



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

**August 8, 2024**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, August 8, 2024 in Randolph County Boardroom. Chairman Bobby Helmers called the meeting to order at 9:00 a.m.

**ROLL CALL**

|                        |   |
|------------------------|---|
| Board members present: | Bobby Helmers<br>Mark Prange<br>Chad Langerhr<br>Lyn Thies<br>Kelli Wright<br>Chuck Kelley<br>Marc Kiehna   |
| Board members absent:  | Sean Lukes<br>Jarrod Peters   |
| Others present:        | Cindy Wagner, 911 Administrator<br>Sherry Craig, 911 Secretary<br>Daniel Niemeyer, Randolph County Sheriff's Office<br>Charlie Bargman, Randolph County EMA<br>Andrew Kelley, MedStar Ambulance |

**MINUTES**

After a review of the minutes from July 18, 2024 by the Emergency Telephone System Board, Chairman Bobby Helmers asked if there were any questions or concerns. Bobby Helmers asked for a motion to approve the minutes. Chuck Kelley moved to approve the minutes, seconded by Lyn Thies.

**BILLS**

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

Public Comment: None

**BUDGET**

Cindy said 911 revenue is about \$30,000.00 higher due to the true up from the State. Surcharge money remaining from the statewide network cost is divided among Illinois Counties. Bank balance was corrected last month for \$650.00; however, it is still off due to clearing checks not recorded at the end of the month, although showed at the bank. Training continues at the Treasurer's Office.

**FY 25 GRANT**

Final notification was received for the NG Grant school floor plans. Randolph County 911 received the full grant request of \$99,000.00. Hubtech, Inc. will give a school floor plan presentation at next month's ETSB meeting. The State 911 Directed sent out draft letters for school districts stating a GIS vendor would be requesting appointments to collect 3D imagery. Also sent a list of frequently asked questions. Cindy will forward this information to the ETSB before next month's presentation. Randolph County 911 did not receive allowance on the GIS Contract.

**INDIGITAL**

INDigital is updating their reporting which will allow Randolph County to print call counts, calls by hour, calls by provider, calls by the busiest hours, calls by day of the week and calls by class of service.

## **CROWDSTRIKE**

On August 19, 2024, CrowdStrike had a software problem. Daniel reporter the outage to Cindy at 1:00am. Randolph County 911 calls were going directly into the MEVOs. INdigital thought they would need to rebuild Microsoft at each position. However, Kelli had rebooted the computers at Sparta PD and the system was back up. INdigital's online diagnostics were able to fix this issue.

## **FCC**

911 Calls from Chester Hospital were routing to Marion PD. The 911 Office was notified a few weeks into this issue. It took nearly a month to be corrected. Unfortunately, smaller companies like Clearwave are not held to the same standard as larger phone providers for reporting and troubleshooting issues. This makes reporting 911 outages to the public complicated due to it not effecting all carriers.

## **988**

The Randolph County 911 Office received another call into our administration voicemail. The call came from a grandmother in Tennessee trying to get help to a child in Randolph County. She did call the Sheriff's Office at 9:32pm. This incident provoked the 911 Office to see what people are getting when they google Randolph County 911. The 911 Office changed our information on the County website to read, "Calls for an emergency from Randolph County should dial 911. Calls for an emergency outside Randolph County, 988 and behavioral health should be directed to the appropriate PSAP/Admin number listed above". It would be good for the Sheriff's Office to mirror this announcement. When googling Randolph County 911 it brings up the County website for Emergency Services, which is outdated. We will get with Jordan Scherle, RC IT.

## **CALL TOTALS**

Call totals will be included in the packet monthly.

## **MEDSTAR MAP**

Cindy asked if the roads layer had been updated on the MedStar map. Chuck has loaded the roads layer information recently; however, he needs to add it to every profile and merge Counties. Cindy asked when the 911 Office could check with dispatch. Chuck said next month.

## **MEDSTAR MEVO**

MedStar IT will be reaching out to INdigital, when a 911 call is transferred to MedStar the data stream is delayed. The 911 call rings on the MEVO before the CAD populates the screen. The 911 Office will create a ticket with INdigital.

## **AMBULANCE SERVICE**

Chuck stated one report handed out was broken down by month and the other hour of day. The reports show Randolph County MedStar trucks responses. This data was printed July 31, 2024. He stated many of the "unknown calls" are from law enforcement. MedStar doesn't know what they are responding to in this instance. MedStar would like to request more detailed from law enforcement to classify calls. Chuck handed out Advanced SEND cards for each law enforcement from Priority Dispatch regarding training. Chuck asked if this report worked for what the State is asking. Cindy stated yes. Card 41 has been activated; it is the 988 card. Chuck will share these reports with Shay Haury, Comwell Executive Director.

## **RADIO COMMUNICATIONS PROPOSAL REVIEW**

Cindy was asked by the Communication Committee to obtain an opinion of the Illinois 911 Director regarding the radio equipment purchase and reimbursements as the project progresses. The Illinois 911 Director said radio communication equipment is acceptable to support the 911 ETSB PSAPs and dispatching of 911 calls only. 911 purchases are only acceptable for the equipment necessary that may route the radio communication for emergency response. Dark backups do exist in the State, these are locations that some departments may have agreements for assistance; however, they are not in the 911 ETSB filing with the Directors Office. The Randolph County 911 order on file states the following: the Randolph County Sheriff's Office PSAP 1, Sparta PD PSAP 2. Locations outside of those in the filing are not acceptable location for 911 resources. The Director stated reimbursements for the radio project are acceptable within the confines of the rules and most desirable approach would be to share the cost by means of what percentage of 911 calls dispatched over radio. Cindy said the radio communication system bid is quoted at \$805,521.00. The bid does not include monthly tower rentals and console furniture of which the Sheriff has stated those will be covered by the Sheriff's Office. In addition, the bid does not include the potential cost at Sparta PD for fire channel programming. As long as the ETSB stays within the confines of the rules of purchase Randolph County 911 should be able to figure the cost into the 2025 budget for reimbursement. Lyn stated the Communication Committee posted RFP this past month. The Committee received one proposal from Roy Walker Communications. The proposal is a repeater system with 5 repeaters throughout Randolph County. The Communications Committee voted to recommend this system to the Randolph County Board and the Randolph County ETSB. The RC Board will meet on Friday, August 16, 2024. Richie Mills, Roy Walker Communications will extend the quote to August 16, 2024. Upon approval of the bid by the RC Board/RC Sheriff's Office, the price is locked. Lyn said the console furniture and 3 monthly tower fee rentals would be covered by the Sheriff's Office. Cindy said the Sheriff's Office

covering those cost of the total system reflects a percentage. Marc asked the cost of the tower rental and suggested discussion be held at the upcoming Sheriff's Office budget meeting. Lyn said tower fees would be roughly \$1,000.00 monthly. Lyn said the equipment would be ordered upon approval; however, the current delays with changing FCC licenses could extend installation to late 2025. Roy Walker Communications requires a 35% down payment when the bid is accepted. 25% payment when the work begins and remaining when work is completed. There will be a charge for reprogramming Sparta PD fire paging. A question was asked about ETSB reimbursement and paying Walker Communication directly. Cindy said the Communication Committee has more knowledge regarding the needs of the radio communication shortfalls. All subsequent maintenance contracts or additional costs with respect to tower rental and furniture will be covered by the Sheriff's Office. The Sheriff will sign the contract, therefore it was decided the invoices should be billed to the RC Sheriff's Office. The Sheriff's Office will then present an invoice to the RC ETSB for reimbursement. Cindy said the Sheriff's Office would be responsible for tagging the equipment on their inventory. Randolph 911 no longer has radio equipment on the Randolph 911 inventory. The reimbursement process for billing from RC 911 to RC Gov occurs presently with the annual ESRI license 911 portion and also IMRF. Lyn stated it was the easiest with paperwork and maintenance. Lyn Thies motioned for reimbursement to Randolph County Gov/Sheriff's Office for VHF simulcast radio system that consists of 2 channels and 5 RF sites with microwave connectivity. The Randolph County Sheriff's Office will be responsible for the purchase of radio console furniture, monthly tower rental fees and future maintenance, seconded by Chad Langerhr. Roll call vote: Yeas: Bobby Helmers, Mark Prange, Chad Langerhr, Lyn Thies and Kelli Wright. Nays: Chuck Kelley. Abstain: Marc Kiehna. Motion carried.

#### **AVTEC TRAINING**

Chuck stated Andrew Kelley received his 300 training and will be trained to program Starcom radios. He is heading to South Carolina to become an Avtec Tech.

#### **RESCUE TASK FORCES**

Daniel stated they had training at the Chester Grade School this past Saturday. Rescue Task Force goes along with Active Shooter training. Training for firefighters, police officers and dispatchers. There will be 2 more classes next year.

#### **MEETING ADJOURNMENT**

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