

NEW LENOX FIRE PROTECTION DISTRICT  
SPECIAL BOARD OF TRUSTEES MEETING  
JUNE 21, 2019

MINUTES OF THE REGULAR PUBLIC MEETING OF THE BOARD OF TRUSTEES OF THE NEW LENOX FIRE PROTECTION DISTRICT, COUNTY OF WILL, HELD AT FIRE STATION #1, 261 E. MAPLE STREET, NEW LENOX, ILLINOIS, IN SAID DISTRICT AT 10:00 A.M. ON FRIDAY THE 21TH DAY OF JUNE 2019.

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Trustees Roll Call:

Trustee Minger	P
Trustee Sauter	A
Trustee Levey	P
Trustee DiFiori	A
Trustee McCollum	P

Others Present:

Attorney Tom Gilbert, Chief Adam Riegel, Deputy Chief Dan Turner, Mayor Tim Baldermann, Megan Applegate, Denise Pavlik, Linda Baaske.

The Friday meeting was called to order at 10:00 a.m. with a quorum present.

**PUBLIC COMMENTS**

None

**NEW BUSINESS**

A. Discussion on Dispatch Center

Trustee Minger stated we are here today to discuss the issues that have been going on with the dispatch center since February 11<sup>th</sup>.

Update from Denise Pavlik:

- Staffing Difficulties – five (5) new hires to start July 1<sup>st</sup>, hiring two (2) supervisors.
- New complaint procedures – her and Alex now get the complaints, Alex does the investigations and responds.
- She is trending all issues.
- Training issues – she has implemented a full training program (previously there was none) for all new hires. This is a nationwide training program with six (6) weeks in the classroom then with a certified trainer. 18 to 24 months program.

- Existing staff are being retrained on issues.
- Address issues remain; they are fixing common place name errors.
- 9-1-1 Office struggles – updates to the system are not being done.  
They are having staffing issues as well. Two new staff members will start July 1<sup>st</sup>.
- Policies/Procedures are being created.
- Accountability has been implemented.
- Scheduling issues because of the CBA, there is a bargaining meeting on July 2<sup>nd</sup>.
- Call processing time is next on the list for improvement.
- She is working on a strategic plan.
- Budget year starts December 10<sup>th</sup>, the 2020 budget is already drafted but not yet approved.

Mayor Baldermann:

- This was a forced consolidation by the state, its unrealistic to think there would be no issues with the size of this consolidation.
- Feels its irresponsible to jump ship this early.
- Has issues with the Police Department and the Fire Department being dispatched by different centers.
- They have 100% ability to charge to transfer calls to another dispatch center out of Will County. He will push the board to charge any agency that leaves Laraway for call transfers.
- These issues happen in all dispatch centers.
- These are legitimate concerns and he has full confidence in Denise.
- He will be attending the ETSB meeting next week to discuss the 9-1-1 office issues. He will be meeting with Anthony Marzano, the Director of the 9-1-1 office prior to that meeting. If needed he will meet with Larry Walsh and attend every county board meeting.
- He hopes we will continue to discuss issues with as many meetings as needed to solve the problems instead of leaving. We need to work together and stick together to see this through. He has always supported the fire department and always will.

Trustee Levey:

- Denise has been wonderful to us by answering all our questions.
- We are lucky we haven't had a death so far with the bad calls, which I have witnessed firsthand.
- I am responsible for 60 employees and 40,000 residents and this is why I am so passionate about this.
- Charging us for call transfers if we leave the county vs. if we go to Wescom. Because the fire department is the lead agency the police department would go to Wescom as well.

So, you would not only enforce a call transfer charge to us but to the Police department as well.

- There is a sunset clause in the state mandated dispatch center consolidation statute, which is December 2020, so who knows what will happen then.
- We get no where with the 9-1-1 office, any changes that we need to make we get resistance.
- The Cad system doesn't work, we have paid millions into this system. The equipment worked when we were at Lincolnway and after the move to Laraway there continues to be problems.

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### **ADJOURNMENT**

A motion was made by Trustee Minger seconded by Trustee McCollum to adjourn at 12:30 p.m.

### **ROLL CALL:**

Trustee Minger - Yea

Trustee Sauter – Absent

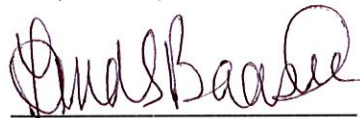
Trustee Levey – Yea

Trustee DiFiori – Absent

Trustee McCollum - Yea

Motion carried, and meeting was adjourned at 12:30 p.m.

Respectfully submitted,



Linda Baaske

Recording Secretary