

**Tazewell County Consolidated  
Communications Governance Board**

**Regular Meeting**

Time: Friday, October 14, 2022, 9:00 A.M.  
Morton Police Department – Training Room  
375 W Birchwood St, Morton, IL 61550

**CALL TO ORDER**

The special meeting was called to order by Chairman Kahl at 9:00 A.M. and the following members were present:

**Members in Attendance**

John Kahl, Chairman	Jeff Lower, TCSO
Brian Butler, Washington	Mark Rothert, Pekin
Nick Graff, Tazewell County	
Robert Zimmerman, East Peoria	

**Others in Attendance at Table**

Melissa Ketcham, Director of TC3	Kate Carter, M, H&T
Shannon Hoog, Administrative Specialist	

**Regrets**

Jason Miller, Morton  
Ed Meister, ETSB

**Public Attendees**

Mike McIntyre-911 Coordinator (ETSB)  
Tom Haas

**APPROVAL OF MINUTES**

**Motion by Lower, seconded by Zimmerman** to approve the minutes of the 06/17/22. **On voice vote, motion carried.**

**PUBLIC COMMENTS**

None.

**COMMUNICATIONS**

None.

## TREASURER'S REPORT

Treasurer Graff reported that all the agencies have paid their first and second quarterly fee payments. The third quarterly fee payments have been sent out to all the agencies and are due at the first of November, we're at the halfway mark of the year. The profit and loss show a net income for this year of \$335,701.22 and \$400,000 was set aside previously out of savings to be used in this year's budget so that was cleared at almost three quarters of million dollars with the rest of the year to go and final two quarters are coming in. As of the 11<sup>th</sup>, we have 1,439,400.96 in the accounts and those are all at Morton Community Bank.

**Motion By Graff, seconded by Zimmerman** to approve the schedule of bills January through October. **On voice vote, motion carried.**

## DIRECTOR'S REPORT

Director Ketcham reported that there are 19 full-time telecommunicators total, 1 is still in training, so that makes 18 that are deployable. There are 4 floor managers, one on every shift. There are 5 part-time employees and 90% percent of those hours have decreased, only for holidays or vacations do they get picked up so they're not being utilized. Come the first of the year, she will look at them to see if they are still needed or not. We just did the 6-month shift bid for the contract, most of them voted for 12-hour shifts from 3 am to 3pm and 3pm to 3am. She said they received a lot of positive feedback with more of a work-life balance. Some comparison was done with the overtime previously with an 8-hour shift compared to now a 12-hour shift and the overtime decreased about 42% and saved about \$5,500 in overtime pay and the numbers keep going down. The floor managers are on the same schedule, but they are 7pm to 7am or 7am to 7 pm. We also did the priority picks per the contract, so the schedule is set for the next 6 months.

As far as hiring goes, we had 3 people come in to take the CritiCall Test and 1 of them was interviewed. We are looking into hiring 1 more person and have them in training by the end of the year, so there would be 5 dispatchers and 1 floor manager on every shift. The goal is for the floor managers to not be deployable.

The unemployment hearing for Karla Veatch went well. Not sure how many of you are involved but with the help of Sue Vansaghi and Attorney Josh Hermann (from Miller, Hall and Triggs), we won the case.

Guardian Tracking is live and up and running. It is an electronic documentation for employee files. It tracks training, attendance, compliments, disciplines, etc. The question for Attorney Kate Carter (from Miller, Hall and Triggs) is whether it is FOIAable, because it is a personnel file? Per Kate Carter, she will discuss the matter offline.

There has been one Operation's Committee Meeting so far, Melissa thought it went well. Trying to make some operational changes, got a little bit of push back, which was expected but still working towards more changes.

New changes are coming for the center. While looking through the handbook, she noticed that there was no mission and/or vision statement for TC3. The only Mission and Vision Statement found was an "adopted" one from 2018. She felt it was time to make TC3 its own and

solicited help from the dispatchers to create a new mission and vision statement to represent TC3. Unfortunately, there were only a select few that help throw out some ideas. Here is what they came up with...

### **Mission Statement**

**Tazewell County Consolidated Communications is the first voice you will hear in your time of need. It is our mission to serve the community with professionalism, integrity, and compassion.**

### **Vision Statement**

**To provide new innovations and technologies as we advance in the 911 services industry.**

We are also working on the website for TC3. Kevin from ETSB is helping assist with this. We will be making a few changes and making the website more user-friendly. We will be putting the new mission and vision statement on the website as well, so as we progress with that, she will show the board.

Melissa is looking into the new Deputy Director position and has worked on the job description for this position. Still need to come up with the salary range and if someone needs to review the job description before posting the job. She would like to start selecting candidates by the end of October and have someone in place by the first of the year depending on the budget.

There are a few items on the budget that are somewhat costly but necessary. The first item is getting Microsoft Office. The staff currently doesn't have access to Microsoft Word or Excel. This makes it very difficult to conduct business properly. The cost would be around \$2,970.00. The estimate is for 30 people including fulltime, part time, and management and allows for a few new hires if needed.

Another item necessary, is CAD training for the staff. There are a lot of functions that the CAD system offers that we are not taking full advantage of. It's limited some of the things we can do for agencies, workflow issues, and other things that dispatchers could do themselves if they had additional training on the system. She would love to host another CAD training and for all the floor managers to be involved in the training and be CAD experts on the floor. For 6 people to attend, it's a 32-hour virtual class, the estimated cost is \$8,385.00. The quote is good until December 6<sup>th</sup>, 2022. The new CAD system will not be implemented for several years (4 years out to be exact) so there is plenty of time to learn the CAD system that we have before getting the new one implemented.

The last item to budget for is the re-design of the dispatch center. The current design is not the most cohesive way to communicate to each other in the room. While walking through dispatch center during busy times, you can hear lots of background noise and there is shouting across the room to each other. This makes it look very unprofessional to the caller and makes it hard to concentrate for the dispatcher while on the phone. With that being said, this would be a good time to re-design the center for a better layout allowing better communication between dispatchers and callers. We are still waiting on a quote, could potentially be around \$25-30K. In addition, the dispatch center also needs a good cleaning. The last known time there was a cleaning team in the center was 2014. Several cleaning companies have been contacted to clean

the center, the only quote that was received was between \$425-\$450 per console=\$3,400-\$3,600 total. Once all this takes effect, all the dispatchers and staff will be relocated to Morton backup center and won't return until everything is completed. The whole process will be streamlined and there will be no downtime. Per Mayor Kahl, he would like to wait for the proposals for the re-design and quote for cleaning to be sent out to all the board members for future discussion before finalizing anything.

Melissa will be attending the IPSTA conference in Springfield, IL October 23-26, so she will be out of town along with ETSB.

Also, Sue Vansaghi will be retiring on December 2<sup>nd</sup>, 2022. Right now, she is doing a phenomenal job with training, and getting everything cleaned up. She is working on everything LEADS related, working on a step-by-step guide for LEADS, cleaning up files, staying up to date validations, etc. to get everything in order before she is gone. We are really going to miss her, and Melissa is looking into different options for her retirement party and gift.

## **COMMITTEE REPORT**

No Report.

## **OPERATION'S COMMITTEE REPORT**

No Report.

## **UNFINISHED BUSINESS**

Treasurer Graff reported that the audit (Sikich) for fiscal year 21-22, which ended April 30<sup>th</sup> of this year, is still in process. The lady that does the audit normally has left the firm but is completing the audit per contractual basis. We discussed looking at different firms in the past but now might have to look more into switching firms, since they have been doing the audits for the last four years and the person that has been doing it will no longer be there. They currently have all our records there.

## **New Business**

- A. Resolution to approve MOU regarding Section 18.1 Workday and Work Week.  
MOU 18.1 Workday and Work Week amended/extended to April 30, 2023 (when contract expires).  
**Motion by Rothert, seconded by Graff. On voice vote, motion carried.**
- B. Discussion regarding TC3 payroll and HR services.  
Would like to create a subcommittee for finalizing plans for the payroll and HR services. The Subcommittee would consist of TC3 Director Melissa Ketcham, board members Nick Graff, Mark Rothert, Brian Butler, and Pekin HR and Finance Director present. **No vote was taken at this time.**
- C. Discussion regarding proposal for audit services.  
See Unfinished Business. **No vote was taken at this time.**
- D. Appointment of Thomas Haas and Chief Daryl Weseloh to the TC3 Governance Board.  
**Motion by Graff, seconded by Butler. On voice vote, motion carried.**
- E. Appointment of the Officers of the TC3 Governance Board of Directors.

Sheriff Lower nominated Mayor Kahl for Chairman, Brian Butler for Vice Chairman, Nick Graff for Treasurer, and Shannon Hoog for Secretary.

**Motion by Lower, seconded by Zimmerman. On voice vote, motion carried.**

### **COMMENTS FROM BOARD MEMBERS**

Mark Rothert is putting together a selection committee for ambulance service proposals and is seeking volunteers. Director Melissa Ketcham and board member Brian Butler have volunteered to help with the selection process.

Director Melissa Ketcham will soon be interviewing for the Deputy Director position once the job is posted, and candidates are selected for the position. She is looking for volunteers to help assist with the interview process. Mayor Kahl has volunteered and maybe someone from the Operation's Committee would help as well.

### **EXECUTIVE SESSION/CLOSED MEETING**

None.

### **FUTURE MEETING DATE**

TBD

### **ADJOURNMENT**

**Motion by Lower, seconded by Zimmerman** to adjourn at 10:08 a.m.

**On voice vote, motion carried.**

### **DISCLAIMER**

This document shall not be considered to be a verbatim copy of every word spoken at the meeting.

Minutes prepared by Secretary, Shannon Hoog. From an audio recording.

*Respectfully Submitted,*

*Shannon Hoog*