is we are responding based on our card set. Cindy asked if Chuck had considered attaining Lawman to where they would get what is put in Lawman. Chuck had discussed it at one time. Cindy will talk with Chuck.

EMA-COVID-19 REPORT

MedStar has performed a large map update so they can track their ambulances. COVID is becoming very challenging and they are finding themselves going to areas of the Country they have never been. Recently, they went to Evansville, IN and Kansas. Abbott took a patient from Belleville to Florida. They are running out of hospital beds quickly. MedStar cannot get beds sometimes 3, 4 or 5 hours and they have been told 24/48 hours for critical patients.

VACCINE

Be prepared for the vaccine. IDPH recently had a conference call. From the time the vaccine is distributed they have 48 hours to be injected into the individual. This is creating some huge challenges for the local Public Health Departments. Chuck reported at the last meeting their plan has been submitted to the State for approval. They are 100% on board with paramedics assisting the Health Departments. MedStar will have to file paperwork with the State to allow paramedics to join immunizations clinic. The 48-hour window 6 hours is for defrosting then you have 5 hours to get it administered. They are saying they will be doing essential personnel first before general public.

NG 911 EQUIPMENT

The Monday/Tuesday training for the telecommunicators was very well attended. INdigital did encounter some routing issues into Rosiclaire and Mattoon. AT & T and all other carriers will be cutting over on November 17. At that point Randolph County 911 will be completely online with INdigital as our service provider as well as we are accepting all the calls through the Solacom system. We have been calling dispatch at different shifts over the past couple days. Dispatch likes the equipment and the majority likes the headsets. Shannon stated his telecommunicators had some issues with being on a 911 call and answering an admin call. When they used to be on the 911 phone and they would pick up the admin call and say stand by 911. They are having difficulty doing this on the screen. Cindy stated some things were resolved with ring tones. Sherry also said a generic password was created for the telecommunicators to answer admin calls on the second position. Shannon asked the telecommunicators to give any concerns to the 911 Office. Sean stated everything is going well and it's an adjustment period. Cindy stated the next phase of the map will be online. Sherry stated they won't notice a change and updates will be automatic. Cindy said Hubtech still needs to provide a manual to highlight the new layers and new features and functionality.

911 TEST CALLS

Test calls with different corporations were conducted when we were online. Calls from Baldwin Power, Red Bud Industries, City of Chester, The Shooting Complex, Iron Ford and Spartan Light Metals is one that came in and highlighted why we needed to do that and we should probably do a number of others. They had recently put in a new VOIP system at

Spartan Light Metals. Their calls were not coming through; we were getting the voice of the call. They had to call their provider AT & T to get their database from Sparta Light Metals coming in properly. She will check back with them to make sure it's done. Everything else went really good.

MEETING ADJOURNMENT

Chairman Thies asked the board for a motion to adjourn. Sean Lukes moved, seconded by Shannon Wolff. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff and Chuck Kelley. Nays: none. Motion carried.



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

December 10, 2020

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, December 10, 2020 by conference call, due to the Randolph County Courthouse being closed to the public at this time. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

Board members present:	Lyn Thies Mark Prange Mike Hoelscher Marc Kiehna Chuck Kelley Bobby Helmers
Board members absent:	Kevin Miller Sean Lukes Shannon Wolff
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Patti Ostendorf, MedStar Ambulance Daniel Niemeyer, RCSO Telecommunicator Jeremy Kempfer, Assistant Sparta Police Chief

MINUTES

After a review of the minutes from November 12, 2020 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 Mike Hoelscher. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. 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 to approve the bills, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

BUDGET

November 2020-year end budget shows the 911 NG equipment expenses grant was received at \$46,905.10. A balance of around \$12,000.00, for the NG equipment, is expected on the 2021 budget.

2021 BUDGET

The 2021 budget was looked over last month and a few adjustments were made.

NG Expenses Grant, around \$12,000.00 is set to come in on the 2021 budget.

Education was taken to \$7,500.00 due to the virtual training Chuck had spoken about. It was \$1,246.00 with the International Academy of Emergency Dispatch. There are a several opportunities of online training for the telecommunicators.

Services Rendered Landuse Layer will come out. Also, Frontier, Egyptian and Harrisonville nonrecurring charge for switching over the CO's to the new system. Preliminary pricing came in late last year at; Egyptian \$5,000.00, Frontier \$1,500.00 and Harrisonville minimal.

Texting Services will be \$1,560.00 annually, once started.

Frontier Remote is still online.

Mevo Backup maintenance as well as the INdigital maintenance was broken out a little better. Lyn stated the ETSB had talked about doing something with dispatch and radios, however it was not put in the budget because we don't know figures. If something is decided the budget can be amended at a later date. Lyn asked for questions regarding the 2021 budget. Marc Kiehna moved for approval on the 2021 budget with thoughts on the radio console, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

AMBULANCE SERVICE

Preparing for the vaccine and getting their plan submitted and approved by the State to assist the Health Department in distributing the vaccine.

EMA-COVID-19 REPORT

Randolph County was down to 124 active cases on the 9th which is still high for our region. The CDC added more directives pertaining to quarantine. Randolph County is not supporting the 2nd negative test. Cindy had spoken with Angela Oathout, Randolph County Health Department Administrator regarding attending the ETSB meeting, however she has a conflicting meeting.

NG 911 EQUIPMENT

Randolph County has had a number of tickets with INdigital over the last month.

Admin line - although many telecommunicators do like the admin line integration, it can be difficult to be on a 911 call and answer the admin line. The telecommunicators do not want to put the 911 caller on hold and toggle the phone. There are also issues with calling the answering points, if you put one or more calls on hold the second one is disconnected. Jacob, INdigital tech was at the PSAP yesterday working on the transfer. John Keller, INdigital head tech has been assigned to work with Daniel Niemeyer, RCSO in the build out of the call tree to flow in a certain way.

Dialing out - Over the weekend the RCSO was not able to dial out with the new phone system. They were able to use the old phone system since it was still installed. This issue was reported to CTS and was told it was a regional phone issue. John has an alternate plan for call routing so that in the future when this happens they have a different plan and call flow. Cindy asked Daniel to be considering the admin lines for RCSO and SPD should route.

Headsets - The sound quality is much better at the Sheriff's Office. John will be working with the headset integration. Daniel stated Walker's will be here to finish up the issues. Cindy said Sparta PD sounds good. Jeremy stated everyone at Sparta PD is using the headset, however the only issue is an odd delay when speaking. Cindy stated Jacob mentioned he had worked on that yesterday and to let her know if it's continuing.

Mapping - We resolved some mapping issues that had to do with parsement of data with getting the characters/digits lined out for the map to populate.

MedStar - MedStar Ambulance has the Mevo installed and working with the CAD vendor for that spill. Cindy asked Chuck if he received a word they were ready to move to the recorder integration. Chuck stated no but he will call this week.

RapidSOS - Pinpoints the caller from their device. We are anxious to get this integrated. Sherry is working with INdigital and the RapidSOS people with some credentials. Sherry received the credentials from RapidSOS yesterday and forwarded them to Eventide and INdigital.

Decommissioning Frontier System - A Frontier position is still up at the Sheriff's Office and Sparta PD. INdigital would like to keep the Frontier system up until John Keller, INdigital tech can get here to remove it. They feel there may be carriers routing through the Frontier system.

CRIMINAL REFORM PROPOSAL

Criminal reform proposal talks about mental health issues for dispatch of calls. Requiring all local Police Departments to develop a co-responder model requiring data collection of incidents involved of local police and 911 response centers. Chuck asked Cindy to forward this information to him. Lyn asked Cindy to send it to each ETSB members.

RADIO/CONSOLE COMMITTEE

Lyn stated there is a lot of paperwork to be completed before applying for grants. The first priority should be to look at the console equipment at the Sheriff's Office and then the big picture to pursue grants for complete radio systems. Chuck stated back in 2012, he, Nancy Schilling and Rich Grau built an Interoperable Communications Plan on a Homeland Security Grant which is still alive but slightly out of date. They need a governmental body to take ownership of the Communications Plan be it the ETSB or EMA. Chuck said the console will have to be replaced before the radio system.

Lyn stated the next step will be to get a Communications Board together. Lyn will get with Chuck before the next meeting regarding who was on the old Communications Board.

MEETING ADJOURNMENT

Chairman Thies asked the board for a motion to adjourn. Mike Hoelscher moved, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.