Minutes of the KenCom Operations Board Meeting  
Held, Wednesday, March 16th, 2016  
2:00 p.m.

<table>
<thead>
<tr>
<th>Member</th>
<th>Agency</th>
<th>Present</th>
<th>Absent</th>
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<tbody>
<tr>
<td>Josh Flanders</td>
<td>OFD</td>
<td>X</td>
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<tr>
<td>Armando Sanders</td>
<td>MPD</td>
<td>X</td>
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<tr>
<td>Scott Koster</td>
<td>KCSO</td>
<td>X</td>
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<td>Tim Fairfield</td>
<td>BKFD</td>
<td>X</td>
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<tr>
<td>Jonathan Whowell</td>
<td>PPD</td>
<td>X</td>
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<tr>
<td>Larry Hilt</td>
<td>YPD</td>
<td>X</td>
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<tr>
<td>Joe Severson</td>
<td>Village of Newark</td>
<td></td>
<td>X</td>
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<td>Dave Kellogg</td>
<td>NFD</td>
<td>X</td>
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<tr>
<td>Jeff Spang</td>
<td>LRFFD</td>
<td>X</td>
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<td>Tim Wallace</td>
<td>LSFD</td>
<td>X</td>
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<td>Mike Pruski</td>
<td>SFD</td>
<td>X</td>
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<tr>
<td>James Jensen</td>
<td>OPD</td>
<td>X</td>
<td></td>
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<tr>
<td>Thomas Meyers</td>
<td>MFD</td>
<td>X</td>
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<td>Henry Van Bogaert</td>
<td>ATFD</td>
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Others Present: Lynette Bergeron, KenCom Director; Jen Stein, KenCom Assistant Director; Sheila Roberts, KenCom Administrative Assistant; Levi Gotte, KenCom Supervisor; Mike Peters, Kendall County Sheriff’s Office; Larry Nelson, Member at Large; Gene Morton, Plano Police.

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 a quorum for voting purposes.

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

Flanders called for Public Comment – Jeff Spang mentioned hearing Lynette Bergeron and Jennifer Stein on a WSPY radio program and wanted to commend them for doing such a great job.

Flanders called for Correspondence – Bergeron reported that the Chief and Deputy Chief of Downers Grove Fire Department came out to take a tour of the center to see how KenCom operates. They wanted to see how others operated outside of DuPage County. The Chief sent a thank you note in regards to them taking the time to do this. Bergeron reported that Sheriff Baird sent her an email in acknowledgment of Levi Gotte, KenCom Supervisor, for his quick thinking with a call that potentially saved a person’s life. Levi recognized the close proximity of a Sheriff’s Deputy carrying Narcan to a subject that had overdosed and asked the deputy to respond to the scene. Levi Gotte submitted an email to Bergeron in acknowledgment of dispatcher, Ashley Conrad. She handled a seven minute call on December 20th, 2015 from a suicidal man. Conrad was able to talk him into shutting off his car, that had been running in the garage for about 20 minutes, and got him to exit the garage to get some fresh air. She skillfully made a connection with the caller in an attempt to convince him to not harm himself and was successful in her attempt. Gotte wanted to recognize her life saving efforts.

Bergeron was asked by the Finance Committee, to reach out to AT&T and the new 9-1-1 Advisory Board in reference to all of the 911 call boxes being taken out across the state of Illinois. The committee wanted to know what would happen if the central office becomes isolated and people are not able to call 911. What will the caller hear? Bergeron received a response and was told that the caller would hear a fast busy signal.
AT&T also mentioned that their current plan is to notify PSAPs if a particular community or center becomes isolated so KenCom would be aware of this. Discussion ensued in regards to the call boxes, lines and towers.

Consent Agenda – Flanders called for approval of the consent agenda. Koster made a motion, seconded by Fairfield to approve the consent agenda which includes approval the February 17th, 2016, 2016 Operation Board Minutes and the January 2016 Treasurer’s Report. All members present voting aye. Motion carried.

Flanders called for the Standing Committee Reports:
Personnel Committee Report – No Report
Executive Board Report – No Report
Finance Committee Report
Operation Bills- Koster made a motion to approve the March 2016 bills for payment in the amount of $159,012, seconded by Whowell. Discussion ensued. A roll call vote was taken with all nine members present voting aye. Motion carried.

Surcharge Bills – Koster made a motion to approve the March 2016 bills for payment in the amount of $4,966.00, seconded by Fairfield. Discussion -Bergeron mentioned that they are changing the antivirus protection software from Symantec to Webroot. The bill will change to a monthly bill versus annual. A roll call vote was taken with all nine members present voting aye. Motion carried.

Anticipated Expenses – Bergeron reported that there are several anticipated expenses. First, there will be two Cisco SG500-52 Ethernet Switches to replace the current HP Switches at $3,300.00. Second, nine USB graphics cards and 2.0 display links at $1,248.00. Third, three 11lb Halatron fire extinguishers (2 at the main dispatch center and 1 at the backup Center) at $1,400.00. Facilities Management offered to do the installation free of charge for KenCom. Fourth, a generator maintenance agreement which will include the installation and monitoring of the Generac Mobile Link Cellular Remote Monitoring System at $1,450.00. Anticipated expenses total $7,398.00. Discussion ensued regarding the monitoring system, how it performs and the budget. Koster motioned to approve the amount of $7,398.00 for anticipated expenses, seconded by Spang. A roll call was taken with all nine members present voting aye. Motion carried.

Flanders called for Old Business:
Village of Somonauk Police – No Report
Somonauk Fire – No Report

Additional Backup Power for the Montgomery Tower – Bergeron stated last month she sent out RFP’s requesting bids for the installation of a generator at the Montgomery Tower. There were no RFP responses. Bergeron reached out to Pierro Electrical Construction, who did two prior installs at our other locations. Pierro stated they had time constraints and had to get the union’s approval, since it was out of territory. They do want the job and sent in a bid, which is only $52.00 more than the last time they installed. Discussion ensued on gas versus a propane tank. L.Nelson is looking into the gas line and how much it would cost. L. Nelson has a pre-approval amount of $25,000 to move on this as soon as the job is ready.

Discussion on Automatic Vehicle Locator - Bergeron needs to look into this further and will bring information next month.

Strategic Plan- Bergeron stated that she is looking to put together a committee to work on the strategic plan. L. Nelson suggested that someone from the Executive Board, Operations Board, Finance Committee and Personnel Committee representing both fire and police join. Koster, from the Kendall County Sheriff’s
Office, has offered to participate on the committee and is looking for other volunteers. The committee would meet a couple of times a year. The topic is tabled until more volunteers are received.

Joint Operations/Executive Board Meeting May 26, 2016- Flanders called for a motion to approve the joint meeting. Kellogg made a motion, seconded by Fairfield. Discussion ensued on how the meeting would be held. All members present voting aye. Motioned carried.

Panic/Hold-Up Alarm procedures- No Report

Any Other Old Business – None

Flanders called for New Business:
Policy and Procedures- Flanders called for a motion to approve the policies and procedures. Koster motioned to approve the following:
1.) Revision of the KenCom Policy and Procedure Manual in its entirety – Assigning Incidents to Police Units, Bischof Law, Make Your Own Case Complaints, MDC Usage, MDC Emergency Procedure, Officer Status Checks.
2.) Policy Changes- Basic Call Processing, Dispatch Console Assignments, Rerouting CDC’s, Service Level Standard.
3.) New Policies- Daily Observation Reports, Expectations of Trainees, General Dispatch, ISP Traffic Crash Reconstruction Unit, Kendall County’s Most Wanted, Training Program.
Whowell seconded the motion. Discussion ensued. All members present voting aye. Motioned carried.

Any Other New Business – No Report

Staff Report– Bergeron reported on the list of the ETSB consolidations that she emailed out to the board members. Many counties have to consolidate and the deadline for that is July 1, 2017. KenCom will not be affected by the consolidations. Bergeron reported that over the weekend, I Am Responding, CAD Paging and Daily Reports weren’t being sent out. Enroute and Isidore determined everything was working properly on KenCom’s end and the failure point was when it reached the County’s email server. Kendall County IT found that their email service had been black listed and they had to request to be removed from the list. This took approximately 48-72 hours to be removed. Bergeron requested that fire agencies using I Am Responding notify KenCom as soon as possible when they realize it is down. Bergeron mentioned that they attempted to do the Starcom Radio test and found the Starcom radio was not operational. Miner Electric took the radio in for repair which was found to have a bad power supply. The radio was repaired and is now operational. Bergeron then gave a report of personnel as follows: KenCom has hired three dispatchers who will be starting Monday March 21, 2016. Two have prior dispatch experience. The other worked as a CSO; therefore, has radio experience. One employee will be on a short term FMLA leave, approximately 3 days, in March. Training- Bergeron reported that March’s in-house training is scheduled for Thursday March 24th and will be a presentation on fire special teams and ILEAS. April’s in-house training will cover fire dispatching, practice drills and a presentation from the Oswego Fire Department on fire extinguishers. Several KenCom staff members will be attending ALICE training at the Oswego Village Hall on March 21st, or March 22nd. Jennifer Stein and Lynette Bergeron attended the IPELRA seminar on March 4th.
Information- Staff met with sales reps from Enroute promoting SQL CAD on March 9th. A short demonstration was given and comparisons were made between our current CAD system and the new version. Bergeron mentioned that at the end of the year they are going to ask Enroute back to give an in-depth presentation on SQL. Bergeron and Stein attended a meeting at Rush Copley on March 9th to discuss upcoming goals for EMD in regards to cardiac emergencies. This meeting addressed patient care from when 9-1-1 receives the call to when the patient enters the Cath Lab. It stressed the importance of getting resources to the scene as quickly as possible. Bergeron and Stein attended the Illinois Sheriff’s Association
banquet in Peoria on Monday, March 7th. Sarah Berry was presented with the Telecommunicator of the Year award by Sheriff Baird. There were 84 of the 102 sheriff’s in the state of Illinois present at the banquet. National Telecommunicator Week is April 10th through April 16th. Wireless 9-1-1 statistics for the month of February 2016 represented 74% of calls received.

Closed Session – No Action

Flanders stated the next Operations Board Meeting is Wednesday, April 20th, 2016 at 2:00 p.m. at the Public Safety Center, Lower Level, KenCom Conference Room. Koster made a motion to adjourn the meeting, seconded by Fairfield. All members present voting aye. Meeting adjourned at 2:42 p.m.

Meeting Recorded by Sheila Roberts.

Respectively Submitted,

Sheila Roberts
Recording Secretary