FY21 PROPOSED BUDGET

Prepared and Presented By:
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Executive Director

Presented to the New Orleans City Council
Monday, November 16th, 2020

Public Discussion with Executive Director
Monday, November 16th, 2020

Scheduled Adoption by the OPCD Board of Commissioners
Tuesday, November 17th, 2020

ORLEANS PARISH COMMUNICATION DISTRICT
2021 BUDGET MESSAGE
PREPARED IN ACCORDANCE WITH LRS 39:1305 (C,1)

I. Summary Description of Financial Plan

The Orleans Parish Communication District (OPCD) was established by Act 155 (1982 Regular Session) as amended. The governing authority of the District is an 11-member Board of Commissioners as provided for by law. The OPCD was created to provide E9-1-1 service throughout Orleans Parish. As a political subdivision of the State, OPCD receives funding through a cooperative endeavor agreement with the City of New Orleans, revenue from a state imposed 9-1-1 surcharge on telecommunication devices and accounts and may receive funding by direct appropriation from the state of Louisiana.

The attached proposed budget of OPCD reflects revenue generated from service charges collected from the customers of wireline, wireless, and prepaid wireless providers whose users have a billing address in Orleans Parish. These service charges are used to support the E9-1-1 system through the direct defrayal of system costs, operations, administrative support, training personnel, providing public information, researching and developing plans and proposals, purchasing and installing E9-1-1 equipment and related software, and providing the technical and engineering expertise to operate and maintain OPCD's E9-1-1 system. Additionally, OPCD is responsible for the building, maintenance, and operation of the Chief Warren E. McDaniels, Sr. 9-1-1 Center (built in 2011), the Administration Building (renovated in 2014-2015), and the Roman Capitol Building.

OPCD and the City of New Orleans have negotiated a Cooperative Endeavor Agreement that will provide for the consolidation of E9-1-1 call-taking and dispatching under one entity which was completed on May 1st, 2016. All telecommunicators, dispatchers and supervisors are employees of OPCD which was resulted in the agency consistently exceeding national standards. To further consolidate public safety operations, OPCD assumed management of 3-1-1 services in January 2019. Following several major cities, the consolidating of 3-1-1 and 9-1-1 has will ensure residents of the City of New Orleans will have access to government services from multiple entities 24/7 and during emergencies. As the city has been gripped by the impacts of the COVID-19 global pandemic, 3-1-1 services became a lifeline for residents needing the basic essentials such as food, clothing and medical assistance.

II. Mission and Objective of OPCD

The mission of OPCD is very simple. To get the right people, to the right place, at the right time; better than anyone else in the world. OPCD is regarded as an international efficient, effective and innovative emergency communications agency. The emergency communications network across the nation is aging and beginning to show frequent instances of failure. OPCD is being very proactive to remain on the bleeding edge of the latest technology available to aid in the execution of our mission. In 2020, we celebrated many new technology enhancements to include the city-wide deployment of Text-2-911 and the consolidated mobile computer aided dispatch system. Next year will be no different as this budget includes a fork-lift upgrade to our entire 911 infrastructure to an IP based Emergency Services Internet Network (ESINet). Also included in a replacement of our aging telephony system and finally bringing pictures and video to 9-1-1 and field responders.

III. Financial Policies

Reserve Funds – As of November 11th, 2020 $607,006 is available in reserve funds.

Traditionally OPCD has maintained a very healthy reserve fund around four million dollars. The fund was established to ensure redundancy of the system should it experience a catastrophic failure. Over the last two years OPCD has had to rely on these funds to close operational gaps and fund much needed improvements to our campus and technology infrastructure. We believe the current balance of the reserve funds is sufficient should the agency need to make emergency purchases to protect the integrity of our mission.

Fee Policy – Currently, the monthly E9-1-1 fees are $1.00 per access line for residential, $2.00 per access line for commercial, and $1.25 per access line for wireless and VoIP business and residential. The wireless fee was raised during 2016 from .85 to 1.25 as per Legislative Act 665 passed at the 2016 regular session. Act 665 also required a fee of $1.25 for VoIP. Thus, Business VoIP decreased and Residential VoIP increased. The increase went into effect August 1st, 2016. These fees are remitted directly to OPCD.

Over the last couple of years, we have seen a decrease in landline fees in the Parish but an increase in wireless fee revenue. OPCD is laser-focused on ensuring compliance with commercial fee remittance after many discrepancies were discovered in an audit in 2019.

Debt Issuance and Management –OPCD currently has no debt.

Balancing the Operating Budget – OPCD is required by law to have a balanced budget.

IV. Assumptions and Budgetary Basis

The budgets for all funds are prepared using the accrual basis of accounting, with exceptions listed below. Under the accrual method, revenues are recorded when earned and expenses are recorded at the time liabilities will be paid.

1. Capital outlay is budgeted as expenditure in the year purchased.
2. Depreciation is not budgeted.
3. Interest capitalized on construction projects is budgeted as interest expense.
4. Proceeds from the issuance of debt are revenues, not an increase in liabilities.
5. Principal payments are shown as expenditures rather than reductions of the liability.
6. Encumbrances are treated as expenditures in the year they are expended not when encumbered.
7. Grants obtained for the construction of assets are revenues, not capital contributions.
8. Proceeds from the sale of assets are recognized as revenue; however, the related gain or loss is not.
9. Purchases of inventory are expenditures when purchased, not when sold or used.
10. Debt issue and discount costs are expended when paid, not capitalized and amortized over the life of the bonds.
11. Gains or losses on the early retirement of debt are considered to increase or decrease the funds available in the year in which they occur and are not capitalized and amortized over the life of the bonds.
12. Project length (continuing appropriation or projects that span more than one year) budgets are reductions of funds available when expended, not appropriated.

OPCD follows standard recognized and accepted accounting practices for making estimates and projections. OPCD has a separate auditing contract with Duplantier, Hrapmann, Hogan & Maher, LLP to audit OPCD's financial records. Each audit report is submitted to the Louisiana Legislative Auditor.

V. Important Features of the 2021 Budget

A. Budget Format

The budget represents operations and capital expenditures.

The revenue category is divided into five subcategories: revenue from wireline service charges; revenue from wireless service charges; revenue from prepaid wireless service charges, allocation of funds from the City of New Orleans and Other Income.

The expenditure categories are: Personnel; Contractual and Professional Services; Supplies; and Capital Acquisitions. Each major expenditure category, in turn, is further subcategorized. Brief descriptions are provided next to major expenditures.

Following is a list of where major budget sections can be found:

Budget Summary	Page 1
FTE Report*	Page 2
Personnel Summary	Pages 3
Other Operating Expenses	Page 4

*OPCD is not proposing any changes to the FTE count from prior year

B. Substantive Highlights

Projected Revenues: The 2021 revenue projections are conservative as we expect the 9-1-1 surcharge revenues to be impacted by the economic activities surrounding the COVID-19 global pandemic.

Personnel: The 2021 personnel expenditures have declined due to several retirements of employees essentially reducing the salary liabilities.

Contractual and Professional Services: The increase in contractual and professional services is due to an increase in our cyber security position as well as funding new technology such as text, picture and video to 9-1-1 services.

Equipment/Project/Facilities: The OPCD main facilities are beginning to show their age and are in neede of some repairs to ensure there are no service interruptions.

Capital Expenditures: The capital expenditures included in this budget are all in our Information Technology department for replacement of computer aided dispatch equipment as well as server upgrades that have reached end of life.

Communications Center Expansion: In 2019 OPCD announced the beginning of a facility expansion project to meet the growing needs of the agency. The total estimated cost of the project is $26

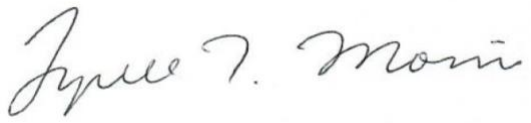
million dollars and as a political subdivision of the State of Louisiana, OPCD has submitted a request to the state to fund up to 75% of this project.

VI. Conclusion

In accordance with the Louisiana Local Government Budget Act and Louisiana Legislative Act 155 (1982) as amended, the following actions have or are scheduled to occur relative to the Budget.

1. The Executive Director, in consultation with the OPCD Board Chair, prepares the proposed OPCD Budget, the accompanying Budget Message, and the Resolution by which it will be approved to proceed.
2. Notice is given that the public may inspect the proposed budget.
3. A public hearing is held (after notice).
4. The New Orleans City Council approves the OPCD year 2021 Budget.
5. At its next regular quarterly meeting in November, and in open session, OPCD Board approves the Budget and orders it implemented.
6. Notice is published that the above actions have been taken.
7. The budget and supporting data are submitted to the Louisiana Legislative Auditor.

This budget message has been prepared in accordance with LRS 39:1305 (c)(1), and is respectfully submitted,



By: Tyrell Morris
Executive Director
Orleans Parish Communication District

BUDGET SUMMARY

Revenues		2021 Proposed	2020 Adopted	2019 Actual
	Dedicated Taxes - Land	1,350,000	1,591,320	1,401,757
	Dedicated Taxes - Wireless	4,041,406	3,685,356	3,600,933
	Dedicated Taxes - Prepaid Wireless	947,000	852,168	1,066,686
	Interest Revenue	56,190	84,000	112,500
	Intergovernmental Transfer	9,476,780	9,476,780	9,476,776
	Rental and Other Income	165,929	144,000	150,643
	Transfer from Reserves	0	1,052,783	1,200,624
	Carry Over from Prior Year	719,000	$113,800	0.00
	TOTAL REVENUES	16,756,305	17,000,207	17,009,919

Expenses		2021 Proposed	2020 Adopted	2019 Actual
	Personnel	13,165,203	13,560,826	13,231,860
	Contract Services	3,281,560	2,975,423	3,109,642
	Supplies	69,408	78,958	46,886
	Debt Service		0	
	Capital Projects	240,134	385,000	621,531
	TOTAL EXPENSES	16,756,305	17,000,207	17,009,919
	Revenues Over Expenses	0	0	0

Row Labels	Filled	Vacant	Grand Total
Office of the Executive Director	**12**		**12**
Executive Office	**3**		**3**
Chief of Staff	1		1
Executive Assistant	1		1
Executive Director	1		1
Human Resources	**2**		**2**
Director of Human Resources	1		1
Human Resources Generalist	1		1
Training & Compliance	**7**		**7**
Training & Compliance Manager	1		1
Training & Compliance Specialist	4		4
Training & Compliance Supervisor	2		2
Operations	**134**	**12**	**146**
Operations	**128**	**9**	**137**
Director of Operations	1		1
Emergency Communications Specialist I	55	9	64
Emergency Communications Specialist II	43		43
Emergency Communications Specialist II	7		7
Operations Manager	4		4
Operations Supervisor	18		18
311	**6**	**3**	**9**
311 Supervisor		2	2
Customer Service Specialist	5	1	6
Director of 3-1-1 Operations	1		1
Support Services	**12**	**1**	**13**
Facilities	**4**		**4**
Facilities Manager	1		1
Facilities Specialist	2		2
Facilities Supervisor	1		1
Finance	**2**	**1**	**3**
Finance Manager	1		1
Financial Analyst	1	1	2
Public Engagement	**5**		**5**
Public Engagement Manager	1		1
Public Engagement Specialist	1		1
Public Records Specialist	3		3
Support Services	**1**		**1**
Director of Support Services	1		1
Technology	**8**	**1**	**9**
GIS	**2**		**2**
GIS Analyst	2		2
Information Technology	**6**	**1**	**7**
CAD Engineer	1		1
CAD Manager		1	1
Director of Technology	1		1
Network Operations Manager	1		1
Systems Engineer I	1		1
Systems Engineer II	1		1
Technical Operations Manager	1		1
Grand Total	**166**	**14**	**180**

Row Labels	Sum of Annual Salary	Sum of Annual Cost Fringe Benefits	Sum of Total Personnel Cost
Office of the Executive Director	$855,957	$306,064	$1,162,020
Operations	$6,729,100	$2,857,744	$9,586,844
Support Services	$688,022	$277,010	$965,031
Technology	$687,918	$240,692	$928,610
Grand Total	**$8,960,997**	**$3,681,509**	**$12,642,506**

Holiday	Amount
New Year's Eve + New Year's Day	$61,000.00
Mardi Gras	$38,557.82
Good Friday	$24,185.39
Memorial Day	$25,321.14
Fourth of July	$33,101.75
Labor Day	$30,467.54
Thanksgiving+Veterans Day	$60,083.84
Christmas Eve + Christmas Day	$58,163.75
Total Wages	$354,697.34
Total Wages + Fringe(Medicare + Soc	$381,831.69
Proposed FY2021 Recommendatior	$395,000

Row Labels	311	Facilities	Human Resources	Information Technology	Operations	Public Engagement	Finance	Executive Office	Training and Compliance	Grand Total
Capital Projects				**$240,134**						**$240,134**
Acquisitions - Comm Equip				$240,134						$240,134
Contract and Professional Services	**$4,831**	**$297,742**	**$158,216**	**$2,437,216**	**$18,750**	**$34,266**	**$180,100**	**$75,120**	**$75,318**	**$3,281,560**
Clothing			$300							$300
Contract Services		$523		$209		$2,100				$2,832
Drug & Background Checks (Suitability Testing)			$6,274							$6,274
Dues & Subscription			$8,033	$32,499		$3,248	$1,800		$2,990	$48,570
Education & Training	$838		$9,700			$779			$49,200	$60,517
Fees, Taxes & Assessments		$0								$0
Hardware/Software Maintenance				$2,075,605					$2,997	$2,078,602
Insurance Expense							$148,000			$148,000
Office Cleaning		$7,536								$7,536
Postage, Freight & Express							$300			$300
Professional Services	$200	$5,640	$52,209	$306,183		$919	$30,000	$48,000		$443,151
Public Education & Service Awards						$11,500				$11,500
Rental Expense - Equipment			$7,500							$7,500
Repairs & Maintenance Expense		$274,444		$10,000						$284,444
Student Loan Repayment Program			$67,200							$67,200
Telephone/Internet Charges (Employee)				$8,400						$8,400
Travel and Per Diem	$3,793		$7,000		$18,750	$15,000		$24,000	$9,406	$77,949
Utilities:Internet				$4,320						$4,320
Vending Expenses		$9,600								$9,600
Telephone/Internet Charges (Employee):Internet Charges (Employee Reimbursement)						$720		$3,120		$3,840
Accredidation									$10,725	$10,725
Personnel			**$25,697**		**$102,000**					**$127,697**
Personnel Benefits:Workman's Compensation			$25,697							$25,697
Salaries:Overtime Unscheduled					$102,000					$102,000
Supplies	**$2,021**	**$9,600**	**$3,653**	**$21,200**	**$4,000**	**$15,550**	**$11,385**	**$2,000**		**$69,408**
Food Supplies			$2,200		$4,000					$6,200
Janitorial Supplies		$9,600								$9,600
Special Supplies			$453	$16,000						$16,453
Supplies	$2,021		$1,000	$5,200		$15,550	$11,385	$2,000		$37,156
Grand Total	**$6,852**	**$307,342**	**$187,566**	**$2,698,550**	**$124,750**	**$49,816**	**$191,485**	**$77,120**	**$75,318**	**$3,718,799**

2021 Budget Hearing

New Orleans City Council

Orleans Parish
Communication District

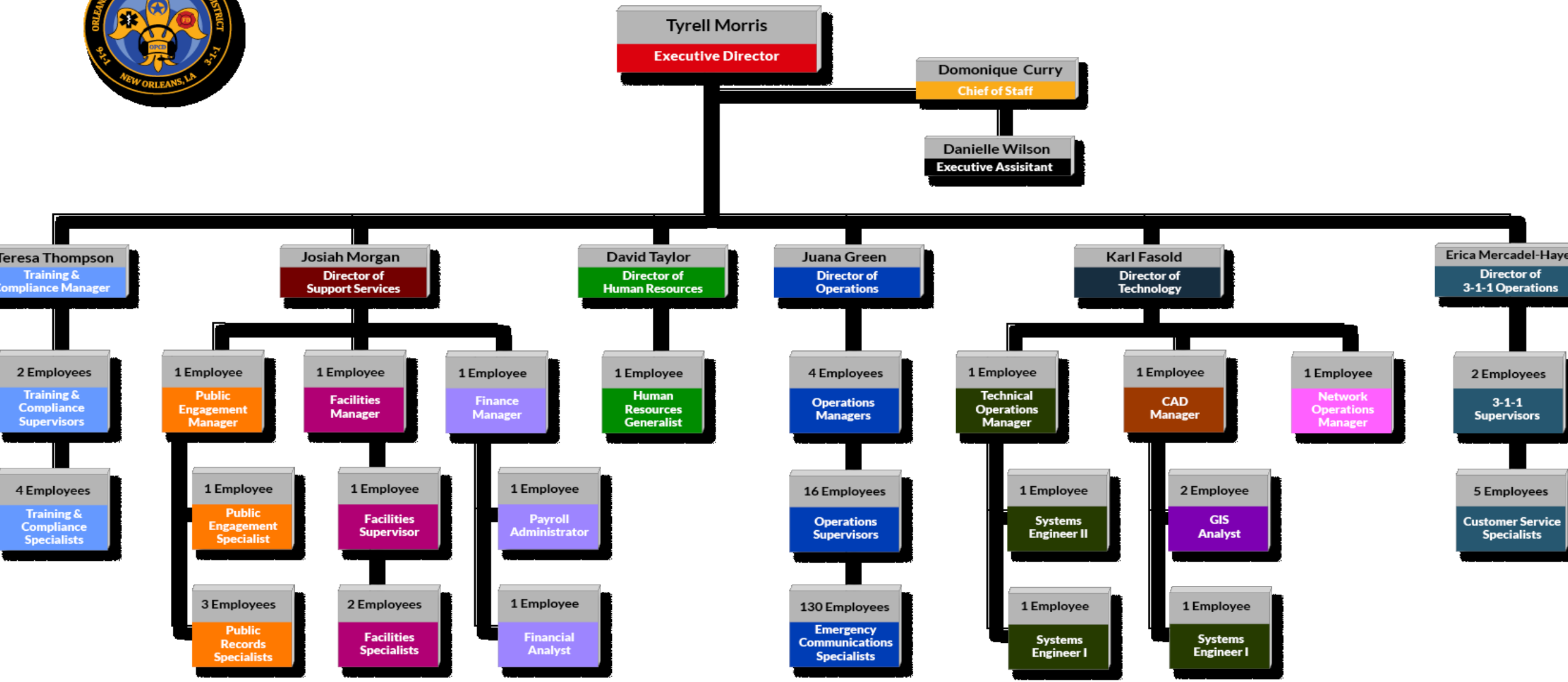
11/16/2020

Department Overview

- Orleans Parish Communication District (OPCD) is an independent political subdivision of the State of Louisiana
- Primary public safety answering point (PSAP) and emergency communications center (ECC) in Orleans Parish
- Board of Commissioners consists of 11 members, 7 of those positions under Mayoral control
- Elevated to a position of international leadership in the emergency communications industry

Orleans Parish Communication District

Organization Chart



SHOWUP

S – Sincere and Empathetic

H – Honest and Humble

O – Optimistic

W – Well Informed and Willing

U – Upbeat and Positive

P – Procedurally Compliant

OUR MISSION:

Get the Right People
to the Right Place
at the Right Time

Better than Anybody Else in the World

One City. One Agency.
One Mission.

Organizational Culture……

2020 Accomplishments

Teresa Thompson
Training & Compliance Manager
Registered Public Safety Leader

Juana Green
Director of Operations
Certified Public Safety Executive

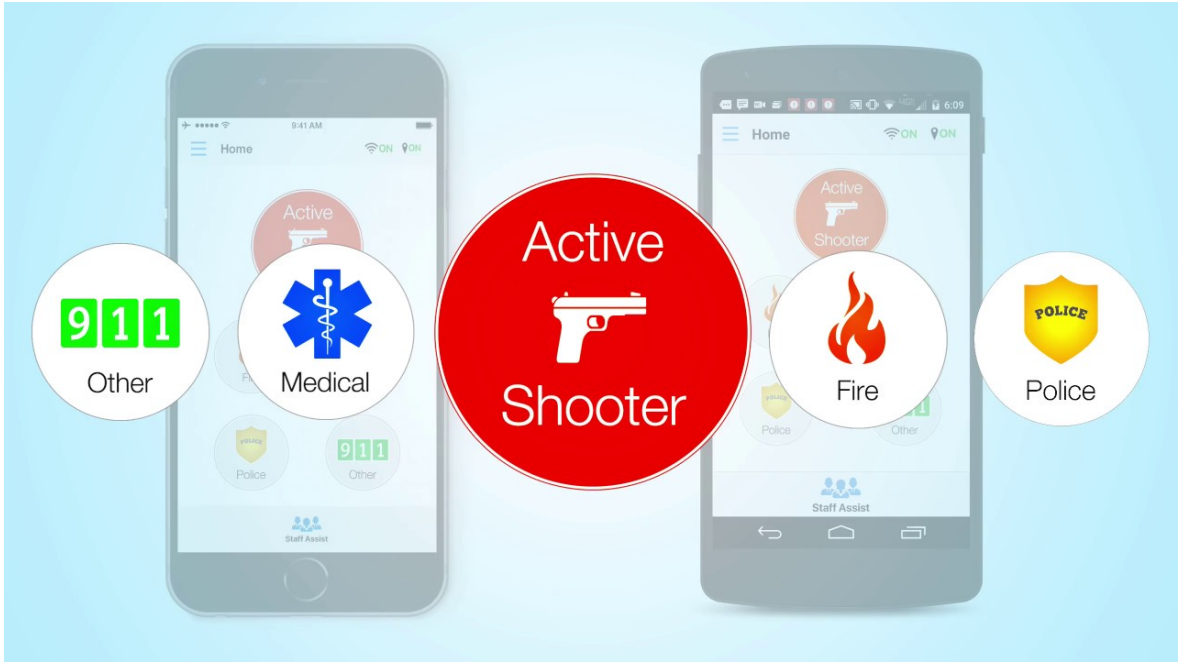
LaCher Marshall
Training & Compliance Supervisor
Registered Public Safety Leader

Congrats to our team

Deployed Public Facing Life Safety Technology

Smart911™

RAVE MOBILE SAFETY



TEXT TO 9-1-1

WHAT TO KNOW

HOW TO TEXT 9-1-1

Simply text your location and emergency to the number "911."

ALL PHONE COMPANIES INCLUDED

Sprint, AT&T, FirstNet, T-Mobile and Verizon phones can all Text To 9-1-1.

DON'T SEND TEST TEXTS

It is illegal to call 9-1-1 when there is no emergency. The same applies to texting 9-1-1.

MUST HAVE MESSAGING PLAN

While all phones can dial 9-1-1 without being active, you must have a message plan to use Text To 9-1-1.

USE TEXT TO 9-1-1 IF:

You are speech- or hearing-impaired.

If speaking could cause you harm.

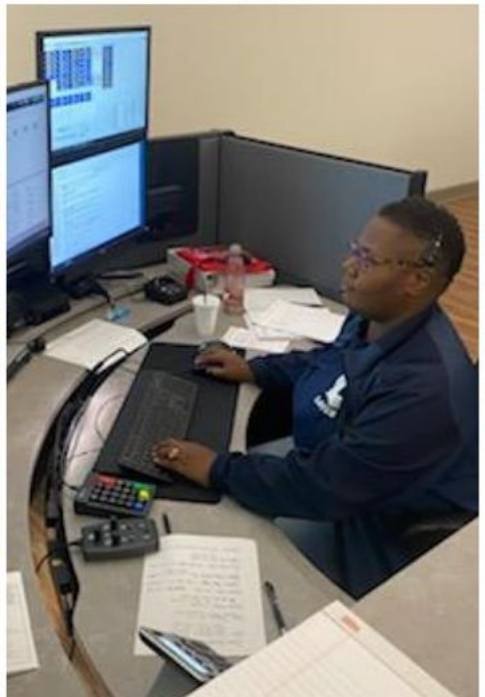
Otherwise, please CALL 9-1-1.

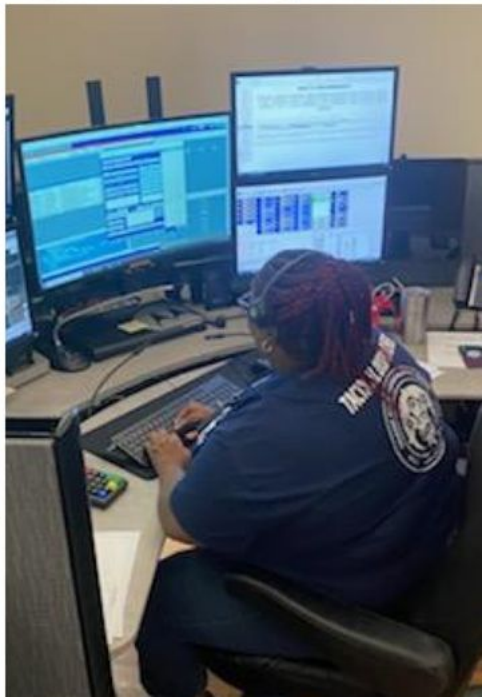
CALL WHEN YOU CAN. TEXT WHEN YOU CAN'T.

Text-2-911

Infrastructure Enhancements

FirstNet™





STATE OF LOUISIANA 911 TELECOMMUNICATIONS
TERT
EMERGENCY RESPONSE TASKFORCE

LA-TERT Deployment

EMERGENCY CALL
abc

Project UNITY

Serving the Community in More Ways Than One

2020 Work Product

- The public safety calls and responses is largely due to the major reduction in events happening throughout the city. The increase in 3-1-1 calls is directly related to the city's response to COVID-19.

Description	CY	PY	Variance
Public Safety Calls	599,166	620,017	(20,851)
Public Safety Responses	475,448	538,750	(63,302)
311 Calls	209,355	178,996	30,359
311 Service Requests	86,729	72,817	13,912

2021 Goals and Projects

- Complete forklift upgrade to the Emergency Services Internet Network
- Bring picture and video to the 9-1-1 center
- Enhance Indoor Mapping Technology
- Fork-life upgrade of 9-1-1 Telephony System
- Deploy Parish-Wide Law Enforcement and Jail Management System
- Deploy text to 3-1-1 services

ECC Expansion Project Update

- OPCD has submitted a capital outlet request to the state to fund 75% of the project. This measure will be voted on in the spring during the legislative session.

2020 Budget Summary

	Personal Services	Other Operating	Total
2020 Adopted Budget	13,560,826	3,439,381	17,000,207
2021 Proposed Budget	13,183,203	3,532,912	16,716,115
Variance	(377,623)	+93,531	(284,092)

EXPLANATION OF VARIANCE

Personal Services – Several senior employees retired from the organization reducing the overall salary liability.

Other Operating – OPCD is constantly evaluating our cyber security position to protect our critical infrastructure. The variance shown are fees related to network hardening and the deployment of text and video to 9-1-1 services.