



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

**January 14, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, January 14, 2021 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 Patti Ostendorf, MedStar Ambulance Daniel Niemeyer, RCSO Telecommunicator

### **MINUTES**

After a review of the minutes from December 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 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.

### **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, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

December budget nothing outstanding. Online training for telecommunicators will be sent this month.

### **BUDGET BOOK**

Fiscal years 2019-2020 and 2020-2021. Spreadsheets show 2019 beginning year and ending year and 2020 beginning year and ending. All of these have been reviewed monthly and approved by the ETSB. The Cash flow statement itemizes 2020. Towards the end is the Treasurer's income statement in line with the actual 911 budget totals. The last sheet is the 2021 budget approved December 10, 2020. Cindy is available to speak with ETSB members anytime about the budget.

### **ORGANIZATION OF THE E.T.S.B.**

Lyn opened the floor for nominations for ETSB Chairman. Shannon Wolff nominated Lyn Thies for Chairman, seconded by Mike Hoelscher. Lyn asked if there were any other nominations. There being none Lyn asked for Roll call vote: Yeas: Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Abstain: Lyn Thies. Nays: none. Motion carried.

## **COMMUNICATIONS BOARD**

Lyn would like to appoint a Communications Board to look into what Randolph County 911 needs to qualify for a grant. Then start looking at grants for radio equipment and console equipment. Lyn tried to keep the board as short as possible and still keep representation with the most knowledge and experience. There is one open position. Lyn feels someone from the Fireman's Association would be most beneficial. The appointments would be as follows: Rick Grau, Chuck Kelley, Michael Kelley, Daniel Niemeyer, Jarrod Peters, Sean Lukes, Bobby Helmers, Cindy Wagner. Rick and Chuck would be Co-Chairs of the Committee. Chuck knows someone from Comleader class with IEMA, he has to do a project within the State of Illinois to complete his final training. Chuck would like it if he could be active with the board, however would not need to be an appointed member. He is the EMS Coordinator for Region 4 and could be on a consulting basis. Lyn had no problem with anyone else attending. Lyn asked for a motion to approve the Communications Board. Marc Kiehna motioned to approved the Communications Board, seconded by Mike Hoelscher. Roll Call: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

## **AMBULANCE SERVICE**

Chuck stated MedStar Ambulance finished out the year 200 calls short of the previous year. He doesn't have the final numbers. They have been very busy with COVID-19 vaccines. He needs reached out to Angie Oathout, Randolph County Health Department Administrator, MedStar's paperwork has been signed by the Illinois Department of Public Health for paramedics to assist in clinics. They have run a clinic in Clinton County and are scheduled to start one in St. Clair County the end of the month. They have been running simultaneous clinics at both Memorial Hospital Belleville and Memorial Hospital Shiloh. He would gladly speak to anyone that has a question about the vaccine. Cindy asked Chuck if John Keller was able to get with Dustin. Chuck stated they have been in contact. Dustin is in the process of hooking up the new CAD and will be doing some test calls today.

## **SEND PROTOCOL**

Cindy stated a couple months ago Chuck had mentioned the SEND Protocol the tool from the International Academy of Emergency Dispatch. She asked if there was anything else Randolph County needed to do in the interim. Chuck stated MedStar had received a 911 call with everything unknown. They had no idea what they are walking into. That is what SEND is trying to prevent. At least give MedStar the core things: are they conscious, are they breathing, difficult breathing and chief complaint. These questions can be added to the CAD. They need to know what is needed on each call. Shannon asked if it was dispatch not asking or officers on scene. Chuck stated the officer are requesting EMS with no other information being given. It is all about mental preparation and what we need when we walk out on a scene. Shannon stated when an officer asked for EMS they need to give more information as to why. Cindy stated if there is anything we can help facilitate with this through Lawman or an SOP please let us know. Chuck stated 4 questions need asked, Conscious? Breathing? Difficulty breathing? And life threatening bleeding? Lyn asked about sending cards to the departments? Chuck stated he will get a stack of cards from the Academy for Law Enforcement. Shannon will have his officers ask the questions and let dispatch know the answers. Bobby and Sean has no problem in distributing the cards.

## **EMA-COVID-19 REPORT**

Mike stated they are hoping to get into 1b for vaccinating 65 and older. New cases for the following few days are: January 8=41; January 11=35; January 12=33; January 13=22. Randolph County has lost 65 individuals since last March.

## **NG 911 EQUIPMENT**

INDigital has been in house the last week. They have been able to get through a number of tickets.

**Call Tree:** One of which they worked with Daniel on and his suggestion for a call tree ring. Daniel stated it is working out good. There is a message set up after 4 rings.

**Cordless Phone:** The cordless phone integration is done.

**Headset:** Headsets have been adjusted by John Keller. Daniel stated they have determined the wireless is not going to work due to too much interference. They moved the boxes into dispatch to hard plug the headsets. Walkers is getting prices for an additional piece needed. They are also looking into different headsets per John Keller.

**Solacom controller:** Randolph County houses the primary Solacom controller for us and Washington County. The secondary is at Washington County and they go online February 2, 2021. The ETSB needs to decide the routing of the 911 calls. Should the 911 call ring at Randolph County Sheriff's Office and go to Sparta PD and then directly to Washington County or do you want it to loop back around to the RCSO one more time before it goes to Washington County? What if a 911 call routes to Washington County and they are trying to get it back to RCSO but the telecommunicator is busy. These things need to be discussed more in-depth with Shannon Wolff, Jarrod Peters, Sean Lukes and Daniel Niemeyer. INDigital will set the actual ring time in the controller. What are the thoughts of the ETSB on the best method for routing the calls?

Cindy explained Randolph County joined systems with Washington County to back each other up. If a 911 call isn't picked up by the RCSO or SPD do you want the call routed back around to the RCSO or to Washington County? Shannon asked how long a process is it if the call isn't answered by RCSO and goes to SPD? Cindy stated Brent Cummings, INdigital said the caller would hear 3 to 4 rings at each location with a couple minutes total by the time it routes back around. Shannon said possibly go ahead and kick it to Washington County if the RCSO and SPD doesn't answer. If it's a different 911 call than what RCSO is receiving, then Washington County could go ahead and get something moving. Lyn stated one of the issues we need to look at is how is Washington County going to get in touch with us if they have to pick up one of our 911 calls and vice versa. Shannon asked about setting up a dedicated phone from Washington County to the RCSO. When that line rings we know Washington County has gotten a 911 call that needs addressed. Lyn stated that was a great idea and asked Daniel stated the Fire phone is on a separate line and is only used by the Fire Departments. He suggested giving that number to Washington County. The Fire phone number is 826-2907. Daniel stated this number was a backup for the old phone system. Cindy will talk with Daniel more. Shannon asked about Washington County getting the same dedicated line so RCSO can contact them. Chuck needs to get in touch with the Washington County 911 Coordinator due to them being the backup. He needs to amend their call handling agreements with alternate call routes when contacting MedStar Ambulance.

**SIMS card:** INdigital is looking at possibly providing the SIMS cards for the texting and the MEVO anywhere. This would save us a monthly recurring cost.

**Texting:** INdigital is waiting on us to give approval for the text service.

**Old equipment:** Removing the old equipment. We are working on cleaning up the back area to store this equipment. Eventually we'll be able to destroy a lot of it, however some of the monitors we may be able to keep.

**AT & T:** AT&T is to migrate over on February 3, 2021.

**800 number:** INdigital was able to provide an 800 number to go through the Solacom system for outside Counties. Test calls were placed for Perry County Missouri. When the calls come they will be coming through the Solacom equipment and we will get more accurate ANI/ALI information. We'll get that number out to St. Clair County and Monroe County.

### **MENTAL HEALTH 911 CALLS**

Daniel had reported receiving multiple 911 calls from Mental Health. The 911 Office found several in December and January. Cindy will contact Mental Health Administrator, Travis Nottmeyer about this issue. Their phone system is a dial out 9.

### **HUBTECH**

Hubtech will be completing their phase of the mapping which will be the Arc-Online. Shannon asked if the issue had been taken care of with the map crashing? Cindy has spoken with Peter regarding this and it will be taken care of with the Online map. Sherry sent a memo showing the telecommunicators what to do when the map is disconnected. They should call Jordan as well.

### **POLICE REFORM BILL**

Cindy stated the Police reform bill passed the House yesterday. It is discussed in her Legislative Committee calls. Marc commented he is concerned about what was passed. It will take some intent effort to figure out what it means with our justice system. We will need to dissect to see its effect if there's any issues dealing with our relationship with Law Enforcement and the Court System. Shannon Wolff had spoken with Jeremy Walker, Randolph County States Attorney. He is putting together a plan and will get with all the Police Chiefs.

### **STATEWIDE NG PROJECT**

The Reviewing Team is looking over bids and sending to the Procurement Team.

### **NG GRANT**

FY 21' NG Grant is due February 3, 2021. Cindy has been speaking with Marc and the Assessor about the possibilities of filing for an aerial single flight project.

### **TC TRAINING**

The telecommunicators have been doing a good job with keeping up their continuing education. Sherry will send out the Online training today.

### **MEETING ADJOURNMENT**

Chairman Thies asked the board for a motion to adjourn. Mark Prange moved, seconded by Shannon Wolff. 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**

**February 11, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, February 11, 2021 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 Patti Ostendorf, MedStar Ambulance

### **MINUTES**

After a review of the minutes from January 14, 2021 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 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.

### **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 Marc Kiehna. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

In January Randolph County 911 received 2 months in revenue.

### **RADIO COMMUNICATIONS**

Chuck stated Mike Kelley sent him an addition Grant funding to look over. They are still looking for someone to fill the fire position on the board.

### **AMBULANCE SERVICE**

MedStar Ambulance has been busy running 5 to 8 extra ambulances daily. They are covering every National Guard site for COVID including running clinic in St. Clair County. IEMA contracted MedStar Ambulance for the Memorial Hospital Shiloh and Memorial Hospital Belleville clinics.

### **EMA-COVID-19 REPORT**

Mike stated the Health Department is working on vaccinations for age 71 and up. February 10, 2021 there were 8 new cases with the death total since March 2020 at 79. They are urging residents to contact Chester Memorial Hospital, Red

Bud Regional Hospital and Sparta Community Hospital to get on their list for the vaccine. The Randolph County Health Department is giving vaccines Tuesdays and Thursdays. If a resident has a medical condition, please inform the health care provider.

### **NG 911 EQUIPMENT**

Remaining NG 911 Equipment issues have progressed over the last month.

**Net clock:** The net clock has been installed which syncs all the times in the PSAPS. Sparta PD is online with all their different programs and we believe the Sheriff's Office is as well, however we are monitoring them.

**Carriers:** All carriers are online.

**Call Routing:** Washington County is on the network and online as of February 2, 2021. The call routing is complete and was tested on Tuesday. The calls will ring 3 times at each PSAP with returning on more time to the Randolph County Sheriff's Office then it goes to Washington County. In total it's a little less than a minute for the complete route of the call. The 911 Office will begin working on the Standard Operating Procedure regarding the call handling we spoke about last month. Daniel and Shannon gave an outside telephone number for the Sheriff's Office if Washington County can't get back to them. We will work with Sparta PD on those procedures as well.

**Text Service:** Is the ETSB ready to move on the Text Service contingent if Sean Lukes and Shannon Wolff are good with moving. We need to purchase the SIM card for the outbound text, which is said to be used more on the PSAP end. Inbound text is already established through INdigital they aren't online with it yet. Lyn said as long as Sean and Shannon are ok with it and feel their telecommunicators are ready we should proceed. Sean stated Sparta PD is ready to go. Chuck asked if the call needs to go to medical MedStar doesn't have keyboards on the MEVO phones. Is the telecommunicator going to conference MedStar on the call to provide instruction and does the text conversation get recorded? Cindy said the keyboard is an outlying thing we are waiting to hear back from INdigital and yes the texts are recorded. Chuck said when you conference MedStar in the telecommunicator will have to type the instructions into Solacom. Cindy will talk with Chuck further.

**RapidSOS:** The 911 Office is still working with INdigital on RapidSOS.

### **ADVISORY BOARD**

AT & T was awarded the State NG System contract in the amount of \$109 million. They are projecting this to be a 2 to 3-year project. Thirty-Six systems out of One hundred and twenty-three systems in Illinois have not submitted the required data layers for GIS.

### **CONNECT ILLINOIS**

Randolph County Assessor, Doug Sachtleben forwarded an email to the 911 Office from Mike Weaver, Southwest Illinois Leadership Council. We responded outlining our Statewide NG911 GIS layer project. They are working regarding the Connect Illinois Broadband which is a grant Illinois received part of. They are doing a study of all of Illinois. It will connect homes and businesses it is endless of what it will be able to connect.

### **HB 42**

Is a continuation of the ETS Act.

### **HB 5157**

Outlines changes in some definitions: Telecommunicator Training, Advisory Board makeup, Carrier changes, Multiline changes

### **FY 22' NG GRANT**

There were 6 Consolidation Grants totaling \$4 million and 44 NG Grants totaling \$8 million. It was said most requested NG Grants will be allotted something, which is good news for Randolph County 911 and County Government. We put in a NG Grant FY 22' for a single flyover in order to attain an update of aerial photograph layers worked through the Assessor and Eagle View. The bid was for \$143,939.00. We outlined in the request it would be a shared project between the Assessor's Office and the 911 Office. The notice will come out around June 2021. After all the Grants and Carrier money is disturbed the State could have close to \$4 million for the true up.

### **WIRELESS INDOOR ACCURACY**

Regulations are coming back on the carriers.

### **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, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.



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

**March 11, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, March 11, 2021 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 Kevin Miller Mark Prange Mike Hoelscher Marc Kiehna Shannon Wolff Chuck Kelley Bobby Helmers
Board members absent:	Sean Lukes
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Patti Ostendorf, MedStar Ambulance Steve Heine, MedStar Ambulance

### **MINUTES**

After a review of the minutes from February 11, 2021 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 Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, 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. Mike Hoelscher moved to approve the bills, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Mike Hoelscher, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

February surcharge deposit was missed by a couple days; March should show 2 months. Money was moved from cash account to investment at First National Bank of Steeleville. Remote Monitoring took a few months to cancel and will no longer be on the budget. Next month will show the purchase of a console for filing as well as chairs for the Boardroom, which were in great need of replacement.

### **RADIO COMMUNICATIONS**

Chuck stated they have not met; however, he is currently working on MedStar Ambulance's plan. They are abandoning their 900 MHz system and going to the statewide StarComm system. It will be a change for MedStar but all of their mutual aid agencies have been going towards StarComm and they were losing more and more connectivity. Cindy set in on a FirstNet webex which was very informational. By no means does this mean Randolph County 911 has to join FirstNet. The attachments sent out with the agenda were presented at the webinar. The Grant availability has been around a while they are not contingent upon FirstNet. The Edward Byrne Memorial Justice program example was Indiana. Cindy is happy to assist with the State documents/grants in the application process. It appears 2022 Grants open May 3. They are asking

the consequences of First Responder safety from not having better communications? What consequences of public safety, community safety and what are the benefits of First Responders. Chuck will take a look and see what he can find and what Randolph County 911 needs to start. Cindy stated even though it's not specifically lined out that radio communications is acceptable it has been approved in the past. When questions were asked on the webex, radio communications questions were asked of the host. Lyn asked Kevin if he would be willing to sit on the Radio Communications Board? Kevin will help temporarily but he's not able to meet; however, he will ask if anyone is interested at the MABAS meeting. Chuck would like to keep everything interoperable. Cindy asked in terms of StarComm? Chuck will still have VHF radio systems in the ambulances that is required by State and Federal law, but for primary dispatch MedStar will be migrating to StarComm. MedStar needs to be able to communicate between Cairo to Chicago to St. Louis.

### **AMBULANCE SERVICE**

Chuck briefed the Annual Report. PPE (personal protective equipment) pre pandemic in 2019, the only thing used was gloves, 2020 shows the burn rate increase of other equipment. MedStar was beneficial and purchased prior to the pandemic Zoll Z-ventilators which were one of the only ventilators that could transport patients with COVID. The ventilators tie into the heart monitors. Their connectivity is unsurpassed on catching early heart attack victims so MedStar can get them to the right place at the right time. MedStar was able to acquire a large amount of Virex II-256 which the CDC guarantees it to kill the virus within 10 minutes of application. Out of 156 field employees only 19 became exposed and tested for the virus. Out of 199 total employees 27 tested positive. MedStar transferred 10,448 PUI (person under investigation) in 2020 that met the criteria set by the CDC. Chuck said Healthcare, Public Health, EMS and Public Safety came together to be one of the few Regions in the State that had approved protocols to utilize Paramedics for administration of the vaccine. As of February 2021 MedStar has 71% of their staff vaccinated completely. MedStar ended the year with 4442 Randolph County responses.

### **LAWMAN AGOL MAP**

Cindy stated the AGOL (ArcGIS On-line) map has been installed at Sparta PD. Sherry said the AGOL map will be installed at the Randolph County Sheriff's Office Monday. The AGOL map layers are stored on the cloud on ESRI's servers. Each workstation or device that views the AGOL map will be touching the ESRI's server to fetch Randolph County's GIS data. Making the updates of streets and addresses in the system more streamlined. One of the biggest advantages of this integration is the ability for the telecommunicators to plot any incident from Lawman, not just a 911 call, on the map. Address Points is a new layer as well as the old ESN layer has been broken into the Law Layer, Fire Layer and EMS Layer. A request for a Road District layer came from Commissioner White and the Sheriff's Office. The 911 Office has been in contact with IDOT. This Layer will be contingent on how much work is involved. Cindy asked Chuck if he was any closer to getting the cards to police and fire. Chuck will get them printed. Cindy stated Lawman is willing to work on a medical CAD package. Chuck will talk with them.

### **EMA-COVID-19 REPORT**

Mike updated there had been 1 day with zero COVID cases. The Health Department has added another day for vaccinations. The State is working with Menard Correctional Center to begin vaccines.

### **NG 911 EQUIPMENT PER INDIGITAL**

**Text Service:** Randolph County will not be able to transfer texts to MedStar, INdigital is asking if MedStar has any availability or if these texts can go into the CAD. Chuck will check with his CAD vendor and is not sure they will have the capability. Cindy stated it will be a call relay. She asked if other Counties were texting? Chuck stated no. Cindy said INdigital had installed 3G in the modem and Verizon Wireless requires 4G. INdigital will be back to replace. Text service will cost \$36.00 per month for SIMS card for text out service as well as the MEVO Anywhere will take a SIMS card which can be held and onsite with no charge. Cindy is hopeful Randolph County 911 can hold this for a 6-month period without a monthly charge. The annual SIMS card cost may be \$450.00.

**Equipment Grant:** Due to the Equipment Grant extension until June Randolph County 911 has signed the completion of an acceptance of the NG 911 equipment. Randolph County 911 owes around \$12,000.00 and will be able to put in for a final reimbursement once paid.

**Ground Cable Repair:** INdigital is installing a ground cable at Sparta PD for a talk back and radio station coming through the handset and headset.

**UPS:** John Keller will be here March 30 to move the server to the new UPS.

**RapidSOS:** INdigital is having issues with having this installed. They have gone to Solacom which is the 911 equipment vendor.

**Admin Reporting:** The 911 Office is working through some admin reporting questions.

**JULIE, INC (ILLINOIS ONE-CALL SYSTEM)**

The 911 Office received an email from Burt McAlpine, GIS Coordinator from Julie, Inc. He is requesting GIS data— Address Points, Parcels, Road Centerline, City Limits, Political townships, Railroads, Streams and Water bodies from Randolph County 911. Sherry asked the ETSB how they wanted to handle this? Marc recommended the ETSB have a dialog with the Randolph County Board and Land Resource Management.

**MABAS TRAINING**

Kevin emailed the 911 Office MABAS telecommunicator training.

**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, Kevin Miller, Mark Prange, 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**

**April 8, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, April 8, 2021 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 Kevin Miller Mark Prange Sean Lukes Marc Kiehna Chuck Kelley Bobby Helmers
Board members absent:	Mike Hoelscher Shannon Wolff
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Patti Ostendorf, MedStar Ambulance David Holder, RC Commissioner

### **MINUTES**

After a review of the minutes from March 11, 2021 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. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, 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. Sean Lukes moved to approve the bills, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

March budget shows 2 months of surcharges received at \$65,451.08. We are continuing to work with the Treasurer's Office to move money into the money market account at a higher interest rate. Next month Randolph County 911 will receive our final billing for the NG 911 Equipment. The payout of \$15,547.36 will be split between the Sheriff's Office and Sparta PD in Accounts Payable. Cindy put in a reimbursement request under NG Expenses Grant for \$12,166.74. This will be the final grant award of \$119,000.00 Grant. Cindy anticipates Randolph County to see a 911 grant allotment for the aerial photography through the work with the Assessor's Office.

### **RADIO COMMUNICATIONS**

A Communication Committee spreadsheet with everyone's information was sent to the ETSB. Chuck is pulling the licenses from the FCC. Randolph County Emergency Management has a license coming up. He will be reaching out to every agency to see who they are using for their radio communications provider. This needs to be done before they can start working towards an interoperable solution. Marc asked Chuck if he will be able to recommend the amount of radios, frequencies and suggested purchases? Chuck stated once he gets the licenses he would like to do an

inventory of every agency. In talking to Daniel the original idea from Walker was to go to a BHF system that was trunked. Chuck will reach out to Daniel regarding the quote. This may sway the decision, because connectivity may be lost if going to a trunk style system. Many Fire Departments do not have portables or mobiles that are trunk capable radios. They should mostly be P25 compliant. Chuck will put together a book by each agency and town; and who takes care of what tower and site. Marc stated there is COVID relief money that has been coming to Villages, Cities and Counties. If there is an idea of the scope and the program put together Towns, Villages and Counties could look at these dollars to see if it's appropriate to spend it that way. Chuck stated Hospitals would be eligible for this money as well. Marc said the money has an expiration date of 2024 and was told within 60 days of the President's signature they would start sending money from the Treasury to the Counties and to the State of Illinois for the Villages and Towns. Chuck stated the Health Department once had radio capability, but they are end of life. He could identify them as an immediate gap.

### **AMBULANCE SERVICE**

MedStar is busy and doing long transports. They are starting to see extreme COVID spikes in certain areas. He is urging everyone to vaccinate. The Randolph County Health Department is running clinics. MedStar is supporting the Sparta Hospital with their clinics.

### **911 DECOMMISSIONED INVENTORY**

The 911 Office has been busy tagging the new 911 NG Equipment. Cindy and Sherry have met with John Keller, INdigital Technician a number of times. Last month, we were able to get the old 911 inventory out of the Sparta PD and the Sheriff's Office. It is being stored in the Courthouse. The old 911 inventory, minus keyboards due to the dust, and monitors depending if they are burnt are going in the Courthouse sale. The return of these sales go into the 911 funds. Furniture has been sold at the sale in the past. The 911 Office has received a request for the use of a corner desk/table. In the past we have added the location of said item on our inventory. Lyn asked if the ETSB had any issues with relocating our excess equipment to other offices. There were no objections. Marc said it was an appropriate way to dispose of equipment when needed in another area. Also, having an auction/sale is the appropriate way to dispose of monitors, computers and filing cabinets.

### **NG 911 EQUIPMENT PER INDIGITAL**

**Text Service:** John Keller, INdigital tech has been here this week. He has run into some issues with the texting service. Verizon Wireless is finding the 3G/4G modem incompatible with the SIMS card. Over a year ago it was thought Verizon Wireless wouldn't be able to accommodate Randolph County 911 and we would have to go through AT & T. Then INdigital as well as Verizon Wireless said the modem would work. INdigital ran into a lot of difficulties this week. Also, Washington County doesn't have an existing account with Verizon Wireless.

**RapidSOS:** INdigital has gone back to Solacom, our equipment vendor in Texas.

**Handset/Headset volume:** John is working on the volume of the handset. Sherry explained when the handset is unplugged the radio traffic goes through the speaker at Sparta PD. Cindy explained Rockford had been hit with ransomware a couple weeks ago after going online with INdigital. The only thing that kept them up and running was their MEVO. John explained the system is so robust in NG that it picks up all sound on calls, the technology calling in and the telecommunicator holding the handset, if they hold it up to their mouth verses holding it away. There are so many variables of the volume and how the caller sounds on the other end of the phone. Randolph County 911 is continuing to work on this.

Cindy is hoping INdigital will call in or be present at the May ETSB meeting to go over the 911 NG Equipment. To have more of a descriptive of the network and diagram. To go over the routing of the calls and where the CO's are now as opposed to the Frontier Carbondale router.

### **HP DESIGNJET PRINTER/PLOTTER/SCANNER**

A number of years ago the 911 Office had a plotter when it went out the 911 Office plotted to the GIS Department/Land Resource Management. The 911 budget was struggling the purchase of another plotter was not possible. Cody Mileur, Land Resource Management asked Randolph County 911 if we could share the cost of the new plotter. Randolph County 911 does not pay ongoing maintenance with any shared cost. The total cost of the plotter is 14,589.00. Marc stated the scanning piece of the plotter is important for Land Resource Management to put them into a format they can use. Marc will support the shared cost. Coast to Coast is the vendor and will have maintenance. Lyn asked if Land Resource Management would pick up the maintenance fee? Marc stated that is reasonable. Lyn ask for a motion to approve the expenditure of \$7295.00. Chuck Kelley moved, seconded by Kevin Miller. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

### **CHESTER MENTAL HEALTH**

Randolph County 911 is still having issues with Mental Health dialing 9 as well as Weir Chevrolet in Red Bud. Cindy received an ok from the State 911 Director's Office to change the dial outnumber to 8 as long as they can direct dial 911. Cindy has reached back out to Chester Mental Health as well as Weir Chevrolet with their calls for the past 2 months.

### **LEGISLATIVE REPORT**

Cindy will expand more on the Legislative report next month.

### **TELECOMMUNICATOR WEEK**

Telecommunicator week is next week. The 911 Office will put up banners and give out restaurant cards.

### **TC TRAINING UPDATE**

Sherry stated Sparta PD telecommunicators are keeping up with their continuing education hours and EMD. There are some Randolph County Sheriff's Office telecommunicators needing to work on hours. Sherry sent another memo to the PSAPS with the online College of Emergency Medical Dispatch training. The MABAS training was forwarded as well. Cindy stated the 911 Office has provided several training resources. They have had a lot of things behind due to last year and will hopefully move some on training.

### **MAY ETSB MEETING**

Cindy asked if the May meeting could be moved to May 6. Lyn asked for objections. Marc asked when the ETSB would start meeting in person. Lyn stated unless someone has an objection he would like to start next month. Chuck stated we would be socially distances enough in the room. Lyn said we will start in person meeting on May 6. Cindy asked if at the County Board they were wearing masks. Marc stated yes. Cindy asked about the call out to the public. Marc stated they have put the call out, but at the last 3 meetings there was no participants. Marc felt it wasn't necessary unless someone on the ETSB would like to call in remotely.

### **STANDARD OPERATING PROCEDURE**

The Standard Operating Procedure with Washington County is completed if the system is down and how to relay calls to them.

### **ROAD DISTRICT LAYER**

Mike Reibling sent a link from IDOT with the Illinois Road Districts. Peter Hubbard, Hubtech Solutions was able to format that into a file Sherry could edit. Polygons were created for each of the 4 Road Districts which has been forwarded to Commissioner Ronnie White. Cindy stated the Randolph County Sheriff's Office had requested this information to be on the 911 emergency map.

### **MEETING ADJOURNMENT**

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



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

**May 6, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, May 6, 2021 in the Randolph County Courthouse boardroom. 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 Bobby Helmers
Board members absent:	Kevin Miller Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary

### **MINUTES**

After a review of the minutes from April 8, 2021 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 Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff 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. Bobby Helmers moved to approve the bills, seconded by Shannon Wolff. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

The final grant allotment for NG Equipment was received at \$12,166.74. The award notices put in for the flyover should be coming in the next few months. The State received several requests. Payout of the Plotter is under Office Equipment. Marc showed several scans. GIS Services shows Hubtech Computer Solutions contractual amount. Noting: Clean up at Sparta PD was outside of Hubtech's contract and Randolph County 911 will receive a bill for mileage and services. Sean commented they did a really good job. Cindy said the old wiring and cabling was removed. The recorder vendor met with Hubtech, CTS and Jordan, Randolph County IT.

### **RADIO COMMUNICATIONS**

Marc asked if there was any idea when the Radio Communications Committee would come back with recommendations? Any suggestions of what can be upgraded. Lyn has a copy of a bid Daniel received from Walker. Cindy said Chuck was working on getting the agency licenses spreadsheet. Sparta radio equipment is I.P. based and more current than the Randolph County Sheriff's Office. Lyn will get ahold of Chuck. Lyn would like to get a committee meeting with Walker and Warner present. Chuck commented there may be certain things that need updated before Randolph County is eligible for grants.

## **NG 911 EQUIPMENT PER INDIGITAL**

Cindy had a conference call with INdigital regarding several open tickets. They are having issues hiring techs.

## **911 DIAGRAM**

Boxes along the left side are Ellis Grove, Evansville, Coulterville, Tilden, Marissa, Steeleville, Red Bud, Prairie du Rocher, Blair and Glen. Ellis Grove, Evansville, Coulterville, Tilden and Marissa go through the Sparta CO to the Carbondale Router then to Mattoon. Chester CO goes through the Carbondale Router to Mattoon. Steeleville goes into Percy CO with Red Bud and Prairie du Rocher going into Waterloo CO then Blair and Glen go into the Baldwin CO from there they all go into Mattoon. Glen, Verizon Wireless, AT & T go straight into Mattoon. T-Mobile, Sprint, Comtech and Intrado are sent into Level 3, which is a carrier that handles those phone companies and goes into Rosa Claire. Mattoon and Rosa Claire are the INdigital servers/CO's. The next 2 small blue boxes are Nashville and Chester. They are redundant, you can see they back each other up. Chester has the Randolph County controller. The last 4 small gray boxes are MedStar, RC Sheriff's Office, Sparta PD and Washington County Sheriff's Office. There is one line to Mattoon and one line to Rose Claire.

## **WASHINGTON COUNTY**

Jessica is no longer with Washington County her replacement is Janessa Rhyner.

## **LEGISLATIVE REPORT**

Cindy sits on a Legislative Committee for 911 with the State.

-The Emergency Telephone System Act is in need of action.

-Small Wireless Facility-Repeal has to do with small wireless carriers.

-Utilities Extension is the Telecommunications and Cable Article extending it from December to 2026.

-HB2784 creates the Community Services Support Act which will be established by the Division of Mental Health of the Department of Human Services. 911 is aware that something needs to be done to better track mental or behavior health situations. The concerns are the bill doesn't actually state the calls will be transferred to the 988 extension.

Telecommunicators are going to have extensive training to differentiate just because someone says it's a mental health issue. Cindy stated after her call Tuesday they are going back to the table with Human Services Health. The 911 Director will be involved as well as the Legislative Committee because it's so much bigger due to not all CAD systems being the same. At the end of this Bill they are proposing the Dispatch Center be responsible for the record keeping. They want totals of mental health issues but it looks like it needs to be a study done over a period of time not being imposed on January 2022. Telecommunicator training changes are coming.

-SB694 EMS Transport states they can transfer patients straight to a Mental Health Facility as opposed to a Hospital.

-First Responders Mental Health Data amends the Mental health and Developmental Disabilities Administrative Act.

-Wireless Service Call Location adds VOIP into the bill putting more regulations on the carriers.

-Fire Chief Vehicle Equipment asking about old license plates on vehicles.

-Statewide Appointed Mental Health Coordinator for a 4-year period. Cindy said this may need to happen before some of the other committees.

-HB3571 extends EMS expired license.

-SB347 is pushing the Adult Mobile Crisis Response Services through the Department of Healthcare and Family Services.

-SB503 would extend the ETS ACT surcharge.

## **FCC DIVERSION RULES**

On December 27 The Don't Break Up the T-Band Act was passed into Law. The FCC was to develop rules that define what uses of 911 fees by the states and jurisdiction constitute fee diversion. They are also going to be talking about the PSAP operation costs, personnel costs, administration costs, interoperability, transfer of 911 fees, and allowable costs if what they are looking at on a national level for 911. The State is holding off on allowable costs to see what FCC rules are adopted.

## **COUNTY ROAD MAP**

The 911 Office is working with Jordan, RC IT and Peter to update the Website map, Assessor's Office and Land Resource Management does not have our updated NG roads layer.

## **JULIE ONE CALL**

Cody asked the 911 Office regarding access to map layers. Marc said the County Board suggested to Cody Julie One Call representative needs to come and explain what they will do with this data if we release it to them.

## **ONLINE MAP**

Peter was told about a delay when 911 calls come in they knock the telecommunicators out of whatever program they are working. Peter is suggesting a very small computer for the Online map only at \$1,000.00 per position. However, they are starting with just one position.

### **CHESTER BRIDGE SURVEY**

Mike said the Chester Bridge is being surveyed again. They are asking the public to get online and answer the questions. They have narrowed it down to building a bridge to the east side of the existing bridge making it high enough to go over the top of Horseshoe and come down where the gas stations are. Missouri Legislatures are in charge of making sure our bridge gets built, however we have to pay for part of it. We thought we were in line for 2024 but now they are talking 2026 before it would start.

### **911/ADMIN CALL DELAY**

Shannon asked if Daniel had spoken with the 911 Office regarding the delay on the admin line? Cindy said it is one of our open tickets. When John Keller, INdigital tech was here he sat with Danielle at the Sheriff's Office for several hours and couldn't get it to replicate. That is an issue and he can't get it to replicate. Any time that happens report it to us immediately so INdigital can look at it. Shannon stated it happened to him yesterday. Cindy though not a first option it would be possible to go back to your admin phone being separate. Shannon asked if it is because the new equipment? Cindy said yes, it's the new Next Generation services that picks up everything on the phone. It all depends on the phone you have, how it's coming in, there is an echo canceling and voice canceling for all the sound around it. Shannon asked what would have to happen to take the Sheriff's Office back to the old way? Cindy said we would have a discussion it. The CTS phones are still there. Marc asked should we express our displeasure and work on it before we go back. Cindy stated Randolph County 911 has worked on it since the equipment has been installed. It is a problem everywhere. Cindy will bring it up again with INdigital. She has spoken with the President of INdigital, he is aware of every problem we've had. If no resolve, Cindy will ask INdigital to come to the ETSB meeting next month.

### **WEIR CHEVROLET AND MENTAL HEALTH ERROR 911 CALLS**

These error calls have gone on for several months. The Sheriff's Office has received 15 error calls from Weir Chevrolet for the month of April. Weir is working on this through Harrisonville. They will be able to change dialing out to an 8, however 911 still needs to be direct. Weir felt they could handle this. Mental Health is still an issue. She has reached out in March to Travis. Lyn asked about Jeremy Walker, RC States Attorney writing him a letter. Shannon will reach out to Travis Nottmeyer.

### **JULY ETSB MEETING**

Lyn will be out of town for the July ETSB meeting. This will be discussed next month.

### **MEETING ADJOURNMENT**

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



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

**June 10, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, June 10, 2021 in the Randolph County Courthouse boardroom. 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 Shannon Wolff Chuck Kelley
Board members absent:	Sean Lukes Marc Kiehna Bobby Helmers
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Doug Sachtleben, RC Assessor Daniel Niemeyer, RC Telecommunicator Mike Kelley, MedStar Ambulance Jarrod Peters, RC Sheriff's Office

### **MINUTES**

After a review of the minutes from May 6, 2021 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. Motion carried.

### **BILLS**

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

Public Comment: None

### **BUDGET**

Reimbursements are from the County sale. Accounts Payable - the final NG equipment payment for the Sheriff's Office and Sparta PD was made. The second sheet shows the grant payout from 2019 to current. INdigital total grant award was \$119,422.75. The GIS Project through Hubtech is \$59,347.26. An outlying item is the Portal build out through the State.

### **RADIO COMMUNICATIONS**

Lyn commented with the incident that happened in Red Bud, we need to put this on the front burner as much as possible. Lyn said there was discussion to look at a StarComm system which will be quicker. Depending on the recurring cost it's possible the ETSB could look at picking up a portion. Daniel stated it depends on what kind of "use" you get. He said the majority of ours would be County use which means inside the County. We would probably want a few radios throughout the County that are Statewide. MedStar has StarComm and is transitioning their full system. Daniel asked about communication in Missouri. Mike briefed the ETSB regarding a time when MedStar's employee communicated through the radio several states away. Shannon said transport vans would want full State communication. Lyn stated every department should have at least one. Chuck asked which vendor they were going through? Jarrod said they had spoken

with Roy Walker. Mike recommended Lisa Wilkins through Motorola with CMS pricing. Daniel stated part of the cost will have to come from grants, due to several agencies not being able to afford it. Lyn asked if the new licensing would be covered? Chuck said if we identify gaps in the County whether it's portable or mobile or a new tower that could be offset. The Health Department has received funding through COVID and they need all new radios. They can help us offset some of the cost to build out the system. This will help all public safety. MedStar's new radios allows UHF and StarComm (VHF). This system was recommended by the Regional Response Team. Cindy asked the cost per mobile per month. Daniel said for just County it's \$35.00 per month. Kevin stated they are paying \$18.00 and they purchased their radios used. Lyn asked if this was the direction we wanted to pursue? Chuck stated he can make that TICP (Tactical Interoperable Communications Plan) happen a lot faster. Shannon stated it's important to meet with all the departments so they can go back to their board to let them know this is coming. Lyn asked Chuck to get a Communications Committee meeting together in the next couple weeks and then have a second meeting with the chiefs. Chuck stated some things are public safety sensitive and the Committee has to retain some things. Cindy asked Chuck what time frame he's looking at for grant possibility? Chuck stated quickly. Chuck will get with Marc Kiehna due to the Health Department receiving funds. Cindy said in the past the ETSB as a body has assisted with a one-time cost, not recurring or maintenance fees.

### **AMBULANCE SERVICE**

Chuck stated COVID is going down and MedStar has started scaling back. They are waiting on the Medical Director to send information to the ETSB's that MedStar is migrating from protocol 36 and away from the EIDS tool. The numbers are low enough that it's no longer at pandemic level. MedStar is still being notified by the Health Department when a resident is 36 positive (COVID).

Mike Kelley stated MedStar has noticed an increase of transporting outside of Randolph County per patient choice. It does bog them down, however they are keeping Randolph County staffed.

### **SEXUAL ASSAULT/HARASSMENT TRAINING**

Sexual Assault Training is required for new hire telecommunicators and can be used as continuing education for telecommunicators already employed. A new code was emailed to all telecommunicators for the Sexual Assault Training. Sexual Harassment Training is mandatory for all employees to complete yearly.

### **NG 911 EQUIPMENT**

Curt Wolfenberger, Solacom was onsite May 27, 2021 at Sparta PD most of the morning and then at the Sheriff's Office. He ran through with Daniel all the settings/volume controls. Daniel stated it's to the point when the telecommunicators are not hearing people it's on the caller's end. Cindy said INdigital explained it's the device. The NG system has noise canceling mechanisms. It is important, however that telecommunicators always report information to the 911 Office. Sometimes INdigital can run through their online diagnostics.

### **RAPIDSOS**

We are back with Lawman to build a program. It will be a big improvement to the mapping system. They are statewide and nationwide. Lawman version 5 is coming out this fall for CAD. They will have proposals for the Randolph County Sheriff's Office and Sparta Police Department at that time. INdigital/Solacom kept us hanging all these months saying they could get this done and then to say last month your CAD vendor has to write the program. Juanita, Richland County Coordinator gave Cindy an example of how a call popped up on their RapidSOS before it rang in. They were able to give assistance to the caller due to it populating on their map.

### **EMA COVID-19 REPORT**

Mike Hoelscher stated Randolph County is looking good with only 2 or 3 positive cases. Friday, June 11, 2021 Illinois will be going into Phase 5 opening everything up.

### **LEGISLATIVE REPORT**

**HB 2784** - Cindy stated there are committees being established to organize HB 2784 and studies being done. Priority Dispatch is working on protocols for the different committees. HB 2784 has passed both the House and Senate. Page 7 states Law enforcement responsibility for providing mental and behavioral health care. They shall not be dispatched to respond to an individual requiring mental or behavioral health care unless that individual is involved in a suspected violation of the criminal law. Cindy asked about MedStar dispatching a mental health professional? Then it goes back to dispatch trying to decide if this is a mental health issue. Chuck stated EMS may not be dispatched it will be a mental health professional going by themselves. Cindy said the Department of Human Services are preparing to provide mobile mental and behavioral health services to all Illinoisans as part of the federally mandated adoption of the 988 phone number. Throughout the entire bill it talks about 988/911. Chuck briefed the ETSB regarding hospital beds available and the number of transports MedStar has to Springfield. Cindy asked with the transports is there ever a point when Randolph



County isn't covered? Mike Kelley said we never get to that point. They bring ambulances from St. Clair County or call mutual aid.

**ETS Act** – Training for telecommunicators has been added to this Act. Darrel Ostendorf, St. Clair County has been working on the training guidelines through a sub-committee. This is just a starting point, there will be additional training for telecommunicators.

**Next Generation 911** – States everyone has to come on board with NG 911 services after 18 months of the State award.

**Funding** – They are keeping the \$1.50 surcharge through June 30, 2023 for ETSB's and municipalities.

### **SEND PROTOCOL**

Chuck will get the cards from Priority Dispatch for Randolph County Officers.

### **FY 22' NG GRANT AERIAL FLIGHT**

A few months ago we found that 911 could put in a grant for aerial photography. Cindy worked with Doug Sachtleben, RC Assessor he attained a bid from Eagleview for \$143,939.42. Cindy received notice a couple weeks ago Randolph County received the entire grant. Lyn spoke with Jeremy Walker, States Attorney and due to the amount of money we should go out for bids of the proposal. Doug stated we normally do aerial flight every 5 years this grant is going to allow us to move up a year. Doug thanked Cindy for getting him involved. Shannon Wolff motioned Cindy Wagner work together with Doug Sachtleben to request bid proposals, seconded by Chuck Kelley. Motion carried.

### **RED DOT TOWER**

Daniel said there is an issue with the Red Dot fire paging site. The shed is deteriorating with several holes and mice. Roy Walker gave a bid to move the equipment to the Sheriff's Office. Daniel asked if 911 would be willing to pay for the move? That is the Sheriff's Office backup fire paging except for Campbell Hill it is their primary. Cindy said the building was signed over to the City of Chester/Police Department a number of years ago. Chester Police Chief had moved the maintenance to another vendor and during the consolidation of PSAPS Chester was decommissioned. Kevin stated that building/equipment was installed when Chester Police Department paged the Fire Departments. Lyn asked if the building could be repaired until the ETSB sees what route they are taking with the County Radio? Daniel will get with the City of Chester.

### **JULY ETSB MEETING**

Lyn will be out of town for the July ETSB meeting. Shannon will chair the meeting.

### **MEETING ADJOURNMENT**

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



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

**July 8, 2021**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, July 8, 2021 in the Randolph County Courthouse boardroom. Sheriff, Shannon Wolff called the meeting to order at 9:00 a.m.

**ROLL CALL**

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

Board members absent: Lyn Thies  
Kevin Miller  
Mark Prange

Others present: Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Daniel Niemeyer, RC Telecommunicator  
Jarrod Peters, RC Sheriff's Office  
Jeremy Kempfer, Sparta Police Department  
Charlie Bargman, II, Chester Fire Department  
Al Rosenberger, Warner Communications

**MINUTES**

After a review of the minutes from June 10, 2021 by the Emergency Telephone System Board, Sheriff, Shannon Wolff asked if there were any questions or concerns. Sherry asked for clarification regarding the Sexual Assault/Harassment Training. She feels she and Chuck were talking about two separate trainings. Sexual Assault Training is required for new hire telecommunicators and can be used for continuing education for others. This training does require an access code. Sexual Harassment Training is required for all employees yearly. Shannon asked for a motion to approve the minutes as amended. Marc Kiehna moved to approve the amended minutes, seconded by Mike Hoelscher. Motion carried.

**BILLS**

After a review of the bills by the Emergency Telephone System Board, Sheriff, Shannon Wolff asked if there were any questions or concerns. Bobby Helmers moved to approve the bills, seconded by Sean Lukes. Roll call vote: Yeas: Mike Hoelscher, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

**BUDGET**

Office Equipment payout was for the plotter which was a shared cost with Randolph County Land Resource Management. Remote Monitoring has been cancelled.

**RADIO COMMUNICATIONS**

The City of Chester has reached for consideration to abolish the old Fire Base and Building on Hillview Drive, Chester Water Tower. Cindy stated from a 911 standpoint we need to know how to correct the SOP's that are effected: Campbell Hill Fire Department, Ellis Grove Fire Department and Evansville Fire Department. There was a large bill for work done on a Sunday at the Fire Base which was billed to the City of Chester. The City of Chester feels the fire base is no longer

needed and doesn't want to incur the bill. Charlie Bargman stated Marty Bert, Chester Fire Chief is trying to get ahold of the Frontier representative. Cindy has contact information for Frontier.

Chuck stated back in 2012 they did the TICP knowing that Red Dot tower connected with 2 phone lines one to Chester PD and the other to the Sheriff's Office. Something has happened to the Chester PD line rendering them unable to use Red Dot. When the line was tested they could see the circuit was good. Chuck had Daniel, RC Sheriff's Office test page Campbell Fire Department. It worked fine, it's just the Chester PD line not working. Cindy stated the Master 3 radio is in the building at Red Dot. Chuck researched the Master 3 radio and found it was discontinued in 2013. There is a high possibility if it's shut off and moved it may never come back on. He stated there are temporary solutions until we can get new consoles. The consoles at the Sheriff's Office are at end of life, however Sparta PD is newer. In interim Campbell Hill can be toned out from Randolph County. MedStar doesn't have them programed in their system. Cindy asked if the lines would go away. Chuck stated the Sheriff's Office line will have to stay in place, Chester's can be removed. Cindy asked about decommissioning the entire building. Al stated it is a very good chance if the Fire Base radio is turned off it won't come back on. If it is moved to the Sheriff's Office, the FCC would need to approve. The last time anything was done to the tower at the Sheriff's Office the FCC stated it needed to be lighted. The move sounds simple but it will have some problems. The next thing we recommend anytime you move transmitters and frequencies you need to do a study to make sure they don't interfere from one frequency to the next. Al swapped antennas at Sparta PD and had them test page Campbell Hill Fire Department. It was much better than previous pages. The easiest way would be to program 2 channels into Sparta PD and have them page Campbell Hill Fire. Cindy said then Campbell Hill Fire SOP would state transfer to Sparta PD for paging. Daniel said the Sheriff's Office receives 10-12 Campbell Hill Fire calls per year. Cindy stated Jonathan from the Steeleville Fire Department called stating they received a grant for purchasing radios. Chuck commented they haven't bought anything yet and are hold off. The radio committee will report through Lyn Thies as to what they should buy. Chuck stated there is a lot of leg work to do. He asked who was on the radio committee and needed contact information. Cindy stated that information had been sent out. Al asked where Campbell Hill's 911 call would go? Daniel stated it is received at the Sheriff's Office. Al asked about the Sheriff's Office protocol. Daniel stated if the call is medical it would get transferred to MedStar and we would call Sparta PD. Daniel asked about putting a new building at Red Dot. Chuck was told those lines are no longer supported through Frontier. Charlie stated Frontier isn't acknowledging these data lines in their system. Once they go down they don't want to repair them. Al asked about Jackson County Sheriff's Office toning out the Campbell Hill Fire Department. Cindy has asked Jackson County Sheriff's Office about that and they are getting back to her. Al asked when the County goes to their new radio system will Red Dot still be a site for equipment. Daniel stated it hasn't been discussed. Cindy explained that years ago the Chester Police Chief came to an ETSB meeting and literally took the maintenance over for the equipment. Randolph County 911 no longer had inventory of that equipment. It was determined after a period of time the building should be signed over to the City of Chester. Daniel has a bid from Walker Communications to move the site to the Sheriff's Office tower. Shannon asked what Chester uses the Hillview radio for? Charlie stated nothing. Shannon asked about shutting down the Hillview site and reprogramming the 2 channels on the Sparta PD radio. Chuck asked what the study would cost? Al stated around \$2,500.00. Shannon asked if Sparta PD was in agreement for the move? Sean stated they agree to the move. Daniel stated if the Hillview site is shut down, the Sheriff's Office would no longer have IFERN (MABAS) which is for the fire department. If there is ever a major incident IFERN pages other fire departments from outside the area. Chuck stated it could be set up on EMA. Cindy asked about the Chester sirens? Charlie said they can set them off from Chester PD. Chuck stated he had a XTL 5000 VHF antenna owned by EMA sitting in his office at MedStar. He asked if that antenna could be attached to the Sheriff's Office tower? Al stated the radio is licensed for Hillview site and you would have to change the licensed to here. Shannon asked about the cost? Al stated he couldn't answer that question. It's all new equipment and would only be labor. Shannon stated it could be backup for Chester siren and still give the Sheriff's Office the IFERN. Shannon stated from a dispatching standpoint he would rather the Sheriff's Office call Sparta PD to page out Campbell Hill Fire Department than try to get through to the Jackson County Sheriff's Office. It is money well spent to keep it in the County. Al will do a study to make sure there isn't interference when adding the channels to Sparta PD. Shannon asked Al to do the study and if everything is good he can go ahead and program it. Sean asked if Campbell Hill has to agree. Cindy stated she had spoken to them. Shannon will start working on getting the antenna from EMA to the Sheriff's Office. Chester should stand by while the study is done. Shannon asked for a motion to approve the addition of Charlie Bargman, II to the Radio Committee Board. Bobby Helmer motion, seconded by Mike Hoelscher.

### **AMBULANCE SERVICE**

--Chuck stated MedStar has been notified they received their sixth accreditation from the National Academy of Emergency Medical Dispatch. He will accept the award in Las Vegas.

--Chuck has documentation from the Medical Director discontinuing the use of card 36 and the EADS tool. However, if it is a known positive household 1<sup>st</sup> responders are still notified. Randolph County Health Department Director, Angie Oathout gives MedStar the list of positives in the County.

-- Chuck has documentation from the Medical Director stating Evansville Fire Department has been stripped of their medical 1<sup>st</sup> responders from the EMS system. They are not in good standing with IDPH. They can still be used for lift assists and cardiac arrest for man power only. Marc asked about the issue? Chuck stated they didn't have enough people to fill a roster and didn't do their annual inspection in a timely manner.

--Chuck is working on a report comparing the mapping law layer with the number of psychiatric patients they are responding to. Shannon state the Sheriff's Office will need to report to the State all the mental health calls they go on. They contacted the ISP asking what constitutes a mental health call. They don't have any criteria for that yet. Lawman is working on coding calls as mental health calls. Marc asked about training to help them determine the call. Shannon stated there are officers CIT trained which is mental health. Reporting was in effect on July 1. Cindy stated there are still Committee meetings regarding telecommunicator training and more definitions to the law with regards to departmental responsibility.

### **NG 911 EQUIPMENT**

Cindy had spoken with Curt Wolfenberger; INdigital they are working with Eric, CTS on the sound quality at the Sheriff's Office. They asked that whenever the issue happens to report immediately.

### **EMA COVID-19 REPORT**

Mike reported the Delta Variant is 50-60% more contagious. Currently, Randolph County has 25 active cases and 3 of those are vaccinated, 2 are recovering in the hospital and 10 new cases were added. There are several vaccination clinics happening.

### **LEGISLATIVE REPORT**

Cindy stated the FCC put out their first draft for allowable costs. There is another committee put together that meets September 23 with the FCC. It will be the final ruling for allowable cost. For example, a percentage of what 911 uses the radios not full blown radios costs. Chuck stated if the PSAP is also doing the dispatching radio communications is an allowable cost. Therefore, yes Randolph County 911 could own it and put money towards it, because that's the only way you talk to emergency responders. The only downfall is how to figure out the usage per geographic locality. Campbell Hill Fire will probably fall under the 1 percentile where Sparta and Chester are the two busiest cities. They are going to bear the cost of the system because they use it the most.

### **FY 22' NG GRANT AERIAL FLIGHT**

Cindy stated this morning the grant was approved. The aerial won't be flown until next year. Cindy and Doug will start working on the RFP.

### **PRAYERS**

Mike asked the ETSB to keep Rick Grau in their prayers.

### **MEETING ADJOURNMENT**

Shannon Wolff asked the board for a motion to adjourn. Sean Lukes moved, seconded by Chuck Kelley. Roll call vote: Yeas: 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**

**August 12, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, August 12, 2021 by conference call. Chairman, Lyn Thies called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:	Lyn Thies Kevin Miller Mark Prange Sean Lukes Chuck Kelley Bobby Helmers
Board members absent:	Mike Hoelscher Marc Kiehna Shannon Wolff
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Daniel Niemeyer, RC Telecommunicator Charlie Bargman, II, Chester Fire Department Al Rosenberger, Warner Communication Richie Mills, Walker Communication Patti Ostendorf, MedStar Ambulance

### **MINUTES**

After a review of the minutes from July 9, 2021 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Lyn stated in the very last paragraph his, Kevin Miller and Mark Prange names were in roll call, but not present. Chairman Lyn Thies asked for a motion to approve the minutes as amended. Chuck Kelley moved to approve the amended minutes, seconded by Kevin Miller. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Sean Lukes, 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 Mark Prange. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Sean Lukes, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

July had normal monthly expenditures. Surcharge revenue didn't come in before end of month, which will catch up in August. The first MEVO backup maintenance and INdigital annual maintenance was paid.

### **RADIO COMMUNICATIONS**

There were some action items decided upon by the ETSB in order to help the City of Chester be able to cancel the phone lines at the Fire Base and get rid of the expense. Al, Warner Communication did the RF test between Sparta to Campbell Hill which worked. He's done a Path Study to Campbell Hill's link system. He has spoken with Jackson County Sheriff about using their frequency to get into the link system. They are good with the use. He is now in the process of getting the cost of the licenses and he doesn't see a problem as long as the FCC grants Sparta PD permission to use the frequency.

Cindy asked how long it would take to hear from the FCC. Al should hear today or tomorrow. Daniel has spoken with Richie, Walker Communication. They went over the bid submitted to move the whole base from Hillview Dr. onto the tower at the Sheriff's Office. It will cost the same as hooking up EMA's radio. Daniel stated we needed to discuss moving the base since the bids are the same. He knows there was discussion of powering the base down, moving it and it not coming back on. If this happens then we do have a backup plan with the EMA radio. Cindy commented at the last ETSB meeting that direction was not on the table any longer and that's why Al was asked to do all the work he did and the cost he incurred. That is not the direction the Sheriff wanted to go. Richie, Walker Communications said he spoke with Daniel regarding the mobile radio with a power supply to use on the fire channel. Richie stated most of the cost is antenna work and parts for the antenna because they didn't think it was wise to use the already existing antenna on the water tower. Richie has not included the cost of moving the licenses, which most of the time is around \$600.00. Chuck stated he has a new antenna he will give; it was designed for that radio. The last thing from FCC regarding the tower was the tower would need to be lighted. He asked Richie to explore this. Cindy said this is going against the direction that was decided at the last ETSB meeting. Al stated he was asked to do what he has done because they weren't going to tough the lighting issue on the tower. Lyn stated if the route has already been discussed and agreed upon we need to stick with that route. This will be a temporary thing since we are considering a new system. Chuck asked to keep Al on Sparta PD paging Campbell Hill. The IFERN license is short enough to do the sidearm mount and still keep the Sheriff's Office with IFERN. That is the only thing we were keeping in place for the Sheriff's Office. Al stated they were mounting the antenna on the side of the Courthouse to give local communication. Al asked about the mobile being a standalone in dispatch or in the console. Chuck stated that was up to the Sheriff's Office. Daniel stated which is why we are exploring the tower option for the antenna, if we don't get that antenna up high enough we won't be able to hear far enough, probably not even complete County coverage. This is the \$5,000.00 bid. Cindy asked if Al would still need to do his work at Sparta PD. Daniel yes that wouldn't change, this is just so we have the ability to talk on IFERN. Cindy stated that could be a Sheriff's Office cost since 911 is covering the cost at Sparta PD. If that is what the Sheriff's Office wants to do, we need to move forward. Daniel will talk with Sheriff Shannon Wolff and Jarrod Peters. Chuck asked Al to keep in touch. Cindy asked Chuck if his radio still needed programed. Chuck said no due to the radio from EMA is part of the Sheriff's Office console. Daniel stated we'll continue the path with the radio Chuck has already gotten to him. Chuck stated it is a clean untouched radio. Richie asked if there was a power supply with the radio? Chuck stated if the power supply wasn't delivered he will go through his office to find it. Lyn thanked Richie and Al for calling in. Lyn asked Chuck as soon as the Grand is over if the Communications Committee could meet.

### **AMBULANCE SERVICE**

MedStar is very busy at the World Shoot and Recreational Complex. Chuck made notification to the Randolph County Health Department a couple days ago regarding the potential of a super spreader. Sparta Community Hospital came out yesterday to help. MedStar received 3 additional positives which were required to report to IDPH. MedStar is changing over from normal operations of First Aid to running a COVID testing clinic. There are quite a few walking around positive. Chuck urged everyone to not go out in public without a mask.

### **NG 911 EQUIPMENT**

Cindy said the 911 equipment seems to be leveling off with regards to the sound issues. This is based on reports from the telecommunicators. We really need the tc's to let us know when officers or the public have issues with the sound quality. CTS has a monitor on that as well as INdigital has a capture of data. They feel like this could span out over a number of months. It is highly possible they could catch this to be a carrier trunk. The echo heard sometimes from the talk back. Also, there is a volume control the tc's can adjust as the callers come in. It really has to be what we talked about with the devices calling in, each are different and when they come into a high end Next Generation system every bit of sound is picked up. They feel like they can zero it down to a carrier trunk that can be fixed.

911 Texting – Cindy has asked INdigital for dates of testing 911 texting. Cindy will keep the telecommunicators up on this.

### **EMA COVID-19 REPORT**

Randolph County numbers are skyrocketing. Chuck sees additional mitigations in the very near future. They have a fogger disinfect machine that runs every night in the offices at the World Shooting and Recreational Complex. After the fogger has run they use an ultraviolet light through the night as well, trying to mitigate the spread of the virus as much as possible.

### **FY 22' NG GRANT AERIAL FLIGHT**

The RFP was emailed to each ETSB member. It was posted in the newspapers for Aerial Photography. The calendar of events was briefly explained. Randolph County has received 2 requests, one from PWX Press and the other from Eagleview. Doug Sachtleben, Randolph County Assessor is answering a couple questions received from the bidders.

Evaluation of the proposal is on September 6 and our ETSB meeting is September 9<sup>th</sup>. Previously the entire ETSB didn't meet to go over proposals. Cindy asked if Monday, September 6 was good to look over the proposal or do you want to do it on Thursday, September 9 ETSB meeting day and award the same day. Lyn stated as long as it doesn't say in the proposal they need to be opened and publically read at a specific time and date it's ok to go ahead and do at the Thursday, September 9<sup>th</sup> ETSB meeting.

### **CLEARWAVE MAINTENANCE**

Chuck has received notification of Clearwave providing maintenance to the network on Sunday, August 22, 2021 from midnight to 3:00am. There could be 2 to 3 intervals up to 5 minutes of service outage per interval. Clearwave is our fiber backbone for the majority of 911 centers. Telecommunicators may need to transfer things via radio during those down times. Cindy said the 911 Office will send a memo. Chuck is forwarding the email to the 911 Office. Chuck stated the MEVO's will not work and we should use 618-443-4764 back up line.

### **RAPIDSOS**

In previous meetings we have talked about RapidSOS and regards to INdigital not being able to get that joined into the existing Lawman CAD. We have a preliminary quote for RapidSOS integration and Texting data storage. We will not be able to store Text that come in through INdigital. Next month on the agenda, Lawman IDS is giving us a bid for subscription base with maintenance for the RapidSOS integration as well as the text of service that would maintain the text service and push straight to the CAD. The RapidSOS is a highly advanced caller plotting service, that provides audible tones on incoming calls and notifies telecommunicators even if the caller hangs up. It's plot tracing is more accurate than wireless carrier location and the telecommunicator can drag the map onto the pin location to see the street view of where the call has plotted. Medical info from phone apps is also available through RapidSOS. They have partnered with numerous other vendors to provide information. The training on it is simple it can be completed and tracked through the RapidSOS portal. The quote came in around \$1,600.00 to \$1,700.00 annual on a 5-year minimal contract or upfront cost of \$5,000.00 with \$550.00 yearly maintenance. Cindy will have more information at the next meeting.

### **HUBTECH COMPUTER SOLUTIONS**

Our Hubtech Computer Solutions contract will be expiring. Peter Hubbard will be providing an updated contract on the September agenda. Some work remains, the State mandated portal is not complete and is taking a lot of work. We have recently moved to ArcGIS Pro and have the Workflow schedule. Sherry stated 7 days ago the ArcGIS Pro software was installed. We were able to transfer our mapping data to the new software. Before anything can be put in the State portal errors need corrected. There were several thousand Dangles which are dead end roads and need to be corrected/exception. Also, corrections on the attribute table were made. This week we will download our data to the State.

### **MENTAL HEALTH CALLS**

Sheriff, Shannon Wolff has been in contact with Mental Health regarding the error 911 calls.

### **WASHINGTON COUNTY**

They are having some staffing issues. They had a meeting this week and increased their telecommunicators pay. Janessa, 911 Coordinator is concerned pay isn't the only issue. Washington County is our back up if the 911 system goes down.

### **FARM BUREAU**

Cindy attended the Farm Bureau meeting on July 27. She gave an update where we are with our NG system. Terry Bryant and David Friess gave a lengthy report on what they were working on.

### **LEGISLATIVE REPORT**

They are pushing training telecommunicators. Randolph County does well with keeping up with training. Cindy was contacted by David Hayes, SILEC 14 if anyone needs to stay during the 80 hour telecommunicator training they have a Grant that could help with that.

### **MEETING ADJOURNMENT**

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



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

**September 19, 2021**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, September 19, 2021 in the Randolph County Boardroom and Webex. Chairman, Lyn Thies called the meeting to order at 9:00 a.m., with Pledge of Allegiance observed.

**ROLL CALL**

Board members present:	Lyn Thies Mark Prange Mike Hoelscher Sean Lukes Shannon Wolff Bobby Helmers
Board members absent:	Kevin Miller Marc Kiehna Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Al Rosenberger, Warner Communication Patti Ostendorf, MedStar Ambulance Doug Sachtleben, RC Assessor Chris Koester, RC Assessor's Office Jarrod Peters, RC Sheriff's Office

Cindy Wagner, Randolph County 911 Administrator thanked everyone for their service to 911 every day before September 11, 2001 and beyond. It is something to truly be recognized. A lot has been accomplished since that time for Randolph County.

**MINUTES**

After a review of the minutes from August 12, 2021 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Chairman Lyn Thies asked for a motion to approve the minutes. Mike Hoelscher moved to approve the minutes, seconded by Shannon Wolff. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Shannon Wolff 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. Mark Prange moved to approve the bills, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Shannon Wolff and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

**BUDGET**

Two months of surcharge was received under revenue. Final Hubtech payment for 2021 in GIS Services \$5,500.00. We will be preparing the 2022 budget in the next few months.



### **RADIO COMMUNICATIONS**

Al Rosenberger, Warner Communication has applied for the license upgrade adding Jackson County's frequency to Sparta PD license. The applications are taking 6 to 8 weeks to process. Al reiterated when cancelling phone lines, we need to make sure and cancel the proper ones because the one between Randolph County Sheriff's Office and Chester PD are very important to keep, due to sharing radios. The Randolph County Sheriff's Office uses MedStar Ambulance radio and Sparta PD radio. Cindy stated the bill that County pays is the one we would keep and the bill that Chester pays is the one that can be deleted, but we need to make sure. Al asked if we are still on with Campbell Hill being paged from Sparta? Lyn stated yes. Al asked about the radio donated from EMA to the Sheriff's Office. If it gets put on the building that's great, but if you put it on the tower there may be an issue with the FAA. Shannon stated the plan is to bring the radio here for dispatching MABAS. Al stated yes, it is to give the Sheriff's Office the IFERN channel. Cindy asked if Richie, Walker Communication was still working on the EMA radio? Jarrod stated yes. Lyn will get in touch with Chuck to set up a Radio Communications Committee meeting.

### **EMA COVID-19 REPORT**

Mike stated back on September 3 several new cases were reported, up to 60 at one point. As of yesterday Randolph County was down to 13 new cases and hopes the trend continues. The booster shot is being recommended for those with other health issues.

### **AERIAL FLIGHT BID OPENING**

Cindy stated many months back she and Doug put in for a grant for aerial flight and received the full grant amount. Doug and Chris worked hard at getting the RFP's out. Randolph County received 2 bids, one from GeoSPAN and the other Eagleview. Doug stated the Eagleview quote is on the second to last page. Eagleview is who we are currently using, last figure was \$135,000.00. GeoSPAN came in 40% less at \$75,000.00. Doug is requesting a working demo from GeoSPAN. They have a lot of studying to do on the bids. He thanked the ETSB for helping his office. Lyn asked if the bids were basically the same? Doug stated yes. Mike asked how often do you have to fly? Doug said approximately every 4 years, however due to this grant Randolph County is flying in 3 years. Cindy said the billing would come to 911. We would pay and then we will be reimbursed through the grant. Cindy asked about the time frame? Doug stated they can shoot after the leaves are gone around Thanksgiving and go until April 10, however they can't shoot when there's snow on the ground.

### **LAWMAN, IDS APPLICATIONS**

Lawman, IDS submitted a quote in 2 parts. Text to 911, as it stands now INdigital is not compelled or contracted to provide Randolph County 911 texting data recording. This will allow Lawman to build the program to integrate components of the Solacom system and allow for logging and plotting the longitude/latitude of 911 text conversations. RapidSOS is also in the quote for integration of the mapping system for retrieving location data from the RapidSOS NG clearing house. They trace a lot of hang up calls through the RapidSOS clearing house. The yearly subscription includes installation and maintenance for \$1,650.00. Shannon asked if software was included. Cindy stated yes. It will be a 3-month project to get both rolled out. It is very much needed. Lawman will give a proposal, at the end of the year, to anyone with Lawman for version 5. Today's quote is included in version 5 which can be backed out of your bid. It will be CAD driven. Shannon asked if the new 5.0 will include this quote and will the ETSB pay this portion. Cindy stated yes. Lyn asked for questions regarding the proposal. Shannon asked if there were other Counties doing this? Cindy said this information is new and Lawman will be proposing this to other Counties. Lyn Thies asked if there was agreement is there a motion to accept the bid from Lawman for a yearly subscription of \$1,650.00? Shannon Wolff moved to approve the bid, seconded by Bobby Helmers. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Sean Lukes, Shannon Wolff and Bobby Helmers. Nays: none. Motion carried.

### **SPARTA FIRE DEPARTMENT**

Cindy was approached by Sparta Police Chief, Sean Lukes regarding the Sparta Fire Chief sending out a memo. Cindy is bringing the memo to the ETSB, because Randolph County 911 would need to change our SOP to 1<sup>st</sup> Responder for them. We aren't able to do that without certification from them. Sean agrees if the Sparta Fire Department is responding to calls it shouldn't be on the medical side of things. Lyn asked if they were attending 1<sup>st</sup> Responder school? Sean stated not currently. Cindy said that would be applying through the Department of Public Health. Lyn stated yes. Cindy said from a 911 standpoint we are not going to note that on the SOP and it would be back to each Department to let him know they aren't going to page them as 1<sup>st</sup> Responders. Shannon felt it was an Officer call. Shannon will call the Fire Chief. Patti Ostendorf said the Sparta Fire Chief has MedStar calling Sparta Police Department to tone out the Fire Department on certain situations. She asked if it was acceptable to dispatch them out? Cindy had spoken to Chuck regarding this and it would be a MedStar call. They are not noted as 1<sup>st</sup> Responders.

**MEDICAL WAIVER**

Sherry will be submitting the medical waivers to the Illinois Department of Public Health.

**MEETING ADJOURNMENT**

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



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

**October 14, 2021**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, October 14, 2021 in the Randolph County Boardroom. Chairman, Lyn Thies called the meeting to order at 10:00 a.m.

**ROLL CALL**

Board members present: Lyn Thies  
Kevin Miller  
Mark Prange  
Sean Lukes  
Marc Kiehna  
Chuck Kelley  
Bobby Helmers

Board members absent: Mike Hoelscher  
Shannon Wolff

Others present: Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Doug Sachtleben, RC Assessor  
Chris Koester, RC Assessor's Office  
Daniel Niemeyer, RC Sheriff's Office  
Charles G. Bargman II, City of Chester

**MINUTES**

After a review of the minutes from September 19, 2021 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Chairman Lyn Thies 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, Kevin Miller, Mark Prange, 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, Kevin Miller, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

**BUDGET**

Cindy stated the September budget totals are pending a compare to month end due to the Treasurer's Office did not have those reports. This month surcharge didn't come. Accounts payable was normal monthly expenditures. The 22' budget most line items are contractual. Lawman, which was accepted last month, will have the RapidSOS and texting service \$1650.00 annually. The Landuse layer is still being worked on, but was motioned on last year at \$19,000.00. Hubtech contract will be \$24,000 if approved. ESRI fee is going down from \$4,800.00 to \$2,800.00. Accounts payable will have pay out of the flyover in services rendered. Grant reimbursement will follow and be added to NG Expenses Grant. The Administrative salaries are contractual as well.

**AMBULANCE SERVICE**

Chuck stated staffing shortages are increasingly worse. The state is in crisis mode for EMS personnel right now MedStar needs 28 to be where we want to be. The class sizes are getting smaller. Hardin and Pope County ambulances are shut

down and Alexander is covering 1/3 of what they did because of the shortage Jackson County is 9 short, Perry County is multiple short and Washington County is short. Cindy asked if Chuck saw that turning around. Chuck said he's been in this job for 40 years and never seen it this bad.

### **NG 911 EQUIPMENT**

There has been a bit of a resolve at Sparta PD with separating the radio from 911 regarding talk over. Sean stated once the two were separated the radio works fine. The phone is still having a lot of static and lag. Daniel stated it's not just the handset at the Sheriff's Office. Cindy is getting a conference call together next week with INdigital, Daniel, Sean and INdigital tech. She had asked INdigital to call into this meeting, but they weren't able to. Daniel said the issues we're having now are the issues we've had from day one. Cindy said INdigital comes out and trouble shoots and test for an hour in the PSAP without any incident, they leave and it reoccurs. Daniel stated at the Sheriff's Office their 2 positions one sounds better than the other. Cindy said one thing discussed when we bought the system INdigital sold us on an adjoining administrative phone and 911. It's possible to separate. The issues are on admin and 911. Cindy said that's why we asked County Tele to audit the lines. It is very important the telecommunicators report these individual incidents in order they can be documented and investigated. A memo was sent to this effect a number of times over the past months.

### **TEXT TO 911 DEPLOYMENT UPDATE**

Cindy is still awaiting some word on where we are with texting. We don't want to move forward with this until we have a resolve with all the other issues. INdigital is working on preprogrammed messages that Daniel suggested to add into the system.

### **RADIO COMMUNICATIONS**

Lyn stated the committee met before this meeting and decided to study further the StarComm system. Mike Kelly will get in touch with Lisa, Motorola Systems for the State of Illinois. Lisa will give a presentation. Cindy stated Al, Warner said the FCC has not given the approval for the Campbell Hill paging at Sparta. He doesn't foresee a problem, everything is behind. Charlie asked if he did a site study and survey? Cindy stated yes. Lyn said they are just waiting on the FCC. Marc asked for a basic 2 sentences on why we are taking care of Campbell Hill and not Jackson County. Lyn stated Campbell Hill's fire district comes into Randolph County. Chuck said we have to be able to alert them. Daniel stated we used to do off the Hillview Drive/Red Dot site. Charlie stated the Hillview Drive/Red Dot site is going away, internally the phone lines are going away not the site with the FCC.

### **AERIAL FLIGHT BID REVIEW AND AWARD**

Cindy stated the ETSB received a copy of each quote. Doug Sachtleben, RC Assessor and Chris Koester have put a lot of work into the process to come up with the best solution. Doug thanked the ETSB for getting the opportunity to receive a Grant to pay for almost 100% of new aerial photography. They are choosing to go with Eagleview due to the use of an iPad which will help in the expansion and contracted areas in parcels. This will allow a person to save to the database while out in the field. It will make their assessing much more accurate. GeoSPAN does not use an iPad. Another main difference is Eagleview uses Devnet which the Randolph County Assessor's Office uses now. The Assessor's Office was sent 4", 6" and 9" pixel pictures and feel the 6" is acceptable. Both of these companies are trying for a 2 to 3-year contract or a 5-year contract where you have to opt out. By staying with Eagleview they will automatically renew our contract. We can opt out down the road. Lyn asked if we had it in our RFP that Randolph County is requiring the aerial be done by the Spring of 2022? Doug stated yes, we wanted to wait until the Spring. Spring gives them a longer photography period which is better for them and us. Lyn asked if GeoSPAN would commit to this? Doug said they would commit on paper but when we asked them if they could commit 100% that Randolph County will have the aerial by May 15, 2022 they couldn't commit. Lyn stated Randolph County was fully justified in going with the higher bid. Marc stated he has been through a couple of these aerial proposals. The work in the Assessor's Office has changed so much in the past few years. Doug stated his office has gone from 700 property inspections to over 4000 this year. Marc is thankful for the work his office is doing because it is giving us an actual view of what's happening out in our communities. We have a history with Eagleview and they deliver for us. Marc thanked Doug for writing the grant. Doug stated it was a joint effort with the 911 Office and they got the credit. Cindy thanked Doug. Kevin stated the extra tax revenue the Assessor's Office is finding and bring into the County would pay even if we didn't have the grant. Bobby Helmers moved to accept the bid for \$131,889.32 from Eagleview, seconded by Kevin Miller. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

### **HUBTECH SOLUTIONS 22' PROPOSED CONTRACT**

Lyn said this is an extension of the current contract except for the highlighted area on the front page. Cindy stated yes. Peter Hubbard has been helping with and providing to the state layers on the GIS side over the past number of months. The State is not where it needs to be with the NG 911 Portal. The State is putting together through AT & T a Next Generation

network. They sent out testing that went through AT & T and told all the different companies that failed the test in the lab. They have a projected date of cutover for each PSAP in the State of Illinois to be on this network. We were told by Curt Wolfenberger; INdigital tech this service will be the bridge. It will join INdigital to the AT & T network. This will be a literal connection. INdigital is good to go with a few corrections they have to make. The time line for this is 2022/2023. Peter has been assisting and Sherry has been uploading. Sherry has gone to ArcPro. Marc asked for clarifying about ArcGIS to ArcPro. Cindy had spoken with Peter and eventually everyone will have to go to ArcPro. Randolph County 911 is still moving with our GIS validations with the State. The portal (state) was not able to upload Randolph County layers. Cindy said eventually she sees CAD and mapping joining the State network but a good way down the road. The State still needs to make a lot of improvements. Randolph County 911 gets the support with Hubtech. Currently we are editing and revising the pages of the 911 mapbook and with each new version it looks and gets better. Sherry explained the mapbook is in ArcGIS and will take a lengthy process to put it in ArcPro. Cindy stated at some point with NG 911, the MSAG (Master Street Address Guide) the driving force with the 911 calls and the way the calls route, will go away and the 911 calls will be driven by map based Geo pinpoint. Chuck stated if the lat/long hasn't been pinpointed it will be off. Marc Kiehna moved to accept Hubtech Computer Solutions proposal of \$24,000.00, seconded by Chuck Kelley. Roll call vote: Yeas: Lyn Thies, Kevin Miller, Mark Prange, Sean Lukes, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

### **ETSB MEETING**

November 11, 2021 meeting is on a holiday. Lyn asked to move the meeting to Thursday, November 18, 2021 at 9:00am.

### **MENTAL HEALTH BILL**

Cindy stated the Mental Health Bill was signed. Dialing 988 is where this is headed. Regionally, a mental health professional is expected to be established to be dispatched out. They think this will get a patient to a hospital as opposed to jail. There are a lot more questions than there are answers. Cindy stated it doesn't go into effect until January 2023. Chuck will be meeting with ComWell and all the Regional Medical Directors. Cindy stated there are going to be a lot of requirements put on 911. The volume of calls coordinated between 911 and 988. The volume of referrals from 911 to 988. Reports are due on a monthly bases and this will be monitored. Marc stated what is being described is something the County is working on with taking half the Randolph County Care Center and turning it into a Behavioral Healthcare Center with a Residential Healthcare piece. Chuck said MedStar's interaction with mental health is very high. Marc stated ComWell and Sparta Hospital are the driving force behind the Randolph County Care facility. Randolph County Care Center will go from a 100 bed facility to 50 beds using the main floor. The other 3 floors south will have offices for behavior health and 31 bed inpatient services. We are making sure we have the Psychiatrist and staff we need to handle this in our area. Sean asked if this was going to be voluntary or involuntary? Marc stated it won't be sentenced by the court. Sean asked about what if a patient with mental illness goes to this facility and after 2 days decides they don't want to be here any longer. Marc stated he doesn't have that answer. Illinois is working on a plan to strengthen community crisis. Marc would like Shay Haury and her staff come to an ETSB meeting and start talking to 1<sup>st</sup> responders about how the system works and what she's doing to try to make it work. Down the road in a month or 2 we'll set up a special ETSB meeting to talk about mental health issues.

### **MENTAL HEALTH CALLS**

There continues to be 911 calls from Mental Health, 9 calls last month. Cindy will talk with Shannon Wolff, RC Sheriff again, but wonders if it's time to go to our States Attorney, Jeremy Walker. Mental Health has been told for over 6 months and they aren't doing anything with their phone system. Daniel stated most of them are hang ups.

### **PHEGLEY RESORT, PRAIRIE DU ROCHER**

Sherry explained the Post Offices have switched districts and now they have to go through Chicago. Chicago requires structures be a specific address and not a lot number. Cindy said we've talked about Phegley Resort a number years back and not able to get Mr. Hess to respond to us with addressing the area he owns. There needs to be roads named and we can address it, but with that being private property he really needs to be involved. We sent another letter. Lyn said if you don't hear from him it's time to go to the State's Attorney. Cindy said now we have the Post Office contacting us. Chuck stated the houses are not in the best of shape. They are hard to find. Cindy stated this will be incredibly difficult to address the structures. Kevin will talk with Mr. Hess again. Cindy stated the 911 Office won't be able to confirm addresses and residents won't receive their mail.

### **TC TRAINING**

Telecommunicator training sheets was passed out. Everyone is doing well with keeping up with continuing education. A couple are working on renewing their EMD.

### **APCO/NENA MEMBERSHIPS**

Daniel asked about telecommunicators joining APCO (Association of Public-Safety Communication Officers)/NENA (National Emergency Number Association) because they do online training. NENA is \$700.00 yearly for 5 full memberships and 15 members. APCO is \$893.00 yearly for 11 to 25 memberships. Cindy stated NENA was offering a package awhile back. She is about to be reappointed as Regional 7 representative. She will ask of any membership breaks for groups and refer those rates to Daniel.

### **MEETING ADJOURNMENT**

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



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

**November 18, 2021**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, November 18, 2021 in the Randolph County Boardroom. 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 Bobby Helmers
Board members absent:	Kevin Miller Mike Hoelscher Shannon Wolff Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary

### **MINUTES**

After a review of the minutes from October 14, 2021 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Chairman Lyn Thies asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Marc Kiehna.

### **BILLS**

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

Public Comment: None

### **BUDGET**

The Treasurer's Office has incurred many programming issues in the past months. Together we've worked day and night to get things line out. The 911 Office September budget sheet balances with the Treasurer's ledger sheets. Cindy does not have the full summery report from the Treasurer's Office due to it having some errors. September shows 2 mobile phone payments and 2 Tri SIM card payments out of Services Rendered. Payroll shows 3 pays, which was actually in October due to the first being on October 1. Lyn asked when the report is sent to Springfield? Cindy said the end of January. Hopefully the Treasurer's Office is able to balance and close the books on time. Cindy was able to balance October without the full summery reports. October shows our ESRI license which decreased. October balanced with the Treasurer ledger sheets. Cindy was able to work on November budget due to having the State surcharge report, however she wasn't able to figure the interest.

#### **FY 2022 budget:**

Revenues at times can come in around \$440,000.00 for the year, but due to the lag with the Comptroller we usually estimate at \$400,000.00. If the E.T.S.B. is in agreement Cindy will request auto deposit from the Illinois Comptroller's Office. The check will come in 2 to 3 days' sooner.

Administrative line items were contractual for 2022.

Expenses Grant has the full amount grant award \$143,939.32 at the top, below we'll pay out the bid amount of \$131,000.00 to keep it close to the State Grant.

Services Render shows the Hubtech contract under GIS and the Landuse Layer.

Lawman RapidSOS was motioned on a few months back for \$1,650.00 to build out RapidSOS and texting. Text Maintenance and Services have not started yet. INdigital was behind on the preprogramming. Marc asked about the answering equipment in Sparta line item. Cindy doesn't anticipate anything, however something that could come their way when we get done with the RapidSOS is a need for a big screen. We purchased one at County and they switched their cameras on it. Their map currently resided on a little screen. Cindy said the mapping is going to be GIS driven. Pinpointing is going to go through the i3 technology. Lyn asked for a motion to approve the FY 22 budget. Sean Lukes motioned to approve the FY 22 budget, seconded by Mark Prange. Motion carried.

### **EMA COVID-19 REPORT**

Marc stated yesterday's announcement shows no hospitalizations, 100 deaths, 10 additional cases for a total of 27. Some places are seeing an increase of Covid cases.

### **NG 911 EQUIPMENT**

All is going well with INdigital replacing the PCs at the Sheriff's Office and Sparta PD. Sean stated no complaints at Sparta PD. The Sheriff's Office asked if INdigital could also replace the handsets, but they brought the wrong prongs and are reordering.

### **RADIO COMMUNICATIONS**

Lyn spoke with Mike Kelley this week. He said Motorola has done their study for the area and are ready to meet. Mike will get some dates. It's going a lot slower than anticipated. Cindy asked about the memorandums of understanding. Lyn did receive those and explained the FCC requires- if you transmit on someone else's frequency the FCC has to have a memorandum of understanding since you aren't licensed for that frequency. Cindy asked if this was done in the past? Lyn stated yes they were being updated.

### **STATEWIDE 911 REPORT**

Cindy sits in on monthly reports. NENA has received the approval of the American National Standards Institute for the latest i3 standards for NG 911 services, it's over 300 pages. Cindy is on a couple committees to review the standards and make sure the providers stay up with the latest technologies.

### **RANSOMWARE**

Many 911 centers including Chicago, Rockford and others have been hit in the past number of months. We are putting together a ransomware check list with contact names and instructions specific to Illinois.

### **STATEWIDE 911 NETWORK BUILDOUT**

AT & T acquired the contract and has been in the process of baselining bandwidth requirements for the VPN (Virtual Private Network) connectivity to each PSAP. Randolph County, the Solacom equipment didn't test that great. Curt Wolfenberger, INdigital assures us that their connection is not what is based on in Illinois. This will allow Illinois to be one of the States to put this thing together for interconnectivity.

### **GIS DATA SUBMISSIONS**

101 of 129 systems have submitted their data. Sherry has worked hard on this and Hubtech. 378 layers have passed. There is remaining issues with the State portal. Sherry and Hubtech tried to submit again yesterday and received an error. Sherry emailed Cindy Barber-Brelle, State 911 Director.

### **FY 23 GRANT NOTICES**

The FY 23 grant notices came out. We received the aerial grant through FY 22. Cindy will be looking into any further funding opportunities.

### **ADMINISTRATIVE RULES – 1324, 1325, 1327 and 1329**

1324 – Modifications to system, waivers and consolidation plans, 1325 – Standards of Services, 1327 – NG Expenses Grant requirements and 1329 – Administration of how the E.T.S.B. is put together; and how 911 is expected to run in the State of Illinois.

### **HB 2784**

To coordinate 911 and 988 services with a goal of prioritizing community care over incarceration for mental health. There is a January 1, 2022 deadline for this to start. There is a lot of push back in the state. Our region isn't able to dispatch Mental Health professionals out like the Chicago area.



### **ILLINOIS DEPARTMENT OF HUMAN SERVICES**

Received a planning grant to call in for Mental Health issues. 16,800 calls were initiated from Illinois, but only 4921 were answered by the State call centers. They are hoping to increase this and make it better. Illinois has 6 live line centers actively responding to Mental Health calls in the state. Marc asked where the other 12,000 went? Cindy stated there are call centers throughout the United States. They are working towards 100% in State call rate by January 1, 2022.

### **AUTO DIALER CALLS**

The FCC is proposing voice service providers to block calls from auto dialers to 911 call centers.

### **CYBER SECURITY**

Cindy said we may be required to file a continuing of operations guide. Marc stated because of cyber security and election security Randolph County is going to have to change our email address from .org to .gov. They have gotten a committee together and are starting to explore what email addresses will look like. The easiest is Randolphcountyil.gov. They are having to go to a 2 factor authentication. Where you get on a site and they send a password to your email. Randolph County will start cyber security training online in January. We are working with Illinois County Risk Management Trust.

### **NATIONALWIDE CAD ASSESSMENT PROGRAM**

CAD is not only mapping, but is records management and could go a lot deeper. They know across the nation not many CAD's are interjoining. Mission Critical Partners has been chosen to conduct a study regarding this.

### **NG GRANT SHEET**

The spreadsheet reflects where Randolph County is to date and helps with the auditor report Cindy files. Randolph County total grant award is good. Lyn stated the E.T.S.B. appreciates Cindy staying on top of the grants. It saves Randolph County a considerable amount of money. Marc stated the crucial part of this was bring Washington County on board to get the ball rolling.

### **NEXT MONTH MEETING**

E.T.S.B meeting next month at Reids' at 10:30 on Thursday, December 9th.

### **AMERICAN RESCUE PLAN ACT**

Marc stated through the ARPA money Randolph County entered into an agreement with Harrisonville Telephone to bury fiber optic cable from the City of Prairie du Rocher to the Fort. Which will allow internet access down there.

### **MEETING ADJOURNMENT**

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

December 9, 2021

### CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, December 9, 2021 at Reids' Harvest House. Chairman, Lyn Thies called the meeting to order at 10:30 a.m.

### ROLL CALL

Board members present: Lyn Thies  
Mark Prange  
Mike Hoelscher  
Chuck Kelley  
Bobby Helmers

Board members absent: Kevin Miller  
Sean Lukes  
Marc Kiehna  
Shannon Wolff

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

### MINUTES

After a review of the minutes from November 18, 2021 by the Emergency Telephone System Board, Chairman Lyn Thies asked if there were any questions or concerns. Chairman Lyn Thies asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Mike Hoelscher.

### 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 Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Mike Hoelscher, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### BUDGET

As was talked about last month, the Treasurer is having some issues due to a change in positions, as well as some computer issues. Therefore, Cindy has redone the September, October and November budget sheets. We didn't have all the records that we needed as far as interest from the bank and a few other things. Cindy has noted at the bottom of each budget sheet. **September** – "The Randolph County Treasurer's Office is experiencing data entry problems. The above balance has been established from RC Treasurer August month end (we were good to go here), First National Bank of Steeleville and Buena Vista Bank statements, State of Illinois revenue, and 911 Office expenses for the month of September 2021." Cindy said the Treasurer's Office has not been able to provide their general ledger report/summary. This report is all 911 revenues/expenses that should balance with our records. The Randolph County Treasurer's cash account ledger book, Buena Vista, First National Bank of Steeleville do balance with 911 for the months of September and October. Cindy is concerned with year-end when we have to provide the audit to the State of Illinois. We have to sign a verification form that our figures match with the Treasurer's. Hopefully, they will get this resolved within the next few weeks and we can move forward.

**October** – "From the last 911 meeting this budget sheet has been modified by 25 cents due to a RC Treasurer error on interest." Cindy noted the same type of issue in October on the Treasurer's summer report.

**November** – was not able to get the bank records for November or the report from the Treasurer's Office. She hopes she doesn't have to adjust November again going into FY'22, if so it could be a few cents off due to interest.

**December** – was gone over last month and approved. Which was only adjusted by a few cents.

The Randolph County ETSB received a letter from Randolph County Treasurer, Justin Jeffers outlining the issues with staffing and new financial software which have led to the monthly report discrepancies. See attached letter. Justin Jeffers, RC Treasurer states the 911 budget sheet as well as the Randolph County Treasurer's bank account copies and ledger entries are what should be followed to attain the actual 911 balance for the time being. He's continuing to work on this

issue with his staff. Cindy asked for any questions. Lyn asked if they feel they are getting closer to getting it resolved? We will forward a copy of the Treasurer's letter to the ETSB.

### **AMBULANCE SERVICE**

Chuck stated MedStar has been tasked to come up with a crisis standard of care. The State as a whole is discussing putting Emergency Medical Responder's on ambulances and all Regions in the State must have a plan submitted by December 31, 2021. The plan has to be approved from our Regional EMS Committee and EMS Medical Director. The plan is staffing Emergency Medical Responder's with EMT's or Emergency Medical Responder's with Paramedics. Yesterday, in our Region 66 patients were boarded in ER's due to no beds. Today, they are down to 31 patients. IDPH has some issues with their remote workers. It is taking up to 10 weeks for new licensers and up to 5/6 weeks to print the licenses after they approve it. A new EMT or Paramedic today, it may take 10/16 weeks before you see a license in hand. MedStar needs 28 people to staff all their ambulances. MedStar and all Associations are making a huge media push. Cindy stated it make last night's news.

### **EMA COVID-19 REPORT**

Mike reported as of yesterday there were 33 new cases noting 2 weeks ago Randolph County was down to 20 cases. The new Omicron cases have crept up. There have been 101 deaths and are currently 76 active cases. We are into the Holiday season and only 2 people in the hospital. The RC Health Department has several sites to give vaccines. Cindy stated you can register online.

### **NG 911 EQUIPMENT**

Randolph County is ready to test texting. T-Mobile has pushed it back to February. INdigital will get with Cindy on testing. Randolph County 911 has forwarded the preset messages to INdigital.

### **RADIO COMMUNICATIONS**

Lyn spoke with Mike Kelley. The Motorola gentlemen has been extremely busy with other Counties in Illinois. The Radio Communications Committee has a meeting on January 5 at 9:00 in the Courthouse. An email will be forwarded to the Communication Committee. Chuck has been sending out all the Memorandum of Understanding's.

### **STATEWIDE NG 911 EQUIPMENT**

The State of Illinois will be doing onsite visits. Randolph County 911 needs to make sure we have enough rack space to put us on the Statewide network. A hurdle is mapping due to other mapping vendors throughout the State. Each PSAP will have equipment provided by AT & T to connect the ESInet installed in the PSAP. The following will be required to accomplish that: 7 to 10 rack units of existing rack space, which we have in the Courthouse. Cindy will get together with Jordan Scherle, IT to look over the rack space. Cabinets need to be 48 inches tall, 2 to 4 post racks are available and the floor must be capable of supporting 104 pounds per square foot. Wall mount racks are available. Room and facility lightening protection, grounding, etc. Cindy wondered if there will be availability on the grant to cover some of the cost. There are a few things she saw on the grant for FY'23 she will inquire further. Lyn asked if this would be at the Courthouse or would Sparta PD need new equipment as well? Cindy believes it will just be the controller room in the Courthouse. The PSAPs may have some new wiring.

### **PHEGLEY RESORT**

The 911 Office received a response from Roger Hess regarding Phegley Resort. Cindy had spoken with Ronnie White, RC Commissioner this morning about 3 road names which could be questionable. Cody Mileur, Land Resource Management will take the ordinance to the RC Board meeting tomorrow.

### **ADMINISTRATIVE RULES – 1324, 1325, 1327 and 1329**

Cindy has been sitting in on a lot of meetings regarding the changes to the Parts that govern 911. INENA, APCO and Counties under 50,000 are looking out for the changes.

### **PERCY SIRENS**

Mike has been working with Mark Prange on the Percy sirens.

### **MEETING ADJOURNMENT**

Chairman Thies asked the board for a motion to adjourn. Bobby Helmers moved, seconded by Mark Prange. Motion carried.