

## Minutes of the Regular Meeting of the Monroe County Illinois 911 Board

Thursday, August 10, 2023, at the Emergency Operations Center, Monroe County Court Building

### I. Call to Order:

Lyndon Prange called the meeting to order at 7:00pm. The following were present at the meeting:

Kevin Scheibe (Staff)	Rachele Starr (Staff)
Lynden Prange (Member)	John Hanegan (Present)
Jeff Prorise (Present)	Kim Lamprecht (Present)
Vicki Koerber (Present)	Jason Donjon (Present)
Jim Maurer (Present)	Charlie Kujawski (Present)
Chad Mueller (Present)	Chad Grohman (Absent)
Marty Seitz (Present)	Ryan Walker (Absent)
Floyd Floarke (Present)	Carla Heise (Present)
Joe Krump (Present)	

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Lynden Prange asked for a motion from the floor to strike the executive session from the agenda and add the City of Columbia to the agenda. Motion to approve made by John Hanegan. Second to motion made by Jeff Prorise. All voted in favor.

### II. Public Comments

City of Columbia Mayor Bob Hill spoke at the meeting in reference to issues with the city's IT department and the recording device used to record phone calls controlled by 911. Based on agreement from other city representatives, a letter was drafted and provided to the 911 board. Bob Hill spoke of the city's concern over cyber security breaches with allowing outside entities (911) to have access to administrative phone lines used throughout the police department. Furthermore, he expressed his concern over the 911 board's possible decision to withhold funding that has been provided to CPD's PSAP in the past. Bob Hill explained he and the council members support the city's IT department's decisions. City of Columbia's IT employee Courtney Konarcik added statistics for the cost of ransomware attacks. Bob Hill reiterated he and the city stand behind their IT department and support their decision to prohibit other entities access to some of their systems.

### III. Approval of Minutes (August 10, 2023):

Motion to approve minutes from June 8, 2023 made by Jim Maurer. Second to the motion made by John Hanegan. All voted in favor.

### IV. Approval of Financial Report:

A copy of the Financial Report (June 1, 2023- July 31, 2023) is attached. Balance of \$410,664.34. Revenue of \$95,854.38. Expenditures of \$111,952.04. CDs are \$1,306,987.57. Total 911 funds of \$1,717,651.91.

Motion to approve the Financial Report made by Vicki Koerber. Second to the motion made by Jason Donjon. All voted in favor.

**V. Approval of Bills:**

A copy of the August 2023 Bill Report is attached with a total for all invoices for \$2,040.32.

- Laura Henry- GIS assisting hours for the month of July: \$1,536.00
- NFPA- Annual membership renewal for Kevin Scheibe: \$175.00
- City of Columbia- Air Card Reimbursement for May of 2023: \$329.32
- Total for all invoices listed above: \$2,040.32

Motion to pay the bills made by Marty Seitz. Second to the motion made by Kim Lamprecht. All voted in favor.

**VI. Old Business:**

None to report.

**VII. New Business:**

A. *FY24 NG Grant:* The grant was approved. The Nelson Recording Systems have arrived for the Monroe County Sheriff's Department and Columbia Police Department. The scheduled installation was scheduled for August 28, 2023. The systems will allow Monroe County to be one of the first counties to allow text, video and picture to 911 recording devices.

B. *Solacom Video/Picture update:* Solacom has to install software to the dispatch stations at CPD and MCSD. 50% of the bill due has already been paid. An installation date has not been set and Kevin Scheibe stated he would look into having an installation date set. Rachele Starr explained, for her position, she completed two learning plans through Esri. She will need to attend a three-day training class and then complete certification for fundamental GIS. She completed her second NG911 and Intrado update when all data was uploaded into their system as part of an audit. Some errors had to be submitted. Of 16,814 address points in Monroe County, there were 2,066 address errors. Rachele checked all addresses and approximately 1,400 are exceptions. There were 52 parody issues, 41 addresses out our sequence, and 5 neighborhoods were not addressed correctly. Kevin Scheibe added some addresses throughout the county might need to be changed in the future. Kim Lamprecht thanked Rachele for having road signs added on particular roadways in Monroe County. Rachele said their next project would be to modify addresses that need to be changed.

C. *ESInet Update:* Kevin Scheibe asked the board to assist with educating employees of departments and the community. He advised ESInet is a major learning curve for the community, as well as cell phone providers. He stated when 911 is dialed, it now only takes milliseconds for the call to go through, versus 5-7 seconds prior to ESInet. Cindy, the Illinois State Police 911 Director, has contacted the FCC and all cell phone providers have been assigned a time limit. The calls are being completed so quickly, ANI/ALI cannot keep up with obtaining the location of the caller. Jim Maurer advised ESInet is a very new technology. Kevin advised 911 hang-up calls have increased by 61% due to this new technology. Parsing with Omnigo and Geo Comm have been learning with ESInet. Both have had trouble with mapping the calls since they are coming in so fast. Kevin advised locally, Bremser Road in Columbia has been an issue.

D. *QPR-Priority Dispatch:* Kevin Scheibe advised QPR was approved at the last meeting and is for both CPD and MCSD dispatch centers. QPR will audit and review 50% of all EMD calls. Kevin would like both PSAP centers to be ACE accredited and this will assist with that happening. In addition, it allows each dispatcher to see how they are doing utilizing EMD. In the future, if things were going really well with this, CPD and MCSD dispatch centers would review 100% of their EMD calls, versus having Priority Dispatch involved as it is now. Rachele explained that Monroe County is set up with QPR. MCSD started August 1-7. The academy does a random dump of those calls and all of the evaluations from QPR will send the report for compliance around August 15. Rachele said the first month would be about policy and procedures. This will display where the gaps are in our written procedures. After the first month, we will begin meeting with dispatchers about how they are handling calls. Rachele was unsure of CPD's status with QPR. Rachele added this was not going to be used as a tool for discipline. It will be utilized to identify each dispatcher's strengths to build on, as well as ensuring knowledge of protocol and overall improvement.

E. *UPS replacement:* Kevin Scheibe said he spoke with Paul Tipton. Paul advised we have a UPS that powers all of Monroe County's 800 MHz radios. The UPS is 16 years old and Paul only wanted to replace the batteries. Batteries are no longer available for the UPS. Kevin obtained a quote for a new UPS for \$5,000.00. Kevin spoke with Sheriff Rohlfing about replacing the UPS system. Sheriff Rohlfing agreed to have the sheriff's department split the cost with 911. Charlie Kujawski made a motion to support replacing the UPS system. Second to the motion was Kim Lamprecht. All voted in favor. Charlie Kujawski added the system would be down for a short time during replacement and the PSAP would be completely down. He suggested having HTC on scene to assist if needed. Kevin advised there is a switch, in the event of an emergency, that can flipped and all calls are re-routed to CPD. This is a new feature with ESInet.

F. *Columbia Fire Department:* Chief Mike Roediger and Asst. Chief Casey Jahr spoke to the board about needing Omnigo/CAD installed on their new Toughbook's. Chief Roediger stated they had been trying for the past several months to get the program installed. CFD is the only department within Monroe County (Fire, Police, and EMS) that does not have CAD installed. CFD runs approximately 500 calls per year. In the June 2023 storm, CFD responded to 71 calls and 8-10 calls in a more recent storm. Chief Roediger advised his department has been assigning someone to keep handwritten logs in lieu of having CAD.

Asst. Chief Casey Jahr stated when they originally received the Toughbook's, they were told CAD would be installed by City of Columbia IT. On May 16, 2023, CFD had a dispatch review committee meeting in Columbia. Casey spoke with Rachele Starr and Josh Bayer about obtaining CAD on the Toughbook's. That same day, Casey sent an email to Columbia's IT department requesting CAD be installed on the Toughbook's. He received a response advising the request was in process. Another email was sent on June 6 and a response was received advising the ticket was in process. Casey sent a follow up email on June 13, explaining it was storm season and CAD needed to be installed ASAP. No response was received. On June 30, a severe storm damaged many areas of Columbia and CFD received 71 calls. Casey was sitting next to a CPD dispatcher during the storm event, trying to obtain information as calls were coming in and then he would relay that information to CFD. There was much confusion during this storm event due to not having CAD.

On July 13, Casey sent an email to Columbia's IT department. The email stated due to not having CAD, it created several problems during the storm and there is an immediate need for CAD before the next big event. He later received a phone call from Columbia's IT department. Casey was told by the Columbia IT director; the email was inappropriate and there were ulterior motives to the email Casey had sent. Columbia IT advised they needed to be contacted by CFD's IT department; therefore, Kevin Scheibe and Rachele Starr were contacted. At this point, Kevin and Rachele agreed to begin assisting CFD with their IT issues. That same day CAD was downloaded onto CFD's Toughbook's.

Casey previously worked part-time for Columbia EMS and due to the problems with Columbia's IT department, he resigned from his position. He has continued his position as Assistant Chief of the fire department.

On July 18, CFD Board President Glen Stumpf signed an MOU for the city regarding CAD. At this point, CAD is still not operable on the Toughbook's due to not having a login and Casey asked for help from the 911 board in resolving this issue. Courtney Konarcik advised a multi-factor token was needed and had been assigned to CFD. Courtney advised she would find the token and provide it to CFD. During open conversation, Chief Roediger noted CFD is either fifth or sixth in number of calls overall for fire departments in the Metro East; therefore, CAD is needed on the Toughbook's.

Rachele Starr explained the process/steps of logging onto CAD and what is visible to the user. She also explained why the token/dongle was utilized. Rachele spoke passionately about the issues at hand caused by Columbia's IT Department. She mentioned the problems with the IT department during her time as CPD dispatcher, was a part of the reason she resigned from her position. Rachele mentioned she was not the only employee that made the decision to resign based on the problems caused by Columbia's IT department director.

**VIII. City of Columbia:**

Kevin Scheibe began the discussion describing the successful relationships between Monroe County and all other agencies in the county. All of the departments work well together, except for the City of Columbia's IT department director. Kevin said the issue started in October of 2021. Kevin completed an audit of MDT air card usage. Kevin advised the air cards were being used for unauthorized 911 use and too many had been issued. Kevin then began canceling air cards that were not needed and he received push back from IT Director James Mitchell. In March of 2022, Kevin began transitioning air cards to the one provider (AT&T). Kevin reached out to each department to find out how many air cards were needed. IT Director James Mitchell reported needing more air cards than necessary and Kevin denied the number needed. From this point, it has been constant resistance and problems with James.

On July 13, 2022, Jason Donjon asked for a meeting with 911 and Columbia's IT department. At the meeting, James stated anything funded by 911, needed to be removed from Columbia's IT room and moved to the radio room with a separate network. In September of 2022, the 911 equipment started the transitioned to the radio room. Most recently, Kevin informed James via email he was going to move the Nelson Recording System to the radio room. James responded he did not believe this was going to work. James asked about the City of Columbia purchasing the current recording system. Mid-June of 2023, Kevin called for a meeting with the City of Columbia with Bob Hill and Jason Donjon to discuss plans of movement. Before the meeting ended, Bob Hill asked Jason Donjon if it was okay to have the 911 recording equipment and for Rachele and Kevin to have administrative users with the recording equipment for 911 use only. Jason approved, who is the ultimate authority over these matters. A few days later, Jason contacted Kevin and stated a follow up meeting was needed about his previous decision. On July 25, Columbia City Manager Doug Brim advised he was out of town and could not attend the meeting scheduled for July 26. Kevin felt something was going to happen, so he asked Vicki Koerber (Vice President) and Lynden Prange (President) to attend the meeting.

At the rescheduled meeting, Doug arrived and asked what the meeting was about. Jason reminded Doug it was about the Nelson Recording System. Doug advised the recording system would not be moved to the radio room. Kevin stated the recording system would be moved due to all of the new technology and the separate network being in place. Doug and James stated the system would not be moved. Doug and James were asked three times by Kevin if they were sure and advised 911 would stop funding the recording system due to non-911 usage not being allowed. The Nelson Recording System alone is approximately \$26,000.00 per year and the City of Columbia would be responsible for covering the bill. Doug and James advised they were certain due to security reasons.

In a previous meeting, Doug asked Kevin how the City of Columbia could get funding from 911. Kevin stated the funding was approved through him and Kevin receives final approval from the 911 board. Doug asked if there was a certain amount of funding available per year in total available to the Columbia Police Department. Doug suggested Kevin look into what other counties are doing with funding. Kevin researched other counties procedures. St. Clair County provides \$68,000.00 annually to each of their PSAPS. These funds are earmarked for the PSAPS, but the 911 director has to approve. In 2022, the City of Columbia received \$280,793.00. Madison County provided each PSAP up to \$81,000.00. Madison County's PSAPs fall under the county 911 department. The police departments in Madison County pay a certain amount to the 911 board and the 911 board maintains the PSAPS, IT, CAD systems etc. Washington County does not provide any funding to their PSAP's.

Kevin met with Cindy, Illinois State Police 911 Director. He asked if 911 had to provide a certain amount of funding to a PSAP within Monroe County. Kevin was advised it was not required and it is strictly up the 911 board where the funding goes. In the past, the City of Columbia was only receiving approximately \$50,000.00. The amount has increased since Kevin and Rachele took the office of 911. Kevin said the problem 911 has is with Columbia's IT director and having control over all systems. The communication and belittling from James is downright embarrassing. Kevin said that now 911 is on the "bad side" of James, everything is a constant roadblock. When switching air cards in the past, it took placing a hard date of February 27<sup>TH</sup> for install or the current air cards would be shut off. Kevin stressed that we are all family and we want to build this community together. Kevin invited the attendees (City of Columbia Council Members) to come to each meeting to stay informed on what's going on between the City of Columbia and 911.

Rachele said she worked for the City of Columbia for 16 years as a full-time employee. She has continued to work for the city on a part-time basis. Rachele said the full-time responders are not getting the tools needed to complete their duties, as they work a time sensitive job. Rachele said as an example on the priority level with Columbia IT director, it was a high priority to get her off boarded once she left for her full-time position with Monroe County and all of her administrative rights were taken away while there were countless IT tickets still open for law enforcement, EMS, and Fire. She then found a REJIS violation done by James and filed a bullying complaint to the City Administrator and nothing has been done about it. Neither of the issues have been addressed. Due to this, James shut off all of her access to IT to the administrative program through CAD. Rachele said it took months of emails to Doug Brim and Bob Hill to get something done about it. She had to receive a new dongle (she still had her old dongle in her

possession) and sign a paper form of the electronic agreement. This took months to complete. During the wasted time, she could have been updating the address database and the fire response plans in CAD. The issues only occurred because James was upset with 911. James should not have had access to REJIS since he is not a law enforcement employee.

Kevin mentioned that he and Rachele have questioned, "Is it worth it?" He stated that because of the departments within the county, as well as department heads, it is worth the fight to keep working together. The Nelson Recording System issue would not have grown into such a big deal if Rachele and Kevin had been allowed administrative access for 911 traffic only to the recording system. Kevin said he did not want access to any of the administrative phone lines/records within CPD, only access to what was needed for 911. Cindy, ISP 911 Director, who oversees 147 PSAPs within the state, told Kevin every PSAP the 911 board funds has administrative access for 911 use and review. Cindy questioned why CPD's PSAP was causing so many issues. Kim Lamprecht asked the question as to how we fix the problem. Kevin and Lynden stated that was the problem trying to be solved. Lynden re-iterated the 911 board wants to work together with the City of Columbia. He said the people of Monroe County own the equipment. The 911 equipment should be accessible to Kevin and Rachele. Lynden also stated as a board, we do not have to fund CPD's PSAP as per State guidelines nothing is required by the state to fund PSAP centers and it is budgetary upon recommendation from the 911 director. Lynden said the 911 board does not want to go that route, but does not feel there are any other options.

Charlie Kujawski said there have been four members of the 911 board that have served for the past 20 years. He said CPD has always been ahead of the curve for technology regarding PSAPs within Monroe County. Charlie proposed selling CPD the current Nelson Recording System.

Vicki Koerber said she too has served on the board for many years. She remembered with Chief Joe Edwards, he very rarely asked for 911 board financial reimbursement. Vicki said the 911 board was here to help and assists with CPD's fiscal budget. She does not want to see any funding withheld from CPD, but the problem with Columbia's IT department must be remedied. She told the members of the City of Columbia in attendance they needed to fix issue.

Kevin reiterated effective August 3<sup>rd</sup>, \$26,000.00 will be cut from CPD's funding through 911 due to the issues resulting from the Nelson Recording System not being used for 911 purposes. This is the result of Doug Brim and James Mitchell stating the City of Columbia wants to go on their own. Rachele said originally, when the issue began, Doug and James wanted to split the cost. If the City of Columbia wants to commit paying the amount in full, that would suffice.

Kim Lamprecht read a portion of the letter addressed to the 911 board. She advised the City of Alderman signed the letter. To paraphrase, it was the wishes of the City of Columbia to work together with the 911 board to resolve the existing issues. She asked Courtney Konarcik to speak about how the problems can be resolved.

Jeff Prosis asked for clarification what administrative access to the Nelson Recording System meant. Kevin explained the need for administrative access for 911 calls and radio traffic only. Kevin said after 5.5 months, he received administrative access to Omingo and why it was needed. He said administrative rights were needed for Geo Comm as well, which is 100%

funded by 911. The most recent issue was the Nelson Recording System. Kevin said administrative rights were needed for 911 calls and the non-emergency line due to citizens calling the administrative line during an emergency. Kim Lamprecht asked what the difference was between the recording devices. Kevin explained it was the Nelson Even Tide model and Courtney Konarcik explained in slightly more detail. Kim Lamprecht asked if 911 was wanting to move the new recording device to the new radio room and sell the current system to the City of Columbia. Courtney Konarcik confirmed this was the idea.

Lynden brought up the sale of the current recording device to the City of Columbia. Kevin previously spoke with the vendor and provided the estimated value of \$3,000-\$5,000.00. Charlie mentioned the current system is obsolete due to its technological limitations. Kevin confirmed this. Vicki Koerber asked if it was legal to sell the device to the City of Columbia. Kevin checked with the Attorney General's Office and ISP in reference to selling the recording device. Kevin confirmed the sale was legal and provided the response from the Attorney General's response. Jim Maurer felt the device should be sold at the lowest estimated value due to the possibility of future audits. Many board members agreed. Kim Lamprecht asked to make a motion to sell the recording system to the City of Columbia and then asked if the city would still lose the \$26,000.00 annually. Kevin explained the funding would be lost due to the system no longer being used to record 911. Vicki Koerber wanted to ensure everyone understood the 911 board was not withholding funding for the recording system. The 911 board cannot pay for the yearly maintenance of the recording system because the City of Columbia would own the recording system and the old system will not be recording 911 information.

Charlie Kujaswki confirmed with Kevin that if the City of Columbia went with the new system going into the new radio room and did not purchase the current system, they would be allowed to access the system. Kevin confirmed CPD would be allowed access and would not have to pay the annual maintenance.

Courtney Konarcik stated she cannot speak of what happened previously due to her not being in her current position at that time; however, she could speak as to why Columbia's IT department had security concerns over too many people accessing their systems and causing security concerns. She mentioned quotes from the CJIS policy speaking about only allowing access to those who need it for their job function. Rachele Starr mentioned she spoke with the ISP LEADS Director and the recordings are not covered under the CJIS policy. This was covered with the CJIS administrator. Rachele said the chief of police grants authority for access, IT does not have the authority. Courtney said she understood, but there were also technical recommendations the IT department would be liable for. Courtney asked if one officer took LEADS information and shared it with another officer, how that would be handled. Rachele said it would be a secondary dissemination and it should be written and logged. Rachele mentioned Luis is CJIS certified and had been added to CPD's CJIS as a vendor. Kevin and Rachele hold a higher CJIS certification than the IT department. Rachele said the City of Columbia has used the CJIS policy as a blanket to deny many accesses. She advised many of the accesses do not apply to CJIS. She said Jason Donjon is the authority to the accesses. Jason mentioned he had bosses and would not simply allow whomever he decided to access the systems.



Courtney continued speaking about CJIS. She advised there were also some missed policies brought in. Courtney said when you are in a technical field, cyber security has taken the forefront as a concern. Ransomware has been increasing at such a point that certain pieces of data have been removed from digital format because there is no way to protect it. This was not just CJIS motivated. The National Institute of Standards of Technology and IBM made the same recommendations. Multi factor security is now an expectation of business. She could not speak of James' thoughts, but there has been much discussion on how to protect data. Courtney spoke on how important it was to keep everyone data's safe. Rachele said the 911 board was okay with CPD purchasing their own recording system. Courtney believed the concern initially was that if we are all on one system, it would violate what the IT department has been working towards. It was not the fact that Columbia's IT department did not trust 911. Courtney said, on average, you have two hours to lock down an account that has been compromised. Courtney stated Columbia's IT department was concerned how long it would take for 911's vendors and/or IT department to secure a breach. A breach with CPD's systems could lead to a citywide breach.

Kevin said on May 27<sup>th</sup>, James knew the Nelson Recording System would be on its own network for the new media, which was a previous suggestion made by James. Courtney said the idea was if the media is going out of the room, it was going to go on with the 911 Solacom present. If co-management was discussed, it could also lead to co-liability. She suggested separating those pieces would be a better way to secure the City of Columbia's network.

Vicki Koerber said the 911 board respects the City of Columbia's choice on this matter. She asked Jim Maurer for a suggestion on how to handle selling the current Nelson Recording System to CPD. Jim suggested getting the estimated value, from someone other than the 911 board, on a document. Then the sale of the system could be discussed at the next meeting. Vicki Koerber asked Bob Hill how he wanted to handle the sale of the system. Bob said if the sale is over \$25,000.00 it would have to go to the city council. Charlie Kujawski said the verbal estimate Kevin received was \$3000-5,000.00, it just needed to be in writing. Bob Hill said to contact Courtney Konarcik when the written value of the system is received. Jim Maurer asked if the board needed to give Kevin the authority to sell the system once the value is received. Charlie Kujawski made a motion for the sale of the system to CPD for the low range value of the system recommended by the vendor. Second to the motion was made by Kim Lamprecht.

**IX. Adjournment:**

Motion to adjourn meeting made by Vicki Koerber. Second to the motion made by Kim Lamprecht. Meeting was adjourned.