

9-1-1 Advisory Board Meeting

February 14, 2018

1. CALL TO ORDER – The Greene County 9-1-1 Advisory Board was called to order by Chair Williams on February 14, 2018 at approximately 3:00 p.m. in the Public Safety Center, 911 Conference room at 330 W. Scott Street, Springfield, MO 65802. Seven board members were in attendance. *Attendance details in Attachment 1.*

2. APPROVAL of the December 13, 2017 Meeting Minutes – Williams indicated a draft of the meeting minutes were distributed to the board members for review prior to the meeting. Quigley motioned to approve. Moore seconded. Motion carried 5/0. (2 additional board members arrived after the vote)

3. STATUS UPDATES

A. Financial Reports (*January Canceled Meeting*) - Jeff Scott, representing the Greene County Budget Office presented the November Financial Report as follows: (*November represents 92% of the year. Sales tax will finish out the year 1.71% behind budget (-109,198.04) at \$6,290,801.96. 2016 was \$6,335.161.74. Budgeted Personnel Expenses are at 82% of their budget compared to the 92% that 24 of 26 pay periods represents. Vacancy is currently about \$478,977.35. Operations are currently at 92.5% of budget. More than half of this budget is made up of one time charges for general liability, allocated overhead, CAD Maintenance, and Equipment. When these costs are leveled, operations are at 88% of budget compared to expected 92%. Legal counsel is running a little high with the agreements and training and meetings is over 142% (12,247.38 more than budget), network line is also higher due to December 2016 being in these numbers and November had a very low billing, and Office Supplies are 138% of budget. When one-time expenses are spread across the year Capital is at 90% of budget. Overall, we are at 85.5% of budget compared to 92% (With annual expenses spread we are at 84%). Cash balance of \$3,265,200. About \$102,000 less than last year. At September, we have dipped below last year's balance. This balance is 2.04x higher than the amount needed for a 3-month operating reserve).*)

B. Financial Reports (*February Meeting*) – Jeff Scott, representing the Greene County Budget Office presented the December Financial Report as follows: (*Sales tax will finish out the year 1.71% behind budget. 2016 was \$6,335.161.74, \$44,349.78 more than 2017. Budgeted Personnel Expenses are at 89% of budget. Vacancy is currently about \$523,556.26. Operations are currently at 97% of budget. Large overages in training, network line, and Office Supplies are off-set by savings in Misc. Equipment Maintenance and Equipment Lease. Capital is at 98% of budget. Overall, we are at 92% of budget. Cash balance at 12/31/17 (cash basis) of \$3,090,515 is just \$20,311 below last year. Budgeted expenses were \$495,176.14 more than budgeted revenues due to a planned equipment/phone system purchase. This was offset by the savings in personnel expenses noted earlier. Revenues were almost \$92,000 below budget.*)

Jeff Scott, made additional comments that he wanted to consider adding personnel since the budget has been so stable.

4. OLD BUSINESS

A. Emergency Communications Department Update – Schwartz The December and January's monthly "Atta's" were passed around. External complaints from citizens consisted of one in December which was unfounded, and one in January that was sustained.

Critical Incident Stress Debriefing (*CISD*) team has been implemented and members have been chosen from a large group of applicants. Training will begin soon and a portion of the training is at no cost to the 911 department. Looking to the future to utilize this team regionally, especially for the smaller 911 centers.

B. PICAD and Statistics Update – Webb – 9-1-1 calls are up from last year by 1,900 calls. Heavy phone traffic has been created by the icy road conditions. On the first Sunday of the month (Super Bowl Sunday) nearly 1,000 incoming calls + 500 outgoing calls in a 12-hour time frame (this is more than what we usually have in a 24-hour time frame). We had 144 fire calls in a 15-hour time frame and 628 radio segments (more than double the norm). The team of telecommunicators did an excellent job in working together. Several people stayed after their shift to help with the volume of calls.

C. Intergovernmental Agreement Update – Coulter / Quigley – Quigley is meeting with the City of Springfield Attorney on Friday, February 16th, to settle upon an agreement to forward to Housley, the Greene County Attorney.

D. Presentation of Text to 9-1-1 video – Schwartz – Text to 9-1-1 video was viewed during the meeting. The video was prepared for the media to use as training footage for the public. Clip was produced by the City of Springfield Public Information Department. Williams clarified the official release date for the Text to 9-1-1 press release was Friday, February 16th. Instead, local media attended the Council luncheon on Tuesday, February 13th and pre-released the information that Springfield-Greene County 9-1-1 now has the capabilities to receive text emergency messages.

Press release highlights

- It was important to prepare and bring this capability to our area to add another way to contact 9-1-1, especially for the speech and hearing-impaired community.
- When a response is needed from police, fire, or emergency medical ambulance personnel, you can now text 9-1-1 and your message will be delivered into our phone system. We will be able to text a response and determine what assistance you need.
- Greene County is only one of approximately 16 counties in the state that has the ability to receive text to 9-1-1 messages.
- Voice 911 calls are still the preferred method of receiving emergency calls so the telecommunicator can talk with the person. The slogan ‘call if you can, text if you can’t’.
- *Tips* – knowing your location, being brief, using plain language, and avoid abbreviations so the telecommunicator clearly understand what is occurring.

E. CALEA Update – Schwartz – Regional CALEA project manager contacted Schwartz last week. Schwartz will be making one payment of \$8,850.00 which will cover the initial accreditation process fee. The City of Springfield Attorney is currently looking over three different sets of forms to approve before officially signing. Director Zim Schwartz and QA Manager Heather Morrison will be attending a CALEA conference in March. Training Manager Kris Inman will be accredited in April to hold the position of CALEA Project Manager.

5. NEW BUSINESS

A. Emergency Communications 9-1-1 2017 Statistics Presentation – Schwartz – 2017, Statistics were presented by pie graphs to breakdown each category of call types. The Springfield-Greene County 9-1-1 Center received 263,701 calls, 82% were from a cell phone and number continues to grow. Breakdown of the CAD (*Computer Aided Dispatch*) Events compared to 2016 numbers: SPD down by 1%, Fire, City and County stayed the same, Greene County Sheriff is down 1%, Municipalities were up 1%, Mercy EMS and Cox EMS stayed the same. The text to 9-1-1 percentage will show in the next year. Webb mentioned that Mercy EMS and Cox EMS have their own inside county service areas that covers Greene County and beyond. In 2017, there were only a difference of 1,200 calls between the two agencies out of their 41,000 total calls for the year. Which shows they are split up equally.

6. ANY OTHER BUSINESS

A. Term Expires February 19th - Coulter agreed to have the positions in place by the March 14, 2018 Advisory Board Meeting.

1. Chris Coulter – Greene County Commissions Representative
2. Collin Quigley – City of Springfield Representative
3. David Pennington – Springfield Fire Department Representative

B. Chair and Vice – Chair vote – Nomination for the position of Chair was Chief Williams. Motion to approve by Moore. Seconded by Arnott. Motion carried. 7/0
 Nomination for the position of Vice Chair was Sheriff Arnott. Motion to approve by Coulter. Seconded by Quigley. 7/0

7. ADJOURNMENT -- With no further business to discuss, the meeting was adjourned at approximately 3:45 p.m. Arnett motioned to adjourn, Schrader seconded. Motion carried 7/0.

The next scheduled meeting will be **Wednesday, March 14, 2018 at 3:00 p.m.** 911 Conference room, second floor of the Public Safety Center.

Attachment 1

Present

Paul Williams Springfield Police Department Representative
 Sarah Schrader Springfield Business Representative
 Jim Arnott Greene County Sheriff’s Office Representative
 Scott Moore Greene County Fire District Representative
 Lindsey Mericle Greene County Municipality Representative
 Collin Quigley City of Springfield Representative
 Chris Coulter Greene County Commission Representative
 Brian Newberry Springfield Fire Department Representative

Absent

David Pennington Springfield Fire Department Representative
 Lisa Langley Member at Large Representative

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 Representative

| | Jan 2018 | Feb 2018 | Mar 2017 | Apr 2017 | May 2017 | Jun 2017 | July 2017 | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Present 17 | Present 18 | Absent 17 | Absent 18 | Proxy 17 | Proxy 18 |
|------------------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|------------|------------|-----------|-----------|----------|----------|
| David Pennington | X | A | X | 1 | 1 | P | 1 | 1 | A | 1 | 1 | P | 7 | 0 | 1 | 1 | 2 | 0 |
| Jim Arnott | X | 1 | X | 1 | A | P | 1 | 1 | 1 | P | P | P | 6 | 1 | 1 | 0 | 4 | 0 |
| Sara Schrader | X | 1 | X | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 9 | 1 | 0 | 0 | 0 | 0 |
| Lisa Langley | X | A | X | - | - | 1 | 1 | A | 1 | 1 | 1 | 1 | 6 | 0 | 1 | 1 | 0 | 0 |
| Lindsey Mericle | X | 1 | X | 1 | 1 | 1 | 1 | 1 | 1 | 1 | A | 1 | 8 | 1 | 1 | 0 | 0 | 0 |
| Scott Moore | X | 1 | X | 1 | 1 | 1 | 1 | 1 | A | 1 | P | 1 | 7 | 1 | 1 | 0 | 1 | 0 |
| Collin Quigley | X | 1 | X | 1 | 1 | 1 | A | A | 1 | A | A | 1 | 7 | 1 | 4 | 0 | 0 | 0 |
| Chris Coulter | X | 1 | X | 1 | 1 | P | 1 | 1 | 1 | 1 | A | A | 8 | 1 | 2 | 0 | 1 | 0 |
| Paul Williams | X | 1 | X | P | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 9 | 1 | 0 | 0 | 2 | 0 |

* X - Canceled Meeting March 29, 2017
 * X - Canceled Meeting January 10, 2018

