

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 2:34 PM and presided over the meeting with the following board members present: Susan Mattson, Ruby Baker, Lorinda Hale, William Johnson, David Gleason, Rick Cowan, Carolyn Tucker, and Eliud Trevino. Others present included: Mark Lynam and Larry Law (ECD Admin), Russell Freeman (Legal Counsel), Stephen Martini, Angie Milliken, Paul McCallister, and Tim Watkins (Metro DEC), 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, 71, and 78 allowed us to do so.

### **Introduction of New ECD Board Member**

Dr. Carolyn Tucker was introduced as the newest member of the ECD Board of Directors. Dr. Tucker will be representing School District 3. Her term will expire February 14, 2025.

### **Minutes**

Ms. Hale made a motion to accept the minutes from the February 18, 2021 ECD Board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

### **Financial Report**

Mr. Lynam reviewed the February financial report with board members. He went over the business transactions that took place during the month. He reported that income for February was \$1,534,577 while expenses amounted to \$203,722. This resulted in a net gain of \$1,330,855 for the month.

Mr. Lynam reported that cash available for operations totaled \$17,542,561. This consisted of \$1,778,870 in our checking account and \$15,763,691 in our LGIP account. He also apprised board members that by year end, expenses incurred for lobbyist services will result in us being over budget by \$10,000 under line item 4221-Consulting Services. This will require us to submit an amended budget to the TECB before the end of the fiscal year.

After discussion ended Ms. Hale made a motion to accept the financial statement as presented. Mr. Gleason seconded the motion and carried unanimously by roll call vote.

### **Training Requests**

Director Martini reported that there were no training requests to bring before the board.

### **Public Awareness Update**

Ms. Childress reported on the digital advertising campaign. She stated that 461 new visitors were drawn to the site in February. The top zip codes were 37203 and 37211. She apprised board members that the new video began running on March 11<sup>th</sup>. Video analytics will be available next month.

Ms. Childress also reported on Rescue Rex. Five new schools were added to the program last month and should reach an estimated 1,327 children. This will bring the total number of children reached for the year to 2,260.

The 3-1-1 Day Campaign was a huge success. Both an op-ed and a press release were written. Channel 2 (WKRN) and Channel 4 (WSMV) ran 311 coverage twelve times on that day. Channel 2 also interviewed Director Martini and ran a story about recognizing when to call 311 versus 911. Ms. Mattson mentioned that she saw a reference to one of the news articles in a public safety brief from APCO.

### **ECD Director Resolution**

Attorney Russell Freeman went over the resolution that was drawn up to designate and appoint the Director of the Department of Emergency Communications for Metropolitan Government of Nashville and Davidson County as the Director for the Emergency Communications District of Nashville and Davidson County. Ms. Mattson made a motion for the board to adopt the resolution. Ms. Hale seconded the motion and it carried unanimously by roll call vote.

### **Cyber Security Solution**

Mr. Watkins reported that his department, in conjunction with Metro's IT Department, had examined several cyber security monitoring services and had identified the Seculore solution as the appropriate one to move forward with. It was pointed out that this service can be provided through our existing maintenance contract with Intrado, our current call processing equipment provider, since Intrado and Seculore are business partners. This service will add an additional \$30,000 per year to the existing Intrado maintenance agreement. So as to acknowledge that the Board is aware and agrees to the additional cost that will be brought about by this new service, Ms. Mattson made a motion that we accept an amended maintenance agreement from Intrado. Ms. Baker seconded the motion. A roll call vote was taken and everyone voted in favor of the motion with the exception of Mr. Gleason and Ms. Tucker, who both abstained.

### **Street Name Change**

Ordinance BL2021-681 was submitted requesting approval to rename a portion of "Division Street" to "Old Division Street". Mr. Lynam reported that DEC had reviewed and signed off on the street name change. With that said Ms. Mattson 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 updated board members on the following topics:

Text to 911 – Capability exists at our 911 center. Eighteen (18) texts were received last month. Staff is still assessing service and not yet ready to make a public announcement. Will take a more targeted approach to getting the word out by focusing on domestic violence shelters and the speech & hearing impaired. For now, the message should be ... "talk if you can, text if you cannot".

NFPA and NENA Compliance Standards – 90% of 911 calls answered within 15 seconds / 95% of calls answered in 20 seconds. Metro’s current performance is:

- 15 seconds – 91.95% (+1.95%)
- 20 seconds – 93.51% (-1.49%)

In-Service Training – All employees receive at least one hour of training each month. If not in the classroom, it may consist of magazine articles that they are tested on.

Renovation Project – Metro’s evaluation committee met last week and reviewed the four responses that were submitted. A contractor was selected by the group. Metro’s purchasing department must now officially award the contract to the selected vendor, which hopefully will happen by mid to late April. At that time a kickoff meeting will take place. A target date of August 2022 is projected for completion of the project.

Storm Water Drain Replacement – Water which leaves the roof of the 911 facility must pass through metal drains that flow through the interior of the building. These drains have been leaking and causing problems within the 911 center. Metro is currently working on replacing all of these metal drains with PVC pipe. Completion of this project is expected to take another six to eight weeks.

Legislation –

- HB0964 – Allows local governments to withdraw monetary support for 911 districts. Opposed by 911 community. Failed to pass committee.
- HB0872 – Requires operational 911 employees to be employed by the district or be contract employees. Opposed by 911 community. Waiting to go to committee.
- HB1450 – Allows municipalities to impose public safety surcharge fees. 911 community is neutral on this bill. Struggling to get support.
- HB0173 – Requires statewide plan for text-to-911 implementation by January 1, 2023. Has support of 911 community. All districts should have in place before mandated date.

Employee Appreciation Banquet – Scheduled for Thursday, April 15<sup>th</sup> at the Music City Center. Meets COVID guidelines for events. So as not to draw criticism or concern to the government for having a large gathering, Ms. Mattson asked that we solicit feedback from the Mayor’s Office regarding this event. Director Martini said that he would bring this matter to the attention of the Mayor’s Office. If the banquet is held on April 15<sup>th</sup>, board members have elected to move the date of April’s ECD board meeting to the 22<sup>nd</sup>.

Conferences – A group of employees will be attending the 911 Winter Workshop (Gatlinburg, TN) later this month. DEC anticipates sending employees to the NENA Conference (Columbus, OH) in July and the APCO Conference (San Antonio, TX) in August.

Miscellaneous

Ms. Duckworth extended her appreciation to Ms. Mattson and Mr. Gleason for volunteering to serve another term on the ECD Board.

Ms. Hale asked if board members would be allowed to attend either the NENA or APCO conference this year. Ms. Duckworth acknowledged that we generally allow board members to attend one conference each year. She said if anyone had an interest in attending either of these conferences, they should contact Mr. Lynam to work out the details.

**Adjournment**

Upon proper motion by Ms. Hale and second by Mr. Gleason the meeting adjourned at 3:44 PM.