

9-1-1 Advisory Board Meeting August 15, 2018

1. **CALL TO ORDER** – The Greene County 9-1-1 Advisory Board was called to order by Chair Williams on August 15, 2018 at 3:05 p.m. in the Public Safety Center, 9-1-1 Conference room at 330 W. Scott Street, Springfield, MO 65802. Eight board members and proxies were in attendance. *Attendance details in Attachment.*
2. **APPROVAL of the July 11, 2018 Meeting Minutes** – **Williams** indicated a draft of the meeting minutes were distributed to the board members for review prior to the meeting. Pennington motioned to approve the minutes, Langley seconded. Motion carried 8/0.

3. STATUS UPDATES

Financial Reports – Financial Reports -Tina Phillips, representing the Greene County Budget Office, presented the June Financial reports. Revenue is expected to outperform budget. Sales tax is continuing grow at an increasing rate. June represents half of the budgeted year. Total expenses thru June are \$3,273,726 or 49.54% of total budget. (NOTE: this now includes the full funding for CAD maintenance and Springfield Allocated Overhead) Budgeted funds thru May (assuming level payments) are \$3,247,606 or \$26,120 lower than actual. If Contingency is backed out of budget and a monthly allocation is assumed for general liability, Springfield Allocated Overhead, and CAD Maintenance expenses then Adjusted Budget is \$3,214,802 and Adjusted Spending is \$3,064,731, 47.80% or \$150,072 lower. This savings chiefly occurs in personnel \$145,657. Network line expense includes December of last year which causes it to be much higher than expected. Telephone is higher due to the one-time billing of Smartnet of \$880. Training & Meetings almost doubled in June and is at 70% of budget. Springfield Allocated Overhead and CAD System Maintenance is higher due to paying for the full year. In addition, postage and building maintenance are a little higher than expected in a level spending scenario. Vacancy is on pace to be near \$300,000. Cash balance at 6/30/18 (cash basis) of \$4,140,591 is \$1,074,125 above last year. (Note: July looks to have twice as many expenses clear the bank than June and is anticipated to draw down the balance to almost \$320,000) Cash level is more than 2.5 million dollars more than required operating reserve level. Note: Contingency is budgeted at \$196,822.50 and is currently backed out of the analysis. These funds are available for unseen needs at the time of the budget, such as the Stancil Logging Recorder upgrade which some costs should post in July.

* **Written by Jeff Scott, Greene County Budget Office**

4. OLD BUSINESS

- A. **Emergency Communications Department Update** – **Schwartz** – July’s monthly “Atta’s” and compliments were passed around. There was one external complaint in July which was unfounded after investigation. As discussed at the July meeting, a letter has been drafted from the 9-1-1 Advisory Board Chair Williams to the Greene County Commission recommending not to opt out of the pre-paid wireless initiative in the newly signed HB 1456 legislation. This will be reviewed, signed and given to the Commission.
- B. **PICAD and Statistics Update** – **Webb** – Statistics are about the same again this month with an increase in fire related calls for service. We had 29 text-to-911 calls this past month and cell phone usage is coming in at 83.83% with 20,534 calls. Currently at 81.14% towards our goal of

90% answered within 10 seconds (answered by call-takers only). Discussion on possible reasons why 2018 is showing a decrease on the '911 Answer Time' graph to include busier time and more calls during the summer months and the number of employees in various stages of training. The Board requested an overlay of the previous year on the '911 Answer Time' and the '911 Calls' charts since we now have the data for comparison purposes.

5. NEW BUSINESS

- A. Ebenezer Fire - Nelson Prewitt** – Ebenezer Fire just added CAD to their mobiles units and the issues with the tunnel and connectivity have been resolved. CAD data is being extracted and sent to the other fire departments in our county. He is currently working with 9-1-1 to get to this goal and what process is needed as this has changed over the years. Nelson, 911, and City IS met last week to discuss the issues and streamline the emails they receive. Scott Moore is reviewing the different software all the agencies are currently using (i.e. Fire Program, Firehouse, and Emergency Reporting) as auto aid is an issue. For the benefit of those in the meeting, Pennington explained that a 'run' is an incident or call for service, mutual aid is asking a specific agency for help, and auto aid is when an agency automatically goes based on prior agreements and location.

6. ANY OTHER BUSINESS

- A. Compliments for Springfield-Greene County 9-1-1:** Lindsey Mericle said that 9-1-1 staff visited with OEM staff to fill them in during the sudden weather incident on July 19th. She knows we were extremely busy with numerous calls and wanted to thank our staff of taking the time to fill her in. 9-1-1 took over 1200 calls in a seven-hour period during the evening hours when the storm came through our county (nearly double of what is received in an average 24-hour period). Discussion on wireless calls, landlines, and overflow lines in the Operations Room. Lisa Langley also thanked Director Schwartze for spending Saturday morning on a tour and discussion of 9-1-1 with the League of Women Voters on Saturday, July 21st. She said the group present really enjoyed the information.

- 7. ADJOURNMENT --** With no further business to discuss, the meeting was adjourned at approximately 3:47 p.m. Pennington motioned to adjourn, Quigley seconded. Motion carried 8/0.

The next scheduled meeting will be **Wednesday, September 19, 2018 at 3:00 p.m.** 9-1-1 Conference room, second floor of the Public Safety Center.

Attachment 1

Present

Paul Williams Springfield Police Department Representative
 Lindsey Mericle Greene County Municipality Representative
 David Pennington Springfield Fire Department Representative
 Lisa Langley Member-at-Large Representative
 Collin Quigley City of Springfield Representative
 Sarah Schrader Springfield Business Representative
 Tina Phillips-Proxy Greene County Commission Representative
 Nelson Prewitt-Proxy Greene County Fire District Representative

Absent

Jim Arnott Greene County Sheriff’s Office Representative

Non-Voting Members Attendance

Zim Schwartz Springfield - Greene County Emergency Communications Department
 J.R. Webb Springfield - Greene County Emergency Communications Department

	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Present 17	Present 18	Absent 17	Absent 18	Proxy 17	Proxy 18
David Pennington	X	A	P	1	1	P	1	1	A	1	1	P	7	4	1	1	2	2
Jim Arnott	X	1	1	A	A	A	1	A	1	P	P	P	6	3	1	4	4	0
Sara Schrader	X	1	1	1	A	A	1	1	1	1	1	1	9	5	0	2	0	0
Lisa Langley	X	A	1	1	1	1	1	1	1	1	1	1	6	6	1	1	0	0
Lindsey Mericle	X	1	1	1	1	1	1	1	1	1	A	1	8	7	1	0	0	0
Scott Moore	X	1	A	1	1	1	A	P	A	1	P	1	7	4	1	2	1	1
Collin Quigley	X	1	1	1	A	1	1	1	1	A	A	1	7	6	4	1	0	0
Chris Coulter	X	1	1	A	A	1	1	P	1	1	A	A	8	4	2	2	1	1
Paul Williams	X	1	P	1	1	1	1	1	1	1	1	1	9	6	0	0	2	1

* X – Canceled Meeting January 10, 2018