



## AGENDA

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. E911 Director's Report
  - a. Calls for Service/911 Call Stats
  - b. Sub-Committee Review of SOPs
    - a. Use of the Emergency Alert Button on the Portable Radios
    - b. MOU renewals and GCIC Information Exchange Agreements/Management Control Agreements
- V. RRC/ Committee Reports
- VI. Old Business / Updates
  - a. CAD/RMS Project Update
  - b. Timeline of RFP
  - c. Timeline of Project
- VII. New Business
  - a. Requesting the use of Radio Channels
  - b. Correcting Aliases in the Radio Database
  - c. 2020 QPR
  - d. Crisis Intervention
  - e. 2020 Mental Health First Aid
- VIII. Open Floor/Attendee Comments
- IX. Adjourn



Chatham 911 Communications Services  
E-911 Executive Advisory Board  
City of Savannah- City Hall  
2 East Bay Street, Savannah, GA 31412  
January 15, 2020

**I. Welcome**

Ms. Cramer opened the meeting at 11:02 a.m. and led all in the Pledge of Allegiance.

**II. Roll Call**

Ms. Cramer called the roll. The following members were present:

- Michael Kaigler, Chatham County
- Linda Cramer, Chatham County
- Chief Tyler, Bloomingdale
- Dr. Frank Davis, CES
- Ron Feldner, Garden City
- Assistant Chief Arron Graves, BOE

Also Present:

- Kelvin Lewis, Chatham County
- Nick Batey, ICS
- Lara Hall, GIS
- Chuck Kearns, CES
- Kristi Norman, CEMA
- David Anderson, GIS
- Shannon Anderson, E911
- Diane Pinckney, E911
- Judith McCook, 911
- Jackie Jackson, Chatham County
- Steve Davis, Port Wentworth
- Kevin MacLeod, Sagis
- Melanie Whalen, GIS
- Aaron Thompson, CEMA
- Daphanie Williams, COS

**III. Approval of Previous Minutes**

Ms. Cramer advised a quorum was not present therefore the minutes was not be approved.



#### IV. E911 Director Report

a. Calls for Service/911 Call Stats(copies were distributed to the Board): - Judith McCook

- Page 1 is a detailed list of calls for service for the year of 2018 compared to 2019. Last year, there were 595,401 calls for service. It is a combination of incoming and outgoing administrative and 9-1-1 calls. Year to date, there were 565,690 calls for service, which is a slight differential going down. For the month of December, the 911 center received 43,273 calls; 22,489 of those calls was directed to 911, 18,351 were administrative calls and 2,433 were alarm calls. Those numbers do not include on-view calls, which are calls that come in via radio or via EMT. In December of 2019, the 911 Center received 58,901 on-view calls. Adding on-view calls increases the number by 15,628.
- Calls dispatched by 911 or administrative total 13,716 and total on-view calls were 39, 818. As different agencies add EMT services, it does not decrease transactional numbers it increases them. The addition of EMT services for that month totaled 53,534 calls received.
- Average seconds dispatched to on-scene numbers are broken down by priority 1, 2, 3 and 4 calls. Shootings are an example of a Priority 1 call they also vary in response times.

Dr. Davis questioned the time lag between when the call is received to the time it being dispatched.

Ms. McCook replied it varies. It depends where the unit is located and units engagement with a previous call. That is a question that has to be asked to each individual agency based on the manpower and the available units at that time.

Mr. Kaigler questioned the breakdown with seconds as opposed to minutes.

Ms. McCook advised they discussed it prior to the meeting, and if the Board prefers minutes it will be changed going forward.

Mr. Kaigler questioned if they were implementing a standard for dispatch to arrival on the scene.



Ms. Pinckney replied it is the NENA standard, which is three minutes.

Ms. McCook advised for the police agencies it varies. The police have their own standards.

Mr. Kaigler advised when they were discussing the merger there was a minute standard.

Ms. Cramer added it is based on the priority of the call.

Ms. Pinckney advised they were looking at the call-answering standard.

Ms. McCook proceeded with the Fire Department calls for service

- There was a lot of fluctuation of calls between the months of November and December. In November, there were 1,441 calls for service and in December 1,472. Fire calls response time is based on the first responding engine arriving on the scene. The Fire Department calls for service in November and December were identical moving slightly upward.
- EMS received 3,901 calls for service in December. In the previous month, 3,633 calls were received. The calls were split between hot and cold. There were 650 cold calls and 3,251 were hot. The breakdown for 2018 to 2019 is consistently on average. For the year of 2019, EMS received 46,170 responses.

#### Quality Assurance

- In December, there was an increase in calls. More people are asking primary questions and more people are scoring higher on the scoring program. Grading and meeting with the personnel has an effect on the Quality assurance process.

#### Staffing- Director Pinckney

- Staffing continues to be an issue at the Communications Center. In the last two months, they hired six employees and lost two. One employee will remain in the temporary pool to help cover the shortage.
- As stated in the last meeting, they collaborated with the Board of Education to transition dispatchers to the 911 Center to handle their 911 calls. Ms. Cramer, Kelvin and herself met with Jennifer Davenport to draft an agreement. They are currently waiting on a final copy to review from Ms. Davenport.



b. Sub-Committee Review of SOPs- Director Pinckney

- Revisions are being made to the Standard Operating Procedures to implement new procedures. The subcommittees were asked to review the missing person, animal control and QA policies at the last meeting for accuracy and include their input.

c. Use of the Emergency Alert Button on the Portable Radios

- As updates were being made to the communications and dispatching policy, they began to review the use of the emergency alert button for officer's portables. One paragraph in the policy is short and it needs to be more detailed. There is an issue of proper protocol when an officer push the emergency alert button. The 911 Center would like to provide detailed instructions to staff on how to respond when an officer push that button.

Chief Enoch advised that button is similar to a "man down" button. It suggests I need help and I cannot talk to you. The GPS should provide a location for the individual, and someone should be dispatched to help.

Chief Kearns added that works for EMS and Fire as well, but those buttons do not work on their radios. They need a \$40,000 upgrade to their system to make it work.

Ms. Pinckney advised sometimes officers accidentally push their buttons.

Mr. Davis asked what is the false alarm rate.

Ms. Pinckney replied she does not have it at the time, but it happens often.

Dr. Davis inquired if there is a gravity switch that goes off automatically when someone falls down.

Chief Enoch advised the button have to be held for so many seconds to activate.

Mr. Batey advised they do not use them because the officers may mistakenly lay their bag on the button.

Ms. Pinckney advised they need a policy across the board because it occur often.



Mr. Kaigler advised it is more of a police issue and suggested that the agencies meet to determine what they want.

Ms. Cramer suggested sending the recommendation to the RRC.

Mr. Batey advised one of the common complaints they hear is lack of training on the radio.

Ms. McCook advised when they start working out the management and different agencies portion, please consider the work of the 911 staff. When the button is pushed the name is shown and not the unit number. There needs to be a policy that is aligned to what they are seeing in the radio room.

Mr. Batey advised not all the radios have GPS capability. The radios that will need GPS upgrading will cost \$300 to \$400.

Ms. Pinckney advised a policy was drafted and it will be presented to the subcommittees and the Board for review.

**d. Correcting Aliases in the Radio Database- Director Pinckney**

- It is important that agency heads verify the aliases in the radio database are accurate and validated periodically to ensure everything stays current. In addition, the radios need to be assigned to individuals and not departments.

Mr. Batey advised that is a long-standing issue with SEGARRN. Aliases can be useful but they can be overwhelming trying to keep up with them. All of the agencies will have to vote at the EAB meeting or agree to have a radio ID assigned and for the radio to assigned to an individual. This will have to take place before they make the radio ID mandatory because not everyone uses a radio ID.

Ms. Cramer suggested sending the recommendation to the RRC.

**e. Memorandums of Understanding and GCIC Information Exchange Agreement/Management- Director Pinckney**

- MOUs for 2020 were sent out, they need to be signed by the agency heads and then sent back to her to be forwarded to the Count Manager's department. Information Exchange Agreement/Management Control Agreements will be



sent out to agency heads to be signed so they will be in compliance with GBI and GCIC standards.

**V. RRC/Committee Reports-** Kelvin Lewis

- Updates to the website include the structure for standardized meetings for the year and the subcommittee standing meetings. Subcommittees will meet bi-monthly and the standard meeting for the full team will meet quarterly.
- Mr. Batey reported the Technical RRC subcommittee sent out twenty-seven invites only seven people attended. Three of them were from his team and two were from 911. The turnout is not good. This is the third meeting with low attendance. One of the items discussed was a system called Corona, which the City of Savannah is currently working on. It is an analytics program for calls. Everyone needs to be involved. They are also working on the EMT accessing config.

Ms. Cramer questioned if the poor attendance is due to scheduling and should they have an option for conference calls.

Mr. Batey replied they have not followed up with anyone. He will reach out individually.

**VI. Old Business/Updates-**Mr. Lewis

**a. CAD/RMS Project Update**

- The RFP date was pushed back to ensure it is done correctly. The target date for release is no later than January 31. If that date works out the respondents will have two months to construct their feedback. Within the sixty days, they will be given three weeks before close to ask questions, and a proposal conference will be held if anyone needs to ask additional questions. Once they get it back, a training on how they will score the package will be conducted between now and February 10.

Last week a request for information was sent out to the core subcommittees. There was great feedback. Those who have not provided any feedback will be hearing from him. The next due date will be Friday for those who have not submitted the required information. If all the information is received by Friday, the RFP will be on schedule to be released by January 31.



## VII. New Business

- a. Requesting the use of Radio Channels- Director Pinckney
  - Many agencies are having special events and utilizing a particular channel without informing the 911 center until the day of the event. This may occur because there is not a defined protocol in place. Going forward agencies will need to contact Operations Coordinator Marthia Scott to get a channel designated for special events.
- b. 2020 QPR- Mr. Lewis (copies were distributed to the Board)
  - Savannah and Chatham County is doing a great job with mental health training but other agencies need to be engaged. The training is funded so everyone should take advantage of it.

## VIII. Adjourn

With there being no further business to be discussed, Ms. Cramer declared the meeting adjourned at 11:55 a.m.

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Dennis Jones, Secretary

Minutes Prepared by:  
LaTeia Parker  
Assistant to the Clerk of Commission