



**VILLAGE OF WAUCONDA
VILLAGE SERVICES COMMITTEE MEETING**

Tuesday, January 5, 2016

5:30 pm

Village Hall – Board Room

101 N. Main Street

AGENDA

Board Members: Chairman Ken Arnswald, Deputy Chair Barbini, Trustee Black

Staff: Administrator Doug Maxeiner, Administrative Assistant Homola

1. Call to Order
2. Approval of Minutes:
 - a. October 13, 2015 Village Services Committee Meeting
 - b. November 17, 2015 Village Services Committee Meeting
 - c. November 19, 2015 Village Services Committee Meeting
 - d. December 8, 2015 Village Services Committee Meeting
3. Old Business
 - a. Staff Recommendation on a Revised Special Event Application Process and Approval Policy
4. New Business
5. Public Comment
6. Adjournment

Posted 12-31-2015



**VILLAGE OF WAUCONDA
VILLAGE SERVICES COMMITTEE MEETING**

Tuesday, October 13, 2015

5:30 pm

Village Hall Conference Room

101 N. Main Street

Meeting Minutes

1. Call to Order – Deputy Chairman Barbini called the meeting to order at 5:30 PM. Committee members in attendance were Deputy Chairman Barbini and Trustee Black. Chairman Arnswald absent. Also in attendance were Trustees Howe and Starkey as well as Village Administrator Maxeiner, Director Fink, Superintendent Pryde, and Administrative Assistant Homola. Guests at the meeting were Ed Lochmayer and Mark Knigge from the Wauconda Area Chamber of Commerce Farmers Market Committee.
2. Public Comment – Deputy Chairman Barbini stated that it appeared that most people in attendance were there for agenda items and they would be given an opportunity to speak on these specific items. There was no one seeking to speak on non-agenda items.
3. Items for Discussion:
 - a. The first item was a proposal from the Farmer’s Market Committee of the Wauconda Area Chamber of Commerce to relocate the Farmer’s Market to the Municipal Parking Lot for the 2016 season. Alise Homola provided details on the current format of the Farmer’s Market and outlined the proposal to move it to the Municipal Parking Lot. Deputy Chairman Barbini asked about the problems associated with having it on Main Street as is the current practice.

Ed Lochmayer stated that the major concern with keeping it on Main Street is safety. Detouring traffic, particularly trucks and school buses, is the primary concern. The detour route also acts as a barrier for any event expansion opportunities. If the event were to move off of Main Street, it would eliminate the headache of having to close Main Street and detour traffic and would provide more opportunities for vendors. He stated that the

Farmer's Market Committee has discussed this issue at length and would like to pursue moving the weekly event to the Municipal Lot.

Trustee Starkey inquired about the committee and the goal of the farmer's market. She also asked if the goal had changed from the original purpose of having the farmer's market? Ed Lochmayer stated that the original goal was to bring people to Main Street. The event has evolved into more of a social event which generates funds for the Chamber. In response to Trustee Howe's question, Ed Lochmayer stated that the event raises approximately \$7,000 annually for the Chamber.

Trustee Howe clarified that the request is to use the Municipal Lot. He inquired about the not-for-profit status of the Chamber? There did not appear to be an answer available to the question from those in attendance. Deputy Chairman Barbini asked about electricity needs and if the parking lot has the infrastructure necessary? Ed Lochmayer stated that it is close. Only one vendor draws power and the light bases have two receptacles that can be used. Deputy Chairman Barbini asked about vendor parking. The response was that it will be first come, first served. Trustee Howe asked about the sufficiency of on-street parking. The response was that Maple has on-street parking on both sides, Mill Street has it on one side, there are 13-14 spaces on Main between Mill and Bangs, along with the available spaces at the Village Hall lot. Trustee Starkey stated that she doesn't know how she feels about moving the event and displacing parking. She stated that the event does impact businesses from 1:00 to 5:00 PM. She continued that she doesn't want to do away with the Farmer's Market but it hasn't generated traffic for her business from her perspective.

At this point, Deputy Chairman Barbini recognized Andrew Mansur of Frank's Karma Café. Mr. Mansur questioned how many folks this event was drawing. He stated that businesses on Main are adversely affected by the event. He suggested that the popularity of Farmer's Markets have crested and are now declining with only the larger markets succeeding. He requested that Wauconda keep the downtown area open for business.

Sean Hayden owns a building at the southwest corner of Bangs and Main. He stated that he has problems with parking and access for his patrons and tenants on days when the Farmer's Market and Cruise Night take place calling the events "a pain in the neck." He is concerned about the safety of the students in the dance studio. Cruise Nights are even worse. He shared the opinion that he would like to see the Farmer's Market continue but that it is not advantageous for the business community to block off Main Street for a weekly Farmer's Market. Access to businesses are critical and the detours in place for the event are not clear. He stated that he sees close calls (near misses) all the time. He suggested that Park District property may be a better alternative.

Other Main Street business owners contributed their comments as well stating that restricting access to limited parking is not working. They stated that they are not

opposed to shutting down Main Street for the Holiday Walk but that 16 weeks, every week is too much. Other suggestions reiterated that they felt the park district offered a better alternative. They suggested that the Chamber sit down with the business owners to identify a solution.

Mark Knigge from the Farmers Market Committee suggested that parking is always the overriding issue. There is a shortage of parking downtown. He opined that the Farmer's Market is an interesting, integral part of summer activities and if you put the event in a remote corner, it is not going to be successful.

Trustee Howe stated that there appear to be two overriding issues with this request: 1) the lack of dialogue between the Chamber and the business owners and 2) the location of the Farmer's Markets. He suggested that having this item on the agenda this evening was perhaps premature. He feels that the event is disruptive but, feels the question should be is the market providing a net positive to the Village.

Mark Knigge asked if the Farmer's Market Committee need to convene a meeting with business owners on Main Street. The consensus of the committee and other trustees in attendance was yes.

Trustee Black stated that he is aware of the issues caused by the blocking of Main Street for the Farmer's Market and Cruise Night events. He stated that he wasn't sure that empirical evidence of the net additions or detriments could be gathered. It is his observation that the events do bring people downtown and he felt that it is a positive reflection on the community. If the events were moved off Main Street, would that benefit the businesses? He opined that putting the Farmer's Market in a remote corner is not going to benefit the community and would not show off the assets of the Village.

Deputy Chairman Barbini added that economic development is a challenge and a balancing act in attracting and retaining businesses. In his opinion, the best course of action is to have the Chamber invite the Main Street businesses to meet and identify alternative days, times and locations. Trustee Howe suggested that he knew 95% of the people that attend the events. In his opinion, this is not drawing new people to Wauconda. He concurred with the proposal to have the Chamber sit down with the Main Street merchants.

It was the consensus of the Village Services Committee to encourage the Chamber of Commerce to meet with the Main Street businesses and report back to the committee prior to acting on the proposal to move the Farmer's Market.

- b. Alise Homola outlined the topic of the special event permit application review process and the shortcomings of the present process. The timing of the submittals is getting too short forcing staff into a reactive mode rather than a proactive one. She stated that the

fee structure should be reviewed and consistency applied to all events. The insurance provisions and indemnification need to be looked at and addressed.

Deputy Chairman Barbini suggested that staff put together some recommendations on the applications and policies for a future agenda item.

4. New Business – Deputy Chairman Barbini stated that there did not appear to be any new business which was confirmed by the trustees in attendance.
5. Adjournment – Deputy Chairman Barbini adjourned the meeting at 6:40 PM.

Submitted by:



Village Administrator



**VILLAGE OF WAUCONDA
VILLAGE SERVICES COMMITTEE MEETING**

Tuesday, November 17, 2015

5:30 pm

Village Hall Board Room

101 N. Main Street

Meeting Minutes

1. Call to Order - Chairman Arnswald called the meeting to order at 5:30 PM. Committee members in attendance were Chairman Arnswald, Deputy Chair Barbini, and Trustee Black. Also in attendance were Trustees Knight, Starkey and Howe as well as Village Administrator Maxeiner and Interim Chief Bender. Guests at the meeting were CenCom Board President Chief Arie, CenCom Director Lisa Berger and CenCom Deputy Director Nichol Whitfeld.

2. Old Business:

- a. Evaluation of Consolidated Dispatch Options and Intergovernmental Agreements. Administrator Maxeiner provided a review of the selection process used to date and an overview of the intergovernmental agreement (IGA) that had been developed with CenCom. Administrator Maxeiner pointed out that the draft agreement had been discussed with the Board on a couple of occasions previously. He reminded the Committee that the IGA states that the Village and Fire Protection District desire to stay together wherever we go to obtain dispatch services and that if membership is not approved for both agencies, the agreement is null and void. The capital buy-in was discussed and the concept of utilizing Wauconda's existing equipment and facility as a backup location in lieu of equipment buy-in was noted.

Trustee Starkey asked about the typical buy-in. Director Berger shared the example of Antioch which was the last agency to join CenCom.

A question about billing practices and call codes was addressed by Director Berger explaining the nature codes and how a large scale incident (such as flooding) would be billed.

Several questions were asked about capital equipment and start-up costs that would be necessary to have calls dispatched by CenCom. Administrator Maxeiner, along with Director Berger, spoke about the installation of new trunk lines. Administrator Maxeiner stated that the installation costs for these new trunk lines could potentially be paid by the Lake County Emergency Telephone Standards Board (ETSB). However, it is more likely that the initial costs for installation would be the responsibility of Wauconda. He stated that AT&T has been asked to identify what these costs would be which as of yet are unidentified. The ongoing monthly costs associated with the trunk lines will be the responsibility of the ETSB.

It was also explained that either option (CenCom or Lake Zurich) would require the installation of a video camera in the lobby to take walk-in traffic after hours. The feed from the camera would go directly to the dispatch operation allowing a two-way dialogue with a walk-in customer. The infrastructure is already in place to transmit the video feed to CenCom but the equipment at the originating end (Police Department lobby) would need to be acquired.

Following some questions about the existing dispatch equipment in the Police Department, Director Berger stated that any maintenance or upgrades of the equipment would be the responsibility of CenCom.

Discussion ensued about training for new employees as well as ongoing training for existing employees. Director Berger touched on how her agency handled the CALEA accreditation process when Round Lake went through that process.

Administrator Maxeiner pointed out that there is an error in the IGA suggesting that the after-hours dispatching of Public Works calls would be provided at no extra cost. In reality, the cost for a public works after-hours call would incur a charge of \$16.69 (current year) and there between 250 and 275 of those after-hours calls annually which would result in a projected annual cost of approximately \$4,600.

Director Berger also covered the practice of receiving non-emergency calls at CenCom. The Village would only get billed if a call with a billable nature code was created resulting from the non-emergency call. This led to a discussion about nature (call) codes and what is billable. Director Berger, in response to the Committee's inquiry, stated that monthly reporting data is available and will be provided to the Village and Fire Protection District.

Director Berger stated that CenCom is anticipating hiring between four and seven positions with the addition of the Village and Fire Protection District. Displaced dispatchers from Wauconda would be given first preference for interviews to fill these positions.

A discussion ensued as to any operational surprises that may result from the transition. Antioch's transition was discussed along with the standard operating procedures that may be different from what the Village and Fire Protection District may be used to.

Chairman Arnswald opened the floor to questions or comments from the public. Maria Weisbruch asked what other dispatch agencies were evaluated and why only Lake Zurich and CenCom are being evaluated now. Administrator Maxeiner answered that his evaluation started with identifying agencies that could be transitioned to without significant capital investment. From there, the focus was on performance and safety which led to CenCom and Lake Zurich being the clear-cut top two choices. He also explained that this review of other agencies was a partnership with the Fire Protection District and these two choices were the only two that interested both the Village and District.

3. New Business – There was no new business for the Committee.
4. Public Comment – There was no additional public comment offered.
5. Adjournment - Chairman Arnswald adjourned the meeting at 6:39 PM.

Submitted by:



Village Administrator



**VILLAGE OF WAUCONDA
VILLAGE SERVICES COMMITTEE MEETING**

Tuesday, November 19, 2015

5:00 pm

Village Hall Board Room
101 N. Main Street

Meeting Minutes

1. Call to Order - Chairman Arnswald called the meeting to order at 5:31 PM. Committee members in attendance were Chairman Arnswald, Deputy Chair Barbini, and Trustee Black. Also in attendance were Trustee Knight, Village Administrator Maxeiner, Interim Chief Bender and Deputy Chief Scott Gaschler of the Wauconda Fire Protection District. Guests at the meeting were Lake Zurich Police Chief (and Interim Village Manager) Steve Husak and 911 Director Lea Kelly.
2. Old Business:
 - a. Evaluation of Consolidated Dispatch Options and Intergovernmental Agreements. Chairman Arnswald introduced Lake Zurich Police Chief Steve Husak and 911 Director Lea Kelly and asked them to provide a short introductory overview of their proposal to provide public safety dispatch services to the Village and Fire Protection District. Chief Husak opened by saying that he felt Lake Zurich is a good fit for Wauconda. They have 10 full time dispatchers with two supervisors. The agency is CALEA accredited. The personnel are very well trained with over 550 hours of training this year. The dispatchers are licensed through the Illinois Department of Public Health. Lake Zurich has a fully automated emergency medical dispatch operation on all medical calls. Quality control and quality assurance are a priority for Lake Zurich with reviews every two weeks. Husak stated that he thought it would be a relatively seamless transition and a good fit. Both Wauconda and Lake Zurich are part of the same Lake County Emergency Telephone Standards Board (ETSB). The filing with the ICC would simply be a letter amendment rather than filing a new plan. The process is expected to take approximately six weeks with the ICC. Lake Zurich has a well-seasoned staff and is well positioned to be a southwest Lake County regional hub for dispatch services. The cost structure is based on wage adjustments called for in the dispatchers collective bargaining agreement. All

clients have a seat at the table to address any issues quickly and efficiently. Lake Zurich is switching to the Starcom system in early 2016.

In response to a question about supervision, Director Kelly stated that she works during the day shift and the other supervisor handles the evening shift. For any times when there is not a dedicated dispatch supervisor present, the sergeant on duty is available for direction and significant events. With regard to anticipated hiring if Wauconda Police and Fire came to Lake Zurich, Chief Husak stated that he felt the current staff could handle that increase in call volume and would not anticipate any immediate hires as a result. There may be some down the road.

Interim Chief Bender asked about radio frequencies and if Lake Zurich law enforcement operates on one frequency. Director Kelly stated that that is the case. The data from the consoles suggests that there is plenty of room. Bender asked for clarification on the capability to dispatch on the Starcom system. Director Kelly stated that they do not have that capability at the current time. They are in the queue for Starcom activation which is anticipated to happen in February. Lake Zurich is going directly to Phase II Starcom. Administrator Maxeiner brought to the attention of the Committee that Wauconda is currently operating on Phase I of the Starcom system. As such, there will be some reprogramming of the radios to Phase II as part of the transition. This reprogramming is built into the analysis and could cost up to \$30,000 or \$1,000 per radio.

Trustee Barbini asked if there is a need for any of Wauconda's existing equipment for backup purposes. Director Kelly suggested that there is not at the current time. It is her opinion that a staffed center should be used as a backup rather than idle equipment ready to be activated in the event of an emergency as well as the five ring roll over if not answered. Having the hot backup site is great if a large scale catastrophe comes but a staffed backup is more useful for regular backups and rollovers. Wauconda is Lake Zurich's current backup which would necessitate finding a new backup.

Chief Husak explained the transition plan and client acclimatization process utilized by Lake Zurich so it isn't just a matter of flipping the switch and away you go.

Trustee Barbini asked about other capital start-up costs. Administrator Maxeiner stated that the lobby video and intercom system would be a start-up cost regardless of which agency provided dispatch services. There is also a Starcom base console unit that will cost approximately \$2,500. The trunk lines would simply be forwarded. There would not be a new installation of trunk lines necessary.

Chairman Arnswald asked about training for the new and existing telecommunicators. Director Kelly explained continuing education processes for existing employees. Required annual training is 24 annual hours of continuing education for emergency medical dispatch.

Chairman Arnswald asked about computer aided dispatch for emergency medical dispatch and if this process is fully automated. Director Kelly explained that Lake Zurich dispatch is fully automated and that the information and data being received from the caller is also transmitted directly to the responding ambulance so they have that data when they arrive at the scene. With regard to quality assurance, Director Kelly showed reports stating that their averages have been between 98% and 100% over the past year. She walked through the protocols for stroke and heart attack with the committee. The protocols are being implemented with the caller before the Fire Department or ambulance gets there.

Trustee Black asked about the detention of prisoners for overnight stays. Administrator Maxeiner stated that there is a separate agreement for overnight stays and that Lake Zurich would be the preferred alternative regardless of which dispatch provider is chosen.

Trustee Knight asked about alarm calls. Director Kelly clarified that if the question was in reference to a burglar alarm, that would result in a customer initiated call and there would be a charge to Wauconda for that.

Administrator Maxeiner stated that one thing the two parties haven't talked about is public works after-hours callouts. Chief Husak responded that Lake Zurich is willing to provide and we can talk through the processes and cost. Those calls are not a particularly significant amount of the overall calls for any entity but should be addressed in the agreement. Director Kelly stated that they don't currently have a separate charge for Public Works. It would likely be less than law enforcement call.

Director Kelly reviewed the cost per call for Lake Zurich. This is the cost per all the clients. Officer initiated calls are \$13.78 while complainant initiated calls are \$19.51 for 2015. These rates are adjusted annually based on the wage adjustment included in the telecommunicator collective bargaining agreements. These adjustments are currently 2% through 2018. MDC (mobile data computers) don't cost anything. Director Kelly ran through a report that is run each January that tells each client what their annual costs will be. In response to a Trustee inquiry, Administrator Maxeiner specified the cost difference between the two potential agencies. CenCom would cost an estimated \$350,000 annually. Lake Zurich, based on year-to-date data, is expected to cost approximately \$220,000 annually. Director Kelly stated that they can provide whatever type and/or frequency of report that Wauconda desires. Interim Chief Bender pointed out that the Police Department can run those internally if so desired.

Trustee Barbini asked for clarification on the length of the agreement being proposed. Director Kelly stated that Lake Zurich is asking for a five-year agreement with either party able to terminate with 18 months notice. Trustee Barbini asked how Lake Zurich passes on capital costs to their clients. Director Kelly relayed the example of the Starcom upgrade system which was 100% on Lake Zurich. Administrator Maxeiner pointed out that the current draft of the IGA does not have a provision for capital costs to be shared

with clients. The agreement can only be adjusted based on the wage adjustment included in the collective bargaining agreements for the telecommunicators. The client needs to have the equipment in the field to be able to communicate but capital upgrades in the dispatch center are the responsibility of Lake Zurich.

Interim Chief Bender asked about Lake Zurich's capability to dispatch on the Fire Department's Quad 3 system. Director Kelly explained this is a relatively new development with a new Fire Chief for Lake Zurich embracing Quad 3. Lake Zurich dispatch currently has the capability to dispatch on Quad 3 and will be doing so more frequently in the near future.

A discussion ensued about what to expect when the State of Illinois takes over the administration of ETSBs in January. Director Kelly stated that, in short, there is little in the way of clarification coming from the state at the current time.

Interim Chief Bender asked for additional clarification on the single radio frequency used by Lake Zurich. His concern is the frequency will get crowded with the additional call volume and there will be agencies trying to talk over one another. Director Kelly explained that she has examined reports that were very enlightening and which suggested that there is adequate capacity to absorb Wauconda. Certainly there are times during storms, etc. where there is abnormally high activity. However, that is one of the reasons for the orientation session to emphasize brevity on the radio. Chief Husak stated that if it got to the point of being too crowded, Starcom could be broken into multiple talk groups.

When asked, Deputy Chief Gaschler commented that the questions of the Fire Protection District have been answered by Lake Zurich and the District is very comfortable with this proposal and Lake Zurich's operation.

Trustee Barbini asked about the Joint Operations Committee. Director Kelly stated that clients meet with dispatch management to work through operational issues. The group works to decide how to address a stakeholder's concern and they meet quarterly or more frequently if needed.

A discussion ensued about performance measurement and how Lake Zurich would address performance deficiencies. Director Kelly stated that as a whole, there really haven't been any deficiencies in the past. Issues with individual dispatchers are addressed and corrected as necessary.

Chairman Arnswald asked if there were any members of the audience that had questions or comments. Mark Knigge asked if the additional calls brought with the Wauconda Fire Protection District would necessitate expanding personnel. Director Kelly responded that they would be operating on a shared frequency with Lake Zurich Fire and they do not anticipate having to expand.

Mr. Knigge asked about client turnover. Chief Husak responded that the vast majority of the clients have been with Lake Zurich for 15 years or more.

Mr. Knigge asked about fee adjustments. Chief Husak reiterated that the annual fee adjustment on the cost per call is based on the wage adjustments provided to the telecommunicators in the collective bargaining agreement.

Joanne Schmoeller asked for clarification on the police cost per call versus fire cost per call and are they the same? Director Kelly responded that they are not the same and reiterated the current cost per call in 2015 as \$30.00 per fire/EMS call and \$13.78 (officer initiated) and \$19.51 (complainant initiated) per call for law enforcement calls in the current year.

Mark Knigge commented on the advisory committee and noted that a plus for the CenCom governance structure is that Wauconda would be a member of the agency and would have a vote at the table on operational issues. Director Kelly stated that all clients have an equal voice and a partnership in determining how to address an item. Knigge asked if the governance structure will play a role in the decision making process. Members of the Committee shared that it is one of the criteria used to evaluate the options.

Chairman Arnswald explained the remainder of the process and what to expect moving forward. He proposed another Village Services Committee on December 8th at 5:30 PM to wrap up the deliberations and forward a recommendation to the Board.

Mark Knigge asked about Starcom and if there are any upgrades required for the Village. Chairman Arnswald reiterated that there would be some upgrades required for the existing Starcom radios to Phase 2 which could cost up to \$30,000.

3. New Business: There were no items for new business.
4. Public Comment: There were no additional public comments.
5. Adjournment - Chairman Arnswald adjourned the meeting at 6:41 PM.

Submitted by:



Village Administrator



**VILLAGE OF WAUCONDA
VILLAGE SERVICES COMMITTEE MEETING**

Tuesday, December 8, 2015

5:00 pm

Village Hall Board Room

101 N. Main Street

Meeting Minutes

1. Call to Order - Chairman Arnswald called the meeting to order at 5:00 PM. Committee members in attendance were Chairman Arnswald, Deputy Chair Barbini, and Trustee Black. Also in attendance were Trustees Starkey and Howe, Village Administrator Maxeiner, and Sgt. Thiebold. Guests at the meeting were Chief Wahl of the Wauconda Fire Protection District and former Chief Dato of the Wauconda Fire Protection District.

2. Old Business:

- a. Evaluation of Consolidated Dispatch Options and Intergovernmental Agreements. Chairman Arnswald asked for any comments before getting started and any questions from the prior two meetings. Trustee Barbini identified that he and Trustee Knight had toured the Lake Zurich facility. Chairman Arnswald identified that he and Trustee Knight had done so as well.

Working off the evaluation criteria sheet prepared several weeks ago, Chairman Arnswald asked for everyone's assessment of the two options in the performance category. Fire Chief Wahl stated that in his opinion, he felt that Lake Zurich presented a slightly higher and tighter operation than CenCom although both operations run a top notch operation. Lake Zurich is smooth, professional operation. Trustee Barbini asked for clarification of supervisory personnel on each shift for CenCom and Lake Zurich. It was explained that CenCom had a supervisor on each shift while Lake Zurich had one on the two busiest shifts.

Administrator Maxeiner presented his evaluation assessment of CenCom and Lake Zurich and how they compare from a performance perspective. In his opinion, the performance section of the evaluation sheet has a slight edge to Lake Zurich in the supervisory

oversight category. He stated that he thought both options were comparable in training new employees as well as ongoing training. CenCom and Lake Zurich were also comparable in quality assurance/quality control and call stats. He continued by stating Lake Zurich ranked considerably higher for emergency medical dispatch (EMD) than CenCom due to Lake Zurich's automated EMD. Under accreditation, both were similar. Lake Zurich's Police Department is CALEA (Commission on Law Enforcement Accreditation) certified while CenCom was evaluated by CALEA as part of the Round Lake Beach accreditation process. As such, on an overall based, he gave the edge to Lake Zurich.

Chairman Arnswald concurred with Administrator Maxeiner's assessment. Trustee Starkey asked Chief Wahl if he agreed with this assessment. Chief Wahl stated 100% he was in agreement. A brief discussion ensued about automated EMD and the relaying of information to the ambulance prior to them even arriving on scene. Because of this, Administrator Maxeiner felt the edge should be given to Lake Zurich in performance for having a fully automated EMD process.

Trustee Howe asked if the Wauconda Police interact more frequently with Lake Zurich's Police on a regular basis than the other departments in the area. Sgt. Thiebold confirmed that there may be a slightly higher interaction due to traffic related incidents on Route 12.

Under the cost category, Chief Wahl stated that Lake Zurich's cost for Fire related calls is \$30 per call while CenCom's cost is \$32.27 per call representing a significant difference. He pointed out that there is an additional difference between the two agencies for the Fire Department with CenCom assessing a rent charge of approximately \$300 per month whereas Lake Zurich does not. As to alarm monitoring fees, both options are fairly comparable.

Administrator Maxeiner addressed the cost for Police calls. He stated that he approached it from an overall aggregate cost perspective since both agencies charge for calls a little bit differently. For CenCom, the annual cost is approximately \$350,000 based on a three year average of call volume. Lake Zurich's estimate, based on current year call volume, was approximately \$220,000 annually. The edge goes to Lake Zurich on cost for both Police and Fire. Regarding the cost for Public Works callout, the Village has a firm number from CenCom (\$16.69 per callout with approximately 265 public works callouts annually). Lake Zurich is going to provide a Public Works callout number but it will not differ significantly from CenCom.

Maxeiner stated that with regard to the annual price adjustment mechanisms, CenCom does not have a locked-in adjustment. He stated that they prepare their budget and compare it to the expected funds generated from the existing fees. If there is a substantial difference, they cut their budget to the extent possible. If they can't get the budget balanced under the existing fees, the Director will ask the Board to consider a rate

adjustment. As such, there is an exposure for rate adjustments there. Lake Zurich on the other hand has their annual adjustment in the cost-per-call figure tied to their collective bargaining agreements for the telecommunicators. For example, if wages for the telecommunicators increase 2% in 2017, the cost per call will be adjusted 2%. Under the current intergovernmental agreement used by Lake Zurich, there are no other mechanisms to adjust the fee to clients other than wages as adjusted in their collective bargaining agreements. As such, edge would go to Lake Zurich on these factors.

Under costs for capital for start-up, under both options there is not much. Lobby monitoring would be the same. The Starcom radios would need to be upgraded at a cost of approximately \$30,000. Both options are comparable. Capital costs – long term exposure is a little different. CenCom would tie longer term capital acquisitions into their annual budgets which are then recovered from the members through the budget process. Lake Zurich has no provision to recover capital costs. Fees charged to their clients can only be increased based on wage increases built into the collective bargaining agreements. As such, I view this as being an edge for Lake Zurich.

For the cost category, Maxeiner stated that he gives the advantage to Lake Zurich in four areas. Trustee Howe stated that viewing CenCom's annual increases, it would appear that we could expect a two to three percent increase which is relatively constant. Jim Arie, President of the CenCom Board and Fire Chief of the Barrington Fire Department, was asked if he could shed some light on CenCom's plans for rate increases. He stated that he would anticipate moderate increases moving forward trying to eliminate the necessity of large increases. There is not a considerable increase contemplated to accommodate the addition of Wauconda Police and Fire.

Maxeiner suggested that when looking at organizational strength, the governance structure criteria would be preferential for CenCom since we would be a voting member of the agency. Under Lake Zurich, Wauconda would be a client. On the other hand, the stability of Lake Zurich's workforce would be viewed as a plus since they have experienced significantly less turnover than CenCom. The remaining criteria in this category would be comparable. Both agencies are stable and here for the long haul. Financial policies are strong for both agencies with Lake Zurich's policies formalized and CenCom's more informal yet followed consistently. Lake Zurich's bond rating is an A+ having been recently upgraded. CenCom does not have a bond rating and has not borrowed through the bond market in recent history. Both agencies would be comparable overall in organizational strength. Chairman Arnswald asked Chief Arie if he foresaw a need to add on to the building in the near future. Chief Arie stated potentially yes to accommodate the consolidation being discussed at the state level. Trustee Howe stated from reviewing CenCom's minutes, the thought was CenCom would be maxed out if they took on Wauconda as a member. Chief Arie stated that he agreed with that statement.

When looking at the ease of transition category, Maxeiner suggested that a slight edge would be given to CenCom overall. For the plan amendment/filing criteria, Lake Zurich

would be a notification letter while moving to CenCom would require a plan amendment. The timeline would be approximately 90 days for Lake Zurich and six months for CenCom. Neither would have a significant edge over the other. Chief Wahl further clarified that the three month delay for Lake Zurich would be to allow technology the time to prepare for the conversion, i.e., Starcom upgrade and the Tyco alarm conversion to Lake Zurich. Administrator Maxeiner also reminded the committee that Wauconda dispatcher is still providing services to Lakemoor and that the contract with Lakemoor requires a four-month notice for termination. A discussion ensued about the plans of Tower Lakes and Lakemoor.

Trustee Barbini asked about Lake Zurich's plans to not add dispatchers if Wauconda Police and Fire are added and if there was any way to protect the Village of Wauconda if performance suffered as a consequence? Administrator Maxeiner answered that it is his thought to add a performance clause to the Lake Zurich agreement. Lake Zurich's performance is at a very high level currently which is one of the primary reasons for considering purchasing their services. If documented performance drops to a specified level a correction period would be initiated. If the problem is not corrected within the correction period, then termination proceedings would follow for a shorter termination period than what is specified in the contract. A discussion ensued about performance metrics and which ones to use to gauge performance. Maxeiner distributed some examples of performance clauses he had found in various agreements. A separate discussion was initiated by Sgt. Thiebold on the Starcom system and if all of the police agencies dispatched by Lake Zurich would be on the same talk group. Maxeiner stated that it is Lake Zurich's intention to start these agencies on one talk group and that they could be separated into two or more talk groups if needed.

Trustee Howe asked if the transition for both Police and Fire would be the same? It was identified that there are approximately 30 Starcom radios that need to be reprogrammed to Phase II. Former Chief Dato addressed the radio reprogramming requirements. Trustee Howe again asked from a logistical perspective if the transition plans were different for the two agencies or comparable. Maxeiner responded that they were comparable with the trunk lines being the biggest difference. While the cost was not as significant as at first thought, there will still be some transition time and coordination. New trunk lines would not be required if going to Lake Zurich. From a logistical perspective, it is thought that the move to CenCom would be a little more complicated.

From an operational training/adjustments and operational acclimation perspective, Chief Wahl discussed his evaluation and assessment. He stated that Lake Zurich was a little more accommodating where CenCom was a little more structured or rigid. The new emergency notification system purchased by the Village (Everbridge) is also currently used by Lake Zurich while it is not used by CenCom.

A discussion ensued about overnight detention of prisoners and the logistics involved.

Overall, for the ease of transition category, Administrator Maxeiner suggested that the pluses for CenCom are length of notice required for termination and hiring preference while a slight edge was provided to Lake Zurich for operational training/adjustments. Chief Wahl included that Tyco is recommending a pre-transition assessment of the alarms to prepare for the move. This is suggested regardless of which agency the Village would move to. The Committee suggested that Chief Wahl proceed with authorizing this assessment. Joanne Schmoeller, a dispatcher with Wauconda Police Department in the audience, confirmed that very few alarms ring directly at dispatch any longer. Most ring at the alarm company and a phone call is then placed to the local E9-1-1 for burglar alarms.

In the other service area category, Administrator Maxeiner stated that he included these criteria so that the ancillary duties would not be lost in the evaluation. However, the first four criteria which are dispatch related ancillary duties, public safety related ancillary duties, Village support services ancillary duties, and active backup will be the same or comparable regardless of which agency is selected. The big difference is the use of Wauconda's existing equipment. CenCom has plans to utilize this space and equipment as a hot backup site. Lake Zurich has stated that they have no use for this equipment. Administrator Maxeiner pointed out that the acquisition of the furniture and equipment nearly five years ago is a sunk cost and should not be used to evaluate which option to move to for the future. He also pointed out that the life expectancy for the electronic equipment is typically 5 to 6 years and this equipment is headed into the last year in this useful life cycle.

Trustee Starkey asked about residual value of the equipment and if the Village can sell the equipment. Maxeiner responded that the equipment has little value in the market place and the Village would not be able to get much if anything for it. Former Chief Dato added that, in his opinion, the Village is better off keeping the equipment, even as a dark site, for other purposes. Anyone purchasing the equipment would need to reprogram it and upgrade it to current versions and after sinking that kind of money into it, they would be better off purchasing the next generation as new equipment. Some of the EMA group are adept at utilizing this equipment. Chief Wahl added that if it is possible keeping the equipment could be valuable in the event of a bad day scenario. Chief Wahl offered that it could potentially become an EMA function to exercise the equipment and keep it relevant for major incidents.

Trustee Howe asked about a long term perspective and what the dispatching landscape may look like in five years and after. Will the state or county have made a decision on what the dispatching operation might look like? Former Chief Dato responded that Lake County has multiple ETSBs which complicates this forecasting. However, he stated that Lake County's long term 9-1-1 system will likely not look anything like it does today. He continued that long term, in his opinion, none of the existing dispatch centers in operation today will be open as part of the long term dispatch plan for Lake County. Trustee Howe asked which of these two dispatch facilities will be around and operating when all of this

shakes out? Former Chief Dato responded that in his opinion, neither one will be operating long term (ten years) in Lake County. But with that said, either of these two options will be one of the last two standing before the next or final “wave” of the plan.

Trustee Starkey asked about the new Police Chief and if he had participated in the evaluation of any of this information. Administrator Maxeiner stated that he has been briefed, that he had completed some of his own investigation, and he is comfortable with the two options moving forward.

Former Chief Dato asked about the timing of the transition. He added that with responsibility of 9-1-1 being shifted to the state police, has the Village received any clarification on the transition time? Administrator Maxeiner responded that the state has not provided much in the way of answers on changes to the process or expectations. The estimates of time for the switch over is based on historical experience since that is all we have to go on. Former Chief Dato also clarified that Lake Zurich is migrating to Starcom and CenCom already has Starcom. In response to a question from Trustee Starkey, former Chief Dato stated that Lake Zurich is in the queue for the conversion to Starcom and should be fully implemented by April.

Chairman Arnswald asked Chief Wahl which of the two options the Wauconda Fire Protection District is favoring. Chief Wahl stated that he is waiting to see where the Village is headed based on the discussions here tonight but based on the numbers and investigations into the operations of both agencies that he has conducted, he believes his recommendation to his board will be to go to Lake Zurich. The Wauconda Fire Protection Board will be considering this matter at the December 17th meeting.

Administrator Maxeiner provided a summary of the advantages of each agency in comparison to the other with Lake Zurich showing advantages over CenCom for eight criteria while CenCom showed more favorably in four categories. However, in looking at the two most important categories – performance and cost – it would appear that it would favor going to Lake Zurich rather decisively. In his opinion, if the performance guarantee can be addressed, it appears that it would make the most sense from a business perspective to pursue an agreement with Lake Zurich. The Fire Protection District is comfortable with that direction and the Village and Fire Protection District want to do that as a team.

Trustee Starkey agrees with that assessment but stated that two things need to be addressed. First, the five year contract with an unknown rate increase after the expiration is concerning. If there is any way to put a cap on that, she would feel more comfortable. Second, how can we ensure that the Village will get the same level of service if Lake Zurich is not planning on hiring any new personnel? Administrator Maxeiner referenced the performance clauses he had found in various contracts for dispatch services. He also referenced a termination for reasonable clause that may have an application in our contract with Lake Zurich. If performance slips and this decline is documented, notice is

provided and Lake Zurich would have a period of time to remedy the decline. If the decline is not halted within the cure period, the Village would be allowed to begin termination proceedings at a much more accelerated pace than the 18 months. He continued by stating that his is very comfortable with Director Kelly (Lake Zurich Dispatch) and Chief Husak (Lake Zurich Police Department) but that there is no guarantee that they will be around forever. If they walk out the door and new supervisors are in place, performance should stay at the same level or there should be recourse. Trustee Howe suggested that a combination of withholding payment and an out clause, in full or in part. If we have to leave Lake Zurich, the withholding of payment would be crucial to guaranteeing an acceptable level of service while we transition to another provider.

After discussion about the next course of action, Trustee Howe summarized that he would like the Village to have a cap on the amount the contract can go up each year in addition to a ceiling on how much it can increase after the expiration of the current collective bargaining agreement and five-year agreement. Trustee Starkey concurred with the cap and level of service. Trustee Black stated he is supportive of the Lake Zurich option with the only reservation being that they are not planning on hiring additional personnel. He has visited Lake Zurich's dispatch operation and is comfortable with their operation. He would like to see performance addressed in the contract. Chairman Arnswald concurred. He also added that Lake Zurich feels confident that they can handle the increased workload with existing personnel but they have not closed the door on adding additional personnel at some point in the future. Trustee Barbini was in agreement with proceeding with Lake Zurich with the escalation cap on the contract as well as the performance clause. Since Trustee Knight was not able to make the meeting, Administrator Maxeiner shared Trustee Knights' comments that he had provided earlier in the day. Trustee Knight is supportive of the Lake Zurich option if we can provide some safeguards that performance will remain where it is today.

Chairman Arnswald opened the floor for public comment on the dispatch topic. Maria Weisbruch asked if the committee was aware that Tower Lakes had already switched to Lake Zurich. She also questioned why the decision is being made without input from the new police chief. She is concerned about the transition to the state police oversight of 911 on a statewide basis and that no one is sure of the impacts of this transition. She is concerned about Lake Zurich's proposal in light of their stated intent of not hiring additional dispatchers. In February of 2014, Lake Zurich was planning on adding four additional dispatchers to accommodate Wauconda. Now they are not planning on adding anyone.

Administrator Maxeiner stated that the difference between February of 2014 and now is that Lake Zurich was not planning on operating on the Starcom system in 2014. Since then, some things have changed and Lake Zurich is now migrating to Starcom allowing the same personnel to monitor all of their clients on one system rather than having to monitor two systems for law enforcement dispatching. Maria Weisbruch asked what the Village is doing with our current dispatchers? Administrator Maxeiner responded that

those talks are ongoing but it is a collective bargaining process and he will not disclose collective bargaining proposals publicly.

Joanne Schmoeller asked for further clarification on Island Lake's dispatching status which was addressed by Chief Wahl. She also commented on walk-ins after hours.

Chairman Arnswald asked Chief Arie of CenCom if he had any comments. He responded that he commended the committee and Village Board on taking the time to complete the due diligence and to make an informed decision.

Former Chief Dato stated that he looked up the radio traffic statistics on Lake Zurich and agrees that the new Chief of Police should have a discussion on how they intend to split the traffic whether that be a north and south talk group or what have you.

Chairman Arnswald thanked the Committee and Board members for their efforts. A motion was made by Trustee Barbini, seconded by Trustee Black, to recommend to the Village Board that an intergovernmental agreement is developed with Lake Zurich with the performance and escalation clauses discussed this evening. Voting Aye was Arnswald, Barbini, and Black. The motion carried 3-0.

3. New Business – There were no items for new business.
4. Public Comment – There were no additional comments from the public.
5. Adjournment - Chairman Arnswald adjourned the meeting at 6:40 PM.

Submitted by:



Village Administrator