

**MINUTES OF THE
REGULAR MEETING OF THE
GURNEE EMERGENCY TELEPHONE SYSTEMS BOARD**
November 4, 2008

Chairman Velkover called the meeting to order at 10:00 a.m.

Present: Velkover, Friedl, Henby, Schwarz, Burkhart, Kincaid, Marquardt, Hayner, and Mann
Absent: None

Administration:

Approval of Minutes:

Motion by Hayner to approve the Minutes as presented from the August 19, 2008, meeting.

Seconded by Henby

All ayes-motion carried

Treasurer's Report:

The Treasurer's Report was dated September 30, 2008. Velkover reported that there was a May 1st fund balance of \$834, 976 and a period end balance for September 30, 2008, of \$892,617. The report shows a break down in general expenditure categories as well as revenue categories. A chart was included which indicated we were right in line with the same trends we've seen in the past. Hayner asked, from a budget perspective, if we were on line for our revenue. Chairman Velkover responded, "Yes," but the only thing down was *interest*. Hayner stated that *interest* was down across the board and we're getting just over one percent at this time. Velkover stated that we will adjust accordingly for next year's budget; but the rates have certainly changed since this time last year.

Motion by Friedl to accept the report as submitted.

Seconded by Kincaid

All ayes-motion carried

Proposed 2009 Meeting Schedule:

The proposed meeting schedule was presented at the last meeting, and Velkover received feedback regarding conflicts with some of the proposed scheduled dates. Adjustments were made to better accommodate everyone's schedule. Velkover stated that there are upcoming items that need approval and had a two-part question: 1) Did anyone have any current conflicts he didn't know about with these changed meeting dates, and 2) Was there a date preference for the March ETSB meeting—either the 17th or the 24th? Kincaid indicated that spring break typically occurred the last week in March and some people may not be available. Velkover asked if the 17th was preferable to all, and he stated that the key issue was approving the ETSB budget prior to the scheduled Village Board budget approval meeting to be held in April. It would also help if the ETSB needed to take action on the Logging Recorder purchase.

Motion by Schwarz to accept March 17, 2009, as a selected ETSB meeting schedule.

Seconded by Friedl

All ayes-motion carried

Old Business:

Communications Statistics:

The totals for the months of July and August of 2008 were reviewed and were fairly in line. Chairman Velkover stated that at the last meeting Marquardt indicated fire calls would be up for July, and they certainly were. He asked if Marquardt had anything he would like to highlight. Marquardt indicated calls for service were up again for both Police and Fire. For EMD we will be converting from Version 11-3 to Version 12. Scores may come down as we become comfortable with that version. Nothing stood out as being anything unusual or something that needed discussion. Friedl inquired about the status of the EMD upgrade. Marquardt stated he had the EMD cards, cd's, etc. and due to the current number of projects presently on the table, he would wait until after winter. He would then review the cd's, etc., and sit down with shift leaders and all those concerned.

Velkover asked if we conduct burglar alarm tests and who currently had direct burglar alarm connections. Marquardt indicated that the schools used to have burglar alarms but have recently converted to a monitoring station. He also stated that a few hard-wired residential alarms do exist. Velkover explained his interest in that he recently received a call from Mike Nichols who shared information about the schools' system. Velkover was not sure on our requirements for burglar alarm testing. Marquardt stated that we had three of the schools (Viking, Spaulding, and O'Plaine) actually put in disconnect orders this morning.

Henby questioned why wireline hang-ups were up two-fold from last year and wireless hang-ups were down by almost half. Marquardt indicated wireless calls are down in general, did not know why, and that there was no particular reason for the change. Marquardt stated we lost a hard drive on Positron, and that they would have to go back and recreate all those reports in general. Hayner stated there is a counter trend that wirelines would be up so much and wireless down—completely opposite of what we have experienced. Marquardt said that in the last eight years, they have recently received the least number of wireless hang-up calls. When the system was first put in place, they were inundated with calls. Velkover asked if other PSAP's in the area have seen the same trend. Marquardt said hang-ups usually run about 30% of PSAP's wireline and wireless calls. The Village of Gurnee was probably in the low twenty percentile range for wireline and wireless hang-ups. Hayner said overall calls were probably at 31%. Marquardt stated he would see if he could possibly retrieve the data lost on the hard drive; but the general consensus was that there was no need at this time. Friedl commented it was an interesting trend.

Wireless 911:

Velkover stated that Sprint/Nextel was still the only non-Phase 2 compliant carrier at this point. Velkover didn't have any new information to offer. Marquardt stated he sent an e-mail this morning for a status response; however, when he went into the Sprint/Nextel website, nothing was mentioned about any FCC mandated issues. He did come across an article this morning written back in September of 2007, whereby the FCC would require carriers to meet interim and annual benchmarks through September 11, 2012.

Marquardt indicated he could not find any information about who the FCC wireless carriers are or those that haven't gotten the location accuracy the way the FCC wanted. Marquardt stated he didn't know if this information was not yet available due to litigation the FCC was going through. He would continue searching for information. Hayner asked if anything was being said within the grapevine. Marquardt stated he tried again this morning from his Nextel to get Phase 2, and he only received Phase 1. Velkover said it would be worth another avenue to do a test from the Sprint side to see if Phase 2 was available.

VoIP & NG 9-1-1:

Velkover stated that Marquardt brought back excellent materials from their State conference out of the presentation AT&T made on NG 9-1-1. Velkover added that AT&T is actively involved in developing solutions that work with vendors which they have worked with historically—both Plant/CML and Positron. We have Positron equip. There was the equipment side of it with standards and the back end side of it. It looked like AT&T had a road map, but it didn't seem like any of this would happen anytime soon. Marquardt stated he knew that they had some data testing, and they go to Texas to conduct beta testing. Marquardt stated that when we go to the new recording system, we will make sure it will have Next Generation 911 capabilities to record video, etc. Marquardt was not aware of anybody that was integrated with IP. Marquardt also stated that by 2011 there will be many that have integrated.

Velkover said this was a complete redo of the entire back end from the point where the phone call comes into the central office all the way to us—they are redoing all of it. The driver for it is VoIP; but at same time, they're looking to improve the system overall. Some of the big things you will see: the rerouting of calls between centers much more quickly, receiving needed information more quickly (a picture, video, text message), and network sharing. Velkover stated it would behoove us to move along with the standards rather than being the first ones out of the gate now. But it would be good from our perspective that AT&T was being proactive about it, and some of the same equipment vendors that we worked with in past were a good fit. However, it would be a much bigger change than wireless. Marguardt agreed and stated that when all is said and done, being simplistic about it—your 911 center goes down because its all internet protocolled and internet based. You can pretty much, as long as you have lap tops and IT people, communicate and go anywhere. Velkover stated there will be some catch up from the Legislative side, you might be able to create a back-up center where ever you want; but Velkover thinks that from the Illinois Commerce Commission's point of view, you're required to have those centers predesignated and have them be PSAP's. It all relates to the old technology and will need some refresh on their side as well. Marquardt agreed and stated that what APCO NENA are looking at and want to bring on board is Part 75 which drives all of this. Hayner asked how long will or what a ball park time frame would be. Marquardt stated 10-15 years.

Hayner indicated it's a large undertaking to rebuild the whole infrastructure to incorporate this new extensive system throughout the country. Marquardt said they are working on it on a State and Federal level. Velkover indicated it was long overdue. It was just the size and scope of the task. Marquardt said it comes down to surcharges and collecting money for infrastructure so we can proceed, build, and do what we need to do both from the PSAP point of view and the back end for AT&T.

Velkover stated he was sure at some point AT&T would look for some form of reimbursement; but you could tell a lot of good people were working on it, there was progress being made, it was a pretty comprehensive approach, and you had to start somewhere. The expectation is going to be that communicators can SMS text, send pictures, etc. The expectation from the public is that it should just work. Marquardt sights an example: If someone sees a robbery on the corner, they can text message in the robbery, but they can also send in a video of the actual crime. Right now we don't have the capabilities of receiving that type of information. Henby gives another example of car burglaries in progress in front of a Detroit bank and the prompt response of the Police Department. Velkover states that without any question, there will be changes in our answering equipment coming down the road.

Private switch ALI:

It was noted that the list was significantly shorter this time due to good work by the Bureau, Henby, and Communications all working together to get these issues cleared up. Velkover offered the following locations as having issues which need to be addressed.

McGaw Building R:

Henby indicated they are on line and have no problems. Velkover said there was a discussion about that last week, but testing needed to be done. Henby indicated he hadn't talked to facility staff about the testing as yet; but he said it was up and running and everything was fine.

Six Flags:

Henby indicated he needed to get a hold of Steve Small, had left several messages, and would go to Six Flags personally. Hayner indicated Small was involved in a court case in Chicago for a couple of weeks, and Hayner had received complaints from people that Small was not returning calls. Henby would again attempt to get a hold of him. With Six Flags' off season in place, Henby would try to get that going.

Key Lime Cove Elevators:

Dispatchers were keeping track of it. Henby indicated he had been off a couple of weeks and stated they may still be having problems with the system. Marquardt said he hadn't received any recent notices that problems do exist. Velkover asked if calls were coming in on 911. Henby stated that a couple of calls were still coming in on 911, and we had a meeting with them regarding the called number coming in and dispatch identifying the call—a big mess yet to be resolved.

Comfort Inn & Suites:

Henby offered his apologies for not getting back to them. They were having a technology problem.

Woodland Administration Building:

Henby indicated he would get back with them today.

Jewel:

Henby indicated Jewel recently went to a Voice-Over IP System. All phones were working on 911; however, they didn't identify what section of the store the call came in. Henby talked to the general manager who sent in a request a month ago, but it still hadn't been resolved. The general manager will send in another request.

Henby also indicated there is a building in the Tri State Business Park that he would visit today that had the wrong ALI information. He indicated how difficult it is for businesses to correct these problems and the length of time it takes—referring to Kinko's.

Further concern regarding Woodland School was made by Mann. Mann requested Henby check if the whole school or only the Administration Building went to Voice-Over IP. When the school was tested, the dispatcher didn't ask if it was just the administration building or the entire school system that went to Voice-Over IP. Henby will verify.

Velkover indicated that McGaw Building R would be removed and Jewel be added to the list for the next meeting.

Connect-CTY:

Velkover presented a usage report running for the calendar year through the end of October. He continued to see that it was well utilized across a number of the departments and hadn't received any issues or negative complaints. As a mix of internal use for the departments and an outreach to the public, Velkover asked if anyone had any comments.

Radio Systems:

Status of Police Station LMR FCC Licensing:

Velkover asked about the status of the Police 800 frequencies for the regular Police and Police tactical channel. Marquardt stated he talked with someone, and it looked like there was some movement from Nextel. Hopefully within the next two months, we would hear something and those issues would be cleared. Marquardt indicated VHF is all taken care of. Velkover said that he knew the Police main band was moved, but what was the interaction on the tactical channel with Nextel. Marquardt stated there was no interaction—it was from the main channel for the rebanding. On the tactical channel, it was just a matter of frequency advisors taking care of what they needed on their end (relicensing, change in the locations, equipment, equipment locations, etc.).

Narrowbanding Mandate / Committee:

Velkover offered comments regarding radio systems for frequencies below 400, which in our case was all VHF related. This was a Federal mandate that will change how all radio equipment, transmitters, handhelds, and mobiles would work. They were looking to free up space in between the existing channel. It had a fairly longtime horizon on it with a number of years before it came into play; but Velkover said we need to be cognizant of it in terms of our existing fleet of radios, what our plans were for any changes we may make that were coming down the pipe, and getting ourselves in a position where it was not a last minute dash to the finish line.

Velkover stated we need to have it well thought out, budgeted, and coordinate the interplay for frequencies that were not under our control (i.e. Ispern, Mabas, etc.). They will have some coordination issues on the change-over. If they change it as of the certain date, they would have hundreds of agencies involved at one time. Velkover encouraged everyone to read through the information, which offered a good feel for it, what some of the dates were, and what some of things to keep in mind were.

Velkover suggested and welcomed comments about forming a Village department-wide committee which would review the information and come up with planning ideas. Velkover stated that Police was involved and active in this beforehand, that Fire was considering it, and Public Works was making sure their equipment was ready for the change over.

Marquardt stated that it was not just for public safety. This would affect anyone on VHF (i.e. schools, bus companies, utility companies, etc.). One of the things Marquardt wanted to do with APCO was put together a Narrowbanding Committee. When he attended the state conference, he was able to get the attention of Steve Jackson, who is the Director of IEMA. We wanted him to be on board in that there was a huge issue with narrowbanding (i.e. Ispern, the Fireground channels, etc.); it wouldn't be an easy task; and that we needed to get moving on it. Marquardt stated that he wants to have three meetings throughout the State (i.e. North, Central, and South), and IEMA's help.

Marquardt stated he would also encourage that we get together as a committee, because he knew that the APCO chairs have sat down and started to reband their departments. They noticed that a lot of the radio techs that they work with wasn't up to date on the model portables that could be narrowbanded or can't be narrowbanded, portables that they want to make after 2011 or they want to purchase after 2011, and if those are narrowbanded or are they going to be able to be narrowbanded, etc.

Marquardt said he could set up a dry run for the APCO committee to come in and talk with Gurnee, Motorola, Bearcom, the technicians, and perhaps the schools (if they want to be involved) about narrowbanding, where we're at, and have a list of issues to talk about. Hopefully at that point, APCO can come up with a list of portable radios that really could or could not be narrowbanded. That's one of the projects APCO is currently working on. Marquardt stated he would be more than happy to work on coordinating a meeting with APCO and the committee. He knows Jay Patrick would be involved in any narrowbanding issues on the Police end. Hayner asked Friedl who is working on the narrowbanding issues in the Fire Department. Both Friedl and Velkover responded that Bill Burkhardt and John Kavanagh are working on them.

Schwarz asked Marquardt if they are recommending the signal be 6-1/4 versus a 12-1/2. Marquardt stated they are talking about that, but the initial push is to save the space to go down to 12-1/4. Burkhardt stated that we don't have one piece of equipment that can't be narrowbanded, but he doesn't know if we could do the 6-1/4. Schwarz asked if we would replace equipment with 6-1/4. Velkover stated that it may be fifteen years before they reduce the signal to 6-1/4. Schwarz basically stated that time flies fast and Velkover acknowledged it was a good question to ask. Marquardt stated that he would try to get the APCO frequency coordinators involved.

Velkover stated that we want to have involvement from Fire, Police, Communications, Public Works, and somebody from the IT end. He didn't believe Community Development or Administration needed to be involved. Velkover would be fine in letting Fire, Police, and Communications choose how many and who would be on the committee. Hayner stated that Burkhardt should work on selecting a committee person from the Fire Department and Kincaid select someone from Police and Communications. Velkover will talk to Public Works, but is 90% sure that Lenny Gaghan would be a committee person from their end. Velkover stated it would be good if we could have that list of people in place prior to our next ETSB meeting.

Velkover requested that we have those lists of committee members by the next meeting and map out and set direction for that committee on what they need to be looking at. Friedl stated his two key people would be Burkhardt and John Kavanagh. Marquardt asked if Friedl was nominating him.

Fire Station #2 Antenna Tower:

Velkover was contacted by American Tower Corporation regarding the last changes. Velkover expressed the Village's displeasure with their recent work and outstanding punch list items. The purpose of ATC's call: they have another carrier looking at this site. Friedl stated that ATC also contacted Pat Muetz, who also expressed the Village's displeasure with the recent work performed date. Muetz copied ATC with the punch list as well. Velkover basically gave them an answer that we would entertain discussions of another carrier; however, there was no denying the fact that they needed to finish the outstanding punch list work. He said that ATC was receptive to that, but the Village would be very certain that specifics were laid out for any future installation of carrier equipment. One of our main concerns: When the tower extension was completed, ATC put another carrier on the tower and brought it through the processes as a "public benefit" and allowed us to move our equipment to the top of the tower. However, when ATC put the carrier on the tower, in Velkover's opinion, they put the carrier almost to the top and didn't leave the amount of space they agreed to for our own equipment. ATC contended that it was not the case. Hayner asked how much vertical separation between the carriers was required. Velkover stated that in the past, we've consistently had radio people tell us that we don't have enough with how it was set up beforehand.

Burkhart said in the past they were trying to get carriers to fix the separation problems each time installations occurred, but nothing really changed. Velkover said before the new carrier came along, the existing antennas (VHF) extended up and actually overlapped with the cell towers – sitting between the two cell antennas. Burkhardt stated that the new antenna clangs between the two cell towers on windy days. Nextel told the Village to take the interfering antenna down and turn it off. However, a meeting was held, Nextel had since fixed the problem, and the new antenna remained.

Velkover said that with ATC's extension, we had an agreement with them that there would be five feet of clear space before the mounting point from the top of the new antenna for our own equipment. In actuality, there is little space on the top at all. With ATC's desire to put something else up there, we want all our requirements spelled out. ATC questioned Velkover about the actual verbiage in the agreement. Velkover stated we have preserved mounting rights, etc. Velkover also said we need to look at the point whereby any antennas are relocated and how we're going to do those antenna runs in the future. Because right now, extending those antenna runs all the way back into the base to the Fire Station doesn't work. Burkhart said that if they put an extension on the antenna, Bearcom said that whatever you gain by height, you lose by connector. If that equipment didn't have a 250' run, it would be fine. Velkover said that basically all we got out of the last extension is our right to mount on the top.

CAD System:

Status of Interface between Lake County Passage and Gurnee CAD System:

With some discussion on all sides, the Village Board approved the interface between Lake County Passage and the Gurnee CAD System. Our next step will be to get PSSI and Delcan (from the County side) started on it.

Logging Recorder:

Update on Selection Committee Progress:

Velkover noted vendor demonstrations were set up by Marquardt for Thursday and Friday, November 6 and 7. A lengthy list of companies were to be involved (i.e. Stansel, COM Log, VPI, Higher Ground, NICE). Velkover asked about the time frame in narrowing the list, etc. After the demos, Marquardt stated he would like to meet with the committee again and come up with pro and con determinations to narrow the list down to companies they felt were best qualified. Then it would be opened at that point for review and input by other department representatives. Marquardt responded to Hayner's inquiry that Jim Richardson, Wendy Mann, and two communication operators (Tricia Kesling and Molly Jones) were on the Police committee. Jon Frederick, who would have valuable input on the demonstrations, was set up to sit on all those first rounds. Velkover asked if there was anything we needed to be thinking about in terms of the bidding / procurement.

Marquardt responded to Hayner's inquiry regarding budget that we have \$75,000 or \$100,000 budgeted for the logging recorder. Hayner stated that with so many multiple companies willing to demonstrate their products and our specifications and criteria for the type of equipment we desire being met by those companies, we should probably commit to placing the logging recorder out for bid. Velkover asked that the committee consider highlighting the key criteria and features needed to make a selection. We can write in specifications, equipment, a completion date, required company references and credentials, etc. in order to narrow the field to obtain the best product. Marquardt stated it was a good direction to go.

Annual Filings/Joint Jurisdictional Agreements:

Marquardt offered his services again this year. Around mid-January he will do the filings, which are due by January 31, 2009. Chairman Velkover thanked Marquardt for his help.

New Business:

Expenditures/Invoices/Bills:

Chairman Velkover, gave a summary of expenditures and account activity from August 15, 2008, to October 29, 2008. He introduced the one page summary; the account activity listing that showed not only the expenditures but also the revenues as they came in from the various carriers; and finally the budget report that showed the progression through the fiscal year, the amounts of each line item, etc. Velkover asked if the board members had any questions on the expenditures, summary, or any of the reports. He noted that the biggest item was the PSSI renewal for our software maintenance, which was in line with the budgeted amount. Kincaid asked about the correct account to apply the headset repair bills. Velkover confirmed it should come out of Telecom Maintenance. Henby inquired if XYBIX came out of this period and how it was working. Velkover stated the XYBIX billing came out of an earlier period, and to his knowledge was working well. Marquardt confirmed there were no issues. Velkover also said the controllers were changed and a maintenance agreement is now in place.

A motion to approve the expenditures, invoices, and bills as presented was made by Hayner.

Seconded by Henby.

Roll call vote: Velkover, Friedl, Henby, Schwarz, Burkhart, Kincaid, Marquardt, Hayner, and Mann.

Nayes: None.

Request to Purchase Replacement Headsets:

Chairman Velkover offered details provided by Marquardt with regard to purchasing new headset equipment including spare parts and batteries, and he entertained any questions or discussion about the purchase. Marquardt stated we currently have spares, but they were not the same modeled spares. The goal was to have all headsets matched up with spares of the same model so when a repair was needed, the spare was compatible with existing equipment. Schwarz received clarification from Marquardt that we would be using the old headsets and purchase new spares. The dispatchers will get some latitude as to what model they choose.

A motion to approve the request to purchase replacement headsets at a cost not to exceed \$850.00 as presented was made by Friedl.

Seconded by Henby

Roll call vote: Mann, Hayner, Marquardt, Kincaid, Burkhart, Schwarz, Henby, Friedl, Velkover

All Ayes-Motion Carried

FY 2009-2010 Budget Committee:

Last year's committee consisted of Kincaid, Burkhart, and Velkover. The same individuals offered to be part of the 2009-2010 Budget Committee. Further discussion took place. Budgeted this year was to also replace the CAD-Stratus Server. However, Hayner said the LC Passage system was more time sensitive, and was packaged in that we'd back off the server purchase until next fiscal year. Velkover also recommended sliding the server expenditure to next year's budget. As the maintenance on the system runs through the end of September-early October of 2009, Velkover said a goal would be set to have the server installed to coincide with the maintenance renewal. There was not an installation deadline for the server; but LC Passage needed to be done because we didn't know if LCDOT would be able to participate next year. As far as the server is concerned, Velkover said it was doing a better job than the present logging recorder.

A motion by Hayner to retain the same committee members.

Seconded by Friedl

Roll call vote: Mann, Hayner, Marquardt, Kincaid, Burkhart, Schwarz, Henby, Friedl, Velkover

Nayes: None

Report regarding Illinois Public Safety Telecommunications Conference, October 19-22, 2008, in Springfield, Illinois:

Chairman Velkover said you already saw some of the benefits of the information and materials that Marquardt brought back on Next Generation 911 from the conference. Velkover and Hayner asked Marquardt if there was anything he would like to highlight. Marquardt detailed that on Sunday he, Wendy Mann, and Patricia Wenzell attended an excellent active shooter class. They were going to try to get all the com-ops through that course. Hayner asked for an explanation of an active shooter class from a communicator's perspective. Marquardt said it benefited those communicators involved with police, fire, schools, or businesses, etc. Going through scenarios, telephone techniques, etc., it was a well taught class conducted by APCO with about 110 attendees from all over the State.

Marquardt said part of their goal was talking to the recording vendors and attend the classes. Part of his goal was to step into narrowbanding user groups and then touch base with ILBurnt as the emergency response team telecommunicator. Mann got updated with ILBurnt to make sure our people are and will be trained. Marquardt took many tech classes. Wendy Mann and Patricia Wenzell took operational classes. Marquardt stated it was well worth the trip.

Velkover received the paperwork from Brad Lambert, and we were well under the budgeted amount for the attended conference. Henby asked how the Village of Gurnee compared with the rest of the State as far as communications, etc. Marquardt said that when you take our center, personnel, and number of calls handled—we are second to none. For almost a year now we have been running with nine operators—taking care of everything they need to in a professional manner.

Hayner asked about new operators coming in. Kincaid explained that we have two that are currently in training. Unfortunately, Kincaid said, the trainers are getting burned out. We cannot afford to loose another one right now. If the candidates don't make it, to start retraining another candidate is cumbersome. Burkhart asked why we're not an attractive area to come to work for. Kincaid explained that we're a busy center with lots of work, stress, etc. For inexperienced personnel, it's a hard and busy center to come into. We are very hard on people because we want them to be to a certain level. The FTO program is all parallel to that – our requirements and expectation levels for communicators are higher than other centers. Kincaid said based on our pay schedule and attractive benefits, we can get people to apply for the jobs; but unfortunately many applicants don't make it through the training courses, and some that do have very little to no experience in a center such as ours.

Kincaid explained the level of multi-tasking was extremely high in an extremely unique environment and can result in missed calls which could result in a liability issue. She stated it took the right kind of individual to consider a career in this field. Velkover asked if there was anything we could do to make these positions more attractive to people from other departments.

Mann said we are one of the few dispatch centers that are on twelve-hour shifts.

Burkhart mentioned taking all the non-emergency calls away from the call takers. Marquardt said we could go to a true-call taker dispatch center, but you need to have the support personnel to put that in place. Kincaid said that right now we're only required to have two communicators in the dispatch center at a time. Kincaid explained that if a true-call taker system was in place, a mandatory three communicators would be needed to sufficiently man the center. Velkover added that some communities are considering a 311 type system for non-emergency calls. All your city services would have one number to call.

Marquardt said in terms of ratios, North Central is a good example. Let's say they have forty communication operators and hundreds of thousands of calls coming in. However, when you talk about service calls alone, each operator handles roughly 4200-4300 calls each. If you take that same ratio to us, we're up to about 4700-4800 calls per communication operator. Marquardt said we're very lucky to have what we have—that's going back to our training program, our evaluation process, employee involvement, attendance of enlightening conferences, and returning and sharing the valuable information with other co-communicators.

Henby asked if we are still the only ones tracking the Private Switch ALI information. Marquardt said he doesn't ask, but acknowledged that we may be still be one of the few agencies in the State that actually do that. Marquardt said it was amazing the public doesn't have more exposure to the issue. Burkhart demonstrated the problem in one of his classes and the attendees were amazed.

Articles & Information:

Wireless 911 Location Battle Rages On, By Lynette Luna, October 29, 2008.

Chairman Velkover introduced this article which related to the quality of location information, how it was measured, and whether or not a carrier could say they had a good location in one spot and would apply it to the whole territory versus verifying it on a case by case basis.

City to Charge Fee for 911 Service, GPOA Newsletter, February 8, 2008.

Chairman Velkover stated that this article was particularly interesting and in his opinion a poor example of what one community in California was doing to raise revenue to cover costs of its 911. With some exemptions, it would allow residential and business land line and cell phone users to opt out of their 911 service plan and be charged a \$50 fee for each 911 call made.

The next meeting will be January 20, 2009. Chairman Velkover appreciated everyone's attendance and entertained a motion that the meeting be adjourned at 11:03 a.m.

Motion to adjourn the meeting by Henby.

Seconded by Mann

All Ayes-Motion Carried