

MINUTES

Metro Management Council

Wednesday, December 15th, 2021
3:30 PM – 5:17 PM
County Admin Building
415 N Dakota Ave

Members Present: Mayor Paul TenHaken, Commissioner Gerald Beninga, Commissioner Dean Karsky and Council Member Rick Kiley

Attendees: Aimee Chase, Drew DeGroot, Justin Faber, LeNora Giles, Scott McMahon, Mike Milstead, Carol Muller, Mattie Peck, Ona Reker, Jon Thum

1. Determination of Quorum and Approval of Agenda

Motion made by Commissioner Karsky, seconded by Commissioner Beninga, to approve the agenda. 4 yeas, 0 nays. Motion carried.

2. Public Input

None.

3. Approval of Minutes dated August 18th, 2021

Motion made by Council Member Kiley, seconded by Commissioner Karsky, to approve the minutes dated August 18, 2021, as presented. 4 yeas, 0 nays. Motion carried.

4. Directors Report

Director McMahon shared Metro Communications Agency has experienced improved retention of staff with only two resignations of full-time non-probationary staff this year. Also in 2021, two operators completed the full 26-week training program, three are still currently in training and five did not complete training.

Across the country other Public Safety Answering Points are experiencing difficulties recruiting and retaining qualified operators, with many larger centers operating with 30-40% vacancies. Director McMahon reported Metro is remaining vigilant and intentional in recruitment and retention of qualified operators. Recruitment has remained strong throughout the year with an increased interest with applicants from outside South Dakota. Commissioner Beninga questioned if exit interviews are completed for employees leaving the Agency and requested a summary to be presented at the next meeting.

Director McMahon provided an update on the Supporting Accurate Views of Emergency Services (SAVES) Act legislation which is seeking to reclassify 911 operators from Office and Administrative Support to Protective Service Occupations. Director McMahon shared this act is supported on a national level and has been gaining support from State and local governments across the U.S.

As part of Metro's retention strategies, a retention committee was created. This committee's focus is on retaining current employees. Director McMahon shared over the last year, this committee has been researching 12-hour shifts and exploring the idea of a 36-hour work week to further promote greater work/life balance with more days off. Under this 12 hour shift plan, four additional operators would need to be hired to maintain current staffing levels, with the cost of additional operators defrayed through the reduced work week. The goal continues to be to create greater work/life balance and minimize recruitment and training costs.

This fall, Metro began its 3-year Emergency Medical Dispatch reaccreditation process. Through this process, adjustments in current medical call-taking processes were identified, isolated to the verbiage of how scripted questions were asked. Staff were provided an immediate 30-minute in person training with additional training to all staff at a recent departmental in-service. Metro provides excellent emergency medical dispatch service within the community. Director McMahon applauded the staff for making zero Chief Complaint errors, zero Pre-Arrival Instruction errors, zero Final Coding errors, zero Diagnostic errors and zero Protocol link errors. Metro continues to work with the ACE reaccreditation board to complete the reaccreditation process.

McMahon reported applications had been submitted for funding assistance to purchase ten new tablets to support operations. Funding for these tablets was secured through the Sioux Falls Health Department and the South Dakota 911 Coordination Board. They will be used by Advanced Communications Operators while training new recruits on the floor as well as by Metro leadership to provide mobility and enhanced awareness of operations.

Director McMahon updated the council on planned expenditures funded through previously reported South Dakota 911 Coordination Board Assistance. This report will be updated with each council meeting moving forward.

Director McMahon shared Metro's 2021 statistics highlighting increased incoming 911 calls, incoming Administrative calls, and Calls for Service. Director McMahon expressed pride in the Agency regarding 911 Call Answer times. Across the nation, agencies experiencing staffing shortages are answering calls in minutes, whereas in the month of November, Metro answered 90.89% of all incoming 911 calls under 10 seconds, 97.75% under 15 seconds, and 99.03% under 20 seconds.

5. Adoption of 2022 Meeting Schedule

The meeting schedule was reviewed with discussion. Council Member Kiley and Council Member Erickson both only have two more meetings due to term limits.

Mayor TenHaken noted consensus of the meeting schedule with council members present.

6. Approval of 8 hours Administrative Pay for December 24, 2021

Director McMahon requested approval of 8 hours Administrative Pay for Christmas Eve as done in previous years.

Discussion included current city and county actions and/or plans for the holiday, along with deferral of voting for Metro staff until it was known if the State would provide this type of benefit.

Motion was made by Commissioner Karsky, seconded by Council Member Kiley to grant Mayor TenHaken the authority as Chair of Metro Management Council to follow/align with the decision made by the State for administrative pay for Christmas Eve. 4 yeas, 0 nays. Motion carried.

7. Approval of Resolution #21-02 Employee Benefits

Director McMahon requested the Council adopt Resolution #21-02 to expand our current Employee Assistance Program to include the First Responder Assistance Program (FRAP). Director McMahon explained this is a new EAP program designed specifically for first responders and their families and is provided through the SD Workers Compensation Fund. This new program would enhance current offerings.

Motion made by Commissioner Karsky, seconded by Commissioner Beninga to approve Resolution #21-02 Employee Benefits expanding EAP services for Metro staff. 4 yeas, 0 nays. Motion carried.

8. Approval of Resolution #21-03, Non-Bargaining Unit Pay

The current 3-year labor agreement between Metro Communications and the bargaining unit stipulates a 1.75% COLA for the year 2022. Director McMahon requested administrative staff receive the same 1.75% COLA to prevent compression between positions within the Agency. He explained the resolution also establishes pay grades and scales for the new full time Division Supervisor positions and the part-time Business Support Specialist.

Commissioner Beninga recognized COLA is significantly higher than 1.75% and questioned if there was room for 2.75%

Motion made by Council Member Kiley, seconded by Commissioner Karsky, to approve Resolution #21-03, establishing Non-Bargaining Unit Pay for 2022. 4 yeas, 0 nays. Motion carried.

9. Adoption of Personnel Manual Revisions: Article IV Section 4.18 Holidays, Article V Section 5.01 Drug and Alcohol-Free workplace Plan, and Article II

Sections 7.01 Group Health and Dental Insurance, 7.02 Group Life Insurance, 7.03 Voluntary Supplemental Insurance Offerings, 7.05 Employee Assistance Program.

The Council was provided a list of requested revisions to include recognizing Juneteenth as an additional recognized holiday through 2022, updating the drug and alcohol-free workplace plan in response to recent medical marijuana legislation, clarification of the definition of full-time staff and eligibility for benefits and adding FRAP as a new EAP program designed specifically for first responders.

Motion made by Council Member Kiley, seconded by Commissioner Karsky, to approve all personnel manual revisions as presented. 4 yeas, 0 nays. Motion carried.

10. New PSAP Construction and Procurement

With the new PSAP construction project, Director McMahon requested authorization to move forward with ordering the Motorola Radio System and Dispatch Console Furniture for the new facility in 2022 to secure quoted pricing. These items will be ordered in 2022 but not paid until 2023. With shipping costs on the rise, approval will lock in the lowest price.

Motion made by Council Member Kiley, seconded by Commissioner Beninga to approve ordering of Motorola Radio System and Dispatch Console Furniture for the new facility in 2022 to secure quoted pricing. 4 yeas, 0 nays. Motion carried.

11. Revision of Joint PSAP Agreement as supplement to Joint Cooperative Agreement for Comm Services

Section 5 of the Joint Public Safety Answering Point Agreement obligates Minnehaha County to deposit in Metro Communications Agency's account, the sum of \$2,150,000.00 on or before January 31st, 2022. Director McMahon requested the agreement be revised to change the date of deposit from January 31, 2022, to January 31, 2023 as these funds are not projected to be needed until 2023.

Motion made by Council Member Kiley, seconded by Commissioner Beninga, to approve the revision of the Joint PSAP Agreement. 4 yeas, 0 nays. Motion carried.

12. Approval of 2022 Minnehaha County Metro PSB Lease Agreement

Metro currently leases 4,296 sq. ft. of space within the Public Safety Building. Based on the lease agreement, the lease rate will increase at the Midwest Urban CPI index (6.56%) which results in a \$0.78 per square foot increase from \$11.88/sq. ft. to \$12.66/sq. ft. for a total of \$54,400.77.

Motion made by Commissioner Beninga, seconded by Council Member Kiley to approve the 2022 PSB Lease Agreement. 4 yeas, 0 nays. Motion carried.

13. Presentation of Financial Statements as of 11/30/21

Business Manager Ona Reker provided final statements to the Council and shared these financial statements were through the month of November.

Business Manger Reker shared Metro remains in a good place financially and presented the Balance sheet, summary of current to prior year, and detail of current budget through November 30th.

Motion made by Commissioner Karsky, seconded by Council Member Kiley, to accept the financial statements as of November 30th, 2021 as presented. 4 years, 0 nays. Motion carried.

14. Approval of 2021 Budget Amendment

Business Manager Reker requested a budget amendment to reflect Metro securing unbudgeted funding streams in 2021. Business Manager Reker requested the amendment to reflect to increase Operating Expenditures in the amount of \$15,000, Capital Outlay in the amount of \$7,000 funded by increased revenues in the amount of \$22,000.

Motion made by Commissioner Karsky, seconded by Council Member Kiley, to approve 2021 Budget Amendment increasing Operating Expenditures in the amount of \$15,000, Capital Outlay in the amount of \$7,000 funded by increased revenues in the amount of \$22,000. 4 years, 0 nays. Motion carried.

15. Executive Session for the purposes of and as authorized by SDCL § 1-25-2 (1), (3), and (4)

Motion by Commissioner Beninga, seconded by commissioner Karsky to move into executive session for purposes of as authorized by SDCL § 1-25-2 (1), (3), and (4). 4 years, 0 nays. Motion carried.

The Council entered into the Executive session at 4:32pm. Mayor TenHaken returned the Council to Open meeting at 5:18pm.

16. Appointment of Agency Committee to enter into wage negotiation with AFSCME Local #3516

The current agreement between Metro Communications Agency and AFSCME Local 3516 is effective through December 31, 2023. The agreement identifies the wages for 2021 and 2022 with a stipulation for a 3rd year negotiation of wages at the request of either the Union or the Agency. The union has presented the request. Director McMahon requested the representatives from Metro Communications to include Sioux Falls Police Chief Jon Thum, Minnehaha County Deputy States Attorney Drew Degroot, Business Manager Ona Reker, Deputy Director Aimee Chase and Director Scott McMahon

Motion made by Commissioner Karsky, seconded by Council Member Kiley to approve the appointment of the Agency Committee as requested. 4 years, 0 nays. Motion carried

17. Adjournment

Motion made by Commissioner Karsky, seconded by Commissioner Beninga to adjourn the meeting at 5:19pm. 4 yeas, 0 nays. Motion carried