

MINUTES

Metro Management Council

Wednesday, August 14th, 2019
3:33 PM – 4:59 PM
County Admin Building
415 N Dakota Ave

Members Present: Mayor Paul TenHaken, Council Member Christine Erickson, Council Member Rick Kiley, Commissioner Jeff Barth, Commissioner Gerald Beninga.

Members Absent: None.

Attendees: David Bixler, Matt Burns, Aimee Chase, Carey Deaver, Drew DeGroot, Justin Faber, Tayna Fogarty, Jill Franken, Brad Goodroad, Scott McMahon, Carol Muller, Jesseca Mundahl, Ona Reker, Dawn Taborda, Jay Titus, Matt Tooley

The meeting was called to order by Mayor TenHaken at 3:33 p.m.

1. Approval of Agenda

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

2. Approval of Minutes dated May 1, 2019

Motion made by Council Member Kiley, seconded by Commissioner Barth, to approve the minutes of the meetings dated May 1st, 2019 as presented. Motion carried.

3. Public Input

None.

4. Director's Report

Director McMahon shared several updates of what Metro Communications has been working on over the past 90 days. He will be full time beginning September 1st, 2019.

Director McMahon recognized and remembered Mr. Adam Hutchisson badge # M239 for more than 5 years of service to Metro Communications. Due to health reasons, Mr. Hutchisson had to retire from Metro Communications in January of this year. On Friday August 9th, the staff at Metro Communications were informed that Adam had passed away.

McMahon advised that with council's approval, he'd like to provide them with a "supporting document" or briefing of each agenda item ahead of the MMC beginning with our December 2019 meeting.

The Director shared that this past Thursday August 9, 2019 Metro Communications began receiving administrative calls pertaining to a YouTube related incident. Throughout this event the Metro Leadership team and he prepared plans as to how we would manage the additional call load. We did increase staffing levels and were

able to manage the additional calls without the need to open the backup center or temporary call centers. Fortunately, this only affected the business line calls and did not interfere with the emergency 911 services. Many of these calls contained threats and vulgar language. We are continuing to experience additional call volume as of this time. Logistically we are having to disconnect or transfer these calls in order to focus efforts on emergency incidents.

The Agency is near completion with our most recent recruitment process for additional Communication Operators. We are proud of the fact that we had 124 applicants for the Communication Operator position. This is a lengthy process that involves several steps for an applicant to successfully accomplish. As of now we have given conditional offers of employment to 6 applicants. These applicants will be filling the 4 new positions for next year as well as 2 current vacancies. A Communication Operator receives 26 weeks of training prior to becoming eligible to work outside of the training program. Currently we can train 6 operators during each 26-week training class. During my time at Metro we have had 5 Communication Operators complete training. Additionally, the Agency has created a public Facebook page and the Director felt this had an impact of recruitment and interest in our Agency.

McMahon advised that we have been working with the State 911 Coordination Board on the implementation of the new Next Gen 911 telephone system. Century Link has been awarded a contract to provide this service in South Dakota. We have worked with Century Link technicians by providing tours of our primary and backup center. Although our facilities do have some challenges, we hope to be able to achieve implementation without any additional costs. In addition, we have received introductory training to the new system and have already begun entering data into the new system. Second, we have been informed that trunk related costs should be discontinued once we are on the ESI-Net system; this would be an approximate \$110,000 annual savings for the Agency.

Metro Communications provides police dispatch service to the Brandon Police Department. A contract has been in existence since 2011 which indicates that the City of Brandon's payment is based on a formula of revenues minus expenses multiplied by the calls for service. Using this formula, the authorization of additional staff in 2020 has created an increase of approximately \$23,000 for the City of Brandon. We have met with Chief Weir of the Brandon Police Department and reviewed these costs with him.

Director McMahon has been in conversation with all the rural fire departments in the county pertaining to radio paging. Historically, Metro Communications had radio technician staff that specifically worked with radio communications. As a result, Metro Communications inherently became responsible for radio communications and equipment outside the walls of the Metro facilities. Metro Communications is currently expending \$10,000 annually to insure, pay lease agreements and electricity at 3 of the 4 radio towers that serve rural fire departments. (Corson, Hartford, Humboldt have leases) (Corson and Hartford have electricity) These towers have been inoperable for as long as 18 months due to storm damage and

other repairs. We have a \$5,000 insurance deductible for each event and estimate that it will cost between \$5,000 and \$10,000 to repair the towers. We have met with the Fire Departments on two occasions as well as Minnehaha County Emergency Management to review what the best option is for ownership and maintenance of these towers. On August 13th, McMahon authorized Metro Staff to move forward with filing the insurance claim while discussion continues on future ownership. The rural fire departments are currently receiving notification of emergency calls using others mediums including cell phone text messaging, Active 911 app and verbal radio dispatches. The inoperable paging system impacts rural departments, not the City of Sioux Falls. Not all rural departments utilize this paging system.

McMahon advised that the leadership team had recently reviewed our internal affairs complaint process. We have begun tracking complaints and will now have better opportunity to share the number of complaints as well as the disposition of those complaints. This improves our accountability to all of our constituents.

The Agency has been working on completing a SWOT analysis to identify our Strengths, Weaknesses, Opportunities and Threats. The leadership team of Metro Management is comprised of the 6 management and coordinator positions at Metro. We have held 3 separate meetings lasting 2-3 hours to conduct a thorough review of our organization. We have nearly completed the SWOT analysis and hope to provide each of you a copy of our findings in the very near future. The SWOT did help us to confirm that facilities remain to be are largest disadvantage and we continue to keep those discussions ongoing as indicated on the next agenda item.

We continue to work with all of our partners in public safety and EMS by attending informational meetings and conferences. Metro is well connected with the various City, County and private entities involving health and safety in the Sioux Falls area.

5. Agency Facilities Discussion

Director McMahon shared that we continue to look at and review facility opportunities including the PD/Fire Training Center, PSB Remodel and potentially leasing private space. The challenge is identifying a space that is a harden facility that will meet ICC 500 ratings. We have been working with Minnehaha County's Building Committee to evaluate options for remodel. In addition, we have also been in communication with SDN for a possible lease option at one of their facilities in town. Bismarck ND 911 has recently collaborated with their local provider to build a new center. Updates in facilities are needed both for our primary and backup center; our backup center is inadequate to maintain current level of service should our primary center be unusable.

Mayor TenHaken requested that a taskforce be identified to engage in further discussions related to this topic.

6. Draft 2020 Meeting Schedule

Director McMahon shared the intended meeting schedule for 2020. We tried to schedule meetings around known city and county meeting events. This was for information only.

7. Surplus Property Disposal

We have a small list of assets (currently several PCs) which are no longer of use to the agency and intend to surplus the assets either to another agency within the city or county or by auction to the general public; notice will be given to other organizations before disposal at city auction in September.

Motion made by Commissioner Barth, seconded by Council Member Kiley, to authorize disposal of assets as appropriate. Motion carried.

8. Approval of MMC Resolution 19-02, Bank Signatures

Director McMahon asked council approval of check signatures to present to our banking institution; the change documents Director appointment change. Our bank is First Premier, following the City of Sioux Falls banking. Each check requires 2 signatures and this resolution would allow for the Director to sign Agency checks and have access to the financial information at the bank. This resolution has been reviewed and approved by State's Attorney DeGroot.

Motion made by Commissioner Barth, seconded by Council Member Erickson, to approve the Resolution 19-02 Bank signatures as presented, reflecting the appointment of Scott McMahon as Director of Metro Communications Agency and authorizing authority to sign checks on behalf of the Agency effective immediately.

A roll call vote of all MMC members was conducted, all in favor. Motion carried.

9. Approval of Engagement for Financial Audit Services for Fiscal Year Ending December 31, 2018

Director McMahon presented the Annual Letter of Engagement confirming audit services will be provided for the year ending 12/31/19, as approved by MMC in the fall of 2018 for the 3 years 2018/2019/2020. The state rate in this engagement letter reflects the same rate agreed to in the original agreement. Engagement letter has been reviewed and approved as presented by legal counsel DeGroot. Metro Communications is a component unit of the City of Sioux Falls and has historically used the same audit firm the city engages with. Metro is not currently part of the internal city department audit that is conducted at the City level.

Motion made by Council Member Kiley, seconded by Commissioner Beninga, to approve the 12/31/19 Engagement letter for audit services by Eide Bailly as presented and following the 3 year agreement for audit services. Motion carried.

10. Presentation of Financial Statements for months of Dec, 2018

Business Manger Reker presented the financial statements for December, 2018, noting the reports reflected year end adjusting entries completed in preparation for audit, such as accrued 2018 wages paid in 2019, leave accrual adjustments, OPEB, and Net Pension adjustments. She reported OPEB adjustments had been removed after discussion with City financial staff and considering the cost for an

actuarial when only one retiree receives this benefit. This will result in auditor notes to our financials. Cash is down as expected due to planned spending of cash reserves. Overtime and temp wages were higher than budgeted due to increased operator vacancies. Use of temp staff reduces overtime exposure. Multiple recruitment cycles in 2018 are reflected in larger related costs.

Motion made by Council Member Kiley, seconded by Council Member Erickson, to approve the December, 2018 Financial Statements as presented, pending auditor review. Motion carried.

11. Presentation of Financial Statements for months of Jan-Jul, 2019

Business Manger Reker presented January through July, 2019 financials. As with recent financials, cash is down due to budgeted use of reserves. She projected personnel expenses would be approximately \$90,000 under budget at year end. This is due in great part to the Director vacancy, along with increased use of temp staff to minimize overtime exposure due to operator vacancies.

Motion made by Council Member Kiley, seconded by Commissioner Barth, to approve the January-July, 2019 Financial Statements as presented. Motion carried.

12. Acceptance of Final Audited 2018 Financial Report

Business Manger Reker shared that our 2018 audit has been completed by auditors Eide Bailly and is awaiting final acceptance by the SD Dept of Leg Audit. Tom Huber, City Assistance Director of Finance is recommending acceptance of this report as presented, understanding that our audited data has already been incorporated into the City's audit report, which has been accepted by Dept of Leg. Audit. If changes were to be identified we will bring those changes to you at our next meeting. We must wait to share/post the electronic version of report on our public website until formal approval has been received. We have been advised our report was inadvertently overlooked by SD DLA while reviewing the City's report; our report has since been placed in a top priority for review. Dawn Taborda with City Finance, confirmed that Tom Huber's recommendation was for the council to accept the auditor's report as presented.

Motion made by Council Member Kiley, seconded by Commissioner Barth to accept the Agency's completed 2018 auditor's report as presented. Motion carried.

13. Executive Session for the purposes of and as authorized by SDCL § 1-25-2(1)

Motion to enter into executive session for the purposes of and as authorized by SDCL § 1-25-2(1) made by Council Member Kiley, seconded by Commissioner Barth. Motion carried at 4:53 pm. Time returned to open meeting was 4:56 pm.

Commissioner Beninga left the meeting at 4:56 pm.

14. New Business

Commissioner Barth requested that the Agency identify our top legislative issues that can be shared with the City and County to ensure that issues important to us are shared with the 2020 legislative session.

15. Adjournment

Motion made by Council Member Erickson, seconded by Commissioner Barth to adjourn the meeting at 4:59 pm. Motion carried.