Minutes of the KenCom Operations Board Meeting  
Held, Wednesday, October 15th, 2014  
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>Dan Meyers</td>
<td>MPD</td>
<td>X</td>
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<tr>
<td>Brian Jahp</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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<td>Jonathan Whowell</td>
<td>PPD</td>
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<td>X</td>
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<td>Larry Hilt</td>
<td>YPD</td>
<td>X</td>
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<tr>
<td>Joe Severson</td>
<td>Village of Newark</td>
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<td>X</td>
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<td>Jeff Mathre</td>
<td>NFD</td>
<td>X</td>
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<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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<td>James Jensen</td>
<td>OPD</td>
<td>X</td>
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<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: Dave Farris, KenCom Director; Lynette Bergeron, KenCom Assistant Director; Bonnie Walters, KenCom Administrative Assistant; Jen Stein, KenCom Supervisor; Chris Walat, KenCom Supervisor; Larry Nelson, Member at Large(3:00p.m.).

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

Flanders called for approval of the agenda. Farris requested to move closed session after the approval of the agenda. Spang made a motion to approve the amended agenda, seconded by Wallace. All members present voting aye. Motion carried.

Closed Session - Spang made a motion to move into closed session for the appointment, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity 5 ILCS 120/2(c)(1), seconded by Jahp. A roll call vote was taken with all ten members voting aye. Motion carried. Closed session began at 2:02 p.m.

Open session resumed at 2:15 p.m. All members are the same as before closed session.

No Action after closed session.

Flanders called for Public Comment - Director Farris introduced Chris Walat, KenCom’s new supervisor.

Flanders called for Correspondence - No action

Flanders called for approval of the Operations Board Minutes - T. Meyers made a motion to approve the amended August 20th, 2014 Operation Board minutes, seconded by Jensen. All members present voted aye. Motion carried. T. Meyers made a motion to approve the September 17th, 2014 Operation Board minutes, seconded by Jensen. All members present voting aye. Motion carried.

Flanders called for the Standing Committee Reports:
Treasurer’s Report - Jahp made a motion to approve the September 2014 Treasurer’s Report as submitted, seconded by Hilt. Discussion. All members present voting aye. Motion carried.

Operation Bills - T. Meyers made a motion to approve the October 2014 bills for payment in the amount of $213,740.61, seconded by Jensen. Discussion. A roll call vote was taken with all ten members present voting aye. Motion carried.

Surcharge Bills - D. Meyers made a motion to approve the October 2014 bills for payment in the amount of $152,552.63, seconded by Jahp. Discussion ensued. Farris stated there are spots in the system that will need to be addressed down the road and will require the addition of receive sites. Farris stated he is confident that Phase II is completed and operating correctly. A roll call vote was taken with all ten members present voting aye. Motion carried. Bergeron noted under the operation fund balances, KenCom is currently over budget on overtime and will continue to be over due to being short staffed. Bergeron also noted that the electric is over with the addition of the new tower at WSPY and will be adjusted for next year's budget. Discussion ensued.

Anticipated Expenses not to exceed $20,000 - Farris stated last month the Operations Board approved an amount not to exceed $10,000 to add a receive site at Bristol Kendall Fire Station 3. Since that time, a detailed quote (to add both police and fire) was provided, increasing the cost of the project to $19,873. Farris reviewed the proposal in the packet. Discussion ensued. Spang stated there has been a lot of discussion about A Beep in the last few months, and would like to seek proposals from other vendors. Jensen agreed that ethically the project should be put out for bid, and three bids should be received. After a lengthy discussion, T. Meyers made a motion to move forward with A Beep for this project due to a fireman and police officer safety issue, for an amount not to exceed $20,000, seconded by Jahp. The board agreed in the future all large projects need to be put out to bid. A roll call vote was taken with nine members voting aye, and Spang voted nay. Motion carried.

Flanders called for the Special Committee Reports:
Bylaws Committee Report - No action

Employee Review Committee Report - Jensen stated job descriptions for the Director and Assistant Director were approved at the last meeting and evaluations were discussed (the 360 review is the direction they are heading). Jensen stated they discussed who Director Farris would report to with questions and issues. Jensen stated the board agreed to move forward and make a recommendation to the Executive Board to form a Personnel Committee (which will replace the Employee Review Committee) as a standing committee.

Flanders called for Old Business:
Radio Infrastructure Upgrade Phase II - Discussed in Anticipated Expenses.

Records Retention Policy - Bergeron stated at the last meeting the board had given her direction to change the policy immediately to reflect three years of audio recording and this has been done and the policy is in place. Discussion ensued. Farris mentioned he had sent out an email to the board with the changes to the recording system, which was the cost of material and professional services for a cost not to exceed $3,500. The board agreed for Director Farris to move forward with the changes to the policy and the recording system and bring back next month for approval.

Adopt KenCom Employee Handbook - Jensen made a motion to recommend and move forward to the Executive Board to adopt the KenCom Employee Handbook, seconded by Fairfield. All members present voting aye. Motion carried.

Recommend Hiring Additional Staff/2015 Operations Budget Discussion - Farris stated the goal in the next three to four years is to add seven and a half positions to the organization to ensure five dispatchers are at positions not to include the supervisor for all three shifts. Farris reviewed the statistics in the packet for
discussion. Farris stated they are asking for the Operations Board to recommend to the Executive Board for the hiring of two additional dispatchers beginning March 1, 2015, and a part time training/operation supervisor (max 24 hrs/week) to start December 1, 2014. Discussion ensued. Farris stated they are having a difficult time attracting quality people, because the pay is at or below the 50% range. Farris suggested to the board that they may want to recommend to the Finance and Executive Boards to look at a consultant that can do a pay and benefit study and what attracts people to other agencies but not to KenCom. Farris handed out a form that should be getting completed because KenCom dispatchers are emergency medical dispatchers under APCO Southern Fox Valley system. Farris stated they are supposed to be doing seven to ten percent of all EMD calls per month which means they should be doing 15 per week total. Farris stated since KenCom has gone to the APCO certification they have processed none in the last six months, because staff does not have the time to do the quality control checks that are required to do under the system. Jen Stein, KenCom supervisor explained the process of these reviews. Farris stated it is a time consuming process and we are not hitting any of them now as it is. Spang stated he would assume we don’t do any quality assurance on any other calls asked for police or fire. Farris stated they tried to do them a couple of years ago when he got back from one of the ICC meetings down in Springfield, and he began to implement a random selection of pulling one big police call and one big fire call per month and go through the process just to get acclimated to it, and if they found errors to sit down and address. Farris stated they started doing it and stopped doing it again because we just don’t have the time away from the radio to go in and sit in a quite environment. Spang asked if these additional personnel that we are going to hire, if that is going to allow you to do those reviews? Farris stated not immediately. Farris stated in order to get staffing up to the point where we have the ability to supervise and manage the workflow of the room we need to get to the point where we had sufficient bodies where the supervisors are not tied to a desk. Farris stated this will give them the time to come in and relieve operators when they go on their lunches and breaks but have some time during each workday to review calls, to sit down with their employees to do some spot training and corrective action. T. Meyers asked if the training person will do some of this, looking at quality control and doing the additional training needed. Bergeron stated the shift supervisor should be doing this as well. Farris stated a few years ago they looked at over all what the training was with the staff and tried to get everybody up to the APCO basic dispatcher, and we have still not gotten through every employee for the basic disciplines we need to. Farris stated some of the employees that have been here for 19 years and have never been trained past their initial training, so we look at that as a huge liability for us. Bergeron stated they want to do more in house training, and this is a step forward to fixing that. Farris stated until they get enough people on staff where the supervisors can actually supervise, and the training coordinator can do her job, you have to have the bodies in place. Discussion continued and the room opened up for questions to discuss. Fairfield made a motion to recommend hiring the additional staff and move forward to the Executive Board, seconded by Jahp. A roll call was taken with all ten members present voting aye. Motion carried. Farris made a note that all Operation Board members need to go to their Executive Board members and make sure they understand and know what to expect at the meeting.

Any Other Old Business - No action

Flanders called for New Business:
Appriss- Electronic Crash Reporting Software - No action

Missing Toddler Police/Fire Response - Flanders stated Oswego Fire Department would like to open up discussion about having a dual response with police and fire for missing toddlers. After discussion, the board agreed that the police would request the fire department when needed to help locate a missing toddler, elderly, or disabled person.

Outside Radio Consultant to Evaluate Radio System - Flanders mentioned getting an outside radio consultant to evaluate the radio system. Discussion ensued. J. Jensen made a motion to move forward with a recommendation to get bids and work plans from outside radio consultants to evaluate the radio system, seconded by Spang. All members present voting aye. Motion carried.
Amend December 17, 2014 Operations Board Meeting to December 10, 2014 - Spang made a motion to amend the Operations Board meeting date from December 17, 2014 to December 10, 2014, seconded by T. Meyers. All members present voting aye. Motion carried.

Any Other New Business - Wallace mentioned that he has discovered the reflective coating on the blue fire signs are failing and it is hard to read the digits on the signs.

Flanders called for the Director’s Report - Farris reviewed the Directors Report in the packet as follows: One dispatcher remains on leave and uncertain when or if this employee will return to work. Three dispatchers have filed for intermittent leave under FMLA. Two new dispatchers have been hired. Coverage testing has been done on Police 5 & 7, and these channels are now available. The Director will be attending the annual IPSTA Conference in Springfield from October 20th through the 22nd. Wireless statistics for the month of September 2014 represented 75% of calls received. The statistics and newsletter for September are attached for your review.

Flanders stated the next Operations Board Meeting is Wednesday, November 12th, 2014 at 2:00 p.m. Fairfield made a motion to adjourn the meeting, seconded by Jensen. All members present voting aye. Meeting adjourned at 4:23 p.m.

Respectively Submitted,

Bonnie Walters
Recording Secretary