



1. Welcome
2. Compliance:
 - a. O.C.G.A. 46-5-136
 - b. Resolution Dated June 8, 2018
3. Discussions
 - a. Winbourne & Resolution
 - b. Standards
 - c. By-Laws
 - d. CAD replacement
4. Organizational chart and responsibilities
 - a. Executive Advisory Board
 - b. Recommendations Review Committee
 - c. Committees of Disciplines -RRC
 - i. Law Enforcement
 - ii. Fire Services
 - iii. Emergency Medical Services
 - iv. Information Technology and Radio
 - v. GIS and Mapping
5. Role of the 911 director
6. Appoint a vice chair and secretary – EAB *
7. Tasking and assignments
 - a. Develop Recommendations Review Committee – EAB *
 - b. Develop committees of discipline –RRC
 - i. Send names and contact information to;
ssheppard@chathamcounty.org
 - c. Draft by-laws –EAB *
 - d. Review and recommend actions from the latest dispatch report
Begin development of an E-911 communication strategy
 - e. State of the center report -E911 Director
 - i. Governance update
 - ii. Operational statistics
 - iii. Staffing
 - iv. Technology update
 - v. Facility update
 - vi. Opportunities
8. Define meeting frequency and next meeting date
9. Adjourn



1. Welcome

Mr. Smith opened the meeting at 11:10 and thanked everyone for coming. He then had all in attendance introduce themselves. The following members were present:

- Lee Smith, Chatham County
- Ron Feldner, Garden City
- Caroline Hankins, Thunderbolt
- John Wilcher, Sheriff
- Robbie Byrd, Pooler
- Dennis Jones, CEMA
- Rob Hernandez, City of Savannah
- Phillip Jones, Port Wentworth
- Dr. Ann Levett, Board of Education

Also present:

- Kelli Beaman, 911 Director
- Bob Bryson, City of Tybee
- Chuck Kearns, Chatham Emergency Services
- Daphane Williams, City of Savannah
- Linda Cramer, Chatham County
- Michael Kaigler, Chatham County
- Kelvin Lewis, Chatham County
- Janice Bocoock, Clerk, Chatham County

Mr. Smith advised Mr. Lewis would be handling most of the meeting. He advised the Resolution creating the Advisory Board was adopted by the Board of Commissioners. Kelli Beamon with IXP, the 911 Director has been doing a great job looking and examining the policies; working with the employees; and with the transition team members; getting to how do all the entities work together. Money has been placed in the Chatham County budget for a CAD system replacement. 911 is now an M&O function that all county residents will pay for. This meeting is to establish the by-laws and governance. Mr. Smith thanked the Sheriff for his attendance.

2. Compliance

Mr. Lewis thanked all for attending. There will be items that need attention at this meeting and items that will need to be reviewed and responses sent in. A template for the by-laws was given to all, as well as a copy of the Resolution adopted by the Board.



3. Discussions

Mr. Lewis advised a study was conducted by Winbourne. The original study was done in 2011. The new study was conducted and recommendations were made. Everything being done is being done based on the study recommendations. The Resolution adopted by the Board is going to be used as a guide for actions to be taken.

The study recommended putting in a governance committee, which allows all participating organizations to be involved in the operating of the center. There are a number of emergency management system standards that need to be met: fire, police, EMS, communications. All these entities play a part in the system. CALEA (Commission on Accreditation for Law Enforcement), NFPA (National Fire Protection Association), APCO (Association of Public-Safety Communications Officials), all have standards which need to be incorporated into the by-laws so that best practices will be set out.

The CAD system needs to be replaced. The review committee will make recommendations on a new system, and the Advisory Board will make the final decision on the actual system. Things have to move quickly.

Discussions have been ongoing with the Board of Education on improving communication and response times for an emergency situation, i.e., an active shooter situation. A meeting is scheduled in the next few weeks to begin a discussion on formulating a standard operating procedure. An update will be provided at the next EAB Meeting.

4. Organizational Chart and Responsibilities

Mr. Lewis reviewed the organizational structure of the governance board. The Executive Advisory Board (EAB) is the group in attendance at this meeting. The Recommended Review Committee (RRC) and the Discipline Committees will send information through the advisory board. The by-laws will set out the exact structure. It is a Robert's Rule of Order type structure with a defined hierarchy, and the by-laws will set out the exact structure.

A shared repository will be created to house all documents relating the 911 and the Advisory Board.

The Executive Advisory Board (EAB) is the current board meeting.

The Recommended Review Committee (RRC) should consist of all municipal/county chiefs of police and EMA directors. They will govern and make recommendations which will be sent to the EAB. The EAB will make the final decisions.

Under the RRC will be the Discipline Committees to include: Law Enforcement; Fire; Emergency Medical Services; Technology and Radio; GIS and Mapping.

It was recommended that the Discipline Committees should include a member who is not



part of the discipline on the team. As the Disciplines Committees are being developed, each recommending organization should take that into consideration. The RRC will appoint the members to the Discipline Committees. The members of the RRC can be a part of the Discipline Committees or they can make appointments of others within their organization.

The Discipline Committees will develop a standardization for dispatch. How does law enforcement want to be dispatched; what are the policies that the dispatch center needs to implement; how do they get notified. A consolidation needs to be put in place to make the dispatch center standardized and more efficient.

The RRC meetings and the Discipline Committees meetings will take place separately from the EAB meetings. The intent of these groups is for them to make recommendations on improvements and changes to the EAB. Again, the EAB makes all final decisions.

The EAB will meet once a month. Initially, the RRC and Discipline Committees will meet bi-weekly.

The EAB is a working committee and actions will need to be taken.

5. Role of the 911 Director

The Winbourne study recommended a civilian director be brought in. Prior to the adoption of the Resolution and creation of the EAB, action was taken to hire a civilian director.

Kelli Beamon from IXP was hired and has been working since April 23rd. One of her roles is to implement the recommendations or directions from the EAB. Ms. Beamon will attend the EAB meetings and will provide statistics and updates on how things are going at the facility and with the staff, recommend any changes to the facility, equipment, etcetera.

Mr. Smith advised this reporting process has already begun. Ms. Beamon and Chief Hadley of CCPD meet with the county executive team weekly to give an update on the center as it is operating now.

6. Appoint Vice Chair and Secretary

Mr. Lewis advised a Vice Chair and Secretary needed to be appointed.

Ms. Cramer advised that the secretary would not take the minutes from the meeting. The County Clerk will be taking the minutes of the meetings. Those minutes will be forwarded to the EAB secretary, who will review and disseminate to the EAB members. The secretary will also send out meeting notices and reminders.



ACTION OF THE BOARD:

- a. Rob Hernandez of the City of Savannah offered to be the Vice Chair. Mr. Feldner seconded the nomination which was approved by unanimous vote.
- b. Ms. Hankins nominated Dennis Jones to be the secretary. Mr. Feldner seconded the motion which was approved by unanimous vote.

7. Tasking and assignments

Setting up the RRC:

Mr. Lewis again advised he believed the RRC should be comprised of the municipal/county chiefs of police and EMA directors.

Mr. Smith advised he believed it should be the executive for each organization to include the Sheriff, Dr. Levett, and each municipal/county chiefs of police and EMA directors. The decision, however, will be made by each city manager/administrators.

The RRC will appoint representatives to the Discipline Committees. The members of the RRC and the Discipline Committees could be the same individual.

The EAB was given until June 22nd to send in the RRC representative from each participating EAB organization.

By-law Review:

A template was given to all members of the EAB present. All things a part of the Resolution have been included in the by-law template. Mr. Lewis will send a word file to all EAB members. If changes are to be made, the members are to strike through the change and bold the new section being recommending. Mr. Lewis requested they add their organization to the document naming convention, so he would know who has made the changes and the changes can be tracked. Mr. Lewis will put the final draft together and send out for their review to be voted on at the next EAB meeting.

The EAB was given until June 22nd to send in any changes to the by-laws.

State of 911 Center:

Ms. Beamon gave the following updates:

The Winbourne study advised that Chatham County should formally recognize the communications' center as a life critical operation and apply a higher standard of care for all relevant decisions and actions.

Additional recommendations made:

- a. Adoption of the APCO and CALEA best practices and policy which will standardize how a call should be answered and will establish time frames



on dispatch.

- b. An EMD program needs to be developed that is standard to make sure the medical calls are being processed timely and correctly and according to an SOP.
- c. A partnership with NCMEC (National Center for Missing and Exploited Children) to put a policy and plan in place in the event a child goes missing.
- d. Establish MOUs with Effingham and Henry County for mutual aid in the event of an evacuation.
- e. Revamp the policies and procedures for the 911 Center. The EAB will be doing this.
- f. Develop call volume reports.
- g. Quality Assurance and Quality Improvement policies need to be put in place regarding the different types of calls received and dispatched. The true standards will guide the quality assurance/quality improvement program.
- h. Review staffing. Call stats and reports will tell what the staffing numbers should be. Ms. Beamon has recommended an earning study and IXP has begun the study. This study will show how many people should be working at the center at different times and in different positions based on the calls that are dispatched.
- i. A 2nd CAD administrator needs to be put in place. Ms. Beamon advised interviews are being conducted.
- j. CAD system replacement and equipment needs to be standardized among all municipalities/county. Mr. Smith advised the standardization can/will be a phase in process. Sheriff Wilcher advised the new system needs to be able to interface with the Sheriff's system so all warrants can be seen during a traffic stop.

Ms. Beamon has begun looking at all the monthly calls so reports can be given monthly. The EAB will receive the reports first and determine what information they want to receive and disseminate. They will review prior to the reports being distributed to the municipalities/county.

Facility update:

The Winbourne study referenced the building. It is inadequate for a life critical facility. The space, the dispatch area, has been outgrown. They are trying to make more space in the current center. The goal is to bring all into one area. Right now call takers are in one area and dispatchers in another. For better communication and team work, all need to be in one room to be able to hear what is going on.



Mr. Smith advised hopefully within six months to a year, the Tax Commissioner will be moved to a new facility, which will free up space.

With regards to the facility, the security gate has been fixed; the weeds and vegetation have been cut; lighting is being updated; security guards will be put in place. The security guards will eliminate visitors and will help with employee morale.

8. Define Meeting Frequency and Next Meeting Date

The EAB will meet monthly. The meeting will be the third Wednesday of every month. The Sheriff offered the Muster Room at the jail for the meetings anytime a space is needed. When the meeting coincides with the Calling All Managers meeting, they will be held in one of the municipalities. The month's when there is no Calling All Managers meeting, the meeting may be held at the Sheriff's office.

The next meeting will be July 18, 2018 at 11:00 a.m.

9. Adjourn

There being no further business, the meeting was declared adjourned at 12:04 p.m.

Dennis Jones, Secretary

Minutes Prepared by
Janice Bocook
Clerk of Commission

Board Approval - 18 July 2018