# NashTOUR Liaison and Street Kiosks Safety and Welcome Directives

Proposed Mayoral Executive Order and Metro Council Recommendations | 2027

**HELPFUL INFORMATION. A SAFE PLACE TO ASK. A CLEAR PATH TO HELP.**

## Purpose

NashTOUR is proposed as the visitor-services liaison in the Tourism Department, administratively coordinated through NashONE's one-window service model. It will connect visitors, tourism partners, and Metro services through trained liaison staff and accessible street kiosks. Visitors and residents can ask questions, get directions, find accessible services, and quickly connect with help when a child, adult, or pet is lost or found, while protecting privacy, personal dignity, and safety.

## Proposed Mayoral Executive Order

**Subject to the Metropolitan Charter, applicable law, available appropriations, procurement and site approvals, the Mayor directs the responsible Metro offices to establish and plan NashTOUR as follows:**

### 1. Establish the NashTOUR Liaison

• Place the NashTOUR Liaison within the Tourism Department, with administrative intake, customer-service coordination, and one-window referrals routed through NashONE. The liaison should connect tourism information to the right Metro office without requiring visitors to know Metro's department structure.

• Designate a NashTOUR lead who maintains current visitor information, coordinates hotel, attraction, event, transit, and neighborhood partners, and receives service referrals from NashONE. NashTOUR provides information and handoffs; each responsible department retains authority over its services and decisions.

• Use a shared referral protocol with a request number or other approved status method, clear ownership, response expectations, escalation routes, and a warm handoff when a visitor needs help. Avoid duplicate intake when a visitor has already provided the necessary details.

### 2. Kiosk functions and placement

• Place accessible kiosks at selected visitor corridors, public spaces, event areas, transit connections, and other approved locations. Site selection should consider lighting, pedestrian access, sightlines, nearby staffed businesses or public facilities, and safe emergency access.

• Provide current maps, transit and attraction directions, accessible route information, public restrooms, event updates, weather alerts, visitor-service contacts, and a simple "Talk to a person" option.

• Offer a physical assistance button or direct staffed call feature only after emergency communications review. If that feature is unavailable or fails, the screen must clearly display instructions to call 911 for a life-threatening emergency or crime in progress, and 311/hubNashville for non-emergency Metro information and services.

• Include multilingual interfaces, readable text, audio/visual options, wheelchair-accessible controls, tactile or high-contrast elements where feasible, and a non-digital way to ask for help.

## 3. Lost or separated child response

• Treat a report of a missing or separated child as urgent. Kiosk staff or monitored support should promptly connect the reporting adult to MNPD/911 when danger, suspected abduction, injury, or immediate risk is present; otherwise promptly connect the adult with police for direction. Do not instruct a family to wait before reporting.

• If a child approaches alone, keep the child in a visible, staffed public area, speak calmly, and contact police or the kiosk's designated supervisor. Do not leave the child alone, move the child to a vehicle or private room, or release the child to a claimant until police or an authorized guardian has verified reunification.

• Ask only what is needed to connect help: child's name or description, last known location and time, accompanying adult's safe contact method, and immediate safety concerns. Record or share sensitive details only through approved secure channels.

## 4. Missing or found adult response

• For an adult reported missing, connect the reporting person with police when requested or when there is immediate risk, medical vulnerability, suspected crime, or other urgent concern. Provide a private opportunity to speak with a responder.

• If an adult appears lost or disoriented, offer help respectfully and ask what support they want. Do not detain, restrain, search, or disclose the adult's location to a caller solely because that caller claims a relationship. Follow police and emergency guidance and respect the adult's autonomy and safety.

• Where a person may need medical or behavioral-health assistance, use the appropriate emergency or non-emergency response route; kiosk ambassadors must not diagnose or promise confidentiality beyond approved policy.

## 5. Lost or found pets

• For an injured or dangerously loose animal, connect the caller to the appropriate emergency or animal-control response. For routine lost/found pets, direct people to Metro Animal Care and Control or hubNashville/311 and provide current shelter, reporting, and reunification information.

• Do not have untrained kiosk staff handle an unfamiliar animal. Keep people at a safe distance, note the location and observable description, and contact the designated response service. Do not post an owner's home address, phone number, or personal details on a public screen.

## 6. Privacy, security, and service standards

| Standard | Required practice |
|---|---|
| No public missing-person board | Never display names, photographs, live locations, family contact details, or allegations on an open kiosk screen. Public alerts may appear only when provided or approved through authorized law-enforcement/public-information procedures. |
| Minimal data | Collect the least information needed to route a request. Do not retain kiosk camera, microphone, or identifying interaction data by default. Any approved data collection requires prior privacy/security review, notice, retention limits, and access controls. |
| Human response | Publish staffed hours and a backup contact route. Acknowledge non-emergency inquiries within one business day where practicable; route urgent safety reports immediately. |
| Secure, maintained equipment | Inspect daily during operating periods; provide accessible reporting for outages, damage, blocked paths, lighting problems, and content errors. Disable or clearly mark a malfunctioning emergency feature. |

## 7. Training and operating protocol

Train kiosk attendants and participating partners in courteous visitor service, emergency escalation, child-safe reunification, adult autonomy, lost-pet safety, disability and language access, de-escalation, privacy, and incident documentation. Maintain a written handoff protocol identifying who monitors help requests, who contacts responders, how outages are handled, and how a caller can get help when no attendant is present.

## Metro Council recommendations

• Recognize the proposed NashTOUR Liaison in the Tourism Department with administrative coordination and service intake through NashONE; require a written responsibility map so each Metro department keeps its operational authority.

• Authorize a time-limited kiosk pilot only after the Administration submits a location plan, cost estimate, staffing model, privacy/security assessment, accessibility review, and maintenance plan.

• Consider appropriations for accessible kiosk hardware, connectivity, trained attendants or monitoring, translation, maintenance, and independent evaluation. Require a defined funding source and lifecycle cost before expansion.

• Request quarterly reporting on uptime, service inquiries, response routing, accessibility issues, lost-person and pet referrals in aggregate, complaints, privacy incidents, spending, and partner participation. Do not publish identifying case details.

• Ask Metro Legal, MNPD, Emergency Communications, Animal Care and Control, accessibility staff, and relevant community and tourism partners to review protocols before launch.

## Pilot rollout and review

| Phase | Action |
|---|---|
| Days 1-30 | Select proposed sites; map current contacts and referrals; complete accessibility, safety, privacy, and cost reviews. |
| Days 31-60 | Configure information; train staff; test emergency and non-emergency routing, translations, outage handling, and child/adult/pet scenarios. |
| Days 61-90 | Launch limited pilot if approvals and funding are in place; publish service channels and reporting process. |
| Day 120 | Present public evaluation and recommendations before any expansion. |

**Authority and review:** This is a proposed policy draft for review by Metro Legal, relevant departments, and Metro Council. It does not itself appropriate funds or create police, emergency-dispatch, child-protection, or animal-control authority. Kiosk personnel are information and referral staff unless separately authorized under applicable law and policy.