

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 2:32 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 and Larry Law (ECD Admin), Angie Milliken, Dwayne Vance, and Bruce Sanschargin (Metro DEC), Philip McGowan and Tiffany Childress (DVL Seigenthaler), Russell Freeman (Legal Counsel), Julie Evans and Ken Youngstead (KraftCPA's).

Minutes

Ms. Hale made a motion to accept the minutes from the September 19, 2019 ECD board meeting. Mr. Freeman stated that the minutes from or previous meeting reflected he was going to issue a letter to our auditors with a footnote stating that the District might be named as a party in the Brooks lawsuit. He wanted it known that after deliberation he decided to issue the letter simply stating that there were no unasserted claims. With that correction being noted, Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Annual Audit Report

Ms. Julie Evans from KraftCPA's presented the independent audit report that was completed for the period ending June 30, 2019 and 2018. She went over various elements of the report that must be communicated between auditor and those charged with governance.

She noted that the District showed a change in net position of \$1.8 million for fiscal year ending June 30, 2019. She also pointed out that revenue has been trending upward over the past five years primarily due to the excess revenue distributions from the TECB. Expenses have remained relatively consistent with the exception of depreciation which is trending downward.

Ms. Evans also conveyed that Mr. Lynam and Mr. Law had provided all of the GAAP basis accrual entries for the audit report thus eliminating the deficiency finding that had appeared in previous audits.

In summary Ms. Evans reported that the audit found everything to be in order and the financial statements presented in the audit fairly represent the financial position of the Davidson County ECD as of June 30, 2019 and 2018. The report will now be sent to Metro and filed with the State Comptroller's Office.

Financial Report

Mr. Lynam discussed the September 2019 financial report with board members. He went over the business transactions that took place during the month. He reported that income for September was \$21,789 while expenses were \$160,379. This resulted in a net loss \$138,590 for the month.

Mr. Lynam reported that cash available for operations amounted to \$12,623,644. This consisted of \$216,871 in our checking account and \$12,406,773 in our LGIP account.

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 presented the following items for approval:

Training Materials

4418.03 - EFD Training Books (\$195 each x 4)	780.00
- EMD Training Books (\$195 each x 4)	780.00
- Call Taking Manuals (\$15 each x 4)	60.00
- Procedure Manuals (\$15 each x 4)	60.00
- Fire dispatching Manuals (\$15 each x 8)	<u>120.00</u>
	\$1800.00

Conference Travel

CALEA conference (Covington, KY) November 12th – 16th, 2019
(1 attendee – Denise Walsh))

4418.06 - Registration	675.00
4418.07 - Transportation (airfare / shuttle)	320.00
4418.07 – Lodging	737.00
4418.07 - Per Diem (\$76/day)	<u>342.00</u>
	2,074.00

Total: \$3,874.00

Mr. Sanschargin reported that a training class started on October 7th with seven people. Another class will start in November which will give us two classes running concurrently.

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

Public Awareness Update

Mr. McGowan went over the call analysis report for September 2019. When compared to September last year, 911 calls rose by 3,911 calls or 10.88%. When compared to last month (August 2019), 911 calls were down by 8,874 calls or -18.21%. Ms. Mattson pointed out that the notation which was added to the end of the report is missing the word “faster”. The notation should read “ECC upgraded its system trunk in August 2018 which drastically improved the call center’s ability to receive incoming calls **faster**.”

Mr. McGowan reported that his team met with the Public Awareness Committee to discuss creative direction for the recruitment campaign and our current advertising campaign. He hopes to meet with the Committee again soon to finalize recruitment art.

It was noted that our bus benches are up across the county at ten locations.

It was reported that the customer satisfaction survey is now underway. Portia Research is once again conducting the survey.

Performance reports were provided to board members for the following public awareness initiatives:

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

Mr. McGowan reported that the PA system used during the Rescue Rex performances has failed. His firm is currently in the process of acquiring a new one.

Mr. Gleason asked Ms. Milliken to explain the procedure for handling abandoned calls. He asked if she had any idea how many FTE's equivalents it took to handle abandoned calls. She did not know how many FTE equivalents were needed for that purpose.

Ms. Hale wanted to know DEC's current policy for using GPS coordinates. Mr. Sanschargin stated that when they receive GPS information they use it and all other available information in responding to emergency calls.

DEC Directors Report

Ms. Milliken reported that she has no new information about the vacant director's position.

It was reported that all DEC employees are scheduled to receive in-service training regarding domestic violence.

Ms. Milliken reported that the majority of call taker employees favor a 12 hour shift. It must now be determined if certain logistical problems can be overcome and a format developed to accommodate 12 hour shifts.

DEC currently has 35 vacancies. Five are administrative...1 manager, 2 supervisor, 2 IT positions. The primary focus is filling the operational vacancies.

In addition to the vacancies, there are two forthcoming retirements. One on October 31st, and another on November 23rd.

A training class of seven individuals got underway on October 7th. Ms. Milliken reported that all of those individuals are still in class and appear to be very engaged.

Street Name Change

A copy of Ordinance BL2019-14 was submitted requesting approval to rename a portion of "Worth Street" to "Creative Way". Mr. Lynam reported that DEC has reviewed and will support this name change. With that said Mr. Gleason made a motion to approve the name change. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Update of 911 SAVES Act

Mr. Lynam received a newsletter from TENA which included information about the 911 SAVES Act. He reported that Rep. Torres' bill to reclassify Public Safety Telecommunicators as a Protective Service Occupation under the federal government's Standard Occupational Classification System (SOCS), has passed the House as part of the National Defense Authorization Act (NDAA, HR 2500). The Senate has also passed its own NDAA, however, their version lacks the 911 SAVES language. Because of this and other differences in the two passed bills, a special committee will attempt to reconcile the two bills.

TENA Election Ballot

Mr. Lynam explained that TENA is holding a special election to fill the position of 2nd Vice President and to amend several Bylaws and Policies. He added, that as a member of TENA, our District is allowed one vote in the process. Our vote will be cast through the electronic ballot that was sent to Mr. Lynam.

Mr. Lynam presented a paper copy of the ballot for board members to view. He asked them to choose one of the two candidates who were running for the position of 2nd Vice President (David Alexander or Jeffery Carney). Mr. Gleason suggested we cast our vote for Jeffery Carney, primarily because he comes from a larger PSAP which would be more representative of our PSAP. With that said Ms. Hale made a motion that our vote be cast for Jeffery Carney. Ms. Baker seconded the motion and it carried unanimously by voice vote.

Mr. Freeman went over the changes to the Bylaws and Policies. He explained the reasons for the changes and recommended that we vote in favor of the changes. After discussion ended Ms. Mattson made a motion that our vote be cast to approve all of the amendments. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Adjournment

Upon proper motion by Mr. Gleason and second by Ms. Hale the meeting adjourned at 3:29 PM.