



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

**January 13, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, January 13, 2022 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  
Shannon Wolff  
Chuck Kelley  
Bobby Helmers

Board members absent:

Kevin Miller  
Mike Hoelscher

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary

### **MINUTES**

After a review of the minutes from December 9, 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. Chuck Kelley moved to approve the minutes, seconded by Bobby Helmers.

### **BILLS**

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

Public Comment: None

### **BUDGET**

As indicated in the email to the ETSB and County Board over the past several months the Randolph County Treasurer's Office has not been able to provide the 911 Office with the budgetary summary reports. The letter from the Randolph County Treasurer, Justin Jeffers states until this issue is resolved to follow the budget prepared in the 911 Office and the bank statements. The Randolph County Treasurer's Office reports in error are from September through year end 2021. The 911 Office has begun receiving a spreadsheet from the State on surcharge revenues. Also, we have been receiving the bank statements from the Buena Vista Bank (cash account) and Steeleville Bank (money market account). These totals are complete and rectified on the Randolph County Treasurer's Office excel ledger sheets, the 911 budget 2021 spreadsheet and monthly budget sheets. The problem is with the Randolph County Treasurer's Office summary report totals. Cindy and Sherry are now preparing the Annual Financial Reports for the State of Illinois 911 directors Office. Lyn reiterated the verification form cannot be completed until the Randolph County Treasurer's Office reports and audits are cleared and all data entries are correct. If the AFR report is not submitted by the end of January, there is potential for the 911 funds to be held. Lyn asked if it was possible that the 911 fund 25 be assigned to someone specifically or escalated due to this concern. Marc recommended that we contact the Directors Office and inquire about an extension to submit the reports.

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

Marc motioned to install Shannon Wolff as the ETSB Chairman and Bobby Helmers as the ETSB Vice-Chairman, seconded by Mark Prange. Roll call vote: Yeas: Lyn Thies, Mark Prange, Sean Lukes, Marc Kiehna, Shannon Wolff, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried. Shannon Wolff took over as new Randolph County

Emergency Telephone System Telephone Chairman. Shannon and the ETSB joined in thanking Lyn Thies for his many hours of service on the ETSB and stated it was a job well done.

### **AMBULANCE SERVICE**

MedStar call volume is significantly up. People are calling knowing they have Covid and wanting to go to larger hospitals. Hospitals in our region have been meeting daily as many of them have been at peak census which means they have had up to 7 hours or more of wait time in the triage areas. They are experiencing staffing shortages. Most ambulances and hospitals are going on crisis levels for IDPH working Covid positive staff with additional protection. MedStar is not exempt from that, they are experiencing a high number of staff positives. Last report from FEMA is that 62% of the variance is Omicron and spreading. MedStar is finally getting some reprieve from St. Louis and able to move patients again. One patient sat at Sparta Hospital for 30 hours, they called 44 hospitals and never got one to take this patient. Covid is taking its toll on ambulances and Hospitals. Chuck will get numbers by the next meeting for end of year.

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

MedStar had a whole case of Binax Now Covid-19 tests that was bad. They had symptomatic patients take several test and they were negative. The patient had a PCR test from the State lab and was positive. Chuck advised Shannon to be very cautious with the Binax test kits.

### **NG 911 EQUIPMENT**

Since replacing the positions the sound quality is better.

### **MENTAL HEALTH 911 CALLS**

The Sheriff's Office is still receiving 911 calls in error. This has gone on for a year. They are dialing 9 to get out. Other corporations such as Weir Chevrolet have gone back to their phone provider and actually found a way to get this resolved. We have again forwarded a letter explaining the significance of this issue. Telecommunicator, Mary Beam reiterated most all Mental Health calls are in error. Shannon had spoken with Tony, IT he stated the inmates can't call out because they are blocked. So these calls are coming from staff. Cindy stated in the past Mental Health stated they would put a memo out to their employees. Cindy doesn't believe memos went out, however they need to resolve this with their phone provider. We asked that Chester Mental Health contact us by February 14 with a final resolve to this concerning issue. A Copy of the letter went the Randolph County States Attorney, Tony, CMH IT and Travis Nottingham, CMH Director. Shannon spoke with Tony about switching the dial out number to 8. Tony stated it can't be done and there is a cost. Cindy stated Kari's Law passed and in full effect, the State of Illinois is picking it up the federal Kari's Law and they are doing the writing right now. Kari's Law was established where you don't have to dial a prefix to dial out. Chester Mental Health changing to a dial 9 has created more of an issue opposed to quicker 911 access. Shannon and Cindy have both spoken with Travis, CMH Director multiple times through the past year.

### **RADIO COMMUNICATIONS**

Lyn stated a meeting was set, however the representative from Motorola was unable to make it. Mike Kelley is reaching out to him to get another date. Shannon asked if it was to discuss what Randolph County needs and options? Lyn stated they have done studies about the coverage in our area. They will tell us what coverage we have and what kind of equipment we need. Chuck stated he is sending out agreements as he gets them done. Chuck asked if we want every emergency agency in the County to have the EMA repeater? And does Shannon want his TAC channel to go to every law enforcement agency in the County? Shannon stated no on TAC channel. Lyn and Shannon stated yes on EMA.

### **TILDEN/SPARTA POLICE DEPARTMENT**

We have an ESN change for Tilden. Maps were printed showing Tilden and Sparta cell towers and roads were highlighted where Sparta and the RCSO would back each other up. With regards to the towers Cindy asked Sean if he wanted any of the tower sectors route to Sparta. Cindy feels it may be confusing and complicated to switch just one sector. RCSO could transfer or dispatch Sparta PD to said roads. The ESN change is not a problem we will put it in with our State filing. Cindy stated Kelley Rd could be the only tower possibly changed? Shannon asked about changing the towers? He said 911 calls within the Village limits of Tilden would be changed, 911 calls on unincorporated roads the Sheriff's Office gave Sparta PD permission for traffic stops. Cindy said the 911 Office will do refileing with the State. The Interagency Agreement for Tilden Police Department is with the ETSB and Sparta Police Department stating they will handle the Village of Tilden's 911 calls. The ESN change will be with INdigital. Shannon asked if Sparta PD had gotten their business number, non-emergency number, to the residents of Tilden. Sean stated yes. Shannon asked how long the change would take? Cindy said she hopes it timely with INdigital.

### **AERIAL FLIGHT GRANT**

Doug Sachtleben, RC Assessor advised Cindy there has been a few revisions to the contract. The fly over may be in the fall. Cindy will file for an extension on the grant.

### **FY 23 GRANT**

Randolph County can apply for GIS services on the FY 23 Grant, due to the state regulating us to keep up with the services.

#### **STATEWIDE NG 911 EQUIPMENT**

AT & T will be conducting audit visits in the region. Cindy stated it may be a number of months before Randolph County is scheduled. They have given us criteria that we need to follow regarding racks, spacing and grounding. Cindy commented there were a couple computers stacked in the IT Office. Marc stated the County has a place for storing them. Cindy will get with Jordan Scherle, IT Technician regarding the clean-up.

#### **NEW TELECOMMUNICATOR**

Shannon stated the Randolph County Sheriff's Office hired Kristi Beam as a telecommunicator to replace Brad Gielow. Brad is now a Deputy.

#### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Mark Prange moved, seconded by Marc Kiehna. Motion carried.



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

**February 10, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, February 10, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

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

Board members absent: Kevin Miller  
Mark Prange  
Mike Hoelscher

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

### **MINUTES**

After a review of the minutes from January 13, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Marc Kiehna moved to approve the minutes, seconded by Bobby Helmers.

### **BILLS**

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

Public Comment: None

### **BUDGET**

Surcharges are coming in a bit more regular, however there were some problems near the end of the year. The smaller counties receiving surcharge around \$1,700.00, which Randolph is part of will go down considerably. Randolph County will receive around \$2,500.00 less a year, due to an error in the formula not grabbing a few of the smaller counties. The state anticipates this amount to go down by 3%. We are pushing to get wireless providers be as accountable as the landline, in showing the customer base, how many customers per zip code. Shannon asked if there was anything in place to mandate wireless Companies to provide this information? Cindy stated no, however there is for landline.

#### **Budget Book:**

Year-end November 2021 \$1,183,421.21, which is starting balance for December 2022. Cindy noted on the bottom of the November budget the Randolph County Treasurer's data entry problems. The back of the book has the ledger sheet which is an excel spreadsheet now. The Randolph County Auditor looked over the ledger excel spreadsheet and the 911 Office's records and he felt it was ok for us to file the AFR (Annual Financial Report). Cindy did not include the Summary Report from the Randolph County Treasurer's Office in the book. They are still working on this report. It gives more itemized expenditures and revenues. The 911 Office documents 911 claims and payroll in book form. Cindy receives copies from the State of the surcharge checks and the Treasurer's Office gives us copies the bank records.

### **AMBULANCE SERVICE**

MedStar ended the year with 5041 calls in Randolph County, 1003 of these calls were COVID related complaints. MedStar did 41 structure fire standbys. Issues for MedStar now are growing number of psychiatric complaints totaling 195. This

does not include the patients that walked into the hospital and MedStar had to transfer them wherever they could/or if find a bed.

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

Mike said Angela Oathout stepped down from the Randolph County Health Department Director, it is a big loss. As of February 5 Randolph County was at a 13.3% positive COVID cases. The numbers are going down.

### **NG 911 EQUIPMENT**

INDigital requested and we provided preset text messages months ago. Peter with Lawman CAD needs some things from INDigital for Lawman to be able to get the information to CAD for reporting. Cindy will check with INDigital about the extended delay in testing 911 texting. Cindy stated replacing the 911 positions has really helped the sound issues.

### **RADIO COMMUNICATIONS**

Lyn stated the committee met yesterday with the Motorola representative. They came to the consensus that we are going to move ahead with the Starcom system. The representative is sending a couple portables down and have Walker reprogram the Starcom radio in the Randolph County Sheriff's Office. The Communications Committee will send the portables to the different departments in the County to go into their different buildings they have to make sure of the coverage in Randolph County. There are some issues with the all metal buildings, which we have now. This will give an opportunity to make sure we have good coverage. Lyn said the Committee will be drafting a letter to all Police Chiefs in the County to let them know this is what we are looking at. Ask them how many radios they need. We will get this information to the Motorola representative so he can give us an estimate for grant work. The representative said there were a couple companies he knew that did the grant work for some counties in the northern/central part of the state. He said they did a good job and they received the grant they applied for. The consensus of the committee thought that might be the way to go considering this much money. The cost for the Company doing the grant work was around \$2,000.00 or less. The Committee will probably ask the ETSB to pay this amount. Marc asked if Lyn had an idea of what the total cost would be? Would there be radios for the Fire Department? Law Enforcement? Lyn stated this will just be for Law Enforcement and EMA. He knows the Fire Departments has also talked about applying for a grant. Lyn assumes that if every other emergency agency went with Starcom the Fire Departments would too. There is a recurring cost per month per radio. Some of the good things are Randolph County doesn't have to worry about licensing. Randolph County would be under Motorola license. All of Motorola's equipment is under state bid so we wouldn't have to go out for bid. Maintenance on any of the towers is on Motorola. If we had a spot with not good coverage they would look at it and possibly put in another tower. Marc asked about cell phone usage for radios. Lyn stated in an emergency it is difficult to get through on your cell phone. Shannon stated there is so much constant back and forth talk with dispatch. Bobby stated one of the biggest reasons is if you're in the middle of fight are you going to be able to grab your phone and call 911. Lyn stated Motorola has several proprietary features and one is you can get encrypted channels which is scrambled so the talk can't be picked up on the scanner and the other one is on the portable there is an orange panic button on top. If that button is pushed it automatically notifies the dispatch and keeps that mic open for 30 seconds. Lyn stated Randolph County will have to stay temporarily with their VHF radios, depending on what the Fire Departments do with their radios. We are going to price radios that just do Starcom and also price dual band radios which will have VHF and Starcom. Mike asked if Randolph County would replace the EMA Starcom radios? Lyn stated probably not. Randolph County can go 1 of 2 ways through the Statewide system or the Countywide system. The Statewide system is three times the cost. The Committee may go with the Countywide system. Chuck stated the radio EMA has is no longer supported by Motorola. Lyn said the purpose of this is so everyone can talk to everyone. Anytime there is a disaster it's always the same thing when people ask what was the biggest problem. We couldn't talk to each other. It will be a substantial amount of money and hopefully we be able to get a grant to cover all or most of the cost. There may be some small towns that don't have the money to go with Starcom which will be find because Randolph County will still have the old system. Shannon asked about the next meeting. Lyn stated they haven't scheduled one yet. He'll get the letter to the 911 Office to send out. The big thing is to get the number of radios we need and then the Motorola Rep will get us a price. Cindy asked if this will be coordinated in a way that the Fire Departments will be on board with everything and they wouldn't go do something different with their grant or does it not need to work together? Lyn stated it probably doesn't have to work together, however it would be nice if it did. Cindy asked if the Fire Department could go get their own radio equipment and the Police Departments could have their own and it could work together? Lyn stated all the Fire Departments have are portable radios and it's not feasible for them to have a Starcom radio. We talked about if the County does go to Starcom to have all your Fire Officers to have a Starcom portable. That way they can talk from the scene to dispatch. Bobby stated their individual radios can be used to talk to each other on scene. Lyn stated they have different Fire frequencies that dedicated to Fire activities. Cindy stated Motorola sent the grant availability for the Cares Act. Is that something additional to what's already been released to Counties? Lyn stated it's additional. Marc asked about the console? Lyn stated it is the committee's intention to include.

### **AERIAL FLIGHT GRANT**

Cindy has the Aerial Flight contract. They are looking at flying this Spring.

### **NG GIS GRANT**

Cindy submitted the NG GIS Grant request in the amount of \$24,000.00 for Hubtech contract FY 23.

### **SECONDARY PSAP REQUIREMENTS**

Secondary PSAP requirements needs filed with the State, which is MedStar Ambulance. Cindy spoke with Chuck yesterday; he will be getting the 911 Office the information. The State is getting more documentary with all the Counties in the State as to the requirements that secondary and primary PSAPS have to have. It's a pretty in-depth questionnaire.

### **KARI'S LAW/CHESTER MENTAL HEALTH**

Cindy received a call from Keith Kellerman, CMH. He made several test 911 calls and dialing out 9 is the issue. Cindy said the Emergency Telephone Systems Act is up to be modified to adopt the Kari's Law right now in the State of Illinois. They are looking at all of the verbiage for Kari's Law in this. The Director knew last year that Randolph County had issues as well as other Counties. Cindy sent an email to Kelly Walter, 911 State Police she is forwarding Cindy's comment. Kari's Law is rising to the standard of direct dial 911 it is not addressing the other issue that is created by putting a 9. If they are going to redo this in the ETS Act maybe now is the time to look at the other issue and verbiage might be such as "In order to avoid 911 calls made in error direct dial 911 systems may not be compromised with a dial out 9 for all other multi line phones". Shannon stated we'll have to talk with Jeremy Walker to see what avenues we can take. Shannon asked if the Kari's Law requires all phones to be able to dial 911 directly? Cindy stated yes. Cindy spoke about Weir Chevrolet having the same issue and went straight to their phone company. Their issue was fixed after 2 or 3 months. Lyn stated it has to be just a programming issue. Cindy said in making the test 911 calls another issue was found. The location field from within the 911 is missing. This showed what unit was calling. Now they are not in compliance with the PBX Law that says you have to show the location of the caller. Shannon asked why they lost the field? Cindy is looking into this. The column is still there, however the information isn't coming from CMH. Cindy would like to talk directly to the State of Illinois DoIT. Cindy stated it puts a strain on dispatch. She will get in touch with Jeremy Walker.

### **TELECOMMUNICATOR TRAINING**

Telecommunicator training spreadsheet was passed out.

### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Lyn Thies. Motion carried.



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

**March 10, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, March 10, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:

Shannon Wolff  
Mark Prange  
Mike Hoelscher  
Marc Kiehna  
Lyn Thies  
Chuck Kelley  
Bobby Helmers

Board members absent:

Kevin Miller  
Sean Lukes

Others present:

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

### **MINUTES**

After a review of the minutes from February 10, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Mike Hoelscher moved to approve the minutes, seconded by Bobby Helmers.

### **BILLS**

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

Public Comment: None

### **BUDGET**

December budget had a slight correction due to the posting of interest in the Treasurer's Office. The amount of \$1307.17 was moved to the January budget. Services Render had a larger amount taken out in December due to Mapbooks and the luncheon. January had nothing specific. Between Services Render and GIS there is \$64,000.00. Remaining for payment in 2022 the GIS contract at \$16,500.00 to come out yet and RapidSOS integration with Lawman is \$1,650.00. Landuse layer is still \$19,000.00. When this is all paid out the remaining funds in Services Render is \$26,850.00. The Randolph County Sheriff's Office line item is \$12,500.00 with a total of \$39,000.00.

### **AMBULANCE SERVICE**

MedStar is still short staffed. The State said each Region had to form a Board with all the Medical Directors and made proposals as to how we are going to fix the shortage. So far not a single Region in the State has come up with a plan. Healthcare took a big hit this year with COVID.

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

Mike reported the Randolph County Health Department Director resigned as well as the State Health Department Director.

## **NG 911 EQUIPMENT**

From the County Board meeting last week Cindy was asked about texting 911 services. Cindy did finally get a response from INdigital stating the premessages were reassigned to Manny. They are hoping to be finished with that soon. Dan Bagdorf reached out to Solacom regarding texting 911. He stated part of the issue is problems with Washington County and due to the fact we are joined service they need to get some things lined out for their outbound issues. Once finished they can move forward with the completion of testing in Washington County. As for as the lines ran we are ok in Randolph County, however in Washington County they were never able to get a few things secured. Cindy stated we need to know if they are waiting on the statewide network. Cindy has heard some companies are delaying the service due to the fact the statewide network is going to require a certain way to deliver the text messages. INdigital didn't feel that was the issue. INdigital is concerned about the CAD issues, Peter Hubbard, Hubtech has been working with them to get the messages to dump into the CAD.

## **RADIO COMMUNICATIONS**

Chuck stated the StarComm radios are at Walker Communications getting programmed. Jarrod said Richie will get with him today or tomorrow to bring the portables in and program the base station. Hopefully by next week they can be taken around to each department and be tested. Lyn has received most of the forms stating how many radios each department needs. Lyn will get the numbers together so Motorola can give Randolph County an idea of cost. Daniel has put together a spreadsheet of areas in the County and inside buildings for testing. Lyn asked about putting on next month's agenda to hire a firm to complete the grant. Cindy asked about it being through the ETSB or the Communication Board? Lyn stated the ETSB. Chuck stated someone from the County will have to be responsible for the grant whether through EMA or ETSB. You have to have an elected body to operate StarComm. MedStar's elected body is St. Clair County ETSB at this time. Lyn stated this would just be to pay a firm to go after the grant. Shannon asked about cost? Lyn stated between \$1,500.00 to \$2,500.00. The amount of money we are going after it would be well worth it to go with a firm. Shannon asked if that was something the ETSB could pay for? Lyn stated it is for 911 communications. Cindy stated one-time costs shouldn't be an issue, however recurring costs are concerning. Jeremy Kempfer asked if there was an idea of what the yearly cost will be? Lyn stated we don't know yet. Lyn stated after the testing is done we'll know for sure if StarComm is going to work in our County. Shannon stated we'll add authorization to hire firm to next month's agenda.

## **911 MAPPING AND SECURITY SYSTEM DISPLAY**

Shannon stated this is about replacing the monitors in the Sheriff's Office and developed into possibly funding the replacement of all the cameras throughout the Courthouse and Sheriff's Office for 911 security with the 911 equipment being at the Sheriff's Office. Cindy said there is now a large television screen what was purchased to be the 911 mapping at the Sheriff's Office and Sparta PD. Due to issues with funding they incorporated the camera system on the screen. The television screen has gone out. They are working off of a smaller screen. Daniel stated it is a good feed, but it's small and can't be seen. The cameras being over top of the map has not been a good solution. You can toggle back and forth, but it's cumbersome so that led to talks of possibly getting 2 screens. Security does fall within the realm of 911 because of 911 being held to security standards. In speaking with Jarrod, Shannon and Daniel it was agreed Hubtech had the experience. Hubtech gave a layout of the different phases this project could go. The first page is the phase of the screens that are needed. Hubtech did not add a new computer, however the one at the Sheriff's Office is 4 years old. This is something that possibly needs added. Hubtech can move on the first phase and didn't feel like there was a backlog in ordering or getting these screens. The Security System and Cameras would be on back order until August, which is why it was important to get on the agenda. Shannon asked about talking with Jeremy Walker, RC States Attorney even if this project is done in phases. Cindy stated Hubtech commented Sidwell was done in the same manner. Marc has seen projects done both ways. Chuck pointed out the quoted recorder is \$4,000.00 and you can buy one for \$1,000.00. Bobby asked about the tv prices. Chuck stated the 4K cameras with pane and tilt are \$1,800.00 each. Shannon stated Randolph County would want just the static cameras. Chuck said the standard 4K camera is \$449.00 but it's sold out. Cindy stated Jordan is overloaded and projects tend to move slower with the Courthouse IT Department. Getting this done in a timely manner is of concern. Shannon stated we should talk with Peter if we have questions about the cameras/recorder. Jarrod stated the television is a commercial tv, it's not like a tv from Walmart. It's meant to stay on for longer periods of time. Cindy stated the first phase needs to be done right now. Mike asked about it being the only bid? Cindy stated yes because of it needing to being escalated as far as the screens. Shannon asked about the time frame to go out for bid? Cindy stated from beginning to end it's about 60 days to allow time in between for bidder questions and answers. Specs will have to be written up for this in a request for proposal. The company's request the proposal, answer questions period then they have time to send it in, then Randolph County will get together to open them. Bobby asked about approving the first part because that is an emergency. Lyn stated yes. Shannon said we need to make sure whatever equipment we get it needs to be compatible with the camera system. Hubtech suggests putting the machine in the back room at the Sheriff's Office or at the Courthouse server room. Chuck stated CTS also contracts Security Systems. Marc said receiving additional bids would be good moving forward. Jarrod asked if the cameras are internet based and what if our internet goes down like before? Shannon stated they won't, they will be 4K connected to the box through Ethernet cables. Peter Hubbard, Hubtech was called. Shannon stated we really need to get these display screens up. We are thinking about approving the first page and getting that done. Then moving onto the cameras and recording system. We have some questions about each of them. Will the display screens be able to accommodate the 4K cameras? Peter stated yes. Peter stated doing this in phases with the map screen and security



screen what you choose for the cameras will still work. Using 4K cameras will drastically change the landscape of what kind of recorder. There will be different pricing and NVR (Network Video Recorder). Marc asked about the expected life of the NVR and cameras? 10 years? 5 years? Peter said he can't say the life expectancy based on experience, however 5 to 10 years really depending on the internal hard drive. You may have to replace a hard drive here or there, but I think you could get 7 years without having to do anything. Marc stated one of our concerns is the bidding process. We don't have any problem with the first phase because we know it's an emergency situation and we need to get things up and running. Marc feels competitive bid process is necessary for this project. Shannon said the ETSB would request that you rebid the other phases. Cindy stated that will be laid out in the request for proposal. Chuck said we'll have to request how much hard drive space we want. The Pro is 56TB which will record 3 months and 2 days. Marc Kiehna motioned to do phase one of the Randolph County 911 Security and Map Screens, seconded by Mike Hoelscher. Roll call vote: Yeas: Shannon Wolff, Mark Prange, Mike Hoelscher, Marc Kiehna, Lyn Thies, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried. Bobby Helmers motioned that the Randolph County ETSB seek competitive bidding on the Security Camera Systems, seconded by Mike Hoelscher. Motion carried. Shannon asked who is putting the proposal together? Cindy stated she would begin assisting in this process. Chuck will help with specifics.

### **LEGISLATION**

This report is prepared by INENA and APCO legislator. Cindy sits in on the weekly calls. Disability Database on the 2<sup>nd</sup> sheet is a big thing. The State is looking to hire a Mental Health Coordinator in HB3167 to facilitate some of the mental health laws and rules coming. HB3977 is First Responder Behavioral Health Act. First Responders have certain specific rights in seeking behavior health treatment. Several things on the list has to do with police and EMS. HB4267 is a police officer grant. Illinois student assistant commission to award grants for tuition and fees. The Act for First Responders to include medical dispatchers is a big push. Chuck stated they are certified and licenses and there is a National push to make them First Responders. Cindy said there are things coming on telecommunicator training. Kari's Law is HB5502 and will update the ETS Act verbiage to match Kari's Federal Law. Cindy has been working on Legislation language which may address no prefix 9 for dial out from PBX systems. 988 is the suicide hotline. The Peace Act is a pilot program. Each grantee shall receive a minimum award of \$250,000.00 per year.

### **MENTAL HEALTH CALLS**

The 911 Office has been contacted by Tony Young, Mental Health he believes some calls in error may be a bad fax line. Cindy sent an email out stating Mental Health has lost a location field. We no longer know what unit those calls are coming from, which is noncompliance with the PBX Law. The State adopting Kari's Law, letting the facilities dial 9 to get out has created another problem.

### **CIT**

Chuck asked about CIT training. Bobby stated all of their officers are CIT certified.

### **REPETATIVE 911 CALLS**

Daniel stated the Sheriff's Office receives repetitive 911 calls from Jany Lane when it rains. Cindy was told it was repaired from Frontier. Daniel stated if it happens again he'll let the 911 Office know.

### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Chuck Kelley. Motion carried.



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

**April 21, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board was held on Thursday, April 21, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:	Shannon Wolff Sean Lukes Marc Kiehna Lyn Thies Bobby Helmers
Board members absent:	Kevin Miller Mark Prange Mike Hoelscher Chuck Kelley
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Charlie Bargman, Chester Fire Department Daniel Niemeyer, Randolph County Sheriff's Office

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After a review of the minutes from March 10, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Marc Kiehna moved to approve the minutes, seconded by Lyn Thies.

### **BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman 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: Shannon Wolff, Sean Lukes, Marc Kiehna, Lyn Thies and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

February budget shows a Treasurer error of Social Security reimbursement \$818.47 not posted. It looks to be posted in April.

### **AMBULANCE SERVICE**

The last few years the State has been asking the secondary PSAPS to fill out a survey. Cindy had gone over the questionnaire with Chuck when he sent it into the State documented not having the TTY integration complete. The State 911 Director called inquiring about the MedStar mandatory TTY training. At one time MedStar was on our training list due to them being a secondary PSAP. The 911 Office has made new telecommunicator training spreadsheets for MedStar. If the ETSB is in agreement, we will have their telecommunicators document training. No objections.

### **TTY TESTING**

Sherry stated the TTY testing has been going well. She has tested the telecommunicators at the RCSO and SPD. Yesterday, the RCSO transferred a TTY call to MedStar which went through, however MedStar is not completed. Cindy said by law Randolph County has to test TTY as well as other test calls throughout the County.

### **NG 911 EQUIPMENT**

Indigital will be here May 3 testing the text service with the RCSO and SPD. There has been an issue with the text service data spilling into Lawman. Peter Hubbard, Hubtech will be on the server during the testing to see how the characters come through. Cindy said the new recorders purchased last year were NG ready. They will be able to translate the text after

completing some programming. Cindy asked the Sheriff and Sparta Chief if they wanted the outgoing text to be like any other cell phone and to be able to be traced? Sean and Shannon expressed the importance of this. Shannon asked about the capability of a text call plotting on the map just like a regular 911 call? Cindy said this will be tested by INdigital. Daniel felt it was more important to have texting be like any other call due to not actually talking to the caller. Charlie asked how texting worked? Daniel explained you text 911. Cindy stated text out is used more than text in. Daniel said Counties using text out now, if they receive a hang up 911 call they will text the number. Cindy said Daniel set up a number of preset messages INdigital is adding to the system. Daniel stated there are tabs for Fire and EMS with specific questions. Sean stated it takes away the back ground noise. Daniel stated texting could benefit during a domestic or intruder.

### **RAPIDSOS**

Hubtech is working to get RapidSOS installed in Randolph County. This will make the feed to the map better.

### **JANY LN**

The water needs to recede on Jany Ln to fix the line. This will hopefully fix the error calls coming into 911.

### **911 MAPPING AND SECURITY CAMERA SYSTEM**

The Security Camera System request was posted in the newspapers. The 911 Office has received 5 requests for the RFP. Cindy said the bids are due June 3. She asked the ETSB thoughts about opening the bids at the June 9 ETSB meeting? Several were in agreement.

### **RADIO COMMUNICATIONS**

Cindy created a spreadsheet for the Radio Committee which was passed out. She has a copy of a couple MOU's from Sparta between the Chester Fire Department and the Steeleville Fire Department. Lyn stated Chuck has several MOU's done but not all. Shannon asked if these were new MOUs to share the radio? Lyn said these were for the existing radio. Randolph County needs these completed for any potential grant. Shannon asked about scheduling a meeting. Lyn stated Chuck and Rick Grau were co-chairmen. Lyn stated let's set a date and whomever can make it. Lyn has all the surveys from the Police Departments regarding equipment. He will get this information to Mike Kelley to forward to Motorola. This will be a ball park figure on how much Randolph County needs to apply for a grant. Cindy asked about Fire Departments. Lyn stated we didn't send the survey to the Fire Departments. Lyn said originally he thought the Fire Departments we going to try to do a grant for their own equipment. He doesn't know where they are with this. He feels the smaller departments may have a problem paying the monthly fee. Lyn said we talked about doing 2 mobiles and 2 portables for each Fire Department. Charlie stated Prairie du Rocher already uses StarComm for Monroe County. Shannon stated eventually everyone is going to have to change. Charlie said for interoperability. Shannon said at the next Radio Communications meeting start checking these boxes off on the spreadsheet. Daniel still has a few more spots to test then he will pass the 2 portables off to Chester Fire. The Fire Departments know spots where they have field fires and portables won't work. Charlie asked what Daniel had found with the testing? Daniel stated basements of buildings, the new Dollar General buildings and TMW has no signal. As soon as you walk outside the buildings full signal. Daniel felt Randolph County was 85% to the good. Charlie asked if there were any areas the Randolph County Sheriff's Office can't communicate with on the current radio or StarComm? Daniel stated no. Chester has some areas where they can't use the current radio system and if they still can't communication in those areas with the new StarComm, what are we correcting? Daniel stated that is something we need to talk to Motorola about. Are there boosters to help? Charlie said Motorola said if there were problem areas they would do something. Daniel said in Coulterville the tester had one bar throughout town. Shannon asked about a spreadsheet of our problem areas to give to Motorola and ask them what they can do. Daniel stated he has one. A Radio Communications Committee meeting was set for Tuesday, May 10<sup>th</sup> at 9:00 a.m. The 911 Office will send out an email notice. Cindy asked about the FCC Frequencies, are they current or are there issues with some? Daniel stated the licenses are up to date. Shannon asked about any issues with using both Walker and Warner? Lyn said if we go with the StarComm system we don't have to bid it out. Walker will probably be the main company since it is a Motorola system.

### **CITY OF CHESTER FRONTIER BILL**

The \$2,500.00 bill with Frontier from a Sunday call out continued coming to the 911 Office because 911 was on the bill. Ned Jacklin, Frontier and the City of Chester Attorney Jeff Kerkover have settled on an agreement to pay \$1,000.00.

### **911 FUNDS SWEEP**

Cindy asked the ETSB if they were good with forwarding a letter to legislators from INENA and APCO? Shannon said to attach Randolph County's own cover letter to the INENA and APCO letter to forward. Everyone was in agreement.

### **SB 3127**

Passed both houses reclassifying telecommunicators as 1<sup>st</sup> responders. The Office of Management and Budget want them to be listed under protective services. Currently telecommunicators are under administrative support. Daniel stated telecommunicators are considered clerical and will be moved to protective services. This will give us the same benefits as police officers, correction officers and firefighters. Marc asked about the advantage? Shannon stated any benefit given to a

1<sup>st</sup> responder can now be given to telecommunicators. There are phone benefits a few monetary things. Bobby stated the state offers a line of duty death benefit.

#### **TELECOMMUNICATOR WEEK**

The 911 Office installed telecommunicator banners at each PSAP and presented gift cards. We appreciate everything they do.

#### **MENTAL HEALTH CALLS**

The calls are getting better. Cindy stated the 911 Office has received correspondence back from the State of Illinois technology saying they are within the means of the Law. They are working on this issue. The 911 Office will continue to forward the calls quarterly to Mental Health. They found a fax line that was an issue and they have been able to add the units in the location field. Some patient phones are forwarding to a control center.

#### **JULIE DATA REQUEST**

The 911 Office received an email from the State 911 Director requesting to give JULIE our GIS information. Marc asked how we know what JULIE is going to do with this information? Charlie stated the City of Chester has an app that has the majority of their utility lines on it, it's called a Collector App. It uses GIS mapping information. Cindy will ask the State 911 Director what layers?

#### **STATEWIDE 911 NETWORK**

INdigital has informed us, Randolph County 911 Equipment is in good standing with the upcoming joining to the Statewide network because INdigital will directly connect to the AT & T network.

#### **LIVE CALL SPREADSHEET**

INdigital created grafts with 911 calls.

#### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Sean Lukes moved, seconded by Bobby Helmers. Motion carried.



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

**May 12, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, May 12, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

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

### **MINUTES**

After a review of the minutes from April 21, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Lyn Thies.

### **BILLS**

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

Public Comment: None

### **BUDGET**

The Randolph County Treasurer's Office has had issues providing correct monthly budget reports since September 2021. However, the monthly bank statements balance monthly to Randolph County 911 revenue and expenditures. Cindy was informed during this time that the monthly interest was to be posted within the actual month as the bank statements reflected (this was different from all previous treasurer monthly reports). The 911 Budget was adjusted according to this instruction and the treasurer reports the 911 Office was given. We have just been informed this was incorrect since September 2021 and the interest should have been posted a month behind. Therefore, September 2021 to April 2022 911 budget sheets that have been distributed and reviewed at the 911 meetings reflect incorrect interest, this effects the balance posted for each month also. This has been corrected this month and will be going forward. Is the ETSB in agreement to accept this month's budget report with interest and balance or would they like Cindy to adjust each month report going back to September? The ETSB was in agreement as long as we know the month end balance is correct to the 911 bank statements to date we will be good going from March 2022 forward. On an additional note, the Aerial Flight Imagery invoice should be submitted within the next month and we will be able to submit the grant reimbursement.

### **NG 911 EQUIPMENT**

Text testing was done and INdigital still has some things they need to adjust. The State Director mentioned at a meeting in Effingham Solacom has an update for the Text service. This will enable better GIS pinpoint and help with the text service. INdigital will schedule a conference call with testing. Washington County is not text ready they are waiting on Randolph County completion.

### **RAPIDSOS**

Cindy asked Hubtech how close they are to complete the RapidSOS integration. She is waiting on an update. RapidSOS will be at both PSAP's and make their 911 calls pinpoint accurately.

### **STATEWIDE 911 NETWORK**

Cindy attended the General Membership meeting for INENA and APCO in Effingham, IL. She also attended the Executive meeting for INENA and APCO, which she is on the INENA Board. Some Counties are delayed due to testing issues. Randolph County 911 is ready to be moved over through the INdigital direct connect with AT & T. Randolph County 911 is not on the calendar of events from the State because we have INdigital and they are doing the direct connect. They are still waiting on the Solacom upgrade they talked about at the meeting. The error ratio for GIS data was talked about. Sherry has been working on this for a couple years now, with the assistance of Hubtech, and it is mandated through the State. Although we do have a small contract with Hubtech to facilitate some of this, many Counties hire out a firm to do the work. Sherry has spent many hours correcting errors. Keeping up with State changing format is a challenge at times.

### **CESSA**

The Department of Human Services through the Regional Hospital Committees facilitated CESSA (Community Emergency Services and Supports Act) for 988. The 911 Office received a call the other day asking what telephone number Randolph County wanted to use. Cindy wants to see where the State is headed. Shannon asked about the telephone number. Cindy said they wanted to know a number 988 could transfer calls to in Randolph County. It possibly needs to be a dedicated line. There will be training requirements. Shannon asked about a deadline. Cindy stated January 2023. National 911 NENA Convention is in Louisville, KY this year. They are expected to talk about 988 and what other States are doing. Cindy is planning to attend.

### **CO-RESPONDER PILOT PROGRAM**

Governor Pritzker signed a bill Tuesday that brings four cities (Peoria, Springfield, East St. Louis and Waukegan) into this Pilot Program to collaborate Police Officers with trained Social Workers.

### **REGIONAL 911 COORDINATORS MEETING**

Cindy will attend the Regional 911 Coordinators meeting next Wednesday in Marion with local Legislators to talk about issues along with the surcharge sweep of \$5 million. The State budget does not take effect until July. Cindy spoke with Representative, David Friess yesterday, he is planning to attend the meeting, as well as Senator, Terri Bryant will be there. Letters were mailed to Legislators along with the APCO letter. If the 911-surcharge money is taken, it freezes the opportunity for future grants.

### **911 MAPPING AND SECURITY SYSTEM**

Shannon said 8 vendors attended the site visit. They recommended 4K cameras be exterior and 4 megapixel cameras be indoors. This will save money on storage. They had several questions touring the area. In the Courthouse and Sheriff's Office during off hours the cameras will be on motion so they are not recording. The only place for fulltime recording cameras is outside and in the jail. The current monitors for the Courthouse are small. The new television may not fit all the cameras on the screen. Shannon said a new monitor may need to be added to the bid. Shannon said the vendors mentioned Randolph County needed to be compliant with the NDAA (National Defense Authorization Act). He will check on this. Motorola requested to do a software demo on May 16 at 11:00am. Bids are due June 3.

### **RADIO COMMUNICATION**

Lyn said there are still several questions unanswered. They are requesting the Motorola Representative to come back and talk about the dead spots in the County. Mike Kelley will create a dispatch spreadsheet to give to the telecommunicators about radio frequencies to get figures for the grant. Shannon asked about the Fire Departments. Lyn said the intention at this point is to get 2 mobiles and 2 portables for every Fire Department. They would put the 2 mobiles in their first line vehicles and the 2 portables in other vehicles or the Chief could have one. Shannon asked if that was sufficient for what they need. Lyn stated yes. A few of the smaller Departments may not want to pay the monthly fees. We are getting another meeting set up with the Representative. Jeremy asked if Randolph County does not get a grant would this come to a stop. Lyn stated yes. Jeremy asked about the period for the grant. Lyn thought by the end of the year. Cindy asked about this being serious enough for it to be written into a 5-year projection for the County. Shannon said the Sheriff's Office radios need replaced they are having trouble finding parts.

### **MEETING ADJOURNMENT**

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



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

**June 9, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, June 9, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:

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

Board members absent:

Others present:

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

### **MINUTES**

After a review of the minutes from May 12, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by mark Prange.

### **BILLS**

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

Public Comment: None

### **BUDGET**

April budget balanced with the Treasurer's Office. We are awaiting the full report. Cindy received a notice from the State regarding a surcharge remit coming in June, due to holding money for the statewide network and not needing it. The Governor's Office forwarded a letter to both organizations the \$5,000,000.00 sweep was happening from the 911 fund to 988. Cindy sat on a conference call about CESSA's expectations and the mental health standpoint. It will be a good program, but there are concerns \$5,000,000.00 is not enough for sustainability. Cindy said CESSA will establish Committees and there are Regional Committees to come. Cindy would be interested in the Regional 4 Committee. Lyn said the majority of the money is for call centers. Cindy said they are figuring out the calls that come to 911 going to 988 and vice versa. Education will be a big thing on how to handle these calls and record keeping.

**Social Security reimbursement** was for two months with March not being taken out.

**GIS Services** is the quarterly amount paid to Hubtech. Mike asked about the imagery. Cindy said the aerial flight was paid this month and Cindy submitted the reimbursement for the grant. Randolph County 911 should see that come in the next few months. It was \$131,889.32 and came in less than allotted grant. Marc thanked Cindy and Doug Sachtleben, Assessor for getting the grant.

### **RAPIDSOS**

RapidSOS is ready to go live mid-June.

### **LAWMAN MAPPING 5 FOR WINDOWS**

A quote/upgrade was passed out to the ETSB. This stems from the online map through Lawman last year. When a 911 call comes in it is necessary for INdigital to set the rebid so it is continually rebidding. Daniel said when a 911 call is answered and the map rebids it pulls the cursor away from where he is typing. He has to bring the cursor back to the screen he's working on. This happens with every 10 second rebid. In addition, the map is web based it opens a new window/tab with each rebid. There has been times that so many windows opened that it locks the browser. Cindy said the online map is a web browser and the upgrade is part of what was going to be proposed to the Sheriff's Office at the end of the year for CAD 5. Lawman commented if Randolph County 911 goes ahead with this portion, the CAD 5 will be a lesser bid. Shannon said we would be paying for it anyway. Cindy said this upgrade makes it a mapping 5 for Windows. Daniel said this would take the map off the web browser and work like its own program. It's integrated with Lawman but will perform on its own. Shannon asked if Sparta PD had the same issue. Jeremy stated no one had complained. The 911 Office had spoken with Sparta PD telecommunicators. They create their CAD after the 911 call which could be why they don't notice this issue as much, however Daniel stated he creates his CAD while he's on the 911 call. Cindy said there are five workstations due to the 911 Office having the same issue. Marc asked if the total cost was \$48,000.00? Cindy said there is a one-time charge of \$20,000 and yearly maintenance of \$3,000.00. Clarification was made with Lawman- a one-time fee of \$20,000.00 for the workstations, maintenance is not due until November 2022 and will be prorated for the following year. Lawman will send a new quote. Cindy said this could be looked at as if Randolph County 911 had purchased the Solacom map with the answering side. Randolph County 911 hasn't paid for mapping. In 2018, we paid for the Microsoft upgrade to Lawman which was a shared cost with the County. Randolph County 911 doesn't pay a vendor for mapping services. Marc Kiehna motioned to go with Lawman to upgrade the mapping system, seconded by Bobby Helmers. Roll call vote: Yeas: Shannon Wolff, Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Lyn Thies, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried. Cindy said there might be an interim solution for the months Lawman is working on this.

### **SECURITY SYSTEM BID OPENING & REVIEW**

This bid is for Security Cameras in the Sheriff's Office and Courthouse. Because the cameras are Security for the 911, equipment this allows for shared costs of 911 money and County Government. Four companies responded with bids, however there were several more companies for the mandatory site visit. There was questions about storage and there is nothing requiring the Sheriff's Office to hold recordings for any amount of time. Most places save 14 days as opposed to what Randolph County does now at 90 days. The higher end cameras need more storage, which is costly. Randolph County has 2 bids over \$200,000.00 and 2 bids at about \$100,000.00. Storage on Barcom and PASS was quite a bit different and could be part of the reason it is higher. Midwest and Best storage is only 10TB difference and a slight difference in their cost. One bid reflects 61 cameras and others 48 cameras we currently have 50 cameras. Shannon walked the vendors through on the site visit and told them the areas he wanted coverage. All the vendors agreed Randolph County didn't need all 4K cameras. There are some places on the outside with longer views that 4K would be better, but inside could use a lesser camera. The cost with storage is if you are running 24 hours a day 7 days a week and depends on how long the storages stays between rewrites. Randolph County doesn't need recording on 24/7 in the Courthouse, only Monday through Friday 8am-4pm then set to record on motion. The outside of the buildings and in jail, the recordings will be 24/7. The Sheriff's Office area will be based on motion as well. Barcom and PASS use the Avigilon cameras and operating system where Midwest and Best use different cameras and systems. Shannon researched and the Avigilon is the better system and could attribute to the cost increase. Chuck said the vendors are using standard hard drives not SSD and when rewrite and recycling every 14 days, you start losing and have to replace hard drives faster. Every time they rewrite there is code left over on the new data. Another concern for Chuck was the server is not hot swappable. This means you have to shut down your security system if your hard drive goes bad to put a new drive in and rewrite it. In addition, every vendor was using RAID 5 or 0; most servers now use RAID 10. RAID 10 distributes the load across all the hard drives and if the system is hot swappable you can take out the bad drive and put a new one in which immediately starts rewriting and rebuilding that code. The SSD hard drives are more expensive. Chuck gave examples of cameras and what MP they performed. The higher the MP the better quality the zoom. Chuck would ask how long the version 7 software has been running on Avigilon cameras and if it's due for an upgrade. Lyn asked how these bids compare from Hubtech's original quote. Shannon said Hubtech's bid was around \$50,000.00. PASS did come with Motorola, which sells Avigilon cameras and gave a demo. Avigilon comes with face recognition. Add a person's name into the system and if they walk in the front door, the system will alert you. Daniel explained the cameras will follow that person throughout the building. Kevin asked if all the proposals had the facial recognition. Daniel said he was not sure. Kevin said that adds a lot for safety. Marc suggested site visits where the systems are installed. What is the difference between Avigilon and Axis cameras? Shannon said he had written down several questions to ask. Chuck asked if there was a policy for record retention. Shannon said Randolph County doesn't and it runs on 90 days. PASS checked with the Bureau of Prisons since the Sheriff's Office houses federal inmates and they keep it for 14 days. Shannon said these bids are all the bells and whistles. Marc spoke about the service contract. Shannon said Randolph County is not on a service contract now. Bobby said the ETSB needs to visit several places and he would be happy to go. Shannon will contact the vendors for references and come back to the ETSB. Shannon had spoken with Jeremy Walker, States Attorney regarding accepting bids that were so far apart. Jeremy said you are not required to accept the lowest bid; you are required to accept the most competitive bid. Chuck mentioned



the servers. Shannon said storing on the Cloud was more expensive. Marc Kiehna motioned an amount not to exceed for the security camera system, \$200,000.00, seconded by Kevin Miller. Roll call vote: Yeas: Shannon Wolff, Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Lyn Thies, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried. Chuck will make a list of things Randolph County would like to have or should have and get those to Shannon. When getting references from the vendors Shannon will let them know there are a few tweaks, to make for etc. putting a monitor at the security desk in the Courthouse? Shannon said there is another option; you can buy cameras on state bid. The competitive bidding has already been done you go to a Company that does state bids. An etc. would be to go through Motorola for state bid and they would subcontract to one of these Companies to install. Marc recommended looking at state bids.

#### **WATERLOO BUS SERVICE**

The Waterloo Bus Service has contacted the 911 Office several times to release our roads layer. Marc said they have asked the County Board for GIS information. The County Board denied their request.

#### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Lyn Thies. Motion carried.



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

**July 14, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, July 14, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:

Shannon Wolff  
Kevin Miller  
Mark Prange  
Mike Hoelscher  
Marc Kiehna  
Chuck Kelley  
Bobby Helmers

Board members absent:

Sean Lukes  
Lyn Thies

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Jarrod Peters, Randolph County Sheriff's Office

### **MINUTES**

After a review of the minutes from June 9, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Mark Prange.

### **BILLS**

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

Public Comment: None

### **BUDGET**

Nothing specific on the May budget. As of Tuesday, the 911 Fund had not been swept and the \$5,000,000.00 is still in the Comptroller's Office. Randolph County 911 was notified of being awarded \$24,000.00 for GIS Services. The Aerial photography was paid out of the June budget. It's online and looks good, very clear when zooming. There is still some work with Jordan, Chris and Peter to get Shapefiles for the 911 layer. The Treasurer's Office filled out a questionnaire for ICQ and to reregister the GATA. This is done yearly for the Grants. Once this is received, hopefully the State will release the Aerial Grant money. On the June budget revenue, the \$99,000.00 was due to the "true up" the State does every year. The surcharge is divided between Illinois State Police, Wireless Providers and Counties. Marc asked about the Aerial Photography payment of \$131,889.32 and receiving \$143,000.00 grant money. He asked if Randolph County 911 should spend the overage of \$12,000.00? Cindy will check into this. Chuck asked about a camera with a GPS sensor to add onto the mapping layers. Marc asked about putting the money towards the camera system.

### **SECURITY SYSTEM CAMERA REVIEW**

Cindy and Sheriff Wolff visited Mt. Vernon Police Department where they had PASS Security, Avigilon Camera System. Mt. Vernon PD had cameras in many neighborhoods and intersections. Their system is wireless, Randolph County is getting the same cameras, but wired. They have analytics on software with the facial recognition; it will pick up guns and vehicles. It is a good system. Cindy and Sheriff Wolff also visited Waterloo, Monroe County Jail. Their equipment was installed by BEST Security with the Brewster System. It was a decent system; however, they had several different cameras and some of their old system. It was not the same quality as Mt. Vernon PD. Sheriff Wolf was most in favor of the PASS Security System and felt it most fit the needs of Randolph County Sheriff's Office, Randolph County 911 and the Courthouse. Cindy asked if the key fob

door entry system could be integrated into the camera system. Shannon said there is room to grow with the PASS Security System. Cindy said PASS mentioned anywhere the Clearwave fiber is would be an easy connect. Through the Clearwave Grant fiber was ran to most hospitals, libraries and through Sparta and Chester. This system could be set up to notify dispatch if large groups of people are gathering in a certain area. There are several alerts that can be set up. Marc asked how the motion at last month meeting read. Sherry briefed the minutes, "Marc Kiehna motioned an amount not to exceed for the security camera system, \$200,000.00, seconded by Kevin Miller". Marc said the ETSB gave permission to purchase the system they wanted. Shannon said the County Board has agreed to pay 12.5% towards the cost at \$25,000.00. Kevin asked if the system could trim back to what the specific needs of the County are. Shannon would like to ask PASS Security for their best offer. Bobby Helmers motioned to accept PASS Security contingent on negotiations of which the County Board has agreed to pay 12.5%/\$25,000.00, seconded by Mike Hoelscher. Roll call vote: Yeas: Shannon Wolff, Kevin Miller, Mark Prange, Mike Hoelscher, Marc Kiehna, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried. Shannon would like to go back to PASS Security System and discuss megapixels and storage to help get the cost lowered. Mike asked about the completion deadline? Shannon said anywhere from 3 weeks to 6 months.

### **MAPPING**

The RapidSOS is close to being installed.

### **NG 911 EQUIPMENT**

Is the ETSB good to go live with texting, once we get the recorder recording the text? Shannon said yes. Cindy said it's not mandated that a County track a caller or text down the road. Marc mentioned there are places in the County where you cannot get a call but you can text.

### **RADIO COMMITTEE**

Bobby asked when the Radio Committee was meeting? Chuck said Mike Kelley has been talking with Eldon Sprigg and Lyn Thies. Cindy had put Mike in touch with Daniel Niemeyer regarding the radio testing. Daniel felt the testing had been extensive and was good to go. Cindy asked if Chuck was done with the radio channel department MOU's (memorandum of understanding). Chuck stated no. He found his old computer with the old forms. He will send them back out. Shannon asked Chuck if he had enough time to do this? Chuck said no. Shannon asked if there was someone that could help him? Chuck welcomed anyone wanting to help. He'll give out the blank templet. You start with one Department and run through every agency one by one getting a list of their radios and channels. Shannon asked at the next Committee meeting to distribute out the work. Cindy said this work is necessary on moving forward on any grant? Chuck said yes and our TICP (Tactical Interoperability Communications Plan) needs updated. Chuck said we are not in compliant with CISA (Cybersecurity and Infrastructure Security Agency). Randolph County exists with CISA through EMA. The County TICP Administrator enters the frequencies into the federal database. Bobby asked if Chuck was mailing the requests? Chuck said they are a MOU (memo of understanding). They get/give permission to access each agencies channels. Shannon asked if this was holding up the Radio Committee? Chuck said yes. Bobby said Charlie Bargman could help. Kevin said the quickest thing to do is get the forms printed and get them to the departments. This needs done in order for the Committee to move forward with the grant. Shannon said the Committee needs to type up a cover letter. Get the forms to Shannon or Jarrod, who will give them to the deputies for each department's signature. Chuck will work on the next meeting date/time.

### **EMAIL CHANGE**

Marc said today the domain name changes to randolphcountyil.gov. IT Staff is going around to each office.

### **988 MENTAL HEALTH**

The Division of Mental Health is preparing to launch the 988 Suicide and Crisis Lifeline across the State of Illinois on July 16. There are six lifeline call centers in Illinois that 988 calls will go to directly. Up until this point, it has been an 800 number. They are continuing to work as a State through CESSA, which is an Emergency Service Support Act requiring Illinois to coordinate mobile mental health response teams. They are adding Regional Committees for CESSA. Mt. Vernon, IL is using the 590 Mobile Crisis Team, they were able to attain through a Grant. Cindy said each County has a Crisis Team appointed. Chuck said Randolph County has a Crisis Team and it's ComWell. They are covering Randolph and Washington Counties. Bobby asked if this was in addition to 911? Cindy said yes and the telecommunicators will need some level of Mental Health training, which is outlined in the Mental Health Law expected to take effect of January 2023.

### **TELECOMMUNICATOR TRAINING**

Telecommunicator training sheets were passed out. Cindy expressed the importance of testing TTY soon at MedStar. Chuck said CTS is still working on it.

### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Bobby Helmers moved, seconded by Chuck Kelley. Motion carried.



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

**August 11, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, August 11, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

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

Board members absent: Kevin Miller  
Mike Hoelscher  
Sean Lukes  
Sherry Craig

Others present: Cindy Wagner, 911 Administrator  
Jarrod Peters, Randolph County Sheriff's Office  
Jeremy Kempfer, Sparta Assistant Chief

### **MINUTES**

After a review of the minutes from July 14, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Mark Kiehna.

### **BILLS**

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

Public Comment: None

### **BUDGET**

The Treasurer's Office has hired Ashley Pickering to take over the County budgetary program. Ashley is in training at this time and will be responsible for entering the 911 receipts, invoices and printing the monthly reports. Cindy spoke with her in balancing the August budget and our records are now entered correctly with the Treasurers reports. They are hopeful to be able to produce the full reports soon, which are a more detailed report of receipts, expenditures and year-end.

Cindy was asked to check with the State on the remainder of the balance of the 22' grant in the amount of \$12,050.00. The only items the grant could cover were for ArcPro license if needed. Chris from the Assessor's Office stated they were good on all of the license. Shannon asked how often the County updates the aerial photography through Eagleview. Marc Kiehna briefed the board on the current layers of the Assessor's Office, including the aerial layer, which had in years past only been flow 5 to 7 years. More recent years the County has been able to keep it more current.

### **SECURITY SYSTEM CAMERA REVIEW**

Sheriff Wolff and Cindy Wagner met with Brad Picket of PASS Security Systems regarding their security system proposal. They were able to come to terms on a few of the ETSB discussions as the last 911 meeting.

- PASS will start the warranty on all equipment and services at the completion of the project opposed to the signing of the contract.

- PASS will bill the Randolph County Government \$15,000.00 down payment with the ETSB and Sheriff's portion being due in the 23' budget year (12/1/22). A PASS invoice was given to the RCGOV and should be processed for the \$25,000.00 on August 19, 2022.
- PASS will provide the customer with the following spare CCTV parts for future service needs and these parts will be stored onsite at the Sheriff's Office. The Randolph County Sheriff's Office portion of the invoice will be \$14,455.00.
- PASS will provide 1 rack shelf to be installed in equipment room of the Sheriff's Office.
- PASS will provide up to 8 hours of training for Randolph County staff on the operation and day-to-day use of the Avigilon system.
- Randolph ETSB, Randolph Gov declined the assurance plan as discussed at the last number of meetings. Mr. Picket commented regardless of a plan PASS would accept a service call and respond as soon as they could however it could be a few days turnaround time. A service call would be time and material and labor cost that were quoted.

## **STATEWIDE 911 UPDATE**

**988 facts and questions** – Cindy forward to the PSAPS, ETSB, States Attorney. Sub committees off of the CESSA Committee are being reviewed and will be appointed in the near future. It is expected the work will go well past the 2023 implementation date. Cindy had called the PSAPS to inquire if the 988 implementation had effected the 911 calls of service. One incident was of concern to the center, of which onsite mental health staff was insistent upon the officer and automatic medical transport. The telecommunicator was concerned because this was outside of their protocol with respect to the details of the actual call. Chuck commented the calls for service have significantly increased for MedStar's northern area. He has not noticed a significant change in Randolph County at this time, however expects it is coming. Question was asked about who and from where the medical teams are called out. Chuck said it is Comwell and they come from Red Bud and have a 30-minute commitment time. Chuck said another issue is some of the calls dialing 988 from the Metro East are hitting in Missouri and being transferred back to MedStar. Chuck said the mental health wing of the Sparta Care Center will be a very good resource in the future. It will be a very positive move in Randolph County if this passes.

**Statewide network** – Cindy had a conference call with INdigital who informed us that we are in the best possible position with our Solacom 911 answering equipment and network to integrate with the statewide network. INdigital meets weekly with AT & T (who attained the state contract for network connectivity) to coordinate connectivity to all of their customers. There will be a cost however passed on for a new Solacom version, which will be needed for this connectivity. They will provide this quote as soon as it is available to them. There may be some of the cost of the state could cover, this is not known however at this time.

**Cyber Security Grant** – Should be coming out in August. Cindy asked if anyone had received information on these potential grants. From what Cindy has gathered it will be especially available to the rural areas.

**Safe 2 Help** – They are holding sessions for districts and schools to learn about new school safety initiatives, SAFE 2 HELP. They partner with districts and schools to prevent bullying, suicide, school violence and other threats to school or student safety.

**INENA Region 7 Grant** – Cindy is assisting Williamson County in attaining an educational grant for telecommunicators. This will be open to all surrounding counties. Cindy had asked the RCETSB if they had any training classes they would like to host back in the spring, however did not get a response over the months. The grants close August 1<sup>st</sup>. If anyone would like to put a training course together for the 2023 year, please let Cindy know in the spring so that we may submit for the INENA training grant next year. It is normally around \$4,000.00

## **AMBULANCE SERVICE UPDATE**

Chuck is happy to report the 3 ambulances he has had on order for some time are scheduled to be delivered in December. His staffing issues are getting a little better with the addition of a few people. As previously mentioned psychiatric calls for service have grown in the past several months. IDPH rolled out new protocols July 1, 2022, taking some medications off the ambulance while gaining others. This is in part due to shortage and cost effectiveness.

## **TEXT SERVICE**

Cindy met with Janessa the Washington County Coordinator, Janessa was in agreement that they would like to go on line with the text service nearer the time as Randolph County. Cindy reached out to INdigital with this request; they then began working with Washington County. This may have put Randolph County a bit behind in go live, but it was important as we are joined system. INdigital will be setting up testing with the carriers. Cindy asked the ETSB if they felt an SOP would be acceptable regarding if the need arises to give prearrival instructions via text due to the fact we cannot transfer the text to the MEVO phones at MedStar. Chuck said he feels this is necessary and followed up that he would like Cindy to facilitate a request for quote from INdigital for 2 positions and be joined to the 911 system and network. Cindy mentioned we had gotten a quote a few years back that came in around \$40,000.00. She will work on attaining another. Chuck said he feels MedStar would like to be proactive with the future of 911 call handling and feels MedStar could purchase this equipment in the near future.

### **COMMUNICATION COMMITTEE**

Bobby stated he still had not been contacted by the Communication Committee on a meeting for the month of July. Bobby asked if there was any progress in getting in contact with Motorola or Charlie about the MOU's as discussed at the last 911 meeting. Chuck said he had not, but would reach out this month.

### **SPARTA PD LIGHTNING STRIKE**

Jeremy Kempfer said the Sparta 911 PSAP was fortunate they were wired separately from the radio and recorders when they experienced a lightning strike a few weeks ago. They did not lose either of those. Cindy asked what the issue is that they take so many hits with lightening over the years. Jeremy said the hit was very strong and could be felt in dispatch. He stated he feels it is the tower on the building. Jeremy commented that the City of Sparta is going IP, which should take them from analog to internet base and help in the future.

### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Bobby Helmers moved, seconded by Marc Kiehna. Motion carried.



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

**September 8, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, September 8, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present:

Shannon Wolff  
Kevin Miller  
Mike Hoelscher  
Sean Lukes  
Marc Kiehna  
Lyn Thies  
Chuck Kelley  
Bobby Helmers

Board members absent: Mark Prange

Others present:

Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Jarrod Peters, Randolph County Sheriff's Office

### **MINUTES**

After a review of the minutes from August 11, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff 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 Shannon Wolff asked if there were any questions or concerns. Marc Kiehna moved to approve the bills, seconded by Bobby Helmers. Roll call vote: Yeas: Shannon Wolff, Kevin Miller, Mike Hoelscher, Sean Lukes, Marc Kiehna, Lyn Thies, Chuck Kelley and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

July budget was reviewed last month; No August budget due to the Treasurer's Office working on it.

### **SECURITY CAMERA SYSTEM**

PASS Security is waiting on installation until they have received all equipment. They have received the down payment from the County. They will let the Sheriff's Office know when they are good to install.

### **MAPPING**

**Lawman:** RapidSOS programming is near completion for installation at both PSAPS. INdigital and RapidSOS were asked if the ALI on 911 text calls could present on the Rapid map. Yes, however the telecommunicator will need to query the ANI (latitude and longitude) to plot on the map. The telecommunicators had a couple questions from texting yesterday, for example: Can the calls be placed on hold? The 911 Office sent out texting guides. INdigital sent Randolph County a guide of the Solacom upgrade and there are endless possibilities. Cindy believes some will be included in the software; however, the CSI group has entered into contracts with INdigital for added data.

**Lawman:** Windows 5 will be installed October 10-21. There will be many new features with Lawman.

### **TEXT SERVICE**

Text testing was done yesterday at Sparta PD and Randolph County Sheriff's Office that went good. They have a couple things to complete at Sparta. On average Randolph County 911 might receive three text 911 calls a month. Sherry said the

younger generation will be more apt to text 911. Chuck asked if someone has a VPN (Virtual Private Network) on their phone and they text 911, where will the call go. What if the VPN is in Virginia? The VPN will not give a true latitude/longitude. Cindy said it was discussed at the last meeting. There are no laws or regulations that a County has to track a cell 911 call.

### **INDIGITAL**

Cindy requested INdigital give pricing for the installation of 2 positions at MedStar. INdigital is close to completing.

### **911 EMPLOYEE CONTRACT**

The 911 employee contracts will be up in November, which only leaves a few months for review and discussion. Cindy Wagner commented she will also have a few family medical situations, which could call for her to be in and out through the month of October, therefore she and Sherry have updated their duties and responsibilities and cover letter. Chairman Wolff requested a spreadsheet be prepared to outline a number of items including: 2019- contractual pay, years of service, longevity, vehicle, mileage and cost of living. The spreadsheet also reflects 2022 to 2026 cost of living for 2023 at 10% down to 4%. Cindy pointed out the cost of living over the past number of year's effects everyone lives and is adjusted in most state salaries and retirements. The pay freeze in 2019 was also a 27 pay for the year that actually showed a pay decrease with respect to IMRF and Social Security. Cindy Wagner commented she appreciates greatly every opportunity the ETSB has allowed the administrator position to work towards with regards to current projects and 911 future goals. The cover letters for both Cindy and Sherry outline in red the job duties which have been added. Cindy and Sherry would most appreciate a 4-year consideration on this contract term. Sherry Craig thanked the ETSB for supporting her through her 21 years of service. She has enjoyed working with the ETSB and Cindy Wagner. Cindy Wagner has prepared the 2023-2025 budget sheets. The 911-budget balance will be entering 2023 in very good standing. Revenue and estimated expenditures through 2025 also show a good standing at the end of 2025, and this is with a portion of money line itemed for the radio communication project. The question was asked about 911 staff and if Cindy or Sherry felt an additional person was needed. Both Cindy and Sherry agreed they were able to address each of their job duties listed in a timely manner and no added staff was needed at this time.

### **EXECUTIVE SESSION-**

Cindy and Sherry were asked to leave the boardroom.

911-employee contract-

Cindy Wagner and Sherry Craig were asked to return to the boardroom Chairman Wolff stated the ETSB would resume the employee contract negotiation at the October 13<sup>th</sup> meeting of the ETSB.

### **RADIO COMMUNICATIONS**

Chuck stated Mike Kelley has spoken with Warner Communications and Walker Communications. Chuck had spoken with Charlie Bargman, he is going to help Chuck with the MOU's. Bobby said he would also help. Chuck will send the template to Bobby and Charlie. Chuck briefly explained the information needed for the MOU's. Bobby asked for a list of the entities from Chuck. Shannon said the Departments need to get a list of the equipment they are wanting. Cindy said Chuck had a number of the MOU's completed. Chuck will send out a list of Departments completed.

### **MENTAL HEALTH 911 CALLS**

Cindy will be reaching out to Chester Mental Health due to the 911 calls increasing again.

### **JANY LANE**

Jany Lane 911 calls have gotten better.

### **TELECOMMUNICATOR TRAINING**

The 911 Office forwarded telecommunicator training in Marion. Cindy submitted this grant request to INENA on behalf of Region 7. It was awarded in the amount of \$4,000.00.

### **SOP**

MedStar is making a new SOP for Monroe County and once it is built Chuck would like the same SOP adopted for Randolph County. This will be for Prairie du Rocher's and Red Bud's Fire District. When Monroe County and MedStar are on a box card they, will both respond simultaneously and whomever gets there first the other will be called off. It is about the patient getting the fastest care possible not about an invisible boundary.

### **MEETING ADJOURNMENT**

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





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

**October 13, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, October 13, 2022 in the Randolph County Boardroom. Chairman, Shannon Wolff called the meeting to order at 9:00 a.m.

### **ROLL CALL**

Board members present: Shannon Wolff  
Sean Lukes  
Marc Kiehna  
Lyn Thies  
Bobby Helmers

Board members absent: Kevin Miller  
Mark Prange  
Mike Hoelscher  
Chuck Kelley

Others present: Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Jarrod Peters, Randolph County Sheriff's Office

### **MINUTES**

After a review of the minutes from September 8, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Lyn Thies moved to approve the minutes, seconded by Marc Kiehna.

### **BILLS**

After a review of the bills by the Emergency Telephone System Board, Chairman 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: Shannon Wolff, Sean Lukes, Marc Kiehna, Lyn Thies and Bobby Helmers. Nays: none. Motion carried.

Public Comment: None

### **BUDGET**

**August budget** - The Aerial Photography grant \$131,889.32 deposited. There were normal monthly expenditures for the month. The estimated figures will be close to last month's projection for beginning balance 2023. Final beginning balance is dependent upon November surcharge deposits, remaining invoices for 2022 budget, Lawman Windows 5 upgrade at \$20,000.00 and RapidSOS and Text maintenance at \$1,650.00. HSA for Health Insurance \$1,000.00. Hubtech GIS contract payment of \$7,500.00 if motioned on today.

**2022-2023 budget** - NG Expenses Grant was preliminarily approved to receive \$24,000.00 GIS Grant, which is Hubtech's contract. Nothing has changed for copier maintenance, supplies, education, mileage and ESRI. Services Rendered at \$30,000.00. Security Camera System will come out next year. GIS Services, Rapid SOS and Map maintenance was approved several months back.

### **SECURITY CAMERA SYSTEM**

Shannon thanked the ETSB for their contribution to the Security Camera System. Marc asked about a recording device. Shannon said yes, up to a certain amount of days then the NVR's start rewriting. Jarrod said he is impressed with the quality of the cameras. PASS has made a few adjustments to a certain areas. They will do training next week. Cindy asked about the entrance. Jarrod said they are adding another monitor.

### **TEXT TO 911**

SOP for Text to 911 explaining the steps for answering a text on the Solacom system. When Windows 5 is installed, there will be new capabilities to better track a text caller by putting the latitude/longitude in the map. There are no regulations that state a PSAP has to be able to track a 911-text caller.

### **TTY TESTING**

There are several different types of TTY calls that could come into 911. Sherry is fortunate to know a hearing-impaired resident in Sparta who was able to test TTY. He has a videophone. Over the past couple months the 911 Office has tested with MedStar. MedStar has asked INdigital for a bid for two full-blown answering positions. 911 position to 911 position is the only way the PSAPS should transfer a TTY call. Through recent tests the only way MedStar can receive a TTY transfer is on their 618/443-3088, which is outside of 911. A new TTY SOP stating not to transfer TTY calls and be prepared to give pre-arrival was presented for discussion. Cindy said telecommunicators would give pre-arrival and then call MedStar if an ambulance was needed. Sean said this would speed up the process and eliminate some issues.

### **HUBTECH GIS SERVICES CONTRACT**

Hubtech is proposing the same contract this year as what he has in the past at \$24,000.00. The 911 Office is still working with the State on GIS. Marc said he had been meeting with Chris Koester and Danny Valleroy, Land Resource Mgmt. on upgrading their system to ArcGIS Pro. They are going to move the RC Assessor's Office to ArcGIS Pro at the start of the year and hold off a year for Land Resource Management. They will install a read only version in Land Resource Management. Chris Koester has received a proposal from Hubtech as well. Marc asked if both the Assessor's Office and 911 Office could talk and get with Hubtech to negotiate the cost for both Offices. Cindy said Randolph County 911 tentatively received a NG Expenses Grant for Hubtech's contract of \$24,000.00 for this year. She is hopeful the State offers it again next year and the Hubtech bill will need to state GIS Services for 911. Marc said Hubtech can submit 2 bills. Shannon asked who was reaching out to Hubtech. Marc asked if Cindy and Chris could reach out to Hubtech. Sherry said Randolph County 911 needs to do the download with Intrado into the State portal.

### **RADIO COMMUNICATIONS**

Cindy spoke with Mike Kelley and Charlie Bargman. Charlie received the templet from Chuck, but he needs to be walked through the process on what to do. Bobby said he received the same templet without any instructions. Mike Kelley told Cindy about concerns with Federal Grants for the County and Sheriff's Office and finding out recently, there may be some County issues. Cindy said that's more of a reason Randolph County needs to get going on this committee. The MOU's need to be done. Lyn explained every entity in the County needs to have an MOU with every other entity in the County. Lyn said there are several entities in the County who don't have MOU's. Lyn said the Mayor, Police Chief or Fire Chief could sign off on the MOU's. Jarrod asked if it was one templet. Lyn stated yes. When we get compliant, is it the responsibility of the Department to stay up to date or Emergency Management. Lyn said it should be each individual Department. Jarrod said he was going to reach out to Roy Walker for the frequencies. Marc asked suggested having one document with every entity on it and have each entity sign it. It could state the service for each entities frequency. Cindy presented a copy of a MOU, which shows the frequencies. Lyn said Randolph County needs to make sure we don't need a separate document for each entity. Bobby said we need to start by finding out if we can use one document. Lyn said start with Walker's. Jarrod will call Walker's.

### **IPSTA CONFERENCE**

Conference is in 2 weeks in Springfield, IL.

### **SESSA BOARD**

Cindy received word from IDPH she was appointed to a SESSA Regional Board (Mental Health) for EMS Region 4.

### **MAPPING**

Lawman: Windows 5 upgrade should be complete October 25. Peter Hubbard, Hubtech would like to give a demo when this is complete.

### **911 EMPLOYEE CONTRACT**

Marc explained the Regional Office of Education would be moving out January 2023, which is next door to the 911 Office. The idea has been suggested to bring EMA back to the Courthouse. Marc briefly went over the future of EMA and 911. Copies of Cindy and Sherry's proposed contract was passed out along with the spreadsheet. Cindy had copies of the projected 2024 and 2025 budgets.

### **EXECUTIVE SESSION-**

Cindy and Sherry were asked to leave the boardroom.

911-employee contract-

Cindy Wagner and Sherry Craig were asked to return to the boardroom. Shannon said the ETSB has decided to increase Cindy and Sherry's salaries by \$3,000.00 this year and next year for a 2-year contract. Lyn said a percent was considered, however the Administrator and chief Deputy salaries grow further apart each year. Cindy asked why a 2-year contract opposed to the 3-year requested contract. Lyn said with respect to Marc's comments about Emergency Management Agency Office move to the Courthouse and further discussions about the two offices they felt it best to only go out 2-years. Discussions were held about additional 911 Office staff needs. Cindy and Sherry agreed they feel they are handling the 911 Office duties well. Cindy understands the view of the ETSB with regards to the years of service of both Cindy and Sherry; however, they are both 6 plus years from retirement. Training of additional 911 staff could be taken on down the road. With respect to a 2-year employee contract opposed to 3-years concerns were raised about where the 911 budget may be in 2 years with respect to the State of Illinois and forthcoming surcharge disbursements. Marc Kiehna motioned to increase Cindy Wagner and Sherry Craig's salaries by \$3,000.00 per year for the next 2 years, seconded by Bobby Helmers. Roll call vote: Yeas: Shannon Wolff, Sean Lukes, Marc Kiehna, Lyn Thies and Bobby Helmers. Nays: none. Motion carried. Cindy and Sherry thanked the ETSB. Cindy asked if she would be able to take a county vehicle to conference in 2 weeks. Marc said they are earmarked for certain departments. If that department would choose to allow you to take that vehicle, the county wouldn't have a problem. Jarrod advised Cindy to talk with Chris Koester. Cindy asked if the ETSB could adopt the federal mileage amount as opposed to following the county. Shannon asked about the amounts. Marc said the County mileage is \$.50. Sherry said the federal mileage is \$.62.5. Marc said to put it on the agenda for the next meeting; he did not have an issue with going to the Federal rate. Lyn said he wouldn't have a problem with the increase.

### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Bobby Helmers moved, seconded by Marc Kiehna. Motion carried.



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

**November 30, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Wednesday, November 30, 2022 in the Randolph County Boardroom. Vice-Chairman, Bobby Helmers called the meeting to order at 9:00 a.m.

### **ROLL CALL**

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

Board members absent: Shannon Wolff  
Chuck Kelley

Others present: Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Jarrod Peters, Randolph County Sheriff's Office  
Ryan Coffee, Randolph County Sheriff's Office  
Daniel Niemeyer, Randolph County Sheriff's Office

### **MINUTES**

After a review of the minutes from October 13, 2022 by the Emergency Telephone System Board, Vice-Chairman Bobby Helmers asked if there were any questions or concerns. Vice-Chairman Bobby Helmers asked for a motion to approve the minutes. Lyn Thies moved to approve the minutes, seconded by Mike Hoelscher.

### **BILLS**

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

Public Comment: None

### **BUDGET**

The 911 Office is now receiving normal monthly budget reports from the Treasurer's Office. The 911 budget has balanced with treasurer records for September and October. Randolph County 911 received 2 revenue checks in September \$70,424.93. October had normal monthly revenues. The Hubtech GIS Services Grant for \$24,000.00 was signed off on for FY23. Cindy is hopeful that Randolph County 911 should be able to apply for the GIS Services Grant for FY24. Cindy said the security camera invoice would be submitted this Friday.

### **RCSO WINDOWS 7 TO WINDOWS 10**

Cindy explained the Randolph County Sheriff's Department has been in need of a windows upgrade for some time now. To better serve the upcoming text and RapidSOS project this upgrade is needed as soon as possible. She has spoken with Jordan

Scherle, RC IT Analyst. Jordan has several projects ahead of this one and recommended Hubtech Computer Solutions assist in this project due to Peter having built the current computers at the RCSO. Randolph County 911 has received credentials for RapidSOS install. Marc said it makes sense to have Hubtech work on the upgrade. Daniel suggested moving the computer towers to the back server room. Cindy will discuss this with Hubtech. Recently, INdigital replaced a computer fan at the Randolph County Sheriff's Office due to the dust. Randolph County 911 has a ticket in with INdigital for maintenance to clean the 911 equipment or additional cost. The 911 Office frequently vacuums the 911 equipment at Sparta PD. Marc Kiehna motioned to have 74 Cloud (Hubtech Computer Solutions) quote in the amount of \$5,425.00 for the purchase and installation of computers at the RCSO, seconded by Mike Hoelscher. Roll call vote: Yeas: Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Lyn Thies and Bobby Helmers. Nays: none. Motion carried.

### **TEXT AND RAPIDSOS MAPPING GO LIVE**

INdigital has been testing text 911 calls with Randolph County over the past several months. Randolph County 911 asked them to turn text 911 off until we were able to go live with RapidSOS. However, Daniel received a text 911 call on October 26. A printout of the text 911 conversation was passed around to the ETSB. Cindy said this was a good test and Daniel did an excellent job handling the call. It was a domestic call, which has led to several questions to where we have created a ticket with INdigital. Daniel said the call was in Perry County and could not be transferred. He had to call the Perry County Sheriff's Office for them to send a deputy. He said the call was 30 minutes long and could have been cleared in several minutes had it been a voice 911 call. The window that opens up for a text 911 call is very small causing Daniel to have to scroll a lot. Also, the call printout shows the dispatcher name, however INdigital is going to do some more text 911 testing to see what name shows on a return text. Daniel said had this call been at 4:00 the afternoon it could have been an issue. INdigital is working on adding a tone to messages received. Daniel said if Randolph County 911 starts seeing an increase in text 911 calls there could be some issues, due to 90% of the time there is one telecommunicator on duty. The question was asked about Randolph not accepting text 911 calls. Cindy said by Law a County has to be able to receive text 911 calls by 2023. Marc asked about telecommunicator training. Cindy said the 911 Office has forwarded multiple power points from INdigital for the telecommunicators to review. The 911 Office may need to get a signature from the telecommunicators. Jarrod asked if the text 911 calls mapped. Cindy stated that's what the RapidSOS is for; the telecommunicator will copy and paste the latitude/longitude from the call into RapidSOS. Lyn asked if there is a point during the call when the telecommunicator should call the texter. Daniel said before a call is made certain questions would need to be asked to the texter. Daniel asked about \*67 to block the RCSO ID. Cindy has asked other Counties about SOPs for text 911 calls; she found others do not have any written SOPs due to needing to handling text 911 like a regular 911 call. Marc asked about getting INdigital's help with contacting other Counties to see how they are handling text 911 calls and training for their telecommunicators.

### **RADIO COMMUNICATIONS**

Jarrod Peters, Randolph County Sheriff's Office reached out to Richie at Roy Walker. He had the Illinois State Police's MOUs on file. Kevin said the radio companies have this information. Daniel said it could also be downloaded from the FCC website. Jarrod stated the MOU's are needed to apply for federal grants. Daniel is going to start working on the MOU's. Kevin asked if the 800 mhz system was capable of paging. Daniel said yes. Kevin said Red Bud is having a situation with Monroe County. The equipment is 18 years old, and the repeaters have lost communication with each other. Red Bud Fire is going to have to change pagers to go to the 800 mhz paging. Kevin asked about the paging equipment here. Daniel said it's mostly Motorola. Kevin said parts to fix it are no longer available and could be an issue down the road. Daniel said the Fire Departments might need to apply for a grant.

### **HUBTECH GIS SERVICES CONTRACT**

At last month's meeting, Cindy was asked to have a meeting with Peter Hubbard, Hubtech and Chris from the Randolph County Assessor's Office regarding the 911 Office contract with Hubtech Computer Solutions. Peter explained the 911 Office contract/outline as well as the Assessor contract/outline and the differences he provides for each quote. They are completely separate work. Cindy said Randolph County 911 received the grant for FY23 and hopeful to get it for FY24. The 911 Office went the month of November with Hubtech continuing to work with us and not in a contract. Lyn Thies motioned to enter into a contract with Hubtech Computer Solutions, seconded by Kevin Miller. Roll call vote: Yeas: Kevin Miller, Mark Prange, Mike Hoelscher, Sean Lukes, Marc Kiehna, Lyn Thies and Bobby Helmers. Nays: none. Motion carried.

#### **STATE OF ILLINOIS CYBER NAVIGATOR PROGRAM**

This presentation was from the State of Illinois and forwarded to the ETSB. They will come to Randolph County to do a risk assessment to identify security level and procedures at the PSAPs. Marc asked Cindy to get with Carol Best and talk with Kevin Kern from Illinois County Risk Management Trust.

#### **DECEMBER ETSB MEETING**

Thursday, December 15 at Reids' at 10:30a.m.

#### **MEETING ADJOURNMENT**

Vice-Chairman Helmers asked the board for a motion to adjourn. Marc Kiehna moved, seconded by Mike Hoelscher. Motion carried.



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

**December 15, 2022**

### **CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, December 15, 2022 at Reids Harvest House. Chairman Shannon Wolff called the meeting to order at 10:30 a.m.

### **ROLL CALL**

Board members present:	Shannon Wolff Marc Kiehna Lyn Thies Chuck Kelley Bobby Helmers
Board members absent:	Kevin Miller Mark Prange Mike Hoelscher Sean Lukes
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Jarrod Peters, Randolph County Sheriff's Office Daniel Niemeyer, Randolph County Sheriff's Office

### **MINUTES**

After a review of the minutes from November 30, 2022 by the Emergency Telephone System Board, Chairman Shannon Wolff asked if there were any questions or concerns. Chairman Shannon Wolff asked for a motion to approve the minutes. Bobby Helmers moved to approve the minutes, seconded by Chuck Kelley.

### **BILLS**

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

Public Comment: None

### **BUDGET**

November budget review is on hold for the Treasurer's Office working on year-end.

### **TEXT AND RAPIDSOS MAPPING GO LIVE**

Hubtech is working on training materials as well as working with Jordan Scherle, RC IT on the RapidSOS and Mapping Windows 7 to 10. Jarrod stated they were at the Sheriff's Office this morning working. Cindy said RapidSOS could possibly go live the first week in January. Daniel said he was able to text 911 when Hubtech had RapidSOS live and the pinpoint of his location was very accurate. Daniel stated the text testing went well at the Randolph County Sheriff's Office. The telecommunicators got a chance to see how it works.

### **AMBULANCE SERVICE**

Chuck said EMS has a nationwide staffing shortage. MedStar staff is working long hours. They have made the hospitals aware, there will be no mental/behavioral health transports until fresh EMS are available during daylight hours. Chuck has

been working with Comwell daily. CESSA has held Region 4 EMS meetings; however have work to do on full attendee list. Cindy was appointed to the Region 4 CESSA. Chuck spoke about several EMS having been assaulted by mental/behavioral health patients recently. Safety is of great concern. All local hospitals are at capacity. Marc asked if the State of Illinois has the ability to assign National Guard members. Chuck stated the Governor hasn't deployed the Guard. He said St. Louis hospitals are down to 1% and 2% open beds. MedStar relies on St. Louis for trauma care and specialty care. There are 10-hour wait times. It is a statewide crisis. Chuck has been meeting with Mike Bost regarding several cuts MedStar has received.

#### **CESSA**

Cindy showed a map of the 8 988 centers in Illinois. There are several concerns with 988 and transfers to and from 911. No data transfer is of concern. Daniel stated the telecommunicators can call the phone companies and have the phone pinged, however 988 should be given that ability as well. Cindy said information is being written and the date has been pushed from January to July 2023 for the full Behavior Health Law. The Committees are tasked to develop low risk verses high risk, dispatch protocol, EMS protocol, response times and training education. Cindy said through the years the telecommunicators have had protocol with Comwell. Daniel stated yes, typically, an officer and ambulance are dispatched. Chuck said MedStar doesn't go onsite until an officer is there.

#### **EQUIPMENT MAINTENANCE**

Dust removal is covered under equipment maintenance through INdigital. They are at Sparta PD now and will be at RCSO this afternoon.

#### **RESIGNATION**

Shannon Wolff is resigning his position on the Emergency Telephone System Board. Reorganization will take place in January. Bobby Helmers is the Vice Chairman until the reorganization. Shannon recommended the County Board appoint Jarrod Peters, Randolph County Sheriff. Shannon said he's learned a lot and it has been interesting. He appreciates the help and opportunity. Cindy said we appreciate Shannon on the Emergency Telephone Systems Board and he will missed. The ETSB followed up with comments of appreciation. Bobby Helmers presented Shannon Wolff with a plaque of appreciation.

#### **HB5855 AUTOMATIC WEAPONS**

Marc referred to HB5855, which would ban the sale and possession of "assault weapons". It is understood that Counties are filing a resolution on behalf of 2<sup>nd</sup> amendment rights, but feels it needs to be of careful consideration. Jarrod said the Sheriff's Association has opposed the bill.

#### **WORLD SHOOTING AND RECREATIONAL COMPLEX**

Marc said legislation was filed this morning to sell the Shooting Complex.

#### **MEETING ADJOURNMENT**

Chairman Wolff asked the board for a motion to adjourn. Lyn Thies moved, seconded by Marc Kiehna. Motion carried.