



Dolores Trandel <clerk@barringtonhills-il.gov>

Comments submitted for Board Meeting on Jan. 27, 2015

Kevin Colosia <KColosia@comcast.net>

Sat, Jan 24, 2015 at 12:02 PM

To: Bob Kosin <RKosin@barringtonhills-il.gov>, Clerk VBH <clerk@barringtonhills-il.gov>

Bob –

I'm not sure how the mechanics work internal to the Village, but I would like to submit the attached document for review by members of the Board prior to the Monday evening meeting. It represents a compilation of concerns several Village residents and I have regarding the proposal to outsource our Public Safety Dispatch operation.

Thanks-

Kevin Colosia



Dispatch Outsourcing Concerns.pdf

162K

Village Outsourcing 9-1-1 Proposal

Background and Comments

Jan. 23, 2015

Are you familiar with the proposal to outsource our Village's 9-1-1 operation?

In 2014, the Village contracted with a consulting firm (PSA) to "outline the costs, savings and procedures if the Village joined a joint answering facility for 9-1-1". While not comparing the quality of service that an outsourced operation would provide with our current in-house 9-1-1 operation, the resulting Report estimated that the Village could save approximately \$350,000 to \$400,000 per year by becoming a member of Quadcom, a regional dispatch operation. Unfortunately, no other options or alternatives were considered, such as other dispatch organizations, or evaluating our current in-house operation to streamline costs. A copy of the PSA Report is available on the Village's web site.

Why is this approach not beneficial to the Village?

The outsourcing of our dispatch operation will result in at least the following changes:

- 1) The termination of potentially all six of our in-house Dispatch operator employees,
- 2) Assumption of past financial obligations of Quadcom that the Village did not directly incur,
- 3) Loss of direct Village control over a critical part of our Public Safety operations,
- 4) Reduction or elimination of the Village's non-emergency telephone contact answering service, which handles a large volume of resident calls each month.
- 5) The sale of Village owned dispatch operational equipment (currently state of the art), which will make it virtually impossible to return to an in-house operation.
- 6) From a practical standpoint, this makes a decision to join Quadcom long term and a very important one.

The cost savings are substantial... why shouldn't we proceed?

The cost savings estimates contained in the Report are incomplete, and in some cases inaccurate. For instance:

- 1) The Report contains a ten year projection of costs under Quadcom. It includes the very desirable cost of retaining two Village dispatchers for non-emergency calls. However, it only adds one dispatcher to Quadcom's 9-1-1 operation (one shift x 5 days coverage?). Is one additional dispatcher at Quadcom adequate to meet our needs?
- 2) The report assumes that the Village's costs for Quadcom will increase by only 1.5% per year. However, Quadcom budgets for 2014 and 2105 (the only information provided in the report) projects a year over year increase of 8.4%. This will also adversely impact the potential cost savings.
- 3) Quadcom requires a "buy-in" by the Village of approx. \$147,000. It appears excessive, especially so since there is no explanation of what benefits the Village receives for this fee. Is this fee to be applied to Capital Expenditures, current Operating Expenses, or added to their Reserves?
- 4) The estimated Village costs to implement outsourcing to Quadcom are incomplete, as it does not include the costs of a program manager, as well as a contingency for unexpected expenses.
- 5) The employment termination costs for the Village dispatchers, such as severance pay, are also not included in the Report. These costs could amount from \$20,000 to \$50,000.

What other Financial Considerations are issues if the Village joins Quadcom?

Unlike other Public Safety Dispatch organizations that provide a "fee for service", Quadcom is a membership based organization. By joining Quadcom, the Village takes on substantial financial risk, including

- 1) The Quadcom Membership Agreement requires that each member assume a pro rata share of Quadcom's total debt obligations as well as any costs of past or future litigation. The debt obligations total over \$740,000 currently, and there is at least one pending law suit against Quadcom. The Membership Agreement contains a "joint and several liability" clause that, if the Village joins, could under extreme circumstances, make the Village solely responsible for all of Quadcom's past and future debt as well as unknown liabilities arising from lawsuits. In this event, the Village would be in the unfortunate position of being held responsible for financial liabilities of an operation that the Village does not directly control.
- 2) We currently have an in-house dispatch operation that has high fixed costs but low variable costs, which is well understood from many years of budgeting for this expense. Under Quadcom the Village will replace this with an out-sourced operation with high variable costs, as 75% of Quadcom's expenses are born by the member agencies based upon each member's pro-rata share of the total call-outs that Quadcom incurs. This can result in large variances to the Village's budgeted costs once actual call-outs are known, and will be a difficult item for the Village when planning and budgeting.

Why should all this financial analysis be performed by the Village prior to making a decision?

The primary justification for a decision to join Quadcom is not to provide a better quality of service, but is based on cost reduction. It is critical that the Village conduct a proper analysis prior to making a fully informed decision.

- 1) The only Quadcom budget information available is for FY 2013 & 2014 years, which indicates an 8.4% year over year increase. This increase is substantially larger than the 1.5% annual projection used in the Report, and compounded over a five or 10 year period would substantially reduce the economics of joining Quadcom.
- 2) A multi-year side-by-side financial comparison between the Quadcom offer and our in house operation, using the best available data, is critical to a correct understanding of the economics of joining Quadcom.

Are there changes to the Village's Public Safety ongoing operations and procedures that will occur as well?

- 1) Changes to Village internal Public Safety operating procedures, while certain to occur, are not well addressed in the Report.
- 2) From a residents' perspective, the Village will no longer have a dispatcher presence at the Village Hall 24 hours a day by seven days a week. Retention of two dispatchers to handle non-emergency calls received each month will likely result in availability only on Monday to Friday from 7:00 AM to 10:00 PM, with no availability on overnight or weekends. If none of the dispatchers are retained, this service may not be retained in any form.
- 3) If a non emergency call becomes a true emergency there will be no tools or systems for the remaining call handlers to gather map and caller information and directly dispatch.

Can this change be implemented smoothly with no interruption to ongoing Public Safety Operations?

The retention of a project management team (costs not yet determined) that is experienced in this type of activity will be helpful in anticipating problems, but there are always events that can occur unexpectedly. This may also result in operational problems or additional costs, thus the need for a cost contingency set-aside, also not in the cost analysis.

What other actions should be taken by the Village prior to a decision to join Quadcom?

In addition to a side-by side financial analysis, there are many additional actions that the Village should undertake **PRIOR TO** entertaining a decision to join Quadcom. These include at least the following:

- 1) **Financial modeling** of various scenarios beyond the one in the Report to better understand the limits of the Village's financial obligations under Quadcom.
- 2) **Budget forecasting accuracy** of Quadcom must be determined through Discussions with other current Members of Quadcom to determine how accurately Quadcom forecasts expenses (budgeted to actual expenses).
- 3) **Understand Quadcom's approval procedures** which require a unanimous vote of all the members to approve items such as the annual budget. Failure to obtain unanimous approval could result in disruptions to operation.
- 4) **Quality of Service measurements** that Quadcom currently provides to their customers residents and businesses, and a comparison with our current in-house operation to ensure that the Village will not suffer from a lower Quality of Service.
- 5) **Review Quadcom's procedures** for both normal and emergency operations to ensure that they meet the Village's standards. As an example, Quadcom says their dispatcher remains on the line until a unit arrives, but average call holding time is only 1.4 minutes. How can a unit normally arrive in only 1.4 minutes?
- 6) **Review Quadcom's technology** to ensure that it meets all standards and provides a "state of the art" operation.
- 7) **Review Quadcom's plans** for including the Village in their operation, including the need for additional facilities to accommodate the Village's additional load of 1,500 calls per month.
- 8) **Site Inspection** of Quadcom's facility should be done, reviewing their infrastructure for items such as power grounding, access to fiber and other capabilities that may limit their ability to move toward new technology such as NG9-1-1 efficiently and without large expenditures.
- 9) **Document the results** of these actions, thus creating a "paper-trail" so that residents have access to better understand the Board's decision-making process (transparency under FOIA).

Are there other practical considerations that should be a part of this decision?

- 1) **PRIVACY CONCERNS** are important to Village residents that have occasion to interact with Quadcom representatives, and are not specifically addressed. For example, there is an indictment filed against Quadcom's Director, charging that he used Quadcom facilities to conduct background searches on individuals for personal use.

- 2) **PERSONNEL DECISIONS** have major impact on the operation of any Public Safety Center. Under Quadcom, the Village will have limited ability to assess the capabilities of the candidates, and select the best qualified.
- 3) **FUTURE COSTS** for the Next Generation 9-1-1 ("NG9-1-1") equipment, network access and personnel training are not well understood at this time and are not discussed in the Report. While these costs impact either an in-house or an out-sourced dispatch operation, the Village, under a Quadcom agreement, will not have direct control (decision-making authority) to approve upgrading to newer technology. In other states where NG9-1-1 is under consideration, the question about consolidation was open to Study.
- 4) **The ONLY National NG 9-1-1 trial**, the Illinois CSI Pilot for NG9-1-1, all Counties/ETSBs resulted in the agencies retaining their current PSAP and Dispatch operations. Training took 2 days, and knowledgeable PSAP personnel were able Dispatch to the same EMS Police and Fire in their local jurisdictions as before. The only Consolidation was with the core NG9-1-1 fully redundant technology which allows the 21 PSAPs to fully back each other up in an emergency.
- 5) **PUBLIC SAFETY** is a top priority with Village residents, and to date it must be implemented accordingly... As a result, the Village's Public Safety Department has a state of the art operation that, for each of the last several years, has received law enforcement commendations (CALEA) for providing exemplary service.
- 6) **LOCAL KNOWLEDGE** that our in-house dispatchers have and their experience in dealing with the unique aspects of our Village, such as our fire number system, dealing with brush or barn fires, etc. Will our Public Safety Department under a Quadcom dispatch operation be able to perform in a timely and responsible way for Village residents? There is no guarantee that any of the current Village dispatchers will be hired by Quadcom, thus losing a collective 75 years of knowledge about our Village's unique needs.

IF the Village decides to join Quadcom, what else should be done?

In the event that a decision is made to join Quadcom, there are many actions that the Village should undertake in negotiating any agreement, including at least the following:

- 1) **PERFORMAMANCE METRICS** – These measurements are critical to ensuring that the quality and level of dispatch service provided to Village residents will not be degraded from what we have currently experienced under the in-house operation.
- 2) **FINANCIAL LIMITS** – Unlike other regional dispatch operations that provide a fee-for-service on an annual basis, the Village becomes a full member, and is liable for at least a portion of **ALL** Quadcom's costs. Under certain circumstances, the Village could be responsible for much more. Limits are needed in any Agreement to ensure that the Village's liability for future Quadcom costs and debt are bounded.
- 3) **TECHNOLOGY EVOLUTION** – We currently have a state of the art in-house dispatch operation. Assurances are needed in the contract that Quadcom will migrate to improved technology on a timely basis, and will ensure concurrency with Federal, State and other agency standards such as Association of Police Communications Officers (APCO).



Dolores Trandel <clerk@barringtonhills-il.gov>

VillageOutsourcing911_FINAL

Barb1Kemp@aol.com <Barb1Kemp@aol.com>
To: clerk@barringtonhills-il.gov, RKosin@gmail.com
Cc: Bob@rgalabs.com, KColosia@comcast.net

Mon, Jan 26, 2015 at 1:08 AM

Packet missed my info sent Thursday before 5:pm. I altered the content slightly. Please get this to the Trustees before the meeting. I read your proposal/resolution. You are forging ahead with so many bad assumptions I am appalled.

Barbara Kemp

Assure911.net

barb1kemp@aol.com
bk@assure911.net
(847) 778 2874 (cell)

IIT RTCL 9-1-1 Taskforce Chairperson
kempb@iit.edu
rtc-lab.itm.iit.edu (IIT RTCL Website)

"Always do right; this will gratify some and astonish the rest" - Mark Twain



VillageOutsourcing911_FINAL[1].docx

16K

Village Outsourcing 9-1-1 Proposal
From: Barbara Kemp, 1 Auburn Lane, Resident
FINAL 012615

In 2014, the village contracted with PSAP Concepts and Solutions consultants to do a PSAP Consolidation Study. Goal: to outsource our Public Safety answering for 9-1-1 calls to Quad Comm in Carpentersville. They handle Carpentersville, Sleepy Hollow, Dundee and South Barrington. In fact, we would be the 10th agency to share their center with a back up, also in Carpentersville, and final backup to Elgin. A 145 page report and meetings followed.

There are a significant number of unanswered questions. The report showed savings over a 10 year period but never includes all the costs nor the fact that the underlying technology for 9-1-1 is being replaced nationally and internationally. The Next Generation (NG)9-1-1 requirements are supported by NENA and APCO Standards bodies, the ICC and the FCC, the DOJ and the DOT. The Study is comprehensive for the PSAP only, but not for the total network, nor does it ever mention NG9-1-1. The results, we lose the knowledgeable Dispatchers we have now and rely on a shared resource with 9 other agencies. We get a seat on their Board but lose Home Rule control. We pay to buy in and share ongoing costs and liability. We pay to redo our Databases twice. We pay to Project Manage our transition twice. We pay to request permission from the ICC. Most of those costs are not in the cost summary. We risk our homes, our animals our lives and our privacy.

We lose control of our Budget variables, and our Public Safety end to end. We are not setting ourselves on the path to the future. It is like making a decision in 1912 to invest in fancy horse buggies and counting profits for the next 10 years when people will be driving cars on new roads.

Our average of 12,000 annual non emergency calls will still be answered in the village on 2 shifts during the workday only. And the 'one on each of only 2 shifts' answering person would have no dispatch tools once we sell or remove our PSAP capabilities...no maps to find us, nor screens to see where the police cars are sitting. In the middle of the night, the phone calls will have to somehow be transitioned over to Quadcom but nothing firm was in the plan about that.

Cutovers are transitions. The transition time introduces weaknesses and vulnerabilities. If none of our PSAP personnel are hired to save money at QuadCom, then we have no experience in their PSAP about our area. We start with the lowest level of experience. They repeat how qualified they are and how much better they are than our folks. No metrics to show that their QoS quoted meets standards and our needs.

Technical analyses of their buildings and infrastructure ought to be a part of the final decision. Do they have fiber in place to move to Next Generation 9-1-1? We have fiber into our building already. Infrastructure takes time and involves unaccounted costs that we will pay for again. We saw no paper trail of the due diligence done by our technical people on their site. The study relies on consultants.

The ONLY National NG 9-1-1 trial, the Illinois CSI Pilot for NG9-1-1, all Counties/ETSBs resulted in the agencies retaining their current PSAP and Dispatch operations. Training took 2 days, and knowledgeable PSAP personnel were able Dispatch to the same EMS Police and Fire in their local jurisdictions as before. The only Consolidation was with the core NG9-1-1 fully redundant technology which allows the 21 PSAPs to fully back each other up in an emergency.

Public Safety is a top priority for Village residents. As a result, the Village's Public Safety Department has a state of the art operation that, for each of the last several years, has received law enforcement commendations (CALEA) for providing exemplary service. Local knowledge that our in-house dispatchers have and their experience in dealing with the unique aspects of our Village, such as our fire number system, dealing with brush or barn fires, etc. is important. Will our Public Safety Department under a Quadcom dispatch operation be able to perform in a timely and responsible way for Village residents? There is no guarantee that any of the current Village dispatchers will be hired by Quadcom, thus losing a collective 75 years of knowledge about our Village's unique needs.

We need financial limits, liability limits, a plan to retain enough assets to be able to return if their center proves it is not meeting standards. Our village always purchased the state of the art equipment and maintained it well. If we are lagging in quality, blocking calls or under serving our people today due to lack of capital or expense, we need to rectify that now. We will not get any alternatives in place for awhile. There are no time guarantees. We have to vet and hire Project Manger(s), send orders to Telco's, databases to be built, obtain ICC approval, manage testing and transition with all Carriers. It is a big job. I know. I helped get that done in Southern Illinois. Counting savings prematurely is a mistake.

The State is making future plans. We ought to put our focus there on the latest technology and with the right decisions based on technology not people consolidation to a more reliable network platform over broadband networks that enhance our abilities to handle Voice and Telematics, Video, Americans with Disabilities needs and Text. We can wait to see their strategic plan or we can lead as we used to do and forge relationships to move to that future.

Vote NO to the resolution. Vote to defer a decision until a technical team can perform complete due diligence. Vote to defer until the ICC NG9-1-1 State Advisory Board makes their April 2015 Recommendations for Next Generation. Vote to move toward Next Generation authorizing a group to seek partners and forge ahead. Vote to upgrade the equipment until we can migrate to the future solution. Vote to retain our Dispatchers and ensure they are supported by Technology to maintain excellent, measureable, successful public safety. Vote to protect this village and the residents.

Respectfully Submitted.



Dolores Trandel <clerk@barringtonhills-il.gov>

911 outsourcing

Jack Reich <jreich@themagisgroup.com>

Mon, Jan 26, 2015 at 7:48 AM

To: FGohl@barringtonhills-il.gov, RKosin@barringtonhills-il.gov

Cc: Clerk VBH <clerk@barringtonhills-il.gov>, mmclaughlin@barringtonhills-il.gov, patrickbond@bond-dickson.com

Trustee Gohl and Mr. Kosin;

The resolution recommending outsourcing of the Village's 911 service to QuadCom appears to be generally in the best interest of the community. However, the Resolution makes no mention of any Service Level Agreement (SLA) requirements giving the Village authority to make changes if service standards or technology improvements are not kept up to meet our requirements. Furthermore, obligations are denied in matters related to pending litigation. Does the Agreement indemnify the Village for costs related to any other current or future litigation in matters of negligence? These matters are likely taken care of, but confirmation is in the best interest of the Village.

In general, the decision to outsource makes perfect sense for our Village. The result of this decision should be lower costs and improved service standards, including the shared cost of future technology improvements. Nevertheless, details of the agreement will be important and we assume that your office has considered these issues.

Thank you

Jack Reich

Steven E. Knoop
32 Otis Road
Barrington Hills, IL 60010

January 26, 2015

To the Board of Trustees
Village of Barrington Hills
112 Algonquin Road
Barrington Hills, Illinois 60010

Village Board of Barrington Hills, I am concerned that Mr. McLaughlin as Village President continues to overreach his executive authority. I note on tonight's Agenda, Mr. McLaughlin as President wishes to use executive authority to look into the "Allegations of Impropriety" surrounding the passage of the boarding text amendment. It is astounding that while Mr. McLaughlin has criticized past expenditures on legal bills, Mr. McLaughlin now wants to spend more on investigating hearsay "Allegations".

- If Mr. McLaughlin's "Allegations" concern a serious breach of public trust, he should contact the Attorney General.
- If Mr. McLaughlin's "Allegations" concern criminal activity, he should call the police.

But while we are at it, let's look at other Allegations we could include such as:

- The Allegation that Mr. McLaughlin as President has subverted the public process by not allowing proper public meetings to be conducted to allow the boarding text amendment to be heard or voted on. This culminated with the Trustees having to call a special meeting just so Mr. McLaughlin **would not** take it off the agenda
- The Allegation that Mr. McLaughlin improperly fired the Village Counsel
- The Allegation that Mr. McLaughlin improperly hired a new Village Counsel
- The Allegation that Mr. McLaughlin and his staff have not properly posted and manipulated public meeting notices
- The Allegation that Mr. McLaughlin improperly appointed David Stieper and Daniel Wolfgram to the ZBA
- The Allegation that Mr. McLaughlin as President lacks knowledge of and, therefore, consistently violates Robert's Rules of Order to conduct meetings properly. This last Allegation also specifically covers Mr. McLaughlin allowing members of the public during Village Board meetings to openly accuse and intimidate sitting Trustees

Maybe we should look into all of these Allegations.

For these reasons, I urge the Board of Trustees to pass the ordinance Repealing and Replacing Section 1-6-6(D) of the Village Code to allow the Board of Trustees to appoint Counsel.

Respectfully submitted,

Steve Knoop