

**ORLEANS PARISH COMMUNICATION DISTRICT
BOARD OF COMMISSIONERS**

BOARD MEETING

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

A. CALL TO ORDER

OPCD Board Chair Terry Ebbert called the meeting to order at 10:02 am.

B. 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; CAO Jeff Hebert; Supt. Timothy McConnell; NOPD Supt. Michael Harrison; NOEMS Director Dr. Jeffrey Elder; Mr. Ross Bourgeois (proxy for NOHSEP Director Aaron Miller); and Dr. Joseph Kanter. Capt. Donovan Archote, Mr. William Masterton, Major Glenn H. Curtis were absent.

C. APPROVAL OF MINUTES (September 12, 2017 Board Meeting)

Board Chair Terry Ebbert called for the adoption of the minutes from the OPCD Board meeting held September 12, 2017. Supt. Timothy McConnell motioned to adopt the minutes as submitted and Dr. Elder seconded the motion. Board members unanimously adopted the minutes.

D FINANCIAL REPORTS

1. QUARTERLY FINANCIAL REPORT

Financial Manager Denise Clayville advised the Board that the financial report covers thru Sept. 30, 2017, which represents three-fourths of the fiscal year. Dedicated taxes for wireless are up 78% of budgeted annual income, however revenue from landline and pre-paid fees are down slightly. OPCD is presently at 75% of the total projected revenues budgeted for 2017, and Ms. Clayville predicted that OPCD will meet the income projections for this year. Salaries are at 73% of the annual budgeted amount, total contractual services are at 76.3% (slightly higher than budgeted), spending on supplies is at 37%, and operational expenses are at 73.5% of the annual budgeted amount. In Capital Expenditure, OPCD has spent 74% of the annual budgeted amount, which is slightly lower than expected at this time of year.

Board Chair Ebbert asked what the projected revenue differences anticipated for FY2018 are. Ms. Clayville stated that she predicted that OPCD will receive \$100,000 less in revenue from both landline and wireless fees. OPCD also projected an increase in prepaid wireless of \$100,000 which is more than received in 2017.

Board Chair Terry Ebbert asked for a report on the AT&T and other carrier's audit. Executive Director Stephen Gordon reported that the results on the audit of AT&T revealed that OPCD was receiving the proper remittance from AT&T. The audit did reveal that OPCD had 13 telephone bills; duplications were found in billing. Some bills were for lines that no longer existed and billing existed for phones that didn't have the features that we were billed for. This has resulted in our phone bill being significantly decreased.

Board Chair Ebbert asked about the status on the final outcome of the billboard installation. Financial Manager Clayville stated that OPCD does not have any historical data, but she is estimating \$75,000 in revenues based on conversations with MARCO. Executive Director Gordon stated that this projection is based on half of the landlord fee which is 15% of the net revenue from the billboard.

Board Chair Ebbert opened the floor for discussion on the expenditures. CAO Hebert asked where that leaves OPCD on projections for December 31. Financial Manager Clayville stated that it will be approximately \$100,000 as there will be some additional expenses that will occur in the last quarter; repairs to the building, generator maintenance, workmen compensation. CAO Hebert requested a clear, itemized estimate of the remaining 2017 expenditures. Financial Manager Clayville stated that can be done. Board Chair Ebbert reiterated the necessity for accurate estimates and projections so that the Board can make the best decisions regarding the budget.

Board Chair Ebert asked about OPCD personnel costs. Financial Manager Clayville reported that she anticipates a \$210,000 deficit for Operations. OPS Director Haynes reported that, OPS' personnel costs should not have a deficit. By her calculations there should be \$170,000 more in income for pre-paid wireless (\$200,000 less \$30,000 allocated to professional fees) and remaining unused funds under Priority Dispatch of \$140,000. In addition, the City still owes OPCD \$150,000 for terminal leave, and unused funds from the Capital Expenditure Budget of approximately \$240,000. This does not include the anticipated funds from the MARCO billboard. OPS Director Haynes believes that this should cover the projected overage for OPS personnel costs

Board Chair Ebbert requested a concise budgetary report which allows the Board to make responsible decisions. The Board continues to have meetings regarding the financials of the consolidation process and they continue to not get the information needed which will allow the Board to take action or adjust numbers. Financial Manager Clayville asked what type of report is needed. Board Chair Ebbert stated that he needs the variances of itemized overages and deficits for FY 2017 budget, and he believes that no Board members are comfortable with not knowing whether OPCD is over budget, under budget or on budget. CAO Hebert requested a real

time financial position of the organization; where it stands today verses what is projected by December 31 and what we would need to make up. He believed that the OPCD is not in any position to make any decisions regarding the financials, the information is not detailed, but is conjecture and does not help the Board make the type of specific decisions that they need to make. A short discussion continued among Board members. Board Chair Ebbert stated that this 2017 budget has already been approved and what he would like is an additional column that indicates plus or minus, and how many dollars are projected for the end of the 4th quarter. Ms. Clayville acknowledged her understanding of the request. Board Chair Ebbert stated that he would like this information as soon as possible.

Board Chair Ebbert proposed to the Board that two Board members serve on the Budget Committee who report back to the Board who work with the staff and report back to the Board. Financial Manager Clayville advised the Board that she welcomes the development of a Budget Committee. Ms. Clayville stated that she could have the information to the Board by the 21st of the month. NOHSEP Proxy Ross Bourgeois, NOFD proxy Deputy Chief Roman Nelson and the CAO Hebert were appointed to the Budget Committee.

2. CITY PROCESS FOR PAYING UNUSED TERMINAL LEAVE

Mr. Jonathan Wisbey (CAO's Office for City of N.O.) summarized that during the transition to consolidation, the City had an obligation of terminal leave that was carried over when personnel left the City and became OPCD employees. OPCD has documented unused sick and annual time for those employees and has been floating the costs of the terminal leave expenses without reimbursement from the City since consolidation (May 2016). Mr. Wisbey recommended that the City budget \$390,000, which is the City's overall obligation to cover the terminal leave. These monies are in addition to monies already budgeted by each agency for payment to OPCD and this amount will be reflected in the CEA extension document. However, OPCD will still need to bill the City in order to receive the monies from each agency. Mr. Wisbey further stated that the extension of the CEA for 2018 should be ready for OPCD signature by the end of November-beginning of December. Board Chair Ebbert requested that revenue received to reimburse OPCD for terminal leave payments be reflected as such in the OPCD budget to form a complete financial picture for Board members.

3. Resolution 17-10 Authorization of Board Chair to sign CEA Extension

Board Chair Ebbert called for a motion to adopt Resolution 17-10 which authorizes the Board Chairperson, on behalf of OPCD, to sign the extension of the CEA. It was moved for adoption by Chief Harrison, and second by Dr. Elder. The resolution was unanimously adopted.

E. RESOLUTION #17-08 2018 BOARD MEETING DATES

Board Chair Ebbert advised the Board on the 2018 meeting dates that needed to be approved. He called for a discussion on the recommended dates; it was motioned to accept the dates by CAO Hebert and second by Dr. Elder. The resolution was adopted.

F. EXECUTIVE DIRECTOR'S REPORT

1. Real Time Crime Center (RTCC) Backup Center

Board Chair Ebbert called on Lt. Col. Sneed to discuss his PowerPoint presentation that summarizes the pros and cons of Lt. Col. Sneed's search for a backup center for 9-1-1 Communications. Lt. Col. Sneed stated that OPCD presently uses a room at City Hall which is inadequate. There is a need for a completely equipped site that remains ready for activation. In May 2017, Lt. Col. Sneed began an active search for a site by checking commercial sites, government sites, etc. (See attached document). Lt. Col. Sneed stated that out of all sites reviewed, he believed that the site at the RTCC is the best option for OPCD.

Use of the RTCC building on N. Rampart St. would result in cost and space-sharing benefits between OPCD, NOPD, and NOHSEP. CAO Herbert stated that the building has been offered for use by the City. Dr. Lutz says the City needs to check the deed restrictions on the property as the only uses approved by the former owners of the property were for the VA and health clinics. Deputy Mayor Aaron Miller talked about the 4th and 5th floor uses by 9-1-1, City's Emergency Operations Center (EOC), and RTCC all together. The building can accommodate 30-50 people, will have showers and space for bunking and will have power redundancy built in. Renovation will be required to change the use from the provision of health care services to planned public safety uses.

Lt. Col. Sneed ended his presentation with questions for the Board: Is there agreement by the group that a back-up site is needed? Is there a commitment by Board to funding the 9-1-1 back-up site renovations to the 4th and 5th floors of 517 N. Rampart St.? Additionally, Lt. Col. Sneed suggested a timeline that was that was admittedly very rough.

Board Chair Ebbert stated that twelve years ago OPCD began to examine the necessity for a backup site should the current site become uninhabitable. He believed OPCD needs backup capability in order to provide continuous 9-1-1 emergency service to the citizens of New Orleans. Board Chair Ebbert called for a discussion as to whether a backup center is needed. The Board unanimously agreed that a backup 9-1-1 center is needed. The discussion about whether the correct backup site was the RTCC at 517 N. Rampart St. was led by Deputy Mayor Aaron Miller, who was generally favorable to sharing that site with OPCD. OPS Director Haynes also stated that Mr. Miller had agreed to allow OPCD OPS to use the EOC office space on the 9th floor of City Hall until the RTCC site was renovated and usable, which gives OPCD a better back-up location than the 8th floor City Hall site. Lt. Col. Sneed stated that the facility on N. Rampart St. also gives OPCD more hands-on training options. Dr. Lutz stated that he would like the minutes to reflect his concerns regarding the use of the building on N. Rampart Street;

he recalls the original documents deeding the building to the City dictated the use for the building. Board Chair Ebbert requested from the CAO and the Office of Homeland Security that they provide to the Board an opinion as soon as possible from the City Attorney on the permitted uses at 517 N. Rampart St. using the original documents.

Executive Director Stephen Gordon presented a proposed, phased-in approach to moving into the RTCC in six phases. He stepped through where the backup site is now at the 8th floor of City Hall to renovating and moving into the RTCC with CAD capability. This would be a six-phase plan to move into the RTCC for a separate stand-alone backup site. (See attached). The implementation of the first three phases are estimated to cost \$156,000 for the first year. Phase 4 costs are estimated to be \$112,000, plus associated networking costs (\$150,000). Phase 5 costs (4th floor buildout) are estimated \$1.7 million. Phase 6 estimated costs for a standalone back up site would be \$2 million. OPS Director Shinar Haynes added that 9-1-1 operations would not need the entire projected square footage (8,600 sq. ft.); she estimates that only 3,000 sq. ft. would be needed, and her numbers may be lower than Capt. Gordon's numbers.

Board Chair Ebbert stated that this discussion is an accumulation of a long effort for a phased approach to a 9-1-1 backup center. He reiterated the necessity for a clear, accurate financial picture and a reliable cash flow, since none of the backup center costs are currently reflected in the 2018 budget. He seeks consensus from the Board to continue working with the City to develop the early phases of readying the RTCC immediately for use as a backup center as indicated in Phase 2 of Director Gordon's presentation. The Board concluded that they will move forward on developing the RTCC facility as a backup for OPCD 9-1-1 operations.

A short discussion continued around the use of the RTCC and the usage of Jefferson Parish Sheriff Office (JPSO) 9-1-1 Center as a backup site. OPS Director Haynes advised that Jefferson Parish is willing to meet to discuss the feasibility of using their 9-1-1 backup site as an OPCD backup site. Board Chair Ebbert requested that staff draft a letter to JPSO, to be signed by himself and NOPD Supt. Harrison, requesting the use of their 9-1-1 backup site by OPCD and including all the possible scenarios where OPCD evacuation of the PSAP would be necessary.

Board Chair Ebbert backtracked on the agenda to officially introduce the newest member to the OPCD Board of Commissioners, Dr. Joseph Kanter.

G. OPERATIONS DIRECTOR REPORT

OPS Director Haynes gave an update on where OPS is in the NCIC/Louisiana Law Enforcement Telecommunications System (**LLETS**) integration. This will allow dispatchers to have access to criminal history information to assist field units with information on things like stolen vehicles, wanted persons, etc. It will also allow OPCD OPS to run background checks on new OPCD hires, which will cost OPCD \$4,000 a year. This past year, NOPD ran the checks for OPCD for free. OPS Director Haynes said she understood that dispatchers used to have access to NCIC in the past. She stated the LLETS can be easily integrated with CAD. She has already had OPCD OPS personnel fingerprinted, including OPS admin personnel. She is awaiting permission from the City and will report back at the next Board meeting. Cost of the LLETS software will be coming from the State Police.

OPCD Systems Administrator Karl Fasold advised that there would be some technical installation and associated costs necessary to implement LLETS. The installation does require the information to be transmitted over a secure internet connection and is not integrated with CAD in the first phase.

Board Chair Ebbert inquired about the Police position on this initiative. Supt. Harrison deferred saying his Deputy Chief is more involved, but he does not see an issue at this time. A short discussion continued about the on-air transmission of proprietary and un-encrypted information. OPS Director Haynes advised that all the dispatcher would say over the air would be "Look at your MDT (Mobile Digital Terminal);" it would not involve broadcasting sensitive information over the air. OPS Director Haynes stated that she has been working with NOPD.

OPS Director Haynes gave an overview of the last two years of the consolidation process. Prior to her arrival, there were no adequate quality control, quality improvement, or quality assurance processes in place. There was limited ability to dedicate full staff to perform this function. There is currently no system in place that would allow OPS Director Haynes to efficiently listen to a specific call in question. She stated that the software does exist but OPCD does not own it. She stated that it is impossible to meet the industry standards without having an adequate QA/QI system in place. Personnel restraints are preventing QA-certified OPS personnel to devote adequate time to reviewing calls. It would take \$220,000 per year in overtime to fulfill the requirements. OPS Director Haynes believes that the NICE Inform Elite QA/QI software would cut the review time in half (see attachment). The software provides personnel the ability to search for calls by words or phrases and listen, record, and do quality assurance without moving to different computers.

Board Chair Ebbert thanked OPS Director Haynes for her report and advised that this is the kind of information that is needed to make an informed decision about the purchase of this equipment. The Board needs to determine how much money OPCD has to allocate to this purchase and how it should be prioritized; implementation over a two year period. Supt. Harrison stated that this is the first time he has heard this and it appears to be a great idea and good software and he approves it. Jonathan Wisbey inquired if there were comparison studies done on other QA/QI software.

H. EXECUTIVE SESSION

At 12:04 pm, the Board went into Executive Session. A motion was made by Director Miller to go into Executive Session for an internal disciplinary matter and seconded by Dr. Kanter. The motion was unanimously approved. The Board returned from Executive Session at 12:53 pm.

I. OLD BUSINESS

Director Miller made a motion to wrap up to the Executive Session by accepting the conclusion of the investigation conducted by Board attorneys that the matters discussed did bring some process and procedure issues to light, but nothing rose to the level of any

disciplinary action. The motion was seconded by Dr. Jeff Elder and was unanimously approved.

Mr. Miller next motioned that, based on concerns brought forth by former personnel, the Board should establish a Personnel Committee to be chaired by Supt. Harrison. Additionally, OPCD should solicit an outside firm to audit the processes and procedures related to HR, personnel and discipline, to ensure that they are in order, and to make recommendations on management structures and reporting structures or other matters as they arise from the audit. Dr. Elder seconded the motion. The motion was unanimously adopted.

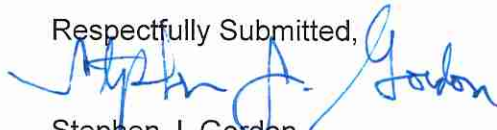
J. ANNOUNCEMENTS

GIS Manager Kathrine Cargo announced her appointment as the Chairperson of the URISA Next Gen 9-1-1 Task Force.

K. ADJOURN

Board Chair Terry Ebbert adjourned the meeting at 1:10 pm. It was moved by Dr. Elder and second by CAO Hebert.

Respectfully Submitted,



Stephen J. Gordon
Executive Director