

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, Charlane Oliver, David Gleason, and Eliud Trevino. Others present included: Mark Lynam and Larry Law (ECD Admin); Michele Donegan, Michelle Peterson, Hal Weese, Denise Walsh, and Dwayne Vance (Metro DEC), Pat Nolan (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

Minutes

Mr. Gleason made a motion to accept the minutes from the April 19, 2018 ECD board meeting. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam went over the April 2018 financial report with board members. He reported that income for April was \$1,129,636 while expenses were \$981,441. This left us with a net gain of \$148,195 for the month.

Our checking account balance at the end of April was \$394,353 and our LGIP account balance was \$11,521,056. This left us with \$11,915,410 cash available for operations.

Training Requests

Ms. Peterson presented the following items for approval:

Training Materials

4418.03 - EFD Training Books (\$195 each x 8)	1560.00
- EMD Training Books (\$195 each x 8)	1560.00
- Call taking Manuals (\$15 each x 8)	120.00
- Procedure Manuals (\$15 each x 8)	<u>120.00</u>
	3,360.00

The next call taker training academy begins June 18th, 2018. We hope to have 8 new hires in this class.

Conference Travel

NENA conference in Nashville, TN June 16-21, 2018

(9 full, 19 1-day attendees)

4418.06 – Registration	7,700.00
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Instructor Recertification Workshop Salt Lake City, UT Jun 27 –Jul 1, 2018

(1 attendee)

4418.07 – Transportation Shuttle (ground)	40.00
4418.07 – Lodging	537.50
4418.07 - Per Diem (\$49/day)	<u>236.00</u>
	813.50

NIOA Conference in Clearwater, FL August 26-29

(1 attendee)

4418.06 – Registration	645.00
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TOTAL 12,518.50

Public Awareness Update

There were no Rescue Rex reports to share this month since the school year is almost over.

Mr. Nolan went over the call volume report for April 2018. The 911 call numbers were down by 9.9% or 3,329 calls compared to the same month in 2017. This decrease marks twenty two consecutive months that 911 calls are down.

Mr. Nolan went over the digital impression report. He reported that our target number of 100,000 digital impressions was reached on all of the websites used.

Mr. Nolan went over the language interpretation report. He reported a 10% decrease in Spanish calls for the month of April. He also noted a slight increase in Arabic calls for the month.

Ms. Hale pointed out that she had recently been made aware of occurrences where children did not know how to make an emergency call from a locked cell phone. She said that she had spoken with Pat Nolan and Mark Lynam about this issue. Mr. Nolan reported that after learning of this problem he and his staff were going to put something in the Rescue Rex script to teach kids how to use cell phones for emergencies.

Mr. Nolan reported that during discussions with Portia Research about the quality assurance survey it was discovered that only police calls had been included in past surveys. No fire or ambulance calls were included as part of the sample set. Mr. Nolan went on to explain that it would cost more to have a breakdown by type of call (police, fire, medical).

Discussion took place as to whether or not we needed to distinguish by type of call. It was felt that we shouldn't be treating our callers any different by type of call, we only ask different questions. Ms. Mattson pointed out that the survey is conducted each year for accreditation purposes. She asked if CALEA had any standards that specify we must include all types of calls. Ms. Walsh indicated that there were no CALEA requirements regarding the type of call but one of the questions asked during the survey is "were you referred to someone else for service?" Since the previous sample set only included police calls for service that had been entered into CAD, we were not getting a true count of the type of call that is received at the 911 Center because a large number of calls are referred to other agencies.

As discussion drew on Ms. Mattson made the following motion, "We should proceed with the survey, but broaden the population to include all calls (police, fire, and ambulance) as part of the random sample and to determine the sample size. We do not need to stratify the sample to make conclusions about the three different kind of calls, which could significantly increase the sample size". Ms. Hale seconded the motion and it carried unanimously by voice vote. Mr. Nolan said that he would go back to Portia Research to see if the survey could be completed as stated in the motion with the funding currently provided.

Mr. Gleason then voiced concern that if the survey is a CALEA requirement that needs to be done this fiscal year maybe we should set aside a cushion in case it will cost more for the survey. He made a motion that we set aside a "not to exceed" amount to cover any additional survey expenses. Ms. Mattson pointed out that we really didn't need to worry about the money amount because we have until the end of June to amend our budget. She also didn't like to provide a preset number for a vendor to work with. When Ms. Walsh determined that we have until August to complete the survey, Mr. Gleason withdrew his motion. Board members then asked Mr. Nolan to have Portia Research submit a proposal by our June meeting.

DEC Directors Report

Director Donegan reported that her department went before the Council's Budget and Finance Committee last week. There were numerous questions from council members regarding overtime, language interpretation, the new 911 facility, attrition, and training. Ms. Donegan stressed the need for an additional training position.

Ms. Donegan reported that the recent recruitment drive has ended. Of the 189 original applicants, only 34 signed up for orientation. Once orientation, interviews, and testing was conducted only two applicants remained eligible for hire. Another recruitment drive will be held in June.

Adjournment

Upon proper motion by Mr. Gleason and second by Ms. Hale the meeting adjourned at 3:50 P.M. Next ECD Boarding will be held on June 21st.

Minutes submitted by Mark Lynam