



Jefferson County Emergency Communications

Meeting Minutes

Jefferson County 911 Emergency Communications Board

July 16, 2020

The Jefferson County 911 Emergency Communications Board convened a regularly scheduled meeting on July 16, 2020 at 1:00 p.m.

Chairman Tom Maursetter presided over the meeting and called the meeting to order. Member Phillips and Coffey were absent.

I. Approval of Minutes

The minutes of the Board's April 2020 meeting were reviewed. Member Cotter moved to approve the minutes. Member Price seconded the motion. The Board voted in favor of adopting and approving the minutes as presented.

II. 2019-2020 Budget Amendment 5

Director Crowther presented the Board with 2019-2020 Budget Amendment 5. The amendments clean up line items for year end. The bottom-line balance is unchanged. Member Turner moved to approve the budget amendment. Member McRae seconded the motion. The Board voted in favor of adopting and approving the budget amendments as presented.

III. Financial Report

The financial statement for the fourth quarter (Apr-June 2020) and balance sheet as of June 30, 2019 were reviewed. The report shows revenue received totaled \$395,777.80 and expenses totaled \$311,108.70. The cash balance as of the June 30, 2020 balance sheet totaled \$1,284,085.62. Member Turner moved to approve the financial report. Member Ballinger seconded the motion. The Board voted in favor of adopting and approving the financial reports as presented.

IV. Call Report Jan-June 2020

The call report for Jan-June 2020 shows that 62,651 phone calls were processed. This is an increase of 36% over the same period last year. There were 30,113 calls assigned to public safety agencies which is a 12% decrease for the same time last year. Officer initiated activity is down as well. Many of the phone calls that are received are being handled

without being assigned to an agency or are informational in nature. The board was presented with a breakdown of calls assigned to agencies. The district assigned 195 addresses and 7 new road was established. The radio system processed 326,145 radio transmissions.

V. OTHER BUSINESS BY THE DIRECTOR

Director Crowther advised the board of several projects that were completed or near completion, which include:

- Mobile CAD Smart Phone App is available and in-service for all emergency responders. This allows CAD calls to be viewed and status updated related to specific units. There has been positive feedback.
- Hyper Reach Mass Notification Alerting is in-service and has been utilized on a couple of incidents already. This system allows us to keep the community alert to emergency situations.
- Dispatch by AVL – Allows dispatchers to send to closest unit to calls for service, which utilizes resources in a more efficient manner. All responders with Mobile CAD and/or AVL are utilizing the system and it is working well.
- APCO Call Handling software – Protocols are in development and being intergraded with the software.
- Text-to-9-1-1, system is live with AT&T and US Cellular. The communications center can currently receive live text to 9-1-1 calls from these carriers. There have been two live text calls received requesting emergency services. We are still awaiting Verizon, Sprint, and T-Mobile to update their system to allow live traffic. Once that is complete, we will do a public notice informing the community that we can receive 9-1-1 text calls.
- Digital Radio Project – Has made great improvements in areas of the county that we had no radio coverage, such as Strawberry Plains. Talbott and White Pine have poor portable coverage. We are working with our Vendor to find a solution. Currently, we have a request with State Forestry to add a tower to the Bays Mountain Site, which would be higher in elevation than the current location. We are also identifying areas in the Talbott community. Finally, there has been discussion with White Pine to join their site. All options are being reviewed to improve coverage.

VI. ADJOURN