

SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT
Board of Directors Meeting Minutes
December 7, 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, December 7, 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, W. Green, J. Tow, M. Spencer, T. Watkins.

Review and Approval of October 5, 2017 Full Board Minutes

Chair Anderson confirmed everyone had the opportunity to review the minutes from the full Board meeting on October 5, 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 October 5, 2017

Director Dates seconded the motion to accept the minutes from the full Board meeting on October 5, 2017.

The Board voted 7-0 to accept the minutes from the full Board meeting on October 5, 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:

- \$ 3.55 million total year-to-date revenue,
- \$ 4.73 million total year-to-date expenses,
- \$-1.18 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
 - \$11.146 million, Highland Capital Management,
 - \$ 2.004 million, First Tennessee Bank Checking,
 - \$ 334 thousand, Retainage Account
 - \$13.484 million Total Accounts
- Reserve Fund Account
 - \$22.018 million Highland Capital Management,
 - \$22.018 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.

Audit Review

Chair Anderson advanced the agenda to the next item for consideration: A review of the FY2016-2017 Audit presented by Trey Watkins.

Director Chiozza stated the Management Letter, Governance Letter and specific highlights of the Audit are included in the handouts to each Board member.

Mr. Watkins began by thanking the Board for allowing him to present the Audit findings. He further advised a “clean opinion” was issued. A report was issued on the Internal Control Structure and stated the District has a healthy Balance Sheet. There was an Operating Loss for the year end as expected due to contracted services, remodeling and CAD system updates. There was also an increase in Investments. The Governance Letter included a significant audit finding due to unaccrued invoices. He recommended a review of invoices at year end. Bonding limits were low for some Board members and corrections were made.

Mr. Watkins concluded his presentation and asked for any questions or comments.

Hearing none, Chair Anderson requested a motion to accept and approve the FY2016-17 Audit as presented by Mr. Watkins.

Director Dates offer the motion to accept and approve the FY2016-17 Audit as presented by Mr. Watkins.

Director Cash seconded the motion to accept and approve the FY2016-17 Audit as presented by Mr. Watkins.

The Board voted 7-0 to accept and approve the FY2016-17 Audit as presented by Mr. Watkins.

Building Committee

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

Director Chiozza began by stating a Certificate of Substantial Completion as well as a Certificate of Occupancy has been obtained by the Memphis Police Department for Phase I. Michael Spencer provided additional updates that included the following:

- planning for a ribbon cutting date is expected soon,
- part-time call takers have been testing the consoles and telephones and will be present to answer questions once the opening date is set.

Administrator Spencer also thanked the Board again for their continued support in making the project a reality resulting in an immediate increase in call answer times for the City.

Director Chiozza added there are pictures posted on the Shelby County Tn. 911 Emergency Communications District Facebook page for viewing. He further added the installation of the Vesta 7 was completed. Collaboration between AT&T and the District staff resulted in an additional layer of redundancy via a hosted VOIP/HVS switch.

A brief discussion took place regarding the numerous changes and improvements in technology.

Directors Report

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

▪ **TECB Text to 9-1-1**

The official testing for text to 9-1-1 was held at Marshall County ECD in Lewisburg, TN on October 26, 2017. The TECB's Executive Director Curtis Sutton sent the first official test text. Marshall County ECD, along with 9-1-1 Director Joey King and staff served as the official test site for the project. Text to 9-1-1 is part of the next phase of deployment in the Next Generation 9-1-1 project for TN. PSAP's across the state will be able to "opt-in" to the technology.

▪ **TECB Excess Revenue Distribution**

Tennessee Code Annotated § 7-86-130 states the following:

"Any 911 surcharge revenue collected in excess of the annual fiscal requirements of the Board and the mandatory every two (2) month payments to Emergency Communications Districts shall not revert to the general fund. The Board shall distribute a minimum of fifty percent (50%) of any revenue collected in excess of its annual fiscal requirements to the Emergency Communications Districts in accordance with policies adopted by the Board. The TECB voted to provide 100% of the excess to the Districts. This equates to an additional \$458,282 in revenue for the Shelby County 9-1-1 Emergency Communications District. *We did receive these funds on November 16, 2017 from the State of Tennessee.* A link was provided to access the Distribution Chart.

Director Chiozza requested a motion to accept the additional funding and amend our FY17-18 budget revenue line #3020 to show the additional revenue amount of \$458,282.

Director Balee offered the motion to accept the additional funding and amend our FY17-18 budget revenue line #3020 to show the additional revenue amount of \$458,282.

Director Cash seconded the motion to accept the additional funding and amend our FY17-18 budget revenue line #3020 to show the additional revenue amount of \$458,282.

The Board voted 7-0 to accept the additional funding and amend our FY17-18 budget revenue line #3020 to show the additional revenue amount of \$458,282.

- *VESTA 7.0 Installation at Memphis Primary A and B Sites*
On Wednesday November 8, 2017 at 3:00 AM the Memphis Primary A Airbus Vesta Server was cut to the new 7.0 version. The B Server at Armour Center was cut on Thursday, November 9, 2017 at 3:00 AM. Several issues were resolved during a week and a half after the cutover. In the next several months we will be working on the Vesta Map installation and start scheduling additional meetings for the upgrade to Vesta 7.0 for the other PSAPs.
- *Congratulations to Sue Robinson*
A plaque was presented to Sue Robinson in honor of the numerous years of service she has provided the District. Sue started working for the Shelby County 9-1-1 Emergency Communications District on September 26, 1987 and has served us well. Congratulations Sue!

TRAINING

Best Practices of a Successful CTO: Training the Adult Learner

March 19, 2018 @ 8:30 am - 5:00 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

“Best Practices of a Successful CTO: Training the Adult Learner” (8-Hour) During the 8-hour training session, we will revisit and refresh the minds of your CTOs. As the greatest initial influence of new telecommunicators and as a representative of your agency, we will discuss the vital role of setting the standard and direction of your communications center. From the first orientation, including phased training, documentation, and grading, we will work through proven best practices from experienced CTOs and supervision. Training...

Communications Center Supervisor (APCO)

April 18, 2018 @ 8:30 am - April 20, 2018 @ 5:00 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

Communications Center Supervisor (CCS), a 3-day class offered by the APCO Institute. The Communications Center Supervisor Course is designed for prospective, newly appointed or experienced communications Supervisors who want to enhance their supervisory skills and knowledge.

2018 Board Meeting Dates and Conference Dates:

The following dates in 2018 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 26, 2018 is tentatively set due to holidays. At this time the dates for 2018 conferences are shown below.

Executive Committee Meeting Dates & Times	9-1-1 Board Meeting Dates & Times
Friday, January 19, 2018 8:30 a.m.	Thursday, February 1, 2018 8:30 a.m.
Friday, March 23, 2018 8:30 a.m.	Thursday, April 5, 2018 8:30 a.m.
Friday, May 25, 2018 8:30 a.m.	Thursday, June 7, 2018 8:30 a.m.
Friday, July 20, 2018 8:30 a.m.	Thursday, August 2, 2018 8:30 a.m.
Friday, September 21, 2018 8:30 a.m.	Thursday, October 4, 2018 8:30 a.m.
Monday, November 26, 2018 8:30 a.m.	Thursday, December 6, 2018 8:30 a.m.

Conferences for 2018:

Annual Conferences	Location	Dates
NENA	Nashville, Tennessee	Saturday, June 16 – Thursday, June 21, 2018
APCO	Las Vegas, Nevada	Saturday, August 4 – Thursday, August 9, 2018
TENA	Murfreesboro, TN	Sunday, September 16 – Wednesday, September 19, 2018

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

NENA 2018 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 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 Kneeland 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 Kramer 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 9:18 AM.

Approved by:


Secretary/Treasurer
Glen Kneeland

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