



A G E N D A

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. E911 Director's Report
 - a. Operations and Staffing Report
 - b. New Policy For Review: CC-25 Georgia Crime Information Center/Criminal Justice Information System Operations
 - c. Agency Transitions
 - i. Fort Pulaski
 - ii. Board of Education
 - iii. Mutual Aid Fire Department Requests
- V. RRC/ Committee Reports
 - a. RRC Recommendations
 - i. PSAP Standards For Adoption
 1. CC-23 QA Improvement Program (new)
 2. CC-29 Missing, Abducted, Sexually Exploited Children (revision)
 3. CC-46 Animal Control (revision)
 4. CC-xx Analytics Package for Coronavirus Solutions (new)
 - ii. Next Meeting- June 10th
- VI. Old Business / Updates
 - a. CAD/RMS Project Update
 - i. RFP Closed 05/15
 - ii. Received Five Total Responses



- i. Four responses from Hexagon, Tyler, Motorola and Central Square for full dispatching services
 - ii. One response from EPAR to handle fire dispatching only
 - iii. Current Team Task
 - i. Two Week Push on Review Cycle
 - ii. GIS Foundation and Education
 - iii. Evaluation and Scoring Homework
 - iv. Sub Categories
 - v. Reference Checks
 - vi. Scoring Templates
 - b. BOE Transfer
 - c. IGA
 - d. Mental Health Training
- VII. New Business
- VIII. Open Floor/Attendee Comments
- IX. Adjourn



Chatham 911 Communications Services
E-911 Executive Advisory Board
Conference Call
May 20, 2020

I. Welcome

Mr. Smith opened the meeting at 11:02 a.m.

II. Roll Call

Mr. Smith called the roll. The following member were present:

- Dennis Jones, CEMA
- Lee Smith, Chatham County
- Chief Tyler, Bloomingdale
- Dr. Frank Davis, CES
- Frank Neal, Thunderbolt
- Ron Feldner, Garden City
- Chief Terry Enoch, BOE
- Daphanie Williams, City of Savannah
- Captain Chad Riner, GSP

Also Present:

- Kelvin Lewis, Chatham County
- Nick Batey, ICS
- Diane Pinckney, E911
- Russ Palmer E911

III. Approval of Previous Minutes

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

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

ACTION:

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

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



IV. E911 Director Report

a. Operations and Staffing Report

- Deputy Director Russ Palmer gave an overview of 911 Call/Quality Assurance Stats and made comparisons to where the 911 Center is this year in call volume as compared to last year. (Packet was distributed to the Board)
- The call volume dropped 10.91 percent with 20,372 fewer calls.
- Mr. Smith inquired if quality assurance is at the level where it needs to be.
- Mr. Palmer advised they are at the level they need to be for now.

i. Director Pinckney gave an overview of COVID-19 Operations

- The 911 Center converted to 12-hour shifts to ensure proper staffing in the event the center was affected during the COVID -19 response.
- The Backup ECC was opened to accommodate the large number of personnel in training and to allow for further social distancing
- Temp checks were implemented for staff and County authorized safety practices
- Employees who had to shelter in place were allowed to work from home where possible.
- Plexiglass barriers have been placed between stations where possible to provide additional protection.
- The use of masks are now mandatory in the 911 Center.
- Teletype Operations were moved to the front entrance to minimize the number of people coming in and out of the 911 area.
- Although, there were some personnel that had to take leave because of COVID-19, they have had no personnel test positive for COVID-19.
- The 911 Department Modular Unit is being erected behind the Annex to allow space for more administrative staff. This additional space will allow them to further distance employees.



ii. Staffing and Training

- Currently there are 18 Communications Officer Trainees in various stages of training.
- The group hired in February is currently going through the call taker phase of training. Since there are so many people in training, they have to use unconventional methods such as group training where possible.

b. New Policy for Review: CC-25 Georgia Crime Information Center/Criminal Justice Information System Operations

- GCIC operations/GCIC Policy outlines how the 911 Center will deliver Criminal Justice Information related services to all agencies.
- The policy Contains commonly used terms and definitions and outlines, training, certification and operational guidelines for the 911 center, field personnel, Mobile Data Computers.
- Mr. Smith advised that the policy go to RRC for review.
- Ms. Pinckney suggested that the Subject Matter Experts review the process to ensure it is across the board.

c. Agency Transitions

Ms. Pinckney reported on the following:

- i. Fort Pulaski – the 911 Center began officially dispatching for Fort Pulaski National Monument Police two weeks ago.
- ii. BOE – Setting them up as an agency in the CAD system, working with BOE to set up the response plans, they have sent over a copy of their training manual to Captain Rodriguez so that their staff can begin familiarizing themselves with procedures.



Chief Enoch advised the Board of Education would lose money if they do not purchase the console. He also requested a timeline of the transition.

Mr. Lewis advised they have it and will get it on the agenda for approval.

Mr. Smith advised it is on this Friday's agenda for approval.

Ms. Pinckney advised space was created for it. They are in the process of creating where the space will be.

Mr. Smith suggested Ms. Pinckney meet with Nathan Benson so they can discuss the details.

I. Mutual Aide Fire Department Requests

- a. Current aid changes in progress
 - I. Savannah Fire AA with CES for medical calls
 - II. CES and Garden City
 - III. Completing the Pooler Resource dispatching request
- b. Email sent out on April 17th to all response partners request each department begin having internal discussions around their current deployment patterns (reporting districts, response districts, beats, precincts, station areas, etc.)
 - I. Will there be changes?
 - II. Changes to deployment patterns?
 - III. Changes to areas (polygons)
 - IV. Jina can provide current maps if needed
- c. Also requesting an internal conversation about Automatic and/or Mutual Aid agreements.
 - I. What do we currently have?
 - II. What do we want to accomplish with the new CAD system?
- d. Requesting initial yes we are changing or no we are not changing anything moving to the new system prior to July 1st, 2020.
 - I. SPD has confirmed there will be changes



V. RRC/Committee Reports

a. RRC Recommendations

i. PSAP Standards for Adoption

Mr. Lewis advised the RRC review and ensure they practice the guidelines throughout the agencies.

Ms. Pinckney reported The Quality Assurance policy was revised to include in Section 1.D. under Standards and Procedures for Quality Assurance, that:

“When requests are received for the review of calls for service, from a representative of the agencies served by Chatham 911 Communications Services or from citizens, the same standards used for assessing random samplings of calls for service will be utilized to ensure a thorough review of calls and to ensure that the appropriate corrective measures are taken.”

1. CC-23 QA Improvement Program (new)

Mr. Lewis reported three SOPs are needed to support operations during the pandemic.

Ms. Pinckney reported the final drafts of the QA policy, the Animal Services policy and the Missing abducted and Sexually Exploited Children Policy were submitted to the RRC for a final review with the suggested revisions. After the review, the policies was revised to reflect the changes.

Motion for Approval by Chief Enoch, Seconded by Chief Tyler and unanimously carried.

2. CC-29 Missing, Abducted Sexually Exploited Children (revision)

Mr. Lewis advised that there will be a major change in this section as Sheriff Wilcher expressed his concerns with the age of emancipation. By Federal Law, they have to enter ages under 21 within 2 hours.

Mr. Lewis proposed an ORI should also be included.



Motion for Approval by Mr. Neal, Seconded by Ms. Williams and unanimously carried.

3. CC-46 Animal Control (revision)

Ms. Pinckney reported the name of the Animal Control policy was changed for consistency to the Animal Services policy.

Motion for Approval by Chief Tyler, Seconded by Chief Enoch and unanimously carried.

4. CC-xx Analytics Package for Coronavirus Solutions (new)

Mr. Batey advised Rob Gavin from the City of Savannah requested some solutions. He would like to test the analytics on their data to give permissions to run the device. There is no reason why they should not allow the request.

Motion for Approval by Dr. Davis, Seconded by Mr. Tyler and unanimously carried.

VI. Old Business/Updates

a. CAD/RMS Project Update

- Ms. Cramer inquired about the impact to the 911 Center.
- Mr. Lewis advised the detail plan covers the signed contract. After the contract is signed at the beginning of next year, there will be discussions on impact.
 - i. RFP closed 05/15
 - ii. Received five total responses
 - Mr. Lewis reported they are heavily focused on GIS so the schedule was pushed back.



- Four responses from Hexagon, Tyler, Motorola and Central Square for full dispatching services.
 - One response from EPAR to handle fire dispatching only
- iii. Current Team Task
- Two Week Push on Review Cycle
 - GIS Foundation and Education
 - Evaluation and Scoring Homework
 - Sub Categories
 - Reference Checks
 - Scoring Templates
- b. BOE Transfer- Previously discussed regarding the console
- c. IGA
- As of now, they do not have a status.
- d. Mental Health Training
- Mr. Lewis reported the County has been putting out as much information as possible. If the Board has any thoughts or recommendations please share them with Tara.

VII. New Business

There was no new business to discuss

VIII. Open Floor/Attendee Comments

Ms. Pinckney reiterated it would be good practice if agencies have their Subject Matters Experts review the policies.



IX. Adjourn

The next meeting will be held on July 16, 2020 location to be determined.

With there being no further business to be discussed, Mr. Smith declared the meeting adjourned at 12:08 p.m.

Dennis Jones, Secretary

Minutes Prepared by:
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Assistant to the Clerk of Commission