

SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT
Board of Directors Meeting Minutes
August 2, 2018

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 2, 2018, at 3150 Lenox Park Blvd. Suite 108.

Call to Order and Roll Call

Chair Anderson called the meeting to order at 8:35 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.

Board Members Absent: C Dates Jr.

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

Additionally Present: R. Ivory, R. Thompson, J. Peevyhouse, S. Lovejoy, M. Spencer, R. Bailey, K. Headley, M. Stiger, C. Howard, S. Fleming, G. Sweat, K. Staples, A. Onyango.

Review and Approval of June 7, 2018 Full Board Minutes

Chair Anderson confirmed everyone had the opportunity to review the minutes from the full Board meeting on June 7, 2018. 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 June 7, 2018.

Director Balee seconded the motion to accept the minutes from the full Board meeting on June 7, 2018.

The Board voted 5-0 to accept the minutes from the full Board meeting on June 7, 2018.

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 previous fiscal year revenue and expenses for the period July 1, 2017 through June 30, 2018 as follows:

- \$ 9.83 million total year-to-date revenue,
- \$ 12.42 million total year-to-date expenses,
- \$ -2.59 million year-to-date income.

Director Kneeland presented a review of the previous monthly revenue and expenses for the period July 1, 2018 through July 31, 2018 as follows:

- \$ 0.00 monthly revenue,
- \$ 19 thousand monthly expenses,
- \$ -19 thousand monthly income.

▪ **Fund Balances and Investments**

Director Kneeland presented a review of the Working Capital Accounts and Reserve Fund Account as of July 30, 2018 as follows:

- *Working Capital Accounts*
 - \$11.71 million
 - \$11.71 million Total Accounts
- *Reserve Fund Account*
 - \$22.19 million
 - \$22.19 million Total Reserve Fund Account.

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

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

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

The Board voted 5-0 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.

Director Chiozza began by stating we received the financial numbers for Armour Center Phase II and the financial numbers and additional information will be provided in the Director's Report.

Virtual Training Academy Demonstration

Chair Anderson advanced the agenda to the next item for consideration: The Virtual Training Academy Demonstration presented by Jamie Peevyhouse and Sean Lovejoy.

Mr. Peevyhouse began by stating the State of Tennessee had the desire to meet the need for training of Telecommunicators. As a result, the State of Tennessee purchased learning systems in collaboration with the Virtual Training Academy based in Tennessee. Realizing the hunger for training, on May 8, 2018, training for any Telecommunicator to enter training. Over 200 hours of content is being delivered each month in which 1518 Telecommunicators signed up and over ½ of the PSAP's in the State signed up. In the first 3 months over 1300 hours of content has been delivered.

The program has developed into a Training Management System with 3 core functions:

1. Five hours of content will be created each year specific to 911 operations,
2. Content will be delivered at the State level,
3. Each PSAP can develop their own in-house training, posted online and given to new hires.

Because of the partnership and a desire to give back, the State has decided to offer each Telecommunicator an opportunity to obtain an Associate degree online free. In addition, if a bachelor's or Master's degree is desired, it can be obtained online at a greatly reduced cost. This becomes effective in September 2018.

Manager Lovejoy added the Virtual Academy is web-based and can be accessed from anywhere. He provided a demonstration of how an employee's training history (login times, policy updates etc.) can be tracked. Also, Managers can assign specific training to Telecommunicators in groups or to individuals.

Director Anderson inquired about the feedback from Telecommunicators.

Manager Lovejoy responded the Telecommunicators love it and are requesting more training.

Director Chiozza inquired if a new SOP was announced, if a course could be developed and sent to Telecommunicators with a deadline for review.

Manager Lovejoy responded those items are general orders. The new procedure can be loaded into the system, sent to users requiring an acknowledgement, set a completion date and track the progress.

Director Cash inquired if existing training could be included in the new system.

Manager Lovejoy affirmed inclusion of existing training in the new system.

Director Kramer inquired if the system was searchable by word or phrase.

Mr. Peevyhouse responded he could not confirm. However, all courses are transcribed.

Director Anderson inquired if the content was held to a specific standard or stipulations reviewed before posting in the system.

Both Mr. Peevyhouse confirmed content for the State level and Manager Lovejoy confirmed content for Memphis Police Communications.

Commander Ivory inquired if there would be more classes related to Fire and EMS.

Mr. Peevyhouse responded that although the Academy began as being law enforcement centered, but there are existing courses that span across public safety lines. Also, there will be content added specific to 911 operations. He further added if there are specific courses desired to be included to contact him directly.

Director Cash inquired if there was any coordination with the Fire Academy.

Mr. Peevyhouse advised there is a request being addressed to collaborate for certification of Firefighters.

Director Kramer inquired if there was a quality control procedure locally.

Manager Lovejoy responded all courses that are developed are within State minimum requirements.

Director Cash inquired if any previous certification is validated under the new system.

Mr. Peevyhouse advised each agency's minimum hire requirements are reviewed and credited to the new system.

Mr. Peevyhouse and Manager Lovejoy concluded their presentation.

Directors Report

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

NENA 2018 Nashville:

The recent NENA Conference in Nashville was a great success. One of the biggest announcements during the conference was made by Apple. Apple will bring Life-Saving Location information from Apple Devices to our 9-1-1 Dispatch Centers.

When this feature is made available later this year in an Apples iOS12 software update, Apple phones will send fast and accurate device location to the RapidSOS NG911 Clearinghouse when user’s dial 9-1-1. This is part of the phone’s Operating System – users do not need to have an app installed on their phone for their location to be shared during a 9-1-1 call.

The Shelby County 9-1-1 Emergency Communications District recently installed the Motorola Vesta Map Local (VML) in the Memphis Police and Fire PSAPs both with integration into the RapidSOS Clearinghouse.

On June 26, 2018, at approximately 7:30 a.m. the Shelby County 9-1-1 District and the Memphis Police PSAP using two Apple iPhones that we downloaded the iOS12 Beta version onto them made 9-1-1 test calls that were successful in displaying precise locations for a stationary cell phone and a mobile cell phone traveling in an automobile. This is a game changer for PSAPs.

We are now meeting with Motorola to proceed with the Vesta 7.x upgrade at all other PSAPs throughout the county which will include Vesta Map Local with the RapidSOS integration.

Motorola VESTA 7.X and VESTA Map Local at remaining PSAPS:

We hope to have cost back from Motorola Vesta in the next few weeks to continue our upgrade to the Motorola Vesta controllers at all the remaining PSAPs in Shelby County. These funds are included in the current FY18-19 budget. The District staff will be proceeding on this upgrade as soon as we get costs estimates back and legal counsel approves the addendum to the contract. We will advise the Board during the October Board meeting.

Shelby County ECD - Text to 9-1-1:

We have begun the process to bring “Text to 9-1-1” (TXT29-1-1) to Shelby County. We are contacting Text Control Centers and starting discussions with them on the requirements. We have positioned ourselves very well with our Motorola Vesta product as the controllers are ready for Text to 9-1-1. We will keep the Board advised on this as we move forward.

Below are the estimated costs for West’s TXT29-1-1 solution incorporated into Airbus Vesta solution for a 5-year Term.

1 st Year cost with installation services	\$140,000
5 Year cost	\$392,475
1-year average costs	\$78,495

We may have some training costs associated with Text to 9-1-1 for the PSAP telecommunicators and we will also have to look at a new public education campaign designed around Test To 9-1-1 which we have included in our budget the last several years.

I am requesting a motion to amend the FY18-19 Budget and add \$140,000 plus a 10% contingency of \$14,000 for a total amendment of \$154,000 to budget line #4227 Lease/Rental - Communications Equipment for the initial install and year one costs associated with "Text to 9-1-1".

Director Kramer offered a motion to amend the FY18-19 Budget and add \$154,000 to budget line #4227 for the initial installation and first year costs associated with "Text to 9-1-1".

Director Cash seconded the motion to amend the FY18-19 Budget and add \$154,000 to budget line #4227 for the initial installation and first year costs associated with "Text to 9-1-1".

Secondary Internet Connection:

Carlton Ray has been working with AT&T to complete a secondary internet connection into our network. Our internet connection will automatically fail over to the secondary one if an issue is detected. This secondary connection is required as we are using this for connecting our PSAPs equipment to the RapidSOS Clearinghouse, Pictometry on-line and HVS telephones inside the PSAPs.

Motorola Vesta Map Local (VML) at Memphis Primary A and B Sites:

Motorola had Geocom on-site in the admin offices July 16-18 conducting training for our GIS staff as part of the Vesta Map Local product. This is in support of the Vesta Map Local product that is being rolled out to each PSAP with the new Motorola Vesta upgrade. Training on the Motorola VML product took place the week of July 23 for the Memphis Police and Fire PSAP Telecommunicators.

Building Committee Part I:

The Shelby County 9-1-1 Emergency Communications District Board of Directors approved \$2,810,000.00 during the June 1, 2017 Board meeting for renovations at Armour Center Phase II for the Memphis Fire PSAP.

Similar to what I did on the Phase I project, I included the dispatch furniture console funds in the FY18-19 budget. I am requesting these funds, \$650,000 be transferred into the Phase II project. This does not increase the FY18-19 budget but moves the funds from one budget line to another.

I am **requesting a motion** that the \$650,000 in funding I budgeted for the dispatch furniture consoles be transferred from Budget Line #4305 Equipment Purchases Not Capitalized, to Budget Line #4210 Other Professional Services (Engineers, Architects, etc.) as part of the Armour Center Phase II project.

If approved the funding for Phase II would be as follows:

April 6, 2017	Design Fees Phase II	\$559,041.00
July 1, 2017	SC911 Budget	\$2,810,000.00
<i>August 2, 2018</i>	<i>SC911 Console Funds</i>	<i>\$650,000.00</i>
July 1, 2017	City of Memphis FY18	\$2,500,000.00
July 1, 2018	City of Memphis FY19	\$1,500,000.00
TOTAL BUDGET ----->		\$8,019,041.00

Director Balee offered a motion that the \$650,000 in funding for the dispatch furniture consoles be transferred from Budget Line #4305 to Budget Line #4210 as part of the Armour Center Phase II project.

Director Carter seconded the motion that the \$650,000 in funding for the dispatch furniture consoles be transferred from Budget Line #4305 to Budget Line #4210 as part of the Armour Center Phase II project.

The Board voted 5-0 to transfer the funding for the dispatch furniture consoles be transferred from Budget Line #4305 to Budget Line #4210 as part of the Armour Center Phase II project.

Building Committee Part II:

We met with Fleming Architects, Zellner Construction and Memphis Fire representatives on July 11, 2018 to review the numbers that have come in for the Armour Center Phase II project.

City of Memphis Budgeted	\$4,000,000.00
Shelby County 911	\$2,810,000.00
Total Budgeted	\$7,369,041.00
Project Cost	\$8,406,805.10
Difference	\$1,037,764.10
Console Funds Transferred into project	\$650,000.00
Difference (asking board to fund)	\$387,764.10

Director Chiozza advised due to the delays and increase in costs, more funding is needed.

Scott Fleming confirmed the increased costs are due to price increases resulting from supply and demand, material costs and labor costs. The cost is \$40K more than originally estimated.

I am requesting a motion that the Shelby County 9-1-1 Emergency Communications District Board approve an additional \$387,764.10 to complete the funding for the Phase II project. If approved the additional funds would be amended to Budget Line #4210 Other Professional Services (Engineers, Architects, etc.).

Director Kramer offered a motion to approve an additional \$387,764.10 to complete the funding for the Phase II project. The additional funds would increase Budget Line #4210.

Director Balee seconded the motion offered a to approve an additional \$387,764.10 to complete the funding for the Phase II project. The additional funds would increase Budget Line #4210.

The Board voted 5-0 to approve an additional \$387,764.10 to complete the funding for the Phase II project. The additional funds would increase Budget Line #4210.



NENA's Center Manager Certification Program (CMCP)

The following personnel have taken the NENA CMCP class during the NENA conference in Nashville and successfully passed.

1. Carlton Ray, Shelby County 9-1-1 District
2. Kristina Headley, Bartlett Police PSAP
3. LeQuisha Jones, Memphis Police PSAP
4. Dewanda Montague, Memphis Police PSAP

APCO Registered Public-Safety Leader RPL Certification (RPL):

APCO International's Registered Public-Safety Leader (RPL) Program is designed for individuals interested in developing a solid foundation of management and supervisory skills necessary for successful PSAP operations. APCO RPL certification is a 12-month long program.

The below personnel will be formally recognized as RPL graduates during the Distinguished Achievers Breakfast during the APCO conference.

1. Sean Lovejoy, Manager - Training / Quality Assurance, Memphis Police Department
2. Margaret Stiger, Supervisor, Memphis Police Department

APCO Conference:

The 2018 APCO Conference will be held August 4th – 9th. There will be many vendor booths and educational sessions to attend. Director Chiozza presented a few that may of be of interest:

Training Classes:

BEST PRACTICES OF A SUCCESSFUL CTO: TRAINING THE ADULT LEARNER

JULY 27 @ 8:00 AM - 5:00 PM

“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 adult learners is always a challenge, adding the factors of a high stressed work environment, the challenge reaches nearly impossible levels, all while meeting the needs for adult learners while also meeting the demands of a successful CTO Training Program

RIPPED FROM THE HEADLINES

AUGUST 20 @ 8:30 AM - 5:00 PM

In the past two years, we have seen more civil unrest than occurred in the previous 40 years. With this backdrop, police officers have been the target of assassinations. This class will address your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting. There is no other class on the market that addresses these issues in one comprehensive course.

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

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 (Admin. / Technical Staff attend)

Sincerely,



Raymond Chiozza, Director

Shelby County Emergency Communications 9-1-1 District

(901) 380-3900

email: rchiozza@shelbycounty911.org

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

The Board voted 5-0 to accept the Directors Report as presented.

Chair Anderson asked if there was any old business, hearing none, she asked if there was any new business.

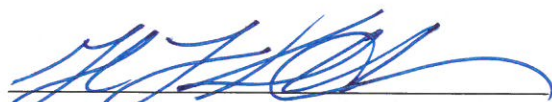
Memphis Fire Director Sweat added that the rebuilding of the 911 systems and the support of the ECD Board has produced great results such as quicker call time answering, data available to make better decisions and improved overall technology which has improved overall performance for the City of Memphis.

Chair Anderson requested a motion to adjourn the meeting.

Director Carter offered the motion to adjourn the meeting.

Director Cash seconded the motion to adjourn the meeting. The meeting was adjourned at 9:36 AM.

Approved by:


Secretary/Treasurer Glen Kneeland

Minutes transcribed by: Carmen Tyler, Accounting Manager