



AGENDA

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. E911 Director's Report
 - a. General Center Progression Update
 - b. Quality Assurance Officer Position
 - c. Public Awareness / Education Campaign
 - d. Change in 911 Subcommittee Members
- IV. Old Business / Updates
 - a. CAD/RMS Project Update
 - b. Public Safety GIS Position
- V. New Business
 - a. Mental Health Summary and Discussion
- VI. Adjourn and Next Meeting – September 18, 2019 – Location TBD



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

I. Welcome

Lee Smith opened the meeting at 11:06 a.m.

II. Roll Call

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

- Lee Smith, County Manager
- Dr. Frank Davis, Thunderbolt
- Ferman Tyler, Bloomingdale
- Dennis Jones, CEMA
- Daphanie Williams, COS
- Sean Clayton, Thunderbot

Also Present

- Diane Pinckney, 911 Director
- Blair Keffcoat, Bloomingdale PD
- Kelvin Lewis, Project Manager
- David Donnelly, COS
- Michael Kaigler, Chatham County
- Roy Minter, Savannah PD
- Peggy Joyner, Purchasing
- William Handy, Savannah Fire
- Nick Batey, ICS
- Andrew Bateman, Thunderbolt PD
- Aaron Thompson, CEMA
- Lizann Roberts, Chatham County
- Lara Hall, GIS
- Roenia DeLoach, SSU
- David Anderson, Engineering
- Tara Jennings, Chatham County
- Gil Ballard, Garden City PD
- Frank Neal, Thunderbolt
- David Owens, Savannah PD
- Terry Enoch, BOE
- Chuck Kearns, CES
- Rob Rodriguez, BOE PD
- Robert Gavin, Savannah PD
- Ron Feldner, Garden City PD
- Matt Gerig, Chatham County



Chief Enoch introduced Rob Rodriguez who is the new Board of Education Police Officer.

III. E911 Director's Report

Ms. Pinckney reported on the following items:

a. Staffing

The new Deputy Director, Russ Palmer started on August 12th. He is assigned to oversee the Technology and Training/Quality Assurance Teams. The Communications Department is currently working to fill the 28 vacancies. Recently, five people resigned so their positions will be re-advertised starting tomorrow.

Mr. Smith suggested Ms. Pinckney to get with HR to post the positions on Chatham County website for internal employees.

Two new positions were added, Quality Assurance and Operations Coordinator. Interviews will be held today and tomorrow to fill the Quality Assurance position. The first round of interviews were already conducted for the Operations Coordinator position and the second round of interviews will be held within the next week. The first week of September will be the target date to fill both positions.

b. Training

Currently, nine people are going through the training process and they are working with them to ensure it is successful.

c. Implementations

Rapid SOS gives the ability to obtain accurate and concise locations on cell phone callers. The Standard Operating procedures have been disseminated for the application, computers are being put in place and staff is also being trained to work with the new technology. The target date to go live is no later than September 1st.

The Emergency Medical Dispatch application will eliminate the use of guide cards. This will allow them to be more up to date with the EMD process. The EMD process will also be implemented at the same time of the Rapid SOS protocol.



Russ Palmer will oversee the Public Awareness Campaign which is a new component for the 911 Center. This new project will educate the public on the 911 Department Operations and how to provide information to the 911 Center.

An update for Standard Operations procedure is ongoing to have a more streamline process with Animal Control, Marine Patrol and Board of Education. It is imperative that the verbal protocol they have been using over the years is in writing.

Mr. Jones asked for an update on the changes to 911 subcommittee members. Ms. Pinckney stated they will be changing the personnel that's assigned to the subcommittees. Each of the presidents from the subcommittees will be provided with their email address and all necessary information so they will be aware of the meetings and are up-to-date with the subcommittees. She mentioned that Mr. Jones came out to the 911 center and spoke to the supervisors. He explained the Executive Advisory Board responsibilities and how they can better serve in the EAB administration. She also emphasized if anyone wants to be a part of the subcommittee they have to be engaged and participate.

Mr. Jones requested an update on statics of call volumes. Ms. Pinckney advised she will send the report to him. It contains the call stats for the month of July, CAD service and CAD reports.

Mr. Smith referenced articles that came out of New York regarding suicide with law enforcement officers. He referenced the suicides in Savannah and reminded everyone next month is Suicide Awareness Month. He tasked Ms. Pinckney to pool the data on suicide and it revealed it is not only the act of suiciding but the number of suicidal thoughts which was overwhelming. He would like to make an effort to address these issues to protect law enforcement.

IV. Old Business

a. CAD/RMS Project Update

Mr. Lewis presented a PowerPoint of the CAD/RMS Project (PowerPoint can be accessed on the website)

The meeting that was previously scheduled from the past two weeks has been rescheduled for Wednesday, August 28th. The subcommittee will also have a meeting that morning followed by a workshop.



Last month the RF5 process was reviewed to see what is available with CAD/RMS. The subcommittees will be responsible to come back with recommendations so they can move forward with developing a RFP.

The Executive Advisory Board was created to provide guidance. Their responsibilities also includes approving recommendations, making final decision and providing conflict resolution.

The Core Team is comprised of members from 911, law enforcement, fire rescue, EMS, IT and GIS. Their primary responsibility is to collect information from different municipalities and bring it back to the board. Ms. Joyner is the procurement expert and she has been involved since day one.

Project Management and Communication is Tom Maureau who is the consultant and himself who responsibilities is to keep the Board updated as much possible and answer questions.

At the August 28th meeting the development of the project scope with the project team will be discussed. Feedback from the RF5 presentation will also be presented at the same meeting.

Mr. Jones asked for an explanation on Phase 1. Mr. Lewis explained Phase 1 is identifying the scope of work and completing each step for the process of procurement to give to Ms. Joyner. Mr. Jones inquired does that also includes putting together the RFP. Mr. Lewis replied yes.

Mr. Kaigler requested a timeline. Mr. Lewis stated it will be discussed at the August 28th meeting.

b. Public Safety GIS Position

Mr. Anderson gave an update on the Public Safety GIS Position

The Next Gen GIS model data for 911 has been loaded, transformed and fields has been added as needed to be in compliance with Next Gen. The goal is to be in compliance by 2020.

They are working to develop a model ordinance for addressing to include digital plats. This will help them get addresses through the platting process.

They are also coordinating with other municipalities so they can work out GIS



workflows for processing data and bringing it into the system. Street networks will be included so topology will identify locations accurately. There is a list of twenty different layers they have loaded data into.

Mr. Jones inquired if the process has started to have IGAs for every municipality. Mr. Anderson replied they have not look into it as of yet. Mr. Smith suggested that Mr. Anderson and Ms. Hall meet with Jennifer in the County Attorney's office to draft a contact.

Mr. Kaigler advised Mr. Anderson to look into duplication of street names. Mr. Anderson advised a master list will be placed online so people can have access to existing street names.

Ms. Pinckney inquired if they will handle the correction of information in the 911 data base in addition to mapping. Mr. Anderson replied yes, that is their responsibility. Ms. Pinckney suggested that they meet to so she can discuss 911 contributions.

Mr. Jones advised last fall the EAB approved the Public Safety GIS position to reduce the 911 center workload. In review of that position, it was determined Chatham County Engineering department could assume some of those responsibilities.

Mr. Smith urged all municipalities and police departments review Emergency Support Functions plans on mass shootings. He also suggested partnering with private schools, the malls and other large retailers to review their plans on a mass shootings. He designated Mr. Jones to spearhead the project because mass shootings are somewhat like a natural disaster.

Mr. Jones advised in the next couple of weeks they will be working on a project for mass shootings. He and Chief Hadley met to discuss a strategy that will involve inclusion and transparency.

V. New Business

Mental Health Summary and Discussion (PowerPoints can be accessed on the website)

Major Gavin gave an overview on OD Mapping.

OD Mapping HIDTA (high intensity drug trafficking areas) uses digital mapping of



drug overdoses to fight the opioid epidemic. Law enforcement, fire and EMS can join the program. The need for this program came from the high rate of overdose clusters in Washington D.C.

The Savannah Police Department joined OD Mapping last year.

The Behavioral Health Unit is a City initiative but it will exceed the City of Savannah. Bringing in the OD Mapping as a collaborative will determine the where the problematic areas are.

Some issues they have been facing is the turn around on toxicology reports which can take as long as 8 to 10 months to get back.

OD Mapping is not looking for hundred percent concrete evidence. If an officer or EMS can visually see paraphernalia or detect drug use it needs to go in OD Mapping. The more information collected the more problem areas will be identified.

He would like to implement it throughout the municipalities. The program doesn't cost anything. It only requires an administrator to upload the data.

Mr. Smith advised the D.A. and a couple of judges had discussions about creating their own lab because of the long turn around on toxicology reports.

Lt. Hiram Rivera gave a presentation on the Behavioral Health Unit

He has been involved with CIT in the Savannah region for 10 years, trained hundreds of officers for various police departments in the region and crisis intervention training. He has also been following the trends as it relates to behavioral health. His training and experience sparked a need for the program.

They are requesting the EAB to consider a policy that will be a universal protocol for crisis response starting with 911 Dispatch. Currently, there is a CIT policy in place that outlines critical protocol of what CIT officers will respond to.

Ms. Pinckney inquired is the program they are seeking to implement through the Georgia Public Training Center. Lt. Rivera replied he have discussed the program with them. They are developing a pilot program for the training. Once all the kinks are worked out they will send it to GPTC for approval. Ms. Pinckney advised that GPTC have a course that is specifically designed for Communications Officers. If the officers undergo the GPTC course will they fulfill the requirements for his program. Lt. Rivera replied he would like for some of the Communications Officers



to attend the GPTC training, bring back information and apply it to what they are trying to accomplish. Another course they are looking to gather information from is the GPTC Police Negotiations for Patrols.

Captain Ballard added the challenge will be acquiring an acquisition. Lt. Rivera advised that he has a more detailed presentation that gives a better understanding on what they are trying to accomplish. As of right now, they are seeking CAD/RMS consideration to get a designation with CAD/RMS for a mental health component.

Mr. Smith advised the timing for this is perfect to get plans in place especially with the County Commissioners support, Gateway and the State of Georgia new Behavioral Health Center which will also be crisis intervention where people can go for 72 hours and get a referral to other organizations if needed.

Mr. Smith inquired if a script is a mental health component of EMD

Ms. Pinckney replied it is, and introduced Russ Palmer and Gena Miller who gave out handouts. She advised they have scripts and suggested she and Lt. Rivera set up a meeting to discuss the script regarding the law enforcement and EMS component.

Mr. Smith suggested that the RRC bring back recommendations to start the process.

Mr. Jones asked Mr. Lewis to get with the RRC so it can be worked out with the subcommittees.

Mr. Lewis expressed his concerns with the new program partnership with City of Savannah and Chatham County.

Lt. Rivera explained the E-CIT training is for everyone utilizing those resources. It is each agency choice to get a BHRT with a partnership with a clinician officer. They have grant funding to do that for two years. The universal component is having a good protocol with 911 and how CIT and E-CIT officers are sent out on calls.

Tara Jennings gave a presentation on Chatham County: Breaking the Cycle

Ms. Jennings gave an overview on the following:

Back in 2016 the County hosted the Mental Health Symposium. The initiative was



breaking the cycle which is how they wrote the grant and was able to obtain money that was previously discussed.

Handouts were given to the Board on classes they can attend.

Breaking the Cycle meets the first Tuesday of every other month. The next meeting is October 1st.

Mr. Smith advised Chief Hadley sent him a link to 9-8-8, a suicide hotline. Ms. Jennings added the Federal Communication approved it on August 15th.

Dr. Davis asked who answers those calls. Ms. Jennings replied she was uncertain.

Mr. Smith expressed his concerns with the hotline being local or nationwide. More research will have to be done on the hotline

VI. Adjournment

The next meeting will be held on September 18, 2019 the location to be determined.

There being no further business to be discussed, Mr. Jones declared the meeting adjourned at 12:14 p.m.

Dennis Jones, Secretary

Minutes Prepared by:
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