

Minutes of the KenCom Operations Board Meeting
Held, Tuesday, August 16th, 2023
2:05 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 | |
| Jonathan Whowell | 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.

Jonathan Whowell called the meeting to order and requested a roll call of the membership. Seven of the fourteen members were present, resulting in having a majority of a quorum for voting purposes.

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

Whowell called for Public Comment – None

Whowell called for Correspondence – Bergeron stated Tim Fairfield, a longtime member of the Operations Board, has been battling cancer for the last year and unfortunately has been put on hospice. The family is requesting if anyone would like to send challenge coins, the family had a plaque made for Tim to put them on. Bergeron stated she and Hurtig did go over and present Tim with KenCom’s challenge coin. Tim was very instrumental in all aspects of KenCom and helped build the new CAD system and has always backed KenCom. Richardson mentioned as an Operations Group, that Tim was dedicated to, would like to send a meal to the family. It was discussed to send an email to the Operations Board and give a collection point and final date and KenCom will coordinate with the family when to facilitate the meal.

Staff Report – Bergeron gave a Personnel Report as follows: KenCom is currently down three positions, with a new trainee taking a position at Aurora Dispatch. One Trainee remains in phase one of KenCom’s training program. Jaymee Goodspeed started with KenCom full-time on August 5th. Jaymee was a previous employee with KenCom and is already working independently. KenCom is in the hiring process and accepting applications until Monday, August 21st, 2023. They will be hiring five people. Training as follows: In-House August training will focus on MABAS. Bergeron and Hurtig attended the National APCO Conference in Nashville, TN last week. Project updates as follows: Tyler New World Production Servers were upgraded on Tuesday, July 18th. Everything went smoothly, with a few issues after go-live. CESSA Protocols & Standards Committee and Regional Committees have been meeting. The July 1st, 2023 deadline has been pushed back to July 1st, 2024. Misc Information as follows: Alert Activation fire portable radios update. Josh Flanders met with A Beep 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 July were 3.

Closed Session Minutes but do not release – None

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

- Approval of the July 2023 Treasurer’s Reports
- Approval of the July 19th, 2023 Operations Board Minutes.

All members present voting aye. Motion carried.

Whowell called for the Standing Committee Reports:

Strategic Planning Committee – No Report

Finance Committee Report:

Operation Fund Bills – Biggs made a motion to approve the August 2023 Operation bills, in the amount of \$203,224.96, seconded by Diaz. Discussion. A roll call was taken with all seven members present voting aye. Motion carried.

Surcharge Fund Bills – Diaz made a motion to approve the August 2023 Surcharge bills, in the amount of \$22,094.54, seconded by Biggs. Discussion. A roll call was taken with all seven members present voting aye. Motion carried.

Anticipated Expenses – None.

Whowell called for Old Business – Bergeron stated at last month’s meeting there was discussion about 911 hang-ups and abandoned calls and how to handle them. Hurtig reached out to John Kelly, KenCom’s attorney, and he said that both types of calls 911 hang-ups, misdials, wireline, and wireless should all be handled the same and have the same policy. Kelly noted from a liability perspective it is always appropriate to dispatch if a location is obtainable. Hurtig stated staff is discussing a policy and will bring it back to next month’s meeting. Discussion ensued.

Whowell called for New Business:

Closed Session Audio Destruction – None

Interpretation Services – Bergeron stated KenCom’s interpretation fees have drastically increased. There were two large calls on last month’s bill, 118 minutes and 152 minutes, which tipped us to look into them with the interpretation service. It was found that dispatchers gave out KenCom’s pin number to some of our police agencies to use the interpretation service when they are interrogating someone. Bergeron stated KenCom is changing the pin and has instructed all the dispatchers to not give the information out. Bergeron stated each agency should have its own interpretation service if needed and please pass along to no longer use KenCom’s if they have in the past.

Policy and Procedures – None

Other New Business – None

Closed Session – None

Whowell stated the next Operations Board Meeting is Wednesday, September 20th, 2023; KenCom Public Safety Dispatch, Lower Level Conference Room, 1100 Cornell Ln, Yorkville at 2:00 p.m. Diaz made a motion to adjourn the meeting, seconded by Biggs. All members present voting aye. The meeting adjourned at 2:33 p.m.

Respectively Submitted,

Bonnie Walters
Recording Secretary