



BOARD OF DIRECTORS EAST CENTRAL DISPATCH CENTER

Board Members

Bola Akande
Amy Hamilton

David Gipson
Garrett Schlett

Amber Withycombe
Marie Peoples

Jennifer Yackley

Executive Director
Brad Wilson

Deputy Director
Kurt Ploch

BOARD OF DIRECTORS MEETING MINUTES

Date & Time: Wednesday, April 16, 2025 @ 3:00 PM

Location: Richmond Heights City Hall – Council Chambers
1330 S. Big Bend Blvd.
Richmond Heights, MO 63117

Meeting Link:

Google Meet joining info

Video call link: <https://meet.google.com/bjn-tvun-tfi>

Or dial: (US) +1 323-641-3748 PIN: 133 592 594#

- **Call to Order & Roll Call**

Meeting called to order at 1502 hrs. Roll call show all members present expect for Garrett Schlett

- **Approval of the April 16, 2025, Board of Directors Meeting Agenda**

Motion made to accept the agenda by David Gipson. Seconded by Marie Peoples. All in favor.

- **Approval of Previous Meeting Minutes**

- March 12 & 26, 2025 – Board of Directors Meeting Minutes

Motion made to accept both meeting minutes made by Amy Hamilton. Seconded by Amber Withycombe. All in favor.

- **Department Level Provisioning Meetings**

Director Wilson reported that the only department left to meet with is Webster Groves FD; which is scheduled for May. He also reported that any mistakes/omissions noted during the meetings were fixed immediately. Other enhancement requests are being worked on.

- **Mission Critical Partners CAD Assessment**

Director Wilson reported that there is a virtual informational meeting that will take place on 17 April. Mission Critical Partners, (MCP), Team will be on, as will representatives from PD, FD, Board and ECDC. There were two other consulting firms that appear to also provide services similar to MCP that will also be contacted for the same type of meeting. ECDC will report back any findings.

- **ECDC Website**

The new website is still under construction, but should be finished soon. The IT professional contracted to help had some illnesses in their family, which has postponed the publishing of the website.

- **CAD Failover – Week of 19 May**

CAD failover will be the week of 19 May. REJIS and Motorola staff will switch CAD from the main site at REJIS to the Disaster Recovery site in Springfield MO. This was a rescheduled event from late 2024 when Motorola had to reallocate personnel due to back-to-back hurricanes that struck the Eastern Seaboard. ECDC and other users asked for a Spring date to ensure that any Winter weather would be over.

- **APCO Staffing Study**

Director Wilson reported on the 2024 APCO RETAINS study. All numbers from Rock Hill were removed where applicable. Study shows that ECDC is understaffed by 8.7 dispatchers. Board enquired if the sworn personnel numbers that were used were actual staffing numbers or total approved staffing numbers. (total approved was used). Board requested the report to be run again but use the actual numbers as of April 2025.

- **Aurelian AI Non-Emergency Admin Phone Automation Software**

ECDC had been directed to explore AI systems that could be used in communications. ECDC reported that they had met with Aurelian AI that provide an AI system to handle non-emergency line phone calls. Aurelian was provided a small sample of phone calls and believed, based on that sample, that their system could reduce the amount of truly non-emergency phone calls currently handled by the dispatchers by up to 70%. The system can also handle 35 different languages, detect stress or nervousness in a callers voice and immediately transfer those calls to a dispatcher for handling.

- **Budget Discussion**

Lengthy discussion followed. The following suggested changes will be made:

- Remove Rock Hill

- Holiday line item- get a five-year average of actuals and adjust accordingly.

- Check the FSA line items and remove Rock Hill.

- Check the current Fund Balance

- Estimate what the Fund Balance will be by 30 June.

- Check Policy to ensure that ECDC is following the percentages listed in the Fund Balance.

- **Public Comment**

None

- **Audit**

Director Wilson handed out copies of the annual audit. Reported that ECDC has passed the audit with no deficiencies noted.

Amy Hamilton made the motion to accept and file the audit. Bola Akande seconded. All in favor.

- **Future Board of Director Meeting Dates**

- Apr 22, 2025

- (Virtual)

- Jun 18, 2025

- Aug 20, 2025

- Oct 15, 2025

- Dec 17, 2025

- **Closed Session**

The Board of Directors may hold a closed meeting, with a closed vote and record, as authorized by Section 610.021(1), (2) and (3) Revised Statutes of Missouri, relating to legal issues, real estate and/or personnel, negotiation of a contract pursuant to Section 610.021(12) RSMO., and/or proprietary information pursuant to Section 610.021(15).

- **Adjournment**

Amber Withycombe motioned to adjourn. Seconded by Marie Peoples. All in favor.

Meeting adjourned at 1627.