



- I. Welcome and Opening Remarks
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. Project Manager Transition Report
- V. E911 Director Report
- VI. Old Business
  - a. Approval of the Bylaws (Review in Advance)
  - b. Appoint a Lead for the Recommendations Review Committee
  - c. Approve the Leads for the Discipline Subcommittees
    - 1) Law Enforcement – Chief Jeff Hadley, Chatham Police Department
    - 2) Fire Fighting – Chief Wade Simmons, Pooler Fire Department
    - 3) EMS – Chief Chuck Kearns, Chatham Emergency Services
    - 4) Radio/Technology – Director Nick Batey, Chatham County ICS
    - 5) GIS/Mapping – Mr. David Anderson, Chatham County Engineering
  - d. Update on Improving BOE Communications and Response Times
- VII. New Business
  - a. Dispatch Center Disruption Incident
  - b. Affinity Exercise (Review in Advance)
  - c. Priorities Established
  - d. Subcommittee Tasking
  - e. Define Project Manager Report Structure
  - f. Define 911 Center Director Report Structure
- VIII. Adjourn and Next Meeting – August 15, 2018 – Location TBD



**I. Welcome**

County Manager Lee Smith opened the meeting at 11:03.

**II. Roll Call**

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

- Lee Smith, Chatham County
- Rob Hernandez, City of Savannah
- Charles Akridge, City of Bloomingdale
- Robbie Byrd, Pooler
- Ron Feldner, Garden City
- Caroline Hankins, Thunderbolt
- Shawn Gillen, City of Tybee Island
- John Wilcher, Sheriff
- Dr. Ann Levett, Board of Education (arrived at 11:14)
- Dr. Frank Davis, Chatham Emergency Services
- Dennis Jones, CEMA

Also Present:

- Diane Pinckney, 911
- Linda Cramer, Chatham County
- Michael Kaigler, Chatham County
- Kelvin Lewis, Chatham County
- Janice Bocoock, Clerk, Chatham County
- Jeff Hadley, CCPD
- Dustin Hetzel, CEMA
- Daphanie Williams, City of Savannah
- Lara Hall, SAGIS
- Nick Batey, Chatham County ICS
- David Anderson, Chatham County Engineering

Not Present:

- Phil Jones, City of Port Wentworth



### III. Approval of Previous Minutes

City Manager Rob Hernandez advised page two of the minutes needed to be amended to reflect the original Winbourne study was conducted in 2011.

Mr. Hernandez moved to approve the minutes as amended. Sheriff John Wilcher seconded the motion which carried unanimously.

### IV. Project Manager Transition Report

Project Manager Kelvin Lewis presented a brief update with regard to the 911 transition. The transition team has partnered with IXP Corporation. Kelli Beamon, the acting 911 director is an IXP employee who is on contract with the county to help with the transition and to run the center.

Part of the contract with IXP also includes consulting services. They have completed a review of the CAD system, as well as the Communication Center's operating systems. IXP believes the CAD system, with the upgrade completed, will withstand some more time. Moving forward the CAD system will need to be replaced, once the EAB decides what the future needs for the CAD and other systems need to be.

With the movement of the management of the operations of the 911 Center from the City of Savannah to Chatham County, the Winbourne study made several recommendations. The development of the EAB, the RRC and its subcommittees were two of those recommendations.

The governance structure is as follows:

- A. Overall Chairman is Chatham County Chairman, Albert J. Scott;
  - I. Executive Advisory Board includes County Manager Lee Smith as Chair; City Manager Rob Hernandez as Vice Chair, and Dennis Jones, CEMA Director, as Secretary.
    - a. Recommended Review Committee -- needs to get kicked off. They have not yet met. The RRC is made up of the fire chiefs, police chiefs, and emergency management.
      - (1) Operations Subcommittees

Mr. Lewis advised a plan has been put together between the City of Savannah HR Department and the County HR Department to transition from City employment to County employment.

With regard to technology, City of Savannah and Chatham County IT teams have been working together to transition the technology into the county domain. A plan is in place for the transition. With regard to finance, City of Savannah and



Chatham County teams have met and a defined budget is in place. Both entities teams have been working well together.

HB751 changes the fee structure for 911 and allows for the collection of more fees. It also gives a deeper insight as to how the charges are collected by the cellular companies and service providers.

Michael Nix will be in town July 26<sup>th</sup> to talk about the transition. If you wish to participate, email Mr. Lewis, and he will provide the details.

#### **V. E911 Director Report**

Ms. Diane Pinckney presented the Director's report for Ms. Beamon.

With regard to the Winbourne study regarding operations, the study noted inconsistent emergency medical dispatch procedures and medical director protocols. Currently, the Center uses a program called Power Phone. They use flip cards provided by Power Phone, which allows the dispatcher to go down a standard list of questions to ask each caller with EMS, as well as advanced fire dispatch. The recommendation is to develop a standard best practices procedure, such as priority dispatch. They are talking to Tim Martin from Priority Dispatch to schedule an on-site demonstration.

Some Center staff are in fear of losing longevity, pension, health benefits, comp time and other city benefits.

There is a recommendation to have county HR start the discussion process regarding a review of current job classifications and descriptions and reclassification of job descriptions and salary adjustment. County HR will walk all employees through the transition process relating to the job reclassifications. The county HR will begin meeting with staff the week of August 23<sup>rd</sup> at the 911 Annex. The HR director has previously met with staff, but the upcoming meetings will be more personalized so each person can ask any questions they have to HR staff.

Facility Update: The building is inadequate and poorly maintained for a life critical facility. The results received from the air quality tests indicate some slightly elevated areas. County Risk Management has done a site visit and assessment with County Facilities Maintenance to address steps for correction.

The interior door seal replacement is pending. County maintenance staff is working on getting all doors repaired, as well as anything else that needs to be replaced at the Center. The thermostat replacement is pending. Dr. Lawton Davis is going to examine the plants inside the building for any negative contributions to air quality. The carpet has been cleaned and internal cleaning issues have been addressed with employees.



Technology: Current CAD system is a Tritech Tiburon Command CAD Version 2.8, which was upgraded on July 10<sup>th</sup>. CAD replacement with the ability to be multi-jurisdictional was recommended. A consultation to address priority technology issues was completed on July 12<sup>th</sup> and forwarded to county leadership for review.

The current back up center is located at the Savannah Civic Center and provides basic CAD and E-911 functionality. The recommendation was made for five additional CAD licenses in order to provide adequate resources. There are currently six licenses available for eleven work stations.

Mr. Hernandez requested that in the CAD replacement system, he would like the capability for closest-unit response regardless of the jurisdiction. Mr. Smith advised that request has been discussed to be included in the future upgrade.

Mr. Hernandez questioned an incident where a call was dispatched improperly. Ms. Pinckney advised the call was under investigation by Ms. Judith Miller. The dispatchers have specific instructions to double check addresses. A QA is being done to ensure it doesn't happen again. Mr. Hernandez requested a copy of the final report only as to QA/QC.

Chatham County Assistant County Manager Michael Kaigler questioned if there was a separate QA committee. Mr. Jones advised that there is not a standing QA/QI Subcommittee, but the EAB could establish whatever ad hoc committees needed. Mr. Kaigler advised that committee should be established.

## VI. Old Business

### a. Approval of the Bylaws

The bi-laws were sent out and a put on the website for review. Mr. Jones advised he incorporated the comments he received from the stakeholders. He handed the most current draft of the bi-laws to all in attendance. One section needs to be added discussing how the Board is involved in selecting a 911 director. As soon as he receives the correct language from the county HR department, he will send out for the stakeholders' review and will then incorporate in.

Garden City Manager Ron Feldner questioned the vacant position as noted in the Bi-laws, Article IV, Section I (m). Mr. Jones advised the state allows the Board to have thirteen members. Currently, there are twelve members. Suggestion was made to reach out to the Georgia State Patrol, Georgia Ports Authority, and SCAD to become the thirteenth member. Chatham County Assistant County Manager Linda Cramer reminded everyone there may be new cities being created later this year. Mr. Smith advised a new



city could be placed on one of the subcommittees. The consensus was that GSP would be the best choice.

Mr. Feldner also pointed out that according to Article IV, Section II, each member is to appoint an alternate to attend in their stead. Those names need to be submitted to Mr. Jones.

**ACTION OF THE BOARD:**

- a. Mr. Hernandez moved for Mr. Jones to make contact with the Georgia State Patrol regarding possible membership to the Board. Sheriff Wilcher seconded the motion which carried unanimously.
- b. Dr. Levett moved to approve the bi-laws. Mr. Hernandez seconded the motion which carried unanimously.

**b. Appoint Lead for the Recommendations Review Committee**

Mr. Smith advised he was appointing Kelvin Lewis as project manager to be the lead for the Recommendations Review Committee.

**c. Approve Leads for Discipline Subcommittees**

Mr. Smith advised the leads for the Discipline Subcommittees needed to be approved. The leads are:

- Law Enforcement -- Chief Jeff Hadley, CCPD
- Fire Fighting -- Chief Wade Simmons, Pooler Fire Department
- EMS -- Chuck Kearns, Chatham Emergency Services
- Radio/Technology -- Nick Batey, Chatham County ICS
- GIS/Mapping -- David Anderson, Engineering and Lara Hall, SAGIS

**ACTION OF THE BOARD:**

Mr. Jones moved to approve the Discipline Subcommittee Leads as presented. Mr. Hernandez seconded the motion which carried.

**d. Update on Improving BOE Communications and Response Times**

Mr. Lewis has started communication with the BOE regarding improving response times. A meeting was conducted wherein all the police and fire chiefs have agreed to leverage their radio channels with the BOE. Secondly, a formal recommendation for an SOP will be submitted to the RRC for responding to an emergency crisis within the BOE.

Mr. Lewis also advised the Board needs to look at executing an IGA or MOU with Effingham County because part of Chatham (New Hampstead High School) is close to the Effingham border and it is possible the closest responding agency would be Effingham.



**VII. New Business**

**a. Dispatch Center Disruption Incident**

Ms. Pinckney advised on July 10<sup>th</sup> at 5:36 p.m., a deactivated fire suppression system erupted at the Communications Center. It spewed debris and a thick cloud all over the entire room. As a result, several staff members were injured and had to be treated by EMS. There were no serious injuries and only one person had to be transported to the hospital because of debris in her eye.

During the incident, the 911 Center operations did not stop. Personnel in the call center began dispatching immediately after the incident started. The second shift personnel were moved to the Civic Center to operate until the Communications Center was cleaned up. Judith Miller entered the Communications Center shortly after the incident to also receive and dispatch calls from there.

There were approximately nineteen people working in the Center at that time and one firefighter. Fire extinguishers have been placed in the Center, and training for the fire extinguishers is being conducted.

Mr. Smith advised a group performed an inspection in June and did not comment about the damaged pull station that was in the Center. Discussions have been had regarding having Halon where the staff are working. Discussion was had about installing a toggle switch which will require a deliberate action to flip the switches.

Mr. Lewis advised the Center has drafted an SOP for evacuation of the Center which will be submitted to the EAB at the August meeting.

**b. Affinity Exercise**

**c. Priorities Established**

**d. Subcommittee Tasking**

Mr. Jones advised he was covering b, c, and d at one time. Recommendations from the Winbourne study were put onto charts and hung on the walls. The Affinity exercise was designed to have a level of inclusion for all stakeholders and all partners of the program and to look at where priorities need to be. The staff from the Communications Center had completed the exercise and placed their priorities on the charts. EAB members and support staff went through the exercise and prioritized the recommendations.

The charts will be given to each of the discipline leads subcommittees to



review and prioritize the importance to each subcommittee. In August all the data will be brought back to the EAB to give direction to work through those Winbourne recommendations.

[NOTE: Chief Hadley blessed the food and lunch was served during the Affinity exercise; Mr. Smith had to leave for another meeting. Mr. Hernandez conducted the end of the meeting.]

**e. Define Project Manager Report Structure**

Mr. Hernandez advised the group needs to decide what information and what format they would like to see when information is presented monthly. All agreed the verbal update on major initiatives was fine. The information being supplied thus far is good. If the Board feels more or different information is needed in the future, they will advise Mr. Lewis at that time.

Mr. Feldner would like to have the written report added to the EAB website for review and viewing. If a local elected official wanted to be educated on the progress, the report would be able to be provided to him/her.

Mr. Lewis advised the minutes, as well as narrative of his report would be loaded to the website.

**f. Define 911 Center Director Report Structure**

Ms. Pinckney advised she believes the Board needs to know the call volume; the work load; and what is involved in the work load. They will provide the number of calls for service for each municipality monthly. The Center is comprised of many components people are unaware of. Board needs to have a good understanding of what the 911 Center operation does.

Pooler City Manager Robbie Byrd questioned who handles complaints regarding 911. Mr. Hernandez said he believes they are handled through the police department. Mr. Byrd would like something set up so that citizen complaints can be monitored through the EAB. Mr. Hernandez said the complaints need to be addressed as QA/QC. Those complaints need to be included in the 911 Center's monthly report.

Mr. Hernandez advised a performance metrix needs to be discussed, as well as staffing levels/vacancies.

Dr. Levett advised the Board needs to be made aware of any HR issues or any significant issues that have occurred at the Center.

Mr. Lewis advised at some point the general public needs to be made aware of the change taking place. All the citizens know is the county is taking over. The EAB needs to put out a press release.



Mr. Hernandez said the City of Savannah and Chatham County PIOs need to work together to create a press release.

**VIII. Adjourn and Next Meeting**

The next meeting will be held on August 15, 2018 at 11:00. Mr. Jones will reach out to Bloomingdale to confirm the meeting will be held there prior to the Calling All Managers meeting.

Mr. Byrd moved to adjourn. Sheriff Wilcher seconded the motion which carried unanimously.

The meeting adjourned at 12:26 p.m.

---

Dennis Jones, Secretary

Minutes Prepared by:

Janice Bocook

Clerk of Commission