

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: Ruby Baker, Lorinda Hale, William Johnson, Susan Mattson, and Rick Cowan. Board members David Gleason, Charlane Olive, and Eliud Trevino were not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Michele Donegan, Michelle Peterson, Hal Weese, Dwayne Vance, and Bruce Sanschargin (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 February 21, 2019 ECD board meeting. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

**Financial Report**

Mr. Lynam went over the February 2019 financial report with board members. He reported that income for February was \$1,137,507 while expenses were \$197,117. This resulted in a net gain of \$940,390 for the month.

He reported that cash available for operations was \$13,578,067. This consisted of \$219,572 in our checking account and \$13,358,495 in our LGIP account.

**Training Requests**

Mr. Sanschargin presented the following items for approval:

**Training Materials**

4418.03 - EFD Training Books (\$195 each x 6)	1170.00
- EMD Training Books (\$195 each x 6)	1170.00
- Call taking Manuals (\$15 each x 6)	90.00
- Procedure Manuals (\$15 each x 6)	90.00
- In-Service Training Pamphlets	<u>930.00</u>
	\$3,450.00

**Misc. Request**

LEACT Conference (Franklin, TN)	
4418.06 - Registration	100.00

**Conference Travel**

Rave conference (Orlando, FL) Apr 7-10, 2019 (2 attendees)	
4418.07 - Transportation (Supper Shuttle)	134.00
4418.07 - Per Diem (\$66 /day)	<u>462.00</u>
	\$596.00

Navigator (National Harbor, MD) Apr 23-26, 2019 (2 attendees)	
4418.06 - Registration	805.00
4418.07 - Transportation (airfare / shuttle)	966.00
4418.07 - Lodging	1480.00
4418.07 - Per Diem (\$76/day)	<u>532.00</u>
	\$3,783.00

Grand Total \$7,929.00

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

### **Public Awareness Update**

Mr. McGowan went over the call analysis report for February. He reported that 911 calls increased by 2,366 or 7.87% when compared to February 2018. February marks the first increase in non-emergency calls in six months. Non-emergency calls were up by 3,605 or 6.8% when compared to the same month last year. Total call volume (both 9-1-1 and 8600 calls) is up 5,971 calls or 7.19%, when compared to the same month last year.

New outdoor billboards have been up for five months.

Online ads are still being run on two websites, WKRN and NewsChannel5. Each of these sites is meeting the performance target of at least 100,000 delivered impressions.

The new mover campaign is starting back up and will run targeted online ads from March through May.

Last month we had 512 radio spots run on 18 stations.

There are eleven Rescue Rex shows scheduled in March at ten different schools. It is projected that these shows will reach 1,223 students.

Mr. McGowan mentioned that he and his staff will be meeting with DEC management on April 3<sup>rd</sup> so that priority needs can be conveyed. His staff will then put together recommendations around those needs.

With calls being up, Ms. Mattson asked Ms. Donegan if her department was feeling the effects of this situation. Ms. Donegan stated that being short of staff plays a big part in workload disbursement but call answer times were still very acceptable.

Ms. Donegan mentioned that she would like to change the direction of the public awareness campaign a little bit. In addition to educating the public on 911 vs 8600, she would like to see something done to promote both Smart911 and the new Everbridge emergency notification system. If people signed up for these programs it would greatly help the 911 call-takers.

Ms. Hale asked if anything was being done to gather publicity in preparation for the employee appreciation week. Mr. McGowan noted that he is working on a press release for the media. Ms. Hale recommended that we get the information out surrounding who is going to be honored so that human interest stories can be developed covering why these employees are being honored. Mr. Sanschargin also noted that maybe we can use this publicity to advocate for the reclassification of 911 operators.

### **Rent Increase at Backup Center**

Prior to our meeting, Mr. Lynam was able to obtain a copy of the new lease agreement between Metro and the Airport Authority. Mr. Russell reviewed that contract as well as the current inter-local agreement between the ECD and Metro. He expressed concern over what could be interpreted as rental costs. Since the ECD is not being allowed to participate in contract negotiations regarding the backup center, Mr. Freeman recommended that we structure our inter-local agreement to specifically define what rental costs are.

Mr. Freeman also suggested that we make a recommendation to Metro that they include in their contract some wording to insure that upon termination of the lease all equipment in the backup center, whether it be free standing or affixed to the structure, remains the property of the 911 Department (i.e. telephone equipment, server racks, etc.).

As part of the new lease agreement the Airport Authority is requesting a one-time payment of \$34, 237 that is due in July 2019. The ECD Board deferred taking any action on this matter at our last meeting until more information was provided as to what this payment was for. It has since been learned that this one-time payment is an arrearage amount owed for rent covering the period January 1, 2019 thru June 30, 2019. Given that this one-time payment is for rent, Ms. Mattson made a motion that we pay the six month arrearage when it becomes due. Ms. Baker seconded the motion and it carried unanimously by voice vote.

During discussion, Ms. Mattson also pointed out that the agreement with the Airport Authority called for a 3% rent increase with each renewal option. She drew attention to the fact that the reappraisal showed rent increases in that area dropping to zero by 2020. She felt that we should point this out to the Metro officials who are negotiating the contract.

#### **Reclassification of 911 Dispatchers**

Mr. Gleason was unable to attend our meeting but asked that the board consider doing two things to help support the bill in Congress that would recognize 911 dispatchers as part of the public safety community and not “administrative/clerical”. First, he would like the Board to draft a resolution requesting Senator Blackburn’s support of this legislation. Secondly, he would like the Board to send a letter to TENA President, David Alexander, asking him to solicit a similar resolution/request from every ECD in Tennessee asking for Senator Blackburn’s support.

Ms. Duckworth suggested that we try to obtain a sample document/resolution that someone else has already put together. She was aware that Michelle Peterson is trying to obtain a copy of a resolution that the state of Alabama has drafted. NENA would be another organization that we could solicit. We’ll then craft something for ourselves.

She asked that we try to have the resolution and the TENA letter ready for review by our next meeting. In the meantime Ms. Duckworth asked that we get the 911 employees, unions, firefighters, police officers, and anyone else that we can think of to lobby for this legislation.

#### **DEC Directors Report**

Ms. Donegan reported that her department has requested 4% funding for the Compton Center upgrades. There is no guarantee that any money will be approved for these upgrades so she asked the District to take this into consideration when putting together its budget for next year.

There are currently 35 vacancies within the Department of Emergency Communications. Two individuals who recently left have requested to return and are being rehired.

There is a call-taker class of two who will be graduating on April 1<sup>st</sup>. Another class with 6 candidates is scheduled to start later in April.

A new posting that is scheduled to come down on April 15<sup>th</sup> has drawn 61 applications so far. Ms. Donegan is hoping that this posting will produce a class of 12 – 15 individuals.

Ms. Donegan and her staff will be attending the Mayor's budget hearing on March 27<sup>th</sup> at 10:00am.

### **Miscellaneous**

Ms. Duckworth encouraged everyone to cast their vote in the NENA Board of Directors election. Everyone is eligible to vote for the 2<sup>nd</sup> Vice President position. She noted that one of the candidates, Jennifer Estes, is a 911 professional from Tennessee who has always been active in 911 issues for our state.

Ms. Duckworth drew attention to the fact that the employee appreciation banquet will be held at the Nashville City Club on April 18th. She asked Mr. Lynam to email directions and parking information to everyone.

Mr. Freeman reported that at the last TENA meeting it was announced that the Tennessee Board of Regents has hired a fellow by the name of Drew Hooker to serve as EMS Director of Training at Motlow College. He has been tasked with putting together the curriculum needed to obtain a degree as a 911 Emergency Communicator. A pilot program will be developed at Motlow College then moved to other community colleges across the state. Ms. Donegan will contact Mr. Hooker to learn more about the program.

Mr. Lynam mentioned that early registration for the APCO Conference will be held on April 1<sup>st</sup>. A \$100 discount will be given to individuals who register on that day. Mr. Lynam asked board members to let him know if they plan to attend this year's conference in Baltimore.

Mr. Lynam reported that he will not be able to attend the ECD Board meeting in April due to the fact that he will be out of town. He stated that he will have a proposed operating budget for FY 2019/2020 ready to present to the board at its May meeting. Final adoption of the budget will take place in June.

Ms. Mattson recommended that we not meet in April. She suggested that the sub-committees for Public Awareness and Technology meet in April for budget planning purposes but that the full board not meet. Board members were in favor of this as long as there were no urgent business matters to take care of.

### **Adjournment**

Upon proper motion by Mr. Cowan and second by Ms. Mattson the meeting adjourned at 3:47 P.M.

Minutes submitted by Mark Lynam