



McLean County 911 Communications Center

2411 E. Empire
Bloomington, IL 61704

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Metcom Operations Board Meeting

June 9, 2023

Attendees: Chairman Pam Reece, Matt Lane, Lori Ritter, Jeff Showalter, Cassy Taylor, Tom Willan

Others: Rhonda Flegel, Adam Carney, Brandon Lacey

The meeting was called to order at 9:00 a.m. by Chairman Reece.

Opening Remarks – Chairman Reece welcomed everyone to the meeting.

Approval of Minutes – Having no questions on the minutes of the last meeting in April, Matt Lane motioned to approve the minutes, and Lori Ritter seconded the motion. All were in favor, the motion was carried.

Expenditures –Director Rhonda Flegel presented the expenditures. The April and May 2023 expenses were reviewed. She stated that the software license is over, but there was an invoice from Central Square that will be transferred to capital assets. Having no questions, the expenditures were approved.

Director's Report

Items for Information:

Problem Reports/Outages/Other System-Wide Issues – Director Flegel stated there have been no problem reports received since the last meeting.

Staffing –Director Flegel reported on the staffing updates. She stated that we have 15 full-time telecommunicators with 1 in training for a couple more weeks, and he is doing very well. She stated we have recently hired 3, one is scheduled to start next week. The other 2 are scheduled to start July 17. We should be staffed at 19 by the end of the year. She added we still only have one supervisor. There has not been any interest from anyone in-house to move up.

Miscellaneous Department Updates – Director Flegel stated she has recently passed the NICO leadership course, and then has recently enrolled in a registered professional leadership course through APCO and was awarded a scholarship. Kristy has also registered to take the leadership course. This is basically a one-year program.

She stated we have purchased a Tracwire software training program that will help keep track of training, SOP's, DOR's, etc., and will help save time and paper trails.

She reported that we are currently working on the 2024 budget.

Lori Ritter inquired about the open supervisor positions, and wondered why there has been no interest in the promotion. Director Flegel replied that it is due mostly to the salary, and that most telecommunicators can make more with the current overtime hours they are getting. Cassy Taylor suggested a shift difference salary change with the 2nd and 3rd shift positions. She added she will discuss this with the director at a later time.

Adam Carney presented updates on the CAD. He stated mobile PMDC and IWIN from ISP is going away by the end of the year. He stated Central Square is failing to keep up with upgrades. Matt Lane added comments stating we need to figure this out soon. Adam Carney stated he has been in communication with Mission Critical as consultants regarding the RMS project with the county. They can help with the RFP. They can assist with contract negotiations, etc. He stated we will need to schedule a special meeting to approve a budget amendment, and also to hire Mission Critical as consultant at an estimate cost of about \$167,000. Cassy Taylor stated she can meet with Rhonda and Adam to discuss and review the budget next week. Adam Carney added he has been in discussion with County IT on the technical side.

Cassy Taylor stated that she will be presenting a new property and building lease for Metcom in August. The original land lease began in 1997 with a 25-year lease, with a and expired in 2022, with an automatic renewal for an additional 25 years. There have been multiple changes and updates. We have been figuring out ownership. We will be updating all this and bring back to the board.

Chairman's Report

Items for Information:

Announcement of the next meeting: Chairman Reece stated the next meeting is scheduled for August 11, 2023.

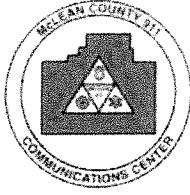
Other General Business and Communication: We will be scheduling a special meeting soon for the CAD.

Having nothing further to discuss, a motion was made by Cassy Taylor to adjourn the meeting, and Lori Ritter seconded the motion. All were in favor, the meeting was adjourned at 9:56 a.m.

Respectfully submitted:

Patsy Mayer, Recording Secretary
August 11, 2023

Pam Reece, Chairman



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Metcom Operations Board Meeting June 23, 2023

In Attendance: Chairman Pam Reece, David Belvery, Mick Humer, Matt Lane, Steve Petrilli, Lori Ritter, Cassy Taylor, Tom Willan, Rhonda Flegel

Others: Adam Carney, Brandon Lacey

Chairman Reece called the meeting to order at 9:01 a.m.

Opening Remarks:

Chairman Reece welcomed everyone to the meeting. She stated this special meeting was called to move forward with a CAD replacement.

Items for Action:

- a) Approval of Request for a Total of \$1.5 Million to be added to the 2023 Metcom Budget for CAD Project:
Director Flegel stated this has been discussed with the entities with the Intergovernmental Agreement. She stated we just need approval from the board to amend the budget. Cassy Taylor motioned to approve, and Matt Lane seconded the motion. Tom Willan asked if this was moving money around within the budget. Cassy Taylor stated this would be an addition to the CAD funds. Chairman Reese stated the motion should be amended to be "up to \$1.5 million". Cassy Taylor amended the motion to be "up to \$1.5 million", and Matt Lane seconded the motion. All were in favor, the motion for the amended approval was carried.

- b) Approval of Request to hire Mission Critical as our Consultant Partner:
Chairman Reese stated this was discussed at the last meeting. She added that Mission Critical has already been working with the County on other projects. Adam Carney stated he has been working with them on a contract. The timeline is ready to begin after approval. Our goal is to finish by end of the year. Chairman Reece stated we should have a better timeline available by the next meeting. Director Flegel stated they will have team representatives here for meetings soon to discuss our needs. She added she will be sending out emails to the agencies as soon as she is notified of the dates. Adam Carney stated he will be visiting the Galesburg 911 Center on July 12th to view their recent updates by Mission Critical. Cassy Taylor added that Mission Critical is also helping with the County EGIS upgrades, so their references have been checked extensively.

Matt Lane motioned to approve the motion to move forward to hire Mission Critical as our consultant partner, and Tom Willan seconded the motion. All were in favor, the motion was carried.

Old Business:

There was nothing to report.

New Business:

There was nothing to report.

Other General Business and Communication:

Director Flegel reported that one trainee will be out of his own within the next couple of weeks. The trainee we hired from ISU is doing well. She added we have two more starting in July. Having nothing further to discuss, Cassy Taylor motioned to adjourn the meeting, and Matt Lane seconded the motion. All were in favor, the meeting was adjourned at 9:23 a.m.

Respectfully submitted:

Patsy Mayer, Recording Secretary
August 11, 2023

Pam Reece, Chairman