

**ORLEANS PARISH COMMUNICATION DISTRICT
BOARD OF COMMISSIONERS**

REGULAR BOARD MEETING

TUESDAY

June 12, 2018 - 10:00 am

**OPCD Administrative Office
118 City Park Avenue
New Orleans, LA**

MEETING MINUTES

I. ROLL CALL AND CALL TO ORDER

Chairman Col. Terry Ebbert called the meeting to order at 10:00 am.

Ms. Ausetua AmorAmenkum called the roll with the following members present:

Chairman Col. Terry Ebbert; Vice Chairman Dr. Brobson Lutz; Lt. Stelly (proxy for Captain Donovan Archote); Dr. James Aiken (proxy for William Masterton); Col. Daniel Bordelon (proxy for Gen. Glenn Curtis); Supt. Timothy McConnell; (Deputy Chief Paul Noel); Carl Flores (proxy for Dr. Emily Nichols); Mr. Collin Arnold and Ms. Francis Lawless were present.

Supt. Michael Harrison and CAO Gilbert Mantaño were absent.

II. APPROVAL OF MINUTES

Board Chair Terry Ebbert called for a motion to adopt the March 13 Board Meeting and March 23 Special Meeting minutes. The motion was made by Dr. Lutz and seconded by Ms. Lawless to adopt both meeting minutes. Board members unanimously adopted the meeting minutes.

III. FINANCIAL REPORT

A. QUARTERLY FINANCIAL REPORT

Financial Manager Denise Clayville directed Board members to the First Quarter Financial Statement. She reported that landline revenues are down significantly by 4½%, but wireless revenues were up by 5%. Financial Manager Clayville reviewed the 9-1-1 revenue structure for new Board members: landline fee is \$1 for residential and \$2 for business; wireless fees are \$1.25, which

includes VoIP (voice over internet protocol), and Prepaid Wireless fees, which are 4% of the total minutes purchased, showed revenue of 27%, which is 2% higher than budgeted.

Further explanations included:

- The Intergovernmental Transfer is funding from the City that covers personnel salaries for the PSAP.
- Rental income and other income are high for the first quarter because of a workman's comp rebate and reimbursement of \$15,000 from Orleans Parish Assessor's office for Pictometry imagery.
- Personnel: OPCD budgeted expenses are at 22 ½% for personnel; recap of personnel for the three month YTD. For the five months YTD, OPCD personnel expenses should be at 41% but we are only at 34% for Administration and 35.7% for Operations. This indicates that we will be under budget for 2018 personnel expense.
- Contractual services expenses are over budgeted amounts in the background and drug tests category. This is due to the high number of new OPS hires. OPCD anticipates more hiring soon.
- Education category, OPCD has expended \$13k for Priority Dispatch training. This is for the new hires and will continue throughout the year. \$7k has been spent on CALEA accreditation expenses.
- Software Maintenance: \$500,000 is always due at the beginning of the year (radio, CAD, West Safety maintenance).
- Total revenue is 24.6% of the budgeted amount for the first quarter.

Supt. McConnell requested to have the budget reflect projections, or, to reflect the variance and the ability to meet the budget, for each meeting. A short discussion continued. Financial Manager Clayville offered a three month budget projection. Dr. Lutz did not feel this was necessary for a budget of this size. Jonathan Wisby (CNO) suggested the budget submitted already includes subcategories and a review of that should be sufficient to make projections. However, he believes it would only require the addition of an extra "Expected Expenditures" column. Financial Manager Clayville agreed.

OPS Director Tyrell Morris officially requested that the budget be presented to staff for review, input, and edits prior to the Board meetings in order to allow for more articulation on the budget. Financial Manager Clayville submitted that she would try to do that.

Board Chair Ebbert called for a motion to approve the Quarterly Financials; Lt. Stelly moved to accept, and the motion was seconded by Dr. Aiken. The Quarterly Financial Report was unanimously accepted.

B. Reimbursements From The City

Jonathan Wisby (CNO) reviewed the CEA agreements with the Board regarding terminal leave reimbursements from the City for employees who left OPCD as a result of consolidation. The mechanism developed for reimbursements was through invoices. OPCD has submitted terminal leave invoices. Additionally, invoices have been submitted for reimbursements that include: hurricane pay (Hurricanes Harvey and Nate) and compensation for two added City Hall holidays. Mr. Wisby stated that the new CAO Mantaño has reviewed the invoices and has requested the City Attorney vet the invoices to determine the best way to issue the payments.

Board Chair Ebbert noted that these invoices were submitted to the Landrieu administration, not the Cantrell administration. However, the lack of payment by the City (\$153,000) does leave a significant hole in the OPCD budget and affects the planning process for 9-1-1 communications for the City.

C. Amend 2018 Budget

OPS Director Tyrell Morris reviewed OPS' request for the purchase for NICE Inform Elite software. He reminded the Board that the previous OPS Director, Shinar Haynes, presented the Board with information about the necessity and the anticipated efficiencies of purchasing this software. OPS Director Morris advised the Board that this software would allow for the streamlining of incident investigations, improvements to quality assurance processes, and directly affect OPCD's ability to fill requests for information. The NICE system will allow telecommunicators to merge information from radio, quality assurance, and telephony into one system.

The Board agreed that the software was a great product but questions remained regarding the technical feasibility. OPS Director Morris stated that he, OPCD Director of Technology Karl Fasold, and NICE have resolved all issues and agreed on the scope of work. OPS Director Morris also advised the Board that the NICE software is on the federal GSA contract and OPCD has secured the formal approval from the Governor's Office of Homeland Security to purchase this product under the federal contract. OPS Director Morris stated that all that was needed was Board approval. The purchasing of this software falls within the current threshold of the Capitol budget that the Board has already passed so it does not require a formal Board action. The question was asked whether other choices existed in the industry. OPS Director Morris reported that this would be sole source which requires a significant amount of licensing with Motorola and other state systems; this is the only system that does what this does and has that level of security. OPS Director Morris stated that the staff's recommendation is to proceed with the purchasing of this product.

Board Chair Ebbert opened the floor for discussion. He expressed his concern for the shortfall that the District is facing and how that deficit will affect OPCD's ability to make purchase NICE and still fund other projects. OPS Director Morris commented that it is true that this funding is not allocated in the OPCD budget, but OPS are currently under budget in personnel costs which will allow OPCD to make this purchase. The Board has already allocated and approved the use of \$600,000 in reserve funds which has not used and he does not anticipate using. OPS Director Morris stated that the Finance Committee was advised to prioritize all pending capital projects requests within the parameters of the budget threshold. The purchase of the NICE software was prioritized as second; the back-up center was prioritized as first to fund, out of five projects.

Mr. Ross Bourgeois gave an update on the status of Real Time Crime Center (RTCC) use for the 9-1-1 backup center. The current occupant Delgado Health Clinic is moving into the old VA hospital, estimated 75 days to completion. Once that is completed the 4th Floor will be available for demo and renovations for the backup 9-1-1 Center. Systems Manager Karl Fasold commented that at present we will still be operating like the City Hall backup Center, paper, pencil, etc. There is no funding required for Phase I, move from City Hall to RTCC (moving of tables, chairs, cabinets etc.)

Financial Manager Clayville commented that the present budget was approved in early 2017 for 2018, and the present budget reflects something completely different from what is being discussed; she requests that the Board adopt a resolution to amend the budget to reflect the new recommendations for capital projects. Financial Manager Clayville stated that an amendment to the budget is required by the Legislative State Auditors. OPS Director Morris commented that the Finance Committee prepared and submitted a document that considered the \$875,000, budgeted and prioritized the projects which included \$150,000 budgeted for the cable run to bring CAD to the RTCC. He believes that the 2018 budget was adopted by the Board with the spending authority; the spending is determined by the staff; we are coming to the Board for guidance but he does not believe that we need a new resolution to approve funds because the spending levels have not changed. Financial Manager Clayville reiterated that the District had just completed the audit and this action does require a resolution to address these changes. Board Chair Ebbert requested that the Budget Committee, which will now include Lt. Stelly to replace former Board members, reexamine this request with respect to the budget and present at the next Board meeting. Financial Manager Clayville stated the resolution makes the request more formal. Board Chair Ebbert stated we can have a special meeting to address this issue. A discussion continued about the impact of the software on Operations and the budget. Supt. McConnell asked if this was a budget issue or a procedural issue. General Council Juan Lizarraga advised that the Board can pass a resolution at a special meeting. He also stated that it would not be possible to pass resolution today; it has not been drafted and is not on the agenda.

Executive Director Gordon commented that the 2018 budget was compiled from two different Board meetings that were held last year, a scheduled meeting in December was cancelled and the 2018 budget was never officially adopted. He recognizes that getting the CAD into the RTCC for the backup center is very important, and he believes that the NICE software is a good product. Executive Director Gordon recommends that the budget and requested items for funding to be forwarded to the Finance Committee (Ross Bourgeois, Chief Roman Nelson, Lt. Stelly) should include Tyrell Morris, Jonathan Wisby and himself. That committee should bring back an amended 2018 budget that is accurate of what we know now and then a reasonable decision can be rendered by the Board.

Board Chair Ebbert requested that the Finance Committee meet and review the budget and a Special Meeting be scheduled in 2 weeks. He is concerned since there are indications that we will have some violations on our last audit; he wants this decision to reflect the State Auditor's recommendations. Mr. Ross requested that the staff present a budget that the committee can discuss and then a good efficient budget can be presented.

Board Chair Terry Ebbert requested the timeline for the scheduling of the Special Meeting; he is concerned about not being in meeting violation and being compliant. Executive Director Gordon reported that the exit interview with the auditors should reflect the findings of the Finance Committee. The Board agreed to hold the Special Meeting on Tuesday June 26, 2018 at 2:00pm.

IV. EXECUTIVE DIRECTOR REPORT

A. Arbitration

Executive Director Stephen Gordon gave an update on the lawsuit with Sizeler Architects and Vivian Electrical Engineers. He told the Board that four depositions have been completed in conjunction with the civil lawsuit addressing the oversized generators which has caused wet stacking. System Engineer Kyla Trahan, Director of Technology Karl Fasold, Construction Manager Ruth Thompson and Director Stephen Gordon all completed depositions. Arbitration is set for September and hopefully will be resolved. Mr. Gordon reported that this has been a five year process.

B. Personnel Ethics Training

Executive Director Gordon announced that all OPCD AFT personnel completed online ethic training.

C. RTCC Back-up Center Phase II

Executive Director Gordon reported that Phase II has been completed. This means that OPCD's manual system of taking calls that existed in the City Hall back-up site has been successfully moved to the RTCC. OPCD still will not have audio recording and CAD, and will continue to use portable radios and desk phones. However, the back-up site operations are now located in an environment that is nicer, and OPCD has more control over their equipment stored on-site. This is the start of phasing into a more permanent backup center at the RTCC location.

V. OPERATIONS DIRECTOR REPORT

A. Accreditations/Certifications

Operations Director Tyrell Morris reported that Phase I of the CALEA accreditation has been completed, and six OPS employees have completed the CALEA Manager Course. The next phase is Policy Creation and Review; this process takes three months to complete.

Recruit Class #18-02 will start on June 25. This class brings OPS staffing levels to 144, which is a first time occurrence in OPS; the current budget calls for 148 telecommunicators. OPS Director Morris stated that he usually waits until there are eight to twelve (8-12) vacancies before he creates a recruit class, and he does not anticipate having another class anytime soon.

Seven telecommunicators were promoted to supervisors.

OPS Director Morris announced that the entire OPS staff has re-certified for two more years with Priority Dispatch.

B. New Division

OPS Director Morris reported that he has done some reorganization to focus on the consolidation of the culture of 9-1-1 in New Orleans. He stated he wants to improve Operations but he also wants OPCD to be a desirable place to work. He has created a Division of Training and Compliance, which handles quality assurance, develops training manuals, and processes OPS complaints.

C. State Coordination

OPS Director Morris has announced that the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) has appointed him as the State Coordinator for Telecommunicator Emergency Response Taskforce (TERT) for Louisiana, which allows deployment of telecommunicators to assist neighboring PSAPs during times of disasters or emergencies. He has recruited a number of telecommunicators in Region I and plans to grow the list significantly.

OPS Director Morris announced that Louisiana just passed a law requiring PSAPs to give CPR pre-arrival instructions over the phone; OPCD is fully compliant and able to provide this service. OPCD has been asked to assist neighboring PSAPs to become compliant by January.

D. Technology Updates

OPS Director Morris gave the following update on the process to bring NCIC back to the PSAP: 95% of OPCD OPS staff have passed background checks, completed fingerprinting, and completed online exams. The remaining 5% are those personnel who are out on maternity leave or FMLA.

OPS Director Morris reported that CAD is now programmed to recommend units that have completed Crisis Intervention Training to work with mentally ill citizens.

OPS Director Morris reported that in coordination with City agencies, Operation Underpass addresses response to flooding under overpasses. Communications goal is to have a unit dispatched immediately to every flooded underpass within 5 minutes of receiving a report.

OPS Director Morris reported that an internal portal has been created that has reduced paper usage 90%. OPS Director Morris created integration between Quick Base and Everbridge which simultaneously sends notifications and messaging to Police, Fire and EMS in the format that they request (email or text).

OPS Director Morris reported that the process of logging private tows has been significantly improved. The law states that a private tow has 24 hours to report to a local law enforcement agency. OPS Director Morris stated that there was no formal method of documenting these tows. The new formalized process alerts the dispatcher whether a reported stolen car has been towed, not stolen, which reduces unnecessary dispatching of units.

OPS Director Morris gave an overview of updates on the use of CAD to assist in operations:

- improving AVL and radio locations to view in CAD,
- CAD recommendations for any officer who speaks a foreign language officers,
- BOLO alerts and updates directly to dispatcher via CAD, and
- Exploring the use of Premiere One Mobile which is the mobile version of our CAD system that allows units to markup calls from the field and view information posted by dispatchers. These functionalities already exist in the Moto CAD system, OPS are just refining them and ensuring that it is used effectively.

E. Call Answering Times

OPS Director Morris reported that National Fire Protection Association standards mandate that 9-1-1 calls are answered within 15 seconds. OPCD telecommunicators have been answering 98.34% of the calls within 15 seconds for the last six months. OPCD telecommunicators are consistently beating the standards.

OPS Director Morris announced that he is creating a high risk simulation lab. He has found that experienced dispatchers are getting rusty and newer dispatchers never had that type of experience. The goal is to get dispatchers ready for high risks calls.

OPS Director Morris announced to the Board that OPS has adopted a motto: One City, One Mission, One Agency.

Dr. Akins suggested that we publicize our call answering times. OPS Director Morris stated that OPCD OPS are more active on social media. Board Chair Ebbert agreed and recommended the staff prepare a media blitz. PIO AmorAmenkum replied that OPCD is prepared to interact with the media and acknowledged Board approval.

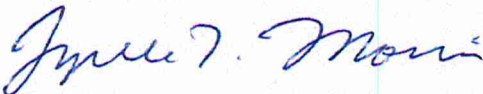
VI. ANNOUNCEMENTS

Public Information Officer Ausetua AmorAmenkum announced that the 2017 9-1-1 Posters were available for distribution.

VII. ADJOURN

Board Chair Ebbert asked for a motion to adjourn, he did receive the motion and it was seconded. The meeting ended at 11:40am.

Submitted By



Tyrell Morris
Executive Director