

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 2:30 PM and presided over the meeting with the following board members present: Ruby Baker, Grady McNeal, Michelle Jernigan, William Johnson, Eliud Trevino, David Gleason, and Buford Tune. Board member Susan Mattson was not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin); Angie Milliken, Tim Watkins, Nell Hayes, and Dwayne Vance (ECC Dept), Pat Nolan (DVL Public Relations), Senator Joe Haynes (Legal Counsel), and Jim Barnes (TECB).

Public Hearing – ECD Operating Budget For FY 2017

Chair Cleo Duckworth announced that on April 21, 2016 the ECD Board met and approved its proposed operating budget for fiscal year 2017. On May 2, 2016 copies of the proposed budget were filed with the Metro Clerk and the Mayor’s Office. Notice of this public hearing was advertised in The Tennessean newspaper on Sunday, June 12, 2016. She declared the public hearing open and asked if anyone was present who wished to speak on the proposed ECD operating budget for fiscal year 2017. There was no one present who wished to speak so Ms. Duckworth closed the public hearing.

Minutes

Mr. Gleason made a motion to accept the minutes from the May 19, 2016 ECD board meeting. Mr. Tune seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam went over the May 2016 financial report with board members. He reported that the only income received in May was \$2,084 from interest paid on our checking and LGIP accounts. Expenses for May were \$2,168,529. This left us with a net loss of \$2,166,445 for the month. Our checking account balance at the end of May was \$143,701 and our LGIP account balance was \$6,927,343. This leaves us with \$7,071,045 cash available for operations.

Amend ECD Budget for FY 2016

Mr. Lynam stated that he had finished paying the bills for the June time period. He pointed out that we had exceeded our budget in four expense categories...4206-Language Interpretation, 4218-Equipment Maintenance Agreements, 4313-Cable/Internet Charges, and 4415-Public Awareness & Education.

He went on to explain that when the books are audited for fiscal year 2016 the auditors will look for overages among the various line items within our budget. So as not to receive unfavorable comments regarding our budgetary controls he suggested that the Board amend its FY 2016 budget as follows:

4499 - Misc & Contingency	from \$5,000 to \$0 (-\$5,000 decrease)
4206 - Language Interpretation	from \$28,800 to \$31,800 (\$3,000 increase)
4313 – Cable / Internet	from \$5,000 to \$7,000 (\$2,000 increase)
4299 – Contracted Services	from \$84,500 to \$79,500 (-\$5,000 decrease)
4415 – Public Awareness	from \$460,100 to \$465,100 ... (\$5,000 increase)
9999 – Capital Improvements	from \$4,043,879 to \$3,963,879 ... (-\$80,000 decrease)
4218 – Equipment Maintenance	from \$1,269,600 to \$1,349,600 ... (\$80,000 increase)

Mr. Johnson made a motion for the board to amend the FY 2016 budget as noted. Mr. Tune seconded the motion and it carried unanimously by voice vote.

Adoption of ECD Budget for FY 2017

Mr. Lynam presented a copy of the 2017 operational budget that was proposed at the April 21, 2016 board meeting. He stated that no changes had been made to the proposed budget since that meeting. He did however recommend that the Board make several changes before approving it as the final budget for FY 2017. The recommended changes were:

- 4206-Language Interpretation – Add another \$3,000 to this line item. This will bring the total to \$36,000 for this expense item. Based on the way we finished FY 2016 it appears that we may need additional funds in this account.
- 4313 – Cable / Internet Services - Add another \$1,000 to this line item. This will bring the total to \$8,000 for this expense item. Based on the way we finished FY 2016 it appears that we may need additional funds in this account.
- 9999 – Capital Improvements - Add \$10,000 for heavy duty recliner chairs. These chairs will be used in the “De-Stress” Room.
- 9999 – Capital Improvements – Add \$90,000 for PC computers. This is a carryover from FY 2016. This will allow the ECC Dept to complete its PC replacement project.

These changes will increase the original proposal by \$104,000 and bring the total budget amount to \$7,414,325. After some discussion Mr. Gleason made a motion for the board to adopt the budget with the changes as shown. Ms. Baker seconded the motion and it carried unanimously by voice vote.

ECD Accounting Procedures

Mr. Lynam provided board members with a copy of the Accounting Policies and Procedure Manual that he and Mr. Law had drafted as a result of changes in the TCA Code requiring all governmental entities to have a written internal control framework in place by June 30, 2016. He pointed out that KraftCPA’s, the board’s outside auditors, had reviewed the document and are comfortable with it. He also mentioned that Ms. Mattson had reviewed and approved the manual.

Ms. Duckworth asked if we were going to put processes in place to identify risks. Mr. Gleason asked if Metro had someone who could look at risk assessment. Mr. Watkins stated that Metro ITS has contracted with a vendor to address security risks within all departments, including the systems within the ECC Department. Mr. Watkins has already provided information on all their equipment and applications so that the vendor can evaluate potential risks in ECC business operations. Ms. Duckworth asked that Mr. Watkins report back to the board with the results of the assessment.

After discussion ended Mr. Gleason made a motion that we adopt the Policies and Procedures that were presented. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Approval of Contracts

The ECD Board approved the following contracts for FY 2017:

- Inter-Local Agreement with MetroMr. Tune made a motion for the Board to approve the contract. Mr. Johnson seconded the motion and it carried unanimously by voice vote.
- Joe Haynes (Legal Services).... Mr. Tune made a motion for the Board to approve the fee letter. Mr. Johnson seconded the motion and it carried unanimously by voice vote.
- DVL Seigenthaler Public Relations (Public Awareness).... Mr. Tune made a motion for the Board to approve the contract. Mr. Gleason seconded the motion and it carried unanimously by voice vote.

- Mark Lynam & Larry Law (Administrative Services)... Mr. Tune made a motion for the Board to approve the contract. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Training Requests

Ms. Nell Hayes presented a request for Channing Bete CPR Dummies. These items will be used in the training of ECC employees. Total cost for materials is \$413.25.

Mr. Gleason made a motion for the Board to approve the cost of the CPR training dummies. Mr. Tune seconded the motion and it carried unanimously by voice vote.

Public Awareness Update

Mr. Nolan reported that the Rescue Rex shows were finished in May. Rescue Rex rehearsals will probably start in late July or early August. The Rescue Rex costume has been sent off to be cleaned. Letters to schools will probably go out in late July or early August. Shows will start in September.

As part of next year's radio ads, Mr. Nolan will try to incorporate a call involving a call taker assisting in the birth of a baby.

Mr. Trevino asked how many Spanish calls are received. Mr. Nolan did not have that information but the ECC Department indicated that they could generate that information using the language interpretation invoices. Mr. Dwayne Vance will generate a report showing the number of calls involving all languages.

Mr. Nolan went over the call volume report for May 2016. The call numbers are down for the single month of May as well as the first five months of the calendar year (January – May).

Mr. Nolan provided a report showing the number of “delivered impressions” and the “click through rate” over the past eleven months for the digital banner ads.

The customer satisfaction survey was completed by Prince Marker Research in early June. It has been forwarded to various ECC Department managers. Mr. Nolan will see that board members receive a copy.

ECC Directors Report

Director Donegan was attending the NENA Conference so Asst. Director Angie Milliken reported in her absence.

Last week Director Donegan, Assistant Directors Michelle Peterson and Angie Milliken, and a group of ECC employees attended the open budget forum with Metro Council members. Two ECC employees spoke to Council members about what they do and were very well received.

Last night as a result of the storm, B-Detail received 773 calls between 4:00 – 6:00 PM. Over 400 of the calls were 862-8600 calls.

Six of the recent new hires have been released from their call taker training and are now taking calls by themselves.

Six dispatcher trainees will be released in early July to start dispatcher duties.

As of June 4th, seven new call takers started on-the-job training with ECC trainers.

For the past several days the ECC Department has been hosting visitors from Western Australia. They are fire department personnel who are interested in the CAD system that we use.

The Harding Backup Center will be activated next week for a full week. A technology upgrade will take place at Compton while most of the workforce is at the backup center.

Election of Officers for 2016

Mr. Tune moved that we not take nominations and that we keep the same elected officers in place who had served for the past year. He asked that this be done by acclamation. Ms. Duckworth asked if there was anyone else who desired to serve as an officer of the ECD Board. No one else expressed an interest in serving as an officer. Ms. Baker seconded the motion and it carried unanimously by voice vote. The officers for FY 2017 are:

- Chair – Ms. Cleo Duckworth
- 1st Vice Chair – Ms. Susan Mattson
- 2nd Vice Chair – Mr. William Johnson

Date of Next Meeting

Ms. Duckworth pointed out that the Board does not meet during July unless circumstances require it. Mr. Lynam will notify the Board if a meeting is necessary.

Due to the fact that a number of board members will be attending the APCO Conference during the third week of August, the August meeting was moved to August 25th, the fourth Thursday in August.

Miscellaneous

Mr. Gleason has just returned from the NENA Conference. He attended some classes on Next Generation 911. He said that he was impressed at how far ahead Nashville and the State of Tennessee are compared to the rest of the county. He praised the 911 staff and said he felt honored to be a part of what they do.

Adjournment

Upon proper motion (Mr. Tune) and second (Ms. Baker) the meeting adjourned at 3:45 P.M.

Minutes submitted by Mark Lynam