

Whiteside County ETSB

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WHITESIDE COUNTY ETSB

January 19th, 2023 2:30 p.m.

200 East Knox Street, Morrison, IL

Members present: John Booker, Chad Hartman, Michael Dettman, Arian Landheer, Dave Pilgrim, and Dan Hovey. Also present were Lt Jake Kilberg, Chief Deputy Jeff VenHuizen, Katie Pilgrim, 911 Coordinator and Stacie McKinzie, Assistant.

The Monthly Financial Reports were reviewed for October through December 2022. Motion by D. Pilgrim to approve bills as paid. Second by Booker. Motion carried.

Motion by Booker to approve the minutes from the October 20th, 2022 meeting. Second by Dettman. Motion carried.

No Public Comment.

New Business:

2022 911 call stats from both dispatch centers were presented and reviewed. This report reflects the number of 911 calls received by the 2 PSAPs, broken down by Wireline, Cellular and VoIP as well as totals by PSAP and for the entire system. 911 call numbers were down in 2022 by a very small margin, having taken 19,592 calls in 2021, compared to 19,559 calls in 2022.

The final budget report from 2022 was presented to all members. Katie advised the board that the State Mandatory Annual Financial Report (AFR) will be sent to the state before the end of January. The state normally opens the AFR website for reporting by the end of December, however this year, they redesigned this website and did not open it for submissions until January 13th. The website has crashed numerous times since being up, due to the large amount of traffic, which ultimately led to the state shutting it down for periods of time in an attempt to fix it. Due to these issues, the AFR submission period has been extended by one week, but Katie advised the board that our report is ready to go, she just has not been able to get it submitted yet due to the website problems.

Katie gave each member a handout on RapidSOS Premium, a mapping application that several members of our NINGA group are using. She explained that we currently are using RapidSOS, which is a mapping program that plots 911 calls. This map shows calls in real time, displays texts to 911, and is a great tool for our dispatchers. RapidSOS had presented their premium product to us at NINGA group meetings and at the 911 conference in October. This is a step up

in service from what we are currently receiving. The current product we have is based on Google Maps, and the premium map would be using local GIS info, combined with real-time ESRI based location info. Our dispatchers also currently use three maps to check a caller's location info, which the new RapidSOS product would combine all of those into one solution. RapidSOS also has integrations with Axon body cameras, Flock (license plate reader) cameras, alarm companies, and many other public safety companies and applications that will make this product very beneficial for not just the dispatch centers, but for all public safety agencies in Whiteside County. RapidSOS is offering all NINGA agencies a three year subscription at an annual cost of \$2988.00 per license (per workstation); the yearly cost for Whiteside County would be \$17,928.00 for six workstations. Without the discount for being a member of NINGA, the price would be \$19,722.00. D. Pilgrim inquired if the contract would require payment for all three years up front, or if this was an annual payment. K. Pilgrim advised the fees are to be paid annually. D. Pilgrim made a motion to accept the quote from RapidSOS to enter into a three year contract for six licenses, for an annual cost of \$17,928. Booker seconded the motion. Motion carried.

Old Business:

Katie advised progress of text-to-911 service throughout the NINGA counties, and that we are scheduled to begin Phase 2 of our NG911 upgrade in early May.

All members were presented with a letter that Attorney John Kelly had sent to Solacom on behalf of NINGA in November 2022. Attorney Kelly's letter outlined several failings on the part of Solacom in regards to installation and maintenance of 9-1-1 systems throughout the nine counties that make up NINGA and due to this, he advised Solacom that they are in violation of the contract between their company and the NINGA counties. All counties have been advised to withhold monthly fees until Solacom addresses the serious, multiple concerns of the NINGA members. Katie advised the board that conversations have taken place between Solacom executives and NINGA members since this letter was sent, and we are seeing some progress, but not enough to reinstate payment at this time. We are continuing to follow the direction of Attorney Kelly, progress is being made to address the issues that have been brought forward, and NINGA members are currently working on a 30-60-90 day plan that will be presented to Solacom to outline NINGA's expectations going forward before we will resume payments.

Rock Falls PBX is still waiting to be integrated into the Solacom system, but conversations have taken place between IT from Rock Falls, the phone vendor, and Solacom.

As Chairman Booker had advised during the July 2022 meeting, he now presents a letter to confirm his intent to step down as Chairman of the ETSB board. His letter states that he believes it is time due to him being on the board for several years. He recommends Lt Jake Kilberg to take his place, for ease of Katie having someone in the office to sign checks, talk to about projects, bring problems to, etc. Dettman made a motion to accept Booker's resignation, which was seconded by Hartman. Motion carried. Dettman then made a motion to appoint Kilberg as chairman, which was seconded by Landheer. Motion carried.

No other business.

Motion was made by Dettman to adjourn. Second by Hovey. Motion carried.

Respectfully submitted,

Katie Pilgrim, 911 Coordinator