



911

Cook County Emergency Telephone System Board

E.T.S.B.

Village of Northlake

316 N. LaPorte, Northlake, IL 60164

Thursday, September 20, 2007

10:00 a.m.

ATTENDANCE

Board members in attendance were Chairman Albert Pritchett,, Grace Colbert-Maudlin , Mr. Arthur Jackson, Chief William McHenry and Mr. John Robberson. Absent was Mr. Willie Carter and Mr. William Little.

Also present was Mr. Morrie Farbman, Executive Director, Ms. Shereen Gamble, Administrative Analyst, Mr. Al Orrico, CAD Administrator, Mr. Victor Siedleski, Assistant CAD, Administrator, Ms. Linda Davis, Grant Coordinator, Ms. Natasha Allen-Victor, Database Manager, Ms. Tyra Massey, Accountant, Mr. Don Potts, Ottosen Britz Kelly Cooper & Gilbert, Ltd., Ms. Selina Brown, AT&T, Ms. Denise Roche-Evans, Cook County Sheriff's Police Department, Mayor Jeffery Sherwin, Chief Dennis Koletsos, Mr. Tom Imbordino, Ms. Cathleen Toomey, Ms. Kathleen Kolvitz, Village of Northlake, Commander George Johnson, Phoenix Police Department, Ms. Betty Jackson, Dixmoor Police Department, Chief Johnny Holmes, Village of Robbins and Mr. Owen Wavernick, newsletter editor.

CALL TO ORDER

Chairman Pritchett opened the meeting at 10:12 a.m.

Chairman Pritchett extended the appreciation of the Board to Mayor Sherwin for hosting the meeting. Mayor Sherwin shared his enthusiasm regarding all the recent changes in the Village of Northlake including new businesses and the plans to begin construction on a new police station.

MOTION TO APPROVE MINUTES

Mr. Jackson made a motion to approve the minutes of August 16, 2007; second Ms. Colbert-Maudlin. All in favor. Voice Vote, Approved.

PSAP OPERATIONS

STORM REPORT

Mr. Farbman reported that on August 23, 2007 at approximately 3:22 p.m., the northern area of Cook County experienced a powerful storm that resulted in the 911 center losing power during the first few moments of the storm. In addition, the building suffered some minor roof damage and large trees surrounding the facility were toppled landing on two (2) vehicles in the employee parking lot. With the exception of one brief five second period, the back up emergency power systems operated as designed. The five (5) second outage was the result of CMS building maintenance personnel error. No emergency 9-1-1 calls went unanswered.

A complete report detailing the events following the storm are attached and made a part of these minutes.

E.T.S.B.

September 20, 2007

911

Cook County Emergency Telephone System Board
9511 W. Harrison
Des Plaines, IL 60016

Page 1

COMMUNICATIONS CENTER REPORT

Director Denise Roche-Evans reported the storm, previously reported on by Mr. Farbman, put the Communications Center emergency plan to the test. Off duty telecommunicators were called to staff the back-up center in Maywood and there were also some radio issues, however there have been actions taken to resolve any all issues.

MANAGEMENT REPORTS

Mr. Siedleski distributed and reviewed the management reports for the month of August 2007. The August 2007 management reports are attached and made a part of these minutes.

WIRELESS LEGISLATION

Mr. Farbman reported that Governor Blagojevich has signed the HB463, supported by the Illinois Commerce Commission, which extends the wireless sunset clause from 2008 to 2013.

SB837, which has been passed by both the House and the Senate and includes proposed revisions to the wireless act that include a decrease in overall surcharge from .75¢ to .73¢, however the PSAP's will receive a larger portion of the surcharge from to .495¢ to .58¢ per access line, still awaits Governor Blagojevich's signature. If Governor Blagojevich takes no action within 60 days from the day the bill reached his desk, the bill will become law on November 7, 2007.

Ms. Massey reported that she and Mr. Siedleski continue work on determining the cost per wireless and hardline calls.

Mr. Jackson stated that technology is again driving another change in the 911 industry and PSAP's will need to prepare to change trunk lines to data lines as vendors such as OnStar and wireless carriers continue to offer consumers advanced technology that have a direct impact on 911 operations. The Board needs continue to monitor these issues and be prepared to advance with the technology.

COUNTY MAP DEPLOYMENT

Mr. Hobschied is scheduled to attend the October Board meeting in order to update the Board on the status of the mapping project.

APPROVAL OF MOTOROLA CAD MAINTENANCE CONTRACT 2008

Mr. Farbman reported the annual CAD maintenance contract with Printrak/Motorola expires on November 30, 2007 and is due for renewal. The cost for hardware coverage for fiscal year 2008 is \$125,258, a 5% increase from 2007, and the cost for software coverage for is \$159,748, a 7% increase for 2008. The terms and conditions of the maintenance contract remain unchanged.

Ms. Colbert-Mauldin motioned and Mr. Jackson made the second to renew the annual CAD maintenance contract with Printrak/Motorola for FY2008 in the amount of \$125,258 for hardware maintenance and \$159,748 for software maintenance. Per the Intergovernmental Agreement the cost will be split equally with the Cook County Sheriff's Police.

Roll Call Vote taken:

Mr. Carter	Absent
Ms. Colbert-Mauldin	Yea
Mr. Jackson	Yea
Mr. Little	Absent
Chief McHenry	Yea
Mr. Robberson	Yea
Chairman Pritchett	Yea

PUBLIC EDUCATION

Ms. Gamble reported that she and telecommunicators Julie Kosinski and Michael Quan were proud to represent Cook County at the Illinois State Fair. Approximately 350 children made test 911 calls with the telecommunicators and reviewed their name, address and phone number. Children received Cook drawstring backpacks and various other promotional materials. Pictures of the event were distributed for the Board members review and then will be forwarded to the CALEA manager, Ms. Stacey McQueary, in order to meet the community involvement CALEA standard. The event was also featured in the fall 2007 newsletter.

In addition, the "Why is 911 Important" essay contest began on September 10, 2007. A Cook County Sheriff's Police officer and Ms. Stacey McQueary made personal visits to each school in unincorporated Cook County to hand deliver and announce the contest. Each remote site also participated by hand delivering the information to the schools in their jurisdiction. The feedback regarding the contest has been extremely positive. The contest officially ends January 11, 2008 and the winners will be announced and prizes awarded no later than March 30, 2008. The contest was also featured in the fall 2007 newsletter.

Chairman Pritchett suggested that an upcoming newsletter feature a supplement that can be copied and used by parents and teachers in assisting children with important information such as what to do in an emergency and important numbers to know.

Ms. Gamble has also been invited to join the Illinois APCO 9-1-1 Public Service Committee who has scheduled its' first meeting on Thursday, October 18th, 2007.

NEWSLETTER

Mr. Farbman reported that the fall 2007 newsletter has been distributed and that he is pleased with the work of Mr. Owen Wavrinek. Mr. Wavrinek added that he has sent out an introduction letter and is looking forward to receiving stories for the winter issue.

Chairman Pritchett stated that he also was pleased with the newsletter and wants the focus to remain on the people who are doing the work at the 911center and the remote site agencies.

FY2006 SURCHARGE REALLOCATION PROGRAM

Ms. Davis provided a few brief notes regarding the FY2006/2007 Surcharge Reallocation Program (SRP). Six (6) agencies have received extension, Blue Island, Oak Forest Hospital, Northlake, Roselle, Dixmoor and Golf.

The Village of Roselle has stated that they will forward their audit within the next few days. The Village of Blue Island has received the funds, but cannot determine the account which the funds were deposited. Oak Forest Hospital had plans to utilize the funds in conjunction with a grant from Homeland Security, however

those funds have yet to be received. The Village of Northlake has earmarked the funds for the infrastructure of the new police headquarters and The Village of Dixmoor plans to install a new telephone system for the communications center.

Ms. Betty Jackson reported that she has received one proposal for the installation of the phone system and will speak to Ms. Davis after the Board meeting.

Ms. Davis also reported that the remote sites have been notified that the Board has imposed a deadline of November 30, 2007 on the Surcharge Reallocation Surplus funds. To date, only the Village of Stone Park has expended the funds.

Mr. Farbman distributed and reviewed the final budget for the FY2007/2008 Surcharge Reallocation Program. The final budget is attached and made a part of these minutes. The final total budget for the FY2007/2008 Surcharge Reallocation Program is \$999,029.82, the breakdown is as follows;

Remote Site Assistance	\$100,000.00
Surcharge Reallocation	\$899,029.82

Ms. Davis will begin to mail notifications announcing the FY2007/2008 Surcharge Reallocation Program and arrangements will be made to convene a meeting to announce the program and answer questions. Intergovernmental agreements will be made available at that time. Ms. Davis also requested that all the documents for the Surcharge Reallocation be made available online.

CONSOLIDATION SOUTHERN COOK

Mr. Farbman reported that as instructed, he sent letters and a copy of the consolidation study via U.S. mail to the mayor, police and fire chiefs of the villages of Robbins, Phoenix, Ford Heights and Dixmoor regarding the proposed Consolidated Communications Center.

This issue has recently been revisited after approximately two (2) years when the Board began to investigate how communications could be improved at the remote sites in southern Cook County, Robbins, Ford Heights, Dixmoor and Phoenix. A consolidation study was completed and the primary recommendation was for the County's 911 Center to dispatch the 911 calls for the remote site agencies. At the time the study was completed, the current Sheriff's Administration did not take a position on the study due to the impending election, however the new Sheriff, Thomas Dart, has reviewed the study and has expressed an interest in providing dispatching services for the remote site communities.

Chief Holmes, Robbins Police Department, and Ms. Betty Jackson, Dixmoor Police Department, reported that they both attended the meeting hosted by Phoenix Police Department to discuss the consolidation study and a list of questions and concerns was being developed in order to present to the Board. Chief Holmes stated that the majority of the discussion did focus on jobs.

Mr. Jackson stated that the remote sites need to have a clear understanding of the concept and provide a clear indication of their intention to move forward on this issue before it is presented to the Board. Chief McHenry volunteered to meet with representatives from the remote site agencies to discuss matter in further detail and determine their concerns.

FINANCIAL REPORT

BILL PAYMENT RESOLUTION

Ms. Colbert-Mauldin motioned and Mr. Robberson made the second to approve the September 20, 2007 Bill Payment Resolution. Roll Call Vote taken;

- Mr. Carter Absent
- Ms. Colbert-Mauldin Yea
- Mr. Jackson Yea
- Mr. Little Absent
- Chief McHenry Yea
- Mr. Robberson Yea
- Chairman Pritchett Yea

The September Bill Payment Resolution may reflect Surcharge Reallocation Funds or Surplus Surcharge Reallocation Payments made on behalf of the Village of Dixmoor or other remote sites. The September Bill Payment Resolution is attached and made a part of these minutes.

FINANCIAL STATEMENT

Ms. Massey distributed and reviewed the financial report for the period ending August 31, 2007. The financial report for the month ending August 31, 2007 is attached and made a part of these minutes. Ms. Massey reported that administration fee credit will be depleted in FY2008 due to an substantial increase in the fee charged by the County for the administration of payroll and other services. Ms. Colbert-Mauldin recommended that Mr. Farbman contact the Cook County Comptrollers Office to schedule a meeting to ensure that the calculations used to determine the credit do not include Cook County Forest Preserve personnel.

Ms. Massey also reported that the financial report reflects a new line item entitled Surcharge Recoup, which includes Surcharge Reallocation Funds due to the Board from the Villages of Oak Forest, Winnetka and Broadview, which were paid to them in error. The Village of Broadview has already refunded the \$50,417.50 it received since 2004.

Mr. Jackson motioned and Chief William McHenry made the second to receive and file the financial report for the period ending August 31, 2007. Roll Call Vote taken;

- Mr. Carter Absent
- Ms. Colbert-Mauldin Yea
- Mr. Jackson Yea
- Mr. Little Absent
- Chief McHenry Yea
- Mr. Robberson Yea
- Chairman Pritchett Yea

FOR THE GOOD OF THE ORDER

VACANT BOARD SEATS

No report.

REMINDER - CHANGE IN MEETING LOCATIONS

The next meeting will be located at the Robbins Police Department on October 11, 2007 at 10:00 a.m.

ILLINOIS NENA CONFERENCE

Any Board member or representative from the remote sites who wishes to attend the Illinois NENA conference in Springfield, Illinois from October 21-24, 2007 should contact Ms. Shereen Gamble.

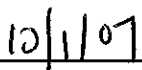
MOTION TO ADJOURN

Ms. Colbert-Mauldin motioned and Mr. Jackson made the second to adjourn the meeting of September 20, 2007. All in favor. Voice Vote, Approved. The September 20, 2007 Cook County Emergency Telephone System Board meeting was adjourned at 11:07 a.m.


Next Meeting
October 11, 2007
Village of Robbins Police Department
3323 W. 137th Street
Robbins, IL 60472
10:00 a.m.




Shereen Gamble, Administrative Analyst



Date



Mr. Morrie Farbman, Executive Director



Date

**Cook County ETSB Meeting
September 20, 2007
9-1-1 Executive Director's Report**

2007/2008 Surcharge Reallocation/Special Assistance Programs:

I have finalized the per line surcharge reallocation spreadsheet, copy attached. I will begin working with Ms. Linda Davis to make the proper notifications. As discussed at the August meeting I have contacted the Villages of Broadview and Oak Forest requesting a return of all previously received Surcharge Reallocation Funds. On August 30, 2007, the Village of Broadview sent us a refund check in the amount of \$50,418 and has fully met their refund obligation.

After further review I find that the Village of Winnetka will no longer be considered a qualified recipient since they receive their unincorporated 9-1-1 calls direct, per agreement with the ETSB in 1997. I will be requesting a refund totaling \$3,752.50 for program years 2004 and 2005 from Winnetka.

South Cook County Remote Site Communications Center Consolidation:

As directed following the August ETSB meeting, I prepared an impact summary of the South Cook County Remote Site Consolidation concept and provided that summary, along with a copy of the study prepared by our consultant, Mr. Jim Abrahamson, to the Mayors, Police Chiefs, and Fire Chiefs of Dixmoor, Ford Heights, Phoenix and Robbins. I indicated to our Remote Site representatives that whenever they desired I would facilitate a meeting with appropriate ETSB members, staff, myself and their selected representatives. As of the time of this report I have not been contacted by our Remote Sites in connection with this matter.

County Map System:

Motorola has completed the delivery, testing and training on the new Motorola GeoFile Utility (MGU) Mapping module for our CAD system. This will allow us to begin preparing for the deployment of the new county map. We cannot deploy until the Illinois State Police have completed the required map re-projections for their portions of the map, which is basically the remainder of the entire State. Mr. John Cox, Illinois State Police Application Development and Management, has indicated that the State will be ready by the end of November 2007.

CAD Hardware/Software Maintenance Contract:

Our annual service agreement for the CAD system software and hardware expires on November 30, 2007 and is due for renewal. The cost for hardware coverage for fiscal year 2008 is \$125,258 (a 5% increase from 2007 cost of \$119,294). The Cost for software coverage for fiscal year 2008 is \$159,748 (a 7% increase from 2007 cost of \$149,285). As is the past the ETSB is responsible for one-half of the cost, or \$142,503. The terms and conditions of the maintenance agreement remain unchanged. I will ask for approval to execute the agreement.

Report on Operations During Severe Weather – August 23, 2007:

As you are aware, on Aug. 23, 2007, at approximately 3:22 p.m., the Northern area of the County experienced its most powerful storm since the inception of the Cook County 9-1-1 Center. The

center itself lost power within the first moments of the storm. The building suffered some minor roof damage and large trees surrounding the facility were toppled landing on two vehicles in our parking lot. With the exception of one brief period of approximately 5 seconds our back up emergency power systems operated as designed. The 5 second outage was the result of CMS building maintenance personnel error, which will be detailed later in this memo. No emergency 9-1-1 calls went unanswered.

At approximately 3:22 p.m., all 9-1-1 phones lines in the center began to light up. The majority of those 9-1-1 calls were a result of the automatic overflow from our neighbor to the west, Northwest Central 9-1-1 Center. We have a reciprocal agreement with them to receive emergency overflow calls. Since the storm was moving from west to east Northwest Central was impacted first and moments later the storm hit the Des Plaines area.

Due to the heavy call volume Telecommunicators stopped answering non-emergency phone lines and answered 9-1-1 phone lines only. Also, due to the heavy radio traffic all Sheriff's Police vehicles on the air were directed to use their radios for emergency radio traffic only.

During the eight hour period that included the aftermath of the second wave of the storm system, the center received 867 9-1-1 calls and generated 703 emergency response incidents. The above total does not include the number of calls answered on non-emergency lines (manned by addition Sheriff's PD patrol personnel), nor does it include the number of radio communications handled by Telecommunicators.

Commonwealth Edison power was restored shortly after 4:00 p.m.. Upon checking the generator and Uninterrupted Power Supply (UPS) systems I noticed that the indicator panel, located in the call center, for the UPS did not reset to its normal position after transferring power from the backup generator to ComEd power. The center did not automatically switch back to Commonwealth Edison power and was being powered only by the UPS system, which indicated 16 minutes of power supply remaining.

The following actions were taken.

- Activation of the Maywood Emergency Back-up Center by calling in off-duty telecommunicators.
- Manually restart the emergency generator to transfer power feed from UPS system to the generator.
- Emergency notification of our UPS maintenance vendor.

Immediate notification to our UPS maintenance provider was made and they remained in phone contact with ETSB staff to trouble shoot the problem. During the trouble shooting procedure CMS building maintenance personnel were on site and in phone contact with the building electrician. In an effort to reset the UPS system building maintenance personnel were directed by the electrician to re-set the main breaker panel. Upon doing so they inadvertently cut power to the center for approximately 5 seconds and immediately reversed the procedure realizing that it was incorrect. The breakers that were tripped were reset by ETSB staff and the system returned to normal.

The Maywood Emergency Backup Center was fully manned and operational at approximately 4:45p.m. At no time during the severe weather or ComEd problem was it necessary to abandon the main center. Due to the severe weather conditions and potential for additional power problems we kept both the primary and backup centers fully staffed until after midnight. The following morning I had the UPS maintenance providers on site to check the UPS system. The system was tested and checked out normal. On August 28, 2007, I had both our Generator and UPS vendors on site to test our complete emergency backup systems. All systems were

tested and certified. On September 5, 2007, I had one final inspection provided by an independent electrician from O'Brian Electric. Again, all systems were certified. All vendors concurred that the most probable cause of the tripped UPS breaker was due to a power surge in the Commonwealth Edison system as a result of their overwhelming switching demands.

ETSB Reappointments / New Appointments:

On September 4, 2007, I spoke with Ms. Letty Close, Office of the President, Legislative Coordinator regarding the reappointments. Ms. Close indicated that both new and reappointments will be presented to the Board of Commissioners and should be approved by October 16, 2007.

Respectfully submitted,

A handwritten signature in cursive script, reading "Morrie J. Farbman", followed by a long horizontal flourish line.

Morrie J. Farbman
E-911 Executive Director



EMERGENCY TELEPHONE SYSTEM BOARD

Enhanced 9-1-1 Emergency Service for Cook County

The following reports detail the call volume and incident volume in relation to E-911 for Cook County Sheriff's Police and Remote Agencies on the Computer Aided Dispatch system.

Results generated for August 2007

1. Incoming Call and Incident Volume by Month by Type:

Summary of both E-911 Calls and E-911 Incident volume for each month in the current and previous year. This information is designed to combine and overview the data in the "Incoming Call Volume by Day by Type" and "Total E-911 Incidents by Type" reports.

Hardware E911: E-911 Callers originating from Residential, Business or Coin operated phones.

Cellular E911: E-911 callers from all wireless providers (Verizon, Cingular (Blue), Sprint, US Cellular, Nextel, Voice Stream).

Phase 0: Cellular E911 callers showing only Call Back information.

Phase 1: Caller location information based on Cell tower location

Phase 2: Caller location information based on location of the actual caller.

VOIP: Voice over IP calls received on Hardwire Trunks

10 Digit Emer: Emergency calls received on pre-911 designated emergency lines.

Total E911 Calls: A total count of all E911 call activity.

E911 Incidents: Incidents generated in the CAD system for Cook County Sheriff's police and Remote Agencies on CAD.

Hang-ups Hard-line: A caller who dials 911 on a landline phone and terminates the call after it is received by the call taker. This information is extracted from E911 incident volume report.

Hang-ups Cell: A caller who dials 911 on a cellular phone and terminates the call after it is received by the call taker. This information is extracted from E911 incident volume report.

2. Incoming Call Volume By Day by Type:

Daily break down of call volume by types; Hardwire, Cellular, Phase 0, Phase 1, Phase 2 and VOIP.

These categories are defined above in the Incoming Call and Incident Volume by month by type report.

Total E911: Sum of emergency calls on designated Hardwire and Cellular Trunks

10 Digit Emer: Emergency calls received on pre-911 designated emergency lines

Total Emer: The sum of all E911 and 10 Digit Emergency calls

Admin Lines: Calls received on published Cook County Sheriff telephone number

Total Calls: Sum of calls from E911, 10 digit emergency and Admin lines.

3. Total 911 Incidents by Type:

Shows detailed activity of incidents generated by E911 for Cook County Sheriff's Police and Remote Agencies who are Live on the CAD system. Incident volume is broken down by Incident Type with associated month of incident occurrence. The current month and current year to date are subsequently compared to incident volume from previous month and previous year. The final page of this report is a summary of E911 hang-up incidents and compared to last years hang-up volumes.

