

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, Rick Cowan, and David Gleason. Board member Charlane Oliver was not in attendance. Others present included: Mark Lynam and Larry Law (ECD Admin), Michele Donegan, Michelle Peterson, Angie Milliken, Hal Weese, Dwayne Vance, and Bruce Sanschargin (Metro DEC), Philip McGowan and Tiffany Childress (DVL Seigenthaler), Russell Freeman (Legal Counsel), and Aida Hughes.

Minutes

Mr. Gleason made a motion to accept the minutes from the January 17, 2019 ECD board meeting. Ms. Hale seconded the motion and it carried unanimously by voice vote.

Financial Report

Mr. Lynam went over the January 2019 financial report with board members. He reported that income for January was \$25,199 while expenses were \$255,176. This left us with a net loss of \$229,978 for the month.

Our checking account balance at the end of January was \$52,649 and our LGIP account balance was \$12,585,029. This leaves us with \$12,637,677 cash available for operations.

Training Requests

Mr. Sanschargin presented the following items for approval:

Conference Travel

TIES conference in Pigeon Forge, TN Mar 18-21, 2019 (2 attendees)

4418.06 – Registration (\$40 each)	80.00
4418.07 - Transportation (POV)	464.00
4418.07 – Lodging (\$102/night)	612.00
4418.07 - Per Diem (\$51/day)	<u>385.00</u>
	\$1541.00

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.

Public Awareness Update

Mr. McGowan went over the call analysis report for January. He reported that 911 calls increased by 3,651 or 12.86% when compared to January 2018. Non-emergency calls were down by 4,385 or 7.64% when compared to the same month last year. Total call volume (both 9-1-1 and 8600 calls) is down slightly, just 734 calls or 0.86%, when compared to the same month last year.

Outdoor billboards have been up for four months. We have 12 boards in total. Five are in Spanish.

Online ads are being run on two websites, WKRN and NewsChannel 5. WKRN has improved their “click thru rate” from previous months.

Radio ads are being played on 15 English stations for a total of 468 spots. We also have radio ads running on three Spanish stations for a total of 132 spots. Actual calls are being used in the ads to give the listener an idea of what those calls sound like and what they can expect if they call 911.

Online ads targeted for new movers to Nashville will not run this month. Will pick up again next month. Mr. McGowan informed board members that the out of county media websites that were appearing on last month's report were accessed based on the visitor's online habits.

There are twelve Rescue Rex shows scheduled in February at nine different schools. It is projected that these shows will reach 1,153 students.

Mr. McGowan and his marketing team are starting their planning process for next year's public awareness campaign. They will be reaching out to DEC management and ECD board members to find out what we would like to achieve next year.

Upgrades to Compton 911 Center

Ms. Peterson has been working with Metro General Services on improvements that her department would like to see happen at the main 911 Center. She updated board members on what has been recommended so far.

Priority 1 – Improvements to Operations (both upstairs and downstairs)

Painting, replacement of ceiling tiles, replacement of acoustical wall tiles. Estimated cost \$28,600. (This amount does not include acoustical wall tiles which is still being explored).

Priority 2 – Conference Room

Painting, replacement of carpet with hard flooring, replacement of ceiling tiles, replace conference table and chairs with classroom furniture. Estimated cost \$23,100.

Priority 3 – Hallways

Painting, replacement of floor tiles, replacement of ceiling tiles. Estimated cost \$14,700.

DEC has made a request for this work to be funded from Metro's 4% fund. If Metro does not approve the funds then DEC will come back to the ECD Board for funding.

Rent Increase at Backup Center

Mr. Vance informed board members that the backup center was reappraised a couple of months ago. As a result of this appraisal the rent at the 911 backup center is being raised from \$69,600 per year to \$136,458 per year. The draft rental agreement between Metro and the owner of the building (the Airport Authority) states that the new rental rate will take effect July 1, 2019. In addition to the new rental rate the contract also calls for a one-time non-recurring payment of \$34,238 to be paid during FY 2020. When asked what the one-time payment was for, Mr. Vance said that there were no details given in the contract. On behalf of Metro's Finance Department, Mr. Vance asked if the ECD will cover these additional costs going forward.

Much discussion took place regarding the magnitude of the rental increase, how long the current agreement has been in place without a rent increase, DEC not being part of the negotiations, whether or not the backup center is providing enough space, the fact that the Airport Authority is not responsible for repairs or improvements, and the difficulty in finding a new space and moving equipment and infrastructure.

After discussion ended Ms. Mattson made a motion that the Board reimburse DEC for the rent increase but not the one-time payment. Metro needs to provide more information about the one-time payment if they want the Board to consider it. Ms. Hale seconded the motion. Although a number of board members expressed displeasure with the arrangement they all voted in favor of the motion.

DEC Directors Report

Ms. Donegan reported that the current applicant pool for the new training class has 217 candidates who are being interviewed and tested.

DEC continues to work with Metro's Human Resources Department on recruiting efforts. They currently are looking at keeping the posting for call-takers up continuously as opposed to intermittent postings.

Resignations seem to be slowing. DEC management is reviewing exit interviews and looking for trends or patterns.

An employee suggestion box has been put back in place. Looking for ideas that can make the organization better. Uniforms continue to be a point of discontent.

Miscellaneous

Ms. Mattson asked if anyone knew anything about HB335/SB336 that was introduced into the Tennessee General Assembly. The bill would make 911 calls confidential. Mr. Freeman will look into this.

Mr. Gleason recently attended the 911 Goes to Washington Conference. He reported that best practices for incorporating supplemental 911 location data into PSAPs has been released. This guide was developed through the National Association of State 911 Administrators (NASNA), National Emergency Number Association (NENA) and Industry Council for Emergency Response Technologies (iCERT).

Mr. Gleason also reported that Congresswoman Torres from California is working to introduce a bill on the federal level that would reclassify telecommunicators from clerical workers to emergency responders. NENA is the driving force behind this bill.

March 5th is "911 on the Hill" day with Tennessee legislators.

Adjournment

Upon proper motion by Mr. Cowan and second by Ms. Baker the meeting adjourned at 4:00 P.M. Next ECD Board meeting will be held on March 21st.

Minutes submitted by Mark Lynam