

The Board of Directors of the Emergency Communications District (ECD) of Nashville and Davidson County met in regular session at the Metro Emergency Communications Center, 2060 15th Avenue South. Chair Cleo Duckworth called the meeting to order at 2:31 PM and presided over the meeting with the following board members present: Ruby Baker, Lorinda Hale, William Johnson, Rick Cowan, Susan Mattson, Carolyn Tucker, Eliud Trevino, and David Gleason. Others present included: Mark Lynam and Larry Law (ECD Admin), Stephen Martini, Angie Milliken, Paul McCallister, Tim Watkins, and Dwayne Vance (Metro DEC), Philip McGowan (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

Minutes

Ms. Hale made a motion to accept the minutes from the June 17, 2021 ECD board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam reviewed both the June and July financial reports with board members.

June 2021 – Income for June totaled \$1,533,528 and expenses came to \$233,851 which resulted in a net gain of \$1,299,677 for the month. Cash available for operations at the end of June consisted of \$840,991 in our checking account and \$17,164,825 in our LGIP account.

July 2021 – Income for July totaled \$1,811 and expenses came to \$847,527 which resulted in a net loss \$845,717 for the month. Cash available for operations at the end of July consisted of \$44,983 in our checking account and \$17,115,117 in our LGIP account.

After discussion ended Ms. Baker made a motion to accept the financial statements as presented. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Public Awareness Update

Mr. McGowan went over the advertising reports with board members. He reported that both the “New Movers Campaign” and “Call Volume Awareness” digital ads continue to perform well. Three digital billboards are in operation (2 English, 1 Spanish). Radio ads are in heavy rotation across thirteen radio stations, including two Spanish language stations. Video media will start back up in September. Facebook ads were added to the mix in August.

Mr. McGowan reported that his team had prepared for in-person Rescue Rex shows for the current school year. However, due to new protocols in schools surrounding the COVID Delta variant, Rescue Rex shows will be held in a virtual format. The Rex “Host” will play animated Rescue Rex videos and will have the ability to pause the video to interact with students throughout the video. Following the video, the actor will give the class a “quiz” about Rex’s lesson, and classes who successfully complete the quiz will earn “Rex Ranger” badges.

Ms. Tucker asked if an assessment had ever been made to measure the effectiveness of the Rex presentation. Mr. McGowan said he would check into this and report back to the board.

Legislative Update

Ms. Mattson reported that Governor Lee has not yet made his TECB Board appointments. She also communicated that Representative Bricken continues to focus on his goal of giving counties more control of ECD monies. Our lobbyist, Will Denami, continues to monitor things closely and will be attending a meeting of Tennessee mayors to see what he can learn from that venue.

Mr. Freeman also provided insights on what he had learned from a recent meeting between Representative Bricken and the TENA legislative committee.

DEC Directors Report

Director Martini gave board members an update on where things stood with the DEC facility renovation. He reported that the design team is close to finalizing the project. He provided a report showing what renovations will be funded by the ECD and which ones will be funded by General Services. He also provided floor plans highlighting the areas to be renovated.

There are several additional design options still being considered. Mr. Martini pointed out that to fully complete the renovation project, without reducing the scope of the project, additional funding will be needed. During discussion it was determined that another capital project, Continuity of Communications, will cost much less than originally projected. It was suggested that some of the funding set aside for the “Continuity” project be moved to the “Renovation” project. After discussion ended, Ms. Baker made the motion that we shift \$500,000 from the “Continuity” project to the “Renovation” project to be used as needed. Ms. Matson seconded the motion and it carried unanimously by voice vote. After open issues are resolved, the board wants to see an itemized breakdown of all costs associated with the renovations that the District will be paying for and those which Metro will be paying for.

Other matters reported on included....

Non-emergency calls and the impact they have on 911 calls ... All non-emergency calls that can be handled in alternative ways, such as handing them off to 311, allows DEC to better achieve its targeted answer time for 911 calls. DEC continues to enhance its partnership with Metro’s 311 division.

Text to 911 ... DEC is experiencing about 70 to 100 text sessions per month. Director Martini is not yet ready to announce this capability to the public until we can get text in multiple languages. DEC team leaders are working on a marketing approach to reach specific audiences who would benefit from being able to text vs making a voice 911 call.

Staffing ... DEC currently has 18 vacancies and will reach 20 by the end of the week. A new training academy of 20 members will start on September 20th.

Quality Assurance ... Over the next six months four CTO’s have been assigned to review calls and conduct quality assurance reviews. It is hoped that they will be able to determine trends in performance that will be addressed through individual or group training.

TENA Election Ballot

Mr. Lynam explained that TENA is holding an election to fill board positions and to amend its bylaws and policies. He added, that as a member of TENA, our District is allowed one vote in the process. Our vote will be cast through the electronic ballot that was sent to Mr. Lynam.

Mr. Lynam presented a paper copy of the ballot for ECD board members to review. He asked them how they wanted him to cast their vote.

Mr. Gleason made a motion that our vote for 2nd Vice President go to Rose White, that our vote for Treasurer go to Justin Crowther, and that we vote “yes” to all the bylaw and policy amendments. Ms. Hale seconded the motion and it carried unanimously by voice vote. Mr. Lynam indicated that he would submit the electronic ballot as directed.

Date of Next Board Meeting

Ms. Duckworth asked everyone how they felt about not meeting in September unless something urgent came up which would require us to call a meeting. Everyone was comfortable with this. Our next scheduled ECD board meeting will be held on October 21, 2021.

Adjournment

Upon proper motion by Ms. Hale and second by Mr. Johnson the meeting adjourned at 3:52 PM.

Minutes submitted by Mark Lynam