

**ORLEANS PARISH COMMUNICATION DISTRICT
BOARD OF COMMISSIONERS**

BOARD MEETING

Tuesday, March 14, 2017, at 10:00 am
Chief Warren McDaniels Board Room
118 City Park Avenue
New Orleans, LA 70119

I. CALL TO ORDER

OPCD Chair Terry Ebbert called the meeting to order at 10:00 am.

II. ROLL CALL

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

Board Chair Col. Terry Ebbert; Dr. Brobson Lutz, Lt. John Stelly (proxy for Capt. Donovan Archote); Dr. Jim Aiken (proxy for Mr. William Masterton); NOFD Supt. Timothy McConnell; Deputy Chief Paul Noel (proxy for NOPD Supt. Michael Harrison); NOEMS Director Dr. Jeffrey Elder; NOHSEP Director Mr. Aaron Miller; and Department of Health Director Dr. Marsha Broussard. CEO Jeff Hebert and Major Glenn H. Curtis were absent.

III. APPROVAL OF MINUTES (November 18, 2016)

Board Chair Ebbert called for the adoption of the minutes from the OPCD Board meetings held on November 18, 2016 and December 8, 2016. Dr. Aiken motioned to adopt the minutes as submitted, and Dr. Lutz seconded the motion. Board members unanimously adopted both sets of minutes.

IV. FINANCIAL REPORT

Financial Officer Denise Clayville directed the Board to the 2016 Year End Financial Report, Budget vs. Actual report. Ms. Clayville stated that the revenue from residential landlines is below the budgeted amount, and revenue from wireless is slightly over budget. The current 911 fee in Orleans Parish for residential landlines is \$1 and business landline is \$2. Some businesses are suspected to have defined themselves to be a VoIP user, rather than a business, to pay the lower VoIP rate of \$1.25 per month as established in legislation last year. VoIP collections have increased and business landline collections have decreased. There is an increase of \$20,000 because OPCD gained new VoIP carriers. This trend will be reviewed in the billing audit/revenue true-up being conducted by Winbourne Consultants for the OPCD.

Under Operations Personnel, OPCD is under budget in salaries and over budget in personnel benefits. Under Contractual Services, there is an increase in expenses as a result of consolidation.

Board Chair Ebbert questioned why OPCD was over budget by 20% (\$400,000) in benefits. Ms. Clayville advised that she is working with the City to determine where the overages are

coming from. The benefits overage was not accounted for in the 2016 budget, but it has been included in the 2017 budget. The cost of supplies for OPCD also increased as a result of consolidation. Ms. Clayville said she would have more information once the annual audit is completed.

Dr. Broussard asked why OPCD was not over budget in Professional Services. Ms. Clayville explained because the revenue audit expenses did not occur in 2016 and OPCD did not spend all budgeted monies to address pending lawsuits. Ms. Clayville advised that she has a meeting scheduled with Jonathan Wisbey (Service and Innovation Manager, CAO Office, City of New Orleans). Board Chair Ebbert expressed that he does not want to wait until the next Board meeting to get insight on the budget questions. He further requested that future budgets be a consolidated report that combines both Administration and Operations costs and revenues.

Dr. Aiken inquired about the earliest point at which OPCD could identify trends in the budget. Ms. Clayville admitted to the Board that it took a while to get the consolidated payroll process running accurately and smoothly. Most of the payroll issues have been resolved. There was also a significant increase to insurance resulting from consolidation. This covers property, call processing liability, and management liability.

Mr. Aaron Miller expressed his concern for receiving incomplete financial documents; he emphasized that the Board members need to have the same budget information for Administration and Operations so the Board can have a complete financial picture of OPCD.

Board Chair Ebbert requested that the Board receive a complete updated breakdown of the 2016 budget that depicts the categories with overages and how the money was spent, by a week from Friday. He wanted the Board to look at the effect of the budget overages on the 2017 budget. He emphasized the need for spending details in order to know what corrective action to take.

A. ADOPTION OF RESOLUTION 17-01 AUDIT COMPLIANCE QUESTIONNAIRE

Board Chair Ebbert recognized Ms. Clayville, who referred Board members to Resolution 17-01 in their packets. She reminded Board members that this is required by the State Legislative Auditor's Office as part of OPCD's annual audit. The purpose of the resolution is to certify that OPCD complies with state laws and regulations. Dr. Lutz motioned to adopt the resolution, and Dr. Broussard seconded the motion. Board members unanimously adopted Resolution 17-01.

V. EXECUTIVE DIRECTOR'S REPORT

A. MARCO Billboard Update

Executive Director Gordon reported that Marco is still waiting to receive authorization from Amtrak, as well as any necessary contracts between MARCO and FCBA, before proceeding with the billboard installation. There are no hold-ups on OPCD's part.

B. Revenue True-Up Review

Executive Director Gordon called on Kathrine Cargo, who is the Project Manager for this project. Ms. Cargo reported that the RFP went out late last year to select the vendor for the revenue true-up. This audit will provide information to OPCD as to whether or not OPCD is getting properly compensated by telephone carriers on 9-1-1 fees. The contract

was awarded to Winbourne Consulting LLC. This process includes a revenue review, a 911 regulatory landscape report, and an Automatic Location Identification (ALI) database true-up. Ms. Cargo reports that there have been several meetings with Winbourne and the project is proceeding thoroughly and methodically. She advised that we are getting good cooperation from State agencies.

C. Security Assessment of OPCD

NOPD Deputy Chief Paul Noel advised that a security assessment of the McDaniels PSAP campus was conducted by Sgt. Sherman Joseph of Special Operations. He concluded that it was one of the most physically secure buildings in City government. He ruled out taking additional security measures and found no deficiencies with the security of this facility.

Dr. Lutz questioned OPCD's ability to handle cyber security. He stated that there are 38 states that do not have security measures in place for 911. Director of Technology Karl Fasold stated that there is nothing that OPCD can do to prevent or deal with this. Director Fasold clarified that a cyber-attack is not an attack on the 911 CAD system (which is a closed system); it is an attack on the phone and Internet systems. The phone carriers are responsible for shutting down cyber-attacks to the 911 system.

D. Stove Purchase

Executive Director Gordon reported that the purchase and installation of the stove for the PSAP lounge has been completed.

VI. OPERATIONS DIRECTOR'S REPORT

A. Volunteer Time per Employee Annually

Operations Director Shinar Haynes advised the Board that this item will be tabled for this meeting.

B. Call Answer Statistics

Operations Director Haynes advised the Board that consistency has been achieved for meeting call answering times and that OPCD is meeting National Fire Protection Agency (NFPA) standards. She advised that a significant amount of overtime has been used because of employee shortages. Mr. Miller asked if OPCD gathered stats showing the time from call answer to dispatch. Ms. Haynes advised that that particular statistic is dependent on the type of call, not the protocol for call taking or dispatching. Mr. Miller expressed a need for this metric in order to respond to citizens' interest in how long it takes for emergency response. A lengthy discussion continued on this subject. Board Chair Ebbert and Supt. McConnell agreed that the public is interested in ring time to dispatch time. Dr. Aiken and Mr. Miller suggested that OPCD develop internal quality control; OPCD should be more proactive in anticipating measurements of service. Operations Director Haynes remarked that OPCD receives over 3000 call types; the Board should pick which incident to study and a report will be generated.

C. New Hire Class

Operations Director Haynes reported that OPCD processed 170 telecommunicator applicants using CritiCall Testing. From there, 94 candidates were chosen to interview and 31 candidates were hired. Training classes started last week and the new hires received basic telecommunicator training, protocol specifics for Fire, Police and EMS, Crisis Intervention, a city geography session, and Priority Dispatch training. After five weeks of training, they are then assigned to respective squads. Operations Director Haynes projected that we may experience a 10% loss of employees; the next anticipated time that we may lose employees is once they are assigned to various shifts and begin to apply their training. She advised that we are anticipating a low turnover rate based on the selection process.

D. Significant Events

Operations Director Haynes advised the Board that OPCD telecommunicators survived Thanksgiving, Bayou Classic, Christmas, New Year, Mardi Gras (particularly the automobile-pedestrians accident at the Endymion parade) and the tornado. She commented that there is always room for improvement but she believes that a great job was done by all and no lives were lost.

E. DHS Assessment and Feedback

A member of the Department of Homeland Security observed the OPCD Communication floor activities during Mardi Gras and relayed that she was pleased with seeing that OPCD had a Special Events section to address those types of events. Her analysis was that the staff had great discipline and professionalism. Mr. Miller added that DHS's presence in the PSAP was a follow-up action from an interoperability audit in 2010 regarding a regional investment in the statewide infrastructure.

F. Power DMS

Power DMS is policy training software purchased by OPCD in 2016. The purpose of Power DMS is to assist in the development and distribution of OPCD policy and to create personnel accountability. It allows personnel to log in, review, and sign off on policies reviewed. Power DMS also allows for ongoing CEU training for personnel. Telecommunicators must have ongoing training to maintain certification for Priority Dispatch.

G. Performance Evaluations

Director Haynes reported that HR Manager Jeanne Hobson has worked on developing performance evaluations for administrative and operations personnel. Evaluation training will begin in a few days, with the expectation that OPCD will perform employee evaluations by the end of the year. This process is done through the ADP Payroll System. ADP allows both employees and supervisors to enter and process information regarding the performance evaluation.

H. ADP

Director Haynes reported that a meeting with ADP was held to address several glitches with the HR software. Problems areas included time and attendance, salary, and bonus leave calculations. As a result of this meeting, OPCD discovered that the District was using the wrong HR package. After the meeting, OPCD and ADP were able to narrow down the problems and fix some of the bugs. Special recognition goes to OPCD Technical Section and Ms. Cheronne Smith, OPCD Payroll Administrator, who worked to get the ADP bugs fixed.

I. Update of Deputy Director Position

Operations Director Haynes announced in October 2016 that the search for the Deputy Director of Operations was underway. Job requirements included experience in PSAP consolidation, employee supervision, and Next Gen911. Over forty resumes were received at OPCD, but only two had the required experience. One candidate declined the job offer, and the second candidate was a person already known to Ms. Haynes. Ms. Haynes described Mr. Tyrell Lashley as a person with thirteen years of 9-1-1 public safety experience, who shares her work ethic. She asked that the Board consider allowing her to hire Mr. Lashley, someone with whom she is comfortable and who she believes is very qualified to do the job. Dr. Lutz noted that his resume showed no actual management experience. There was a short discussion regarding this candidate. Ms. Haynes stated the salary was in the \$80-\$90,000 range. Supt. McConnell made a motion to hire Mr. Lashley, and Dr. Broussard seconded. Eight Board members voted to hire the applicant. Dr. Lutz abstained.

VII. VOTE TO ENTER INTO EXECUTIVE SESSION

Board Chair Ebbert explained that there have been no new developments or updates concerning a terminated employee's litigation against OPCD. He advised that there was no need to go into Executive Session and he will keep the Board advised.

VIII. SPECIAL PRESENTATIONS

Board Chair Ebbert announced that there are no special presentations.

IX. OLD BUSINESS

Board Chair Ebbert announced that there is no old business to discuss.

X. NEW BUISNESS

Board Chair Ebbert announced that it is obvious that OPCD has overwhelmed the current administrative staff with new work related to consolidation, particularly in the areas of finances and HR. Executive Director Gordon stated that payroll duties have expanded and we have Ms. Cheronne Smith assisting with that. There is also a need to assist Jeanne Hobson with HR duties. Executive Director Gordon recommended the hiring of one lower level employee, in the \$30,000 range, to assist with those duties. Financial Officer Denise Clayville informed the Board that the monies were in place to

hire someone to replace Cheronne Smith's position as Administrative Assistant. Mr. Miller inquired as to why a Board action is needed if the positions are already budgeted. A short discussion continued. Supt. McConnell asked to table this discussion until the next budget meeting. Board Chair Ebbert agreed that after the Board receives the revised budget report, the Board would be in a better position to assess the open position situation.

XI. ANNOUNCEMENTS

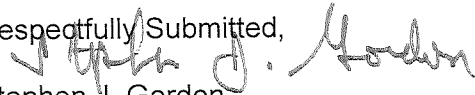
Ausetua AmorAmenkum directed Board members to the OPCD newsletter in the Board packets. She publicly thanked the EMS Foundation, the New Orleans Fire Department, the New Orleans Police Foundation, and the Black Organization of Police for funding the 2016 9-1-1 Poster Contest. Without their support OPCD would not have been able to award the prize monies to the winning student entries. Copies of the 2016 contest winners are available upon request.

The Telecommunicator of the Year Luncheon will be held on April 20, 2017, at the Monteleone Hotel and all Board members are invited. OPCD has been recognizing the service of telecommunicators for over twenty years and is very pleased to continue to acknowledge their hard work.

XII. ADJOURN

Board Chair Ebbert adjourned the meeting at 12:00 pm.

Respectfully Submitted,



Stephen J. Gordon
Executive Director