

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; Carolyn Tucker, Lorinda Hale, William Johnson, Rick Cowan, Eliud Trevino, and David Gleason. Board member Ruby Baker attended via telephone. Board member Susan Mattson was not in attendance. Others who attended included: Mark Lynam and Larry Law (ECD Admin), Stephen Martini, Paul McCallister, Tim Watkins, and Dwayne Vance (Metro DEC), Philip McGowan (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 August 26, 2021 ECD Board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote from all board members attending in person. (Ms. Baker could not vote since she was attending by phone)

### **Annual Audit Report**

Ms. Julie Evans and Mr. Ken Youngstead from KraftCPAs presented the independent audit report that was completed for the period ending June 30, 2021 and 2020. They went over various elements of the report that must be communicated between auditor and those charged with governance.

Ms. Evans noted that the District showed a change in net position of approximately \$3.4 million for fiscal year ending June 30, 2021. This was primarily due to increased surcharge subsidies received from the TECB. She also pointed out that expenses for 2021 were in line with those of 2020 except for the \$1 million increase under Communications - Operations. This increase was due to the \$1 million impact payment that the District made to Metro to assist in replacing "end of life" radio equipment.

Ms. Evans conveyed that Mr. Lynam and Mr. Law had provided all GAAP basis accrual entries for the year. She stated that there were no deficiency findings to report.

In summary Ms. Evans reported that the audit found everything to be in order and the financial statements presented in the audit fairly represented the financial position of the Davidson County ECD as of June 30, 2021 and 2020. She stated that the report will now be filed with Metro and the State Comptroller's Office.

After discussion ended Ms. Hale made a motion to accept the audit report as presented by KraftCPAs. Ms. Tucker seconded the motion and it carried unanimously by voice vote from all board members attending in person.

### **Financial Reports**

Mr. Lynam reviewed both the August and September financial reports with board members.

August 2021 – Income for August totaled \$1,533,762 and expenses came to \$109,086 which resulted in a net gain of \$1,424,676 for the month. Cash available for operations at the end of August consisted of \$1,469,369 in our checking account and \$17,115,408 in our LGIP account.

September 2021 – Income for September totaled \$329 and expenses came to \$136,693 which resulted in a net loss \$136,364 for the month. Cash available for operations at the end of September consisted of \$332,717 in our checking account and \$18,115,695 in our LGIP account.

Mr. Gleason asked why telephone charges were increasing. Mr. Watkins explained that AT&T had raised the cost for some of the older types of circuits which DEC uses. He went on to explain that he had met with AT&T representatives that afternoon and a plan was being put in place to reduce these costs. It is anticipated that a yearly savings of as much as \$100,000 can be achieved by implementing various changes.

After discussion ended Mr. Johnson made a motion to accept the financial statements as presented. Ms. Hale seconded the motion and it carried unanimously by voice vote from all board members attending in person.

### **Public Awareness Update**

Mr. McGowan went over the advertising reports with board members. He reported that both the “New Movers Campaign” and “Call Volume Awareness” digital ads continue to perform well. The top zip codes for viewing these adds were 37203 (Gulch, West End, Wedgewood/Houston area) and 37211 (Nolensville Road corridor). The top creative by CTR was “car driving on sidewalk, call 911” contrasted with “car parked on sidewalk, call 311”

Three digital billboards are in operation (2 English, 1 Spanish). Thirteen different radio stations are running 911 awareness ads, including two Spanish language stations. Video media started up again in September and continues to perform well. Facebook ads were recently added to the mix and Mr. McGowan hopes to have some analytics on those spots by next meeting.

Mr. McGowan also reported that his creative team had recently met with the Public Awareness Committee to go over concepts for the next version of the “Make the Right Call” campaign. More emphasis will be given to get Nashvillians to download and use the HubNashville mobile app as opposed to calling 311.

Rescue Rex shows are currently being conducted virtually due to COVID protocols. Mr. McGowan explained how the program had been modified to let students participate by making them Rescue Rex rangers. An entire class or individual student can watch a Rescue Rex video and take a quiz. All students participating receive a badge, coloring book, and pencil. Ms. Hale suggested that all prizes be sent to the teacher when the program is scheduled, not after the program is completed. Ms. Baker concurred with this recommendation. Mr. McGowan will convey this proposal to his team.

### **DEC Directors Report**

Director Martini provided board members with a monthly performance report for both August and September. He reported that at the end of September his department had four vacancies. He will leave those vacancies unfilled until the spring training academy.

DEC is seeing an increase in call volume. Performance answer time is improving but not where it should be. To improve answer time DEC is trying something new. Call takers have been split into two queues. One group will answer only 911 calls and text messages. The other group will answer only non-emergency and alarm calls. During the first day of this methodology, DEC saw an improvement of 20% in 911 call compliance over the previous day with the same call volume.

Metro is currently working on shifting the HubNashville operation from the Public Works Dept over to the Dept of Emergency Communications (DEC). These employees will be managed by DEC and will work from home. They will not be part of the public safety employee retirement package.

DEC's Quality Assurance team reviewed 1,251 medical calls during the month of September. Approximately 75% of those calls received "perfect" or "good" scores. The other 25% received scores of "needs improvement". Three calls required "supervisory review".

DEC has implemented the CueHit citizen satisfaction survey program. The program sends out a text message asking the caller to rate their interaction with the emergency call taker. Feedback has been good and well received by call takers.

### **Renewal of Will Denami's Contract**

Mr. Will Denami's contract for lobbyist services is set to expire on November 1, 2021. So that Mr. Denami can continue to represent our interests before the Tennessee General Assembly, his contract must be renewed for another term. Although Ms. Susan Mattson was not able to attend this board meeting, she sent an email which stressed the fact that several Tennessee State lawmakers continue to try and influence 9-1-1 funding mechanisms in a way that could adversely affect our district and others. Mr. Gleason made a motion for the District to renew Mr. Denami's contract for another year. Ms. Hale seconded the motion and it carried unanimously by voice vote from all board members attending in person.

### **TENA Election Ballot**

Mr. Lynam explained that TENA is holding a special election to fill the positions of 2nd Vice President and Middle Tennessee Region Representative. It was pointed out that two DEC employees were on the ballot for these TENA Chapter leadership positions ... Patrice Coleman (TENA 2nd VP) and Mark Hutchison (Middle Tennessee Regional Representative). Both Ms.

Hale and Ms. Duckworth felt that we should support our team members unless someone had reason not to.

For the position of 2<sup>nd</sup> Vice President, Mr. Gleason made a motion that our vote should be cast for Patrice Coleman. Ms. Hale seconded the motion and it carried unanimously by voice vote from all board members attending in person.

For the position of Middle Tennessee Regional Representative, Ms. Hale made a motion that our vote should be cast for Mark Hutchison. Mr. Gleason seconded the motion and it carried unanimously by voice vote from all board members attending in person.

Mr. Lynam indicated that he would submit the electronic ballot as directed.

### **Miscellaneous**

Ms. Tucker wanted board members to know that she had recently asked Director Martini to serve as a guest speaker before the Delta Kappa Gamma organization of which she serves as 1<sup>st</sup> Vice President. She stated that Director Martini gave a powerful presentation regarding the job of 911 call takers and their importance to the County. She said his talk was very well received and she wanted to thank him personally for helping her out.

Mr. Freeman announced that Director Martini was presented with the Senator Joe Haynes award at the annual TENA Conference which was held in Kingsport, TN last month.

### **Adjournment**

Upon proper motion by Mr. Gleason and second by Ms. Hale the meeting adjourned at 3:35 PM.

Minutes submitted by Mark Lynam