

**APPROVED & ADOPTED BY TECB AT THE  
TECB MEETING ON MARCH 19, 2025.**

**Meeting Minutes  
Tennessee Emergency Communications Board  
January 22, 2025**

The Tennessee Emergency Communications Board (“TECB”) convened a meeting on Thursday January 22, 2025, at 9:30 a.m. in Conference Room 1-B of Davy Crockett Tower in Nashville, TN with a quorum of members in person.

Director Sutton called the meeting to order.

- The following member(s) attended the meeting physically:
  - o Brad Anders
  - o Hon. Gary Davis
  - o Hon. Blake Lay
  - o Seth May\*
  - o Kristy Meggs
  - o Phillip Noel
  - o Eric Ritzman
  - o Jennifer White
- The following member(s) attended the meeting electronically:
  - o Crystal Yokley (was disconnected from Teams for roll call, rejoined at 9:39 a.m.)

\*The Comptroller designated Seth May to fill in for Greg Cothron for this meeting.

A quorum being present, Director Sutton commenced the meeting.

**I. Comment Period**

- Executive Director Sutton read written statements regarding the proposed 911 surcharge rate increase to the Board from the following people:
  - o Steve Martini, Davidson County ECD
  - o Eric Carpenter, Hamblen County ECD
  - o Joey King, Marshall County ECD
  - o Roy Sullivan, Cannon County ECD
  - o Justin Crowther, Jefferson County ECD

**II. Approval of Minutes**

The minutes of the Board’s November 6, 2024, meeting were presented and reviewed. Mayor Lay moved to approve the minutes. Member May seconded the motion. The Board members present voted unanimously to adopt and approve of the minutes. (Due to technical

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problems, Member Yokley had not yet reconnected to Teams and did not vote on this motion.)

### **III. New Business**

#### **A. Distribution Formula Review Committee Recommendation**

The Distribution Formula Review Committee will meet on January 21, 2025, to make recommendations on how the Board may implement the proposed rate increase.

**Board Motion:** Member Noel moved to approve the Policy 15 amendment as recommended by the Committee. Member Ritzman seconded the motion. The Board members present voted via roll call as follows:

- Brad Anders – Aye
- Hon. Gary Davis – Aye
- Hon. Blake Lay – Aye
- Seth May\* – Nay
- Kristy Meggs – Aye
- Phillip Noel – Aye
- Eric Ritzman – Aye
- Jennifer White – Aye
- Crystal Yokley – Aye

#### **B. Surcharge Increase**

The Board's Financial Study Committee met on October 21st. The committee voted to recommend the Board increase the 9-1-1 fee from \$1.50 to \$1.86. The current rate of \$1.50 took effect January 2021. The committee based its recommendation on the rate of inflation since 2018. It also noted that Alabama had a 9-1-1 fee of \$1.86 from 2019 to 2024 and therefore that fee was "market tested" (Alabama's 9-1-1 fee is currently \$2.23).

The committee proposed a \$1 million cap from the new revenue for each district. It also recommended a \$3.6 million set aside for TECB technology upgrades and \$5.4 million set aside for voluntary consolidations.

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The Board held a public hearing regarding the proposed rate increase on December 10th at 9:30. It also held a special called meeting that afternoon, during which the board created the Distribution Formula Review Committee.

**Board Motion:** Member Ritzman moved that based on a need found from the distribution formula review committee that the 911 surcharge rate be increase to \$1.86. Member Noel seconded the motion. The Board members present voted via roll call as follows:

- Brad Anders – Aye
- Hon. Gary Davis – Aye
- Hon. Blake Lay – Nay
- Seth May\* – Nay
- Kristy Meggs – Nay
- Phillip Noel – Aye
- Eric Ritzman – Aye
- Jennifer White – Aye
- Crystal Yokley – Nay

#### **IV. Staff Reports**

##### **A. Report of the Executive Director**

###### **1.Call Volume and Support Ticket Metrics**

For the 2nd quarter of fiscal year 2025, call volumes were slightly lower than expected. October was consistent with past year's call volumes, however, the call volumes from November and December were lower than anticipated. As compared to 2023, October saw a 2% increase in call volume, however November saw roughly a 4% decrease. December was essentially unchanged. The quarter saw the lowest call volume since 2020. Overall, throughout the calendar year of 2024, Tennessee experienced a 2% decrease in call volume as compared to 2023.

Wireless calls account for 90% of all 9-1-1 calls in Tennessee, however, VOIP increased to 7% and Wireline decreased to 3%, for the 5th straight month. The migration from analog phone service to wireless and VOIP service is a nationwide trend and is unlikely to change.

The highest call volumes per PSAP are consistent with previous years. The districts representing the four large metropolitan areas of Memphis, Nashville, Knoxville, and Chattanooga, processed half of the state's calls.

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Two hundred support tickets were closed across the state this quarter – 174 were trouble tickets while the remaining 26 were classified as maintenance or 3rd party related.

## **2. TECB Activities**

Jennifer Schwendimann and I attended the Upper Cumberland Directors' Association's conference in Crossville on November 7th.

The staff will attend the 9-1-1 Winter Workshop from January 27th-30th. The staff will also participate in the 9-1-1 Director's Association Conference in Franklin on February 19th-20th.

## **3. Cybersecurity Grant Update**

Executed 2023 DGAs: 99  
Outstanding 2023 DGAs: 1 (Franklin)  
Executed 2024 DGA Amendments: 99  
Outstanding 2024 DGA Amendments: 1 (Franklin)

Submitted reimbursement requests: 48 (each ECD may submit requests until their \$ is gone)  
Issued Reimbursements: 45  
Total Amount of grant funds distributed: \$ 711,013.33  
Remaining balance of grant funds: \$ 4,788,986.67

## **4. One-Page Information Sheets**

At the end of the packet is an updated one-page information sheets. They will be added to our website. The one-page information sheets are generally updated quarterly prior to each Board meeting to reflect the status of our ongoing projects. We encourage the 9-1-1 community to review and utilize these information sheets.

## **B. Report of the Fiscal Director**

Correction – An outdated worksheet was included as “Tab 13d. FY2023 Local Support analysis” in the November packet. The corrected form is included in this packet. – **Tab 25a**

### **i. TECB Financial Update**

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For the period from July 1, 2024, through November 30, 2024, expenditures of \$61,386,365.43 and revenues of \$53,273,734.46 were recorded.

A comparison schedule of the financial status through the same period last fiscal year was included in your packet. Major highlights to note are: –Tab 25b

1. Salaries and benefits increased because of state changes.
2. Travel cost increased because of staff attendance at out of state national conferences.
3. The Professional Services increase includes more use of consultants and \$133,000 FY2024 cost which was not recognized and billed in that fiscal year.
4. Grants and Subsidies expenditures decreased by \$3,408,242 mainly because distributions reflect change in base funding law with shift from annual payments to bi-monthly payments.
5. Computer Related Items - \$735,000 non-recurring special construction charges compared to \$441,000 in FY2024.
6. State Services – increase mainly for TECB share of Vexcel Wide Area Imagery with Sanborn Map Company of about \$245,000 not paid in 2024.
7. Revenue surcharge collections are up about 2%.

**ii. Fund Balance**

On September 23, 2024, the FY2024 ending fund balance was calculated by Department of Finance and Administration staff to be \$44,837,131.76. Calculations of the fund balance start with this amount. The amount of cash in the Emergency Communications Fund changes with daily transactions and on January 8, 2025, the calculated amount was \$25,604,390.62.

**iii. District Financial Status**

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As of January 8, 2025, there are 69 FY2024 audits on file with the Comptroller of the Treasury and eight (8) of them report negative changes in net position. Two (2) have a third year of negative change and the other six (6) have their first year of negative change. The two districts with three (3) consecutive years of negative change have depreciation expense greater than the negative change in all three (3) years and are therefore not considered as financially distressed in accordance with TCA 7-86-305(c). Policy 6 activities are being followed.

The Local Government Audit contact, Lisa Bellar, communicated that the Johnson Co. ECD auditors have not received necessary and requested documents from the district. The district has not responded to communication attempts by Comptroller's Office as of January 7.

## **V. Vendor Reports**

### **A. MCP Report**

MCP provided an update on the July regional roadshows and Text-to-911.

### **B. AT&T Updates**

AT&T Provided a report on its progress with NG911 2.0 and that presentation is appended to these minutes.

## **VI. Adjourn**

**Date for Next Scheduled Meeting March 19 at 9:30 a.m. Central Time.**

## **APPENDICES:**

- **Appendix A:** Board Packet for January 22, 2025 Meeting
- **Appendix B:** Motion and Vote Tracker for January 22, 2025 Meeting