

Minutes of the KenCom Operations Board Meeting
Held, Wednesday, October 19th, 2016
2:00 p.m.

Member	Agency	Present	Absent
Josh Flanders	OFD	X	
Armando Sanders	MPD	X (2:06)	
Mike Peters	KCSO	X	
Tim Fairfield	BKFD	X	
Jonathan Whowell	PPD	X	
Larry Hilt	YPD	X	
Joe Severson	Village of Newark		X
Dave Kellogg	NFD		X
Jeff Spang	LRFFD		X
Tim Wallace	LSFD	X	
Mike Pruski	SFD	X	
James Jensen	OPD		X
Thomas Meyers	MFD	X	
Henry VanBogaert	ATFD		X

Others Present: Lynette Bergeron, KenCom Director; Jen Stein, KenCom Assistant Director; Bonnie Walters, KenCom Administrative Assistant; Jennette Welter-Fichtel, KenCom Supervisor; Larry Nelson, Member at Large (2:07 p.m.).

Josh Flanders called the meeting to order and requested a roll call of the membership. Eight of the fourteen members were present which resulted in a quorum for voting purposes.

Flanders called for approval of the agenda. Whowell made a motion to approve the agenda as submitted, seconded by Fairfield. All members present voting aye. Motion carried.

Flanders called for Public Comment – None

Flanders called for Correspondence – Bergeron noted Josh Flanders from Oswego Fire Department sent an email stating dispatcher Ashley Conrad did a great job dispatching multiple fire calls. Robert Watermann from the Aurora Township Fire Department forwarded on an article about how overlooked dispatchers are and how critical they are, and wanted to let the dispatchers know what a good job they do.

Consent Agenda – Flanders called for approval of the consent agenda. Fairfield made a motion, seconded by Whowell to approve the consent agenda which includes approval of the September 2016 Treasurer’s Report and the September 14th, 2016 Operation Board Minutes. All members present voting aye. Motion carried.

Flanders called for the Standing Committee Reports:
 Personnel Committee Report – No Report

Executive Board Report – No Report

Finance Committee Report:

Operation Bills – Fairfield made a motion to approve the October 2016 bills for payment in the amount of \$164,706.65 seconded by T. Meyers. Discussion. A roll call vote was taken with all eight members present voting aye. Motion carried.

Surcharge Bills – Fairfield made a motion to approve the October 2016 bills for payment in the amount of \$34,297.50 seconded by T. Meyers. During discussion Bergeron stated this will be the last check KenCom pays to Kane County-Montgomery for Surcharge reimbursement because KenCom will now be answering Montgomery's calls. A roll call vote was taken with all eight members present voting aye. Motion carried.

Armando Sanders joined the meeting at 2:06 p.m.

Larry Nelson joined the meeting at 2:07 p.m.

Anticipated Expenses – None

Flanders called for Old Business:

Backup Power for the Montgomery Water Tower – No report.

Strategic Plan – Bergeron stated they will be setting up a meeting soon.

Budget Discussion – Bergeron reviewed the drafted Operation and Surcharge budget and stated the numbers she is reviewing are a working budget and can change.

9-1-1 Modification Plan – Bergeron stated almost all Montgomery ESN's have been moved and the last two will be moved tomorrow. After they are moved KenCom can start answering Montgomery's 911 calls in Montgomery's police jurisdiction.

Any Other Old Business – None

Flanders called for New Business:

Policy and Procedures – Stein reviewed the new policy contained in the packet. Peters made a motion to approve the new Job Shadowing Policy, seconded by Whowell. Discussion ensued. All members present voting aye. Motion carried.

Stein reviewed the revised policies contained in the packet. Peters made a motion to approve the revised policies in the packet (IREACH Policy, ISPERN Policy, Fire Radio Communications, Fire Dispatch Emergency Radio Communications, Fire Alarm Dispatching, Fire Alarm Dispatching MABAS Incidents, Bank Alarms), seconded by Fairfield. All members present voting aye. Motion carried.

Closed Session Minutes Semi-Annual Review – T. Meyers made a motion to keep the closed session minutes closed, seconded by Fairfield. All members present voting aye. Motion carried.

Meeting Date Change – T. Meyers made a motion to move the November Operations Board Meeting from November 9th to November 16th, 2016, seconded by Fairfield. All members present voting aye. Motion carried.

Any Other New Business – Bergeron stated KenCom's current CAD company has given her three dates for an in depth demonstration for their Sequel CAD, November 15th, 16th, or 18th. They will be coming from Florida for the demonstration and Bergeron would like as many people as possible to show up to see their new product. After discussion it was decided on November 18th at 9:00 a.m. at the Oswego Fire

Station 1 conference room. Nelson suggested that the Operations Board begin looking at vehicle locators on the police and fire vehicles and make sure AVL is an option on any new CAD they are looking at.

Staff Report – Bergeron gave a report on Personnel as follows: KenCom hired two new telecommunicators who started on Monday, October 3rd. KenCom has one employee on FMLA and will be coming back on Monday. Heather Gutierrez will hold the position of DIC (Dispatcher in Charge) during times when there is no supervisor on duty. Training as follows: Jennette Welter-Fichtel and Levi Gotte attended the APCO Active Shooter for Public Safety Communications course on September 19th at the Lemont Police Department. The Kendall County Sheriff's Office along with Mutual Ground provided in-house training on domestic violence September 28th. Bergeron thanked the Sheriff's office and Mutual Ground for hosting the training. Lynette Bergeron, Jen Stein, and dispatcher Ashley Conrad will be attending the IPSTA (APCO/NENA) conference November 6th-9th in Springfield. October 24th KenCom will be conducting in-house training utilizing 9-1-1 on DVD that will include Active Shooter Aurora, Vehicle Submersion and Say This, Not That – Handling Calls. Information as follows: On Wednesday, September 28th AT&T moved Montgomery ESN's to point to KenCom, and the remaining two ESN's will be directed to KenCom on October 20th at 1:00. After the ESN's are transferred KenCom will be answering all of Montgomery's 9-1-1 calls. KenCom's afternoon shift worked out of the backup center on Monday, October 3rd without any issues for the monthly backup center exercise. The second quarter of the Quality Assurance/Quality Improvement Program resulted in 130 full reviews of 9-1-1 calls and 462 reviews were completed for compliance with the location verification policy. Enroute will be scheduling a CAD demo for the Sequel CAD. Wireless 9-1-1 statistics for the month of September 2016 represented 74% of calls received.

Flanders stated the next Operations Board Meeting is Wednesday, November 16th, 2016 at 2:00 p.m. at the Public Safety Center, Lower Level, KenCom Conference Room. Fairfield made a motion to adjourn the meeting, seconded by T. Meyers. All members present voting aye. Meeting adjourned at 2:50 p.m.

Respectively Submitted,

Bonnie Walters
Recording Secretary