

JEFFERSON COUNTY 9-1-1 DISPATCH
Minutes of Regular Meeting
January 22, 2026

A regular meeting of the Jefferson County 9-1-1 Dispatch Board was duly called to order at 1:02 pm at Jefferson County 9-1-1 Dispatch Main Center 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
Rachelle Roe – Member
Andy Sides – Member
Jamie Guinn – Member (Teams)
Greg Brown – Member (after being sworn in)

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

Guests- Adrienne Mayberry, Chris Hermann, Kara Lewis, Travis Missey (Teams), Greg Brown, Chief Bob Dunn, Chief John Barton, Alan Leaderbrand, Mike Prater (Teams), Blake Kruse (Teams), Tom Nahlik

Agenda –Chairman Scullin asked if there are any changes to the printed agenda. Chief Whitehead stated he has one item to change, which is an update on the tower lights. Chairman Scullin asked for a motion to accept the agenda with the one change. Andy Sides made the motion with a second by David Kennedy. All present were in favor.

Swearing in New Board Member: Attorney Bob Sweeney swore in Greg Brown as the newest Board Member. He was congratulated and well received.

Minutes –Chairman Scullin presented the minutes of the regular session meeting of December 18, 2025. A Motion was made by Rachelle Roe, seconded by Brian Taylor, to approve the regular session minutes of December 18, 2025. All present were in favor.

Guests Forum & Comments:

Chairman Scullin asked if anyone in the audience needed to speak. No one requested to speak.

Jefferson County Emergency Services - Chief Whitehead reported the meeting was held at Rock Township Ambulance District 5 House. Chief Whitehead stated he will cover items discussed in the Chief's report.

Operations Committee – Chief Whitehead advised a meeting was not held due to holidays and timing. The next meeting will be the last week of January.

Chief's Report:

Overtime Report – Chief Whitehead presented the Overtime Usage vs Budget report. Chief Whitehead reported to the Board overtime usage has only surpassed the budgeted number one time in the past thirteen months. The agency is doing well heading into the holiday season and has not seen a huge hit in illnesses yet.

Call Statistics Report – Chief Whitehead presented the call statistics report including a report showing approximately 4% increase in call volume over the past year.

Total Non-Emergency Calls-11,593

Total 9-1-1 Calls-6,205

Total Calls-17,798

December 2024 – December 2025

Total Non-Emergency Calls-160,063

Total 91-1 Calls-77,950

Total Calls-238,013

Public Relations and CALEA Report – Chief Whitehead reported the PR team held a Little Heroes presentation at Cedar Springs Elementary on January 15. Chief Whitehead reported this is important because we have had a difficult time in the past establishing a relationship with the school district. There are future meetings planned concerning emergency services training with the school as well as meetings planned with Kara Lewis and the school principals. Chief Whitehead also reported the CALEA assessor has completed the review of all Year two documentation, and the agency has been confirmed as compliant for the year two assessment. The annual web-based assessment final interviews occurred earlier in the day, and a formal report will be provided in February 2026. Chief Whitehead thanked Kara Lewis for her hard work and dedication. Chairman Scullin thanked Angie Edmond for her foundational work and for training Kara Lewis.

Training Report – Chief Whitehead presented the education report, including information regarding the four new hires who began on December 7, 2025. Chief Whitehead spoke on the cross-training of telecommunicators which is now taking place.

QA/QI Report – Chief Whitehead presented the QA report, advising the GovWorx program has been in test mode for the past month, and they are working towards running it live. This program has evaluated 2,220 calls during this testing phase. Chief Whitehead further stated the software found 4% of the calls to be non-compliant. Chairman Scullin inquired what makes a call non-compliant. Chief Whitehead advised a few different reasons, primarily not following proper protocol. Chief Whitehead stated the good news is this new software is catching these errors and QA Manager Caraway is able to bring in the employees one-on-one and guide them to become better telecommunicators. Chief Whitehead also informed the board this software will take the mental strain off Michelle and allow her to focus on working with the employees more directly.

Legal: Nothing for legal this month

Unfinished Business:

Radio/MDT-follow up- Chief Whitehead advised the board he took the information from the board's work session and sent out requests to the area Chiefs and Admins to put together a committee to help determine the best course of action. There will be a committee looking at MDT's and a committee considering radios. Chief Whitehead advised the board that the committees will consist of two representatives from EMS, two representatives from fire, two representatives from police, two representatives from 9-1-1 and one Board Member. Chief Whitehead advised he asked for the responses to be turned in by February 6, 2026. Chief Whitehead further advised the Board he received a letter from the Jefferson County Fire District Alliance, consisting of nine fire departments around the county requesting discussions with the agencies before decisions are made regarding types, brands, etc. purchases. Chief Whitehead stated it is clear the agencies want to be involved. Chairman Scullin stated he is happy to see this moving forward.

Septic Tank Update-Chief Whitehead recapped the recent septic tank issues. The gentleman who set the newest tank during the remodel was at the center and stated he is not sure why the agency hasn't bypassed the old tank and moved on to the two new tanks. Chief Whitehead advised the board he has since then had three plumbers at the agency and has only received one bid back. Chief Whitehead explained the work that would need to be done. Chief Whitehead also has these plumbers bidding on roughing in two bathrooms in the basement storage area. Chairman Scullin requested Chief Whitehead investigate having the bathrooms completed.

April Election Resolution # 26-01-Chief Whitehead advised that an election is not going to be necessary due to the number of positions equaling the number of parties interested. Chairman Scullin advised Resolution #26-01 reads Andy Guinn, Alan Leaderbrand, Andy Sides and Brian Taylor are the only people on the ballot, therefore they shall be elected to the board in April 2026. Chairman Scullin asked for a motion to accept Resolution # 26-01, Rachelle Roe made the motion with a second by David Kennedy. No discussion followed. A roll call vote took place approving Resolution # 26-01.

Rachelle Roe	Yes
David Kennedy	Yes
Jamie Guinn	Yes
Andy Sides	Yes
Brian Taylor	Yes
Greg Brown	Yes
John Scullin	Yes

Attorney Sweeney advised that if the board is not planning on moving forward with the resolutions brought forth at a previous board meeting, no further action is required.

Tower Lighting Update-Chief Whitehead reported to the Board Lumenserve has begun their work on the seven towers they are working on this year. Five of them are completed. All towers should be done within a couple of weeks. Radio Technician Nahlik stated he is happy with their quick response and good work, thus far. Tom Nahlik also advised the LED lights are the newest available and all towers are now being monitored by Lumenserve, who will make notifications as needed.

New Business –

2025 Year in Review-Chief Whitehead presented a report outlining all the internal and external improvements the agency has made in 2025. Chief Whitehead highlighted the increase in calls. 2026 goals are in place and will be discussed further next month.

Citizen Reviews-Chief Whitehead reported to the board how great the citizen surveys have been. The report can be seen on social media. For the month of December, the response rate was 41.04% with a 97.58% positive review. Chief Whitehead advised this is an exceptionally high satisfaction score and the response rate is incredible. Chief Whitehead mentioned there is an area governing the responders which could be added in the form of another question or two. This portion of the software is not activated currently but is something the agency may consider at a later time, if agencies are interested.

Crystal City Radio/MDT Request- Chief Whitehead received a letter from Crystal City PD requesting three MDT's and one radio be replaced. A discussion was held regarding how to proceed since a new formal plan has not yet been established or put in place. Chairman Scullin asked for a motion. Andy Sides made the motion to purchase three MDTs for Crystal City PD for a total cost of \$10,500.00, but to not purchase the radio with the second by Jamie Guinn. A roll call vote took place with the following results:

Andy Sides	Yes
Jamie Guinn	Yes
Brian Taylor	Yes
David Kennedy	Yes
Rachelle Roe	Yes
Greg Brown	Yes
John Scullin	Yes

Building/Upgrade Feasible Study-Brockmiller Quote- Chief Whitehead advised the Board he met with Brockmiller who is the standard in the area for emergency services, including 9-1-1 agencies. Brockmiller has put together a proposal for a feasibility study. Chief Whitehead explained the study would include renovations at our existing main center and our back-up center, as well as building a new center on St. Luke's Church Rd. Chief Whitehead further explained the process and timelines associated with completing a feasibility study. Chief Whitehead stated the project is quoted at \$41,370.00. The budgeted amount is \$50,000.00. Chief Whitehead asked for the motion to include his ability to sign the contract after Attorney Sweeney's approval of said contract. Chairman Scullin made the motion to accept the contract after Attorney Sweeney has reviewed and approved of the contract, also allowing Chief Whitehead to sign the contract so work can begin. The second was made by Jamie Guinn. Chairman Scullin asked for discussion. David Kennedy inquired if the study would include future workload assumptions. Chief Whitehead advised future growth will absolutely be included in this study. Jamie Guinn also advised Brockmiller will make a presentation to the Board. No further discussion. A roll call vote was taken with the following results:

John Scullin	Yes
Jamie Guinn	Yes
Andy Sides	Yes
Brian Taylor	Yes
Rachelle Roe	Yes
Greg Brown	Yes
David Kennedy	Yes

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 Rachelle Roe. A Motion was made by Rachelle Roe, seconded by David Kennedy to approve the January 2026 bills presented in the amount of \$1,527,292.78, checks 18078 through 18146 with eleven EFTs. A roll call vote was taken with the following results:

Rachelle Roe	Yes
Jamie Guinn	Yes
Brian Taylor	Yes
Andy Sides	Yes
David Kennedy	Yes
John Scullin	Yes
Greg Brown	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 still on track and in line with our budget.

Sales Tax Revenue – Sales Tax Revenue for the month of December 2025 was \$1,001,969.96.

Announcements –

Employee Recognition –Telecommunicator Julie Blechle was recognized for her four years of service and leadership. She does great work and is well liked by her peers.

Announcement of work anniversaries - Chief Whitehead apologized for leaving Kara Lewis out of December's anniversaries. She reached 17 years in December! January's anniversaries are: Tom Nahlik-31 years, Nichole O'Harver-8 years, Shannon Walker-6 years, Matt Amos-5 years, Henry Morice-3 years and Matt Endicott-3 years.

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

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

Respectfully Submitted

John Scullin
Chairman

Brian Taylor
Secretary