

KenCom Finance Committee Meeting Minutes
Held May 19th, 2016
10:02 a.m.

Member	Agency	Present	Absent
Greg Witek	LRFFD	X	
Judy Gilmour	Kendall County Board Member	X	
Scott Koster	KCSO	X	
Bob Hausler	City Of Plano	X	
Larry Nelson	Member At Large	X	
Jeff Burgner	Oswego PD	X	

Others Present: Lynette Bergeron, KenCom Director; Jen Stein, KenCom Assistant Director; Sebastian Abbinanti, The Isidore Group.

Larry Nelson called the meeting to order and requested a roll call of the membership. A roll call was taken with all six members present creating the necessary quorum for voting purposes.

Nelson called for a motion to approve the agenda. Witek made the motion to approve the amended agenda to move The Isidore Group Six Month Status Report to the top of the agenda before Public Comments, seconded by Hausler. All members present voting aye. Motion carried.

The Isidore Group Six Month Status Report – Bergeron introduced Sebastian Abbinanti from The Isidore Group which is KenCom’s IT company. Abbinanti gave a report of the work that has occurred and began with what they have spent the last six months going through and getting a good understanding of the issues hiding within KenCom. They have identified some of them and some have jumped out in front of them as well, and he believes they have done a great job figuring out what needs to be done going forward. Abbinanti continued that thousands of tickets have been made with the events that have occurred throughout the network that were addressed within the last seven months. They have had to make some emergency changes to compensate for some issues. Abbinanti stated they are currently in the process of putting together recommendations for moving forward, and they do realize that there are many changes that need to be made and would like to see equipment more routine, such as get equipment on a replacement schedule. They are also in the process of identifying equipment that may be out of warranty, as they find in best practice to keep all the equipment in warranty. Abbinanti continued that it seems like internet always seems to be an issue with KenCom and they will be coming with recommendations in the next month in augmenting, if that is what KenCom decides. The only outstanding item is with the backup and they have been working towards engineering a solution but unfortunately an on premise solution has proven to be very difficult to engineer. They are currently looking at different vendors to see at how they can lower costs, and with all the different systems involved it becomes very difficult to find a unified backup system on premise as an option. Abbinanti reviewed a possible virtual backup system option. Abbinanti stated it will always be their recommendation to keep the backups off site. Discussion ensued on the options of the backup system being onsite versus virtual and the pros and cons to both options. Burgner noted it was mentioned that “thousands of tickets have been made”, and would like to know how many hours per month have been spent on those tickets. Abbinanti stated they have been spending 40-50 hours per month handling the normal tickets that come in with the individual users, and with the update server work at least another 60-70 hours per month totaling about 100-120 hours on average per month (vast majority is done off site). Witek mentioned Abbinanti had noted they have spent a lot of time getting their arms around the uniqueness of KenCom (being the first year) and would like to know what is being done in the process to ensure when a work order comes from KenCom, that person does not have to relearn what is going on before they can be of assistance. Abbinanti stated they have a massive configuration database and every time they discover an issue at KenCom it is properly documented and rely on that so they do not have to redouble their efforts. Bergeron stated communication has been one of the biggest struggles between KenCom and Isidore and would like to know if that struggle has been systematic or with individual people. Abbinanti stated the biggest challenge they have had is non standard configuration

and many best practices were overlooked. Discussion continued. Witek concluded that one of the reasons they asked Isidore to give a status update is to evaluate the process for future planning of the upcoming budget for IT support.

Sebastian Abbinanti left the meeting at 10:30 a.m.

Nelson called for Public Comments – None

Nelson called for Correspondence – Bergeron reported an elderly lady had called 9-1-1 very upset about an unusual incident that occurred at her home with her bird's beak getting stuck in a toy. The bird was seventeen years old and the elderly lady was very attached and devastated. After the incident, the elderly lady stopped by KenCom and spoke to a KenCom supervisor about how compassionate Ashley Conrad (KenCom Dispatcher) was and wanted to specifically thank Ashley for her kindness and quick response to help her out. Discussion ensued.

Staff Report – Bergeron gave a report on Personnel as follows: One trainee resigned his position on May 11th for personal reasons. Two trainees continue in the training program. Training as follows: CPR training was conducted on April 25th and 29th for 15 staff members. Thank you to the Little Rock Fox Fire Department for allowing KenCom to use training AEDs and mannequins. On June 2nd Jennette Welter-Fichtel will be participating in a webinar for 9-1-1 Net that will be hosted by Intrado on behalf of AT&T Midwest. In house EMD training was completed on May 11th for three KenCom employees and two KaneComm employees. Information as follows: On May 6th Ashley Conrad received Telecommunicator of the Year Award from the Kendall County Chiefs of Police Association and the Oswego Optimist Club. The award was presented at the annual Respect for Law Enforcement Banquet. The union contract has been ratified and is now in effect. MobileLink, has been installed on the generators at the Newark and Legion Road towers. KenCom will now receive alerts for all generator activity. On May 3rd the Newark tower site lost power and went off line. It was determined that Ameren Power was lost sometime on Sunday, May 1st and the generator ran from Sunday until Tuesday, May 3rd until it malfunctioned and quit working. Pierro Electric came and fixed the generator and Ameren restored power. With the installation of MobileLink KenCom will now be notified via email and text for any generator activity for both the Newark and Legion Road tower sites. Stein and Bergeron visited all the tower sites last week. Wireless 9-1-1 statistics for the month of April 2016 represented 72% of calls received.

Approval of Closed Session Minutes – Gilmour made a motion to approve the April 21st, 2016 Closed Session Minutes but do not release, seconded by Witek. All members present voting aye. Motion carried.

Consent Agenda – Witek made a motion, seconded by Gilmour to approve the Consent Agenda; Approving the April 21st, 2016 Finance Committee Minutes and approving the April 2016 Treasurer's Report. All members present voting aye. Motion carried.

Nelson called for the Standing Committee Reports:

Personnel Committee Report – Nelson mentioned there was a discussion and a consensus by the Personnel Committee to move the Personnel Committee meeting to 8:00 a.m. and the Finance Committee meeting to 9:00 a.m. going forward. After discussion there was a consensus by the Finance Committee to move their meetings to 9:00 a.m. going forward.

Finance Committee Report –

Approval of Bills:

Operation Bills – Koster made a motion to approve the May Operation Bills in the amount of \$193,327.70, seconded by Witek. Discussion. A roll call vote was taken with all six members present voting aye. Motion carried.

Capital Bills – Koster made a motion to approve the May Surcharge Bills in the amount of \$58,353.74, seconded by Hausler. During discussion Witek mentioned the report shows all the agencies have paid their share for 2016 and that is great. A roll call was taken with all six members present voting aye. Motion carried.

Anticipated Expenses – None.

Nelson called for Special Committee Reports:

Report of the Operations Board Chair – No Report

Nelson called for Old Business:

KenCom Backup Agreement – Nelson reported the agreement has been sent to the City of Aurora and Bergeron is working on the new agreement to go to the State Police to be filed once signed.

Backup Power for the Montgomery Tower – Bergeron stated Dan Meyers, Montgomery Police Chief, is working with his public works director to get the natural gas pipe over to the water tower and hope to have an update at the Operations Board Meeting next week.

Challenge Coin Perpetual Plaque – Stein stated Levi Gotte, KenCom Supervisor, has been approved to work on the project and she will get an anticipated completion date for report at next month's meeting.

Destruction/Recycling of Old Equipment – Bergeron stated they have not received any interest from other agencies for the equipment so her next step is to contact the counties IT department to see if they need to schedule an electronic recycling pickup. Gilmour mentioned she would contact the county and let management know her findings.

Gilmour mentioned there has been a lot of discussion about IT and how long to keep emails on the county server and she would like KenCom's input. Gilmour stated they currently hold emails for 30 days. Koster stated the Sheriff's office has always had concern that they do not maintain those records or have their own independent email system. After discussion, the board agreed that they would like emails held as long as is compliant with the state archivist.

Any other Old Business – None

Nelson called for New Business:

Strategic Plan – No report

Other Business – None

Closed Session – None

Action after Closed Session – None

Nelson stated the next Finance Committee meeting is Thursday June 16th, 2016 at the Public Safety Center - 9:00 a.m. Witek made a motion to adjourn the meeting, seconded by Nelson. All members present voting aye. Meeting adjourned at 10:49 a.m.

Meeting Recorded By: Jennifer Stein

Respectively submitted,

Bonnie Walters
Recording Secretary