

# VILLAGE OF BARRINGTON HILLS

---

## Public Safety Committee NOTICE OF SPECIAL MEETING



Tuesday, December 16, 2014 ~ 7:00 p.m.  
112 Algonquin Road

### AGENDA

1. Organizational
  - 1.1 Call to Order
  - 1.2 Roll Call
2. [Vote] Minutes
3. Public Safety Answering Point Report
4. Public Comments
5. Adjournment

Chairman: Fritz Gohl

### NOTICE AS POSTED

VILLAGE OF BARRINGTON HILLS  
Minutes of the Meeting of the Public Safety Committee Special Meeting  
Tuesday, October 7, 2014 10am

Chairman Gohl called the meeting to order at 10:02 a.m. Roll Call.

**Present**

Fritz Gohl  
Martin McLaughlin  
Jerry Bleck  
Sherrill Ornberg  
JoAnne Gumprecht  
Rich Semelsberger

Eric Babcock  
Gayle Young  
Tom Fitch  
Mary Naumann  
Karen Selman  
Joe Colditz  
Beth Heitkamp  
Derek Hammers  
Chris Harding  
Bill Walsh  
Jim Hammond  
Dolores Trandel  
Anna Paul

**Guests**

Robert Kosin  
Tom Treichler  
Tracy Morey  
Tamera Huls  
Barbara Kemp

Chairman Gohl moves to agenda item 2. Public Safety Answering Point Report - September 2014. He reviewed the purpose of the report and stated the 5 goals of the report as well as summarizing the financial findings of the report

Chairman Gohl asked the representatives from PSAP Concepts and Solutions, authors of the report to comment on and highlight key findings.

Jerry Bleck from PSAP Concepts and Solutions reviewed the highlights of the report. The company was hired by Barrington Hills to explore the feasibility of consolidating its 911 call center with QuadCom (QC) in Carpentersville. The final report was constructed after receiving input from all parties involved and that now it is up to the Village to determine what the next step is.

Gerry highlighted the cost of conversion of various aspects of the department to the 911 call center.

There is a high volume of admin calls received by the center and the reports recommendation is to keep 2 employees to handle admin calls if the village chooses to consolidate its 911.

Reviewed the status of next generation 911 (ng911). Says that it is now a matter of ADA not just generational. ADA has progressed and will progress rapidly. Ng911 will mean more manpower and more advanced equipment will be required going forward.

Chairman Gohl asked if any of the other contributors to the report had comments.

Tom Treichler of Chicago Communication stated that the radios are the same system and even same tower, so transition would be seamless.

Chairman Gohl opened up public comment

Barbara Kemp spoke regarding ng911. Ultimately concluding that the Village should become involved in the State Emergency Board and seek information from them. She stressed her

concern over boundary and mapping of VBH in a consolidated system. While she believes everyone will move towards consolidation, she does not know how that will look. It could be that there is a single data center utilized by a large area. Her hope is that the Village waits to act until at least the state reports are released.

Beth Heitkamp, QuadCom Deputy Director acknowledged and responded to Kemp's concerns if the Village consolidates.

Eric Babcock spoke that VBH is on the same frequency as Barrington and they have a great relationship and feels that it would not benefit the Village to lose it as the Village goes forward.

Heitkamp stated that there are 5 jurisdictions in QC and that they help each other

Gail spoke about an recent shift when the village was hit by a storm. They were overwhelmed, but so was the consolidated call center for Hoffman Estates. A large incident can overwhelm any call center. Gail stated that she has worked in large consolidated call centers before, and it is a lot to know for any one person, and that one of the strengths of the VBH call center is the knowledge of the area and knowledge of the force.

Mary stated that VBH has a great response record and such a great team. She hopes that the Village does not rush into a decision.

Bleck stated that the savings would be approximately \$3 million over 4 years.

Chairman Gohl stated that his priority is to get the information out to the residents. He is going to recommend to the Board of Trustees that it be placed on the ballot as a referendum in April 2015

Heitkamp stated that CQ isn't a giant call center. They know their officers and they stay on the phone until a vehicle arrives.

Tracy asked if the village has ever looked at taking on other call centers.

Chief stated that they have tried in the past, but Barrington vetoed it.

McLaughlin asked Bleck and Ornberg People various questions regarding the report and the ability of QC to handle VBH calls

Currently village does not dispatch fire calls, if the village was ever to dispatch fire calls more certifications would be required

McLaughlin asked if PSAP Concepts and Solutions would be attending the BOT meeting so they could ask questions.

They stated PSAP Concepts and Solutions will be in attendance

Chairman Gohl adjourned the meeting at 10:28 am

**Meeting Adjourned**

**Approved** \_\_\_\_\_

# **PUBLIC COMMENTS**

Public Comments are submitted by the public and are not reviewed or endorsed by the Village.



Dolores Trandel <clerk@barringtonhills-il.gov>

---

## Revised slightly - order of slides and some small text changes

---

Barb1Kemp@aol.com <Barb1Kemp@aol.com>

Tue, Dec 16, 2014 at 2:24 PM

To: fgohl@barringtonhills-il.gov, clerk@barringtonhills-il.gov, jimnaumann1@gmail.com, ls.ekstrom@att.net, pdenisei@hotmail.com, pmeroni@barringtonhills-il.gov, kselman@barringtonhills-il.gov

Hi, I still plan to come tonight.

I have changed the slides ever so slightly. Always good to read after a day or so of creation.

I am installing a new printer...and trying to print a some copies. Not sure how many may be needed. I will bring mine and an extra. You can print any you feel may be helpful or just make them available to ETSB members and/or Board members. By Thursday I ought to have the printer working properly if not today .

Thanks

*Barbara Kemp*

Assure911.net

barb1kemp@aol.com  
bk@assure911.net  
(847) 778 2874 (cell)

IIT RTCL 9-1-1 Taskforce Chairperson  
kempb@iit.edu  
rtc-lab.itm.iit.edu (IIT RTCL Website)

**"Always do right; this will gratify some and astonish the rest" - Mark Twain**



**Barrington Hills Meetingv2.pptx**

6786K

# Barrington Hills Meeting Public Safety

Resident Input  
December 2014

# Proposal: Consolidation of Emergency Services Response Fire Police and Ambulance with Adjacent PSAP Agency – Quad Com in Kane County

- Study authorized by VBH President , Police Department and ETSB Members
- Results: Pros and Cons of Consolidation
  - Reduce Costs and Maintain Input Through Quad Com Board
  - Reduce Barrington Hills PSAP Personnel – through transfer and elimination
  - Similar Radio and Systems in Place
  - Similar Network interfaces
  - Save dedicated PSAP equipment and Maintenance in Village
  - Consolidation has been a Trend for Agencies for many Years
  - Dispatch to Same Officers in Barrington Hills

# Cost Summary Provided

- **Costs:**
  - Buy In - \$142,470 payable over 2 years
  - 10 year Total costs after consolidation - \$ 7, 167,902
  - Move Costs – 10 year - \$4,130,313 (database conversion and more)
- **Personnel:** Quad Comm adds 2 people and Barrington Hills reduces 4 of 6 people from payroll – VBH Dispatchers have multiple duties.
- **Savings:**
  - 10 year Total costs after consolidation - \$3,037,589
- **Timing:** As soon as approved by the BOT
- **Transition**
  - Non emergency remains in Barrington Hills – not 24 by 7 by 365
  - No mention of the implications of NG9-1-1 – all data based on the State of Illinois current funding and technical model
  - Project Management and Oversight costs not included in Study
- **State ICC Approval required prior to Consolidation**

# Other Issues

- Costs of moving lines and trunks, adding physical capacity to Quad Comm's network and interfaces were not studied or included
- Costs of adding Consoles and Physical capacity not included
- Cost of Project Management and Training not Included
- Costs and Revenue Changes associated with the Illinois State Advisory Board Study of Migrating to NG9-1-1 not known or included.

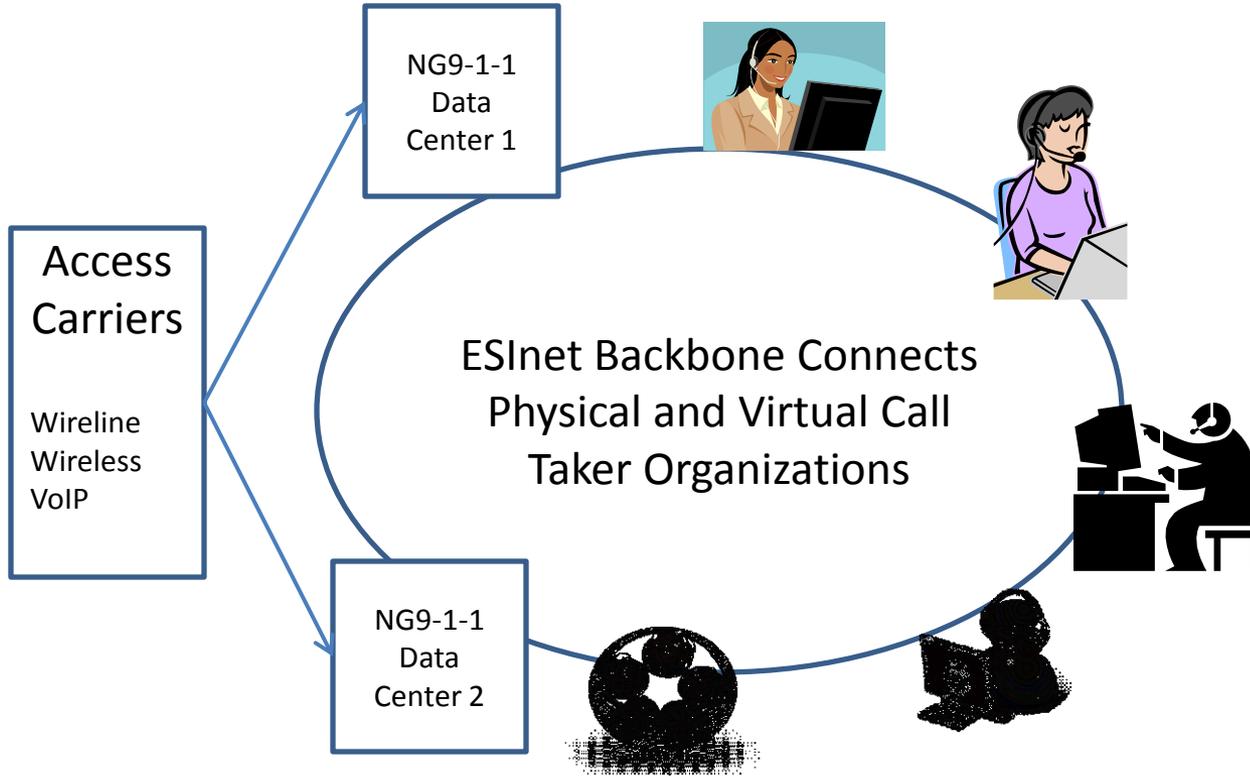
# What is Happening at the State Level

- At the Federal and State Level there is a huge push to migrate to Next Generation 9-1-1 Architecture which is a complete departure from the existing 40+ year old technology to accommodate newer 9-1-1 and other technology.  
<http://www.icc.illinois.gov/media.aspx>
- NENA and APCO, the major organizations have been preparing standards and doing testing . NENA: One of the most significant NG9-1-1 plans became a working reality in Southern Illinois on December 11-12, 2014 (CSI) . APCO: to deliver First Net for improved Dispatch.
- NENA goals: to complete emergency calls for assistance from Any Device, Any Time, Anywhere end-to-end, and enhance the ability of people with disabilities (ADA) to have equal access to emergency services.
- APCO goals: to integrate the front end call process through to dispatch for First Responders seamlessly, using newer protocols to dispatch successfully to similar and/or disparate radio systems and any device being used by First Responders

# What Does This Mean

- NG9-1-1 is working in Illinois in its first stage. 15 ETSBs in Southern Illinois (CSI) across 14 counties and 1 city have access to a redundant shared 9-1-1 network at a considerably reduced cost. They each no longer a need to host and operate the old legacy E9-1-1 technology. What the rest of the state has is obsolete. It does not handle Text, Video, Pictures, Data, Telematics, Medical Devices - only wireline, wireless and VoIP voice connections.
- The study and all costs and savings are based on an outdated network and operation paradigm.
- The newly formed Illinois State Advisory Board may take the funds received by all 9-1-1 entities today and reallocate them in some” to be determined” way to a new the NG9-1-1 network across the State of Illinois to assure the State is comprehensively funded and the many counties who have no 9-1-1 services today, ~22 counties get 9-1-1 service.

# Illinois – NG9-1-1 Pilot in Southern Illinois – Cutover December 2014



Two Duplicated Data Centers with Standards Based Technology and Data Bases, within Secure Hardened Sites, Support any Number of Dispatchers located Close to the Citizens they Serve and Dispatch

# What does this Mean for PSAP Consolidations ?

- In Southern Illinois (CSI), it meant no (0) were consolidations required. The same people are sitting at the same consoles operating new IP Workstations. These are small centers, some with 2 positions and others up to 3 or 5 positions. They are relatively poor ETSBs. If they thought consolidation was going to assist their constituents and cost profile they would have done it.
- The CSI PSAP personnel are all knowledgeable about their communities and their roads and they are still in secure environments. Americans with Disabilities can be accommodated.
- Savings: They save on equipment and technical staff. The older outdated E9-1-1 equipment is replaced, requiring no “dedicated” IT personnel in 13 of the 15 ETSBs. Much of the old technology was Manufacture Discontinued. One County now has 9-1-1 that could never afford it.
- Bottom Line: Savings are in a very different area. My conclusion: VBH’s 10 year projection has no basis in fact as the State migrates to NG9-1-1.

# What does this Mean for PSAP Consolidations ?

- Two of the PSAPs reused their telco closets and added the necessary gear to run 2 fully duplicated Data Centers with a new Fiber Optic Ring bringing 911 calls and handling failover, loads and overloads. The paths to each PSAP are duplicated and instead of having 1 back up PSAP, they can, if the ICC allows, expand with a software command to send callers to any of the available positions across the network as long as the PSAP has Dispatch capability. The 15 ETSBs can back each other up.
- The Data Center based duplicated Databases and Maps are new GIS data sets, maps and screens are seamless across the footprint. Helps assure no lost callers at PSAP Borders. Database costs in the VBH Study are not the same as the NG9-1-1 Database transition costs.
- All sites are fully secure and all training and procedures are common across the network which covers nearly a third of Illinois in land mass. Shared assets, and completely duplicated hardware and software run by a minimal IT staff , trained on the new IP NG9-1-1 technology.

# What is important to Residents

- Service and Service Quality and Speed of Response
  - Same Police Department -
  - Different Primary PSAP Answering Personnel
    - No question about training, qualifications and intent of the Quad Comm leadership team to meet the goals and learn more about Barrington Hills
    - Kane County is only 1 of the Counties served by the Village of Barrington Hills PSAP
    - Barrington Hills geography is unique no matter which county they are part of – lack of real addressing and more commonly known Farm and Property names, with 5 Fire Departments and confusing signs
    - Limited Officers on duty – the screen in the VBH PSAP shows where the cars are located to get to the best dispatch possible. Unique knowledge is not easy to provide. Horizon Farms and Spring Creek Forest Preserve, Horse Trails, Barns and out buildings

# Final: Resident Request

- What we want from Barrington Hills
  - Market Value Retention and Improvement
    - Planning and Zoning Supports That Effort
    - Equestrian and Heritage and Environs Add Value
  - Fiscal Management – Taxes and Value
    - Not guaranteed with this Study based on NG9-1-1 State Board
    - Stable border is essential, to retaining the tax base
    - Management of Roads and Bridges
  - Public Safety
    - We are a village of people who want 9-1-1 when we want it and PSAPs are our gateways to the service.
    - We value our Security our Privacy our Police

# Quad Comm is not the Back up for Barrington Hills Today

- Why not start with changing our back up PSAP to Quad Comm – Test the theory and build the Quad Comm knowledge
- Why not wait until the Illinois State Advisory Board produces its NG9-1-1 funding rules and direction for state wide Technology before making a decision – due April 2015
- Why not participate in the Illinois State Study or at least “listen in” on the calls to determine direction.
- 
- I believe we have incomplete costs and a promise of savings that are based on our past, not our future.