

**ORLEANS PARISH COMMUNICATION DISTRICT
BOARD OF COMMISSIONERS**

SPECIAL BOARD MEETING

Friday, March 23, 2018, at 8:00 am
Chief Warren McDaniels Board Room
118 City Park Avenue
New Orleans, LA 70119

I. CALL TO ORDER

OPCD Board Chair Terry Ebbert called the meeting to order at 8:00 am.

II. ROLL CALL

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

Board Chair Col. Terry Ebbert; Board Vice Chair Dr. Brobson Lutz; Lt. John Stelly (proxy for Capt. Donovan Archote); CAO Judy Reese Morse; Chief Roman Nelson (proxy for NOFD Supt. Timothy McConnell); NOPD Supt. Michael Harrison; NOEMS Director Dr. Jeffrey Elder; and Dr. Joseph Kanter.

Absent were Dr. Jim Aiken (proxy for Mr. William Masterton); Col. Daniel Bordelon (proxy for Major Glenn H. Curtis); and NOHSEP Director Mr. Aaron Miller.

III. APPOINTMENT OF INTERIM DIRECTOR OF OPERATIONS

Board Chair Ebbert announced to the Board OPS Director Shinar Haynes' resignation from her position at OPCD. He personally thanked her for her service, knowledge, skills, and dedication to the City and OPCD. He called for the approval of Resolution 18-03 which calls for the appointment of OPS Deputy Director Tyrell Morris to Interim Director of Operations while the Board begins the search for a new Director of Operations. The Chairman called for comments, but there was no discussion. The motion to adopt Resolution 18-03 was made by Supt. Harrison and second by Lt. Stelly. The motion was approved.

IV. RESOLUTION 18-04 - Guidelines for Selection Process to Hire Operations Director

Board Chair Ebbert called upon Executive Director Gordon to review the suggested process with the Board. Director Gordon directed members to a two-page document that addressed the recruitment and selection process for Operations (OPS) Director. It was suggested that a search committee be formed, possibly four (4) members, who would be assisted by the OPCD staff. The document included the organizational needs, job description and salary range. The search committee would advertise based on suggested items listed in the document. Director Gordon stated that no current employer of an applicant will be contacted for references until that applicant made it further in the selection process.

The search committee will have the initial screening, after which they would decide if a physical meeting, video conference, on phone interview would be in order. The same questions would be asked of each applicant. The search committee will determine how many rounds of interviewing will be necessary. Final hiring would be contingent on the applicant successfully completing a drug screening and background check.

Dr. Lutz and Supt. Harrison volunteered to be on the search committee. Jonathan Wisby suggested that the number of members of the search committee be an odd number. He also reminded the Board of that the upcoming change of City administration should be considered before assigning committee members. Board Chair Ebbert stated that the Board needs to move forward to get the process started and then we can assess where we are. CAO Morse stated that the process can begin before the administration changes, but it should not end before the new administration is in place. This will give the new administration the opportunity to participate in the process. A short discussion continued around extending the position advertisement period. Board Chair Ebbert agreed that the Board should allow time for the selection committee to meet. Dr. Lutz suggested that the committee be responsible for the timeline and the entire process. Ms. Morse suggested that the committee meet and make recommendations to the Board on the process they will follow. Dr. Aiken expressed his hesitancy for waiting until the next Board meeting (June 12, 2018) to make a hiring decision. A discussion continued.

Dr. Lutz, Supt. Harrison, and Col. Daniel Bordelon volunteered to serve on the search committee. The committee will report back to the Board. A motion to accept the creation of the OPS Director search committee was made by Ms. Morse and seconded by Dr. Kanter. The motion passed.

Mr. Gordon gave an overview of the job description for the Director of OPS position. The Operations Director is an exempt employee that reports directly to the OPCD Board of Directors. The position is responsible for all 9-1-1 Operations, determining long term objectives, and managing and overseeing Operations financial affairs. Duties & essential functions include: updating the OPCD Operations plan; creating OPS goals and objectives; managing Floor Supervisors; handling OPS investigations; coordinating and recommending actions for discipline; performing analyses of staffing requirements; working with City EOC during emergencies; creating the Operations budget; working closely with OPCD-HR: analyzing call center data; always on call for 9-1-1 Center; and any other duties as required. Minimum requirements for the position include: four-year college degree from an accredited institution; five (5) years supervisory or management experience in a consolidated environment; current professional certifications with APCO or NENA; familiarity with NextGen 9-1-1, NIMS operations, Police, Fire & EMS; preferred Master's Degree; and experience managing fifty (50) or more employees. Necessary skills must have the knowledge of 9-1-1 Operations and reside within twenty (20) miles of OPCD's campus. Board Chair Ebbert requested that Director Gordon and Ms. Haynes collaborate to improve or change the document or process. Mr. Gordon asked if the Board wanted to approve this job description to begin the process. A short discussion continued around if the Board should approve the job description or let the committee vet it out. Board Chair Ebbert called for approval of committee members, it was moved by Dr. Aiken and second by Ms. Reese. The Board unanimously approved the selection of the committee members.

V. NEW BUSINESS

Board Chair Ebbert announced that Shinar Haynes had some items that were not approved from the last meeting. She requested that OPCD become CALEA certified, APCO 33 and Priority Dispatch ACE Certification. The certifications demand the agency go through a rigorous process but will ultimately improve 9-1-1 operations, with local and federal standards. ACE is included in our already purchased Priority Dispatch package. She requested to begin the CALEA accreditation process which will cost \$4,500.

Supt. Harrison stated the process is very demanding and that should be a part of the managing experience of the incoming OPS Director. He also stated that the cost for accreditation is significantly more than \$4,500. There are additional costs including software costs. A short discussion continued around the validity of getting the CALEA accreditation. Supt. Harrison stated that it is status and it helps when applying for grants. Ms. Haynes stated that it provides direct insight on deficiencies within the agency; the process takes about two (2) years. Board Chair Ebbert called for a motion to have OPCD become CALEA certified. The motion was made by Dr. Kanter, and seconded by Ms. Reese; the Board unanimously approved paying \$4,500 to begin the accreditation process.

Shinar Haynes was asked to review the request to purchase NICE Elite software that works with 911 recording & quality assurance. In her opinion and experience, the software would allow efficient review of 9-1-1 data, incidents and call recordings, reducing the number of systems and screens to be used and significantly reduce manpower hours. The software is NG9-1-1 compatible and compliant with APCO and NENA standards. Ms. Haynes believes that this is a great investment.

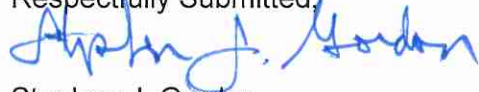
IT Director Karl Fasold expressed concerns regarding the product, as OPCD IT was not involved in anything more than the initial "feasibility" meeting. Mr. Fasold agreed that if properly implemented it could be of benefit to OPCD in reducing the complexity of processes currently used for audit, Quality Assurance (QA), and FOIA requests. As it integrates with Priority Dispatch QA Software (AQUA), there would then be no reason not to use NICE Elite software for QA; it will allow easier access to processing and analyzing data and is user friendly. Ms. Haynes told the board the cost for the software is \$208,000 for hardware, \$56,000 for professional services and \$19,000 for maintenance contract, for a total of \$283,000. A short discussion continued.

Board Chair Ebbert reminded the Board to make a decision on funding available; we have two issues, the backup center and this software. They are both multi thousand dollar items. Ms. Haynes and Mr. Morris stated they have items to remove from the budget to allow for this purchase. Lt. Stelly reminded that we have a new Operation Director coming on staff and it should be a decision made by that person; he/she may prefer another methodology. Dr. Kanter stated that it is difficult to vote on a large budget item without the budget in front of us; Mr. Miller and Supt. Harrison expressed they needed to see on paper where is the money being moved from to cover this. Ms. Haynes agreed to put a package together and review with Karl Fasold to present to the Board. Dr. Aiken expressed a desire to know what other options are out there.

VI. ADJOURN

Board Chair Ebbert called for a motion to adjourn. The motion was made by Dr, Elder and second by Dr. Aiken. The meeting adjourned at 9:28am.

Respectfully Submitted,



Stephen J. Gordon
Executive Director