

9-1-1 Advisory Board Meeting

May 10, 2017

1. CALL TO ORDER – The Greene County 9-1-1 Advisory Board was called to order by Chair Williams on May 10, 2017 at approximately 3:00 p.m. in the Public Safety Center, Second Floor 911 Conference room at 330 W. Scott Street, Springfield, MO 65802. Five board members were in attendance with two board members arriving after the start of the meeting. *Attendance details in Attachment 1.*

2. APPROVAL of the April 12, 2017 Meeting Minutes – Williams indicated a draft of the meeting minutes were distributed to the board members for review prior to the meeting. Moore motioned to approve. Pennington seconded. Motion carried 5/0. (Two board members unavailable for the vote.)

3. STATUS UPDATES

A. Financial Reports – Jeff Scott, Greene County Budget Officer presented the March Financial Report. Budgeted Personnel Expenses are 75% of total budget. These lines are currently at 20.92% of their budget compared to 25% of where we should be in March. More than half of this budget is made up of one time charges for general liability, allocated overhead, and CAD Maintenance. Legal counsel is running a little high with the agreements and Training and Meetings is running high due to \$3,558.11 in recruitment expenses for the 911 Director that the City recently charged. Capital is on Budget. Overall, we are at 19.95% of budget compared to 25%. If you add a quarter of the general liability, CAD maintenance and allocated overhead adjusted expenses are still only at 21.81% of budget. Cash balance of \$3,666,013. This balance is 2.3 times higher than the amount needed for a 3-month operating reserve.

Sales Tax spreadsheet – Jeff Scott, presented an overview of the sales tax comparing 2016 to 2017. Last months concern of an economic decline has been confirmed to a slow processing issue. After closing the month of April, the revenue is ½% ahead.

4. OLD BUSINESS

A. Emergency Communications Department Update – Schwartz The April monthly “Atta’s” were passed around. April held two external complaints, one unfounded and one pending. At the June 2017 meeting, Schwartz will give an overview presentation for the new Board members. The July and August meetings will consist of budget presentations. JR Webb has been honored to represent the State of Missouri in June at the First Net conference in Texas.

B. MDT (Mobile Data Terminal) connectivity Update – Schwartz – Jess Kerr from Greene County IS continues to contemplate the details of this issue and desiring to discover an alternate option before connecting other agencies to the Greene County system. Scott Moore is collecting data on how many actual connections will need to be made per agency.

C. Staffing Study update – Schwartz

1. Staffing Study Number 3 & 7 *Full review of scheduling software.* This recommendation has been completed. Supervisor Jennifer Meloy has created training guides and the official switch to InTime Solution scheduling software was completed on Sunday, May 7, 2017. The software enables each employee to log-on to check their work schedule and provides an app for out of the office quick references. The schedule has been adjusted with more positions during heavier work load times.

2. Staffing Study Number 5 *A third position should be added to dispatching for the Springfield Police Department and single position for fire info.* Awaiting the addition of fully cross trained staff to open the ability to start working with SPD to create this new position. 911 staff implemented the single fire dispatch and met with fire agencies twice in the past few months.

3. Staffing Study Number 6 *Motorola P1 CAD system.* The CAD system will be upgraded the week of May 22nd. Many issues noted in the past will be fixed during this hardware/software upgrade.

4. Staffing Study Number 20 *Supervisor training for telecommunicators who wish to become shift supervisors.* City of Springfield Human Resources is offering classes to those considering future supervisor roles as of April, 2017. Employees were notified of this training.

5. Staffing Study Number 21 *Board approved additional consoles and text to 9-1-1 capabilities.* Consoles added and ability to text 9-1-1 is up and running. Verizon and Sprint are currently the only carriers that have been tested and are working. US Cellular, AT&T, and T-Mobile are still in the process of connecting. Before we publish a community campaign for Springfield-Greene County 9-1-1 text abilities, every carrier will need to be setup and tested first. The message communicated to the public will be, "Call if you can, Text if you can't".

6. Staffing Study Number 25 *Considering accreditation from the Commission on Accreditation of Law Enforcement Agencies (CALEA).* Zim Schwartze (Director for 9-1-1) and Heather Morrison (Quality Assurance Manager for 9-1-1) are scheduled to attend the CALEA Conference in November to start the exploration towards the accreditation and process. Quigley noted that cost associated could be utilized from Capital Reserve Funds.

D. PICAD and Statistics Update – Webb April's numbers are showing consistency compared to other months. Wireless calls continuing to rise to 82% of 9-1-1 calls. Missouri is currently the only state that does not receive funding from wireless companies. The bill concerning this issue is currently sitting in the State Senate. NENA (National Emergency Number Association) standard requires 90% of 9-1-1 calls to be answered within 10 seconds. The current phone upgrade included a new feature, PowerOps, a computer program projected to a TV monitor on the operations floor which displays a color-coded image of those logged in and to what position, including how many minutes a position is inactive. Also, includes a real-time pie graph that charts the current call activity and breaks down each category consisting of current calls, calls ringing in, and if the call was abandoned. New report calculates those signed in as a call taker positions only, the individual percentage to gauge each employee of their 90% goal. This new information will be added to the Statistics Update showing the progress toward the 90% call answering goal.

E. Intergovernmental Agreements Update – Coulter/Quigley – The Greene County court order has been authorized and the agreements between the City of Springfield and Greene County have been completed. Meeting will be held on Thursday, May 11, 2017 to discuss agreements for Republic and other user agencies.

F. Active 911 Update – Moore – Reported that the fire agencies in Greene County met Thursday, May 4, 2017 and it was productive. Discussion of dispatch sequence was finalized; these changes will be implemented and new training will start for the 9-1-1 telecommunicators. Moore met with Active 911 at a conference and talked to the company one on one. Everything they are needing has been provided to them. Currently waiting to see if the CAD P1 upgrade improve the CAD notes through Active 911. Schwartze noted that we are a unique PICAD user as we have large municipal agencies and rural that we dispatch for as most others just dispatch for municipal.

5. NEW BUSINESS

A. Reminder that the 9-1-1 Advisory Board members are invited to the annual Springfield Cardinals Game May 18th, 7:10pm game. Food provided.

6. ANY OTHER BUSINESS

7. ADJOURNMENT -- With no further business to discuss, the meeting was adjourned at approximately 4:07 p.m. Pennington motioned to adjourn, Coulter seconded. Motion carried 7/0.

The next scheduled meeting will be **Wednesday, June 14, 2017 at 3:00 p.m.** 911 Conference room, second floor of the Public Safety Center.

Attachment 1

Present

Paul Williams Springfield Police Department Representative
 David Pennington Springfield Fire Department Representative
 Lindsey Mericle Greene County Municipality Representative
 Chris Coulter Greene County Commission Representative
 Scott Moore Greene County Fire District Representative
 Sarah Schrader Springfield Business Representative
 Collin Quigley City of Springfield Representative

Absent

Jim Arnott Greene County Sheriff's Office

Non-Voting Members Attendance

Zim Schwartze Springfield - Greene County Emergency Communications Department
 JR Webb Springfield - Greene County Emergency Communications Department
 Katrina Viau Springfield - Greene County Emergency Communications Department
 Jeff Scott Greene County Budget Office
 Phil Corcoran Greene County Sheriff's Office

	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2016	Jun* 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Present 16	Present 17	Absent 16	Absent 17	Proxy 16	Proxy 17
David Pennington	/	1	X	1	1									0	3	0	0	0	0
Jim Arnott	1	1	X	1	A	A	1	A	A	P	X	P	P	4	3	4	1	5	0
Sara Schrader	/	/	X	1	1									X	2	X	0	X	0
Not Appointed	/	/	X	/	/									X	0	X	0	X	0
Lindsey Mericle	/	/	X	1	1									X	2	X	0	X	0
Scott Moore	/	/	X	1	1									X	2	X	0	X	0
Collin Quigley	1	1	X	1	1	1	1	A	1	A	X	1	1	11	4	2	0	0	0
Chris Coulter	1	1	X	1	1	A	1	1	1	A	X	1	1	10	4	3	0	0	0
Paul Williams	1	P	X	P	1	1	1	1	1	1	X	P	P	10	2	0	0	3	2

- * Special Meeting April 18, 2016
- * Special Meeting June 24, 2016
- * X Canceled Meeting Oct 12, 2016
- * X Canceled Meeting March 29, 2017