

MINUTES

Metro Management Council

Wednesday, August 15th 2018
3:30 PM – 4:40 PM
County Admin Building
415 N Dakota Ave

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

Attendees: Matt Burns, Aimee Chase, Craig Dewey, Justin Faber, Jill Franken, Maggie Gillespie, Brad Goodroad, Tom Huber, Dr. Jeff Luther, Mike Milstead, Carol Muller, Jesseca Mundahl, Paul Niedringhaus, Matt Tooley

Mayor TenHaken and Christine Erickson were welcomed to the council.

1. Approval of Agenda

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

2. Public Comment

None.

3. Approval of Minutes

Motion made by Council Member Kiley, seconded by Commissioner Barth, to approve the minutes of the meeting dated April 25th, 2018. Motion carried.

4. Agency's Facilities Discussion

In depth discussion held regarding the current 911 center and backup center facilities. Are they functional and are they capable for 15-20 years growth? We are limited in where we can be housed out of; it needs to have high security and be physically harden facility. The primary center and backup center need to be geographically diverse.

The current backup center only has 6 consoles, no space to expand. The consoles do not mirror technology in the primary center. Current minimum staffing is between 7-9 people on a normal workday; the backup center does not have enough positions to meet current need. The backup center is not adequate for our needs today. This has been a topic of discussion for multiple years. This is a critical need.

The primary center is currently maxed out on space. There are possible opportunities for renovation or movement to the second floor of the PSB once the jail project is complete, but in order to handle future growth it will require renovation or relocation. We occupy a broken up space of 4,300 square feet; 150 square feet per employee is what is recommended, we currently are at 89 square feet per employee. Remodel pricing will likely be higher due to removing concrete walls, etc. than being included in a new build.

If the primary center is moved to a new location, there is an opportunity and recommendation to use the current space for the backup center facility. This was ensure adequate consoles and updated technology. Director Niedringhaus also shared a possible option to create a regional backup center and open it up to other PSAPs in the area as an additional revenue source. The Director has spoken with the Department of Public Safety Secretary and has received support about future possible considerations.

The Director and staff have conducted site visits to comparable PSAPs to see their location, set up and operations. We visited Rapid City, Lincoln, NE and Sioux City. Consistently what was identified was that FTE growth is based on population growth. Approximately 5,000 – 5,500 growth in population is equal to an additional FTE. Future staffing projections based on this requires our center to add additional consoles by 2022; we currently are unable to accommodate this or plan for future expansions in our current space we have available.

Future considerations needing console and staff expansion include increase in population/ growth, addition of a 3rd SFPD dispatcher, consolidation of other PSAPs in the area and dispatch of highway patrol officers in Sioux Falls. We won't be able to accommodate these considerations with our current facilities.

There is an opportunity for Metro to be included in the SFFR/SFPD training center. We do not want to impede on timeline or takeaway square footage of the current proposal. Being included in this building also offers an opportunity to improve and enhance relationships with our partnering agencies; we currently have minimal interactions with SFPD or SFFR on a frontline basis.

Recommendation from the Director is to move current facility to a new building that will allow for expansion and use the current facility as a turnkey backup center. Space needed for new primary center is 10,000 – 12,000 square feet, rough estimate. This recommendation was supported by the Sheriff.

Motion made by Commissioner Barth, seconded by Commissioner Beninga, to authorize the Mayor to appoint a committee to review facility options. Motion carried.

5. Director's Report

Director Niedringhaus provided an update on the 911 surcharge. 911 surcharges account for 63% of Metro's revenue source; the remaining costs are split by city and county 75/25. Recent legislation changes allowed for access to review 911 surcharge reports; Metro just received its first report. Surcharge revenues in the past 6 months have been strong and are exceeding projections. Concern that there is no inflationary increase tied to the surcharge, but it was a win that sunset was removed so the rate will stay at \$1.25 instead of decreasing to \$1.00. Senator Deb Peters was instrumental in the legislative changes.

The Council was given an update on the Zuercher software transition. The transition to the new public safety software on 02/28/18 went well. Since then, we have actively been working through software bugs/glitches. We are working with our

partnering issues and Zuercher biweekly to address concerns. There is a significant concern with the slowness of the system. We have communicated with the President of Zuercher and recently had Zuercher staff into the center to observe concerns.

Director Niedringhaus spoke on recruitment and retention. We recently had an open posting and can identify a decrease in quality applicants. Competition is tough at this time; other private companies are able to offer similar wages, more perks and more appealing working hours. Metro's turnover is 19%; nationwide in PSAPs is 19%. Staff under one year, the turnover jumps to 40%. Niedringhaus shared that we currently have 4 in training and will be interviewing this week to start another class on 09/24. He advised the council that overtime expenditures would be increasing and shared that this is mandatory overtime. Concerns include: stress of the job, working shift work, evolving technology, class A versus class B retirement.

The council was very appreciative of the caliber of staff we have and recognize the importance of the work they do. They expressed willingness to attend staff events, stop by to the center, etc.

6. Draft 2019 Meeting Schedule

The 2019 proposed meeting schedule was presented. If additional meetings are needed, there can be flexibility in adding dates.

Motion made by Council Member Kiley, seconded by Commissioner Barth, to approve the draft 2019 meeting schedule. Motion carried.

7. Approval of Engagement for Financial Audit Services for Fiscal Years Ending December 31, 2018, 2019 and 2020

The Director asked for approval to enter into a 3 year agreement for audit services with Eide Bailly. The contact was reviewed with no issues by Minnehaha County legal.

Motion made by Council Member Erickson, seconded by Commissioner Barth, to approve engagement of Eide Bailly to provide audit services for fiscal years 2018, 2019 and 2020. Motion carried.

8. Acceptance of Final Audited 2017 Financial Report

Director Niedringhaus shared that no concerns were identified in the complete audit report submitted by Eide Bailly. The final audit report was sent electronically to all council members.

Motion made by Commissioner Beninga, seconded by Council Member Kiley, to approve the final audited 2017 financial report. Motion carried.

9. Presentation of Financial Statements for Apr- Jul, 2018 including payroll, monthly overtime report and expenditures, pending auditor review.

Unable to be completed at the time of the meeting. Rescheduled to next meeting.

10. New Business

None noted.

11. Adjournment

Motion made by Council Member Kiley, seconded by Commissioner Barth, to adjourn the meeting. Motion carried at 4:40 pm.