

DRAFT

MINUTES Metro Management Council

Wednesday, August 18th, 2021

3:00 PM – 3:56 PM

County Admin Building

415 N Dakota Ave

Members Present: Mayor Paul TenHaken, Commissioner Gerald Beninga, Commissioner Dean Karsky, Council Member Rick Kiley and Council Member Christine Erickson (arrived at 3:03pm)

Attendees: Aimee Chase, Jim David, Drew DeGroot, Carey Deaver, Justin Faber, Ben Kyte, Matt McAreavey, Scott McMahon, Carol Muller, Ona Reker, Jon Thum, Monte Watembach

1. Approval of Agenda

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

2. Public Input

None.

3. Approval of Minutes dated April 28, 2021

Motion made by Commissioner Beninga, seconded by Commissioner Karsky to approve the minutes dated April 28, 2021 as presented. 4 yeas, 0 nays. Motion carried.

4. Directors Report

Director McMahon shared Metro Communications Agency has given four conditional offers to applicants this month for a starting date of September 7th, 2021. These four applicants bring Metro to our full authorized staffing level. While this reflects the Agency is fully staffed in numbers, it takes 26 weeks to train a new employee and Metro is still down five fully trained Communications Operators.

Thus far in 2021, Metro has had only two full-time, non-probationary resignations. The Agency's Retention Committee has been discussing quality of life/work balance with an emphasis on work schedules and have been working through the process of looking at 8-hour shifts, 12-hour shifts or a combination. Director McMahon shared he would bring more details to the Council as they develop.

Metro has five temporary staff who serve as Communications Operators. These were all previous full-time staff who have returned in a temporary status. Thus far in 2021, these five temporary staff have worked 1,134 hours to support the

Agency's mission. Metro has an additional four temporary staff who assist in supporting the recruitment process, background investigations, compiling audio recording requests and other administrative duties. These staff have contributed 721 working hours to support these processes.

On July 16, 2020, the FCC adopted rules to establish 988 as the new, nationwide, 3-digit phone number for Americans in crisis to connect with suicide prevention and mental health crisis counselors. The rules require all phone service providers to direct all 988 calls to the existing National Suicide Prevention Lifeline by July 16, 2022. Deputy Director Chase is serving on a 988 implementation committee consisting of 35 stakeholders in South Dakota. Additional information will be provided in the future.

Metro continues to be vigilant of cyber security. Director McMahon reported computers used for Computer Aided Dispatch (CAD) have been isolated from the network. The Agency Technology Coordinator has also completed additional coursework on cyber security and the Agency is working with Minnehaha County Information Technology to perform a security assessment. Mayor TenHaken shared the city has also been conducting extensive training for city employees and would be glad to share resources if needed.

Since implementation of TEXT to 911 across the state on March 22nd, Metro has received 221 sessions involving 2,106 messages. The message to the public continues to be "call if you can, TEXT if you can't" and to not text and drive.

Metro continues to be engaged in the planning process for the new Public Safety Training Campus. We have reviewed the 100% design documents and have no additional recommendations. The Agency appreciates the help of the Metro Management Council in moving this project forward. Chief McAreavey with Sioux Falls Fire Rescue shared the city will be out for bids on September 3rd with bids received on September 30th. The goal is to have ground breaking in October followed by a two-year build time.

Metro's call volume has continued to increase over the last year and are trending toward a 6% increase in 2021 which is above the typical annual increase of 2.7%. In the first six months of 2021, the Agency has exceeded our 12-month rolling Call for Service volume by 8,037 calls (258,349 to 266,386) representing a 3.11% growth.

Director McMahon shared between 2:00pm on July 4th and 2:00am on July 5th, Metro answered 491 incoming 911 calls and 641 incoming business lines which generated 853 calls for service. Operationally there are several key dates throughout the year including 4th of July and New Year's Eve when high call volume is anticipated and staffing is increased accordingly.

5. Adoption/Ratification of Maintenance Agreement for NICE Recorder

Director McMahon asked the Council to ratify a 4-year maintenance agreement the Agency entered into with Voice Products Service LLC in June to allow the Agency

to lock in current year maintenance pricing (\$20,427 annually) for three additional years.

Motion made by Council Member Kiley, seconded by Commissioner Beninga to approve the maintenance agreement for NICE Recorder 5 years, 0 nays. Motion carried

6. Approval of engagement for Financial Audit Services for Fiscal Years ending December 31, 2021, 2022 and 2023

Director McMahon requested to approve a three-year agreement with Eide Bailly LLP to complete the Agency's annual audit for calendar years 2021, 2022 and 2023. If approved, the agreement will then be presented to SD Department of Legislative Audit for review and approval for the audit services for the year ending December 31, 2021 to begin.

Motion made by Council Member Kiley, seconded by Commissioner Karsky to approve engagement agreement for Eide Bailly LLP to complete annual audits for calendar years 2021, 2022 and 2023. 5 years, 0 nays. Motion carried

7. Presentation of Financial Statements as of July, 2021

Business Manager Ona Reker provided financial statements to the Council and shared these financials were through the month of June and stated there were no concerns about July but they were not at a state where she was comfortable presenting them and requested any motion made to reflect June 30th.

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

Motion made by Council Member Kiley, seconded by Commissioner Karsky to accept the financials statements as of June 30th, 2021 as presented. 5 years, 0 nays. Motion carried.

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

Motion by Commissioner Beninga, seconded by Council Member Erickson to move into executive session for purposes of as authorized by SDCL § 1-25-2 (1), (3), and (4). 5 years, 0 nays. Motion carried.

The Council entered into the Executive session at 3:32pm. Mayor TenHaken returned the Council to Open meeting at 3:50pm.

9. Approval of Annual Step Increase for Director

Motion made by Commissioner Beninga, seconded by Commissioner Karsky to approve the annual step increase for Director McMahon. 5 years, 0 nays. Motion carried

Mayor TenHaken shared his appreciation for the work Director McMahon has done in the past year and acknowledged it was a hard year to manage staff and a hard year with COVID.

10. Adjournment

Motion made by Council Member Kiley, seconded by Council Member to adjourn the meeting at 3:56pm. 5 yeas, 0 nays. Motion carried