**City of Evanston**
**Emergency Telephone System Board**
**E 911 Committee Meeting**
**Tuesday, April 29, 2008**

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| **Board Members Present:** | Mr. David Angelus, Community Representative<br>Chief Alan Berkowsky, EFD<br>Chief Richard Eddington, EPD<br>Mr. Michael Madden, Division Manager of Business Performance & Technology<br>6th Ward Alderman Edmund Moran<br>Mr. Perry Polinski, Communications Coordinator<br>8th Ward Alderman Ann Rainey<br>Mr. Max Rubin, Emergency Preparedness Manager |
| **Board Members Absent:** | Deputy Chief Demitrous Cook, EPD<br>Deputy Chief Michael Whalen, EFD |
| **Also Present:** | Mr. Thomas Janetske, Operations Manager, Office of Emergency Preparedness<br>Commander Barbara Wiedlin, EPD |
| **Staff Present:** | Ms. Delphyne Woods, Law Department Executive Secretary |
| **Presiding Officer:** | Alderman Edmund Moran, Committee Chair |
| **Summary of Action:** | In Alderman Moran's absence, Alderman Rainey called the meeting to order at 7:15 p.m. |
| **Approval of Minutes:** | The minutes of the January 24, 2008, meeting were the first item of business which were reviewed and approved with one correction. Alderman Moran moved that they be approved, Chief Berkowsky seconded, so moved. |

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**ITEMS FOR DISCUSSION:**

As the Committee was awaiting the arrival of Alderman Moran, the members decided to start with agenda item #7.

**#7 - Radio System Upgrade, Status Report Memo** (e-mailed, Berkowsky)

Alan related that the October 2007 system turn-on of the new radio system had been so extremely disappointing that it was turned off and renegotiations were initiated with Motorola. A new project manager and technicians were obtained for the project by Motorola, the system was re-installed and went live on February 12, 2008. It works "great." Some weak spots still exist in the southeast corner of town, by Ridge and Howard, which need to be remedied, but essentially it is an enormous improvement in the 911 Center.

Perry affirmed that it was a "bumpy road," but since the end of February it "works like a charm."

Alan said new equipment originally to be installed at Fire Station #5 was reassigned to Station #2 in the southeast corner as it remains a problem. This was done to keep communication there as optimal as possible. Due to the October 2007 difficulties, Motorola was asked that this installation (valued about $20,000) be done at no charge to the City, to which Motorola agreed. Additionally, the one-year warranty starting with the initial October 2007 system turn-on was extended to begin in February 2008 and run until February 2009.

**Antenna Tower Status** (verbal, Berkowsky)

Currently we are awaiting the balance of the equipment to install at Station #2, and discuss Station #5 with Motorola. Originally the price tag on the system was $583,000 with two small change orders (order #1: lockup cabinets installed at Ryan Field, $5,000; order #2: roof top mounts for the tower atop the Police Station, $8,000), bringing the total to about $596,000.

The current antennae will be relocated to the new tower. The tripods will remain with the antennae as a backup in case of some catastrophic problem.

Max asked if the new tower will help the weak spots in the southeast part of town. Alan said that tower height is critical in clear communication. The present tower is 90 feet, the new tower is 140 feet plus the antennae which makes a vast improvement. Station #2 will gain a receiver site which will pick up and re-broadcast the signal. Also, the City is using our own fiber optic system as the backbone of the radio system, not telephone lines, which is an incredible benefit. It is free, faster, and works perfectly. All

the sites selected for this project have fiber optics, backup generators, and security in place.

Ann asked whether, although it is improved, communicating with the southeast end is still unacceptably problematic. Alan said that it is not yet perfect, but it is 100% better than before. He has not heard a single person say anything negative for the past two months, whereas before there were daily complaints.

Tom said that inbound traffic to the 911 Center comes from portable radios, not mobile radios. Installing that receiver at #2 will really enhance the reception.

Alan mentioned that area is relatively-heavily forested which can negatively impact reception, the new receiver at #2 will help. Also, every improvement done with the Fire Department communication system directly benefits the Police Department simultaneously. Police Dispatchers are able to pickup and relay messages immediately to Fire which may otherwise be delayed.

Ann asked about the numbers for change order #3.

Alan said that, since they decided to go with Station #2 improvements first, he wants to proceed now with Station #5 which should open in August or September 2008. They will install a "boating" receiver site which has three antennae: every time you transmit, they will pick it up and relay the information from the fiber optic back to the system, and retransmit.

Motorola initially presented an unacceptable cost which the City asked to be reconsidered. The change order is in the neighborhood of $65,000-$70,000. This will buy all the equipment for Station #5 to install the radio system: installation, wiring, placing the antennae on the tower, programming, project management, and optimization of the system between all the radio sites, totaling about $75,000. The project cost thus far is approximately $597,000; add Station #5 cost of $75,000, bringing the total to $672,000.

Alan just received bids for the radio tower which is budgeted for $250,000. One bid was $150,000, the other $230,000. If the low bid is acceptable, the savings capture would pay for change order #3.

Max mentioned that we had budgeted the full amount for the tower, and then we got a grant of $112,000 to help take care of the tower costs.

Ann asked that, in future, as these things play out, it would help to spell out the math in the memos so one may understand the running total value of the project, what change order costs are, and where the money is coming from.

Ann moved that the Committee approve change order #3 in the amount of not-to-exceed $75,000. Max seconded, so moved.

**#2 - Blue Light Phone System update** (verbal, Rubin)

Max walked the blue light locations with Northwestern Police. Two sites will be tied in with Northwestern electricity and telephone lines: 1818 Sherman, and the Williard building at Emerson and Sherman. Also, Northwestern will bring power and phone lines to the outside of the building at Fire Station #3 to provide that blue light site. The others will be picked up off of ComEd and the phone company. In the Sherman Plaza garage, Northwestern will pick up phone lines for the Davis Street units.

The units have been ordered; the graphics and color of "architectural brown" with City of Evanston stenciling have been approved. Max did a walkthrough with the electrical contractors who should have a price by now. We are awaiting the estimate and delivery of the equipment. Facilities Management should track progress of this project, and will repair the units as necessary.

Mike Madden is to assume the duties of Manager of Emergency Preparedness upon Max Rubin's departure.

David asked about a previous discussion of re-labeling Northwestern blue light phones to avoid confusing City and Northwestern units in an emergency, being sure calls go to the correct 911 Center. There could be a question of liability.

Max said that liability is Northwestern's as it is their equipment. Their units are boldly labeled with purple lettering and a "wildcat," while the City's markings are clearly different-colored apparent even at night. Nevertheless, all the units have blue lights and are available in an emergency.

**#3 - Renewal of CADS Maintenance and Support Agreement with SunGard Public Sector** (emailed, Polinski)

Perry presented two procedural memoranda in advance of Council on May 12, 2008. This is a long-term contract; the City has been using this particular vendor since 1993, averaging about 3-1/2% increase. This is proprietary CADware.

Ann mentioned that non-bid purchases raise concern, but if this is a sole source, it is appropriate.

Perry produced a letter from SunGard (not in the packet) advising that, after the City recently upgraded their CAD system, the supplier will be "sunsetting" support of the product as of January 2012. SunGard has a new system, CAD 400, which is highly recommended. It eliminates a "gateway server" intermediary between the mainframe and the work station. CAD 400 transmission goes right from the work station directly to the mainframe. Perry recommends going with this change as it is least costly, and would cause the least amount of disruption in terms of using equipment presently in place: alarm interfaces, 911, police and fire reporting software applications. Also, going to CAD 400 will allow the City to continue its planned migration to the mobile data browser (MDB) software which is a replacement for ALERTS.

Others options are going with a Windows-based product, also sold by SunGard, which would entail swapping out everything we have. This would be an $800,000-$1,000,000 investment versus $100,000. Research and negotiations continue.

Alan explained that should the City not go with SunGard's CAD 400, we would have to go out for bid and start the whole process again. The CAD 400 has made a robust and stable impression for fifteen years; it appears to be a more stable product in the long run.

Perry said that more information will be forthcoming on this project. Although the sunsetting is in 2012, a practical decision must be made by the end of 2008.

Ann asked why is there pressure to decide now.

Mike said that it is common in the software industry that vendors will tell you the product will be phased out in four years, and offer a 25% discount if you sign up for the new product now. Negotiations are very probable for extensions. Also, we need to get way ahead of this because, even if it is only $100,000 in conversions, it is a project taking a great deal of time with which the City can take no risks. Planning on this should start in 2009.

Eb said that peripherals should be thoroughly checked out for compatibility in a timely manner.

Perry will observe the Downers Grove CAD 400 installation: police and fire reporting, digital mapping, the mobile data browser.

Eb asks for a vote on this for recommendation to the Council. Unanimously approved.

**#4 - Renewal of Police Radio Maintenance Service Agreement with Motorola** (emailed, Polinski)

Perry reported that years ago, the City decided to go all-Motorola which has ultimately worked out very well.

Eb asks for a vote on this for recommendation to the Council. Unanimously approved.

**#5 - E9-1-1 Accuracy items from NENA** (emailed, Polinski)

Perry explained this memorandum as more or less informational. The FCC has required wireless carriers to demonstrate their accuracy in terms of location determination at the PSAP level instead of statewide. They match their statistics together with rural areas to demonstrate fulfillment of accuracy requirements. The carriers are "fighting it tooth and nail" because it costs them money. The often do not have the infrastructure to comply with the FCC requirements, they must install infrastructure needed for more accurate location determination at the 911 Center level.

Eb asked if the City must test out our accuracy level. Perry said no, the FCC puts that on the carrier so basically they are policing themselves. The City is Phase 2, at the farthest level we can possibly be in terms of receiving the data required to map a location in the event of a 911 call, so they can tell us where they are. The key is depending on the data location they are sending us to map, we are at their mercy.

**#6 – Purchase of Mobile Data Browser Software** (emailed, Berkowsky)

The good news is that all the plans discussed over the years are now coming into place. We talked about putting computers in the vehicles, remote access, pre-plan software, and connecting City vehicles to our CAD system. It took a while for the migration of CAD 6 to make the mobile data browser (MDB) work. It enables the field units to communicate with the CAD system via a wireless internet card in each vehicle, whether Police or Fire. On the Fire side, we installed laptops with software called Remote Access paid for through a grant from the federal government. We are now ready to install the communication piece, MDB. This allows the units to interface live with CAD, and allow CAD to interface with our pre-plan software. So, as a call comes in it will bring up a map of Evanston to show the building highlighted, the streets, the water mains, the hydrants, access points, and any other information we think is

pertinent for that call. Actually, before the building comes up on screen, it gives all the pre-plan information: the shut-offs, special alerts, Fire Department connection, roof details. The Officer can switch between this information and the map.

This is also SunGard Public Safety sole source proprietary software that integrates with their program. They have agreed to work with City software, Remote Access, which is a separate company. We are asking approval of the Fire Department side at this point. The Police side is not ready to go online, but will be ready sometime this year. We are now purchasing an MDB switch for 1 to 25 units, and twelve individual licenses to cover Fire Department units. Once the Police are online, we will bump up the switch and they buy 49 licenses. The cost now for the Fire Department is $83,000; the cost for the Police will be $92,000, bringing the total to $175,000 which is below the budgeted amount of $180,000. This has been already been agreed to and part of the Strategic Plan for two years. The cost of the modems and monthly subscriptions are covered in the working budget.

Ann asked, "who the person in the truck gathering all this information on the way to the fire?"

Alan replied that the information is actually gathered during the company pre-plans. During transit to the fire, someone must type in the address manually right now. When MDB is in place, the wireless phone modem will automatically populate that computer with pertinent information.

Perry added that, as the dispatcher signs and dispatches the call, the CAD ticket from the computerized dispatch system displays on the terminal in the rig.

Alan said that as they are going en route, with multiple units, they can push a button now and say they are en route rather than try to wait for open traffic to acknowledge their presence.

Ann asked how they will be dispersed among the trucks.

Alan affirmed that, through the grant, every fire engine, ambulance, truck, and the Battalion Chief has a laptop right now, and it is all working. The Fire Fighters gather current information, input at the Station, and upload to the trucks. They pre-plan the building for hazardous materials, contact information, pictures and diagrams.

Dave asked whether we share our information with other Departments. What if there is a fire at the high school, can we need to call in Skokie or Wilmette Fire Departments?

Alan said we do not share the pre-plans, but we do share the mapping. Presently we have Skokie's map on our computer. Once Wilmette has a good GIS map, they will be in our system as well.

Ann asked, when we approve plans for new buildings in Evanston, should we place a requirement on the builders to provide that information so it is automatically in the system?

Alan indicated Fire Fighters physically go to the sites to familiarize themselves with their buildings, looking for things typically not shown in plans. Also, there is a current ordinance requiring every new building to provide a GIS-compatible floor plan. The problem is in scrubbing out some of the details so the map loads more quickly.

Eb asked again about a possible fire at the high school, on a "trigger" basis, is there a way to transmit pertinent data to neighboring Departments?

Alan said no. We can print out some information and hand them a copy of a floor plan. We visited Chicago's OEMC and they found that the Police have been using a lot of the Fire Department's floor plans for their depth of detail.

Ann moves to approve the purchase MDB software for the Fire Department in the amount of $83,046.94. Max seconded, unanimously moved.

**#9 - Other business**

Max produced the budget, "Emergency Telephone System Fund Summary." At the May 22, 2008, meeting there will be a more comprehensive financial presentation. Max pointed out that comparing 2006-2007 Actual spending with 2007-2008 Appropriations, we are spending close to half than estimated. Nevertheless, at the end of 2008-2009, we are expecting only a $64,000 surplus. That will not "hack it," but this is just a "snapshot." We need to search for funding increases in the future.

Eb asked when we last bumped the surcharge. Not since 1995.

Ann advocates a bond because it allows a stress-free, not a wild-spending plan, but a stress-free plan and we can pay it off. Some years we have huge expenses, and some years we do not.

Max said it would behoove the Committee to figure out what we will need in the next cycle, that should be the focus of the May 22nd meeting.

**Adjournment**

Alderman Rainey moved to adjourn, Alderman Moran seconded, so moved. The Committee adjourned at 8:08 p.m.

MR:djw