

# LAKE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

March 5, 2024, ETSB Meeting Minutes

The meeting was called to order by Vice Chair Chuck Smith at 1:34 PM at Lake County EMA, 1303 N. Milwaukee Ave. Libertyville, IL 60048

## ROLL CALL:

A. Becker  
C. Buschick  
D. Dato  
B. Malkov  
K. McKenzie  
C. Smith  
D. Eder  
D. Wermes

## Absent:

S. Husak

## Staff:

S. Winnecke  
J. Cottrell  
M. Nowakowski  
K. Reinhard

## Others present:

Bryan Nicholson – Lake County EMA  
Ted Demos – Fox Lake Fire Protection District  
Lindsay Szafran – FoxComm  
Don Hansen – Mundelein  
Jason Segal – Lake County EMA

**PUBLIC COMMENT:** None

**APPROVAL OF MINUTES:** Motion Dato, second McKenzie to approve the minutes of the February 2024 regular meeting. Discussion - None. Voice vote- All in favor, motion carries.

**CORRESPONDENCE:** None

## TREASURER'S REPORT:

**Approval of Treasurer's Report – Motion Malkov, second McKenzie, to approve the February Treasurer's Report with a balance of \$12,207,505.76 and an estimated reserve balance of \$2,625,898.25. Discussion –None. Voice vote – All in favor, motion carries.**

## COMMITTEE REPORTS:

**FINANCE:**

**Approval of Vouchers - Motion Eder, second Wermes to approve payment off bills in the amount of \$113,644.75 and P-Card purchases in the amount of \$36,386.77. Discussion - None.**

Roll Call:

Becker	Yes	Dato	Yes	McKenzie	Yes
Buschick	Yes	Husak	Absent	Smith	Yes
Malkov	Yes	Eder	Yes	Wermes	Yes

Motion carries

**Technology:** No report.

**Policy:** No report.

**EXECUTIVE DIRECTOR’S REPORT:** Deferred to business.

**ATTORNEY’S REPORT:** No Report

**UPDATES:**

**ROC Building:** There was a tour of the building, and a good portion is under steel beams and roof. AT&T and Comcast connections are being finalized and infrastructure work is expected to begin in June of July.

**Tyler Cad/Mobile Project Update:** Cottrell advises to be issues such as connectivity issues in the PSAPS which is caused by the connection to the CAD server. When training sessions were going on services would go down with no explanation. Tyler put out a patch for fire response plans, the first response plan options are working, but the backup options are not pulling. Agencies have tested this with constant failures. PSAPS are directly connected and are failing, no one can explain why. Uninstall and reinstall of the programs are done, but only corrects the problem some of the times. Winnecke advised the original problem for the response plans started when the upgrade to version 2 in September 2023 was done. One patch was already installed which did not fix most of the originally reported issues. A second patch that Tyler reports to fix the issues has been in testing but installation has been delayed by Tyler. There are also security concerns with the system as firewalls have been found to be turned off on the servers and when turned back on, half the Tyler System stops working. In additions there are problems with the high availability of the system as the independent server was taken down for maintenance twice and when this was done, the entire CAD and RMS systems stopped working. Tyler is investigating when taking one server down is not going to the secondary servers. The high availability that was guaranteed isn’t working. Winnecke advised there is a meeting with Tyler and Crowe scheduled for today after the board meeting. Malkov mentioned the system is still not working and we are not getting answers. Because of all the issues, go-live could be a disaster.

Issues keep popping up, and people constantly cannot log into CAD or Mobile or permissions are not showing up. Smith questioned what happens if we decided to push the go live back since the ETSB Board isn't meeting again until two weeks before going live. Winnecke advised depending on Tyler's responses, that staff will work with Crowe and the other participants to make that decision hopefully on March 15<sup>th</sup>. Winnecke is worried that dispatchers will have to be retrained if the date is pushed back. Dato advised that the system today is different than what the model showed, and questioned why we are accepting this. Cottrell advised the system does have an offline call entry client that is an option if CAD becomes nonoperational, but it does not appear to be syncing properly and may times it will not launch. If it is working normally officers will not be able to start their reports until CAD is back online and syncs with the offline entries that were made. If the two do not sync, then all work is lost. If the offline call entry doesn't work at all, then dispatchers are left with writing everything on paper. ETSB has requested failover testing several times with Tyler, but they have not scheduled it. Dato made a motion to direct the chair to contact the State's Attorney for review of Tyler performance to date and identify what legal steps are available to force performance. Malkov agrees and we need to start looking at our options as these issues will not be fixed overnight.

**Motion Dato, second Malkov to direct the Chair to contact the State's Attorneys office for review of Tyler's performance to date and identify what legal steps are available to force performance. Discussion - None**

Roll Call:

Becker	Yes	Dato	Yes	McKenzie	Yes
Buschick	Yes	Husak	Absent	Smith	Yes
Malkov	Yes	Eder	Yes	Wermes	Yes

**ETSB Consolidation Update:** Hansen advised they are working on the bylaws and draft IGA. This process is also identifying the makeup for a JETSB board, but there are no final conclusions. Hansen advised there will be something for the PCC to look at soon. Smith requested Buschick hand out a letter that was provided by attorney John Kelly to who was hired by the PSAP Consolidation Committee explaining the process for moving to a JETSB. Smith advised there were discussions with Mr. Kelly and the State's Attorney's office which interprets the Lake County ETSB as a singular 9-1-1 Authority which will require it to be dissolved to form a JETSB.

**Business:**

**Fox Lake Fire Protection District MDC Request-** FLFPD requested 5 additional MDC installs. BC Demos to speak on this matter. Demos advised the mapping would be greatly useful in locating hydrants and looking at the surrounding area. Being able to see the notes of a call, along with caution notes, so they know if they are headed to a house that has an aggressive citizen, or a hoarder's house that they have orders not to enter due to dangerous conditions. FLFPD is in the top third in the county for call volume along with being in a low tax bracket. They are also saving for the purchase of a new ladder truck, which makes purchases of MDCs not plausible. Wermes asked what will happen when other agencies want the same thing.

McKenzie advised to use best practices countywide, all response agencies should have MDCs in their vehicles. Becker wants to verify any requests would be for front line vehicles only, not back up vehicles. Winnecke advised with requests from multiple agencies, this could deplete our stock of MDCs, and would have to order more.

**Motion Dato, second Malkov to approve granting Fox Lake Fire Protection’s request for additional MDC’s. Discussion - None**

Roll Call:

Becker	Yes	Dato	Yes	McKenzie	Yes
Buschick	Yes	Husak	Absent	Smith	Yes
Malkov	Yes	Eder	Yes	Wermes	Yes

Motion carries

**INFORMATIONAL ITEMS:** None

**NEXT MEETING DATE: April 2, 2024, 1:30 PM, Lake County EMA, 1303 N. Milwaukee Ave. Libertyville, IL 60048**

**ADJORNMENT: Motion Dato, second Malkov to adjourn.** There being no further business to discuss, Vice Chair Smith adjourned the meeting at 2:37 PM.

Respectfully submitted,  
Kate Reinhard