

**Minutes of the KenCom Operations Board Meeting**  
**Held, Tuesday, January 19<sup>th</sup>, 2022**  
**2:00 p.m.**

<b>Member</b>	<b>Agency</b>	<b>Present</b>	<b>Absent</b>
Josh Flanders	OFD	X	
Liz Palko	MPD	X	
Bobby Richardson	KCSO	X	
Tim Fairfield	BKFD	X	
Jonathan Howell	PPD	X(2:15)	
Ray Mikolasek	YPD	X	
Cliff Fox	Village of Newark	X	
Jeff Mathre	NFD	X	
Dave Jordan	LRFFD		X
Patrick Pope	LSFD		X
Derek Hagerty	SFD	X	
Kevin Norwood	OPD	X	
Tom Meyers	MFD		X
	ATFD		X

Others Present: Lynette Bergeron, KenCom Director; Jen Stein, KenCom Assistant Director; Pamela Hurtig, KenCom Operations Manager; Bonnie Walters, KenCom Executive Assistant; Alex Marchawka, Lisbon Seward Fire Department.

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

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

Flanders called for Public Comment – None

Flanders called for Correspondence – None

Staff Report – Bergeron gave a Personnel Report as follows: Jenny Burkart has graduated out of the training program and is now working independently as of Saturday, January 15<sup>th</sup>. KenCom is currently down one supervisor position and two telecommunicator positions. Testing and interviews have been completed. Staff is currently in the background check phase of hiring. Training as follows: All employees completed annual online training offered by ICRMT on harassment, workplace bullying and violence prevention and stress management. Information as follows: KenCom is no longer operating off the County’s email system. All KenCom employees and distribution group emails will end with @KenCom911.com. Please make sure you make the necessary changes. Email forwarding from the old email addresses ended December 1<sup>st</sup>. Project Updates as follows: Any bills that are sent directly to an agency from Tyler should be turned over to KenCom (do not pay) if it is for equipment, software, services, etc. that KenCom has procured on behalf of the agency. The test environment was upgraded to New World version 2021.1 SP3 on November 4<sup>th</sup>. It is available for testing through February 13<sup>th</sup>. KenCom has received the final portable radio count from the fire agencies and the radios will be ordered in the near future. Fire 3 is now being recorded by KenCom’s NICE recording system. It was discovered after go live that three-way calling is not an option with IPFlex, which changed the way KenCom has to transfer calls. Currently we are unable to utilize Voiance (interpretation service) on the IPFlex lines as the calls have to be bridged together (three-way calling) to bring the caller, KenCom and Voiance on the line together. AT&T is unable to give us the functionality needed for a three-way call. After speaking with our phone vendor in regards to the Viper phone upgrade we are hopeful we can accomplish three way calling via our phone system. The License Plate Reader Committee has completed the public relations statement, system monitoring and audit protocols, and protocols on moving cameras.

Outstanding items include the MOU and IDOT permits which have been resubmitted with changes. The camera and concrete at Orchard/30 that was installed at the wrong location has been removed. Viper Upgrade training on backend maintenance is scheduled for December 28<sup>th</sup>. The upgrade will begin on January 3<sup>rd</sup> and is estimated to be complete by February 3<sup>rd</sup>. Last year the State of Illinois awarded the NG9-1-1 project to AT&T. The NG9-1-1 project will move to 9-1-1 calls from our current analog telephone lines to IP telephone lines. GIS work continues throughout the State to create boundary lines for the proper routing of 9-1-1 calls on the IP based platform. AT&T was on site Tuesday, January 11<sup>th</sup> for a readiness site visit. KenCom and Grundy 9-1-1 will be working together on this project as we share the Viper phone system. KenCom and Grundy have been assigned an AT&T project manager. The anticipated go live date is the middle of June 2022. Wireless 9-1-1 statistics for the month of December 2021 represented 88% calls received. Text to 9-1-1 totals for the month of December 2021 were 6.

Closed Session Minutes but do not release – Norwood made a motion to approve the September 15<sup>th</sup>, 2021 Closed Session Minutes but do not release, seconded by Palko. All members present voting aye. Motion carried.

Consent Agenda – Flanders called for approval of the consent agenda. Richardson made a motion, seconded by Norwood to approve the consent agenda, which includes approval of the December 2021 Treasurer’s Reports and the December 15<sup>th</sup>, 2021 Operations Board Minutes. All members present voting aye. Motion carried.

Flanders called for the Standing Committee Reports:  
Strategic Planning Committee – No Meeting

Finance Committee Report:

Operation Fund Bills – Fairfield made a motion to approve the January 2022 Operation bills, in the amount of \$235,081.18, seconded by Mikolasek. Discussion. A roll call was taken with all ten members present voting aye. Motion carried.

Surcharge Fund Bills – Fairfield made a motion to approve the January 2022 Surcharge bills, in the amount of \$50,511.57, seconded by Mikolasek. Discussion. A roll call was taken with all ten members present voting aye. Motion carried.

Anticipated Expenses – Bergeron reviewed the anticipated expenses contained in the packet. Mathre made a motion to approve the purchase of propane tank monitors from Grainco FS for an amount not to exceed \$160.00, seconded by Norwood. A roll call was taken with all ten members present voting aye. Motion carried.

Flanders called for Old Business:  
License Plate Reader Press Release – Discussed in staff report.

Development of Fire 3 to be Digital – Discussed in staff report.

Flanders called for New Business:

Tyler Connect 2022 Lodging increase from GSA pricing – Bergeron stated it is in KenCom’s policy to use GSA pricing for lodging and meals. The Tyler Connect 2022 conference is in downtown Indianapolis and the GSA pricing is \$124 and would like approval for an increase to \$209 per night per employee. Richardson made a motion to approve the increase for lodging for the Tyler Connect conference to \$209 per night per employee, seconded by Norwood. Discussion. A roll call was taken with all ten members present voting aye. Motion carried.

988/Public Act 102-0580-CESSA – Bergeron stated she sent out the CESSA Act to all the members because it will affect all agencies that KenCom dispatches for. There are two advisory committees that are being created through the Illinois Department of Health and Bergeron urged each agency to find out who their representatives will be on the committees and to stay involved with updates as they come. As of now the roll out will be January 1<sup>st</sup>,2023 which is an aggressive timeline that can be pushed back. During

discussion Bergeron mentioned that CESSA came out because of 988 which will be the National hotline for suicide/mental health and will roll out in July of 2022. The PSAP's will be working directly with 988 to accomplish CESSA.

Nominations for Chair and Vice Chair – Richardson made a motion for Josh Flanders to remain as Chair on the Operations Board, seconded by Whowell. Richardson made a motion for Keven Norwood to remain as Vice Chair on the Operations Board, seconded by Mikolasek. Discussion. A roll call vote was taken with all ten members present voting aye. Motion carried.

Policy and Procedures – None

Other New Business – Mikolasek mentioned they recently had an incident and with the chaos of the incident did not switch over to Police 5 as quickly as they would have liked. He understands dispatch is under a great deal of stress in those situations as well and requested going forward having dispatch help and suggest switching over to Police 5. Bergeron mentioned it is new to both dispatch and police and after discussion will let dispatch know in these incidents that they can request to the police officers to move to Police 5. Bergeron mentioned that Aurora Police requested when KenCom is asking for assistance from them to switch to Police 5. Norwood mentioned having dispatch do a half shift on Police 5 to test it out.

Flanders stated the next Operations Board Meeting is Wednesday, February 16<sup>th</sup>, 2022 at 2 p.m. at the Oswego Fire Station One, Training Room. Whowell made a motion to adjourn the meeting, seconded by Mikolasek. All members present voting aye. Meeting adjourned at 2:31 p.m.

Respectively Submitted,

Bonnie Walters  
Recording Secretary