

## **911 Advisory Board Meeting**

**May 21, 2025**

### **1. Call to Order –**

The Greene County Advisory Board Meeting was called to order by Chairman Pennington at 3:00pm on May 21, 2025, via phone conference call. Seven members were in attendance.

*Attendance details in attachment.*

### **2. Approval –March 19, 2025, Meeting Minutes**

Chairman Pennington reviewed the minutes from the March meeting.

Those minutes were sent out for review on Friday May 16, 2025. Member Jim Arnott motioned to approve the minutes; Member Melanie Bach seconded the motion. Motion Carried 5/0.

Member Paul Williams arrived at the meeting at 3:02.

Member Jaimie Kilburn arrived at meeting at 3:10.

### **3. Status Updates**

Financial Status updates were provided by Jeff Scott.

Financial Reports - The written report, for the March Financials, was prepared by the Greene County Budget Department. March represents 25% of the year. Sales tax is behind pace at 22% and there has been no reimbursements of State Grants yet. Overall, revenue is ending the month behind pace at 21%. Personnel expenditures were 24% compared to 7 of 26 pay periods being 27%. Operations are at 24%. Telephone, Training and Meetings, and CAD System Maintenance are ahead of pace. When you combine Personnel & Operations, expenditures are below pace at 24%. Capital, Debt Service and Contingency are at 0%. Overall, total expenditures are below pace at 20%. When large, one-time expenditures are factored in and smoothed (Gen.Liability, Spfld All OvrHd, Misc Equip Maint, Network Line, Equipment Lease, CAD System Maint, and Equipment) the Adjusted YTD Overall Budget to date is \$2,820,078 and Adjusted Overall YTD Spending is \$2,463,354 for a \$356,724 volume to the good through 3 months.

Cash balance at the end of March 2025 was \$8,256,044 in the warrant account. This is \$1,174,817 lower than last year (CAD System Maintenance paid earlier this year). Cash level (less outstanding warrants of \$459,819) is 3.44 times the required operating

reserve level of \$2,267,995. The equipment reserve account has an additional 2,000,000 balance.

At the conclusion of report, Jeff Scott left the meeting.

#### **4. Old Business**

##### **Center Update**

911 Director April Ford reviewed the NextGen Core Services project regarding Mercy Hospital. She revealed that there is a deadline of January 31, 2026, for Mercy to complete their VIPER and NextGen Core Services. Currently they are in the process of gathering all the GIS data needed to achieve that end goal.

There are seven full time people currently undergoing the new hire process. They are currently needing to complete hearing tests and drug screens. Once those are completed the anticipated start date for this group will be June 16<sup>th</sup>. The only obstacle right now is a shortage of trainers. Right now, there are 17 people on the floor for training and Heather Morrison is developing a rotation plan to accommodate this new training group.

Today was the last day for one of our supervisors. So, the department is getting ready to go through a promotional process for supervisors.

Regarding the new hire group, if all of them pass testing, the 911 center will be the closest it has been in years to being fully staffed.

The center has been conducting mandatory staff meetings to get all staff members up to date with some of the changes coming up in technology as well as some basic housekeeping on protocols and procedures.

The storm on April 29<sup>th</sup> was an all-hands-on deck day. She goes on to say that all of team was out on the floor giving their all and she saw that with yesterday's storm preparation as well.

Chairman Pennington, having been on site for both events, gave accolades for all staff and how they operated. Overall, he was very thankful to the team. He goes on to say that there have been many discussions along with additional planning to improve any gaps that were identified during the April 29<sup>th</sup> storm.

Assistant Director JR Webb gave an update on the CAD system. He goes on to report that events are up 5%. Text to 911 calls is showing down 11.5% but realistically it's just over 40 calls. Total cell calls are up above 90%.

95-98% of the call transfers are being transferred to EMS for ambulances.

Director Ford gave thanks to all the food donors and supporters that just expressed their appreciation for the team during National Telecommunicators Week.

Director Ford updates the board on the 988 and Burrell colocation.- There will be a team of two on the floor managing 988

## **5. New Business**

There was no new business to report.

## **6. Adjournment**

With no further business to discuss, the meeting was adjourned at approximately 3:23pm.

The next scheduled meeting will be Wednesday, June 18th,2025 at 3:00pm.

### *Attachment 1*

#### **Present**

Jamie Kilburn	Greene County Fire District Representative
David Pennington	Springfield Fire Department Representative
Collin Quigley	City of Springfield Representative
Melanie Bach	Springfield Business Representative
Paul Williams	Springfield Police Department Representative
Larry Woods	Greene County Administrator

#### **Non-Voting Members Attendance**

April Ford	Springfield Greene County Emergency Communications Department
JR Webb	Springfield Greene County Emergency Communications Department
Mandy Walton	Springfield Greene County Emergency Communications Department
Jeff Scott	Greene County Commission Office

	Proxy 24	Proxy 25	Absent 24	Absent 25	Present 24	Present 25	Dec 2024 CANCELLED	Nov 2024	Oct. 2024 CANCELLED	Sep 2024	Aug 2024	July 2024	June 2024	May 2025	Apr 2025 CANCELLED	Mar 2025	Feb 2025	Jan 2025 CANCELLED	
David Pennington	0	0	3	0	6	2	-	1	-	1	A	1	-	1	-	1	1	-	
Jim Arnott	3	0	3	1	3	0	-	A	-	P	1	P	-	1	-	A	A	-	
Melanie Back	0	0	1	0	8	2	-	1	-	1	1	1	-	1	-	1	1	-	
Gene Smith	0	0	3	0	3	2	-	1	-	-	-	-	-	A	-	1	1	-	
Larry Woods	1	0	2	0	6	2	-	A	-	1	1	1	-	1	-	1	1	-	
Jamie Kilburn	0	0	1	0	8	2	-	1	-	1	1	1	-	1	-	1	1	-	
Collin Quigley	0	0	1	0	8	2	-	1	-	1	1	1	-	1	-	1	1	-	
Chris Coulter	0	0	2	1	7	1	-	A	-	1	1	1	-	A	-	1	A	-	
Paul Williams	2	0	0	0	7	2	-	1	-	1	P	P	-	1	-	P	1	-	