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**9-1-1 Emergency Communications  
District Board of Managers  
September 19, 2014  
Minutes**

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**Members Present:**

Dr. Alan Stafford, County Representative  
Jeff Wyatt, Municipal Representative  
Dewayne Bush, County Representative  
Jim Bryan, Municipal Representative  
Gene Dettmann, Volunteer Fire Department Representative

**Staff Present:**

Ronnie Kidd, 9-1-1 District Director  
Mark Hoover, 9-1-1 Assistant Director  
Mike Saxton, 9-1-1 Program Coordinator

**Others Present:**

Ricky Bishop, Taylor County Sheriff  
Mike Rains, Assistant Director Finance, City of Abilene  
Wayne Brandt, City of Abilene Dispatch, Supervisor  
Jodi Dyer, Taylor County Sheriffs' Office, Dispatch Supervisor  
Steve Campbell, City of Merkel City Manager  
Barbara Boen, Office of Emergency Management  
Theresa James, City of Abilene Attorney's Office

**Item 1 - Call to Order**

Dr. Alan Stafford called the meeting to order at 2:00 p.m. in the City Hall Basement Conference Room. All Board members were present.

**Item 2 – Approval of Board Minutes**

A motion was made and seconded to approve October 22, 2013 board minutes.

**This was unanimously approved by the board.**

A copy of the minutes will be posted on: <http://www.abilenetx.com/AgendasandMinutes/index.htm> and a voice recording of all minutes are on file at the City of Abilene.

**Item 3 - Presentation and Acceptance of Annual Audit Ending in September 2013**

Assistant Finance Director Mike Rains gave an Annual Audit presentation for the year ending in September 30, 2013. The individual auditor's report was accomplished by Davis Kinard & Company and found all records in outstanding conformity with accounting principles accepted in the United States.

The next item for review consisted of the 9-1-1 Emergency Communication District Balance Sheet, Statement of Revenues (*expenditures and changes in fund balance*), and Statement of Revenues (*expenditures and changes in fund balance- budget and actual*). **(Attachment 1)**

**A motion was made and seconded to approve the presented audit and budget reports. This was unanimously approved by the Board.**

**Item 4 –City of Abilene / Taylor County 9-1-1 Request for Police Legal Services (PLS) Reality Based Online Continuing Dispatcher Training**

The City of Abilene and Taylor County 9-1-1 made a request to purchase an online training service (**Attachment 2**) to train their dispatchers. They want to purchase this service for a year to see if it meets their needs. This service would help dispatchers complete dispatcher certification requirements while saving money on travel costs and registration fees. \$5,100 (\$100 per trainee) is the cost for the service if the number of trainees exceeds 51. Since the number of Abilene/Taylor County dispatchers is close to 51, the board pointed out Merkel Dispatcher could be included in the training to ensure the lower cost per dispatcher would be available. Jeff Wyatt made the motion to authorize \$5,100 (and more if Merkel is included) to purchase PLS Reality Based Online Training

**A motion was made and seconded to approve funding for PLS Reality Based Online training service for continuing dispatcher training. This was approved unanimously by the Board.**

**Item 5 – 9-1-1 City of Merkel Funding Request**

The City of Merkel requested funds to assist with the cost of dispatching emergency 9-1-1 calls at Merkel City Hall and third party dispatching of those same calls for non-business hours at Taylor County Sheriff's department. The amount of the request was \$12,600 to fund service for emergency calls during business hours and \$3,040 to fund the emergency calls (**Attachment 3**) during non-business hours. While the data of funding for business hours emergency calls in the amount of \$12,600 was understood and accepted by the Board as reasonable, the non-business hours emergency call fund request of \$3,040 conflicted with a \$10,000 dollar payment to Taylor County already covering this service. Since Taylor County was already authorized \$10,000 for a part time employee to cover the after-hours emergency calls, the Board decided to continue payment to Taylor County for this service and deny the \$3,040 request.

**A motion was made and seconded to fund Merkel \$12,600 to fund service for emergency calls during business hours. This was unapproved unanimously by the Board.**

**Item 6 – Consideration for Continuing to Finance Part-Time Position in Taylor County Sheriff's Office**

In 2013, Taylor County Sheriff's Office requested and received \$10,000 from the Emergency Communications District Board of Managers to pay a portion for a part time position. The Board agreed to continue the funding of this position.

**A motion was made and seconded to approve the \$10,000 funding request. This was unanimously approved by the Board.**

**Item 7 – Revised Budget for FY 2014 and Proposed Budget for FY 2015**

Mark Hoover presented the proposed revised budget for 2014 (**Attachment 4**). The FY 2014 original ending budget balance was \$2,531,582 and increased to a revised \$2,590,396. Revenues were up \$60,500 more than projected. While many expense line items showing modest increases, *Communication Equipment* came in under budget by \$227,000.

**A motion was made and seconded to approve the revised 2014 budget. The Revised 2014 Budget was unanimously approved by the Board.**

Mark Hoover presented the FY 2015 9-1-1 budget for approval (**Attachment 4.**) The proposed budget for FY 2015 begins with a balance of \$2,590,208, total revenues rising to \$1,672,000, and total planned expenditures of \$1,271,152. This leaves a forecasted ending balance of \$2,991,056. Expenditures are similar to previous years with the exception of a few line items. The *Communication Equipment* Line is zero as no equipment is planned for purchase. A salary increase to \$295,000 reflected in *General Fund Services* and *Telephone Services* is due to the recurring cost for the new Gig-a-Man fiber installation.

The Board agreed with the recommended request to remove *Settlement Payments* and *Wireless Equipment* from the budget report because it is no longer needed.

**A motion was made and seconded to approve the FY 2015 Budget. The Board approved the FY 2015 Budget.**

**Item 8 – Setting of the 9-1-1 Emergency Service Fee for FY 2015**

Mark Hoover led the discussion of the 9-1-1 service fee for 2015. The fee was recommended to be continued at the same rate as the previous year (6% of the incumbent carrier base rate.)

**A motion was made and seconded to approve the 9-1-1 “surcharge” as the same rate as 2014. The motion was unanimously approved by the Board.**

**Item 12 - Adjourn**

Board Chairman Dr. Alan Stafford adjourned the meeting at 2:50 p.m.

Approved: _____ Chairman Date: _____
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# ATTACHMENT ONE

**CITY OF ABILENE, TEXAS**  
**9-1-1 Emergency Communication District**  
**Statements of Revenues, Expenditures and Changes in Fund Balances**  
**Years Ended September 30, 2013 and 2012**

	<u>2013</u>	<u>2012</u>
<b>REVENUES:</b>		
Wireless service fees	\$ 662,457	\$ 669,113
Wireline service fees	947,910	924,423
Interest	7,184	7,561
	<u>1,617,551</u>	<u>1,601,097</u>
<b>EXPENDITURES:</b>		
Current:		
Office supplies	28	165
Educational supplies	4,007	1,920
Postage	252	124
Communication equipment maintenance	57,791	155,959
Street sign maintenance	1,264	978
Phone service	198,336	202,742
Equipment use charge	4,280	5,078
Technology	7,929	9,220
Professional fees	7,976	6,143
Printing	274	420
Dispatchers	221,327	214,865
Employee development	1,350	1,287
Dues	245	325
Administrative services	531,610	531,610
Indirect costs	11,730	45,660
Capital Outlay:		
Communication center equipment	16,821	16,821
	<u>1,065,220</u>	<u>1,193,317</u>
<b>Total expenditures</b>		
	<u>1,065,220</u>	<u>1,193,317</u>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	552,331	407,780
<b>FUND BALANCES - BEGINNING OF YEAR</b>	<u>3,086,274</u>	<u>2,678,494</u>
<b>FUND BALANCES - END OF YEAR</b>	<u>\$ 3,638,605</u>	<u>\$ 3,086,274</u>

**CITY OF ABILENE, TEXAS**  
**9-1-1 Emergency Communication District**  
**Statement of Revenues, Expenditures and Changes in Fund Balances -**  
**Budget and Actual**  
**Year Ended September 30, 2013**

	<u>Budget</u>	<u>Actual</u>	<u>Variance Positive (Negative)</u>
<b>REVENUES:</b>			
Wireless service fees	\$ 650,000	\$ 662,457	\$ 12,457
Wireline service fees	900,000	947,910	47,910
Interest	6,500	7,184	684
	<u>1,556,500</u>	<u>1,617,551</u>	<u>61,051</u>
<b>EXPENDITURES:</b>			
<b>Current:</b>			
Office supplies	500	28	472
Educational supplies	2,500	4,007	(1,507)
Postage	200	252	(52)
Communication equipment maintenance	58,000	57,791	209
Street sign maintenance	1,600	1,264	336
Phone service	209,500	198,336	11,164
Equipment use charge	5,500	4,280	1,220
Technology	7,930	7,929	1
Professional fees	6,500	7,976	(1,476)
Printing	5,000	274	4,726
Dispatchers	225,000	221,327	3,673
Employee development	2,000	1,350	650
Dues	350	245	105
Administrative services	531,610	531,610	-
Indirect costs	11,730	11,730	-
Contingency	5,000	-	5,000
<b>Capital Outlay:</b>			
Communication center equipment	20,000	16,821	3,179
	<u>1,092,920</u>	<u>1,065,220</u>	<u>27,700</u>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>463,580</b>	<b>552,331</b>	<b>88,751</b>
<b>FUND BALANCES - BEGINNING OF YEAR</b>	<b>3,086,274</b>	<b>3,086,274</b>	<b>-</b>
<b>FUND BALANCES - END OF YEAR</b>	<b>\$ 3,549,854</b>	<b>\$ 3,638,605</b>	<b>\$ 88,751</b>

# ATTACHMENT TWO

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**Police Legal  
Sciences, Inc.**

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July 28, 2014

Wayne Brandt & Jodi Dyer  
Abilene & Taylor Co TX

Dear Wayne & Jodi;

Below is an outline of the services which will be provided to your organization by PLS upon subscription to PLS Reality Based Continuing Dispatcher Education:

- A package of twelve one hour lessons, one per month during the subscription year.
- An alternate package of 6 lessons per year, provided semi-monthly, is also available.
- A Lesson Plan for each lesson and a Certificate of Completion upon passing the exam, these can be added to the lesson taker's file and used in the recertification process.
- Lessons that are recognized by IAED as being eligible to satisfy EMD, EFD, EPD and ETC CDE requirements on an hour-for-hour basis.
- Lessons that are eligible to satisfy the continuing dispatcher education requirements in those states that have established minimum CDE standards, as in Texas.
- Lessons are available online 24/7, without the need for special hardware or software
- Licensed lessons are available for 2 months, with extension upon request.
- Client support is available through the internal messaging function or by phone during normal business hours (CST). All inquiries will be answered within 24 hours.

PLS Reality Based Continuing Dispatcher Education lessons are based upon actual 911 emergency calls selected to provide key teaching points. Each lesson explores five critical aspects of emergency call management:

- Part I. Special Issues, exploring relevant facts or statistics concerning the call
- Part II. Visualizing the scene
- Part III. Customer Service
- Part IV. Professionalism
- Part V. Epilogue, providing call outcomes and discussing potential legal liability issues

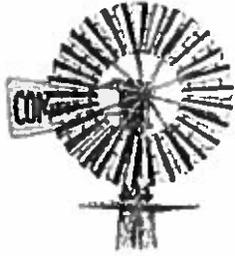
The cost of this program is only \$120.00 per year per full time dispatcher, while part timers may do lessons, complimentary, up to a 50/50 ratio. (Reduce to \$100 if you have 51 or more, or \$110 for 26-50.) The alternate package of 6 lessons per year is only \$80.00. Our on-line lessons eliminate the cost of travel, lodging, per diem, and overtime associated with off-site training programs. We look forward to being of service and would be honored to add your organization to the growing list of Emergency Call Centers using PLS Reality Based Continuing Dispatcher Education lessons to fulfill their ongoing training needs.

Thank you for your time and please let me know if you have any questions.  
Sincerely,

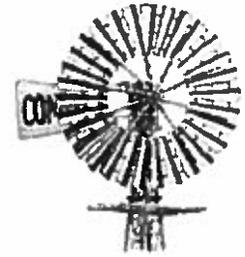
Dick Piphio  
Client Services Manager  
Police Legal Sciences, Inc  
515-577-1770 Direct  
[dpiphio@policelegalsciences.com](mailto:dpiphio@policelegalsciences.com)

877-653-5366  
PO Box 52  
Washington, IA 52353

# ATTACHMENT THREE



# City of Merkel



September 2, 2014

Re: Revised Funding Request

Mike Saxton  
911 Program Coordinator  
Abilene - Taylor County 911

Mr. Saxton,

After reviewing the spread sheet that you sent regarding the original request, I verified your findings and apologize for the error.

I have calculated Merkel's costs for 911 dispatching using a slightly different formula. The following is that formula and revised estimate.

First, the call numbers I submitted originally for Nov 2013 included incorrect totals for *police* calls due to a computer problem. I averaged police calls for the remaining 11 months and included the average numbers for Nov. (54 non-emergency) and (7 emergency).

That brings the total number of calls for 2013-2014 to 697 non-emergency and 212 emergency, total calls 909. The percentage of emergency to total is **23.3%**.

Costs of emergency dispatch to the City include:

\$35,806.00 dispatcher  
\$ 6,342.00 15% dispatch supervisor  
\$ 2,513.00 2 employee's hourly wage for 8 days (training)  
\$ 240.00 2 employee's meals for 8 days (training) 16 x \$15.00  
\$ 220.00 mileage 1 vehicle 400 miles @ \$0.55 per mile (training)  
\$45,121.00 total costs  
x 23.3% call volume  
\$10,513.00

Using the number of **minutes per call** instead of **call volume** (as 911 calls are typically longer than average calls):

28,347 total non-emergency minutes

10,964 total emergency minutes

39,311 total minutes; **27.89%** the percentage of emergency minutes to total minutes.

**\$45,121 (total costs) x 27.89% = \$12,584.00 total cost of 911 dispatch during business hours**

Though the 911 District assists TCSO with funding for dispatching services, the City of Merkel is still paying for a third party (TCSO) to dispatch after hours at a total cost of \$16,000.00 per year.

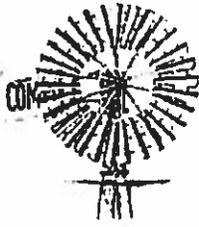
TCSO Dispatch provided me with reports of call volume for the City of Merkel for the last 6 months 1/1/14-6/30/14. Those numbers show a total (for 6 months) of 1124 calls, of which 214 were emergency (911) calls. The percentage of 911 calls to total calls is 19%. 19% of \$16,000.00 is **\$3,040.00 total cost for *afterhours* dispatching of 911 calls.**

Using the new formula, with corrected data, results in a total of \$15,624.00 of expenses for dispatching of 911 calls for the City of Merkel. I respectfully request that the City's request for reimbursement for dispatching of 911 services for the Fiscal Yr 2014-2015 be revised to **\$15,500.00.**

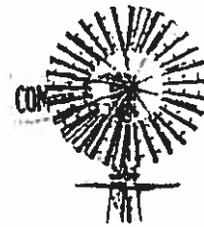
The City of Merkel remains committed to providing a well trained staff for dispatching of emergency services including 911 calls, to the northwestern portion of Taylor County in and outside of the city limits of Merkel.

Thank you for your consideration of this request,

Steve Campbell  
City Manager  
City of Merkel  
325/928-4911  
Steve@merkeltexas.com



## City of Merkel



August 25, 2014

Re: Funding Request

Mike Saxton  
911 Program Coordinator  
Abilene - Taylor County 911

Dear Mr. Saxton,

The City of Merkel is formally requesting funds to assist with the costs of dispatching emergency 911 calls at Merkel City Hall and with the costs of third party dispatching of those same calls after regular business hours. The City dispatches Police, Fire and EMS from 7:30 am to 4:30 pm Monday through Friday. Dispatching of 911 and emergency calls after regular business hours and on weekends and holidays is now provided by the Taylor County Sherriff's Office. TCSO charges the City \$16,000.00 annually for afterhours dispatching services.

The City now has four employees that are certified and licensed with two trained and licensed as basic telecommunicators within the last year. Mandatory continuing education is provided as well.

The City of Merkel is requesting a total of \$17,500 in reimbursement for the fiscal year October 1, 2014 - September 30, 2015. The funds will help ensure that the City of Merkel remains a viable part of public safety within the Northwest portion of Taylor County.

Your consideration of this request is greatly appreciated.

Sincerely,

Steve Campbell  
City Manager  
City of Merkel  
325/928-4911  
Steve@merkeltexas.com

# ATTACHMENT FOUR

Abilene/Taylor County 9-1-1 District

Line Item Description	FY 2014 Original Budget	FY 2014 Revised	FY 2015 Proposed
<b>Beginning Balance</b>	<b>\$3,638,604</b>	<b>\$3,638,604</b>	<b>\$2,590,208</b>
<b>Revenues</b>			
Wireless Service Fee Revenue	670,000	680,000	690,000
9-1-1 Surcharge	900,000	950,000	975,000
Interest Income	6,500	7,000	7,000
<b>Total Revenues</b>	<b>\$1,576,500</b>	<b>\$1,637,000</b>	<b>\$1,672,000</b>
<b>Total Resources</b>	<b>\$5,215,104</b>	<b>\$5,275,604</b>	<b>\$4,262,208</b>
<b>Expenditures</b>			
Office Supplies	500	500	500
Educational Supplies	2,000	2,000	0
Non-Capital Equipment	0	3,000	0
Postage	250	300	300
Comm/RDR Maintenance	58,000	58,000	90,000
Traffic Sign Maintenance	1,600	1,900	1,900
Phone Service	180,000	180,000	295,000
Professional/Contractual	8,658	8,658	7,535
Other Services/Materials	231,750	231,750	237,930
Printing	10,000	10,000	10,000
Employee Development	2,000	2,000	2,000
Expense Allowance	0	0	2,000
Dues/Subscriptions	350	350	350
Contingency	5,000	5,000	5,000
Indirect Cost Allocation	11,730	11,730	11,730
Equipment Use Charges	5,196	5,196	5,196
Technology Fund Transfer	1,488	1,512	1,600
General Services/Charges	560,500	560,500	573,111
Communications Equipment	1,575,000	1,575,000	0
<b>Wireless</b>			
Monthly Recurring Costs (MRC)	29,500	28,000	27,000
Settlement Payments	0	0	0
Wireless Equipment	0	0	0
<b>Total Expenditures</b>	<b>\$2,683,522</b>	<b>\$2,685,396</b>	<b>\$1,271,152</b>
<b>Ending Balance</b>	<b>\$2,531,582</b>	<b>2,590,208</b>	<b>\$2,991,056</b>

## DESCRIPTION OF BUDGET EXPENSE ACCOUNTS

**Office Supplies:** Supplies necessary for general office work such as binders, pens/pencils, paper, etc. Also includes printer charges from network printers.

FY14 REVISED	\$500	FY15	\$500
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**Educational Supplies:** Books, publications, and other supplies used for educational purposes. Also includes educational promotional items.

FY14 REVISED	\$2,000	FY15	\$0
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FY15 decrease due to relocating expense to new line item: EXPENSE ALLOWANCE.

**Non-Capital Equipment:** Office equipment, including computers.

FY14 REVISED	\$3,000	FY15	\$0
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FY14 new line item due to purchase of replacement laptop computer for GPS field work.

**Postage:** Cost for stamps and mailing.

FY14 REVISED	\$300	FY15	\$300
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FY14 increase due to increase in postage rates.

**Communications Maintenance:** Cost for annual maintenance of call logging equipment and CritiCall.

FY14 REVISED	\$58,000	FY15	\$90,000
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FY15 increase due to increase in VistaCom recorder maintenance as both PD and SO PSAPs now use VistaCom recorders.

**Traffic Sign Maintenance:** Maintenance of county road signs.

FY14 REVISED	\$1,900	FY15	\$1,900
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FY14 increase due to increased signage materiel costs.

**Telephone Service:** Cost of providing telephone service. This includes monthly lease and maintenance of PSAP equipment, Master Street Address Guide maintenance, and cost recovery payments to incumbent wireline carriers.

FY14 REVISED	\$180,000	FY15	\$295,000
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FY15 increase due to the new Monthly Recurring Costs for the new Gig-a-Man fiber installation.

**Professional/Contractual:** Fees paid for professional services such as public affairs and regulatory representation, Texas 9-1-1 Alliance, etc.

FY14 REVISED	\$8,658	FY15	\$7,535
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FY15 decrease due to Alliance FY13 and FY14 actual expenditures less than projected and true-up accomplished during 1QFY14.

**Other Services/Materials (Special Services):** Reimbursement of Taylor County and Merkel Telecommunicator positions.

FY14 REVISED	\$231,750	FY15	\$237,930
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**Printing:** Cost of printing reports, documents, binding, stationary, envelopes, etc. Also includes printing costs for responder maps.

FY14 REVISED	\$10,000	FY15	\$10,000
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**Employee Development (Travel/Employee Development):** Cost of attendance at training courses, seminars, conferences, 9-1-1 meetings in Dallas.

FY14 REVISED	\$2,000	FY15	\$2,000
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**Expense Allowance:** Costs associated with non-educational promotional activities. This includes expenses associated with annual Telecommunicator Appreciation Week activities.

FY14 REVISED	\$0	FY15	\$2000
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FY15 new line item relocated from: EDUCATIONAL SUPPLIES.

**Dues/Subscriptions:** Cost of memberships in professional organizations and subscriptions to professional publications.

FY14 REVISED	\$350	FY15	\$350
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**Contingency:** Funds for unexpected or undetermined costs (unobligated balance).

FY14 REVISED	\$5,000	FY15	\$5,000
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**Indirect Cost Allocation:** Funds transferred to the City of Abilene for reimbursement of administrative fee.

FY14 REVISED	\$11,730	FY15	\$11,730
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**Equipment Use Charges:** Gas and maintenance charges associated with assigned vehicle and replacement fund charge.

FY14 REVISED	\$5,196	FY15	\$5,196
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**Technology Fund Transfer:** Charges for computer software, licenses, etc.

FY14 REVISED	\$1,512	FY15	\$1,600
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**General Fund Services/Charge:** Funds transferred to the City of Abilene for reimbursement of City of Abilene employee positions such as telecommunications positions, GIS Manager (cost share), and program coordinator.

FY14 REVISED	\$560,500	FY15	\$573,111
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**Communication Equipment:** Equipment used for receiving 9-1-1 calls at primary service answering point (PSAP), CPE (Customer Premises Equipment) also called "core" equipment.

FY14 REVISED	\$1,575,500	FY15	\$0
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FY14 increase includes PSAP and network equipment upgrades.

**WIRELESS**

**Monthly recurring Costs (MRC):** Monthly recurring costs associated with wireless cost recovery/reimbursement per contract/settlement agreement with wireless service providers.

FY14 REVISED	\$28,000	FY15	\$27,000
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FY15 decrease due to renegotiated lower MRC rates.

**Settlement Payments:** One-time, non-recurring cost (NRC) payments associated with wireless cost recovery/reimbursement per contract/settlement agreement with wireless service providers.

FY14 REVISED	\$0	FY15	\$0
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**Wireless Equipment:** Equipment used for processing wireless E911 specific information at the PSAP.

FY14 REVISED	\$0	FY15	\$0
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