

**Minutes of the KenCom Operations Board Meeting**  
**Held, Thursday, April 17<sup>th</sup>, 2019**  
**2:00 p.m.**

<b>Member</b>	<b>Agency</b>	<b>Present</b>	<b>Absent</b>
Josh Flanders	OFD	X	
Phil Smith	MPD	X	
Mike Peters	KCSO	X	
Tim Fairfield	BKFD	X	
Johnathan Whowell	PPD	X	
Behr Pfizenmaier	YPD	X (2:04pm)	
Joe Severson	Village of Newark		X
Dave Kellogg	NFD		X
Jeff Spang	LRFFD		X
Tim Wallace	LSFD	X	
Nathan King	SFD	X	
James Jensen	OPD	X	
Thomas Meyers	MFD		X
Dave Kunkel	ATFD		X

Others Present: Lynette Bergeron, KenCom Director; Jennifer Stein, KenCom Assistant Director; Bonnie Walters, KenCom Executive Assistant; Kevin Norwood, Oswego Police Department; Adam Votava, KenCom Supervisor.

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 having a quorum for voting purposes.

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

Flanders called for Public Comment – None

Flanders called for Correspondence – None

Staff Report – Bergeron gave a report on as follows: An email went to the Tyler outage email group that the Tyler/New World servers are going to be down for a Windows update on Tuesday, April 30<sup>th</sup> starting at 3 am for no longer than two hours. KenCom is currently down one dispatcher position. A contingent offer of employment has been made to two applicants and one accepted and one declined, with an approximate start date of May 6<sup>th</sup>. Heather Gutierrez has been assigned the position of Assistant LEADS Coordinator. Staff will be interviewing for the LEAD Trainer position that was added to the Union Contract. Training as follows: Jen Stein attended the Tyler Conference April 7<sup>th</sup>-10<sup>th</sup>. KenCom Supervisors and Administrators attended the Everbridge training on April 16<sup>th</sup> at the Plano Police Department. Pamela Hurtig, Ashley Conrad and Sarah Jenkins attended an Active Shooter Response class provided by Power Phone and hosted by Grundy County PSAP on April 23<sup>rd</sup>. Information as follows: Reminder to make sure that you complete the Economic Interest Statements, they are due back to the County Clerk’s Office no later than May 1, 2019. Frontier 9-1-1 call transfers from DeKalb County PSAP’s are now delivering ANI and ALI data. The Montgomery tower diesel generator was ran under full load for 24 hours on March 28<sup>th</sup> with no issues. Lynette Bergeron attended a meeting with Grundy County and met with our new Sr. Account Executive for West Safety Services on April 9<sup>th</sup>. Discussions continued on the progress of the Viper Phone System upgrade. CAD Project Updates as follows: The

Police User Group met on March 21<sup>st</sup> and April 11<sup>th</sup> and created a list of call types that will be considered for Officer Initiated Activity. All GIS work for the new CAD is completed and should reflect the most current information available. Jennette Welter-Fichtel and Jonathan Oelschlager continue to work on improvements and fixes as they are reported. They are currently coordinating with surrounding counties to obtain and load aerials. A zip code layer will be installed in the near future which will help with issues occurring in the Records Management Systems. KenCom has been transferred from the project phase to the maintenance phase for the Tyler project. Bi-weekly status calls with Kim Knutsen (C-SAM) and Angi Ostrom (Client Executive) are scheduled for 9 am on Tuesdays beginning April 23<sup>rd</sup>. Wireless 9-1-1 statistics for the month of March 2019 represented 88% of 9-1-1 calls received. Bergeron noted they had an Everbridge training on April 16<sup>th</sup> at the Plano Police Department and had a total attendance of eighteen people and the PowerPoint is available. Additionally, the trainer at Everbridge, Dale, has offered a four-hour free remote session for any agency who was unable to attend.

Behr Pfizenmaier joined the meeting at 2:04 p.m. during the staff report discussion.

Consent Agenda – Flanders called for approval of the consent agenda. Jensen made a motion, seconded by Fairfield to approve the consent agenda which includes approval of the March 2019 Treasurer’s Report and the March 20<sup>th</sup>, 2019 Operations Board Minutes. All members present voting aye. Motion carried.

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

Finance Committee Report:

Operation Bills – Whowell made a motion to approve the April 2019 bills for payment in the amount of \$212,002.01 seconded by Fairfield. Discussion. A roll call was taken with all nine members present voting aye. Motion carried.

Surcharge Bills – Jensen made a motion to approve the April 2019 bills for payment in the amount of \$100,926.69 seconded by Fairfield. Discussion. A roll call was taken with all nine members present voting aye. Motion carried.

Anticipated Expenses – None

Flanders called for Old Business:

Officer Self-Initiated Calls – Norwood gave a brief update and stated the meeting went well and they came up with self-dispatch. Bergeron noted these are all officer initiated calls that don’t currently exist as a nature or a call for service type.

NG 9-1-1 Grant Phone Upgrade – Bergeron stated they are in the final phases of looking at the proposal that West Safety Solutions has provided. Their account representative is no longer with West and have a new representative with over 20 years of experience. They are a minimum of four months out for installation after the contract is signed.

Criminal Sexual Assault Call Handling Policy – Smith made a motion to approve the Criminal Sexual Assault Call Handling Policy, seconded by Jensen. Discussion. All members present voting aye. Motion carried.

Flanders called for New Business:

Closed Session Semi Annual Review – Jensen made a motion for the closed session meeting minutes to remain closed, seconded by Smith. All members present voting aye. Motion carried.

Other New Business – Bergeron stated at the Everbridge training yesterday they were shown how citizens can opt in and the items they can select. A concern they noticed is that it gives the citizens the ability to check if they have any type of special needs (wheel chair, speech impediment, mobility issues, etc), but currently no one is extracting that information and doing anything with it. Bergeron continued that ran a report and there are 73 unique records that currently exist in Everbridge that have some type of special needs attached. Bergeron believes if they are going to keep that accessible for citizens to mark, there needs to be a way to extract that information and maintain. The other option is take it off the opt in portion. After discussion, it was mentioned to turn off the option going forward and to mail letters to the current people that have marked a special needs box in Everbridge with KenCom’s current Premise Alert form. This can be filled out and added into CAD. Jensen stated when the press release for Everbridge goes out to make a note on it about KenCom’s Premise Alert program for any special needs from citizens. Also to have it on KenCom’s website near the Everbridge link.

Tim Wallace left the meeting at 2:21 p.m. during discussion.

Closed Session – None

Flanders stated the next Operations Board Meeting is Thursday, May 23<sup>rd</sup>, 2019 at 5:30 p.m. at Sunfield’s Restaurant. Smith made a motion to adjourn the meeting, seconded by Pfizenmaier. All members present voting aye. Meeting adjourned at 2:33 p.m.

Respectively Submitted,

Bonnie Walters  
Recording Secretary