

1 STATE OF TENNESSEE
2 DEPARTMENT OF COMMERCE AND INSURANCE
3 TENNESSEE EMERGENCY COMMUNICATIONS BOARD

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BOARD MEETING
October 31, 2013

Ad Litem Reporting
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Reported by: Tracy Wilkes, LCR

1 BOARD MEMBERS PRESENT:

- 2 Randy Porter, Chair
- Ike Lowry, Vice Chair
- 3 Mark Archer, Member
- Rachel Newton, Member
- 4 Steve Smith, Member
- Jimmy Turnbow, Member

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6 BOARD MEMBERS NOT PRESENT:

- 7 James Sneed, Member
- R. Hal Buttram, Member
- 8 Barbara Blanton, Member

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STAFF MEMBERS PRESENT:

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- Lynn Questell, Executive Director
- 11 James Barnes, Accounting Manager
- Curtis Sutton, Assistant Direct & General Counsel
- 12 Amber McDonald, Director of Government & External Affairs
- Robert McLeod, Director of Audit
- 13 Jay Goldman, Accountant
- Eddie Burchell, Chief of 911 Technical Services

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1 CHAIR PORTER: Okay. Good morning.

2 Welcome everyone this morning to -- kind
3 of a rainy morning. This is the October 31, 2013,
4 meeting of the Tennessee Emergency Communications Board.

5 Let the record show that we have a
6 quorum this morning.

7 Welcome all of you. We have this little
8 thing -- two little things that we need to make an
9 adjustment to in the agenda.

10 Lynn, I think we have a couple items
11 that we need to move. If you want to tell us about
12 that.

13 MS. QUESTELL: Well, the first thing is
14 that we neglected to put the budget on the agenda. So
15 we would need a motion from one of the board members to
16 add the budget to the agenda, and we're prepared to talk
17 about that.

18 The other thing is we have on the
19 agenda -- Cricket is here to talk to the Board. And the
20 gentleman from Cricket -- Tim Laughlin -- is here from
21 San Diego and has a plane to catch. He wants to be able
22 to get home to do Halloween with his kids -- and I hope
23 the weather is much better than it is here -- so it
24 would be really helpful if we could move them up to the
25 first action item.

1 CHAIR PORTER: You've heard the request
2 of Staff that we move Cricket to "(b)i" and move the
3 budget and make it "(b)ii" and move all those other
4 items down.

5 What's the will of the Board?

6 MEMBER TURNBOW: So moved.

7 CHAIR PORTER: Motion by Mr. Turnbow.

8 MEMBER LOWRY: Second.

9 CHAIR PORTER: Second by Mr. Lowry that
10 we make those changes to the agenda.

11 Any discussion?

12 (Pause)

13 CHAIR PORTER: Hearing none, all in
14 favor say "aye."

15 BOARD MEMBERS: Aye.

16 CHAIR PORTER: All opposed, like sign?

17 (Pause)

18 CHAIR PORTER: Motion carried.

19 We added a public comment period item
20 that the -- that Carolyn Mason had asked to speak to the
21 Board this morning for the comment. She is not present,
22 so we'll skip that and move on to the meeting agenda.

23 First item on the agenda is the report
24 from the executive director.

25 Lynn?

1 MS. QUESTELL: Thank you, Mr. Chairman.

2 I want to first report on misroute and
3 call anomalies. From what I can gather we don't have
4 more misroutes or call anomalies than our normal. But
5 normally we don't get reports of all of them.

6 I think there are nine reports since the
7 last board meeting, but only one of them is related to
8 the Next Generation 911 deployment.

9 But with that, we had a trouble ticket
10 on August 12th. That was U.S. Cellular and T-Mobile
11 Wireless calls incorrectly routed from the Cumberland
12 Plateau to Metro Nashville. With T-Mobile it was the
13 ESRK ranges, and they we reloaded into the carrier --
14 reloaded by the carrier and Intrado. And that resolved
15 the issue.

16 The U.S. Cellular was related to a
17 timing problem, and that was -- the fix was implemented
18 by AT&T.

19 We had a ticket September 10, 2013.
20 Various sites reporting call routing issues. Metro
21 Nashville got them from multiple locations.

22 This was a NG911 related issue, and it
23 was as they were uploading some -- that new software for
24 the call transfer issue. It had a problem and since we
25 have 100 percent redundancy they were able to

1 immediately shut down that software and keep the whole
2 system running. And a later software adjustment
3 corrected the issue. That was the NG911 issue.

4 We had a problem -- trouble ticket on
5 September 11th. Hamilton County misroute report from
6 Johnson City. Report of a wireless call that had routed
7 from Washington County to Hamilton County.

8 This was -- TCS verified with AT&T that
9 on one ALI dip for this ESRK there was an incorrect ESN
10 that had been provided by Intrado that resulted in the
11 call being incorrectly routed to Hamilton County. This
12 has been checked over a hundred times since that
13 occurrence and the calls have routed correctly. This
14 was just an isolated incident.

15 We have a trouble ticket on the 13th of
16 September from Giles County. Two 911 VoIP calls made
17 from the same location routed to Giles County rather
18 than to Murray County.

19 TCS reached out to the carrier -- which
20 was Nuvox. Local switch tech determined that this was
21 due to the caller being set up for a wide area dialing
22 plan in the incorrect county. And TCS advised the Nuvox
23 subscriber they needed to have their dialing plan
24 adjusted.

25 Misroute on October 11th from Sevier

1 County to Cumberland County. It was determined this was
2 due to a database issue with the Mobile Positioning
3 Center -- that's Legacy TCS -- that caused the default
4 routing. This was fixed immediately.

5 Trouble ticket on October 12th. Putnam
6 County PSAP received three misrouted calls from White
7 County. It was determined there was a spike in traffic
8 at White County and these calls overflowed to Putnam
9 County. That was the White County alternative routing
10 plan put in play.

11 There was a trouble ticket on
12 October 16th. Misrouted call from Carter County from
13 Chattanooga. AT&T and TCS are working to resolve a
14 possible ESN issue on the ESRK range.

15 We had a trouble ticket on October 17th
16 from Overton-Pickett. Misroute to Metro Nashville.

17 There was an e-mail from Frontier that
18 stated that calls intended for Overton-Pickett were
19 misrouting to Metro Nashville. After working with AT&T
20 it was determined this was due to an earlier ALI timing
21 issue in an earlier ticket. And this was resolved by
22 AT&T adjusting ALI timeout values.

23 On the 17th of October there were
24 misrouting calls in Fentress County. They were intended
25 for Fentress and misrouting to Overton-Pickett. The

1 Pickett wireless trunks went offline due to wiring and
2 controller issues at the PSAP. When Frontier
3 Communications attempted to re-route the wireless
4 traffic intended for Pickett to the Overton wireless
5 trunks they unintentionally reassigned Fentress traffic
6 to Overton instead.

7 And that's the list of misroutes and
8 call anomalies.

9 There were two outages. One of them
10 were NG911 related.

11 Ticket for October 2nd, Millington PD
12 lost commercial power on October 1st. The site was in a
13 full outage condition for approximately eight hours.
14 And the analysis is ongoing. I'm not sure they know
15 what the cause was.

16 And October 6th there was -- on the
17 Plateau -- and particularly Overton-Pickett wireless
18 calls were receiving "call cannot be completed." This
19 impacted Fentress, Cumberland, Clay, and Overton PSAPs.
20 And a bridge was set up with TCS, Intrado, and AT&T. It
21 was determined that it was the T1 between the AT&T
22 groomer and the Frontier selective router. The T1 was
23 taken out of service and correct routing was restored.

24 So that's the outages.

25 Reporting on the ECD activities. I'm

1 really pleased to say that both Henderson and Hamilton
2 County ECDs have joined the list of Tennessee PSAPs that
3 have satisfied the training requirements to be 911
4 partners with the National Center for Missing and
5 Exploited Children.

6 Tennessee has 20 partners, and that's
7 really more than twice as much as any other state.

8 Status of recurring operational funding.
9 As of October 15th, \$7,225,000 from the annual recurring
10 operational funding allocation was processed and paid to
11 the districts. The entire allocation for the year is
12 \$21.6 million, so that's a chunk of it.

13 The annual payment of \$1,010,000 to
14 support GIS Mapping Maintenance was paid to all
15 districts on August 9th.

16 The annual payment of \$2,220,000 to
17 support dispatcher training was also paid on August 9th.

18 The status of NG911 Equipment
19 Reimbursement. As of October 15th seventy-six districts
20 had been paid or are in the process of being paid for
21 requests for NG911 controllers in the total amount of
22 \$16,952,000.

23 The status of the 450,000 Essential and
24 Necessary Equipment Reimbursement. As of October 15th
25 ninety-eight ECDs have either been paid or are in the

1 process of being reimbursed for requests totaling
2 \$22,870,000. That's since the beginning of the program.

3 Nine districts have requested the
4 maximum amount; two have not initiated any documentation
5 toward tapping that amount, but I hear that Oak Ridge is
6 about to.

7 The status of the GIS and TIPS Incentive
8 Funding. The August payment totaled \$2,301,000, and
9 that's going to be down on the agenda for the 98 percent
10 accuracy for the December payment.

11 Okay. TECB activities. I'm really
12 proud to announce that Eddie Burchell, chief of our 911
13 technical service, received his ENP -- which is
14 Emergency Number Professional -- certification from NENA
15 in August.

16 Randy and I appeared before the
17 Government Operations Committee's joint subcommittee on
18 judiciary and government on September 18th. And it
19 should be noted that our performance had no findings.
20 We shared that with the committee at that time.

21 I've been -- I was asked twice in the
22 last month to come talk about the Next Generation 911
23 project. Once was at a telecommunications policy summit
24 at Murray State in Murray, Kentucky. They actually have
25 a telecommunications degree that you can get and a

1 master's degree.

2 And I was asked at a joint meeting of
3 the Tennessee and Kentucky Telecom Association meetings
4 in Bowling Green to talk about a state's view of the
5 deployment of NG911.

6 And I will be attending a meeting of the
7 National Association of State 911 Administrators from
8 November 4th through November 7th. And the primary
9 issue that that group will be addressing is 911 funding.

10 TECB committee activities. We're
11 planning to schedule a meeting of the Operations
12 Committee in December or January to talk about
13 maximizing the flexibility of alternate routing. We'll
14 have someone kind of come in and really talk at length
15 about that, because you can have an alternate routing
16 plan for specific situations. Larger PSAPs can decide
17 that they want certain number of calls from a certain
18 sector to go to one alternate PSAP and have others -- so
19 we'll have a discussion about that.

20 And lastly, the NG911 update. As of
21 October 25th all but two wireless carriers that are
22 direct connection to the infrastructure had completed
23 their deployment, and the last two really only had like
24 a handful of PSAPs left to go.

25 I want to thank the wireless carriers.

1 They have been incredibly helpful through this process
2 and very cooperative. This is a collaborative project
3 and their assistance in this has been deeply
4 appreciated.

5 As far as the deploying PSAPs, the
6 software to address the call transfer issue was
7 installed on September 10th. Since then deployment of
8 PSAPs has continued.

9 As of October 25th one hundred
10 thirty-three PSAPs have the equipment necessary for
11 connecting to the 911 -- the NG911 infrastructure.
12 Service orders for 140 PSAPs have been submitted, and
13 circuits connecting 134 PSAPs have been completed.

14 Forty-seven PSAPs have been connected to
15 the infrastructure and are accepting live wireless 911
16 calls. Sixty-three have completed their 911 testing.
17 We are having a real issue with having controllers be
18 ready for connecting to the infrastructure.

19 And this is also part of the whole
20 collaboration stuff that -- and we're going to try to
21 communicate with them and get this going a little bit
22 better -- because in some situations our team has gone
23 back to PSAPs to work on this over five or six times.
24 It's kind of like we're doing some beta testing and
25 that's -- we need to kind of do that better than that.

1 So just a reminder that the deadline for
2 the 98 percent accuracy for address points is
3 December 1st.

4 That's my report.

5 CHAIR PORTER: You've heard the report
6 from our executive director.

7 Any questions?

8 MEMBER ARCHER: I have one.

9 Lynn, does -- if the districts -- do we
10 have -- some districts that don't meet the 98 percent
11 and get money withheld, will they be able to recover
12 that money once they get up to --

13 MS. QUESTELL: Absolutely. The TIPS/GIS
14 incentive money goes out three times a year. We would
15 just be withholding the December payment. The next
16 payment is April. It would be the December payment.

17 MEMBER ARCHER: The one they missed
18 would be included once they got up to the 98 percent?

19 MS. QUESTELL: I must say that there's
20 been a real push to get up to it and all but a handful
21 of districts have. It's really great, the amount of
22 work they're putting in.

23 MEMBER ARCHER: Thank you.

24 CHAIR PORTER: Any other questions?

25 (Pause)

1 CHAIR PORTER: All right. We'll move on
2 to the next item, which is Staff's Recommendations for
3 Extensions of Landline Rates in Humphreys, Rhea, Unicoi,
4 and Washington County ECDs.

5 Remember this is basically -- we don't
6 require a motion or anything on this. Staff gives you
7 their recommendations and if nobody has any objections
8 they'll be extended.

9 Lynn, do you want to talk about anything
10 with them special?

11 MS. QUESTELL: No, not special. Just
12 noting for the record the landline rates in Humphreys,
13 Rhea, Unicoi, and Washington were reviewed under
14 Policy 14 and Staff's analysis of the records and
15 reports filed by the districts show that the
16 contributions by other governmental entities to the
17 districts have not been reduced and the justification
18 for the rate increases remain valid.

19 And Staff sees no reason why the current
20 rates -- the current landline rates should not be
21 extended.

22 CHAIR PORTER: You've heard Staff's
23 recommendations.

24 Anybody have any issues with any of
25 those extensions?

1 MEMBER ARCHER: I make a motion to
2 approve.

3 CHAIR PORTER: We don't need a motion.
4 We just -- if anybody has an objection.

5 (Pause)

6 CHAIR PORTER: All right. We'll let
7 those stand then.

8 All right. Next item on the agenda is
9 Consider Request for Cost Recovery by Cricket.

10 If you'd like to come up, sir, to that
11 podium and tell us your name and title for the record,
12 please.

13 MR. RIDLEY: Mr. Chairman, members of
14 the board, staff members of the Emergency Communications
15 Board, I'm Nathan Ridley. I'm a lawyer here in
16 Nashville with the firm Bradley, Arant, Boult &
17 Cummings.

18 Our firm has been pleased to represent
19 Cricket Communications for 14 years now. They've been a
20 good client for us and a good corporate citizen here in
21 Tennessee.

22 On behalf of Mr. Tim Laughlin, who is
23 here with me today from the corporate headquarters in
24 San Diego, and myself, we're grateful for your service
25 on this board and also scooting us up on the agenda.

1 There are two trick-or-treaters in San Diego that are
2 going to be pretty happy he's carrying the flashlight
3 instead of them.

4 As you can tell, I like to talk. Your
5 executive director has already encouraged me to be
6 bright, brief, and gone. So without further ado I have
7 a long time management team member from Cricket
8 corporate office in San Diego -- and presently Mr. Tim
9 Laughlin is the acting treasurer for Cricket, and he'll
10 make our presentation for Cricket's 911 cost recovery
11 for wireless carriers and Cricket's participation in
12 that this morning.

13 CHAIR PORTER: If you don't mind, Tim,
14 you can come on up to the podium, and then Lynn, I
15 think, would like to kind of get us started off with a
16 brief summary for the board members so we can understand
17 where we're at and what we're talking about.

18 MS. QUESTELL: Thank you, Mr. Chairman.

19 This issue arose after the Board changed
20 its funding policy at the December 24, 2009, meeting.
21 The Board had had a policy of providing 100 percent cost
22 recovery to wireless carriers. The Board initiated this
23 policy because the FCC required it for a while and then
24 it rescinded that policy.

25 And it also authorized wireless carriers

1 to collect the cost of enhanced 911 service from their
2 customers around that time. So the Board in recognition
3 that the districts were facing significant decreases in
4 wireline revenue decided that it would change its policy
5 of providing 100 percent cost recovery to wireless
6 carriers to just providing 5 percent cost recovery. And
7 that policy became effective on January 20th, 2010.

8 And as part of the cost recovery
9 requirements the Board has always required carriers to
10 enter into an agreement and a cost recovery plan so that
11 we know what is to be expected from the -- what's
12 approved cost recovery stuff -- what we've all agreed
13 on, and we've required carriers to enter into a new
14 contract when the Board changed from 100 percent to
15 5 percent.

16 Cricket had a cost recovery plan that
17 was -- that it received cost recovery on when it was
18 100 percent. And then the issues arose in getting a
19 cost recovery plan after the new policy became
20 effective.

21 Do you have anything you wanted to add
22 to that, Tim?

23 MR. LAUGHLIN: Yes.

24 First of all, I want to thank you for
25 covering for me while I was dealing with my

1 technological issues. That was helpful. I think you
2 covered all the important points. I have a presentation
3 that's entirely too long, and so I'm not going to go
4 through the whole thing.

5 First, I just want to tell you thank
6 you. I really do appreciate that you even made time for
7 me at all today. I know you have much weightier matters
8 to deal with, so I'll be -- I promised Lynn that I would
9 be brief.

10 And also thank you very much for moving
11 me up. And thank you on behalf of my wife and Luke
12 Skywalker and a cute little flamingo.

13 So the reason why I have this
14 presentation -- I do have a one-pager for you that hits
15 the highlights. What I wanted to give was a little
16 context behind why we're here. And, again, I promise
17 that I will be as brief as possible. And I have a
18 stopwatch here.

19 So a few things about Cricket -- and I
20 just wanted to give you an overview. It's displayed
21 over here, as well as behind you (indicating).

22 We are a public company. We are a
23 relatively large company. What's really special about
24 us -- or one very special thing about us is we were
25 nothing until we launched in Chattanooga, Tennessee.

1 Tennessee has really made us who we are. Tennessee is
2 important in our initial growth. We're up to almost
3 5 million customers. The seventh largest wireless
4 carrier in the U.S. and training to be the fifth with
5 all the consolidation and stuff that happens.

6 It's important to note that there's a
7 chasm between the top four and the rest of us. We
8 really are a small company. We're very lean. We're
9 very cost-focused. We're very unique in terms of what
10 we provide customers.

11 And that's -- this is context for why
12 cost recovery is so important to us. We've always been
13 an innovator. We were the first carrier to provide
14 unlimited talk to customers. We were the first to
15 provide unlimited text, first to provide unlimited video
16 messaging, first to provide unlimited mobile Web,
17 unlimited long distance, unlimited long distance to
18 Mexico.

19 We pack as much as we can into our plans
20 because we believe it's very important that your
21 citizens -- our customers have access to all the
22 wonderful wireless services that technology brings. And
23 we do that at the very lowest cost possible.

24 That shows in the things -- since we
25 don't have termination fees; we don't have contracts; we

1 don't do credit checks; we don't have any hidden fees;
2 we let people pay for service and not pay -- come and
3 go.

4 As you can see, we serve a
5 demographic -- our demographics are very different from
6 the big carriers, and we do it quite cost-effectively.
7 So 60 percent of our customers are from minority ethnic
8 groups. We have younger, lower income. We have
9 customers that simply cannot afford to get these kind of
10 services from the big carriers -- or they can't qualify
11 for it.

12 And a big reason we're able to do that
13 is because we're so focused on the highest quality, the
14 most services we can get to them for the very lowest
15 price and the very lowest cost that -- in terms of our
16 cost structure.

17 So these are our latest rate
18 plans (indicating). They're very competitive. They're
19 very low compared to the other carriers.

20 One other thing I wanted to touch on is,
21 again, just showing you that it's in our blood to serve
22 the underserved. We've really embraced the lifeline
23 program. And we've used that to enable anyone to have,
24 you know, \$10 discount on any plan, not just the
25 cheapest plan, not just the lowest value plan, as long

1 as they qualify.

2 This has been a pretty amazing success
3 story over -- since 2012 when we launched this we're
4 already -- 11 and a half percent of our customer base is
5 on lifeline.

6 Now, we take very seriously the
7 requirements that people need to meet lifeline, so we
8 have constructed the program to prevent fraud, abuse,
9 gaming. People are very creative, and we've done our
10 homework. We've got the front end and the back end
11 controlled to make sure that this is a valuable -- it's
12 a good offer for customers who wouldn't be able to
13 afford these kinds of services, but it's only to valid
14 applicants.

15 So going back to Cricket in Tennessee,
16 there's a few highlights that I wanted to touch on. I
17 feel that we have a very special relationship with
18 Tennessee. It's been a wonderful state for us. We've
19 invested significantly. We've got great employees here.
20 We've got great local stakeholder relationships, lots of
21 premier dealers, and their employees. And we're serving
22 a number of your citizens and a number of them are on
23 lifeline.

24 Like I said, Tennessee kind of made this
25 company both in the initial launch and then when we

1 expanded to Nashville, Memphis, and Knoxville; and then
2 we built around those cities. I just wanted to thank
3 you and thank the State for partnering with us in the
4 many ways that you have that enabled us to have our high
5 quality, low cost network, and to serve your citizens.

6 One other example of the partnership
7 with Tennessee is we believe that charities and service
8 events and things like that are really most effective
9 when they're done on the local level.

10 Again, we don't have a big corporate
11 budget for big charity things, and we don't have this
12 marketing budget. So we do a few things at the
13 corporate level, but we really feel that if we empower
14 our local people to partner at the local level -- they
15 know what really matters. They know where they can
16 really make a difference. It really strengthens those
17 bonds with the community and gets people in the door
18 that might not have heard of us and we can offer our
19 service to them, as well when they can't afford
20 somewhere else, so they never even tried to get a Smart
21 phone.

22 So these are just a few examples of most
23 recently what people have done at the local level. We
24 have really great local leadership that are partners
25 with the local stakeholders to do things like this.

1 So that's the five-minute overview. I
2 wanted to provide a context of why I'm here. We have
3 partnered with Tennessee on E-911. We take that
4 partnership very seriously, as well as our partnership
5 with law enforcement. It's amazing what technology can
6 accomplish and all the advances that have happened
7 recently. I believe that it's very important that we
8 have a very strong partnership so that those
9 technological advances can be used to protect your
10 citizens, our customers, and other carriers' customers.

11 So we've taken that responsibility very
12 seriously. We've done everything that we should to
13 comply with regulatory requirements, to ensure that
14 location based services -- that the equipment works
15 properly, is tuned, is maintained.

16 We very much appreciate the cost
17 recovery program. When you provided 100 percent
18 recovery for us that was amazing. That was a
19 significant help for us to absorb that cost, because we
20 don't have the scale -- or don't have the resources the
21 other carriers do, so it made a big difference for us.

22 We continue -- regardless of recovery we
23 continue to believe that those efforts are very
24 important and will continue to do that, as well as all
25 our other partnerships with law enforcement. We handle

1 a lot of requests from Metro Nashville Police
2 Department, Tennessee Bureau of Investigation -- various
3 law enforcement agencies that are out there every day
4 protecting your citizens, our customers. And the use of
5 our networks in an appropriate way to facilitate that we
6 take very seriously.

7 So to my request, like I said, we always
8 participated in the cost recovery program. We enjoyed
9 the 100 percent cost recovery. And we understand that
10 when the change needed to be made to go down to
11 5 percent that was something that needed to happen. I
12 was just happy that it was 5 percent and not zero.

13 Many other states just eliminated it and
14 said forget it. I think as you saw from the reactions
15 from the other carriers that said 5 percent, why do we
16 care. I think only one other carrier has continued in
17 the cost recovery program.

18 We have continued because 5 percent is
19 5 percent. I mean, every dollar counts. That's money
20 that we can spend on upgrading our networks or on giving
21 more promotions to our customers as opposed to it just
22 bleeding out of the bottom line to support this very
23 important program.

24 So when we went to 5 percent Staff
25 helped us submit an application. It was deficient and

1 Staff helped to correct that. And frankly, we fell
2 down. We were not responsive. We're lean. We have
3 turnover. We've had reductions in force. It's our
4 fault that we just fell down from an administrative
5 standpoint, so we did not get a formal contract in place
6 for some time.

7 Where we did not fall down is we
8 continued to provide all the services that we should
9 have. We provided them with a level of quality. We
10 invoiced on a monthly basis thinking that we would get
11 the recovery, but we absolutely did not fall down in our
12 delivery and support of the program.

13 And through Staff's help -- which is
14 very much -- we're very appreciative of that as well --
15 we did get a properly signed agreement in place in
16 March of 2013.

17 So we thank you for the cost recovery we
18 received since then. It does make a difference for us.

19 The reason why I'm here is we have a
20 period of three years that we continued to do the work.
21 We weren't under formal contract, but we were submitting
22 invoices and because of our administrative oversight we
23 didn't have a contract in place that the Staff can point
24 at and say, okay, we'll pay it.

25 The Staff has helped us understand the

1 situation. I think they would be pleased to make
2 payments if they could, but they're bound by the
3 practices that are in place. I'm not asking that you
4 change your policy. I'm not asking for the program to
5 be changed. What I'm asking is to authorize Staff to
6 pay invoices that are under the contract that we have in
7 place today. It just took us time to get it in place.

8 So I think it's a change in practice
9 because all of the things that we did, we're still
10 doing, we always did, and we will continue to do.

11 With that, I've already taken up way
12 more of your time than I deserve. So I'll thank you for
13 your time, and I'll be happy to take any questions you
14 may have.

15 CHAIR PORTER: Any questions for Tim by
16 the board members?

17 (Pause)

18 CHAIR PORTER: Thank you, Tim.

19 Lynn?

20 Curtis?

21 Anybody want to speak to this?

22 MS. QUESTELL: Well, Staff simply has no
23 authority to pay any kind of a payment without a cost
24 recovery agreement in place. That's been the practice
25 since the cost recovery program was started. So if the

1 Board wants to divert from that, then Staff will
2 certainly do whatever the Board says.

3 MR. SUTTON: Mr. Chairman, we couldn't
4 properly process that payment. The Board did -- Staff
5 has authorization to process payments under a formal
6 contract based on the authority given by the Board
7 prior, but there's no way we can send that payment
8 through without Board authority now, even to get it
9 through the state system.

10 CHAIR PORTER: And, Tim, I have to say,
11 if you had come up and told us that Staff had dropped
12 the ball on the formal agreement -- I mean, we always
13 want to correct our mistakes and make everything right.
14 In your statement that Cricket dropped the ball on their
15 end, I think if the shoes were turned in the other
16 foot -- I mean, I think you -- as much as we'd like to
17 give you leniency and mercy, I'm not sure we can
18 legally.

19 I mean, we'd be going against all of our
20 practices that we've set up to this point if we went
21 back and gave them their cost recovery without having
22 that written agreement in place like we're supposed to.

23 MR. SUTTON: You have never done that
24 before and consideration for the Board would be to
25 determine whether or not that is a precedent they want

1 to set.

2 CHAIR PORTER: So --

3 MEMBER TURNBOW: Mr. Chairman, I do have
4 something. From reading the letter that's in our
5 packet, from what Cricket has said in the letter, there
6 were some unpaid invoices when they were under contract.

7 MS. QUESTELL: We have met with them
8 yesterday, and we are addressing all of those.

9 Only question before the Board is from
10 January 20th on. Staff is addressing the issues that
11 arose when there was a cost recovery agreement.

12 MEMBER TURNBOW: I just wanted to make
13 sure that was being addressed because if they were under
14 contract, then I did want to make sure they were
15 receiving what they were entitled to.

16 MS. QUESTELL: Yes, sir.

17 MEMBER TURNBOW: I agree with the
18 chairman that, you know, without a contract --
19 formally -- that we can't release it.

20 CHAIR PORTER: So what's the will of the
21 Board?

22 I'll need a motion one way or the other
23 or more discussion.

24 MEMBER LOWRY: Move to accept the
25 recommendation of Staff.

1 CHAIR PORTER: Do I have a second?

2 MEMBER TURNBOW: Second.

3 CHAIR PORTER: A motion from Mr. Lowry,
4 and a second by Mr. Turnbow that we reject Cricket's
5 request to reimburse for those invoices that occurred
6 during the time that we did not have a written agreement
7 with them.

8 Discussion?

9 (Pause)

10 CHAIR PORTER: Hearing none, all in
11 favor say "aye."

12 BOARD MEMBERS: Aye.

13 CHAIR PORTER: All oppose, like sign?

14 (Pause)

15 CHAIR PORTER: Motion carried.

16 Tim, I'm sorry. As much as we'd like to
17 help you I think we'd be setting a precedent that I
18 don't think the Board -- well, you see -- doesn't want
19 to do.

20 And it's not that we don't consider you
21 a great partner in this and want to keep you as a great
22 partner and want to continue to work with you -- and
23 Staff will work with you and do everything they can on
24 the past invoices where we did have agreements and any
25 problems that we've got and try to correct those -- fix

1 those, but I'm sorry. For that period of time the Board
2 is not willing to break its -- start a new precedent and
3 break its previous standards that we had set up for the
4 wireless carriers.

5 MR. LAUGHLIN: Thank you for your time
6 and thank you for considering the request. We'll
7 continue to partner.

8 CHAIR PORTER: Have an enjoyable
9 Halloween with your kids.

10 Next agenda is to consider the budget.

11 Lynn, you're going to talk about it?

12 MS. QUESTELL: Yes, sir.

13 First of all, I want to apologize for
14 not having this on the agenda.

15 CHAIR PORTER: Apology accepted.

16 (Laughter)

17 MS. QUESTELL: We've been working on
18 this since the beginning of summer. Basically, the base
19 budget -- recurring base budget is \$68,318,200.

20 And the base basically covers everything
21 that the Board is currently doing, including NG911
22 recurring Operational Funding.

23 We are going to ask the administration
24 to allow us to dip into the 911 fund for 15 million
25 extra dollars, and there's two reasons for this. The

1 first is as you-all know Charter changed its remittance
2 procedures. It's -- in March it started remitting as a
3 wireless or non-wireline carrier to the Board at a
4 dollar per user -- or subscriber, per month instead of
5 as a landline carrier to each individual district in the
6 areas where it operates -- and probably in many cases at
7 a higher rate.

8 When the Board gets more money that
9 means that it has to have more money to fulfill the
10 statutory requirements to pay 25 percent of all the
11 revenue it receives back to the districts by the
12 percentage of population in each district, as compared
13 to that of the state as a whole.

14 So we need more money in our budget to
15 send more money back to the districts. We're getting it
16 in. We're just not allowed to access it without
17 permission.

18 The other part -- the 12.5 million is to
19 fulfill our obligations for the equipment funding
20 programs.

21 The Board has approved these programs.
22 The districts have not requested the whole amount of the
23 money. We need to have it available in case they do.

24 So that's the two reasons we're asking
25 for this 15 million budget improvement.

1 So the -- as a result of the improvement
2 the Board's total budget for 2014 and 2015 would be
3 \$83,318,200.

4 CHAIR PORTER: You've heard Lynn's
5 presentation of the budget.

6 Any questions?

7 (Pause)

8 CHAIR PORTER: You need a formal motion
9 to approve?

10 MS. QUESTELL: Yes.

11 CHAIR PORTER: We need a formal motion
12 to approve it.

13 MEMBER ARCHER: Is this Charter wrapped
14 up in this? Two things wrapped up into --

15 CHAIR PORTER: No. Only thing the
16 Charter moved is because the ECB is getting about
17 \$2 million more now in wireless revenue than it was
18 before and it has to pay out 25 percent back out to the
19 districts, so they're just moving that money into the
20 budget to be able to -- is that right, Jim?

21 MR. BARNES: There's also the additional
22 75 percent of the Charter money as a part of the
23 GIS/TIPS funding, so it's a total of 100 percent of all
24 the Charter money we get in has to be paid back out.

25 CHAIR PORTER: Yes, it has to be put

1 back into the budget.

2 MEMBER ARCHER: 100 percent goes back
3 out?

4 CHAIR PORTER: Yes.

5 MEMBER ARCHER: I so move.

6 CHAIR PORTER: Motion by Mr. Archer.

7 Do I have a second?

8 MEMBER TURNBOW: Second.

9 CHAIR PORTER: Second by Mr. Turnbow
10 that we approve the budget.

11 Any discussion?

12 (Pause)

13 CHAIR PORTER: Hearing none, all in
14 favor say "aye."

15 BOARD MEMBERS: Aye.

16 CHAIR PORTER: All opposed, like sign?

17 (Pause)

18 CHAIR PORTER: Motion carried.

19 Next item on the Agenda is Consider
20 Adopting Policy 46 to Establish Conditions for Financial
21 Assistance Necessary to Offset Revenue Shortfalls in
22 ECDs Caused by Charter Fiberlink's Decision to Remit as
23 a VoIP Provider.

24 Lynn?

25 MS. QUESTELL: Thank you, Mr. Chairman.

1 We had this agenda item at the last
2 meeting and you-all asked us to go back and kind of --
3 we needed to rethink it. And you wanted more
4 information. Specifically you were asking for -- we had
5 identified all the districts that were impacted by the
6 Charter change and the recommendation at the last
7 meeting was that districts should be required to
8 increase their landline -- local landline rates to be
9 eligible for 50 percent of the loss that they had from
10 the Charter change in remittances.

11 And Staff has gone back and thought
12 about this, and we contacted all of the 38 districts.
13 Some of which had told us on the front end -- about four
14 of them -- that they were not willing to raise their
15 landline rates to get this assistance.

16 When we went back and asked them again
17 if they were not -- would not be required to raise their
18 landline rates whether they were interested in the
19 assistance they all said yes.

20 And so the Board has funding available
21 at this point to make up for this loss -- and the loss
22 for some districts is over \$200,000. So just as we're
23 doing the budget, they've got a budget and they're
24 predicting a certain amount of revenue and it's not
25 there.

1 So Staff would recommend that the Board
2 allow the districts that are impacted by the Charter
3 change in remittances to reimburse -- well, to make up
4 for the loss completely -- 100 percent for this year.
5 So what we would be -- the total loss to the Board, that
6 would be paying out would be \$2,662,412.

7 And to be eligible we would ask that
8 each district certify the level and quality of 911
9 service that would be negatively impacted without this
10 assistance, substantiate the total amount of revenue
11 that they had received from Charter during the last
12 12 months of remittances, and then authorize Staff to
13 pay 100 percent of the total amount that the district
14 had received from Charter during the last full
15 12 months.

16 This would not threaten the policy of
17 the 911 Emergency Communications fund and it is
18 consistent with the Board's authority in Tennessee Code
19 Annotated 7-86-306.

20 CHAIR PORTER: So basically what we're
21 changing is, is we are not requiring the districts to
22 raise their rates to be able to receive this assistance.
23 They'll still be able to receive it without that.

24 If you look at that list of districts
25 you find a lot of them can't raise their rates. They're

1 already to the max. And then there is the thought of
2 some of the districts that I have talked with is, is
3 that this could be a one-time issue. Depending on what
4 happens with legislation coming up this next year with
5 the change of going to a flat fee or whatever, then
6 actually raise their rates on their local citizens for a
7 one-time thing that they might not have to.

8 You've heard the proposal from Staff to
9 change Policy number 46.

10 What's the will of the Board?

11 MEMBER ARCHER: I would just -- if I can
12 just make a comment.

13 CHAIR PORTER: Okay.

14 MEMBER ARCHER: I don't -- I think the
15 districts really didn't want to go through the negative
16 publicity at home knowing that this could be so
17 temporary and then damage their credibility at home.
18 So, you know, that was where a lot of that was coming
19 from.

20 This is something that happened pretty
21 much overnight. And I'm hoping that Staff is going to
22 be able to contact these other telcos to get some kind
23 of a plan that we can pass along to the districts to
24 know when, you know, this company, are you going to
25 switch it, when; are you going to switch it, when; are

1 you going to switch it, when.

2 So at least they can prepare their
3 budgets, prepare their board members to know this is
4 coming down the line. But this actually happened just
5 literally overnight.

6 And just like Montgomery County was over
7 \$200,000 -- lost instantly.

8 CHAIR PORTER: Sad thing is we've seen
9 no change at the PSAP level -- I mean, us being a
10 standalone their numbers are still in our database.
11 Nothing's changed that we can see. It's the way that
12 they're classifying their class of services -- being
13 VoIP instead of landline.

14 That's a good point.

15 MEMBER ARCHER: Thank you.

16 I make the motion to approve this.

17 CHAIR PORTER: Motion by Mr. Archer.

18 Do I have a second?

19 MEMBER TURNBOW: Mr. Chairman, can I --
20 discussion?

21 CHAIR PORTER: Can I get a second first?

22 MEMBER SMITH: I'll second.

23 MEMBER TURNBOW: My thing is, I'm all
24 for this. I think these are -- and I know this is set
25 to expire on June 13, 2014, which is a good thing. I do

1 think that there needs to be some education put out that
2 while we feel comfortable legislation will pass that if
3 it doesn't, that this may be a one-time thing. So you
4 may want to go ahead start putting your things in order
5 to offset this to your own ability as we go down the
6 road.

7 Because if legislation doesn't pass this
8 time and some of the other carriers go ahead, then we're
9 still looking at -- so I do think that while I support
10 this -- and let me go on the record by saying when you
11 put it out there be prepared to start studying -- doing
12 what you can to help yourself if legislation doesn't
13 pass and we have to start looking at this as a repeat.

14 CHAIR PORTER: Very good point. There's
15 no guarantee that anything is going to pass next year,
16 and these districts -- I know the Board, I don't think
17 can keep that kind of funding up for -- in future years.
18 It's kind of a one-time thing, basically.

19 MS. QUESTELL: Especially if other
20 carriers follow suit. And that's what's predicted.

21 CHAIR PORTER: Good point, Jimmy.

22 Other discussion?

23 MEMBER RACHEL: I just share
24 Mr. Turnbow's concern about that, and I do think that's
25 a good idea to go ahead and ask them to start preparing

1 if it doesn't pass.

2 CHAIR PORTER: Thank you.

3 Other discussion?

4 MEMBER SMITH: I have a brief question,
5 Mr. Chairman.

6 I noticed that -- if I'm reading this
7 correctly -- there were just a few districts who did not
8 express an interest in recovery.

9 MS. QUESTELL: If they had to raise
10 their rates.

11 MEMBER SMITH: Yes.

12 MS. QUESTELL: There were four
13 districts. Yes, sir.

14 MEMBER SMITH: But they are included
15 as --

16 MS. QUESTELL: Once the stipulation that
17 they would have to raise their rates to obtain the
18 assistance was removed they were all interested.

19 CHAIR PORTER: Other discussion?

20 (Pause)

21 CHAIR PORTER: Hearing none, if you're
22 in favor of the motion say "aye."

23 BOARD MEMBERS: Aye.

24 CHAIR PORTER: If you're opposed, like
25 sign.

1 (Pause)

2 CHAIR PORTER: Motion carries.

3 Next item on the agenda is Consider
4 Amending Policy Number 31 to Require ECDs to Report
5 Outages, Anomalies, and Misroutes to the NG911 Network
6 Operations Center. And I'm guessing we're calling --
7 that's TCS network center, right?

8 You want to speak to that, Lynn?

9 MS. QUESTELL: Yes, sir.

10 Currently the policy requires that the
11 TECB -- either me or Eddie be notified in the event of
12 an outage of over 60 minutes in duration. But now that
13 we have the Network Operations Center they're available
14 24/7/365 and I can promise you Eddie and I aren't.

15 (Laughter)

16 MS. QUESTELL: What we're trying to do
17 with the NOC is we're really looking at statistics,
18 trying to track issues, trying to make sure it's not a
19 network problem. So we really think that the policy
20 should be changed so that the NOC is notified that
21 people -- if they're having an outage or misroutes --
22 really any kind of problem that even remotely could be
23 caused or be related to NG911 that they should call the
24 NOC.

25 And Eddie has sent the NOC contact

1 information out to every PSAP, and we'll make that more
2 available if we can.

3 We also recommend that instead of
4 outages from over 60 minutes be reported that it should
5 be 30 minutes, so that in case there is a network-wide
6 problem or anything we're getting help faster and
7 getting things resolved, and also we're being able to
8 tell sooner if there -- just overall if there's a
9 problem.

10 So this procedure is not going to affect
11 cost because the NOC is paid for with a monthly fee.
12 It's not an hourly thing. It's not a number of tickets
13 thing.

14 So we would just ask that this policy be
15 amended so that we can really take advantage of the
16 technology that we're putting in place now.

17 CHAIR PORTER: You've heard request by
18 Staff to amend Policy 31 to require everybody to report
19 to the TSC NOC and not to TECB.

20 What's the will of the Board?

21 MEMBER LOWRY: I've got a question.
22 Maybe it doesn't apply to this, but does the NOC -- or
23 will the NOC have -- like Sullivan County called in
24 they'll have an ID number and they can pull it up on the
25 computer and know where you are, who you are, and what

1 you are?

2 MS. QUESTELL: Yes.

3 CHAIR PORTER: Remember all the
4 information they collected a year or two ago -- and we
5 collected before that -- about your center and all
6 your -- they know what kind of controller you've got and
7 who all your vendors are and all that. I've had real
8 good success with them.

9 MEMBER LOWRY: I had a couple calls.
10 They did not -- that was their problem. They did not
11 know who they -- where they were, who they were when
12 they called in. That may be corrected.

13 MR. BURCHELL: We've addressed some of
14 that information gap there. I feel comfortable that
15 they've taken the steps necessary to make sure they have
16 all that.

17 CHAIR PORTER: Good thing about when you
18 report to the NOC immediately then all of us -- Eddie,
19 Lynn, Curtis, myself, we get e-mails from that point
20 forward until that ticket is closed out. If it's an
21 ongoing -- if it's something bad, it's every few
22 minutes, we get updates on that. And it's very easy to
23 keep up with when it comes from the NOC like that.

24 Any other questions?

25 (Pause)

1 CHAIR PORTER: What's the will of the
2 Board then?

3 MEMBER LOWRY: So move.

4 CHAIR PORTER: Motion by Mr. Lowry.
5 Do I have a second?

6 MEMBER SMITH: Second.

7 CHAIR PORTER: Second by Mr. Smith.
8 Any discussion on the motion?

9 (Pause)

10 CHAIR PORTER: Hearing none, all in
11 favor of the motion say "aye."

12 BOARD MEMBERS: Aye.

13 CHAIR PORTER: All oppose, like sign?
14 (Pause)

15 CHAIR PORTER: Motion carried.

16 Next item on the agenda is to Consider
17 Authorizing OIR/GIS to Share GIS Data with Connected
18 Tennessee, Tennessee Utility Districts, and Non-Profit
19 Electric Cooperatives.

20 Lynn?

21 MS. QUESTELL: Thank you, Mr. Chairman.

22 As everybody knows, the OIR/GIS team is
23 collecting GIS information from each of the districts as
24 part of the NG911 and ultimately 911 calls will be
25 routing using the GIS mapping system, so accuracy is

1 essential. And we're going to come to the point where
2 the maps are updated on a daily basis.

3 So this is really valuable information,
4 and the Board recognized this at its October 2012
5 meeting when it agreed that it would share the GIS
6 information with other states and federal agencies at no
7 cost.

8 This helps our citizens. You know, it
9 makes all the agencies more efficient and
10 cost-effective -- which is good for everyone.

11 And as part of that decision, the Board
12 required that OIR/GIS provide regular updates on
13 agencies that were receiving the data, and it mandated
14 that all agencies receiving the data sign an agreement
15 not to sell the data.

16 So we recently received a proposal that
17 the data also be shared at no cost with Connected
18 Tennessee, the Tennessee utility districts, and electric
19 non-profit cooperatives.

20 Connected Tennessee is a public/private
21 partnership and its mission is to accelerate the
22 availability and use of technology in our state. It is
23 the recipient of a grant from the NTIA -- the National
24 Telecommunications and Information Administration -- to
25 support broadband development.

1 And basically the same reasoning that
2 supports sharing this with other federal agencies
3 supports sharing it with Connected Tennessee.

4 And the same with the utility
5 districts -- which are basically governmental entities.
6 I mean, the 911 districts were created kind of in the
7 same format as utility districts, so statutorily we're
8 very similar to them.

9 And Staff is recommending that the Board
10 place the same conditions on sharing this information
11 with the utility districts and electric cooperatives and
12 Connected Tennessee as it does with everyone else, that
13 they enter into an agreement that they not share the
14 information -- I mean, that they not sell the
15 information.

16 But it's also recommended that as a
17 condition for sharing this information with Connected
18 Tennessee, the utility districts, and the non-profit
19 cooperatives that they agree in the same contract to
20 make available any kind of non-proprietary data that
21 they have that could be useful to our GIS mapping
22 system.

23 Now, the non-proprietary stuff is -- I
24 was talking to -- when I was giving my speech up in
25 Kentucky there was a representative from Connected

1 Tennessee, and basically they don't want to give company
2 names and the number of each company's customers. And
3 that's basically -- phone companies have that propriety,
4 too.

5 What we're looking for is fire hydrants,
6 electric meter points -- stuff like that that could be
7 useful to our maps that the districts -- the utility
8 districts and electric cooperatives have as a condition
9 for sharing this information. If a district requested
10 that from them they would be required to share that with
11 them.

12 We think that could really help our GIS
13 mapping system. It would be good to have fire hydrants
14 and pipes and that sort of thing.

15 So that's basically what we are asking
16 the Board to do, is broaden the decision it already made
17 to share the data to include the Connected Tennessee,
18 the utility districts, and the non-profit electric
19 cooperatives.

20 CHAIR PORTER: You've heard
21 recommendation from Staff.

22 What's the will of the Board?

23 MEMBER SMITH: Mr. Chairman, I would
24 move to approve -- make a motion for second discussion.

25 CHAIR PORTER: Do I have a second?

1 MEMBER ARCHER: Second.

2 CHAIR PORTER: Motion by Mr. Smith, and
3 second by Mr. Archer to approve the expansion of the GIS
4 data sharing.

5 Discussion?

6 MEMBER SMITH: I discussed this with our
7 executive director because I know we've all experienced
8 the -- dealing with non-propriety information in the
9 telecommunications arena.

10 One question I would like to pose is
11 that -- or maybe -- let me say it's a request. Upon
12 any -- if this is approved, upon any of these electric
13 cooperatives or utility districts availing themselves of
14 this opportunity could we have notice of that or could
15 we have that information passed along to us?

16 I think we might be able to -- I know in
17 our particular district we might be able to shortcut one
18 step in the process, and we'd certainly like to be aware
19 of which entities do avail themselves of that
20 opportunity, so we, in fact, can hopefully share data in
21 a very agreed upon manner.

22 MR. SUTTON: We receive a list from the
23 Office of Information Resources. We can certainly pass
24 that along.

25 MEMBER SMITH: Perfect.

1 CHAIR PORTER: Anything else?

2 MEMBER ARCHER: I just think that was a
3 major concern with a lot folks in the districts, that we
4 give information and not get the same in return. So
5 that language pretty much takes care of that.

6 CHAIR PORTER: Other discussion?

7 (Pause)

8 CHAIR PORTER: Hearing none, all in
9 favor of the motion say "aye."

10 BOARD MEMBERS: Aye.

11 CHAIR PORTER: Those oppose, like sign?

12 (Pause)

13 CHAIR PORTER: Motion carried.

14 Next item is Consider Withholding GIS
15 Insensitive Funding for Failure to Meet the 98 Percent
16 Accuracy Requirements for Centerlines.

17 MS. QUESTELL: Thank you.

18 During the February 2013 meeting the
19 Board adopted Policy number 45 which requires districts
20 to have their street centerline data synchronized with
21 their MSAGs by July 15, 2013.

22 The purpose of this requirement was to
23 ensure that the NG911 team had sufficient information to
24 start working on the Tennessee ALI database that we're
25 working on.

1 At the last meeting Staff reported that
2 a number of districts failed to meet that July 15th
3 timeline. And at that time Staff mentioned that we
4 would bring the issue back up at the fourth quarter
5 meeting. Most of the districts that were out of
6 compliance at that meeting have come into compliance I'm
7 pleased to share with you.

8 Just a little bit about the GIS
9 Incentive Funding Program. It funnels all the revenue
10 generated by 911 service charges on VoIP, except for the
11 mandatory 25 percent that we take out and send back to
12 the districts anyway. And that -- the incentive funding
13 was to help districts ensure that they would meet
14 certain milestones in their GIS data because getting the
15 mapping right is so, so important to the NG911 project.
16 That's how we're going to route calls, and it has to be
17 right.

18 So the GIS Incentive Funding is
19 distributed three times annually and before the last
20 meeting it had just been distributed, so the opportunity
21 to encourage folks to meet the July deadline is now.

22 So of the districts that have not met
23 the deadline, I want to say that East Tennessee was
24 100 percent compliant. Every single one of the
25 districts in East Tennessee made the requirement.

1 Middle Tennessee, every district except
2 Williamson County made the requirement -- satisfied the
3 requirement. Williamson County was at 95 percent, so
4 it's very close.

5 West Tennessee, six had not met the
6 requirement. Benton County is at 92 percent; Decatur
7 County is at 84 percent; Dickson County is at
8 93 percent; Houston is 75 percent; Lake is 40 percent;
9 Shelby is at 90 percent.

10 And Shelby is doing a complete rebuild
11 of its GIS mapping system, and I believe Benton County
12 is, too. They're both close. And I have every
13 expectation that they're going to come into compliance
14 soon.

15 It's my understanding that Ryan is going
16 to work with the Lake County people and help them get up
17 to par on that.

18 MEMBER ARCHER: Would you go back over
19 the names again?

20 MS. QUESTELL: Benton County, Decatur
21 County --

22 MEMBER ARCHER: What were the
23 percentages?

24 MS. QUESTELL: Benton County, 92
25 percent; Decatur, 84 percent; Dickson, 93 percent;

1 Houston, 75 percent; Lake, 40 percent; Shelby, 90
2 percent.

3 MEMBER ARCHER: Thank you.

4 CHAIR PORTER: Okay. You've heard the
5 request from Staff that we withhold the GIS funding from
6 any of the districts --

7 MS. QUESTELL: Can I make one more --
8 I'm sorry. I apologize.

9 We think that it would be a good idea if
10 the Board would require that if these districts are not
11 compliant by the first quarter meeting that their
12 directors and their chairmen appear and explain why
13 they're not. And Staff will send out letters to each of
14 them notifying them of this requirement if the Board
15 approves it.

16 CHAIR PORTER: Okay. So request from
17 Staff is that we hold the funding for these districts
18 that have not met the 98 percent, and we also request --
19 require them if they haven't by our next meeting that
20 they be required to be present at the meeting to explain
21 why.

22 What's the will of the Board?

23 MEMBER LOWRY: So move.

24 CHAIR PORTER: Motion by Mr. Lowry.

25 Do I have a second?

1 MEMBER NEWTON: Second.

2 CHAIR PORTER: Second by Rachel.

3 Any discussion?

4 MEMBER ARCHER: How long had they had to
5 do this, Lynn? Three years?

6 CHAIR PORTER: It's been a long time.

7 MS. QUESTELL: The Board set the
8 standard the first quarter 2013 meeting.

9 MR. SUTTON: May 11th -- May 2011.

10 Sorry.

11 MEMBER ARCHER: May 2011?

12 CHAIR PORTER: Actually, the GIS
13 standard was set back in 2003. I believe it was when we
14 started giving districts GIS money, and one of the
15 things they were supposed to have completed then was
16 centerline data.

17 But then in 2011 we set the standard as
18 to how this was supposed to be met. We started doing
19 scrubs and so forth on the data; and then we really got
20 hard and fast on it in 2013, sending it out to the
21 districts from OIR/GIS crew and those folks.

22 MEMBER ARCHER: This is centerline data.

23 CHAIR PORTER: Centerline data. We're
24 not talking about address points. We're talking about
25 centerlines only.

1 The address point deadline doesn't come
2 up until December.

3 MS. QUESTELL: So they've had -- we set
4 up GIS Incentive Funding in 2011, but this deadline with
5 the 98 percent for centerlines was -- the deadline of
6 July 15th was set in February of 2013. So they've
7 had -- gosh, almost about nine months.

8 I checked this -- the statistics that I
9 gave you on passage were from yesterday, so they're hot
10 off the presses.

11 CHAIR PORTER: Out of 100 districts
12 we've only got eight that haven't, and they're -- you
13 know, 75 percent of those are really close. So it's --
14 they've done a great job and OIR has done a great job of
15 getting the folks to where they are today. You know how
16 you have a few stragglers that you kind of have to force
17 the issue with.

18 MEMBER SMITH: I just wanted to ask,
19 Mr. Chairman, in regard to that, too, what was the
20 timeline in which OIR provided the technical assistance?
21 Did that coincide?

22 CHAIR PORTER: Drew, what year did we --
23 when did we start actually with the folks going out --
24 having your folks in each region going out into the
25 districts?

1 MR. GRISWOLD: That'll be 2011.

2 CHAIR PORTER: That's what I was
3 thinking. Okay.

4 MEMBER SMITH: I just wanted to verify
5 my recollection on that.

6 I also believe, just as a comment, what
7 we just approved with regard to sharing the data with
8 the utility districts and electric cooperatives should
9 aid those few remaining districts and hopefully we can
10 encourage them to take advantage of that -- to reach
11 their 98 percent requirement.

12 CHAIR PORTER: Right.

13 Other discussion?

14 MEMBER ARCHER: I just say this again,
15 this is recoverable? Once they hit their 98 percent
16 they can go back and get this money?

17 MS. QUESTELL: Yes, sir.

18 CHAIR PORTER: It'll sit in the bank
19 until they do.

20 MS. QUESTELL: I just wanted to say I've
21 talked to almost every district about this. Everyone is
22 trying hard, and the ones that have got -- just come up
23 over the edge in the past month has been very
24 impressive. There's been a lot of effort. I just
25 wanted to make sure the Board knew that this is on

1 everybody's radar, and they're trying really hard.

2 MEMBER TURNBOW: I do want to ask if
3 it's not too much -- and I know one of the districts
4 that was out of West Tennessee -- it's my
5 understanding -- I don't know the facts, but they're
6 just basically -- they don't have a director; they don't
7 have a board; they don't really have -- so they don't
8 really have the employees to do that. Can maybe
9 Staff -- or make some suggestions to them on the best
10 way to go about doing this?

11 CHAIR PORTER: Drew. If they'll contact
12 Drew. He actually has a person in West Tennessee that
13 will go over physically to their place and help them if
14 they'll -- and they've been -- I want to say -- and he's
15 got some of these folks here today -- Drew and them are
16 doing a great job. They have brought a lot of these
17 districts way up and into that 98 percent range just in
18 the last month or two -- some of them.

19 And we got a great report, I thought,
20 yesterday of the districts that have already met the
21 98 percent accuracy for the address points and we've
22 still got another month and a half to go on that.

23 So they're doing great. If they'll just
24 contact Drew we can -- they'll go down and physically
25 help them.

1 MEMBER TURNBOW: Well, I guess my
2 thought behind it was that from what I understand they
3 don't really have the full-time employees. The money is
4 just given to the County to operate the center. If
5 they -- if they can just help them -- and I know they
6 have tremendously guided people in the right direction,
7 but maybe if there's a community college somewhere that
8 would be willing to do it for them or whatever would
9 be -- you know, have them to assess the situation more
10 thoroughly and make their recommendations to them.

11 Because you take it -- 40 percent it's
12 still going to be a long time probably before that
13 county could meet the 98 percent. So --

14 CHAIR PORTER: And -- just to be a
15 little bit blunt, maybe they need to rethink the way
16 they're doing 911 down there and not give all the money
17 to the County and do it differently.

18 I mean, that's just -- if they're having
19 those kinds of problems -- and I'm not saying that
20 towards you in any way, shape, or form because -- but I
21 think -- I know there are some colleges that -- is it
22 Austin Peay?

23 MS. QUESTELL: Yes.

24 CHAIR PORTER: Is big in GIS and has
25 helped some of the counties up north. Maybe they're one

1 that might be willing to help them if they -- but we've
2 got to get them to help themselves, too.

3 But that's a good point.

4 MEMBER TURNBOW: Agree.

5 MEMBER SMITH: Mr. Chairman, related to
6 that. Mr. Turnbow's comments are well-taken, but do I
7 recall that one of the requirements at the inception of
8 this was a designated party or person or entity to work
9 with OIR?

10 I think we took the right approach and
11 we certainly have extended every opportunity --

12 CHAIR PORTER: If you go back to 2003
13 one of the requirements then was that they have
14 centerline data to be able to receive that, what did we
15 start out with? \$10,000 a year? That we were giving
16 them to do GIS, so all that GIS money that we've given
17 them all these years has gone somewhere. It just
18 doesn't sound like it went to GIS.

19 MEMBER SMITH: The only other offer I
20 would make is maybe Mr. Lowry --

21 CHAIR PORTER: -- go down there?

22 MEMBER LOWRY: For all the Tennessee
23 people tuned in, it's him, not me.

24 (Laughter)

25 CHAIR PORTER: Any other discussion on

1 the motion?

2 (Pause)

3 CHAIR PORTER: Hearing none, all in
4 favor say "aye."

5 BOARD MEMBERS: Aye.

6 CHAIR PORTER: All opposed, like sign?

7 (Pause)

8 CHAIR PORTER: Motion carried.

9 Looks like the final item on the agenda
10 is Consider Proposal by the Nominating Committee to Fill
11 a Vacancy on the Nominating Committee.

12 MS. QUESTELL: Yes, sir.

13 The Nominating Committee has a
14 representative from each part of the state: East,
15 Middle, and West.

16 The East Tennessee representative is
17 Mo Brotherton; the Middle Tennessee representative is
18 Buddy Shaffer; and the West Tennessee representative was
19 Tressia Barksdale, who just retired. So we needed a
20 person to take Tressia's place from West Tennessee. And
21 this is a very important committee because it comes up
22 for nominations for all the other committees.

23 And we were lucky enough to have a
24 nominee, Pam Tolley, who is the director of the
25 Henderson County Emergency Communications District in

1 West Tennessee. And Pam is willing to serve on this.
2 She is unanimously recommended by the Nominating
3 Committee.

4 She's been in emergency communication
5 since 1989 and has been the ECD director since 1998.
6 She has substantial experience in 911 technical matters
7 and operations. She's a member of TENA. Her PSAP is
8 911 partner with the National Center for Missing and
9 Exploited Children, and she's willing to serve.

10 Staff recommends that the Board appoint
11 her.

12 CHAIR PORTER: You've heard Staff's
13 recommendation that we appoint Pam Tolley to the
14 Nominating Committee.

15 What's the will of the Board?

16 MEMBER ARCHER: I'll make that motion.

17 CHAIR PORTER: Motion by Mr. Archer.

18 Do I have a second?

19 MEMBER TURNBOW: I'll second it.

20 CHAIR PORTER: Any discussion?

21 MEMBER ARCHER: Pam's a great choice.

22 CHAIR PORTER: She really is.

23 And I want to say Tressia -- that's
24 retiring -- she did a great job, too, and she's going to
25 be dearly missed. She's been in it for a long time and

1 we appreciate all the things that she's done to help
2 the -- not only her local district, but the TECB also.

3 All in favor say "aye."

4 BOARD MEMBERS: Aye.

5 CHAIR PORTER: All opposed, like sign?

6 (Pause)

7 CHAIR PORTER: Motion carried.

8 That ends our agenda.

9 Are there any other items that need to
10 come before the TECB?

11 MS. QUESTELL: Not that I'm aware of,
12 sir.

13 MEMBER ARCHER: I'd just like to ask
14 Lynn a question.

15 Is there anything that we can do as far
16 as coming up with PSA -- or, you know, things on 911
17 from the radio?

18 Every once in a while coming through
19 Nashville Dwayne and them have such fantastic 911 PSAs
20 on the radio. I didn't know if we can gather things
21 like that for the districts -- like things from the
22 paper, things for the radio -- things like that, because
23 if I can get that and be able to tweak that for Henry
24 County --

25 CHAIR PORTER: We've got this new

1 employee that's started with us recently that I bet can
2 take care of that.

3 MS. McDONALD: Yes.

4 MEMBER ARCHER: I think that would be a
5 wonderful resource for all the districts to have.

6 CHAIR PORTER: Not have to re-create the
7 wheel.

8 MEMBER ARCHER: Yes.

9 CHAIR PORTER: Good point.

10 Other items or statements or
11 announcements?

12 MEMBER LOWRY: Statement. I got a text
13 a while ago from Sullivan County that our program is
14 coming in up there. A picture of us.

15 CHAIR PORTER: All the way to Sullivan
16 County. That's great.

17 MEMBER LOWRY: New equipment is working.

18 CHAIR PORTER: Our next board meeting is
19 February 20th. Since we won't be seeing each other
20 between now until after Christmas, you're welcome to
21 drop my gifts off at my office, 700 County Services
22 Drive.

23 (Laughter)

24 CHAIR PORTER: And any of you coming
25 through Cookeville stop by and we'll have a cup of

1 coffee.

2 I wish you-all --

3 MEMBER LOWRY: No lunch?

4 CHAIR PORTER: If you'll buy, we'll eat.

5 (Laughter)

6 CHAIR PORTER: -- safe holidays and a
7 safe trip back home. I know it's a messy rainy day out
8 today, so everybody be careful.

9 Anything else?

10 (Pause)

11 CHAIR PORTER: I need a motion to
12 adjourn.

13 MEMBER SMITH: Motion to adjourn,
14 Mr. Chairman.

15 CHAIR PORTER: Have a motion by
16 Mr. Smith.

17 Do I have a second?

18 MEMBER TURNBOW: Second.

19 CHAIR PORTER: Second by Mr. Turnbow.

20 All in favor, say "aye."

21 BOARD MEMBERS: Aye.

22 CHAIR PORTER: All opposed, like sign?

23 (Pause)

24 CHAIR PORTER: Motion carried.

25 (End of the proceedings.)

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REPORTER'S CERTIFICATE

STATE OF TENNESSEE)
COUNTY OF MONTGOMERY)

I, Tracy Wilkes, court reporter and
notary public for the state of Tennessee,

DO HEREBY CERTIFY that the foregoing
transcript of the proceedings were taken on the date and
place set forth in the caption thereof; that the
proceedings were stenographically reported by me; and
the foregoing proceedings constitute a true and correct
transcript of said proceedings.

I FURTHER CERTIFY that I am not related to
any of the parties named herein, nor their cancel, and
have no interest, financial or otherwise, in the outcome
of events of this action.

IN WITNESS WHEREOF, I have hereunto affixed
my official signature and seal of office this the 11th
day of February, 2014.

Tracy Wilkes, LCR #366
Licensed Reporter and Notary Public
State of Tennessee

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My Commission Expires: June 16, 2015.