



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

June 8, 2023

CALL TO ORDER

A meeting of the 911 Emergency Telephone System Board held on Thursday, June 8, 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 Mark Prange Lyn Thies Kelli Wright Chuck Kelley Sean Lukes Jarrod Peters
Board members absent:	Kevin Miller Marc Kiehna
Others present:	Cindy Wagner, 911 Administrator Sherry Craig, 911 Secretary Daniel Niemeyer, Randolph County Sheriff's Office

MINUTES

After a review of the minutes from May 11, 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 Mark Prange.

BILLS

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

Public Comment: None

BUDGET

No May budget report due to not receiving records from the Treasurer's Office.

RADIO COMMUNICATION COMMITTEE

Daniel had no report. He hopes when the new State budget comes out in July there will be grants available. Cindy asked about the agreements. Daniel said they are done, however they need signed.

CABLE CLEANUP

Cable cleanup has been completed at Sparta PD. Jordan, CTS and Peter installed a new switch, it was decided another switch was necessary at the Randolph County Sheriff's Office. Mark, CTS would like to do a discovery. To define what the new switch needs to look like.

911 AND MAPPING ISSUES

Randolph County 911 is having issues with connection on the 74 Cloud map at the same time INdigital is losing ANI/ALI. These are 2 separate issues, however a few 911 calls have disconnected while in process.

74 Cloud Mapping – Peter asked Jordan to get a report from Clearwave for bandwidth accessed. Currently the County is at 50 megabits, Clearwave chart shows the Courthouse and Sheriff's Office maxed daily. This could be an issue effecting the map.

Peter has added a monitor on the map making sure the heartbeat isn't interrupted. Daniel said the TV map will shut down without being used and when moving across the map too fast it will shut down. Peter feels it is a bandwidth issue. Jarrod will mention the bandwidth issue to the County Board tomorrow at its meeting. Digi Port was purchased to pass ANI/ALI to the Sheriff's network. Lawman and 74 Cloud receive the address through the Digi Port.

74 CLOUD TICKET PORTAL

Peter has created a mapping ticket portal. Each PSAP has credentials to login and create a ticket. Any mapping issues needs to be reported immediately. If Peter isn't available, contact Cindy or Sherry.

ONLINE MAP

July 1 the old online Map will be decommissioned.

STEELEVILLE 911 CALL

Jarrod said the Sheriff's Office received a 911 call from Steeleville. Firefighters and Officers were having trouble finding the incident; however, the new mapping system was able to track the caller. Daniel stated the tracking is great.

INDIGITAL TICKETS

Randolph County 911 has had a number of tickets with INdigital since the beginning of the year. Ex. ANI/ALI going out, 911 calls dropping. INdigital's solution lately has been rebooting the system, it's not a solution. The telecommunicators are rebooting every shift. The 911 Office has created a spreadsheet for tickets. Cindy has spoken with Jodi Moomaw local representative for INdigital. ETSB approval, the 911 Office will send INdigital a letter asking them to resolve these issues. Daniel spoke about the keypad dropping the programming, which has been replaced again. Cindy has spoken with Curt Wolfenberger, INdigital he stated when Randolph County 911 needs new 911 equipment he would recommend Vesta not Solacom. Daniel asked if it was an INdigital issue or Solacom. Cindy said Solacom. Tickets are being put in with INdigital and then it goes to Solacom.

INENA REGION 7 GRANT

A grant was approved for Region 7, which will be held in Carbondale through Denise Amber Lee Foundation.

TEXT SERVICE

Text testing at Sparta PD is June 14 with the go live on June 20. The 911 Office will send the manual out again. Jarrod asked the ETSB their thoughts on Randolph County 911 texting. Lyn said we need to let the public know that texting 911 is a last resort.

RAPIDSOS TRAINING

RapidSOS Training in Effingham. Cindy will get more information.

24' GIS NG GRANT

Randolph County 911 has received the final approval of the \$13,000.00 for GIS.

FRONTIER OUTAGE

The 911 Office received an email stating Frontier had 400 customers out of service in Chester. Cindy said the smaller companies like Clearwave and Sparklight are not held to the same standard as Frontier in not letting 911 know if they have an outage.

HB 1055

Washington State Governor Inslee signed HB 1055, which brought telecommunications into the complete retirement system as 1st responders. APCO and NENA feel it is positive.

TELECOMMUNICATOR TRAINING

The 911 Office is working to revamp the training spreadsheet including other training options. Sherry said the Alzheimer's Association offers telecommunicator training. Daniel stated APCO and NENA have a lot of online training, but you have to be a member. Jarrod is checking with Ben Harvey, ICRNT Randolph County Insurance Company if they would offer free training. Chuck reached out to APCO, which has a CIT (Crisis Intervention Team) for telecommunicators. Emergency Medical Dispatch is also working on a CIT course. Bobby stated SILEC is offering that course as well. Cindy said the State Committee in Illinois for telecommunicator training certification is working on a curriculum. They are pushing to mandated. Chuck stated Autism training is behind it. Daniel said no County in Illinois requires the same training.

ECLIPSE

The first Eclipse meeting was held this week.

MAPPING REPORTS

Jarrold said Ryan Coffee met with Peter Hubbard regarding the new mapping system. They would like to incorporate the mapping system for end of year statistics with calls of service and their location. Ex. Theft, drug activity.

MEETING ADJOURNMENT

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