

The Board of Directors of the Emergency Communications District (ECD) of Nashville and Davidson County met via teleconference due to the COVID-19 pandemic. Chair Cleo Duckworth called the meeting to order at 2:30 PM and presided over the meeting with the following board members present: Susan Mattson, Ruby Baker, Lorinda Hale, William Johnson, David Gleason, and Rick Cowan. Board members Eliud Trevino and Charlane Oliver were not in attendance. Others present included: Mark Lynam (ECD Admin), Stephen Martini, Angie Milliken, Dwayne Vance, and Tim Watkins (Metro DEC), Philip McGowan and Stephanie England (DVL Seigenthaler), Russell Freeman (Legal Counsel), Margaret Keck and Jody Clinard (Metro ITS).

Minutes

Ms. Hale made a motion to accept the minutes from the February 20, 2020 ECD board meeting. Ms. Baker seconded the motion and it carried unanimously by voice vote.

Funding Request for Public Safety Radios

Ms. Margaret Keck and Mr. Jody Clinard from Metro's ITS Department talked to board members about the Radio Shop's need to replace approximately 3250 public safety radio over the next five years. They explained that these radios had reached end of life and are no longer supported by the manufacturer. The total cost for this project will be approximately \$16 million. They asked if the ECD would be willing to help defray some of the cost by contributing \$1 million per year over the next 5 years toward the project. They went on to add that the Mayor's Office and Metro's finance officials had asked them to bring this request before the ECD Board. Mr. Gleason made a motion that we take this matter under advisement and vote on it later during this same meeting when we have our discussion on next year's budget. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Later during the meeting, Mr. Gleason made a motion that the ECD enter into an inter-local agreement with Metro and contribute \$1 million per year for the next five years to assist with the replacement of public safety radios. Ms. Baker seconded the motion and it carried unanimously by voice vote. Ms. Duckworth instructed Mr. Lynam to notify the ITS Department of the board's decision.

Financial Report

Mr. Lynam discussed the March 2020 financial report with board members. He went over the business transactions that took place during the month. He reported that income for March was \$16,738 while expenses were \$239,888. This resulted in a net loss of \$223,150 for the month.

Mr. Lynam reported that cash available for operations amounted to \$14,551,423. This consisted of \$178,540 in our checking account and \$14,372,883 in our LGIP account.

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

ECD Proposed Budget for FY 2021

Mr. Lynam discussed the proposed FY 2021 operating budget with board members and DEC staff. He reported that our district will receive approximately \$2.2 million in additional revenue each year due to the passing of the legislation which raises the 911 surcharge fee from \$1.16 to \$1.50. Since this legislation does not take effect until January 2021, we will only see \$1.1 million of that money during FY 2021.

Mr. Lynam went over the various operational expenses that are included in the budget. During discussion Mr. Gleason asked that we take an inventory audit of all the telephone services that we are currently being

billed for. Mr. Lynam said that he will work with AT&T and Metro's IT Department to get this done. Mr. Gleason also asked if the cyber risk assessment had ever been completed. Mr. Watkins stated that Motorola had attempted to scan our system but they had to back off because they were causing performance issues. Mr. Watkins said that he will discuss this matter in more detail with Mr. Gleason outside of the board meeting.

Mr. Tim Watkins went over the capital improvement items that are included in the budget. He pointed out which projects are new and which ones were being carried over from FY 2020. Mr. Martini informed board members that four of our capital expenditures are being submitted to the Mayor's Office for possible consideration of grant money that has become available due to the COVID-19 pandemic. The items that are eligible for consideration are the security cameras, PC replacements, KVM hardware, and the dispatcher furniture. Ms. Mattson questioned whether or not we should pursue the grant money. Knowing that Metro is going to face some upcoming financial difficulties, she felt it may be better to let other agencies, which do not have alternate funding sources, seek this grant money. Mr. Martini stated that the Mayor's Office had asked his department, along with other departments, to submit all projects that fall within certain guidelines. He said that he would convey Ms. Mattson's views to the Mayor's Office so that they can take this into consideration as they make their decisions.

Mr. Lynam reported that the proposed budget includes \$2.2 million for renovations to the Compton 911 Center. He explained that General Services had submitted two separate proposals for building renovations totaling \$2.7 million. The first proposal covered the 911 Operations area with a cost estimate of \$1.3 million. The second proposal covered the common areas of the building with a cost estimate of \$1.4 million. Mr. Lynam went on to explain that General Services has since obtained \$500,000 from the 4% fund to use toward the common areas. This leaves \$2.2 million that will be needed to complete the necessary improvements to the building. Since it does not appear that Metro will be breaking ground on a new building anytime soon, and knowing the current condition of the Compton facility, board members expressed the need to move forward with this funding.

Mr. Lynam went on to report that the grand total of next year's proposed budget will be \$11,265,150. Of this total \$4,326,350 is earmarked for general operating expenses and the remaining \$6,938,800 is allocated toward capital improvements. After discussion ended Ms. Hale made a motion to accept the budget that was presented by Mr. Lynam. Mr. Johnson seconded the motion and it carried unanimously by voice vote. Mr. Lynam stated that he will send a copy of our proposed budget to the Clerk's Office who will distribute it to the Mayor's Office and Council. A public hearing will be held in June at which time the ECD Board will officially adopt the budget. (A copy of the proposed budget for 2021 will be submitted with the minutes).

Public Awareness Update

Mr. McGowan reported that on April 1st his staff met with the ECD Technology Committee and various members of DEC to finalize the draft scripts of radio spots that will be used for the recruitment campaign. Those scripts are currently in production and should go live soon. Mr. McGowan also reported that all Rescue Rex shows have been postponed indefinitely due to the COVID-19 school closures.

Ms. England updated board members on the digital advertising campaigns. She reported that the recruitment campaign is ramping up. Ms. England also informed board members that our radio ads are getting extra air time. This is due to the fact that radio stations have had to pause some of their ads due to the COVID-19 pandemic. The stations are filling some of this extra air time with our ads at no additional cost.

DEC Directors Report

Director Martini went over the March 2020 data report that he had previously submitted to board members. This report included call statistics and staffing numbers. Mr. Martini reported a 28%-32% dip in call volume from March of last year.

Mr. Martini apprised board member of an issue that has come to his attention which is being given high priority. It involves the ability to text to 911. Metro is not yet in the position to receive text-to-911 calls. It has recently been determined that there have been 59 attempts to text a message to our PSAP since July of last year. Most of those callers turned around and called the 911 center but a number of those callers did not. There is concern for those callers who did not, or could not, make a voice call. Mr. Martini is working with the State of Tennessee, AT&T, and other carriers to remedy this situation. He will keep the board informed on this matter.

Mr. Martini gave the board a quick update on what is being done at our 911 center to reduce the risk of COVID-19. Those administration employees who can work from home are doing so. Increased cleaning is taking place in our facility. Wipes and disinfect spray is being furnished to all calltakers so that they can clean their workstations. N95 masks are being made available to any calltaker who requests one. No one in our facility has tested positive for COVID-19.

Ms. Hale said that she had read in the Director's Report that the vacant Assistant Director's position is being offered to someone outside of Metro. She wanted to know if anyone within DEC was considered for the position. Mr. Martini stated that he had been informed by Metro's HR Department that we had a unique situation here where the position could be filled without opening it up to others inside or outside of Metro. Since this position will report directly to Mr. Martini, he can hire any qualified individual who had recently applied and interviewed for the director's position. Mr. Martini said that he first consulted with Angie Milliken, who had served as acting director from May 2019 until March of 2020, to see if she thought it would create a problem if he went about filling the position in this fashion. She did not think it would create a problem. Mr. Martini advised he met individually with every current DEC employee who expressed interest in applying for this position, explaining the situation and the impact on each individual. Mr. Martini stated that he then decided to proceed in this manner because he wanted to bring the right form of leadership into the department. He went on to add that he will work to support employee growth and professional development within the organization whenever possible.

National Public Safety Telecommunicator Week

April 12th through April 18th is the week that we honor our nation's telecommunicators. Normally the ECD would host an employee appreciation banquet during this time period. However, due to the COVID-19 pandemic, this year's banquet has been cancelled. Nonetheless, ECD board members want to do something to show their appreciation for our telecommunicators. They discussed having a meal delivered to all three shifts. DEC management indicated that due to COVID-19 restrictions, the meal would have to be an individual meal that was boxed separately. Ms. Milliken had checked with several food establishments and felt that the meals could be furnished for about \$1,200. This amount did not include drinks. Ms. Mattson made a motion that we allocate \$1,500 from the money set aside for the banquet and use it to purchase meals and drinks for all three shifts. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Miscellaneous

Mr. Cowan asked if any word had come from the Mayor's Office regarding the ECD board reappointments for Ms. Baker, Ms. Hale, and himself noting that their terms had expired on February 14th. Mr. Lynam replied that it had been about two weeks since he had last spoken to someone in the Mayor's

Office about this issue. At that time he was told that they did not yet have an answer from the Mayor regarding the reappointments. Mr. Cowan then asked where this left Ms. Baker, Ms. Hale, and himself as far as serving as ECD board members. Mr. Lynam advised him that the 60 day grace period will expire today, and going forward, unless word comes regarding their reappointment, they can no longer function as ECD board members.

Adjournment

Upon proper motion by Ms. Baker and second by Ms. Hale the meeting adjourned at 4:20 PM. The next ECD Board meeting is scheduled for May 21, 2020. Ms. Duckworth stated that due to the challenges created by the COVID-19 pandemic, we may bypass our May meeting unless there is something urgent that needs to be taken care of. Mr. Lynam will notify board members of any schedule changes.