

9-1-1 Advisory Board Meeting

Sept 14, 2016

1. CALL TO ORDER – The Greene County 9-1-1 Advisory Board was called to order by Vice Chair Fisk on Sept 14, 2016 at approximately 3:00 p.m. in the Public Safety Center, First Floor OEM Policy Room at 330 W. Scott Street, Springfield, MO 65802. Six board members were in attendance. *Attendance details in Attachment 1*

2. APPROVAL of the Aug. 10, 2016 Meeting Minutes – Fisk indicated a draft of the meeting minutes were distributed to the board members for review prior to the meeting. Johnson motioned to approve the minutes for the Aug 10, 2016 monthly meeting. Prewitt seconded. Motion carried 6/0.

3. STATUS UPDATES

A. Financial Reports – Tina Phillips, Greene County Budget Office distributed the July 2016 financial reports. July represents 58% of the year. Total expenses are only at 51.82% of budget with personnel being light at 52.4%, Springfield Overhead not been billed yet. This is partially offset by CAD system Maintenance (which is fully paid) and professional services which includes the Staffing Study. Sales tax processing was slow this month with 20 of the top 50 remitters unprocessed. Johnson motioned to approve July 2016 financial report. Compton seconded. Motion carried 6/0.

4. OLD BUSINESS

A. Emergency Communications Department Update – Schwartz passed out the monthly Atta's and mentioned that Emergency Communications 9-1-1 had several entries in The Scene (City of Springfield employee monthly newsletter). There were no external inquiries this month.

Staffing Study Update - Schwartz

1. Unfrozen telecommunicator positions in 2016 have been filled.
2. Quality Assurance Manager position has been filled by Heather Morrison.
3. Shift Supervisor position opened up, now working with HR to get this filled in the next week.
4. Purchased quality assurance software from Stancil to support the new QA manager position. This will enable the monitoring of calls every month instead of bi yearly.
5. Started a 30 day trial with the updated schedule software from Intime Solutions. The improvements show scheduling positions from usual 4 hours down to a minute. The updates enable the software to comprehend the employee's capability and which console they are scheduled to report to. This purchase was already approved by the board as it is part of the annual budget.

B. PICAD and Statistics Update - Webb explained the updates on August dashboard and regular monthly statistics.

5. New Business

A. Recommendation for Staffing Study # 14 concerning City of Springfield IS Department – Jeff Coiner & Matt Roberts

Recommendation # 14 - Both Senior Systems Administrator's positions should become part of the City of Springfield's Information Systems (IS) Department as part of a memorandum of understand (MOU) between 9-1-1 ECD and the City. These positions should continue to be supervised by and report to 9-1-1 ECD's Assistant Director on a day-to-day basis but otherwise would benefit from full integration with the City's 25-person IS Department and its professional management.

1. Discussions about recommendation # 14 from Staffing Study. Jeff Coiner stated that IS should be one large group. It is important that the IS employees understand all the workings of the City of Springfield which creates a learning situation so employees are conscious of the big picture. City of Springfield IS Department would function conclusive if all the IS departments would be under the same umbrella. Centralizing IS, where each department gets personnel assigned to it, would complete the network administration centralization. Example, recent issue with the City's network at 9-1-1, 9-1-1 had to contact the City of Springfield to get reconnected.

2. **Williams** commented he was required to make a similar change with his department. Interested in moving toward this direction of centralizing IS, for Emergency Communications 9-1-1.
3. **Schwartz** stated that the Emergency Communications 9-1-1 Department is set up different than any other City of Springfield Department. 9-1-1 requires two employees available 24 hours a day and 365 days a year. We recognize there are situations where we have to ask for backup from the City of Springfield IS Department and we receive services needed now. These would be projects where the 9-1-1 department would be updating critical applications. Additional facts include that the two IS 9-1-1 positions salaries are paid by Greene county tax funds. County is sensitive to spending this money for 9-1-1 purposes only. Concerns of using the staffing study recommendations would be that 9-1-1 would not receive the same service of having two full time on premise Systems Administrators assigned only to 9-1-1.
4. **Compton** asked Coiner about the volume of City of Springfield IS used specifically for 911. Coiner and Roberts were unprepared to answer this question with exact data. They stated there are times during the year that 9-1-1 updates projects with vendors to keep the phones and applications up to date.
5. **Fisk** stated a committee should be formed by City fire, City police, County fire, and Sheriff's office to research and conclude what the benefits and disadvantages of the Staffing Study Recommendation. He asked a committee to be formed and give an update by the next Advisory Board meeting on October 12, 2016. Fisk will talk with Chair Hall about the committee.

6. ADJOURNMENT -- With no further business to discuss, the meeting was adjourned at approximately 3:40 p.m. Williams motioned to adjourn, Compton seconded. Motion carried 6/0.

The next scheduled meeting will be **Wednesday, October 12, 2016 at 3:00 p.m.** 911 Conference room, second floor of the Public Safety Center.

Attachment 1

Present

David Pennington - Proxy Springfield Fire Department Representative
 Duane Compton Greene County Municipality Representative
 Paul Williams Springfield Police Department Representative
 Nelson Prewitt Greene County Fire District Representative
 Howard Fisk Greene County Business Representative
 David Johnson - Proxy Greene County Sheriff's Office Representative were not present.

Absent

Collin Quigley City of Springfield Representative
 Scott Kensel Member-at-Large Representative
 Chris Coulter Greene County Commission Representative

Non-Voting Members Attendance

Tina Philips Greene County Budget Office
 Zim Schwartz Springfield - Greene County Emergency Communications Department
 J. R. Webb Springfield - Greene County Emergency Communications Department
 Katrina Viau Springfield - Greene County Emergency Communications Department
 Jeff Coiner City of Springfield IS
 Matt Roberts City of Springfield IS
 Scott Moore Battlefield Fire Protection District

	Jan	Feb	Mar	Apr	Apr*	May	Jun	Jun*	Jul	Aug	Sep	Oct	Nov	Dec	Present	Absent	Proxy
2016																	
David Hall	1	1	1	1	1	1	1	1	1	1	P				10	0	1
Jim Arnott	A	1	P	1	P	1	A	1	A	A	P				4	4	3
Howard Fisk	1	1	1	A	A	1	1	1	A	1	1				8	3	0
Scott Kensel	1	1	A	1	1	A	1	A	A	A	A				5	6	0
Duane Compton	1	1	1	1	1	1	1	1	1	P	1				10	0	1
Nelson Prewitt	1	A	A	1	1	1	1	A	1	1	1				8	3	0
Collin Quigley	1	1	1	1	1	1	1	1	A	1	A				9	2	0
Chris Coulter	A	1	1	1	1	1	A	1	1	1	A				8	3	0
Paul Williams	1	P	1	1	1	1	1	1	1	1	1				10	0	1

- * Special Meeting April 18, 2016
- * Special Meeting June 24, 2016