



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

July 9, 2026

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board was held on Thursday, June 11, 2026, in the Randolph County Sheriff's Office training room. Lyn Thies called the meeting to order at 9:00 a.m.

ROLL CALL

Board members present:	Daniel Niemeyer Chad Langerhr Lyn Thies Chuck Kelley Jarrod Peters Andy Gerlach
Board members absent:	Bobby Helmers Kelli Wright Sean Lukes (Proxy – Jeremy Kempfer)
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Jeremy Kempfer, Sparta Police Department Peter Hubbard, Hubtech, Inc. Jodi Moomaw, INdigital Jonathan Skeens, INdigital

MINUTES

After a review of the minutes from June 11, 2026, by the Emergency Telephone System Board, Lyn Thies asked if there were any comments. Lyn Thies asked for a motion to approve the minutes. Sheriff Peters moved to approve the minutes, seconded by Andy Gerlach. Motion carried.

BILLS

After a review of the bills by the Emergency Telephone System Board, Lyn Thies asked if there were any questions. Andy Gerlach moved to approve the bills, seconded by Chad Langerhr. Roll call vote: Yeas: Daniel Niemeyer, Chad Langerhr, Lyn Thies, Chuck Kelley, Sean Lukes, Jarrod Peters and Andy Gerlach. Nays: none. Motion carried.

INDIGITAL

Cindy introduced Jonathan Skeens and Jodi Moomaw with INdigital. As stated in the INdigital letter the Washington County B server move is more intricate than originally thought. Cindy stated in looking back at the RFP and presentations given to the RC ETSB, B server was for redundancy with servers A and B backing each other up. At no time was it highlighted, each had specific tasks in running the entire 911 system. During a Solacom call, it was highlighted the B server had additional features that Jonathan and Jodi were not aware of. If the B server were to go dark, it would put INdigital's functionality in jeopardy. Washington County is picking up the cost for the move to Randolph server room. Lyn asked the time frame of the move. Jodi said the move is scheduled for 2 days in August. Sheriff Peters said there were concerns with having the A and B servers in one location. Jonathan stated INdigital's response is to maintain "five nines" which is 5 minutes of down time per year. At no point should the Randolph County Sheriff's Office or Sparta Police Department not be able to answer a call through the MEVO. Cindy said Sparta PD was down yesterday due to another electrical issue. Daryl, INdigital worked on position 2 all day. He noticed the A server was down and Randolph County was running off the B server. Sheriff Peters asked if it was during the Sheriff's Office power outage. Cindy said Jordan, IT is checking to see if the server is on the backup. Jonathan is surprised there was a power outage to the A server due to it having an uninterruptable power source. Jodi asked if the generator was running. Sheriff Peters stated yes. Jodi will follow up with Daryl. Lyn asked if there was a way to tell if A server is down. Jodi said INdigital has online monitoring. Jonathan stated

the A server never should have gone down and thinks the UPS battery may have expired. Peter stated Lawman equipment stayed in power which is in the rack next to the INdigital rack. Jonathan will take his concerns to the new INdigital Illinois Systems Engineer, Matt McKaken. Cindy asked if Randolph County can keep the MEVOs when getting new 911 equipment. Jodi stated yes, they are through INdigital core services. Sheriff Peters asked if INdigital was recommending both A and B servers be placed in the RC Courthouse with no cost to the RC ETSB. Jonathan said yes. Lyn Thies asked for a motion to move the B server from Washington County to Randolph County at no cost to Randolph County, Andy Gerlach motioned, seconded by Daniel Niemeyer. Roll call vote: Yeas: Daniel Niemeyer, Chad Langerhr, Lyn Thies, Chuck Kelley, Sean Lukes, Jarrod Peters and Andy Gerlach. Nays: none. Motion carried.

Cindy said Randolph County 911 will be looking at new 911 equipment within the next year. Jonathan stated moving forward Randolph County will be a localized 911 rather than multi-county. INdigital is looking to provide updated call handling 911 equipment and a continuance of service to the RC ETSB. Jonathan said the Resilient 911 equipment is an all-in-one call handling solution. He stated several Counties in Illinois and Missouri are having success with this new 911 equipment. They have had great things to say about the equipment. Jonathan would like to propose a demo of Resilient 911 equipment. The Resilient would completely replace Solacom.

LIVE CALL TOTALS

Higher Ground continues to have issues with data collection of 911 call transfers. Jodi said Sherry created a ticket with Solacom field services several months ago. Cindy asked if the issue was widespread. Jodi said no.

911 CALL FLOW

Per Stephen with INdigital Randolph County 911 call routing may need an adjustment. Randolph County Sheriff's Office call flow--RC 18 seconds, MEVO 18 seconds, admin 18 seconds. Sparta PD call flow--Sparta 18 seconds, MEVO 18 seconds, admin 18 seconds. Cindy stated there is no reason to have MEVO involved due to the telecommunications being busy. She asked the ETSB if the following call flow was correct. RC 18 seconds, Sparta PD 18 seconds, RC 18 seconds and Sparta PD 18 seconds, RC 18 seconds, Sparta PD 18 seconds. The ETSB stated yes. Cindy said the 911 Office will test after the ETSB meeting. Jodi stated to create a ticket with INdigital if needed.

HUBTECH, INC.

Cindy said the RC ETSB has asked for a more comprehensive package on maintenance from Hubtech, Inc. over the past year. Currently, the 911 Office has 2 bills from Hubtech, Inc. \$475.00 for work done on June 8th and 9th for hardware support at Sparta PD an issue with mouse/log in screen. And \$1,600.00 for work at MedStar not wrapped up last year, however Hubtech had completed their tasks on the digi device to connect the 2 ports with the Pearle. INdigital needed to complete work on their end which they did yesterday. Peter said Chuck went with the Lawman map which shows the Randolph County layers and any changes Sherry makes. When receiving a 911 transfer the ALI automatically populates the map. Last year, Zoll and the Lawman map couldn't work due to INdigital not able to get the old Pearle and new Pearle to work together. This year, INdigital came back to utilize the new Pearle only.

Cindy stated the ETSB has 2 maintenance spreadsheets in their packets. See attached revised spreadsheets. New vendor maintenance is dated 2027. GIS support for the State portal amount from \$24,000.00 to \$18,000.00. Due to the change in verbiage the State may accept for a grant. Itemized Hubtech expenses spreadsheet from last year was also in the ETSB packet. **3D Indoor Mapping Maintenance Program**—Peter stated Hubtech is finished with the school scanning. He said St. John's Lutheran is building a new school and SWIC is adding on which will need to be rescanned. Peter said \$12,000.00-and 3-year commitment will cover maintenance for all previously scanned facilities. Without the maintenance St. John's Lutheran could cost around \$9,000.00. Chester Early Childhood and SWIC were not grant funded. Peter said if a new site needs scanned it will cost \$0.12 per sq ft. Sheriff Peters asked about the 3% annual increase. Peter stated the increase is around \$360.00 per year for 3 years. Chad asked about the upkeep other than a new addition. Peter stated change of room numbers/teachers. Every 3 months Hubtech would ask the school for changes.

Countywide GIS Comprehensive Contract—911, Land Resource Management and the Assessor's Office have had separate \$24,000.00 each GIS contracts. Peter is proposing a Countywide GIS comprehensive contract. He will provide general GIS support for 911, Sheriff's Office, Highway Dept, Land Resource Management, Assessor's Office, Treasurer's Office and the County Clerk's Office. The County Clerk's Office would benefit in having the map. Mid-Range Services Hubtech would perform are Web Maps, Field Collection Setup, Dashboards, Dataset Layers Added to AGOL and County Public Facing Tax Parcel Map. Peter gave an example of the dashboard and reports showing how many traffic crashes at an intersection. The GIS tax map is stored on SQL but not updated to the cloud mapping platform. The data is outdated. The SQL server that holds the data is beyond life expectancy. ESRI will no longer support this version. Peter is proposing Randolph County abolished the SQL and put it in AGOL(the cloud). It's backed up and automatically updates the website. Total=\$57,500.00 Shared between County entities Randolph County 911 is \$8,214.00. Cindy stated if County Board approves Randolph County 911 could reimburse County Board for payment as is now the method for ESRI payments. Lyn asked Peter if he was doing a presentation for the County Board. Peter said he would get on the agenda for July 17th or 31st. Cindy stated the school maintenance changes may be pressing. St. John's Lutheran School and SWIC new builds will need to be scanned.

COUNTY TAX PARCELS

Cindy asked Andy about the County Tax Parcels being off. Andy spoke with Amy Rice, Land Resource Management. She said parcel lines would need to be moved individually. Peter said it is possibly a projection and a transformation issue. If it's a transformation issue it will be covered under the maintenance program.

LAWMAN

Mapping has always been billed under 74 Cloud Map. Now that Peter is the sole owner of Lawman he has moved 74 Cloud Map to Lawman billing. Trent is doing a great job with Lawman, and a new version is coming out. Maintenance is going from \$600.00 to \$850.00 yearly.

BUDGET

Normal monthly expenditures for June. Legislature is fighting for the surcharge to be more secure and increased.

EMERGENCY NOTIFICATIONS

Cindy asked if dispatch was pushing the road closure notifications out Active911 and Chief360. Many Departments are still on Active911. Andy stated Steeleville Fire Department never receives a road closure through Active911. Daniel stated road closures don't go out over Active911. He stated closures are on the Sheriff's Office app. Cindy stated the Sheriff's Office calls MedStar with closures. Sheriff Peters said this needs to be discussed with the Road Commissioners. Cindy said new map versions could potentially send alerts for closures. This issue could also be corrected when the Highway Department gets the AGOL map, and they may assume this responsibility.

ILLINOIS FREEDOM OF INFORMATION

The FOIA Officer is sending the same information for all Offices. Cindy has asked for copies for the ETSB files of all FOIA responses.

PRIORITY DISPATCH

Sherry and Chuck have been on a number of conference calls with Priority Dispatch. The Steering Committee needs to happen soon. Chuck said possibly Daniel from RCSO and someone from SPD.

Public Comment: None

MEETING ADJOURNMENT

Lyn Thies asked the board for a motion to adjourn. Andy Gerlach moved, seconded by Sheriff Peters. Motion carried.