



PRECEDING THE EAB MEETING, A PRESS CONFERENCE WILL BE CONDUCTED TO ANNOUNCE THE NEW E911 GOVERNANCE STRUCTURE AND THE FOCUS IN IMPROVING AND MODERNIZING THE COUNTY-WIDE COMMUNICATIONS STRATEGY. STAKEHOLDERS ARE ENCOURAGED TO STAND WITH THE EAB IN A SHOW OF UNITY.

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. Project Manager Transition Report
- V. E911 Director Report
- VI. Recommendations Review Committee
 - a. Methodology and Information Flow
 - b. Subcommittee Feedback
 - c. Affinity Tables and Windborne Priorities
- VII. Old Business
 - a. Georgia State Patrol Membership
 - b. Alternate Representatives
- VIII. New Business
 - a. EAB Tour of Dispatch Center
 - b. Development of the QA/QI Workgroup
 - c. Development of the E911 Plan and State Resolutions
 - d. Subcommittee Tasking – Become familiar with APCO Standard
- IX. Adjourn and Next Meeting – September 19, 2018 – Location TBD



**Chatham Communications Center
E-911 Executive Advisory Board
Bloomingdale Community Center
August 15, 2018**

I. Welcome

County Manager Lee Smith opened the meeting at 11:39 and thanked everyone for coming. Chuck Kearns blessed the food, and the meeting was suspended for lunch. The meeting resumed at 11:56. Mr. Smith thanked Bloomingdale for hosting.

Mr. Akridge offered to host anytime.

II. Roll Call

Mr. Smith reviewed the list of voting members.

The following members were present:

- Lee Smith, Chatham County
- Rob Hernandez, City of Savannah
- Charles Akridge, City of Bloomingdale
- Ron Feldner, Garden City
- Chief Matt Libby, City of Port Wentworth
- Caroline Hankins, Thunderbolt
- Chief Bob Bryson, City of Tybee Island
- Terry Enoch, Board of Education
- Dr. Frank Davis, Chatham Emergency Services
- Dennis Jones, CEMA

Also Present:

- Kelli Beaman, 911
- Joe Este, IXP Corporation
- Linda Cramer, Chatham County
- Michael Kaigler, Chatham County
- Kelvin Lewis, Chatham County
- Janice Bocook, Clerk, Chatham County
- Kristi Norman, CEMA
- Dustin Hetzel, CEMA
- Lara Hall, SAGIS



- Nick Batey, Chatham County ICS
- Chuck Kearns, Chatham Emergency Services
- Gene Harley, CNT and City of Bloomingdale City Council
- Harry Gray, Chatham-Savannah Public School System
- Justin Pratt, Chatham-Savannah Public School System
- Blair Jeffcoat, City of Bloomingdale
- Brian Jackson, City of Bloomingdale
- Mike Foune, City of Bloomingdale
- Chad Riner, Georgia State Patrol
- David Anderson, Chatham County Engineering

Not Present:

- Robbie Byrd, City of Pooler
- John Wilcher, Chatham County Sheriff

III. Approval of Previous Minutes

Mr. Smith moved to approve the minutes as distributed. Mr. Enoch seconded the motion which carried unanimously.

IV. Project Manager Transition Report

Project Manager Kelvin Lewis advised all he circulated a transition tracker showing the different tasks being tracked. He advised everything is going well. Regarding the Communications Center Plan, a meeting with Michael Nix from GEMA is scheduled for August 16th to work out compliance and submitting the plan to the State. The IT departments of the County and the City of Savannah are working on the backup services move. Regarding the governance (subcommittees), there are a few teams that have not yet met or provided Mr. Lewis their schedules. All teams need to meet so the priorities can be established for moving forward. Finally, the HR teams of the County and the City of Savannah have come up with a proposal and a secondary meeting will be scheduled to finalize the transition. Everyone is working very hard to ensure the employees are done no harm with the transition.

Mr. Smith advised he appreciated Mr. Lewis and all the transition teams. The County and City of Savannah IT teams are working closely together to ensure the transition process runs smoothly.



V. E911 Director Report

Ms. Beaman again reviewed the fire suppression issue that occurred at the dispatch center. She again advised that no service was lost during the incident. Some people were sent to the Civic Center to work and some people returned to the Center and worked from there. EMS checked out the staff and the dispatch center was professionally cleaned.

The incident has resulted in an updated SOP for their evacuation plan. They have created “to go” kits for the employees so they would have everything they need to be functional; and they have added fire extinguishers and been trained on how to use them.

They are looking to implement APCO standards. They have been working with Chatham EMS to implement a plan wherein they will not have to continue transferring calls to Chatham EMS.

For information, 16% of the medical calls have been low priority calls; 85% of the calls have been high priority. They are reviewing the SOP to ensure that we reduce the numbers of unnecessary, high priority (Red Lights & Sirens) responses.

Chatham County Human Resources is reviewing staff classifications to be sure everyone is classified as they should be.

Ms. Beaman asked the Board to discuss what information besides call volume and call stats they want included in the Director’s monthly report.

Mr. Smith reminded the Board to contact Ms. Beaman with any 911 issues that arise so that she is kept apprised of what is going on. This way they can combat any rumors that begin if an incident occurs.

Ms. Cramer advised the current system doesn’t have reporting capabilities, so the Board needs to decide what information they want to receive so that the information will be available in the new upgraded system.

Mr. Smith advised the subgroups need to talk about what information will be needed so that information can be included in the RFP for the new system.

Dr. Davis requested retention rate information in future reports.

VI. Recommendations Review Committee

a. Methodology and Information Flow

Mr. Lewis has met with the subcommittees to be certain that everyone is on the same page as far as methodology and information flow is concerned. There is an



information flow chart on the last page of the bi-laws. The EAB assigns tasks the subcommittees. The subcommittees look at the tasks and make recommendations or resolution to the RRC. The RRC makes a determination and either sends it back down to the subcommittee or sends to the EAB for action. If the action passes, it then goes to the dispatch center for implementation.

b. Subcommittee Feedback

The subcommittees were given a few things to start working on. One of those things was the Affinity exercise. They were also asked to start looking at the APCO standard as the baseline for all of the dispatch center functions, and finally they were asked to look at loading rules. Loading rules, before the subcommittees decide to move something forward, they need to determine if we have the knowledge, the funding, the resources to do what is being proposed. All those things need to be considered prior to making any recommendations.

Mr. Jones advised there have been no formal requirements of the subcommittees other than to get established and to look at the Winbourne recommendations.

c. Affinity Tables and Winbourne Priorities

The Affinity table was given to all the EAB members. It is a consolidation of all the feedback received to date. It shows where the priorities are at present. It shows not only the final total, but each individual group's priorities as well. The table includes real data as it relates to the Winbourne recommendations and where all stakeholders feel the particular items need to be as far as priority. The table gives a good sense of the priorities for the community.

Mr. Jones advised some of the items need to be done internally by the 911 center. The table will show what needs to be driven by the dispatch center versus what needs to be driven by the EAB. By September, the EAB will be able to make decisions as to where it wants to go with the Winbourne study recommendations.

VII. Old Business

Mr. Smith thanked the State Patrol for agreeing to be a part of the EAB.

Mr. Riner from the State Patrol thanked the Board for allowing the State Patrol to be a part of the important board.



ACTION OF THE BOARD:

Mr. Jones moved to approve the addition of the Georgia State Patrol to the EAB..
Mr. Feldner seconded the motion and it carried unanimously.

a. Alternate Representatives

Mr. Smith advised some alternative representatives have been named, but all participants need to submit their alternative representative. The alternate representatives will have the ability to vote when they attend the meetings in the stead of the member.

VIII. New Business

a. EAB Tour of Dispatch Center

Mr. Smith advised there is a lot going on at the 911 Center and all need to go take a tour. There are renovations being done, as well as looking at facility expansion, depending on what is possible within the current center.

Ms. Beaman advised it is important to for all to tour the facility to see how things are run.

Ms. Cramer suggested holding the next EAB at the Center with a tour to follow.

b. Development of the QA/QI Workgroup

Ms. Beaman advised that representatives from fire departments, police departments and EMS need to be on the QA/QI subcommittee. The members need to have a knowledge of how calls are processed and how dispatch works.

Mr. Smith advised a confidentiality agreement would need to be signed by those members of the QA/QI committee because some call information could be confidential.

Ms. Beaman advised in order to get into the dispatch center, people need to be GCIC certified. There is a GCIC integrity certification class on-line for any appointed member who is not already certified. The class takes approximately thirty minutes.

Mr. Smith asked for interested parties to notify Mr. Lewis within a week. Mr. Smith will then appoint the five or six members to the subcommittee by the end of next week. The members of the subcommittee will then be confirmed at the September EAB meeting.



c. Development of E911 Plan and State Resolutions

Mr. Jones advised HB751 was signed into law. It established the Georgia Emergency Communications Authority, which separated 911 out from GEMA. Also part of HB71, two new Resolutions on 911 fees can be adopted on post-paid wireless and pre-paid wireless. It allows \$1.50 per month surcharges. A revenue resolution needs to be adopted regarding those charges.

Drafts of the resolutions were given to the EAB members. If any member wishes to make changes to the template, they are to get those to Mr. Jones. At the September meeting, the EAB will give its approval. It will then go before the County Commission in October for adoption. Once passed by the County Commission, it will be sent to the State in November for implementation in January. The only municipality that will have to take its own action is Tybee Island, as they are their own PSAP.

Mr. Jones advised a 911 plan will have to be submitted to the State. Ms. Beaman is working on the template to be given to the EAB in September for review. That will also be presented to the County Commission for approval in October and submission to the State in November. Mr. Lewis requested the schedule for the adoption of the resolutions and 911 plan be posted on the EAB website.

d. Subcommittee Tasking -- becoming familiar with APCO Standard

Mr. Smith advised APCO standards training will be offered for the EAB members, as well as all the subcommittee members. Chatham County staff will schedule the training and advise all members.

Mr. Nick Batey requested the members of the radio network be included in the training.

Mr. Lewis advised once all subcommittees meet and have established their meeting schedules, the information will be put on the EAB website.

IX. Adjourn and Next Meeting

The next meeting will be held on September 19, 2018 at 11:00 at the EOC, with a tour to follow the meeting. Chatham County, CEMA, and Chatham County Police Department will be hosting the meeting.

The meeting adjourned at 12:32 p.m.



Dennis Jones, Secretary

Minutes Prepared by:
Janice Bocook
Clerk of Commission