

Due to the COVID-19 pandemic, the Board of Directors of the Emergency Communications District (ECD) of Nashville and Davidson County met electronically via WebEx. Chair Cleo Duckworth called the meeting to order at 2:38 PM and presided over the meeting with the following board members present: Susan Mattson, Ruby Baker, Lorinda Hale, William Johnson, David Gleason, Eliud Trevino, and Rick Cowan. Board member Charlane Oliver was not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Stephen Martini, Angie Milliken, Dwayne Vance, Paul McCallister, and Tim Watkins (Metro DEC), Philip McGowan and Stephanie England (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

Opening Statement

Chair Duckworth read an opening statement which explained why the meeting was being held electronically. She also announced that each vote would be taken by roll call.

Public Hearing – ECD Operating Budget for FY 2021

Chair Duckworth read an opening statement regarding the public hearing. She announced that on April 14, 2020 the ECD Board met and approved its proposed operating budget for fiscal year 2021. Additionally, on April 27, 2020, copies of the proposed budget were filed with the Metro Clerk and the Mayor's Office. Notice of this public hearing was advertised in the Tennessean newspaper on Sunday, June 14, 2020. She declared the public hearing open and asked if anyone was present who wished to speak to the District's operating budget for fiscal year 2021. There was no one present who wished to speak so Ms. Duckworth closed the public hearing.

Minutes

Ms. Hale made a motion to accept the minutes from the April 14, 2020 ECD board meeting. Mr. Gleason seconded the motion and it carried unanimously by roll call vote.

Reappointment of Board Members

Chair Duckworth read into the minutes that Ms. Baker, Mr. Cowan, and Ms. Hale were reappointed for another term to the ECD Board of Directors. All were confirmed at the Metropolitan Council Meeting on May 5, 2020. Each of their terms will run through February 14, 2024.

Financial Report

Mr. Lynam discussed the May 2020 financial report with board members. He went over the business transactions that took place during the month. He reported that income for May was \$8,266 while expenses were \$2,104,583. This resulted in a net loss of \$2,096,317 for the month.

Mr. Lynam reported that cash available for operations amounted to \$13,312,614. This consisted of \$123,319 in our checking account and \$13,189,296 in our LGIP account.

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

Amend FY 2020 ECD Budget

Mr. Lynam reported that he had finished paying all expenses for FY 2020. He provided a report showing that we had exceeded our budget in two areas ... 4212 - Telephone Services & 4414 - Premiums on Surety Bonds. Mr. Lynam provided explanations as to why we were over budget in each of these areas.

He went on to explain that when the books are audited for fiscal year 2020 the auditors will look for overages among the various line items within our budget. So as not to receive unfavorable comments regarding our budgetary controls, he recommended that the Board amend its budget for fiscal year 2020 as follows:

4218 – Equipment Maintenance	Decrease by \$32,000 (\$1,941,475 to \$1,909,475)
4212 – Telephone Services	Increase by \$31,000 (\$796,000 to \$827,000)
4414 – Surety Bond Premiums	Increase by \$1,000 (\$6,000 to \$7,000)

Mr. Gleason made a motion for the board to amend the FY 2020 budget as noted. Ms. Hale seconded the motion and it carried unanimously by roll call vote.

Approve & Adopt FY 2021 ECD Budget

Mr. Lynam presented a copy of the 2021 operational budget that was proposed at the April 14, 2020 board meeting. He explained to board members that since he had completed the budget back in April, the State has informed districts that they must adapt their upcoming budgets to a new uniform chart of accounts. Mr. Lynam pointed out that he had reclassified our expenses as required, and other than that, no other changes have been made to the budget.

He went on to add that Director Martini has submitted several budget changes for consideration:

- Add \$1,500 to upgrade Criticall to facilitate remote testing of job applicants.
- Add \$14,000 to allow the purchase of software to streamline personnel scheduling.
- Remove the \$7,500 that was set aside in the budget for “Criss-Cross” directory service.

It was noted that these changes will increase our expenses by \$8,000 and bring the total amount for budgeted expenses to \$11,273,150.

Mr. Lynam also pointed out that our revenue projections have changed. Not only will we see additional monies as a result of the surcharge fee increase, the TECB has elected to make an additional distribution to districts during the first half of fiscal year 2021. Davidson County’s share of this additional distribution will be \$1,257,954 and this amount should be added to our budget for fiscal year 2021.

After discussion ended Mr. Gleason made a motion to adopt the budget with the changes that were recommended. Ms. Mattson seconded the motion and it carried unanimously by roll call vote.

Approval of Contracts

Board members approved the following contracts for FY 2021:

- Inter-Local Agreement with Metro ... Ms. Mattson made a motion to approve the contract. Mr. Gleason seconded the motion and it carried unanimously by roll call vote.
- Russell Freeman (Legal Services) ... Ms. Baker made a motion to approve the fee letter. Ms. Hale seconded the motion and it carried unanimously by roll call vote.
- DVL Seigenthaler (Public Relations Services) ... Ms. Hale made a motion to approve the contract. Ms. Baker seconded the motion and it carried unanimously by roll call vote.
- Mark Lynam & Larry Law (Administrative Services) ... Ms. Hale made a motion to approve the contract. Mr. Johnson seconded the motion and it carried unanimously by roll call vote.

Public Awareness Update

Mr. McGowan gave an update on the Rescue Rex program. He reported that his team is exploring different scenarios that they might use when school starts this fall. It all depends on how they will have to work around the COVID-19 virus. They could possibly have a pre-recorded show. They might have to work with smaller groups and perform the show in a classroom as opposed to a gym. A formal survey will be sent to schools to gauge their interest in the program and to find out what they would prefer. Other activities that are taking place within the Rescue Rex program include the ordering of coloring books, updating the website, and cleaning the costume.

Ms. England reported on the New Movers Campaign and Call Volume Awareness program. She indicated that both continue to perform well. Ms. England also updated board members on the Recruitment Campaign. Radio ads ran through the month of May and website visits were ample during that time. The program will now be scaled back since most of the vacancies within our 911 center have been filled.

Mr. McGowan explained that his company will soon be putting together the media buy for our awareness campaign. He presented two options for the board to consider. Plan A would be very similar to previous years (billboards, radio, digital). Plan B would add a video to the mix. Mr. McGowan and Ms. England discussed the benefits of adding a video. They reported that Plan B has been discussed with both the Public Awareness Committee and Director Martini. Both the Committee and Director Martini are in favor of Plan B. No additional money would be needed to move forward with Plan B. A portion of the money set aside for the media buy would be reallocated to fund production of the video. Ms. England went on to state that both plans would consist of new creative concepts.

After discussion ended Ms. Hale made the motion for the board to accept Plan B. Ms. Baker seconded the motion and it carried unanimously by roll call vote.

DEC Directors Report

Director Martini went over the May 2020 data report that he had previously provided to board members. He reported that call volume is trending upward since Nashville is reopening. It still

is about a 1,000 calls per month below where it was this time last year. Spikes in the call volume can be attributed to the tornado and civil unrest that Nashville recently experienced.

Staffing continues to improve. Five trainees are scheduled to start on Monday, June 22. This will leave four vacancies which the department hopes to fill soon.

Director Martini reported on how the calls answered within Nashville's 911 center match up to NENA compliance standards. A challenge that he is faced with is how to get 911 calls answered faster during the PSAP's busiest hours while still answering the 8600 non-emergency line. Some of the things being considered are different staffing models, the possibility of partnering with 311, and/or installing an automated attendant that could transfer certain calls. In order to better understand the types of calls that are coming through the 911 center, Director Martini has instructed his staff to document all calls that get answered, even those that are not 911 related.

Mr. Gleason asked if Metro had the capability for call-takers to work from home if it became necessary during the pandemic. Director Martini stated that they did not have that capability but were looking into it. Mr. Gleason also wanted to know if Metro was equipped to care for its call-takers for an extended period of time in the event that the PSAP should be cutoff due to civil unrest or some other reason. Mr. Martini stated that OEM had a supply of food stored in the building that could be used to feed the call-takers. He also encouraged his staff to carry an emergency bag in their car in case they are asked to remain at the 911 center for an extended period of time.

Chair Duckworth asked for an update on the renovation project. Director Martini stated that Metro had found some additional money that was left over from the ECC power infrastructure project which could be used in the renovation effort. Total amount now available for the project is \$3.8 million. He went on to add that General Services is finalizing the plans for the renovation. Once that is complete the project will be put out for bid.

Director Martini also apprised the board that when the presidential debates are held at Belmont University in October, the Secret Service will take over the 911 center and use it as their command center. During this period DEC will work out of the backup center.

Street Name Changes

The following ordinances were submitted for street name revisions:

- BL2020-304 – Rename portion of “Summer Place” to “Jerry Newson Way”
- BL2020-326 – Rename a portion of “Old Elm Hill Pike” to “Sims Branch Way”

Mr. Lynam reported that both street name revisions had the support of DEC.

Ms. Hale made a motion to approve BL2020-304. Ms. Baker seconded the motion and it carried unanimously by roll call vote.

Mr. Gleason made a motion to approve BL2020-326. Ms. Hale seconded the motion and it carried unanimously by roll call vote.

Election of Officers for FY 2021

Ms. Mattson made a motion that Cleo Duckworth remain as chairperson for the upcoming year. Mr. Cowan seconded the motion. Ms. Duckworth asked if there were any other nominations or others who wished to serve in this position. There were none. Ms. Mattson then made a motion that we elect by acclamation. Roll call vote was taken and motion carried unanimously.

Ms. Hale made a motion that Susan Mattson remain as 1st Vice Chair and William Johnson remain as 2nd Vice Chair for the upcoming year. Mr. Gleason seconded the motion. Ms. Duckworth asked if there were any other nominations or others who wished to serve in either of these positions. There were none. Roll call vote was taken and motion carried unanimously.

Miscellaneous

The TECB is forming a PSAP technology committee. Mr. Gleason wanted board members to know that he has asked Director Martini to submit his name for consideration to serve on this committee.

Ms. Baker reported on the passing of Buford Tune, one of our former ECD board members. She asked that we keep his family in our thoughts and prayers.

Date and Time of Next ECD Board Meeting

Chair Duckworth announced that that there will be no ECD Board meeting in July. Our next meeting will be held on August 20, 2020 at 2:30 PM.

Adjournment

Upon proper motion by Ms. Baker and second by Ms. Mattson the meeting adjourned at 4:24 PM.