

**ORLEANS PARISH COMMUNICATION DISTRICT  
BOARD OF COMMISSIONERS**

**Regular Board Meeting**

Friday, November 18, 2016, at 10:00 am  
Chief Warren McDaniels PSAP Board Room  
118 City Park Avenue  
New Orleans, LA 70119

**I. CALL TO ORDER**

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

**II. ROLL CALL**

Mr. Claude Flot called the roll. The following Board members were present:

Chair Terry Ebbert, Dr. Brobson Lutz, Lt. John Stelly (proxy for Capt. Donovan Archote), Dr. James Aiken (proxy for Mr. William Masterton), NOFD Deputy Supt. Roman Nelson (proxy for NOFD Supt. Timothy McConnell; Note: Supt McConnell arrived shortly afterward and assumed his role); Deputy Chief Paul Noel (proxy for NOPD Supt. Michael Harrison); NOEMS Director Dr. Jeffrey Elder; NOHSEP Director Mr. Aaron Miller.

Major General Glenn H. Curtis and Chief Administrative Officer Jeff Hebert were absent

There was also an acknowledgement by Operations Director Shinar Haynes of the passing of Shift Supervisor Annie Lockett on November 7, 2016, after 31 years of service. Board Chair Terry Ebbert recognized of the hard work of the members of the 911 center.

**III. ADOPTION OF BOARD MINUTES FROM PAST BOARD MEETINGS**

Chair Terry Ebbert called for the adoption of the minutes from the regular OPCD Board meeting held September 13, 2016; Dr. Elder motioned to adopt the minutes as submitted.

Chair Terry Ebbert also called for the adoption of the minutes from the special OPCD Board meeting held October 26, 2016; Dep. Chief Noel motioned to adopt those minutes as submitted.

Board members unanimously adopted the minutes for both the regular and special meetings with no additions or modifications.

**IV. FINANCE REPORT**

**QUARTERLY FINANCIAL REPORT**

Board Chair Terry Ebbert recognized OPCD Director of Finance Ms. Denise Clayville. Ms. Clayville referred Board members to the quarterly financial report in their packets, which was for the nine months ending September 30, 2016.

Ms. Clayville advised the Board that OPCD began receiving new revenue coming from the fee increase of wireless and VOIP services. When calculated for August and September income increased \$27,000.00, for an average of \$13,000.00 a month more than anticipated. There were loses in the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2016; however a gain in the 3<sup>rd</sup> quarter is reflected in the document. The Operations personnel costs are included, which accounts for the millions of dollars increase in the report. Expenses during this quarter were as anticipated.

There were no questions asked on the quarterly financial report

Chairman Ebbert then moved onto the proposed 2017 Annual budget; Ms. Clayville read from the Adjustment of Operations Budget document, line by line, providing explanations on each of the listed items. Changes made to the 2017 budget were itemized on the last page of the budget.

On Pictometry, Director Miller wanted clarification that the Orleans Parish Assessor's Office was only using it every other year, whereas OPCD was requesting it every year. Executive Director Stephen Gordon confirmed Miller's statement. Director Gordon and OPCD Technology Director Karl Fasold explained the need for annual aerial imagery in OPCD. Chairman Ebbert asked if the imagery information could be distributed to the responding field units for Police, Fire and EMS. Through continued discussion, it was determined that the imagery could not be pushed to the current MDT units; however it could be sent to the Motorola Premier One mobile units.

Director Miller wanted to emphasize that Pictometry imagery is only collected one time a year in the fall or winter when there are less leaves on trees. It is a static image and as you go on throughout the year it gets a little older, and the info could be 8 to 10 months old. Vice Chair Lutz asked if there were any instances where Pictometry was useful. Director Fasold indicated it is helpful on a daily basis. It was used only a few days prior to the Board meeting regarding a medical emergency at a house on a corner where the address was not corresponding with the correct location. Chairman Ebbert concluded that we wanted to remain at the forefront of technology; however no change or deletion was made by the Board regarding OPCD's budgeted purchase of Pictometry for 2017.

Moving on, Dr. Elder stated that he had a number of Operational budget questions, specifically line item 2220: CNO (Contributions towards personnel expense and other operational expenses from the city) regarding how that revenue shows up in the OPCD Operating Budget. Ms. Clayville stated that she puts it in the expense of personnel and benefits, and on the Financial Statement you would see the reimbursement that the City is giving OPCD as revenue. Further clarification indicated that it was not included in the OPCD's 2017 budget. Dr. Elder questioned if the revenue OPCD received from cell phones was included in the 2017 Operations budget, then why incoming personnel funds from the City also included weren't. Ms. Clayville answered that the 2017 budget was only for OPCD. The 2018 OPCD budget would reflect the City contributions.

Director Miller raised questions about the professional development budget imbalance between OPCD and Operations. Operations Director Shinar Haynes disagreed with the education budget numbers and indicated that she was not involved in the process to complete the budget. Ms. Haynes relayed that she has worked out some figures with Eric Melancon for first year training costs. Dr. Elder and Col. Ebbert requested more specificity in this section.

Further questions were raised by Fire Supt. McConnell as to why there were two different budgets, if all members now worked for OPCD, and why it was done this way. Ms. Clayville responded that she believed that she was instructed to prepare it this way per direction from Mr. Melancon, to which Mr. Melancon denied giving those instructions. The City budget documents will be provided to the Board. Col Ebbert commented that the budget process and the revenue exchange between OPCD and the City needs to be streamlined. Discussion along these lines continued.

Director Miller made a motion to table the 2017 Operations Budget until it was broken down. Chairman Ebbert asked for questions regarding the motion and input from Mr. Melancon. Mr. Melancon stated that the development of the budget started in September and all the information was listed in the provided reports. However, he agreed it would be best to have it included into one budget.

Mr. Melancon added that there was enough information provided to adopt all sources of funding and all expenses today. Mr. Melancon admitted that there were issues with the funding, as it is distributed. However, upon review, he believes that Pro Q&A expenses were not an Operations expense and suggested that it should be in the OPCD Technical side. He also stated that the City Council is looking for a Board resolution to approve OPCD's budget numbers.

Col. Ebbert and other Board members requested better guidance and definition on OPCD's budget and recommended a single budget. Much discussion was made regarding \$408,000.00 that was removed from the OPCD budget (unallocated, but earmarked for undefined operational use) and how it was to be spent. Mr. Melancon remarked that any funds left in the annual \$500,000 offset fund at the end of the year can be carried over and used for Operations or any place the Board sees fit to spend it. After these discussions, and the confusion and concerns of the 2017 budget not reflecting all funding and line item issues in one budget, it was decided that the Board would table the issue of overall amount of the Operational budget. However a motion to adopt the total amount of the overall budget, to satisfy the City's requirement, was required by the Board.

Col. Ebbert instructed Ms. Clayville to prepare and provide to the Board a detailed line-itemed budget which combined both OPCD and Operational budgets for a future board meeting to satisfy the completion of adopting the 2017 budget.

The 2017 detailed line-itemed summary budget for future approval at the next Board meeting was called for a motion by Dr. Elder and seconded by Chief McConnell. All present board members approved by verbal acknowledgement. The detailed budget must be presented to the Board prior to the end of 2016.

No members of the public were present to discuss the 2017 OPCD budget.

**V. Adoption of Resolution 16-10: Adoption of 2017 OPCD Annual Operating Capital Budget Summary with change requested by Director Miller "as is reflected on the summary sheet."**

Motion to adopt presented by Aaron Miller seconded by Supt. McConnell.

**VI. Adoption of Resolution 16-11: Set meeting dates for 2017**

Chairman Ebbert presented the 2017 recommended meeting dates listed in the above resolution. Motion made by Dr. Lutz for adoption, seconded by Dr. Elder. All present board members approve.

**VII. Vote to Enter into Executive Session**

Executive Director Gordon remarked that the OPCD's offer to the former employee was rejected and the lawyers continue to talk. Motion was made by Supt. McConnell to be updated on this litigation and to enter into Executive Session. Deputy Chief Noel seconded the motion and the motion passed. The Board entered Executive Session at 11:22 am.

**VIII. EXECUTIVE DIRECTOR'S REPORT**

**A. MARCO BILLBOARD**

Director Gordon advised the Board that OPCD has a meeting with the FCBA to continue to work out an agreement for the billboard as Marco has not yet accepted the same conditions as per our land lease agreement.

**B. STATUS OF CIVIL SUIT AGAINST SEIZER ARCHITECHS**

Arbitration panel has been selected scheduling should be in the spring of 2017.

**C. REVENUE REVIEW OF TELEPHONE CARRIERS**

Approximately eleven companies requested copies of the RFP. All responses are due on November 23<sup>rd</sup>. OPCD received some questions pertaining to the RFP requirements, and answers to the questions were submitted to all companies. Evaluation of the submitted RFP's will be conducted in December.

**IX. OPERATIONS DIRECTOR REPORT**

**9-1-1 Call Answering Times**

OPCD Operations Director Shinar Haynes provided reports for the call answering times, as well as the abandoned calls. She noted that the call answer times are moving in a positive direction. Additionally, documents were presented for the answer time stats for the last 6 months, and she highlighted the vast improvements in these statistics. Kudos to the telecommunicators for the improved numbers was given by the Mayor's Office.

The National Fire Prevention Association (NFPA) standard for acceptable call answer times is 95% of alarms received on emergency lines shall be answered within 15 seconds and 99% of alarms shall be answered within 40 seconds. The OPCD

exceeded the first standard by answering 96% of alarms within 15 seconds and met the second standard of answering 99% of all alarms within 40 seconds.

One hundred and fifteen (115) telecommunicators have received training. There are still thirty (30) (mostly Supervisors) that need to complete training.

The Operations section is down approximately 17 employees, and Ms. Haynes stated that another training class will not be conducted until after Mardi Gras. Ms. Haynes reaffirmed her plans to use the CritiCall hiring software for the screening of new applicants.

Chairman Ebbert extended the appreciation of the Board for the excellent work by the operations members.

## **X. New Business**

The Deputy Director of Operations position had not been presented or approved by the Board in the past and is not a position included in the City's consolidation payments in 2016. Ms. Haynes stated the position has been inserted into the 2017 OPCD budget. Dir. Miller made a motion to approve the position and it was seconded by Dr. Elder, followed by a unanimous vote.

Dr. Aiken asked Ms. Haynes if she had hired somebody or if the OPCD was trying to interview candidates. Ms. Haynes replied that she and others interviewed several candidates and that one was definitely in mind. Dr. Aiken asked if the candidate could be identified or if Ms. Haynes was still interviewing? Ms. Haynes replied that interviewing was completed and that she and others were pretty certain where they were going to go.

Lt. Stelly asked to confirm if Ms. Haynes was not interviewing anymore? Ms. Haynes replied that she and others were still getting resumes, but nothing has made them move any further than where they are with the candidate they were happy with. Lt. Stelly asked who would be the deciding entity of the person who is hired. Ms. Haynes considered it her decision. Lt. Stelly asked if it was going to be a Board decision.

Dr. Elder believed the deputy director of operations is a high level position which the Board should have knowledge of. Dr. Lutz said the Board approves positions and the director selects. Dr. Elder recalled that when Deputy Director Frith Malin was hired that the Board's Search Committee and the full Board interviewed her for the Executive Director position.

Lt Stelly's belief was if a position is high level it should be a decision of the Board and lower level positions can be made by the top people. Lt. Stelly moved that the OPCD Board have concurrence over the selection of the deputy director of operations. Aaron Miller and Dr. Elder seconded the motion simultaneously. Dr. Elder said that the motion adheres to what the City roughly does when selecting the director and deputy director of a department when the mayor's office is involved in the decision. Col. Ebbert called for a vote and the motion unanimously passed.

Director Gordon announced that the Louisiana Chapter of URISA won Chapter of the Year award from URISA International. This is a significant award as it reflects the high level of activity by GIS professionals in Louisiana. GIS will continue to become more important to 911 as the 911 industry moves towards NextGeneration 911.

Board Chair Ebbert thanked the Board and support staff for their efforts during difficult times. He looks forward to next year's activities at OPCD and anticipates the struggles of the past year to ease as consolidation issues are resolved.

Martha Broussard, the new Director of the New Orleans Health Department will replace Dr. Elder as the Board representative in 2017.

**XI. Adjourn**

Chair Terry Ebbert called for a motion to adjourn. Dr. Elder motioned to adjourn the meeting, and Aaron Miller seconded the motion. The meeting adjourned at 12:00 pm.

Respectfully Submitted,



Stephen J. Gordon  
Executive Director