

9-1-1 Advisory Board Meeting September 18, 2024

1. **CALL TO ORDER** – The Greene County 9-1-1 Advisory Board was called to order at 3:03 p.m. by Chairman Pennington on September 18, 2024, via phone conference call. Eight board members were in attendance. *Attendance details in Attachment.*
2. **APPROVAL –August 21, 2024, Meeting Minutes** – Pennington indicated a draft of the meeting minutes were distributed to the board members for review prior to the meeting. Coulter motioned to approve the minutes; Williams seconded. Motion carried 7/0.

3. STATUS UPDATES

Financial Reports - The written report, for the July Financials, was prepared by Budget Officer Jeff Scott. July represents 58% of the year. Sales tax is behind pace at 56%. Overall, revenue is ending the month behind pace at 57%. Personnel expenditures were 66% compared to 15 of 26 pay periods being 58%. This is due to a one-time, unbudgeted payment for switching LAGERS categories of \$889,769. In addition, Group insurance is running at 65% of budget. Operations are at 43%. General Liability, Professional Services, Springfield Plaza TIF, Springfield Allocated Overhead, Equipment Lease, and CAD System Maintenance are ahead of pace. When you combine Personnel & Operations, expenditures are worse than pace at 61%. Capital, Debt Service and Contingency are at 0%. Overall, total expenditures are below pace at 52%. When large, one-time expenditures are factored in and smoothed (LAGERS, Gen. Liability, Spfld All OvrHd, CAD System Maint, Equipment) the Adjusted YTD Overall Budget is \$5,786,960 and Adjusted Overall YTD Spending is \$5,288,735 for a \$207,845 volume to the good through 7 months.

Cash balance at the end of July 2024 was \$8,901,520 in the warrant account. This is \$856,076 higher than last year. Cash level (less outstanding warrants of 12,267) is 4.22 times the required operating reserve level of \$2,105,054.

Written by Jeff Scott, Greene County Budget Office*

4. OLD BUSINESS

- A. **Center Update –Ford** – Ford noted the staffing is increasing and overtime has been down due in part to the staffing and training, as well as the addition of part time employees. She stated that 3 FTE are awaiting start dates, 2 part time positions and 1 variable hour position have been filled with prior, fully cross-trained employees, and the Executive Secretary position will be filled soon, as they have made an offer and are awaiting final review and a start date.

Ford updated the Board that there is an individual that is interested in serving on the 9-1-1 Advisory Board and that information will go before the Commission soon.

Ford also advised her appreciation to both Heather Morrison and J.R. Webb for helping with the Executive Secretary's position duties. She said they have been a huge help to keep things moving smoothly.

- B. **PICAD and Statistics Update** –Webb advised the CAD upgrade will be moving forward after

the server replacement, server work, and SQL update. Webb advised they are waiting on this work to be completed. Ford stated they will have to have all PCs replaced as they are not capable of handling the new CAD upgrade. Ford advised they will have to carry the current lease for another 2 years with an additional lease for the new PCs. She said they are working with City IS to try and limit costs to some of the equipment.

Webb provided an update on departmental statistics, noting percentage of cellular device calls nearing 90%, answer times, and processing times information was reviewed. Ford explained that the reports are in line with the updated KPI's and strategic planning turned into the City and this will keep us on track for reviewing and watching for ways to be more effective. Quigley asked about other PSAP's measurements and Ford explained that everything in our KPI's are inline with APCO and NENA ANSI national standards now and she further explained that ISO standards for Fire and medical calls are also rated. Pennington explained they also look at accreditation requirements and Ford explained this is why RapidSOS was mandated for use at the center, to give the most current location on the caller/texter from the device used. She explained this will help with callers being confused about their location and that slowing down processing. She further explained this is why some agencies turn to protocols for call processing and that we will continue to watch for ways to speed up call processing through procedures and/or technology while being effective.

Webb showed RapidSOS in use and explained what it is the 9-1-1 Telecommunicators see on a real-time basis.

5. NEW BUSINESS

- A. Funding of Equipment Reserves** – Scott explained the Board's responsibility with the budget and that he would like to propose a change to funding the equipment reserves for the Commission. Scott informed the Board that the equipment reserve in 2007-2009 was \$1.2 million and after use was at \$300,000. He stated it remained at \$300,000 from 2010-2022 until it was used to help pay the bond off and explained we haven't had an equipment reserve since 2022. He is recommending that the Board consider the addition of a \$2 million dollar equipment reserve. With the Board's support, he will take this before the County Commission. Scott clarified that this is only a transfer between the operating funds and the equipment reserves account and will exclusively stay in the 9-1-1 funds, for use of the 9-1-1 center.

Quigley made a motion to approve the recommendation of \$2 million dollars to be moved to equipment reserves as presented. Woods seconded. Motion carried 7/0.

- 6. ADJOURNMENT** -- With no further business to discuss, the meeting was adjourned at approximately 3:28 p.m. Williams motioned to adjourn; Quigley seconded. Motion carried 7/0.

The next scheduled meeting will be **Wednesday, October 16, 2024, at 3:00 p.m.** via phone conference call.

Attachment 1

Present

Chris Coulter Greene County Commission Representative
 Jamie Kilburn Greene County Fire District Representative
 David Pennington Springfield Fire Department Representative
 Collin Quigley City of Springfield Representative
 Sarah Schrader Springfield Business Representative
 Kenny Weatherford* Greene County Sheriff’s Office Representative
 Paul Williams Springfield Police Department Representative
 Larry Woods Greene County Municipality Representative

Absent

Open Position Member-at-Large Representative

Non-Voting Members Attendance

April Ford Springfield - Greene County Emergency Communications Department
 Jeff Scott Greene County Finance Department
 J.R. Webb Springfield - Greene County Emergency Communications Department

	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024- CANCELLED	July 2024	Aug 2024	Sep 2024	Oct 2023	Nov 2023	Dec 2023	Present 23	Present 24	Absent 23	Absent 24	Proxy 23	Proxy 24
David Pennington	1	1	A	A	1	-	1	A	1	1	A	P	8	3	1	2	1	0
Jim Arnott	1	1	P	A	A	-	P	1	P	1	A	A	5	2	5	2	0	1
Sarah Schrader	1	A	1	1	1	-	1	1	1	A	1	1	9	4	1	1	0	0
Vacant	A	1	1	A	A	-	-	-	-	1	1	A	8	2	2	3	0	0
Larry Woods	1	P	1	A	1	-	1	1	1	A	1	1	7	3	3	1	0	1
Jamie Kilburn	1	A	1	1	1	-	1	1	1	1	1	A	A	4	2	1	0	0
Collin Quigley	1	1	A	1	1	-	1	1	1	1	1	1	9	4	1	1	0	0
Chris Coulter	1	1	1	A	1	-	1	1	1	1	1	1	9	4	1	1	0	0
Paul Williams	1	1	1	1	1	-	P	P	1	1	1	1	8	5	0	0	2	0