

Minutes of the KenCom Operations Board Meeting
Held, Tuesday, July 19th, 2023
2:00 p.m.
KenCom Public Safety Dispatch
1100 Cornell Lane, Yorkville

Member	Agency	Present	Absent
Josh Flanders	OFD	X	
Ismel Diaz	MPD	X	
Bobby Richardson	KCSO		X
James Bateman	BKFD	X	
Norm Allison	PPD	X	
Ray Mikolasek	YPD	X	
Cliff Fox	Village of Newark	X	
Jeff Mathre	NFD		X
Derek Forseth	LRFFD		X
Patrick Pope	LSFD	X	
Zach Morel	SFD		X
Chris Biggs	OPD	X	
Tom Meyers	MFD	X	
	ATFD		X

Others Present: Lynette Bergeron, KenCom Director; Pamela Hurtig, KenCom Assistant Director of Administration; Gina Belmont, KenCom Assistant Director of Operations; Bonnie Walters, KenCom Executive Assistant.

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

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

Flanders called for Public Comment – None

Flanders called for Correspondence – Bergeron read a thank you letter from Dianne Vaillancourt for all the people that came to say goodbye to her as she left KenCom.

Staff Report – Bergeron gave a Personnel Report as follows: Dianne Vaillancourt retired from KenCom on June 30th, 2023. Thank you to all of our agencies that helped make her final walkout of KenCom very special for Dianne. KenCom is currently down three positions and will start the hiring process. Three new employees started on June 26, 2023, one employee did not make it through training, and the other two are currently in Phase 1 of training. Training as follows: In-House July training will focus on MABAS. Project updates as follows: The New World upgrade test environment was installed with the 2022.3 version on April 7th, and the date for the production upgrade is July 26th. Make sure to log into the test environment and verify all systems are working as they should be. Any issues should be reported directly to Tyler support. IT will be installing Windows updates on all New World Production Servers on Tuesday, July 18th from 11:00 p.m. until approximately 2:00 a.m. CESSA Protocols & Standards Committee and Regional Committees have been meeting. The July 1st, 2023 deadline has been pushed back to July 1st, 2024. KenCom has purchased PowerPhone Total Response EMD software, and we are in the process of creating the interface with Tyler. Misc Information as follows: On June 26th, 2023, at approximately 1:55 pm, the Public Safety Center UPS system failed, and KenCom lost all power. KenCom’s CAD, phone, and radio system went offline. The 9-1-1 calls were immediately presented at Grundy County when our phone system, “Node B,” was no longer seen by Grundy’s phone system, “Node A.” Two dispatchers and Asst. Director Belmont responded to Grundy to start answering our 9-1-1 lines. The command van was requested, and we could reestablish radio communications with our

agencies. Dispatchers in Grundy relayed calls for service via StarCom Region 3 channel to dispatchers in the command van, who then relayed the information to our agencies. It was determined that a panel in the UPS system failed, and Facilities Management bypassed the UPS system until repairs could be made on June 28th. KenCom was back up and fully operational at approximately 8:30 pm. KenCom's dispatchers did a fantastic job during our outage and came together as a team and made it seem seamless. Alert Activation fire portable radios update. ABeep met on May 11th to do additional testing. After testing, they have the correct settings for all fire portable radios. ABeep will be changing all of the fire agency radio code plugs to include the change for correcting the issue with no audio from an alert activation in dispatch. Flanders stated ABeep is almost done with all Little Rock Fox portables. They need to schedule with A Beep to get the remaining fire departments updated. Text to 9-1-1 totals for the month of June were 5.

Closed Session Minutes but do not release – None

Consent Agenda – Flanders called for approval of the consent agenda. Mikolasek made a motion, seconded by Allison to approve the consent agenda, which includes the following:

- Approval of the June 2023 Treasurer's Reports
- Approval of the June 14th, 2023 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 Fund Bills – Mikolasek made a motion to approve the July 2023 Operation bills, in the amount of \$185,381.84, seconded by Biggs. Discussion. A roll call was taken with all nine members present voting aye. Motion carried.

Surcharge Fund Bills – Meyers made a motion to approve the July 2023 Surcharge bills, in the amount of \$147,061.47, seconded by Diaz. Discussion. A roll call was taken with all nine members present voting aye. Motion carried.

Anticipated Expenses – Bergeron reviewed the anticipated expenses contained in the packet. Discussion ensued. Biggs made a motion to approve the Everbridge Resident Connection not to exceed \$11,000.00 and move to the Finance Committee, seconded by Allison. A roll call was taken with all nine members present voting aye. Motion carried.

Flanders called for Old Business:

Upgrading P1, P3 & P7 – Bergeron stated they received a detailed quote from A Beep. Bergeron stated she currently has \$450,000 in the ETSB budget currently so would be over \$174.82 with the quoted price. Bergeron is bringing to Finance tomorrow.

Flanders called for New Business:

Closed Session Audio Destruction – Meyers made a motion to destroy the September 15, 2021, closed session audio, seconded by Batemen. All members present voting aye. Motion carried

Policy and Procedures – Hurtig reviewed the revised policies contained in the packet. Mikolasek made a motion to approve the revised policies as follows: Revised: Anonymous Calls for CPAT; Basic Call Processing; Call Answering Priority; Call Transferring and Request for Support Services; Criminal Sexual Assault Call Handling; Emergency Medical Dispatch; Obtaining and Verifying Location Information; Teletype Calls (TTY) and Call Relay Services; Text to 9-1-1; Court Date Request; Dissemination of Concealed Carry License (CCL) Responses; LEADS (Law Enforcement Agencies Data System); LEADS/NCIC Discipline Policy; Rerouting CDC's; Title Hit Notification Messages; Warrant Intake Procedure; Warrant Quashes seconded by Diaz. Discussion. All members present voting aye. Motion carried.

Enroute CAD Server – Bergeron stated the Enroute CAD server, which has just been sitting with historic data on it since December 18th, 2018 when we switched to Tyler New World, has stopped operating. As of right now, IT knows of at least three bad hardware drives, which they do not believe would cost more than \$2,000. However, IT would not know what else is wrong with it until he replaces the bad hardware drives. Bergeron stated initially it was stated we would keep the server but did not want to put money into such an old server that is a security risk in itself. KenCom currently has almost five years of history in Tyler New World. Bergeron would recommend not fixing the server. Biggs made a motion to not fix the Enroute CAD Server, seconded by Mikolasek. Discussion. All members present voting aye. Motion carried.

Flock 5-year rate lock – Bergeron reviewed the Flock 5-year rate lock contained in the packet. Biggs made a motion to enter into a 5-year rate lock with Flock and recommend to the Finance Committee, seconded by Allison. Discussion. All members present voting aye. Motion carried.

Kenwood Dual Bank Portable Radios – Bergeron reviewed the quote from A Beep contained in the packet for six Kenwood Radios for KenCom. Meyers made a motion to purchase 6 Kenwood 3-Band radios for an amount not to exceed \$33,600.00 to recommend to the Finance Committee, seconded by Biggs. Discussion. A roll call was taken with all nine members present voting aye. Motion carried.

Other New Business – None

Closed Session – None

Flanders stated the next Operations Board Meeting is Wednesday, August 16th, 2023; KenCom Public Safety Dispatch, Lower Level Conference Room, 1100 Cornell Ln, Yorkville at 2:00 p.m. Mikolasek made a motion to adjourn the meeting, seconded by Meyers. All members present voting aye. The meeting adjourned at 2:51 p.m.

Respectively Submitted,

Bonnie Walters
Recording Secretary