

MINUTES

Metro Management Council

Wednesday, December 12, 2018
3:31 PM – 4:46 PM
County Admin Building
415 N Dakota Ave

Members Present: Mayor Paul TenHaken, Council Member Rick Kiley, Commissioner Jeff Barth.

Members Absent: Commissioner Gerald Beninga, Council Member Christine Erickson.

Attendees: Mark Bukovich, Matt Burns, Carey Deaver, Justin Faber, Maggie Gillespie, Brad Goodroad, Jeff Helm, Kyle Hoekstra, Mike Milstead, Carol Muller, Jesseca Mundahl, Paul Niedringhaus, Bill O'Toole, Ona Reker, Regan Smith

1. Approval of Agenda

Motion made by Commissioner Barth, seconded by Council Member Kiley, to approve the agenda. Motion carried.

2. Public Input

None.

3. Approval of Minutes dated August 15th, 2018.

Motion made by Council Member Kiley, seconded by Commissioner Barth, to approve the minutes of the meeting dated August 15, 2018 as presented. Motion carried.

4. Agency's Facilities Discussion

Director Niedringhaus reported back on progress with the building review committee. Two options were identified 1) Remodel and move to the 2nd floor of the PSB building and look for a different space for the Agency Backup Center 2) Build a new building at the proposed fire and police training facility. The committee met on 2 occasions to review and discuss options. Currently waiting on solid figures for the costs of both options. Will look at scheduling another building committee meeting in upcoming months with intent to present a proposal in the March MMC meeting.

5. Director's Report

Director Niedringhaus provided several updates to the Council. The first was regarding the NG911 statewide phone system. The current contract is through 2019. There has been quality issues, concerns with redundancy and loss of service throughout the state. The state 911 board is meeting tomorrow to make the final decision of going of going out to RFP for services after the current one expires.

In regards to the Zuercher CAD system, Metro has reported repeated concerns with slowness of the command line and program. Zuercher has acknowledged that the software is not performing the way they want it to. They have committed to reengineering the command line; this is not expected to be ready to test until

March/April. Metro is working with the City and Scott Rust to review RFP and we continue to have biweekly meetings with stakeholders and Zuercher staff.

Staffing is a struggle right now. We do have an open posting. We are currently 3 positions down and have 8 recruits in training, so staffing of fully trained operators is not optimal. You will see an increase in overtime and temporary staff. There are limited vacation opportunities for staff. We have utilized Coordinators for coverage and temporary staff to help manage costs and allow time off as able.

We continue to improve on recruitment and retention. Our recent efforts include creating a new Agency website and recruitment fliers. We established a recruitment committee to look at others ways we can find the right candidates that have the same core values as our Agency. Director Niedringhaus stated that a new building that staff can be proud of and that is conducive to the essential work they are doing will help with retention.

The Council challenged the Director to report back on an honest look of staffing needs. We have reviewed where we need to be and want to be and identified 3 major priorities. The first is to allow for Shift Supervisors to be off the day to day consoles; currently Shift Supervisors are included in the minimum staffing numbers each day, so they are required to sit a dispatch board or call taking position. It is critical for us to allow them some time off the consoles to oversee operations on the floor and allow for them to meet with employees to mentor and coach them. The second identified priority is additional call takers to allow for the fire and SO dispatchers to not have to be a primary call taker while they are monitoring their radio boards. It is vital for them to focus on responder safety and having the ability to quickly dispatch calls. We have made efforts in this area and were able to reduce the workload some, but we need to continue to separate these tasks. The third consideration is establishing a 3rd PD Dispatch position. As the city continues to grow, the 2 police dispatch boards that we have continue to get busier and busier, this is creating burnout for staff. We have discussed with Chief Burns and are currently looking at when it is appropriate to implement this and what it would look like. This will require 5 FTEs to implement 24/7. These priorities are in addition to asking for an increase of FTEs because of population and activity growth.

6. Approval of Resolution #18-01, Non-Bargaining Unit Pay

Director Niedringhaus presented resolution #18-01, which supports the 2019 budget, as approved in April of this year, and provides for the same COLA and step adjustments as implemented for bargaining unit staff. The COLA is 1% with no step related changes.

Motion made by Commissioner Barth, seconded by Council Member Kiley, to approve resolution #18-01 Non-Bargaining Unit Pay as presented. Motion carried.

7. Approval of Personnel Manual revisions: Article VII Benefits, Section 7.04 Flexible Compensation/Cafeteria Plan and Article III Benefits, Section 3.03 Examination for Communications Operator.

Director Niedringhaus presented Personnel Manual edits to the flexible Compensation/Cafeteria Plan to remove the IRS maximum dollar amounts and

instead refer to the IRS thresholds while the plural allows for multiple plans as is required with high deductible health plans; this removes the requirement for a personnel manual edit every time the IRS changes their contribution thresholds.

The second revision is to the Examination Process for Communication Operator and removes the specific names, descriptions and passing scores of each testing product in Phase I, along with edits to Phase II and III to allow for Agency response to changing skills for qualified applicants, along with industry changes to testing names, content and thresholds; provides framework for more thorough background checks for conditional offers.

Motion made by Council Member Kiley, seconded by Commissioner Barth to approve personnel manual revisions as presented. Motion carried.

8. Approval of 2019 Minnehaha County Metro PSB Lease Agreement

Director Niedringhaus presented a one year building space lease renewal agreement with Minnehaha County, noting an inflationary change in the lease rate, relative to CPI as advised would be implemented per the 2018 lease renewal. It was a 2.2% increase.

Motion made by Council Member Kiley, seconded by Commissioner Barth to approve the lease renewal with Minnehaha County for 2019, as presented. Motion carried.

9. Approval of 8 hours Administrative Pay for December 24, 2018

Director Niedringhaus requested approval for 8 hours of administrative pay for agency staff.

Motion made by Council Member Kiley, seconded by Commissioner Barth, to approve 8 hours of administrative pay on December 24, 2018 for all Metro Communications Agency staff. Motion carried.

10. Presentation of Financial Statements for months of April–November, 2018, including payroll, monthly overtime report and expenditures

Business Manager Ona Reker presented the monthly financial statements and overtime reports for April-November, 2018.

She reported the balance sheet shows that cash is down as expected due to the planned spending down of cash. The state was slow to distribute surcharge revenues, so the balance sheet is presenting lower than expected, but should adjust as payments are received. No concerns about liabilities listed. For the current year vs prior year comparison again revenue is lower because of the delay in receiving surcharge revenues. You will see an increase in personnel costs due to increases in steps, COLA and benefits, as well as the overtime use, as previously discussed. Capital outlay includes payments for the Zuercher software. For the current year compared to the budget keep in mind that surcharge revenue is typically delayed by 45 days, so will require adjusting entries as payments are received and processed.

We anticipate surpassing our budgeted revenue for EMS fees. We also anticipate exceeding budgeted personnel costs by \$40,000 due to overtime requirements. As far as operating costs, we anticipate being under budget. Also presented was a listing of individual checks paid out.

Motion made by Commissioner Barth, seconded by Council Member Kiley, to approve the financial statements as presented. Motion carried.

11. Approval of 2018 Budget Amendment

The Business Manager requested a budget amendment following year to date financials plus projections for December and year end adjusting entries.

Capital Outlay – The agency contributed \$200,000 towards the Zuercher software build, paying \$100,000 in 2017 and another \$100,000 in 2018. The 2017 payment was required to be adjusted to prepaid expense as part of our 2017 year end adjusting entries because the software was not fully operational until 2018. The 2017 prepaid expense will be moved back to capital outlay as a 12/31/18 adjusting entry, reflecting our total contribution to this project as a 2018 expenditure. With this adjustment we need to amend the 2018 budget for capital outlay to support the combined 2 year contribution totaling \$200,000.

Personnel – We anticipate exceeding budgeted Personnel expenditures by over \$40,000 in 2018. Regular salaries are projected to fall below budgeted figures, offset by overtime and temporary staff exceeding budgeted amounts. We experienced significant staff turnover in 2018; many of these staff remain employed in temporary status to cover operational vacancies, along with increased overtime from our regular full-time staff. This turnover required multiple recruitment postings this year, in addition to implemented changes to recruitment backgrounds processing, and increased administrative assistance, all utilizing temporary staff.

911 surcharges – as estimated earlier in 2018 we anticipate increased 911 surcharge revenue for 2018. These increases are more in line with expected revenues which we weren't confident budgeting in April of 2017 when the budget for 2018 was adopted.

Motion made by Commissioner Barth, seconded by Council Member Kiley to approve amendment of the 2018 budget by increasing use of cash reserve and expenditures for capital outlay by equal amounts of \$100,000, and increasing 911 surcharge revenue and Personnel by equal amounts of \$50,000. Motion Carried.

12. Executive Session- Personnel

Time entered into Executive session was 4:46 pm. Time returned to open meeting was 4:43 pm.

13. Interim Director Appointment

The Council thanked Director Niedringhaus for his service, commending him for significant contributions to the Agency, statewide leadership with 911 services and legislation, and support of city and county related agencies.

Motion made by Commissioner Barth, seconded by Council Member Kiley, to accept Director Niedringhaus resignation effective January 2, 2019 and to adopt resolution 18-02 appointing Jesseca Mundahl as Interim Director effective January 3rd, 2019. Motion carried.

14. Adjournment

Motion made by Commissioner Barth, seconded by Council Member Kiley to adjourn the meeting at 4:46 pm. Motion carried.