

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. Vice Chair Susan Mattson called the meeting to order at 2:32 PM and presided over the meeting with the following board members present: Ruby Baker, Lorinda Hale, William Johnson, Eliud Trevino, David Gleason, and Rick Cowan. Board members Cleo Duckworth and Charlane Oliver were not in attendance. Others present included: Mark Lynam (ECD Admin), Angie Milliken, Michelle Peterson, Dwayne Vance, and Bruce Sanschargin (Metro DEC), Philip McGowan (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

Minutes

Ms. Hale made a motion to accept the minutes from the November 21, 2019 ECD board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam discussed the December 2019 financial report with board members. He went over the business transactions that took place during the month. He reported that income for December was \$1,134,227 while expenses were \$174,777. This resulted in a net gain of \$959,450 for the month.

Mr. Lynam reported that cash available for operations amounted to \$14,092,325. This consisted of \$374,230 in our checking account and \$13,718,095 in our LGIP account. He also reported that everything appeared to be in order to finish the year within budget.

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

Training Requests

Mr. Sanschargin reported that he is assembling a training class of approximately 30 applicants which he hopes will get underway in early March. He stated that he is receiving about 20 applications a day and most of the candidates who are scheduled to come in for testing are showing up. He also noted that candidates are being given additional opportunities to retake their test if they should fail their initial attempt. Once Mr. Sanschargin has a definite count for the number of upcoming trainees, he will order the training materials. For the time being he is requesting approval to send several people to the training conferences noted below.

Entrust 2020 (PowerDMS) Orlando, FL, March 3-7, 2020

(1 attendee – Denise Walsh)

4418.06 - Registration	790.00
4418.07 - Transportation (airfare / shuttle)	262.00
4418.07 – Lodging	691.00
4418.07 - Per Diem (\$66/day)	<u>297.00</u>
	2,040.00

TIES (TBI Training) Pigeon Forge, TN, March 16-19, 2020

(2 attendees – Amanda Bateman, Nell Hayes)

4418.06 - Registration	80.00
4418.07 - Transportation (POV)	493.00

4418.07 – Lodging	628.00
4418.07 - Per Diem (\$55/day)	<u>385.00</u>
	1,586.00

Total: \$3,626.00

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

Public Awareness Update

Mr. McGowan went over the call analysis reports for November and December 2019. After he had completed his report Ms. Mattson questioned the usefulness of the reports in measuring the effectiveness of the Public Awareness Campaign. She understood that the data reflected on the reports may be helpful to management but she didn't think it was useful in determining whether or not our ad campaign was helping to reduce the number of 911 calls. She questioned when calls are down, is it a result of our ad campaign or some other influence such as seasonal changes, behavior changes, or staffing levels. Mr. McGowan agreed that we needed a better way to measure the effectiveness of our ad campaign and would see if his team could come up with something that might be more meaningful.

Mr. McGowan reported that the recruitment campaign went live on Monday, January 13th. The "Answer the Call" website is operational and digital ads are currently running. His team is working on a radio spot that will be forthcoming.

Mr. McGowan also explained how the Public Awareness budget is being reallocated to fund the recruitment campaign. Rather than creating a new "call volume" campaign this year, they kept the existing campaign from last year. This allowed \$63,500 to go toward the recruitment campaign – the ad art, website, and radio ads. Part of the digital ad buy will be used for the recruitment effort (60% recruitment and 40% digital).

Updates were also given on:

- Rescue Rex...Spring semester letter will be going out soon.
- Targeted Digital Display Ads ... New Movers/Adults 18+.
- WTVF.com Digital Ads.
- iHeartMedia ... Digital Radio/Digital Display Banners.

Street Name Changes

The following ordinances were submitted for street name revisions:

- BL2019-112 – Rename "Gray Street" to "3rd Avenue South"
- BL2020-119 – Rename a portion of "Smith Springs Road" to "Castlegate Drive"

Mr. Lynam reported that the street name revisions had the support of DEC. With that said Ms. Hale made a motion to approve the street name changes. Ms. Baker seconded the motion and it carried unanimously by voice vote.

DEC Directors Report

Ms. Milliken acknowledged her appreciation of the efforts put forth toward the recruitment campaign.

Twelve new employees are currently in different phases of training.

New shift assignments start February 1st as part of the rebid process.

12 hour shifts are still under consideration but cannot happen until we have more staff.

The Director of Emergency Communications position has been posted and will remain active until January 21st.

Metro has an accelerated budget process this year. Departments must have their budgets in by January 24th. Metro must submit its budget to the State Comptroller's Office in March.

ASAP to PSAP will go live January 21st. This should have a major impact on calls received at the 911 Center as alarm calls will go directly to the alarm monitoring companies.

Ms. Mattson asked about the news media story that was aired by Fox 17 regarding DEC personnel shortages. The story mentioned that the department was lacking equipment. Ms. Milliken stated that she had no idea where that comment came from. She went on to add that her department is far ahead of the curve regarding technology, primarily due to the support of the ECD Board.

Technology Committee

Ms. Mattson informed board members that on December 30th the Technology Committee met with Tim Watkins, Angie Milliken, and Michelle Peterson to entertain a proposal on doing an extensive renovation of the Compton 911 center. Since it doesn't appear that a new 911 facility will be built anytime soon, DEC management has started looking into what can be done to the current work space to provide a better working environment for its employees. The Committee was in agreement with their ideas and asked that management continue to work with the General Services Department to identify costs, formulate a plan, and report back to the ECD Board.

Report from Legal Counsel

Mr. Freeman made board members aware of two bills that are being brought forth to the General Assembly:

- House Bill 1621 – this bill would amend the 911 surcharge fee from \$1.16 to \$1.50. If passed, the bill will take effect July 1, 2020.
- House Bill 1673 – this bill would require all districts to adopt a direct dispatch method for all emergency calls coming into a PSAP. If passed, this requirement must be in place by January 1, 2022.

Mr. Freeman also updated board members on the Waffle House lawsuit. He indicated that Metro has answered the complaint. There continues to be ongoing litigation. There does not appear to be a quick resolution in sight. He reminded everyone that the District, and its board members, have immunity and cannot be brought into this lawsuit.

Adjournment

Upon proper motion by Mr. Gleason and second by Ms. Baker the meeting adjourned at 3:45 PM. The next ECD Board meeting will be held on February 20, 2020.

Minutes submitted by Mark Lynam