

**ORLEANS PARISH COMMUNICATION DISTRICT  
BOARD OF COMMISSIONERS**

**REGULAR BOARD MEETING**

**Tuesday, September 17, 2019, 9:00 a.m.**

**Warren E. McDaniels Communications Center Boardroom  
118 City Park Avenue  
New Orleans, LA**

**MEETING MINUTES**

**I. ROLL CALL AND CALL TO ORDER**

Chairman Michael “Beau” Tidwell called the meeting to order. Chelsea Porche called the roll with the following members present:

Chairman Michael “Beau” Tidwell, Vice Chairman Collin Arnold, Dr. James Aiken (proxy for Mr. Danny Hardman), Greg Wilson (proxy for Maj. General Glenn Curtis), CAO Gilbert Montaña, Supt. Timothy McConnell, Deputy Supt. Paul Noel, (proxy for Supt. Shaun Ferguson), Dr. Emily Nichols, Dr. Jennifer Avegno, Dr. Brobson Lutz.

Capt. Donovan Archote was absent.

**II. APPROVAL OF MINUTES (MARCH 12, 2019)**

Board Chairman Tidwell called for a motion to approve the minutes from the June 25, 2019 regular meeting. There was motion made by CAO Montaña and seconded by Supt. McConnell. All Board members approved the motion unanimously.

**III. FINANCIAL REPORT**

**A. 2019 FINANCIAL REPORT**

Josiah Morgan, OPCD Director of Support Services, gave a brief overview of finances as of August, 2019. Mr. Morgan stated revenues are slightly down by almost \$400,000 mainly due to major carriers that remit their 9-1-1 fees on a quarterly basis. Salary expenses have decreased by \$400,000 due to vacant positions. Contractual Services is over-budget by \$107,000 due to building repairs such as replacing the ATS for the generator. Under the Supplies category is over by about \$31,000. Total revenue Inflow/expense Outflow is down \$313,000 and is expected to correct itself within the 3<sup>rd</sup> quarter.

**IV. EXECUTIVE DIRECTOR’S REPORT**

**A. 3<sup>rd</sup> Quarter Presentation**

OPCD, with the assistance of Tri-Core Industries, launched the new, user friendly NOLA 3-1-1 website, [www.nola.gov/311](http://www.nola.gov/311). Congratulations to Marcus Creel and his team for this success.

OPCD, along with the New Orleans Health Department and New Orleans EMS, launched the new AED Registry. The public can now go online and register the locations of their AEDs to fulfill state statute. The AED Registry system also automatically sends the registrants AED maintenance reminders. The next goal with the system is to tie the AED location information to CAD so an emergency communication specialist can direct resources to the nearest AED during a cardiac emergency. Dr. Nicolls and Dr. Avegno were recognized for their agency's partnership in this program.

OPCD partnered with Mayor LaToya Cantrell's Community Engagement Office in an event to bring down crime and clean-up the Bunker Hill community in New Orleans East. Also, NOLA 3-1-1 manager, Erica Mercadel Hayes, and Chelsea Porche have attended community events to help residents who may need 3-1-1 assistance, and to distribute the new 3-1-1 informational brochures.

September is Suicide Prevention Month and OPCD made a PSA video, featuring emergency communication specialists and Director Morris discussing the importance of mental health.

Director Morris congratulated the New Orleans Fire Department on their Class 1 insurance rating.

Calls for Service Stats: contact to 3-1-1 is up 61% since January due to reporting services being available 24/7 and reports being made online. 17,000 3-1-1 service request tickets were submitted online from January to today. Calls to 9-1-1 have not changed much, but generally there was an increase in CAD incidents and call volume over the last two months. OPCD continues to meet national call answering standards.

Louisiana has a new state "9-1-1 Authority" comprised of the 9-1-1 Directors from each parish. The Governor will soon declare this Consortium of Directors as the policy-making body for 9-1-1 in Louisiana. This Consortium and a state 9-1-1 Authority were created for Louisiana to have access to the \$10 billion in Federal grant funding for the next generation 9-1-1 implementation. There will be a meeting in October to select the first governing Board of the group. New Orleans has been nominated by regional peers to be on the Executive Board for the state.

9-1-1 Saves is a Federal bill sitting in Congress that will reclassify 9-1-1 Telecommunicator functions out of "clerical" function and into a "protective service" function. This will allow OPCD to increase telecommunicator benefits and allows more grant opportunities. We are now waiting for the Senate to vote it in Committee and then, for it to be passed to the President to sign into law.



The Next Generation 9-1-1 Act is sitting in the Senate House Committee. There will be regulatory requirements of what a 9-1-1 call center must provide when someone calls 9-1-1. OPCD is currently working to ensure compliance when the law is passed. Chairman Tidwell asked what the requirements will be. Director Morris stated call routing is one of the requirements and will rout a call based on the device location and not wires in the ground. This new technology would include text and video to 9-1-1. Infrastructure is in place for text to 9-1-1, but not yet for video.

The FCC issued a rule, called Kari's Law, to increase location accuracy on landline and VoIP phone calls. This will require hotels to provide additional information, such as a hotel floor or room number, about the origin of the 9-1-1 call. OPCD has made provisions to receive this additional information. OPCD has issued a press release on its perspective about the new rule and will communicate with New Orleans' hotels to ensure they understand what will be required of them.

OPCD is redesigning its website and NOLA 3-1-1 is launching a citizen portal allowing citizens to follow their 3-1-1 service requests. Additionally, a mobile application will allow texts and pictures to be sent to OPCD.

OPCD is also working on automatic querying through NCIC and CAD, which means if someone provides 9-1-1 with a license plate, NCIC is automatically checking to see if the vehicle is stolen or if the owner is wanted. OPCD is also in the process of talking to vendors about texts and video to 9-1-1.

OPCD is deploying P1 Mobile to all client agencies. For NOFD, this MDT system will provide them with access to the technology for all the fire apparatuses in New Orleans. The goal is to reduce response time by dispatching the fire department by location instead of by district. NOEMS is updating its CAD and OPCD is helping them with technology procurement. For NOPD, the system is to be tested in the First District within the next three months.

The GIS Team is coordinating meetings with neighboring parishes in Region 1 to hold discussions about creating PSAP and Emergency Service Boundary polygons for use in NG9-1-1.

Governor Edwards wants panic buttons in all Louisiana schools in the event of an active shooter or other emergency. The LA State Police have partnered with a company called RAVE to implement this functionality state-wide at no cost to the schools or communication districts. It will be available in six weeks, and OPCD has been in touch with the Orleans Parish School Board on the matter. The button can be on a mobile application, or a physical button in the schools' main office, where students or faculty can press it in case of an emergency. It will also allow 9-1-1 to text the students within the geographic boundaries of the campus and warn them about the emergency at hand. The system will have the school's floor and building plans as well.

OPCD is working on indoor mapping initiative to address the location of the soon-to-be-provided Z-value from the carriers. In addition to an X, Y coordinate to locate a caller, there is also a Z value, which represents the caller's height above sea level. OPCD is in talks with RapidSOS about how to incorporate this new data for an effective response.

OPCD has contacted all other CAD users in metro area regarding a cloud-based data warehouse solution for CAD data interoperability Entities can report their unit statuses and resources anytime and this information can be retrieved when needed. This system will make it easier to request mutual aid for EMS without having to make a phone call. OPCD has sent engagement letters to organizations the agency doesn't communicate with on a regular basis. Director Morris may call on Director Collins for assistance in communicating with hard to reach agencies.

Chief McConnell asked if Director Morris has thought about introducing PulsePoint, an application that will notify anyone qualified to perform CPR and registered in this system to be alerted when a patient needs CPR help. He said for New Orleans, PulsePoint can only contact a responder by one address. Director Morris stated that PulsePoint said they are willing to work with companies such as RapidSOS to fix that issue.

Dr. Aiken asked Director Morris in relation to legislative rules, if it was discussed to encourage communications with companies to forward the fees to OPCD, which the agency had to push for? Director Morris stated the legislative framework that is needed behind that does not exist. OPCD met with carriers and some were willing to meet with one month of data. OPCD will have to pay for the data even though it's required for carriers to send that information. One carrier gave a quote of \$50,000 to compile their data. OPCD is looking for a statewide 9-1-1 director's authority to change the law so companies would have to give a regular reporting of data to the agency. The one company that was investigated for a month showed no discrepancies. The company was changing names often which caused an issue of not crediting payment to the right carriers. It has been discussed with the Mayor's Office of Utilities about that issue and how it can be fixed.

## **B. Presentation of FY20 Budget (First Look) – Present for Adoption**

OPCD had fifteen people retire in the last year with thirty plus years of service. Personnel costs dropped, but FTE were brought in. OPCD was able to fund the organization without asking for increases in allocation this year. The agency was expected to tap \$1.9 million in reserve funds to pay the gap, which is no longer anticipated.

Director Morris stated there is a decrease in landline phones in Orleans Parish. The board may be asked in November to level the fees because the agency charges \$2 for a commercial line, but \$1.25 for VoIP. VoIP customers are using it as a commercial line but they're getting cost savings that's replacing the phone with VoIP opposed to landline. There are laws that allow these fees to be changed.



Interest Revenue is performing well and the agency has added more in anticipation of interest. The bond has also been paid.

The budget is balanced for next year, and it does include the 5% salary increase across the board, if adopted by the Board in November.

Mardi Gras, and special events, had been budgeted to about \$250,000 a year. With consolidation and cross training, it cost \$75,000 in 2019.

Next Step in budget process: A public hearing will be held, or published on the website, to allow the public or staff to ask questions. Staff will go before City Council with the proposed budget. The City Council will give feedback, then the agency will give a final presentation to the Board in November, at which time it may be formally adopted.

**C. PSAP Expansion Project Update** - item pulled from agenda prior to this meeting.

**D. Resolution 19-08- Approval to move project into schematic design**

At the recommendation of Director Morris, and approval by Chairman Tidwell, the resolution was tabled until a later date.

**E. Resolution 19-09-Attorney General Opinion Review**

This resolution requests an opinion from the Louisiana Attorney General concerning reconsideration of Attorney General Opinion number 19-0001 stating that OPCD could not use 9-1-1 funds to administer the NOLA 3-1-1 call center.

Director Morris stated that the Attorney General based his opinion on a poorly worded agreement between OPCD and the City. Director Morris stated that the City gives OPCD \$9.4 million a year in a direct allocation for the general fund, which is used for 3-1-1 operation. 9-1-1 fees do not fund 3-1-1 operation. The correct information was sent to the Attorney General showing the FCC passed a ruling making 3-1-1 the National Public Safety Non-Emergency Line for the country. OPCD has again asked for the Attorney General's opinion in light of the new FCC rule. The Attorney General said he can give his opinion once Resolution 19-09 is approved by the Board. The motion to accept the resolution was made by Director Arnold and seconded by CAO Montaño. The motion passed.

## **V. Special Presentations**

**A. FY17 AND FY18 Annual Audit Results**

Michelle Cunningham, Partner and Auditor from Duplantier, Hrapmann, Hogan, and Maher LLP, presented the 2018 annual audit results. She began her report by stating it's the auditor's responsibility to provide information based on the estimates and information that the agency has provided them. Their responsibility is to look at those

estimates, to make sure that they're reasonable and to evaluate the overall presentation of the financial statements. The auditor evaluates any internal control deficiencies, and then determines whether those deficiencies individually, or in combination, are significant deficiencies.

Ms. Cunningham reported that OPCD's financial statements were materially stated and there was nothing that couldn't be audited. The company was required to look at OPCD's internal controls and compliance with laws and regulations that have direct material effect on financial statements.

There was a significant deficiency with the material weakness in the agency's general ledger. Some things weren't posted correctly, or in the correct time period. There was significant deficiency in cash reconciliation, which did not balance to the general ledger cash that was recorded in the correct time period. There was a past general ledger with notation of missing checks. Accrued, annual, and sick leave also had a significant deficiency. Manual adjustments had also been made with no support, which elevated it to a significant deficiency.

The IRS requested that certain withholding levels be required for individuals and those were not done.

Last year, there was a significant deficiency in general ledger and cash that was repeated in 2018. Payroll was resolved in the current year's audit. Last year, there was a significant deficiency regarding credit card disbursements, which was resolved in the 2018 audit. There was also a compliance issue on fixed assets that was resolved in 2018's audit.

Ms. Cunningham discussed estimates on slide eight of her presentation. The auditor looked at those estimates to make sure they were materially stated. Some of the significant estimates were the estimated useful life of capital assets, receivables, accounts payables, bonds payable and the net pension liability number.

Also, there were no uncorrected misstatements or disagreements with management. The auditor did obtain a management representative letter and there were no noted consultations with independent accounts.

Ms. Cunningham stated numbers listed are as of December 31, 2018 for assets and liabilities. The agency's total assets and deferred outflows is \$33.6 million and 2018's is \$33.9 million, meaning there was no significant change.

Net pension liability was \$13.5 million and went up to \$15.4 million for 2018. This is due to the agency being part of the Municipal Employees Retirement System. The agency picks up proportionate share of that net pension liability and depending on what that total pension liability number is can cause fluctuation. Director Morris stated the agency is being asked to hold more liability and has more employees. This number is also dependent how well the retirement system is doing, which depends on the function of



the stock market. Ms. Cunningham stated total assets, deferred outflows, liabilities, and deferred inflows equal a net position of \$14.1 million.

Operating services stayed constant from one year to the next. Contractual services went up slightly, as well as personnel services, which is somewhat due to pension liability. The agency picked up an additional \$100,000 on health care insurance and depreciation went down slightly. She reported that OPCD has an operating loss, but it does have intergovernmental revenue, rental and miscellaneous income. The change in net loss is \$1.7 million for 2018.

OPCD received \$16.1 million for cash receipt for services paid out, but \$3 million for goods and services and \$11.8 million for cash actually paid for salary. About \$8.7 million was used for Operations, but received \$9.4 million for intergovernmental revenue, interest paid on bond, purchase of fixed assets, bond principal payment and some miscellaneous receipts. Cash provided came to \$8.5 million with a little bit of interest received.

The building bond was a \$900,000 remaining liability in 2018, and it was paid off completely in 2019. Fixed assets due to technology were \$26.4 million in 2018 and the agency added about \$258,000.

There was \$26 million at the end of 2018, accumulated depreciation was \$10.5 million and net was about \$16.1 million.

The Louisiana Legislative Auditor dictated that certain policies and procedures be put in place for OPCD. When it came to OPCD's travel and expense reimbursement policy, the policy did not state a dollar threshold by category of expense. The ethics policy did not include prohibited transactions in reference to state law, and the ethics policy did not require all employees to annually test that they've read the ethics policy. Director Morris stated all three of these issues have been fixed in 2019.

Bank reconciliations indicate research and review for reconciling items that were more than twelve months from the statement closing date. There were three findings under Collections. The first was the person responsible for collecting cash was not bonded or covered by an insurance policy for theft, but this has since been rectified. There was no policy for reconciling cash to the general ledger by a revenue source by a person who is not responsible for cash collections, and one of the six deposits tested were not made within one day of receipt. Under Disbursements, there was also no policy prohibiting the person responsible for processing payments from adding vendors to the purchasing of disbursement system.

There were five instances in which monthly credit card statements were not reviewed or approved in writing by someone other than the authorized card holder; this has since been rectified. Finance charges and late charges were assessed on one of the five banks, but finance charges were refunded by the bank after investigation. There was no original receipt to support purchase of six of forty-one transactions tested and no

written documentation of the business purpose for eight of the forty-one transactions tested.

Director Morris stated that since he took over in August 2018, processes and procedures that address many of 2018's major findings or discrepancies have been put in place to keep them from happening again.

#### **VI. Old Business**

There was no old business to discuss.

#### **VII. New Business**

There was no new business to discuss

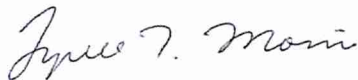
#### **VIII. Announcements**

Chairman Tidwell congratulated Director Morris on becoming a Certified Public Safety Executive and for receiving an award from Governance Technology Magazine for innovative leadership.

#### **IX. ADJOURN**

A motion to adjourn the meeting by Dr. Avegno and seconded by Dept. Superintendent Noel. The motion was approved unanimously.

Submitted By



Tyrell Morris  
Executive Director