

9-1-1 Advisory Board Meeting May 9, 2018

- 1. CALL TO ORDER** – The Greene County 9-1-1 Advisory Board was called to order by Chair Williams on May 9, 2018 at approximately 3:00 p.m. in the Public Safety Center, 911 Conference room at 330 W. Scott Street, Springfield, MO 65802. Six board members were in attendance. *Attendance details in Attachment.*
- 2. APPROVAL of the April 11, 2018 Meeting Minutes** – Williams 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, Moore seconded. Motion carried 6/0.

3. STATUS UPDATES

A. Financial Reports – Tina Phillips, representing the Greene County Budget Office, presented the March Financial reports. Revenue is performing better than budget. Sales tax is continuing to grow at an increasing rate. March represents 25% of the budgeted year. Total expenses through March are \$1,248,953.47 or 18.9% of total budget. Budgeted funds through March (assuming level payments) are \$1,560,012.79 or \$311,059.32 higher 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 \$1,510,807.16 and Adjusted Spending is \$1,370,592.97, 21.38% or \$140,214.19 lower. This savings is occurring in Personnel. Network Line expense includes December of last year which caused it to be much higher than expected. Telephone is higher due to the one-time billing of Smartnet of \$880.00. In addition, Postage and Dues & Subscriptions are a little higher than expected in a level spending scenario. Cash balance at 3/31/18 (cash basis) of \$3,801,464.00 is \$135,451.00 above last year. Cash level is almost at 2.2 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, if the Board would choose to go that route.

*** Written by Jeff Scott, representing the Greene County Budget Office.**

4. OLD BUSINESS

A. Emergency Communications Department Update – Schwartze - The April monthly “Atta’s” were passed around. Three external complaints were received this month. First complaint was for rudeness for the 911 center not having the knowledge the caller was part of the “Safe at Home” program and officers were sent to her address. “Safe at Home” program is designed for domestic violence victims to have the ability to hide their address through the Secretary of States’ office. She believed we would have a data base of all the participants which is not the case. 911 is exempt from this program and our responsibility is to send police, fire, or EMS to emergencies. Supervisor handled the concerned citizen professionally and the rudeness was unfounded. Second complaint was a citizen that called four separate times upset that the wrong ambulance company was being sent. CAD predetermines which ambulance company is sent. However, he never requested his preferred ambulance company and this complaint was unfounded. Third complaint was sustained for rudeness by one of the telecommunicators.

Contingency funds in the amount of \$38,247.64 will be utilized to update the Stancil logging recorder due to the age of the equipment. This Contingency funds request goes before the Greene County Commission on Friday, May 10, 2018 at the Daily Briefing. Chris Mericle, Greene County Purchasing Director, has the sole source letter needed and all the protocols for this process are being done. Bus Comm, our sole source provider, wrote the software for our Quality Assurance program to accommodate our needs. General cost figure of the recorders is \$1,000.00 a channel and we are running 54 channels which shows the large discount being given. The tentative time frame for signing and ordering the equipment will start in the summer of 2018, equipment arriving in fall of 2018, and finishing the process end 2018. Moore motioned to approve the use of Contingency funds to upgrade the Stancil logging recording system, Pennington seconded. Motion carried 6/0.

- B. P1CAD and Statistics Update – Webb** – Typical numbers for this time of year. Cell phone usage shows a slight increase at 81.47% for 16,959 calls and a decrease in calls across the board for the month of April. Text to 911 has decreased to 21 texts this month with a larger percentage as non-test texts. We are still making strides towards our goal of 90% of phones answered within 10 seconds (answered by call-takers only).

Schwartz shared the statistics of which user agencies took the largest amount of fire calls in 2017. Starting with the most calls: Springfield Fire Department, Battlefield Fire District, Republic Fire Department, then Logan-Rogersville Fire District. Moore, representing Battlefield Fire District explained that their district has had record months with increase in the volume of calls totaling 300 per month.

- C. Intergovernmental Agreements Update – Schwartz** – The Agreement between the City and County has been a lengthy process that has lasted many years. Coulter, Quigley, Schwartz, Greene County, and the City of Springfield Law Office have spent many hours working towards completing the agreements. As of Monday, May 7, 2018, City Council approved the first reading of the agreements with no concerns. By May 21, 2018 the vote will be finalized. When the Agreements has obtained the final signatures, the document will be sent out to the Advisory Board.

- D. Staffing Study Update – Schwartz** – Unless more funds are budgeted, we have completed most of the recommendations from the study. Chief Williams suggested a more in-depth color coding and requested the Staffing Study be resent to the board after the color coding has been completed.

#5 – Long - term money - Met with fire agencies again to implement more changes to the dispatch procedures and formatting to improve fire calls response. Only item remaining for number five is the additional SPD dispatcher which will require 6 FTE's (full time equivalents) above our normal staffing and payroll.

#6 – Completed - Cumulative upgrade completed; considering another CAD version upgrade to enhance functionality.

#7 – Completed – Using CAD recommendations the way SPD has requested; ARL (automatic resource locator) for Priority 1 & 2’s with lower priority calls held for beat officer.

#16 – Completed - Supervisor training for interested 911 employees wishing to pursue supervisory roles attended training by HR. Several who are interested in being promoted attended the training. Shift Supervisor position opening in May as a result of a Supervisor Terry Hedden retiring after 23.6 years of service.

#17 – Completed - Next Gen 911 is the next major wave of change in emergency-communication technologies. Text to 911 has been implemented, media releases completed, education continues with events/presentations, with monthly stats to the board. NENA published a standard for GIS (geographic information system) for Next Generation 911 and Webb has sent this information to the City of Springfield GIS department to have them compare our existing files to the new standards.

#21 – CALEA – Finalized paperwork to begin the two-year accreditation process will be completed in May. Schwartze sent an email to identify those agencies who are possibly able to assist in various areas within the required standards. This email which included the City Manager’s Office and the County Commissions so they are aware. Timing is very crucial and we have a total of two years to complete the initial accreditation process.

Lindsey Mericle requested the history of the Staffing Study. In 2016 an outside consultant was hired to do a study of the 911 department. The recommendations from the Study were broken down into different sections and categorized by different descriptions. Over the last two years, most of the accreditation process have been completed and only items that are categorized as long-term or funds needed are left for completion. Schwartze updates the Advisory Board every six months on the details and updates of the Study. If any of the board members would like to review the Staffing Study, notify Schwartze to send it digitally or check out the hard copy.

5. NEW BUSINESS

6. ANY OTHER BUSINESS

- A. **911 Advisory Board yearly Cardinals baseball game** will be on June 12th starting at 6:30 p.m. Contact Katrina at Kviau@springfieldmo.gov to reserve your tickets.

- 7. **ADJOURNMENT** -- With no further business to discuss, the meeting was adjourned at approximately 3:33 p.m. Langley motioned to adjourn, Moore seconded. Motion carried 6/0.

The next scheduled meeting will be **Wednesday, June 13, 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
 Lindsey Mericle Greene County Municipality Representative
 David Pennington Springfield Fire Department Representative
 Lisa Langley Member – At – Large Representative
 Scott Moore Greene County Fire District Representative
 Chris Coulter Greene County Commission Representative

Absent

Jim Arnott Greene County Sheriff’s Office Representative
 Sarah Schrader Springfield Business Representative
 Collin Quigley City of Springfield Representative

Non-Voting Members Attendance

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
 Kenny Weatherford Greene County Sheriff’s Office Representative
 Tina Phillips Greene County Budget Office
 Sara Lampe Greene County Citizen

	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	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	P	1	1	P	1	1	A	1	1	P	7	2	1	1	2	1
Jim Arnott	X	1	1	A	A	P	1	1	1	P	P	P	6	2	1	2	4	0
Sara Schrader	X	1	1	1	A	1	1	1	1	1	1	1	9	3	0	1	0	0
Lisa Langley	X	A	1	1	1	1	1	A	1	1	1	1	6	3	1	1	0	0
Lindsey Mericle	X	1	1	1	1	1	1	1	1	1	A	1	8	4	1	0	0	0
Scott Moore	X	1	A	1	1	1	1	1	A	1	P	1	7	3	1	1	1	0
Collin Quigley	X	1	1	1	A	1	A	A	1	A	A	1	7	3	4	1	0	0
Chris Coulter	X	1	1	A	1	P	1	1	1	1	A	A	8	3	2	1	1	0
Paul Williams	X	1	P	1	1	1	1	1	1	1	1	1	9	3	0	0	2	1

* X – Canceled Meeting January 10, 2018