

Rock Island County Emergency Telephone System Board

1504 Third Avenue • Rock Island, IL 61201 • 309-793-1900

AGENDA

EMERGENCY TELEPHONE SYSTEM BOARD OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, December 5, 2023, 10:00 a.m.

Rock Island Police Department
First Floor Community Room
1212 Fifth Avenue
Rock Island, Illinois

1. Approval of the November 7 Minutes – Mindy Meyers
2. Financial Reports – Christine Cary, Bi-State
3. PSAP Reports – PSAP Managers
4. Secondary PSAP Reports – AMT EMS & Medic EMS
5. Technical Report – Rich Schipper, Bi-State
6. Other Business
 - a. Hiring Stacy DePorter to Assist with the Filing of the 2023 AFR and 2024 Grant Applications – Christine Cary
 - b. QCGIS Contract Renewal – Christine Cary
 - c. CS Pro Invoices / Credits – Christine Cary
 - d. January Meeting Date – Christine Cary
7. Public Comment
8. Executive Session
9. Adjournment

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Next Meeting: January 2, 2023 at 10:00 a.m. at the Rock Island Police Department

A cooperative effort of our public safety agencies in Rock Island County

MINUTES

EMERGENCY TELEPHONE SYSTEM BOARD OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, November 7, 2023, 10:00 a.m.
Rock Island Police Department
First Floor Community Room
1212 Fifth Avenue
Rock Island, Illinois

BOARD MEMBERS PRESENT: Anderson, Beswick, Gault, Landi, Meyers, Ramsey, Seiver, VanKlaveren

BOARD MEMBERS ABSENT:

OTHERS PRESENT: Matt Franks, Becky Anderson, Rock Island Police Department; Scott Ryckeghem, Margo Sparbel, Stacy Houzenga, QComm; Darren Hart, Curt Champion, Rock Island County; Summer O'Leary, Jason Kratt, East Moline Police Department; Ryan Tone, Hampton Police Department; Brian Youngren, Tara Polek, RACOM; Jim Uskavich, Rich Schipper, Wayne Mooney, Christine Cary, Bi-State Regional Commission

1. Approval of the October 3, 2023 Minutes. Beswick moved that the minutes of the October meeting be approved as presented. Meyers seconded, and the motion was approved.
2. Financial Reports. Cary distributed the November Accounts Payable totaling \$100,904.48. VanKlaveren moved that the November accounts payable be approved for payment. Meyers seconded, and the motion was approved unanimously by roll call vote. The following financial report was presented:

POOL Balance:	\$ 1,667,000.00
Checkbook Balance:	\$ 206,124.18
TOTAL	\$ 1,873,124.18
Oct '23 Surcharge:	\$ 164,353.98

3. PSAP Reports.
 - a. County – Meyers stated the 12th TC started last Monday.
 - b. Rock Island – Franks reported that Michael Mier is retiring on December 1. Interviews are being held tomorrow for her replacement. Congratulations to Michael on a 35-year career.
 - c. QComm – Ryckeghem stated they have 25 TC's and a trainee dropped out on Friday. Currently, they have three in training, and they should be done mid-December. Stacy Houzenga, the Training Coordinator, just finished her first two-week training session with the new hires. He went on to state that mid-December they will be taking over dispatch for Coal Valley, Coyne Center, and Reynolds Fire Departments and on Monday they will be doing G2 testing with RACOM.
 - d. Arsenal – Nothing reported.
 - e. SECC – Nothing reported.
4. Secondary PSAP Reports.
 - a. AMT EMS – No Report.
 - b. Medic EMS – Andorf stated via email everything is going well.
5. Technical Report.
 - a. Wayne Mooney – Schipper introduced Wayne Mooney as the new 911 Technology System Specialist. Mooney stated he came over from the State's Attorney's Office and that he looks forward to working with ETSB.

- b. CrowdStrike – Gault inquired about CrowdStrike. Schipper explained we are currently migrating PC's over to the state contract and hopefully it will be done before the renewal period.
- c. CentralSquare – O'Leary reported that everything is complete except for three items, OffenderWatch, Mental Health Jail Interface, and DEMs. They are still working out bugs with OffenderWatch and we have no estimate on timeline. The Mental Health interface is currently waiting on the 22.3 upgrade, which is available. However, she stated it would take down the system for a period of time since it is a major upgrade. Lastly, DEMs is currently in progress. She informed the Board there was a kickoff call last week and the admin training is at the end of the month. She stated that most agencies are using Axon for their digital evidence management. She anticipates that the agencies using Axon with unlimited storage will continue to use it and the agencies using in house servers for data storage would transition to DEMs. O'Leary noted they will need to work with the State's Attorney's Office regarding pulling data from Axon and DEMs. DEMs will replace the shared network that was created in the interim. She stated Hampton is still on target with training November 20-21 and a Go-Live date of December 11. She reported that DORs system with CopLogic completed the SFTP on October 26. Moline is currently in Phase 2 of testing to ensure the fields are mapped correctly in CS Pro. O'Leary reported the most critical issue is with mobile licenses, we are significantly over in our usage. CentralSquare sent a spreadsheet showing the list of where those are installed, and she stated they would work on getting information together to determine if additional licenses need to be purchased. Schipper suggested we bring a number to the next meeting to catch up the mobile licenses.
- d. Heartland Business Systems – Schipper reported that they replaced the primary and backup Verizon routers, there is one at RICOMM and one at QComm. They only had 15 seconds of downtime during the transition and now we have new warranted and supported equipment.
- e. Dell – Schipper reported that we will be replacing some of the CAD computers. Eight have been ordered and he will work on swapping them out at all the PSAPs.
- f. Robocalls – Landi brought up the rash of robocalls that have hit the PSAPs. He stated INdigital has been contacted and then it was put off on the carriers to deal with. He is worried that they will not take care of the issue. He asked the Board what could be done to deal with robocalls. Schipper stated we cannot block robocalls for liability reasons. He went on to say that we are coming up on an era when we could purchase a product that would vet the calls, but we aren't there yet. Seiver agreed and stated an AI system would be able to vet calls along with a host of other things. He agreed that the liability issue alone, spoofing numbers is the reason we can't rely on technology to block numbers. Gault asked if this is something the PSAPs could start forming a database and then work with the State's Attorney's Office to prosecute. Schipper suggested they work with the FCC. He also stated he would speak with Matt Swanson to see how Red Center handled robocalls. Anderson suggested NENA would be a good resource as well.

6. Other Business.

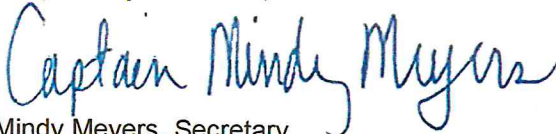
- a. Organizational Chart – Anderson presented the organizational chart to the Board. She stated the first line is the Board Members and the Officers. They are parallel because there is no hierarchy, but the Officers have additional duties. The 911 Coordinator and the 911 Technology Systems Administrator both answer to the Board, with the two 911 Technology Specialists answering to the 911 Technology Systems Administrator. Ramsey made a motion to adopt the organizational chart and Beswick seconded. The motion was approved unanimously.
- b. RapidSOS Premium – Seiver reported that INdigital was originally lukewarm on the idea of a trial. However, RapidSOS was not afraid of going with a period during which the customer could withdraw. He stated they wanted to structure it as we enter a five-year contract and at anytime during the first 12 months, we can give notice and terminate. Seiver passed around the quote and pricing sheet for RapidSOS Premium. The total five-year investment is \$196,077.24, with a first-year cost of \$38,205 and \$39,468 after. There is also a one-time set up fee of \$1,500. Seiver stated Jim Tollaksen with INdigital suggested the following language be added to the contract, "In accordance with the terms

herein, the Parties have entered into a contractual agreement for a term of sixty (60) months. The Customer may terminate this agreement at their convenience during the initial twelve (12) months of the contract term with a ninety (90)-day written notification via email.” Seiver stated he felt this language addressed our concerns adequately. Landi asked Sparbel if there would be any additional training on RapidSOS Premium. She stated all the PSAPs currently use the Portal so everyone should be familiar with it. She went on to say they will have a list of the new items to show everyone. Schipper stated most of the new features are intuitive to the RapidSOS platform. Seiver made a motion to move forward with INdigital for RapidSOS Premium. Gault seconded and the motion was approved by roll call vote.

- c. Nelson System – Seiver presented a quote from Nelson Systems. He summarized it as licensing for features that can be added to the Eventide Recording System. He stated we do not currently have a product that automatically captures information and ties it back to a record and Eventide does provide that interface. It gives us the ability to go back and look up an event and view all the information that came through RapidSOS Premium. He also noted it is a one-time licensing fee. Seiver made a motion to accept the proposal of Nelson Systems to provide interface and related SKUs for the recorders at QComm and RICOMM in the amount of \$23,380. Gault seconded and the motion was approved by roll call vote.

7. Public Comment. There was no public comment.
8. Executive Session. There was no executive session.
9. Adjournment. The meeting adjourned at 10:49 a.m. The next monthly meeting is scheduled for Tuesday, December 5, 2023, at 10:00 a.m. at the Rock Island Police Department.

Respectfully submitted,



Mindy Meyers, Secretary
Emergency Telephone System Board