



# QUINCY/ADAMS COUNTY 9-1-1

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## Quincy/Adams County 9-1-1 Governing Board Meeting January 21, 2004 Quincy City Council Chambers, 5:15 p.m.

Members present: County Board Member John Johnson (Governing Board Chairman), County Board Member Nick Peters, Alderman Raymond Vahlkamp, Alderman Virgil Goehl, Rural Fire Association Secretary Bill Johnson, Sheriff Brent Fischer, Quincy Fire Chief Scott Walker

Members absent: Alderman Mike Rein, Quincy Police Chief Mike DeVoss, County Board Member Dave Bellis and Ambulance Director Greg Myers

Also present: 9-1-1 Director Steve Rowlands, 9-1-1 staff members Mark Krzystofczyk, John Frankenhoff and Sharon Tedrow, Quincy Police Deputy Chief Harry Cramer, Quincy Police Lt. Dennis Bingheim and Quincy IT Director Jim Murphy

Chairman John Johnson declared a quorum present and called the meeting to order. Virgil Goehl made a motion to approve the minutes of the last meeting that were mailed to all Governing Board members. Nick Peters seconded the motion. The minutes were approved without amendment.

Chairman Johnson recognized Adams County Board member Dave Bellis as a new 9-1-1 Governing Board member. He replaces Bob Scott on the 9-1-1 Governing Board. John Johnson stated that Mr. Bellis had a prior commitment and could not attend this meeting.

Alarm Receipt Monitoring System. City of Quincy IT Director Jim Murphy presented a demonstration and answered questions regarding a City of Quincy request that 9-1-1 Center personnel provide alarm receipt monitoring of city property. Jim Murphy stated that Director of Administrative Services Rick Meehan was out of town and unable to make the presentation.

The City has a new access control system in place at the water filter plant, and for future use at the airport, Central Services, possibly QPD and the sewer plant. The system will have cameras at certain points. Jim Murphy proposed that the system would be utilized by 9-1-1 personnel not an alarm monitoring system to watch but used strictly to respond to an alarm indication if someone breaks into a city facility. The application would run on an existing computer at 9-1-1 that also runs the mobile data terminal software. The screen is kept minimized until an alarm comes in, then a screen would pop up along with an audible indication either be spoken or a sound file that would notify the dispatcher of the alarm. This is newer technology that is in place and is similar to automated alarms that come in over the telephone, but come in on the computer instead.

Jim Murphy stated that all 9-1-1 would look at is a forced open door – a matter of break in only. 9-1-1 would be notified via the computer application software similar to how an

alarm company would notify 9-1-1 by telephone. Jim Murphy stated that the same software would be placed on the QPD watch commander's computer, then if 9-1-1 was busy, the watch commander would be a back up notification center. He also stated that the application would also be running on other computers used by city personnel as well. If an access card is used and the door is left open, it would not notify the 9-1-1 Center, that notification would go elsewhere. 9-1-1 would only be notified of forced entries.

Nick Peters asked if the only alarm instance that would go to 9-1-1 is when a door is opened without use of an access card and Jim Murphy replied in the affirmative.

Skip Vahlkamp asked if it is an alarm or a picture on the screen.

Jim Murphy stated it comes up flashing red with an alarm notice or voice notice. 9-1-1 would acknowledge the alarm with a mouse click and dispatch the police units. There is a screen that 9-1-1 could put in notes about the alarm. The application software allows the user to view cameras in the area where the alarm is going off. However, the city is not asking 9-1-1 to monitor the cameras although 9-1-1 may consider doing so. With future upgrades to the MDC system in the police cars, it would be possible for officers to monitor/view the cameras in the police cars providing the software infrastructure is in place. That infrastructure is not in place today.

Chief Walker asked once the infrastructure is in place, could the county piggyback on the same system?

Jim Murphy stated the county could do that today with what is in place but they would have to ensure that they had the equipment necessary to tie security points and video feeds into the local area network.

Skip Vahlkamp asked if the add-ons are unlimited? 9-1-1 could be watching thousands of spots.

Jim Murphy stated theoretically yes, but that is not the intent. It is an option as readers and cameras are added to it. Technically the county could be on it also but there has been no proposal for that yet.

Skip Vahlkamp asked where does it end?

Jim Murphy said they are proposing an alarm receipt only; they are not asking for alarm monitoring of the system. 9-1-1 would not be seeing all other door openings and closings or be responsible for system maintenance or administration.

Nick Peters asked if the icon stays there all the time.

Jim Murphy said it is there and it pops up with an audio notification when there is an alarm. The audio notification keeps repeating until it is acknowledged.

John Johnson stated this is similar to a system that he looked at in Galesburg for the correctional facility there.

Jim Murphy mentioned that St. Louis County 9-1-1 monitors cameras and alarms but they have dedicated a position to do this.

Steve Rowlands asked if it would report fire alarms to 9-1-1 as well.

Jim Murphy said the system has the ability do fire alarms, but the city does not intend to use the system for fire alarm reporting. If power went out or power was severed, the system would be down. This type of system is not used for primary fire alarms.

Jim Murphy stated most city facilities currently are not alarmed for access control.

John Johnson asked if this system was up and running.

Jim Murphy stated the filter plant access control has been in place since May but is not currently set up yet for alarm monitoring.

John Johnson asked if it could look at the history for people without cards.

Jim Murphy stated that it could but that 9-1-1 would only be set up for forced door opening notification.

John Johnson said that they do not know the number of false alarms now, as it is not set up for that yet. Do not know the number of problems that it may cause.

Jim Murphy said they would have to set it up and watch it.

Skip Vahlkamp asked how many false alarms would there be and stated that in his experience most fire alarms end up being false.

Nick Peters asked if there was a mechanical alarm for an outbuilding would the card allow the person to get both in and out the door?

Jim Murphy stated if the door were unlocked, there would be no alarm. There is not a card access for each side of the door. They are only looking at the hours when the facility is closed.

Nick Peters asked if it sets off an alarm when personnel are going out.

Jim Murphy stated no, it would not set off an alarm, and personnel would use the access card to get back in.

Chief Walker stated, as this is an electronic system, could there be tons of false alarms. It is set up for a door forced, could there be notification for electronic failure to another room.

Jim Murphy stated only forced calls would go to 9-1-1.

Chief Walker asked if the system crashed would 9-1-1 be notified?

Jim Murphy stated no, those notification would not go to 9-1-1. The readers all have battery back up to allow access when power is out or the system is disrupted.

Nick Peters asked if there were an alarm at the filter plant would someone call the employees working to let them know there is an alarm with the door?

Jim Murphy stated that the police could make the call that they were enroute.

Steve Rowlands stated 9-1-1 would end up making the call. On an alarm company calls, the alarm company would notify 9-1-1 to send the police or fire and then the alarm Company makes contact with the key holder. In this instance 9-1-1 would have to make the

notification. In cases where an alarm company calls, 9-1-1 is not normally required to contact someone. If there is a policy in place that 9-1-1 has to do it, we will.

Jim Murphy stated if the alarm were received by 9-1-1 by telephone, 9-1-1 would do what the officer asks in that situation as well.

Nick Peters stated that most of the phone in alarms are for empty buildings.

Steve Rowlands stated that 9-1-1 has a separate 7-digit telephone number for recorded alarm messages and an alarm line for alarm companies to notify dispatch of alarms. The buildings are not necessarily empty. At times, we do try to notify the key holder but usually at the request of police or fire personnel.

Jim Murphy said that the technology he is using does not allow for the alarm to come in on a telephone line.

Bill Johnson state that the city should provide a formal written proposal outlining what the specific duties that 9-1-1 would be responsible for and what costs, if any, that would be involved.

John Johnson said the city would provide the software. It is a matter of the protocols and who does it. We have nothing in writing at this time.

Virgil Goehl asked is there was any money involved.

Jim Murphy said there are no costs to do this. The airport security monitoring is being funded by a grant.

Skip Vahlkamp said that the alarm system at the filter plant was put in very quick without being thoroughly thought through and the airport one has to meet FAA regulations. He feels that we cannot vote on this tonight as he needs more information such as how many doors, etc and how much is being covered.

John Johnson stated he would need a motion to pursue more information.

Skip Vahlkamp would like to see an audio alarm as he feels it would not be missed.

Virgil Goehl asked if the county has been informed about this.

John Johnson said this information would be the first for some. The county does not have any access control systems in place to utilize this.

Sheriff Fischer stated they are looking at funding for a new access control system at the courthouse and use coded keypads on certain courthouse doors now.

Virgil Goehl made a motion to delay action on this until next month to gather more information on protocol and future installations.

Chief Walker asked if they were confusing the issue between whether the city should pursue the proposed system or if the city implemented this, can 9-1-1 monitor it.

John Johnson stated that Bill Johnson, Virgil Goehl and Skip Vahlkamp would like more information on this. Once the alarm pops up, what are the duties that 9-1-1 personnel have to do? Are they expected to notify people and so forth?

Chief Walker said the only key holder is the City of Quincy and those who deal with the filter plant, etc.

John Johnson asked who the contact person would be for those facilities.

Chief Walker said 9-1-1 would just dispatch the call.

John Johnson said it also needs to be spelled out with more protocol on who is notified, what that involves, any future plans for expansion, how many doors, and buildings are included in this plan.

Skip Vahlkamp seconded Virgil Goehl's motion to table this issue pending a formal written request on the role and responsibilities and more information. The motion carried.

John Johnson is not sure of the city's time frame. This will be either discussed at the next 9-1-1 Governing Board Meeting on February 18, 2004 or at the quarterly meeting in April dependent upon receiving a written proposal from the city.

Steve Rowlands stated that when this first was proposed last summer he was very concerned about this issue and whether it was 9-1-1's role to do security monitoring for city property. He stated that after discussion and demonstration of the system over the past few months, he is much more comfortable with the system than before. He stated that the reality is that this is not a difficult task. Looking at the screen that would be used, the alarm is not likely to be missed. Some notification policy and procedures regarding city and county officials are already in place. He has reservations on the principle of the issue, not the operational side of this issue. He stated that 9-1-1 personnel could easily do this but that his concern is whether 9-1-1 should do it.

John Johnson said if we are doing monitoring of alarms on the computer or telephone, there is not a lot of difference but we need to know what would transpire and what exactly the expectations are.

Nick Peters said this is taxpayer's property, they are paying for it.

Steve Rowlands said the city is asking for this, not private business. If it were a private business it would be an entirely different matter.

Steve Rowlands stated that the bigger picture is that as 9-1-1 assumes additional roles and responsibilities, it starts to building up. He asked that the 9-1-1 Governing Board ensure that 9-1-1 is both equipped and staffed to do these jobs right. 9-1-1 has the same amount of dispatchers today (15) as we did in 1989 and the role and responsibility of the 9-1-1 center today is considerably different and more complex than it was 15 years ago.

Nick Peters asked if the Governing Board members would get a copy of the city's request prior to the next meeting. Steve Rowlands stated that if he got the request he would forward it to the Governing Board members prior to the meeting.

2003 information and statistics on 9-1-1 operations. Steve Rowlands provided statistic and graphs for 2003 and 1198-2003 on calls and computer incidents for the 9-1-1 Center. In 2003, the total number of calls was 153,766 with 48,405 being 9-1-1 calls for service. The total number of CAD (computer generated incidents) was 61,905. He broke down the information by agency also.

Skip Vahlkamp stated that the fire responses with the ambulance would start to decrease when the new EMD protocols were in place.

Wireless surcharge revenue status. As of January 5, 2004 the balance of the wireless surcharge fund is \$381,908.94. 9-1-1 continues to receive just over \$12,000 per month. There is a sunset on the fund slated for April 2008.

Steve Rowlands stated that the Governing Board should note that 38% of 9-1-1 calls to the Quincy/Adams County 9-1-1 Center are from wireless phones.

John Johnson stated that the percentage of wireless 9-1-1 calls will only continue to go up.

9-1-1 Center Staffing issues. Steve Rowlands stated that one of the handouts is a copy of the memo sent to Governing Board members in October 2003 on staffing as a follow up request from Chief Walker.

Steve Rowlands stated that a 9-1-1 telecommunicator retired in December 2003 after failing a return-to-work medical evaluation/physical. She had been out on FMLA over the summer and returned to work in October 2003. He also stated that 9-1-1 currently has two probationary employees in training in addition to one employee that will start FMLA through April 15, 2004 due to pending the birth of her child. He said that this leaves us with 12 of 15 fully qualified dispatchers. Overtime is well above normal, but budgeted for.

Steve Rowlands stated that he is concerned about the increased demands on dispatcher responsibilities mainly because of EMS & EMD and other "communications" responsibilities for city and county officials. He stated that we have always been "on the bubble" between 15-16 dispatchers. Costs are included for staffing a new employee versus hiring someone. Total "employer cost" is \$31,646 - \$35,546 per employee with 0-2 years of service. Current average dispatcher employer costs is \$39,111 based on the current staff's seniority. Below 4 years of service, it is cheaper to do overtime for 16 dispatchers; above 4 years of service, it is cheaper to hire someone.

Nick Peters asked if we are putting money in the new budget to hire someone.

Steve Rowlands stated the February meeting is the budget meeting. He has proposed restoring the position that was cut 3 years ago. 9-1-1 is still doing the job with 15 dispatchers today just as we had 15 years ago.

John Johnson said when Governing Board put in the administrative assistant position in 1996 or 1997; we were trying to start E9-1-1. The Governing Board also felt that 9-1-1 needed an assistant with the additional workload the director would have with Enhanced. Without an assistant, the director would be in meetings and out of the office more instead of being in the supervisor role as expected. That was the concept years ago when the administrative assistant was requested and approved.

Steve Rowlands stated that if the Admin Assistant position was restored, it was his intent is to train that person as a 16th dispatcher and then address the need for an admin assistant in the future based workload for E9-1-1. He said that his immediate need is with the operational side of 9-1-1 at this point in time.

Backup/new primary dispatch facility issues. John Johnson stated that he, Steve Rowlands, John Frankenhoff, Scott Walker, and Gene Foster toured the Quincy University North Campus, 1901 N. 18<sup>th</sup> in November 2003. It is being considered as a location for a proposed police/fire training facility. It has lots of space and could possibly be utilized as either a backup for new facility for 9-1-1 depending on funding. A second possibility is the Ameren CIPS building at 330 S. 7th. The third floor of the building has been remodeled and is very nicely done. It would make a nice backup facility. There would be no costs involved for rent and electric but would have some wiring costs involved. CIPS has back up power and has climate control in place.

The current backup facility is in close proximity to the primary center and if something would happen to that area, it could take out both sites.

A new county jail is also a possibility for 9-1-1 as a new primary communications facility. Steve Rowlands stated that the priority should be to get a back up facility in better order. With E9-1-1 it may be time to look a new primary facility.

Skip Vahlkamp asked if the North Campus has empty space or land.

John Johnson said the building has vacant space that could be used and a long-term lease could be signed or that it could be acquired as well. It would only be used in conjunction with a fire/training facility.

Chief Walker said the police would also be involved with a training facility in the existing space.

John Johnson said it is a good multi-use facility with lots of possibilities.

E9-1-1 implementation status and planning. John Johnson stated that he and Steve Rowlands had a meeting with Mayor Scholz, Rick Meehan and County Board Chairman McLaughlin on Enhanced 9-1-1. They also met with CML (a telephone and 9-1-1 equipment supplier) representative (Ken Selvig) and Motorola Wireless USA sales rep (Rob Munsun) on December 16, 2003.

John Johnson stated that he and Steve Rowlands also had a meeting with Adams Telephone (General Manger Jim Broemmer, Tim Hightower and Craig Freeman) on January 5, 2004 on the feasibility for Adams Telephone to provide E9-1-1 services.

A meeting/conference call with SBC representative (Char Davis, Chris Mizera) on January 13, 2004 was also held. They discussed SBC providing E9-1-1 services. Due to technology changes, it is not now the norm for the largest telephone company to be the lead agency. They are exploring options and proposals from the telephone companies. One disadvantage Adams Telephone has is they have never done E9-1-1 implementation as the lead telephone company before.

Steve Rowlands stated that the friendly lawsuit between Quincy/Adams County 9-1-1 Governing Board and the telephone companies should be completed by the second week in March 2004 according to a conversation with Assistant State's Attorney Gary Farha last week. The friendly lawsuit allows the phone companies to share information with each other and with 9-1-1.

Status of funding for E9-1-1. Status of Representative LaHood request for federal money. John Johnson checked last week and it is still in the pending mode. He stated that he does not expect to hear anything more for another 3-5 months. He stated funding would be requested next year's federal budget if it gets approved. Status of House and Senate bills on providing funding for Enhanced 9-1-1. H.R. 2989 "E9-1-1 Implementation Act of 2003" and S.1250 "Enhanced 911 Emergency Communications Act of 2003" – federal funding matching grants 50% of approved projects. We are watching the progress of these two bills. City budget planning - \$405,000 for E9-1-1. 9-1-1 plans to request this funding in fiscal year 2004-2005 budget.

Some critical first decisions that need to be made are:

Location of a primary/back up facility and selection of 9-1-1 service provider. Do we stay with SBC and their experience? SBC has 95% of the 9-1-1 lines that we use. Steve

Rowlands stated that the Governing Board will have to make some decisions on this in the future.

Determination of new and additional costs if the primary 9-1-1 Center relocates. This may include a utility bill, maintenance, rent, supplies and snow removal, etc.

John Johnson stated that the Governing Board may look at some sort of sub-committee or implementation committee/technical committee as we proceed toward E9-1-1. Some issues may need answers before the governing board meetings. Maybe a committee can answer or approve the issues and report aback to the main board. He stated that we do not want to slow the project down waiting for the board to meet.

Steve Rowlands stated that the backup capability needs to be addressed first and independant of Enhanced 9-1-1 implementation. The backup site does not necessarily have to be Enhanced at the beginning, but this needs to be addressed.

Steve Rowlands stated that E9-1-1 implementation timeline will be around 3 years once the MSAG (master street address guide) database is developed. It has to be completed with only a 1% error rate before the ICC will allow us to go "live" with E9-1-1. There is still a lot of work to do after the database is completed.

Steve Rowlands stated apart from the location, there is equipment to be purchased and a backup site to be chosen.

Chief Walker asked about the status and capability of our current back up facility located at the SBC building at 6<sup>th</sup> and Broadway.

Steve Rowlands stated that the current back up facility is not adequate and that we could not realistically be expected to operate out of it. He said that 9-1-1 personnel could not work out of that facility. It is a 10 x 10 room with only 9-1-1 lines; no non-emergency or admin lines, no CAD, no LEADS, no rural fire paging capability, and very minimal radio capability with no radio for the Sheriff's department.

Skip Vahlkamp stated if we build a new primary facility, the back up could be the current facility. Steve Rowlands agreed that this outcome would be the ideal one.

Virgil Goehl left the meeting at 6:40 p.m. A quorum was still present.

CAD UNIX to Windows platform migration. Steve Rowlands stated 9-1-1 will need to migrate our CAD from UNIX workstations to Windows workstations in 12 to 18 months. He reminded the board that we migrated RMS from UNIX to Windows about 18 months ago. Steve Rowland stated the approximate cost to migrate to a Windows platform will be \$55,000-60,000 for a server and 7 workstations.

Steve Rowlands said that our 7 CAD workstations with the UNIX operating system were purchased in the 1996-1997 timeframe and that IBM no longer supports the operating system (AIX 4.3.3) as of December 31, 2003.

Logistics will soon not support our UNIX CAD application updates and upgrades. Logistics supports Windows based CAD application that allows for more flexibility on applications for the dispatcher. Steve Rowlands stated that Windows hardware is considerably cheaper than UNIX hardware and usually come with 3-year maintenance after purchase. 9-1-1 could reduce from three CPUs per console position to two CPUs.

Steve Rowlands stated that he intends to request funds County FY2005 budget (40%) and City FY2005-2006 budget (60%) for migration summer of 2005. He stated that he wanted

to emphasize that this a necessary step to take. 9-1-1 may be able to combine computers. There is also EMD software available for Windows based systems that integrate directly to CAD.

FY2004-2005 budget planning. The February meeting is to go over the budget for review. The final county budget for fiscal year 2004 is also included in your packet. We need the budget figures to the comptroller's office by February 2, but we can make changes after that date as needed.

Steve Rowlands stated that the proposed FY2004-2005 budget is in the handout and requests that the Governing Board members review it prior to the February meeting. He stated that he is requesting funding for the Administrative Assistant (16th dispatcher) and a 3% pay increase.

Old business.

Status of Blessing EMS Medical Director's EMD policy where 9-1-1 personnel are responsible for determining 10-33 or 10-40 response by EMS vehicles. Steve Rowlands stated that he provided comments to draft policy to Blessing EMS on January 9, 2004 and that the next meeting between Blessing EMS and area agencies will be sometime during the second week in February to discuss final policy. A meeting between Blessing EMS Medical Director and Adams County agencies will then be held to discuss specific protocols and an implementation timeline.

Steve Rowlands stated that this is a big responsibility for dispatch to do. EMS dispatching is much more complex and more difficult to do now.

John Johnson asked if any member had any new business. There was no new business.

John Johnson stated that there was no need for an executive session.

Nick Peters requested the proposal on the monitoring system be given to the board members before the next meeting.

Steve Rowlands said that when he received it he would immediately provide a copy to each board member.

John Johnson said that the monitoring system information would not be on the agenda until we get something in writing. We will provide to the board members what is provided to us.

John Johnson stated that the next scheduled meeting of the 9-1-1 Governing Board is for February 18, 2004 at 5:15 p.m. in the sub-basement conference room in the Adams County Courthouse. Tentative agenda: FY2004-2005 9-1-1 budget review and approval, E9-1-1 implementation status, and an executive session for salary and compensation review with regard to non-union 9-1-1 employees.

Nick Peters made a motion to adjourn the meeting. Bill Johnson seconded the motion. The meeting was adjourned.



Steve Rowlands  
Director, Quincy/Adams County 9-1-1