

SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT
Board of Directors Meeting Minutes
June 1, 2017

The meeting began by Chair Anderson calling to order the Public Meeting at 8:30 AM to receive any comments from the public regarding the FY2017-18 Shelby County Emergency Communications District Budget. Hearing none, the Public meeting was closed at 8:31AM.

The following are the minutes from the Board of Directors meeting of the Shelby County Emergency Communications District ("Shelby County 911") held on Thursday, June 1, 2017, at 3150 Lenox Park Blvd. Suite 108.

Call to Order and Roll Call

Director Anderson called the meeting to order at 8:32 AM. She began by a roll call of the members. Finding a quorum present, the meeting commenced.

Board Members Present: P. Carter III, Cliff Dates Jr., Glen Kneeland, B. Kramer, Clarence Cash Jr., M. Balee, B. Anderson.

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

Additionally Present: A. Barner, J. Stokes, Q Crowley, Robert Thompson, B. Wolfe-Davis, E. Heaston, M. Spencer, D Townsend, T. Fisher M. Stiger, Gary Graves, M. Moody, K. Staples, C. Howard, R. Ivory, M. Hickey, A. Onyango, R Holloway, K. Fields, A. Fields, W. Green, A. Blankenship, R Ivory, J Massey, T Fischer, W Green,.

Service Recognition Awards

Chair Anderson advanced the agenda to the next item: Service awards for past Board Members presented by Director Chiozza.

Director Chiozza began by presenting a resolution and retirement badge to former Chair Kevin Fields for his service as Board Chair.

He also presented an award to Eddie Heaston, Memphis Police Communications, for becoming an ENP after completing the ENP exam.

Review and Approval of April 6, 2017 Full Board Minutes

Chair Anderson confirmed everyone had the opportunity to review the minutes from the full Board meeting on April 6, 2017. She then requested a motion to accept the minutes from the full Board meeting.

Director Carter offered a motion to accept the minutes from the full Board meeting on April 6, 2017.

Director Kneeland seconded the motion to accept the minutes from the full Board meeting on April 6, 2017.

The Board voted 7-0 to accept the minutes from the full Board meeting on April 6, 2017.

Treasurer's Report

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

Financial Report

Director Kneeland presented a review of the revenue and expenses for the period July 1, 2016 through June 30, 2017 as follows:

- \$8.398 million total year-to-date revenue,
- \$8.861 million total year-to-date expenses,
- \$ -463 thousand year-to-date income.

Fund Balances and Investments

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

- *Working Capital Investment Fund*
 - \$14.852 million, Highland Capital Management,
 - \$ 1.627 million, First Tennessee Bank Checking, 1.
 - \$ 427 thousand Retainage Account
 - \$16.906 million Total Accounts
- *Reserve Fund Account*
 - \$21.972 million Highland Capital Management,
 - \$21.972 million Total Reserve Fund Account.

Chair Anderson requested a motion to accept the Treasurer's report as presented.

Director Balee offered a motion to accept the Treasurer's report as presented.

Director Dates seconded the motion to accept the Treasurer's report as presented.

The Board voted 7-0 to accept the Treasurer's report as presented.

Building Committee Report

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

- Zellner Construction
Director Chiozza began by advising the Board that Zellner Construction Co. is requesting a time extension of forty-one days on the current contract due to the late start time and delays with AT&T. The Building Committee has approved the requested extension.
- Armour Center Phase I Construction Schedule
Director Chiozza presented a new construction schedule with the expected completion date of August 23, 2017.
- PSAP Calls
Director Chiozza presented a graph of PSAP calls from July 1, 2014 – May 8, 2017
- PSAP and ECD Expenses
Director Chiozza presented a graph of expenses from July 1, 2016 – Apr. 2017 and a graph of expenses for the time of July 2014 – to May 8, 2017.
- Fund Balance and Expenses
Director Chiozza provided balances on Working Capital accounts as of May 30, 2017 as follows:
 - Working Capital Accounts
\$14.851 million Highland Capital Management,
\$ 1.627 million First Tennessee Checking,
\$16.478 million Total Working Capital
 - Reserve Fund Account
\$21.972 million Highland Capital Management,
\$21.972 million Total Reserve Fund Account.
 - Total Funds Currently Available
\$40.005 million (including remaining FY16-17 revenue)
 - Other Item in Progress or Planned

Total Operating Expenses for last month of FY16-17 Est.	\$ 1,400,000.00
SCSD/SCFD CAD Systems	\$ 4,200,000.00
MPD CAD Upgrade	\$ 1,744,025.00
MFD CAD	\$ 1,102,000.00
Armour Center Phase 1 Project	\$ 5,500,000.00
VESTA 7.0 Memphis A & B Servers	\$ 1,689,000.00
VESTA 7.0 Remaining PSAP in Shelby County	\$ 2,000,000.00

Vesta Map (all PSAPs)	\$ 2,000,000.00
Recording Systems for PSAPs that desired (estimated)	\$ 850,000.00
Other capital items	\$ 3,000,000.00
Estimated Budget Expenses ----->	\$23,485,025.00
Estimated Balance after Expenses	\$16,520,745.69

- Memphis Fire Department Phase II A1 1st and 2nd Floor
 Floor plans were provided for renovation of both areas previously approved by the Board.
- Armour Center Phase II Project Costs
 The current estimate is \$6.808 million.
- Armour Center Phase II Funding
 On May 3rd, the City of Memphis FY18 Council CIP Committee met and had a motion to increase the funding that was budgeted by the City of Memphis for Phase II Armour Center from the original amounts of: FY18, \$1.500 million and FY19, \$500,000.00 for a total of \$2 million to FY18 \$2.5 million and FY19 \$1.5 million for a total of \$4 million. The original amounts are listed in Reference Number 2 below as listed in the City of Memphis proposed CIP Budget on May 3, 2017.

CIP SUMMARY BY PROJECT

POLICE SERVICES

Reference Number	Project Number Project Name	Carry Forward	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Total
1	PD04022 In-Car Video/GPS	2,659,200	1,552,500	1,552,500	1,552,500	0	0	7,316,700
911 Communications Ctr								
2	PD02015 Upgrade	0	1,500,000	500,000	0	0	0	2,000,000
FY18 Police Academy								
3	PD02013 Renov	0	151,000	0	0	0	0	151,000
4	PD02012 CSI Office Renovation	0	350,000	0	0	0	0	350,000
5	PD02014 FY18 Precinct Renovations	0	500,000	0	0	0	0	500,000
6	PD04025 Radio System Upgrade	9,800,000	0	10,664,500	14,015,500	0	0	34,480,000
7	PD02010 Raines Station	0	0	0	887,000	7,572,000	1,200,000	9,659,000
8	PD02009 Mount Moriah Station	0	0	762,000	6,240,000	1,200,000	0	8,202,000
9	PD04003 Purchase Helicopter	0	0	0	3,137,000	0	0	3,137,000
Total		12,459,200	4,053,500	13,479,000	25,832,000	8,772,000	1,200,000	65,795,700

The City of Memphis is budgeting/contributing \$4 million over the next two fiscal years and we are asking the Shelby County 9-1-1 Board of Directors to fund an additional \$2.807 million.

I request a motion the Shelby County 9-1-1 Emergency Communications District Board of Directors approve the request for funding \$2.807 million of the \$6.807 million for Phase II of the remodeling of Armour Center and budget this in the FY17-18 Budget in line #4210, contingent upon the City of Memphis Council approval of the funds in their FY18 budget, and whereby the 9-1-1 Boards legal counsel works out a mechanism or Interlocal Government Agreement in obtaining the funds for payment for the project.

Director Balee offered a motion for the Board of Directors approve the request for funding \$2.807 million of the \$6.807 million for Phase II of the remodeling of Armour Center and budget this in the FY17-18 Budget in line #4210, contingent upon the City of Memphis Council approval of the funds in their FY18 budget, and whereby the 9-1-1 Boards legal counsel works out a mechanism or Interlocal Government Agreement in obtaining the funds for payment for the project.

Director Carter seconded the motion for the Board of Directors approve the request for funding \$2.807 million of the \$6.807 million for Phase II of the remodeling of Armour Center and budget this in the FY17-18 Budget in line #4210, contingent upon the City of Memphis Council approval of the funds in their FY18 budget, and whereby the 9-1-1 Boards legal counsel works out a mechanism or Interlocal Government Agreement in obtaining the funds for payment for the project.

The Board voted 7-0 to approve the motion for the Shelby County 9-1-1 Emergency Communications District Board of Directors approve the request for funding \$2.807 million of the \$6.807 million for Phase II of the remodeling of Armour Center and budget this in the FY17-18 Budget in line #4210, contingent upon the City of Memphis Council approval of the funds in their FY18 budget, and whereby the 9-1-1 Boards legal counsel works out a mechanism or Interlocal Government Agreement in obtaining the funds for payment for the project.

Director Chiozza concluded the Building Committee Report.

Directors Report

Chair Anderson advanced the agenda to the next item for consideration: A review of the Directors Report presented by Director Chiozza.

- **Second Reading of the Proposed FY17-18 Budget**

Director Chiozza began by stating a few changes have been updated including CAD payments and training funds used. He asked if there were any questions. Hearing none, he requested a motion to approve the second reading of the FY17-18 Budget.

Director Dates offered a motion to accept the second reading of the FY17-18 Budget.

Director Cash seconded the motion to accept the second reading of the FY17-18 Budget.

The Board voted 7-0 to accept the second reading of the FY17-18 Budget.

- **Germantown Fire Department**

The Germantown Fire Department was recently awarded an ISO Class 1 rating! Part of the scoring involves our 911 system capabilities as well as the dispatch systems the 911 District helps support and fund. Tony Fischer, Director, Information Technology wrote – “I want to pass on our appreciation for the work you, your staff, and the Board do to serve the citizens of Germantown. It is truly a team effort and a relationship the City of Germantown cherishes”. Mr. Fisher added they appreciate the partnership with the District and thanked the Board for their support.

- **Lobbyist Bill Tracking Update**

Director Chiozza provided a list of Bills currently in the Senate. He brought attention to Senate Bill 970 and Senate Bill 596.

- **PSAP Call Answering Stats**

Director Chiozza congratulated all PSAP’s Congratulations to ALL our PSAPs in Shelby County Tennessee on the outstanding Call Answer Times! Special shout out to the Memphis Police 9-1-1 Communications who in the last 6 to 10 months have made a drastic turn around in their “Call Answer Times”. Compare the stats from September 7, 2016 to May 12, 2017. The Shelby county 9-1-1 District along with the Memphis Police opened a Temporary PSAP in Armour Center that is called Primary Site B. Memphis Police 9-1-1 Communications is staffing up to 10 Call Takers in this site and the original Primary PSAP that has 19 Call Taker positions that we reference as Primary Site A. This is due to the number of 9-1-1 calls being placed and to have personnel at two geo-diverse answering points for redundancy. A remodeled Primary Site B will be finished and opened in August-September time frame that will have 29 Call Takers positions. Stats provided by ECaTS (Emergency Call Tracking System).

- **Call Comparison**

September 7, 2016 Memphis PD

Total 911 Count 2395
911 Calls Answered 1666
Abandoned 911 Calls 729
Average Duration 106 seconds
Answered within 10 seconds 37%
Answered within 20 seconds 52%

May 12, 2017 Memphis PD

Primary Site A Total 911 Count 1499
911 Calls Answered 1352
Abandoned 911 Calls 147
Average Duration 101 seconds
Answered within 10 seconds 93%
Answered within 20 seconds 98%

MPD Primary Site B Total 911 Count 183

911 Calls Answered 183
Abandoned 911 Calls 0
Average Duration 91 seconds
Answered within 10 seconds 95%
Answered within 20 seconds 99%

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.

Links were provided for answering stats for May 12, 2017 for all PSAP's as well as previous days stats for all PSAP's in Shelby County.

- **TECB**

During the May meeting the State 9-1-1 Board voted to distribute \$50,000 to each ECD in the form of a grant that will be recorded in budget line #5004. We received this on May 18, 2017. Director Chiozza requested a motion to accept \$50 thousand from the State Board.

Director Dates offered a motion to accept the \$50 thousand from the State Board.

Director Carter seconded the motion to accept \$50 thousand from the State Board.

The Board voted 7-0 to accept \$50 thousand from the State Board.

▪ TECB Receives Prestigious ICERT Award

The TECB has been stacking up the national awards this year and its latest comes from the Industry Council for Emergency Response Technologies (iCert) and the 911 Education Foundation which recently awarded Tennessee the "Leading the Way" award. This award recognizes a public agency or jurisdiction that has stepped forward and demonstrated thoughtful and diligent leadership in advancing the goal of nationwide adoption and implementation of Next Generation (IP-based) 911 calling access by the year 2020.

▪ Memorial Day Weekend Storms

As of this report writing on Tuesday, May 30th, I was not notified of any issues with the integrity of our 9-1-1 system. The SCFD had an issue with a generator but was quickly resolved. The Airbus Vesta systems and the AT&T 9-1-1 CAMA trunks worked solidly for us!

▪ Future Projects

A list of future projects was provided to the Board of Directors.

▪ 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.

Upcoming Training Events

- June 23rd - Communications with a Purpose
- July 26 – 28 Communications Center Supervisor (3 day class)
- September 14th Active Shooter Response
- October 11th De-stress and get more Me Time
- October 12th Positive Interaction with Difficult People
- November 1st Communications Center Supervisor (3 day class)

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

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. At this time the dates for 2017 conferences are shown below.

Executive Committee Meeting Dates & Times	9-1-1 Board Meeting Dates & Times
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:

Annual Conferences	Location	Dates
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

Chair Anderson requested a motion to accept the Directors Report as presented.

Director Carter offered a motion to accept the Directors Report as presented.

Director Kneeland seconded the motion to accept the Directors Report as presented.

The Board voted 7-0 to accept the Directors Report as presented.

Chair Anderson inquired if there was any old business. Hearing none, she inquired if there was any new business.

Chair Anderson then requested a motion to adjourn the meeting.


Director Carter offered the motion to adjourn the meeting.

Director Dates seconded the motion to adjourn the meeting.

The Board voted 7-0 to adjourn the meeting.

The meeting was adjourned at 9:06 AM.

Approved by:


Secretary/Treasurer
Glen Kneeland

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