

PSAP Minutes 10/21/25

Loves Park City Hall

I. Call to Order by Chairman Chiarelli at 2:00 pm

II. Quorum – nine present

- a. County of Winnebago – Chairman Joseph Chiarelli
 - b. City of Loves Park – Mayor Greg Jury
 - c. Village of Machesney Park – Mayor Steve Johnson
 - d. Village of Cherry Valley – Administrator Jim Claeysen
 - e. Village of Durand - absent
 - f. Village of Pecatonica – Chief of Police Matt Summers
 - g. Village of Rockton – Steve Hart
 - h. Village of Roscoe – Mayor Carol Gustafson
 - i. City of South Beloit - absent
 - j. Village of Winnebago – Administrator Joey Dienberg
 - k. Winnebago County Sheriff – Director, Winnebago County 911, Jennifer Fey
 - l. Winnebago County Administrator – non-voting, ex officio - absent
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Additional attendees:

- a. Todd Stockburger – Village of Cherry Valley Chief of Police
- b. Brian Cascio - Loves Park Police
- c. Matt Hollinger – Rockton Police Chief
- d. Steve Schultz – Winn. Co. CFO

III. Minutes from 07/15/25 corrected and approved

IV. Operational activity – Jennifer Fey

EMD Protocols and ISO Credit

- New EMD protocols will enhance call-taking efficiency for EMS and fire departments, and will help secure additional ISO credit for fire departments served.

Staffing and Training Progress

- The center is progressing well. Two offer letters were sent out this week, leaving only two TC positions to be filled.
- Two TC's are currently in training and are expected to be released mid-November.
- Recent focus on training: TC's have completed mandatory liability training and earned TCPR certificates. TCPR is a new method used to guide callers through CPR instructions over the phone.
- Supervisors are conducting monthly remedial trainings with released TC's to ensure they stay current with all policies and procedures.

Call Response Standards

- The center is meeting state and department standards by answering all 911 calls within 15 seconds, often reaching the internal goal of 10 seconds.

Facility Updates

- Kitchen remodel is complete; work on the workout center in the basement is ongoing. Plans to create a recharge room for staff are in progress.

Radio Infrastructure Project

- Radio infrastructure project is moving forward with the selected vendor, who visited two weeks ago to gather information. A follow-up meeting is scheduled for a few weeks from now.

Rockford Airport Fire Dispatch

- The center will go live with dispatching for Rockford Airport Fire on November 10th. Their team will visit tomorrow to review operations with the staff.

Invitation and Recruitment

- Appreciation for continued support; the center is always open for visits. Those interested in a career in dispatch are encouraged to reach out.

- V. Review of Financial Reports – Steve Schultz, Winnebago County CFO
- VI. Technical Committee Report – See operational activity from Jen Fey
- VII. Old Business – none
- VIII. New Business – Jim Claeysen reports siren out of order at Mill Road due to electrical interruption by construction on By-Pass 20.

~submitted by Karen Elyea, on behalf of Winnebago County Board Chairman Joseph Chiarelli