



Shelby County Emergency Communications District

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SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT

Board of Directors Meeting Minutes

February 5, 2015

The following are the minutes from the Board of Director's meeting of the Shelby County Emergency Communications District ("Shelby County 911") held on Thursday, February 5, 2014, at 3150 Lenox Park Blvd. Suite 108. , Memphis, TN 38115.

Call to Order and Roll Call

Chair Fields called the meeting of the Board of Directors to order at 8:36 AM. He began by a roll call of the members. Finding a quorum present, the meeting commenced.

Board Members Present: B. Anderson, C. Dates, J. Farmer, K. Fields, G. Kneeland, B. Kramer, B. Sweeten, MD

Board Members Excused: P. Carter III (via telephone)

Board Members Absent: R. Lincoln

Staff Present: R. Chiozza, C. Ray, S. Robinson, H. Truebger, C. Tyler, T. Zimmer

Additionally Present: Jeremiah King, Mike Spencer, Memphis Communications, Maura Hickey, Rex Holloway, Mission Critical Partners, Ashley Korbler, The Marston Group, Kevin Brent, Shelby County Resident, Rowena Adams, Memphis Police Department, Gwen Cloyd, Dawn Downer, Rhonda Davis, Shelby County Sheriff's Office, Roberta Ivory, Corey Howard, Shelby County Fire Department.

Chair Fields offered condolences to the family of Rashana Lincoln and Toney Armstrong in the loss of their mothers. He also mentioned the illness of Audrey Farmer (the wife of Jason Farmer) and wished her a speedy recovery.

Review and Approval of December 4, 2014 Minutes

Chair Fields confirmed everyone had the opportunity to review the minutes from the December 4, 2014 meeting. He requested a motion to approve the minutes.

Director Farmer offered a motion to approve the minutes.

Director Dates seconded the motion.

The Board voted 7-0 to approve the minutes from the December 4, 2014 meeting.

Treasurer's Report

Chair Fields advanced the agenda to the next item for consideration: A review of the Treasurer's Report was presented by Director Chiozza for Director Patrick Carter.

- Financial Report

Director Chiozza presented a review of the revenue for the period July 1, 2014 through June 30, 2015 as follows:

- \$6.6 million total year-to-date revenue,
- \$4.8 million total year-to-date expenses,
- \$1.8 million net year-to-date income.

Director Chiozza mentioned an adjustment for budget line item 4218 (Maintenance Agreements) will be processed later in the fiscal year to account for the change from monthly billing to annual billing.

- Fund Balances and Investments

Director Chiozza presented a review of the Working Capital Accounts as of January 28, 2015 as follows:

- Working Capital Investment Fund
 - \$10.4 million, Highland Capital Management,
 - \$ 5.1 million, First Tennessee Bank Checking
- Reserve Fund Account
 - \$21.7 million, Total Working Capital Accounts

The data for both accounts is included in the report as well as the Highland Capital quarterly report. Director Chiozza asked if there were any questions. Hearing none, he concluded the Treasurers Report.

Chair Fields requested a motion to accept the Treasurers Report as presented.

Director Farmer offered a motion to accept the Treasurer's Report as presented by Director Chiozza.

Director Sweeten seconded the motion.

The board voted 7-0 to accept the Treasurer's Report as presented by Director Chiozza.

Executive Directors Report

Chair Fields advanced the agenda to the next item for consideration: A review of the Executive Director's report.

Director Chiozza presented information on the following:

- **Income, Expense and Revenue Disbursement**

Director Chiozza presented an overview of income and expenses as well as an overview of the disbursement of revenue by municipality, population and PSAP for FY 2013-14 and FY 2014-15, July - December.

Director Kramer requested to review the amount the Collierville Police Department received for FY2013-14. Director Chiozza clarified some increased amounts are due to reimbursements for CAD systems which inflated the figures for some PSAPs over the last year or so.

- **Memphis Police Department Backup PSAP**

Director Chiozza presented an overview of the Armour Center, which is the current location for the Memphis Police Department Communications Center backup facility. The visible condition of the area used by Memphis Police Communications as the backup facility (classrooms, offices etc.) are in need of renovation.

Located in the same facility is the renovated Memphis Fire Department primary PSAP. The renovations included a raised floor, construction of temporary walls, asbestos abatement, new ceilings, lighting, and air condition duct work as well as the construction of permanent walls. New consoles were later added that adjust for the ability to work from a sitting or standing position. The kitchen was also remodeled to include stainless steel appliances etc.

- Director Chiozza requested permission from the Board of Directors to fund an architectural feasibility study and rough cost estimation as well as funding for Mission Critical Partners to assist the architect during subsequent stages of any proposed renovations of the old classrooms and office areas in the Armour Center, which would provide a suitable and reliable location for the Memphis Police Department backup PSAP.

The total amount requested is up to \$55K for the feasibility study and up to \$10K for the estimated services provided by Mission Critical Partners. Director Chiozza included a site review of the current facility provided by Mission Critical Partners in his report. He asked if there were any questions.

Director Anderson inquired if this building had previously been rejected as inappropriate for renovations.

Director Chiozza responded the previous review was as it related to structural renovations. This request is to determine what can be done to make the location operational for the PSAPs, similar to the renovations the Fire Department completed. Director Anderson asked what the cost of renovations would be to make sure the building has the ability to withstand earthquakes and tragedies. Director Chiozza advised the feasibility study would provide a more accurate description of what could be done and the associated costs. Director Anderson asked if any previous studies had been completed. Director Chiozza responded a structural study had been completed, however, this request for funding is strictly related to improvements of the areas currently being

used as the backup facility. Over the past ten years, other municipalities have been provided with updates/renovations in their backup facilities.

Chair Fields indicated he obtained the prior feasibility study that was completed and funded four years ago, by the District, on the Armour Center. The architects and engineers reviewed safety, electrical and mechanical standpoints and determined the Armour Center is not deemed to be a safe facility. He further added, a backup facility is not needed, but rather a new building to house the primary Memphis Communications Center staff and relocate them from 201 Poplar Avenue. Once relocation to a secure facility is completed, then the District should look at providing a backup facility.

Four years ago, the cost of building a new, seismic facility, with 50 call taker positions at the Armour Center was \$2.5 million, excluding any equipment. The cost today would be between \$3.3 to \$3.5 million. He also stated he does not agree with spending up to \$55K to receive the same information that is already available.

Mike Spencer, stated he appreciates the concern and assistance of the District and that although four years ago everyone was aware a new backup facility was needed, they still do not have one to date. The purpose and goal of his request is to get the current site into more suitable working conditions. In the event of an emergency and the staff needed to occupy the current backup location, adjustments would be made. However, if a larger classroom could be renovated and more working space provided, the current backup facility could be used on a long term basis while discussions continue regarding a new building.

Chair Fields responded by stating an expense of up to \$65K to pay for a study to renovate space at the Armour Center is not money well spent.

Director Kramer asked when the Memphis Fire Department renovated the space they currently occupy. Director Chiozza responded the radio system was done approximately around 1992 and the other office renovations were completed around eight years ago. The upstairs classrooms that were newly painted and included electrical updates were done within the last six months. Director Kramer asked if those costs were available. Director Chiozza responded the costs are estimated at \$55K. He further added the difference in the report Chair Fields mentioned, which is a full architectural, seismic study and today's request is to determine the electrical engineering costs and cosmetic renovations.

Chair Fields responded there is an electrical study included in the previous architectural study. The monetary amount requested to perform renovations is excessive when a mechanical, electrical and architectural study has already been done. Director Chiozza responded the request was for "up to" \$55K and requires more than what the Fire Department provided in renovations. The feasibility study requires an electrical engineer to complete a design which includes service fees etc.

Chair Fields asked Mr. Spencer what the anticipated time frame would be to move people into the Armour Center. He responded, the requested feasibility study was expected to provide information regarding what renovations could possibly be done and a timeframe for completion. Mr. Spencer also stated the two rooms now being used are inadequate and there is a large classroom adjacent to the current space that would provide suitable working conditions if renovated. Renovations could happen earlier than constructing a new building.

Chair Fields stated he has been provided with a guarantee from an engineer, that construction of a turn-key, new building can be completed in twelve months. Director Chiozza stated construction could not be approved by the City of Memphis within twelve months. Chair Fields asked if approval was required or if it is possible to complete the construction as a 9-1-1 Board and turn the project over to the City upon completion. He would like to discuss what the options are and not have tunnel vision regarding the situation. Director Chiozza stated previous attempts have been delayed to build a new PSAP and the estimated timeframe is five years. Chair Fields stated he does not want the District Board of Directors to spend money on a building that has been previously deemed unsafe which could result in questioning decisions made by the Directors.

Director Kramer asked if the requested study has positive results and the costs were reasonable, what would be the useful life at the Armour Center, since it still does not conform to seismic and security necessities. The cost of renovations and new equipment will ultimately be more than \$55K. Director Chiozza responded that until the City constructs a new PSAP for Memphis Fire and moves radio maintenance to a new location, the building is expected to remain there for a while. Director Kramer asked what came of the Donnelly Hill Building (State Office Building) located downtown. Mr. Spencer responded that space may become occupied by the Memphis Police Department but the occupation does not include Memphis Police Communications. Director Kramer questioned if any other location is available for consideration or is there really no other alternative. Director Chiozza stated the goal was merely to address the backup space currently provided to Memphis Police Communications. Director Kramer stated he was astounded to discover there is no functional, useable backup facility for Memphis Police Communications and that the District would be derelict in its duty if we did not provide a suitable backup facility.

Director Chiozza stated no municipality had a backup facility in 2000. Collierville made the first request and several years later the Sheriff's Department built an Arlington sub-station and the District assisted with their backup facility. Germantown built a new Fire Station and the District reimbursed them for their square footage and installed all of the equipment for a backup. Bartlett secured the old Public Works building and the District provided financial resources without knowing whether it was earthquake sustainable.

Chair Fields stated he was not as concerned whether a municipality that takes 1% of the 9-1-1 calls are in an earthquake sustainable building as opposed to a municipality that takes 75% of 9-1-1 calls. The comparison is not the same and the dollar comparison is not the same. He further added that he suggested in the Executive Committee meeting held two weeks prior, that the District not build a backup PSAP at Armour Center, but he would be behind this project to put 35 call taker positions and make it a nice place to move 201 out of. After relocation and becoming operational, build a backup facility.

Director Farmer agreed with Chair Fields that a Band-Aid is being put on the problem and that the real issue is the facility at 201 Poplar Avenue. In the event of an emergency, the current backup location will not support the Communications Center. He suggested addressing getting the Communications Center relocated out of 201 Poplar and then the District look at working on a backup facility. He stated the District has a fiduciary responsibility to not spend money on Armour Center as it may not be there long term.

Director Kramer reviewed the report from 2011 and asked why it was not relevant to today's discussion. Director Chiozza responded his request was to determine what could be done at the Armour Center, not a total renovation or new construction.

Chair Fields inquired as to who the request for information is being made to. Director Chiozza responded the City engineers would hire an architect. Chair Fields noted the City of Memphis was involved in the original report so there is no need to request the same information from the same source.

Director Anderson stated her concern is for the safety of the dispatchers and call takers. If they are in a backup facility then something tragic has already happened. Why put them in a facility that is not safe. Since the report indicates the building has asbestos, how will they be insured against illness once the asbestos is disturbed? The safety of the men and women taking care of law enforcement on the street is critical.

Chair Fields addressed Mike Spencer and advised him the District wants to make a change and he is aware it has dragged on for years. He suggested notifying the public of the situation if cooperation could not be reached with the City of Memphis and other municipalities. If police and fire cannot be provided to the citizens of Memphis and Shelby County, the District should not be here. He advised Mr. Spencer it is the Districts job to provide Memphis Police Communications with a primary and backup facility. Director Anderson stressed the value and importance of the Memphis Police Communications Department. Mike Spencer added he appreciated the Districts efforts and allocation of funds to improve their primary facility but that he is very concerned about not having an adequate backup facility. The District has previously allocated funds for renovations to the primary facility and even those updates can't be done because there is no backup adequate facility for the staff to occupy.

Director Kramer mentioned this is a serious and historical issue that needs to be addressed regarding the primary location, 201 Poplar Avenue. He would also like to have an answer as to why Memphis Police Communications has not been provided with a suitable backup facility.

Director Dates suggested the issue be tabled and a meeting be scheduled with the Building Committee to determine how to proceed.

Chair Fields requested a motion to end the discussion until the Building Committee has an opportunity to determine the next step in addressing the issue.

Director Dates offered the motion to end the discussion until the Building Committee has an opportunity to determine the next step in addressing the issue.

Director Kramer seconded the motion.

The Board voted 7-0 to end the discussion until the Building Committee has an opportunity to determine the next step in addressing the issue.

Director Kramer added he would like to speak with the Memphis Mayor and the Memphis Police Department Director to explain to the Board of Directors what they are doing concerning the situation. If in fact it is not their obligation, is it possible to consult with the City Council to determine if the District can, in fact, build a facility for Memphis Police Communications.

Director Chiozza asked all Board members to be mindful the revenue stream no longer exists since the previously funds designated for buildings several years ago has been reallocated to fund the purchase of the CAD systems. Once the new funding takes place this year, a review of the revenue stream can be evaluated, however, building a new building should be approached with caution. The State of Tennessee is now in control of funding and rates can no longer be raised to fund future projects.

Director Kramer suggested there are other avenues for funding, such as bond issuance etc. The role of the District is to provide for emergency communications systems and should be our first priority.

Chair Fields agreed with having the Memphis Mayor and Memphis Police Director address the District Board since 201 Poplar Communications is one of the biggest issues the city faces.

Mike Spencer stated that although 201 Poplar is an old building and does not have cosmetic appeal, the infrastructure and systems are intact. However, the space is small and the furniture needs updating. That is the reason for focusing on a backup facility.

Chair Fields stated whether the focus is backup or a new facility, more information needs to be available before additional funds can be spent on this project.

Director Anderson inquired if a mobile command unit exists. Mr. Spencer responded it consists of two seats, so it is very small.

Director Kramer asked what the procedural process is since the Board agreed to table the discussion and who will coordinate the follow up in addressing this matter.

Chair Fields stated Mr. Tom Marshall offered property for a backup location, free of charge to the City of Memphis, which is currently located at the Raleigh Springs Mall renovation site.

Director Kneeland asked if feasibility studies had been previously funded for circumstances of this nature. Director Chiozza responded no other municipality has made inquiry as to whether a location was earthquake proof. The Memphis Police Communications Department, because of its size, requires more attention than other municipalities. Director Kneeland then asked for clarity regarding if the original request was to find out if renovations could be done at the Armour Center. Director Chiozza confirmed the request was to determine up to what extent renovations could be done. Director Kneeland acknowledged that although the discussion has already been tabled, how can the Board can make a decision without a feasibility study, since we are not the experts. The report that has been provided to the Board today was for a different project.

Director Kramer responded that included in the report is an evaluation study that determines whether the Armour Center is a suitable backup facility. At this point, it is our job to find a suitable location to invest funds for a backup site. A feasibility study is going to be needed, but maybe not for this location.

Chair Kneeland asked if anything has changed since the study was conducted. Chair Fields stated that Memphis Fire made cosmetic improvements at the Armour Center but no structural changes were made. The discussion concluded and Director Chiozza continued his report.

- **9-1-1 Adjusted Service Fee Rates**

The Tennessee General Assembly passed the 9-1-1 Funding Modernization and IP Transaction Act of 2014 on April 25, 2014 which took effect January 1, 2015 and updates the existing model for funding 9-1-1. The act accounts for changes in technology and consumer choice by establishing a single, uniform 9-1-1 surcharge fee. Shelby County residential and business lines, currently charged \$.65 and \$2.00 respectively, will be adjusted to \$1.16 per month. The cellular 9-1-1 surcharge will also be adjusted from \$1.00 to \$1.16 per month. In addition, the Act also supports the state NG9-1-1 program which will provide better information and data to first responders.

- **Shelby County Sheriff's Office and Shelby County Fire Department CAD Systems**
A Project Manager was selected from Motorola to head up the new CAD installation. A kickoff meeting was held on Monday, January 26, 2015 in the District's Board meeting room.

- **Memphis Police CAD System**

The Statement of Work (SOW) has been forwarded to the legal department for review and approval. Once approved, scheduling can begin on a CAD upgrade plan.

- **ECaTS**

Installation should begin in March 2015 and be completed in April 2015. Staff members are working with AT&T and ECaTS to complete the installation and migrate call history into the PSAP's.

- **TECB Policy Committee Meeting**

The Policy Committee met in Nashville on January 14, 2015 to discuss a method of distribution for the surcharge revenue in excess of the annual fiscal requirements of the TECB budget and the mandatory every two month payments to the ECD's. The recommendations to the State TECB Boards are as follows:

- funds should be distributed at the close of the fiscal year (November – December timeframe)
- the committee recommended 75%, however, a minimum of 50% is required by law
- a lump sum distribution was recommended
- pro-rata distribution equal to ECD's pro-rata share of the base funding

- **Training Classes**

Classes are listed on the website <http://www.shelbycounty911.orf/events/> under "Community Resources" "Meeting/Training Calendar".

- **2015 Board Meeting Dates and Conference Dates**

A list of the meetings and conferences is included for the upcoming 2015 schedule. A list of estimated costs for items over the next five years is included as well.

Director Chiozza asked if there were any questions. Hearing none, he concluded his report.

Chair Fields requested a motion to accept the Executive Director's Report with the stipulation to table the discussion regarding the Memphis Police Communications Department backup facility.

Director Farmer offered a motion to accept the Executive Director's Report with the stipulation to table the discussion regarding the Memphis Police Communications Department backup facility.

Director Dates seconded the motion.

The Board voted 7-0 to accept the Executive Director's Report with the stipulation to table the discussion regarding the Memphis Police Communications Department backup facility.

Chair Fields asked if there was any old business for discussion.

Director Kramer asked if the \$3.5 million listed in the estimated five year costs was actually budgeted. Director Chiozza confirmed it was not a budgeted item but merely an earmark for a potential project.

Chair Fields asked if there was any new business for discussion. Hearing none, he requested a motion to adjourn the meeting.

Director Farmer offered a motion to adjourn the meeting.

Rex Holloway, from Mission Critical Partners requested permission to address the Board.

Chair Fields acknowledged his request.

Mr. Holloway stated that over the past thirty years there has been conversation regarding improving the primary and backup facilities for the Memphis Police Communications Department. He acknowledged the Boards attempts over the previous years to address the issue as well as his desire to see that become a reality.

Chair Fields responded by stating the decision to not fund the request made today is not reflective of his desire to assist the Memphis Police Communications Department. The problem is not the unwillingness of the Board to provide what is needed but that the collaboration of all department heads is necessary to secure what is needed for the City of Memphis.

Director Kramer asked again who is responsible for coordinating the efforts of the Building Committee.



Chair Fields requested a motion for Director Kramer to coordinate the efforts of the Building Committee to resolve this issue regarding a backup facility.

Director Kneeland offered for Director Kramer to coordinate the efforts of the Building Committee to resolve this issue regarding a backup facility.

Director Anderson seconded the motion.

The Board voted 7-0 for Director Kramer to coordinate the efforts of the Building Committee to resolve this issue regarding a backup facility.

Director Dates seconded the motion to adjourn the meeting.

The Board voted 7-0 to adjourn the meeting.

The meeting was adjourned at 9:58 AM.

Approved by:

Secretary/Treasurer
Patrick Carter

Minutes transcribed by: Carmen Tyler, Bookkeeper