



AGENDA

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. E911 Director's Report
 - a. Staffing
 - b. Zoll Update
 - c. Calls for Service/911 Stats/ Hurricane Dorian Stats
 - d. Test-to 911 Implementation Status
 - e. Powerphone Implementation Status
 - f. Board of Education Integration
- V. Old Business / Updates
 - a. CAD/RMS Project Update
- VI. New Business
 - a. Presentation by Rapid SOS- Deputy Director Russ Palmer
- VII. Adjourn



Chatham Communications Center
E-911 Executive Advisory Board
Coastal Gardens/Bamboo Farm
September 18, 2019

I. Welcome

Mr. Smith opened the meeting at 10:06 a.m. and thanked all for their attendance. There was no flag in the room, so the Pledge of Allegiance was not said.

II. Roll Call

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

- Lee Smith, Chatham County
- Ferman Tyler, Bloomingdale
- Ron Feldner, Garden City
- Daphanie Williams, COS
- Frank Neal, Town of Thunderbolt
- Chief Terry Enoch, BOE
- Dr. Frank Davis, CES
- Dennis Jones, CEMA

Also Present:

- Diane Pinckney, 911
- Russ Palmer, 911
- Judith McCook, 911
- Marthia Thurmond, 911
- Kelvin Lewis, Project Manager
- Michael Kaigler, Chatham County
- Linda Cramer, Chatham County
- Jeff Hadley, CCPD
- Nick Batey, ICS
- David Anderson, Engineering
- Rob Rodriguez, BOE
- Kirk Lewis, BOE
- Wade Simmons, Pooler FD
- Glenn Hou, COS
- Chuck Kearns, CES
- Janice Bocook, Clerk
- Kristi Norman, CEMA

Not Present:

- Robbie Byrd, City of Pooler
- Phil Jones, City of Port Wentworth
- Shawn Gillen, City of Tybee Island
- John Wilcher, Sheriff
- Chad Riner, Georgia State Patrol



III. Approval of Previous Minutes (Review in Advance)

Mr. Jones advised quorum was not present at the June or July meetings and therefore no approval of the minutes would be needed.

The minutes from the August meeting needed approval. The minutes were reviewed and approved.

ACTION:

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

IV. E911 Director Report

Director Pinckney reported on several items:

a. Staffing:

- The Communications Department is currently staffed at 92.
- Ms. Marthia Scott was promoted to Operations Coordinator. She will be responsible for the oversight of administrative processes, to include schedules and disciplinary actions. Her new position takes effect October 4th.
- The Communications Officer position was advertised. There were 27 applicants who are being scheduled for testing the week of September 23rd.
- Angela Page has been hired as the Quality Assurance Officer. She will be responsible for reviewing EMS, Fire and Police calls to ensure compliance.

b. Zoll Update:

- The Communications Center is working with Chatham Emergency Services to move the project forward. Zoll is working to complete the functional definition document. Staff is prepared to answer questions or assist if needed. Tiburon/Central Square is awaiting Zoll's time line in order to schedule their technician.



- c. Calls for Service/911 Stats/Hurricane Dorian Stats:
- Reports for calls for service and call stats were disseminated to the Board. Those reports can be found in the Clerk of Commission's meeting file for review.
 - A report for 911 Center activity during Hurricane Dorian was also prepared and disseminated to the Board. There was a decrease in the number of calls received and dispatched during the hurricane event. There was an increase in the number of calls initiated by officers in the field.
- d. Text-to 911 Implementation Status
- The Communications Center is preparing to send letters to the major cell providers advising them of the Center's implementation of text to 911. Ms. Pinckney suggested meeting with the Chatham County PIO office to provide education to the public before the implementation of the text to 911. The text to 911 should be a last resort.
 - Dr. Davis questioned if there was image capability with the text to 911.
 - Deputy Director Palmer advised that there is no image capability and in cases of other 911 facilities using the text to 911, the average number of text messages is not more than 12 at this time.
- e. Powerphone Implementation Status
- Implementation is almost complete. EMS Manager Zach Shuman has validated the script and all personnel have been trained.
- f. Board of Education Integration
- The Communications Center staff met with Board of Education staff to discuss duties, training, operational processes, and developing a time line to transition staff to the 911 Center.
 - The Communications Center training coordinator has also gone to the BOE dispatch center to observe their operation.
 - A meeting is being scheduled to move the process forward.
 - Chief Enoch thanked Director Pinckney and her team for meeting with the BOE team. He advised it is a slow process but it is moving



forward. Once they get a good plan outlined, they will provide to the EAB.

The Communications Center phones have been upgraded to include an automatic call back feature. This system will automatically call back a number if a call is unanswered with instructions on how to reach the 911 Center.

V. Old Business/Updates

a. CAD/RMS Project Update

Mr. Lewis advised the subcommittee met prior to Hurricane Dorian. All subcommittee chairs are to have information provided to Mr. Lewis by Friday (September 20th). They are working on collecting the information needed to build the RFP.

After all the information is submitted, a summary will be prepared and disseminated to the EAB.

Mr. Lewis wanted to clarify that RMS will include all agencies across the board, fire, police, EMS, and EMA.

Ms. Cramer asked if there was a preliminary RFP time line.

Mr. Lewis advised they are hoping to get the information to purchasing by November and begin evaluations after the first of the year.

Mr. Lewis also advised the RRC met prior to the CAD/RMS subcommittee met. They will be meeting more regularly in order to support the findings of the Winbourne study. They have been having good participation in the RRC.

Mr. Smith asked what was happening regarding active shooter training.

Chief Hadley advised an initial group had met regarding policy. The group will meet again in two months. Chief Hadley needs to meet with other police departments to see where all departments are with regard to active shooters.



Mr. Smith advised Chatham County is in the process of updating its wrecker ordinance. He would like to be able to capture when a wrecker is called and what time it arrived.

Ms. Pinckney advised that a field can be added to the CAD system to show when the wrecker arrives on scene.

VI. New Business

Prior to the Rapid SOS presentation, Mr. Lewis advised that he had sent out a memo regarding mental health training. He would like all to participate in the additional training, which includes four eight-hour classes. The next meeting is scheduled for September 25th. He would like to have first responders identify the information they need to get quick responses when they come in contact with a person with mental health issues.

a. Presentation by Rapid SOS - Deputy Director Russ Palmer

The Rapid SOS system is used to get a better location on a caller. It takes GPS information from any Smart wearables, i.e., phones, fitness trackers, Alexas, Echos, etc.– anything with GPS capability – and transmits that information to the Rapid SOS Clearinghouse System. By using the clearinghouse, it cuts out the other processes normally which used to get the GPS data.

The system also uses barometric pressure to help pear down locations even further.

The four major cell phone carriers provide information to the clearinghouse. The limitations are that the cell phones location has to be turned on.

Uber integration testing is taking place. There will be a panic button in the Uber app. You push the button and it will provide your location, as well as the make and model of the car. This information will be sent to the clearinghouse.

There is a new medical alert system. If someone is wearing a medical alert tag, that tag number can be given and all the medical information will be sent directly to the Center.



The Center currently has the Rapid SOS light portal, which means they have to type in the phone number to get all the information. They are on the waiting list for the newest free upgrade, which is called the jurisdiction view, in which every call will automatically populate to the portal. This will be an additional level to be sure they have correct location information.

Mr. Kaigler advised the public doesn't always understand that cell phone technology is different from land lines and don't always understand why the cell phone locations cannot be found like a land line location.

Mr. Smith suggested Ms. Pinckney contact the Chatham County PIO office to help get the information out about the cell phone location technology.

VII. Adjournment

The next meeting will be October 16, 2019, at a location to be determined.

There being no further business to be discussed, Mr. Smith declared the meeting adjourned at 10:59 a.m.

Dennis Jones, Secretary

Minutes Prepared by:
Janice Bocoock
Clerk of Commission