
SHELBY COUNTY EMERGENCY COMMUNICATIONS DISTRICT
Board of Directors Meeting Minutes
August 1, 2019

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 1, 2019, at 3150 Lenox Park Blvd. Suite 108, Memphis, TN 38115.

Call to Order and Roll Call

Chair Anderson called the meeting to order at 8:31 AM. She began a roll call of the Board members. Finding a quorum present, the meeting commenced.

Board Members Present:

Beky Anderson, P. Carter III, Glen Kneeland, M. Balee, B. Kramer, Clarence Cash Jr., M. Shull, R. Hollaway, Brenda Jones.

Board Members Absent:

S. Love.

Staff Members Present:

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

Introduction of Guests:

James Stokes, Kevin Spratlin, R. Thompson, S. Lovejoy, M. Spencer, J. Tow, A. Fischer, D. Taylor, W. Green, J. Hanna, S. Childress, K. Welch, R. Davis, R. Bailey, R. Ivory, B. Representatives from Highland Capital.

Review and Approval of June 6, 2019 Full Board Minutes

Chair Anderson confirmed everyone had the opportunity to review the minutes from the full Board meeting on June 6, 2019. 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 6, 2019.

Director Kramer seconded the motion to accept the minutes from the full Board meeting on June 6, 2019.

The Board voted 9-0 to accept the minutes from the full Board meeting on June 6, 2019.

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, 2018 through June 30, 2019 as follows:

- \$ 10.822 million total year-to-date revenue,
- \$ 11.967 million total year-to-date expenses,
- **\$ -1.145 million** total year-to-date income.

Director Kneeland presented a review of the previous fiscal year revenue and expenses for the period July 1, 2019 through June 30, 2020 as follows:

- \$ 0.00 million total year-to-date revenue,
- \$ 906.34 thousand total year-to-date expenses,
- **\$ 906.34** thousand total year-to-date income.

▪ Fund Balances and Investments

Director Kneeland presented a review of the Working Capital Accounts and Reserve Fund Account as of July 29, 2019 as follows:

- *Working Capital Accounts*
\$10.276 million total
- *Reserve Fund Account*
\$22.688 million total

▪ Highland Capital

Chair Anderson advanced the agenda to the next item for consideration: A presentation by Highland Capital.

Representative from Highland Capital was recognized advised First Tennessee Bank, the custodian of the investment accounts, will be increasing fees by more than three percent. This calculates to approximately nine thousand dollars annually. The options the Board has are as follows:

1. Remain with First Tennessee,
2. Move to a different trust company for the same fee,
3. Move funds to Schwab or TD America, incurring no fees.

The savings is approximately eight thousand dollars annually with no changes in portfolio management, and better online access.

After a brief discussion Chair Anderson requested a motion to transfer the investment funds from First Tennessee Bank to Schwab effective October 1, 2019.

Director Cash offered a motion to transfer the investment funds from First Tennessee Bank to Schwab effective October 1, 2019.

Vice-Chair Carter seconded the motion to transfer the investment funds from First Tennessee Bank to Schwab effective October 1, 2019.

The Board voted 9-0 to transfer the investment funds from First Tennessee Bank to Schwab effective October 1, 2019.

- Financial Transactions

- Director Chiozza presented a review of the financial transactions for the June 30, 2019.

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

Director Shull 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 9-0 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.

- The timeline for the Armour Center MFD grand opening will be held on Wednesday, August 21, 2019, at 10:30 AM.
- Administrative Office renovations will begin August 2, 2019 with an anticipated completion date of August 19, 2019.

Director Chiozza concluded his report.

Directors Report

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

Director Chiozza provided highlights on the following:

- Motorola Vesta 7.2

Motorola and Integrated Communications has begun installation of the Vesta 7.2 upgrade to the remaining PSAPs in Shelby County. ICI has completed the Collierville, Bartlett, and Germantown. Shelby County Fire and Sheriff-Office have begun the upgrade. Millington Police are scheduled next. Upon completion, the Text-to-911 solution will be implemented throughout the PSAP's.

- APCO Registered Public Safety Leader "RPL" Certification

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.

Roberta Ivory, Commander of the Shelby County Fire Department will be formally recognized as an RPL graduate during the 2019 APCO conference. Commander Ivory joins Sean Lovejoy & Margaret Stiger, Memphis Police Department as APCO RPL's from Shelby County.



NENA's Center Management Certification Program (CMCP) The following personnel have taken the NENA CMCP class during the NENA conference in Nashville and successfully passed.

1. John Hanna, Lt, Germantown Police PSAP
2. Sciara Childress, Lt. Germantown Police PSAP

- IT Technician

We will post this after we return from APCO.

- July 4, 2019 MPD Call Answer Times

A chart was provided to the Board

- Text to 9-1-1 Incident

The Board of Directors of the Shelby County 9-1-1 Emergency Communications District should be very proud we are installing the RapidSOS and Text-to-9-1-1 solutions. A rape/kidnapping victim was rescued.

- Proposal to Increase 9-1-1 Service Fees

During the May 2019 Tennessee Emergency Communication Board (TECB) meeting, the State Board voted to start the process of seeking a rate increase from the State Legislature. The current fee on all devices that can contact 9-1-1 is set at \$1.16. Of the \$1.16, \$0.02 goes to the Tennessee relay services/telecommunications devices access program (“TRS/TDAP program”) as provided in § 65-21-115. During this meeting a special called Board meeting was voted on and they convened June 11, 2019 to further discuss the issue. Since the May and June TECB meetings, the TECB has sent out two surveys for each ECD to complete. The second survey I was able to print a copy before sending it in to the TECB. Part II TECB District Revenue Expenditure Survey. There has been some suggestion from two organizations in the state, TN911 and the Tennessee Emergency Number Association (TENA) to raise the rate possibly to \$1.50. The reason for this is in 1998 the General Assembly approved \$1.50 as a reasonable and appropriate rate for landline accounts. This was when cell phones were only around 5% of the telephone accounts and operational costs for districts were much, much lower for a multitude of reasons. The two organizations are asking for ECDs to review and pass a resolution showing their support of the TECB taking the action to restore the rate to \$1.50. TENA wanted this by July 1, 2019 but some Boards, such as ours, will not meet until August 1, 2019. I advised I would present to my Board at that time.

Director Kramer offered a motion to table the resolution as the Board agrees to remain neutral.

Director Cash seconded the motion to table the resolution as the Board agrees to remain neutral.

The Board voted 9-0 to table the resolution as the Board agrees to remain neutral.

- **Memphis Fire Department Emergency Communication Nurse System (ECNS™)**

The ECNS is a comprehensive computerized clinical decision support system, used by an IAED certified Emergency Communication Nurse (ECN) that can be used for secondary triage of low-acuity 911 calls. Secondary telephonic medical triage, situated within the 911 Communication Center, is the practice of assigning alternative options to emergency response to lower classified patients who have called an Emergency Communication Center (ECC) and have been determined as not requiring a rapid, or even routine, ambulance response. The Memphis Fire Department PSAP went on-line with this program around July 1. The 9-1-1 District has two Motorola Vesta call-taking positions dedicated to the Nurses Triage program. Lieutenant Kevin Spratlin, with the Memphis Fire Department oversees the nurse triage program and the Healthcare Navigator Program.

- **2011 Tahoe Replacement Bid**

We will be issuing a Bid package for replacing the 2011 Tahoe.

- **Future Projects**

A link is provided to review the future projects.

- **Reminder**

The October Board meeting will be held on Thursday, September 26, 2019.

- **Addressing Decisions**

The District is working on a modification of the State of Tennessee law concerning addresses. The District would like to attempt to make a change to the TCA. We have asked Mike Marshall to investigate and see if we could get a sponsor.

We believe the local ECD needs to agree with any Street Naming or Street Numbering that is decided on between the legislative bodies of counties for unincorporated areas, and municipalities within their incorporated boundaries.

- 2019 Board Meeting and Conference Dates

The following dates in 2019 are set for the Executive Committee meetings and full Board meetings for the Shelby County 9-1-1 District. Note, the Board meeting date for April is set for Wednesday April 3, 2019 due to the holiday on April 4, 2019. The dates for 2019 conferences are shown below too. The October 3, 2019 meeting has been changed to Thursday, September 26, 2019 at 8:30 A.M.

Executive Committee Meeting Dates & Times	9-1-1 Board Meeting Dates & Times
Friday, January 25, 2019 8:30 a.m.	Thursday, February 7, 2019 8:30 a.m.
Friday, March 22, 2019 8:30 a.m.	Wednesday, April 3, 2019 8:30 a.m.
Friday, May 24, 2019 8:30 a.m.	Thursday, June 6, 2019 8:30 a.m.
Friday, July 19, 2019 8:30 a.m.	Thursday, August 1, 2019 8:30 a.m.
Friday, September 20, 2019 8:30 a.m.	Thursday, September 26, 2019 8:30 a.m.
Monday, November 22, 2019 8:30 a.m.	Thursday, December 5, 2019 8:30 a.m.

Conferences for 2019:

Annual Conferences	Location	Dates
NENA	Orlando, Florida	Friday, June 14 – Wednesday, June 19, 2019
APCO	Baltimore, Maryland	Saturday, August 10 – Thursday, August 15, 2019
TENA	Murfreesboro, TN	Sunday, September 8 – Wednesday, September 11, 2019

NENA – National Emergency Number Association
 APCO – Association Public Communications Officials
 TENA – Tennessee Emergency Number Association
 NENA 2019 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

Director Chiozza concluded his report.

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

Vice-Chair 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 9-0 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.


Chair Anderson then requested a motion to adjourn the meeting.

Vice-Chair Carter offered the motion to adjourn the meeting.

Director **Hollaway** seconded the motion to adjourn the meeting.

The meeting was adjourned at 9:15 AM.

Approved by:


Secretary/Treasurer Glen Kneeland

Minutes transcribed by: Carmen Tyler, Accounting Manager