

**BRISTOL TENNESSEE
EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF DIRECTORS' MEETING
October 19, 2016**

ITEM 1. Roll Call

Tim Eads – absent. A.D. Jones and Virginia Smelser were also present.

ITEM 2. Recognize Guests

Sgt. Antonino and Sgt. Graham were present.

ITEM 3. Minutes of Previous Meeting – September 21, 2016

Jim Messimer made a motion, seconded by Wallace Elliott, to approve the minutes from the September 21, 2016 Board meeting. Motion passed.

ITEM 4. Financials

A. Receipts & Expenditures

All receipts and expenditures were passed to each Board member for their review. There were five that required signatures on the checks for processing. These were approved and signed.

B. Treasurer's Report

Treasurer Warren presented and reviewed the monthly balance sheet, financial report and budget report. Todd Muncy made a motion, seconded by Dwayne Honaker, to approve the reports as presented. Roll call vote: Eads – absent, Elliott – yes, Honaker – yes, Messimer – yes, Muncy – yes, Wade – yes, Warren – yes. Motion passed.

ITEM 5. Old Business

A. Report on Operations & Equipment

1. Overview of Operations

a. Daily Operations

Operations are going well. We have been doing some general quality assurance testing for the group as a whole over the past three months. The testing is showing improvement each month. Within the next month, we will begin the individual quality assurance reviews using the new total response protocol system. Powerphone is working appropriately and we have allowed time for staff to become familiar with the process. The evaluations will include a pre-determined amount of police, fire, ems, and animal control calls for each dispatcher to be evaluated. Everyone will be evaluated on a monthly basis.

b. Personnel

Ms. Carrier was called in to sign her offer letter and she withdrew her application. This was the last on the previous test. We have

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orientation scheduled for October 20, 2016. After orientation, we will schedule the testing. At this time, we have one opening.

- c. Update on Next Gen 911 Equipment and Aurora Stats
As reported last month, Century Link was going to perform a traffic study on the 911 lines for the month of September to compare with the Aurora statistics for the same period. The numbers original came in 2262 911 calls per the traffic study and 1843 per Aurora. After sending that information to Century Link, they found a mistake in that one of our admin lines had been counted with the 911 trunks. We made the adjustment and the totals came up with 2068 calls by traffic study and 1843 by Aurora. This is a 225 call difference for one month. Again, this information has been passed on to Century Link and Mrs. Smelser is waiting on a response.

Also, at the recent TENA conference, Mrs. Smelser advised Mark Hill (Century Link) that according to our documentation, if they choose to credit us for the Aurora, we are due approximately \$34,081.98. He disputed this saying the most it could cost was about five or six thousand dollars. Since that time, Mrs. Smelser has pulled the original paperwork and confirmed there are charges for \$34,081.98 for the aurora system.

This month, we received a bill from Century Link for \$136,773.13 for the remaining owed on the original purchase and installation of the 911 equipment. Mrs. Smelser has requested itemized documentation in the form of the original price quote, what has been paid, and what is still outstanding to support this amount. A bill for \$23, 147.64 was also received for five years maintenance. There is some discrepancy on the dates for this contract and Mrs. Smelser have requested additional information.

We are awaiting a response from Century Link.

- d. Internal Control Policy
On page six of the Anti-Fraud and Control Program, Mrs. Smelser proposed the following additions:

“A minimum of two supervisory or management individuals will receive and open the mail, match invoices, receipts and statements, prepare the requisitions, reconcile the monthly bank statements and prepare the checks for review and signature.”

“All checks require two approved signatures.”

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“All deposits to the Bristol Tennessee Emergency Communications District accounts will be prepared by two individuals and delivered to the bank.”

The Board reviewed the document and after discussion, David Warren made a motion, seconded by Jim Messimer, to approve the changes as presented. Roll call vote: Eads – absent, Elliott – yes, Honaker – yes, Messimer – yes, Muncy – yes, Wade – yes, Warren – yes. Motion passed.

- B. Statistics
The monthly statistics were presented and reviewed.

ITEM 6. New Business

- A. Request for approval to pay one year maintenance on UPS \$5,147. The 2016-17 approved budget included \$5,000 for this item.
Mrs. Smelser presented the maintenance contract and documentation to the Board for their review. The board discussed the main plan and also the additional option of having the one time infrared scan. Todd Muncy made a motion, seconded by David Warren, to approve the maintenance portion only for a period of five contingent on review and recommendation of our attorney. Roll call vote: Eads – absent, Elliott – yes, Honaker – yes, Messimer – yes, Muncy – yes, Wade – yes, Warren – yes. Motion passed.

Mrs. Smelser will also determine with there has been any lapse in coverage or if there will be any other costs incurred with the implementation of this contract.

ITEM 7. Discussion Items

City is hosting a reception for the boards and commissions on October 25, 2016 from 5:30 to 7:00 p.m. at the Foundation. The members should receive an invitation by mail.

Mrs. Smelser advised the Board that during the recent TENA conference and a TECB training committee meeting, the topic of a training supplement for 911 telecommunications came up. The state is going to pursue this in the coming year or two. In the meantime, some 911 centers have implemented an annual training in house supplement for the personnel that complete certain training goals. The amount would be the same as the police or fire supplements from the state. This is an approved expense under 911 regulations. Kingsport has implemented this process and the supplement checks will be distributed for their personnel in December. The Board has Mrs. Smelser to obtain more specific information on this matter and report back at the next meeting.

ITEM 8. Other Matters

ITEM 9. Citizens and Delegations Presentation

ITEM 10. Next meeting November 16, 2016