

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 2:35 PM and presided over the meeting with the following board members present: Susan Mattson, Ruby Baker, Lorinda Hale, William Johnson, Eliud Trevino, David Gleason, Rick Cowan, and Charlane Oliver. Others present included: Mark Lynam and Larry Law (ECD Admin), Angie Milliken, Dwayne Vance, and Bruce Sanschargin (Metro DEC), Tiffany Childress and Stephanie England (DVL Seigenthaler), Russell Freeman (Legal Counsel), and Aida Hughes.

### **Minutes**

Ms. Hale made a motion to accept the minutes from the January 16, 2020 ECD board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

### **Financial Report**

Mr. Lynam discussed the January 2020 financial report with board members. He went over the business transactions that took place during the month. He reported that income for January was \$19,694 while expenses were \$281,691. This resulted in a net loss of \$261,997 for the month.

Mr. Lynam reported that cash available for operations amounted to \$13,830,328. This consisted of \$92,542 in our checking account and \$13,737,786 in our LGIP account. He also reported that everything appeared to be in order to finish the year within budget.

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.

### **Training Requests**

Mr. Sanschargin reported that the next call taker academy begins on March 2<sup>nd</sup>. He hopes to have 25 new hires in this class. He requested approval to purchase the following materials.

#### Training Materials:

4418.03 - EFD Training Books (\$195 each x 25)	4875.00
- EMD Training Books (\$195 each x 25)	4875.00
- Call Taking Manuals (\$15 each x 25)	375.00
- Procedure Manuals (\$15 each x 25)	375.00
- APCO Telecommunicator Manuals (35)	<u>3708.00</u>
	\$14,208.00

#### Misc. Request:

APCO Instructor Training Course (On-Line)	
4418.06 - Registration	<u>509.00</u>
	\$509.00

Total: \$14,717.00

Ms. Mattson made a motion to approve the training requests. Ms. Hale seconded the motion and it carried unanimously by voice vote.

### **Public Awareness Update**

Ms. Tiffany Childress went over the Rescue Rex report. She informed board members that 4,597 children had attended Rescue Rex performances through January of the current school year. During February and March they have additional performances scheduled that should reach another 1375 children.

Ms. Stephanie England went over the reports containing the measurement numbers for the advertising campaigns. She reported that the “New Movers” campaign and the “Recruitment” campaign were performing very well. Discussion took place as to whether or not we have the ability to track applicants who may have applied for a call taker job by coming through the “AnswertheCallNashville.com” website.

Ms. England also provided a report showing the number of billboards, bus benches, and radio stations that are being used in our 615-862-8600 media campaign. Ms. Baker requested a list of where the bus benches and billboards were located. Ms. England pointed out that the billboard locations rotate across Davidson County based on availability. Ms. England did however indicate that she could provide a snapshot of where they are currently located.

Ms. England reported that fifteen of Nashville’s top radio stations are currently running 911 caller awareness radio spots. Approximately 200 radio spots are aired each week. Mr. Trevino asked which stations are running the Spanish announcements. Ms. England said that Spanish radio spots are run on WMGC and WMVL. Ms. Baker asked for a list of the radio stations that are running our radio spots.

Ms. Mattson pointed out that in our previous meeting it was questioned if the call analysis report that was being shared with us each month was useful in determining whether or not our 911 public awareness campaign was instrumental in reducing the number of 911 calls. She called attention to the fact that the new phone system and the ASAP to PSAP program may be outside factors that are affecting call volume. Ms. Mattson asked the staff at DVL Siegenthaler to continue investigating some way of measuring the effectiveness of our 911 public awareness campaign. Ms. Mattson also requested that DEC provide a call volume report each month showing numbers and trends. After the DVL Siegenthaler team has had a chance to regroup, Ms. Duckworth requested that the Public Awareness Committee be brought together to further discuss this matter with them.

### **Renovations to Compton**

Mr. Lynam reported that the projected cost estimate has not yet been completed by Metro’s Department of General Services. Hopefully a cost estimate report will be ready to discuss by our next meeting.

### **DEC Directors Report**

Ms. Milliken reported that DEC presented their 2021 budget to the Mayor’s Office on Tuesday, February 11<sup>th</sup>. It will be presented to the Metro Council in early April. The budget consists of four “investment” requests:

- Restoration of 3 positions that were removed from the current 2020 budget to meet a savings target that was set for each department.
- Rent increase associated with the backup center.
- Overtime costs associated with a dedicated dispatcher for the Police Department’s Juvenile Task Force.
- Overtime costs associated with backfilling for employees on Family Medical Leave.

Five employees are graduating from DEC's training academy tomorrow.

Interviews are taking place on February 28<sup>th</sup> for new hires.

A new training class will begin on March 2<sup>nd</sup>. Due to the number of trainees in that class additional personnel will be involved in the training activities. Those employees who assist in training activities will receive trainer pay.

ASAP to PSAP went live on January 21<sup>st</sup>. All went well with minimal issues. There are approximately 17 alarm companies currently participating in this program.

A new Metro 911 Director has been selected. Mr. Stephen Martini has been named to that position. He will start on March 9<sup>th</sup>.

The employee appreciation banquet is scheduled for April 16<sup>th</sup> at the Maxwell House Hotel.

#### **Report from Legal Counsel**

Mr. Freeman made board members aware of legislation currently under consideration in the Tennessee General Assembly:

- HB1621 / SB1761 – increases the 911 surcharge fee from \$1.16 to \$1.50. (He noted that a Senate hearing is to be held on February 25, 2020.)
- HB2520 / SB2688 – reduces the time period in which ECD board must file a copy of the district's annual audit with the appropriate authorities from 30 days after receipt of audit to 15 days after receipt of audit.
- HB2304 / SB2767 – adds emergency call takers and public safety dispatchers to definition of first responder.
- HB1673 / SB2762 – requires each emergency communication district, by January 1, 2020, to adopt the direct dispatch method in response to emergency calls received by public safety answering points within the district.

Mr. Freeman also mentioned that there is talk of legislation that may require all districts to have their own website. The purpose of the website will be for districts to post information specific to their district.

#### **Adjournment**

Upon proper motion by Ms. Baker and second by Ms. Hale the meeting adjourned at 3:28 PM. The next ECD Board meeting will be held on March 19, 2020.

Minutes submitted by Mark Lynam