

**RICHLAND COUNTY 911 ETSB MEETING
AT THE OLNEY FIRE DEPARTMENT MEETING/TRAINING ROOM
October 15, 2025 at 9:00 a.m.**

ETSB Members Present: Jessica Clark, Joe Greifzu, Daron Harmon, Andrew Hires and Chris Waller
ETSB Members Absent: Cynthia Given and Kevin Parker

The meeting was opened by reciting the Pledge of Allegiance and taking roll call with Chairman Daron Harmon presiding.

Jessica Clark made motion to accept Order of Business with no changes. Andrew Hires seconded motion. Ayes carried.

Joe Greifzu made motion to approve September 16, 2025 meeting minutes. Jessica Clark seconded motion. Ayes carried.

The new CAD workstation project has problems with monitor issues. Corey has been working with Dell trying to get a resolution. Corey has drafted a letter to Dell pushing for computer replacements that are compatible with all the monitors that dispatch uses. There maybe an extra cost. Mandy has asked the State Archived records disposal to put on our disposal certificate the disposal of meeting recordings. Waiting on application for disposal; it is believed have to submit a certificate request ever time want to dispose of recordings. State Archived recommended wait and do one year at a time. Eventide recorder had issues end of September. They shut it down, rebooted and it started making noise. Nelson System is coming today to put more ram into it hoping to keep it going longer. The invoice from Nelson Systems in today's bills has a letter recommending replacements next year. Chairman Harmon signed the INdigital contract; it is listed in today's bills. November 10th is First Responder day at elementary school. 911 was asked to participate, so Mandy and someone else plans to attend. Mandy plans to order some give- aways for kids. Mandy will be attending the IPSTA Conference in Springfield next week. Mike Hahn, County Treasure told Mandy this morning there is \$215,000.00 setting in money market account. He recommended moving to it to Illinois Funds. She will put the transfer on next months agenda. There was no legislative or State Advisory board update. There will be a public meeting for comments at the end of the IPSTA Conference with the State Advisory Board next week. NENA and APCO are continuing outreach trying to get PSAP's to get legislators into see the operation of PSAP's and the cost. Some PSAP's are fully funded with surcharge money and costs continue to increase.

Bills presented:

Visa Card Services	\$ 73.48	
INdigital	27,030.00	Solacom Software 5 yrs/1 yr. maintenance
Nelson Systems	4,643.00	annual maintenance Eventide recorder
Saline-Gallatin 911	1,497.11	Data centers INdigital maint/support
Miller Office Equipment	74.95	
Mandy Brown	193.80	

Andy Hires made motion to pay bills presented for October 2025. Chris Waller seconded motion. Roll call vote was taken with all members present voting yes.

Board members discussed GTI from Mt. Vernon replacing Miller Office Equipment.

The quality assurance through Priority Dispatch is up for renewal. 911 had been paying \$13,200.00 per year. The new quote was for \$14,400.00. Mandy negotiated price down to \$13,800.00 for 50 cases per month, 600 calls per year. Board members discussed the alternatives. If the TC's do it they would need training, and it would be a TC reviewing a TC coworker. Corey would have to set up an access computer to technology. If have someone do at home or a part-time dispatcher, they would have to be certified. Mandy stated they get 12-13 medical calls a week and it can take up to an hour to do one call. It is probably going to be in Admin rules as a requirement. Priority Dispatch offer is good until 2-10-26, contract is for Oct. 6, 2025 to Oct. 6, 2026. They provide a weekly report, it is gone through weekly.

Board members discussed process if a TC has continuous non compliant reports. Board members discussed who makes sure TC's are following protocol. Mandy stated a report comes out every week and the protocol and compliance is very strict. Andy Hires made motion to pay Priority Dispatch QPR continuation for one year at \$13,800.00 and get a monthly report on whose not being compliant. Chris Waller seconded motion. Roll call vote was taken with all members present voting yes.

Jessica Clark left meeting at 9:55 a.m.

Mandy stated 911 has a back up Internet Redundancy with Sparklight. The cost is split with Richland county. The cost to renew is \$50.99 per month for 36 months. IT Corey stated didn't really need because we had very minimal down time with the internet service we have now. He stated it is pretty stable and reliable, he recommended 911 do away with Sparklight internet redundancy service. Andy Hires made motion not to renew internet redundancy with Sparklight. Chris Waller seconded motion. Ayes carried.

Mandy stated there is a "Be The Difference Conference" Jan. 25-28, 2026 at Knoxville, TN. She would like to send two dispatchers. The registration is \$499.00 each, hotel is \$184.90 per night plus food and mileage. It is around 800 miles round trip. A dispatcher has applied for a scholarship but have not heard back yet. If she gets scholarship it would cover registration, travel and hotel expense. The conference was founded by Nathan Lee, back years ago, his wife was abducted and murdered and the 911 side had some hiccups. He has made it his mission to improve 911 side. There will be at least 20 guest speakers. Mandy believed total cost between \$2500.00 and \$3,000.00 for two dispatchers. Mandy asked the 911 board if they were willing to support. Joe Geifzu made motion to send two TC's to "Be the Difference Conference" in Knoxville, TN for a cost of approximately \$2,500.00 to \$3,000.00 in January 2026. Chris Waller seconded motion. Roll call vote was taken with all members present voting yes.

Mandy stated she had made the schedule of 911 meetings for 2026. All the monthly meetings are on the 4th Wednesday except November 18th and Dec. 15th at 9:00 a.m. at the Olney Fire Department Meeting/Training room. All board members approved the 2026 meeting calendar.

Joe Greifzu made motion to adjourn. Andy Hires seconded motion. Ayes carried.

The next meeting will be November 12, 2025 at 9:00 a.m. at the Olney Fire Department/Training room.