



## AGENDA

- I. Welcome
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. E911 Director's Report
  - a. Staffing and Operations
  - b. COVID-19 Status Update
  - c. Standardization of policies
    - i. Citizen complaints-911 In Progress Traffic Stops (Draft)
    - ii. Incident Reporting-Policy in need of development
  - d. 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. CC\_PSIP formerly CAD / RMS Project Update
  - b. Radio Chatter and Communications
- VII. New Business
  - a. Standardization of Equipment
  - b. Diversion of Non-Emergency Calls
  - c. EMD replacement
- VIII. Open Floor/Attendee Comments
- IX. Adjourn



## I. Welcome

Mr. Smith opened them meeting at 11:01 a.m.

## II. Roll Call

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

- Lee Smith, Chatham County
- Chief Ferman Tyler, Bloomingdale
- Dr. Frank Davis, CES
- Captain Rodriguez, BOE
- Captain Aaron Graves, BOE
- Daphanie Williams, COS
- Wade Simmons, Pooler
- Chief Sean Clayton, Thunderbolt
- Dennis Jones, CEMA

## III. Approval of Previous Minutes

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

ACTION:

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

## IV. E911 Director Report

Director Pinckney gave an overview on the following:

### a. Staffing and Operations

Staffing is critical at the 911 Center. Overall, there are twenty-two vacancies, which include 14 Call-Takers, 6 Communication Officers, 2 Communication-Training Officers, and there are 10 people out on leave.

Four new Communications Officer Trainees are expected to start on May 17 and another will start on June 1. To fill vacancies, they have been working closely with Human Resources.



The 911 Center will be participating in the Human Resources Public Safety job fair on June 16 at Lake Mayer.

The Public Information Office is helping produce an educational video that will give an overview of the day and life of a communications officer.

The 911 Center has collaborated with CEMA to work on a tabletop exercise for different methods to streamline dated operations amongst the County and the City of Savannah.

Non-Emergent calls will be rerouted to the Tele-Type Department. City of Savannah 311 and My Chatham will also be utilized for non-emergent calls.

Since there is a staffing shortage, channels will be combined and there will be a delay on splitting the channels until the center is are fully staffed

**b. COVID-19 Status Update**

Employees, who contracted COVID-19, could not be traced back to being infected while working at 911 Center. COVID safety procedures remain in effect and staff continues to work 12-hour shifts.

**c. Standardization of Policies**

- i. Requesting for the EAB to review and approve a dispatch protocol on how citizens should conduct themselves when being stopped by police.
- ii. Requesting agency heads input on how to report incidents. An incident reporting policy will outline current practices for citizens who are no longer in the jurisdiction of occurrence.

**d. Monthly Call Statistics**

Deputy Director Russ Palmer gave an overview on the April 2021 Call for Service/911 Stats. (Chatham 9-1-1 Communications Services for April 2021 packet was distributed to the Board by email)

Director Pinckney advised every week the 911 Center receives over 10,000 volume of calls. As part of the PSAP improvement plan, several supervisors attended Level I and Level II Supervision Training at the Georgia Public Safety Training Center. Several of them graduated from the training program, which is extensive for communication officers.

See Attached Monthly Report



## V. RRC/Committee Reports

### a. RRC Meeting Minutes Highlight Reviews

Mr. Lewis reported the RRC bimonthly meeting was held on last week with good attendance. No new items were presented, but there are items pending that will be presented to the EAB for approval.

They are proceeding with hiring a new GIS Public Safety Specialist.

### b. RRC Pending EAB Actions

No new recommendations.

### c. Open Items

#### i. New Talk Groups

Director Pinckney reported Alpha 4 channels, which are SPD, Thunderbolt, Precinct 5, and Precinct 4 are overly saturated. Units that are using those channels are frequently using their MDTs. The objective is to make Precinct 4 a standalone channel. To proceed, they would need five additional dispatchers to work a traditional eight-hour shift. They would also like to prepare for the Pooler PD split and provide them with their own channel. Since the five additional personnel were never hired to manage the CCPD channel, they used the staff that they had and delayed the channel split until the 911 Center is fully staffed. In the 2022 budget, there was a request for ten additional employees, but that will be delayed until the next budget cycle.

#### ii. GCIC Policy.

Director Pinckney reported the GCIC policy is complete and being implemented by staff at the 911 Center.

Mr. Lewis asked in accordance with the GCIC Policy would the agencies have to get re-fingerprinted.

Director Pinckney advised the finger printing procedure is a compliance component. It only pertains to the 911 Center. As long as the technology staff is finger printed for each agency they service, it is not required at the 911 Center.



The GCIC Policy outlines how the 911 Center operates when providing GCIC services for the agencies they serve. It also outlines security requirements and required training.

## VI. Old Business/Updates

### a. CC\_PSIP formerly CAD/RMS Project Update

*(Financial Schedule will be sent with minutes)*

Mr. Lewis reported each agency first payment is not due until January 2022. The County will absorb the bulk of the expenses associated with the cost to operate the program and the application.

Deputy Palmer advised the first column is the fiscal year 2021-2023, which is the implementation window for the Central Square/CAD & RMS project. The first column is the first two years that is why the first payment milestone is at the bottom for all municipalities and partners. There are no LRMS implementation cost for the first year; however, there will be FRMS cost.

Mr. Lewis asked Deputy Palmer to explain how some agencies fees will decrease.

Deputy Palmer advised that since the County is absorbing the cost of the application and enterprise wide interface, agencies would only have to pay for the user license.

The court connections and the connection to the state reporting system are covered under the county cost.

Mr. Clayton asked is Central Square compatible with the CJT software that is being at the courthouse.

Mr. Lewis advised it should be compatible with the CJT software.

Ms. Williams asked is the total that is cost allocated for the system based on the number of users.

Mr. Lewis advised that is correct. The cost is reflective of sworn and non-sworn officers.



Chief Hadley advised the cost for CNTs might not be accurate because those officers may have been included in other accounts; and when those agencies provided their user numbers, they may have included CNTs.

Deputy Palmer advised CNT license account is setup as a separate entity. They will have the ability to log in with different permissions to see their eternal Chatham County or City of Savannah data without the two merging.

#### **b. Radio Chatter and Communications**

Mr. Smith reported officers are using MDTs incorrectly. There are protocols for MDT usage but there is a lack of adherence. There will be meetings with managers and Police Chiefs to discuss MDT issues. If there is someone, who wants a devoted position at 911 that will be outside of the scope of what 911 and the County will pay for, and it is a full cost of five to six people of that entity.

### **VII. New Business**

#### **a. Standardization of Equipment**

Prior to releasing a new program, they will take advantage of leveraging existing equipment to ensure it is compatible. Most of the equipment will not be standardized because it may not be compatible with the system.

Deputy Palmer advised the new specs from Central Square arrived and it will be distributed to the committees. The new system is capable of running a different version of a MDT on an android or ISO device.

Mr. Batey advised they are not ready to discuss the standardization of equipment because there is an ongoing discussion amongst Central Square and agencies who attend RRC meetings. Other than Chatham County, only two other agencies attend the Tech RRC subcommittee meetings. There needs to be more participation across the agencies to make decisions. At the next Tech RRC meeting, they will start making decisions on what type of hardware will be supported and how to configure the hardware.

#### **b. Diversion of Non-Emergency Calls**

Mr. Smith reported 911 receives a numerous amount of non-emergency calls, which needs be diverted to other departments. The County has implemented the My Chatham app and the City of Savannah has 311. Both services are for residents to report non-emergency issues.



Director Pinckney advised most non-emergency calls are police-related. There is some confusion on distinguishing what calls should be diverted. They will be reviewing the call stat numbers to determine what type of calls are coming into the 911 Center. Public education is also important. Educating citizens will help reduce the number of non-emergency calls coming into the 911 Center.

Mr. Batey suggested consolidating 311 since they receive calls from residents that are outside of City of Savannah.

Ms. Williams advised there has been discussions with the Mayor and County Commissioner on working better together as it relates to 311. They have switched to a new system, gathered data into a format, and analyzed call types to determine the next steps of 311.

**c. EMD replacement**

Mr. Lewis advised they are putting together a meeting with a medical doctor, Chatham Emergency Services, and the 911 center to get a more robust EMD application. The current powerphone application was upgraded to an electronic version. As a committee, they agreed they would revisit and add it to the overall program once they decided on a CAD vendor. The selection is complete and they will start drafting an RFP to go out for an EMD replacement.

**VIII. Open Floor/ Attendee Comments**

No comments

**IX. Adjourn**

The next meeting will be held July 21, 2021 at 11:00 am.

With there being no further business to be discussed, Director Jones declared the meeting adjourned at 12:18 p.m.

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Dennis Jones, Secretary

Minutes Prepared by:

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