

Due to the COVID-19 pandemic, the Board of Directors of the Emergency Communications District (ECD) of Nashville and Davidson County met electronically via WebEx. Chair Cleo Duckworth called the meeting to order at 2:35 PM and presided over the meeting with the following board members present: Susan Mattson, Ruby Baker, Lorinda Hale, William Johnson, David Gleason, Eliud Trevino, Rick Cowan, and Charlane Oliver. Others present included: Mark Lynam and Larry Law (ECD Admin), Russell Freeman (Legal Counsel), Stephen Martini, Angie Milliken, and Paul McCallister (Metro DEC), Philip McGowan, Stephanie England, and Tiffany Childress (DVL Seigenthaler).

Opening Statement

Chair Duckworth read an opening statement which explained why it was necessary to meet by electronic means in light of the COVID-19 threat. She stipulated that Governor Bill Lee's executive orders 16, 34, 51, 60, 65, and 71 allowed us to do so.

Minutes

Ms. Hale made a motion to accept the minutes from the October 15, 2020 and October 21, 2020 meetings. Mr. Gleason seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam discussed the December 2020 financial report with board members. He reported that income for December was \$1,118,400 and expenses totaled \$1,221,315. Cash available for operations at the end of December consisted of \$596,659 in our checking account and \$15,760,608 in our LGIP account. After discussion ended Ms. Mattson made a motion to accept the financial statement as presented. Mr. Johnson seconded the motion and it carried unanimously by roll call vote.

Mr. Lynam went over the November financial report with board members. He reported that income for November was \$959,091 and expenses totaled \$694,814. Cash available for operations at the end of November consisted of \$701,716 in our checking account and \$15,758,466 in our LGIP account. After discussion ended Ms. Mattson made a motion to accept the financial statement as presented. Ms. Hale seconded the motion and it carried unanimously by roll call vote.

Training Requests

Director Martini submitted a request to purchase an APCO EMD Training and Guidecard Program which comes with a cost of \$34,647. He explained to board members that his department wants to move from its current ProQA "protocol based" EMD solution to APCO's "criteria based" EMD solution. By doing so will reduce the number of questions that have to be asked of a caller and get responders on the way much more quickly. He went on to add that he has the backing of Fire, EMS, and the medical director to make this transition.

Director Martini explained that he has two options for implementing the criteria based solution. His department can either purchase APCO's software package for a cost of approximately

\$120,000 or, if found to be feasible, it could be staged on the Premier 1 CAD system at no cost. The decision on which approach to take will be made after the training is complete.

After discussion ended Ms. Hale made a motion to approve the purchase of the training program. Mr. Gleason seconded the motion and it carried unanimously by roll call vote.

Public Awareness Update

Ms. England reported that the new advertising (billboards, digital, and radio) started on January 4th. She indicated that we will see new metrics on next month's reports. The video that is being produced for this year's campaign should be ready by late February or early March.

Mr. McGowan reported that the animated Rescue Rex video is complete and ready for distribution to Davidson County schools. Emails were sent to schools last week and they have already heard back from twenty schools who want to participate. Work is being done to coordinate logistics on how to get coloring books and other materials to the individual schools.

Street Name Change

Ordinance BL2020-556 was submitted requesting approval to rename a portion of "Clover Street" to "Community Court". Mr. Lynam reported that DEC has reviewed and signed off on the street name change. With that said Ms. Hale made a motion to approve the name change. Ms. Baker seconded the motion and it carried unanimously by roll call vote.

DEC Directors Report

Director Martini went over the annual customer satisfaction survey that was completed by Portia Research back in October. He reported an 88% overall customer satisfaction rate. He pointed out key findings, including negative and positive comments. The feedback that was obtained from this survey will be used to improve customer service.

Director Martini discussed the AT&T outage from the Christmas Day bombing and the challenges that it presented. He identified the services that were impacted and the workarounds that he and his staff put in place to maintain 911 service to Davidson County residents.

Director Martini reported that he is working with Rutherford and Williamson County to establish a redundant fiber ring between the PSAPs for the purpose of maintaining telephone services in the event we have another outage like we did on Christmas Day. This joint venture will provide network diversity and redundancy between the three PSAPs. Costs associated with the project are still being accumulated and will be presented to the board as soon as they are finalized.

Director Martini reported that his department is moving forward on a cybersecurity solution. He pointed out that an assessment of the health and weaknesses of Metro's network was completed back in August. Through that assessment it was recognized that ongoing cyber monitoring is needed. Quotes for this service have been received from Secular, Intrado, and Mission Critical Partners. Once the quotes are evaluated a recommendation will be brought before the board.

Director Martini discussed the effect that COVID-19 had on his department during the month of December. He pointed out that 25% of the operational staff was impacted by COVID-19 symptoms, positive test results, or positive family members which impacted the department's ability to process calls to standard procedures. They are now seeing a reduction in COVID exposed employees. He went on to add that he and his employees were placed in the first round of vaccination distributions, with most employees getting their first shot on December 28th, and their second on January 18th.

Director Martini provided an update on the Compton Center renovation. He reported that the RFQ went out earlier this month. There was a site visit conducted yesterday with the design architect and contractors. The bid responses are due back by February 26th. General Services is projecting a Spring 2022 completion date.

Director Martini reported that a pipe renovation project will start next week at Compton. The drainpipes which carry water from the roof through the building are being replaced. This will require telecommunicators to work out of the backup center at different times. Project should be completed in about six weeks.

Director Martini updated the board on legislative issues. He pointed out that he has been in contact with our lobbyist, Will Denami, on a regular basis since the State Legislature came back in session. He noted that Mr. Denami is operating in a unique environment where he cannot meet in person with state legislators and must do everything remotely. Of immediate concern to our district and due to the recent 911 surcharge increase, is the thought by some legislators that all operational costs of a 911 center should be placed under the district, including those currently being funded by local governments. To make that happen there is one effort taking place to reshape the makeup of the TECB Board to include mainly telephony vendors and elected county officials. To counter that effort our lobbyist is working, in conjunction with the Tennessee Municipal League, on petitioning that local governments consider creating a set user fee or a parcel fee that would cover the cost of funding public safety services within their jurisdiction.

Adjournment

Upon proper motion by Ms. Hale and second by Ms. Baker the meeting adjourned at 4:08 PM. Ms. Duckworth reminded everyone that the next meeting of the ECD Board will take place on February 18th.