



# QUINCY/ADAMS COUNTY 9-1-1

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## QUINCY/ADAMS COUNTY 9-1-1 GOVERNING BOARD MEETING

October 18, 2006

9-1-1 Center, 222 N. 52<sup>nd</sup>, 5:15 p.m.

6 members present: Adams County Board Member John Johnson (Governing Board Chairman), Quincy Alderman Virgil Goehl, Quincy Alderman Skip Vahlkamp, Quincy Alderman Mike Rein; Adams County Ambulance Director Paul Davis, Adams County Rural Fire Association Secretary Bill Johnson (arrived at 5:50 p.m.).

5 members absent: Quincy Fire Chief Scott Walker, Quincy Police Chief Rob Copley, Adams County Sheriff Brent Fischer, Adams County Board Member Dave Bellis, Adams County Board Member Nick Peters

Also present: 9-1-1 Director Steve Rowlands, 9-1-1 staff members John Frankenhoff, Sharon Tedrow, Jo Liesen and Mark Krzystofczyk; and Adams County Emergency Management Agency Coordinator John Simon.

### Quorum Call and Approval of Past Minutes

Chairman John Johnson indicated a quorum was not present and that the present members of the Governing Board would hold an informational meeting only.

John Johnson noted that Alderman Dave Bauer resigned from the 9-1-1 Governing Board in July and that Quincy Mayor John Spring had appointed Alderman Virgil Goehl to fulfill the unexpired term. Chairman John Johnson welcomed Alderman Virgil Goehl and the new another new member, Adams County Ambulance Director Paul Davis, to the Governing Board.

John Johnson also noted that Alderman Mike Rein's term expires in January 2007 and this will be his last meeting. Chairman John Johnson thanked Mike for his years of service to the Board and the expertise he brought to our meetings.

### Status of E9-1-1/EOC Building

Steve Rowlands stated that Leander Construction and Architechnics have been paid 100%. Motorola/Wireless USA/SEA Group is installing the communications equipment and hopes to have it in operation by November 2006. This will make the EOC fully capable. He stated that he expects that the Emergency Operations Center will be full operational in a few weeks.

Steve Rowlands stated that quotes and costs have been received to retrofit costs of the courthouse 9-1-1 back up center but includes not only the cost of and Enhanced 9-1-1 telephone system and digital recorder, but also the costs to move equipment, wiring and downsize the consoles. Steve Rowlands referred to a spreadsheet handout included with

the Governing Board members meeting agenda. He stated that the spreadsheet summarized all the costs of the new building, implementation of E9-1-1, equipping the Cass County 9-1-1 PSAP as our 9-1-1 alternate routing facility, and the retrofit of the Courthouse 9-1-1 Center for E9-1-1 operations. He pointed out dollar totals for what has been spent to date, the interest on the loan account and the project's overall total. Costs remaining versus funds remaining are also listed.

Steve Rowlands stated that any surplus be utilized to pay principal on the loan balance. He stated that he would like the Governing Board to delegate to the Governing Board Chairman and the E9-1-1/Building Committee authority to negotiate with Motorola/WirelessUSA as a sole source contractor the costs to retrofit the backup center.

John Johnson stated the building committee was formed to oversee the overall project. He is not sure if it included retrofitting the old 9-1-1 Center. Does anyone have any objections to that? He stated that the Governing Board cannot take action due to lack of a quorum but he would solicit feedback.

Mike Rein said to set guidelines, a not to exceed cost, and he has no problem with the building committee overseeing that part of the project. Having a good backup Center was always a requirement before we started with a new center. This retrofit was always part of the project and budget.

Steve Rowlands stated that the contract would be sole source provider because of the acquisition of identical E9-1-1 telephone and digital recording equipment that was purchased for the new facility under competitive bid.

Mike Rein said the equipment is similar to the new equipment so we will know what price it should be.

Steve Rowlands stated that Motorola/WirelessUSA provided an initial proposal for \$316,500 and that the final price on services and that the equipment and services would be negotiated by the committee.

John Johnson asked if there were other questions and concerns. He stated that the Governing Board may have to have a special meeting to take action on the proposed contract since the Governing Board did not have a quorum to take action at this time.

#### E9-1-1 Planning and Implementation

Steve Rowlands stated that AT&T project coordinator Char Davis retired June 30<sup>th</sup> after working with us for several years. He noted Char Davis was the Illinois Bell project coordinator for the Basic 9-1-1 implementation in 1989. He stated that Paul Stoffels assumed her role as project coordinator for implementation of E9-1-1.

Steve Rowlands stated that coordination conference calls are held every two weeks. Participants include AT&T (formerly SBC) who is the lead telephone company, Verizon, Adams Telephone Cooperative, Adams Telsystems, and McLeodUSA along with a 9-1-1 Program representative from the Illinois Commerce Commission. He stated that the last conference call was on October 17, 2006 and the next one was scheduled for October 31, 2006 at 9:00 a.m.

Steve Rowlands stated the telephone number load is in process and it has proven to be a very long process. AT&T (SBC), Verizon and Adams Telephone Co-Operative loaded to a temporary system with error rates below 1%. Adams Telsystems and McLeodUSA are

in process. Once the error rate is below 1%, the database is loaded to Intrado is considered active. Hopefully that will start in the next two weeks. He state that he had hoped to start the call-through testing in November and move operations from the courthouse 9-1-1 Center to the new facility in January or February 2007.

Steve Rowlands stated that based on the information provided in the last conference call, the database transfer is not progressing as well as our other projects. Once loading to Intrado it is 2-3 weeks testing for each telephone company. The AT&T project manager, Paul Stoffels, is concerned and is working to see what can be done to speed the database process up. Steve Rowlands stated that this is largely an AT&T driven issue and is largely out of our control.

He stated that based on the information he has to date, a more realistic target date to operate out of the new facility is probably May or June 2007. The ICC requires that Quincy/Adams County 9-1-1 test 40% of the access lines, which is 14,000-15,000 telephone calls to verify that the correct E9-1-1 information coming in. This will require not only from the 9-1-1 staff, but also volunteers and help from other local public safety agencies. He stressed that testing cannot begin until the E9-1-1 database is complete.

Steve Rowlands stated that the final plan was submitted to the Illinois Commerce Commission on August 7, 2006. The ICC hearing will be held on November 15, 2006 in Springfield. A list of questions will be answered before the meeting and it is expected that at the conclusion of the hearing the Quincy/Adams County 9-1-1 Governing Board will be authorized to operate as an Enhanced 9-1-1 system.

A date to be determined is the soft-cut to Enhanced 9-1-1 that will follow the testing. Steve Rowlands stated that Basic 9-1-1 will still be in operation until E9-1-1 is fully operational. He explained that the date to decommission Basic 9-1-1 system and retrofit the courthouse PSAP for Enhanced 9-1-1 is still to be determined base on the move from the old center to the new building. The retrofit of the courthouse 9-1-1 center will start the day after we move to the new center. Steve Rowlands stated that hopefully implementation of Phase I and II Wireless will begin within a year after landline Enhanced 9-1-1 is operational.

Steve Rowlands stated that the engineering of the Enhanced 9-1-1 network is going well, the new building is ready, the communications equipment will be ready soon, the only issue of concern for timely implementation is that the E9-1-1 database is not ready.

#### Wireless Emergency Telephone Systems Act (WETSA) Surcharge and Proposed Legislation

The WETSA surcharge is currently \$0.75 of which, 49 cents is goes to the 9-1-1 Governing Board. Steve Rowlands stated that much of the revenue goes to the landline E9-1-1 project. He stated that the surcharge sunsets in April 2008, but draft legislation is already in progress to continue the until April 2013 with a possible increase in the works.

Skip Vahlkamp asked how much of an increase.

Steve Rowlands state that the draft he saw indicated \$1.44 per wireless telephone. Revenue for Phase I systems would stay at around 49 cents, Phase II systems would receive \$1.19. He stated that this is full implementation of wireless Enhanced 9-1-1.

Skip Vahlkamp said the total operating budget would increase with Enhanced.

Steve Rowlands said this year's city budget had about a 12% total increase and that the next fiscal year city budget would see another 12-13% increase. The County's fiscal year 2007 budget would see the increase all at once due to the difference in the city's and county's fiscal year.

John Johnson said that this is draft language and the legislature could still knock down the amounts or allow the surcharge to sunset.

Mike Rein asked if there is a sponsor or if someone was lobbying for the legislation.

Steve Rowlands said yes there was and that the Illinois National Emergency Number Association (INENA) was lobbying very hard for the legislation. He state that there is huge of support for this from the 9-1-1 systems throughout the state.

John Johnson said they hope to get this in the fall veto session. The timeframe is that we may be Phase II by the time this starts.

#### Quorum Call

Governing Board Member Bill Johnson joined the meeting at 5:50 p.m. Governing Board Chairman Johnson called the meeting to order and declared a quorum was present.

#### Staffing Issues

Steve Rowlands stated that Matt Miles started his 9-month training/probationary period on July 10. 9-1-1 continues to average a 15% turnover rate for telecommunicators each year. This equates to 2 new employees each year on average since March 1989. He noted for information that there have been 58 people employed with Quincy/Adams County 9-1-1 over the past 17 years. Steve stated that when we are down employees, it increases overtime and brings many challenges. E9-1-1 implementation alone will not impact the staffing levels. There are lots of other reasons that could justify an increase staff.

Paul Davis asked if 3 employees working at one time is minimum and if 4 would be optimum.

Steve Rowlands stated since we have two more full time supervisors, we often have 3 employees with a supervisor or 4 employees with a supervisor. We divide out the sheriff and ambulance duties when there are 4 dispatcher working.

Paul Davis asked if this was something we are shooting for?

Steve Rowlands said we have a power shift and are likely to have 4 most of the time during that time period. He stated that yes, he could use more people, mainly because we always have 1-2 in training and it is rare to 15 fully qualified employees.

### Governing Board Action Items

John Johnson stated that since a quorum was present that the Governing Board could now address the actions items.

Skip Vahlkamp made a motion to approve the minutes of the April 19, 2006 meeting and Mike Rein seconded the motion. The motion passed and the minutes were approved as distributed with no changes.

Steve Rowlands proposed that quarterly meetings for 2007 be January 17, 2007, April 18, 2007, July 18, 2007, and October 17, 2007. He also proposed that a scheduled special meeting for budget approval be on February 21, 2007, with additional special meetings held as required. Mike Rein made a motion to approve the meeting dates. Skip Vahlkamp seconded the motion. Motion passed 6 yes, 0 no, with 5 absent.

John Johnson asked if 5:15 p.m. is a good start time for the meetings? A poll may be held to determine a good time.

John Johnson asked for a motion regarding the retrofit of the courthouse 9-1-1 Center. Steve Rowlands stated in regard to the retrofit of the backup center, the amount of the bid did not include electrical re-wiring that would need, but that the County has already budgeted rewiring and maintenance of the courthouse antennas.

Mike Rein made a motion to have the E9-1-1/Building Committee enter into contract negotiations with Motorola/WirelessUSA as a sole-source prime contractor for the retrofit of the Courthouse 9-1-1 Center as an E9-1-1 backup and authorize the 9-1-1 Governing Board Chairman and E9-1-1/Building Committee authority to act and to enter into a contract not to exceed \$320,500. Mike Rein stated anything over that amount, the Governing Board would need to approve.

Bill Johnson seconded the motion. The Motion passed 6 yes, 0 no, with 5 absent.

Steve Rowlands stated the committee consists of Governing Board Chairman John Johnson, Dave Bellis, Skip Vahlkamp, Steve Rowlands and EMA Coordinator John Simon.

There was no new business. No executive session was held. Steve Rowlands stated that everyone present was invited to take a tour of the new facility.

### Meeting adjournment

Skip Vahlkamp made a motion to adjourn. Mike Rein seconded. Motion passed 6 yes, 0 no, with 5 absent and the meeting was adjourned.

The next scheduled quarterly meeting of the 9-1-1 Governing Board is on January 17, 2007 at 5:15 p.m. This meeting will be held in the conference room located in the 9-1-1/EOC building at 222 North 52<sup>nd</sup> Street next to the Adams County Juvenile Detention Facility.