



## Southwest Library Training Room Savannah Mall

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**Chatham Communications Center  
E-911 Executive Advisory Board  
Southwest Library Training Room Savannah Mall  
14097 Abercorn St, Savannah, GA 31419**

**I. Welcome  
II. Roll Call**

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

- Freeman, Tyler, Bloomingdale
- Ron Feldner, Garden City
- Bob Bryson, City of Tybee Island
- Terry Enoch, Board of Education
- Chuck Kearns, CES
- Dennis Jones, CEMA

Also Present:

- Diane Pinckney, 911
- Lee Smith, Chatham County
- Michael Kaigler, Chatham County
- Linda Cramer, Chatham County
- Kelvin Lewis, Chatham County
- Kristi Norman, CEMA
- Nick Batey, Chatham County ICS
- Wade Simmons, Pooler Fire
- Rob Hernandez
- Russell Andrus, Motorola
- Geoff Thames, Motorola
- Kim Lewis, Board of Education
- Aaron Graves, Board of Education
- Sean Clayton, Thunderbolt PD
- David Anderson, County GIS
- Molly Sims, Town of Thunderbolt
- Aaron Graves, BOE PD
- Lara Hall, MPC

**III. Approval of Previous Minutes**

Chief Tyler moved to approve the minutes, Mr. Riner seconded the motion which carried unanimously.

**IV. E911 Director's Report**

Ms. Pinckney updated the Board on the progress of the E911 Center transition she reported the following:

- Transition Update:** Everything is going well. The pay issues have been resolved and they are learning the administrative process for the County.
- St. Patrick's Day:** St. Patrick's Day preparation has started. The festival dates are March 15-16<sup>th</sup>. In order to accommodate the multiple extra channels they will have additional staff. Operations will take place at the primary center and the Civic Center. The Civic Center will be used to ensure they have enough seats to



accompany staff. During the festival days EMS and Savannah Fire operations will conduct evaluations and work with the agencies to ensure they have sufficient staffing for the operation. She asked that if there are agencies doing any special operations such as traffic operations during the St. Patrick's Day festival to get with Julie Miller, who is the Deputy Director over operations so she can properly plan. They have 20 vacancies that they are in the process of filling so it affects their ability to staff channels during operations such as St. Patrick's Day.

- c. **Human Resource Training:** They are working with Human Resource so that staff understands what the human resources operations details such as workers comp issues, sick leave etc. Meetings were scheduled for all three shifts. The supervisors had a separate meeting so each would know how to function in their respective roles.
- d. **Communication Officer Community Outreach:** Community outreach has started. They recently worked with the Jr. Police Academy who partnered with the Board of Education and CCPD. The event turned out well. They try to get the operations staff involved as much as possible so they can have a good relationship with the public. The Citizen's Police Academy is scheduled for February 28<sup>th</sup> it will include a presentation and tours. An estimate of twenty-five people are involved in the Citizens Police Academy which is also in conjunction with the Savannah Police Department. An active shooter drill is in development with the Coastal Empire Montessori School and the CCPD. These events are very important because they prepare people on how to react during emergency situations, and it makes them feel valued when they are involved. She advised them that the EAB should be involved as well.
- e. **Staffing:** They are working with the HR Department to fill 21 positions that exists. Interviews were conducted on yesterday for the Business Systems Analyst 1 position. Four out of five candidates were interviewed, subsequently one person dropped out. From those interviews they are hoping they have a good candidate. The Communications Officer Training position has been advertised and there have been several applicants. That position is expected to be filled soon. HR is preparing to administer the critical pre-employment testing exam for that position. Those who pass the test will be referred to her and interviews will be conducted. The Records Technician Supervisor and Communications Training Officer are promotional opportunities that have been advertised which will close today. Interviews for those positions are scheduled for next week with hopes that they are filled soon.
- f. **Additional Information:** The center has a Chief's phone so they can contact the communication supervisor directly. The phone number is 652-6566.
- g. **Technology:** Gina Ansel is working with Savannah and Pooler Fire Department to prepare for multiple agents automatic aid responses to the area of I-16. She is waiting on information from Savannah Fire before they can test the system. They



will keep them abreast of what will take place with that project. They are also developing a format so they can provide metrics to the police and fire agencies who need the information for their reports.

Mr. Smith complimented Ms. Pinckney on doing a good job. He explained since the demerger from the City, it has forced them to look at all of their policies. It is also important that the tele-communicators are recognized of the importance for what they do. He also expressed his appreciation for Ms. Pinckney and their efforts on getting them involved. It will increase productivity and their ability to do more. He asked what is the time frame for the multiple agents automatic aid responses for the area of I-16. Ms. Pinckney replied Gina did not advise her of a timeline, but she will look into it and get back with him. He asked that Kelvin and Rob work together to get that completed.

Ms. Pinckney advised everyone is getting audited by the GBI. They are now requesting fingerprint responses from all of the staff. This has been an additional heavy workload for forensics because they have to provide them with responses. The Management Control Agreements and Information Exchange Agreements are a part of the 911 plan if they are missing any documents she will send them. The manager of the GBI audit section advised her that the director does not have to sign off on the Information Exchange Agreement. If they need those documents they can get them from Andrea Loadholt.

Mr. Smith advised the Board that they have applications for the 911 Director position, they are in the process of reviewing them. They will be asking for input from some of the members of the Board. Within the next 60 days there should be an offer to someone.

#### **V. Project Manager's Transition Report**

Mr. Lewis reported they had a few issues with some HR items but they are being resolved. They are working to complete the items that were left over from the transition. Once everything is complete with the transition they will move into the improvement phase. He and Daphanie have a meeting scheduled later in the week to discuss the 21% close out that is left. They have discussed improvements at the backup center and resolved the access issues citizens were experiencing. They are still working to resolve the lost MOU's problem. Powerphone is experiencing compliance issues. He referred to Mr. Batey to discuss the progress on getting the 911 center into compliance. Mr. Batey reported he doesn't have any updates at the moment. Mr. Lewis explained the center is currently operating off the old Powerphone cards and they are not in compliance. Mr. Batey is in the process of finding a solution to bring them into compliance.



Mr. Smith thanked Chatham EMS he advised they've had productive meetings in regards to Zoll. Some issues have been resolved and they will be moving forward. Other than the Sheriff's Office dispatch portion he believes they are 100%.

**VI. RRC Approved**

- a. Law Enforcement sub-committee recommended adopting the Police Priority Dispatch system protocols

Mr. Lewis advised since Ms. Cramer had some concerns, and they did not have enough information on splitting the channels for the police it will go back to the committees to discuss how they will move forward staffing the additional channels. The EAB website will be restructured to include the RRC component. They are also trying to get the subcommittees more on task. Some members of the subcommittees had some concerns regarding their meetings but they were able to come to a resolution. RRC is moving to a bi-monthly meeting schedule and if there is a need to reconvene to monthly meetings they will do so. The call center has been renamed to Dispatch so there will not be any confusion.

**VII. Old Business**

- a. **E911 GIS Coordinator Position**

Mr. Lewis advised they will move forward with GIS recommendation on staffing, and it has been turned over to the Metropolitan Planning Commission. Posting for that position will be displayed either this week or next week.

Ms. Cramer advised they had a meeting with Sagis and the MPC Director, Melanie Wilson to discuss the proposal that was approved to hire another GIS Coordinator position. The initial discussion included two positions related to GIS and addressing, but only one position was approved by RRC. The process on how to fund the position is for the MPC to hire the individual as their employee; there would be an agreement through Chatham County to develop a contract with MPC to fund the position and support E911. The proposed contract will have to be sent to the Board for approval. The estimated time frame for this process will be the first part of the fiscal year that starts in July.

Ms. Pinckney asked would that position be similar to what Gary Plumley did at MPC. Ms. Cramer replied I am unaware of what his role entailed. There is plenty of work that is related to 911 and general addressing problems throughout the County. The MPC supports the two positions, but the second position would be a budget request from the County. Mr. Jones advised this will be a Public Safety GIS position that would alleviate some of Gina's



workload.

Mr. Smith advised that they convinced Gary to work at least 20 hours a week. He will be helpful to Lara and others as they began the process and it will help them be more proactive.

**b. E911 Director Position Vacancy**

Mr. Smith advised within the next 60 days there should be an offer to someone.

**c. Transition of the Savannah-Chatham County Public School System**

Mr. Lewis advised the dates have been moved around but they have a meeting for the 26.

Mr. Enoch advised Dennis facilitated a meeting that was focused on creating a plan to move forward. They just have to work on a timeline. At their next meeting there are some things they will need to work on.

Mr. Smith thanked Mr. Enoch and Dr. Levett for being cooperative. He advised they will be having an Executive Team meeting which includes the executive staff of the school system to discuss how they can work together to help each other.

**d. Adopt Addressing Standards for New Street Names Across the County**

Mr. Anderson advised Lara Hall is trying to move it to the NENA format which is the National Emergency Number Association. They have a new GIS format that relates to different types of addressing features. They also would like to create fire hydrant standards so they would have one database county wide.

Mr. Smith replied that is great. He asked Mr. Anderson to explain the difference between NENA and APCO standards. Mr. Anderson explained NENA has the GIS data model that is compliant with data saver oppose to APCO. APCO doesn't have a GIS data model. They choose to adopt NENA because it was current; and with the new 2018 update it addresses a lot of issues with cell phones and the internet. Ms. Pinckney added APCO is really good for training standards and all aspects from the line person to supervision.

Mr. Lewis asked what is the status on the fire hydrant standards for the subdivision and private communities. Mr. Anderson replied they have been focusing on private communities and in the unincorporated area they have been studying the [Digital As-Built Standards](#). Mr. Lewis stated he believed the Board was going to vote on it which brings him to the topic of a City or



County Ordinance. Mr. Jones explained it was a discussion to send it back to the committee since they did not have enough information at the time to ask for a vote. Mr. Anderson advised they are still working on the fire hydrant standards. They will take it back to the GIS committee. Mr. Lewis clarified that the fire hydrant standards will go back to the RRC GIS committee for further discussions.

Mr. Smith advised there have been a lot of discussion regarding the fire hydrants. He and LaTeia Lott, the Assistant Clerk are doing codification on all of the ordinances. This is a good time to review the ordinances because there is a lot of inconsistencies.

**e. Adopt GIS Layering Standards Across the County for E911 Dispatch Operations**

Mr. Jones advised this item addresses the issue of several people doing GIS work but they are all doing it differently. This is a standardization of what the layers need to look like from municipality to Chatham County.

**f. EMD, Fire and Police Dispatch Suite Purchase**

Mr. Lewis advised the quote from EMD Priority Dispatch came in at \$276,000. The revised quote that includes fire and police dispatch protocols came in at \$587,044. They also received a revised quote from Powerphone which included two proposals. One proposal would be the lite version that totals \$222,252 with a \$36,000 discount which brings it down to \$186,190. Powerphone is what they are currently using at the center and it includes using the flip cards. The flip cards need to be upgraded and get into compliance. He would like ICS to help the center get into compliance with the equipment they have now. Ms. Pinckney advised that the Powerphone will give them the latest updates. As of now they are unsure if they are using the latest protocol. Personnel is still up to date with their certifications, but they want to ensure that they are in compliance with American Heart and the standards for CPR. They need to proceed with the purchase of the software so staff is certain that they are using the correct protocol. If not there can be legal actions taken against them. Currently, they don't have the police suite but it is included in the price that Kelvin quoted. Since all of the staff is trained, they would only have to add the Police Suite and additional certification for staff to their budget.

Mr. Hernandez asked "What is the purpose of the Police Suite?" Ms. Pinckney explained it is the dispatcher standardized questions to ask. They can also make modifications to include their standard operating procedures. Mr. Hernandez asked is the Powerphone adequate or would they prefer the priority dispatch. Ms. Pinckney replied that she haven't reviewed the latest



suite in its entirety but all of them have to meet certain standards and guidelines. Mr. Hernandez clarified the purchase of the Powerphone module would be more sufficient for their operations. Ms. Pinckney replied yes.

**g. Upgrade / Replace Current CAD and RMS with an Enterprise Wide Solution**

Mr. Batey advised there are a few updates they found last week. There are also some discounts that were found from Powerphone since they already own the product. The upgrade will be \$15,000 which allows them to install it on all of the machines. The CAD integrated version is inexpensive as well. Ms. Pinckney added the interface will be an additional cost for Powerphone and Priority Dispatch.

Mr. Smith clarified these are recommendations that came back from the committee. Mr. Lewis replied yes, all of the agencies are in favor of a solution. The significant cost prompted them to go back and conduct another RFP. Their priority right now is to get the center in compliance. He asked Mr. Smith how he would like them to move forward after they get the information back. Mr. Jones advised they have to look at a plan for the CAD. If they purchase the suite now they don't know if it will be compatible with the CAD and RMS. He recommended that they upgrade the EMD side of the Powerphone so they can be in compliance. It was previously recommended to move up the CAD and the RMS on Nick's priority list before they decide on a suite. Mr. Batey agreed and advised that the Board of Education have grant money that they have to spend within a certain timeframe towards the CAD and RMS systems. The longer they take with the CAD and RMS upgrade the more it gets complicated. If the EAB Board and RRC work together in a timely manner they could probably have something on the street by summer and work on it shortly after.

Mr. Hernandez asked how would a new CAD and RMS system work in terms of coordination with all of the other providers. Mr. Batey replied the CAD system is managed entirely by the 911 system. The RMS system is the only system that is relevant to them which will be divided amongst the municipalities. Mr. Hernandez asked what will be the cost for each municipality when they go to a new CAD and RMS system. Mr. Batey replied it will be similar to what they have now but he can't give a definite price at this time. They will have subscriber units and will have to purchase a license. Mr. Hernandez stated this is something they need to move forward with as quickly as possible.





**VIII. New Business**

They are preparing a meeting to discuss the next step with Zoll and Chatham Emergency Services.

**a. CAD Overview**

**Public Safety Software Presentation-** On File in the Clerk of Commissions Office

Mr. Lewis introduced Geoff Thames and Russell Andrus Geoff Thames, Account Manager for Motorola and, Russell Andrus, Field Sales Executive for Spillman Flex (a division of Motorola) to give an overview of the aspects of a CAD system.

**VIII. Adjourn and Next Meeting**

The next meeting will be held on March 19, 2019 the location to be determined.

There being no further business to be discussed, Mr. Smith Jones declared the meeting adjourned.

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Dennis Jones, Secretary

Minutes Prepared by:

LaTeia Lott  
Assistant to the Clerk of Commission