

JEFFERSON COUNTY 9-1-1 DISPATCH
Minutes of Regular Meeting
July 24, 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 Chairman John Scullin. The following members of the Board were in attendance:

John Scullin – Chairman
David Kennedy – Vice-Chairman
Brian Taylor – Secretary
Jamie Guinn- Member (Teams)
Andy Sides – 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 Rachelle Roe – Member

Guests: Adrienne Mayberry, Kara Lewis, Mike Prater, Allen Flannery, Jon Appel, Tom Nahlik (Teams), Travis Missey (Teams), Julie Blechle (Teams), Shannon Walker (Teams), and Janet Smith (Teams)

Agenda –Chairman Scullin presented the agenda. A Motion was made by Perry Tindall, seconded by Jamie Guinn, to approve the agenda. All present were in favor.

Minutes –Chairman Scullin presented the minutes of the regular session meeting of June 26, 2025. A Motion was made by Brian Taylor, seconded by Perry Tindall, to approve the regular session minutes of June 26, 2025. All present were in favor.

Guests Forum & Comments:

Jefferson County Emergency Services - Chief Whitehead stated the JCESA held a meeting, and discussions were held concerning task forces, along with discussions reference Aspen's new app for first responders. Chairman Scullin and TC Prater both commented on the app. It was agreed they need to push the app on social media.

Operations Committee – Conversations were held regarding the accuracy of the equipment list in CAD, as well as keeping the phone contacts up to date. Chief Whitehead reported he recently met with Sheriff Marshak, Chief Bob Dunn and Greg Brown with Intera Mapping Company, who will be giving a presentation at an upcoming meeting.

Telecommunicator Recognition – Chief Whitehead presented a stork pin to TC Allen Flannery. Chief Whitehead also presented Jon Appel with a clinical save certificate and a challenge coin for exceptional performance during a life-threatening emergency.

Chief's Report:

Perfect Attendance – Chief Whitehead advised the board he would like to begin presenting a report which demonstrates the economical impact of absenteeism and overtime payout, rather than a report stating how many people had perfect attendance for the month. Chief Whitehead explained the difference between budgeted overtime and actual overtime usage. Chief Whitehead advised the board we have yet to reach our minimum budgeted amount for overtime (832 hours per month), including the eight hours of scheduled overtime. The primary goal is to follow the statistics over the next several months to see if overtime begins to decrease with the recent board approval to hire more telecommunicators. Chief Whitehead acknowledged it will take several months to get the new employees hired and trained. He then inquired if anyone had any questions. Board Member Kennedy asked a question concerning the budgeted numbers. Chief Whitehead explained the process includes eight hours overtime for each telecommunicator each pay period, as well as an additional \$50,000.00 budgeted for overtime.

Call Statistics Report – Chief Whitehead presented the statistics report for the month of June 2025, demonstrating the summer months are generally busier than the winter months. Board Member Kennedy stated in the future he would be interested in a report showing what drives the non-emergency calls. Chief Whitehead explained the many different types of calls that come in on the non-emergency lines, including actual emergency calls. Chief Whitehead further explained how AI could be used to filter calls and how a business associate he knows has integrated AI into his system in El Paso, Texas. They immediately saw a 60% lowering of non-emergency calls. Although the cost is approximately half of a telecommunicator per year, this does not mean we need fewer telecommunicators. Chief Whitehead explained our employees will be able to put more focus on 9-1-1 calls and radio traffic. Chief Whitehead also explained when a caller uses keywords, they are automatically patched through to a call taker. Chairman Scullin agreed the future of 9-1-1 lies with AI assisted call taking.

Total Calls 12,990 (9-1-1 Calls-5,981)

Public Relations and CALEA Report – Chief Whitehead presented the Public Relations Report advising Kara and the PR team held a training for The Little Heroes Team on July 16, and they have begun scheduling events. Telecommunicator Gore and Supervisor Manley led the training. Chief Whitehead highlighted the upcoming PR events. Chief Whitehead reported to the board Kara continues to prove the CALEA standards. He also advised the Board he has a better understanding of the importance of being CALEA accredited after attending his recent CMCP training, where only two of the agencies in attendance had obtained CALEA accreditation. There was a sense of respect and credibility given to the agencies who have reached this milestone. There was further discussion on the importance of CALEA accreditation between Chief Whitehead and Chairman Scullin.

Training Report – Chief Whitehead presented the Training Report advising he attended CMCP training July 14-July 18 in Davenport, IA. He advised one telecommunicator has been released from call taking training and one supervisor has been released from fire/EMS training. Chief Whitehead reported on a meeting with Jefferson County Sheriff's Office regarding silent dispatching, advising the meeting went well. Chief Whitehead also reported he met with Crystal City Police Chief Helms, who believes the switch over went very well with everyone working together to address any concerns. Chief Whitehead reported Chief of Staff Hermann is now holding monthly supervisor and lead meetings. Chairman Scullin commented on the silent dispatching and how it has caused a decrease in channel one traffic. Chief Whitehead further explained the critical calls are still verbalized. Board Member Taylor also commented on the change in radio traffic. Chief Whitehead reported to the Board the success of the remote dispatching/unified command utilized at the recent Jefferson County Fair. After speaking with the Hillsboro Police Chief and the Hillsboro Fire Chief, a plan was put in place to have two telecommunicators and a supervisor on site, working off a laptop, two monitors and some radios. A discussion was held regarding setting up remote dispatching for large scale events. Chief Whitehead reported we are still working on making sure we are CEJIS compliant. Chief Whitehead reported Hexagon also has a

browser-based CAD we are testing out live for thirty days. Board Member Taylor commented on how well he thinks the remote dispatching worked.

Chief Whitehead advised the Board his vision is to have a plan (including equipment) set in place for large scale unexpected events.

QA/QI report – Chief Whitehead submitted the QA/QI report advising 169 calls were pulled, with three calls falling below average. QA/QI Manager Caraway has moved back to the main center and has been meeting with all the telecommunicators. This has been very productive for the team. The telecommunicators are reporting they have a better understanding of how quality assurance works.

Peer Support Report – Chief Whitehead advised the Peer Support team was called out one time in July. He also advised Telecommunicator Prator has been doing great work. There are several upcoming training courses Mike Prater and other members of the team will be attending, including a critical illness wellness conference. Chief Whitehead presented information to the Board regarding a group Telecommunicator Prater has been speaking with called PAWSibilities. This group trains emotional support animals. Telecommunicator Prater invited them to the center. The organization is now bringing an emotional support pup in training to the agency on Tuesdays and Thursdays to meet with the telecommunicators. Chief Whitehead reported he is working with PAWSibilities and Missouri Patriot Paws who are looking to donate a dog or find one to be donated. With the training, the cost would be approximately \$14,000. Chief Whitehead provided information regarding the care of the animal, the timing for training and who will be the primary handler. Chief Whitehead is investigating the process further. A discussion was held between Chairman Scullin and Chief Whitehead regarding the effectiveness of emotional support dogs. Board Member Taylor asked if there will be a contract in place to cover what happens to the dog when it is ready to retire. Chief Whitehead advised there will be a signed contract in place, and he is also looking at the cost of liability insurance.

Legal:

USDD/Honeywell Five Year Maintenance Agreement—Chief Whitehead explained to the Board US Digital (bought out by Honeywell) is the company the fire and EMS departments decided to go with for automatic dispatching (G2). He further explained 9-1-1 did not purchase a long-term maintenance agreement with the original contract. Our maintenance contract is 10% of the purchase price each year. We have the option to purchase a five-year maintenance agreement which would lock in the cost for the next five years. Chief Whitehead requested the Board entertain a motion to enter a five-year maintenance contract which would be locked in at the current maintenance price, 10% of what the system would cost today to replace it. Board Member Kennedy inquired if this is in the budget. Chief Whitehead advised it is and that Attorney Sweeney has reviewed the contract. Board Member Guinn made the motion with a second by Board Member Taylor to enter a five-year maintenance agreement with USDD/Honeywell for the G2 contract. No further discussion was held. A roll call vote was taken.

Jamie Guinn	Yes
Brian Taylor	Yes
Perry Tindall	Yes
David Kennedy	Yes
Andy Sides	Yes
John Scullin	Yes

GeoComm Mapping Contract – Moved to Executive Session.

Unfinished Business:

Viper/NG911 Upgrade Status—Chief Whitehead provided an update on the Viper upgrade, explaining training is set to take place early August. Our Next Gen 9-1-1 and the new Viper system should be live by the end of August.

Agency Survey-MDT/Radio Purchase-Chief Whitehead reported to the Board the surveys were sent to the departments with a wide variety of responses. Some departments will sustain significant impact without financial assistance, while others only requested notification on when this will take place. Chief Whitehead advised replacement of equipment will likely take place in 2032. Chief Whitehead added to the survey a request for inventory to get a clear understanding on the amount of equipment needing to be purchased. According to the information provided by the agencies, there are 1,168 walkies, 571 mobile radios, 269 MDT's and 234 tablets in circulation right now. Chief Whitehead recently spoke with Motorola who advised radios are no longer \$8,000. They are closer to \$9,800 with our discount. Chief Whitehead stated for those inquiring if they can go with the older model (saving approximately \$200), remember it might be discontinued in a couple of years. The mobile radios are around \$7,000. MDTs are approximately \$5,000. An iPad with an Otter Box will cost around \$1,000. Chief Whitehead explained total cost could be around \$18,000,000. For the sake of discussion, Chief Whitehead explained different scenarios where each fire department would receive one MDT. This saves approximately \$1,000,000. Chief Whitehead provided several possible options for the ten-year alternative plan and concluded the Board needs an executive work session to fully study the numbers and the impact on everyone involved. Chief Whitehead states St. Louis County and St. Charles County both purchased radios for their departments as a one-time deal. Chief Whitehead requested the Board seriously consider the financial impact on our agency before making this decision. Board Member Taylor stated he appreciates the work Chief Whitehead has put into the ten-year alternative plan. Chief Whitehead concluded the discussion with information received from Paul Vessels with the IAFF regarding the use of a grant writer to assist fire and EMS departments in obtaining FEMA grants. 9-1-1 does not qualify for this grant, nor do any police departments. Chief Whitehead provided further information on possible ways to apply for the grants.

New Business:

Large-scale incident/On-Scene Dispatch Test – County Fairgrounds- Discussion occurred under Training. No further.

Backup Center Roof Bid-Chief Whitehead provided information on the failing roof façade at the back up center. Three bids were received. Chief Whitehead's recommendation is a local company out of Barnhart, A&W Restoration. There is a six-month back-order on materials. Chief Whitehead advised the money is within the budget for this repair.

\$23,000 from Stark
\$6,500 from Happy Roof
\$19,991 from A&W Restoration

Board Member Kennedy made the motion with a second by Perry Tindall to accept the Chief's recommendation and authorize him to enter into a contract with ANW Restoration for the purpose of repairing the roof at the back up center. All in attendance were in favor.

Chief Whitehead informed the Board of an issue at the main center involving the air conditioner and a clog in the main drain line on the roof. This caused a severe leak in the Chief's office, as well as a leak in one of the basement storage rooms. Woodard responded to dry up the affected rooms and Trane responded to make the repairs and perform a more in-depth maintenance check than what our normal local company has provided in the past. Chief Whitehead also advised someone will be looking at repairing or replacing the awning on the front of the building at the main center.

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 Chairman Scullin. A Motion was made by Board Member Tindall, seconded by Board Member Taylor to approve the July 2025 bills presented in the amount of \$368,745.85, checks 17748 through 17800, one voided check # 17763 and ten EFT's. The vote was as follows:

Perry Tindall	Yes
Brian Taylor	Yes
Andy Sides	Yes
Jamie Guinn	Yes
David Kennedy	Yes
John Scullin	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 he and Business Manager May will be speaking with the accountant to discuss how to set up the budget, keeping operating expenses separate from capital expenses. This will help with the annual audit.

Sales Tax Revenue – Sales Tax Revenue for the month of June 2025 was \$1,085,854.81. Chief Whitehead presented a report which shows our sales tax revenue is currently flatlined.

Announcements –

Employee Recognition –Telecommunicator Scott Downey was recognized by Chief Whitehead for his positive attitude and taking on any assignment needed. Scott started with our agency on May 8, 2024. Scott is known for his professionalism and is a former Navy Seal working in the support capacity.

Announcement of work anniversaries - Chief Whitehead also advised Telecommunicator Aaron Farrell was honored last month for his ten-year anniversary, Officer Manager Angie Edmond six years, Telecommunicator Julie Blechle four years and Danielle Beiter-Laube three years with the agency.

Goals and Objectives Update – Chief Whitehead stated the first seven items have been completed and provided detailed information on each item. The only item remaining is meeting with the area Chiefs. Chief Whitehead stated he has this objective approximately 50% completed and has enjoyed meeting with everyone.

Executive Session – A Motion was made by John Scullin, seconded by Jamie Guinn to adjourn the open session into closed session for the purpose of Contracts/ Personnel. The vote was as follows:

John Scullin	Yes
Jamie Guinn	Yes
David Kennedy	Yes
Andy Sides	Yes
Brian Taylor	Yes
Perry Tindall	Yes

Report from Executive Session: The Board approved a salary adjustment for supervisory staff, along with the reactivation of an employer funded 401 plan for the management staff.

A Motion was made by David Kennedy seconded by Brian Taylor to adjourn the open session of the meetings. All present were in favor.

Respectfully Submitted

John Scullin
Chairman

Brian Taylor
Secretary