

MINUTES

Metro Management Council

Wednesday, August 12th, 2020
3:31 PM – 5:09 PM
County Admin Building
415 N Dakota Ave

Members Present: Mayor Paul TenHaken, Council Member Rick Kiley, Council Member Christine Erickson (via GoToMeeting conference call), Commissioner Dean Karsky and Commissioner Gerald Beninga (arrived 3:34pm).

Attendees: David Bixler, Matt Burns, Craig Dewey, Drew DeGroot, Justin Faber, Brad Goodroad, Scott McMahan, Mike Milstead, Jesseca Mundahl, Shawn Pritchett, Ona Reker, Matt Tooley, Monte Watembach (via livestream)

1. Approval of Agenda

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

2. Public Input

None.

3. Approval of Minutes dated April 22, 2020

Motion made by Council Member Kiley, seconded by Commissioner Karsky to approve the minutes dated April 22, 2020 as presented. Motion carried.

4. Director's Report

The Metro Communications Agency leadership staff held several meetings during March and April for the purpose of completing a 5-year business plan. The plan was distributed to stakeholders during the first week in July. The business plan supports the previously completed Agency SWOT analysis.

Three operators were hired on May 27th to fill vacancies. They are working through a 26-week training program. Currently we have 4 vacancies to fill. Our intent is to hire 5 operators on September 14th, 2020.

Metro staff have continued to participate in various trainings and continued education opportunities. Additionally, staff recently volunteered at Feeding South Dakota and continue to be involved in various fund-raising events.

The agency has maintained proper staffing levels during the COVID-19 response. All COVID-19 related expenses are being tracked and financials are being reported to City and County government.

Metro Communications served a critical role in responding to the May 31, 2020 civil unrest incident. Between the hours of 4:00PM and 12:00AM Metro Communications answered 269 business line telephone calls, 396 9-1-1 calls and created 471 calls for service for emergency responders. In addition, between 3:00PM and 3:00AM, 18,491 push-to-talks (PTT's) occurred on the radio system. The average during this time frame is 5,403 PTT's. Metro staffed up during the event and made additional planning contingencies.

Quality Assurance Coordinator Justin Faber presented the Jan – Aug 2020 phone calls, calls for service and radio push to talks statistics. Following a significant drop in Call-For-Service Volume and Phone-Call Volume at the start of the COVID Pandemic (-6.15% in March/April/May) - both metrics have rebounded in June & July (up 3.2%) - and are now closer to expected norms for this time of year. Faber also highlighted Phone-Call Volume at the Sheriff's Board and Fireboard - both of which saw a significant decrease in total phone calls answered in the last quarter. This is in line with the plan proposed during the 2019 Budget Cycle - where 4 additional FTEs were granted to Metro to use as Call-takers to increasing staffing minimums and alleviate phone-call volume at these boards. This is a strong indication that this plan is working as intended. Commissioner Karsky requested to set up a time outside of Metro Management Council to meet and receive a more detailed overview of each of these metrics, so that he can better understand each of them.

5. Metro Facilities Discussion

Director McMahon presented an update to the board on recent Metro facilities discussions and current standing. McMahon has participated in various meetings with city and county officials looking at options and partnerships for a new facility. It has been determined the best course of action is to be included in the new Public Safety Training Center. The current estimate for the move is approximately 10 million dollars. The City has proposed to pay for the construction of the building, tower and building UPS, as estimated cost of 7.85 million. The City would also provide the land, the parking lots and other in-kind items since it will be a shared facility with SFPD/SFFR. The suggested County contribution would be for the FF&E costs, which is estimated to be approximately 2.066 million. McMahon has been working with vendors to keep the FF&E costs down.

The board discussed the current cost estimate was an 79/21 cost share between the city and county. Per the joint agreement, costs have typically been split 75/25. Recently, savings that have been found are with the county's share and not the city. City Council members offered support for the project, but wanted to see more of a 75/25 cost split, especially considering the in-kind items that are attached to the project that the city is paying for at no charge. County Commission members also offered support of the project, but expressed the county was paying cash for this, not bonding, and they budgeted 2 million for the project. The County was originally planning on paying their share from their building fund, but their legal team advised they couldn't use that money for FF&E costs, so now the money

must come from the general fund. The 2 million estimate was based on a general discussion and not the schematic design.

Other funding sources were reviewed, such as Brandon Police contract or possible future partnership agreements. McMahon echoed that we want to be partners with other agencies and that will help with the budget, but we are also playing catch up with staffing and having a healthy reserve cash fund, while limiting increases to city and county contributions.

Also discussed was Metro's current lease for space with the County and if there was an opportunity to adjust this payment to account for the difference between city and county contributions to the new Metro facilities. Metro's current space at the PSB will decrease when they move to a new facility. The city hasn't been charging a lease for the current backup center space at fire headquarters.

Kiley placed emphasis on this project needing to move forward as it relates to public safety. There will be recognized benefits to staff, which will create a better service for the community. 2/3s of the proposed floor space will be occupied on day 1 and so it will be important to still maintain space for future growth.

Beninga asked if there were any changes to operations that could be made that would save on costs, citing that with COVID, many departments were challenged to change the way they did business and asked if there were any changes possible for Metro. McMahon discussed the costs involved to making "cloud 911," to be able to work from home, are not affordable at the moment.

The Mayor anticipates calling a special meeting near the end of August to vote for the board's recommendation for Metro facilities to be given to the City Council and County Commission for final approval.

6. Approval of Engagement for Financial Audit Services for Fiscal Year ending December 31, 2020

Each year we need to obtain an updated engagement letter from our independent audit firm, currently Eide Bailly LLP. This letter confirmed our previously approved 3-year agreement for audit services (2018-2020 calendar years), and by approval from Metro Management Council affirms our agreement to have Eide Bailly complete our annual audit for the current calendar year. This letter is required to be presented to SD Department of Legislative Audit for their review and to gain their approval for the audit services to begin.

Motion made by Commissioner Beninga, seconded by Council Member Kiley to approve engagement for Financial Audit Services for Fiscal Year ending December 31, 2020 with Eide Bailly. Roll call vote: 5 yeas, 0 nays. Motion carried.

7. Presentation of Financial Statements for month of April- July, 2020

Business Manager Ona Reker presented the financial statements for the period ending July 31st, 2020.

The balance sheet compares current year to prior. Cash is down from 2019 as expected and designed in the management of cash reserves. AR is higher due to an increase in the Brandon PSAP fee, as a result of adding additional FTEs. As a reminder surcharges are received two months behind. AP is less due to a change in insurance premiums due dates.

In the comparison of current year through July to prior year through July, the Business Manager spoke about seeing a trend with 911 surcharges that statewide line counts are remaining stagnate and dropping, however, Metro is seeing an increase. A grant for wellness was received. Other revenues are down do to interest rates are flat. Personnel costs are more than last year, but it is as expected; last year Metro was without a fulltime Director, had several vacancies and this year we have additional staff. As far as operations, there was an increase in recruitment costs and language interpretation, but a decrease in rentals, supplies, and training/travel. There was a significant decrease in utilities due to the 911 trunk/CAMA lines being removed.

Current year to date budget vs actual shows an estimate of 911 surcharges being 38,000 underbudget by year end. As a reminder, we budget 2 years ahead of time, so for the 2020 budget, we used 2018 data. Audio recording requests were up, but EMS transfers and interest earned was down. Metro also received a \$7,000 recovery from the state. Personnel salaries and benefit costs are down due to several vacancies. Some operational costs appear down due to timing of payments. Computer hardware is over as a result of a change in operations for software security. For capital outlay, we saw a savings for the message tree, as we were able to get that through the new phone system, but we purchased a recorder logger.

Motion made by Commissioner Karsky, seconded by Council Member Kiley to approve the financial statements for month of April- July, as presented. Roll call vote: 5 yeas, 0 nays. Motion carried.

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

Motion to go into executive session for the purposes of and as authorized by SDCL § 1-25-2(1 and 4) made by Council Member Kiley, seconded by Commissioner Beninga. Roll call vote: 5 yeas, 0 nays. Motion carried.

Time entered into Exec session: 4:54 PM

Time returned to Open meeting: 5:05 PM

9. Approval of Annual Step Increase for the Director

The Mayor gave accolades to Director McMahon for making several strides in his first year of employment, citing the riot and facilities progress. Council Member Kiley complimented McMahon on bringing a high level of expertise and exceeding expectations.

Motion made by Council Member Kiley, seconded by Commissioner Beninga to approve the annual step increase for the Director. Roll call vote: 5 yeas, 0 nays. Motion carried.

10. Adjournment

Motion made by Commissioner Karsky, seconded by Council Member Kiley to adjourn the meeting at 5:09 PM. Roll call vote: 5 yeas, 0 nays. Motion carried.