

The Board of Directors of the Emergency Communications District (ECD) of Nashville and Davidson County held their monthly meeting at the Emergency Communications Backup Center. Due to the COVID-19 pandemic and the need to social distance, some members met in person while others attended virtually. Board members Cleo Duckworth, Lorinda Hale, Susan Mattson, William Johnson, Eliud Trevino, and Rick Cowan attended the meeting in person. Board members Ruby Baker and Charlane Oliver attended virtually. Board member David Gleason was not in attendance.

Also attending the meeting in person were Stephen Martini (DEC), Paul McCallister (DEC), Russell Freeman (ECD Legal Counsel), Mark Lynam (ECD Admin), and Larry Law (ECD Admin). Others attending the meeting virtually were Angie Milliken (DEC), Dwayne Vance (DEC), and Philip McGowan (DVLS).

Chair Cleo Duckworth called the meeting to order at 2:30 PM and presided over the meeting.

Opening Statement

Chair Duckworth read an opening statement which explained the necessity for meeting partially in person and partially by electronic means in light of the COVID-19 threat. She stipulated that Governor Bill Lee's executive orders 16, 34, 51, and 60 allowed us to do so.

Minutes

Mr. Johnson made a motion to accept the minutes from the August 20, 2020 ECD board meeting. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam discussed the August 2020 financial report with board members. He went over the business transactions that took place during the month. He reported that income for August was \$2,375,247 while expenses amounted to \$258,195. This resulted in a net gain of \$2,117,052 for the month.

Mr. Lynam reported that cash available for operations amounted to \$15,493,107. This consisted of \$293,029 in our checking account and \$15,200,078 in our LGIP account.

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

Training Requests

Director Martini reported that there were no training requests to present this month.

Public Awareness Update

Mr. McGowan announced that the production of the Rescue Rex video is underway. This will allow continuation of the program during remote learning. His team is currently finalizing the script. Once that is done it will be turned over to the animator. Target date for completion is

mid to late October. Ms. Baker asked if the board would be able to see the video before release. Mr. McGowan stated that his team will share the initial draft before it is finalized.

Mr. McGowan updated board members on our digital advertising campaign. He reported that both the New Movers and Call Awareness programs continue to perform well. He also mentioned that the Recruitment Campaign has been paused since DEC is now fully staffed. He went over the static advertising and pointed out the number of billboards and radio stations that are being used.

It was also noted that a video will be used in this year's advertising campaign. The theme for the video will be differentiating between 311 and 911 calls and emphasizing when to call one versus the other. It is anticipated that this video will be ready by fall.

Ms. Mattson asked if 311 will replace the 862-8600 number. Director Martini stated, "Yes, the plan is for 311 to ultimately replace 862-8600. The goal is to have one stop shopping for all city services, including non-emergency calls".

Street Name Change

Ordinance BL2020-450 was submitted for street name revision:

- Rename Opry Place from Broadway to Commerce St. as "Rep. John Lewis Way N."
- Rename 5th Ave N. from Commerce St. to Jefferson St. as "Rep. John Lewis Way N."
- Rename 5th Ave S. from Broadway to Oak Street as "Rep. John Lewis Way S."

Mr. Lynam reported that DEC had some concerns with this street name change. Director Martini stated that the renaming of consecutive numbered streets with other names could cause confusion with finding locations and possibly impact public safety. He went on to add that if the Metro Council decides to make this street name change, his department can make the necessary changes within their system.

After discussion ended Ms. Hale made a motion to approve BL2020-450. Mr. Johnson seconded the motion and it carried unanimously by roll call vote.

Telestaff Scheduling Software

Mr. Martini expressed to the board the need for an automated scheduling package. He explained that scheduling currently takes place using excel spreadsheets. He stated that he needed one that would fit his department's 24/7/365 environment. Mr. Martini pointed out that Telestaff would meet his department's needs and it would also interface with the Kronos payroll package that Metro currently uses.

Mr. Vance went over the costs with board members. He presented a 3-year proposal consisting of first year costs of \$48,636, second year costs of \$21,936, and third year costs of \$21,936. Mr. Lynam went on to add that the District's budget was capable of supporting this expense.

After discussion ended Ms. Hale made a motion that we pursue a contract with Kronos for the Telestaff scheduling package. Ms. Baker seconded the motion and it carried unanimously by roll call vote.

Ms. Hale asked Mr. Martini if his department was going to pursue 12 hour shifts. Mr. Martini stated that employees will be given an opportunity to vote on this matter in November. Whatever the majority decides will be supported by management.

DEC Directors Report

Director Martini introduced assistant director Paul McCallister who joined DEC on May 1st of this year. Mr. McCallister filled the vacancy that was created when Michelle Peterson resigned earlier in the year.

Director Martini reported that his department received a total of 33,441 9-1-1 calls in August of this year. That is 15,000 less 9-1-1 calls than were received in August of 2019. This lower call volume seems to be the trend as many people are adhering to Nashville's "safer at home" order during the pandemic. He expects these lower call volumes to continue through the winter and into spring.

Director Martini reported that his department is now fully staffed. He also mentioned that he has a good pipeline of candidates available should any vacancies occur. DEC's most recent training academy of 10 trainees graduated on Sept 18th and have started their on-the-job training. Four employees were also promoted to supervisor positions.

Mr. Martini provided reports displaying how his department performed in meeting NENA standards for answering 911 calls during the department's busiest hours. They were only able to meet the standard in April. It is hoped that a partnership with Hub Nashville will lessen the need for his telecommunicators to answer non-emergency calls and allow them to answer 9-1-1 calls more quickly.

ECD Legislative Committee

Ms. Mattson informed board members that the ECD Legislative Committee had met twice since the last board meeting. The purpose of those meetings was to determine if there was a need to hire a government relations specialist to help us with 911 legislative issues that may be forthcoming from the Tennessee General Assembly. She and Director Martini pointed out that some legislators were questioning how 911 funds should be used and whether or not the 911 surcharge fee should cover all 911 costs.

The Committee decided that it would be in our best interest to enter into a contract with someone knowledgeable of 911 who could monitor things, help us develop relationships with legislators, and be our voice if major changes come our way. The only question remaining is how do we go about hiring someone to serve in this capacity.

It was determined that Metro has a contract for legislative services that we could be part of. However, the Mayor's Office recommended that we hire our own person since our concerns may not take priority over other issues affecting Metro. Several sources, including Committee chairman David Gleason, had recommended a gentleman by the name of Will Denami who has represented other districts. Ms. Mattson stated that she was not comfortable employing this person without knowing more about him.

Questions arose as to whether or not the project could be "sole sourced" or would an RFP be required. Several members voiced concern that we needed some formal process to interview and vet a candidate. A question was also asked if ECD money could be used for this purpose. Mr. Russell affirmed that the TECB revenue standards allowed for the hiring of consultants. Mr. Russell also advised the Board that since time was of the essence, a lengthy RFP process was not necessary. He did recommend that we adhere to some sort of purchasing protocol. He suggested that we find several candidates who we think could meet our needs and put them through an objective based interview before making a selection.

After discussion ended a motion was made by Ms. Mattson stating that the Legislative Committee should pursue finding and working out contract arrangements with a consultant who will work on government relations with state legislators. Ms. Hale seconded the motion and it carried unanimously by roll call vote. It was noted that the Committee should try and have this task completed by the end of October.

Date and Time of Next ECD Board Meeting

Ms. Duckworth announced that our next meeting will be held on October 15, 2020, 2:30 PM at the 911 Backup Center.

Adjournment

Upon proper motion by Ms. Hale and second by Mr. Cowan the meeting adjourned at 3:58 PM.