

**ORLEANS PARISH COMMUNICATION DISTRICT
BOARD OF COMMISSIONERS**

MINUTES

Regular Quarterly Meeting
Tuesday, November 10, 2015, at 10:00am
OPCD Administrative Conference Room
118 City Park Avenue, New Orleans, LA 70119

I. CALL TO ORDER

OPCD Board Chair Col. Terry Ebbert called the meeting to order at 10:06 am.

II. ROLL CALL

Ms. Ausetua AmorAmenkum called the roll. The following Board members were present:

Board Chair Col. Terry Ebbert; Vice Chair Dr. Brobson Lutz; Lt. John Stelly (proxy for Capt. Donovan Archote); Dr. Jim Aiken (proxy for Greg Feirn); Col. Timothy Chastain (proxy for Major Glenn H. Curtis); CAO Mr. Andy Kopplin, NOFD Supt. Timothy McConnell; NOPD Deputy Chief Bardy (proxy for NOPD Supt. Michael Harrison); Dr. Jeffrey Elder; OEP Interim Director Mr. Aaron Miller and Department of Health Director Ms. Charlotte Parent.

III. ADOPTION OF SPECIAL BOARD MEETING MINUTES (September 29, 2015)

Board Chair Terry Ebbert called for the adoption of the minutes from the Special Board meeting held September 29, 2015. Lt. Stelly and Vice Chair Dr. Lutz motioned and seconded, respectively, to adopt the minutes as submitted. Board members unanimously adopted the minutes.

IV. ADOPT RESOLUTION 15-06: SET MEETING DATES FOR 2016

Chair Ebbert referred Board members to Resolution 15-06, which sets the meeting dates for 2016. Dr. Lutz motioned to adopt the Resolution and Dr. Elder seconded the motion. Board members unanimously adopted Resolution 15-06.

V. QUARTERLY FINANCIAL REPORT

Board Chair Ebbert recognized Director of HR and Finance Ms. Denise Clayville. Ms. Clayville referred Board members to the quarterly financial report in their meeting packets. This report provides information on budget vs. actual for the period ending September 30, 2015. Ms. Clayville reported that 9-1-1 revenue is meeting forecasted levels. Ms. Clayville went on to report that personnel and contractual services are less than budgeted. Chair Ebbert asked the Board to accept the financial report. Dr. Lutz and Dr. Elder motioned and seconded, respectively, to accept the report. Board members unanimously accepted the financial report.

VI. PUBLIC HEARING ON PROPOSED FY 2016 ANNUAL BUDGET

Board Chair Ebbert recognized Ms. Denise Clayville, who directed Board members to the three parts of the Budget:

1. The Budget Message
2. The Operations Budget
3. The Capital Expenditures Budget

Ms. Clayville stated that no changes were made to the budget from when it was presented to the Board in September. Ms. Clayville informed Board members that there will probably be changes to the budget in 2016 due to consolidation, which the Board will need to vote to fund or not. Ms. Clayville reported that this is the same budget that was submitted to the City Council.

Chair Ebbert asked Director Gordon to provide the Board with a summary of the budget hearing, which was held on Monday, November 9, 2015. Director Gordon reported that the Council had general questions about the consolidation process, and approved OPCD's budget as submitted. Director Gordon reported that Councilmembers Williams and Guidry had questions about current call-taker salaries and staffing levels.

Chair Ebbert then opened the floor to the public for any comments on the proposed budget for 2016. There were no comments. Chair Ebbert invited the public for comment. There were no comments.

VII. ADOPT RESOLUTION 15-07: ADOPT AN ANNUAL OPERATING AND CAPITAL BUDGET FOR 2016.

Board Chair Ebbert referred Board members to their packets for Resolution 15-07, which represents formal adoption of the annual budget. Mr. Aaron Miller and Dr. Aiken moved and seconded, respectively, to adopt Resolution 15-07. Board members unanimously approved the resolution and adopted the budget.

VIII. EXECUTIVE DIRECTOR'S REPORT

A. Load Bank Update

Executive Director Stephen Gordon reported the load bank will be installed the third week of November. Once installed, the load bank will place a sufficient load on the generators so wet stacking will no longer be a problem.

B. Civil Suit

Executive Director Gordon informed Board members that the civil suit against Sizeler Architects and Vivien Engineering is progressing. Both firms are defending their actions by claiming that OPCD verbally requested oversized generators and that the current size is adequate. Mr. Gordon expressed confidence in OPCD's claim.

C. Billboard/MARCO

MARCO advertising is continuing to work with Amtrak to extend the billboard over their tracks. Once these two companies have resolved their problems, OPCD will be ready to move forward.

D. Fitness Room

Executive Director Gordon recognized Deputy Director Frith Malin, who reported that she is anticipating the fitness equipment to be delivered by the end of November. The equipment will include two treadmills, two elliptical trainers, a stationary bike, a

recumbent bike, and a rowing machine. Ms. Malin thanked Mr. Jerry Sneed for the contact at Elmwood Fitness and Oschner. They helped OPCD staff get three bids and worked with their vendors to get their pricing levels. Ms. Malin reported that Matrix systems also donated a "KRANKcycle," which helps build upper body strength, and equipment mats.

IX. SPECIAL PRESENTATIONS

Board Chair Ebbert recognized Deputy Director Frith Malin, who referred to a chart detailing historical call answer times starting in January 2014. In October 2015, 87 percent of 9-1-1 calls were answered within 20 seconds, a significant deviation from the national call-answering standard of 95 percent of 9-1-1 calls answered in 20 seconds. Ms. Malin then referred Board members to historical figures for abandoned calls. She noted that there is a definite downward trend on abandoned call volume, which is encouraging, and what she expected. As staffing increases and the new hires start taking calls, answer times will not respond immediately, but abandoned calls will. The drop in abandoned calls shows that fewer callers are hanging up while waiting for their call to be answered. (See attached report.) Board Chair Ebbert asked that the document include the staffing levels of NOPD Complaint Operators.

Ms. Malin then distributed a handout titled "What Happens When I Call 9-1-1?". Ms. Malin stated that she created this at the request of the Board chair, and the chart shows the differing areas of responsibility with respect to 9-1-1.

X. OLD BUSINESS

A. Consolidation Update

Board Chair Ebbert called on Mr. Jerry Sneed to give an update on consolidation. Mr. Sneed reported that there were many qualified applicants for the HR Manager and Training Coordinator. There were 65 resumes received for the HR Manager position and 35 resumes received for the Training Coordinator position. We hope to complete the selection process by next week.

Mr. Sneed told that Board that we are moving forward to purchasing ProQA; the server is scheduled to arrive on the November 13, 2015, and we will begin training February 29, 2016. He reported that NOPD has moved to 12-hour shifts and personnel reported that they do not like the hours but they like the time off. Mr. Sneed concluded that it is about a 10 percent overtime increase incurred for Police personnel when they moved to 12-hour shifts.

B. Cooperative Endeavor Agreement

Board Chair Terry Ebbert directed the Board to the current draft of the Cooperative Endeavor Agreement (CEA). Board Chair Ebbert encouraged members to become familiar with the entire document so that all concerns and issues will be included and discussed when the time comes to adopt the agreement.

Chair Ebbert recognized Mr. Eric Melancon, who extended an opportunity to meet with any board member individually to address any concerns or questions. Board Chair Ebbert asked for a breakdown of the costs regarding personnel and salaries. Mr. Melancon stated that he is waiting for the HR Manager to be hired to get numbers that are more accurate. Board Chair Ebbert directed Mr. Melancon to provide Board members with the cost estimates developed so far and Mr. Melancon agreed to do so.

Board Chair Ebbert recognized CAO Mr. Andy Kopplin, who requested that the Chair convene a special meeting in January to resolve any outstanding problems or issues

with the CEA. Mr. Kopplin suggested January 12, 2016, with which Chair Ebbert agreed. Chair Ebbert then called for a Special Meeting of the OPCD Board to discuss and resolve problems in the CEA.

Chair Ebbert recognized NOFD Union President Mr. Nick Felton, who stated that he did not see the issue of collective bargaining reflected in the CEA. Chair Ebbert asked that Mr. Felton meet with Mr. Melancon and Mr. Sneed and work through those issues. Mr. Felton inquired if OPCD had received an opinion from the Attorney General's office. Chair Ebbert acknowledged that we had received a written confirmation that they have received our request and we are waiting their reply.

XI. NEW BUISNESS

Chair Ebbert recognized Mr. Brennan Green, Executive Counsel for the Civil Service Commission. He informed Board members that he was at the meeting on behalf of the Commissioners, and was merely observing. He stated that it was his understanding that there has been no correspondence regarding consolidation passed by the Commission. The City has not made a formal request for an opinion by the Commission regarding their role in this consolidation process. Once the City makes such a request, Commission members can determine their support or lack thereof, of the draft plan. Based only on what he had heard during this meeting, it appears that the CEA needs to be more developed before it is submitted to the Commission. Mr. Melancon responded that the CAO's office was still preparing the CEA, and wanted to make sure the Board was satisfied with the CEA before presenting it formally to the Civil Service Commission.

Dr. Aiken what the timeline was before we will see things change. Mr. Sneed replied that it would take about six months to get all telecommunicators capable of call taking for each discipline. Mr. Sneed was anticipating that this training phase should be complete by July 2016. Dr. Aiken asked Mr. Sneed and Mr. Melancon to report to the Board about other consolidations across the county in terms of what worked and what did not work.

XII. ANNOUCEMENTS

Chair Ebbert recognized Ms. Ausetua Amor Amenkum, Training and Public Education Coordinator, who announced the annual 9-1-1 Poster Contest and Awards Luncheon. The luncheon will be held on Friday December 18, 2015, at the Roosevelt Hotel at 11:30 AM.

XIII. ADJOURN

Board Chair Ebbert thanked Board members for their hard work on consolidation. CAO Kopplin motioned to adjourn, and Lt. Stelly seconded the motion. Board Chair Ebbert adjourned the Board meeting at 10:44 AM.

Respectfully Submitted,



Stephen J. Gordon
Executive Director