

KenCom Personnel Committee Meeting Minutes
Held, May 15th, 2025
10:02 a.m.

Member	Agency	Present	Absent
Dan Schiradelly	Oswego Fire Department	X	
James Jensen	Yorkville Police Department	X	
Cliff Fox	Newark	X	
Jeremy Messersmith	Bristol Kendall Fire Department	X	

Others present: Lynette Bergeron, KenCom Director; Pamela Hurtig, KenCom Deputy Director; Jenny Haske, Assistant Director; Bonnie Walters, KenCom Executive Assistant.

Jensen called the meeting to order and requested a roll call of the membership. A roll call was taken with all four members present which resulted in having a quorum.

Jensen called for a motion to approve the agenda with an amendment to add the closed session meeting minutes from 2/20/25 to item 6. Messersmith made the motion to approve the amended agenda, seconded by Schiradelly. Discussion. All members present voting aye. Motion carried.

Public Comments: None

Correspondence: None

Approval of Closed Session Minutes – Schiradelly made a motion to approve closed session meeting minutes and remain closed from February 20th, 2025, seconded by Messersmith. All members present voting aye. Motion carried.

Consent Agenda – Jensen asked for a motion to approve the Consent Agenda. Schiradelly made the motion, seconded by Messersmith, to approve the Consent Agenda as follows: Approval of the February 20th, 2025 Personnel Committee Minutes. All members present voting aye. Motion carried.

Jensen called for Old Business:

Review of Employee Handbook – Bergeron stated that the Employee Handbook was passed by this Committee in February and presented to the February Executive Board meeting for approval, which was passed. All of the employees have signed off on the Handbook.

Other Old Business – None

Jensen called for New Business:

Staffing Updates – Hurtig stated they are down four positions, hiring is almost complete. There are four full-time starting on Monday and two part-time experienced dispatchers that will be starting Monday and Tuesday. Lynsey Sobieraj, former KenCom employee, came back part-time to help out and is currently part-time with Grundy County too. There is an employee on Military Leave and an employee was just released from training a few weeks ago.

Staffing Concerns – Hurtig stated she is extremely concerned on the amount of overtime the Telecommunicators are working and doing many 16 hour shifts, 21 total in the last couple of months. This is not a common occurrence and never want them to be held over for 16 hours and some have an 8 hour turnaround. KenCom has employees that live 45 minutes away and with an 8 hour turnaround it is not good. There have been about 39 with just 8 hour turnarounds. There is a cot that is kept in the conference room that the employees can sleep on their breaks. Hurtig stated in her opinion it is more than a staffing crisis it is a chronic shortage and has been going on for years. They have been trying to establish a positive work culture and holding people accountable for bad conduct, but in the end to establish that environment we need to

make that work. It is no longer a work-life balance; it is a life-work balance, and we need to take care of the employees. Hurtig continued her number one concern as the new Director is staffing. Hiring takes a minimum of 3-4 months, training without experience is 5-6 months. Over the last 3 years, the training success rate has been about 44%. If we were fully staffed, and we are at minimum staffing on some shifts, and we lose 1 person. To replace that person is a minimum of 35-44 weeks. In the last pay period the telecommunicators worked an average of 30 hours in overtime. With this comes increased stress levels and not able to perform at their best. The national average of turnover for an Emergency Communication Center is 20-30%. NENA is recommending to have appropriate staffing; you need to hire over your minimum staffing. In KenCom's case they would have to hire at least 3-4 more people. The Union is requesting to do 12-hour shifts, which would require 4 supervisors. Hurtig reviewed a handout of the cost of losing an employee and the cost to hire and fully train an employee. Hurtig stated KenCom has to increase staffing levels. There has not been a staffing increase since 2014. Discussion ensued. Hurtig will put numbers together and include in her upcoming budgeting process for 3-4 more telecommunicators and present to the Finance Committee. Bergeron stated Pamela has worked all week until after 1 am because there is not enough time in the day. Bergeron mentioned she has done that since 2007 and it burned her out, and asked the board to give KenCom the help they need so that does not happen moving forward. After discussion, Shiradelly made a motion to bring to the Finance Committee next month a request for four additional telecommunicators, seconded by Messersmith. All members present voting aye. Motion carried.

Union Issues, Concerns – Hurtig stated the contract expires in November 2026. There was a minor issue. There was a minor grievance by an employee, but once the contract was explained to the employee the grievance was dropped.

Hiring – Previously discussed in staffing concerns.

Closed Session Audio Destruction – None

Closed Session Audio Destruction – Messersmith made a motion to approve the January 19th, 2023 closed session audio destruction, seconded by Schiradelly. All members present voting aye. Motion carried.

Succession Planning – Bergeron stated is ongoing and doing some cleanup work that needed to be completed. The old tower in Oswego that is abandoned is still KenCom's responsibility and they do have an IGA with the Village of Oswego.

Updated Job Descriptions – Hurtig reviewed the Operations Manager (title change from Assistant Director), Deputy Director's, and Quality Assurance Job descriptions. Schiradelly made a motion to change the Assistant Director Job description to Operations Manager, the new Deputy Director Job description, and the Quality Assurance Job description, seconded by Messersmith. Discussion. All members present voting aye. Motion carried.

Quality Assurance Analyst – Jensen mentioned the Finance Committee approved the expenditure of \$18,192.00 per year for a Quality Assurance Analyst if approved through the Personnel Committee. Schiradelly made a motion to approve to hire a Quality Assurance Analyst in an amount of \$18,192.00 per year, seconded by Messersmith. Discussion. A roll call was taken with all four members present voting aye. Motion carried.

Other Business from the Floor – None

Closed Session – None

Action after closed session – None

Jensen stated the next Personnel Committee is Monday, June 23rd, 2025 at 10:40 a.m. Schiradelly made a motion to adjourn the meeting, seconded by Messersmith. All members present voted aye. The meeting adjourned at 10:48 a.m.

Respectively submitted,

Bonnie Walters
Recording Secretary