



**Agenda for the Emergency Communications District Meeting
Monday, February 13, 2017
Brentwood Municipal Center**

Call to Order by Mayor
Roll Call

Approval of Minutes

November 14, 2016

Status Report from ECD Supervisor

New Business

1. Brentwood Emergency Communications District - Quarterly Meeting
2. Other new business

Kirk Bednar
City Manager

Anyone requesting accommodations due to disabilities should contact Mike Worsham, A.D.A. Coordinator, at 371-0060, before the meeting.

Brentwood ECD Agenda

Meeting Date: 02/13/2017

Approval or Correction of Minutes

Submitted by: Debbie Hedgepath, Administration

Department: City Recorder

Information

Subject

Approval or correction of minutes

Background

Staff Recommendation

Fiscal Impact

Attachments

Draft Minutes

MINUTES OF MEETING OF EMERGENCY COMMUNICATIONS DISTRICT

BRENTWOOD, TENNESSEE

The Emergency Communications District Board met on Monday, November 14, 2016 at the Brentwood Municipal Center.

Present were Mayor Regina Smithson; Vice Mayor Jill Burgin; Commissioners Anne Dunn, Rhea Little, Ken Travis and Betsy Crossley. Commissioner Mark Gorman was absent.

Commissioner Little moved for approval of the minutes from the August 22, 2016 meeting as written, seconded by Vice Mayor Burgin. Approval was unanimous.

New Business

With no other business on the agenda the meeting was adjourned.

Approved _____

Deborah Hedgepath

Deborah Hedgepath, City Recorder

Brentwood ECD Agenda**Meeting Date:** 02/13/2017**Submitted by:** Debbie Hedgepath, Administration**Department:** City Recorder

Information**Subject**

Status Report from ECD Supervisor

Background**Staff recommendation**

Fiscal Impact**Attachments**Quarterly Report

REGINA SMITHSON
ECD BOARD CHAIR

JILL BURGIN
ECD BOARD VICE-CHAIR

KIRK BEDNAR
ECD DIRECTOR



City of Brentwood

BOARD MEMBERS
BETSY CROSSLEY
ANNE DUNN
MARK W. GORMAN
RHEA E. LITTLE, III
KEN TRAVIS

9-1-1 EMERGENCY COMMUNICATIONS DISTRICT

To: Honorable Mayor / ECD Board Chair and the Brentwood City Commission / ECD Board Members
Through: ECD Director/City Manager Kirk Bednar
From: Kathleen Watkins, Emergency Communications Supervisor
Date: Monday, February 13, 2017
Subject: Quarterly Report

At a Glance

- TriTech CAD project has a scheduled “go live” date March 7, 2017. Communications staff is training with the vendor during the month of February.
- A special “thank you” to Lead Dispatcher Laurel Kazenske for the service she provided as Interim Emergency Communications Supervisor. This was a unique role for Lead Dispatcher Kazenske to play, as it required her to work side-by-side with the Communications staff while performing the duties of a supervisor. Over the past quarter, she has offered her support while I transitioned into my role as ECS.

OPERATIONS REPORT FOR Q1 – NOVEMBER 2016 – JANUARY 2017

OPERATIONS REPORT

A. Staffing

Communications is fully staffed with eleven (11) full-time dispatchers and one (1) Supervisor. Three (3) staff members are Lead Dispatchers and Four (4) Communications Training Officers (CTO's).

- All dispatchers are fully trained
- Dispatcher Paige Henderson is on her fourth month as a probationary employee.

B. Statistics

Reports to substantiate the below statistical highlights are available on request.

- **Q1 2017 Operations Reports –**
 - Total calls answered (9-1-1 and Admin) – 12,411
 - E9-1-1 calls – 1,967
 - On average, calls were answered within 4 seconds (about 1 ring).
 - Approximately, 79% of our 9-1-1 calls came from cell phones, which are significantly harder to locate than traditional landlines.
 - Our busiest hour of the day was between 1:30 p.m. and 2:30 p.m. The slowest hour of the day was between 4:00 a.m. and 5:00 a.m.
 - The average telephone conversation lasted 94 seconds.

City of Brentwood 9-1-1 ECD

Board Meeting
February 13, 2017

- CAD Responses Created – 9,701
 - Police Department – 8,042
 - Fire and Rescue – 872
 - ECD (Internal Use) – 991

C. Quality Assurance

- This quarter, we processed 390 medical calls received on 9-1-1, 41% of which were checked for quality (exceeding the ASTM 1560-Standard Practice for Emergency Medical Dispatch Management recommending we review 7-10% of EMD-related calls). NFPA Standard 1221 recommends we dispatch all medical calls within 90 seconds of call receipt, 91% of the time.
 - In November, the average dispatch time was 62 seconds, with an average QA score of 85%.
 - In December, the average dispatch time was 55 seconds, with an average QA score of 96%.
 - In January, the average dispatch time was 61seconds, with an average QA score of 86%.

D. Public Education Activities

- Dispatcher April Shore received a “Certificate of Appreciation” for her participation in the Williamson County Schools 2016 World of Possibilities Career Day. Additionally, Dispatcher Shore represented Brentwood Emergency Communications at Independence High School’s Career Fair.

E. Training Activities

- The Technical Department provided in-house training on Everbridge Emergency Notification
- Dispatcher’s Jim Shade, Paige Henderson and Supervisor Kathleen Watkins attended The 911 Winter Workshop.
- Dispatcher’s Mike Burton, Peter Diamond, Jim Shade and April Shore participated in a patrol Ride-Along.

Brentwood ECD Agenda

1.

Meeting Date: 02/13/2017

Brentwood Emergency Communications District - Quarterly Meeting

Submitted by: Debbie Hedgepath, Administration

Department: Administration

Information

Subject

Brentwood Emergency Communications District - Quarterly Meeting

Background

The Brentwood Board of Commissioners is the legally designated board for the Brentwood Emergency Communications District (ECD.) Pursuant to Policy No. 35 of the State of Tennessee, Emergency Communications Board, the Brentwood ECD is required to conduct at least one board meeting each quarter, regardless of the need for a meeting. The quarterly meeting is typically held following a regular Board of Commissioners meeting.

There is no significant item for discussion on the ECD agenda. The only formal item for your consideration is approval of the minutes from the last ECD Board meeting held on November 14, 2016.

Should any members of the Board of Commissioners have any questions or desire further information, please feel free to contact the City Manager.

Staff Recommendation

Staff recommends the Board conduct the required quarterly meeting.

Fiscal Impact

Attachments

No file(s) attached.
