

# Cass County 911 Communications Center

Sheriff Larry Jones, TAA      Rob Koppert, TAC  
Cass County Courthouse  
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Atlantic, Iowa 50022  
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## MINUTES

September 23, 2002

Members present: Dave Jones, Lynn Crozier, Chuck Kinen, Don Volk John O'Brien and Delores Kirk.

Staff present: Rob Koppert, Gloria Abild

Citizens present: None

Meeting called to order by Chairperson Kinen at 5:01pm

MSC Kirk/Jones to approve the agenda as published. Carried unanimously.

MSC Kirk/jones to approve the August 2002 meeting minutes. Carried unanimously.

MSC Crozier/Kirk to approve the August financial statements. Carried unanimously.

TAC Koppert gave his report and discussed the results of the EMD Quality Assurance. A significant increase was noted in the overall score from the baseline of 68.9% center wide, to 87.8%. With the exception of one dispatcher, the remainder scored in the 90% to 100% range. The EMD Q/A Committee only reviewed one case from each dispatcher, so it was concluded that the one bad score may have been the result of a poor call, and as the committee gets more proficient in doing Q/A, 2 calls from each dispatcher will be reviewed. TAC Koppert also discussed the Cumberland/Massena Fire Paging Repeater. Parts have been ordered to correct the audio problem, but have not arrived yet. This delay has postponed the testing of a proposed backup system for the communications center. TAC Koppert reported a concern was brought forward by Chuck Rieken of the Cass County Board of Supervisors regarding the EMD program and a call in Griswold. Chair Chuck Kinen and TAC Koppert met with Mr. Rieken and addressed his concerns and will continue to look into the problem and take any steps necessary to correct the problem.

In Old Business, the Commission discussed the possibility of hiring a 4<sup>th</sup> full time dispatcher. After discussion of the various pros and cons, the Commission voted to hire a 4<sup>th</sup> fulltime dispatcher.

MSC Jones/Crozier to proceed with the hiring of a 4<sup>th</sup> fulltime dispatcher. Carried unanimously.

TAC Koppert requested the Commission purchase a new cassette tape recorder for use in the communications center in making tapes for court, law enforcement investigations, etc. After discussion on professional quality portable and non-portable cassette decks, the Commission voted to purchase the portable one.

MSC Crozier/Kirk to purchase a portable cassette recorder for no more than \$400.00. There was no New Business discussed and no comments or concerns brought by the public. Carried unanimously.

TAC Koppert also requested that he be sent to a EMD Quality Assurance class in Lincoln, Nebraska. Cost would be \$550 for tuition plus expenses.

MSC Crozier/Kirk to allow TAC Koppert to attend the class. Crozier and Kirk voted aye, O'Brien, Volk, Kinen, and Jones voted no. Proposal failed.

MSC Jones/Kirk to adjourn at 6:08pm.

Respectfully Submitted,

Rob Koppert, TAC  
Recording Secretary