

***Illinois Valley Regional Dispatch Board***

LaSalle, Peru, Oglesby & Mendota ETSBs

Meeting Minutes

May 31, 2022

**CALL TO ORDER**

The meeting was held Tuesday, May 31, 2022 at the Peru Police Department, 2650 N. Peoria Street, Peru, Illinois. Chairman Kellen called the meeting to order at 10:00 a.m.

**ROLL CALL**

Voting & Quorum Members Present: Doug Bernabei, Leo Hochstatter (Boelk), Jason Curran, John Duncan, Jeff Grove, Doug Hayse, Joe Hogan, Jerry Janick, Jason Quinn, Dominic Rivara, Dennis Rutishauser, Chairman Greg Kellen. Absent: Brian Fisher, Jeff King, Ken Kolowski, Vice Chairman Popurella.

Non-Voting Members Present: City of Spring Valley

**MINUTES**

Chairman Kellen presented the minutes of the IVRD meeting of April 26, 2022. Dennis Rutishauser made a motion the minutes be received and placed on file. Jason Curran seconded the motion. All in favor; motion carried.

**PUBLIC FORUM (CITIZEN COMMENT)**

None

**COMMUNICATIONS**

None

**PRESENTATION**

Jon Stones, a representative of Priority Dispatch, provided a remote presentation on the benefits of the Priority Dispatch system. The system is built around protocols created by the International Academy of Emergency Dispatch. The Priority Dispatch System includes Medical Priority Dispatch System (MPDS), the Fire Priority Dispatch System (FPDS), The Police Dispatch System (PPDS), and the Emergency Communication Nurse System (ECNS). ProQA emergency dispatch call taking software utilizes the IAED's MPDS, FPDS, and PPDS. Benefits include reducing the variances between call takers; providing consistent call prioritization and response level; ensuring the same level of service for all calls; expediting training and performance; providing pre-arrival instructions when needed; enabling quality assurance and improvement; providing quantifiable reports and data. An example of ProQA in use was shown. The telecommunicator clicks through guidance, including visual aids if needed, and the information transfers to the CAD.

Executive Director Miller-Guss provided a localized presentation. The state of Illinois requires IDPH EMD Certification and IDPH IL PSAP Certification. IVRD also needs to be proactive in anticipation of future requirements. The ProQA system has never had a successful lawsuit against it as long as the system was being used properly. Benefits of structured call taking include higher confidence, reduced risk, maximum flexibility, improved safety for callers and responders, increased efficiency, higher accuracy, unmatched innovation, and ease of use. A 6-month dispatcher would be able to do the same thing as a 20-year veteran. EMD Overview - stroke diagnostic tool; trimester calculator; compressions monitor; breathing verification tool; AED locator; 988 call intake protocol; delivery instructions; aspirin administration; EpiPen administration; and Narcan administration. EFD Overview - consistent interrogation will lead to reduction in loss of life and property; ability to build standardized responses based on interrogation; PAIs for structure fires, sinking vehicles, confined space, etc.; can help improve ISO rating. EPD Overview – officer safety; caller safety; active shooter protocol; National Center for Missing and Exploited Children compliant; 988 call intake protocol. Overview of Quality Insurance - call review by certified employees; consistent feedback on performance; data and science driven; accreditation. The package for IVRD would include ProQA Software – medical, fire and police; AQUA Quality Improvement Software; Certifications – EMD & EMD-Q, EFD & EFD-Q, EPD & EPD-Q; College of Emergency Dispatch; Supervisor Portal; Back up card sets; Accredited Center of Excellence (Tri-ACE).

Executive Director Miller-Guss stated the current Powerphone System is not easily integrated. In an initial discussion with Brownlee, he indicated that a CAD/ProQA interface for all 3 disciplines could be developed. The cost for all three disciplines is about \$120,000.00. Funding for the system could come from reserve surcharge funds (JETSb) and other

reserve funds. Ongoing yearly maintenance would also need to be taken into consideration. Executive Director Miller-Guss suggested purchasing the full suite during the 22-23 fiscal year and implementing the system over the course of 1 year. ACE accreditation would be pursued immediately.

Jeff Grove and Jason Curran stated the board had previously looked at CAD systems that may be more user-friendly. Executive Director Miller-Guss stated he is confident Brownlee would be able to integrate the existing CAD system and ProQA, but the CAD system probably needs to be looked at at some point. Jeff Grove asked what prompted looking into the ProQA system. Executive Director Miller-Guss said observation and use of the Powerphone system, which tends to be complicated. ProQA is a very stable, structured call taking system which will give the TC's confidence to take special call types such as a sinking vehicle, active shooter, chest pains, etc. The structured call taking proposal will be reflected in the budget at the next meeting.

## **COMMITTEE REPORTS**

### **FIRE/EMS OPERATIONS COMMITTEE**

Meeting to be scheduled.

### **LAW ENFORCEMENT OPERATIONS COMMITTEE**

None

### **BUILDING & GROUNDS COMMITTEE**

Doug Bernabei reported the building is ready to go with the move-in date contingent on the generator install or approval from the state to operate without a generator according to plan. All chiefs will need to be available on the cutover date and be prepared to run their own respective centers should something go awry. Jim Fayerherm is confident all will go ok.

### **LABOR MANAGEMENT COMMITTEE**

Doug Bernabei reported an ad hoc committee is helping with Executive Director Miller-Guss's efforts in hiring. Executive Director Miller-Guss reported they are receiving some great applicants.

### **EXECUTIVE DIRECTOR REPORT**

Executive Director Miller-Guss provided the following report:

- **BuEComm** is going to admin lines
- **Text to 911:** AT&T is the only live carrier; all other carriers have been contacted to implement.
- **Rapid SOS:** Separate from WTH Maps, this platform automatically shares location data with first responders.
- **National Center for Missing and Exploited Children:** Working on this training.
- **Illinois State Police Training:** Training will take place in July.
- **MABAS Training:** Training will take place in November.
- **Employment:** One full-time and two part-time employment offers have been extended. The persons are going through the testing and background checks.
- **Generator:** It is supposed to ship tomorrow. In the event shipment is delayed, Executive Director Miller-Guss will reach out to the state to put together a contingency plan.
- **AI Phones:** Lobby phones have been installed.
- **CAD Issues:** Executive Director Miller-Guss is talking with Brownlee regarding the recent CAD issues. Brownlee said it was a server issue.

### **CHAIRMAN'S REPORT**

Chairman Kellen commended IVRD and all departments who responded to the Utica fire.

Chairman Kellen reported on the 988 crisis hotline launching in July, which is the new way to reach the National Suicide Prevention Lifeline. A Chicago Tribune article provided an overview of the new crisis line, noting the new system deserves strong support, but also that \$5 million in funds was transferred from 911 to 988, and why the diversion of these funds will have consequences in the future. Executive Director Miller-Guss stated the

diversion of these funds makes IVRD and others ineligible to receive federal grants. Chairman Kellen added there are unanswered questions regarding operational details and police were left out of the conversation.

## **REPORTS**

### **FINANCIAL REPORTS**

The May Financial Report will be sent out once it is complete.

## **OLD BUSINESS**

None

## **NEW BUSINESS**

John Duncan reported the budget will be ready for the next meeting.

## **RESOLUTIONS & ORDINANCES**

None

## **PUBLIC FORUM (CITIZEN COMMENTS)**

None

## **EXECUTIVE (CLOSED) SESSION**

None

## **SCHEDULE NEXT IVRD MEETING**

The next IVRD meeting will take place at 10:00 a.m., Tuesday, June 28, 2022.

## **ADJOURNMENT**

Dominic Rivara made a motion to adjourn the meeting. Jason Curran seconded the motion. All in favor; motion carried. The meeting adjourned at 11:45 a.m.