



**Sheriff's Department
Firing Range Training Center**

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 - b. Hurricane / Disaster Response – Status Reporting
- IX. Adjourn and Next Meeting – May 15, 2019 – Location TBD



**Chatham Communications Center
E-911 Executive Advisory Board
Sheriff's Department Training Room
April 17, 2019**

I. Welcome

Mr. Smith opened the meeting at 11:06 a.m. and thanked all for their attendance. Terry Enoch led all in the Pledge of Allegiance.

II. Roll Call

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

- Lee Smith, Chatham County
- Ferman Tyler, Bloomingdale
- Chief Medeiros, Garden City
- Terry Enoch, Board of Education
- Dr. Frank Davis, CES
- Dennis Jones, CEMA

Also Present:

- Diane Pinckney, 911
- Michael Kaigler, Chatham County
- Linda Cramer, Chatham County
- Kristi Norman, CEMA
- Nick Batey, Chatham County ICS
- Chuck Kearns, CES
- Aaron Thompson, CEMA
- Laura Hall, GIS

Not Present:

- Charles Akridge, Bloomingdale
- Lou Stewart, Town of Thunderbolt
- Phil Jones, City of Port Wentworth
- Rob Hernandez, City of Savannah
- Robbie Byrd, City of Pooler
- John Wilcher, Sheriff

III. Approval of Previous Minutes

Chief Enoch moved to approve the minutes as distributed. Chief Clayton seconded the motion which carried unanimously.



IV. E911 Director Report

Ms. Pinckney reported on several items:

- a. National Telecommunicators Week began April 14th and runs through April 20th. She advised meals were being provided to the Center by CCPD, SPD, and Savannah Fire Department and that GCPD had provided the Center with gift bags. The training officer of the year; supervisor of the year; and administrative assistant of the year are all being recognized.
- b. The Center employees have new uniforms consisting of grey shirts polo and button down (for special occasions) and black pants. The official date for the start of the new uniforms is April 22, 2019.
- c. They are working on a project with the BOE police. The BOE dispatchers have gone to the Center to learn the operation and get comfortable with it. Captain Lewis is going to meet with Ms. Pinckney to renew any certifications that need to be renewed.
- d. The Center was audited by the State GCIC on April 10th. The Center is in total compliance with the exception that the contract with TriTech needs to be renewed/amended with the TriTech name. The Center did an active shooter drill with Coastal Montessori school on March 27th. A few flaws were identified. The call center is separate from the dispatch center, so the person receiving the call has to get up and go to the dispatch center to advise of the situation. They are working on how to relay the call from the call center to dispatch center more quickly. Chief Enoch advised that the county has five charter schools, which are not connected with the BOE police. He requested the BOE be notified in the event of an active shooter at any Chatham County School. The charter schools and the elementary schools do not have resource officers who would notify the BOE police of the situation. Ms. Pinckney advised discussion needs to be had to find out what the BOE police are responsible for and who is dispatchable by the 911 Center. Mr. Smith advised the private schools need to be included in the conversation as well. Chief Enoch advised there needs to be a protocol for all schools, public and private. Dr. Davis agreed there needs to be a standardized response for all schools. Chief Enoch advised the state requires all BOE schools to have a plan. He advised that would be the framework that would get all schools to the table.
- e. Ms. Pinckney is working on an open records policy. The question now is how to route the requests. There needs to be one place for all the requests to go. They have created an email for all requests which gets funneled through the County Attorney's office. She wants the process to be as streamlined as possible. Once the policy has been finalized, a copy will be sent to the EAB.



- f. Interviews are being conducted with the help of HR to fill vacancies. The new business system analyst will begin April 22, 2019. She worked with HR to create an operations coordinator position. This person will work on scheduling, handling disciplinary issues – day to day functions. As soon as the position has been validated, it will be posted.
- g. The MOUs with Bulloch and Henry Counties are being updated and sent to the counties for their signatures in preparation for hurricane season.
- h. Technical operation has been working with Chuck Kearns. Nick Batey advised there has been some trouble with Tiberon and Central Square in getting the scope of service. The method which has been discussed will not meet the three-second window. Mr. Smith requested Mr. Batey get contact information to him, and he would advise them if they don't meet the requirements, they will be disqualified from the process.
- i. Ms. Pinckney has met with AT&T regarding the kickoff for Next Gen. This is a remote MIS software which will allow staff to pull address data from the desktop.
- j. Ms. Pinckney will begin sending police agencies their monthly call stats. After they receive their first report, if there is additional information they would like/need, just let her know. Mr. Jones advised the EAB was supposed to be receiving a monthly report. Mr. Jones and Ms. Pinckney will meet to be sure the correct information is being sent to the EAB.
- k. The Center is going to begin using Rapid SOS. This is a supplemental mapping software which will assist dispatch in getting calls dispatched to the correct address when people call from a cell phone. The software will be put on all desktops. It provides GPS information from the cell phone directly to dispatch. The software will be especially helpful when the caller cannot speak or doesn't know their location. Mr. Kaigler suggested Ms. Pinckney do a public service announcement to advise the public that they need to know where they are when they call 911.
- l. Television screens are being placed in the Center to stream the SOP so that employees will be able to see it all day while they are working. APCO approves.
- m. They are learning how to conduct themselves as a department. They need to hire administrative staff to handle things they did not have to handle when



they weren't a department. They will need additional space for the additional staff. The Managers agreed to provide a trailer.

V. Project Manager Transition Report

Mr. Jones advised Mr. Lewis has reached out to Winbourne in the hopes they will help to get specs for the new CAD/RMS system so that it is all inclusive. Ms. Pinckney requested the line staff have input, as they know what is needed. She advised the Board needs to make sure the system works with all functions done at the Center. Ms. Cramer advised the system needs to be able to be used by all users so each agency can pull their own data and reports.

VI. RRC Approved

Mr. Kearns advised there was no report.

VII. Old Business

a. E911 Director Position Vacancy

HR has done a solicitation. The eighteen potential candidates have been narrowed down to eight. Interviews will be conducted by an interview panel May 7th and 8th. Mr. Jones suggested using the board room at Chatham Emergency Services to conduct the interviews. Mr. Kearns advised this would be fine. The board room has Skype capabilities, which are needed. The panel will narrow down to three or four and executive management will make the final decision.

b. E911 GIS Coordinator Position

This position is on hold for now. Engineering has submitted a proposal wherein this might be able to be done in house.

VIII. New Business

a. Change Requests or Implementation of New Procedures

Ms. Pinckney advised a protocol needs to be put in place for requests for new projects which are made with regard to operations or technology as there are requests made from various places for various things. A formal request process needs to be implemented as the requests need to go through the Director who will then assign the task to the proper person for completion. She



will ask the EAB to approve the policy. This will be presented to the Board at the next meeting.

i. Change Requests or Implementation of New Procedures

Ms. Pinckney advised the Center needs to know the status of when emergency units from all departments will be taken off the street and when they will return to the street during a disaster. Mr. Smith advised 911 Center has a staff member in the EOC. The information would be communicated to that person in the EOC who would then advise the Center. If no staff member at the EOC, the information is documented in WEB EOC. Ms. Pinckney advised sending someone to be trained on WEB EOC is a good option in the event they cannot send a staff member to the EOC.

IX. Adjourn and Next Meeting

The next meeting will be held on May 15, 2019 at 11:00 at the Memorial Stadium Field house.

There being no further business to be discussed, Mr. Smith declared the meeting adjourned at 12:18 p.m..

Dennis Jones, Secretary

Minutes Prepared by:
Janice Bocook
Clerk of Commission