

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, Charlane Oliver, Eliud Trevino, and Rick Cowan. Board members David Gleason and Susan Mattson were not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Michele Donegan, Dwayne Vance, Bruce Sanschargin, and Hal Weese (Metro DEC), Pat Nolan (DVL Seigenthaler), Russell Freeman (Legal Counsel), Beverly Horner and Ken Youngstead (KraftCPA's), and Aida Hughes.

Minutes

Mr. Johnson made a motion to accept the minutes from the September 20, 2018 ECD board meeting. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Annual Audit Report

Ms. Beverly Horner from KraftCPA's presented the independent audit report that was completed for the period ending June 30, 2018 and 2017. She went over various elements of the report that must be communicated between auditor and those charged with governance. In summary she reported that the audit found everything to be in order and the financial statements presented in the audit fairly represent the financial position of the Davidson County ECD as of June 30, 2018 and 2017.

Ms. Horner pointed out that the Tennessee State Comptroller's Office is now requiring a corrective action plan be submitted for any deficiency in internal control that is documented in an audit. Since our audit report reflects a deficiency finding (2007-01 - management not preparing accounting records according to GAAP standards), a corrective action plan was prepared by Mr. Mark Lynam which states that prior to and during the 2019 audit the accounting staff will obtain the necessary training required to convert the accounting records to GAAP and to prepare financial statements and other disclosures in accordance with GAAP. This corrective action plan will be submitted to the Comptroller as part of the audit.

At the end of the presentation Ms. Hale made a motion that we accept the audit as presented. Mr. Johnson seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam went over the September 2018 financial report with board members. He reported that income for September was \$16,814 while expenses were \$317,634. This left us with a net loss of \$300,820 for the month.

Our checking account balance at the end of September was \$26,051 and our LGIP account balance was \$10,398,880. This leaves us with \$10,424,931 cash available for operations.

Training Requests

Bruce Sanschargin presented the following items for approval:

Training Materials

4418.03 - EFD Training Books (\$195 each x 10)	1950.00
- EMD Training Books (\$195 each x 10)	1950.00
- Call Taking Manuals (\$15 each x 10)	150.00
- Procedure Manuals (\$15 each x 10)	150.00
- Quality Assurance Guide (\$45 each x 10)	<u>450.00</u>
	4,650.00

Misc. Requests

4418.08 – EMD/EFD Card Set Holders (\$210 each x 56)	11760.00
- ACE Reaccreditation Fee (Tri-annual)	<u>650.00</u>
	12410.00

Conference Travel

Motorola (Salt Lake City, UT) November 11-14 (4 attendees)	
4418.06 - Registration	3780.00
4418.07 - Transportation	1656.00
4418.07 - Lodging	3824.00
4418.07 - Per Diem	<u>1008.00</u>
	10268.00

Grand Total \$27,328.00

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.

Rescue Rex Copyright License Agreement

Mr. Freeman went over the copyright license agreement that he had prepared to protect the likeness and all related materials associated with the “Rescue Rex” educational program. In putting the agreement together the primary intent was to allow the materials to be used for educational purposes but restrict the user from using the materials for financial gain. It was felt that by allowing the user to click an “I Agree to the Terms & Conditions” button on the Rescue Rex website would keep things uncomplicated. The user could then download lesson plans and coloring book images. If we later found that the material was being used inappropriately then corrective action could be taken.

After discussion ended Ms. Baker made a motion to accept the license agreement. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Public Awareness Update

Mr. Nolan reported that the customer satisfaction survey is moving forward. The fee for the service is what we budgeted. The survey report should be completed by the end of the year.

The September 911 call numbers were up by 4,348 calls or 13.76% compared to the same month in 2017. Non-emergency calls were down by 1,483 or 2.55%.

The new outdoor boards have been up for about 10 days.

The new digital ads are out. No report yet on the digital ads that are supposed to target newcomers to Nashville. Working with Channel 2 to get the click rate up on that site.

Rescue Rex numbers are up. October will be a busy month for Rescue Rex performances and the number of children reached. Requests for Spanish coloring books are up. Ms. Baker asked if we could identify the school district associated with each of the schools listed on the School Appearance Schedule. Mr. Nolan will see if it can be done without causing too much additional research.

The new radio spots appear to be very effective in getting the message out as to why call-takers ask so many questions. DEC researched and submitted actual calls that are being used in the ads.

Ms. Duckworth asked if language interpretation services for Arabic calls was increasing. She felt that the number of calls for Arabic interpretation service had increased considerably over the past couple of months. It was pointed out that Arabic has always been the second most requested language behind Spanish.

Street Name Change

Ordinance BL2018-1344 was submitted to rename a portion of “Douglas Ave” to “Madison Station Blvd”. Mr. Lynam stated that this name change has the support of DEC. With that said Ms. Hale made a motion to approve the street name change. Ms. Baker seconded the motion. Mr. Cowan asked if this name change affected many residents who would have to change their address. It was pointed out that this road was in a commercial area near the old Madison Square Shopping Center. After discussion ended the street name change was approved unanimously by board members.

DEC Directors Report

Ms. Donegan reported that her department currently has 22 vacancies. That number will grow to 23 vacancies by the end of the week with the retirement of Sadona Chance, an employee with 16 years of service.

Difficulties continue in filling positions. An example of this can be shown in our most recent recruiting efforts for the December training class. Hundreds of people initially submitted an application for a call-taker position. Those who met minimum qualifications were asked to self schedule and attend an orientation session for pre-employment testing. 200 applicants signed up for orientation testing. Of those 200 who signed up for orientation only 31 showed up. Of those 31 applicants who came for pre-employment testing only 12 passed both pre-employment tests (Criticall and ECOMM).

Ms. Donegan reported that the Mayor’s capital spending plan was submitted to the Metro Council. It did not include funding for a new 911 facility. It did however include \$5 million for the electrical upgrades at our Compton site. Ms. Donegan was asked to pass on a message from the Director of General Services, Ms. Nancy Whittemore, who wanted to convey to the ECD Board that they could still contribute to the electrical upgrades at the Compton site. By doing so, Metro could use some of the \$5 million for other needed capital projects within Metro. Board members felt that the District should use its money for other 911 projects.

Miscellaneous

Ms. Baker reported that she is hosting a Neighborhood Public Awareness campaign. She has made arrangements for 24 people to tour the 911 center on Saturday, October 27th. They will meet with the Police Department at a later date.

Adjournment

Upon proper motion and second the meeting adjourned at 3:38 P.M. Next ECD Board meeting will be held on November 15th.

Minutes submitted by Mark Lynam