

JO DAVIESS COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

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MINUTES FOR THE REGULAR MEETING OF DECEMBER 7, 2022

CALL TO ORDER: The regular meeting of the Emergency Telephone System Board was called to order by Bill Kimball at 7:00 PM in the Jo Daviess County Sheriff's Conference Room, 330 North Bench Street, Galena, Illinois.

ROLL CALL: Board Members Present: Bill Kimball, Jeff Wood, Kevin Stewart and Diane Allendorf were physically present. Steve Birkbeck was present electronically.

Board Members Absent: Lucas Bourquin and Helen Kilgore.

Others Present: Sgt. Amy Gonzalez and LaDon Trost were physically present. Mary Althof was present electronically.

A quorum was established.

PUBLIC COMMENTS: None.

CORRESPONDENCE: None.

LEGISLATION: Sgt. Gonzalez was on a state call this morning and there are talks of updating the ETSA allowable expenditures and they're hoping to finalize and present that in the spring. There was no visibility to the upcoming changes. The State is also putting together required curriculum for TP Training. Legislation was rolled out in 2021 with certain requirements for the curriculum. The State is still putting together a list of required training for the entire state. They're talking about revising the rules to include additional expenditures. Trost was concerned maybe there were looking at decreasing spending, but Sgt. Gonzalez said that is not the case. Kimball said the allowable expenditures caused some concern at times about what we can and cannot pay for and there are differences of opinion. Maybe we can get some expanded interest or meet with our own Senator Chesney.

MEETING MINUTES: The November 2, 2022 Regular Meeting minutes were filed for audit as presented.

FINANCIAL REPORTS: October financial reports were reviewed. The Monthly Financial Statements were reviewed and filed as presented to submit for audit. The total accounts payable claims for November 2022 is \$6,491.01. **Dianne Allendorf made a motion to approve the accounts payable claims for November in the amount of \$6,491.01. Motion was seconded by Kevin Stewart and motion carried. Ayes - 5: Bill Kimball, Kevin Stewart, Jeff Wood, Steve Birkbeck and Dianne Allendorf. Nays - 0. Absent – 2: Lucas Bourquin and Helen Kilgore.**

REPORTS:

- A. Sheriff's Report:** Sgt. Gonzalez updated on behalf of the Sheriff. She was advised that we are waiting on contracts by Motorola for the acquisition of Starcom equipment. That is for the entire County.
- B. Coordinator's Report:** Sgt. Gonzalez said other than outside of the letter and the response, we've had continued issues with the Solacom equipment. Wednesday of last week, one of the hard drives on the consoles went down. It

was console 3 and lost all functionality. Solacom was immediately notified. Dell had shipped a hard drive on that arrived by Thursday, and we didn't see a tech come out to fix it until this Monday. While he was here attempting to image the hard drive on console 2, to replicate for terminal 3, he ran diagnostics and found issues with that hard drive as well. Gonzalez said she requested a part to be ordered ahead of it failing, but the tech told her he couldn't do that at that time, because he would have to wait until it fails. She got on the phone with his supervisor and then the product manager this morning, and talked through that with them, was assured that they will be opening the ticket on her behalf, which should have been done so on Monday, and that part will be ordered and shipped. She will confirm with everyone once it arrives, and then we'll have a tech out to install that ahead of it failing. When the tech was out here and noticed it could fail soon, he didn't submit a ticket for it, and Gonzalez questioned him on it today, with him on the call. He told her he was new and didn't know. She reached out to IT to see what kind of options we have for redundancy, and it was their opinion that we could have and image backup hard drive, and that they will provide one for us. Sgt. Gonzalez said she is incredibly frustrated, because this equipment is just over a year old – we've already had to replace a fan on console 1, a hard drive on console 3, and now a second hard drive on console 2. LaDon Trost asked Sgt. Gonzalez where their IT comes from. She told him that we use the County IT Department, but that our 911 call-handling equipment is contracted through a vendor, and their primary office is out of Downers Grove. So we have trouble getting them out here to fulfill their contract obligations, and provide maintenance to our system when have failures. If they're not deployed elsewhere, they come from Downers Grove, however, we've also challenged them because they're taking techs from our footprint, and sending them to other states to complete other installs. So we don't always know that we have a tech here at our disposal. They assert that we do, but we have personally asked for visibility to their techs' schedules, but they won't provide that for us. They have only 2 techs for our 9 counties, and sometimes they're out of state at the same time. Trost questioned whether our IT could do this. Sgt. Gonzalez replied they couldn't. Her understanding is that once the County IT gets involved, with their equipment, it voids our contract and warranty on that equipment. AT&T doesn't want to interfere for that reason either. She continued to tell him about the outage we had not too long ago on Columbus Day and how it was 4 days until our system was back up. Trost also asked if at this point are we completely back up and running. Gonzalez replied that at the moment we do have one of our consoles down temporarily and that it should be back up by the time we're done with this meeting, because the map portion of our 911 and where we get our location information, wasn't working as of last night. They were able to reload it on one console, but they haven't been able to get it back on the other, to the point where they had to take off all of the software and put it back on remotely. So, that console has been down since 2:30 today; we're running down one now. They are actively working on it. I've spoken to the techs from Solacom throughout the day about it, and when I last checked with them at 6:00 before the meeting, it was 78% complete. As a NINGA group, we've asked to have spares on hand, but they haven't been able to accommodate that for us just yet. Wood said it sounds like we have two problems: one is with the service we are getting, or not. The second issue is the equipment, and I always thought that Dell was pretty reputable. He asked her what her thoughts were on that – is it the environment in which we are using the equipment, is it too hot, what's going on? Because it seems like it's an inordinate level of failure. Sgt. Gonzalez replied that it was something she actually asked the technician when he was on-site. His answer was the heat exchange out of the towers because of the way they're currently placed. It's Solacom's equipment next to our equipment. She said she had questioned why they were place that way then. The technician had asked her who place them that way, and she told him that our technician to begin with did. She also challenged the fact that our towers there by Dell, have been there for four years. She wasn't satisfied with his answer, so she went to our IT Director Joe Kratcha, and asked him about it. Joe had asked her to get the model number from one of the towers downstairs so he could look some information up since he wasn't involved in the ordering process. That was done this afternoon, and he found out, that they had bought the second slowest machine. And on top of that, it only has 8 GB of RAM Storage and no redundant hard drive or dual power source. She is going to try and reach out and see if we have the same equipment as the other NINGA groups, but she said she would imagine that it is. That might be something we could bring to their attention. Kimball told Trost that we budgeted for 2023, funds to hire an IT full-time for the equipment we've got, because it's been getting pretty complicated. Sgt. Gonzalez mentioned how the County's IT employees are great and they always prioritize this office, however, as things are getting more involved with all of this equipment, we really do need someone dedicated full-time to it all. Stewart noted that with all of this newer equipment, we shouldn't have to be experiencing all of this failure. Kimball reminded that we just put out a notice that we were going to withhold funding until some of these issues have been straightened out. Sgt. Gonzalez

mentioned how we worked with an attorney to draft a letter to Solacom regarding their breach of contract for some of these shortcomings and our county was specifically cited in there. Trost asked Gonzalez if the other 8 counties were experiencing the same shortcomings with Solacom and she confirmed that they are. She explained to him how they meet as a group and everyone is experiencing the same issues. Rockford actually went ahead and replaced all of their consoles because their hardware kept failing as well. Kimball told her to just keep on top of it as best she can, and Gonzalez assured him she was.

C. Assistant Coordinator's Report: None.

UNFINISHED BUSINESS: None.

NEW BUSINESS:

- A. Discussion and possible action on approving funds in the amount of \$1,145.25 for two new dispatchers to attend the MABAS Illinois Training Summit at the Bloomington-Normal Marriott Hotel and Conference Center, February 22-24, 2023. (Note. \$550 Training Summit registration fee for two dispatchers to be paid from the Education and Training Account 007-41128-501, \$595.25 for lodging (\$385.25) and meals (\$210) to be paid from the Travel Expense Account 007-41128-502, A department vehicle to be used for transportation.) **Bill Kimball made a motion to approve funds in the amount of \$1,145.25 for two new dispatchers to attend the MABAS Illinois Training Summit at the Bloomington-Normal Marriott Hotel and Conference Center, February 22-24, 2023. Motion was seconded by Jeff Wood and motion carried. Ayes - 5: Bill Kimball, Jeff Wood, Steve Birkbeck, Kevin Stewart, Dianne Allendorf. Nays - 0. Absent – 2: Lucas Bourquin and Helen Kilgore.**
- B. Discussion and possible action on approving a 12 month, 24 hour, Maintenance Agreement with Nelson Systems in the amount of \$4,528.68 for maintenance and support for our Eventide Recorder. If approved, invoice to be paid from Maintenance Service Account 007-41128-701. (Currently support is billed at \$265 an hour for remoted support and more if a technician needs provide on-site support.) This was decided to be continued and discussed at the next meeting due to needing more information.

CLOSED SESSION: None.

BOARD MEMBER CONCERNS: None.

PUBLIC COMMENTS: None.

ADJOURNMENT: The meeting adjourned at 7:32 p.m. following a motion made by Jeff Wood and seconded by Kevin Stewart.

Next meeting date is Wednesday, January 4, 2023 in the Jo Daviess County Sherri's Conference Room.