



# Jefferson County Emergency Communications

Meeting Minutes

Jefferson County 911 Emergency Communications Board

April 21, 2022

A public hearing was held reference to 2023 Budget. There was no one from the public present.

The Jefferson County 911 Emergency Communications Board convened a regularly scheduled meeting on April 21, 2022, at 1:00 p.m. at the Jefferson County Emergency Services Center.

Chairman Jeff Coffey presided over the meeting and called the meeting to order. Member Phillips, Price and Gibson were absent for the meeting.

## **I. Approval of Minutes**

The minutes of the Board's January 27, 2022, meeting was reviewed. Member Turner moved to approve the minutes. Member Ballinger seconded the motion. The Board voted in favor of adopting and approving the minutes as presented.

## **II. Financial Report**

The financial statement for the third quarter (January-March 2022) and balance sheet as of March 31, 2022, were reviewed. The report shows revenue received totaled \$375,437.69 and expenses totaled \$370,080.55. The cash balance as of the March 31, 2021, balance sheet totaled \$1,454,688.70. Member Cotter moved to approve the financial report. Member Turner seconded the motion. The Board voted in favor of adopting and approving the financial reports as presented.

## **III. Consider FYE 2023 Budget for Approval**

The board was presented with the Budget for FYE 2023 for consideration. The budget is similar to that of last year as there is no additional contributions from local government and expenses are similar. The plan uses 93,395 from fund balance, however there is a depreciation expenses of 95,000 that will offset those funds. Reserve balance is healthy and there are no planned Capital Expenses within the budget as presented. Member Turner moved to approve the FYE 2023 Budget. Member Ballinger seconded the motion. The Board voted in favor of adopting and approving the budget for FYE 2023 as presented.

## **IV. Third Quarter 9-1-1 Report**

The Third Quarter 9-1-1 Activity Report was presented to the board for review. The report shows that CAD cards increased by 10.88%, 9-1-1 call volume decreased by 2.12%, Administrative Calls increased by 1.52% and radio traffic increased 5.02%. In general, 9-1-1 has been busier during this period over the same time last year. Quality assurance reviews, fire dispatch times and the increased workload of the mapping division were all presented within the report.

## **V. Other Business by Director**

The director provided the board with an update on staffing within the department. There is a lack of applicants applying for open positions. Currently there are six unfilled positions with few applicants being turned back in. There are two new employees in training and two in the testing phase. This is a concern as if positions are not being filled the services provided will not meet the expectations of our stakeholders and the public. When callers call 9-1-1 the phone will ring longer and units calling on the radio will not get the prompt response that is required. Staff has been doing everything

possible to recruit, however we are up against private sector jobs that are paying more money. It was noted that Hamblen County 9-1-1 is in the process of a staffing salary study, and they are willing to share the information within the report with us for further discussion.

There was discussion about pay and where employees are going for employment upon resignation. It was agreed that private sector positions are offering a lot more per hour than public safety in general.

The board was updated on the new dispatch console furniture installation, which is scheduled for installation the week of May 9<sup>th</sup>.

Chairman Coffey requested that a letter be drafted to Southern Software from the Board requesting a written response regarding the PSAWARE app. Southern Software sales staff presented the product to be able to send notifications to individual users of call types that the user wanted to choose from. This functionality has never been implemented, and the company has provided several excuses and dates of when the product would be functional. To date the product still is not working as the sales rep presented.

There were no objections from the board for the Director to draft a letter asking for an explanation.

## **VI. Adjourn**

Without Objection the meeting was Adjourned.