

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 2:33 PM and presided over the meeting with the following board members present: Susan Mattson, Ruby Baker, Lorinda Hale, William Johnson, Eliud Trevino, and Rick Cowan. Board members David Gleason and Charlane Oliver were not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Angie Milliken, Dwayne Vance, and Bruce Sanschargin (Metro DEC), Philip McGowan (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

Minutes

Mr. Johnson made a motion to accept the minutes from the October 17, 2019 ECD board meeting. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam discussed the October 2019 financial report with board members. He went over the business transactions that took place during the month. He reported that income for October was \$1,135,955 while expenses were \$390,138. This resulted in a net gain of \$745,817 for the month.

Mr. Lynam reported that cash available for operations amounted to \$13,369,462. This consisted of \$240,784 in our checking account and \$13,128,678 in our LGIP account.

Mr. Lynam also informed board members that during the month of November our district received \$330,779 from the TECB as our share of the excess revenue distributions for FY 2019. He also reported that during November our district received the FY 2020 controller subsidy payment of \$196,000. Mr. Lynam provided reports showing what each district in Tennessee had received for each of these allocations.

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 presented the following items for approval:

Training Materials	
4418.03 – CPR Re-certification Cards	\$1,020.00

Mr. Sanschargin reported that the next call taker training academy will begin on January 13, 2020.

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

Street Name Change

A copy of Ordinance BL2019-52 was submitted requesting approval to rename a portion of “Spencer Avenue” to “Foundry Drive”. Mr. Lynam reported that DEC has reviewed and signed off on the name change. With that said Ms. Hale made a motion to approve the name change. Ms. Baker seconded the motion and it carried unanimously by voice vote.

Public Awareness Update

Mr. McGowan went over the call analysis report for October 2019. When compared to October last year, 911 calls dropped by 266 calls or -.73%. When compared to last month (September 2019), 911 calls were down by 3,692 calls or -9.26%.

Updates were also given on:

- Rescue Rex...shows performed, number of children reached, and upcoming show schedules.
- Targeted digital display ads to New Movers/Adults 18+.
- WTVF.com Digital Ads.
- iHeartMedia digital radio / digital display banners.

Mr. McGowan reported that his firm would like to meet with the Public Awareness Committee to finalize efforts around the recruitment campaign. His firm is close to getting the recruitment website up and they would like to share website art and digital advertising art. Radio spots are also being developed using testimonials from 911 call takers. Since we normally do not meet during the month of December, questions arose as to whether or not all board members will see the creative work before it goes live. It was decided that Mr. McGowan will first share the creative work with Committee members through email. Once the Committee signs off on the creative work, it will be distributed to all board members for review. If no concerns are brought forth by any board member, then Mr. McGowan's firm will be given permission to move forward with the project.

DEC Directors Report

Ms. Milliken reported that in order to maintain necessary staffing levels all call takers are being required to work mandatory overtime. This initiative was put in place starting in November. Every call taker is being asked to work 20 hours overtime each month.

Annual shift rebid will start in November. Call takers will be bidding for 8 hour shifts as well as 12 hours shifts in case the department transitions over to a 12 hour per day work schedule.

DEC currently has 37 open vacancies. Eight people are in the pre-hire testing process. They are past the interview process and are now going through the physical and psychological testing. If there are no problems these individuals will start on January 13th.

Six trainees graduated this past Friday and were given shift assignments.

Fifteen new hires are now in training. Five of those employees will be ready to move to the floor sometime between December 15th and January 15th.

Four DEC employees received service awards last week from the Mayor's Office. Three individuals received 35 year service awards and one employee received her 30 year award.

Last week a DEC employee received a first responder award from the Donelson / Hermitage Chamber of Commerce for multiple events that she was involved in during 2018 as either a call taker or dispatcher.

Ms. Milliken reported that DEC is now included in mayoral cabinet meetings. She, along with the police and fire chief, meets each Monday with the mayor's office and reports on statistics, major events, personnel issues, staff shortages and anything else that may be of concern. This group then works together to see if one department can help another with any of the issues that are on the table.

Ms. Milligan is also attending department head meetings where the mayor's staff is outlining the things that everyone will be working on.

Ms. Milliken has been told that within the next few weeks, Metro will restart the search process to fill the vacant director's position within the Department of Emergency Communications.

Ms. Denise Walsh just returned from the annual CALEA Conference. She found out that our offsite review will take place in December. The assessor has identified the materials that will be reviewed. Ms. Walsh feels good about our standing. We should know in January how our review went.

Adjournment

Upon proper motion by Ms. Hale and second by Mr. Johnson the meeting adjourned at 3:23 PM. There will be no meeting in December. Next ECD Board meeting will be held on January 16, 2020.

Minutes submitted by Mark Lynam