

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

### **Minutes**

Ms. Hale made a motion to accept the minutes from the August 22, 2019 ECD board meeting. Ms. Baker seconded the motion and it carried unanimously by voice vote.

### **Financial Report**

Mr. Lynam discussed the August 2019 financial report with board members. He went over all of the business transactions that took place during the month. He reported that income for August was \$1,136,724 while expenses were \$313,287. This provided a net gain of \$823,437 for the month.

Mr. Lynam reported that cash available for operations amounted to \$12,762,234. This consisted of \$377,245 in our checking account and \$12,384,989 in our LGIP account.

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

### **ECD Annual Audit**

Mr. Lynam reported that the District's annual audit is currently underway. He stated that auditors were onsite last week performing their field work. He handed out a letter to board members from KraftCPA's which communicated certain matters to board members related to the planned scope and timing of the audit. Mr. Lynam told board members that they should contact KraftCPA's if they had any questions or concerns which they felt should be conveyed to the auditors. He conveyed that KraftCPA's will present their audit findings to board members at our October meeting.

### **Training Requests**

Mr. Sanschargin presented the following items for approval:

#### **Conference Travel**

Motorola User Conference (Salt Lake, UT) Sept. 30 – Oct. 4, 2019  
(3 attendees from DEC's technology division)

4418.06 - Registration	3225.00
4418.07 - Transportation (airfare / shuttle)	1843.86
4418.07 – Lodging	1668.00
4418.07 - Per Diem	<u>756.00</u>
	\$7,492.86

Mr. Lynam and Mr. Watkins reported that two additional individuals from the Fire Department will also be attending the conference. They are making their own travel arrangements and will submit their travel expenses to the District for reimbursement. Mr. Lynam pointed out that we assemble our training budget each year with enough money to send two individuals from both Police and Fire to this conference if they choose to go. The Police Department has not made us aware of anyone attending from their area.

Ms. Baker requested that the names of the individuals who will be attending a conference be added to future training requests if possible. Mr. Sanschargin indicated that he would add names if he had them.

Mr. Sanschargin apprised board members that he will be requesting training manuals next month for the October / November training classes. He went on to explain that DEC is still having problems with applicants not being able to make it through the testing portion of the hiring process. He told board members that the ECOMM part of the test was not the problem. Most applicants cannot pass the typing portion. Board members questioned how we could overcome this problem. Mr. Sanschargin pointed out that CriteCall offers a free online typing and data entry practice test for candidates as well as other prep materials. Candidates just have to take advantage of these resources.

After discussion ended Mr. Johnson made a motion for the board 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 report for August. He pointed out that he had added the following notation to this report and others for the past year, "ECC upgraded its system trunk in August 2018 which drastically improved the call center's ability to process incoming calls. This improvement is likely why data shows call volume and abandoned call increases compared to months and years prior". Ms. Milliken stated that the first sentence of the notation should be corrected to read "ECC upgraded its system trunk in August 2018 which drastically improved the call center's ability to receive incoming calls faster".

New bus bench advertising is up at 10 locations across Davidson County.

Names of radio stations that play our ads and locations of the billboards that display our ads were emailed to board members after our last meeting.

Concepts for new recruitment campaign is being finalized. Hopefully the campaign will be able to target a certain group of people like we do in the "new movers" campaign. The recruitment ideas will be presented to the Public Awareness Committee along with other creative work that has been put together for the upcoming year.

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

- Targeted digital display ads to New Movers/Adults 18+
- iHeartMedia Digital Radio / Digital Display Banners (July 1st thru August 31st)
- WTVF.com Digital Ads.
- Rescue Rex...shows performed, number of children reached, and upcoming show schedules. "Camp Rex" is this year's show theme. Props used in this year's show have been updated.

Ms. Baker asked how radio stations were selected. Mr. McGowan said that he would check with their ad buyer but presumed it was based on listenership of those radio stations that provide the most coverage for adults living in Davidson County.

### **DEC Directors Report**

Ms. Milliken reported that several employees in the Technology area were able to attend the TENA Conference this past week but her department was not able to send call taker personnel due to staff shortages on the operational floor.

DEC is currently conducting a survey to see how call taker employees might feel about moving to 12 hour shifts.

There was an issue last week with phone calls transferring over to CAD. That issue has been resolved.

DEC recently conducted TEXT to 911 tests. Those tests were successful. Before launching this service DEC will need to develop policies around this initiative and work on a media announcement. A projected implementation date has not yet been established.

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

Ms. Mattson inquired about who is working with DEC on the staff shortage situation. Mr. Sanschargin stated that he is doing all of the hiring. Metro's Human Resources Department is aware of the problem and is providing updates to social media advertising and to job fairs that DEC is not exclusively involved with. Ms. Mattson asked if a consultant could be of help. Mr. Sanschargin indicated that people are putting in applications but they don't show up for orientation and testing.

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

Mr. Freeman reported that he had attended the TENA Conference this past week. He conveyed that staffing issues seem to be a problem across all districts. He went on to state that the TECB has instructed Curtis Sutton to get the 911 surcharge fee restored back to \$1.50 from its current \$1.16 rate. Most districts are optimistic that if this is achieved it will help them resolve some of their staffing issues.

Mr. Freeman specified that in his capacity as attorney for the ECD, the audit team has asked him to furnish information pertaining to any pending or threatened litigation. He indicated that he is going to respond to their letter by stating that there is no threatened litigation.

Ms. Mattson asked if we need to take a position on the surcharge fee increase. If so, we need to place this matter on the agenda for future discussion. Mr. Freeman responded that the TECB has already acted on the matter and it is moving forward. He went on to say that if anyone has a personal opinion, either as a board member or citizen, then they should speak with their state legislator.

#### **Adjournment**

Upon proper motion by Ms. Hale and second by Mr. Johnson the meeting adjourned at 3:23 PM.