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**SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT**  
**Board of Directors Meeting Minutes**  
**October 5, 2017**

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 5, 2017, at 3150 Lenox Park Blvd. Suite 108.

**Call to Order and Roll Call**

Director Anderson called the meeting to order at 8:37 AM. She began by a roll call of the members. Finding a quorum present, the meeting commenced.

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

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

**Additionally Present:** R. Thompson, R. Holloway, M. Spencer, J. Tow, Kevin Brent, J. Fletcher, Heather Starnes, Ron Bailey, Michael Marshall.

**Review and Approval of August 3, 2017 Full Board Minutes**

Chair Anderson confirmed everyone had the opportunity to review the minutes from the full Board meeting on August 3, 2017. She then requested a motion to accept the minutes from the full Board meeting.

Director Cash offered a motion to accept the minutes from the full Board meeting on August 3, 2017.

Director Carter seconded the motion to accept the minutes from the full Board meeting on August 3, 2017.

The Board voted 7-0 to accept the minutes from the full Board meeting on August 3, 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, 2017 through June 30, 2018 as follows:

- \$ 1.547 million total year-to-date revenue,
- \$ 3.977 million total year-to-date expenses,
- \$-2.430 million year-to-date income.

▪ **Fund Balances and Investments**

Director Kneeland presented a review of the Working Capital Accounts and Reserve Fund Account as of October 2, 2017 as follows:

- **Working Capital Investment Fund**
  - \$11.913 million, Highland Capital Management,
  - \$ 1.497 million, First Tennessee Bank Checking,
  - \$ 313 thousand, Retainage Account
  - \$13.723 million Total Accounts
- **Reserve Fund Account**
  - \$22.065 million Highland Capital Management,
  - \$22.065 million Total Reserve Fund Account.

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

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

Director Cash 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.

▪ **Armour Center Phase I**

Director Chiozza began by advising the Board of the following:

- anticipated completion we have added 63 days to the schedule.
- interior electronics are being installed,

Michael Spencer further added the following:

- Vesta phone system and consoles are being installed,
- loose furniture and dispatch furniture walk throughs are scheduled,
- soft openings will be held in November,
- project moving along smoothly.

Mary Balee added CAD Techs were at the Center on her last visit and were very pleased with the results they saw. Michael Spencer stated the new hires will start their careers at Armour Center. The renovations will be a huge recruitment tool for the Memphis Police Communications Department. He thanked the Board for their full support in the project.

▪ **Armour Center Phase II - Memphis Fire**

The City Council Public Safety Committee and the Full Council have initially approved the Resolution on October 3, 2017. Bids have been sent out for abatement.

**Directors Report**

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

▪ **SCSO / SCFD CAD System Cutover**

The cut over "Go Live" to the new Motorola CAD system for the Shelby County Sheriff's Office and Shelby County Fire Department PSAPs was completed on September 19, 2017 at 4:00 a.m. The cut over went very well and congratulations to the CAD team members from the Sheriff's and County Fire Departments PSAPs. We also acknowledge Mission Critical Partners for their work and dedication to the project led by Maura Hickey who was unable to attend the cut over.

▪ **TENA 2017 Educational Conference & Industry Partner Trade Show**

The Annual TENA Conference was held on September 24 - September 27, 2017 at Embassy Suites Convention Center, Murfreesboro, Tennessee. This year's conference was very informative. The Shelby County 9-1-1 Emergency Communications District would like to congratulate MPD 9-1-1 Administrator Mike Spencer for being awarded the Distinguished Service Award by the Tennessee Emergency Number Association (TENA).



- VESTA 7.0 Install at Memphis Primary A & B Sites  
During the April 6, 2017 Board of Directors meeting the Board members approved a request of \$1,688,973 for the Airbus VESTA 7.0 9-1-1 system upgrade for the Memphis Police Department Primary A and Memphis Police Department & Memphis Fire Department Primary B Servers. The installation will run concurrently with many other items being installed at the Armour Center site and at the Primary 201 Poplar site. We have had to make some changes to the order and I will update the Board during the December meeting. We will start meeting with Motorola and Airbus shortly after the first of the year on the remaining PSAPs.
- Tennessee Advisory Commission on Intergovernmental Relations (TACIR)  
Tennessee's 911 System: Functionality and Funding Adequacy report August 2017

2017 – TACIR Report:

1. Consolidation

Whether there is a need or benefit to consolidate emergency communications districts or PSAP's. Pages 2-3

“Because of variation in local jurisdictions and the mixed success of mandated consolidation in other states, ECDs and PSAPs should not be required to consolidate. But similar to recommendations by the Commission in its previous reports, the TECB should continue its education efforts on the potential benefits of ECD and PSAP consolidation and continue to encourage ECD consolidation, when the local jurisdictions find it makes sense, through the reimbursement of associated costs”.

2. TECB Board Membership

Whether the board membership should be amended to include other stakeholders such as telecommunications providers, emergency communications districts that dispatch, and other interested parties. pages 3-4

The TECB staff thinks the current board makeup is working well but did not take a stance on change. There is no consensus recommendation on changes to board membership”.

3. Providers' Registration Requirements

Whether there is a need or benefit for the providers of communications services to register with the board prior to providing service (Page 4).

“The TECB staff and ECDs agree that it is important for all service providers to register with the state to ensure they are able to connect to 911. Now they are required to do so”.

2017 – TACIR Report (con't)

4. Providers' service interruption reporting requirements

Whether there is a need or benefit for providers of communications services to notify the board when there is a known service interruption. Pages 4-5

“Because TECB would be able to better assist ECDs when interruption occur if they knew about them sooner, telecommunications service providers should be required to notify the TECB when there are service disruptions”.

5. Funding

“Almost every state uses a fee similar to Tennessee’s on telecommunication services to fund 911. It does not appear that Tennessee’s current 911 fee amount should be reduced.”

6. Rate Increase Authority

There is no consensus that the TECB should have authority to raise rates without state legislative approval.

NG911 & FirstNet Guide for State and Local Authorities

NG911 & FirstNet

Future Projects

Draft of FY16-17 Audit

Internal Controls

Governance Letter

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.

**TRAINING**  
**Upcoming Events**



[De-Stress and Get More 'Me' Time \(The Healthy Dispatcher\)](#)

**October 11 @ 8:30 am - 4:00 pm**

***Shelby County Emergency Communications District 3150 Lenox Park Blvd., Suite 108 –  
Memphis Details,***

*3150 Lenox Park Blvd., Suite 108*

*Memphis, TN 38115 United States*

In this one-day program, topics include: The nature of stress, stress disorders (acute/traumatic, chronic), and the mental and physical health impacts of unmanaged stress Negative impacts of traumatic stress on personal health and work performance Importance of supporting and personally embracing proactive stress management Utilization of specific skills activating the Relaxation Response Principles and skills for management of emotion and thinking under duress Principles and skills for effective PSAP communication and conflict resolution Importance of nutrition and exercise as a...

[Positive Interaction with Difficult People \(The Healthy Dispatcher\)](#)

**October 12 @ 8:30 am - 4:30 pm**

***Shelby County Emergency Communications District 3150 Lenox Park Blvd., Suite 108 –  
Memphis Details,***

*3150 Lenox Park Blvd., Suite 108*

*Memphis, TN 38115 United States*

Focus: Effective Communication for the Dispatch Center This 8-hour class provides emergency dispatchers with an increased capacity for attentiveness and patience with callers and coworkers. Topics include: Why is communication so challenging at 9-1-1? the impact of stress on the quality of communication; the elements of effective communication; understanding the four basic personality types and how to interact with each; powerful strategies for conflict resolution; how to give and receive criticism; ways to reduce the frequency of negative interactions. Learning Objectives: Participants will learn proven...

[Bullying and Negativity in the Communications Center](#)

**October 19 @ 8:30 am - 4:30 pm**

***Shelby County Emergency Communications District 3150 Lenox Park Blvd., Suite 108 –  
Memphis Details,***

*3150 Lenox Park Blvd., Suite 108*

*Memphis, TN 38115 United States*

Bullying is prevalent in the workplace, and America's 9-1-1 communication centers are no exception. The number of U.S. workers affected by bullying is a staggering 65.6 million. These behaviors can not only hurt morale and cause employee health issues, they can also pose a legal liability for employers, especially those located in states that have enacted The Healthy Workplace Bill. This one-day seminar helps participants learn what bullying and negative behaviors look like, and what they can do to prevent...

<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. The dates for 2017 conferences are shown below.

<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)



Congratulations to Board Member Mary Balee for her appointment to Chief of Police for the University of Memphis.

Director Chiozza concluded his report.

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 Cash seconded the motion to accept the Directors Report as presented.

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

Director Bruce Kramer offered the motion to accept the Director's Report as presented.

Director Balee seconded the motion to accept the Director's Report as presented.

The Board voted 7-0 to accept the Director's Report as presented.

Chair Anderson asked if there was any old business for discussion. Hearing none, she asked if there was any new business, Hearing none she then requested a motion to adjourn the meeting.

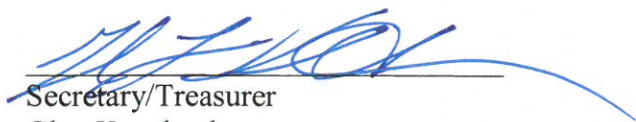
Director Carter offered the motion to adjourn the meeting.

Director Balee seconded the motion to adjourn the meeting.

The Board voted 7-0 to adjourn the meeting.

The meeting was adjourned at 8:56 AM.

Approved by:

  
Secretary/Treasurer  
Glen Kneeland

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