

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 2:35 PM and presided over the meeting with the following board members present: William Johnson, Susan Mattson, Rick Cowan and Ruby Baker. Board member Carolyn Tucker attended virtually. Board members Eliud Trevino, Lorinda Hale, and David Gleason were not in attendance. Others who attended either virtually or in person included: Mark Lynam and Larry Law (ECD Admin), Stephen Martini, Paul McCallister, Tim Watkins, Angie Milliken, and Dwayne Vance (Metro DEC), Cheryl Thompson (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

### **CALEA Certification**

Director Martini presented his department's CALEA Reaccreditation Award to board members and Denise Walsh, who currently oversees the program within the department. He explained that his department went through a rigid assessment this past summer to receive this reaccreditation, which it has maintained since 2005. He added that CALEA accreditation strengthens an agency's accountability, both within the agency and the community, through an array of high standards that clearly define authority, performance, and responsibilities. Having achieved this award clearly reflects a continuous commitment to excellence throughout his department.

### **Minutes**

Mr. Cowan made a motion to accept the minutes from the October 21, 2021 ECD Board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote from all board members attending in person. (Ms. Tucker could not vote since she was attending virtually)

### **Financial Reports**

Mr. Lynam provided financial statements for the October, November, and December time periods. He went over the December financial statement in detail and reviewed the business transactions that took place during the month. He reported that income for December was \$1,534,013 while expenses amounted to \$1,601,068. This resulted in a net loss of \$67,055 for the month.

Mr. Lynam reported that cash available for operations at the end of December totaled \$19,849,655. This consisted of \$1,132,398 in our checking account and \$18,717,257 in our LGIP account.

Mr. Lynam briefly went over the October and November financial statements, advising board members of any atypical expenses.

It was pointed out that our maintenance expenses for this fiscal year will show over budget. Mr. Law explained that this is due to our auditing firm requiring us to make an accrual entry into Quickbooks for maintenance coverage that crosses fiscal years. He added that to avoid this

budget overage, we'll have to consider prepaid maintenance when preparing our budget in upcoming years.

After discussion ended Ms. Baker made a motion to accept the October, November, and December financial statements as presented. Ms. Mattson seconded the motion and it carried unanimously by voice vote from all board members attending in person.

### **Public Awareness Update**

Ms. Cheryl Thompson went over the Rex and advertising reports with board members. She reported that the Rex program is still being conducted virtually. Over the past month they have added 9 schools and 957 students to the program. She noted that a benefit of the virtual platform is that it allows family members to view the program with the student.

Ms. Thompson reported that the "New Movers" and "Call Volume" digital campaigns continue to perform well. The December report reflected that both the number of views (impressions) and engagements (clicks) increased from the previous month. The other media conveyances (billboards, radio, video, and Facebook) continue to be monitored to make sure that they are operating correctly. The new creative work for this year's campaign, including the new video, is scheduled to be released in February.

Handouts were provided showing the new "Hub It" advertising. Mr. Martini played one of the new radio spots for board members. He stated that he is excited about his new partnership with Hub Nashville. His department will support them administratively while getting word out to the public to use "311" and "Hub It" to report non-emergency calls instead of calling the 862-8600 number.

### **Legislative Report**

Ms. Mattson was briefed on legislative matters by our lobbyist, Will Denami, on Monday, January 17<sup>th</sup>. She updated board members on various issues that were conveyed to her. Representative Bricken and Senator Gardenshire are expected to continue to push for legislation to give local governments more control and access to 911 reserves and to limit local government spending on 911 initiatives. They want the 911 surcharge fee to pay for everything. Mr. Denami is watching to make sure that they don't slip legislation into other bills to make this happen.

It appears that some 911 directors are working with Representative Bricken to change the distribution of state 911 funding; primarily to take money away from urban areas and give that money to rural counties. TENA opposes this but there seems to be some division within TENA.

No specific 911 legislation has been filed yet. The filing deadline is the first week of February.

The Tennessee Municipal League has expressed some concerns about 911 but has not been specific. Director Martini added that he has heard something about a proposed TML bill, which

at the end of this session, would require all inter-local agreements between local governments and ECD's be voided and refreshed. Mr. Denami said he would keep his eye on this.

It was noted that TENA's 911 Day on the Hill is scheduled for February 1<sup>st</sup>.

### **BL2021-1025 – Street Rename**

Bill would have renamed "Woodruff Street" to "David McMurry Way". Councilwoman VanReece notified Mr. Lynam on January 18<sup>th</sup> that she was withdrawing this bill. No action was taken by ECD board.

### **DEC Directors Report**

Director Martini provided performance reports for October, November, and December. He pointed out that call volumes have risen significantly since the city reopened after the COVID shutdown.

DEC had thirteen vacancies or a 6.8% vacancy rate in December. This is much lower than what other 911 agencies across Tennessee are experiencing during this period that is being referred to as the "Big Quit" or "Great Resignation". DEC is actively recruiting & hiring and expects a training academy to start on March 7<sup>th</sup>.

HubNashville public safety requests have risen from 150 per month since February 2021 to 1500 per month in December 2021. Clearly showing that the public is welcoming this new approach for reporting non-emergencies.

Call answer times are not yet where the department wants them. Answer times in December were adversely affected by abnormally warm weather during the month and several major storms. January's answer times are trending upward which hopefully will bring us closer to compliance.

Radio talk times between officer and dispatcher, particularly in the South and Hermitage police sectors, is putting a strain on 911 staff. The number of hours for these two talk groups is double what the other seven police sectors require. Director Martini and his staff are exploring ways to reduce the workload on the dispatchers who handle these two talk groups.

DEC's quality assurance program continues to show high scores. The CueHit customer surveys are also showing a high satisfaction rate.

DEC is exploring ways for telecommunicators to work remotely. This would only apply to 862-8600 non-emergency calls. Challenges exist in how to get the calls into the CAD system so that they could be dispatched, and how to protect any sensitive information that may be part of the call.

Director Martini provided an update on the renovation of the 911 facility. He provided design drawings of the 1<sup>st</sup> and 2<sup>nd</sup> floors and discussed various improvements that will be made in both areas. He reported that bids have gone out for the contractor work. Bids are expected back by mid to late February. Award of contract should be made in March or early April. Phase 1 work (second floor) is estimated to begin in April with completion in late August. Phase 2 work (first floor) is estimated to begin in September with completion in late December. A separate project to address the fencing, gates, and security doors at the 911 center may be undertaken at a later date.

**Miscellaneous**

This year's employee appreciation banquet is still in the planning stage. It will be held at the Music City Center. Tentative date and time for the event is April 14<sup>th</sup> at 5:00 PM.

**Adjournment**

Upon proper motion by Ms. Baker and second by Mr. Cowan the meeting adjourned at 4:00 PM.

Minutes submitted by Mark Lynam