



Jessica Douglas
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QUINCY/ADAMS COUNTY 9-1-1 JOINT EMERGENCY TELEPHONE SYSTEM
BOARD (ETSB) MEETING
Minutes
April 17, 2024

8 members present: Joint ETSB Chairman Barb Fletcher, Quincy Ald. Jeff Bergman, Quincy Ald. Kelly Mays, Quincy Ald. Ben Uzelac, Quincy Police Chief Adam Yates, Adams County EMS Chief John Simon, Adams County Rural Fire Association Representative Tom Bentley, Adams County Public Member Patrick Frazier

1 member absent: PSAP Representative David McCleary

Also present: 911 Director Jessica Douglas, Adams County Information Technology Director David Hochgraber, Quincy Ald. Ken Hultz, Kent Voth

Quorum Call. Chairman Barb Fletcher called the meeting to order and indicated a quorum was present.

Adam Yates made a motion to approve the minutes of the January 17, 2024 meeting. John Simon seconded the motion.

The motion carried and the minutes were approved as presented.

204 Fund Balance. Director Douglas reported an Emergency Telephone System Fund (Illinois 911 surcharge) balance of \$2,362,058.34 as of April 16, 2024.

She reported that an average of \$76,000 per month in surcharge revenues were received in the past quarter.

Personnel Report. Director Douglas stated that the center is currently staffed with 12 dispatchers: 11 qualified, 1 in training. She noted that there are currently 4 dispatcher vacancies and 1 dispatch supervisor vacancy.

She reported the resignation of one probationary dispatcher during the past quarter.

It is noted that Tom Bentley arrived at the meeting at 4:36 p.m.

Director Douglas stated that recent applicant testing yielded one candidate to advance to the interview phase of the recruiting process. 1-2 new dispatchers are anticipated to begin employment in late May-early June.

It was discussed that if the current recruiting and retention trend continues, Director Douglas is hopeful to fill all vacant positions, including the dispatch supervisor vacancy, before the end of the 2024-2025 fiscal year.

Discussion/Approval of Cushing/Caliber CAD/RMS Quotation/Agreement. Director Douglas provided members of the board with a final quotation, Statement of Work, and Master Purchase, License & Services Agreement from Cushing/Caliber for discussion.

As discussed at the January 17, 2024 meeting of the Joint ETSB, Director Douglas along with Quincy Police Department and Adams County Sheriff's Office officials spent several months participating in a selection process to procure a new CAD/RMS system due to the current CAD/RMS vendor, Logistic Systems, going out of business at the end of the 2024 calendar year.

Director Douglas noted that the total Year 1 cost, including implementation, for the selected proposed Cushing PSIMS CAD/RMS and Mobile Data Solution is \$360,547.66. The total cost is below the original amount approved by the Joint ETSB in the budget for the 2024-2025 fiscal year for the capital project, however, Director Douglas stated that this leaves room for additional costs that will be incurred, most notably costs related to the formatting of archived data by Logistic Systems to be exported to the new CAD/RMS system.

Adams County Information Technology Director David Hochgraber echoed Director Douglas, and further explained that most likely Logistic Systems will need to format archived data into SQL Server Format. Logistic Systems is working on a quotation for this service.

There was some discussion amongst the members of the board regarding the functionality of the proposed PSIMS CAD/RMS and Mobile Data solution.

John Simon informed the board that he had spoken with two separate communications centers, Morgan County and St. Francis, that are currently utilizing the proposed solution, however, are considering going in a different direction. He explained that while it was noted by the administration that dispatchers at one of the communications centers like the solution, the administration does not, citing specifically that the solution is not routinely updated by the vendor and that data does not always parse correctly between CAD and other interfaces. He stated that the other communications center that he spoke with was unhappy with the mapping function of the proposed solution.

Director Douglas explained that during the selection process, it was learned that Cushing performs updates globally, and not site-by-site. Meaning that if several customers desired and proposed a change to Cushing, that the update would then be considered and deployed.

Adam Yates stated that the Quincy Police Department utilizes vendors who proceed with updates in the same manner, and when updates are needed, agencies lean on one another to propose and affect change.

Director Douglas stated that she has spoken with officials from both the Hancock County and Brown County communications centers who indicate that they currently utilize and are happy with the proposed solution. She noted that dispatchers from each of the communications centers she has spoken with appreciate the user experience that the solution offers and stated that a simplistic and efficient user experience must be considered when implementing this type of solution.

Patrick Frazier stated that he spoke with an official from Knox County who stated that recently the communications center serving their jurisdiction had gone away from the Cushing PSIMS solution proposed and implemented a new system, however, wishes the center could go back to PSIMS.

John Simon asked Director Douglas if she had gone to visit any of the communications centers to view the proposed solution being utilized. Director Douglas indicated that she had not yet visited any of the centers currently utilizing the solution. She stated that Cushing had provided both online and in-person demonstrations of the proposed solution and that these demonstrations had been attended by officials from the Quincy Police Department, Adams County Sheriff's Office, Adams County Ambulance, 911, and the Adams County Information Technology department.

John Simon posed the question to the board if further discussion and action should be tabled for 30-days to allow time for site visits to communications centers currently utilizing the proposed solution.

Ben Uzelac inquired if the problems with the proposed solutions discussed by other counties are something that our local Information Technology department can address. David Hochgraber indicated that it was possible that his department could, depending upon the issue.

Adam Yates inquired if the ability to migrate data from the current CAD/RMS solution would stop after December 31. David Hochgraber stated that it was very likely that there would be no ability to migrate any data archived after that date.

Ben Uzelac inquired if the quote would be affected if the board tabled further discussion and action for an additional 30-days. Director Douglas stated that it was likely that the quotation for the project would change if it was not accepted by the April 19, 2024 deadline. She further explained that the deadline had already been extended once to allow time for additional internal discussions between those involved in the selection process and to allow for the Joint ETSB to meet, review, and ratify the final quotation, Statement of Work, and Master Purchase, License & Services Agreement from Cushing/Caliber for the proposed solution.

David Hochgraber made a recommendation to members of the board that the ability for the vendor to have remote unattended access be removed from the Statement of Work prior to executing the agreement to preserve the safety and integrity of the technology infrastructure. He also discussed with the board that Cushing has never set up a high-availability server solution, so this will have to be performed by our local information technology professionals as is done now with the current solution to ensure redundancy if the system goes down.

Ben Uzelac made a motion to amend the Statement of Work, Section 6, to remove remote unattended access. Adam Yates seconded the motion.

Following some additional discussion amongst the board, Jeff Bergman stated that no matter what solution is selected, there will be glitches. He further stated that upgrading from the current solution is a huge technological hurdle to overcome and proceeding with the proposed solution is a good step to take.

Ben Uzelac motioned to approve the proposed final quotation, Statement of Work, and Master Purchase, License & Services Agreement as amended in the previous motion. Jeff Bergman seconded the motion.

A roll call vote was held. 7 Yes (Jeff Bergman, Kelly Mays, Ben Uzelac, Adam Yates, Patrick Frazier, Tom Bentley, Barb Fletcher); 1 No (John Simon); 1 Absent (David McCleary)

The motion passed and the proposed final quotation, Statement of Work, and Master Purchase, License & Services Agreement was approved as amended.

VHF Simulcast System P25 Upgrade/Site Expansion Project Status. Director Douglas provided the board with an update on the status of the VHF simulcast system P25 upgrade and site expansion project status.

She noted that a project kickoff meeting took place on February 13, 2024.

She reported that equipment is anticipated to arrive on site in October with installation of equipment to facilitate the P25 upgrade at tower sites to begin in November. She reported that a suitable location for addition of a 10th site was still being discussed, however, noted that this would not slow down the progress of the P25 upgrade phase of the project.

There was some discussion regarding the performance of the existing VHF Simulcast Voting Receiver Radio System Infrastructure. Director Douglas informed the board that currently the Adams County Sheriff's Office was operating on an alternative frequency due to the main Sheriff frequency not performing as expected, with a notable hum and interference on the frequency that intermittently overpowers transmissions, impacting the safety of field units. She stated that Wireless USA is working to troubleshoot and resolve the noted issue, with the next troubleshooting step being the installation of audio line adapters. That work will be performed as soon as Wireless USA has received the appropriate audio line adapters for installation.

Old Business. There was no old business.

New Business. Jeff Bergman informed members of the board that this will be his last meeting as a member of the Joint ETSB as he will be resigning from his position on the board. He thanked his fellow board members for their time and service to the community through their respective roles on the board. Fellow board members echoed the same to Jeff Bergman. The appointment of another member of the Quincy City Council will be forthcoming to fulfill the remainder of Jeff Bergman's term, which ends April 30, 2026.

Meeting Adjournment. Ben Uzelac made a motion to adjourn the meeting. John Simon seconded the motion. The motion carried and the meeting was adjourned at 5:28 p.m.

Next Meeting. The next quarterly meeting of the Joint ETSB is scheduled for July 17, 2024 at 5:15 p.m.



04/19/24