KenCom Personnel Committee Meeting Minutes  
Held, March 17, 2016  
8:35 a.m.

<table>
<thead>
<tr>
<th>Member</th>
<th>Agency</th>
<th>Present</th>
<th>Absent</th>
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<tr>
<td>Larry Nelson</td>
<td>Member At Large</td>
<td>X</td>
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<td>Greg Witek (8:40)</td>
<td>Little Rock Fox Fire District</td>
<td>X</td>
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<td>Josh Flanders</td>
<td>Oswego Fire District</td>
<td>X</td>
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<td>James Jensen</td>
<td>Oswego Police Department</td>
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<td>X</td>
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<td>Mike Hitzemann</td>
<td>Bristol Kendall Fire District</td>
<td>X</td>
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Others Present: Lynette Bergeron, KenCom Director; Jen Stein, KenCom Assistant Director; Sheila Roberts, KenCom Administrative Assistance.

Larry Nelson called the meeting to order and requested a roll call of the membership. A roll call was taken with four of the five members present creating the necessary quorum for voting purposes.

Nelson called for a motion to approve the agenda as submitted. Hitzemann made the motion, seconded by Flanders. All members present voting aye. Motion carried.

Public Comments: None

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. Discussion ensued regarding nominations for the challenge coins and the plaque that the recipient’s names will be put on.

Consent Agenda – Nelson asked for a motion to approve the Consent Agenda. Witek made the motion, seconded by Flanders, to approve the Consent Agenda as follows: Approval of the February 18th, 2016 Personnel Committee Minutes. Noted, that there were no changes in the minutes.

Report of Staff/Training - 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. Bergeron stated that KaneCom has approached KenCom about Jennifer Stein training their staff on EMD while she trains the new dispatchers here at KenCom. Stein is APCO certified and KaneCom does not have a certified trainer on staff. Discussion ensued.
The board members want a thank you note and KaneCom to reimburse KenCom for the training manuals. 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
Osseo Fire Department on fire extinguishers. Several KenCom staff members will be attending ALICE training at the
Osseo 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.
Discussion ensued in regards to the SQL CAD and what this will do differently than the current version of CAD. Nelson
brought up putting channel receivers at fire houses and stations in case they run into lines going down, with the towers.
Discussion ensued regarding this topic.
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’s week is April 10th through April 16th. KenCom’s Employee Recognition and
Awards Banquet will be held Wednesday April 13th, 2016 at Kennedy Point from 6pm-8pm. The telecommunicators
meals will be paid for out of the snack fund from this year. Wireless 9-1-1 statistics for the month of February 2016
represented 74% of calls received.

Nelson called for Old Business:
Employee Review Process – Bergeron reported on the 360 review process. She has done a lot of research in regards to the
process and found very mixed results. Bergeron distributed the evaluations she created. Dispatcher evaluations have not
yet been completed. The reviews would be done in order of rank. Board appointees would review the director; director
would review the assistant director; assistant director would review the supervisors and the role would be switched to the
opposite way in order to get the 360 process. The dispatchers would review their shifts supervisor. The supervisors
would review the assistant director and then the assistant director would review the director. Discussion ensued over the
example questions and the order of the reviews. Nelson brought up law suits that have happened because reviews are not
done accurately. For example, the review might say the employee is working great and then is let go for lack of
performance. Nelson is concerned about honesty and the paper trails not being accurate. Witek would like Bergeron to
reach out to Gail Johnson to look over the review process and do a trial run. Discussion continued on establishing a
Personal Improvement Program (PIP) as a quality assurance program for this system. Bergeron and Stein are working on
this and will bring to the next meeting.

Employee Engagement Survey – Bergeron handed out the results from the employee engagement survey for the board to
look over. The comparison sheet showed overall positive change from last year to this year. Employee comments were
also reviewed.

Discuss Rules and Regulation Policy- No Report

Discipline Procedures and Investigations Policy- Reviewed policy and tabled until next month.

KenCom Goals – Bergeron reviewed the change that was made at the Executive Board meeting in regards to adding Goal
#3. It was reported that the Executive board has already approved the organizational goals.

Other Old Business – No Report

Nelson called for New Business:
Review of Employee Handbook-Nelson called for approval of a clarification needed in the handbook regarding overtime
and to move it forward to the Executive Board. Witek made the motion, seconded by Flanders. All members present
voting aye. Motion carried.

Other Business from the Floor – No
Closed Session – None

Nelson stated the next Personnel Committee is Thursday, April 21st, 2016 at 8:30 a.m. Flanders made a motion to adjourn the meeting, seconded by Hitzemann. All members present voted aye. Meeting adjourned at 10:55 a.m.

Respectively submitted,

Sheila Roberts
Recording Secretary