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

I. Welcome

Director Jones opened the meeting at 11:01 a.m.

II. Roll Call

Director Jones called the roll. The following member were present:

- Dennis Jones, CEMA
- 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
- Chief Chuck Kearns, CES
- David Anderson, Chatham County
- Major Robert Gavin, SPD

III. Approval of Previous Minutes

The following corrections were made to the May 20, 2020 EAB Minutes:

- Add Frank Neal, Thunderbolt to the roll
- VI. A. (i) change closes to closed

ACTION:

Chief Tyler moved to approve the minutes as corrected and distributed. Chief Enoch seconded the motion, which carried unanimously.



IV. E911 Director Report

- Operations and Staffing Report
 - Deputy Director Russ Palmer gave an overview on the stats for the 911-Call Volume 2019 vs. 2020. (Chatham 9-1-1 Communications Services for July 2020 packet was distributed to the Board by email)
 - Communications Call Volume:
 - Total 911 Calls: 165,027
 - Total Admin Calls: 152,676
 - Total Alarm: 20,204
 - **Total Call Volume: 337,907**
 - Current Year to Date Telephone Calls
 - Total 911 Calls: 158,878
 - Total Admin Calls: 121,540
 - Total Alarm: 15,449
 - **Total Call Volume: 295,867**
 - July Phone Call Stats
 - Total 911: 25,015
 - Total Admin: 18,340
 - Total Alarm: 2,174
 - **Total Calls: 45,529**
 - The center averages approximately 46,000 calls. They are on track with reaching their average for the year.
 - YTD Comparison (2019 v. 2020)
 - 911 calls decreased by 6,149 or 3.73%
 - Admin call decreased by 31,136 or 20.39%
 - Alarm calls decreased by 4,755 or 23.53%
 - **Overall decrease by 42,040 or 12.44%**
 - June vs. July CAD Stats
 - Police CFS total of 46,258 which is a decrease by 2,078 or 4.3%
 - Fire CFS total of 1,483 which is an increase by 192 or 14.87%
 - EMS CFS total of 4,361 which is an increase by 509 or 13.21%
 - **Overall decrease by 1,337 or 2.57%**
 - July Police CFS Count
 - Dispatched: 13,602



- On-View: 32,656
- **Total CFS: 46,258**
- Law enforcement average response time is broken down by agencies and priorities in seconds.

- July Fire CFS Count
 - **Total CFS: 1,483**
 - Calls increased by 14% compared to June.

- Chatham Fire Calls
 - July 2020- 348
 - Calls are dispatched by Chatham Emergency Service and not by 911 Services, but E911 captures the data for a monthly report.

- July EMS CFS Count
 - Cold Calls: 764
 - Hot Calls: 3,597
 - **Total CFS: 4,361**
 - Biggest increase for call volume month to month.

- 2019 vs. 2020 EMS CFS Count
 - Cold Calls: 5,091
 - Hot Calls: 21,457
 - **Total CFS: 26,548**
 - 2019 averaged 18.01% cold calls and 2020 averaged 19.18% cold calls
 - Staff is consistently working on prioritizing calls.

- Total QA Numbers
 - Random: 25 with 87% overall
 - Requested: 3 with 83% overall
 - Significant Incidents: 7 with 93% overall
 - Due to COVID, staff assignments were switched around. Some Quality Assurance Officers are training the larger group of trainees.
 - Reviewed 33 calls with 88% overall average

Director Jones asked if 88% average or below average.

Deputy Director Palmer advised the APCO Standard recommends it be set at 90% so it is below the national average but they are close to achieving the necessary standard.



- June vs. July Dispatch QA Results
 - June we reviewed 4 with 98% accuracy
 - July we reviewed 2 with 92% accuracy
 - **Decrease is a result of COVID-19 and new employee training**
- July Dispatch QA's
 - PowerPhone Standard in blue and the Center Average is in red
- Total Quality Assurance:
 - Thirty-five calls were reviewed
 - Dispatch traffic was an average of 89% overall

QA Terms

- Assessment: The location, incident type, ring time standards, and proper greeting.
- Primary Questions (PQ): These are complaint specific primary questions.
- Dispatch: Ensuring the call was entered in a timely manner, correct signal code was used, dispatched within appropriate timeframes.
- Secondary Questions (SQ): These are complaint specific secondary questions.
- Pre-Arrival Instructions (PAI): These are complaint specific and general pre-arrival instructions given to callers.
- Close: Ensuring correct/adequate information was entered into CAD and how the call was terminated.
- PowerPhone Considerations (PC): This is our Professional Courtesy section; ensuring highest level of customer service, caller safety was considered, and adaptive questioning was used based on the scenario.

Director Jones asked how many people are conducting the QA reviews.

Deputy Director Palmer advised it is primarily one person. Prior to COVID, there was an additional person but she was reassigned back to her normal duties.

Major Gavin inquired about the vacancies at the center.

Deputy Director Palmer reported 17 people are in training and there will be



another group hired soon.

- Director Pinckney gave an overview of COVID-19 Operations
 - The 911 Center is still in critical operations mode.
 - The center is still following safety precautions outlined by the CDC and abiding by Chatham County policies.
 - Social distancing is challenging because of lack of space.
- Staffing and Training
 - Staff is on 12-hour work schedules to ensure there is adequate staffing which is challenging because several employees that are out under the Coronavirus Leave Act.
 - Currently, the Center is short nineteen Communications Officers and one 911 Records Technician position.
 - Out of the seventeen people that are in training, two are Records Technician who are assigned to take some of the workload off the 911 Center.
 - A Records Technician that is familiar with the 911 operations was hired on a temporary basis.
- Standardization of Policies
 - Policies are in the process of being standardized.
 - The MDT policy outlines interaction with agencies who have MDTs in the field.

Mobile Data Terminals

Director Pinckney suggested since staff is limited, all agencies that have officers or field personnel with MDTs to use all the functionality and features while in the field if possible. It will take the stress off the communications center. Kelvin currently is in possession of the policy. She advised the board and subcommittee to review the policy so it could be disseminated to staff.



GCIC CJIS

The GCIC CJIS operations policy outlines the duties of the 911 Center as it relates to the flow of criminal justice communication. Director Pinckney requested a status update on the policy so it can be distributed to staff.

Text to 911 Policy

Text calls was received during the testing phase. They are currently waiting to test with Sprint. When testing is complete, staff will be trained. Catherine and the PIO staff will help educate the public on how text to 911 calls work followed by a formal implementation at the center.

- Operational Change Notification

The departure from the police department caused a disconnect in receiving information from other agencies. Ms. Pinckney suggested that any agency lead who has any operational changes that will affect the center operations to notify the center in advance so staff is aware, that also includes implementation of any special event.

Chief Enoch asked have they implemented barriers at workstations in the center to prevent the spread of COVID.

Director Pinckney advised PPE's were provided to staff and they are following all of Chatham County safety precautions. In addition, they have Plexiglas installed at some workstations where it was possible.

Chief Enoch thanked Director Pinckney and her staff for a job well done through the pandemic and the BOE transition. He noted that the Board has signed off and voted on the MOU. It is now in the possession of the Assistant County Attorney, Jennifer Davenport.

Director Pinckney suggested meeting with Chief Enoch and Captain Rodriguez as they move forward to complete the transition.

Dr. Davis asked since the center is short seventeen people, will they be able to effectively fill majority of their chairs to do the job efficiently and how is the morale at the center.



Director Pinckney advised staff is limited at times because some employees are out under the Coronavirus Family First Act. Staff have to work longer hours, which makes the morale low but they are doing what they can to make improvements.

Dr. Davis commended Director Pinckney and her staff on a job well done.

Director Pinckney reported they are working with Phil Koster and his team to improve E911 services during the pandemic. They are also working with Chatham EMS on a campaign for “When to call 911 and when not to call 911.” The initiative is to help identify true emergencies calls.

Ms. Williams and Chief Kearns also echoed Chief Enoch and Dr. Davis remarks to Director Pinckney and her staff. Ms. Williams also stated they could not do what they do without the 911 center.

Director Pinckney thanked them for their support.

V. RRC/Committee Reports

a. RRC Recommendations

Mr. Lewis reported The RRC received a formal recommendation of the SOP CC11, which was distributed, to RRC leads for review. Standardizing the policy to reduce the strain on staff and other resources within the E911 center is the overall goal. There is no return date, but there needs to be a vote on the recommendation at the next meeting.

b. PSAP Review

Mr. Lewis reported during the transition from the City to the County a fishbone diagram was completed with a ranking sheet of items that was needed for the center. He suggested that the Board revisit the document to check off if they completed the task that where given.



c. Open Items

- New Talk Groups – ICS Director Nick Batey gave an update.

At the RRC meeting, there was discussions to add additional talk groups for officers and 911. The EAB approved the groups and funding; however, there was no funding allocated to hire staff. Without staff, remapping cannot proceed. Since it has been so long, they have to decide whether to keep it or let it go. There are remapping issues that are resurfacing action needs to be taken on this particular item.

Director Pinckney asked if they could request it offline because there are channels that need to go into the system.

Mr. Batey advised there were discussions in the RRC technical subcommittee on several occasions. This has been a long-standing issue and the EAB have to make a decision on allocating the funds. He requested a discussion and clarity on the future of the talk group.

Dr. Davis asked if the criticality of the talk group was high, intermediate or low.

Director Pinckney advised it is high; however, they have to consider spacing.

Mr. Lewis recommended adding Talk Groups as an agenda item to the next RRC meeting.

d. Michael Baker Proposal

Mr. Lewis gave an overview of the Michael Baker Proposal

Michael Baker International reviews GIS structure as it relates to the performance of the public safety structure. After reviewing the structure, a recommendation in the cost of \$200,000 was proposed. Staff will have to cleanup and there is an



additional \$30,000 for software to continue the process going forward. The RRC GIS subcommittee also conducted their own review and then sent it to the GIS committee. This process was not ideal and it is still being review. The major concern is that they have to complete the GIS master plan. The master plan is contingent on the EAB formally adopting a mapping standard. Mr. Lewis advised there would be more discussions on the next steps at future meetings.

Georgia Ports Authority, the airport and Gulfstream have GIS challenges as it relates to the timeliness of response times. They have been working with Gulfstream for a while and is in the process of moving forward with GIS addressing.

VI. Old Business/Updates

a. CAD/RMS Project Update

Mr. Lewis gave an update on the CAD/RMS project.

Central Square, Tyler Technologies, and Motorola are the final three vendors they are evaluating. He formally invited the Board to attend a scripted demonstration with the three vendors. Since we are under a pandemic, they are aggressively looking for a large venue to host the demonstrations while following COVID safety precautions. The schedule is as follows:

- a. Central Square – September 14-18
- b. Motorola – September 28 – October 2
- c. Tyler Technologies – October 12-16

Director Jones asked if there was a specific time segment designated for City Managers.

Mr. Lewis advised that he would have to review the agenda to see what the City Managers interests are. He believes that it is important that management only focus on the funding portion of the project.



Director Jones suggested conducting a two-hour Executive Summary at the beginning of the week for the City Managers. If anything is an interest to them, they can participate in that particular segment.

Mr. Lewis replied that he would review it and discuss with Peggy.

Major Gavin asked if Bamboo Farms would be able to accommodate large groups.

Mr. Lewis replied that is a concern. He is still aggressively looking for a bigger location.

Director Jones advised he may have some recommendations and will speak with Mr. Lewis after the meeting.

b. BOE IGA

Mr. Lewis gave an overview of BOE IGA.

They received the signed MOU back from Dr. Buck. He requested that Director Pinckney add the BOE IGA to the September 4 County Commission agenda.

Director Pinckney confirmed she received the MOU.

Mr Lewis advised the Board to move quickly on purchasing another station because the prices are increasing. As of August 11, out of the twelve items they have on the CAD workstation they only have purchase orders on six items. They took advantage of using the grant money and requested an increase. As of now, there is no target date of completion.

Mr. Batey requested the incomplete list from Mr. Lewis so he can follow up on them.

Chief Enoch advised the grant is going to expire if they do not use the money.

Mr. Lewis advised they would not lose the grant money. He has been working with the grantors, the BOE, and Chatham County. Once they receive the final purchase orders and billing, it is going to the BOE for reimbursement.



Chief Enoch advised the cost has increased and he does not know why there is procrastination.

VII. New Business

There was no new business to discuss

VIII. Open Floor/Attendee Comments

There were no comments.

IX. Adjourn

The next meeting will be held in October at a time to be determined.

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

Dennis Jones, Secretary

Minutes Prepared by:
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Assistant to the Clerk of Commission