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

The following are the minutes from the Board of Directors meeting of the Shelby County Emergency Communications District ("Shelby County 911") held on Thursday, August 4, 2016, at 3150 Lenox Park Blvd. Suite 108. The meeting was called to order at 8:32 AM

**Board Members Present:** K. Fields, B. Anderson, M. Balee, P. Carter III, C. Cash Jr., C. Dates Jr., G. Kneeland, B. Kramer, R. Lincoln.

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

**Additionally, Present:** R. Davenport, Ellen Wadley, B. Thompson, Michael Spencer, B. Wolfe-Davis, Marvin Pender Jr., Sean Lovejoy, Rex Holloway, A. Fischer, D. Townsend, W. Green, J. Stokes, K. Staples, D. Downer, R. Davis, April Onyango, R. Ivory, C. Howard, Michael Marshall, Bobby Thompson, Eddie Heaston.

**Call to Order and Roll Call**

Chair Fields called the meeting to order. He began by a roll call of the members. Finding a quorum present, the meeting commenced.

**Review and Approval of June 2, 2016 Full Board Minutes**

Chair Fields confirmed everyone had the opportunity to review the minutes from the full Board meeting on June 2, 2016.

Chair Fields requested a motion to accept the minutes from the full Board meeting on June 2, 2016.

Director Kneeland offered a motion to accept the minutes from the full Board meeting on June 2, 2016.

Director Kramer seconded the motion to accept the minutes from the full Board meeting on June 2, 2016.

The Board voted 9-0 to accept the minutes from the full Board meeting on June 2, 2016.

**Review and Approval of June 27, 2016 Special Called Meeting Minutes**

Chair Fields confirmed everyone had the opportunity to review the minutes from Special Called meeting on June 27, 2016.

Chair Fields requested a motion to accept the minutes from the Special Called meeting on June 27, 2016.

Director Cash offered a motion to accept the minutes from the Special Called meeting on June 27, 2016.

Director Kramer seconded the motion to accept the minutes from the Special Called meeting on June 27, 2016.

The Board voted 9-0 to accept the minutes from the Special Called meeting on June 27, 2016.

### **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 and expenses for the period July 1, 2015 through June 30, 2016 as follows:

- \$9.038 million total year-to-date revenue,
- \$8.508 million total year-to-date expenses,
- \$530 thousand year-to-date income.

A review of the revenue and expenses for the period July 1, 2016 through June 30, 2017 as follows:

- \$000 total year-to-date revenue,
- \$183 thousand total year-to-date expenses,
- Negative \$183 thousand year-to-date income.

- **Fund Balances and Investments**

Director Carter presented a review of the Working Capital Accounts and Reserve Fund Account as follows:

- **Working Capital Investment Fund**
  - \$14,835,253.35, Highland Capital Management,
  - \$2,150,319.53, First Tennessee Bank Checking
  - \$16,985,573.28, Total Working Capital Accounts
- **Reserve Fund Account**
  - \$21,946,540.99 Highland Capital Management
  - \$21,946,540.99 Total Reserve Fund Account

Director Carter noted the quarterly commentary reports for Highland Capital are included for review. He then concluded his report.

Director Kramer offered a motion to accept the Treasurers Report as presented by Director Carter.

Director Dates seconded the motion to accept the Treasurers Report as presented by Director Carter.

The Board voted 9-0 to accept the Treasurers 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 Chiozza.

- **Armour Center - MPD Backup**

A mandatory pre-bid meeting was held on July 19, 2016 at 9:00 a.m. at the Armour Center followed by a diversity workshop at 11:00 a.m. A public bid opening was held on Thursday, July 28, 2016 at 2:00 p.m. The results of the bids and a recommendation are as follows:

BID TAB	BIDDERS NAME	BASE AMOUNT	% MWBE Participation
1	Zellner Construction	\$5,898,000.00	34%
2	CSM Group	\$6,180,000.00	29%
3	Barnes and Brower	\$6,421,943.00	21%
	<b>Metro Construction</b>	<b>\$5,494,578.00</b>	<b>3%</b>

**Note:** Metro withdrew their bid on Friday, July 29, 2016. Links to the complete bids for each company as well as printed copies are provided.

Ellen Wadley of Fleming Architects added the project is ready to begin construction and recommended Zellner Construction for the project.

Chair Fields opened the floor for questions.

Director Kramer asked for clarity regarding the “alternates” listed in the bids.

Ms. Wadley explained the alternates were provided as an option in case the bids came in too high. Since the project is currently under budget, the original items can remain in the contract.

Director Chiozza added for additional clarity the original budget has remained the same.

Director Anderson inquired if Fleming Architects had a working relationship with any of the companies that submitted bids. Mr. Davenport confirmed work had been done with each company. Chair Fields inquired about Memphis projects that were completed with Zellner Construction. Mr. Davenport recalled projects were completed with Tiger Lane, St. Jude and various downtown apartment complexes.

Director Anderson followed up her original question by inquiring what Fleming's experience has been working with each company. Mr. Davenport advised Zellner Construction and Barnes and Brower experiences were relatively similar. He further added the CSM Group that specializes in food and beverage construction. Director Anderson then asked for Fleming Architects recommendation for the Armour Center project. Ms. Wadley responded with a recommendation for Zellner Corporation.

Chair Fields asked if the bids presented included a contingency. Mr. Davenport responded affirmatively.

Attorney Marshall clarified the District has included its own contingency in the budget to cover any possible unknowns that may occur during construction.

Director Carter asked if a list of sub-contractors would be provided to the Board. Ms. Wadley affirmed a list would be made available.

Director Balee asked for a projected completion date. Chair Fields responded the original expected construction time was 18 months. After selecting a contractor for the project, construction should begin within 30 days, with an expected time frame of completion of 12 months. Mr. Davenport confirmed substantial completion by July 13, 2017 and owner occupation by August 1, 2017.

Chief Staples, of the Memphis Fire Department expressed his excitement concerning the upgrades and additional security features. He further acknowledged the benefit of having both Police and Fire Communications operating from the same facility.

Chair Fields further added that upon completion, a well-publicized announcement and open house would be scheduled.

Mr. Pender Jr. thanked the District and Board of Directors for their efforts in making this project become a reality for the Memphis Police Communications Department.

Chair Fields requested a motion to accept the bid from Zellner Construction for the Armour Center project.

Director Dates, Jr. offered a motion to accept the bid from Zellner Construction for the Armour Center project.

Director Kramer seconded the motion to accept the bid from Zellner Construction for the Armour Center project.

The Board voted 9-0 to the bid from Zellner Construction for the Armour Center project.

**Executive Director's Report**

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

- **NENA Emergency Number Professional Exam (ENP)**  
We notified all PSAPs of a study group forming to take the NENA Emergency Number Professional (ENP) exam. The next study group began on August 1, 2016. We also had several PSAP personnel attend the NENA CMCP class in Martin Tennessee and will be recognizing them at the board meeting in October.
- **NENA 2016**  
The NENA 2016 conference was a great success. A lot was learned on the vendor floor, in the pre-conference courses and during all the training sessions at the conference. We saw a preview of the ECaTS Staffing Module that will be released during the national APCO conference in Orlando. During one session, Mike Spencer of MPD advised ECaTS officials if they wanted to Beta Test the module they could use the MPD PSAP. ECaTS completed the test and we were notified on Friday, July 22, 2016 that the test module would be activated on our system. ECaTS has received feedback from Carlton Ray and Mike Spencer on the product. We believe this module will assist all our PSAPs with recommending staffing levels for call takers and we are looking forward to rolling it out for all our Shelby County PSAPs very soon. We will be meeting with Airbus, Motorola and ICI representatives to layout our plan for upgrading to Vesta 7.0 which will have the SMS (texting) and necessary servers/hardware required for the receiving/storing this additional data.
- **SCSO/SCFD**  
As part of the SCSO/SCFD CAD project, the SCSO continues to renovate their Backup PSAP space and made room available for the SCFD to also have Backup Space within the facility. We are working on ordering Airbus Vesta equipment required for the Backup PSAPs.
- **AT&T Metro Network**  
Carlton Ray has been working with AT&T on migrating our District's network to AT&T Switched Ethernet Service Network (ASE). AT&T has completed site assessments for the nine managed circuits and soon will conduct site assessments for the unmanaged circuits that connect the Airbus Vesta "A" server to the "B" server at all our PSAPs. Carlton is working with AT&T on the installation of the circuits. We reviewed the contract with Mission Critical Partners on May 31, 2016. MCP continues to work with the District, Shelby County Sheriff's and Shelby County Fire Departments to install their new Motorola CAD systems.

- **Shelby County 9-1-1 District Website**

All PSAP Managers were notified in June 2016 that the District would be generating a new page on our web site, [www.shelbycounty911.org](http://www.shelbycounty911.org) to display the “Answer Times and Class of Service” for the previous day, month etc. for all PSAPs in Shelby County. This information will also provide a percentage against the NENA and NFPA Call Answer Standards. The page can be previewed on our website at:

<http://www.shelbycounty911.org/stats/>

The District has been working on this project since mid-2014. When the 9-1-1 District issued the RFP for the ECaTS reporting system the vendor had to develop/provide an API for this feature. I hope each PSAP will study the National Standards for 9-1-1 call answering and start to review the ECaTS reports and data that is available, in order to assist in self-analyzing your dispatch centers performance. The simple “Day in Review” report provides a lot of information.

**Our intent is to help PSAP managers have hard data/figures that show if your PSAPs operation needs to modify/adjust how it operates or provide justification for additional personnel.** I cannot stress how important it is for the PSAP Management to closely monitor and supervise the “call answering” operation of a PSAP by the “call takers”. PSAP Supervisors and training personnel should also be teaching PSAP personnel just how important their performance in “call answering” is and how it effects these statistics.

Additionally, the District is having an additional report developed in the ECaTS system to easily identify the busy hour of the day as it relates to the “Call Answer” standards. Below are two national standards that are used in the 9-1-1 industry for call answering.

**The Current National Emergency Number Association (NENA) Call Answering Standard/Model Recommendation:**

3.1 **Standard for answering 9-1-1 Calls.** Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

**National Fire Protection Association (NFPA) Standards:**

7.4.1\* Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds. (For documentation requirements, see 12.5.2.),

7.4.1.1 Compliance with 7.4.1 shall be evaluated monthly using data from the previous month.

12.5.2 Statistical analysis for call and dispatch performance measurement shall be done monthly and compiled over a 1-year period.

- **TN-CNECT Public Safety Broadband Conference:**  
I attended the Tennessee Public Safety Broadband Conference in July 2016 which focused on interoperability and broadband happenings in Tennessee and the progress with FirstNet. Signed into law on February 22, 2012, the Middle Class Tax Relief and Job Creation Act created the First Responder Network Authority (FirstNet). The law gives FirstNet the mission to build, operate and maintain the first high-speed, nationwide wireless broadband network dedicated to public safety. FirstNet will provide a single interoperable platform for emergency and daily public safety communications.
- **Application for Increase in Base Funding**  
The District applied for an increase in base funding to the TECB April 20, 2016. During the State TECB meeting on August 3, 2016, the State Board approved our base funding amount from \$8,837,048.00 to \$9,327,186.00 annually. This represents an increase of \$490,138.00 in our annual base funding level. I am requesting a motion to accept the additional funding and amend our FY16-17 budget revenue line #3010 to reflect the increase.

Chair Fields requested a motion to accept the additional funding and amend our FY16-17 budget revenue line #3010 to reflect the increase.

Director Lincoln offered a motion to accept the additional funding and amend our FY16-17 budget revenue line #3010 to reflect the increase.

Director Cash Jr. seconded the motion to accept the additional funding and amend our FY16-17 budget revenue line #3010 to reflect the increase.

The Board voted 9-0 to accept the additional funding and amend our FY16-17 budget revenue line #3010 to reflect the increase.

- **Lennox Lease:**

The Lenox office space lease expires January 31, 2017. Tracy Speake, our broker and Michael Marshall, our Board legal counsel, have completed negotiating our 2nd lease amendment. The Basic Rent for the premises for the 2<sup>nd</sup> extension term shall be as follows:

FROM	TO	ANNUAL BASIC RENTAL RATE/RSF	MONTHLY BASIC RENT	ANNUALIZED BASIC RENT
2/1/2017*	5/31/2017*	\$19.50*	\$8,453.25*	\$101,439.00
6/1/2017	1/31/2018	\$19.50	\$8,453.25	\$101,439.00
2/1/2018	1/31/2019	\$19.89	\$8,622.32	\$103,467.78
2/1/2019	1/31/2020	\$20.29	\$8,795.72	\$105,548.58
2/1/2020	1/31/2021	\$20.69	\$8,969.12	\$107,629.38
2/1/2021	1/31/2022	\$21.11	\$9,151.19	\$109,814.22
2/1/2022	5/31/2022	\$21.53	\$9,333.26	\$111,999.06

\* Basic rent for the premises shown in the table above for the period commencing February 1, 2017 and ending May 31, 2017.

Attorney Marshall and I have reviewed the 2<sup>nd</sup> amendment to the lease agreement and are requesting a motion for the Board of Directors to accept and approve the 2<sup>nd</sup> amendment to the lease agreement.

Chair Fields requested a motion to accept and approve the 2<sup>nd</sup> amendment to the lease agreement.

Director Dates, Jr. offered a motion to accept and approve the 2<sup>nd</sup> amendment to the lease agreement.

Director Anderson seconded the motion to accept and approve the 2<sup>nd</sup> amendment to the lease agreement.

The Board voted 9-0 to accept and approve the 2<sup>nd</sup> amendment to the lease agreement.

**Future Projects**

A link is provided to review all future projects.



**Training Classes:**

Please check the web site <http://www.shelbycounty911.org/events/> for training classes listed under the “Community Resources” “Meeting/ Training Calendar” for future training classes that have been scheduled. We have classes scheduled over the next several months. Please sign up through Public Education Coordinator Sue Robinson @ 901-380-3903.

- [De-Stress and get more ‘Me’ time](#) - 25 Oct 2016 - 08:30
- [De-Stress and get more ‘Me’ time](#) - 26 Oct 2016 - 08:30
- [Positive Interaction with Difficult People \(Healthy Dispatcher\)](#) - 27 Oct 2016 - 08:30
- [Positive Interaction with Difficult People \(Healthy Dispatcher\)](#) - 28 Oct 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 District. Dates for the conferences are shown below the meeting dates for 2016.

<b>Executive Committee Meeting Dates</b>	<b>9-1-1 Board Meeting Dates</b>
Friday, September 23, 2016	Thursday, October 6, 2016
Friday, November 18, 2016	Thursday, December 1, 2016

<b>Conference</b>	<b>Location</b>	<b>Dates</b>
NENA	Indianapolis, IN	Saturday, June 11 - Thursday, June 16, 2016
APCO	Orlando, FL	Saturday, August 13 - Thursday, Aug. 18, 2016
TENA	Chattanooga, TN	Sunday, September 18 - Wednesday, Sept. 21, 2016

NENA – National Emergency Number Association

APCO – Association Public Communications Officials

TENA – Tennessee Emergency Number Association

NENA Technical Development Conference - Columbus, OH October 9<sup>th</sup> - 16<sup>th</sup>, 2016.

(Administrative/Technical Staff attend)

Director Chiozza concluded the Director’s report.

Director Kramer shared his attendance at a conference class regarding FirstNet and how remarkable the impact is going to be on the 9-1-1 industry as a whole.

Chair Fields requested a motion to accept the Director’s report as presented.

Director Kramer offered a motion to accept the Director’s report as presented.

Director Carter III seconded the motion to accept the Director’s report as presented.

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

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

Director Anderson offered a motion to adjourn the meeting.

Director Dates, Jr. seconded the motion to adjourn the meeting.

The Board voted 9-0 to adjourn the meeting.

The meeting was adjourned at 8:53 AM.

Approved by:



Secretary/Treasurer  
Patrick Carter

Minutes transcribed by: Carmen Tyler, Executive Asst./Accounting Mgr.