

MINUTES

EMERGENCY TELEPHONE SYSTEM BOARD
OF ROCK ISLAND COUNTY, ILLINOIS

Tuesday, March 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, Hart, Landi, Ramsey, Seiver

BOARD MEMBERS ABSENT: Gault, VanKlaveren

OTHERS PRESENT: Mindy Meyers, Tracy Czekalski & Curt Champion, Rock Island Sheriff's Office; Matt Franks, Jamie Morris & Becky Anderson, Rock Island Police Department; Travis Noyd & Summer O'Leary, Moline Police Department; Chris Johnson, Milan Police Department; Scott Ryckeghem & Stacy Houzenga, QComm; Darin Keith, Arsenal PSAP; Stacey Bollinger, SECC; Paul Andorf, Medic EMS; Brian Youngren, RACOM; Ryan Newsom, FirstNet; Jim Uskavitch; Rich Schipper, Brian Nelson, Stacy DePorter & Christine Cary, Bi-State Regional Commission

1. Approval of the February 7, 2023 Minutes. Landi moved that the minutes of the February meeting be approved as presented. Anderson seconded, and the motion was approved.
2. Financial Reports. DePorter distributed the March Accounts Payable totaling \$247,548.95, which included \$209,567.67 in current accounts payable and \$37,981.28 for mid-February payments. Hart moved that the March accounts payable be approved for payment. Beswick seconded, and the motion was approved unanimously by roll call vote. The following financial report was presented:

POOL Balance:	\$2,015,000.00
Checkbook Balance:	\$ 337.01
TOTAL	\$2,015,337.01
FEB '23 Surcharge:	\$ 162,471.49

3. PSAP Reports.
 - a. County – Czekalski advised that they currently have one TC in training.
 - b. Rock Island – Franks informed the Board that they currently have 12 TCs, 2 of which are in training and 1 expecting to finish soon.
 - c. QComm – Ryckeghem advised they have 25 TCs (1 resigned, 1 in training, 1 starts on March 20, and 2 are getting background checks completed). Margo will take over the Deputy Director position and in June they will be hiring a training coordinator.
 - d. Arsenal – Keith noted that interviews for dispatcher supervisor are currently underway.
 - e. SECC – Bollinger informed the Board that they are converting from Telenex to INdigital, and the work-arounds were 50% successful. Nelson stated that there are still issues with transfers: transfer, data transfer, and audio quality. The new FCC Stir/Shaken was created to reduce spam, but unfortunately it will sometimes block legit traffic. Bollinger advised that Scott County will continue working on this until it is figured out.
4. Secondary PSAP Reports.
 - a. AMT EMS – No report.
 - b. Medic EMS – Andorf reported that all is good at Medic.

5. Technical Report.

- a. CPE Hardware Upgrade – Nelson noted that INdigital upgraded all the positions of Guardian and did all the hardware backend work. While the CPE upgrade was completed, the MEVO phones were in effect for 4 to 6 hours, which provided good training.
- b. Cyber Compromise – Nelson reported that he had been advised of a potential compromise of the system by Lt. Mueller at the RIPD. Mueller had been contacted by FBI Agent, Mark Phelps, who informed Mueller of a credible breach of a zip file with credentials for an IP address. The IP address in question was for the RICO network. The information was uploaded, and a case was started with CrowdStrike. Three hosts/domains were affected in the network, though it was not an active attack. Nelson activated the Cyber Security Plan. The County is still working with STIC and CrowdStrike to identify the affected domains. CrowdStrike deployed sensors and had a plan for the passwords to be changed. The only data shared with RICO was the DEMS file. It was immediately shut down, but has since been restored. Shipper reported no issues were detected, but he removed some unnecessary routes. The firewall and end point protections seem to be working. Nelson stated he found some errors in the plan, and that we should continue to train backup plans and keep table top exercises for cybersecurity response a high priority. The attack is believed to have come through VPN, and the FBI eluded to the fact that the credentials were for sale on the dark web. Landi asked if there was anything the departments should do on their end. Nelson's response was to keep/install CrowdStrike.
- c. Illinois Severe Weather Preparedness Week – Severe weather week is March 6-10. Federal Signal and Braniff hosted a clinic on March 3 and also completed a major back-end upgrade.
- d. CentralSquare Leadership Brief – Nelson advised that the last health check meeting will take place on March 10, 2023. The project for the health check is coming to an end, and we will lose access to our Project Manager (Shelbi). Nelson stressed that we need to make sure everything is being addressed and marked with a ticket. Nelson reported that the Committees are okay with that and we have the necessary contact information. Nelson stressed that the health checks did what was needed; what is left is to decide how to handle the money. DEMS still needs a solution. Possible vendors are Utility/Axon/Genetech, though none are integrated. Houzenga presented a CAD status update with priority pending and successes. O'Leary stated a lot of data conversion items are still out there. One year later, items are still not converted. She questioned whether we should rely on CentralSquare to get it finished or do we do it ourselves. Seiver stated John Kelly needs input and Board direction. What can we expect and what do we need from them? O'Leary stated we still have a need for DEMS, and we cannot abandon the product. Nelson advised that the cost of DEMS from Genetech is \$56,600.00. It was noted that we have paid for DEMS for the past two years, and we are being invoiced again for DEMS in year 3. Seiver asked about negotiating with CentralSquare, and if so, whose decision is it: Board, Attorney, or Management Teams? Ramsey recommended reaching out in a less "legal" way and if we are unhappy then go the legal route. DePorter advised that the Board had stopped making payments for both OneSolution (maintenance) and ProSuite (Year 3). DePorter noted that she would send all Board members/staff a spreadsheet of all outstanding invoices for both OneSolution and ProSuite. Seiver stressed that we need to have a new contract in place and made whole by the end of the contract period. Nelson also added that we need to enforce an end date for hosting the old database and to cut off user access. O'Leary stated that she felt the April 30, 2023 date to be a reasonable deadline. Hart questioned whether all agencies know what needs to be moved and saved. O'Leary stressed that all agencies should know what has and has not been converted and what needs to be moved and saved. Schipper recommended reporting back at the May meeting on whether the deadline has been met. Hart moved that Chairman Seiver, on behalf of the Board, notify all participating agencies of the April 30, 2023 deadline for pulling data from the old RMS server. Ramsey seconded, and the motion was approved.

- e. Hampton Add-On – Nelson added that the Hampton Village Council approved joining the the ProSuite system. He noted that this will be added to the April Agenda for discussion.
 - f. Vertiv Proposal – Schipper presented a proposal from Vertiv for UPS maintenance in the amount of \$15,000.00. Schipper explained that this maintenance and service proposal keeps all UPSs functional/operational. Anderson moved that the Board accept the proposal as presented. Beswick seconded, and the motion was approved.
6. Other Business.
- a. CentralSquare Pro Conference – Hart asked the Board if they were sending anyone to the Conference in Nashville June 4-7. Nelson suggested an IT representative and the 4 Global and Assistant Global Administrators. DePorter advised that the ETSB will reimburse for per diem, travel, registration, and hotel lodging. Anderson moved that the Board approve the five attendees (one IT and four Globals) to the CS Pro Conference. Hart seconded, and the motion was approved. At this time, it was also noted that the National NENA Conference will take place in Texas June 17-22.
 - b. 9-1-1 Coordinator – DePorter reminded the Board that her retirement date is tentatively set for July 31. Christine Cary introduced herself as the new 9-1-1 Coordinator.
 - c. Creation of 3rd IT Position – The Board discussed the new IT position, and Schipper advised that he would present a Job Description at the April meeting.
7. Public Comment. There was no public comment.
8. Executive Session. No session necessary.
9. Adjournment. The meeting adjourned at 11:24 a.m. The next monthly meeting is scheduled for Tuesday, April 4, 2023, at 10:00 a.m. at the Rock Island Police Department.

Respectfully submitted,



Nanette Anderson, Secretary
Emergency Telephone System Board