

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, Eliud Trevino, and Rick Cowan. Board members David Gleason and Charlane Oliver were not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Michele Donegan, Dwayne Vance, Bruce Sanschargin, Michelle Peterson, and Angie Milliken (Metro DEC), Pat Nolan and Philip McGowan (DVL Seigenthaler), and Russell Freeman (Legal Counsel).

Minutes

Ms. Hale made a motion to accept the minutes from the October 18, 2018 ECD board meeting. Ms. Baker seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam went over the October 2018 financial report with board members. He reported that income for October was \$1,132,901 while expenses were \$416,579. This left us with a net gain of \$716,322 for the month.

Our checking account balance at the end of October was \$123,515 and our LGIP account balance was \$11,017,738. This leaves us with \$11,141,253 cash available for operations.

Mr. Lynam also provided a report showing the amount of money that each 911 district will receive from the TECB as part of the excess revenue that was collected from 911 surcharge collections during fiscal year 2018. Davidson County will receive \$1,000,813. The funds will be distributed to the districts later in November.

Training Requests

Bruce Sanschargin reported that there were no training requests for the current month.

Public Awareness Update

Mr. Nolan went over the call analysis report for October 2018. He reported that 911 calls increased by 4,485 or 14.04% when compared to October 2017. Non-emergency calls were down by 1,506 or 2.48% when compared to the same month last year.

Digital ads are still being run on the Channel 2 and Channel 5 websites. His firm continues to work with Channel 2 to improve the click through rate.

The digital ad campaign to reach newcomers to Nashville has gotten underway. Digital ads are being run on numerous websites and will be run during the months of October thru December and again during the months of April thru June. This is an experimental undertaking to see if it will make a difference in our call volume.

Mr. Nolan provided reports showing the Rescue Rex show appearance schedule for November and the number of children reached this school year. Numbers appear to be down from last year but hopefully will increase after the holiday period. He reported that requests for Spanish coloring books have increased significantly. Ms. Mattson pointed out that St. Matthews School was listed on the November school appearance schedule. She questioned whether or not it was located in Davidson County. Mr. Nolan will follow up on this.

Mr. Nolan reported that the copyright license agreement material had been posted to the Rescue Rex website. He also pointed out that the customer satisfaction survey is underway and should be completed soon.

Mr. Nolan went over the language interpretation report. Spanish translation services made up 90% of the calls. Arabic translation services came in second, with Mandarin coming in third.

At the end of his report Mr. Nolan informed board members that he will be retiring from DVL Seigenthaler at the end of December. He introduced Philip McGowan as our new account representative. He went on to add that Nikki Giacchina and Tiffany Childress will continue to administer the Rescue Rex program. Mr. Nolan pointed out that he has been working with the ECD Board for 26 years. Board members congratulated him on his retirement and thanked him for his service.

DEC Directors Report

Ms. Donegan reported that her department currently has 27 vacancies. A call-taker class of eight will start in December.

Metro's Human Resources Department is putting a recruitment video together highlighting why someone should consider a career with Metro. The Emergency Communications Department is one of three agencies spotlighted in the video. Hopefully this will help with recruiting efforts within the 911 center.

Several employees from DEC's technology division are currently attending Motorola's Annual Software Users Conference in Salt Lake City. This is allowing them the opportunity to strengthen their system knowledge so as to keep up with our ever demanding technology needs.

DEC employees are currently rebidding shift assignments. Changes will not take effect until February.

CALEA is up and running. Denise Walsh is administering the program. We will have an online assessment this year.

Everbridge, our mass notification system, is very close to being implemented. It will be rolled out in three phases. The first phase will be notifications for emergencies. The second phase will be for non-emergencies (primarily information). The third phase will be notifications for Metro employees.

Ms. Mattson asked about the vacancies in DEC's technology division. Ms. Donegan pointed out that someone from the outside was hired for the GIS position. She added that she hopes to fill the other vacancy from within the department.

Miscellaneous

Mr. Lynam reported that he had renewed the NENA memberships for board members.

Knowing that a new 911 center was not approved in this year's capital spending plan, Ms. Donegan asked if board members would consider funding some departmental improvements like new paint and carpet. She would like to make the work environment a little more attractive and pleasant for her employees. It was suggested that she pull the numbers together so that they can be added to next year's budget.

Ms. Baker reported that the tour of the 911 center with her neighborhood group was a tremendous success. The people who attended found it very interesting. Ms. Baker thanked Ms. Donegan and her staff for allowing them to visit.

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Adjournment

Upon proper motion by Mr. Cowan and second by Ms. Baker the meeting adjourned at 3:10 P.M. Next ECD Board meeting will be held on January 17th.

Minutes submitted by Mark Lynam