

**ORLEANS PARISH COMMUNICATION DISTRICT
BOARD OF COMMISSIONERS**

**REGULAR BOARD MEETING
Wednesday, March 12, 2019, 10:00 a.m.
Warren E. McDaniels Communications Center Boardroom
118 City Park Avenue
New Orleans, LA
MEETING MINUTES**

I. ROLL CALL AND CALL TO ORDER

Chairman Michael “Beau” Tidwell called the meeting to order. Ms. Ausetua Amor Amenkum called the roll with the following members present:

Chairman Michael “Beau” Tidwell; Vice Chairman Collin Arnold; Lt. John Stelly (proxy for Capt. Donovan Archote); Dr. James Aiken (proxy for Paolo Zambito); Deputy Supt. Roman Nelson (proxy for Supt. Timothy McConnell), Deputy Supt. Paul Noel, (proxy for Supt. Shaun Ferguson); and Dr. Jennifer Avegno.

Maj. General Glenn Curtis, CAO Gilbert Montaño, Dr. Brobson Lutz., and Dr. Emily Nichols were absent.

II. APPROVAL OF MINUTES (NOVEMBER 14, 2018)

Board Chair Tidwell called for the adoption of the minutes from the November 14, 2018 Board Meeting. Mr. Arnold moved for acceptance of the minutes and the motion was second by Chief Noel. The minutes were unanimously adopted.

Director Morris requested a motion to suspend Roberts Rules of Order in order to rearrange the agenda to handle voting on the resolutions while there was a quorum of Board members present. The motion was made, seconded and unanimously approved.

III. CONSIDERATION OF RESOLUTIONS

A. RESOLUTION 19-01 Approve submission of the annual Legislative Audit Compliance Questionnaire

The State Legislative Auditor requires an annual compliance questionnaire be completed by OPCD. This resolution authorizes the Executive Director to submit the questionnaire on behalf of the OPCD Board.

A motion to accept the resolution was made, seconded, and unanimously approved.

B. RESOLUTION 19-02 Authorization to take enforcement action against telecommunication carriers who have not complied with the 2017 Carrier Audit

This resolution authorizes the Executive Director, in consultation with the OPCD General Consul, to proceed with enforcement action against telecommunication carriers who have not provided the audit information requested in 2017 by OPCD.

A motion to accept this resolution was made, and seconded. During discussion, Dr. Aiken asked about how many carriers complied and the cost of the court filings per carrier found in non-compliance (approximately \$200 filing fee to file suit). Another question concerned the normal rate of audit compliance by carriers. Director Morris explained that Louisiana is one of the few states that legislatively provides audit authority to Communication Districts. Director Morris said that in a meeting with other Louisiana Communication District Directors at the end of February, one parish reported recovering 50% more revenue per month, and that other districts are waiting to see the results of the OPCD audit.

The motion passed unanimously.

C. RESOLUTION 19-03 Authorization to proceed and allocate funding for PSAP Expansion Feasibility Study

This resolution authorizes the Executive Director to enter into contract negotiations not to exceed \$80,000 with the winning contractor of the OPCD RFQ for design and assessment of PSAP expansion. Director Morris said the study is necessary because OPCD is outgrowing the McDaniels building. The selected firm is Verges Rome/PAGE. Funding for this project is available in the OPCD Capital Projects Reserve Fund. Director Morris said the scope of work will include contractor meetings with all stakeholders, and he instructed the consultants to model their recommendations on cities that have 18 million annual visitors, not just a population of 400,000 residents. The study is to be completed by June, at which time the results will be presented to the Board.

Discussion of this project included questions about the number of proposals received (four bidders provided responses), and

where they were located (two local, one out of town, and one disqualified for an incomplete submission). Contract award criteria included price, previous work on PSAP's of similar size and call volume to Orleans Parish, a record of high quality work, and Subject Matter Experts (SME's) on staff that understood PSAP operations and industry.

Mr. Arnold asked what would be other uses for the proposed expanded space. Director Morris replied that in past conversations with Col. Terry Ebbert, it was suggested the OPCD site could become a Public Safety campus by moving other public safety entities such as NCIC functions and the City Emergency Operations Center from City Hall to OPCD's campus. Dr. Aiken asked if the study included plans for a 9-1-1 back-up site. Director Morris said that it does not currently include plans for a back-up 9-1-1 center. Mr. Arnold remarked that the Real Time Crime Center (RTCC) had a Phase 2 plan for OPCD to renovate the fourth floor to create a 9-1-1 back-up site. Director Morris said that design work for the back-up site at RTCC could be added to this contract's scope of work.

Motion to accept Resolution 19-03 was made, seconded, and approved unanimously.

D. RESOLUTION 19-04 Authorization for OPCD employees to enroll in benefits offered by the State of Louisiana Office of Group Benefits

Blue Cross/Blue Shield health insurance is currently offered to State employees. As OPCD is a political subdivision of the state, Director Morris proposes offering employees the same health insurance package to which state employees have access. Director Morris said employees found the United Healthcare health insurance offered by the City was more limited in certain benefits than the Blue Cross/Blue Shield insurance.

The employer-cost of the BlueCross/Blue Shield health care benefits is a little higher than the employer-cost of United Healthcare, and employees would choose between the two types of health care plans offered. This does not include payments or changes to City pension (NOMERS).

Motion to accept Resolution 19-04 was made, seconded and approved unanimously.

IV. FINANCIAL REPORT

Finance Director Cassandra Robert directed Board members to the financial sheets in their board packets. She gave a financial report for the final quarter of 2018 and into 2019. Ms. Robert reported that OPCD was closing the 2018 year with \$128,000 more than when it started (unaudited amounts). The Professional Services category (including Sizeler suit refund of legal fees) showed a surplus of \$254,000, and monthly telephone charges were down due to the \$222,000 credit received from AT&T.

Director Morris reported that he is considering an early payoff of the McDaniels building bond. If OPCD's cash flow can support this action, Director Morris reported that paying off the bond in April could save OPCD \$50,000 in interest costs. No Board action is required to pay off the bond early. Once it is paid off, \$910,000 will be freed up to potentially use on the PSAP expansion project. Dr. Aiken suggested the funds could be used to create a 9-1-1 back-up site.

V. EXECUTIVE DIRECTOR'S REPORT

A. UPDATES AND ANNOUNCEMENTS

Executive Director Morris reported that in 2018, call answer time statistics for 9-1-1 calls continued to exceed the NFPA call answer time standard.

During 2019 Mardi Gras season, call answer time for 9-1-1 calls was good. OPCD is researching 3-1-1 call answer time standards so that there is a target. The high number of CAD incidents responded to during this time was another indication of work performed during this event.

In February, FCC Chairman Ajit Pai visited OPCD. He was briefed on OPCD's growth, consolidation efforts, and the results of the 2017 Carrier Fee and Remittance Audit. He wants to follow the results of OPCD's fee audit and, if it is a successful model, Chairman Pai may have the FCC use it to provide assistance to other PSAP's to perform carrier audits. Chairman Pai referenced OPCD in his speech at the recent "9-1-1 Goes to Washington" event, and specifically discussed OPCD's SHOWUP campaign.

B. TECHNOLOGY REPORT

A CAD upgrade to Motorola ver. 4.4 was recently performed. It was a successful upgrade, but OPCD discovered after the fact that the agency was the first to go live with the upgrade. This

led to some unexpected events, and bugs in ver. 4.4 needed to be solved by Motorola.

OPCD recently tested new field technology by putting CAD in handheld devices and distributing the devices to EMS and NOPD. Director Morris also described testing a new Panasonic app that scans drivers' licenses during a field incident for any outstanding issues.

In the NG9-1-1 realm, OPCD successfully transferred a call with an attached picture to the responders in the field. As NG9-1-1 technology continues to roll out, OPCD continues to implement NG9-1-1 infrastructure and test the new technology.

C. 3-1-1 REPORT

Director Morris responded to queries about how answering 3-1-1 calls was affecting 9-1-1 call answer times. System reports were run for January and February and call answer times continue to exceed the standard, but by a lower amount than prior to 3-1-1 coming to OPCD. Director Morris remarked that, with the next class of eleven telecommunicators coming on line in the next two weeks, he anticipates that the call answer time rate will return to pre-consolidation levels.

Dr. Aiken suggests OPCD publish more about OPCD's successes. Director Morris agreed and said that an OPCD web site refresh is in the works and that call answer time reports would be included on the site.

D. OPCD RETIREMENT

Director Morris announced that Ausetua Amor Amenkum, Public Engagement Manager and creator of the OPCD 9-1-1 Poster Contest, is retiring after 40 years of Telecommunicator and OPCD employment. April 6 is her last day. Ms. Amenkum had a framed 2018 Poster Contest poster for each Board member. She thanked the Board members for their service and hoped that they would continue to see the value in the poster contest and continue to support it.

VI. OLD BUSINESS

Dr. Aiken requested a status report on the 9-1-1 Back-up site. Director Morris said that the move from City Hall to the RTCC 3rd floor was completed, and the phones set up and tested. The space at the RTCC is hardened, has auxiliary power, and can now be used as

a back-up site similar to what was used in City Hall. OPCD is still waiting for the RTCC 4th floor clinic to be relocated so that the space can be redesigned, renovated, and a fully operational 9-1-1 back-up facility can be installed and put into use.

VII. NEW BUISNESS

A new Telecommunicator recruitment class has been advertised and over 500 applications have been received. Applicant vetting will now include using the same background check process as NOPD. There is an additional cost for this program, but it is an investment in keeping employees that get trained. Complete training of Telecommunicators can cost OPCD \$15,000 per person. Director Morris found funds in existing savings to cover this increase in training costs.

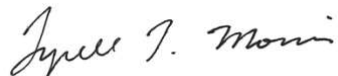
Director Morris introduced Ms. Erica Mercadel-Hayes, formally the 3-1-1 Manager at the City of New Orleans, as the new 3-1-1 Manager at OPCD.

Director Morris introduced Ms. Michelle Cunningham, CPA, from Duplantier, Hrapmann, Hogan, and Maher, LLP, who reported about meeting with OPCD to discuss the 2018 audit findings last January. She reported that from her observations, OPCD is moving in the right direction by addressing the audit findings from 2018 and 2017. The next Legislative Audit of OPCD will begin in April.

VIII. ADJOURN

A motion to adjourn the meeting was made and seconded. The motion was approved unanimously.

Submitted By



Tyrell Morris
Executive Director