



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

**August 10, 2023**

**CALL TO ORDER**

A meeting of the 911 Emergency Telephone System Board held on Thursday, August 10, 2023 in Randolph County Boardroom. Chairman Bobby Helmers called the meeting to order at 9:00 a.m.

**ROLL CALL**

Board members present: Bobby Helmers  
Lyn Thies  
Jarrod Peters  
Marc Kiehna

Board members absent: Mark Prange  
Kevin Miller  
Kelli Wright  
Chuck Kelley  
Sean Lukes

Others present: Cindy Wagner, 911 Administrator  
Sherry Craig, 911 Secretary  
Daniel Niemeyer, Randolph County Sheriff's Office  
Jeremy Kempfer, Asst. Chief Sparta Police Department (Proxy-Sean)  
Cole Elder, Operations Supervisor MedStar Ambulance (Proxy-Chuck)  
Brittany Peck, Asst. Dispatch Supervisor MedStar Ambulance  
Tyler Hess, Lieutenant Red Bud Fire Department (Proxy-Kevin)

**MINUTES**

After a review of the minutes from July 13, 2023 by the Emergency Telephone System Board, Chairman Bobby Helmers asked if there were any questions or concerns. Chairman Bobby Helmers 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 Bobby Helmers asked if there were any questions or concerns. Marc Kiehna moved to approve the bills, seconded by Jarrod Peters. Roll call vote: Yeas: Bobby Helmers, Kevin Miller proxy, Lyn Thies, Chuck Kelley proxy, Sean Lukes proxy, Jarrod Peters and Marc Kiehna. Nays: none. Motion carried.

Public Comment: None

**BUDGET**

July budget shows NG911 Expenses Grant of \$24,000.00 FY 23', Randolph County 911 is receiving \$14,310.00 FY 24'. Jarrod stated the Insurance Company would be here today with the Lexipol check. Copier maintenance is over due to purchasing toner this year. Jordan Scherle, IT will provide the ESRI license invoice. IDS/Map Maintenance will not come out this year due to going online last November. An updated spreadsheet with a breakdown of each month can be copied for any ETSB member. It is included in yearend budget book.

**RADIO COMMUNICATION COMMITTEE**

Daniel stated nothing new and they will meet on August 23, 2023 at 9:00a.m.

### **AMBULANCE SERVICE REPORT**

Cole Elder passed out the MedStar report. He stated MedStar has been busy with education, training and events throughout Region 4. MedStar continues to need staff along with all sectors of healthcare. Monroe County has pulled their ambulances from doing interfacility transfers out of Red Bud Regional allowing MedStar to pick up the added volume. Most recently, MedStar transported a patient to Springfield, as it was the closest hospital that would accept the patient. EMD version 14 is coming. MedStar is licensed by IDPH and Accredited as a Center of Excellence with the International Academy of Emergency Dispatch. MedStar has had several employees take the Crisis Intervention Training to prepare for their new role in the 988 process with State and Federal. MedStar call totals include not only Randolph County but also MedStar's jurisdiction for 2021-43,921, 2022-41,480 and 2023 through July 31-24,735.

### **STARS (SPECIAL NEEDS TRACKING AND AWARENESS RESPONSE SYSTEM)**

Brittany Peck explained the STARS program stating it's for special needs kids. Each patient has a STARS code which explains their demographic. This information is sent to the responding agent regarding the patient as well as everyone in Region 4. Jarrod explained his wife is a Speech Pathologist with the School District. A student moved into the area with a STARS code. Jarrod talked about implementing the STARS program at the Randolph County Sheriff's Office. Cindy asked about Region 4. Brittany explained the STARS Director, Nicholas Salzman was on vacation, but would ask him to give a presentation to the RC ETSB. Brittany stated there are 107 STARS patients in Region 4. Bobby asked where this information is accessed. Brittany stated entities access the STARS website. Daniel stated notations could be added to the patients address in Lawman. Jarrod said that would be beneficial. Brittany passed around her phone showing what the STARS notification looks like when received. Tyler stated, years ago their district made different reflective window stickers with similar identifications. EMS Region 4=Bond, Clinton, Fayette, Greene, Macoupin, Madison, Monroe, Randolph, St. Clair and Washington Counties.

### **INENA REGION 6 & 7 MEETING**

Cindy attended INENA Region 6 & 7 meeting in Mt. Vernon on July 19. Melinda Wolker, Jackson County 911 Administrator commented their dispatcher received a 911 call regarding a STARS patient and their dispatcher was not familiar with the program. Knowing the patient codes is very important. CESSA-988 Region 4 Representatives are shoring up the Laws and Regulations. Lyn asked how long the STARS program has been active. Brittany said MedStar has been active with the program since 2018. Cindy said redundancy was talked about at the INENA meeting regarding the Statewide Network. The next Advisory Board meeting is August 21; several terms are up and will be appointed. TC Training and credentialing was discussed. After the meeting, we toured the new facility of Mt. Vernon's PD.

### **ARCGIS PRO**

Sherry explained a mapping issue created due to several Courthouse Offices having different versions of ArcGIS. It was suggested to schedule another meeting.

### **HIGHWAY DEPARTMENT ENGINEER**

The 911 Office met with Grant Deterding, RC Highway Engineer to go over the Road Naming ordinance, road signs fading and missing road signs. The Highway Department may need a new machine with the requirements for new road signs.

### **CABLE CLEAN UP**

CTS is programming the switch for the Sheriff's Office. Jordan, RC IT will schedule the install date. Daniel asked about the switch. Cindy stated the new switches are being installed due to more ports needed.

### **RED BUD REGIONAL ERROR 911 CALLS**

A letter was sent to Red Bud Regional Hospital regarding their error 911 calls due to the dial out 9. Cindy spoke with the IT Department at Red Bud Regional Jordan and John Santos. They have multiple error 911 calls. Mental Health Center continues to be an issue. Randolph County 911 may need to look into legal matters. Cindy took this information to the Advisory Board; many other Counties are having the same issue. This problem is nationwide. Cindy explained Kari's Law. Weir Chevrolet was able to fix the issue with their phone provider.

### **FIRE ALARM**

Jarrod stated Kelton Davis asked if a fire alarm goes off in the County does dispatch receive a direct notification if they don't have an alarm company. Daniel stated it has to go through an alarm company.

### **RCSO CELL PHONE SERVICE**

Several telecommunicators have approached Bobby regarding the lack of cell phone service at the Randolph County Sheriff's Office. Every department Randolph County services has needed an image for work purposes and the only option the

telecommunicators have is to walk outside and send the information. Bobby said it was imperative to the RCSO to add a cell phone booster. Jarrod stated the days of moving information through the cell phones is more prevalent. Bobby said radio traffic can't be used many times. Bobby stated Roy Walker has a solution for \$8,000.00. Hubtech, Inc. solution is less than \$1,500.00. Cindy said it is a problem for the 911 Office when testing. Lyn stated this needs to be added to next month's agenda.

**MEETING ADJOURNMENT**

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