

JEFFERSON COUNTY 9-1-1 DISPATCH
Minutes of Regular Meeting
April 23, 2026

A regular meeting of the Jefferson County 9-1-1 Dispatch Board was duly called to order at 1:01 pm at Jefferson County 9-1-1 Dispatch Main Center including an electronically linked social media source (Teams) by Vice Chairman David Kennedy. The following members of the Board were in attendance:

David Kennedy – Vice-Chairman
Brian Taylor – Secretary
Rachelle Roe – Member (Teams)
Andy Sides – Member (Teams)
Jamie Guinn – Member (Teams)
Greg Brown – Member
Alan Leaderbrand – Member (sworn in during New Business)

Absent: John Scullin (Chairman)

Also present: John Whitehead – Chief
Bob Sweeney – Counsel
Angie Edmond – Business Manager

Guests- Adrienne Mayberry, Chris Hermann, Jackie Manley, Shawn Legens, Kara Lewis, Sabrina Harris, Andrea Duncan, Chief John Barton, Alan Leaderbrand (sworn in as a member during New Business), Tom Nahlik (Teams), Travis Missey (Teams), Hannah Wetzel (Teams) and Natalie Lewis (Teams).

Agenda –Vice Chairman David Kennedy asked for a motion to accept the agenda. Brian Taylor made the motion with a second by Greg Brown. All present were in favor.

Minutes –Vice Chairman David Kennedy presented the minutes of the regular session meeting of March 26, 2026. A Motion was made by Brian Taylor seconded by Rachelle Roe, to approve the regular session minutes of March 26, 2026. All present were in favor.

Guests Forum & Comments:

Jefferson County Emergency Services - Chief Whitehead reported the committee discussed our upcoming CAD upgrade and decided to hold off on any unit name changes until the upgrade is complete.

Operations Committee – Chief Whitehead advised at the last meeting, policy changes were discussed. Nothing new to report at this time.

Chief's Report:

Life Saving Awards – Chief Whitehead recognized Andrea Duncan with a clinical save award. Chief Whitehead recognized Sabrina Harris with two clinical save awards. Chief Whitehead recognized Jackie Manley with a clinical save award.

Telecommunicator Success -Telecommunicator Allen Flannery was recognized as a call taker who is well liked by the staff, has many years of emergency service experience and always does a great job answering the emergency and non-emergency lines.

Work Anniversaries - Chief Whitehead reported there were several anniversaries in April. They are as follows: Part time telecommunicator Joe St. Clair 12 years, Telecommunicator Samantha Green 7 years and Blake Kister 5 years.

Overtime Report – Chief Whitehead presented the Overtime Usage vs Budget report. Chief Whitehead stated he has changed his report to more accurately reflect overtime usage throughout the year. Previously, overtime usage was tracked monthly. The problem with this is there are two months each year that have three paychecks in it. Those months show much higher overtime usage. Chief Whitehead advised by reporting each paycheck, the Board will see the true amount of overtime usage. Chief Whitehead further explained we are still under budget with our overtime usage.

Call Statistics Report – Chief Whitehead presented the call statistics for the month of March advising the month was busy.

Total Non-Emergency Calls-13,469

Total 9-1-1 Calls-6,255

Total Calls-19,724

Public Relations and CALEA Report – Chief Whitehead reported the Little Heroes program is well under way. All the second graders in the Northwest district will receive 9-1-1 training. Chief Whitehead reported the PR team is attending several fire department open houses, as well as the DeSoto Home Show and a kids' carnival in the Fox district. Concerning CALEA, Chief Whitehead reported Kara has 182 standards out of 210 to complete by the end of the year. She is on track.

Training Report – Chief Whitehead presented the education report, advising all personnel are first level trained which allows other telecommunicators to get cross trained. The Training Coordinators will be sitting with seasoned telecommunicators as well as new employees to make sure everyone is working as efficiently as possible.

QA/QI Report – Chief Whitehead presented the QA report, advising the GovWorx program reported on 3,690 calls in the month of March with 99% of them being compliant and zero calls being non-compliant. The citizen surveys are showing how well the telecommunicators are doing as call takers. Chief Whitehead reported out of 2,498 surveys, the agency received 1,058 surveys back and received score of 98.26%.

Legal - Nothing for legal this month.

Unfinished Business:

Radio/MDT Committees- Chief Whitehead advised the Board the committees have collected the data (numbers of radios, MDT's as well as wants versus needs) they need to move forward. Chief Whitehead also reported the SLATER group is looking into allowing another radio device on the system. Tom Nahlik is involved with these discussions which seem to be moving forward.

Septic Tank Update-Chief Whitehead advised the Board the plumber will begin work on Monday, April 27. As per FGMA's request, the bathrooms will not be roughed in until later this summer. The groundwork will be laid.

Building/Upgrade Feasibility Study Update – Chief Whitehead advised the Board FGMA will present a report to the Board in May, which will allow the Board to discuss any changes they would like addressed. Chief Whitehead further advised a final report should be completed by June's board meeting. David Kennedy inquired if anyone had any questions on the first three items discussed in Unfinished Business. All replied, "No."

Non-Emergency Software – Chief Whitehead reported to the Board Rapid SOS has been chosen as the vendor for this software. Chief Whitehead explained the cost came in \$30,000 less per year, with a five-year contract. Attorney Bob Sweeney has gone over the contract, made a few adjustments which were accepted by Rapid SOS. Chief Whitehead further explained Rapid SOS will be offering our agency a type of support not offered before. This support will consist of the company being available to help in the event something out of the ordinary arises, and we need an adjustment to the software. Rapid SOS stated they would respond within thirty minutes to these types of requests. There was a discussion regarding the timeline on getting the software operational. Rapid SOS believes this can be accomplished in twelve weeks. Another discussion took place regarding which languages the software would be able to translate and what specific wording will prompt the software to ring through to a telecommunicator.

GIS Position – Chief Whitehead reported to the Board there were three people who applied for the budgeted GIS position and all three are telecommunicators. Chief Whitehead explained all three have completed a weeklong sit-in with John Lewis. John was able to demonstrate different tasks he completes each day, as well as drive them around the county showing them the physical side of addressing. Chief Whitehead continued to explain the hiring process is ongoing and he expects to have a person in place by the next Board meeting. Brian Taylor expressed his concern about the amount of time Chief Whitehead has allotted for the training. Chief Whitehead explained it might not take eighteen months, but that is what is budgeted in the event it does. Chief Whitehead further explained there are critical pieces to the addressing department, and the new employee must have a solid understanding of how they all fit together. Brian Taylor also expressed concern over not having a retirement date set yet. Chief Whitehead explained John has not provided an exact date but has advised he is ready to start training his replacement. Andy Sides inquired if the salary had been determined. It was decided Chief Whitehead would email the Board that information.

New Business –

New Board Member and Returning Board Members Swearing In – Before the swearing in took place, David Kennedy thanked Rachelle Roe for her service to the community by serving on the Board. Rachelle Roe advised it was an honor to serve. Attorney Bob Sweeney swore in Alan Leaderbrand, Jamie Guinn, Andy Sides and Brian Taylor. Chief Whitehead welcomed new member Alan Leaderbrand.

School Incidents Update – Chief Whitehead informed the Board of two situations involving EMS calls at two separate schools which caused some commotion on social media. Both calls involved a student sustaining a penetrating wound, which was verbalized by our software as a stabbing, shooting or penetrating wound at a school. Chief Whitehead explained our telecommunicators followed EMD protocol as it is written and did not make an error during either incident. Chief Whitehead further stated he believes there is work to be done here and that Assistant Chief David Bieser is currently at the ProQA conference where he will be speaking with representatives of the company about the problem this has

caused. A discussion took place regarding how to ensure this doesn't happen again in the future. Chief Whitehead stated he has a meeting with the EMS Chiefs on Friday, April 24 and this will be a topic of conversation. There will be more to follow as this concern continues to be addressed.

Financial -

Monthly Reconciliation Report – Chief Whitehead presented the monthly reconciliation report along with some additional finance reports for the month.

Bills of the Session – The bills of the session were presented by Chief Whitehead. A Motion was made by Greg Brown, seconded by Brian Taylor to approve the April 2026 bills presented in the amount of \$281,186.11, checks 18261 through 18305 with 13 EFTs. A roll call vote was taken with the following results:

Greg Brown	Yes
Brian Taylor	Yes
Rachelle Roe	Yes
Andy Sides	Yes
Jamie Guinn	Yes
David Kennedy	Yes
Alan Leaderbrand	Yes

Operating Income Report – Chief Whitehead presented the Operating Income Report.

Income/Expenses Trending (24 Month) – Chief Whitehead presented this report. Chief Whitehead advised the Board that the agency's expenses are still on track and in line with our budget.

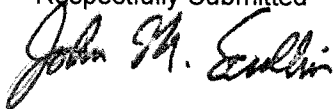
Sales Tax Revenue – Sales Tax Revenue for the month of March 2026 was \$1,036,345.88.

Announcements – No announcements.

Executive Session – An executive session was not held in April 2026.

A Motion was made by Brian Taylor, seconded by Jamie Guinn, to adjourn the open session of the meeting at 1:57pm. All present were in favor.

Respectfully Submitted



John Scullin
Chairman



Brian Taylor
Secretary