



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
- V. Project Manager's Report
- VI. RRC Approved
- VII. Old Business / Updates
 - a. E911 Director Position Vacancy
 - b. E911 GIS Coordinator Position
- VIII. New Business
 - a. Winborne Consulting – CAD/RMS
 - b. QA/QC Processing
- IX. Adjourn and Next Meeting – June 19, 2019 – Location TBD



**Chatham Communications Center
E-911 Executive Advisory Board
Memorial Stadium
101 John J. Scott Dr. Savannah, GA 31406
May 21, 2019**

I. Welcome

Mr. Jones opened the meeting at 11:05 a.m. and led all in the Pledge of Allegiance.

II. Roll Call

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

- Ferman Tyler, Bloomingdale
- Ron Feldner, Garden City
- Dr. Frank Davis, CES
- Dennis Jones, CEMA
- Kelvin Lewis, Chatham County

Also Present:

- Diane Pinckney, 911
- Kristi Norman, CEMA
- Nick Batey, Chatham County ICS
- Aaron Thompson, CEMA
- Lara Hall, GIS
- Lee Sherrod, Port Wentworth
- Sean Clayton, Thunderbolt
- Phil Koster, CES
- Mell Lois, Thunderbolt

III. Approval of Previous Minutes

Minutes couldn't not be approved because there was no quorum.

Mr. Jones asked were there any corrections that needed to be made for the minutes. Mr. Lewis stated he is unaware of the second requirement for item "H." Mr. Jones read item "H" from the minutes to the Board.

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.

Ms. Pinckney reported according to Gina Ansel, Business Systems Analysis, there should not be a problem. However, Tiberon will not commit to assigning anyone to the project



until they sign the invoice. They will not discontinue their responsibilities on the 911 side of things and nothing will stop as it relates to communications. Mr. Lewis reiterated the invoice was recently approved for this service. Ms. Pinckney replied yes. He asked since it has been signed they should demand that Tiberon give a date for compliance. Ms. Pinckney agreed, and advised as long as Tiberon can honor Chatham EMS request to provide a tunnel for the information to go through there should not be any problems with them receiving the flat file transfer.

Mr. Jones stated adoption for the minutes will be postponed until the next meeting.

IV. E911 Director's Report

Ms. Pinckney reported on the following items:

- a. A Tornado occurred on May 4th. The center was already busy due to the thunderstorm activity; however, they did not receive many calls in reference to the tornado. They were notified by CEMA to activate the siren because it did not go off. The 911 staff met with CEMA to ensure staff had a clear understanding of how the tornado siren activation is to be conducted. They are also working with Dawn and Aaron from CEMA to ensure they have SOP forms as to how sirens are supposed to be activated. Personnel including supervisors will be trained on how to make notifications and how to activate the siren.
- b. Sgt. Kelvin Ansari death occurred on last week. Communication officers were working the channels during the time of the incident. When they were notified there was an officer injury, Judith Miller, McCook, and herself responded to the 911 center since it was after hours. After learning Sergeant Ansari passed away, they wanted to ensure all of the procedures were being followed, staff was okay and able to perform their duties. Chaplin services were available and present throughout the evening for all shifts. They are also working with HR to ensure that EAP is available for counsel and a mandatory briefing for all staff.
- c. Deputy Director Miller, CCPD staff, and herself met with Animal Control in reference to the creation of standard operating procedures for Animal Control operations also creating a Memorandum of Understanding. A copy was sent to Mr. Jones and Mr. Lewis for review. They all shared some suggestions on how they can streamline their process and staffing of their dispatch which affects their staffing. One of the key things is keeping nonemergency animal control calls out of the 911 center. Mr. Lewis advised he met with Dr. Harper and a few others in reference to the level of calls of service they receive. He is trying to get them to focus on their core competencies and responsibilities because they are getting calls that are outside of their scope of work. Mr. Jones stated there is more discussion on this issue that will need to take place at the subcommittee or RRC meetings.



- d. They've filled all of their supervisor positions. They currently have four supervisors on each shift because they have to have supervisors at the call center and dispatch center at all times and to cover shifts when someone is absent. All of the communications supervisors except for the few that were newly promoted are certified to do quality assurance on calls by Powerphone. Their objective is to make sure that all of the supervisors are trained as well as the new Quality Assurance Officer whose primary job is to ensure all calls are being handled accordingly.
- e. They are short staff and have been working with the Human Resources Department to fill the vacancies in the 911 center. Mr. Jones asked how many vacancies do they currently have. Ms. Pinckney replied twenty-three. To offset the shortage they are hiring part-time staff. They've also contacted retirees to come help out on a temporary basis. There will be an Operations Coordinator position created to oversee the day to day operations. The job description and all of the information for that position has been forwarded to Human Resources. They are currently waiting for approval to move forward for advertising. Mr. Jones asked how long has Human Resources had the information. Ms. Pinckney replied for a while now.

Powerphone Cashlite is the computer application that will take the place of the flip cards. RapidLite is another computer software that will be installed on the computers. That program provides an accurate location from cell phone calls.

V. Project Manager's Report

Mr. Lewis advised Ms. Pinckney covered majority of the items he had to report.

VI. RRC Approved

Mr. Jones reported RRC and the subcommittees have not met so there are no items to approve. He advised the meetings are driven predominately through the 911 Director, Project Manager, and the subcommittees chairs. A lot of the subcommittees depend on the EAB for direction as to what to focus on. They really haven't been following through on that aspect. He will meet with Mr. Lewis and Ms. Pinckney for a plan to have more substance at the EAB meetings. In order to approve that plan there has to be a quorum. He will put together a strategy so they can present at the June meeting.

VII. Old Business

a. E911 Director Position Vacancy

They've conducted first round interviews. Nine interviews were conducted and they've eliminated five. The remaining four will be invited back for a second interview. Their names have been submitted to the County Manager and he will put together a second interview team. Those interviews are plan to start in mid-June.



b. E911 GIS Coordinator Position

Mr. Jones recapped they approved for the County to create the GIS position last fall. There have been some delays in getting the position established because the County had concerns where to house the position. There were rumors the position has been canceled, the position has not been canceled. There is still a need for the position. He received confirmation from the County Manager that the position is still on hold.

c. Additional old Business

Ms. Pinckney distributed a staff report to the Board of the projects she is currently working on. She asked the Board if they would like to receive monthly reports regarding their call metrics. They replied yes. Ms. Pinckney stated Gina will send them out next month.

VIII. New Business

a. Winborne Consulting- CAD/RMS

Mr. Lewis reported a while back they discussed moving forward with attaining a Regional CAD. To get the process started he solicited public safety's help. They are in the process of putting a schedule together. Winborne will have the ability to ask the necessary questions so they can get the right system in place. They will be in touch with members of the Board to get their assistance. Since the EAB/RRC structure is new, they have consultant services that are a part of the contract to help out as well. They will send out communication as early as this month to get meetings scheduled. Mr. Jones asked is the RFP expected to be out by fall. Mr. Lewis replied he can't commit to that until they start the process.

b. QA/QC Processing

Ms. Pinckney discussed in the E911 Director's Report.

Other Business

Mr. Freeman asked can the EAB request for the RRC to include in their agenda how to handle Animal Control issues so it can be addressed at the EAB meeting. Mr. Jones replied it can go both ways. The EAB can set the direction for the committees; and the committees have the authority to come up with a recommendation to send it to the RRC and then to the EAB. Mr. Lewis advised before it goes back to the subcommittee the first step is deciding on what to include in the Ordinances.



Mr. Ferman recommended RRC to come up with a strategic plan regarding EMS routes.

IX. Adjourn and Next Meeting

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

There being no further business to be discussed, Mr. Jones declared the meeting adjourned at 12:02 p.m.

Dennis Jones, Secretary

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