



**Cook County
Emergency Telephone System Board**

**October 20, 2023
10:30 a.m.**

ATTENDANCE

Board Members in attendance;

Mr. Thomas Fleming
Mr. Michael Kuryla
Mr. John Matthews
Ms. Tisa Morris
Ms. Elizabeth Ryles

Staff and Guest in attendance ;

Mr. Martin Bennett, Executive Director
Ms. Shereen Gamble, Administrative Analyst
Ms. Valerie Rhodes, Director of Support Services
Mr. Brian Tracy, States Attorney
Ms. Krista Pyrocich, Lauterbach & Amen

Executive Director Bennett called the meeting to order at 10:41 a.m.

Attendance was taken.

MOTION TO APPROVE MINUTES

Ms. Morris made a motion and Mr. Fleming made the second to approve the Board meeting minutes of August 18, 2023 as presented.

Roll Call Vote;

Cornier	Absent
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Yes

Motion carried.

Cook County ETSB
October 20, 2023

911

Cook County Emergency Telephone System Board
9511 W. Harrison
Des Plaines, IL 60016

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LEGISLATIVE REPORT

Legislative Report for the October ETSB meeting.

LEGISLATIVE REPORT

The Legislature is due to return to Springfield for the Fall Veto Session on October 24-26 and November 7-9. At this time, there are no bills to be considered during the Veto Session which will impact the ETSB or the 9-1-1 system. There is a movement being mounted by the Illinois Municipal League to amend the Paid Leave for All Workers Act, P. A. 102-1143. This Act becomes effective on January 1, 2024, and provides guaranteed paid leave for all Illinois workers.

The Statewide 9-1-1 Board is next scheduled to meet on October 26th for the purpose of discussing the proposed amendments to Part 1324 of the Illinois Administrative Code. The Illinois NENA and Illinois APCO Joint Legislative Committees have reviewed the proposed changes and provided suggested changes to the Statewide 9-1-1 Administrator. The majority of the suggested changes are not substantive and deal with technical issues. Because of the uncertainty of leadership in the United States Congress, no progress has been made on obtaining funding for the nationwide NG 9-1-1 network.

Executive Director Bennett informed the Board that the most important item to note is that the APCO joint legislative committee reviewed the proposed changes, and everyone approved. The proposed changes get circulated to everyone in our local Big 5 (five big counties of Illinois) group that meets with Linda Zerwin, and to the working groups within APCO and NENA. We don't have any issues with the proposed language.

We're going to the 9-1-1 APCO/NENA conference on Sunday, where we'll hear about more legislative updates. The lobbyists groups in Illinois keep up with everything to avoid anyone trying to reallocate 9-1-1 funds.

COMMUNICATIONS CENTER OPERATIONS

WORTH CONSOLIDATION

The Village of Worth has expressed that they want to come to us for contract dispatching services. Last meeting, the City of Des Plaines and Village of Crestwood committed. Since Crestwood and Worth are both dispatched by Southwest Central Dispatch, Crestwood leaving to come to us piqued Worth's interest. Worth will be the fourth agency to leave Southwest Central Dispatch to come to us. Worth will come the end of April of 2024 with Crestwood, and Des Plaines will come December of 2024.

Mr. Matthews made a motion to approve Resolution 23-102001 to accept the Village of Worth into the Cook County 9-1-1 system, and Ms. Morris made the second.

Roll call vote;

Cornier	Absent
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Yes

AUTOMATIC TRANSFER SWITCH AND UPS REPLACEMENTS

Administrative Analyst Gamble had a great idea while discussing the ATS replacement with vendors. She suggested we replace both the UPS and ATS at the same time. Our UPS was replaced in 2015 and they last about 10 years. Also, there are long lead times when ordering this equipment, and if the ATS and UPS are replaced at once, we'd only drop power during one period. Once we receive the third cost, we'll bring them to the Board to vote on in November's meeting.

INFRASTRUCTURE / EXPANSION PROJECT

With the three consolidations scheduled in 2024, we'll add almost 20 more employees, and our service population will grow to 360,000 from 275,000 people. Our old conference room was outfitted with 8 positions, which shares a wall to our old kitchen area. We're going to take down the wall between these rooms and the wall between the conference room and the dispatch floor. This will allow us to add more positions, likely adding 16 more to our current configuration.

All the costs are being captured so we can apply for grant money from the State. We didn't do any grant requests for Robbins, and we'll have Crestwood, Worth, and Des Plaines to add. We believe we'll get a significant amount of grant money for those four agencies. Over the last eight to nine years, we've recovered approximately 1.2 to 1.3 million, about 90% of what we've applied for. There's grant money for consolidations and not many centers are presently consolidating.

Everyone's been abuzz about the upcoming consolidations, Des Plaines because of its size and Crestwood and Worth because they're both from Southwest Central. We've heard that two more agencies from their center will be reaching out about joining our 9-1-1 center. We've been preparing and aggressively hiring for the last 6 months.

Mr. Fleming asked what is planned for 2025 and 2026 to allow room for the growth of the center. Executive Director Bennett explained we have two centers that are split by a server room in Maywood. We thought about redoing the smaller of the two, which has 6 positions. When we talked to Crestwood, we inquired about space in their village. We'd have to mirror what we have in Des Plaines, so we're looking for a space to accommodate 25-30 positions. We also talked with Homeland Security, but they only have space for a few positions. Although they plan to erect a new building, no progress has been seen.

Mr. Matthews asked how many agencies Southwest Central has. Executive Director Bennett advised they have 4 police agencies, which is down from approximately 13. They built a new building so if their center closes, there's potential to explore obtaining use of that space.

Mr. Kuryla asked if we'd dispatch fire departments again if Southwest Central closes. Executive Director Bennett answered no, and said we'd refer them to Orland or Oak Lawn's centers.

FINANCIAL REPORT

OCTOBER BILL PAYMENT RESOLUTION

The October Bill Payment Resolution is attached for the Board's review.

There are several significant items to report;

\$40,000 to AT&T Mobility is to renew RAVE Smart911 contract services.

\$1,780,118.69 to Cook County Sheriff for contract agency dispatch services, contract agency surcharge, and ETSB salary reimbursement. The majority of this is pass through from surcharge receivables and contract agency payments.

\$15,568.51 to Frontline is to renew Frontline contract services.

\$21,791.12 to Mercury Systems is for the adding network cable to offices to provide internet and phone services to spaces not previously equipped with technology.

\$772,336.71 to Motorola is majority pass through paid by outside agencies purchasing radio equipment. Two charges are for ETSB purchasing Park Ridge radios (ordered last year) and spare radio equipment.

\$14,892.00 to DivIHN is to renew DarkTrace contract services.

\$18,947.50 to GeoComm is for a contract to complete GIS mapping and MSAG updates for NG911.

\$66,650 to Morrow Brothers is pass through as Cook County Sheriff will be paying for these two vehicles.

\$50,000 to Robertson Research Institute is to pay for one-hundred 911 employees to participate in the Protect the Protectors program. The first session is scheduled in November.

Total Bills \$2,967,235.03

Mr. Fleming made a motion and Ms. Morris made the second to approve the October Bill Payment Resolution as presented in the amount of \$2,967,235.03.

Roll call vote;

Cornier	Absent
Fleming	Yes
Kuryla	Yes
Matthews	Yes
Morris	Yes
Ryles	Yes

Motion carried.

FINANCIAL REPORT

Lauterbach & Amen provided the following report;

The financial report was received and filed.

Ms. Pyrocich discussed our financial health. We're over 75% through our fiscal year and show a deficit because we're approximately \$400,000 behind on our surcharge revenue.

Executive Director Bennett expanded that we typically get separate checks for most of our agencies and the monthly surcharge distribution fluctuates about 5-7%. We saw a significant decrease in the Sheriff's surcharge. The preliminary explanation provided by the State was that there was an issue with T-Mobile and discrepancies in the zip code agreements shared with the City of Chicago. Additionally, the State switched the system they use to calculate and distribute surcharge money. We asked the State for data to include all the zip codes we're part of and the distributions 3-4 months before and after the decline. They have admitted they have something wrong on their end but because there are so many zip codes involved, it is taking time to gather and analyze the data. After our last meeting, a formal letter drafted by John Kelly, an attorney that specializes in ETSBs across the state, to put them on notice that the deficit is a mistake on their end, and we want to recuperate our money. We hope to have an update for the Board at our next meeting.

PUBLIC COMMENTS

None.

CLOSED SESSION

None.

FOR THE GOOD OF THE ORDER

Executive Director Bennett let the Board know that Director of Operations Kinsella and her therapy dog, Joey, received their certification from Brevard County Sheriff's Office as a therapy team. The National 9-1-1 Group runs a webinar every month and last month, Executive Director Bennett and Director of Operations Kinsella with Joey participated in a webinar about the quiet rooms and therapy dog. It was the most attended webinar to date and there's been a lot of great feedback. Red Center did a redesign of their center, so the therapy team went for a visit earlier in the week. Joey also visited the jail and Community Resource Center. It's been working very well having him as part of our center.

Ms. Ryles wanted to know what progress has been made with Dr. Robertson's program, Protect the Protectors. It was explained that the first session will be in November. Each session is approximately one hour long, except the second lasts about an hour and a half to discuss the results of the assessments. Ms. Ryles asked how we're able to get the employees off shift for an hour to attend these sessions. Executive Director Bennett explained that we allow overtime for the hour before or after the shift because we're pulling so many people at once. There will be an overlap so we can do a fewer number of sessions with more people. Ms. Ryles asked if anyone who misses a session will be able to attend a later session to makeup. Executive Director Bennett answered yes, and that the same would apply to new hires brought on after these first sessions take place. Ms. Ryles relayed that she thinks it'll be interesting to see the effects of the therapy room, therapy dog, and personalized therapy. Executive Director Bennett added that the level of participation from employees and their feedback will also be interesting to see. Mr. Fleming shared that the cost for the program, though not expensive, is worth the benefits to be gained. Ms. Ryles believes the program to be a great buy. Executive Director Bennett agreed and said that it's great that this group has been so flexible. Ms. Ryles asked if these therapy offerings are discussed during the interview process. Executive Director Bennett said not now, but we may add more information regarding these opportunities to the next job posting and create more recruitment videos. Ms. Ryles asked how recruitment has been going. Executive Director Bennett advised that 350 people applied during the last job posting for Telecommunicator, but only 61 people took and passed the typing test. Typically, only half the applicants that pass the typing test also pass the written test, and about half of those then pass the interview, while some are lost during the background process. We currently have an eligibility list to pull from. We keep everyone informed when they're placed on an eligibility list and provide a target date to avoid losing applicants. Ms. Ryles asked if there's time to hire the 20 employees needed to on-board Crestwood and Worth in April of 2024. Executive Director Bennett answered yes; a class started on October 9th and a Call-Taker class is scheduled in December. Classes will resume in January and run every 6-8 weeks. Ms. Ryles asked what Executive Director Bennett thinks holds people back from passing the application process; she's heard that the population isn't being taught to type anymore. He said he informs applicants that there are plenty of typing tutors to utilize but he believes what holds people back from working at the 9-1-1 center is the public safety schedule, which requires employees to work different days, different shifts, and to be available for mandated overtime.

