

JEFFERSON COUNTY 9-1-1 DISPATCH
Minutes of Regular Meeting
August 28, 2025

A regular meeting of the Jefferson County 9-1-1 Dispatch Board was duly called to order at 1:00 pm at Jefferson County 9-1-1 Dispatch 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
Jamie Guinn- Member (Teams)
Perry Tindall – Member

Also present: John Whitehead – Chief
David Bieser – Assistant Chief
Bob Sweeney – Counsel
Penni May – Business Manager
Angie Edmond – Office Manager

Absent John Scullin – Chairman
Andy Sides – Member

Guests: Adrienne Mayberry, Michelle Caraway, Shawn Legens, Mackenzie Golden, Hannah Wetzel, Chris Hermann, Bobby Chrisco, Blake Kruse, Kyle Baum, Zach Winton, Ashley Joerding, Christine McKain, Hayley Illig, Aaron Levy, Mike Prater (Teams), Tom Nahlik (Teams), Kara Lewis (last half of meeting)

Agenda –David Kennedy presented the agenda. A Motion was made by Rachelle Roe, seconded by Brian Taylor to approve the agenda. All present were in favor.

Minutes –David Kennedy presented the minutes of the regular session meeting of July 24, 2025. A Motion was made by Jamie Guinn, seconded by Brian Taylor, to approve the regular session minutes of July 24, 2025. All present were in favor.

Guests Forum & Comments:

Training Academy – Chief Whitehead stated Chief of Operations Chris Hermann just completed a two-week training academy with six new hires. Chief Whitehead turned the floor over to Chief of Operations Hermann to introduce the newest members of the team. Hayley Illig, Zach Winton, Ashley Joerding, Christine McKain, Aaron Levy, Kyle Baum all spoke briefly with David Kennedy during their introductions. Chief Whitehead stated the new hires will all be starting with their new crew on Sunday. All are excited and ready to work.

Jefferson County Emergency Services - Chief Whitehead stated the JCESA held a meeting with nothing to report. Chief Whitehead showed the Net Dispatcher product to the group and explained how 9-1-1 can start supporting them remotely.

Operations Committee – Conversations were held regarding Select and Recommend. Chief Whitehead advised an equipment form and an agency contact form have been formatted. These have been sent to all the department heads requesting them to fill out the forms. Chief Whitehead further advised we are now set up to import these Cognito forms into our CAD system. This is the first step of Select and Recommend. Everyone in attendance agreed. The meeting ended with a demonstration by Intera, a long-time map-based organization. Chief Whitehead explained the company states they work with large scale incidents and push pre planned resources based off a variety of different possibilities including weather data. Chief Whitehead let the agencies know they will have decisions to make in the future

regarding implementation of this organization, including whether they want to proceed and if they do proceed, how are they going to pay for it. Chief Whitehead asked the committee to be ready to decide if they want to put all their eggs in one basket for pre planning incidents. Chief Whitehead stated he will advise further if the committee pursues the opportunity.

Telecommunicator Recognition – Chief Whitehead presented a stork pin to TC Hannah Wetzel. Chief Whitehead also presented TC Mackenzie Golden with a stork pin. Chief Whitehead presented TC Blake Kruse with a lifesaving award for performing successful CPR in person. There was a discussion between David Kennedy and TC Blake Kruse regarding CPR performance.

Chief's Report:

Perfect Attendance – Chief Whitehead presented the Overtime Usage vs Budget report. The report clearly describes overtime usage (576.52) to be well below the budgeted amount of 832 hours. Chief Whitehead further explained the budgeted amount covers the scheduled eight hours for every telecommunicator each pay period plus an additional \$50,000 to cover call outs. Chief Whitehead acknowledged overtime usage is expected to go up once flu season sets in. The agency is already preparing with Lysol usage and having hand sanitizer available. Brian Taylor asked if the built in overtime is included in this report. Chief Whitehead explained that the scheduled overtime is included.

Call Statistics Report – Chief Whitehead presented the statistics report for the month of July 2025, Chief Whitehead was able to show the board how calls have been trending over the past year with a bar graph, with July being the second business month of the year. The Fourth of July was not exceptionally busy. Chief Whitehead utilized another bar graph to demonstrate the busiest time of day is typically between 8am and midnight.

Total Non-Emergency Calls 13,844
Total 9-1-1 Calls 6,479

Public Relations and CALEA Report – Chief Whitehead presented the Public Relations Report advising public relations is busier than ever. TC Hannah Wetzel is assisting with social media content to ensure a more consistent online presence for the community on all platforms. Chief Whitehead reported on six upcoming events including a Back-to-School Fair, a blood drive and a Senior Expo. Chief Whitehead then advised the Board Kara has completed 123 of the 210 CALEA standards for the year.

Training Report – Chief Whitehead presented the Training Report advising the training academy is wrapping up this week. Chief Whitehead explained the upcoming conferences employees will be attending, including MPSCC, CJIS and PIO (Kara just returned from this one). Chief Whitehead advised the Board he has received reports from two different people through Chairman John Scullin stating Kara represented the agency in a very professional manner. Chief Whitehead spoke on the recent training meetings elaborating on a meeting with PowerDMS/Engage. He explained the program conducts surveys by sending text messages to people who have called 9-1-1. The expected return rate is generally 40%. Chief Whitehead explained the goal is to determine what the public thinks of our service. Chief Whitehead also discussed the upcoming Apple Butter Festival Plan. 9-1-1 will have two telecommunicators and a supervisor on site to provide remote dispatch for the festival. The goal is to provide better service for the agencies we work with, as well as the community. Chief Whitehead advised the Board the agency attended an Active Assailant Training hosted by Arnold Police Department. Chief Whitehead then advised the Board two telecommunicators assisted St. Francois County so their telecommunicators could attend their Assistant Director's funeral. Chief Whitehead, Assistant Chief Bieser and Chief of Operations Hermann represented the agency by attending the funeral.

QA/QI report – Chief Whitehead submitted the QA/QI report advising 160 calls were pulled, with four calls falling below average. QA/QI Manager Caraway is doing a good job. The Gov Works project is underway. It is set up with the focus being on the training aspect currently. Once Gov Works is up and operational, the Board will begin seeing different reports.

Peer Support Report – Chief Whitehead advised the Peer Support Team was not called out for the month of August, which is a good thing. Chief Whitehead explained Peer Support Specialist Mike Prater did a presentation at the ESA regarding a county-wide peer support team everyone is collaboratively working on. Chief Whitehead reported the therapy dog continues to visit the telecommunicators each week, and it seems to be a big hit. Chief Whitehead advised TC Caleb Massey has joined the peer support team.

Legal:

110/21 Billboard- Chief Whitehead provided an update on the For Sale by Owner billboard sign. The sign will be 4 feet by 4 feet and will be in a V pattern, so it will be visible from northbound 21 and southbound 21. The sign should be up by first week of September. Rachelle Roe inquired what the sign is for, as she was absent from the previous Board meeting. Chief Whitehead explained the purpose of the sign. Brian Taylor inquired about the existing sign on the property. Chief Whitehead explained the sign is managed by Lamar. Attorney Bob Sweeney stated a letter that has been sent requesting payment for the previous two years. Attorney Sweeney went on to explain he has concerns regarding an advertising sign on a political subdivision's property and would prefer the sign not be on the property. Brian Taylor and Rachelle Roe agreed.

FMLA Agreement – Chief Whitehead requested to move this contract to Executive Session.

SDR Contract – Ratification from email approval on July 31, 2025- Chief Whitehead requested the Board ratify the email approval of the SDR contract. Attorney Sweeney stated the motion would be to ratify the email approval from July 31, 2025. Rachelle Roe made the motion with the second by Perry Tindall. The vote was as follows:

Rachelle Roe	Yes
Perry Tindall	Yes
Jamie Guinn	Yes
David Kennedy	Yes
Brian Taylor	Yes

Unfinished Business:

Viper/NG911 Upgrade Status-Chief Whitehead provided an update on the Viper upgrade, explaining the Go Live went as expected with minor tweaks. The staff is double checking and verifying ANI/ALI errors. During the Desoto upgrade, it was discovered our transferred 9-1-1 calls to DeSoto were not being recorded unless our telecommunicators stayed on the line. Chief Whitehead explained to DeSoto Police Chief McCreary a couple possible solutions, one of which would be for 9-1-1 to take over DeSoto PD's dispatch operations. Chief McCreary advised his department is not ready for that move yet. He also advised Chief Whitehead, he believes it is 9-1-1's responsibility to handle the recording of the calls due to 9-1-1 collecting the tax for his city. Chief Whitehead is working with AT&T for a solution. There are other considerations to investigate including the possibility of escalating Eventide. Chief Whitehead advised the Board he will notify them of any further actions needed, as they arise.

Tower Road Paving- Chief Whitehead provided an update on the Tower Road paving project. Chief Whitehead showed the Board four of the six completed roads. Everyone, including Winter Wood Subdivision, is happy with the work.

New Business:

Office Construction Agreement- Chief Whitehead advised the Board the agency is maxed out on office space. Looking towards 2026, the plan is to bring on a CAD Systems Administrator to keep our CAD up to date and keep our mobiles running, as well as assisting with map updates within the CAD. Chief Whitehead explained there is an area in the radio room which could be converted into an office with some minor construction. Chief Whitehead asked the Board for approval to go into contract with the same small local business owner who has done recent work for us to complete this job. The bid is \$11,350.00. David Kennedy asked if any of the Board Members had any questions. Brian Taylor asked if this office would house additional telecommunicators. Chief Whitehead stated the office space would not be for telecommunicators. The current radio room comfortably houses twelve telecommunicators. Adding more workstations would likely cause an ADA issue, due to lack of space. Chief Whitehead further explained they would be utilizing square footage, which does not interfere with the telecommunicators' workstations to create additional office space. Brian Taylor inquired what purpose the office would serve. Chief Whitehead advised the office will be used for a CAD Systems Administrator, hopefully the first of next year. David Kennedy asked what the space is currently being used for. Chief Whitehead explained the space is currently used for storage. He further explained they have located another space to store the items which are currently in the cabinets. David Kennedy asked if this project is in the budget. Chief Whitehead advised the money is in the budget. Jamie Guinn made the motion to authorize the expenditure with a second by Rachelle Roe. The vote was as follows:

Jamie Guinn	Yes
Rachelle Roe	Yes
Perry Tindall	Yes
Brian Taylor	Yes
David Kennedy	Yes

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 Rachelle Roe. A Motion was made by Rachelle Roe, seconded by Jamie Guinn to approve the August 2025 bills presented in the amount of \$918,045.99, checks 17801 through 17863, two voided checks # 17811 and 17821 and twelve EFT's. The vote was as follows:

Rachelle Roe	Yes
Jamie Guinn	Yes
Perry Tindall	Yes
Brian Taylor	Yes
Perry Tindall	Yes

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

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

Sales Tax Revenue – Sales Tax Revenue for the month of July 2025 was \$1,208,500.93. A discussion was held regarding the difference between last year and this year.

Announcements –

Employee Recognition –Telecommunicator Shannon Walker was recognized by Chief Whitehead for her willingness to work where she is needed, as well as her willingness to help her coworkers.

Announcement of work anniversaries - Chief Whitehead reported Shawn Legens recently reached his twenty-year anniversary and Supervisor Randall Martin just completed two years.

Goals and Objectives Update – Chief Whitehead stated he has completed all his objectives for the year with the exception of the final objective, which is 75% completed. Chief Whitehead explained he is working on getting the rest of the meetings with the Chiefs scheduled.

Executive Session – A Motion was made by Rachelle Roe, seconded by Perry Tindall to adjourn the open session into closed session for the purpose of Litigation, Contracts and Personnel. The vote was as follows:

Rachelle Roe	Yes
Perry Tindall	Yes
David Kennedy	Yes
Brian Taylor	Yes
Perry Tindall	Yes

Report from Executive Session: David Kennedy reported the Board has allowed the Chief to enter into a contract with FMLA Source.

A Motion was made by Brian Taylor seconded by Perry Tindall to adjourn the open session of the meetings at 2:30pm. All present were in favor.

Respectfully Submitted

John Scullin
Chairman

Brian Taylor
Secretary