

# MONITEAU COUNTY EMERGENCY DISPATCH



## BOARD OF DIRECTORS MINUTES

SEPTEMBER 11, 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		JON BERENDZEN (PB ARCHITECTS)

### 1. CALL TO ORDER

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

### 2. MINUTES & REPORTS RECEIVED AND FILED

*Ruthie Adams moved to approve the meeting minutes from the August 14, 2023 Board Meeting as submitted.*

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

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

<i>Sales Tax Revenue</i>	<i>\$109,770.03</i>
<i>Other Revenue</i>	<i>\$43.18</i>
<i>Operational Expenses</i>	<i>\$108,894.58</i>
<i>Capital Expenses</i>	<i>\$0</i>
<i>Month Ending Checking Account Balance</i>	<i>\$186,181.85</i>
<i>Month Ending Certificates of Deposit</i>	<i>\$1,040,810.47</i>

*Dayley Elliott moved to approve the Treasurer's Report as submitted.*

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

### 3. ACCOUNTS PAYABLE & PAYROLL

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

*\$28,101.71*

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

<i>2023-16</i>	<i>\$ 27,184.79</i>
<i>2023-17</i>	<i>\$ 25,215.52</i>
<i>2023-18</i>	<i>\$ 26,796.18</i>

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

*This motion was seconded by Cheri Dix 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

*Jon Berendzen from Porter Berendzen Architects is present to discuss the completion of Phase 1 of the building addition project.*

*Phase 1 completes surveys and floor plans and prepares for Phase 2 which includes blueprints, bid documents and project management.*

*Jon presented an overview of the floor plans which were discussed in detail with some recommended changes to be made by the Board.*

*PB Architects will draft a contract for Phase 2 of the project and will be presented to the Board at an upcoming meeting for a vote.*

*To Date, the Board has spent \$56,367.09 on the project which includes multiple surveys, the property purchase, demolition and clean up of the old jail (including asbestos abatement) fees and permits to date.*

### b. Radio Backup Project

*Director Wieberg gave an update on the Radio Backup Project that was approved last month. Currently there are 3 radios on the system which is being tested with portable radios. The Tower at MidMO ambulance base is scheduled to be complete next month and when the radios come in will be installed to replace the portable radios for better coverage.*

*Director Wieberg provided a success story on the project, last Friday after the California Football Game, there was a house fire near the stadium. Chief Friedemeyer who was attending the game ran over and was able to communicate with incoming fire units and request additional personnel by using the phone application that was installed on his phone as he didn't have a portable radio with him.*

*Currently Kevin is working on getting someone from each agency set up on the app to see if it would be something they would like to utilize.*

## 6. NEW BUSINESS

*No New Business*

## 7. DIRECTOR'S REPORT

*Report attached.*

*Director Wieberg also provided a success story with the floor plan overview on the Smart911/ RAVE map as a California HS student called 911 and sounded in distress. The student hung up and did not provide any information. By utilizing the floor plan overlay that was recently added, the dispatcher was able to determine the student's location within the school and the administration was able to reference camera footage and identify the student and follow up with them.*

## 8. BOARD INQUIRIES

*None*

# MONITEAU COUNTY EMERGENCY DISPATCH



## 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.*

*October 9, 2023*

## 12. ADJOURNMENT

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

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

*The Meeting was adjourned at 6:53 PM.*

*Minutes prepared by Kevin Wieberg*



# Moniteau County Emergency Dispatch

## Monthly Directors Report - August



### Personnel

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

### Training

	Date	Attendance	Hours	Type
EMD	17-Aug	3	40	Cert Course
Stabbing / Thefts	Monthly	12	1	Online
Fire Operations (Chief Freidmeyer)	15-Aug	12	1	Staff Meeting

### Certifications

	Complete	Scheduled	Needing	Total
Basic Telecommunicator	14	0	2	16
Online Universal Telecommunications Essentials Course	15	1	0	
Dispatch-Directed CPR	14	2	0	
ProQA	13	3	0	
EMD	11	3	2	
MULES	14	0	2	

### Projects

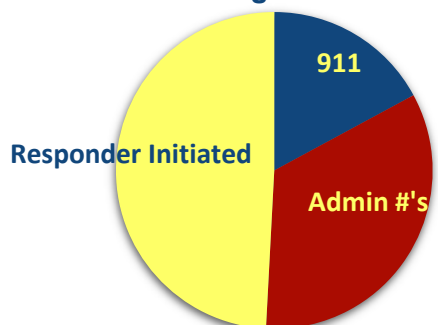
### Monthly Activity

NAWAS onto Console	Pending	California Schools - Safe Defend
Go2it Dispatch map to incorporate Oblique Imagery	Pending	LEPD
AED Registry	In Progress	Region 5 911 Directors Conf Call
Radio Backup / ES Chat Project	In Progress	

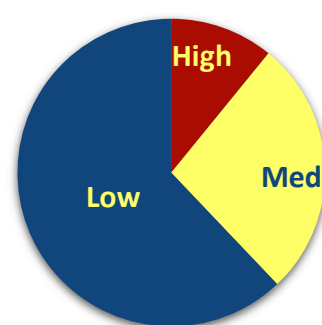
### Month at-a-glance

<b>1,414</b> Calls for Service Created (CAD)	Language Line Utilized <b>4</b>
<b>154</b> High Priority Calls	Average time to Dispatch HP CFS <b>02min 02sec</b>
<b>365</b> 911 Received	911 Average Ring Time <b>2.96 seconds</b>
<b>103</b> 911 Hangups	Quality Assurance Evaluations <b>158</b>
<b>1</b> 911 Text Sessions	Average Monthly QA Score <b>96.46%</b>
<b>121</b> Smart911 Profiles Created	New Addresses Assigned <b>10</b>
<b>1,771</b> Admin/ Business calls - Inbound	Warrants Entered <b>40</b>
<b>813</b> 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%	96.46%				
<b>High Compliance (100%)</b>	42 27%	69 40%	64 50%	82 47%	93 57%	93 59%	66 57%	96 61%	0%	0%	0%	0%
<b>Compliant (90%-99%)</b>	47 30%	56 32%	24 19%	36 21%	28 17%	38 24%	31 27%	43 27%	0%	0%	0%	0%
<b>Partial Compliance (80%-89%)</b>	24 15%	26 15%	19 15%	28 16%	23 14%	14 9%	9 8%	12 8%	0%	0%	0%	0%
<b>Low Compliance (75%-80%)</b>	7 4%	4 2%	3 2%	7 4%	5 3%	4 3%	2 2%	0 0%	0%	0%	0%	0%
<b>Non-Compliant (&lt;75%)</b>	37 24%	19 11%	17 13%	22 13%	14 9%	9 6%	8 7%	7 4%	0%	0%	0%	0%
<b>Total Assessments</b>	157	174	127	175	163	158	116	158	0	0	0	0
<b>Call Taking</b>	84.40%	91.85%	90.37%	91.36%	92.62%	92.63%	94.26%	94.68%				
<b>LAW</b>	34	36	27	35	30	36	21	41				
<b>FIRE</b>	9	15	4	16	16	14	15	16				
<b>EMS</b>	73	63	66	72	66	47	39	38				
<b>Dispatching</b>	96.51%	96.87%	97.75%	96.65%	96.23%	98.60%	97.51%	99.14%				
<b>LAW</b>	29	37	21	30	29	34	16	38				
<b>FIRE / EMS</b>	12	23	9	22	22	27	24	25				

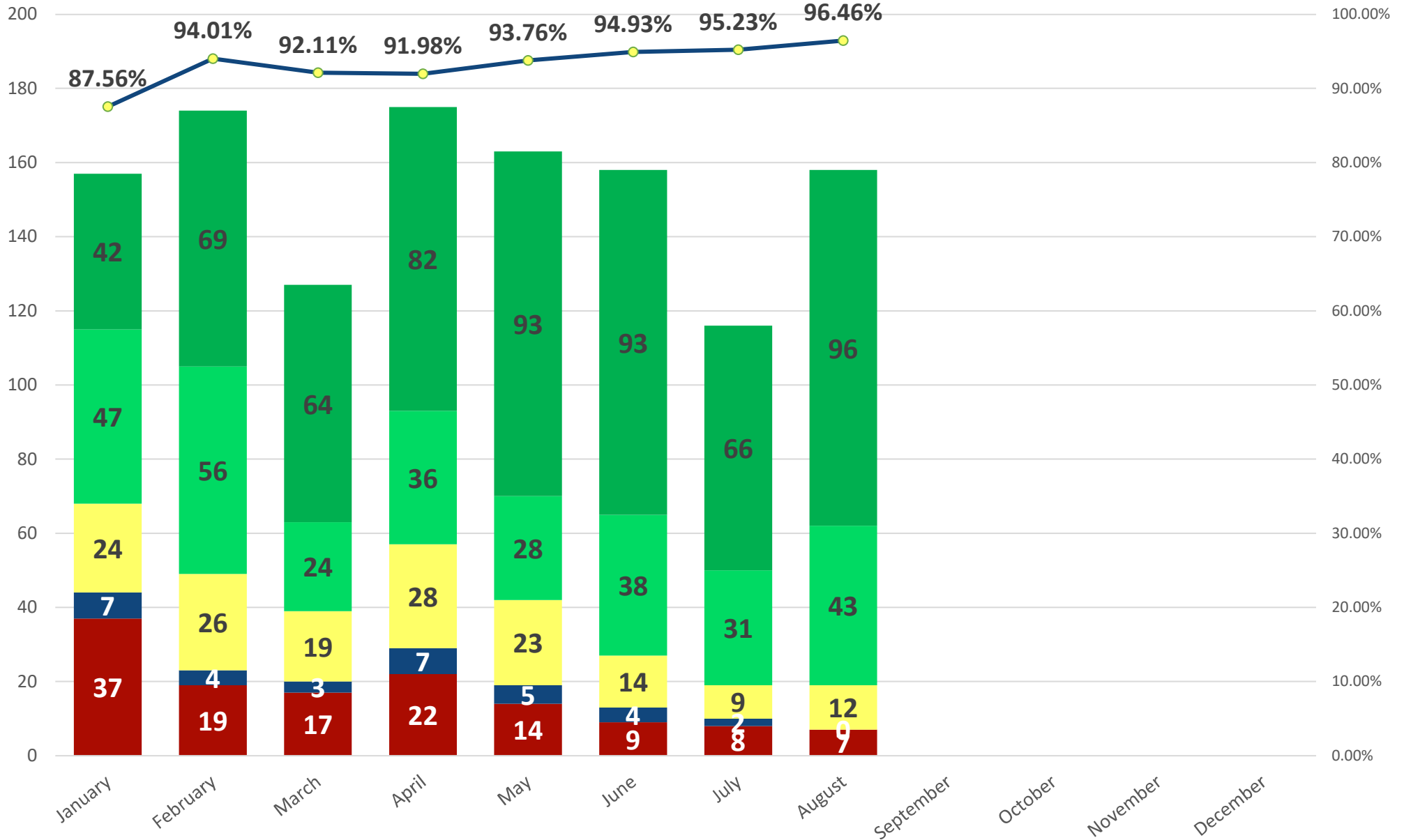


# Moniteau County Emergency Dispatch

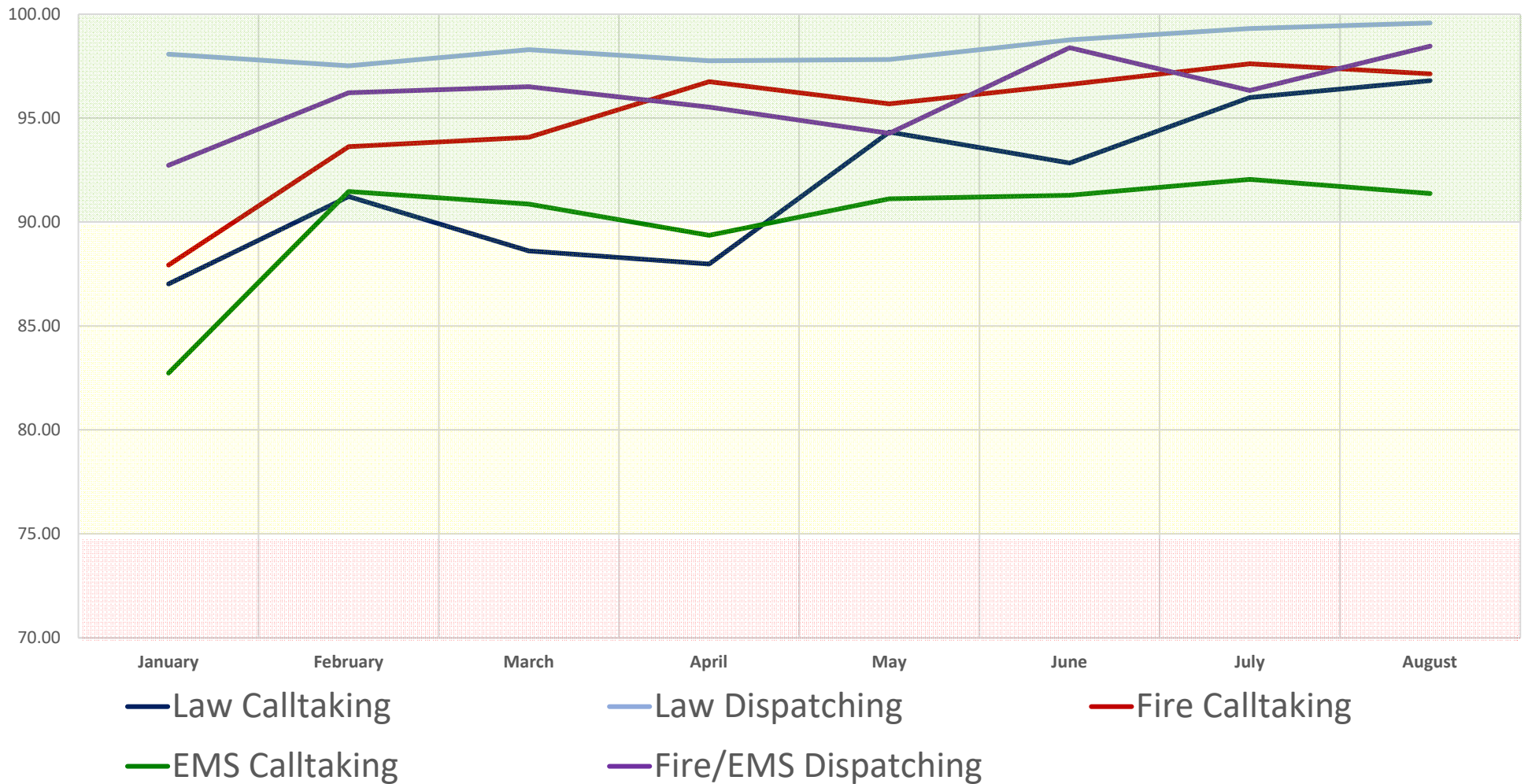
## Monthly Report - Quality Assurance



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



	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				
Law Dispatching	98.07	97.52	98.29	97.76	97.81	98.76	99.30	99.58				
Fire Calltaking	87.93	93.62	94.07	96.75	95.68	96.61	97.61	97.13				
EMS Calltaking	82.74	91.47	90.86	89.36	91.11	91.28	92.05	91.37				
Fire/EMS Dispatching	92.73	96.21	96.51	95.53	94.27	98.38	96.32	98.46				



# TIME TO EFFECT DISPATCH

