

MINUTES

Metro Management Council

Thursday, April 8th, 2021
3:34 PM – 5:17 PM
County Admin Building
415 N Dakota Ave

Members Present: Mayor Paul TenHaken, Commissioner Dean Karsky, Commissioner Gerald Beninga (via GoToMeeting arrived at 1539), Council Member Rick Kiley, and Council Member Christine Erickson

Attendees: Eric Bogue, Aimee Chase, Craig Dewey, Drew DeGroot, Justin Faber, Jill Franken, Kyle Hoekstra, Matt McAreavey, Scott McMahan, Carol Muller, Ona Reker

1. Approval of Agenda

Motion made by Council Member Kiley, seconded by Council Member Erickson to approve the agenda. Roll Call vote: 4 yeas, 0 nays. Motion carried.

2. Public Input

None.

3. Approval of Minutes dated December 16, 2020

Motion made by Council Member Erickson, seconded by Commissioner Karsky to approve the minutes dated December 16, 2020 as presented. Roll Call vote: 4 yeas, 0 nays. Motion carried.

4. Director's Report

While 2020 was a challenging year for many agencies, Metro Communications has not had a resignation in nearly six months and plan to hire three additional operator positions in June of 2021. This will bring the Agency back to authorized staffing level of 53 full time employees.

Metro has moved to a continuous hiring/testing process to provide a better scheduling arrangement for testing and interviews as well as maintain a current eligibility list.

Director McMahan recognized Metro's leadership team for their dedication to the Agency and to the mission and to their dedication toward enhancing Metro's role in providing for Public Safety. The leadership team members are Deputy Director Aimee Chase, Business Manager Ona Reker, Technology Coordinator Matt Tooley, Quality Assurance Coordinator Justin Faber and Training Coordinator April Pontrelli.

The South Dakota 9-1-1 Coordination Board approved a one-time funding opportunity in the amount of \$1,042,862.23 for Metro. This funding was used to support the purchase of new equipment within our Agency. A portion of the

funding will also be used to support console equipment and radio communications in the new Public Safety Training Campus. The remaining funds are intended to support the hiring of additional staff as presented in the 2022 budget request.

The Families First Coronavirus Response Act (FFCRA) expired on December 31st, 2020. The American Rescue Act of 2021 (ARPA) was enacted in March with a begin date of April 1st. Director McMahan shared Metro will continue to monitor pending details from the Department of Labor to determine Metro's voluntary participation.

April 11th through the 17th is National Public Safety Telecommunicators Week. During this week Metro Communications employees are recognized for their role in providing for Public Safety and are the "heroes" under the headset. Director McMahan extended an invitation to all members of the council to stop in and visit staff during this week.

On March 22nd, Text to 911 became available across the state of South Dakota. The campaign message of "call if you can, TEXT if you can't" was shared via social media and local media outlets. Council Member Erickson requested to include the number of text to 911 calls processed by Metro in future reports.

Quality Assurance Coordinator Justin Faber presented phone call, calls for service (CFS) and radio push to talk statistics through March 2021. The agency saw a decrease in phone calls at the Data, Fire and MCSO consoles. This is in line with goals set in 2020 to lessen answering incoming calls at these boards to allow the operators to focus primarily on radio communications. Call volume at both PD reflect some discrepancy as staff and positions were moved to allow for social distancing during the height of the COVID pandemic. Calls for Service (CFS) and Push to Talk (PTT) have both remained relatively flat. While other similar dispatch systems have seen a decrease in CFS, Metro has remained relatively the same.

5. Presentation of Financial Statements as of December 2020.

Business Manager Ona Reker presented financial statements for the period ending December 31st, 2020. She shared Metro remains healthy and in a good area.

Motion by Commissioner Karsky, seconded by Council Member Kiley to approve the Financial Statements for the 12-month period ending December 31st as presented. Roll Call vote: 5 yeas, 0 nays. Motion carried

6. Presentation of Financial Statements for moths of January – March 2021

Business Manager Ona Reker presented financial statements for the current year to date. She again shared Metro remains in a good situation as compared to current year budget.

Motion by Council Member Kiley, seconded by Commissioner Beninga to approve the financial statements for the 3-month period ending March 31st as presented. Roll Call vote: 5 yeas, 0 nays. Motion carried.

7. Acceptance of Final Audited 2020 Financial Report

Business Manager Ona Reker shared the 2020 financial audit is completed and has been reviewed and approved as prepared by our independent auditors, Eide Baily and the South Dakota Department of Legislative Audit. She shared the audit went well and no modifications were needed.

Motion made by Council Member Kiley, seconded by Council Member Erickson to approve the final audited 2020 financial report as presented. Role Call vote: 5 yeas, 0 nays. Motion carried.

8. Presentation of 2022 Budget

Director Scott McMahon presented the 2022 proposed budget with years 2023-2026 cash flow projections. He noted the 2022 city/county support increase had not changed from 2021 budget presentation, nor had the support increase in future year projections. Referring to his prior State 911 Coordination Funding award, he reporting the 2022 budget included a request for 4 FTEs fully funded in 2022 and 2023 by State 911 Coordination funds. Also included were internal supervisory and administrative staffing changes to more effectively staff the 911 center while effectively supporting supervisory and administrative responsibilities. Deputy Director Aimee Chase and Quality Assurance Coordinator Justin Faber presented 911 Center statistics supporting operational staffing needs based on growth in first responders served, service area population, calls for service, radio push to talks, and operator agent occupancy, along with related APCO project RETAINS staffing analysis. The council discussed the presented budget and requested additional information for consideration of the 2022 Budget Approval scheduled as an agenda item at the April 28, 2021 Metro Management Council meeting.

9. Adjournment

Motion made by Council Member Kiley, seconded by Council Member Erickson to adjourn the meeting at 5:17 PM. Roll call vote: 5 yeas, 0 nays. Motion carried.