

**SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT**  
**Board of Directors Meeting Minutes**  
**October 6, 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, October 6, 2016, at 3150 Lenox Park Blvd. Suite 108. The meeting was called to order at 8:31 AM

**Board Members Present:** K. Fields, B. Anderson, M. Balee, P. Carter III, B. Kramer, Rashana Lincoln.

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

**Additionally Present:** Marvin Pender Jr., R. Thompson, Lorna Griggs, Beverly Wolfe-Davis, Sean Lovejoy, Colleen Hutson, Anthony Fischer, Margaret Stiger, April Onyango, Tom Needham, W. Green, M. Spencer, C. Creason, Heather Starnes, D. Rogers, R. Davis, R. Ivory, G. Cloyd, M. Hickey, R. Holloway, David Jones, J. Stokes, M. Marshall, R. Lincoln, Eddie Heaston, Coleen Hutson, Jeff Tow, James Stokes.

**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 August 4, 2016 Full Board Minutes**

Chair Fields confirmed everyone had the opportunity to review the minutes from the full Board meeting on August 4, 2016.

Director Kramer requested a correction for the APCO conference date to reflect August 2017 instead of 2016.

Chair Fields requested a motion to accept the minutes from the full Board meeting on August 4, 2016 with noted date changes for the APCO conference in Denver, 2017.

Director Carter offered a motion to accept the minutes from the full Board meeting on August 4, 2016 with noted date changes for the APCO conference in Denver, 2017.

Director Anderson seconded the motion to accept the minutes from the full Board meeting on August 4, 2016 with noted date changes for the APCO conference in Denver, 2017.

The Board voted 5-0 to accept the minutes from the full Board meeting on August 4, 2016 with noted date changes for the APCO conference in Denver, 2017.

### **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, 2016 through June 30, 2017 as follows:

- \$1.555 million total year-to-date revenue,
- \$1.258 million total year-to-date expenses,
- \$297 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**

- \$14.849 million, Highland Capital Management,
- \$ 2.516 million, First Tennessee Bank Checking,
- \$17.365 million, Total Working Capital Accounts.

- **Reserve Fund Account**

- \$21.951 million Highland Capital Management,
- \$21.951 million Total Reserve Fund Account.

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

Director Kramer requested a representative from Highland Capital attend an upcoming Board of Directors meeting to discuss the fluctuations in the fund balances and investment accounts.

Director Chiozza advised he would request representative(s) from Highland Capital attend the next scheduled meeting.

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

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

The Board voted 6-0 to accept the Treasurers Report as presented by Director Carter.



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**Nominating Committee**

Chair Fields advanced the agenda to the next item for consideration: Appointment of the Nominating Committee.

Each year the Chair is responsible for appointing a committee to fill open officer positions on the Board of Directors. He requested Mary Balee to Chair the Nominating Committee for those open positions. Director Balee accepted the nomination. Chair Fields also appointed Directors Cash and Dates to assist Director Balee in her assignment as Chair of the nominating Committee to fill available officer positions in February 2017.

**Directors Report**

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

- APCO and TENA 2016 Conferences:

The APCO 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. Staff and representatives of the SCSO and MPD PSAPs met with ECaTS and saw new items that will be forthcoming in the ECaTS product over the next several months. Also, sessions were held at various recorder vendors to obtain the latest information on systems that will closely integrate with the Airbus Vesta systems with the SIP phones etc. We are asking all PSAPs who want to participate in a demo of a system to attend when this is setup is completed in the near future. The TENA conference was also a great success. Many sessions were held that directly affect PSAP operations in Tennessee.

- SCSO SCFD Backup PSAP:

As part of the SCSO & SCFD CAD project the SCSO continues to renovate their backup PSAP space and has made room available for the SCFD to also utilize space within the facility. We are working on ordering Airbus Vesta equipment required for the backup PSAPs.

- Converting AT&T Metro E Circuits to AT&T ASE Network:

Carlton Ray has been working with AT&T on migrating our District's network to the AT&T Switched Ethernet Service Network (ASE). AT&T has completed installations and converting all the managed fiber circuits at most of our sites. Carlton will be working with AT&T on the unmanaged fiber circuits that connect the Airbus Vesta "A" server to the "B" server at all PSAPs.

- Test of AT&T Flexible Reach IP Circuit at MPD Primary and 79 S. Flicker Street:  
On August 30<sup>th</sup>, AT&T, ICI, 9-1-1 District and MPD staff conducted a test that simulated the IP Flex circuit going down at the MPD primary PSAP located at 201 Poplar Avenue. All administrative calls, including the 7-digit emergency number automatically routed to the AT&T IP Flex circuit at 79 Flicker Street, the MPD backup PSAP, and then automatically routed over to one of the two 9-1-1 Districts redundant AT&T 100 meg fiber links that connect the Vesta “A” server at 201 Poplar Avenue with the Vesta “B” server at 79 Flicker Street. Next, we will be porting the Memphis Fire PSAP administrative telephone numbers to the AT&T Flex Circuit, and testing the reverse scenario.

We will soon be adding a hosted VoIP switch in the cloud to add another layer of redundancy and further our capability in delivering voice calls to internet connected phones in our PSAPs. After testing of this method, we will be adding the features at other PSAPs. This will take some time for our testing, trial, and installation period.

- Capitalization Policy:  
Currently, the Shelby County 9-1-1 Emergency Communications District threshold amount the District uses for its Capitalization Policy for items that will be capitalized and depreciated is set at \$5,000. This was voted on and passed unanimously at the December 3, 2009 Board of Directors meeting. (**Note: This is not a purchasing guideline and is not associated with purchases or bids**)

We are requesting the Board to modify this number from \$5,000 to \$10,000 and have it retroactive to July 1, 2016 (the beginning of this fiscal year).

I am requesting a motion to change the Capitalization Policy from \$5,000 to \$10,000, retroactive to July 1, 2016.

Director Anderson offered a motion to change the Capitalization Policy from \$5,000 to \$10,000, retroactive to July 1, 2016.

Director Kramer seconded the motion to change the Capitalization Policy from \$5,000 to \$10,000, retroactive to July 1, 2016.

The Board voted 6 - 0 to change the Capitalization Policy from \$5000 to \$10,000, retroactive to July 1, 2016.



- *First Tennessee Signature Resolution:*

A resolution to update the checking account signatory is due for revision.

I am requesting a motion authorizing the Secretary/Treasurer, Patrick Carter III to sign off on the First Tennessee resolution and update our authorized list of approved signees.

Director Kramer offered a motion to update the authorized list of approved signees for the First Tennessee checking account.

Director Anderson seconded the motion to update the authorized list of approved signees for the First Tennessee checking account.

The Board voted 6 - 0 to update the authorized list of approved signees for the First Tennessee checking account.

- *NENA Emergency Number Professional (ENP) Exam:*

Certification is a tool of a professional association to establish the benchmarks of performance that will signify a broad-based competence in the professional field.

By successfully completing your certification, you will:

- Demonstrate a mastery of the comprehensive knowledge base required for emergency number program management;
- Help to raise industry standards and increase the respect and prestige of those involved in 9-1-1;
- Confirm your commitment to the 9-1-1 profession by showing yourself to be a leader in public safety and pledging yourself to stay aware of current issues and developments in the field.

**Congratulations to Shelby County's newest ENP who successfully completed her testing in July 2016.**

*Roberta Ivory Shelby County Fire Department*

- NENA’s Center Manager Certification Program (CMCP)

The CMCP exam is designed to equip current, new, and potential PSAP and 9-1-1 authority managers and supervisors with the tools needed to effectively manage their agency through a rigorous 40-hour course of lecture and lab based education. The program serves as an affordable career advancement opportunity to anyone involved in public safety agency management, and provides education in subject areas that are critically important to anyone looking to forge a long and successful career path.

**Congratulations to our latest PSAP personnel who have obtained this NENA certification:**

- |                       |                              |
|-----------------------|------------------------------|
| 1. Pamela Borders     | Germantown Police Department |
| 2. Colleen Hutson     | Germantown Police Department |
| 3. Latina McNeil      | Memphis Fire Department      |
| 4. Shane Walker       | Memphis Fire Department      |
| 5. Sandra M. Willis   | Memphis Fire Department      |
| 6. Lorna Griggs       | Memphis Police Department    |
| 7. Eddie Heaston Jr.  | Memphis Police Department    |
| 8. Sean Lovejoy       | Memphis Police Department    |
| 9. Margaret Stiger    | Memphis Police Department    |
| 10. Deranecque Rogers | Memphis Police Department    |

Your commitment and dedication is very much appreciated. The State of Tennessee now has 48 ENP’s.

- Shelby County 9-1-1 District Website:

The Shelby County 9-1-1 Emergency Communications District launched our new web-site on September 8, 2016 with a new design. We have included a few new features and sections titled **TRANSPARENCY** and **GIS**. The transparency page contains all our Public Safety Answering Points (PSAPs) in Shelby County Tennessee “Answer Times and Class of Service” statistics from the previous full day. Citizens can check the performance of the PSAPs (dispatch centers) call answer times from this report against the two national standards that many PSAPs judge themselves against.

ECaTS, is a Business Intelligence and analytics platform developed exclusively for the 9-1-1 industry. National standards and measurable goals with data-centric accountability has quickly become a necessity in the world of 9-1-1. This is particularly true as the State of Tennessee is changing dramatically with technological transitions to Next Generation platforms. ECaTS meets this need with a revolutionary reporting system. ECaTS is the only universal reporting product that is truly vendor independent.



In December 2014, the Shelby County 9-1-1 Emergency Communications District Board of Directors approved the procurement for The Emergency Call Tracking System” (ECaTS). After an upgrade to our Airbus 9-1-1 controller systems in each PSAP in December 2015, Shelby County 9-1-1 was finally able to install the ECaTS system in each PSAP.

The results have been enlightening for all PSAPs. There are many more statistical information that can be retrieved to demonstrate the workload of the professional dispatchers employed in all the PSAPs throughout Shelby County. Many of the administrators in each government agency overseeing the operations of our PSAPs are reviewing the data daily and making adjustments to better manage their dispatch operations.

We have a new “GIS” tab included on our redesigned web site located along the top right of the home page. This tab will take you out of our website and bring you to the Shelby County 9-1-1 Emergency Communications District GIS Data Portal. The 9-1-1 District provides this open data website as a public service to our citizens. This site contains all available Next-Generation 9-1-1 GIS data for citizens, developers, and organizations that have an interest in spatial data, addressing, or location-based services. You can use this site to access and download the data in several different formats. Included are “Site and Structure Address Points”, “Emergency Service Boundaries” and “Road Centerlines”.

Also on the website we have included all three of our District’s “9-1-1 Responders” comic books and our coloring book for download. Check out the “Defenders of Safety” who are named Spectrum, Airwave, Signal, Scout and Oculus.

View our TV Spots, including the one that shows the famous Memphis Sputnik sign located along Poplar Avenue. We have also included are our Radio Spots from previous years.

During the next two years, we have new TV and radio spots that will help introduce “Texting to 9-1-1”.

Another feature of the redesigned web site, especially for our non-English reading citizens is the Google Translate button at the very top of the page. Select your language and you have our entire website in the language you desire.

As with any website we will continue to make changes and corrections in the future. Enjoy the new Shelby County 9-1-1 Emergency Communications District website.

Shelby County 9-1-1 District Web Site:  
<http://www.shelbycounty911.org/>

Also available is our Facebook Page:

Shelby County 9-1-1 District Facebook Page is:  
<https://www.facebook.com/shelbycounty911/>

- ***Future Projects:***

A list of future projects is available upon request.

- ***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 our Public Education Coordinator, Sue Robinson @ 901-380-3903.

### **Upcoming Events**

- [De-Stress and get more ‘Me’ time](#) – 1 Nov 2016 - 08:30
- [De-Stress and get more ‘Me’ time](#) - 2 Nov 2016 - 08:30
- [Positive Interaction with Difficult People \(Healthy Dispatcher\)](#) – 3 Nov 2016 - 08:30
- [Positive Interaction with Difficult People \(Healthy Dispatcher\)](#) – 4 Nov 2016 - 08:30

<http://www.shelbycounty911.org/events/categories/training/>



**2017 Board Meeting Dates and Conference Dates:**

The following dates in 2017 are set for the Executive Committee meetings and full Board meetings for the Shelby County 9-1-1 District. Note the Executive Committee meeting date on Monday, November 27, 2017 is tentatively set due to holidays. Dates for the conferences are shown as we know them to be at this time for 2017.

<b>Executive Committee Meeting Dates &amp; Times</b>	<b>9-1-1 Board Meeting Dates &amp; Times</b>
Friday, January 20, 2017 8:30 a.m.	Thursday, February 2, 2017 8:30 a.m.
Friday, March 24, 2017 8:30 a.m.	Thursday, April 6, 2017 8:30 a.m.
Friday, May 19, 2017 8:30 a.m.	Thursday, June 1, 2017 8:30 a.m.
Friday, July 21, 2017 8:30 a.m.	Thursday, August 3 2017 8:30 a.m.
Friday, September 22, 2017 8:30 a.m.	Thursday, October 5, 2017 8:30 a.m.
Monday, November 27, 2017 8:30 a.m.	Thursday, December 7, 2017 8:30 a.m.

**Conferences for 2017:**

<b>Annual Conferences</b>	<b>Location</b>	<b>Dates</b>
NENA	San Antonio, Texas	Saturday, June 3 - Thursday, June 8, 2017
APCO	Denver, Colorado	Sunday, August 13 - Thursday, August 17, 2017
TENA	Murfreesboro, TN	Sunday, September 24 - Wednesday, September 27, 2017

NENA – National Emergency Number Association  
APCO – Association Public Communications Officials  
TENA – Tennessee Emergency Number Association

NENA 2017 Development Conference (Technical) Location TBD (Administrative / Technical STAFF attends)

Sincerely,



Raymond Chiozza, Director  
Shelby County Emergency Communications 9-1-1 District  
(901) 380-3900  
email: [rchiozza@shelbycounty911.org](mailto:rchiozza@shelbycounty911.org)

- Rendering and MPD Armour Center Update:

Director Chiozza drew attention to the Architects rendering of a portion of the Armour Center project. He advised a slide show would be on the screen after the meeting ended.

Director Chiozza concluded his report.

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

Director Balee seconded the motion to accept the Treasurers Report as presented by Director Chiozza.

The Board voted 6-0 to accept the Director's Report as presented by Director Chiozza.

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

Director Chiozza recognized Lt. Col. Q. McMahon for her service upon transfer and introduced Lt. J. Tow and welcomed him to our meetings.

Director Fields then requested a motion to adjourn the meeting.

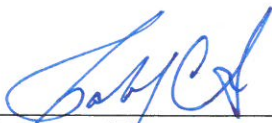
Director Carter offered a motion to adjourn the meeting.

Director Anderson seconded the motion to adjourn the meeting.

The Board voted 6-0 to adjourn the meeting.

The meeting was adjourned at 8:56 AM.

Approved by:



Act. Secretary/Treasurer  
Patrick Carter

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