



QUINCY/ADAMS COUNTY 9-1-1

Steve Rowlands
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QUINCY/ADAMS COUNTY 9-1-1 GOVERNING BOARD MEETING

January 17, 2007
9-1-1 Center, 222 N. 52nd, 5:15 p.m.

9 members present: Adams County Board Member John Johnson (Governing Board Chairman), Quincy Alderman Virgil Goehl, Quincy Alderman Skip Vahlkamp, Adams County Board Member Dave Bellis, Adams County Board Member Nick Peters, Quincy Police Chief Rob Copley, Quincy Fire Chief Scott Walker, Adams County Ambulance Director Paul Davis, and Adams County Sheriff Brent Fischer.

2 members absent: Rural Fire Association Secretary Bill Johnson; Quincy Alderman seat currently vacant

Also present: 9-1-1 Director Steve Rowlands, 9-1-1 staff members, John Frankenhoff, Sharon Tedrow, Jo Liesen and Mark Krzystofczyk.

Quorum Call and approval of Past Minutes

Chairman John Johnson called the meeting to order and indicated a quorum was present. Skip Vahlkamp made a motion to approve the minutes of the last meeting and Nick Peters seconded the motion. The motion passed unanimously and the minutes were approved as distributed with no changes.

John Johnson noted that Adams County Board member Dave Bellis was reappointed to the Governing Board by the Adams County Board Chairman and Quincy Alderman Skip Vahlkamp is expected to be re-appointed to the Governing Board by the Quincy Mayor. The Governing Board still has one vacant seat and the Quincy Mayor is expected to appoint an Alderman in the near future.

Virgil Goehl asked how many consecutive terms can a person serve on the board? Steve Rowlands stated the appointments can be for two consecutive 3-year terms. Steve Rowlands state that Alderman Mike Rein had completed his second 3-year term and was not eligible for reappointment.

Virgil Goehl asked how much longer John Johnson would be on the Governing Board. Steve Rowlands stated that John Johnson second 3-year term would conclude in January 2008 and that a new Chairman would have to be elected by members of the Board at that time.

2006 Statistics

Steve Rowlands stated that October, November and December 2006 monthly activity reports were included to the Governing Board members' packets. Steve Rowlands also discussed the calendar 2006 statistics and charts contained in the packets. Totals for 2006 include: 45,427 9-1-1 calls (48% wireless 9-1-1 calls, 21,559); 91,088 non-emergency and administrative calls; 2,591 calls to dedicated alarm lines.

Sheriff Fischer asked about the 2006 alarm line calls if that was all alarm calls or only alarm calls received on the designated alarm lines. Nick Peters asked if that total includes false alarms as well. Steve Rowlands stated that the statistic was for the dedicated alarm lines and that false alarms would be counted as a call for service. He further stated that when the new Enhanced 9-1-1 telephone system is in operation that the statistics would be much more detailed and accurate.

WETSA Fund Status

Steve Rowlands stated that the WETSA fund balance is \$23,954 as of January 17, 2007. The average monthly revenue from the WETSA surcharge is approximately \$18, plus \$90 interest per month. Steve Rowlands stated that the loan payment to First Bankers Trust is \$16,224.84 per month and that there is approximately a one-month buffer in the fund.

Nick Peters asked about the long term plans for this fund. Steve Rowlands stated once the loan is paid off, the account would probably be utilized for E9-1-1 related capital expenditures but that it can also be used for specific 9-1-1 operational expenses per the Wireless Emergency Telephone Systems Act.

E9-1-1 Free Remittance Agreement

Governing Board Action Item: 9-1-1 Director recommending approval and acknowledgement of an E9-1-1 Fee Remittance Agreement between Vonage America, Inc., a VoIP provider, and the Illinois Chapter of the National Emergency Number Association (INENA) to begin collecting fees from its subscribers in Illinois at a rate of \$1.25 per access line of service and remitting such fees to each participating 9-1-1 Authority. 9-1-1 Director further recommends that the Chairman, Quincy/Adams County 9-1-1 Governing Board be given the authority to act in providing a written acknowledgement of Quincy/Adams County 9-1-1's participation with regard to this agreement.

Steve Rowlands stated that in the packet is the cover letter from Vonage America, Inc. Vonage is a VOIP telephone provider. The agreement between INENA and Vonage, and a draft acknowledgement document, is for Governing Board action. He stated the INENA has negotiated a remittance agreement on behalf of all of the 9-1-1 systems in Illinois where Vonage would remit \$1.25 per access line to INENA who would pass this revenue on to participating 9-1-1 systems. Steve Rowlands stated that a written acknowledgement to agreement would cause the Quincy/Adams County 9-1-1 Governing Board to receive \$1.25 for each Vonage subscriber in Adams County. Steve Rowlands stated that we still have to take VOIP calls regardless of if the Governing Board accepted the agreement.

Skip Vahlkamp asked if he had an estimate on how much we would receive.

Steve Rowlands stated he had no estimate currently as there is not currently a way to discern how many VOIP subscribers are in our area at this time. He stated that the new E9-1-1 telephone system equipment that is currently being installed will have the ability to identifying these types of 9-1-1 calls. Steve Rowlands stated that once we start receiving the remittance we will also have a better idea of what the VOIP footprint is in our area, at least with Vonage. He also stated that AT&T has a VOIP service in work. He further stated that VOIP is telephone service technology of the future.

Nick Peters asked if this was \$1.25 per customer or per call received. Steve Rowlands stated that the \$1.25 would be a monthly fee to the Vonage subscriber that we would receive very similar to the \$0.75 monthly wireless surcharge included on cell phone bills.

Skip Vahlkamp asked if there was any downside to this. Steve Rowlands stated that he did not see any downside. He stated that we have to take these calls anyway and that we should get the money for it. He stated that if we do not acknowledge the agreement, the revenue for Vonage customers in Adams County would go to INENA instead of us.

Paul Davis asked if a Vonage customer dials 9-1-1 would it go to 9-1-1 and not through the Vonage Operator. Steve stated that it would come in through the Enhanced 9-1-1 system as a VOIP call and would not be relayed through a Vonage operator.

Paul Davis made a motion to accept the E9-1-1 Fee Remittance Agreement between Vonage America, Inc., and INENA. Skip Vahlkamp seconded the motion. Steve Rowlands requested that the motion include the provision that Governing Board Chairman John Johnson be given the authority to act and sign the agreement.

The motion passed 9 yes, 0 no, 1 absent, and one 1 vacant.

Contract Janitorial Services

Steve Rowlands stated there is a need for janitorial services at the new 9-1-1 facility. He has looked at services for the building and courthouse maintenance. He stated that using the courthouse maintenance services did not work out. He had requested proposals for janitorial services for cleaning twice per week and for three times a week. Nine janitorial service companies were contacted and four responded with proposals.

Steve Rowlands stated that he also developed figures for the hiring of a part-time employee to provide custodial services where 9-1-1 would supply the cleaning materials. He stated that the estimated part-time employee costs for 8 and 12 hours per week and the bids were presented in a spreadsheet in the Governing Board members' packets.

Steve Rowlands stated that he would like to obtain Governing Board guidance on whether to proceed with awarding a contract or to pursue a part-time employee.

Sheriff Fischer asked about the terms of the proposals and termination. Steve Rowlands stated the annual cost is listed. He further stated that either party could give a 30-day written notice for termination of services. This is for cleaning the inside of the building only. Steve Rowlands went over the terms, requirements, background check, and the requirement to be bonded and insured.

Chief Walker asked if we considered if the county or city's janitorial staff could be extended here. Steve Rowlands stated that he discussed this with city and county officials and that it would not be feasible to extend services to the new 9-1-1 building. He stated that the 9-1-1 Building Committee guidance was to seek contract janitorial services.

Nick Peters asked if the part-time person would become an employee of 9-1-1 if this is done. Steve Rowlands stated that a part-time employee would be under the 9-1-1 umbrella.

John Johnson asked about what is meant by clearance of outside personnel. Steve Rowlands stated that any contract janitorial service personnel would be checked through NCIC and make sure that the person is not wanted and a cursory background and reference check would be done.

Nick Peters said the rate listed is close to what the county pays a 1-3 year maintenance rate.

Sheriff Fischer asked if the cleaning company would have more than one person cleaning.

Steve Rowlands said it could be one or more in the cleaning crew that he would leave that up to the janitorial service as long as they met their commitment.

Sheriff Fischer asked if the proposals stated how long it would take to clean the building.

Steve Rowlands said it was based on the job not time. He further stated that he asked the current Courthouse janitorial staff how long it takes to clean the current 9-1-1 Center to get an idea of the time.

Chief Walker asked if a part-time person would be more flexible and could do more outside work if necessary.

Steve Rowlands agreed, but said that the Adams County Juvenile Detention Facility maintenance has agreed to do exterior maintenance such as lawn mowing and snow shoveling.

Dave Bellis asked if he was a full-time. Steve Rowlands stated yes.

Virgil Goehl asked if the part-time person would be subject to being a union member.

Steve Rowlands stated that the person could be but since it was a part-time position it was likely that this would occur.

John Johnson asked if the part-time person would be on the 9-1-1 roster and payroll.

Steve Rowlands stated he is not advocating either but that he felt he should show a comparison of the costs of part-time versus contract janitorial services.

Skip Vahlkamp asked who runs First Class Cleaning Service. Steve Rowlands responded that it was Ms. Mary Snyder.

Dave Bellis stated that he knew Mary Snyder and that she rented storage space from him for her business.

John Johnson asked if the clearance would be for one person. Steve Rowlands stated that it would probably be more than one person but that he would desire to have same people all the time with minimal changes if possible.

John Johnson mentioned that at the prison there were vendors that had to be run and could not maintain the vendors if they had a drug conviction, are we concerned with that?

Nick Peters said there might be a big turnover with a part-time person who cleans in the evening. Steve Rowlands said that could be an issue with employee turnover but he felt he had an obligation to show the board both options.

Virgil Goehl asked if Steve Rowlands would need to purchase a vacuum cleaner and cleaning supplies. Steve Rowlands state that he currently has cleaning supplies and cleaning equipment already.

Virgil Goehl asked who cleans the building currently. Steve Rowlands stated that he, along with Emergency Management Agency Coordinator John Simon, currently clean the building. Virgil Goehl stated that the proposal for 3 times a week is a lot more money.

Nick Peters made a motion to utilize contractual cleaning service based on low qualified bid instead of pursuing a part-time employee. Rob Copley seconded the motion.

The motion passed with 8 yes, 0 no, Dave Bellis abstained, 1 absent, 1 vacant.

E9-1-1 Implementation

Steve Rowlands stated that the ICC Order was issued on December 6, 2006 with the "Authority to Operate an E9-1-1 system". Steve Rowlands and John Johnson attended the ICC hearing.

Steve Rowlands stated that the radio, telephone and recording equipment is installed and ready to operate. He stated that he would probably be ready to accept the equipment in the next week or so.

Steve Rowlands stated that coordination with the telephone companies is continuing. The last E9-1-1 implementation conference call was January 9, 2007 with the next conference call is on January 23, 2007. AT & T, Verizon telephone data has been loaded to Intrado who is the database provider. Adams Telco is doing the final installation of their E9-1-1 network and their database is being loaded. Steve Rowlands stated that the loaded database is under 1% error rate. The E9-1-1 telephone equipment has been tested and interfaces with the Logistics System's Computer Aided Dispatch (CAD) system.

Steve Rowlands stated that E9-1-1 call through testing will begin on Wednesday, January 24, 2007 beginning with Verizon. The call through testing may take 6-8 weeks or longer to complete. The ICC requires that 40% of all access lines be tested. Approximately 14,500 access lines will be tested.

Steve Rowlands stated that 9-1-1 Systems Administrator John Frankenhoff has started working on the Wireless E9-1-1 Phase I and II implementation. The wireless carriers were notified by letter on December 12, 2006 of our intent to implement Wireless Enhanced 9-1-1 for both Phase I and II. Steve Rowlands stated that if all goes as planned this portion of the project would be completed in early 2008.

By March 2007, it is planned to soft-cut to Enhanced 9-1-1 following testing. We want to make sure it is working before taking down the Basic 9-1-1 system at the courthouse 9-1-1 center. After E9-1-1 has been running 30 days and we are comfortable that all is well, Steve Rowlands stated that it is then planned to decommission the Basic 9-1-1 system and begin to retrofit the courthouse PSAP for Enhanced 9-1-1. The building committee still needs to meet and finalize a contract with Motorola/Wireless USA for the E9-1-1 telephone/recording equipment and retrofit of the courthouse 9-1-1 center as a backup site.

Dave Bellis asked how long the retrofit would take and during that time will the only back up be Cass County? Steve Rowlands stated yes, Cass County would be the backup until the retrofit is complete and will continue to be our backup 9-1-1 system afterward. The retrofit includes re-wiring antennas that is budgeted in the courthouse maintenance budget this year, consolidate radios and equipment in the center and add the E9-1-1 telephone system. No definite time line but it will probably take at least two months. Steve Rowlands stated that in the next two weeks he should have a revised price list for the 9-1-1 Building Committee to review and approve.

There will be public notification with the news media to notify the public about the call through testing.

John Johnson stated the federal funding request would probably not happen this year as all congressional earmarks were cancelled. He stated that we would continue with the loan funds to finish the project. He further stated that we would continue to pursue federal funding as we have over the past three years.

Steve Rowlands said there is a spreadsheet in the members' packet showing the current costs versus funds on the E9-1-1 and building project to show where the money is going.

Dave Bellis left the meeting at 6 p.m.

FY2007-2008 Operating /Capital Budget

Steve Rowlands stated that a spreadsheet is contained the members' packets showing the draft FY2007-2008 Operating/Capital budget. He stated that as usual there is a special budget review and approval meeting of the 9-1-1 Governing Board on February 21, 2007 for adoption of operational and capital budget. He stated that there would be no capital request for FY2007-2008 and that the draft is purely the operating budget with increases for E9-1-1 equipment, maintenance, and telephone expenses.

Steve Rowlands stated that the draft budget is to be entered into the City's Financial System by February 1, 2007 and will be modified as necessary after Governing Board approval at the February 21 meeting.

The budget guidance from the city includes Health Insurance 5 % increase, IMRF 10% of wages. It also incorporates a 3% staff pay increase. The draft operational budget is \$1,338,500 (60% \$803,100; 40% \$535,399) an increase of 13.5% primarily due as a result of Enhanced 9-1-1 costs.

Steve Rowlands stated that he would review the draft budget with City of Quincy Director of Administration Ken Cantrell and Comptroller Ann Scott as part of the city's budgeting process.

John Johnson requests that everyone study it and contact Steve Rowlands with any questions or have questions ready for the February meeting.

Steve Rowlands stated he will invite Ken Cantrell to the meeting.

There was no unfinished business.

There was no new business.

No executive session was held.

Future meetings

A special budget review/approval meeting of the 9-1-1 Governing Board is scheduled for February 21, 2007 at 5:15 p.m.

The next quarterly meeting of the 9-1-1 Governing Board is scheduled for April 18, 2007 at 5:15 p.m.

Both meetings will be held in the conference room located in the new 9-1-1 building located at 222 N. 52nd Street.

Meeting adjournment

John Johnson asked for a motion to adjourn.

Nick Peters made a motioned to adjourn. Virgil Goehl seconded. Motion passed 8 yes, 0 no, with 2 absent and 1 vacant. The meeting was adjourned.

Steve Rowlands