



MINUTES

FPB Board Meeting

5:00 PM - Tuesday, April 18, 2023

Community Room

The Frankfort Plant Board met on Tuesday, April 18, 2023, at 5:00 PM in the Community Room.

ATTENDANCE:

John Cubine, Board Chair
John Snyder, Board Vice Chair
Stephen Mason, Board Secretary/Treasurer
Kathryn Dutton-Mitchell, Board Member
Jason Delambre, Board Member
Gary Zheng, General Manager
David Billings, Director of Water Operations
Harvey Couch, Marketing Video Content Coordinator
Katrina Cummins, Finance Director
David Denton, Chief Financial Officer
Vent Foster, Chief Operations Officer
Cassie Estill, Customer Service Supervisor
Adam Hellard, Cable/Telecom Superintendent
Scott Hudson, Electric Superintendent
Kathy Poe, Executive Assistant to GM
Hance Price, Assistant GM Administration/Staff Attorney
Leigh Ann Phillips, Support Services Director
Deron Rambo, Network Operations Center Director
Travis McCullar, Chief Electric Engineer
Nichell Brown, Human Resource Director
Shane Holt, Asst. Cable/Telecom Superintendent
Brian Bourne, Water Distribution Superintendent
JC Lyons, Safety Director
Brandon Powers, Water Treatment Plant Superintendent
Ryan Henry, IT Director
Zachary Hubbard, Cable 10 Producer/Director

1 ACTION ITEM: APPROVAL OF MINUTES

1.1 Consider Approving the Minutes for the March 21, 2023, Board Meeting.

Kathryn Dutton-Mitchell moved to Approve the Minutes for the March 21, 2023, Board Meeting. Jason Delambre seconded the motion. CARRIED. 5 to 0.

2 ACTION ITEM: ACCEPT FINANCIALS

- 2.1 Consider Accepting the Financial Statements for Month Ending March 31, 2023.

Stephen Mason moved to Accept the Financial Statement for Month Ending March 31, 2023. Kathryn Dutton-Mitchell seconded the motion. CARRIED. 5 to 0.

3 INFORMATIONAL ITEM: PUBLIC COMMENT

- 3.1 None

4 INFORMATIONAL ITEM: DEPARTMENTAL REPORTS

- PUBLIC INFORMATION
- POTENTIAL OR AGREED UPON RELATED PARTY TRANSACTIONS
None reported.
- NETWORK OPERATIONS CENTER (NOC)
- CUSTOMER SERVICE
- TELECOMMUNICATIONS
- ELECTRIC DEPARTMENT
- SEPA
- KYMEA
- SAFETY
- WATER DISTRIBUTION
- WATER TREATMENT PLANT

5 ACTION ITEMS:

- 5.1 Consider Approving the Roku Distribution Agreement Amendment.
(Harvey Couch will discuss)

Staff recommends approval of the Roku Distribution Agreement Amendment. FPB's App-based Video Offering, Nextband Stream, is currently available on the following platforms: Apple (iPhone, iPad, and Apple TV), Android (phone, tablets, and Android TV), and Amazon Fire TV. The last platform that we have yet to support is Roku, which by some estimates has 40% of U.S. streaming media player install base.

This agreement would allow FPB to deploy the Nextband Stream app on Roku devices. Like the other platforms, there is no start-up or recurring cost to FPB to offer Nextband Stream on Roku devices. However, Roku does require operators who distribute streaming apps on their platform to remit a bounty to

Roku for any customer who signs up for a video package on the Roku device itself. Customers who sign up for the service through FPB's customer portal or by calling and placing an order through an FPB customer service representative would not be subject to this bounty. It would only be for customers who order the service through the Nextband Stream app on the Roku device itself. Staff feels (and Roku agrees) that the number of customers who sign up for a video service through the app will likely be very small if it occurs at all. If FPB decides at any time to remove the Nextband Stream app from the Roku platform, there is no penalty.

The staff attorney has reviewed the agreement and it meets with his approval.

Jason Delambre moved to Approve the Roku Distribution Agreement Amendment. Stephen Mason seconded the motion. CARRIED. 5 to 0.

5.2 Consider Award of Bid Invitation #1781 for a Bucket Truck to Terex in the amount of \$446,120.00. (Scott Hudson will discuss)

Staff prepared a bid invitation for a replacement bucket truck to be used in the electric department. The invitation was sent to three vendors and one response was received. Staff recommends awarding to Terex in the amount of \$446,120.00 and lead time of 480-770 days.

This truck was included in the current budget (page 17, line item 260) for \$320,000 however, due to the lead-time those funds will not be spent this fiscal year. That line item will need to be carried over and modified to meet the bid pricing.

John Snyder moved to Award Bid Invitation #1781 for a Bucket Truck to Terex in the Amount of \$446,120.00. Kathryn Dutton-Mitchell seconded the motion. CARRIED. 5 to 0.

5.3 Consider Approval of Extension Agreement Utilizing Coronavirus State and Local Fiscal Recovery Funds. (David Denton to discuss)

In December 2021 the Franklin County Fiscal Court (FCFC) and the Frankfort Plant Board (FPB) entered into an interlocal cooperation agreement for infrastructure project extending broadband service to unserved and underserved areas of Franklin County, Kentucky. The interlocal agreement states the County and FPB shall enter into individual extension agreements that define each individual extension. In this agenda item, we are asking the FPB Board to approve the attached extension agreement to meet the interlocal agreement extension agreement requirement. After the FPB Board approves the extension agreement, the FCFC would need to approve the agreement. After both parties have approved the extension agreement, the FPB Board will consider approval of the Broadband Deployment Program Grant Assistance Agreement between the Kentucky Infrastructure Authority and the FPB.

Stephen Mason moved to Approve Extension Agreement Utilizing Coronavirus State and Local Fiscal Recovery Funds. Kathryn Dutton-Mitchell seconded the motion. CARRIED. 5 to 0.

5.4 **Consider Approval of Carahsoft Quote for Upgrade of FPB's Internal Phone System – Genesys Cloud. (David Denton to discuss)**

FPB's internal phone system is reaching its end-of-life and Staff is recommending moving forward with a new cloud solution called Genesys Cloud.

The new phone system offers capabilities that will improve the customer experience.

Integration: We will attempt to identify a customer's account based on the incoming telephone number.

This will allow the customer to perform some self-service options without having to wait in queue for assistance. Some of these options may include:

- Check Account Balance
- Make a Payment
- Report an Outage

Should a customer prefer to speak directly to a Customer Service Representative, the new agent dashboard will present the calling customer's account data, improving call handle times.

Availability: The new agent dashboard is completely browser-based.

This will allow agents to handle calls from any device, anywhere. With agents no longer tethered to a desk phone, additional agents can answer calls remotely during high call volume events.

Scalability: Cloud hosted system is built to handle large call volumes.

With no phone switch hardware on-site to support, we are no longer limited on the number of calls we can handle.

Omni-Channel: Offers multiple ways for customers to engage with us.

Initial launch will mimic our current engagement channels (Telephony and IVR), but here are a couple of the additional supported channels:

- Chat
- SMS
- Email

Call Recording: Recordings will be available to supervisors to improve customer service.

This will assist supervisors during follow-up and / or agent coaching opportunities.

Migration to Genesys Cloud begins with cloning our existing system into their cloud environment. This parallel deployment allows us to test the system without customer call disruption. During this time, Genesys will begin training Staff on the new features. Once testing and training is complete, we will coordinate with internal groups and communicate to the public to minimize any disruption.

This upgrade was budgeted for this fiscal year with the quote coming in under budget. This will be a 5-year commitment budgeted and billed annually.

John Snyder moved to Approve Carahsoft Quote for Upgrade of FPB's Internal Phone System - Genesys Cloud. Stephen Mason seconded the motion. CARRIED. 5 to 0.

- 5.5 Consider Approving End of Covid-19 Public Health and National Emergencies Amendment for FPB's Health Plan. (*Nichell Brown to discuss*).

On Monday, January 30, 2023, the Biden Administration announced that both the National Health Emergency and the Health and Human Services (HHS) Public Health Emergency will end on May 11, 2023 (a copy of the amendment is in the detail pages).

Effective May 11, 2023, services that will directly affect FPB's Health Plan included but are not limited to:

- Covid-19 vaccinations will only be covered at zero cost to the plan member if the vaccination service is performed by an in-network health care provider.
Covid-19 vaccinations services received by an out of network provider will be processed at the out of network cost sharing level.
- Covid-19 testing will no longer be at zero cost to the member and will require cost sharing such as co-payment or subject to the deductible depending on which health plan the member is enrolled.
- Special enrollments and extension timeframes for employee benefits will also be terminated on May 11, 2023. However, the Plan intends to review everyone's case that took advantage of this relief provision and determine an applicable termination date.

In August 2021 the Board approved to extend 80 hours max of additional paid sick (APSL) leave for employees that needed time off for Covid-19 related

absences. With the ending of other Covid-19 national health provisions and emergencies, the recommendation is to discontinue APSL.

Staff asks the Board to approve amendment "End of Covid-19 Public Health and National Emergencies" with effective date May 11, 2023. In addition, Staff asks the Board to approve discontinuing the APSL 80 hours on June 30, 2023.

John Snyder moved to Approve Ending Covid-19 Public Health and National Emergencies Amendment for FPB's Health Plan. Jason Delambre seconded the motion. CARRIED. 5 to 0.

6 INFORMATIONAL ITEM: GENERAL MANAGERS COMMENTS

6.1 None.

7 INFORMATIONAL ITEM: OLD & NEW BUSINESS

7.1 Mr. Cubine stated that a Special Board Meeting was scheduled for Wednesday, May 31, 2023, at 1:00 p.m. for FY 23-24 Budget review, and that the June Board Meeting had been rescheduled for Tuesday, June 27, 2023, at 5:00 p.m.

7.2 Consider Approval of Installation of a Water Fountain at the Second Street School Playground.

Mr. Billings stated that there was \$15,000 in the current budget for water fountain projects. He explained how FPB has handled the water fountain installation for other parks/schools in Frankfort and Franklin County. He explained that each entity paid 50% of the cost of materials and FPB completed installation at no cost. Mr. Billings further stated that he would recommend reducing the budgeted amount in future fiscal years to \$7,500.

Jason Delambre moved to Approve the installation of a Water Fountain at the Second Street School Playground. John Snyder seconded the motion. CARRIED. 5 to 0.

8 REQUEST PERMISSION TO HAVE CHAIR CALL FOR A CLOSED SESSION

8.1 Request permission to call a Closed Session pursuant to KRS 61.810(1)(b) for deliberations on the future acquisition of real property since publicity would be likely to affect the value of a specific piece of property to be acquired for public use; KRS 61.810(1)(c) to discuss pending or proposed litigation regarding property, cost recovery and products matter; KRS 61.810(1)(g) to discuss a specific proposal that if openly discussed would jeopardize the siting, retention, expansion or upgrading of a business; KRS 61.810(1)(m) to discuss infrastructure records that expose a vulnerability through the disclosure of the location and configuration of public utility critical systems exempted from disclosure under KRS 61.878(1)(m)1.f.; and KRS 61.810(1)(n) to discuss the selection of a bidder for the award of a contract.

John Snyder moved to call a Closed Session pursuant to KRS 61.810(1)(b) for deliberations on the future acquisition of real property since publicity would be likely to affect the value of a specific piece of property to be acquired for public use; KRS 61.810(1)(c) to discuss pending or proposed litigation regarding property, cost recovery and products matter; KRS 61.810(1)(g) to discuss a specific proposal that if openly discussed would jeopardize the siting, retention, expansion or upgrading of a business; KRS 61.810(1)(m) to discuss infrastructure records that expose a vulnerability through the disclosure of the location and configuration of public utility critical systems exempted from disclosure under KRS 61.878(1)(m)1.f.; and KRS 61.810(1)(n) to discuss the selection of a bidder for the award of a contract. Kathryn Dutton-Mitchell seconded the motion. CARRIED. 5 to 0.

9 CLOSED DOOR SESSION

9.1 To Come out of Closed Session.

John Snyder moved to Come out of Closed Session. Stephen Mason seconded the motion. CARRIED. 5 to 0.

10 ACTION ITEM: POSSIBLE ACTION REGARDING CLOSED DOOR DISCUSSION

10.1 Item 1 as discussed in Closed Session.

John Snyder moved to Accept Settlement as Proposed in Closed Session. Stephen Mason seconded the motion. CARRIED. 5 to 0.

10.2 Items 2, 3, 4, 5, and 6 as discussed in Closed Session.

John Snyder moved to direct staff to proceed as directed during the Closed Session. Kathryn Dutton-Mitchell seconded the motion. CARRIED. 5 to 0.

11 ACTION ITEM: ADJOURNMENT

11.1 Adjourn Meeting.

John Snyder moved to Adjourn. Jason Delambre seconded the motion. CARRIED. 5 to 0.


Board Chair


Board Secretary/Treasurer