

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 1:04 PM and presided over the meeting with the following board members present: Lorinda Hale, William Johnson, Carolyn Tucker, and Rick Cowan. Board members Susan Mattson and Ruby Baker were not in attendance. Others who attended the meeting included: Mark Lynam and Larry Law (ECD Admin), Patrice Coleman, Michael Bateman, Dwayne Vance, Tim Watkins, and James Matthews (Metro DEC), Rich Rairigh (Metro ITS), Kimberly Nichols, Taylor Wilson, and Tiffany Childress (Finn Partners), and Russell Freeman (Legal Counsel).

### **Minutes**

Ms. Hale made a motion to accept the minutes from the August 15, 2024 ECD board meeting. Mr. Johnson seconded the motion, and it carried unanimously by voice vote.

### **Financial Report**

Mr. Lynam went over the August financial report with board members. Cash available for operations as of August 31, 2024 totaled \$29,733,358. This consisted of \$134,009 in the ECD's checking account and \$29,599,349 in its LGIP account.

Mr. Lynam went over the various financial transactions that took place during the month. He reported that income for August totaled \$1,919,930 while expenses amounted to \$404,241. This resulted in a net gain of \$1,515,689 for the month.

After discussion ended, Mr. Johnson made a motion to accept the financial statement as presented. Ms. Hale seconded the motion, and it carried unanimously by voice vote.

### **Public Awareness Update**

Ms. Taylor Wilson went over the Rescue Rex report. Her comments highlighted the following accomplishments: eleven shows booked in September which should reach 800 students, sixteen additional prebooked shows for the October - December time period, the hiring of a new actor to portray Rex, the translation of the Rescue Rex coloring book into Spanish, and the newly launched Rescue Rex Instagram page. Ms. Tucker asked how many new schools have been added this year. Ms. Taylor said she would provide this information to board members.

Ms. Kimberly Nichols reviewed the advertising report with board members. She pointed out that the digital ads continue to perform well and that most people are using their mobile devices when viewing and clicking on the ads. She stated that the Kurdish billboards are now up. She will provide us the location of the billboards.

Discussion took place regarding a recent citizen complaint about a HubNashville radio ad. The ad contains the line "For everything else – from large potholes to pitbulls – call 3-1-1 or Hub It with the HubNashville app". The person filing the complaint felt that we were stigmatizing the breed and insinuating that they were dangerous. Board members questioned how the ad made it to airtime since they did not remember reviewing or pre-approving the ad. Board members also felt the ad should be changed and not mention any particular dog breed. Ms. Nichols stated that her firm will rework the ad at no cost to our District. Updated script will be provided to board members for pre-approval.

### **DEC Directors Report**

Assistant Director Patrice Coleman went over the Director's Report with board members. She provided a comparison of call numbers and answer times for August 2024 versus August 2023. When compared to last year, both emergency and non-emergency call numbers are down, answer time has improved significantly, and there has been a huge decrease in the number of abandoned calls. Ms. Coleman conveyed both 911 Answer Time and Non-Emergency Answer Time continue to exceed NENA compliance standards.

Ms. Coleman reported that DEC is fully staffed at the present time.

Ms. Coleman communicated that customer satisfaction currently sits around 80%. DEC leadership and its Quality Assurance Team is striving to bring that positive assessment number up to 85%.

### **Metro Radio Shop Manager**

Mr. Rich Rairigh from Metro's ITS Department introduced himself to board members. He stated that he joined Metro in May as Metro's Radio Shop Manager. He discussed some of the projects that are currently underway within his department including: performance testing of newly installed infrastructure, replacement of radios, a cybersecurity audit, renewal of Motorola's radio system contract, integration of cellular LTE with radio, improving how real time data is delivered to responders, enhanced data encryption, and a new tower site in Davidson County.

### **TENA Board Election and Bylaws and Policy Amendments**

Mr. Lynam explained that TENA is holding an election to fill board positions. He added, that as a member of TENA, our District is allowed one vote in the process. Mr. Lynam stated that he serves as our District's voting delegate and will cast our vote as directed by board members.

Mr. Lynam provided the list of candidates who are on the ballot. He shared with board members Director Martini's recommendations. Ms. Tucker made a motion that we vote for the candidates who were recommended by Director Martini. Ms. Hale seconded the motion, and it carried unanimously by voice vote. Our districts vote will go to the following individuals:

2<sup>nd</sup> Vice President – Sherri Maxfield, Bradley County

Secretary – Shauna Atchison, Dickson County

NENA At-Large – S. Eric Carpenter, Hamblen County

Middle Region Rep (1 year unexpired term) – Joey King, Marshall County

Middle Region Rep (2 year term) – James "Lynn" Thompson, Maury County

Mr. Russell Freeman explained the reasoning behind the bylaw and policy amendments. He recommended that we accept all bylaw and policy amendments. Ms. Hale made a motion that we vote in favor of all bylaw and policy amendments. Mr. Johnson seconded the motion, and it carried unanimously by voice vote.

**Adjournment**

Upon proper motion by Ms. Hale and second by Ms. Tucker, the meeting adjourned at 1:45 PM.

The next meeting of the ECD Board of Directors will be held on October 17, 2024 at 1:00 PM.

Minutes submitted by Mark Lynam