

ORLEANS PARISH COMMUNICATION DISTRICT BOARD OF COMMISSIONERS

Regular Quarterly Meeting
Tuesday, March 10, 2015, at 10:00am
Board Room, Chief Warren E. McDaniels, Sr. 9-1-1 Center
118 City Park Avenue
New Orleans, LA 70119

I. CALL TO ORDER

OPCD Board Chair Col. Terry Ebbert called the meeting to order at 10:03 am.

II. ROLL CALL

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

Board Chair Col. Terry Ebbert; Vice Chair Dr. Brobson Lutz; Lt. John Stelly (proxy for Capt. Donovan Archote); Col. Timothy Chastain (proxy for Major Gen. Glenn Curtis); Supt. Timothy McConnell; Ms. Charlotte Parent; Ms. Barbara Ireland (proxy for Dr. Jeffrey Elder); and Deputy Mayor Jerry Sneed.

The following Board members were absent: Ms. Cindy Nuesslein; Deputy Mayor Andy Kopplin; and NOPD Supt. Michael Harrison.

III. ADOPTION OF BOARD MEETING MINUTES (November 18, 2014)

Board Chair Terry Ebbert called for the adoption of the minutes from the OPCD Board meeting held November 18, 2014. Col. Chastain motioned and Lt. Stelly seconded to accept the minutes. Board members unanimously adopted the minutes.

IV. QUARTERLY FINANCIAL REPORTS

Board Chair Ebbert recognized Finance Officer Ms. Denise Clayville. Ms. Clayville referred Board members to Budget vs. Actual report for the 12 months ending December 31, 2014. As can be seen from the report, landline 9-1-1 revenue was \$50,000 less than budgeted, a downward trend that is expected to continue through 2015. Ms. Clayville reported that expenditures were, for the most part, under budget. Ms. Clayville pointed out that the year ended with a deficit on paper because of capital expenditures, but was not as large as expected. Ms. Clayville reported that until the bond is paid off, OPCD is going to be limited in what can be funded.

V. ADOPT RESOLUTION 15-01: AUDIT COMPLIANCE QUESTIONNAIRE

Board Chair Ebbert recognized Ms. Clayville, who referred Board members to Resolution 15-01 in their packets. She stated that this is part of OPCD's annual audit and is required by the State Legislative Auditor's Office. This questionnaire acknowledges that OPCD complies with state laws and regulations. Ms. Clayville reminded Board members that adoption of the questionnaire and resolution is a standard procedure that is presented to the Board every year. Vice Chair Dr. Lutz motioned to adopt the resolution, and Col. Chastain seconded. Board members unanimously adopted Resolution 15-01.

VI. EXECUTIVE DIRECTOR'S REPORT

A. Status of MARCO Advertising

OPCD Executive Director Stephen Gordon reported that City Attorney Chad Dyer delivered the Advertising and Compensation Agreement from the New Orleans Building Corporation and the CEA with the City. Mr. Gordon reported that MARCO is supposed to begin construction April 15. Mr. Gordon said that MARCO is still waiting for Amtrak to release their permit to have the billboard overhang their tracks.

B. Status of Motorola/Intrado Call Control Integration (CCI)

Mr. Gordon reported that the CCI project is on hold until a CAD upgrade takes place. Mr. Gordon reminded Board members that the CCI project integrates 9-1-1 telephony with CAD, so the call-taker only has to use one monitor, one keyboard, and one mouse. Mr. Gordon explained that the upgrade is scheduled for late May-early June. Once the upgrade has been successfully installed and implemented, the CCI project will resume.

C. 9-1-1 Legislation

Mr. Gordon informed Board members that the state's 9-1-1 districts are proceeding with filing legislation to raise the wireless and pre-paid 9-1-1 fees statewide. Representatives of the NENA/APCO Legislative Committee met with Speaker of the House Chuck Kleckley. Although Speaker Kleckley stated he was in favor of the legislation, he suggested that the Committee get another representative to sponsor the bill. Mr. Gordon went on to say the Legislative Committee would meet with the carriers and their lobbyists to work out a compromise before the session starts. Mr. Gordon relayed that Suchitra Satpathi is the contact person for this with the City and that they had met and he will keep her updated.

D. Load Bank for Over-sized Generators

Mr. Gordon informed Board members that a load bank would be installed to address the wet stacking problem occurring with the generators. Mr. Gordon reported that initial estimates for the project were approximately \$220,000, which means OPCD will release a bid for the project. Mr. Gordon informed Board members that \$75,000 had been budgeted, so the budget would need to be amended to provide for the remainder of the cost. He reminded Board members that the cost of the load bank could be recouped if OPCD is successful in its litigation efforts.

E. Annual Ethics Disclosure Form and One Hour Video Training

Mr. Gordon reminded Board members that they are required to submit a Tier 2.1 Form (form 417) to the State Ethics Board, and must watch a training video. Mr. Gordon referred to a handout in Board packets that listed the Ethics Board requirements.

VII. SPECIAL PRESENTATIONS

A. Personnel Committee Report

Board Chair Ebbert recognized Ms. Charlotte Parent, who gave an update on the status of the Personnel Committee. It was anticipated that this project would be completed by January 31. The committee has completed a complete review of all policies relating to overtime and compensatory pay. This was necessary to determine which employees should receive overtime, comp time, etc. An evaluation system is being developed so that mechanisms are in place to determine pay increases and promotions. Ms. Parent stated that the Committee expects to complete its tasks for the June 2015 meeting.

B. 9-1-1 Call Answering Times

Board Chair Ebbert recognized Director Gordon, who directed the Board to the handout in Board packets. Mr. Gordon reported that in February 2015, only 90 percent of 9-1-1 calls were answered within 20 seconds; the national standard is that 95 percent of 9-1-1 calls must be answered within 20 seconds. In that same month, abandoned 9-1-1 calls were only seven percent of call volume, which is one of the lowest levels seen since OPCD began tracking this data. Mr. Gordon reminded Board members that the call-answering standard is the clearest indicator of staffing; if a center is meeting the standard consistently, then it can be concluded that the Center is adequately staffed.

Captain Simon Hargrove reported that NOPD currently has 52 call takers assigned. Some of those operators have been on the job for six months to less than one year. Although they have completed their training successfully, they are not able to process calls as quickly as veteran employees, which is to be expected. Captain Hargrove pointed out that they may not be meeting the national standard, but they are answering more calls, and fewer callers are abandoning their call before it is answered.

Mr. Gordon also reported that there is a shortage of supervisors and there have not been supervisory promotions since 2005. Captain Hargrove stated that before he can request a Supervisor registry, he needs to promote more operators to Police Dispatch Recruit (PDR) in training. Captain Hargrove stated that he has 26 police dispatchers, three of whom are PDRs. He has submitted a request with Civil Service to have a PDR registry, which would provide a consistent mechanism to promote operators to dispatchers. Once that is in place, then he will be able to promote dispatchers to supervisory positions. Captain Hargrove reported that he had also requested a registry for the Senior Police Dispatcher position, and is expecting both registries to be approved.

Ms. Parent noted that NOEMS and NOFD do not seem to have the problem of turnover that NOPD experiences. Supt. McConnell replied that the only time NOFD loses a position is to retirement. Captain Hargrove stated that the turnover-longevity problem was largely due to low pay for all positions. Deputy Mayor Sneed inquired what else could be done to maintain the number of budgeted personnel in order to meet national standards. A short discussion ensued, focused mainly on their relatively low pay. Deputy Mayor Sneed reminded Board members that the division was allowed to hire up to 59 call-takers in order to retain the 55 call-takers needed, but also to promote more employees, all the way up to Supervisor, and to weed out low-performing employees.

C. Status of Interim Renovation

Mr. Gordon reported that the State Fire Marshal's Office was requiring OPCD to make additional changes to the new Administration Building, to keep OPCD in compliance with state fire regulations and codes. Some of these requirements are additional exit doors, fire barrier walls raised to the bottom of the roof, removal and disposition of the generator and diesel tank, and demolition of the old trailers. Mr. Gordon said the total additional cost would be \$316,000.

VIII. ADOPT RESOLUTION 15-02 TO AMEND FY 2015 BUDGET TO COMPLETE INTERIM RENOVATION AND PURCHASE LOAD BANK

Chair Ebbert called for a motion and approval of Resolution 15-02, which approves adjusting the FY 2015 Budget to move \$316,089 for the renovation and \$300,000 for the load bank from capital projects to the current budget. Col. Chastain made the motion; Ms. Charlotte Parent seconded it. The Board unanimously approved the resolution.

IX. OLD BUSINESS

Supt. Timothy McConnell thanked the Board for approval of the funds to complete the NOFD AVL project. Supt. McConnell reported that everything was operating successfully.

X. NEW BUSINESS

There was no new business.

XI. ANNOUNCEMENTS

Director Gordon announced that he and the agency commanders were attending the Navigator Conference, April 29 – May 1, 2015, in Las Vegas to make the presentation “Going from Us to We—Making Co-Location Work.”

Education Coordinator Ausetua AmorAmenkum invited Board members to the Telecommunicator of the Year Luncheon, April 9, 2015, at the Hotel Monteleone. Ms. AmorAmenkum reported that some of these employees would be attending the annual Louisiana APCO/NENA Symposium in Lake Charles, Louisiana.

Ms. AmorAmenkum also informed Board members that in April, OPCD would be hosting the inaugural “9-1-1 Children’s Day.” She explained that schoolchildren from Orleans Parish schools will come to the McDaniels 9-1-1 Center and experience hands-on activities while learning the proper use of dialing 9-1-1 for help. This event is co-sponsored by NOPD, NOFD, NOEMS, and the Audubon Institute. Ms. AmorAmenkum then let Board members know the 9-1-1 Poster Contest posters were ready and could be picked up after the Board meeting.

XII. ADJOURN

Board Chair Ebbert thanked Board members, staff, and the three agencies for their continued efforts to provide the level of 9-1-1 service that our citizens need and deserve. Dr. Elder motioned, and Col. Chastain seconded, to adjourn the meeting. Chair Ebbert adjourned the meeting at 11:09 AM.

Respectfully Submitted,



Stephen J. Gordon
Executive Director