

# MONITEAU COUNTY EMERGENCY DISPATCH



## BOARD OF DIRECTORS MINUTES

AUGUST 14, 2023

<b>CHAIRMAN</b> – CHRIS ALLEE	<b>DISTRICT 1</b> – DANA WHEATLY	
<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>OPS MNGR</b> – STACEY RICHARDS		

### 1. CALL TO ORDER

*The meeting was called to order at 6:00 PM by Chairman Chris Allee.*

### 2. MINUTES & REPORTS RECEIVED AND FILED

*Dana Wheatley moved to approve the meeting minutes from the July 10, 2023 Board Meeting as submitted.*

*This motion was seconded by Ruthie Adams and unanimously approved by the Board.*

*Cheri Dix moved to accept the approved poll vote from July 24, 2023 into the minutes. This motion was seconded by Dana Wheatley and unanimously approved by the Board.*

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

<i>Sales Tax Revenue</i>	<i>\$92,992.88</i>
<i>Other Revenue</i>	<i>\$1,328.72</i>
<i>Operational Expenses</i>	<i>\$99,741.26</i>
<i>Capital Expenses</i>	<i>\$0</i>
<i>Month Ending Checking Account Balance</i>	<i>\$185,263.22</i>
<i>Month Ending Certificates of Deposit</i>	<i>\$1,040,810.47</i>

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

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

### 3. ACCOUNTS PAYABLE & PAYROLL

*Director, Kevin Wieberg, presented the Accounts Payable Report with no pending transactions.*  
*\$21,650.03*

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

<i>2023-14</i>	<i>\$ 29,158.69</i>
<i>2023-15</i>	<i>\$ 31,800.76</i>

*Ruthie Elliott moved to approve the Accounts Payable and Payroll Reports as submitted.*

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

### 4. INVITED GUESTS

*No Guests are in attendance.*

# MONITEAU COUNTY EMERGENCY DISPATCH



## 5. UNFINISHED BUSINESS

### a. Building Addition Update

*Topography Survey is complete. Porter Berendzen is requesting approval to begin soliciting engineering for the project and can be present at the next Board Meeting to present Phase 2 of the addition.*

*Ruthie Adams moved to approve Porter Berendzen to begin soliciting for engineering and to prepare a phase 2 contract to be presented at next meeting.*

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

## 6. NEW BUSINESS

### a. Radio Backup Project

*Director Wieberg presented a proposal for radio backup and cellular push to talk ability. The project consists of placing 5 radios at MidMo Ambulance base that are attached to internet that can be accessible to dispatch offsite if the need to evacuate would arise and would also provide users with cellular push to talk and monitoring. This service can be made available to response partners for \$65/month/user to offset the license for each device. The service is through a company called ES Chat.*

*Ruthie Adams moved to approve the project for no more than \$50,000.*

*This motion was seconded by Dana Wheatley 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 of Directors did not enter into Closed Session.*

## 11. SCHEDULE FUTURE MEETINGS

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

*September 11, 2023*

## 12. ADJOURNMENT

*With no other business being presented, Ruthie Adams moved to adjourn the meeting.*

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

*The Meeting was adjourned at 6:57 PM.*

*Minutes prepared by Kevin Wieberg*



# Moniteau County Emergency Dispatch

## Monthly Directors Report



### Personnel

	Telecommunicators	In Training	Vacancies	Road Signs
Full Time	10		2	
	Telecommunicators	In Training	Vacancies	Road Signs
Part Time	3	0	2	2

### Training

	Date	Attendance	Hours	Type
Self Reporting Crimes / GSW	Monthly	9	1	Online
Medical Call Overview	18-Jul	12	1	Staff Meeting

### Certifications

	Complete	Scheduled	Needing	Total
Basic Telecommunicator	14	0	2	16
Online Universal Telecommunications Essentials Course	15	0	1	
Dispatch-Directed CPR	14	0	2	
ProQA	13	0	3	
EMD	9	3	4	
MULES	14	0	2	

### Projects

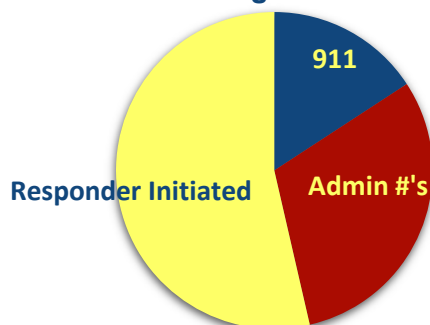
### Monthly Activity

NAWAS onto Console	Pending	Active 911 alerts - Disregard
Go2it Dispatch map to incorporate Oblique Imagery	Pending	Active 911 alerts - Repage
Active911 Alerts - Disregard and Repage for all units	Complete	Chiefs Meeting
Floor Plan Image Overlay on Map	Complete	Floor plans overlay onto map
RAVE Alerts for Municipalities	Complete	California and Tipton Mass Notifications
AED Registry	In Progress	Google Maps accuracy
		Narcan

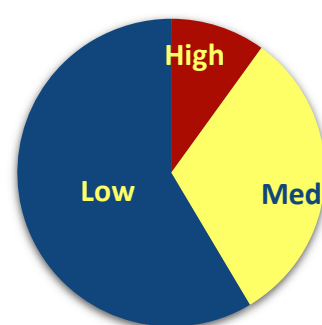
### Month at-a-glance

1,457 Calls for Service Created (CAD)	Language Line Utilized <b>2</b>
145 High Priority Calls	Average time to Dispatch HP CFS <b>01min 52sec</b>
375 911 Received	911 Average Ring Time <b>3.51 seconds</b>
128 911 Hangups	Quality Assurance Evaluations <b>158</b>
3 911 Text Sessions	Average Monthly QA Score <b>94.93%</b>
123 Smart911 Profiles Created	New Addresses Assigned <b>10</b>
1,617 Admin/ Business calls - Inbound	Warrants Entered <b>25</b>
767 Admin/ Business calls - Outbound	

**Call Origination**



**CFS Priority Level**





# Moniteau County Emergency Dispatch

## Monthly Report - Quality Assurance



	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%					
<b>High Compliance (100%)</b>	42	69	64	82	93	93	66					
	27%	40%	50%	47%	57%	59%	57%	0%	0%	0%	0%	0%
<b>Compliant (90%-99%)</b>	47	56	24	36	28	38	31					
	30%	32%	19%	21%	17%	24%	27%	0%	0%	0%	0%	0%
<b>Partial Compliance (80%-89%)</b>	24	26	19	28	23	14	9					
	15%	15%	15%	16%	14%	9%	8%	0%	0%	0%	0%	0%
<b>Low Compliance (75%-80%)</b>	7	4	3	7	5	4	2					
	4%	2%	2%	4%	3%	3%	2%	0%	0%	0%	0%	0%
<b>Non-Compliant (&lt;75%)</b>	37	19	17	22	14	9	8					
	24%	11%	13%	13%	9%	6%	7%	0%	0%	0%	0%	0%
<b>Total Assessments</b>	157	174	127	175	163	158	116	0	0	0	0	0
<b>Call Taking</b>	84.40%	91.85%	90.37%	91.36%	92.62%	92.63%	94.26%					
<b>LAW</b>	34	36	27	35	30	36	21					
<b>FIRE</b>	9	15	4	16	16	14	15					
<b>EMS</b>	73	63	66	72	66	47	39					
<b>Dispatching</b>	96.51%	96.87%	97.75%	96.65%	96.23%	98.60%	97.51%					
<b>LAW</b>	29	37	21	30	29	34	16					
<b>FIRE / EMS</b>	12	23	9	22	22	27	24					

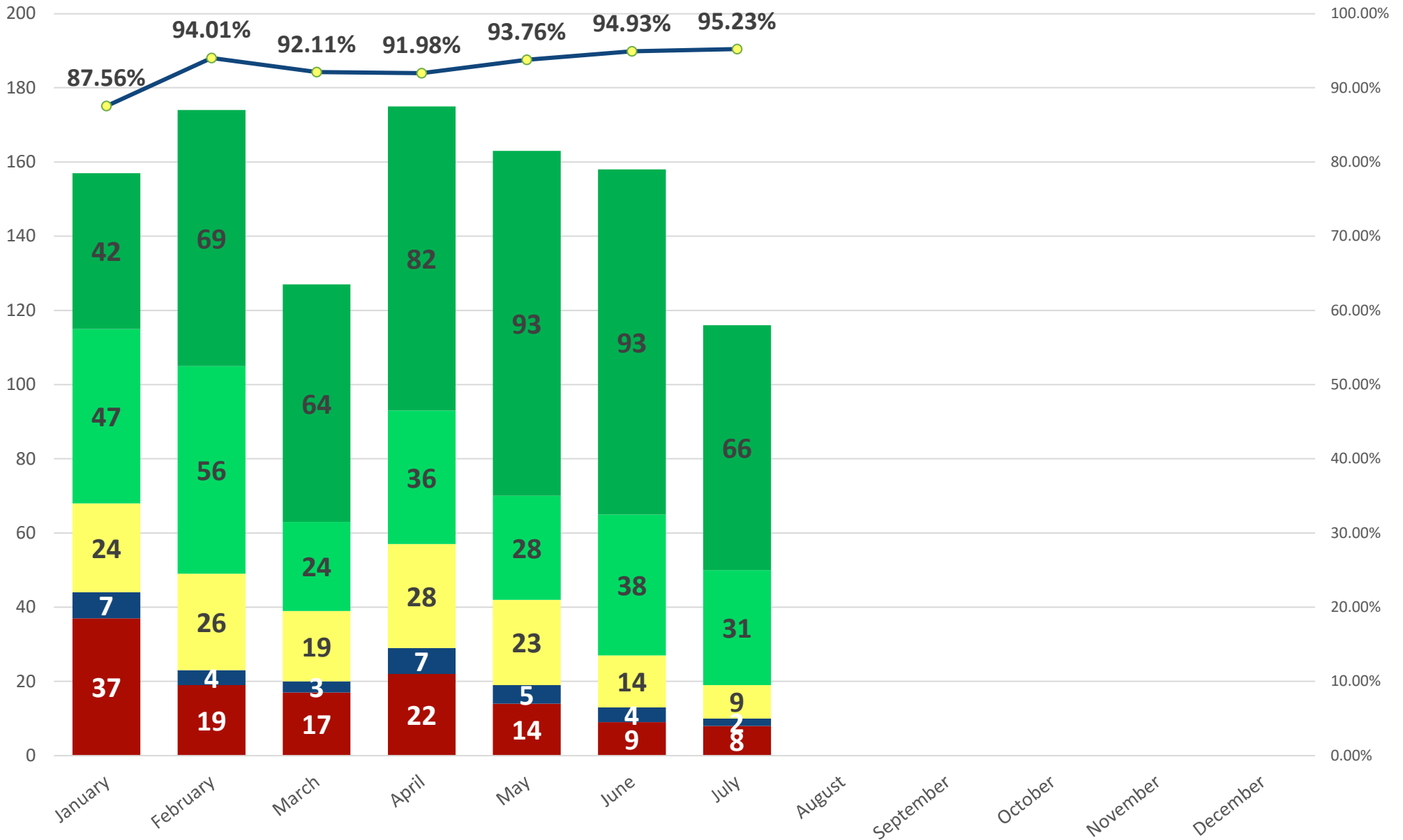


# Moniteau County Emergency Dispatch

## Monthly Report - Quality Assurance



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



<b>Non-Compliant (&lt;75%)</b>	<b>Low Compliance (75%-79%)</b>			<b>Partial Compliance (80%-89%)</b>			<b>Compliant (90%-99%)</b>	<b>High Compliance (100%)</b>	
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	January	February	March	April	May	June	July	August	September	October	November	December
<b>Law Calltaking</b>	87.02	91.22	88.61	87.98	94.32	92.84	95.98					
<b>Law Dispatching</b>	98.07	97.52	98.29	97.76	97.81	98.76	99.30					
<b>Fire Calltaking</b>	87.93	93.62	94.07	96.75	95.68	96.61	97.61					
<b>EMS Calltaking</b>	82.74	91.47	90.86	89.36	91.11	91.28	92.05					
<b>Fire/EMS Dispatching</b>	92.73	96.21	96.51	95.53	94.27	98.38	96.32					

