



AGENDA

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. E911 Director's Report
 - a. 911 Improvement Plan
 - b. Text to 911 Project Completion
 - c. Savannah Fire/CES Service First Responder Program
 - d. BOE 911 Position
 - e. COVID-19 Response
 - f. Monthly Call Statistics- *Deputy Director Russ Palmer*
- V. RRC / Committee Reports
 - a. RRC Meeting Minute Highlight Reviews
 - b. RRC Pending EAB Actions
 - c. Open Items
 - i. New Talk Groups
 - ii. GCIC Policy
- VI. Old Business / Updates
 - a. CAD / RMS Project Update
- VII. New Business
- VIII. Open Floor/Attendee Comments
- IX. Adjourn



Chatham 911 Communications Services
E-911 Executive Advisory Board
Conference Call
January 20, 2021

I. Welcome

Director Jones opened the meeting at 10:01 a.m.

II. Roll Call

Director Jones called the roll. The following members were present:

- Dennis Jones, CEMA
- Chief Tyler, Bloomingdale
- Dr. Frank Davis, CES
- Ron Feldner, Garden City
- Chief Terry Enoch, BOE
- Daphanie Williams, COS
- Captain Clay Kicklighter, GSP
- Chief Minard, COS
- Michael Kaigler, Chatham County
- Linda Cramer, Chatham County
- Chief Sean Clayton, Thunderbolt

Also Present:

- Kelvin Lewis, Chatham County
- Diane Pinckney, E911
- Russ Palmer, E911
- Chief Chuck Kearns, EMS
- Major Robert Gavin, SPD

III. Approval of Previous Minutes

The December Meeting minutes needed approval. The minutes were reviewed and approved.

ACTION:

Chief Tyler moved to approve the minutes as distributed. Mr. Kaigler seconded the motion, which carried unanimously.



IV. E911 Director Report

Director Pinckney gave an overview on the following:

a. COVID-19 Operations

The Communications staff is continuing to work 12-hour shifts and follow CDC guidelines. In addition to staff working long hours, they are receiving several phone calls from citizens who are being advised by police officers that regardless if their need is emergency or non-emergency they can call 911. This is an issue because staff have to prioritize the number of incoming calls. At times, their demand is outweighing their resources.

Director Pinckney advised all department heads and supervisors to inform their staff to be cognizant when advising citizens to contact 911 for emergency services. She encouraged officers to use City services if citizens need general information.

b. 911 Improvement Plan

COVID-19 affected their operations including the morale of employees. To be more efficient sixteen positions that were originally call taker positions have been reclassified. Some of the Communication Officers positions were also reclassified back to call taker positions.

Training is now shorter. A call taker is trained within 12 to 16 weeks, become EMD certified and have the qualifications to fulfill Phase 1 of the training process within that time span. This process will eliminate the extended call wait time the center is experiencing due to COVID-19 and staffing shortages. It will also be less of a burden for those who have to answer the phone and radio channels in the 911 center. The workload is challenging when staff have to perform emergency dispatch and focus their attention on other calls.

To be more efficient at the call center, they are exploring the idea of eliminating the need to use dispatchers as call takers by reclassifying their position to specifically answer incoming calls.

Another aspect of the improvement plan is recruiting and hiring. They are working with Human Resources to develop recruiting strategies for qualified candidates; educating the



public on the qualifications they would need to have a career in the 911 industry, and collaborating with other agencies such as the Board of Education and local colleges to recruit potential employees.

Compensation benefits and wellness are also being reviewed by examining the pay grade; and continuing to promote the use of the EAP program as it relates to mental health and wellness for staff. In addition to COVID-19 and the other effects that comes along with it, employees are being affected with calls and their personal life. Childcare has also become a major issue because school is out.

The training process is being revamped. The Training Coordinator and Lead Training Officer have completed the Communication Training Officer- Instructor Training Program. This will give them the ability to train officers in-house which will save money and help them determine what training their officers are receiving.

All of the Communications Training Officers positions have been filled. An adjunct training team was also created. Their responsibility for the next ten months is to ensure the training process is operational. This will offset the issues of having more people in training than having actual trainers.

Android tablets were purchased and assigned to the Training Officers to document their training. Advanced Communications Officer Positions were created through the awards and recognition program to improve morale. Their responsibility is to provide support to the supervisors and act in the training capacity.

c. Text to 911 Project

The text to 911 project is complete. They will be working with Catherine Glasby and the PIO staff to educate the public on how to use text to 911. The slogan is *“Call if you can, or text if you can’t.”*

d. Savannah Fire Chatham Emergency Services First Responders Program

The Savannah Fire Chatham Emergency Services First Responders program project is completed. The program gives staff the ability to send first responder units out to calls in areas designated by Chatham Emergency Services and Savannah Fire. To date there has not been any issues concerning this program.



e. **BOE 911 Position**

The BOE 911-position was created in the 911 center. The radio system is next to be installed. The next step is working with Chief Enoch and his staff on hiring and training.

f. **Monthly Call Statistics**

Deputy Director Russ Palmer gave an overview on the stats for the 911-Call Volume 2019 vs. 2020. (Chatham 9-1-1 Communications Services for December 2020 packet was distributed to the Board by email) – *See attached PSAP report*

V. **RRC/Committee Reports**

a. **RRC Recommendations**

Mr. Lewis reported due to the holiday and conflicts the RRC committee did not meet. However, they have been heavily involved with the CAD and RMS. There were issues that had to be resolved with Central Square before moving forward. The work is completed and they are starting the negotiation phase. The demonstration phase for the Fire RMS vendor, which is ImageTrend will begin in February. The Next step is obtaining the RFP for the EMD. Once completed, the RMS and CAD will be in its final stage.

b. **Open Items**

- **New Talk Groups**

Mr. Lewis asked Director Pinckney what direction she would like to take with the talk groups.

Director Pinckney advised they would like to split the busier channels in the 911 center. They are collaborating with Human Resources to include it in the budget for the next fiscal year. When the Chatham County Police Department was created, staff did not increase so that piece of the talk groups will have to



be explored. In order to operate the three channels on a 24-hour basis they will need 15 Communications Officers.

Mr. Lewis advised as the County grows they have to look at ways to improve their communication and technology to keep the public safe. This is why the governance structure is important; it gives every agency in every municipality a voice at the table.

- **GCIC Policy**

Director Jones asked Mr. Lewis about the GCIC Policy.

Mr. Lewis deferred the question to Director Pinckney.

Director Pinckney advised the GCIC Policy is completed. Nick had one concern, which has been resolved. The policy is in use at the 911 Center.

VII. **New Business**

Mr. Kaigler asked Mr. Lewis when will he present the final recommendations for the CAD and RMS.

Director Jones advised the next meeting will be March 17; and asked Mr. Lewis if the contacts will be finalized by that then.

Mr. Lewis advised he would like to have contracts in by March.

Mr. Kaigler inquired about the next EAB meeting date.

Director Jones advised it will be held on March 17.

Mr. Lewis advised that date would give him enough time to bring a recommendation to the EAB.

Dr. Davis asked for a timeline to look at the vendors for the EMD.



Mr. Lewis advised there is none because they did not start the process of writing the RFP.

Director Jones advised negotiations has started to enter into a contact with the vendor.

Mr. Lewis agreed with Director Jones.

Director Jones suggested to Mr. Kaigler and Ms. Cramer that they meet in February with the City Managers to educate them on Central Square and inform them about the process before entering into a contract.

Mr. Kaigler agreed with Director Jones.

Director Jones advised there would be an additional meeting in February to educate the voting members on the selected CAD and RMS vendor. The meeting should not be any longer than 30 minutes. He will work with Kelvin, Diane and the City Managers to select a date that is convenient with their calendars.

Director Jones asked Dr. Davis if he is currently the Chief Medical Officer with the EMS Advisory Council.

Dr. Davis replied no and advised that Dr. Jeff Kenney will be taking over that position.

VIII. Open Floor/ Attendee Comments

No comments

IX. Adjourn

The next meeting will be held in February. Date and time to be determined.

The next regular schedule meeting will be March 17 the time is to be determined.

With there being no further business to be discussed, Director Jones declared the meeting adjourned at 10:42 a.m.



Dennis Jones, Secretary

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

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