

# MONITEAU COUNTY EMERGENCY DISPATCH



## BOARD OF DIRECTORS MINUTES

NOVEMBER 13, 2023

<b>CHAIRMAN</b> – CHRIS ALLEE	<b>DISTRICT 1</b> – DANA WHEATLY	<b>DISTRICT 2</b> – MIKE VOLKART
<b>DIRECTOR</b> – KEVIN WIEBERG	<b>DISTRICT 1</b> – RUTHIE ADAMS	<b>DISTRICT 2</b> – CHERI DIX
<b>COUNSEL</b> – TODD MILLER	<b>DISTRICT 1</b> – DAYLEY ELLIOTT	<b>DISTRICT 2</b> – JEFF KOERKENMEIER
<b>OPS MNGR</b> – STACEY RICHARDS		

### 1. CALL TO ORDER

*The meeting was called to order at 6:03 PM by Chairman Chris Allee.*

### 2. MINUTES & REPORTS RECEIVED AND FILED

*Jeff Koerkenmeier moved to approve the meeting minutes from the October 9, 2023 Board Meeting as submitted.*

*This motion was seconded by Dayley Elliott and unanimously approved by the Board.*

*Mike Volkart moved to approve the Poll vote in reference to the question to reinvest \$203,886.29 into a 9-month CD at Community Point Bank in Russellville @ 5.5% APY. Ruthie Adams seconded the motion and was unanimously approved by the Board.*

*Director Kevin Wieberg, presented the Treasurer's Report for October 2023 as follows:*

<i>Sales Tax Revenue</i>	<i>\$89,628.16</i>
<i>Other Revenue</i>	<i>\$1,743.12</i>
<i>Operational Expenses</i>	<i>\$77,433.42</i>
<i>Capital Expenses</i>	<i>\$0</i>
<i>Month Ending Checking Account Balance</i>	<i>\$178,271.99</i>
<i>Month Ending Certificates of Deposit</i>	<i>\$1050,276.43</i>

*Ruthie Adams moved to approve the Treasurer's Report as submitted.*

*This motion was seconded by Dana Wheatley and unanimously approved by the Board.*

### 3. ACCOUNTS PAYABLE & PAYROLL

*Director, Kevin Wieberg, presented the Accounts Payable Report with no pending transactions.*

*\$17,909.82*

*Director, Kevin Wieberg, presented the Payroll Report since the last Board Meeting.*

*2023-21 \$ 25,722.00*

*2023-22 \$ 26,226.27*

*Cheri Dix moved to approve the Accounts Payable and Payroll Reports as submitted.*

*This motion was seconded by Dana Wheatley and unanimously approved by the Board.*

# MONITEAU COUNTY EMERGENCY DISPATCH



## 4. INVITED GUESTS

*No Guests are in attendance.*

## 5. UNFINISHED BUSINESS

### a. 2024 Budget

*Director Wieberg presented the proposed budget for 2024 and explained each line item. The Board will review the proposal and act upon it in the December meeting.*

## 6. NEW BUSINESS

### a. Architect Contract

*The contract from Porter Berendzen for Phase 2 of the building addition was presented. This contract was reviewed by Counsel Miller and recommended changes to the contract have been made and are included.*

*Dayley Elliott moved to approve the contract and to have Chris Allee sign on behalf of the Board to enter into the next phase of the project.*

*This motion was seconded by Cheri Dix and unanimously approved by the Board.*

## 7. DIRECTOR'S REPORT

*Report attached.*

## 8. BOARD INQUIRIES

*None*

## 9. PUBLIC COMMENTS

*None*

## 10. CLOSED SESSION

*The Board did not enter into Close Session.*

## 11. SCHEDULE FUTURE MEETINGS

*MCED Board of Directors meet on 2<sup>nd</sup> Monday of each month.*

*December 11, 2023*

## 12. ADJOURNMENT

*With no other business being presented, Jeff Koerkenmeier moved to adjourn the meeting.*

*This motion was seconded by Mike Volkart and was unanimously approved by the Board.*

*The Meeting was adjourned at 7:13 PM.*

*Minutes prepared by Kevin Wieberg*



# Moniteau County Emergency Dispatch

Monthly Directors Report - September



## Personnel

	Telecommunicators	In Training	Vacancies	Road Signs
Full Time	9		1	0
Part Time	2	0	3	2

## Training

	Date	Attendance	Hours	Type
Domestic Shooting	Monthly	10	1	Online
Strokes / ProQA Buttons / CA Fast Track	17-Oct	12	1	Staff Meeting

## Certifications

	Complete	Scheduled	Needing	Total
Basic Telecommunicator	14	0	0	14
Online Universal Telecommunications Essentials Course	14	0	0	
Dispatch-Directed CPR	14	0	0	
ProQA	13	0	1	
EMD	11	3	0	
MULES	14	0	0	

## Projects

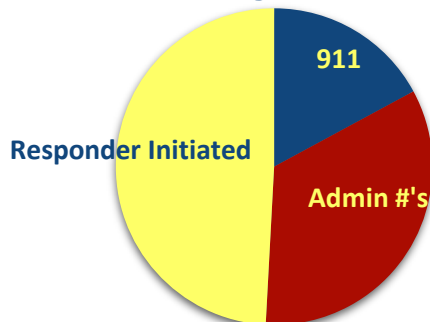
## Monthly Activity

Cooper County Address Points	Complete	911 Presentation at California Elementary School
Go2it Dispatch map to incorporate Oblique Imagery	Pending	RHSOC
AED Registry	In Progress	LEPD
Radio Backup / ES Chat Project	In Progress	Rapid SOS / Raptor Presentation
		PAM

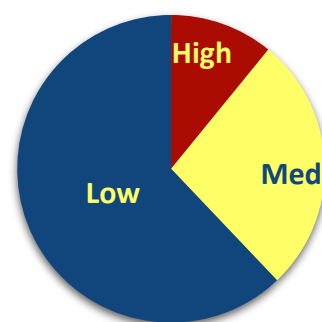
## Month at-a-glance

<b>1,236</b> Calls for Service Created (CAD)	Language Line Utilized <b>2</b>
<b>121</b> High Priority Calls	Average time to Dispatch HP CFS <b>02min 04sec</b>
<b>307</b> 911 Received	911 Average Ring Time <b>2.97 seconds</b>
<b>66</b> 911 Hangups	Quality Assurance Evaluations <b>143</b>
<b>5</b> 911 Text Sessions	Average Monthly QA Score <b>94.87%</b>
<b>6</b> Smart911 Profiles Created	New Addresses Assigned <b>5</b>
<b>1,494</b> Admin/ Business calls - Inbound	Warrants Entered <b>32</b>
<b>564</b> Admin/ Business calls - Outbound	

Call Origination



CFS Priority Level





# Moniteau County Emergency Dispatch

## Monthly Directors Report - September



	January	February	March	April	May	June	July	August	September	October	November	December
<b>Average Score</b> Call-Taking/ Dispatching	87.56%	94.01%	92.11%	91.98%	93.76%	94.93%	95.23%	96.46%	95.72%	94.87%		
<b>High Compliance (100%)</b>	42	69	64	82	93	93	66	96	106	84		
	27%	40%	50%	47%	57%	59%	57%	61%	61%	59%	0%	0%
<b>Compliant (90%-99%)</b>	47	56	24	36	28	38	31	43	44	33		
	30%	32%	19%	21%	17%	24%	27%	27%	25%	23%	0%	0%
<b>Partial Compliance (80%-89%)</b>	24	26	19	28	23	14	9	12	14	12		
	15%	15%	15%	16%	14%	9%	8%	8%	8%	8%	0%	0%
<b>Low Compliance (75%-80%)</b>	7	4	3	7	5	4	2	0	0	3		
	4%	2%	2%	4%	3%	3%	2%	0%	0%	2%	0%	0%
<b>Non-Compliant (&lt;75%)</b>	37	19	17	22	14	9	8	7	11	11		
	24%	11%	13%	13%	9%	6%	7%	4%	6%	8%	0%	0%
<b>Total Assessments</b>	157	174	127	175	163	158	116	158	175	143	0	0
<b>Call Taking</b>	84.40%	91.85%	90.37%	91.36%	92.62%	92.63%	94.26%	94.68%	94.09%	93.50%		
<b>LAW</b>	34	36	27	35	30	36	21	41	44	22		
<b>FIRE</b>	9	15	4	16	16	14	15	16	11	12		
<b>EMS</b>	73	63	66	72	66	47	39	38	60	76		
<b>Dispatching</b>	96.51%	96.87%	97.75%	96.65%	96.23%	98.60%	97.51%	99.14%	98.84%	99.44%		
<b>LAW</b>	29	37	21	30	29	34	16	38	44	15		
<b>FIRE / EMS</b>	12	23	9	22	22	27	24	25	16	18		

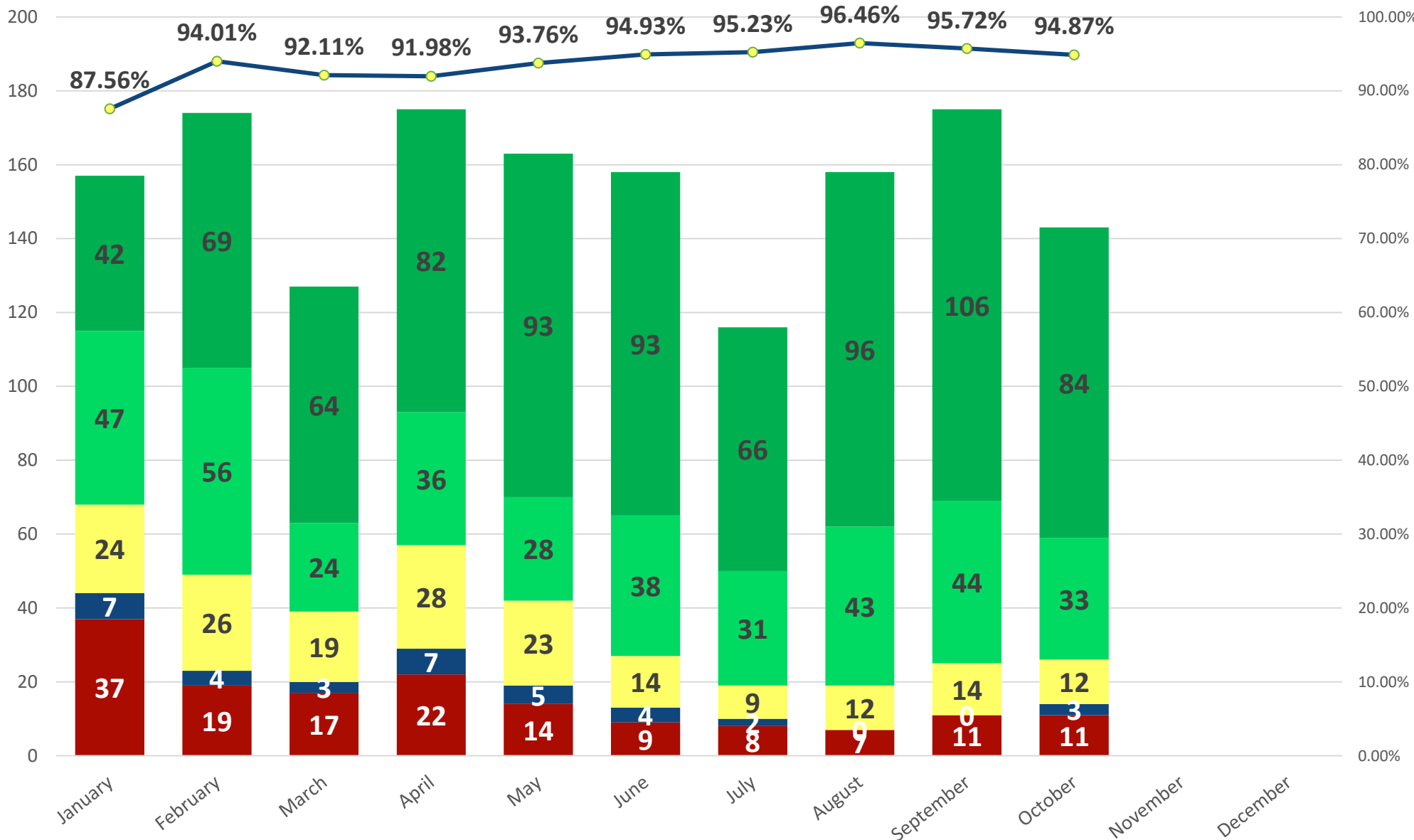


# Moniteau County Emergency Dispatch

## Monthly Directors Report - September



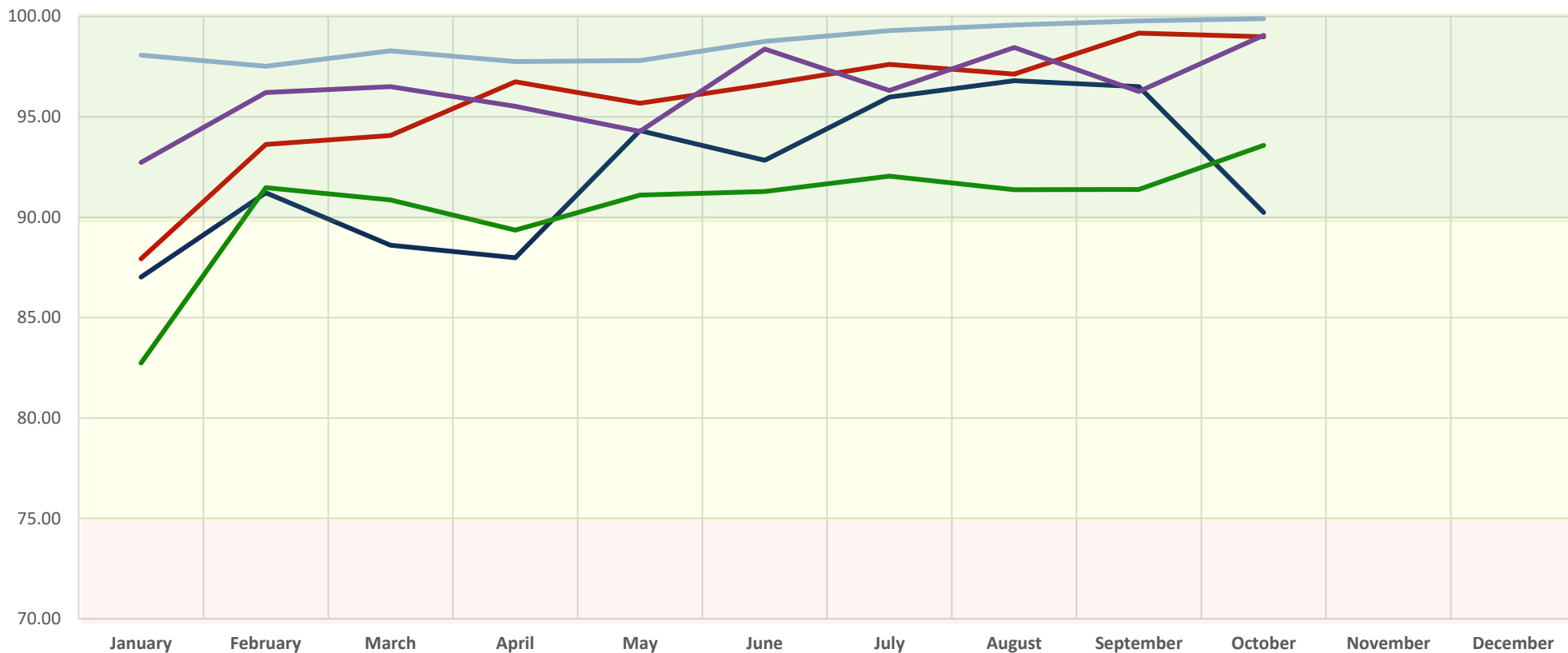
■ High Compliance (100%)   
 ■ Compliant (90%-99%)   
 ■ Partial Compliance (80%-89%)   
 ■ Low Compliance (75%-80%)   
 ■ Non-Compliant (<75%)   
 ● Average Score Call-Taking/ Dispatching



# Moniteau County Emergency Dispatch

Monthly Directors Report - October

	Non-Compliant (<75%)		Low Compliance (75%-79%)				Partial Compliance (80%-89%)		Compliant (90%-99%)		High Compliance (100%)	
	January	February	March	April	May	June	July	August	September	October	November	December
Law Calltaking	87.02	91.22	88.61	87.98	94.32	92.84	95.98	96.80	96.51	90.24		
Law Dispatching	98.07	97.52	98.29	97.76	97.81	98.76	99.30	99.58	99.78	99.89		
Fire Calltaking	87.93	93.62	94.07	96.75	95.68	96.61	97.61	97.13	99.17	98.99		
EMS Calltaking	82.74	91.47	90.86	89.36	91.11	91.28	92.05	91.37	91.38	93.58		
Fire/EMS Dispatching	92.73	96.21	96.51	95.53	94.27	98.38	96.32	98.46	96.26	99.06		



— Law Calltaking                      — Law Dispatching                      — Fire Calltaking  
— EMS Calltaking                      — Fire/EMS Dispatching



# TIME TO EFFECT DISPATCH

