

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 2:32 PM and presided over the meeting with the following board members present: Ruby Baker, Lorinda Hale, William Johnson, Susan Mattson, Charlane Oliver, David Gleason, and Rick Cowan. Board member Eliud Trevino was not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Michele Donegan, Michelle Peterson, Bruce Sanschargin, Tim Watkins, Dwayne Vance, Denise Walsh, and Patrice Herring (Metro DEC), Pat Nolan (DVL Seigenthaler), Russell Freeman (Legal Counsel), Nancy Whittemore and Velvet Hunter (Metro General Services), Jon Sain (Metro Fire Dept), and Curtis Sutton (TECB).

### **Minutes**

Ms. Hale made a motion to accept the minutes from the June 21, 2018 ECD board meeting. Ms. Baker seconded the motion and it carried unanimously by voice vote.

### **ECC Electrical System Upgrade**

Ms. Nancy Whittemore, Director of Metro General Services, informed the board that all primary and backup UPS systems and static switches within the Compton site have reached end of life and repair parts have become extremely difficult to obtain. A local engineering firm has performed an assessment and developed a mitigation plan that includes replacing or upgrading the most at risk components in the electrical system to reduce the risk of a system failure. The cost to complete the necessary upgrade is \$3.75 million.

Ms. Whittemore reported that funding for this project has been requested as part of Metro's capital improvement budget. Due to the critical nature of the operations performed within the Compton facility she is hoping that funds for this project will be approved as part of this year's plan. Once funding is approved it is expected that this project will take 12–18 months to complete and will require a detailed implementation plan in order to prevent outages. If none or only a portion of the funding is approved Ms. Whittemore may come back to see if there might be some way that the ECD Board could possibly contribute to the cost of this initiative.

During discussion Ms. Mattson asked what the status was on the new 911 facility. Ms. Whittemore stated that demolition of the structures on the building site should take place within a month. The site will then be secured as we wait for funding to be approved for the new 911 center.

### **Financial Report**

Mr. Lynam went over the July 2018 financial report with board members. He reported that income for July was \$16,349 while expenses were \$861,919. This left us with a net loss of \$845,570 for the month.

Our checking account balance at the end of July was \$191,122 and our LGIP account balance was \$9,566,050. This leaves us with \$9,757,172 cash available for operations.

### **NG911 Project Update**

Mr. Curtis Sutton, Director of the TECB, was invited to our meeting to give an update on the current status of the TECB's NG911 project. Mr. Sutton explained that there were three major phases to the project. The 1<sup>st</sup> phase consisted of getting all PSAP's converted to a uniform GIS format for the ALI database that they are developing. That phase is complete. The 2<sup>nd</sup> phase involves getting all PSAP's connected to the NetTN network. Currently about 69% of the PSAP's have achieved interconnectivity (101 of 145 PSAP's). PSAP's not connected are due to compatibility issues with their controller vendors. Hopefully most of those issues will be worked out soon. At present time approximately 262,000 calls per

month are processed over NetTN. The 3<sup>rd</sup> and final phase will consist of migrating all PSAP's to the ALI database.

Currently there are two major issues concerning the project. MicroData, the core network provider for NetTN, has not been able to process text messages or roll out the ALI database. The timeline for rolling out "Text to 911" has been moved from year 2017 to 2019. Testing of the ALI database will first be rolled out in west Tennessee. It will then move eastward across the state.

Ms. Peterson asked if the TECB will assist in providing policies that should be implemented on how to handle text messages. Mr. Sutton indicated that they will not be developing policies due to legal liabilities.

Mr. Nolan asked about the lead time required to let the public know when "Text to 911" is available. Mr. Sutton explained that carriers have 180 days to prepare for the rollout once they are notified to move forward with the deployment. He suggested that we start an organized notification campaign prior to the 180 day lead time.

Ms. Mattson asked if Nashville is attached to NetTN and when we would start seeing a reduction in our AT&T phone bill. Mr. Watkins explained that Metro had only recently attached to NetTN because we were waiting for our CAMA lines to be converted to SIP. He further added that for the present time Metro will be keeping its CAMA lines as backup. He went on to explain that we will achieve no savings in our phone bill until we do away with the CAMA lines.

#### **Public Awareness Update**

Mr. Nolan reported that rehearsals for the Rescue Rex 2018-2019 school year will begin on Monday, August 20<sup>th</sup>, at the East Park Community Center in east Nashville. Letters, not postcards, were sent to schools earlier this month. Shows will start the week after Labor Day. Over twenty schools have already expressed interest in booking the show.

Mr. Nolan and his team are working on a way to convey to children that they need to ask their parents for instructions on how to unlock the parent's phone in the event that the child needs to use the phone during an emergency.

Mr. Nolan went over the call volume report for July 2018. The 911 call numbers were down by 772 calls or 2.22% compared to the same month in 2017. The July numbers end two consecutive months of seeing slight increases in calls after 22 successive months of declining numbers.

Work has been done to refresh media messages. We will try to get the Public Awareness Committee together next week to go over new creative concepts.

Mr. Nolan went over the digital impression report. He reported that our target number of 100,000 digital impressions was reached on the Channel 2 and Channel 5 websites that were used. New websites may be chosen in the future as part of an undertaking to reach newcomers to the Nashville area.

Mr. Nolan's firm is working on an outreach proposal to help with recruiting calltakers. He will first present it to the DEC staff and the Public Awareness Committee to see if it is something that the board may want to undertake. It will probably be some kind of digital campaign that could be run during recruitment periods.

### **TENA Conference**

Mr. Lynam reported that this year's TENA Conference will be held in Murfreesboro, TN from September 16<sup>th</sup> thru 19<sup>th</sup>. Full conference registration cost is \$275 while a one day pass is \$125. He asked board members to let him know if they were interested in attending. Ms. Hale and Mr. Cowan expressed interest in attending.

### **DEC Directors Report**

Ms. Donegan thanked the board for sponsoring those employees who attended the NENA and APCO conferences. She stated that it provides a great educational opportunity for employees.

Ms. Donegan reported 24 vacancies within the 911 center. A training class of six is scheduled to get underway next week. Recruitment has started for another class that is scheduled for December. The GIS Administrator position that was vacant has been filled and that employee is scheduled to start on August 27<sup>th</sup>

Ms. Donegan and her staff are looking into other avenues to help with recruitment. They have reached out to Veteran Affairs who is willing to post an announcement for military veterans. They are also working through the Fire Department's recruitment program to get the word out regarding public service positions available at the 911 center. Metro's HR Department is putting a video together to attract people to Metro Government positions. They will highlight several agencies with Emergency Communications being one of these agencies.

Ms. Donegan reported that she met with the mayor two weeks ago. She showed him the plans for the new 911 facility. He seemed very interested in the building but was noncommittal regarding the funding for the project. She also informed him about the critical electrical issues at the Compton site. She said that he seemed very concerned about this matter. Ms. Mattson stated that if we are asked to contribute to the electrical needs of the existing 911 Center then we should bring Metro Finance into the discussions since this is not part of the ECD's capital plan. The building has always been the responsibility of General Services. Whatever we contribute to the electrical needs of the existing building will lessen our ability to fund other emergencies and also take away from our capacity to equip the new building.

### **Miscellaneous**

Ms. Mattson mentioned that she attended an educational session on recruitment during the NENA Conference. One of the things mentioned during this session was for 911 centers to take a hard look at requirements that may be in place which would disqualify someone from seeking a position within the department (tattoos, piercings, etc). Ms. Donegan said that the only thing that has come up within her department has been the strictness of the dress code. She stated that she is not ready to step aside on this requirement because you lose some professionalism when you move away from this. She feels that you need uniformity and consistency in this line of work.

Mr. Gleason asked for an update on the cybersecurity assessment that Motorola was going to perform. Mr. Watkins explained that Motorola ran into problems while running a low level scan on the CAD system. Performance issues became apparent and they had to back off. Motorola has taken their program back to the lab. Mr. Watkins hopes to hear something from them soon. Mr. Watkins wants to give them another chance before bringing in a third party. Mr. Gleason stressed that we need to elevate the focus on this matter since cyber breaches are happening everywhere. Mr. Gleason asked that we put this on the agenda for next month's meeting.

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**Adjournment**

Upon proper motion by David Gleason and second by Lorinda Hale the meeting adjourned at 3:38 P.M.  
Next ECD Board meeting will be held on September 20th.

Minutes submitted by Mark Lynam