



**SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT**  
**Board of Directors Meeting Minutes**  
**February 4, 2016**

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 4, 2016, 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 8:34 A.M. He began a roll call of the members. Finding a quorum present, the meeting commenced.

**Board Members Present:** B. Anderson, P. Carter, C. Dates, J. Farmer, K. Fields, G. Kneeland, B. Kramer, R. Lincoln, B. Sweeten, MD.

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

**Additionally Present:** James Stokes, Bass River Advisers, B. Thompson, Shelby County 9-1-1, M. Stiger, Mike Spencer, Beverly Wolfe-Davis, Marvin Pender Jr., Sean Lovejoy, Memphis Police Dept., Tony Fischer, City of Germantown, Dawn Downer, Rhonda Davis, Gwen Cloyd, Shelby County Sheriff's Office, Ken Welch, member of the public, Art \_\_\_\_\_, Millington Police Department, Ellen Watley, Scott Fleming, Fleming Architects, Mike Albonetti, Wesley Green, Collierville Police Department, Maura Hickey, Rex Holloway, Charles Conley, David Jones, Mission Critical Partners, Roberta Ivory, Shelby County Fire Department, Ashley Korbler, The Marston Group PLC, Mike Marshall, Evans and Petree PC, Lee Covey, Germantown Police Department.

**Review and Approval of December 3, 2015 Full Board Minutes**

Chair Fields confirmed everyone had the opportunity to review the minutes from the full Board meeting on December 3, 2015. He requested a motion to accept the minutes.

Director Carter offered a motion to accept the minutes from the full Board meeting on December 3, 2015.

Director Lincoln seconded the motion.

The Board voted 9-0 to accept the minutes from the December 3, 2015 full Board meeting.

**Treasurer's Report**

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

▪ **Financial Report**

Director Carter presented a review of the revenue for the period July 1, 2015 through June 30, 2016 as follows:

- \$4.63 million total year-to-date revenue,
- \$5.20 million total year-to-date expenses,
- \$-573 thousand net year-to-date income.

▪ Fund Balances and Investments

Director Carter presented a review of the Working Capital Accounts as of June 4, 2015 as follows:

- Working Capital Investment Fund
  - \$14.76 million, Highland Capital Management,
  - \$ 1.25 million, First Tennessee Bank Checking
  - \$16.1 million Total Working Capital
  
- Reserve Fund Account
  - \$21.8 million, Total Working Capital Accounts

Director Carter concluded his report.

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

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

Director Sweeten seconded the motion.

The board voted 9-0 to accept the Treasurer's Report as presented by Director Carter.

**Building Committee Report**

Chair Fields advanced the agenda to the next item for consideration: A review of the Building Committee Report presented by Director Farmer.

Director Farmer introduced Fleming Architects to provide an update on the Armour Center project.

Scott Fleming began by stating the project is on schedule and the plans are to have the construction documents ready to bid this summer to procure costs. The project is on a 12 month schedule to be delivered by the summer of 2017. Several meetings have been held with consultants, engineers, plumbing and the Memphis Police Department. All information is being coordinated without any surprises.

Ms. Wadley presented a picture of the existing building and a layout of the new plan. She confirmed meetings were completed on security fencing and parking needs. She also advised the plans hadn't changed much regarding the 1<sup>st</sup> floor plan, the elevator, dispatcher consoles and furniture. The exterior will be improved by cleaning and repairing the mortar, adding new windows and roofing.

Director Kramer asked if specs will be completed for closed circuit TV.

Ms. Wadley responded plans and costs were being reviewed with the security consultant.

Chair Fields asked if there is going to be a level of security to access the actual property and the floor.

Ms. Wadley advised the entrance and stairwells would have secure access as indicated in the drawing.

Mike Spencer added the new space would provide seating for the increase in call-takers and dispatchers.

### Director's Report

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

Director Chiozza began by providing an update on the Memphis Police PSAP.

- Memphis Police PSAP:

We started the process of cutting over the Memphis Police PSAP on December 9<sup>th</sup> to the new Airbus Vesta 4.x system. We ran into two issues that caused the non-emergency numbers and admin numbers to fail for brief periods of time. 9-1-1 calls were still being received. After cutting we had an IP addressing conflict between the two netclocks associated with each server. This created a need for the "A" and "B" servers to be rebooted. The other issue was once we cut to the new system 8 to 10 of the 15 AT&T 9-1-1 CAMA trunks would drop voltage from the required 48 volts to 37.5 volts. When AT&T would do an automatic diagnostic "wink" test of each 9-1-1 CAMA trunk they would fail the test and be automatically place out of service. After two days of testing and analyzing, AT&T determined it was a certain type of trunk card causing the problem. AT&T then had additional cards shipped in that would not drop the voltage. We also determined this same occurrence was happening with some of the 9-1-1 trunk cards at the Memphis Fire PSAP which was cutover in September.

Since the cutover staff met with AT&T on the initial IP Flex line (IP Flexible Line) we installed for the non-emergency and admin telephone numbers for MPD/MFD, we are upgrading to an Advanced Premium Flexible Reach IP line. The AT&T IP Flex line gives us a similar scenario backup as the geo-diverse layout of the 911 trunks with Airbus Vesta 4.x systems. We are also discussing having either a Hosted Voice Switch (HVS) in the cloud or possibly another Vesta controller and soft switch in the cloud that would route these calls and 9-1-1 calls to an "emergency backup". MPD would have an AT&T portal they would log in to for rerouting the non-emergency and admin calls. This would be in essence a third layer of redundancy for this PSAP.

- Airbus Vesta Map:

Our staff met with Airbus and Motorola in December for discussions on the Vesta Map product. We have scheduled another meeting in early March to discuss network requirements and layout for an enterprise configuration/solution.

- 2016 Legislative Session:

The 109<sup>th</sup> Tennessee General Assembly reconvened on Tuesday, January 12<sup>th</sup> for the second year of its two-year session. A bill filing deadline of January 21, 2016 demonstrates that leadership intends to move quickly, with adjournment targeted sometime in April.

[Legislative Update – Bill Tracker January 29, 2016](#)

- Quality of GIS Data from Shelby County 9-1-1

Director Chiozza read into the record and to let our staff know what a great job they are doing. We received an email with threads that contained statements about the quality of GIS data in Shelby County. This data will be used in preparing to move to the new State of Tennessee NG911 IP Network, the vendors Telecommunication Systems, Inc. (TCS), and True North. All were **very** impressed with the quality of our GIS data. Our staff is doing such a great job! TCS

ran the report three times because they did not think it ran correctly, since the data was so good! Thank you Timothy Zimmer, Harold Truebger and Carlton Ray!

Some of the terms used in the email thread are listed below:

1. That's a big win and will speed the process up tremendously when we get to them.....
2. It appears as though having one ECD (Shelby County) with really good GIS data makes a world of difference....
3. Shelby County has 372,251 records in the latest ALI data (3 times as many records as in Jackson). 6,897 fell out (less than a **hundred less** errors than the Jackson BELSO data).
4. I checked this 3 times because I thought for sure this couldn't be right.
5. 365,353 records loaded correctly
6. I guess it really helps having one ECD provide really great GIS data.

- *How We Spend our Revenue*

Graph's displaying Shelby County 911 District's revenue and how it is spent.

- *Overview of 9-1-1 District Accomplishments ~ January 2016*

I hear the term "9-1-1 system" being used in the news a lot lately. When I think of the "9-1-1 system", I think of the 9-1-1 network and 9-1-1 Computer Premise Equipment in each dispatch center. Just to clarify, the network and the Public Safety Answering Point (PSAP) or the dispatch center's 9-1-1 controller equipment is provided by the Emergency Communications 9-1-1 District of Shelby County.

The Emergency Communications 9-1-1 District of Shelby County, its Board of Directors provide the latest and best 9-1-1 dispatch center call handling equipment and strive to provide the latest in technology for each of our dispatch centers within Shelby County that is allowed by Tennessee law.

The 9-1-1 District purchased the latest upgrade to the current Airbus 9-1-1 Computer Premise Equipment systems for \$2,625,000.00 and signed the agreement on October 25, 2013. The 9-1-1 District completed the upgrade in all thirteen dispatch centers by December 14, 2015. The Memphis Police Dispatch Center was the last center to be completed.

Our County is comprised of six (6) Primary dispatch centers, Bartlett police, Collierville police, Germantown police, Memphis police, Millington police and Shelby County Sheriff's Office. We have two (2) Secondary dispatch centers, Memphis Fire and Shelby County Fire. We have five (5) backup dispatch centers for the following, Bartlett police, Collierville police, Germantown police, Memphis police and Shelby County Sheriff's Office/Shelby County Fire Department. Changing out the technology takes planning and time but we are continually doing this in all our dispatch centers in Shelby County.

Additionally we are working with AT&T and have installed an AT&T IP Flexible Reach SIP trunk to handle the Memphis Police and Memphis Fire non-emergency and administrative telephone lines. These circuits will be upgraded to advance premium circuits to offer additional features. We are researching into a Hosted VoIP Switch (HVS) or a Vesta controller in the cloud that can handle as an "emergency backup" (or a third layer of backup) for 9-1-1, non-emergency and admin telephone calls. We are working with AT&T to install an IP Flexible Reach SIP trunk



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at the Germantown PSAPs too. Once this is completed we will be analyzing the configuration and seeing where else this configuration will work in our county.

In addition to the Airbus 9-1-1 controller upgrade project, we also have been installing a records management system that is called The Emergency Call Tracking System or ECaTS for short. ECaTS is a Business Intelligence and analytics platform developed exclusively for the 9-1-1 industry. During January, February and March we have ECaTS training classes scheduled for specific individuals from each of the dispatch centers in the use the ECaTS system.

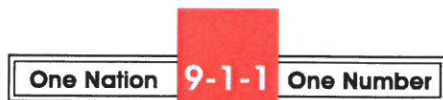
The State of Tennessee 9-1-1 Emergency Communications Board is moving forward with the conversion to a Next Generation NG911 IP network for all 9-1-1 calls to be deliver on in the State of Tennessee. This was another reason to upgrade all of the 9-1-1 controllers in each PSAP/dispatch center in Shelby County. As I refer to the new Next Generation platform, it will be the foundation for the future. By converting to an IP network, this will bring about many changes in the future for the 9-1-1 industry. One big one will be "Texting to 9-1-1" which should come sometime after the state NG911 network is in place. The earliest timeframe for texting is in 2017. When the State of Tennessee 9-1-1 Emergency Communications Board asked each Tennessee County 9-1-1 district to take part in a texting to 9-1-1 trial about two years ago, many counties in Tennessee rejected this. Every dispatch center in Shelby County agreed they would participate if a text to 9-1-1 trial was conducted as our public safety officials know how important this capability is and know this will be required one day.

In 2011 the Emergency Communications 9-1-1 District of Shelby County also voted to fund (one-time) new Computer Aided Systems in each of the Dispatch centers in Shelby County. Funding was provided as shown below:

Bartlett CAD System:	\$1,310,887.00
Collierville CAD System:	\$1,544,937.00
Germantown CAD System:	\$1,346,626.00
Memphis Fire CAD System:	\$4,487,775.00
Memphis Police CAD Upgrades	\$1,750,000.00
Shelby County Sherriff & Shelby County Fire System:	\$7,150,242.00 (amount shown was later adjusted)

All are substantially completed except for the Shelby County Sheriff's / County Fire Motorola CAD which is slated to have a cut-over in the fall of 2016 and the Memphis Police current CAD upgrade.

Just a few months ago during our August 2015 9-1-1 Board of Directors meeting, after investigating and researching for approximately 10 months, our Board voted to fund the renovation of the Memphis Police Backup dispatch center in Armour Center. This will be an 18 to 20 month project and will cost \$7,000,000.00. Completion is expected to be in August 2017. In the past the Emergency Communications 9-1-1 District of Shelby County also funded the square footage for the new Germantown Backup PSAP, the creation & remodeling of the Bartlett Backup PSAP, the relocating of the Collierville Backup PSAP, and funds for the expansion of the Shelby County Sheriff's Office Backup PSAP.



The 9-1-1 District also provides funds for the dispatch centers to upgrade and procure their 24 hour recording systems. Several are working on procuring systems for their Backup dispatch centers.

The Emergency Communications 9-1-1 District of Shelby County also finished a \$3,505,057.00 GIS mapping project in May 2014 and continually is working on keep this GIS map data updated and current. The new Tennessee NG911 network is fed this map data for use in the new State of Tennessee NG9-1-1 system. In addition, this map data is provided for use by each municipality and/or Dispatch Agencies Computer Aided Dispatch (CAD) System in Shelby County.

The Emergency Communications 9-1-1 District of Shelby County also hosts training classes for all the dispatchers. The 9-1-1 district also provides training funds each year to each PSAP for use in training, backfilling and to attend educational conferences in the following amounts.

Bartlett Police	\$16,000
Collierville Police	\$20,000
Germantown Police	\$24,000
Memphis Police	\$120,000
Millington Police	\$8,000
Sheriff's Office	\$48,000
Memphis Fire Dept.	\$44,000
County Fire Dept.	\$20,000

The Emergency Communications 9-1-1 District of Shelby County is also investigating and analyzing the procurement of the Airbus Vesta Map product to all our call taker positions in each dispatch center throughout Shelby County. This will be another map tool call takers in each dispatch center can use. The VESTA Map solution seamlessly integrates with VESTA 4.x Next-Generation call processing software, which all of Shelby County's PSAPs utilize today. The map intelligently pinpoints Phase I and Phase II wireless calls on a display utilizing confidence and uncertainty values, which will be delivered to our PSAPs with the forthcoming Next-Generation ALI format. The solution identifies the type of 911 callers through customizable icons and visual cues, and creates a common operating picture with easily updateable layers."

The Emergency Communications 9-1-1 District of Shelby County has looked into Smart911 a couple of times over the last two years or so. The Emergency Communications 9-1-1 District has several projects we are trying to complete before we take on the Smart911 issue. Smart911 is not free. The agency such as the 9-1-1 District has to pay a monthly / yearly fee. The system relies on citizens to regularly input their data and to keep the data updated. We know from past experiences that relying on data inputted from citizens cannot always be relied on and updated timely. A lot of citizens enter information, then do not bother to log back into a system to update their data. This will have to be investigated further.

In October of 2015 while attending the Tennessee Emergency Number Associations annual conference in Murfreesboro Tennessee and I along with two other 9-1-1 Directors and the State of Tennessee 9-1-1 Director Curtis Sutton were invited to express our concerns with one of the seven FCC Commissioners, Ajit Pai. We spent about 45 minutes discussing and then Commissioner Pai visited the Brentwood Tennessee PSAP. Later that afternoon Commissioner Pai tweeted out the following:

*“Tennessee leads the nation in deployment of Next Generation 911. Great discussion w/state/local leaders about IP-based public safety networks”.*

**As stated previously the Emergency Communications 9-1-1 District of Shelby County and its Board of Directors continually strive to provide the latest in equipment and technology to our dispatch centers and the citizens of our entire County.** Our 9-1-1 District has no control over the staffing, hiring or training of any dispatch center in our County. That responsibility lies with each municipality and agency the dispatch center is organized under and their human resource offices.

▪ Future Projects:

A link is provided to review all future projects.

▪ Training Classes

Upcoming Classes

- [High Risk! \(PSTC\) - Mar 31, 2016 - 08:30](#)
- [High Risk! \(PSTC\) - Apr 1, 2016 - 08:30](#)
- [Providing Exceptional Service "What if it Were Family?" - Apr. 18, 2016 - 08:30](#)
- [Providing Exceptional Service "What if it Were Family?" - Apr. 19, 2016 - 08:30](#)  
<http://www.shelbycounty911.org/events/categories/training/>

▪ 2016 Board Meeting Dates and Conference Dates:

The following dates in 2016 are set for the Executive Committee meetings and full Board meetings for the Shelby County 9-1-1 District. Dates for the conferences are shown as we know them to be at this time for 2016.

Executive Committee Meeting Dates	9-1-1 Board Meeting Dates
Friday, January 22, 2016	Thursday, February 4, 2016
Thursday, March 24, 2016	Thursday, April 7, 2016
Friday, May 20, 2016	Thursday, June 2, 2016
Friday, July 22, 2016	Thursday, August 4 2016
Friday, September 23, 2016	Friday, October 6, 2016
Friday, November 18, 2016	Thursday, December 1, 2016

**Conferences for 2016:**

Annual Conference	Location	Dates
NENA	Indianapolis, Indiana	Saturday, June 11 – Thursday, June 16, 2016
APCO	Orlando, Florida	Saturday, August 13 – Thursday, August 18, 2016
TENA	Chattanooga, TN	Sunday, September 18 – Wednesday, September 21, 2016

NENA – National Emergency Number Association

APCO – Association Public Communications Officials



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TENA – Tennessee Emergency Number Association  
NENA 2016 Development Conference (Technical) Columbus, OH, October 9 - 6, 2016.  
(Administrative / Technical STAFF attend)

Director Chiozza concluded his presentation of the Directors Report.

Director Farmer recommended the 9-1-1 overview be presented to the Mayor’s Office, the City Council and the County Commissioners Office in an effort to provide clarity regarding the functions of the 9-1-1 Board and our responsibilities. In addition, an invitation letter would be sent to the legislative bodies to attend our meetings.

Chair Fields agreed with Director Farmer and requested a motion to forward the overview to the above named municipalities and include an invitational letter to attend our meetings.

Director Kramer offered a motion to forward the overview to the above named municipalities and include an invitational letter to attend our meetings

Director Lincoln seconded the motion.

The Board voted 9-0 to forward the overview to the above named municipalities and include an invitational letter to attend our meetings

Director Farmer offered a motion to accept the Director’s Report as presented.

Director Carter seconded the motion.

The Board voted 9-0 to accept the Director’s Report as presented

Chair Fields asked if there was any old business for discussion. Hearing none, he asked if there was any new business.

Chair Fields presented information regarding GIS mapping that was discussed in the Executive Committee meeting. We are attempting to get the GIS mapping converted to a map book form for all municipalities to utilize.

Timothy Zimmer added he had spoken with Brent Perkins concerning a map book and possibly updating the book.

Director Chiozza further added efforts are being made to determine the actual costs of the books. He further advised the District would be interested in purchasing the books for the PSAP’s.

Director Kneeland estimated the previous cost for printing for the Shelby County Fire Department was \$90.00 per book.

A brief discussion occurred as to the contents of the book and the layouts that would be provided.

Director Carter presented information regarding transportation companies who are currently looking for dispatchers.





Mr. Pender, Memphis Police Communications provided an update on the dispatcher applications, testing and full-time employees beginning on the 22<sup>nd</sup> of February.

Chair Fields commented on the EcAT's system and the information being provided. He also acknowledged the accomplishments of the staff which included Timothy, Carlton and Harold.

Director Chiozza added training is upcoming for the PSAP's scheduled in conjunction with Sue Robinson.

Director Kramer suggested an invitation be sent to the reporter for the Commercial Appeal so the media can be provided with accurate information from us.

Director Chiozza responded the situation is very delicate regarding the direction of factual information.

Chair Fields added the reports generated by EcaTs are related to job performance and that each municipality should have the opportunity to address the information in the reports before being made public.

Director Anderson added that having a meeting at this time would be a set-up for disclosure of things currently in the works.

Director Chiozza added legal advice needs to be provided due to raw data requests. These types of requests include unpublished telephone numbers, names addresses etc. as well as expose the "chain of evidence".

Chair Fields requested a motion to adjourn the meeting.

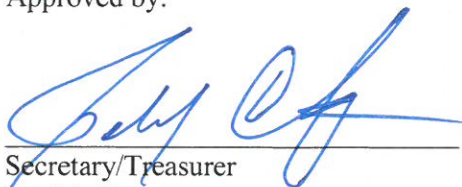
Director Dates offered a motion to adjourn the meeting.

Director Kneeland seconded the motion.

The Board voted 9-0 to adjourn the meeting.

The meeting was adjourned at 8:46 A.M.

Approved by:



Secretary/Treasurer  
Patrick Carter

Minutes transcribed by: Carmen Tyler, Bookkeeper